



ROJO Refine Series User Manual

Congratulations

Thank you for purchasing a ROJO Light Therapy Panel, we are confident you and your family will experience many health benefits for years to come.

Who we are:

ROJO Light Therapy is a subsidiary company to Sun Stream Infrared Saunas Australia, New Zealand & the United Kingdom. For 20 years Sun Stream Infrared Saunas has been an innovator in the infrared sauna industry, striving to provide the most therapeutically effective saunas made with the highest quality materials.

To compliment our Far Infrared Saunas, we now bring the same dedication to excellence, performance and safety to our ROJO Light Therapy panels.

ROJO Light Therapy Difference:

With more than 6000 peer reviewed studies on the therapeutic benefits of NIR and Red light therapy, known as Photobiomodulation Therapy (PBMT) or Low-Level Light Therapy (LLLT) in the medical literature, most of these studies have focused on wavelengths in the 600nm and 800nm range.

Our ROJO Therapy Panels deliver an even 50% split of light energy across the visible Red spectrum 620-670nm and Near Infrared 800-860nm. Clinical research suggests that the combination of RED and NIR wavelengths provides a wide range of absorption levels.

We believe this science-based approach of delivering the 5 most clinically relevant wavelengths of 630nm / 660nm (Red) and 810nm / 830nm / 850nm (NIR) will optimize the therapeutic benefits you experience from your light therapy panel.

Rojo panels are manufactured in a medical class facility to the highest technical standards. Our refine series features the following:

- Fully customised control of each individual wavelength, for ultimate end user control.
- Three custom preset settings modes.
- 10 Unique smart modes.
- Touch Screen control.
- A custom designed ROJO app for ease of use.

We look forward to hearing your health and wellness stories.



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Accessories

Refine 180 Accessories

- 1. LED Therapy Light
- 3. Eye Protection

Refine 360 Accessories

- 1. LED Therapy Light
- 3. Eye Protection
- 4. Hanging Hardware
- 5. Door Hook

Refine 900 Accessories

- 1. LED Therapy Light
- 3. Eye Protection
- 4. Hanging Hardware
- 5. Door Hook

Refine 1800/3600 Accessories

- 1. LED Therapy Light
- 2. Wall Bracket

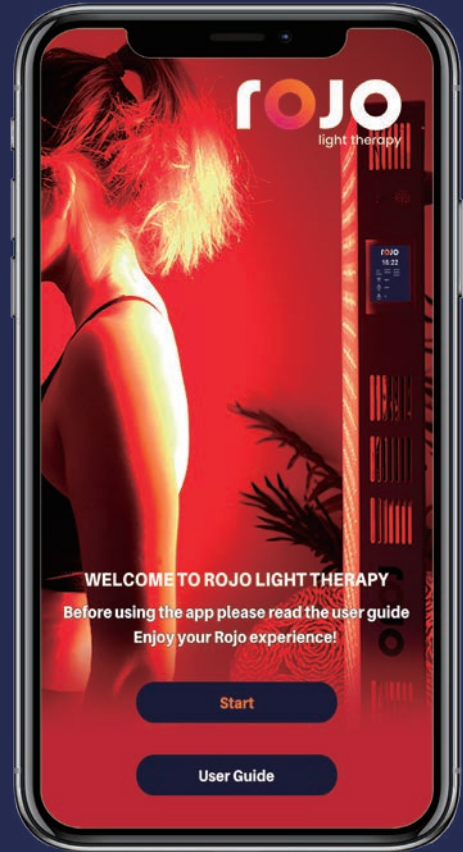
- 8. Power Cable

- 6. Cable Assembly & Snap Links
- 7. Patch Cable
- 8. Power Cable

- 6. Cable Assembly & Snap Links
- 7. Patch Cable
- 8. Power Cable
- 9. Wheeled floor stand

- 3. Eye Protection
- 8. Power Cable

The ROJO Light Therapy App



We highly recommend downloading the free ROJO light therapy app "ROJO LED". The app contains a simplified user guide and acts as your remote control. Before using the app please make sure you read down to the end of section one of this user manual.



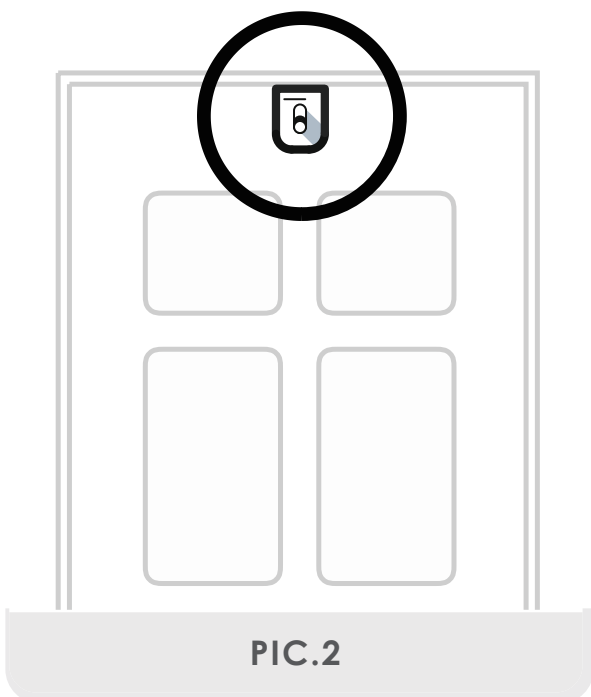
Installing Your ROJO Panel

NB: The following hanging instructions apply to the Refine 360 or Refine 900 Panels.



STEP 1

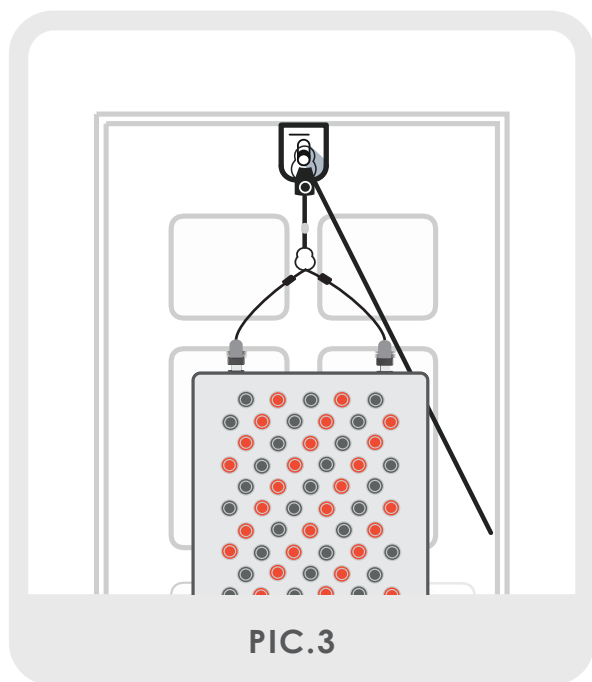
Lay down your panel on a soft or padded surface including all hardware. Then screw the Hanging Hardware to the threaded posts, as shown in PIC.1.



