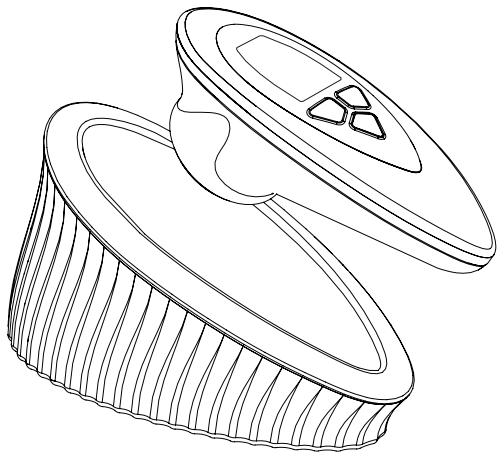
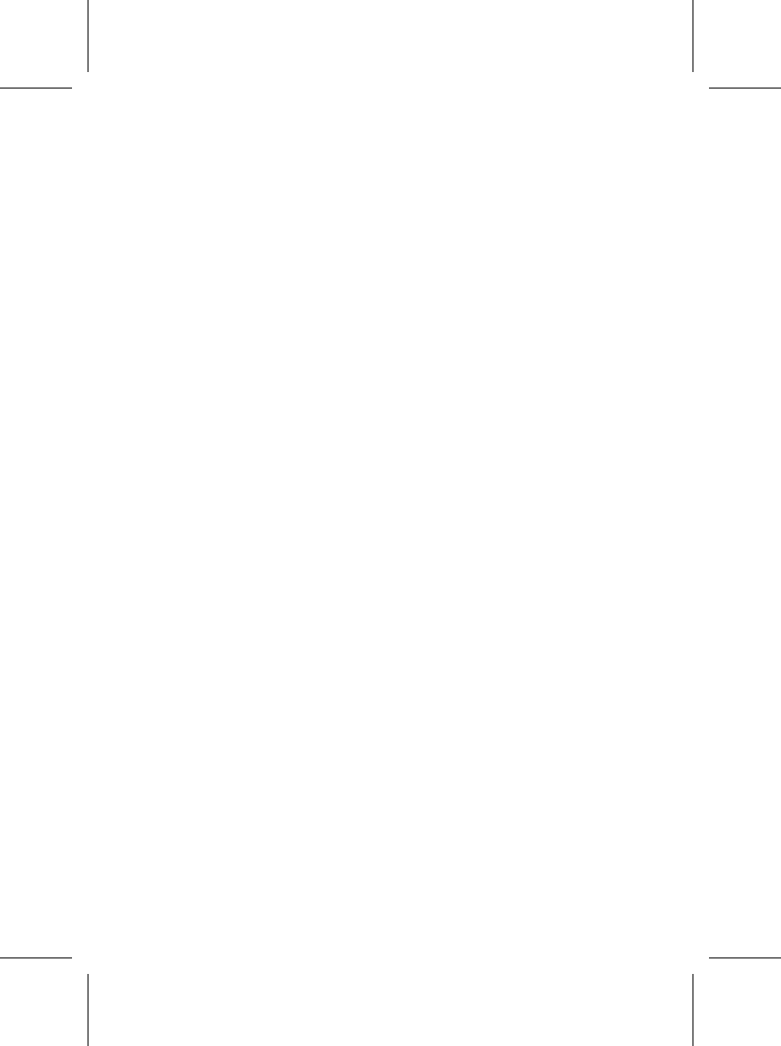


# wish<sup>®</sup> to GO

## Instruction Manual



SYNOIA



# Contents

Reference to the instruction manual .....	5
Safety precautions .....	6
About <b>wish</b> <small>co go</small> .....	12
Operating instruction .....	15
Common problems and solutions .....	19
Descriptions of the error codes .....	20
Technical specification .....	21
Certification and regulations .....	24
Statement of FCC Radio Frequency .....	25
Representatives .....	28

## Dear Customer

Congratulations on choosing *wurh*<sup>∞∞</sup>.

