

SILKRO Q&A

Questions	Answers
What kinds of tips and consumables of handpieces?	1. RMT : I25, N25, I49, N49 2. RN : 1.2, 1.5, 1.8 3. PST 4. RVA Stick 5. Ground Pad
Please inform us certification what you have.	1. MFDS (Domestic, Overseas) 2. CE MDD 3. FDA
[RM] What is the difference between the Insulated Needle and Non-insulated Needle Tips?	The Insulated needle is coated with insulation, while the Non-insulated needle lacks this coating. In the case of the Insulated tip, due to its insulation, it allows RF energy to concentrate within a specific 0.3mm area at the needle tip, effectively targeting the main lesion. On the other hand, Non-insulated needles lack this insulation, causing RF energy to disperse throughout the entire needle. Consequently, they are used not only for lesion treatment but also for collagen regeneration and general skin rejuvenation.
[RM] What is material properties of RM tip?	The RM tip of SILKRO is gold coated on both insulation and non insulation. However, in the case of an insulated tip, applying another gold coating is effective in treating the lesion area.
What is RMS function? What's benefit for user?	RMS can check the A/S history remotely, enabling quick response in occurring issues. F/W updates are also available remotely.
What is the comparison between chinese cheaper equipment and replica equipment?	It just copies the appearance of the device, it doesn't perform well, It doesn't guarantee stability, and the device doesn't proceed with the certification. It is also illegal equipment that violates our trademark rights and cannot be distributed import and export legally. Chinese's replica equipments have inconsistent RF energy values and are not effective and stable after the procedure. Also, It just copied our GUI, it doesn't work as a proper system, and TIS, RMS systems.
Is SILKRO's RF energy relatively high frequency?	SILKRO has a high RF frequency of 2MHz, so high thermal effect energy is concentrated and released RF on time.
[RM] What happens if the RM Tips are used more than 2,000 times?	We recommend to treat 300 shots to 500 shots per person, and it is limited shots until 2,000 shots. If you use all 2,000 shots, the screen will appear that you need to replace the tip when you combine the tip with the RM handpiece. (In the case of other companies, 1,000 to 1,500 shots available mainly)
[RM] Is it possible to purchase the RM H/P?	Yes, we can offer only RM's handpiece. However, we recommend to combine RM and PS H/P together. If it uses the Plasma handpiece after treating RM H/P, it is really good synergy effect for skin rejuvenation overall.
After purchasing SILKRO, is it possible to purchase and install only additional H/P in the future?	It's possible. If it purchases a separate H/P and mount it on the back of the device, the device will automatically recognize the H/P and allow additional H/P treatment.
[RM] Is it available to treat RM handpiece without Ground Pad?	RM is Bipolar, which does not require a ground pad for the procedure. The rest of handpiece such as RN, RC, and RV H/P treatment require ground pads because it is Monopolar.
Is it available to set the various language?	SILKRO is available with Korean and English in GUI. Korean, English, Chinese, Spanish and Arabic is available with voice.
Can we upgrade firmware?	F/W updates are available remotely through Remote Maintenance System.
[RM] How many passes do treat for RM procedures?	The entire procedure depends on the skin type, thickness, and treatment area. The face is usually performed on average 2 passes under the assumption of the entire procedure.
[PS] Is it possible to penetrate ampoule deeply in the skin with Plasma handpiece?	Plasma H/P and Hironic's Skin Booster ampoule can absorb 466% and penetrate deeply. We suggest to use the a Hironic's skin booster ampoule, but it is available to use the other ampoule also. However, avoid using ampoules containing vitamins as they are highly acidic and cause strong irritation to the skin and destroy the vitamins ingredients.
[PS] How does Plasma work without booster ampoules? What's the applied for indication with Plasma handpiece?	The plasma procedure helps whitened, sterilized, and toned without ampoules/boosters. When a Plasma handpiece is performed with applying the ampoule after the RM procedure, it prevents inflammation and infection, and it is effective for skin rejuvenation.
[PS] How to use Plasma Handpiece?	The procedure can be performed smoothly including moving motions. For sterilization on the face, use the handpiece smoothly moving forward. Insert a cover cap and keep a distance of 0.2mm from the skin. For ampoule absorption, apply the ampoule, remove the cover and moving it with a slight distance from the skin.
What is the strength of RF Microneedling treatment?	Unlike lasers, RF Microneedling penetrates the needle to the desired area to provide energy. In particular, It increases collagen regeneration by thermal stimulation around the entire area of the needle by using a non-insulated needle. In addition, the insulated needle can be safely treated by giving thermal stimulation only to the specific area. Recently, it has been proven to be effective in blood vessels and pigments, and it is being treated in a variety of ways other than rejuvenation.
Why does SILKRO combine RF Microneedling and Plasma? Does Plasma complement the effects of the RM H/P?	In the case of RF Microneedling, energy is applied by penetrating the needles into the epidermis and dermis layers of the skin. Therefore, it is preferable to sterilize the skin by applying Plasonic after the RF procedure. It is also recommended to use an ampoule in conjunction, as it gets absorbed into the skin and is effective for skin rejuvenation.
[RM] SILKRO can adjust the depth up to 3.5mm during the treatment. The protocol is written up to 3mm for treatment. Is it possible to treat face with 3.5mm depth?	The depth of 3.5mm is the maximum depth for RF needle treatment. The 3.5mm depth is deep, so areas with less fat or bone, such as the forehead, should avoid 3.5 depth. However, 3.5mm depth can be treated mainly in fat areas or scars on thighs and stomachs, and the depth shown in the protocol is 0.8mm to 1.5mm on average.
[RM] The output of the device is 1-10 Lv. The protocol specifies only 2-6 Lv. How can we apply this protocol?	The RF power value specified in the protocol is 4-6 Lv, and it is a guideline that applies the optimal power value according to the treatment area. If you use power too strong, it might cause pain, bleeding and scar. We recommend following the parameters. Power increases/decreases based on skin condition, the standard is 4 Lv. If you are a trained RF Microneedle doctor, you can adjust the power value and perform the procedure.
[RC] Is it available to treat without foot switch?	RC procedures are available with foot switch.
[RC] Do we have to apply gel or cream when we attach Ground Pad?	it doesn't need to apply for any gel or cream, the ground pad can attach the back side right away.

