

# DERMAVISAGE

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## MAINTAINENCE AND TROUBLESHOOTING GUIDE

INCORPORATING MODELS CC3040 | CC3045 | CC3050

CARLTON PROFESSIONAL

Setting the standard in electrotherapy equipment

# Index

Introduction	page 3
Operating Instructions	page 4
Looking After Your Machine	page 8
Troubleshooting Guide	page 10

**CARLTON PROFESSIONAL**

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# Introduction to the Dermaviasge Unit

**Thank you for purchasing the CARLTON DERMAVISAGE Microdermabrasion machine. Your microdermabrasion machine is equipped with the most reliable and modern technology available, ensuring absolute safety and ease of use.**

## Technical And Manufacturer Details

There are no particular requirements with regards to the siting of the equipment, but it is recommended that the unit is placed on a trolley adjacent to the couch or chair where the treatment is performed. Care should be taken to ensure that the mains cable is routed to avoid becoming entangled with the electrode connecting cables.

### Operating conditions

Permissible temperature range	0° to 50° C
Permissible relative humidity range	20% to 75%

### Cleaning

Before carrying out any cleaning procedure, ensure that the mains lead is disconnected from the inlet at the rear of the unit.

The metal case of the unit may be cleaned with a damp cloth. Alternatively, a cloth impregnated with a small quantity of Isopropyl.

Alcohol may be used (Azo Wipes), or Sterilsafe Wipes.

The cables should only be cleaned, if required, with a mild, non-abrasive, household-type cleaner. They will not withstand steam sterilisation.

### Technical Details

Mains Input:	220/240V / 50 Hz
Input Power:	110 Watts
Weight:	12 Kg
Measurements:	8cm wide, 40cm deep, 22cm high



### Warning Symbols



ATTENTION,  
consult accompanying  
documents

### Manufacturer Details

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# DermaVisage Operating Instructions



## Installation And Preparation For Use

Unpack the unit before first use, and check you have everything listed on the Packing List.

**The unit is shipped to you ready for use.**

### The Handpiece:

This consists of the following components: - Plastic Treatment Tip - Crystal Nozzle – Handpiece Body – Tubing (Clear & Black)

Before use, the tubing will need to be attached to the front of the unit.

When fixing the Handpiece and tubing to the unit, ensure Tube 1 and Tube 2 are lined up with the corresponding outlet on the front of the DermaVisage, and push **firmly** into place using a slight twisting action.

### Turning the DermaVisage on:

Turn the DermaVisage on via the Green On/Off switch at the back of the machine. The Crystal Peel Selector Button on the front of the machine will illuminate red. Press the Crystal Peel Selector Button, and the button will change from red to green.



### Treatment Tips:

To operate, a plastic treatment tip must be attached to the working end of the Handpiece. To attach, simply push the tip firmly into place using a slight twisting action. These should be disposed of after each treatment.



The Crystal Peeling (8), Diamond Peeling (1) and Colour Therapy (5) Selector Buttons all incorporate a “Switching Delay”. When pressed the buttons will only change from On to Off (and vice versa) if 3 seconds elapse between each press of the button.

When the Crystal Peeling Selector Button is pressed, and this part of the machine is active, the Cooling Fan will switch on. The fan only operates when the Crystal Peeling function is selected, and will continue to operate for 15 minutes after the Crystal Peel function has been switched off.

### Vacuum Suction Gauge:

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Vacuum suction changes the atmospheric pressure in the unit.

To get a VS reading, always put your finger over the treatment tip.

The Dermavisage translates the Vacuum pressure into easily visible lights. The pump is quicker to respond than the lights. When adjusting the VS, turn the dial slowly, and allow the lights to settle before working on the skin.



AMBER

**-0.5 to -3PSI Gentle;**  
For general use on all skin types.



GREEN

**-3.5 to -7.5PSI Medium – Strong;**  
For use on pigmentation, scarring, and stretch marks.



RED

**-8 to -10 PSI Maintenance Only.**  
Never to be used on the skin.

**Lower Vacuum Suction = more gentle**  
**Higher Vacuum Suction = harsher**

### Checking the crystal flow.

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Sometimes it may appear as if you have no flow of crystals.