Your new device is designed to deliver effective, long-lasting results for smoother, healthier-looking skin. With the convenience of professional-level technology in a portable, easy-to-use format, you can now enjoy salon-quality treatments anytime, anywhere.

Results may be visible immediately, but regular treatments are essential to maintain and enhance your desired outcome.

Consistency and understanding how your skin responds are key to success, and this guide will walk you through every step of the process.

Please read this booklet carefully to ensure you get the very best from your *wurh*<sup>∞∞</sup> experience.

Your journey to confident, radiant skin starts now!

## *Skincare Simplified*

Synoa ©, Since 2009

## Reference to the instruction

This manual is protected by copyright. All rights are reserved; no part of this publication may be reproduced or spread in any form or by any means without prior consent.

If the product is found defective during the warranty period, please contact local vendor for repair or replacement.

This product is only for domestic use and is not designed for commercial use.

If it is used for professional or commercial purposes, the warranty shall not cover it.

Any defective products may be replaced by another comparable product available at the time of replacement.

The warranty does not cover damaged products due to the following causes:

- Accident, misuse, abuse, and alteration.
- Repaired by unauthorized personnel.
- Used together with unauthorized accessories.
- Connected to incorrect current or voltage.
- Any other circumstances beyond our control.

Synovia Technologies Ltd., manufacturer and vendor are not liable for any incidental, special, or indirect damages arising from the use of this product.

Unless otherwise provided by applicable law, the total liability of Synovia Technologies, manufacturer, and vendor shall not exceed the purchase price of this product.

All implied warranties are disclaimed and will not apply including without limitation any implied warranty of merchantability or fitness for any use, subject to applicable law.

## Safety precautions manual

Be sure to comply with the following requirements before use in order to avoid damage to users or other people as well as property losses.

This list is by no means exhaustive. If you have any other questions, please seek medical assistance. If you have a medical condition or are taking and are not sure whether you can use this device or not, please seek medical assistance.

### Warning label description

This device is not suitable for everyone.

Read the following warnings carefully and consider whether you are fit to use the device or not.

Always keep the instruction manual an easily accessible place for your reference.



Prohibition



Warnings



Notice



Must-follow rules



Warnings

### Must-follow rules

The device can only be used with a detachable Technology Head and a disposable  $\omega\mu\tau\eta_{\infty\infty}$  Capsule.

## **Not permitted to use**

### **Do not use this device in the following circumstances**

Children younger than the legal age suitable for using such device in your country. Repaired by unauthorized personnel. Used together with unauthorized accessories. Connected to incorrect current or voltage. Any other circumstances beyond our control. Skin diseases and atopic dermatitis, sensitive skin. Undergoing facial surgeries that involve metal, silicone and plastic filling due to fracture or reshaping of the face. Telangiectasia caused by liver dysfunction due to long-term use of steroid hormones. Suffering from contact dermatitis, etc., or have a history of skin disease. Menstrual period. During lactation. Allergics to metal. Feeling not good and having a fever. There are wounds, eczema, and swelling on the skin. Those with skin abnormalities such as dermatitis, excessive sunburn, etc. When you are treating your teeth. Temporomandibular joint disorder. Suffering sequelae in the eyes and head caused by traffic accidents, etc. Suffering from a bleeding disorder, hemophilia, and other blood abnormalities. Prone to have purple spots. Suffering from melasma. After drinking alcohol, currently taking medicine, and in severe fatigue. Taking sleeping pills. Suffering from febrile diseases, infectious diseases, and internal diseases. Heart disease. Have an artificial pacemaker or internal defibrillator in your body. Have metal implants in the treatment area (note: dental fillings or dental implants are exceptions). Skin cancer or a history of skin cancer-precancerous moles. Compromised immune system. Any skin disease in the treatment area - such as cold sores, psoriasis, eczema, or rashes. Sensitive to thermal stimulation. Scarring or wound-healing period. Skin ulcers, poor skin healing, dry and sensitive skin. Kidney disease. Have done any surgical care such as laser resurfacing or deep chemical peels in the treatment area during the past 3 months or in the healing process of such surgery. Have permanent fillings in the treatment area please consult the doctor before starting to do the treatment if you have temporary fillings in the treatment area. Fragile or super-dry skin due to the take of current medication, herbal preparations, vitamins or food supplements. Sensitive to thermal stimulation. Scarring or wound-healing period. Skin ulcers, poor skin healing, dry and sensitive skin. Kidney disease. Have done any surgical care such as laser resurfacing or deep chemical peels in the treatment area during the past 3 months or in the healing process of such surgery. Have permanent fillings in the treatment area

