

MEMBER GUIDE

CONNECTED, CONTROLLED, COMPREHENSIVE



ZERIGO
HEALTH



Welcome

to the Zerigo™ Health Solution

At Zerigo Health, our goals are to set you up for success, to help you reach your treatment objectives, and to ensure your experience using the Zerigo Health Device (Zerigo Device) and Zerigo Health Mobile App (Mobile App) is a positive one.

Success with home light therapy involves a partnership between you, your physician and your ZerigoCare™ Guide. We are here to train you on how to perform home light therapy using the Zerigo Solution and encourage you along the way. This Member Guide and Quick Start Guide both provide helpful information to start and manage your home treatments. There are many other support resources available to you.

More information is available through your Zerigo Health Mobile App Information page. 

Indications For Use

The Zerigo Device is an ultraviolet light-emitting medical device. It is intended for use in localized phototherapeutic treatment of dermatologic conditions such as psoriasis, vitiligo, atopic dermatitis (eczema), seborrheic dermatitis and leukoderma on all skin types (I-VI).

RISK GROUP 3

CAUTION: UV light emitted from this device may be hazardous. Avoid eye exposure and unintended skin exposure.

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KIT CONTENTS



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Ref.	Product
A	Zerigo Device
B	Sunscreen Stick
C	Alcohol Pads
D	Charger
E	UV Safety Glasses
F	Wrist Lanyard
G	Charging Cable
H	Quick Start Guide





PROGRAM OVERVIEW

We're committed to your success using the Zerigo Solution. Your results will depend on several factors, such as your adherence, progress checks, and photo submissions. We have found that after two or three sessions, most people feel confident treating themselves. We will help guide you, step-by-step, through your first treatment to make sure you feel comfortable using the Zerigo Device and Mobile App, and to understand how to complete your treatments on your own.

Finally, our *ZerigoCare* Guides are here to support and connect with you every step of the way. They are trained home phototherapy coaches and care coordinators; they are not medical professionals, and do not practice medicine or provide medical advice.





TIP

Engage with your ZerigoCare Guide to ensure you treat according to your plan. Don't ever hesitate to ask any questions. They are there to support and coach you along the way. They give great tips!

SET-UP

1. UNPACK & CHARGE DEVICE

Please plug in the Device using the charger provided and charge overnight. Remember to charge the Device after each treatment to ensure it's fully charged for your next treatment. Please refer to Page 55 for device charging times.

2. DOWNLOAD THE ZERIGO HEALTH APP

- ANDROID:
 - Search for Zerigo Health in the Google Play store
 - Download *Zerigo Health App*
 - Please allow access to Bluetooth, camera and photos, and enable notifications
- iPHONE:
 - Search for Zerigo Health in the App store
 - Download *Zerigo Health App*
 - Please allow access to Bluetooth, camera and photos, and enable notifications

3. TAKE PHOTOS OF YOUR TREATMENT AREAS

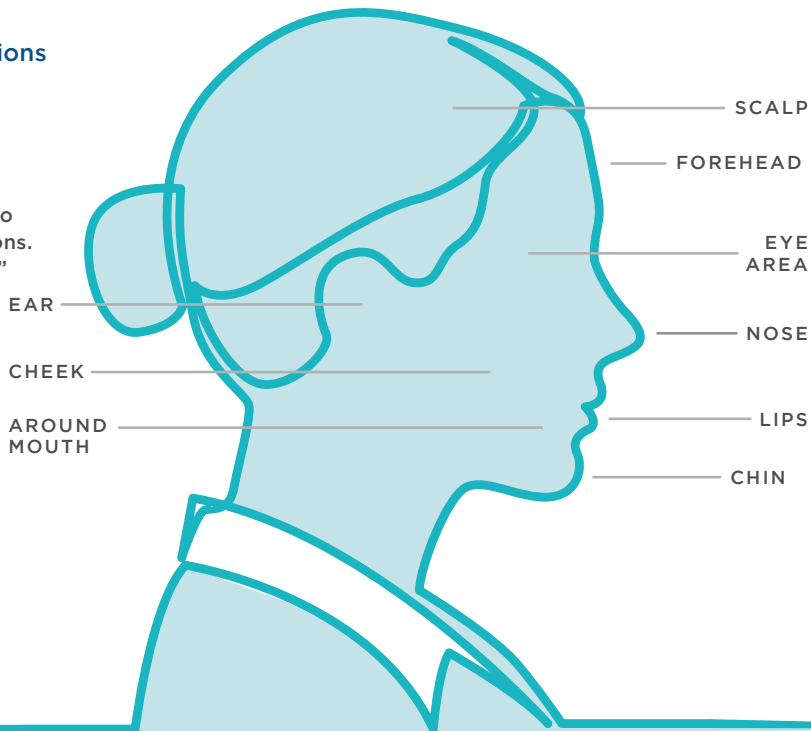
Please take a clear, quality photo of each of your treatment areas before your onboarding video chat with your ZerigoCare Guide. Review your email from the ZerigoCare Team for tips on how to take photos. It's very important to capture good quality photos from the beginning and throughout your treatment to help you and your doctor see how well you are responding to the treatment.

