

After-Sales Service Card

Dear Customer,

Thank you for purchasing our Deep Pore Exfoliator. We are committed to providing you with high-quality products and excellent customer service.

If you experience any issues with this product please contact our customer service team as soon as possible at: info@dermalactives.com

Sincerely,
The Dermalactives Team

Product Number : D-0053
Product DIM : 170*42*14mm
Product Weight : 76g
Battery Voltage : 3.7V
Rated Frequency : 1.5W
Battery Capacity : 400mAh
Blade Frequency : 24kHz
Not Suitable For The Crowd : Pregnant And Menstruating Women, Allergic People, People With Skin Damage

Dermalactives™

ELASTIN & COLLAGEN REJUVENATION

Deep Pore Exfoliator

Spa-Inspired Ultrasonic Exfoliation

Thank you for choosing Dermalactives.

The Dermalactives Pore Exfoliator is a spa-inspired ultrasonic skincare device designed to elevate your daily skincare routine. Using high-frequency ultrasonic vibrations, it helps gently exfoliate dead skin cells, remove excess oil and impurities, and enhance the absorption of your favorite water-based skincare products. With regular use, your skin can appear smoother, softer, and more radiant, helping you achieve a refreshed, healthy-looking complexion from the comfort of your home.

Device Overview

Dust cover

Power / Mode Button
(function shift key)

USB Charging Port

Charging

Mode

Light

Indicator

Induction bar

How To Use

1. Charge the device fully (approximately 2 hours) before using it for the first time.

2. Press and hold the Power Button for 2 seconds to turn the device on or off. Press the button briefly to switch between operating modes.

3. Clean the ultrasonic blade with alcohol or a soft cloth before and after each use.

4. Apply water, toner, or your preferred skincare product according to the selected treatment mode.

5. When the battery is low, the indicator light will flash. During charging, the indicator lights illuminate sequentially. All lights remain illuminated once charging is complete.

Cover/
Outer

1 Hold blade at 30–45°

2 Move slowly upward

3 Avoid eyelids and lips

4 Wipe away impurities

Treatment Guide

Entire Face
Deep cleansing and exfoliation

Forehead & Jawline
Use slow upward strokes.

Nose & T-Zone
Focus on areas prone to oil buildup and blackheads.

Operating Modes

Deep Clean Mode

Refresh and purify your skin.

Designed to help lift away excess oil, dirt, and surface impurities while gently exfoliating dead skin cells for a cleaner, smoother complexion.

Recommended Use:

• Use on clean, damp skin.

• Hold the blade at a 30–45° angle with the curved side facing downward.

• Glide slowly outward and upward across the skin.

• Use 1–2 times per week.

Exfoliation Mode

Reveal a brighter, smoother complexion.

Helps loosen and remove dead skin cells, leaving the skin feeling softer and looking more radiant.

Recommended Use:

• Use after cleansing while the skin remains damp.

• Focus on areas prone to congestion, such as the T-zone and chin.

• Use gentle pressure and avoid repeatedly treating the same area.

Product Infusion Mode

Maximize the absorption of your skincare.

Works with your favorite water-based serums and essences to help enhance their penetration into the skin for improved hydration and nourishment.

Recommended Use:

• Apply a generous amount of serum or essence.

• Hold the blade with the curved side facing the skin.

• Glide slowly upward using gentle strokes until the product is absorbed.

Micro Massage Mode

Relax, refresh, and revitalize.

Gentle ultrasonic vibrations provide a soothing facial massage that helps improve the overall skincare experience while leaving the skin feeling refreshed.

Recommended Use:

• Use after applying serum or moisturizer.

• Move slowly from the center of the face outward and upward.

• Spend 3–5 minutes per treatment.

Suggested Treatment Frequency

Treatment	Frequency
Deep Clean Mode	1–2 times per week, 3–5 minutes per treatment
Exfoliation Mode	1–2 times per week 3–5 minutes per treatment

Product Infusion Mode Daily or as desired
Micro Massage Mode Daily or as desired

Cleaning & Maintenance

• Wipe the blade with 70% isopropyl alcohol after each use.

• Do not immerse the device in water.

• Store with the protective cap attached.

• Keep the charging port dry.

Safety Precautions

• For external use only.

• Do not use over open wounds, irritated skin, or active infections.

• Avoid the eyelids and inside the mouth.

• Consult a physician before use if you have implanted electronic medical devices, such as a pacemaker.

• Keep out of reach of children.

Troubleshooting

Problem

Solution

Device won't turn on
Weak vibration
No visible exfoliation

Charge for at least 2 hours
Recharge the battery
Ensure the skin is damp and hold the blade at a 30–45° angle

Device won't charge

Check the USB cable and power source

Inner