

## Troubleshooting

### Why is there an air bubble in my Lumea filter glass?

Don't worry. Your Philips Lumea is not defective and what you see inside your filter glass is not an air bubble. You can find this in every Lumea, due to the process used to produce the flash lamp.

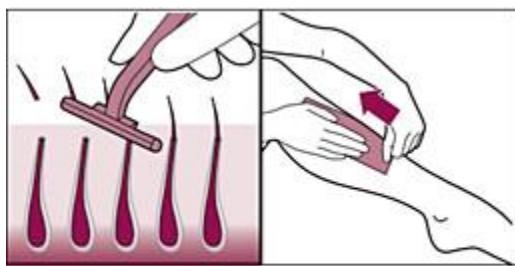
### My Philips Lumea gives off a burning smell during treatment

If your Philips Lumea is producing a strange smell during usage, please read on to discover the possible causes for this issue and how to easily fix them yourself.

#### You have not removed hair from your skin

Before using Philips Lumea, it is important to have a hair-free skin. If there are still hairs on the area that you are treating, they may get burnt. This can feel uncomfortable and give off a burning smell or even some smoke.

You can remove your hair by shaving, epilating or waxing. If you choose to wax we advise waiting at least 24 hours before using Lumea.



#### Your skin is not clean

Before treating your skin with Philips Lumea it should be properly cleaned and dried. Any residues on your skin can be burnt by the Lumea's flash and produce a burning smell.

## Your Philips Lumea is not clean

The glass on your Philips Lumea needs regular cleaning. A dirty glass can produce an unpleasant or burning smell.

Keeping your Lumea clean is also very important to ensure an effective treatment. So make sure that you clean your Lumea after each use. For proper cleaning instructions refer to the user manual.

If the advice in this article does not help, please contact us for further support.

# My skin feels uncomfortable with my Philips Lumea

If your skin feels uncomfortable during or after using Philips Lumea, find below the possible causes for this issue and tips on how to solve it yourself.

## Your skin tone is not suitable for Lumea usage

The Lumea Prestige series is suitable for use on skin type one to skin type five. Lumea Advanced and Lumea Essential series are suitable for skin type one to skin type four.

None of the Lumea models are suitable for use on light blonde, white, grey or red hair.



## Skin tone sensor

Most Philips Lumea models come with a skin tone sensor. This automatically detects your skin tone and only allows the device to flash if your skin tone is suitable. If your skin is too dark, the skin tone sensor only blocks the Lumea from flashing. The skin tone sensor does not automatically lower the setting.

## The intensity setting you selected is too high

Make sure you have selected the setting on your Philips Lumea that feels comfortable based on your skin test. The skin test is necessary to check your skin's reaction to the treatment and to

determine the correct light intensity setting for each body area. The recommendations can be found in the skin tone table in the user manual.

Some Philips Lumea models (BRI862, BRI863, BRI864, BRI94, *BRI95* series) are equipped with a **SmartSkin Sensor**. The sensor recommends the setting which was comfortable for most women with a skin tone similar to yours. If the treatment feels uncomfortable with these settings you can always lower them manually.

#### You are treating the wrong areas

Do not use your Philips Lumea on lesions, moles, nipples, piercings, tattoos etc. For the full list of unintended areas see the user manual.

#### You have recently tanned

Using Philips Lumea on recently tanned skin can be uncomfortable, regardless whether you have tanned naturally or artificially using tanning lotions or appliances. For the correct advice concerning the use of Philips Lumea alongside sunblocks or tanning please consult the user manual.

#### Your skin or Lumea is dirty

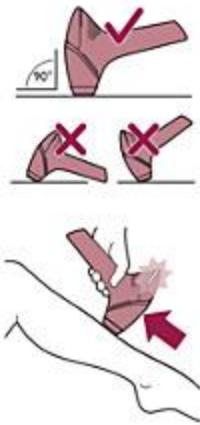
Make sure that all parts of your Philips Lumea have been cleaned properly. Only use Philips Lumea on pretreated (shaved, waxed, epilated) areas. And make sure your skin is clean and dry before you start your hair removal treatment.

#### You are pressing Lumea too hard on your skin

Press your Philips Lumea on your skin more gently, especially on sensitive bony areas such as your shinbones, knees and ankles.

Place the Lumea at a 90° angle so that the integrated safety system is in full contact with your skin. The integrated safety system prevents unintentional flashing without skin contact.

If you have tried the advice above but your skin still feels uncomfortable then please contact us for further support



The information on this page applies to the following models: BRI950/00 , BRI956/00 , BRI953/00 . [more](#)

## I do not get expected results with my Philips Lumea

If you are not satisfied with the hair removal results of your Philips Lumea, do not worry. Read below the possible causes for this and our tips to fix them.

### You are not following the treatment schedule

We advise using Philips Lumea once every two weeks for the first four to five treatments to achieve significant hair reduction. To maintain these results, simply repeat the treatment when needed every four to eight weeks. Treatment intervals may vary based on your individual hair growth.

### You are not removing hair properly

Before using Philips Lumea, make sure your skin is completely hair free. You can remove your body hair by shaving, waxing or epilating. If you choose to wax, we recommend waiting at least 24 hours before using Lumea.

Note: Some hair may grow back even though you have used your Philips Lumea frequently. This happens because the hairs are at different stages of the growth cycle during the treatment. The hairs that grow back tend to be softer and thinner and eventually fall out.



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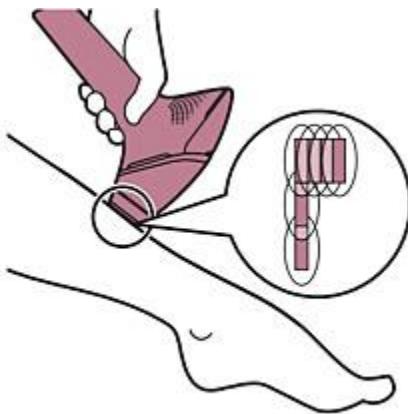
### You are not using the correct settings

It is very important to use the correct settings on your Philips Lumea, suitable for your skin tone. Always check the skin tone/hair colour table in the user manual.

Some Philips Lumea models (BRI862, BRI863, BRI864, BRI94, *BRI95* series) are equipped with a **SmartSkin Sensor**. The sensor recommends the setting which was comfortable for most women with a skin tone similar to yours. If the treatment feels uncomfortable with these settings you can always lower them manually.

### You are missing spots

While treating your skin with Philips Lumea, make sure you cover all skin areas and do not miss any spots. Move your Lumea about 1 cm up or down after each flash to avoid missing any spots. The rim around the treatment window should overlap.



### You did not clean your Lumea

Clean your Philips Lumea after every usage to extend its lifetime and to avoid burnt spots. For proper cleaning instructions refer to your user manual.

## You stored your Lumea in a humid place

Always store your Philips Lumea device in a dry and clean environment, preferably not in a humid place like the bathroom.

## You are not suitable to use Lumea

In some circumstances, you should not be using Philips Lumea. Check the full list of contraindications/ medications/diseases in the user manual.

If you are still not happy with the results of your Philips Lumea, please contact us for further support.

## **My Lumea becomes warm during use**

Your Philips Lumea and its attachment can get warm over time during use, which is normal. Try the following tips to avoid discomfort:

### [Treat sensitive areas first](#)

Start the treatment in more heat-sensitive areas like bikini area or underarms while the device and attachment is still cool. Treat your legs afterwards, since they are less sensitive to heat.