

Product Manual

ZĒNO™

Acne Clearing Device

Read all instructions before use.

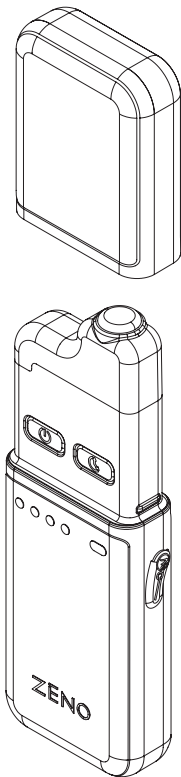
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Note: Your Zeno batteries do not come charged. Charging your Zeno for 4 hours will provide enough power for up to two (2) treatment cycles. The batteries should be fully charged for at least 6 hours before regular use. Use your Zeno only with battery power. For safety reasons, Zeno will not work when plugged into the Wall Charging Plug.

(See page 10 for complete product diagram.)



Welcome!

Pimples! Who needs them? Now, Zeno™ can help put you back in charge of your skin's appearance by giving you a quick and effective way to bring pimples under control.

Zeno works best when you **first notice the signs of a new pimple**. If you feel a sore bump or see a red spot which you know from past experience may turn into a pimple, reach for your Zeno. Clinical trials have shown that pimples treated with Zeno can fade or disappear **within just 24 hours!**

Zeno is a clinically proven medical device, not a medication. Unlike strong medicines, Zeno has shown in tests to have no significant side effects. So use Zeno confidently. But don't abandon your regular skin care routine. Zeno does not replace good skin hygiene. It simply takes over when pimples overwhelm your skin's natural balance.

With two to three treatment cycles of 2½ minutes, spread over 12 to 24 hours, Zeno helps your body avoid the bacterial imbalance of the skin that relates to pimples. Zeno shortens the pimple's life cycle. Your face will look clearer, faster. What's more, the shorter the life of a pimple, the less chances it has to leave a scar.

Clear, smooth skin for everyone. That's the aim of Zeno.

What is Zeno and How Does it Work?

The Device: Zeno is a battery-powered medical device used to treat mild to moderate acne. Zeno has a built-in computer that controls a Treatment Tip Cartridge. This computer adjusts to your skin. It makes sure each treatment puts the right amount of energy into each pimple. Also, the computer tells you what the battery charge level is and how many treatment cycles are left in the Treatment Tip Cartridge.

The Treatment Tip Cartridge: The Treatment Tip Cartridge has a memory chip to make sure the right amount of energy is given. It also controls the number of treatments, and makes sure the device is safe at all times. The Treatment Tip Cartridge has 90 treatment cycles (as shown by the number on the top of the cartridge). Each treatment cycle is 2½ minutes. The Treatment Tip Life Indicators show how many treatments are left (See Treatment Tip Life Indicators section). It is easy to replace the Zeno Treatment Tip Cartridge that came with your Zeno (See Replacing the Treatment Tip Cartridge section). You can buy additional cartridges where you purchased Zeno or at www.myzeno.com.

Indications for Use

Zeno is a medical heat dose treatment device for the treatment of acne pimples in people with mild to moderate acne. If you have severe acne or a high number of pimples, you may need other treatments. Ask your health care professional.

Zeno should not be used by people with severe acne. Blackheads and whiteheads are not pimples and Zeno will not work on them. **The key to getting the best results is to treat pimples as early as possible.**

Acne Type	Description	Zeno
No acne	Total absence of acne	Not Necessary
Subclinical acne	Few blackheads and whiteheads; visible only in close examination	No
Comedonal acne	Blackheads and whiteheads with slight inflammation (red)	No
Mild acne	Several inflamed (red) pimples	Yes
Moderate acne	Many inflamed (red) pimples and pustules* (visible accumulation of pus in skin)	Yes
Severe nodular acne	Inflamed (red) pimples and pustules (visible accumulation of pus in skin) with several deep nodular lesions (solid mass of skin like a knot, can be raised or felt under the skin)	No
Severe cystic acne	Many nodular cystic lesions with scarring	No

**Note: Zeno has not been tested or proven to work on pustules as these blemishes are past the early stage.*

- Zeno will not work when used on blemishes such as blackheads or whiteheads.
- Zeno should not be used by persons with severe nodular or cystic acne.

