

Shark

FACIALPRO GLOW

+ DePuffi

USER GUIDE



TABLE OF CONTENTS

BENEFITS OVERVIEW

Bring on the Glow.....

WARNINGS & PRECAUTIONS

Product Warnings & Precautions.....

GETTING STARTED

What's in the Box.....

Before you start.....

Skin Assessment.....

Every Button Explained.....

Find Your Perfect Fit.....

Daily Depuffing Routine.....

Weekly Pro Glow Routine

What's in My Tank?.....

CLEANING AND MAINTENANCE

Cleaning.....

Charging & Storage.....

SKINCARE FORMULAS

Skincare.....

UNIT TROUBLESHOOTING & FAQs

Unit Troubleshooting.....

Skin FAQ

Device FAQ

Manufacturer's guarantee.....

2

3

7

9

10

11

12

13

15

18

19

20

21

23

24

26

27

Visit sharkbeauty.co.uk for more.
ACCESSORIES AND COLOURS MAY VARY BY MODEL

BRING ON THE GLOW

PROFESSIONAL RESULTS OF A FULL FACIAL IN JUST 9 MINUTES

EXFOLIATION BENEFITS



ENHANCED GLOW

Radiant, lit-from-within glow.



SUPERCARGED EXFOLIATION

Combines AHA/BHA and physical exfoliation for brighter, more radiant skin.



POWERED DETOX

Clearer, less visible pores.



BOOSTED HYDRATION

Leaves skin hydrated for a smoother feel.



DEPUFFI BENEFITS



ADVANCED DEPUFFING

Reduces appearance of dark circles and leaves under eyes refreshed and visibly less puffy.

SCULPTED APPEARANCE

Visibly enhance the appearance of cheekbone and jawline definition.

RAPID SOOTHING

Cooling relief for instantly calmer soothed skin.



ACTIVATED RADIANCE

Massage-driven circulation for a healthy, radiant look.

SOFTENING PREP

Primes skin for extraction by loosening surface impurities.

FACIAL DE-STRESS

For muscle tension relief.

PRODUCT WARNINGS & PRECAUTIONS

For your safety, please do not use FacialPro Glow if you have used any of the following products or routines:

- Used at home exfoliating products including any other products with AHAs or BHAs in the past 24 hours.
- Shaved within 5 hours prior to using FacialPro Glow.
- Received a professional facial with exfoliation in the past week.
- Received a cosmetic treatment where the skin has not fully healed, including microneedling, laser, or chemical peel.
- If you've recently received cosmetic injectables like neurotoxins or dermal fillers, please consult your provider before use.

For your safety, please do not use this FacialPro Glow if you are taking the following medications:

- If you are taking isotretinoin commonly known as "Accutane"
- If you're currently irritated from any topical retinoid (e.g. tretinoin, adapalene), please refrain from using this device

OR if you are allergic to:

- Willow bark, aspirin or any other ingredients in the topicals. Please read the ingredient lists on the packaging before using

OR if you have any of the following medical conditions:

- Severe inflammatory acne
- Sensitivity or allergy to plastic

For your safety, please do not use FacialPro Glow if you have any of the following conditions on the face, hairline, ears, or neck:

- Recent facial surgery (until you have been cleared by your doctor)
- Suspicious lesions, skin cancer or tumors
- Eczema
- Psoriasis
- Broken skin, skin rash, or blisters
- Tissue inflammation
- Skin infection, cold sore (fever blisters), or warts
- Sun burn: Do not use InstaHeat feature on DePuffi if you have a sunburn
- Tend to easily bruise
- Melasma or hyperpigmentation, especially if exacerbated by mild warmth
- Stop use if adverse reactions occur
- Stop use if allergic reaction occurs

PRODUCT WARNINGS & PRECAUTIONS

Consult a medical professional before using FacialPro Glow

- If you have bruising on the face
- If you are experiencing skin sensitivity or irritation with any topical skincare products
- If you are pregnant, nursing, or may be pregnant (consult a medical professional prior to using)
- If you have cold or heat hypersensitivity
- Abnormal sensations (e.g. numbness)
- If Derm Detox Exfoliating Gel or Hydo Infuse Hydrator gets into eyes, rinse immediately with cool water and consult a medical professional

Sunburn Alert

- This product contains an alpha hydroxy acid (AHA) that may increase your skin's sensitivity to the sun and particularly the possibility of sunburn. Use a sunscreen, wear protective clothing, and limit sun exposure while using this product and for a week afterwards