The best way to check if you have crystal flow is to close the hand-piece with your thumb and set the vacuum regulator to maximum.

Now observe the fresh crystal canister. When hand piece occluded, crystals should percolate or bounce inside the canister.

Look also into the used crystal canister. If you have crystal flow then you will see them filling this area.



The Diamond Peeling and Colour Therapy sections of the machine will only become active when the correct accessory is connected to the appropriate outlets. When these accessories are connected, the corresponding Selector Buttons will illuminate red.



If the machine is left unattended with the Crystal Peel function switched on (and the pump active), the vacuum pump will automatically switch off after 2 hours.

## Beginning Treatment:

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Once you have checked the following, the machine is ready to use:

- 😊 Tubing attached securely to Handpiece and to DermaVisage.
- 😊 Plastic treatment tip securely attached to Handpiece
- 😊 Fresh crystal container is filled to required level.

The first step is to set the working vacuum for the hand-piece. To do this, place your thumb over the hand-piece tip and turn on the machine. Keeping the hand-piece closed set the vacuum regulator to show -3 psi. (This is the standard setting for facial peeling) You are now ready to treat.

### Treatment technique:

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Place a finger on the skin to one side of the area to be treated. This keeps the skin taut and hinders the skin from being pushed forward by the hand-piece. Keeping your finger placed here, apply the treatment tip gently to the skin and move it smoothly away from your finger.

It is better not to run the treatment-tip backwards and forwards over the same area of skin, but to start from the same position next to your finger and to move in one direction only. The treatment will otherwise be significantly more intensive.

The crystals can only flow when the system is completely closed, in other words when the treatment tip is in proper contact with the skin.

Always support the skin with one hand and **do not exert any pressure on the skin with the hand-piece**. The vacuum itself ensures that the system is properly closed.

A hand-piece pushed too tightly against the skin will only cause irritation and reddening, with no positive effects on the intensity of the treatment.

### General Treatment Guidelines

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- 😞 Do not place the hand-piece onto the skin with too much pressure. This has no bearing on the peeling results. Too much physical pressure is uncomfortable for your client.
- 😊 Place a finger onto the skin and work away from this with the hand-piece. This keeps the skin taut and hinders the skin from being pushed forward by the hand-piece.
- 😞 Avoid peeling in a circular motion. Peel in one direction only lifting the hand-piece from the skin at the end of each pass.



#### Vacuum pressure

**The more sensitive the skin the less pressure should be used.**

Too much pressure is uncomfortable for the client and may lead to a greater peel than is needed.

The most sensitive skin is found around the eyes and on the neck below the chin.

**We recommend a working pressure for sensitive skin of -2 PSI.**

The rest of the face (and body) is less sensitive. Depending on the depth of peel and the condition of the skin a working pressure of -3 to -4 PSI is adequate

## Tips & Tricks

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### Turning and Setting the Vacuum Regulator

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When setting the regulator to maximum, you will notice that after one revolution you cannot turn the regulator any more. This is normal and means you have reached the maximum pressure possible. Do not try to turn the regulator further, otherwise it may stick.

### Depth of peeling

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The depth of peeling can be regulated in addition to the vacuum pressure by three other means:

- ✓ Running the treatment tip slowly over the skin. The treatment is more intensive because the crystals work for a longer period on the same area of skin.
- ✓ Running the treatment tip back and forth between two fingers placed on the skin. This stops the skin being pushed and pulled with the movement of the treatment head.
- ✓ Multiple runs over the same area

### When unit is not in use

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At the end of each working day you must completely empty both crystal containers, the used crystals can be discarded and the unused crystals can be returned to their storage tub.

# Looking after your machine

Although your machine is itself extremely robust, the crystals used are extremely fine and therefore sensitive to the conditions under which they are used. The following tips are designed to keep your machine in top condition and to minimize the risk of downtime due to crystal flow problems.