Contraindications (Reasons Not to Use)

- Use Zeno only for pimples. Do not use Zeno for skin lesions such as moles, warts or ingrown hairs. Do not use Zeno for insect or spider bites or stings. Do not use Zeno for skin infections or for open sores or wounds because it may delay proper treatment or injure your skin.
- Do not use Zeno if your skin is sensitive to heat, sun or chemicals because Zeno uses heat to treat pimples and the heat may damage your skin.

Warnings

- CONTACT your health care professional and stop using Zeno if you have an adverse reaction from using Zeno. If you do not get medical advice your reaction may get worse.

To reduce the risk of electrocution or product damage:

KEEP ZENO AND THE WALL CHARGING PLUG AWAY FROM WATER.

- DO NOT place Zeno or the Wall Charging Plug where it can fall or be pulled into water. If Zeno is plugged in and falls into water or the Wall Charging Plug falls into water and you touch the water, this could result in serious injury or fatal electrical shock.
- NEVER use Zeno when bathing or standing in water. If you and Zeno touch the water, this could result in serious injury or fatal electrical shock.

- NEVER use the Wall Charging Plug and cord if either is wet or if you think they may have been immersed in water. If you use the Wall Charging Plug when wet, this could result in serious injury or fatal electrical shock.
- DO NOT force the Wall Charging Plug into an outlet. The Wall Charging Plug is designed for use with specific electrical voltage; if it does not plug in easily there may be a mismatch. You can damage the Wall Charging Plug or your electrical outlet. This could result in a serious injury or fatal electrical shock. Look at the Wall Charging Plug for voltage specifications or contact us.

To reduce the risk of burns or injury:

- DO NOT use Zeno on or around the eyes or lips. These very sensitive areas of the face may make the use of Zeno too painful. You may experience significant skin redness and swelling or even burns.
- DO NOT use Zeno on blackheads, whiteheads, severe nodular acne or severe cystic acne. Zeno has not been tested on these types of acne. It is possible that the device may be ineffective or these types of acne may become worse upon use of the device.
- ALWAYS closely supervise the use of Zeno on or by children. Zeno is a medical device with specific instructions for use. They may not be understood by children. Zeno may not be safe for use on young children with sensitive skin. Burns or injury may result.
- ALWAYS use with Zeno replacement Treatment Tip Cartridges recommended by Tyrell, Inc. You can buy replacement Treatment Tip Cartridges where you purchased Zeno or at our web site, **www.myzeno.com**. Tip cartridges not made by Tyrell may damage Zeno. Their use could result in burns or injury.

- NEVER operate the Wall Charging Plug if its cord or plug is damaged, if it is not working properly or if it has been damaged in any way. Using a damaged Wall Charging Plug could result in serious injury or fatal electrical shock.
- ALWAYS keep Zeno and the Wall Charging Plug away from heated surfaces. High heat may damage the case or internal parts or both. Using a damaged Zeno or Wall Charging Plug could result in serious injury or fatal electrical shock.

Precautions

- ALWAYS clean the Treatment Tip before each treatment cycle. Cleaning the Treatment Tip before use helps avoid spreading germs. Germs can cause infections.
- DO NOT overuse Zeno. The Treatment Recommendations and What to Expect section directs treatment of an acne pimple for up to three treatments over 12 to 24 hours. Overuse of Zeno could result in burns or injury.
- DO NOT use Zeno if you think your blemish is worse after use of the device or if the blemish looks different than is described in this manual. If you are concerned about any change in your skin, contact your health care professional.
- DO NOT leave Zeno in high heat, humidity, or direct sunlight. Doing so can damage Zeno and prevent it from working properly.
- DO NOT open Zeno other than to remove the cap or to replace the Treatment Tip Cartridge; any attempt to open may damage Zeno and will void the product warranty. The rechargeable batteries cannot be replaced. A risk of injury may result from opening Zeno.

- DO NOT drop or subject Zeno to strong bumps or knocks. Zeno is a precise medical device and reduced product performance may result from damage to the device.
- DO NOT put Zeno into water. To clean the Treatment Tip, wipe with a clean cloth and warm soapy water or alcohol. DO NOT use abrasives or chemicals. Water, abrasives, or chemicals can damage Zeno and may result in product failure.

