

FAQ's

What if the tool is not working after a full charge?

If you have fully charged the tool and it fails to hold the charge, unplug it from the wall and let it sit for a few minutes and then plug it back in. This helps reset the program and should fix the problem. If the tool does not properly charge following this, please contact customer service so we may replace the tool immediately for free.

How long does the battery charge last?

The tool can fully charge in 6 hours and provide up to 25 minutes of "continuous" use. This battery life allows users to stay focused and conscious of overlapping during treatment. A rule of thumb is that a single battery charge is enough to treat 5 areas for 5 minutes each.

Please note that the battery will discharge or die within 5 days if it is not used. If the tool is fully charged and then used for only 10 minutes and placed in your drawer for several days, it will need to be charged again before use. Oh yeah, and remember that the tool works while plugged in as well.

Does the device work while plugged in?

Yes. The Riiviva hand tool was designed to be used on a rechargeable battery and while plugged in. The wall charger has a 3 foot cord included. For optimal power output and suction, use it while plugged in.

What do I do if the suction is weak?

First, check to see if anything is blocking the suction hole at the tip of the device. Next, check the filter canister. Look to see if anything is blocking the holes leading in to the filter canister. Last, check the filter itself to see if it is full of debris. If it is, it is time to discard it and replace it with a new one. We have included 50 filters with the packaging.

What is Riiviva Microderm and why is it effective?

Riiviva Microderm is the first handheld rechargeable microdermabrasion device for home use. By using the same principles of a professional microdermabrasion system, Riiviva Microderm utilizes tips made with precisely placed diamond tips, variable suction settings, and a unique filtering system. The combination of using suction and diamond tips that are interchangeable with professional microdermabrasion machines is what gives you professional results at home.

What is diamond tipped microdermabrasion?

Microdermabrasion is a popular procedure for skin rejuvenation and is offered in day-spas and medical aesthetic centers. The desire for youthful healthy looking skin is not a new one. Abrading the skin for the purpose of smoothing it and removing blemishes was practiced even in ancient times. In the nineties, a technique using diamond tipped wands was developed on professional equipment allowing for more precision layering and uniform results. The removal of dead skin cells occurs as the vacuum raises the skin against the diamond tip and is drawn across the skins surface. The process exfoliates the superficial epidermal layer and stimulates collagen and elastin renewal in the dermal and epidermal layers of the skin. This professional treatment is now available at home with Riiviva Microderm.

What are the benefits of a Riiviva Microderm treatment?

Riiviva Microderm offers a less expensive, more convenient, alternative to microdermabrasion treatments performed in a clinic or salon, and the reasonable price and ease of use can help you turn back the clock. For total skin rejuvenation, the dual-action system of stainless steel diamond tips and vacuum suction can reduce fine lines and wrinkles, improve skin tone, texture, and elasticity, while aiding in the reduction of Keratosis Pilaris, brown spots and mild scarring.

Does using diamond tips really make a difference?

It does make a difference. Our professional quality tips are durable and long lasting. Riiviva Microderm does not use plastic tips, brushes, crystals, discs, or abrasive creams. Just like professional industry tips, real diamonds are precisely placed on high quality stainless steel allowing for more precision layering of the epidermis for more uniform results. Real diamonds on stainless steel are high quality and allow you to work near sensitive and hard to reach areas such as the nose, ears, and mouth, without covering them. Plastic tips or loose abrasives are less refined and must be replaced often. They may cause unnecessary discomfort including irritation to the eyes and breathing passageways.

What type of microdermabrasion is used in medical spas and the offices of plastic surgeons?

Because of their effectiveness, more medical practitioners and spas are using diamond-based machines, such as Diamond Tome and NewApeel. Riiviva Microderm has been designed following the same principles as these professional systems to deliver an effective and customized treatment

Professional quality stainless steel diamond tips with a variety of coarseness

3 levels of vacuum suction

A unique internal filtering system allowing you to see what is removed from your skin

Are there any conditions or medications that would keep me from using Riiviva Microderm?

We recommend you use a common sense approach when using your Riiviva Microderm. If you are under a physicians care for any skin condition, or if you have or think you may have a skin condition, please consult your physician before use. Microdermabrasion should not be administered if you have/are:

Skin cancer

Herpes outbreak (active cold sore)

Active rosacea

Unstable diabetes or auto-immune system

A sunburn or skin rash

Open wounds or lesions

Cystic or pustular acne

Warts, Eczema, or dermatitis

Taking oral blood thinners or anti-coagulates

Recent cosmetic surgery or procedure (consult your doctor)

Vascular lesions

Pregnant (consult your doctor)

Have used Accutane within 1 year

Have used Retina A, Retinol products, or chemical peels within 7 days

Dilated capillaries

Are there research studies documenting the results of microdermabrasion?

Substantial research on microdermabrasion is easily found at the US National Library of Medicine National Institute of Health or online at: <http://www.ncbi.nlm.nih.gov/pubmed>

Results from a recent internal clinical test using Riiviva Microderm:

92% reported tighter skin after one treatment

85% reported fewer fine lines and wrinkles following 6 treatments

82% reported a decrease in brown spots following treatment

80% reported smoother skin following one treatment

100% of those tested were satisfied with their results

100% of those tested found Riiviva to be an effective treatment for their skin

100% reported better absorption of their skincare products following Riiviva microderm

100% reported that makeup was easier to put on following Riiviva microderm treatments

Can I use my skincare products with my Riiviva Microderm?