STEP 2

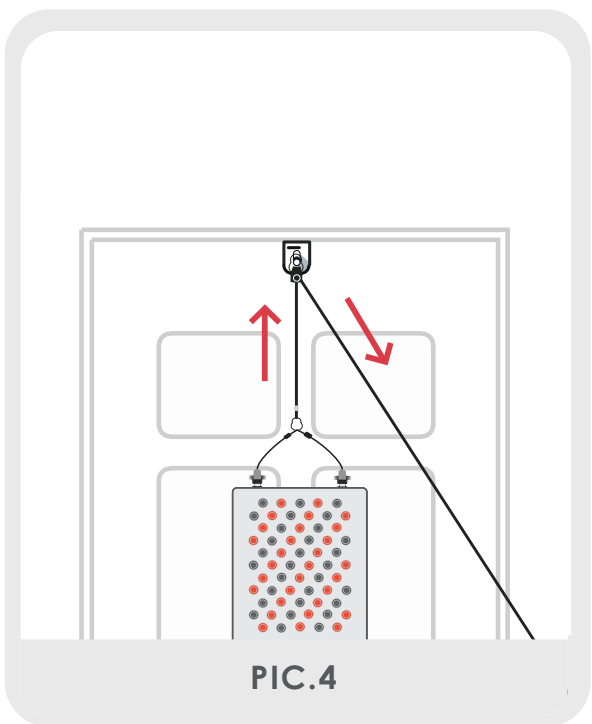
Hang the included custom hook on any internal door as shown in PIC.2.

Installing Your ROJO Panel



STEP 3

Connect the Hanging Hardware to the snap link attached to the height-adjusting system. Then connect the snap link on the opposite end directly to the door hook, as shown in PIC.3.



STEP 4

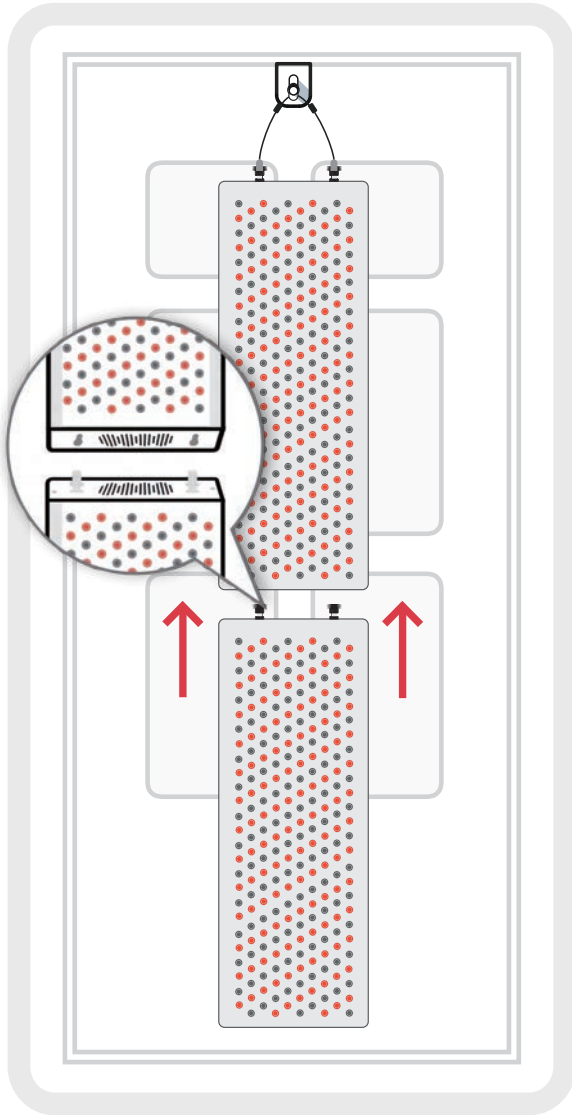
To raise your Panel to the desired height, pull down on the loose cable while supporting the device with your other hand as shown in PIC.4.



Be sure to adequately support the device while raising and lowering it with the height-adjusting system.

Door Mounting Multiple Light Panels

Refine 360 and 900 models can be physically joined together on the hanging door mount.



STEP

To connect the lower device, lift it into position below the lead device that is already in place. Line up the threaded posts with the holes in the end caps of the upper device. Then slide the lower threaded posts into the holes and slide forward to lock in place.

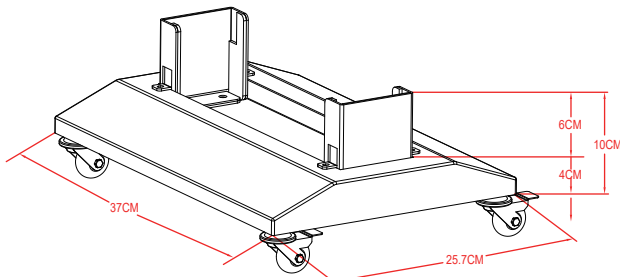
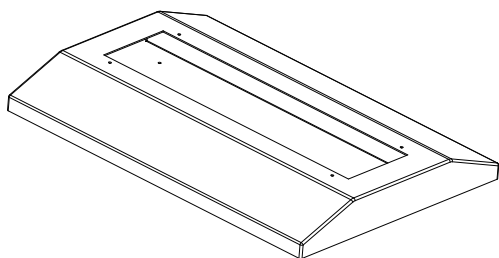
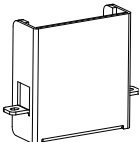
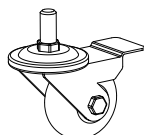

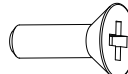
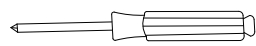
Refine 900 Floor Stand Installation Guide

WARNING

Please read the following warnings carefully.

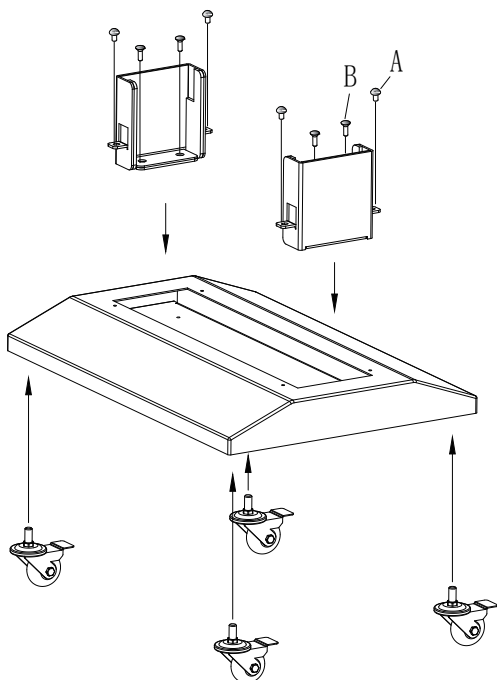
- ◆ Do not install or assemble if the product or hardware is damaged or missing, if you require replacement parts, please contact us for assistance.
- ◆ Do not use this product for any other things than the original design.
- ◆ We do not cover the following damages: modifications to the product, improper installation or nature caused damage.