Risks and Benefits

You can trust Zeno for the treatment of individual acne pimples. Zeno is a hand-held medical device which gives a precise heat dose to individual acne pimples. It quickly makes pimples fade or disappear with no major side effects.

Clinical trials reported no major side effects. However, some side effects which might occur are brief soreness due to heat, brief skin redness, or dryness or peeling of skin.

In addition, some side effects not listed may occur. They usually do not require medical attention. If you notice any other side effects, check with your health care professional.

Acne Simplified

Acne is a disorder of the skin caused by infected hair follicles and skin glands. Hormones can cause your skin to produce excessive sebum (skin oil) and increase the proteins that slough off cells in the skin's outer layer. When excess sebum, skin cells, and skin proteins clump together, they plug up the opening of a follicle. These plugged follicles create an ideal place for *Propionibacterium acnes* (*P. acnes*) bacteria to multiply beyond normal levels. A pimple occurs when *P. acnes* gets out of balance. Zeno helps restore that balance and brings *P. acnes* back to normal levels.

Blackheads and whiteheads are closer to the surface of the skin and are not considered pimples. They can be recognized by the black or white center visible at the surface. Pimples, however, are more recognizable by their redness, swelling and/or tenderness to the touch.

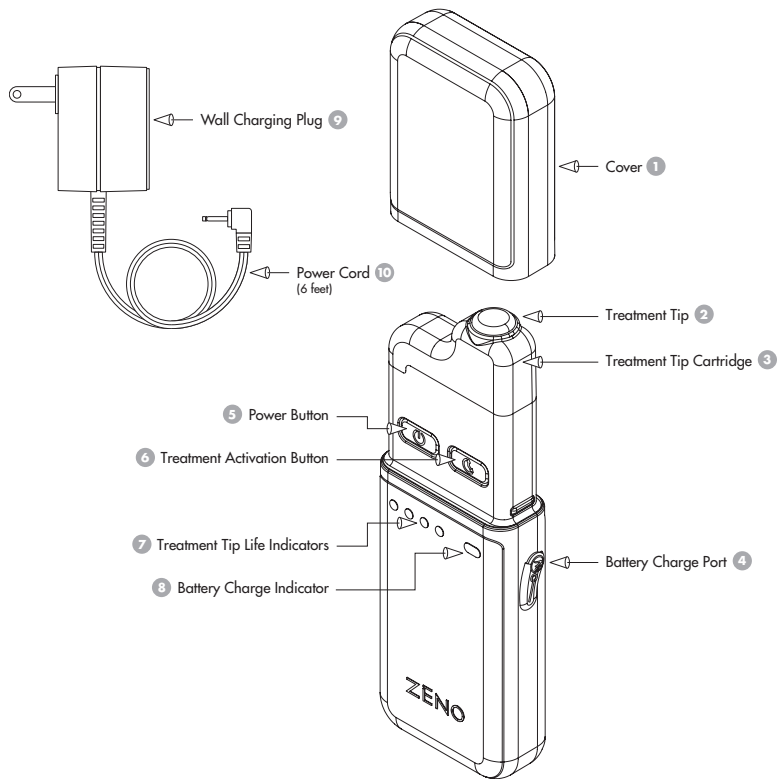
Treatment Recommendations and What to Expect

Use Zeno at the first sign of a pimple. Follow the instructions in the How to Use section on page 11. Clinical studies show that many pimples get better after one treatment. This means either the blemish gets smaller or the soreness of the blemish decreases. If necessary, treat the same pimple again after 4 to 12 hours. You may treat the pimple a third time 4 to 12 hours later. Consider treating once in the evening, once again in the morning, and a third treatment the following evening if necessary.

After each treatment, you may see redness where the Treatment Tip touched your skin. This is normal and should fade within a few hours. Within 4 to 24 hours of the first treatment of a pimple, you should notice that the pimple gets smaller, less red and/or less tender. A total of 51 people between 13 and 54 years of age took part in a clinical study to prove that Zeno is safe and effective. The study was reviewed by the FDA. Each person had two similar pimples, one treated with Zeno and the other treated with a placebo (fake) device. This test was "double-blind," meaning both the doctor and the patient did not know which device was the real Zeno and which was the placebo. Following the treatment instructions found in this manual, 90% of these subjects found that pimples treated with Zeno faded or disappeared within just 24 hours! That compared to only 37% for the pimples treated with the placebo.