 **Please take this section seriously. Following our advice will save you time and effort in the future.**

## Filling the Fresh Crystal Container:

Fill the container through a sieve. This will remove any fine clumps of crystals that may have built up in the container. Choose a sieve whose holes allow the crystals to flow through when lightly shaken. Using a funnel under the sieve will ensure they flow into the container easily.

## Monitoring the Desiccant Sachet:

The lid of the Fresh Crystal Container has a removable holder which contains a desiccant sachet. The sachet contains orange beads of desiccant which keep the air, and therefore the crystals dry, this ensures no blockages due to humidity. **The sachet must be replaced when the colour has changed from ORANGE to WHITE.** To change the sachet, unscrew the plastic holder from the lid, remove the sachet, and replace with a new one. Spare sachets must be kept in a sealed bag.

## At the end of the day:

### Empty the Fresh Crystal Container.

Remove the Fresh Crystal Container from the base plate but leave the tubing attached. (Picture 1).

Hold the container over a tub to catch the crystals.

Unscrew the filter underneath the container (Picture 2), and allow the unused crystals to flow into an airtight tub.

Tip the container slightly to ensure all crystals have been removed.

Refit the filter, ensuring it has been tightened fully.

Place the container back onto the base plate.





### Flushing the machine through.

The Fresh Crystal Container should be empty before commencing.

Turn the machine on.

Turn the vacuum control knob fully clockwise (*but do not force the control knob past its natural stopping point*).

Lift the fresh crystal container away from the base plate and using your thumb and index finger, block both the filter underneath the container, and the small hole on the metal section of the tubing connector (Picture 3).

Using your other hand, cover the end of the hand piece. The display will indicate full vacuum (-10psi, all lights illuminated).

Release your finger covering the filter on the underneath of the Fresh Crystal Container. This will clear out the tubes running from the Fresh Crystal Container, via the Handpiece, to the Used Crystal Container.

When you are satisfied the tubes are clear, release your fingers from the remaining outlets, and turn the Vacuum Intensity back down.

Replace the container back into the base.



### Empty the Used Crystal Container

Lift the lid off the Used Crystal Container.

**Do not disconnect any of the tubes from the jar connectors, or the connectors at the rear of the unit.**

Lift the Used Crystal Container from its base, and empty the used crystals into the bin.

Replace the Used Crystal Container.



### Cleaning The Used Crystal Container Filter

Remove the lid as detailed above.

Unscrew the filter (located on the underside of the lid) by hand. DO NOT hold by the filter mesh, but by the nut at the top of the filter.

Once removed, use a stiff brush to clean the filter, the filter can also be tapped gently on a hard surface to remove any deposits.

To replace, simply screw back in. Do not use any tools to screw it back in, as it should only be hand tight.

# Dermavisage – Troubleshooting Guide

**There are two possible scenarios, excessive high vacuum or very low vacuum.**

In general, excessive high vacuum will be caused by a crystal blockage in the machine and low vacuum will be caused by air leaks and poor tubing connections.

Both of these conditions will result in poor performance and lack of crystal flow.

Before progressing with the tests please ensure that the lid of the Used Crystal Container is fitted correctly, please refer to the photograph below.



**The following procedure only applies to machines with serial numbers up to and including DV1076.**

The lid is fitted with two connectors, the connector with the longer metal body should be connected via the shorter length of tubing to the connector in the centre of the machine.

## **⚠ Important: Please note the following procedure!**

If the lid has been fitted in reverse and the machine has been operated with crystals you will first need to clean the filter before re-fitting the lid correctly.

Remove the lid completely from the container.

Unscrew the pleated filter from the inside of the lid – be prepared for spillage of crystals!

Clean the filter and lid of any crystals with the brush supplied, pay particular attention to the threaded section of the lid into which the filter screws and also the internal hollow section of the filter itself.

Screw the filter back onto the lid, avoid turning the filter by the pleated section, use the hexagonal metal base and hand tight is sufficient.

