

BEAUTYBIO

FAQ

DOES GLOPRO® REQUIRE CHARGING?

No. GloPRO® comes with long-lasting batteries pre-installed and is ready for immediate use. Simply remove the clear battery tab and press the power button to begin. Replace batteries as needed.

HOW OFTEN SHOULD I REPLACE THE MICROTIP™ ROLLER HEAD?

If used regularly, the roller head should be replaced every three to four months. Think about shaving or brushing your teeth, regularly updating these bathroom tools ensures efficacy and results. You wouldn't use the same toothbrush or razor forever, right?

WHAT IS THE NEEDLE LENGTH OF EACH MICROTIP™?

GloPRO® FACE MicroTip™ Attachment Head contains 540 surgical steel MicroTips™ with a needle length of 0.3 mm.

GloPRO® EYE MicroTip™ Attachment Head contains 240 surgical steel MicroTips™ with a needle length of 0.3 mm.

GloPRO® LIP MicroTip™ Attachment Head contains 240 surgical steel MicroTips™ with a needle length of 0.2 mm.

GloPRO® BODY MicroTip™ Attachment Head contains 1680 surgical steel MicroTips™ with a needle length of 0.5 mm.

HOW MANY TIMES PER WEEK SHOULD I USE GLOPRO®?

GloPRO® is recommended for use at least 2-3 times per week but may be used nightly as tolerated.

SHOULD I APPLY MY SERUMS AND CREAMS BEFORE OR AFTER USING GLOPRO®?

As microneedles glide over the skin, skin's natural rejuvenation response is ignited, which stimulates cells to restore volume and glow from the inside out. The microneedles create invisible micro-channels that act as pathways for product to reach deeper layers of the skin instead of getting trapped on skin's surface. GloPRO® should only be used on cleansed skin, and for maximum results, skincare and topicals should be applied within 1-5 minutes after using GloPRO®. When product is immediately applied after using GloPRO®, it absorbs 200x more effectively into skin. Do not apply skincare prior to using GloPRO® because the tool will become clogged with product.

WHEN SHOULD I USE GLOPRO®?

PM use is recommended as treatment aligns with your body's natural nighttime renewal process that occurs during sleep. Some may experience slight skin flushing, which is totally normal, so do a small patch test before microneedling in the AM if desired.

CAN I USE GLOPRO® AND CORE COLLECTION PRODUCTS WHILE PREGNANT OR NURSING?

GloPRO® is completely safe to use both during and after pregnancy. GloPRO® is the fastest, most natural, and most effective way to firm skin and fade those marks left behind by your little bundles of joy. All Core Collection products may be used while pregnant and nursing except for R45 The Reversal and The Nightly Serum, as both contain retinol. Always consult a physician prior to beginning a new skincare routine during pregnancy and nursing.

ARE THERE ANY ACTIVE INGREDIENTS I SHOULD AVOID WHILE USING GLOPRO®?

GloPRO® can work with any over-the-counter beauty products, but always perform a small patch test on an area of your face or body if you have any concerns. All serums and creams in the BeautyBio Core Collection product line are designed specifically for use with GloPRO®.

CAN I TRAVEL WITH GLOPRO®?

Yes, you can travel with GloPRO®. Be sure to store in your clear storage case to avoid damaging MicroTip™ on roller head.

WHY IS MY SANITIZING SPRITZER BOTTLE EMPTY?

The Sanitizing Spritzer bottle is provided as a convenience to use when cleaning your tool. Due to regulatory provisions, flammable alcohol and electronics are not packaged together.

WHAT TYPE OF ALCOHOL SHOULD I FILL MY SANITIZING SPRITZER BOTTLE WITH?

The Sanitizing Spritzer bottle should be filled with isopropyl alcohol (rubbing alcohol) 70% or higher from your local pharmacy or grocery store.

ARE THE PRODUCTS CRUELTY-FREE?

Yes! All of our products are cruelty-free, gluten free, vegan, paraben free and have never been tested on animals.

HOW DO I CLEAN MY MICROTIPS™?

GloPRO® MicroTip™ should be sanitized after each use. Immediately following usage, hold GloPRO® in one hand and spritz the MicroTip™ with Sanitizing Spritzer bottle (provided in GloPRO® box) with other hand. Spray, roll, spray, and roll in order to cover the full surface area of the attachment head. Place in GloPRO® case and let air dry over night! MicroTip™ should never be submerged in water or alcohol. Do not try to dry MicroTip™ with a tissue or towel as material can get caught in the needles.

WHY DIDN'T MY GLOPRO® COME WITH A POWER ADAPTER/CHARGER?

Current GloPRO® configurations are designed with ease of use in mind and include long-lasting batteries for a cordless experience. Some available configurations include a power adapter, but these adapters do not charge the GloPRO®, so customers who do not receive the power adapter are not missing any key components.

ROSE QUARTZ CARE TIPS:

Simply wipe clean with warm water and a soft cloth. Do not use alcohol or soapy water to clean the tool. Due to the natural construction of Rose Quartz, dropping the tool on a hard surface may damage the tool and roller. Each stone is hand selected from the purest, sustainably harvested rose quartz in Brazil and each stone is unique, just like you!

TROUBLESHOOTING FOR GLOPRO®/CORE COLLECTION ISSUES:

Q: My red light isn't working!

A: Have you tried replacing the batteries (2 AAA)? Make sure the batteries are inserted correctly and try again.
A: Has your GloPRO® come into contact with water? Remember, GloPRO® is an electronic device and should not come into contact with water, especially while tool is in use. Water can damage the overall function of the tool including the LED red light therapy function and pulse stimulation. Please follow the proper cleaning instructions listed above.

Q: My GloPRO® isn't powering on—red light or vibration!

A: Before you can use GloPRO®, remove the battery activation strip (a small clear piece of plastic sticking out of the battery cover). Double check that activation strip has been removed and try powering on again.
A: Have you tried replacing the batteries (2 AAA)? Make sure the batteries are inserted correctly and try again.

Q: My vibration stopped working!

A: Have you tried replacing the batteries (2 AAA)? Make sure the batteries are inserted correctly and try again.
A: Has your GloPRO® come into contact with water? Remember, GloPRO® is an electronic device and should not come into contact with water, especially while tool is in use. Water can damage the overall function of the tool including the LED red light therapy function and pulse stimulation. Please follow the proper cleaning instructions listed above.

Q: My R45 is empty—there is no product in it!

A: All product has the capability to settle during transit and/or over time. Settling however does not mean the product is unusable, in fact it's the opposite, the product is still in tip-top shape, it just needs a little help getting out of the pump. All R45 products are filled the same way; if yours is not pumping right away, be patient and continue pumping, we promise, there's product in there.

Q: My MicroTip™ will not stay attached to the GloPRO®!

A: There are two layers of plastic that must be removed before the MicroTip™ can be inserted into the GloPRO® handle. Make sure all of the packaging has been removed from the MicroTip™.
A: Each MicroTip™ has two prongs that keep it locked into the body of the GloPRO®. If you don't see two prongs, or one is damaged, the MicroTip™ will not properly attach to GloPRO®. It may have been damaged in transit or when it was removed from the outer packaging. Do not try to force the head to fit if it looks broken.