Don't pick or squeeze the pimple as this will not help the healing process and could lead to skin rupture and scarring.

Product Diagram



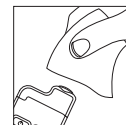
How to Use Zeno

Getting started

Note: Your Zeno batteries do not come charged. Charging your Zeno for 4 hours will provide enough power for up to two (2) treatment cycles. The batteries should be fully charged for at least 6 hours before regular use. Use your Zeno only with battery power. For safety reasons, Zeno will not work when plugged into the Wall Charging Plug.

STEP 1 Remove the cover (1) and place it to the side.



STEP 2 Make sure that a Treatment Tip Cartridge (3) is installed (your new Zeno has one already installed). Wipe the Treatment Tip (2) with a clean cloth and warm soapy water or alcohol. Always clean the Treatment Tip before each treatment cycle.



STEP 3 Press the Power Button (⏻). A three-tone Power On sound means that Zeno is starting up. The lights on the front panel will turn on, and the Treatment Activation Button (⏻) will first glow amber for about a minute, then it will flash green. The flashing green light and a two-tone Ready sound means that Zeno is ready for treatment.

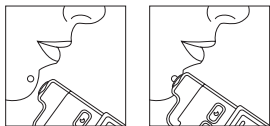
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

- Zeno will turn itself off if a treatment cycle is not started within 35 seconds of the Ready signal (when the Treatment Activation Button (⏻) flashes green).
- Zeno gives multiple beeps after 25 seconds to alert you that it will power down if the Treatment Activation Button (⏻) is not pressed within 10 seconds.


- If Zeno does power down, restart it by pressing the Power Button . Wait for the Treatment Activation Button  to turn from amber to flashing green, then go to step 4.

Treatment



STEP 4 Place (do not push) the Treatment Tip onto the pimple. Use a mirror to be sure you are on the blemish. Pushing hard does not help the treatment and may make temporary redness last longer.



STEP 5 Press the Treatment Activation Button , making it change from flashing to solid green. A three-tone Treatment Start sound means Zeno is starting a treatment cycle. Hold the Treatment Tip on the pimple. Every 30 seconds a single Treatment Pacer tone will sound to help you keep track of the treatment cycle time. After 2½ minutes the Treatment Activation Button  will turn amber and a three-tone Treatment Complete sound lets you know the treatment cycle is done. For the best results, keep the Treatment Tip in full contact with the pimple for the entire cycle.

If you need to stop a treatment cycle, simply press the Treatment Activation Button . The button will turn amber, and when ready, flash green to let you know that Zeno is ready for treatment.

STEP 6 Remove Zeno from the pimple. Depending upon your skin you may notice some temporary skin redness around the treatment area. This redness is normal and should reduce over the next few hours. See the Precautions section on page 6.

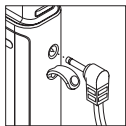
STEP 7 If you want to treat another pimple, wait about 10 seconds until the Treatment Activation Button  again flashes green, then start again at Step 4. When you have finished all treatments (limited by a Safety Feature to 3 treatments in a row), press the Power Button . A two-tone Power Off sound will let you know Zeno is turned off. The Safety Feature releases the Zeno after 2 minutes, and your Zeno can then be used for additional treatments.

Charging your Zeno's Batteries

The Battery Charge Indicator **8** glows blue when the battery is fully charged. It flashes blue when the battery charge is low. When the battery is out of charge the Battery Charge Indicator no longer glows.

Your Zeno batteries do not come charged and should be fully charged for at least 6 hours prior to regular use. You should keep Zeno fully charged when not in use. (Partial charging will not damage the nickel metal hydride batteries.) Recharge the batteries if the Battery Charge Indicator flashes blue after Power On. Zeno will not begin a treatment cycle if the battery is too low.

To charge Zeno, plug the Wall Charging Plug **9** into a standard 120v household electrical outlet. Plug the other end of the Power Cord **10** into the Battery Charge Port on the side of Zeno. The Battery Charge Indicator **8** will flash blue, indicating that the battery is being charged. Make sure the electrical outlet is not more than 120 volts. Voltage converters or plug adapters DO NOT guarantee the proper voltage. Never force the plug into an outlet.



For safety reasons, Zeno will not operate while plugged into the Wall Charging Plug.