Re-fit the lid to the container.

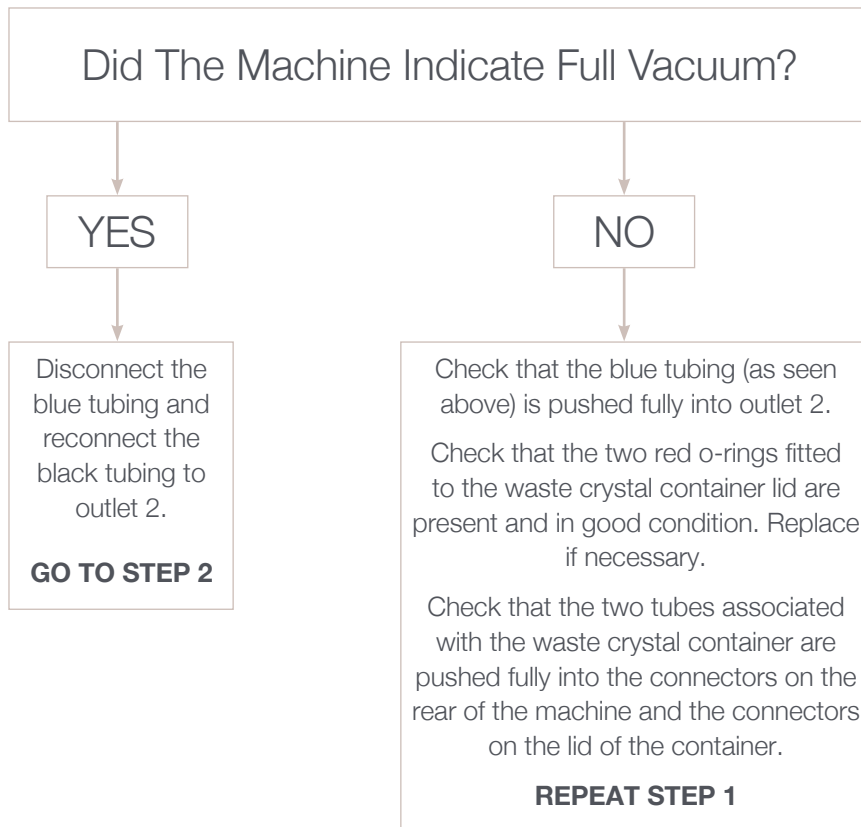
## Step by Step Guide

The following procedure tests for vacuum at the various sections of the machine and will pin point the cause of any problems very quickly.

### STEP 1

Disconnect the black hand piece tubing from Outlet 2 and connect the short length of Blue "test" tubing supplied in the machine toolkit (see picture).

Switch on the Crystal Peel and cover the open end of the blue tubing with your finger, the front display should indicate full vacuum (-8.5 to -10psi) and should drop to -0.5 or no display when you remove your finger.



#### CHECK

Unless otherwise stated, please ensure the hand piece is connected properly, the vacuum control on the front of the panel is turned fully clockwise (to maximum) and both containers are empty.