Parts List

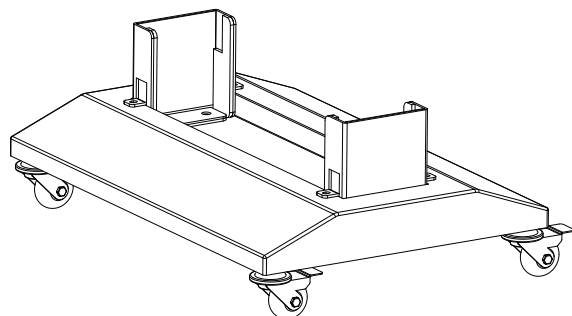
									
	x2		x4		Ax4		Bx4		x1

Refine 900

Step-1

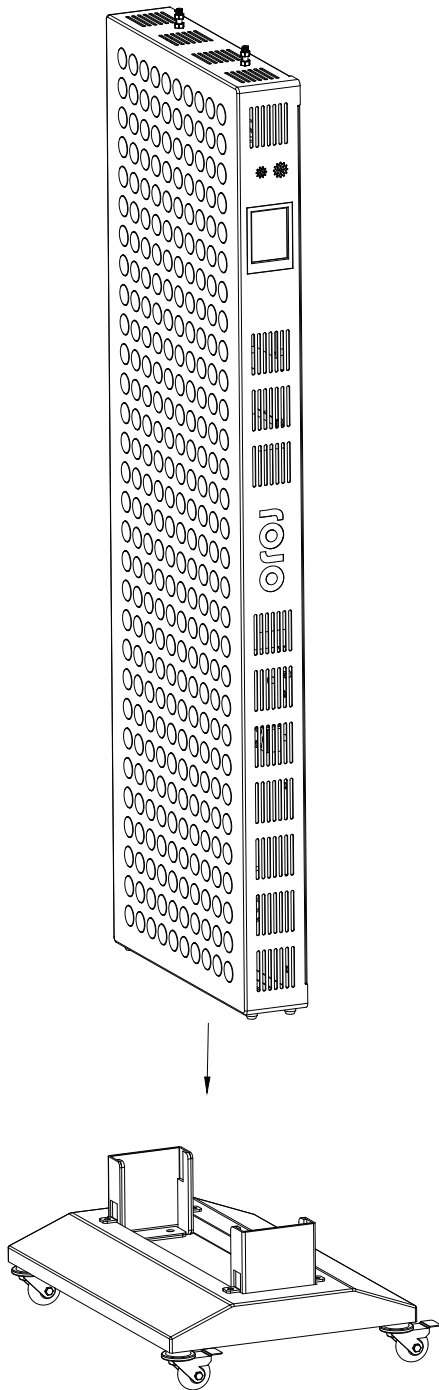


Step-2

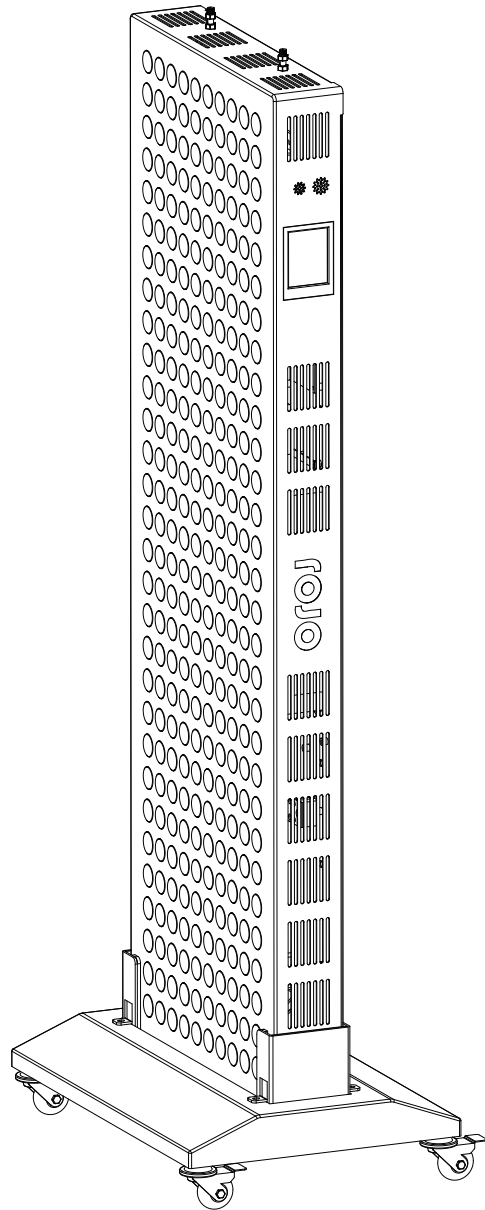


Refine 900

Step-3



Step-4



Refine 1800 - Wall Mounting


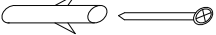



Warning

Please read the following warnings carefully.

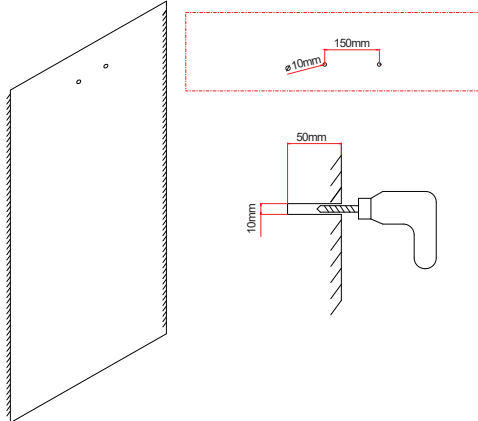
- Do not install or assemble if the product or hardware is damaged or missing, if you require replacement parts please contact us.
- It is essential that you locate and fasten the bracket screws into the horizontal framing in behind the wall.
- Maximum load capacity 32KG/70.5LBS.
- Never hang more than one ROJO panel from a wall mounting bracket.
- We do not cover damage due to improper installation or use over the specified weight range, modification to the product or damage caused by nature.

Parts List

A x1	B x2	C x2	
			

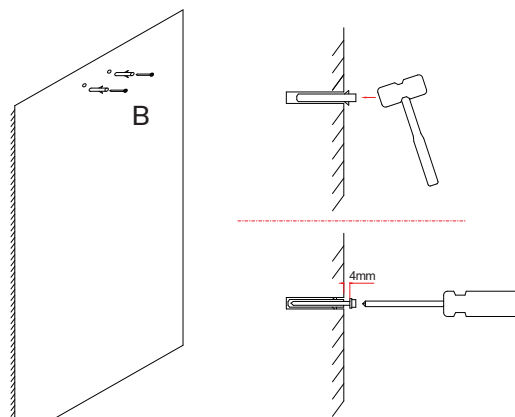
Step 1

After locating the wall framing, drill holes in the wall of the correct size to match the width of the the plastic case.



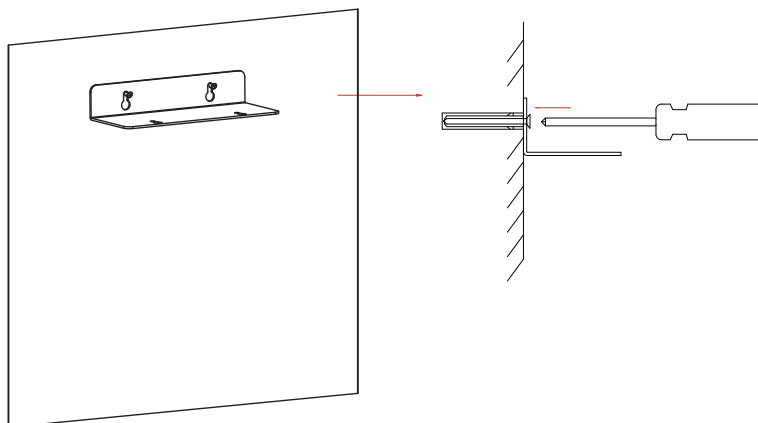
Step 2

Drive the gray plastic case into the hole, twist the screw in and leave 4mm away from the wall.