4. YOU'RE READY FOR YOUR ONBOARDING SESSION WITH YOUR ZERIGOCARE™ GUIDE!

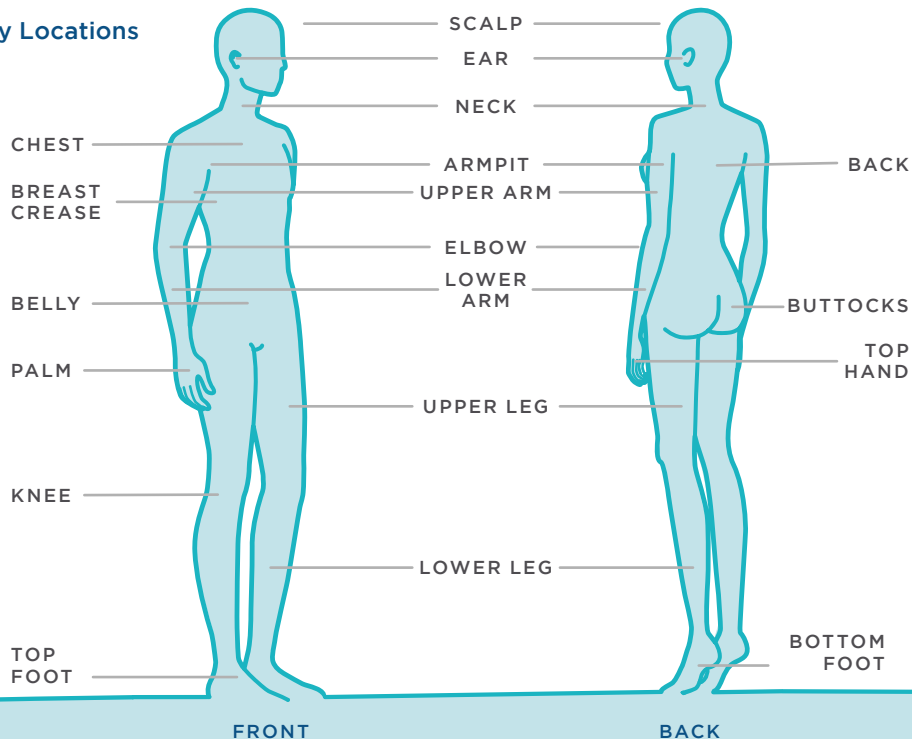
Now that you have completed these steps, you're prepared for your onboarding call with your Guide, who will help you get started with your treatment. If you don't already have an appointment scheduled, please call (877) 738-6041 or email support@zerigohealth.com to schedule your appointment.

Specific Head Locations

Please use these terms to name your Body Locations. Include "Right" or "Left" as appropriate.