Use safely

- Read warnings and precautions around unit and skincare carefully before using this system
- Do not modify, disable, or bypass any safety devices or protective functions. Doing so may result in electric shock, fire, or serious injury, and will void the warranty and compliance with applicable safety regulations.
- Do not use the device when it has been left outdoors
- If you are travelling by air, the device should be carried in carry-on baggage and not checked in. The device must be completely switched off
- Do not use the device outdoors. Only use this device under the following environmental conditions:
 - Temperature: between 10°C (50°F) and 30°C (86°F)
 - A relative humidity range of 15% to 90%, non-condensing, but not requiring a water vapor partial pressure greater than 50 hPa
 - An atmospheric pressure range of 700 hPa to 1060 hPa
- Skin dryness, irritation, or redness may occur when using the device and skincare routine. Apply a facial moisturiser if dryness occurs
- To ensure safe and effective use, do not operate the device for prolonged periods or perform repeated treatments beyond the instructions provided. Overuse may lead to skin irritation or damage. Always follow the recommended usage guidelines.
- To avoid any type of bruising, do not hold Extraction Attachment on skin on the same spot. Device needs to be in constant movement with skin
- To reduce the risk of fire, thermal and chemical burns, electric shock, serious injury, or death, follow the precautions in this section and the procedures in this manual. The power hub contains a rechargeable lithium-ion battery. If damaged, the battery can overheat, catch fire, or leak a chemical that can burn skin and eyes
- Do not use on eyes or genital areas
- Gently unplug the USB-C cable after the product has been fully charged

PRODUCT WARNINGS & PRECAUTIONS

Supervision and intended users

- This equipment is not intended for use by persons under the age of 18 or with reduced physical, sensory, or mental capabilities, unless they have been given supervision or instruction concerning use of the equipment. Please refer to the contraindications before use
- Do not use if any of the conditions in “Warnings and Precautions” (page 3) apply to you
- Do not leave the equipment unattended when it is powered on
- This equipment is not intended for use by children. Children should be supervised to ensure they do not play with the equipment
- To reduce the risk of entanglement and potential strangulation, keep cords out of reach of children.
- Small parts can be inhaled or swallowed by children—if any small parts break off or detach from the product, dispose of safely
- This equipment is only intended to be used by one person. This person is the intended operator of the equipment
- Clean your face with soap and water before using the device
- Securely attach Exfoliation Attachment or DePuffi attachment to the Power Hub. You should hear a clicking sound when attaching to the Power Hub. Do not apply excessive force when attaching the Exfoliation Attachment or DePuffi Attachment
- Do not apply excessive force when attaching the tips

Keep Dry

- Do not submerge the device or expose it to running water.
- Do not use the equipment in a shower, bathtub, or under steam.
- Do not rinse Power Hub under water. Wipe only with damp cloth, the exfoliation attachment can be rinsed and cleaned using self-rinse cycle.
- Keep the USB-C charging port closed and dry during use.
- If power Hub and Depuffi Attachment become wet, power off and dry completely before continuing.
- Do not charge or use the device if it has been left outdoors

Charge safely

- Follow the charger manufacturer's instructions
- Only charge the equipment with the provided USB-C cable. Do not use any other USB-C cable
- Check if the voltage indicated on the equipment corresponds to the rated input voltage before you connect the equipment to avoid risk of electrocution or permanent damage to the equipment
- Do not charge the device near water
- Always position the equipment so the charger is easy to reach while charging
- Store USB-C cable properly after charging
- Use a properly rated SELV PSU charging block to charge this device
- Only use a universal power adapter
- Gently unplug the USB-C cable after the product has been fully charged

Protect Power Hub from damage

- Do not try to open the Power Hub or replace the battery
- Do not crush, drop, or damage the power hub
- Stop use or disconnect charging cable if the Power Hub feels unusually hot or emits smoke or a bad smell
- If liquid leaks from the Power Hub, avoid contact. If liquid touches skin or eyes, wash with large amounts of water and seek medical advice
- Follow disposal instructions

PRODUCT WARNINGS & PRECAUTIONS

Transport and storage conditions

- Only transport and store the device in the following environmental conditions:
 - Keep between -20°C (-4°F) and 45°C (113°F). For storage longer than 3 months, keep between 0°C (32°F) and 25°C (77°F)
 - Keep between 5°C (41°F) to 32°C (89.6°F) at a relative humidity up to 85%, non-condensing
 - Keep between 35°C (95°F) to 60°C (140°F) at a water vapour pressure up to 50 hPa

Check the product for damage before use

- Do not drop the product when unpacking or using it
- Inspect the product for cleanliness, corrosion, cracks, or sharp edges before use. Do not use the product if it is contaminated or damaged.
- Check the DePuffi Attachment for signs of corrosion
- These conditions can irritate or damage your skin

Clean properly

- Clean the Exfoliation Attachment (including its tanks) and tips with water and the cleaning brush provided
- Clean the DePuffi Attachment with a damp cloth
- Run the self-rinse cycle after each session
- Avoid using chemical or alcohol-based cleaners
- Ensure all attachments are fully dry prior to storing

Do not repair or modify

- Do not attempt to repair or modify the unit or accessories
- Do not crush or dispose of in fire
- Do not modify, disable, or bypass any safety devices or protective functions. Doing so may result in electric shock, fire, or serious injury, and will void the warranty and compliance with applicable safety regulations.