Treatment Tip Life Indicators

The replaceable Treatment Tip Cartridge that came with your Zeno allows a total of 90 treatments. The Treatment Tip Life Indicators **7** show you the number of treatments left:

4 blue lights	68 to 90 treatments remain
3 blue lights	46 to 67 treatments remain
2 blue lights	23 to 45 treatments remain
1 blue light	less than 23 treatments remain
1 blue light flashing	5 treatments or less remain
4 blue lights flashing	no treatments remain or tip removed

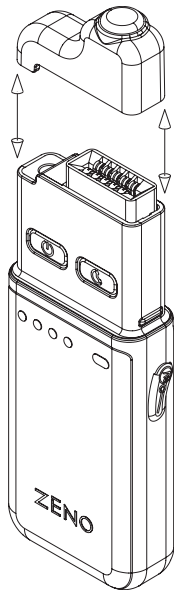
To avoid wear of the Treatment Tip connector pins, do not remove the Treatment Tip Cartridge until it is ready to be replaced.

Replacing the Treatment Tip Cartridge

The Zeno Treatment Tip Cartridge that came with your Zeno allows 90 treatment cycles, as shown by the number on the top of the cartridge. Once the treatment cycles have been used, the Treatment Tip Cartridge must be replaced. You can buy replacement Treatment Tip Cartridges where you purchased your Zeno or at our web site, www.myzeno.com.

To remove the Treatment Tip Cartridge, first make sure that Zeno is powered off. Hold Zeno upright in one hand and pull the Treatment Tip Cartridge up and off with the other hand. Take care to pull firmly and straight upward to avoid damaging the connector pins. The used Zeno Treatment Tip Cartridge has no value; please dispose of it properly.





To attach a new Treatment Tip Cartridge, place Zeno on a flat surface and hold it upright in one hand with the buttons facing you. Holding the replacement cartridge in the other hand, line up the cartridge so that the Treatment Tip is to the right and above the Treatment Activation Button. Press the cartridge straight down onto Zeno, taking care to press firmly and directly down to avoid damaging the cartridge connector. **Do Not Force!** The tip should attach easily. If it does not, recheck your alignment.



Care and Maintenance



- DO NOT leave Zeno in high heat, humidity, or direct sunlight.
- DO NOT open Zeno other than to remove the cap or replacement Treatment Tip Cartridge; any attempt to open may damage Zeno and will void the product warranty. The rechargeable batteries cannot be replaced.
- DO NOT drop or subject Zeno to strong bumps or knocks.
- DO NOT put Zeno into water. To clean the Treatment Tip, wipe with a clean cloth and warm soapy water or alcohol. DO NOT use abrasives or chemicals.

Helpful Hints


- Before your first treatment, get used to the treatment by pressing the Treatment Activation Button  and placing the Treatment Tip  onto your forearm. You should not find the heat dose painful. In most cases the skin becomes less sensitive quickly. Press the Treatment Activation Button  again to stop the treatment. To avoid this test being counted as a treatment cycle, complete the test within 30 seconds.
- We suggest you use a mirror to properly place the Treatment Tip on a pimple and to make sure the tip remains in constant contact with the pimple during treatment. Be sure to PLACE, not PUSH, Zeno against the pimple. Extra pressure is not needed.
- The treatment cycle may be stopped at any time by pressing the Treatment Activation Button . If the cycle is stopped within the first 30 seconds, it will not be counted as a treatment and will not reduce the total treatment count.
- As a safety feature, Zeno allows only 3 treatment cycles within a 15-minute time period. If you attempt to go over this limit, Zeno will power off. You may begin more treatments after 2 minutes.
- Please note that facial hair may prevent full and complete contact with the pimple. It is important to have full and constant contact with the pimple during the treatment cycle.
- If your skin is light, you may be more likely to have redness around the treatment area. In almost all cases, such redness is normal and should not cause alarm. If you experience an adverse reaction, stop using Zeno and contact your health care professional.




Troubleshooting


When I press the Power Button , nothing happens.



Make sure that Zeno is fully charged (charge for 6 hours when new or if the battery has no charge left); look at the Battery Charge Indicator  to be sure. Plug Zeno into an electrical outlet using the Wall Charging Plug  to be sure electrical power is reaching Zeno. The Battery Charging Indicator will flash. For safety reasons, Zeno will not work while plugged into the Wall Charging Plug.