 **Not permitted to use**

**Do not use this device in the following circumstances**

please consult the doctor before starting to do the treatment if you have temporary fillings in the treatment area. Fragile or super-dry skin due to the take of current medication, herbal preparations, vitamins or food supplements. Acute illness. Where the skin is thinner (above the bones). When your blood pressure is abnormal. Acne. Malignant tumor. Around the eye sockets. Tuberculosis. Near the heart. Protruding mole. Blood diseases. Areas where plastic surgery has been performed. Febrile illness. Eyelids, eyeballs. Infectious disease. Adam's apple. Visceral disease. Inside the mouth, vagina and mucous membranes, etc. Cuts on your skin. Areas where dental implants have been performed. Viral warts.

 **Not permitted to use**

**Please do not use this device if you are taking the following medications**

Drugs to treat cancer. Medication to treat heart or blood pressure related issues. Medication to treat anxiety, depression and schizophrenia, Insomnia and other mental health conditions. Medication to treat skin conditions such as acne or psoriasis. Medication to treat bacterial, fungal or viral infections. Medication used to relieve pain and swelling, including those to treat inflammatory and rheumatoid diseases. Medication to treat allergies. Medication to treat or prevent malaria. Medication to treat epilepsy. Medication for stomach problems.

If you are not sure whether you can use this device or not, please seek medical assistance.

### **!** Must-follow rules

#### **People who are in the following circumstances should consult their doctor before starting to use this device:**

Those who are worried about their skin condition when using it. People with malignant tumors. Those with a heart disorder. Diabetes and other diseases that cause severe peripheral circulation disorder, resulting in perceptual impairment  
Body temperature above 38°C (during fever). Periods of acute inflammation with severe symptoms (fatigue, chills, fluctuation in blood pressure, etc) such as: periods of physical weakness. Those who need to rest. When your blood pressure is abnormal, and you suffer from facial neuralgia. Severe blood circulation disorder.



#### **Notice**

### **⊘ Not permitted to use**

Do not use the device in high temperatures, as it may overheat, pose a fire risk, and cause burns to the user. Do not plug or unplug the USB cable with wet hands to avoid injuries or electric shock. Do not impair the USB cable, or process it, bend it, pull it, or twist it in any way. Do not place heavy objects on top of the USB cable, or use other objects to clamp the USB cable to avoid electric shock or short-circuiting of the USB cable, which might cause fire, etc. Do not let the USB cable wrap around your feet or neck to avoid injuries or accidents. Please do not place the device in the bathroom or damp places to avoid electric shock or fire. Do not immerse this device in water to avoid electric shock or short-circuiting of the device, which might cause fire, etc. Do not place the device in places where it's exposed to the sunlight for a long time or near a stove or other places in high temperature to avoid fire or device malfunction. Do not let the electrode part touch the metal to avoid device malfunction or injuries. Keep it out of the reach of infants and children, to use or play, and away from beds to avoid injuries or accidents. Refrain from charging or storing the product in direct sunlight. Do not expose the product to magnetometer/X-ray.

 **Notice**

Avoid sunbathing or use of sunbeds during or after using the device. Only use whitening or fragrance products at least 24 hours after using the device. It is not recommended to use the product on a prickly surface. In event that the formula is spilled, the pressure being applied to the capsule is excessive. Please press further down on the capsule if it is necessary.