Disposal

- Dispose of the device according to local laws and requirements surrounding lithium-ion battery disposal

Potential electromagnetic interference

- WARNING: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally
- WARNING: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation
- WARNING: Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30cm (12 inches) to any part of the device system, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result
- WARNING: Do not leave device exposed in direct sunlight

WHAT'S IN THE BOX

EXFOLIATION KIT • HELPS YOU ACHEIVE A DEEP CLEAN

Clean Tank

Gunk Tank

1

2

Normal Tips

3

4

Gentle Tips

5

6

7

8

9

10

ENSURE TO FULLY CHARGE
YOUR POWER HUB BEFORE FIRST USE.

ONLY USE SHARK SKINCARE WITH
YOUR FACIALPRO GLOW FOR BEST RESULTS.

7

DEPUFFI KIT • INSTACHILL & INSTAHEAT

9

10

11

12

13

14

15

16

KEY

1. Exfoliation Attachment

2. Power Hub

3. Normal Wide Tip

4. Normal T-Zone Tip

5. Gentle Wide Tip

6. Gentle T-Zone Tip

7. Derm Detox AHA + BHA Exfoliating Gel

8. Hydro Infuse BHA Hydrator

9. DePuffi Attachment

10. Self-Rinse Cap

11. Cleaning Brush

12. USB-C Cable

13. Storage Case

8

BEFORE YOU START

Assess your skin's current condition. Read all Instructions and Warnings and Precautions prior to use. Take before and after pictures to document your journey.

WHAT IS FACIALPRO GLOW?

FacialPro Glow is a facial device, designed to help you achieve professional level results in the comfort of your own home FacialPro Glow. Our skincare exfoliation and DePuffi technology has been developed as an all-in-one system to enhance your existing routine.

WHY SHOULD I USE FACIALPRO GLOW?

- Professional results of a full facial in just 9-minutes
- Our device and skincare formulas have been developed with dermatologists
- Weekly and daily moments of self-care
- Improve the appearance of pores by removing debris

TEST OUT YOUR TIPS

See page 12 for full details and description.

Our tips are designed to provide premium performance and suction. Select either the set of the Normal Tips or the set of Gentle Tips based on your preference.

ROUTINE GENERATOR



SCAN TO TAKE
OUR ROUTINE
GENERATOR QUIZ

WHAT TO EXPECT

DURING USE



SKINCARE:

A tingling (but not burning) sensation by using the skincare products may occur. This is typical of skincare with these ingredients. Over time, you may build up a tolerance to this skincare. Please wait 24hrs after shaving to avoid irritation.



SUCTION:

Suction does not need to be aggressive to achieve best results. Considering that the FacialPro Glow system includes exfoliating formulas, suction levels have been calibrated for optimal results without damaging your skin barrier. Choosing between 3 suction levels and between Normal and Gentle tips will allow you to tailor your FacialPro Glow. If tips are left on same spot, there is a possibility of small broken blood vessels which is normal and should subside within a few hours. To avoid this, please ensure your tip is in constant movement when in contact with skin.



HAND TECHNIQUES:

It's important to use the correct technique to achieve best results. Please ensure the tip's surface is in full contact with skin. Depending on your face shape, you may be required to adjust your tip angle to achieve proper contact. Read instructions on how to glide your tips (page 17), thoroughly. Our How-To-Video's are also a great resource. Practice makes perfect!

AFTER USE



IRRITATION:

Dryness/flakiness is normal and should calm down after a few minutes/hours after use. If this bothers you, we recommend selecting a lower suction level, reducing exposure to Derm Detox or decreasing your frequency of use to avoid. Always apply a moisturiser or SPF after use.



REDNESS:

Redness may occur during and after completing your FacialPro Glow routine, this is normal and should calm down within a few minutes to a few hours (time will vary based on skin type, tone and sensitivity). If redness bothers you; we suggest doing this routine at nighttime. Finishing with your DePuffi on InstaChill mode will help with reducing redness and soothing skin.



PURGING:

The proof is in the purge. Purging shows that skin cells are being turned over and impurities are being lifted. New users who are not used to exfoliation or salicylic acid, should anticipate potential skin purging to occur 1-2 weeks after using the device. This is completely normal as the active ingredients in the skincare formulas are bringing impurities to the surface. This is a sign that the device and skincare formulas are working. Your skin state should return to good condition after a few weeks of using the device (depending on your skin type, tone, and sensitivity).

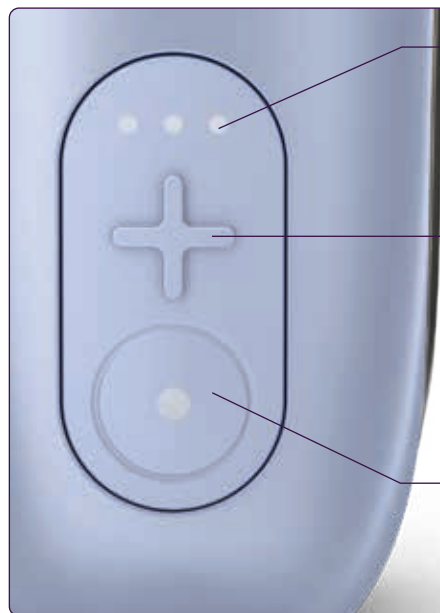
RESULTS:

After you finish using your FacialPro Glow, you will see the gunk tank full of excess oil, sebum, dead surface skin cells, and/or other impurities that were sitting in your skin. If you are new to exfoliation, your skin results may vary from week to week based on your current skin state, environmental factors & hormones. This is completely normal!