Step 3

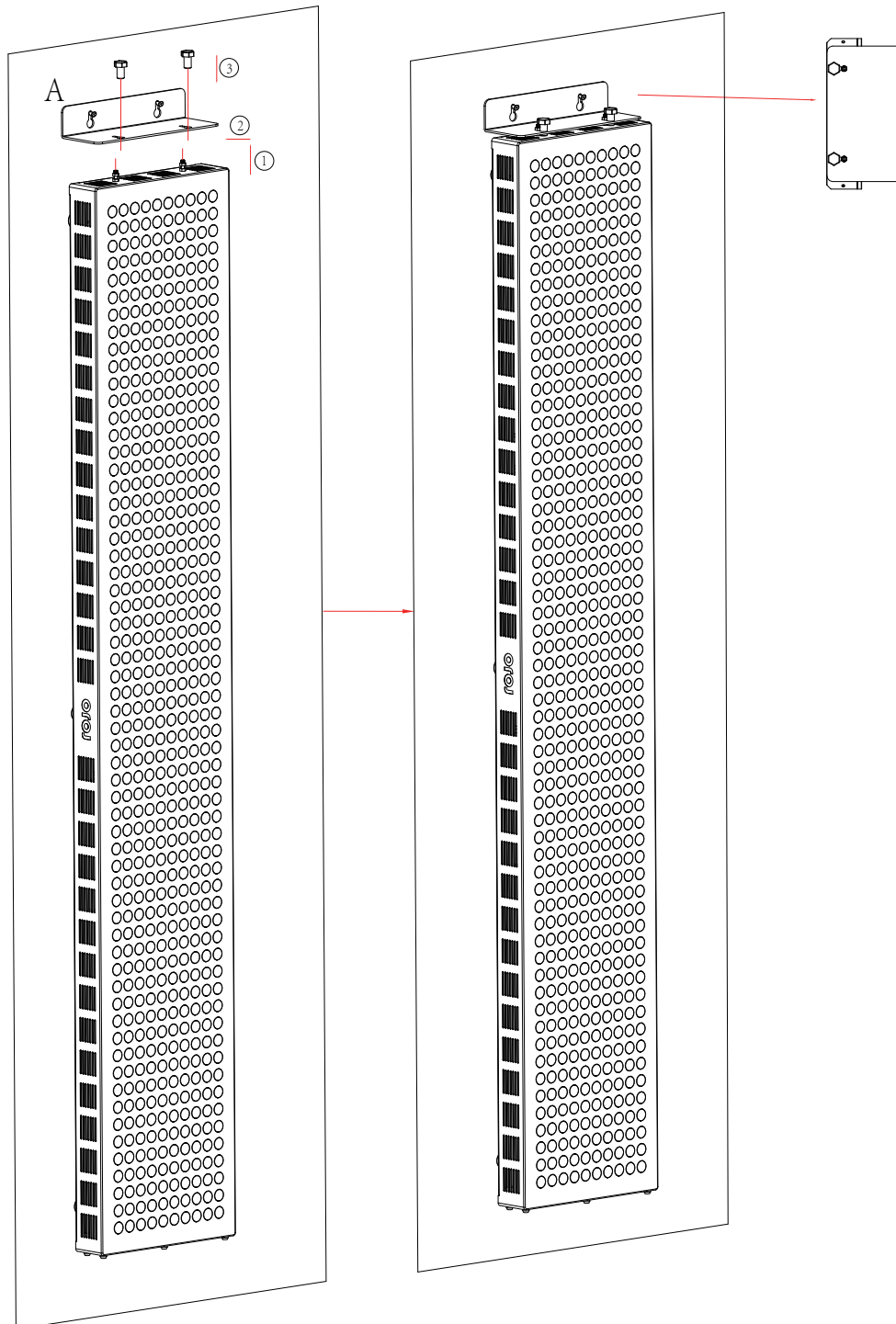
Hang up the wall bracket and tighten the screws.



Step 4

Hang the Refine 1800 on the bracket

1. Line up the top connectors of the Panel with the holes in the bracket
2. Slide the top connectors of the light up into the holes and then push back to lock into place.
3. Screw the plastic screws in the holes



Caution: Do not push the light panel after installation!

Refine 3600 - Wall Mounting

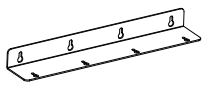
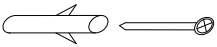



Warning

Please read the following warnings carefully.

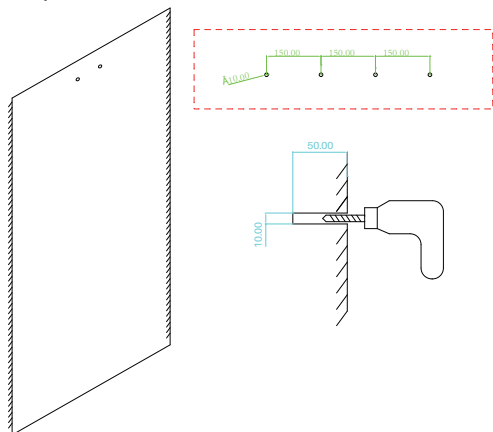
- Do not install or assemble if the product or hardware is damaged or missing, if you require replacement parts please contact us.
- It is essential that you locate and fasten the bracket screws into the horizontal framing in behind the wall.
- Maximum load capacity 43KG/94.8LBS.
- Never hang more than one ROJO panel from a wall mounting bracket.
- We do not cover damage due to improper installation or use over the specified weight range, modification to the product or damage caused by nature.

Parts List

 <p>A x1</p>	 <p>B x4</p>	 <p>C x4</p>	
---	---	---	--

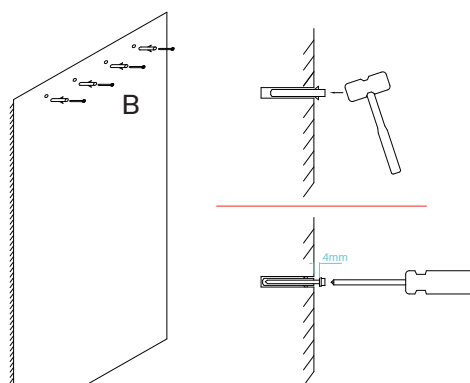
Step 1

After locating the wall framing, drill holes in the wall of the correct size to match the width of the the plastic case.



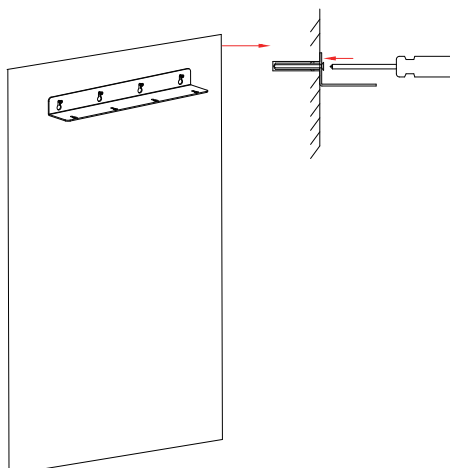
Step 2

Drive the gray plastic case into the hole, twist the screw in and leave 4mm away from the wall.