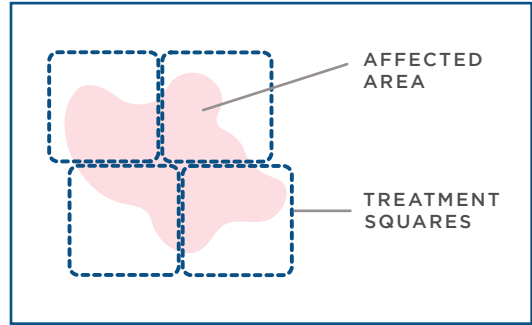
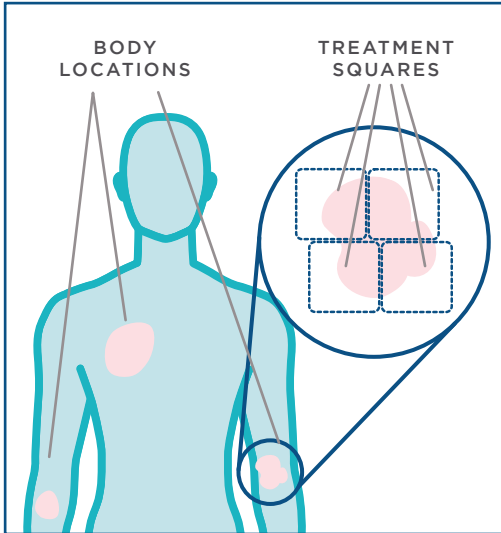
Common Body Locations



CAUTION:

It's not recommended to treat eyelids or genitals unless specifically prescribed by your physician.

Body Locations & Treatment Squares



Use multiple Treatment Squares to cover an affected area in a Body Location.



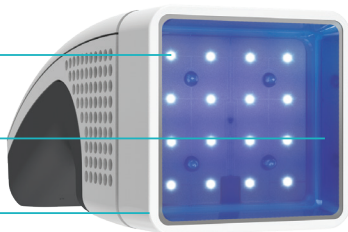
THE ZERIGO TREATMENT DEVICE

Treatment Head

NB-UVB
EMITTING
LEDS

LIGHT SHIELD

TREATMENT RIM



CHARGING PORT

DISPLAY

BUTTON LIGHT

BUTTON

VENT
HOLES

PROXIMITY
SENSOR GAP

TREATMENT
HEAD



Button Activation Options

Single-Click	Turn on Device, start/pause treatment
Double-Click	Advance to next Body Location
Press and Hold	Turn off Device

Button Light

Flashing Blue	Waiting for treatment
Solid Blue	UVB treatment light on

PREPARE FOR TREATMENT

1. WASH HANDS AND REMOVE SKIN CREAMS

Before each treatment session, wash your hands and clean affected skin that may have topical medications, moisturizers and/or sunscreen, as most creams block UV light.

2. DISINFECT DEVICE TREATMENT RIM

Before each treatment, disinfect the Device Treatment Rim by gently wiping with alcohol; 70% isopropyl alcohol pads or wipes are recommended. Only the rim should be wiped with isopropyl alcohol. If there is a possibility that the skin you are treating is infected, then the Treatment Rim should be disinfected after each Treatment Square.

3. WEAR UV SAFETY GLASSES

Caution. UV light emitted from the Device may be hazardous. Wear UV safety glasses during use to avoid eye injury. Ensure that others closer than 1.5 feet (or 0.5 meters) also wear UV safety glasses.

4. APPLY SUNSCREEN

It's recommended that you apply sunscreen around the affected skin to focus light therapy where it's needed, and prevent unwanted tan lines. Be sure to leave a narrow area of bare skin around the treatment area, about the width of a Q-tip. This step will be important later when adjusting your treatment dose.

PROPER TREATMENT TECHNIQUE

- When treating, gently place the Device on the skin area to be treated and apply only enough pressure to just close the proximity sensor gap.
- Skin should be taut, smooth, and as flat as possible.
- Do not let your skin touch the glass inside the treatment head.
- Do not overlap Treatment Squares.
- Treat new affected areas at the initial dose by adding it as a new Body Location.
- Consistently use sunscreen to protect unaffected skin.
- Examine your skin before and after completing treatments.
- Follow the dose adjustment guidelines (see page 35) when adjusting the dose.
- Use sun precaution when outdoors to limit UV exposure on treatment areas.