MATURE SKIN

Mature skin is typically more sensitive. You may experience a higher level of redness or irritation when using this device. If you experience any of these sensations, wait more than a week before your next use. We recommend proceeding with lower suction intensities and using the Gentle tip as well as ensuring you're using the correct hand techniques (e.g. holding your skin taught when using your device).

EVERY BUTTON EXPLAINED



INTENSITY INDICATOR
LED lights indicate low, medium, or high level.

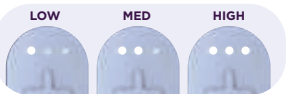
INTENSITY BUTTON
Press to change intensity settings.

POWER BUTTON
On/Off Press and hold for 1 second
Pause/Resume Suction Short press
Switch between **INSTACHILL** & **INSTAHEAT**
Short press

RELEASE BUTTON
Press to release and swap attachments.

USB-C CHARGING PORT
Lift flap to reveal.

Before first use, charge Power Hub for 3 hours 55 mins.



With Exfoliation Attachment:
Changes **suction** level.



With DePuffi Attachment:
Changes **temperature** level.



FIND YOUR PERFECT FIT

All tips were designed with performance in mind.

Dermatologist-tested to deliver clean pores and hydrated, glowing skin.

Select either the Normal Tips or the Gentle Tips based on your preference.

Rinse tips with water before first use.



SCAN FOR A TUTORIAL

PLEASE ENSURE YOU USE BOTH WIDE AND T-ZONE TIP FOR BEST RESULTS.

	NORMAL <i>For most skin types</i> Designed to provide a feeling of stronger suction & exfoliation	GENTLE <i>For sensitive skin types</i> Designed to provide a feeling of mild suction & exfoliation
WIDE TIP For use on cheeks, jawline, and upper forehead. 		
T-ZONE TIP For use on T-zone: nose, chin, and around brow bones. 		

BEFORE FIRST USE

- Select either Normal or Gentle Tip set to start
- Attach the Exfoliation Attachment to the Power Hub, fill with clean water and turn on
- Test on a small portion of face (cheek or T-zone depending)
- Swap to other tip set and repeat steps above. Choose your tip set based on your preferred skin feeling
- Once you have found your perfect fit—store the selected tip set in your storage case like this



After each use, check your tip for any signs of damage or degradation. If you see any changes to the tip or a change in performance, we recommend replacing your tips.

YOU CAN ORDER NEW NORMAL OR GENTLE TIPS AT [SHARKBEAUTY.CO.UK](https://sharkbeauty.co.uk)

DAILY DEPUFFING ROUTINE

Daily / 4 minutes

Depuff to sculpt and boost radiance daily, in just 4 minutes.



SCAN FOR A TUTORIAL

WHAT YOU'LL NEED

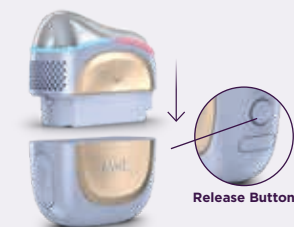


DePuffi Attachment



Power Hub

HOW TO USE



Release Button



INTENSITY BUTTON

Press to change **temperature intensity**.

POWER BUTTON

Short press to switch between **INSTACHILL** and **INSTAHEAT** settings.

GET STARTED

- Clean your face to remove any dirt and oil.
- Connect DePuffi Attachment.
- Apply your favourite serum, face oil, or moisturiser for best glide.



INSTACHILL / 4 MIN. SESSION

- Turn the device on.
- Device starts at temperature level 3. Start there and dial down to your preferred temperature setting.
- Glide over face, neck, and jawline to reduce puffiness for a sculpted look and refreshed skin.

LED will turn BLUE



INSTAHEAT / 4 MIN. SESSION

- Turn the device on.
- Short press to switch into **INSTAHEAT** mode.
- Device starts at temperature level 3. Start there and dial down to your preferred temperature setting.
- Massage and glide over face, neck and jawline to boost circulation, encourage lymphatic flow and boost skin's radiance.

LED will turn RED



SCULPT + DEPUFF



INSTACHILL

- Move in slow upward and/or outward strokes to reduce puffiness for a defined jawline and cheekbones that look sculpted.
- Use under eyes to reduce the appearance of dark circles for an instantly refreshed and awakened look.



BOOST RADIANCE



INSTAHEAT

- Massage in slow upward and/or outward strokes to boost circulation for more radiant skin.
- Use in downward motion on the neck for lymphatic flow.



WEEKLY PRO GLOW ROUTINE



Once a week / 9 minutes

Smooth, brighten, and hydrate for a weekly glow in just 9 minutes.

Avoid doing the full facial routine more than once a week.