Step 3

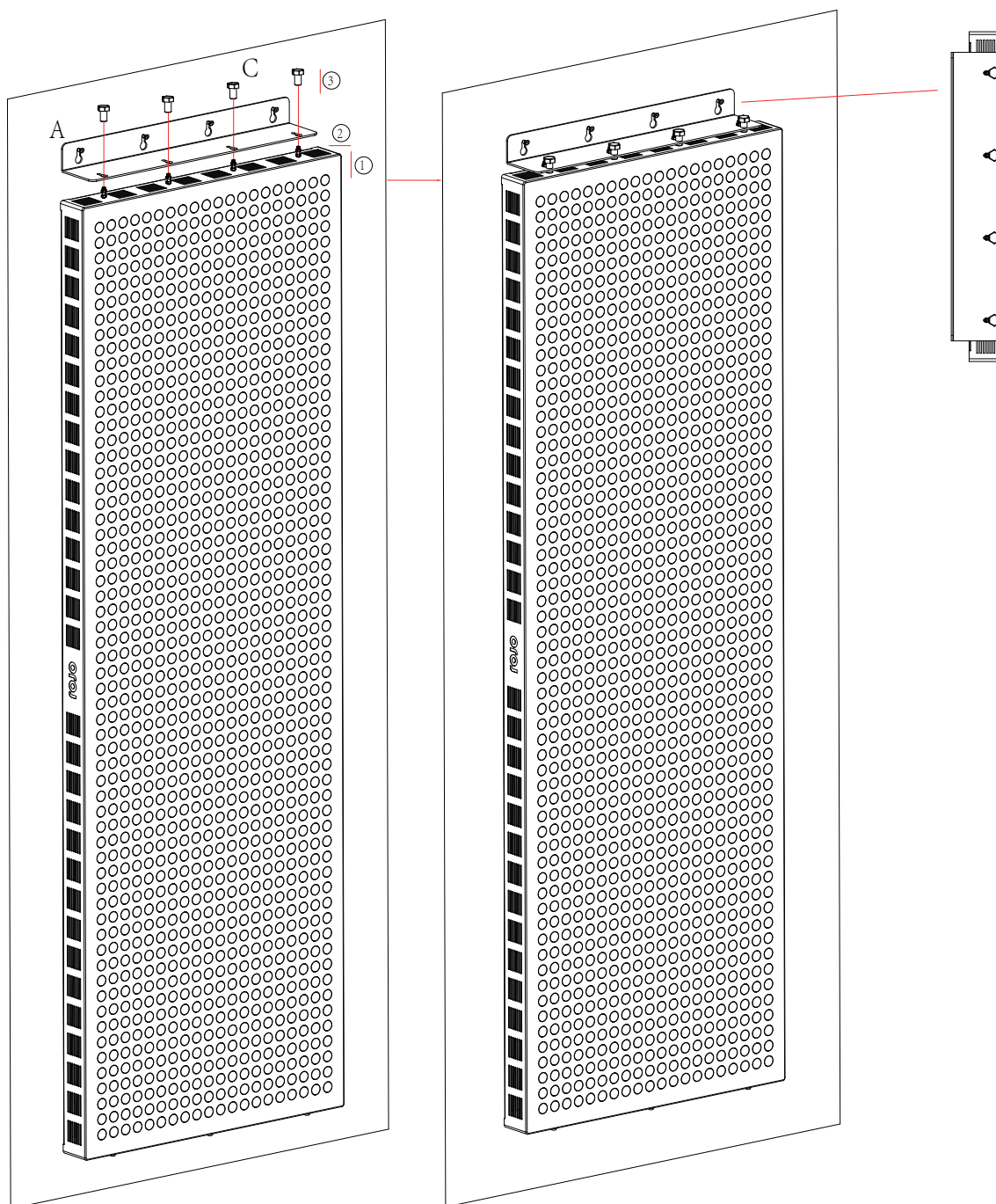
Hang up the wall bracket and tighten the screws.



Step 4

Hang the Refine 3600 on the bracket

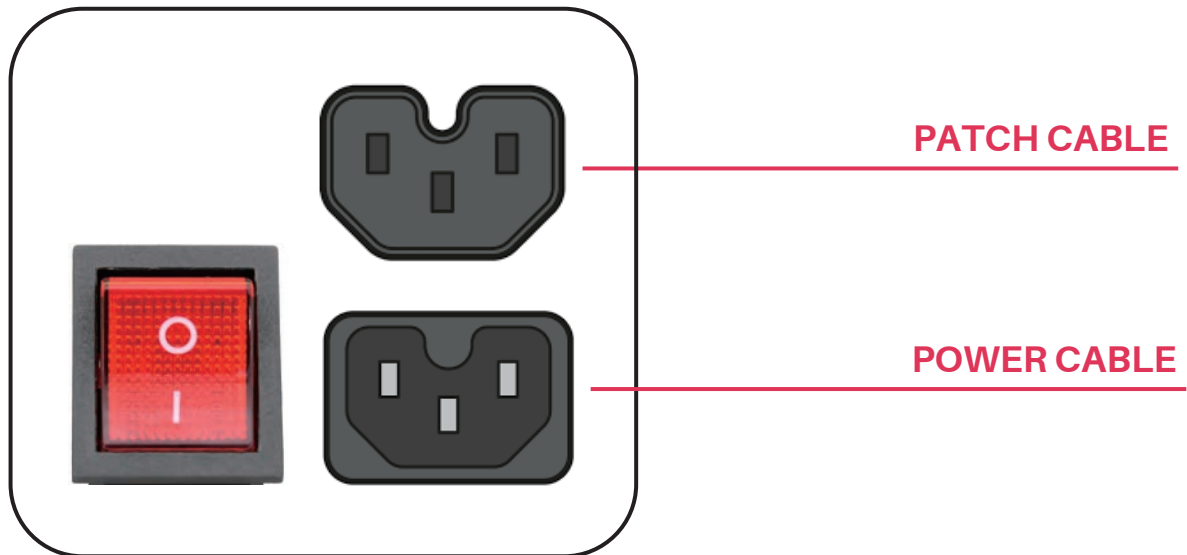
1. Line up the top connectors of the Panel with the holes in the bracket
2. Slide the top connectors of the light up into the holes and then push back to lock into place.
3. Screw the plastic screws in the holes



Caution: Do not push the light panel after installation!

Powering on Your Light Panel

First, connect the power cable to your primary panel and plug it into your wall socket. Then flick the red switch to the on position. The switch will glow orange and the Rojo logo will briefly display on screen before displaying the main menu.



Powering on a secondary Panel

First connect and plug your primary unit into the wall socket leaving the main red power switch off. Then, connect your primary unit to your secondary unit using the patch cable which allows power to flow through both units. NB: Two panels can be grouped together without using the patch cable.

Powering on more than two lights

A maximum of only two lights should be connected by power to each other at a time. This is to prevent a high power draw off the one power cable. When connecting more than two panels connect the first chain of two lights together as instructed and the second chain of lights together in the same way. Connect the power of both chains of light to a high quality surge protector and then connect this surge protector to your wall socket.

Powering on the Refine 1800/3600 Panels

This patch cable feature is not available on these models as there is too much power draw to connect two panels off the one primary power cable. Simply use the dedicated power cable for each Refine 1800/3600 in your group.





Initial Start Up

On the back side of the panel, turn the red power switch to the 'On' position and make sure that it is illuminated.

The ROJO logo will briefly display on the screen before displaying the main menu.



The three options on the main menu are: Smart Mode, Custom mode and Group.

To select one of the three options in the main menu, click the icon on the screen so that it displays bold, then click the **OK** button.

For further information on Custom Modes, Smart Modes and Group settings, please refer to our user manual.



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Smart
Mode



Custom
Mode



Group

OK

Section 1: Group Mode

Select **Group** and click **OK** to enter the Group set up menu.



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SOLO



Group15

OK

You can select **SOLO** or set the number of **Groups**.

Click on the **SOLO** icon and it will change from grey to white to indicate selection.

Note:

In SOLO mode the panel will not be controlled by the ROJO APP, you can only set it by it's screen.

The SOLO page can only be seen on the ROJO device display screen.



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Group15

OK

Click the **Group** icon to Control one or more ROJO devices from your app.

Click **OK** to enter the group set up menu.

Note:

Before using the app, it is necessary to first confirm which group the current ROJO device is in, by setting and confirming the group number on the ROJO panel display and then set it to the same group number on the app. Otherwise, the device will not be controlled by the app.



Group15

1 5

2 6

3 7

OK

Cancel

Using the two scroll wheels the number of selected groups changes from grey to white. The number can be set from 00 to 99.