 **Notice**

**Electrical warnings**

If it's not used for a long time, please charge it at least once every three months. A complete discharge will lead to battery failure. Do not use the device if damage is found, such as a cracked case, fractures in the device, broken or shattered Technology Head and impaired charger, etc. Do not wrap the power cord around the charger during storage, which will cause damage to the cable and premature failure. Do not pull the power cord taut or bend it at very sharp angle or store it wrapped around the device, which will cause damage to the cable and premature failure. Do not use it if the power charger or device is too hot. Do not press the buttons or display screen too hard. Do not disassemble the device. Do not use unapproved accessories. Keep sharp objects away from the buttons. Keep it away from the mouth and eyes when in use. The disposal of capsule should obey the laws and regulations of any country or region where you are located. Only use the approved power cords and power supplies provided by the system.

**Do not connect the USB charging cable to other devices**

## Warnings

Please do not perform other operations while using this device to avoid accidents. Do not use it for purposes other than cosmetic to avoid device malfunction or injuries. Do not drop the device or hit it to avoid damage to the device. The USB cable port should not be connected to the pins or dust attached, to avoid electric shock or short-circuiting of the USB cable, which might cause fire, etc. Do not use the device when your hands are wet with lotions or creams in case the device slips and falls from your hands, causing injuries. Please do not use this device with excessive force, which may increase the burden on the skin, causing damage to the skin and the device. Please do not wrap the USB cable around the body. When storing the device to avoid overload, which might lead to disconnection and then short circuit and fire, etc. Patch Test Recommendation: Before using the product, apply a small amount of the formula to a small area on your wrist to test for any sensitivity to the ingredients. If irritation or discomfort occurs, discontinue use immediately. Refrain from using the capsule if its seal has been compromised. Refrain from using the capsule if it exhibits a brown discoloration. If you suffer from skin discomforts (such as heated skin, redness in the skin, eczema, itching, stinging, etc.), please stop using it immediately and consult a physician. It's recommended to use SPF 30 sunscreen when exposed to sunlight after using the device.

## About wish<sup>to GO</sup>

wish<sup>to GO</sup> is an innovative skin-care device that integrates four proven technologies. If you use the device together with wish<sup>to GO</sup> capsule, it only takes 15 minutes to achieve certain desired effects.

### ! Must-follow rules

This device uses RFID technology to automatically identify wish<sup>to GO</sup> Capsule.

Thus, the RFID module is part of the device hardware.

Tampering with this module will render the device unusable and Synoia warranty and service contract void.

wish<sup>to GO</sup> capsule is for one-time use only.

Both the device and wish<sup>to GO</sup> capsule are coded.

wish<sup>to GO</sup> capsule should be purchased from an authorized **SYNOIA** vendor in your area.

Do not remove the Technology Head or wish<sup>to GO</sup> capsule when the device is in "On" mode.

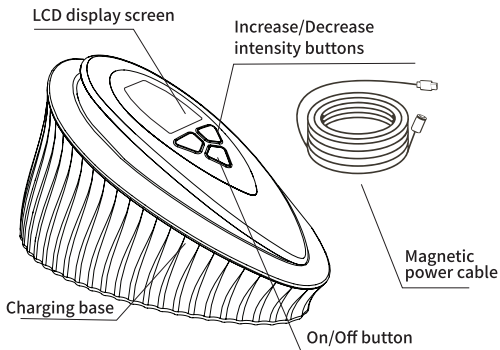
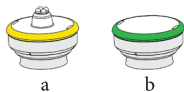
Please read the instructions carefully before using the device.

Do not charge the device while a capsule is attached to it.

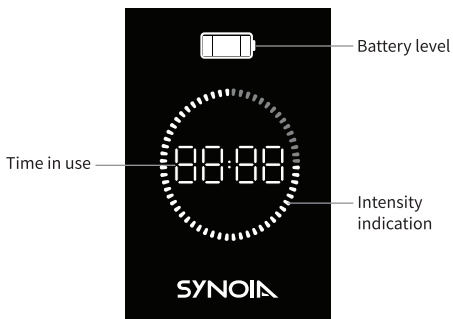
# Getting Started

Include:

1. Charging base
2. Handpiece
3. Technology Heads:
  - a. MicroCurrent Technology Head
  - b. Magnetic Pulse Technology Head
4. Magnetic power cable



## LCD display screen



## Control the intensity of the device

Press the right button to increase the intensity ▶

Press the left button to decrease the intensity ◀



# Operating instruction

## **Intended Purpose**

WRH<sub>1000</sub> is an Esthetic device for non-invasive face and body treatment.