Hold unit upright during use

SCAN FOR A TUTORIAL

WHAT YOU'LL NEED



HOW TO USE

Select desired tip



Install Exfoliation Attachment



INTENSITY BUTTON
Press to change suction level.

POWER BUTTON
Short press to pause and resume.



DEPUFFI RECOMMENDATION:

Prior to extraction, prep skin with **INSTAHEAT** to loosen surface impurities.

(See Page 14 for details)

1

APPLY DERM DETOX / 3 MIN. SESSION
AHA + BHA gently dissolves impurities

- Apply a thin layer of **Derm Detox** all over face, avoiding eyes and mouth.
- Leave on for 3 minutes and proceed to next step.



2

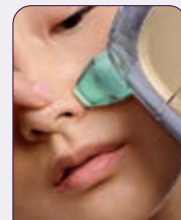
EXFOLIATE & EXTRACT / 3 MIN. SESSION
Clears pores and lifts impurities.

- Fill tank with cool water to the top of the "MAX" fill line.
- Attach **Wide Tip** and turn device on.
- Adjust intensity and glide over skin as directed.
- Pause device and attach **T-Zone tip** for targeted care. Device will resume at time you left off.
- Device pauses after 3 minutes—move to next step.
- Rinse off any remaining **Derm Detox** from face with water.

FILL

CHOOSE

EXFOLIATE



3

HYDRO INFUSE / 3 MIN. SESSION
Locks in moisture and refreshes skin.

- Fill tank with **Hydro Infuse** to top of the "MAX" fill line.
- Select your **tip** and intensity level as Step 2 and glide over skin as directed.
- Once you have completed your Weekly Pro Glow Routine, apply moisturizer and/or SPF.
- If using Depuffi on InstaChill as recommended below, apply moisturizer beforehand and SPF after completing the step.

FILL

CHOOSE

INFUSE



DEPUFFI RECOMMENDATION:

After extraction, refresh skin by applying your moisturiser, using **INSTACHILL** to soothe for instantly calmer skin and reduced redness. (See Page 14 for details)

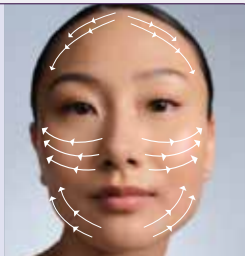
Complete routine by applying SPF if it's daytime.



HOW TO GLIDE WITH **WIDE TIP**

For use on cheeks, jawline, and upper forehead. We recommend you use the Wide Tip for 2 out of the 3 min from both Step 2 and 3.

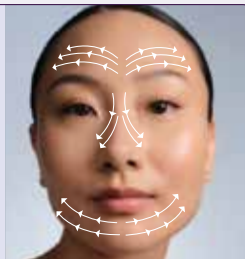
- Place the tip on your cheek, jawline, or upper forehead and press gently to create a seal.
- You'll feel suction and hear a soft "kiss" with each stroke.
- Move in short, smooth strokes about 2-5 cm long.
- Use your free hand to gently stretch skin for a smooth glide.



HOW TO GLIDE WITH **T-ZONE TIP**

For use on T-zone: nose, chin, and around brow bones. We recommend you use the T-Zone tip for 1 out of the 3 min from both Step 2 and 3.

- Place the more precise tip on your nose, chin, and between eyebrows and press gently to create a seal.
- You'll feel suction and hear a soft "kiss" with each stroke.
- Move in short, smooth strokes about 2-5 cm long.
- Use your free hand to gently stretch skin for a smooth glide.



RUN SELF-RINSE CYCLE

Complete after every use

1. Empty clean and gunk tanks into the sink.
2. Fill clean tank with cool water.
3. Attach self-rinse cap to Exfoliation Attachment.
4. Ensure tanks are attached to the Power Hub and turn unit on.
5. Press power and intensity button simultaneously to start self-rinse cycle. After 90 seconds, the self-rinse cycle will stop.
6. Empty tanks and scrub with cleaning brush and cool water.
7. Leave clean and gunk tank doors open until device is fully dry.



PRO-TIP: If you have not used your device for 2 weeks or longer, follow the self-rinse cycle before next use. The combination of both Wide and T-Zone Tip is what will ensure optimal results across all areas of the face.

WHAT'S IN MY TANK?

Look in your waste gunk at the **end** of your Weekly Pro Glow Routine. You will should see excess oil, sebum, dead surface skin cells, and/or other impurities that were sitting in your skin.

Results will vary depending on your skin's starting condition, environment & hormones. Remember, blackheads are typically manually extracted by a licensed professional. FacialPro Glow helps to prevent buildup that causes blackheads, not remove them.



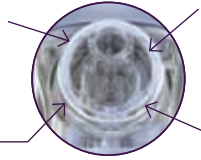
It is now time to clean your unit—start with the self-rinse cycle.
See page 17 for details.

CLEANING



EXFOLIATION ATTACHMENT

- Run self-rinse cycle. See page 17 for full details.
- Once self-rinse cap is removed, use cleaning brush to focus on tip attachment and tank areas (including the gap in the tank doors).