Is there any other video of the procedure that you can send us?	We have clinical data on Google Drive. We can send you a link to Google Drive where you can view guided videos with instructions, on how to operate and how to use them.
[RN] What indications does 1 pin needle usually work for?	If it treats with RN H/P, which is 1-pin needle, it is effective in treating cardiopathic acne by destroying the sebaceous glands without wounding the epidermis. Also, it is possible to reduce pores and treat Spider vein.
[RC] What indications does RC H/P usually work for?	Skin rejuvenation is available through bulk heating using RF Monopolar before and after treatment. Also, it is effective in vulva treatment.
What are the precautions before the treatment?	For RM procedures, an anesthetic cream is essential, and after anesthesia, you must wipe your skin with alcohol cotton, and after the alcohol evaporates, you can follow the appropriate protocol.
What are the precautions for treatment?	For a needle procedure that pierces the epidermis, the hygiene of the practitioner is important, medical gloves are required, and the tip is prohibited from being reused as a consumable. (If the tip is reused, it can only be reused for patients who have used the tip, and after disinfection with alcohol, it can be reused after all alcohol is dried, never used if it has alcohol on it.)
What are the precautions after the procedure?	The patient should avoid saunas, extreme exercise, drinking, and smoking. In addition, The patient should apply sunscreen to protect against UV rays.
Can it be combined with other equipment (HIFU, LASER, etc.) procedures?	There may be some bleeding during the needle procedure, so if possible, perform a non-bleeding procedure such as HIFU, LASER, RC, etc., and then perform the RF needle last.
What treatment is effective for RF microneedling?	It regenerates collagen and is effective for acne, acne scars, wrinkles, skin sagging and improving.
What are the treatment methods and principles for removing pigments?	SILKRO can treat pigments such as darkened acne scars, it can be removed with the natural tone by inducing skin regeneration
How to take care the bleeding or bruises after the procedure?	If blood droplets happen, wipe the blood with an alcohol pad and do hemostasis if necessary. In case of bruises, do not stimulate.
What is the main usage difference between 25pin and 49pin?	In the case of 25 pins, the treatment area is small, so it can be treated on a small area of skin such as nose, cheeks and eyes. The size of the 49-pin is larger, so it is easy to treat large areas quickly.
What is the difference in treatment results between RF Microneedle and HIFU equipment?	The microneedle can penetrate from the epidermis and be treated up to 3.5mm deep. HIFU does not affect the epidermis and can be treated up to 4.5mm.
Does the warranty stops during the A/S period?	We extend the warranty period during the A/S procedure.
What is the warranty application standard for equipment?	The standard of our medical device warranty period is based on our shipping date and applies until two years from shipping date.
Who is responsible for the logistics costs for A/S?	Product defects within the warranty period will be 100% borne by our company, and you will bear the product issue caused by careless usage or handling, even if it is in the warranty period.
If it occurs the squeak sound in the RM handpiece?	The motor sound can occur if the skin is thick, or if you use the motor too quick.
If the burnt smell out at the needle and RM handpiece?	If it use the energy with RF on time, it occurs the burnt smell because of the high temperature. Also, It should be checked the tip during the treatment because dead skin stick to the needle and cause a burnt smell so be sure to check the tip during the procedure
If the needle doesn't have accurate setting value?	After replacing with a needle tip and measuring the depth of multiple needle, if the depth is not correct, it may be an equipment or a firmware problem. Therefore, contact to distributor if it occurs the this issue.