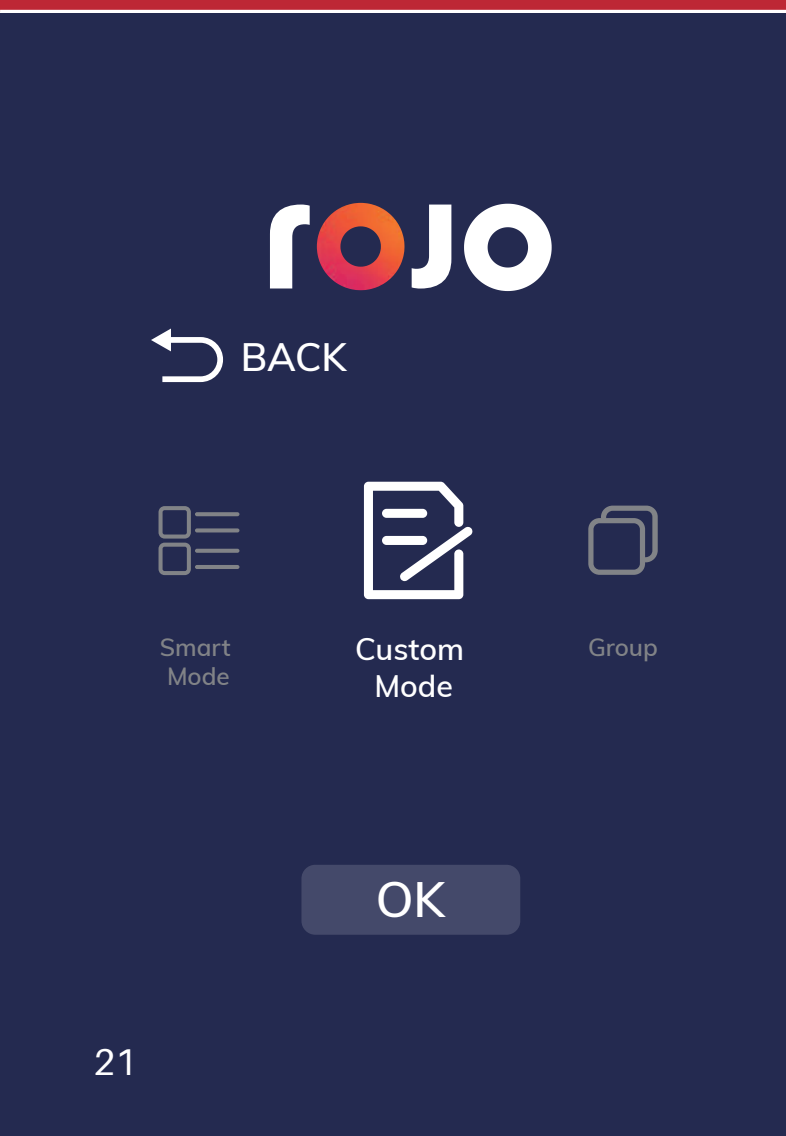
Swipe up and down to select group numbers, click **OK** to save and return to previous page. Click **Cancel** to return to the previous page without saving.

Note:

To control multiple ROJO devices make sure that they all are set on the same group number, using the group setting menu on the screen of each individual ROJO panel.



Now that you have made your group settings you can use either the ROJO LED app or the touch screen on your Rojo panel to make all further settings adjustments.



Section 2: Custom Mode

The **Custom Mode** menu gives you total control over how you set up your treatment sessions. It allows you to have full control over your own individual treatment settings, and save these in the preset memory for future sessions.

Click **Custom Mode** on the main page menu then click **OK** to enter the Custom Mode Menu.



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Custom



Pre-set1



Pre-set2

OK

Run

From the Custom Mode Menu choose **Custom**, **Preset 1** or **Preset 2** then press **OK** to enter the next screen where you customise your settings. In this example we have selected **Custom**.

Tip: Presets 1 and 2 are ideal if you want to lock settings in the memory for an ongoing regular preferred treatment, or for a particular person in your household.

Custom works the same way as the two presets and is ideal for making changes to a particular treatment session, without interfering with your two saved presets. You may choose to also use custom as a fixed 3rd preset in the same manner that you use preset 1 and preset 2.



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Wavelength



Pulse



Time

OK

Run

In this screen you can set your **Wavelength**, **Time** and **Pulse** adjustments, Click the icon so that it is highlighted, then click **OK** to adjust.

These steps are further explained in the following illustrations.

Select **Wavelength** and click **OK** to enter the Wavelength setting screen.

630  50%

660  50%

810  50%

830  50%

850  50%

OK

Cancel

Slide the round dot to select the percentage intensity from 0%-100% for each wavelength. Click **OK** to save the settings and return to the previous screen.

Clicking **Cancel** will not save the settings and will return to the previous screen.

Note:

The lights will come on when you adjust the wavelengths but the session has not started until you push the **Run** button and the countdown timer starts and the screen displays all of your chosen settings.

rojo

 BACK



Wavelength



Pulse



Time

OK

Run

Click **Pulse** then **OK** to enter the Pulse setting page.



Pulse

7 5
8 6 0 HZ
9 7 1

OK

Cancel

Swipe the optional numbers up and down.
The optional numbers are displayed in grey,
the selected numbers are displayed in white.
The maximum setting is 999HZ.

Click **OK** to save the settings and return to the
previous page.

Clicking **Cancel** will not save the settings and
will return to the previous screen.

Note:
Pulsing is on NIR wavelengths only.



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Wavelength



Pulse



Time

OK

Run

Click **Time** then **OK** to enter the
Time setting screen.



Time

1 5
2 6 MIN
3 7

OK

Cancel

Swipe up and down to select numbers. The optional numbers are displayed in grey, and the selected numbers are displayed in white. The maximum selection time is 30 minutes.

Click **OK** to save the settings and return to the previous page.

Clicking **Cancel** will not save the settings and will return to the previous screen.



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Wavelength



Pulse



Time

OK

Run

Click the **Run** button to start the treatment session.

roJO

20:00



630:50% 810:50%
660:50% 830:50%
850:50%



860HZ



26MIN



15

The program starts and the screen displays all relevant information from your custom settings.

To finish the program before the timer has ended touch anywhere on the screen to go back to the previous menu.

roJO

← BACK



OK

Run

Click **Pause** then click the **Back** button to return to the **Custom Mode** menu.



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Custom



Pre-set1



Pre-set2

OK

Run

Any settings you have made within **Custom**, **Preset 1** or **Preset 2** will be saved for future sessions. The next time you use them simply click the **Run** button.

Click the Back button to return to the menu.



← BACK



Smart
Mode



Custom
Mode



Group

OK

To review and use any of the three custom modes, click **Custom Mode** then click **OK**.



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Smart
Mode



Custom
Mode



Group

OK

Section 3: Smart Modes

In the main menu click **Smart Mode** then click **OK** to enter the smart mode menu.

Rojo Refine series smart modes are based on scientific research into the wavelengths and treatment times for a range of conditions that light therapy has shown to be effective on. Treatment distance is a recommended starting point and a guideline only.



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Inflammation



Skin Repair



Muscle Recovery



Collagen Repair



Run

After entering the smart mode menu, there are 10 icons over 3 pages. The three dots above the **Run** button indicate which page you are in. Swipe left or right to enter the next page.

Touch your preferred smart mode to highlight the icon. Press the **Run** button to start the light fixture and enter the countdown page.

Note: To pause operation, touch anywhere on the screen. The menu will return to the smart modes menu, then press **Pause**. If there is no action for 30 seconds the screen will return to the countdown page.



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Inflammation



Skin Repair



Muscle Recovery



Collagen Repair



Run

Mode 1 Inflammation

630nm

810nm 830nm 850nm

Brightness: 100%

Time: 20 minutes

Treatment Distance: 6 inches

Click to select the **Inflammation** icon,
click **Run** to start the session.

During your session touch anywhere on the
screen to return to the previous menu.



Inflammation

20:00

630nm red light inhibits inflammation by inhibiting cyclooxygenase, while also promoting blood circulation to eliminate inflammation and improve allergic reactions.

810nm enhances cell activity, reduces inflammation and swelling through photothermal effects.

830nm near-infrared light is less absorbed by cells when penetrating the skin, and can reach the inflammatory site for anti-inflammatory and analgesic purposes.

850nm near-infrared light helps to reduce joint and muscle pain and reduce body inflammation. Inflammation and swelling often occur in the inner layer of the skin. When reducing inflammation and pain, high intensity light is needed to penetrate to the inflammatory site.