TIPS

- Remove tips, rinse under water and scrub with cleaning brush.



DEPUFFI ATTACHMENT

- Use a damp cloth and wipe the metallic surface.



POWER HUB

- Wipe the outside of the Power Hub with a damp cloth to clean any excess residue.



STORAGE CASE

- To clean, wipe case with a damp cloth and allow to fully air dry.

NOTES

- Leave all parts to air-dry thoroughly before storing.
- Do not leave any water or dirty fluid inside your device prior to storing.
- Avoid using soap in your tanks, as it can cause foam build-up inside the device tubing.
- Do not store device components on your case when still wet or damp.



SCAN FOR A
TUTORIAL

CHARGING & STORAGE



Yellow light indicates your device is at 25% battery when in use.



Blinking yellow light indicates device is charging.



When charging, the intensity lights will turn yellow 1 by 1 to show the charging status of the Power Hub (e.g. 1 yellow intensity light - 33% charged).



Green light indicates device is fully charged. All intensity lights will be off.

HOW TO CHARGE

- Ensure unit is off and dry.
- Remove cover from USB-C charging port and connect the USB-C.
- **Connect USB-C to a 5V charging brick (not included) and plug into wall.**
- Complete a full charging cycle—this should take roughly 3hrs 55mins.
- With daily use, the battery should last a full week.



HOW TO STORE

- Ensure unit and accessories are fully dried and disassembled.
- Place all component parts into storage case.
- Leave unit on your bathroom counter or preferred location until next use.

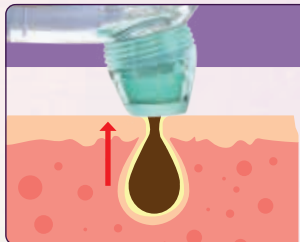
Pro Tip: The lid of the storage case stacks under the base. Do this to show your FacialPro Glow off!



SKINCARE

Dermatologist-Tested Korean skincare. Only use skincare provided with your device.

DERM DETOX



HOW IT WORKS & BENEFITS

After applying to skin in Step 1, the Glycolic, Lactic, and Salicylic Acids in the Derm Detox formula will help gently soften and dissolve excess dead skin cells and sebum sitting on the surface of your skin. Your skin should start feeling smoother and looking brighter. Getting rid of this initial layer allows more thorough exfoliation and pore cleansing on Step 2.

3 MIN. AHA + BHA EXFOLIATING GEL MASK

20ml/0.66 fl oz



KEY INGREDIENTS:

Glycolic Acid

Alpha Hydroxy Acid (AHA)* that helps to exfoliate the skin to smooth texture and even skin tone.

Salicylic Acid

A Beta Hydroxy Acid (BHA) that helps deeply cleanse pores and clear congestion.

Allantoin

An antioxidant that helps soothe skin.

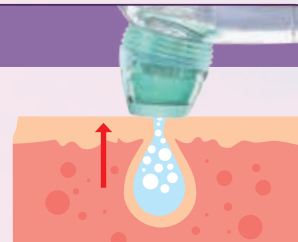
*Warning: Sunburn Alert Statement on Page 4

All of our skincare products has been developed with dermatologists for best results.

HYDRO INFUSE

HOW IT WORKS & BENEFITS

Exfoliation suction pressure will gently guide congestion (that has been loosened by the Derm Detox Exfoliating Gel) off your skin. Using the precision tip on your T-zone is best. The Hydro Infuse skincare will hydrate your skin during use. Debris will be drawn into the gunk tank in your unit—why not take a look!



PORE REFINING HYDRATING SOLUTION

80ml/2.66 fl oz

KEY INGREDIENTS:

Salicylic Acid

A Beta Hydroxy Acid (BHA) that helps deeply cleanse pores and clear congestion.

Hyaluronic Acid

A humectant that helps to increase skin hydration.

Both **FacialPro Glow** and **Shark Skincare** were developed simultaneously with the intention of being a system – this is the only way of guaranteeing best skin results.



TO REPLENISH SKINCARE, VISIT [SHARKBEAUTY.CO.UK](https://sharkbeauty.co.uk)

Only use this skincare with FacialPro Glow system.

UNIT TROUBLESHOOTING



POWER HUB WARNINGS

POWER LED WILL BE RED

LED	Solution	Error Code
● ○ ●	Turn unit off and allow to cool down fully.	1A
● ○ ●	Turn unit off and allow it to warm up fully.	1B
○ ● ●	Contact customer service.	1C
○ ● ●	Contact customer service.	1D
● ○ ●	Ensure a 5V charging brick is being used.	1E
○ ○ ○	Ensure a 5V charging brick is being used.	1F
○ ● ●	Charge before next use.	1G
○ ● ●	Disconnect and reconnect to charge.	1H
○ ● ●	Contact customer service.	1I
● ● ● FLASH 3X	Ensure unit pins are free from dust and debris. Reattach accessory.	1J
● ○ ●	Contact customer service.	1K

If all LEDs are white, it signals that an attachment is not connected. Use a dry cloth to wipe the metal pins on the Power Hub and the attachment. Please connect an attachment. If the solution doesn't work, please contact customer service.