Designed to enhance skin health and appearance to improve the absorption of skincare products. It aims to provide smoother, firmer, and more radiant skin, promoting better hydration and texture while being easy and safe for use.

## **Before treatment conduct a skin test**

Please be sure to follow the following steps when using it for the first time in order to avoid skin problems.

## Notice

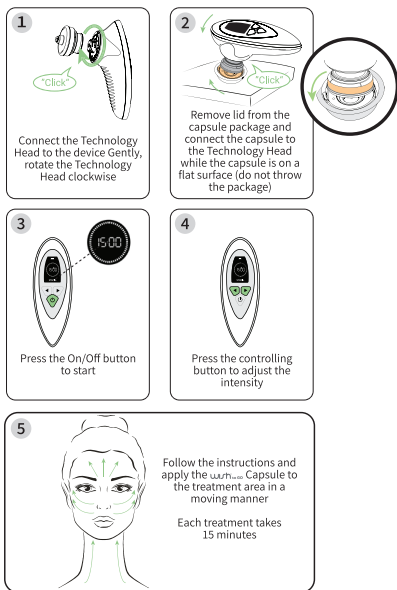
If there is abnormal heat, redness, eczema, itching, irritation, or any other abnormality in the test area, please stop the test immediately.

Please do not use the device if skin abnormality occurs

## Treatment Operations

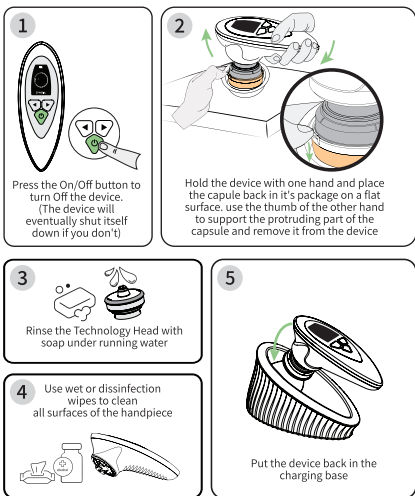
Prepare the treatment area: remove all jewelry such as earrings, necklaces, etc. from around the care area.

Clean the treatment area: ensure the skin is clean and dry.



\*Colors are for illustration only

## After treatment



\*Colors are for illustration only

### ! Must-follow rules

wurh<sub>esoo</sub> capsule is for one-time use only.

When you finish the care, remove the used wurh<sub>esoo</sub> capsule and dispose of it.

### Maintenance of the device

Disassemble the Technology Head from the device after treatment. Rinse the Technology Head with soap under running water. Use wet or disinfection wipes to clean all surfaces of the Handpiece.

### Device charging

Make sure that the device is charging properly by checking whether the letters **CHG** appear on the LCD screen. Press any button to briefly turn on the screen and check the charging status. If the device is fully charged no response will occur, take it out of the charger to see **FUL** indication.

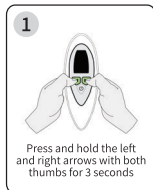
### Battery management

If **PLS CHG** appears on the screen, it indicates that the battery level is insufficient to complete a full treatment. Please fully charge the device before initiating a treatment.

### Recovery of locked battery

The battery level may drop below the minimum. This might happen when the device isn't operated for a long time. In this case the battery gets locked automatically to protect itself.

### To recover the battery:



The handle will respond within up to 10 minutes.  
If not – repeat the action.  
If the battery does not recover - contact customer service.

## Common problems and solutions

The following troubleshooting guidelines should be used initially to try to resolve any problems that may be encountered while using the device.

If you encounter other technical problems that are not listed here, please contact the vendor or the local customer service support for help.

Problems	Possible causes	Solutions
Failure to start	Locked battery	Follow steps on page 17
	The power plug of the charger base is not connected to the socket, resulting in the battery not being charged	Connect the plug to the socket and charge the battery
Sudden pause	Accidentally press the On/Off button	Press the On/Off button again

If any issue continues or unresolved, please contact Customer Support.

