

Frequently Asked Questions

1. What is NuFACE®?

The first and only hand held device FDA cleared for facial toning and stimulation. NuFACE® is a safe, effective at-home anti-aging facial toning device.

2. How does NuFACE® work?

NuFACE® improves the appearance of your face through the use of microcurrent technology; a gentle electrical stimulation. NuFACE® delivers a micro-impulse to your muscles and skin for instant, cumulative results. Microcurrent is known to increase collagen, elastin, circulation, product penetration and ATP (cellular metabolism).

3. What type of results will I see?

Increased firmness, plumping and lifting of your skin and facial muscles. Reduction of fine lines and wrinkles, tighter and thicker skin, more defined jaw line and cheekbones, lifted eyebrows. A wider, more open eye, and reduced or eliminated jowls and nasolabial folds.

4. How quickly will I see results?

Most users will see results after the very first treatment; however individual results may vary. Lift half your face then do a comparison of each side. Results are cumulative and optimal results are achieved with regular use.

5. How many times a week should I use my NuFACE® at home?

NuFACE® is safe and gentle enough for everyday use.

6. When do I use NuFACE®?

Morning or night- whenever is convenient.

7. Where can I use NuFACE®?

International: NuFACE® can be used on your neck, face and body.

USA: NuFACE® can be used on your face. NuFACE® is US FDA approved for the face only.

8. How do I use NuFACE®? -- Easy as 1-2-3

1. Prep: Apply Conductivity Gel to your clean, dry skin.

2. Lift:

a. Basic Technique: Simply glide the NuFACE® probes over the natural contours of your face.

b. Advanced Technique: For optimal results and to address areas of concern, hold the probes in a stationary position for 5 seconds. This technique targets the sagging muscles and fine lines and wrinkles by directly delivering the microcurrent impulses.

3. Finish: Remove Conductivity Gel, spray your face with Optimizing Mist and apply your preferred moisturizer.

9. How long is the NuFACE® treatment?

The NuFACE® treatment takes 5+ minutes depending on which technique or combination of techniques being used.

10. Can I lift my face more than once a day at home?

We recommend to use NuFACE® once in a 24 hour period as the muscles need to rest between treatments.

11. How much current will I feel?

Microcurrent is a low level current that is very soothing and relaxing. It is normal not to feel any sensation with the NuFACE® treatment. A slight tingling sensation may be felt in certain areas. Facial sensitivity varies from individual to individual. You can lower or raise the intensity during any segment of the treatment.

12. How much Conductivity Gel should be applied to my face?

A thin layer of Conductivity Gel should be applied, allowing the current to be transferred directly to your muscles and for NuFACE® to glide easily, without pulling your skin. Do NOT allow the Conductivity Gel to dry while using the NuFACE®. Keep the Conductivity Gel moist by spraying the Optimizing Mist.

13. Why do I have to stay out of the mouth and eye areas?

The mouth and eye areas are circular muscles and need to be treated in accordance with the muscle direction. Microcurrent does travel so improvement will be seen around the mouth and eyes.

14. How fast should I glide the NuFACE® device?

Take your time with the NuFACE® treatment; each step should roughly be a slow 5 second count.

15. Can the NuFACE® device be used wearing make-up?

No. Your skin should be clean; free of any make-up or moisturizers.

16. Can the NuFACE® device be used wearing skincare products?

Yes. A skincare water or gel based serum (with the exception of Vitamin A) can be applied to your clean, dry skin before the Conductivity Gel. The microcurrent will penetrate the serum deeper. Conductivity Gel is the only recommended conductivity solution.

17. Is Microcurrent technology the same as galvanic technology?

No. Microcurrent works to stimulate and tone the facial muscles. Microcurrent is also known to increase collagen, elastin, circulation, ATP and product penetration. Galvanic penetrates product deeper and does not benefit the facial muscles.

18. Since NuFACE® does not contract the muscles how does it tone them?

Microcurrent increases collagen and muscle tone by speeding up the rate at which the body produces its own muscle proteins and fibroblasts. Research has shown that results of microcurrent are not only significant, but long-lasting. It is a corrective and preventive anti-aging treatment.

19. I have used other facial stimulators and they contract the muscles, why doesn't NuFACE®?

The NuFACE® device utilizes microcurrent that gently stimulates the facial muscles for long term strength and tone. Stronger (muscle contracting) currents can cause the facial muscles to atrophy.

20. What is included with the NuFACE® device?

The NuFACE® kit includes: NuFACE® device, Conductivity Gel, Optimizing Mist, Instructional DVD, User Manual, Tip Cards, alkaline 9 volt battery and a one year warranty. An additional extended two year warranty is now available.

21. Who created NuFACE®?

NuFACE® was created by Carol Cole, a licensed aesthetician specializing in professional microcurrent treatments since 1985. Carol, a baby boomer, sought to create an easy to use, effective hand held device that she and her clients could use at home.

22. Is the NuFACE® device tested by skincare professionals?

Yes, NuFACE® is being recommended by skincare professionals including: Dermatologists, Cosmetic Surgeons, and Aestheticians for home care facial toning, and to enhance/compliment professional treatments.

23. If I am planning cosmetic surgery, can I use the NuFACE® device?

Yes. But most importantly consult your surgeon. Use NuFACE® pre-surgery to increase muscle tone, and post-surgery to reduce puffiness and maintain the results of your cosmetic procedure. The NuFACE® device may be used in conjunction with other facial treatments and injectables.

24. Can I use the NuFACE® device if I have rosacea, acne, broken capillaries, implants or cancer?

NuFACE® can be performed on rosacea, acne and broken capillaries. We recommend lowering the intensity of the NuFACE® to avoid sensitivity. NuFACE® can be used with dental, metal, cheek or chin implants. NuFACE® should NOT be used if you have cancer. Consult your physician. NuFACE® should NOT be used by individuals that are pregnant, subject to seizures, have a pacemaker or any electronic implanted devices