EXFOLIATION & DEPUFFI ATTACHMENT WARNINGS

POWER LED WILL BE PURPLE

LED	Solution	Error Code
● ○ ●	Turn unit off and allow to cool down fully.	2A
● ○ ●	Turn unit off and allow it to warm up fully.	2B
○ ● ●	Contact customer service.	2C
○ ● ●	Contact customer service.	2D
● ○ ●	Contact customer service.	2E
● ○ ●	Ensure metal pins on your battery base and attachments are free from debris. Reattach accessory. Contact customer service if error persists.	2F
○ ● ●	Contact customer service.	2G
○ ● ●	Contact customer service.	2H
○ ● ●	Contact customer service.	2I
○ ● ●	Contact customer service.	2J
○ ● ●	Contact customer service.	2K
● ● ○	Contact customer service.	2L
● ● ●	Contact customer service.	2M
● ● ●	Contact customer service.	2N

SKIN FAQ

My skin got red while using my FacialPro Glow. Is my skin too sensitive for it?

Redness may occur after using the exfoliation attachment on your face and should reduce and disappear after a few minutes/hours. If your skin appears very red or irritated, reduce the suction intensity level or stick to Gentle tips. If redness or irritation continues discontinue use of device. Use InstaChill at the end of your treatment to help with calming redness down and soothing skin. Please read all Product Warnings (pages 3-6) before first use.

I experienced a few breakouts after using my FacialPro Glow. Should I stop using it?

It is normal to experience breakouts (often known as purging) after using an exfoliating product for the first time, especially if you do not exfoliate your skin regularly. This purging stage should last between 2-3 weeks. Moisturise thoroughly. This is normal and shows that debris & impurities are being removed from the skin.

I experienced dryness/peeling/flaking after using my FacialPro Glow. Should I stop using it?

It is normal to experience dryness/peeling/flaking after using an exfoliating product for the first time, especially if you do not exfoliate your skin regularly. This peeling stage should last between 2 to 3 days. Moisturise thoroughly. We recommend reducing suction levels, reducing your exposure to Derm Detox and reducing frequency of use.

My skin felt tingly when I used the skincare. Is this harmful to my skin?

A tingling sensation is normal when using our topical treatments. As you start using FacialPro Glow more consistently, this should diminish with time. If you feel a burning sensation, rinse off the topical with cool water immediately.

I noticed some pilling on my skin after using my FacialPro Glow. Is my skin not suitable for this skincare?

Pilling occurs when certain skincare ingredients in different products are not molecularly compatible. To avoid pilling from occurring, ensure you thoroughly cleanse the face (including neck) to remove any product previously used. While not always visible, moisturisers and sunscreens can cause pilling when not properly removed.

If I have acne, can I use my FacialPro Glow?

Avoid going over any active breakout with your device. This can increase inflammation and may cause acne scarring. This device and topicals are not intended to treat acne. Please do not use device and seek advice if you have inflammatory acne.

I love how my skin feels after using my FacialPro Glow. Can I use it more than once a week?

Refrain from using the Weekly Pro Glow Routine more than once a week. Although your skin might feel great post-treatment, overusing this product can harm your skin barrier and increase skin sensitivity.

SKIN FAQ

Should I avoid any specific activities after using my FacialPro Glow?	There is no downtime with using your FacialPro Glow. Use a sunscreen after using this device, wear protective clothing and limit sun exposure when using this product and for a week afterwards. Please read Sunburn Alert Warning on page 4.
Are there any skincare products I should avoid when using my FacialPro Glow?	Refrain from incorporating new exfoliating products containing AHAs or BHAs or tretinoin to your routine while using your FacialPro Glow.
I feel like I cannot get good suction, am I doing anything wrong?	Correct hand techniques will help you achieve consistent suction. Read instructions thoroughly on how to glide your tips on page 17. Our How-To-Video's are also a great resource.
The waste in my dirty tank seems less dirty with time. Is the device not working properly?	Your skin's oil production and congestion can vary by climate, season, and factors such as hormones or stress. With a consistent use of your FacialPro Glow, it is expected for your waste to become less dirty or dense.
I think I'm experiencing an allergic reaction to the skincare. What should I do?	Stop using topicals and rinse of immediately with cool water. Seek medical advice.
Is age a factor that can affect my FacialPro Glow experience?	Yes, mature skin is typically more sensitive. You may experience a higher level of redness or irritation when using this device. If you experience any of these sensations, perhaps wait more than a week for your next use, stick to lower suction and Gentle tips. Children or pre-teens should not use FacialPro Glow as their skin often reacts sensitively to exfoliation.
The suction feels too high on my skin?	Stick to Gentle Tips and reduce your intensity setting to best suit your skin type and comfort level. To prevent any bruising, ensure your tip is in constant movement when in contact with skin. Do not hold still.
Is InstaHeat ok to use on the body?	Yes, InstaHeat is ok to use on the body. We recommend using DePuffi with InstaHeat on the face neck and shoulders. Select a temperature intensity that suits you and is most comfortable.
I want to use my own skincare in the device, can I?	No, our Skincare has been developed with dermatologist to work with your FacialPro Glow unit. Using other topicals mean you will not get best results. It may also damage your unit.
I'm not seeing the results I expected.	Ensure that you are following the instructions within the guide for best results. Watch How-To videos to ensure that you are swapping tips throughout the journey, creating a seal and using the correct hand movements on your skin. Take before and after images. Read "what to expect" section on page 10 for more information.
The skincare and water feels wet on my skin.	Skincare and water is deposited onto your skin throughout the journey to help break down debris and remove it from your skin. It will feel wet, this is normal. Wet skin also helps with gliding the tips.
I'm struggling to glide DePuffi on my skin	Ensure you apply any moisturiser, serum, or face oil for best glide when using your Depuffi. Pull skin taut.