## Descriptions of the error codes

If a malfunction occurs, an error notification code will be displayed on the LCD screen. The following table describes possible error types and recommended actions:

Code	Meaning	What to do:
E01	Charging Not Detected	<ul style="list-style-type: none"><li>• Make sure all parts are connected correctly.</li><li>• Try using a different charger.</li><li>• Check that the power source is working.</li></ul>
E03	Charging Issue Detected	<ul style="list-style-type: none"><li>• Remove the handle from the charger.</li><li>• Make sure the handle is turned Off.</li><li>• Wait a few minutes, then place it back on the charger.</li></ul>
E04	Treatment Can not Start	<ul style="list-style-type: none"><li>• Turn the device Off.</li><li>• Disconnect the treatment head.</li><li>• Attach a different treatment head (if available).</li></ul>
E06	Capsule Not Recognized	<ul style="list-style-type: none"><li>• Turn off the handle.</li><li>• Wait a few seconds.</li><li>• Turn it back on and try again.</li></ul>
E08	Incompatibility between the capsule and the device	Replace <b>wush<sup>es</sup></b> Capsule.
E10	Incompatibility between the capsule and the device	Replace <b>wush<sup>es</sup></b> Capsule.
N03	Slow charging	<ul style="list-style-type: none"><li>• Charging is still possible but may take longer than normal.</li><li>• Reposition the Handpiece in the charging base</li><li>• If you suspect a problem, consider switching to a different charger or power outlet.</li></ul>

## Technical specification

Environment	Condition	System	Capsule
Work & Storage Environment	Working temperature and charging temperature	20°C-35°C	12°C-30°C
	Relative humidity	10-100%	20-50%
	Atmospheric pressure	700hPa-1060hPa	700hPa-1060hPa
Transportation Environment	Transportation temperature	10°C-40°C	10°C-40°C
	Relative humidity	10-100%	15-60%
	Atmospheric pressure	700hPa-1060hPa	700hPa-1060hPa

Part	Dimensions	Weight
Handpiece	47x52x57mm	150gr
Charging Base	168x76x86mm	336gr

Part	Amplitude of the pulse repetition	Frequency of the pulse repetition	Pulse duration
Handpiece	5V	15.1kHz	60 μsec
Technology Head	19.1Vrms	92.5Hz	N/A

## Blue Light

Risk	Action Spectrum	Symbol	Units	Emission Measurements	
				Exempt	
				Limit	Result
Actinic UV	Suv( $\lambda$ )	Es	$W \cdot m^{-2}$	0,001	0.00069565
Near UV		EUVA	$W \cdot m^{-2}$	10	0.008503
Blue Light	B( $\lambda$ )	LB	$W \cdot m^{-2} \cdot sr^{-1}$	100	0.061776
Blue Light Small Source	B( $\lambda$ )	EB	$W \cdot m^{-2}$	1,0*	0.061776
Retinal Thermal	R( $\lambda$ )	LR	$W \cdot m^{-2} \cdot sr^{-1}$	28000/ $\alpha$	1704.464695
Retinal Thermal, weak visual stimulus**	R( $\lambda$ )	LIR	$W \cdot m^{-2} \cdot sr^{-1}$	6000/ $\alpha$	0
IR radiation, eye		EIR	$W \cdot m^{-2}$	100	18.978000

## Red Light

Risk	Action Spectrum	Symbol	Units	Emission Measurements	
				Exempt	
				Limit	Result
Actinic UV	$S_{uv}(\lambda)$	Es	$W \cdot m^{-2}$	0,001	0
Near UV		EUVA	$W \cdot m^{-2}$	10	0
Red Light	$B(\lambda)$	LB	$W \cdot m^{-2} \cdot sr^{-1}$	100	0.001124
Red Light Small Source	$B(\lambda)$	EB	$W \cdot m^{-2}$	1,0*	0.001124
Retinal Thermal	$R(\lambda)$	LR	$W \cdot m^{-2} \cdot sr^{-1}$	28000/ $\alpha$	139.950430
Retinal Thermal, weak visual stimulus**	$R(\lambda)$	LIR	$W \cdot m^{-2} \cdot sr^{-1}$	6000/ $\alpha$	0
IR radiation, eye		EIR	$W \cdot m^{-2}$	100	13.997000

### MicroCurrent TeH Hazards

- The application of electrodes near the thorax may increase the risk of cardiac fibrillation.
- Operation nearby to a shortwave or microwave therapy medical equipment may produce instability in the stimulator output.