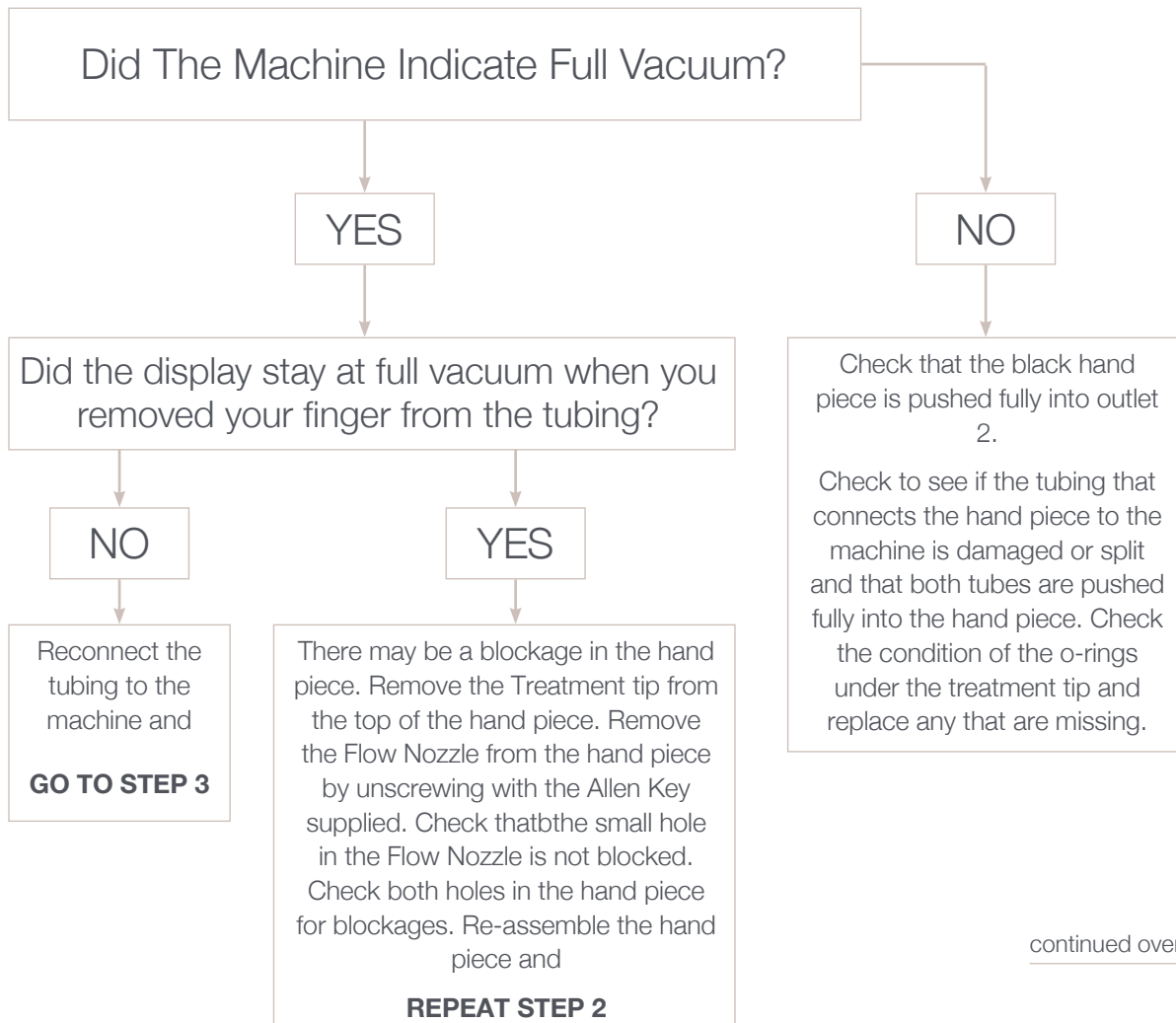
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## STEP 2

Disconnect the clear hand piece tubing from the front panel connector, Outlet 1 as illustrated in picture below

Switch on the Crystal Peel and **cover both the open end of the tubing and the hole in the hand piece Treatment tip** with your fingers.

The front display should indicate full vacuum (-8.5 to -10psi) and should drop to -0.5 or no display when you remove your finger from the Treatment Tip or the end of the tubing.



continued overleaf

# STEP 3

Remove the fresh crystal container from the base but leave it connected to the machine.

Using your thumb and forefinger, block both the filter underneath the container and the small hole on the top of the metal section of the container tubing connector, as shown in the picture below.

Switch on the Crystal Peel and cover the hole in the hand piece Treatment Tip with your finger. The front display should indicate full vacuum (-8.5 to -10psi) and should drop to -0.5 or no display when you remove your finger from the Treatment Tip or the end of the tubing.



### REQUIRE ASSISTANCE?

If you are experiencing recurring issues with your Carlton machine **please contact us by calling 01242 538334**

