

The Flow User Manual

Introduction

Welcome to The Flow, an innovative dynamic cupping device designed to enhance wellbeing and improve skin appearance through controlled vacuum therapy. This device uses glass cups to create a vacuum at regular intervals, stimulating the skin and underlying tissues. Controlled via a Bluetooth Low Energy (BLE) mobile application, it offers a holistic approach to beauty and relaxation. This manual provides instructions for safe operation, precautions, and maintenance to ensure optimal performance and safety.

Device Overview

The Flow is a professional-grade cupping machine for external use only, ideal for holistic beauty salons. It features:

- **Aluminum Enclosure:** High-quality, durable casing with a power input (rear) and vacuum output (front).
- **Internal Components:**
 - Custom electronic board with ESP32-S3 microcontroller for BLE and Wi-Fi control.
 - 15V AC pump (operates at 13V, Germany) for vacuum creation.
 - 12V DC solenoid valve for pressure release.
 - Sensors for pressure and temperature monitoring.
 - Power supply with AC-to-DC conversion for microcontroller and valve.
- **Glass Cups:** Applied to the skin with an emulsion for smooth movement.
- **Hose:** A 2-meter plastic hose connects the device to the glass cups.
- **Mobile App:** iPhone 5 Pro app with 5 preset programs and a catalog of protocols for beauty and wellbeing.

Operating Instructions

Setup

- Ensure the device is placed on a stable, dry surface indoors.
- Connect only the provided power supply (220V to 15V AC for Europe or 100V to 15V AC for North America) to the rear input. **WARNING:** Using any other power supply may damage the device, void the warranty, and pose electrical hazards, including risk of fire or shock.

- Attach the official glass cups (from 5.care) to the vacuum output at the front via the provided 2-meter hose. Ensure the hose is securely connected and positioned to avoid tripping hazards.
- Download and install the iPhone 5 Pro app from the App Store.
- Pair the device with the app via Bluetooth Low Energy (BLE).
- A Wi-Fi connection is also possible by specifying a Wi-Fi SSID and password in the app. When Wi-Fi is activated, operating logs are securely pushed to the <https://5.care> server, mainly for diagnostic and troubleshooting purposes.

Operation

- Apply a suitable emulsion to the skin to allow smooth cup movement.
- Place cups gently on targeted skin areas (avoiding eyes, genital areas, ears, or wounds).
- Use the app to select a program or protocol. The device will create a vacuum (up to 300 mBar) at controlled intervals, lifting the skin into the cups.
- Move the cups slowly over the skin to stimulate tissues and promote wellbeing.
- The pressure sensor ensures suction remains below 400 mBar for safety.

Shutdown

- Turn off the device via the app.
- Unplug the power supply.
- Clean and store the cups, hose, and device as described in the maintenance section.

Precautions for Use

To ensure safe and effective use, adhere to the following precautions:

- Use only the provided power supply and official accessories from 5.care. Unauthorized components may cause damage or hazards.
- Operate indoors in a dry environment to prevent electrical risks.
- Do not use on broken skin, wounds, or sensitive areas (e.g., eyes, ears, genitals).
- Handle glass cups carefully to avoid breakage, which could cause cuts or injury.
- Do not wrap the hose around the neck or body to avoid strangulation risks.
- Keep the device and hose away from tripping hazards.
- Consult a healthcare professional before use if you have skin conditions, medical implants, or health concerns.
- Do not open or modify the device; contact the supplier for repairs.

Emergency Procedures

- **Abnormal Operation:** If the device exhibits unusual behavior (e.g., noise, heat, light, power issues), unplug immediately and contact the supplier.
- **Liquid Exposure:** Unplug the device immediately. Do not attempt to power on until completely dry. Contact the supplier for inspection.
- **Skin Reactions:** If skin shows abnormal marks (e.g., bruises, white spots) or pain, stop use and seek medical advice.
- **Broken Glass Cups:** If a cup breaks, stop use immediately, carefully dispose of fragments, and contact the supplier for replacements.

Maintenance and Cleaning

- **Glass Cups:** Clean after each use with warm water, mild soap, and a non-abrasive cloth. Sterilize with an alcohol-based solution (e.g., 70% isopropyl alcohol) to prevent contamination. Inspect for cracks or chips before use; do not use damaged cups.
- **Hose:** Wipe with a damp cloth and mild soap. Do not submerge or kink the hose. Store loosely coiled to prevent damage or strangulation hazards.
- **Device:** Wipe the aluminum enclosure with a dry or slightly damp cloth. Do not use harsh chemicals. Ensure the device is unplugged before cleaning.
- **Storage:** Store the device, cups, and hose in a cool, dry place away from direct sunlight. Keep the hose loosely coiled and away from children to avoid strangulation risks.
- **Power Supply:** Inspect the cable for damage before use. Store in a dry, safe location to prevent electrical hazards.