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Inflammation



Skin Repair



Muscle Recovery



Collagen Repair



Run

Mode 2 Skin Repair

630nm

810nm 850nm

Brightness: 50%

Time: 10 minutes

Treatment Distance: 6 inches

Click to select the **Skin Repair** icon,
click **Run** to start the session.



Skin Repair

10:00

Red light 630nm is suitable for acne prone, sensitive, and aging muscles. It can repair wounds, improve allergic reactions, promote blood circulation, stimulate collagen regeneration, and reduce the formation of acne scars.

Near infrared light at 810nm, 830nm, and 850nm enhances the photothermal effect, promotes collagen production, reduces fine lines, wrinkles, and pigmentation, making the skin fuller.



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Inflammation



Skin Repair



Muscle Recovery



Collagen Repair



Run

Mode 3 Muscle Recovery

630nm 660nm

830nm 850nm

Brightness: 100%

Time: 10 minutes

Treatment Distance: 6 inches

Click to select **Muscle Recovery**,
click **Run** to start the session.



Muscle Recovery

10:00

During exercise, anaerobic respiration in muscles leads to a significant accumulation of lactic acid in the body, which can lead to muscle soreness; Excessive exercise can cause muscle strain, and phototherapy can accelerate lactate metabolism, eliminate soreness, and repair sports injuries.

630nm+660nm helps to accelerate cell activity, promote metabolism, and quickly repair lactate accumulation and exercise damage caused by exercise.

830nm and 850nm near-infrared rays help strengthen the photothermal effect, reduce inflammation and relieve pain. High intensity light is required to accelerate metabolism during exercise recovery.



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Inflammation



Skin Repair



Muscle Recovery



Collagen Repair



Run

Mode 4 Collagen Repair

630nm 660nm

810nm 850nm

Brightness: 60%

Time: 10 minutes

Treatment Distance: 6 inches

Click to select **Collagen Repair**,
click **Run** to start the session.



Collagen Repair

10:00

Red light at 630nm helps to accelerate cell activity, promote blood circulation, stimulate collagen regeneration, alleviate the formation of acne scars, and eliminate inflammation.

660nm red light is helpful for diabetic patients to recover from trauma and acute lung injury.

Near infrared light at 810nm can eliminate neuropathic pain, promote fibroblast proliferation, stimulate fibroblasts and matrix, increase fibroblast activity and quantity, and promote collagen regeneration.

850nm enhances the photothermal effect, promotes collagen production, reduces fine lines and wrinkles, and eliminates joint pain.



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Fat Loss



Sleep



Wound Heal



Nerve



Run

Mode 5 Fat Loss

630nm 660nm

830nm 850nm

Brightness: 100%

Time: 30 minutes

Treatment Distance: 6 - 12 inches or further

Click to select **Fat Loss**,
click **Run** to start the session.



Fat Loss

30:00

Red light at 630nm+660nm helps to accelerate cell activity, promote metabolism, and quickly repair lactate accumulation.

Near infrared light at 830nm and 850nm helps strengthen the photothermal effect and promote sweating.

Higher body fat can be due in part to a lack of exercise. The fat loss mode can be used in stretching exercises, running, or other physical activity, and requires high intensity light to promote metabolism and sweating. It is assumed you will be moving your body around in front of the panel so the treatment time is longer.



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Fat Loss



Sleep



Wound Heal



Nerve



Run

Mode 6 Sleep

630nm

850nm

Treatment distance: 1 metre or further

Select sleep mode and click **Run** to enter.



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Sleep



Sunrise

Run

On the secondary page, you can choose between **Sleep** mode and **Sunrise** mode.

Select the mode and click **Run**.



Sleep

30:00

Sleep: Brightness drops from 20% to 0% within 30 minutes.

We recommend that you turn off other surrounding lights as these typically emit high amounts of blue light which are counter productive to helping your body prepare for sleep.



Sunrise

30:00

Sunrise: Brightness increase from 1% to 50% within 30 minutes.

Sunrise provides you with a gentle wake up to the day. Just as we are invigorated by the rising sun.



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Fat Loss



Sleep



Wound Heal



Nerve



Run

Mode 7 Wound Heal

630nm

810nm 830nm 850nm

Brightness: 60%

Time: 20 minutes

Treatment Distance: 6 inches

Click to select **Wound Heal**,
Click **Run** to start the session.



Wound Heal

20:00

630nm red light inhibits inflammation by inhibiting cyclooxygenase, while also promoting blood circulation to eliminate inflammation and improve allergic reactions.

810nm reduces neural sensitivity and alleviates pain through photothermal effects.

830nm and 850nm near-infrared rays help strengthen the photothermal effect and reduce pain.

When irradiating open wounds, it is necessary to increase blood viscosity to accelerate wound healing. The intensity of red light should not be too high, and 60% is suitable. Continuous irradiation for 20 minutes is optimal.



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Fat Loss



Nerve



Wound Heal



Run

Mode 8 Nerve

630nm

810nm 830nm 850nm

Brightness: 80%

Time: 20 minutes

Treatment Distance: 6 inches

Click to select **Nerve**,
click **Run** to start your session.



Nerve

20:00

Neurogenic pain can be defined as pain caused by primary lesions or dysfunction of the central or peripheral nervous system.

630nm red light is illuminated to relax the patient's mood and accelerate blood circulation, achieving analgesic effects.

810nm near-infrared light irradiation can increase β - The blood dose of endorphins helps alleviate neuropathic pain.

830nm and 850nm near-infrared rays help strengthen the photothermal effect and reduce pain.

When relieving neuropathic pain, it is necessary to appropriately reduce neural sensitivity, with a light intensity of 80% being more appropriate.



← BACK



Bone & Joint



Pet



Run

Mode 9 Bone & Joint

630nm 660nm

810nm 830nm 850nm

Brightness: 100%

Time: 20 minutes

Treatment Distance: 6 inches

Click to select the **Bone & Joint** icon, then click **Run** to start your session.



Bone & Joint

20:00

630nm red light can promote the proliferation of human bone marrow mesenchymal stem cells, while reducing the vitality of adipose stem cells and accelerating their apoptosis.

660nm red light can accelerate blood flow and promote rapid repair of joints and bones.

810nm enhances cell activity, reduces inflammation and swelling through photothermal effects.

830nm near-infrared light is less absorbed by cells when penetrating the skin and can reach the inflammatory site.

850nm near-infrared light helps to reduce joint and muscle pain and reduce body inflammation.

When reducing inflammation and pain high intensity light is needed to penetrate the inflammatory site.



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Bone & Joint



Pet



Run

Mode 10 Pet

630nm

810nm 830nm 850nm

Brightness: 30%

Time: 10 minutes

Treatment Distance: 6-12 inches or according to advice from your vet or medical practitioner.

Click to select the **Pet** icon, click **Run** to start your session.



Pet

10:00

630nm red light inhibits inflammation by inhibiting cyclooxygenase, while also promoting blood circulation to eliminate inflammation and improve allergic reactions.

810nm enhances cell activity, reduces inflammation and swelling through photothermal effects.

830nm near-infrared light is less absorbed by cells when penetrating the skin and can reach the inflammatory site.

850nm near-infrared light helps to reduce joint and muscle pain and reduce body inflammation.

Animals often experience inflammation and trauma, and at this time, they are in a more manic state. It is not advisable to stimulate animals with strong light, which can cause danger. At the same time, it is necessary to replenish water when irradiating with red light. Prolonged exposure time can lead to dehydration. 10 minutes is more suitable, and multiple exposures can be used.



Treatment Guidelines

Disclaimer: Use of this product should not be used as a substitute for medical treatment. Please consult your health provider or practitioner before using a ROJO light therapy device or if you have questions about light therapy for your health.