Yes. During your treatment, your skin needs to be clean and dry. Removing the dead skin cells allows for better absorption of skincare products. For maximum results, use Riiviva Skin Care MD products for cleansing, collagen regeneration, and moisturizing. And don't forget your sunblock!

How do I choose which vacuum setting and diamond tip?

Your treatment depends on the suction level setting, the abrasiveness of the tip you choose, and the number of passes over the skin. While getting accustomed to the treatment, use the FINE tip at the lowest setting with only a few passes over each part of your skin. Always start on the lowest level and then you can gradually increase if your skin tolerates it. Typically your face will always be treated at the lowest setting. You can increase the settings and use a MED or COARSE tip for your body parts.

How long should a Riiviva Microderm treatment take?

This depends on the treatment area, your skin's condition, and user experience. The average treatment on your face alone should take 4-5 minutes.

How often should I use Riiviva Microderm?

This depends on the treatment area and the condition of your skin, but the general guideline is 1-2 times a week.

Is there a recovery time with Riiviva Microderm?

Each individual is different. Some people may experience mild redness or increases in skin sensitivity right after a treatment. These symptoms should resolve within a few hours. If used in the morning, make sure to apply a broad-spectrum sunscreen before heading outside.

Is it normal to see redness after use?

Yes, you may experience some redness and/or skin sensitivity after treatments. This is normal. If you continue to have discomfort and redness of the skin, lower the suction setting and frequency of use, and/or coarseness of the tip. If you still experience redness or discomfort, give your skin a rest for a few days.

How soon will I see some improvement?

Many people will see and feel the results after the very first treatment, and you will see continued improvement over time. Test it yourself by treating one side of your face first and then do a touch and feel comparison to the untreated side.

Is Riiviva Microderm easy to use?

Yes, Riiviva Microderm is easy to use. For the first few treatments take your time to get used to the flow and feel of your treatment. Do not press the diamond tip too firmly against the skin and keep it perpendicular to the skin surface to ensure proper suction. When using, hold the skin taut (tight) and let the tip and the suction do the work as you glide it over each section of skin. Applying common sense to how aggressive you are with your treatments is always important.

What happens if I forget to put a filter in the filter canister?

Using your Riiviva Microderm without a filter will damage it and void the warranty.

How often do I need to change the filter?

Your Riiviva Microderm filter is disposable and is to be changed after each treatment for optimal performance. The Tweezers that are included in your filter package act as a “key” for opening the filter canister.

What if my Riiviva Microderm does not have very much suction?

It is most likely that your device is not fully charged or your filter is too full of skin particles. Replace your filter and/or fully charge your Riiviva Microderm.

How often do I have to charge my Riiviva Microderm?

Before your first treatment, completely charge your Riiviva Microderm overnight. A full charge only requires approximately 6 hours of charge time. Charge your device in-between treatments for optimal results.

Can I use Riiviva Microderm to treat other parts of my body?

Your Riiviva Microderm is not just limited to your face. Other parts of your body can benefit from microdermabrasion. Common areas of treatment are the face, neck, chest, hands, feet, arms, legs, and buttocks. Riiviva Microderm is not to be used in the eyes, on the eye lids, on the lips or near the genitals. Please use common sense when using your device.

What is Keratosis Pilaris?

Keratosis Pilaris (KP) is a very common skin condition often referred to as “chicken skin”. It affects an estimated 40 – 50% of all adults and 50 – 80% of all adolescents. It primarily appears on the back and outer sides of the upper arms, but can also occur on thighs and buttocks.

What should a Riiviva Microderm treatment feel like?

An effective treatment can be described as feeling like a cat licking your skin. You should not experience any pain or discomfort during a treatment. Do not be too aggressive on your first treatments. You can always increase the suction and duration as you become more experienced.

Can I share my Riiviva Microderm with other people?

While you may want to share your Riiviva Microderm device with other people, we do not recommend that you share your diamond tips between users.

Can I use Riiviva Microderm after cosmetic surgery?

Check with your doctor before using or receiving any kind of microdermabrasion treatment after cosmetic surgery.

Can I use Riiviva Microderm in the shower or bathtub?

No. Riiviva Microderm is not designed to be used in or around the water. Treatments are to be performed on clean dry skin. Using the Riiviva Microderm in the water will void the warranty.

How long do the diamond tips last?

The diamond tips can last up to a year. Depending on use and for optimal results, you may want to replace them sooner.

How do I clean my diamond tips?

We recommend using warm water and soap and lightly scrubbing the diamond tip surface for thorough cleansing. (Hint: Try using a toothbrush or light bristle brush for scrubbing.)

What is the difference between diamond tip abrasion and the use of crystals?

While both have the capacity to produce results, crystal microdermabrasion treatments are much more dependent on the technology or machine used by the operator who is dependent on the force of the crystal flow. Diamond tipped treatments on the other hand are more dependent on the operator who is more in control of the treatment through the use of a manual pressure technique.

When treating areas closer to the eyes and mouth – you can abrade the skin more accurately with diamond microdermabrasion and there is no risk of stray crystals causing damage or being ingested.

The Riiviva Microderm replaces the traditional micro-crystal flow with reusable and interchangeable diamond tips.