Accessing Serial Number and User Manual

The serial number and full user manual for The Flow are available via the iPhone 5 Pro app or at 5.care. To access them:

1. Download and install the iPhone 5 Pro app from the App Store.
2. Pair The Flow device with the app via Bluetooth Low Energy (BLE).
3. Navigate to the "Device Information" or "Settings" section in the app to view the serial number and access the digital user manual. Translations of the user manual, including safety instructions, are available in English, French, Dutch, Spanish, Italian, German, and Swedish to comply with CE requirements. If you require a printed version of the manual, contact the supplier via 5.care.

Technical Specifications

- **Power Supply:** 220V AC input (Europe) or 100V AC input (North America), 15V AC output (transformer).
- **Pump:** 15V AC (13V operation), max vacuum 300 mBar.
- **Valve:** 12V DC solenoid valve.
- **Control:** ESP32-S3 microcontroller, BLE and Wi-Fi (2.4 GHz IEEE 802.11b/g/n) via iPhone 5 Pro app.
- **Sensors:** Pressure (monitors vacuum <400 mBar), temperature.
- **Cups:** Glass, external use only, sourced from 5.care.
- **Hose:** 2-meter plastic hose, sourced from 5.care.
- **Environment:** Indoor, dry use only.

Contact Information

For support, maintenance, or replacement parts, visit 5.care or contact the supplier directly. Do not use unauthorized parts or service providers.

Disclaimer

The Flow is designed for beauty and wellbeing purposes, not as a medical device. Consult a healthcare professional before use if you have skin conditions or health concerns. The manufacturer is not liable for misuse or failure to follow this manual.

Regulatory Information

The Flow complies with regulatory requirements for the United States, Canada, and the European Union, including restrictions on hazardous substances (RoHS). Check the regulatory plate under the device for certification details, including FCC ID, IC number, and EU Declaration of Conformity (DoC) access.

FCC Caution

Part 15.21 Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Part 15.19 This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



Part 15.105 Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
1. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
 2. This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.
 3. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

ISED Canada Caution

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Français: Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage.
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. Lors de l'installation et de l'exploitation de ce dispositif, la distance entre le radiateur et le corps est d'au moins 20 cm.

RED (EU) Caution

1. The adapter shall be installed near the equipment and shall be easily accessible.
2. The plug is considered the disconnect device of the adapter.

Radio-Frequency Exposure: The device complies with RF specifications when used at a distance of 20 cm from your body.

EU Declaration of Conformity

Manufacturer: Laboratoire Gibro SA **Address:** Entre-deux Rivières 10, 2114 Fleurier, Switzerland

Hereby, Laboratoire Gibro SA declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. This product is allowed to be used in all EU member states.

The full text of the EU Declaration of Conformity is available at: <https://5.care/compliance>.

Frequency Bands and Power

Frequency Band	Frequency Range	Maximum Output Power (EIRP)
BT-BLE (1 Mbps)	2402 MHz – 2480 MHz	8.55 dBm
BT-BLE (2 Mbps)	2402 MHz – 2480 MHz	8.54 dBm
Wi-Fi 2.4 GHz	2412 MHz – 2472 MHz	19.86 dBm

Multilingual Compliance Statements

- **EN:** Hereby, Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) declares that the radio equipment type The Flow is in compliance with Radio Equipment Directive (2014/53/EU), RoHS Directive(2011/65/EU).
- **FR:** Par la présente, Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) déclare que le type d'équipement radio The Flow est conforme à la Directive relative à l'équipement radio (2014/53/UE), à la Directive RoHS (2011/65/UE).



- **DE:** Hiermit erklärt Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland), dass der Funkgerätetyp The Flow der Funkanlagenrichtlinie (2014/53/EU), der RoHS-Richtlinie (2011/65/EU).
- **NL:** Hiermede verklaart Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) dat het type radioapparatuur The Flow voldoet aan de Richtlijn radioapparatuur (2014/53/EU), de RoHS-richtlijn (2011/65/EU).
- **ES:** Por la presente, Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) declara que el tipo de equipo radioeléctrico The Flow cumple con la Directiva de equipos radioeléctricos (2014/53/UE), la Directiva RoHS (2011/65/UE).
- **IT:** Con la presente, Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) dichiara che il tipo di apparecchiatura radio The Flow è conforme alla Direttiva sulle apparecchiature radio (2014/53/UE), alla Direttiva RoHS (2011/65/UE).
- **SV:** Härmed förklarar Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) att radioutrustningstypen The Flow är i överensstämmelse med direktivet om radioanordningar (2014/53/EU), RoHS-direktivet (2011/65/EU).
- **PT:** Por este meio, Laboratoire Gibro SA (Entre-deux Rivières 10 2114 Fleurier Switzerland) declara que o tipo de equipamento de rádio The Flow está em conformidade com a Diretiva de Equipamentos de Rádio (2014/53/UE), a Diretiva RoHS (2011/65/UE).

Translations

Regulatory information and safety instructions are available in English, French, Dutch, Spanish, Italian, German, and Swedish via the iPhone 5 Pro app or at 5.care.