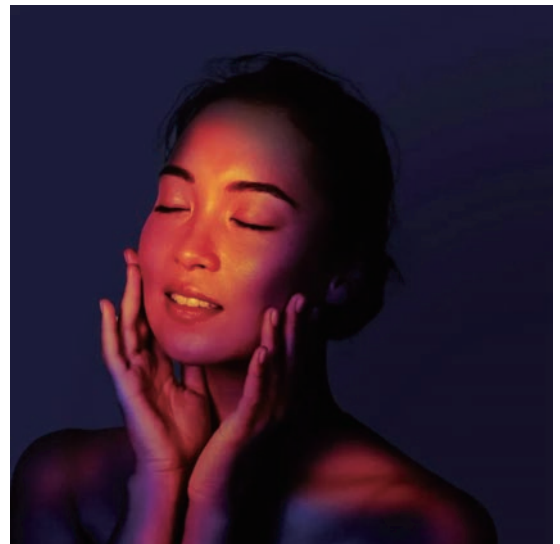
Usage: Many variables affect what is considered to be an optimal dose, what is right for one person, may not be for another, we also have to factor in mW/cm² and distance from the panel.

As a general rule, muscles, joints and bones require a higher dose, whereas superficial tissue such as skin requires a lower dose. We recommend not exceeding a dose of 30J/cm² per session and no more than 60J/cm² per day with an interval of at least 6 hours between sessions, however dosage can vary from person to person.



The below treatment examples are based on your ROJO Panel operating in a custom mode on 100% intensity for both NIR and RED light delivered in tandem.

- For deeper tissues including muscles, joints, bones, position yourself 4-6 inches from the light for 8 - 10 minutes. (Approximate dose = 30J/cm²)
- For superficial tissues such as skin health, position yourself 10 - 12 inches from the panel for 6 - 8 minutes. (Approximate dose = 15J/cm²)
- For general health and overall well-being, spend 8 - 10 minutes in front of the panel at least 4-5 days per week from 4-10 inches.



Results: Like any lifestyle change, new supplement, or exercise routine, results take time. The benefits may be subtle or take weeks or months to experience. Listen to your body and find what works best for you. The key to success is consistent use, daily if possible. Light therapy works best when combined with a good diet, exercise, and sufficient sleep.

Improve Sleep Quality

Blue light emitting devices including tv screens, mobile phone screens and downlights in the home can all affect the quality of our sleep. If you are having problems falling asleep at night, exposure to red light may help. The unique ROJO sleep smart mode is designed to gradually reduce the red light irradiance from 20%-0% over a 30 minute period. You do not need to be positioned close to the ROJO panel. Common configurations include having your ROJO panel accross the room in your family room, bedroom or hallway as you wind down ready for sleep.



Pulsing Explained

What is Pulsing?

Rather than delivering a continuous wave of NIR, or in other words being on all the time, pulsing is a rapid on and off feature that's not visible to the human eye. The Pulse frequency refers to the interval between the NIR LED being rapidly switched on and off, this is measured and communicated in units of Hertz (Hz) or cycles per second.

What are the benefits of Pulsing?

Some studies suggest that pulsed light can generate less tissue heating due to the on/off cycle per second, this technique enables increasing the LED intensity so that the light can reach deeper tissue depths without causing thermal damage.

Pulsing, does it work?

Prominent light therapy companies are making bold claims with regards to the benefits of pulsing with little substantiation, currently there is no agreement on whether continuous wave or pulsed light is best and on what factors govern the pulse parameters to be chosen.

Conclusion:

The real benefits of Pulsing NIR may well be the delivering of a lower intensity of light/dose which is more in keeping with the science associated with Low Level Light Therapy (LLLT). As more science-based studies emerge with regards to the benefits of pulsing NIR, our ROJO light therapy panels have you covered with the flexibility to choose either continuous or pulsed NIR from 0-999Hz.

FAQs

Can I use my Red-Light panel multiple times per day?

Yes, you can, however the recommendation is to allow more than 6 hours between treatments.

Do I need to use eye protection?

Generally, yes. If your face is positioned close to the light panel during a treatment session, eye protection is highly recommended unless you are looking away from the panel or keeping your eyes closed. Use the device in a well-lit room so that your eyes can adjust to the light.

Are the NIR LEDs working?

Near Infrared light is beyond the visible spectrum, therefore you will only see a faint glow in the centre of the LED, but rest assured it is delivering plenty of energy as designed.

Can I use my Red-Light panel in an Infrared Sauna?

No, our panels are not certified for use inside the sauna. Additionally light therapy is less effective if our body is covered in a layer of sweat, a non-thermal setting is required as per the studies associated with Photobiomodulation.

Is it safe for my children?

Yes, however as it goes with any new treatment, please consult your health practitioner and if approved adult supervision is highly recommended.

**For other FAQs including the latest information and research please refer to the
FAQs and Learn sections of our website.**



Safety Instructions

Read and follow all instructions carefully before using your light therapy device. Serious injury may result if warnings and instructions below are not observed.

1. Connect the power cord to a properly grounded outlet only.
2. Do not use attachments not recommended by the manufacturer.
3. Keep the electrical cord away from heated surfaces.
4. Never operate your light therapy device if it has a damaged cord or plug, if it is not working properly, or if it has been dropped or damaged.
5. Do not attempt to disassemble or repair the product by yourself without first contacting the supplier.
6. Do not use the unit during an electrical storm as there is a remote risk of shock.

Cleaning & Maintenance

1. Unplug device before cleaning
2. Do not spray the unit with cleaning products or water.
3. Wipe with a dry or lightly damp cloth.

Shipping & Returns Policy

60 Day Satisfaction Trial & Guarantee

If for any reason you are not satisfied with your light therapy panel, it may be returned to us within 60 days of your delivery for a full refund.

When returning a light therapy panel for the reason above, all associated charges, transportation or courier costs will be the responsibility of the customer. The goods will need to be returned fully packaged and in new or like new condition to be entitled to a refund.

Please note that the 60 Day Satisfaction trial does not apply to vertical or horizontal stands, these products are not eligible for returns.

Cancelled Orders and Refund

Full refunds including shipping costs will be available for all goods with major faults/defects as per Consumer Law.

If a purchase order is cancelled prior to dispatch a full refund can be made. Once products are shipped, cancellations are treated as returns as described below.

All returns and associated charges will be the responsibility of the customer, unless there are major faults and defects. The goods will need to be returned fully packaged and in new or like new condition to be entitled to a refund.

Refunds are exclusive of transportation and installation or handling charges. You will be liable for all delivery costs incurred.

Warranty Information

With any product that has working parts and electrics involved, there is the potential for breakdowns to occur. Therefore, it is extremely important that you have an adequate warranty in place.

ROJO Light therapy devices come with a complete **3-Year Warranty** on the entire unit. In the rare event that you encounter an issue with your device, simply contact us for help. We will repair or if necessary replace the entire unit to ensure you are able to begin treatment again as soon as possible.

Replacement Parts

Rojo Light Therapy warrants its products to be free of manufacturer's defects in materials and workmanship. Parts which become defective will be replaced or repaired, except for damage due to negligence, abuse, misuse, misapplication, unauthorised modifications or improper installation.

Warranty Limitations and Exclusions

The warranty period begins on the date of purchase by the user. The warranty is not transferable to a third party, only the original purchaser can make claims under the terms of the warranty. This warranty shall not apply to any claims arising from the misuse, neglect, accident, abuse, improper installation, including but not limited to exposure to fire, excessive heat or other hazards of nature. Under no circumstances will Rojo Light Therapy be liable for any special or consequential damages arising from the use of the product, components and the parts attached, or installed with it. Nor will Rojo Light Therapy be liable for injury to any person or any claims for damages arising from the use, installation or servicing of the product.

Policy

Rojo Light Therapy is committed to treating our customers honestly, responsibly and fairly.



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