DEVICE FAQ

I've run out of my skincare, where can I purchase more?	Visit our website sharkbeauty.co.uk to order a skincare replenishment kit.
I've lost one of my exfoliation tips, where can I purchase more?	Visit our website sharkbeauty.co.uk to order a tips replenishment kit.
My dirty water tank is leaking, how can I fix it?	Ensure the tank doors are firmly closed and that nothing is blocking the seal. Your waste tank should be emptied and cleaned after every use. Do not overfill your waste tank or tilt your unit to extreme angles.
The tubes in my unit are blocked and my device isn't working.	Run a self-rinse cycle. If there is no improvement, please contact customer service. You should run a self-rinse cycle at the end of every daily use routine.
My tank door is broken and cannot be fixed.	If the door attachment has broken, please contact customer service.
I think there is water in my Power Hub cavity.	Turn the unit off immediately and unplug from any power source. Pour liquid out of cavity and dry with a clean, dry cloth. Allow unit to dry fully before next use.
The metal pins are wet and not working.	Turn the unit off immediately and unplug from any power source. Pour liquid out of cavity, dry metal pins on base, and clean accessory with a dry cloth. Allow unit to dry fully before next use.
My tips do not fit properly on my unit.	Check that the tip is the correct way up. Remove any debris from tip and unit that could be blocking the attachment site. Check for any degradation on the tips and their seals.
My battery isn't lasting long enough	Your battery should last up to 1 full week of use if you complete 1 Weekly Pro Glow Routine and 7 Daily Depuffing Routines. If you are using your device more than this, you may need to recharge your device during the week.



SCAN TO VISIT
SUPPORT PAGE

MANUFACTURER'S GUARANTEE

The Shark Guarantee

When a consumer buys a product in the UK and ROI, they get the benefit of legal rights relating to the quality of the product (your "legal rights"). You can enforce your legal rights against your retailer, including Shark if you bought your Shark product from sharkclean.co.uk. However, at Shark we are so confident about the quality of our products that we give the owner an additional, free parts and labour manufacturer's guarantee of up to 2 years.

The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

The manufacturer's guarantee does not affect your legal rights.

How long are new Shark product guaranteed for?

Our manufacturer's guarantee lasts for one year from the date of purchase as standard, or for 2 years if you register your purchase with us within 28 days.

How do I register my Shark guarantee?

If you have purchased your Shark product directly from sharkclean.co.uk your guarantee is registered automatically. If you bought it from anywhere else in the UK or ROI, you can register your guarantee online within 28 days of purchase.

- To register online, please visit www.sharkclean.co.uk/register-guarantee or scan the QR code in your instruction booklet.
- Keep a note of the date you purchased the Shark product.

IMPORTANT:

- **Keep your receipt** if you bought your Shark product from anywhere except sharkclean.co.uk. You will need it to claim under your guarantee.
- The free Shark guarantee is only valid in the country where the product was purchased.

What are the benefits of registering my free Shark guarantee?

When you register your guarantee, you will get an two (2) years of cover. We'll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Shark product and hear the latest news about new Shark technology and launches.

What is covered by the free Shark guarantee?

Repair or replacement (at Shark's discretion) of your Shark product, including all parts and labour.

What is not covered by the free Shark guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Shark product which is not in accordance with the Shark Operating Manual supplied with your product.

- Damage caused by use of the Shark product for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Shark Genuine Components
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.
- The Lithium ION power pack battery. Please see below for battery guarantee.

How can I claim under the free Shark guarantee?

Contact our customer service helpline on **+44 0800 014 8297** in the UK or **1-800 849 055** in the ROI. For service hours please visit our website under 'Contact Us'. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at

<https://support.sharkclean.co.uk/>. The Shark representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that **the item will need to be boxed when you return it to us**. It can be any suitable box, it does not have to be the original packaging.

Where can I buy genuine Shark spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark product. You'll find a full range of Shark spares, replacement parts and accessories for all Shark products at www.sharkclean.co.uk. Please remember that damage caused by the use of non-Shark spares may not be covered under your guarantee.

Shark BEAUTY

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FH320UK_User Guide_MP_Mv21

This marking indicates this product should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