About 30 seconds after starting a treatment cycle, I hear multiple beeps and the Treatment Activation Button glows amber.

You have forgotten to start a treatment cycle by pushing the flashing green Treatment Activation Button .


When I press the Power Button , the Treatment Activation Button  glows amber; but after waiting at least 2 minutes, the Treatment Activation Button  does not flash green and/or I hear the Attention sound.

Make sure a Treatment Tip Cartridge  is installed. (See Replacing the Treatment Tip Cartridge section.)


Make sure that there is at least one treatment cycle left in the installed Treatment Tip Cartridge  (look at the Treatment Tip Life Indicators ). (See Treatment Tip Life Indicators section.)

Make sure that the battery is charged (look at the Battery Charge Indicator ). (See Charging your Zeno's batteries section.)

When I press the Power Button , the Treatment Activation Button  glows amber, but then Zeno powers off and I hear the Power Off sound.


Make sure that the battery is charged (look at the Battery Charge Indicator )


Make sure that a Treatment Tip Cartridge  is installed.

Make sure that you have not pressed the Power Button  again by mistake.

If Zeno's computer detects that Zeno is not at its correct ready status within 180 seconds, it will power itself off. If this happens, contact Tyrell Customer Service at **888-4MY-ZENO** (888-469-9366) or at **www.myzeno.com**.

My battery will no longer fully charge; can I still use the unit?


No. Although your Zeno is designed for years of service (about 3 to 4 years under normal use), the batteries in Zeno cannot be replaced. For safety reasons, Zeno will not work while plugged into the Wall Charging Plug . (See Disposal section.)


Following a treatment cycle, I want to treat another pimple, but the Treatment Activation Button  does not flash green, I do not hear the Ready sound, and/or I hear the Attention sound.


Make sure you have waited the required 10 seconds between treatment cycles.

Make sure that you have not tried to use more than 3 treatment cycles within 15 minutes (note the Safety Feature described in the Helpful Hints section)

Make sure that the battery is charged (look at the Battery Charge Indicator )


Make sure that at least one treatment cycle is left (look at the Treatment Tip Life Indicators )

After a treatment cycle, I hear multiple beeps and the Treatment Activation Button  glows amber.

Zeno has counted 3 treatment cycles within 15 minutes and has started the 2-minute Safety Feature hold period. When this hold period is over, you will hear the Ready sound and the Treatment Activation Button  will flash green.

After a treatment cycle, Zeno powers off and I hear the Power Off sound.

Make sure that the Treatment Tip Cartridge  has not been removed.

Make sure that the battery is charged (look at the Battery Charge Indicator )

Make sure that you have not pressed the Power Button  by mistake.

Travel and Use Outside of the United States

Zeno's Wall Charging Plug is designed for use with no more than 120v at 60 cycles only. Do not use with any other electrical service. Check local electrical service when traveling outside the United States. Zeno is safe for air travel.

Storage

Always keep Zeno in a dry place at temperatures between 50 and 80 degrees (F). Keep Zeno away from heat, humidity, direct sunlight or harmful chemicals.

Disposal

Zeno and Zeno replacement Treatment Tip Cartridges may be thrown away with normal garbage. Do not open the case, crush or burn.

Limited One-Year Warranty

Your Zeno is warranted to be free from defect in material and workmanship for a period of one year under normal use after its original purchase date. This warranty extends only to the original retail purchaser and only when purchased from an authorized Zeno retailer.

If the product should become defective within the warranty period, contact Tyrell, Inc. Customer Service at 888-469-9366 for repair or replacement. Tyrell reserves the right to replace a defective product with the most comparable product currently available.

This warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration
- Servicing by unauthorized persons
- Use with unauthorized accessories
- Connecting to incorrect current and voltage
- Any other conditions beyond our control

TYRELL, INC. SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT. ALL IMPLIED WARRANTIES INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF FITNESS AND MERCHANTABILITY ARE LIMITED IN DURATION TO ONE YEAR FROM DATE OF ORIGINAL PURCHASE.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

Tyrell, Inc.

Houston, Texas 77067

Toll free number:

888-4MY-ZENO or 888-469-9366

www.myzeno.com

MADE IN U.S.A.

01, 05/05

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