### MicroCurrent TeH Electrodes Parameters

Gold plated electrode - 99.7% Gold - OD-3.2 mm

# Certification and Regulations

## Categories



Charging Base - II class device  
Handpiece - internally powered 3.7V 800mAh



Handpiece, Technology Head  
Parts of BF class

## Waterproof level:

- IP50 - Charging base
- IP63 - Handpiece
- IP65 - Technology Head

## Safety

The CE mark on the Technology Head packaging only refers to the electronic components in the Technology Head, and it does not include the cosmetic materials in the Technology Head.

- EN 300 330 V.2.1.1:2017
- IEC 60601-1:2005, AMD1:2012
- IEC 60601-1-6:2010, AMD1:2013
- IEC 60601-1-11:2015
- IEC 60601-2-10:2012, AMD 1:2016
- IEC 60601-2-57:2011
- IEC 62471:2006
- IEC 62304:2006, AMD1:2015
- IEC 60335-2-23:2003, COR1:2004, COR2:2008, AMD1:2008, AMD2:2012
- IEC 60335-2-27:2019

## Australia/New Zealand

- AS/NZS 3200-1-0
- CAN/CSA C22.2 601.1-M90

## EMC

- EN 301 489-1 V.2.2.3:2019
- EN 301 489-3 V.2.1.1:2019
- EN 55014-1:2021
- EN 55014-2:2021
- IEC 60601-1-2:2014
- EN 62233:2008
- CISPR 11
- IEC 61000-3-2

# Statement of FCC Radio Frequency Interference

FCC ID:ZAI-SYNOIAWISHA01

- Part 15 of the FCC Rules - sub-part B and sub-part C
- Part 18 of the FCC Rules

This device complies with Part 15 of the FCC Rules: The operation of the device is subject to the following two conditions:

- (1) This device must not cause harmful interference
- (2) This device must accept any possible interference or interference that may lead to abnormal operation.

Warnings: Changes or modifications not expressly approved by the Compliance Party could void the users' authority to operate the device.

Note: According to Part 15 of the FCC Rules: this device has been tested and found to comply with the conditions required by digital devices of B class. These constraints are designed to provide sufficient protection against harmful interference for the installations in the residential area.

This device generates, uses, and radiates radiofrequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If the device does cause harmful interference to the reception of radio and TV signals, which can be determined by turning off and on the device; users are encouraged to rectify the interference by adopting one or more of the following measures:

- redirect or reposition the receiving antenna.
- increase the separation between the device and the receiver.
- connect the device to a circuit socket different from that to which the receiver is connected.
- consult the vendor or experienced radio/TV technician for help.

**Note:** in some places, the device may interfere with the reception of radio signals.

Synoa is not responsible for any radio or communications interference caused by the device. Unauthorized changes or modifications of the device may render the warranty void.

#### **INFORMATION ABOUT DISPOSAL AND RECYCLING**

This device is marked with the symbol for separate collection. Please dispose of it in accordance with the regulations for electrical and electronic equipment waste (Directive 2012/19/EU).

Do not dispose of the device with regular household waste. Instead, take it to authorised collection points or recycling facilities that comply with local and European regulations.

Proper disposal and recycling help protect the environment and human health. For more information about disposal, contact your vendor, an authorised service centre, or your local authorities.



# SYNOIA

## Representatives

*EU*

Mednet address:

MedNet EC-REP GmbH,  
Borkstrasse 10,  
48163 Münster,  
Germany

*UK*

MediMap address:

MediMap Ltd  
2 The Drift Thurston  
Suffolk IP31 3RT  
United Kingdom