TIPS TO REMEMBER

In addition to following the instructions above, follow these tips when treating the specific body areas below:

1. BEHIND EARS

Try holding your hair back with head bands, hair ties or bobby pins to prevent your hair from interfering with the light therapy. If treating behind your ear is difficult to do alone, ask a family member if they can help you hold the Device in place. **Do not** let your skin touch the glass inside the treatment head.

2. MOUTH AND NOSE

Please contact Zerigo Health for specific direction. **Do not** let your skin touch the glass inside the treatment head.

3. JOINTS

For optimal light exposure to wrinkly skin, first, bend at the joint to stretch the skin surface and treat either side of the tip of the joint. Secondly, then, straighten the joint, and treat the tip of the joint while the joint is flat and extended. **Do not** let your skin touch the glass inside the treatment head.

4. EYELIDS AND GENITALS

It's not recommended to treat eyelids or genitals unless specifically prescribed by your physician.

5. BONY OR CONTOURED/CURVED SURFACES

During these types of treatments, all four sides of the Treatment Rim may not touch the skin, and light will emit outside of the Treatment Rim. Do not push or press skin tissue into the Zerigo Device. Instead, gently place the Device on the skin area to be treated and apply only enough pressure to just close the proximity sensor gap. Be sure to direct light away from eyes and wear your UV safety glasses provided. **Do not** let your skin touch the glass inside the treatment head.

TREATMENT STEPS

1. CONNECT YOUR PHONE AND DEVICE

Unplug the Zerigo Device from the Charger – the Device will not operate while plugged in. Press the “Treatment” button on your Mobile App Calendar. Place the Zerigo Device next to your smartphone. Turn on the Zerigo Device and follow the prompts in the Mobile App. The Treatment screen will be displayed after connecting to Bluetooth®.

2. REVIEW TREATMENT SEQUENCE

The Mobile App will list Body Locations in the order you plan to treat. You may rearrange the treatment sequence to be most convenient for you.

3. START YOUR TREATMENT

Press the “Start Treatment” button on the treatment screen within the App. Your prescription will be sent from your phone to the Device.

Hold the Device on the skin so that the proximity sensor gap is closed between the handle and treatment head. Treatment will not begin until the gap is closed as a safety precaution. Click the Device button to begin.

PROXIMITY SENSOR GAP



Gap Open - Deactivated Device

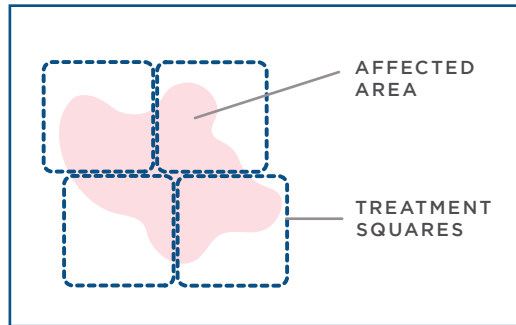


Gap Closed - Activated Device

The treatment can be paused by lifting the Device off of the skin during treatment. Place the Device back on the skin, and click the Button to resume the treatment.

4. TREATING ADDITIONAL TREATMENT SQUARES

If the affected skin in your Body Location is larger than one Treatment Square, then you can treat the adjacent area with additional Treatment Squares. Place the Device on an adjacent area and click the Device button to start the treatment. Be careful not to overlap as double treatment may lead to a sunburn-like reaction and potential worsening of your skin condition.



Use multiple Treatment Squares to cover an affected area in a Body Location.

5. TREATING ADDITIONAL BODY LOCATIONS

Once you've completed all your Treatment Squares for your first Body Location, double-click the Device button to advance to your next Body Location. The Device screen will display the next Body Location you will be treating.

6. COMPLETING YOUR TREATMENT SESSION

After you have treated all of your Body Locations, double-click the Device to complete your treatment session. You will see a “thumbs up” on the screen confirming you are all done. The Device will shut off automatically.

7. CLEAN-UP

The whole Device can be gently cleaned using a damp cloth with mild detergent to remove dirt and oils. Do not scrub the reflective surfaces inside the Treatment Rim as this may cause premature wear. The Device should be cleaned after each treatment session.

8. RECHARGE YOUR DEVICE

As a rule of thumb, it is best to keep your Zerigo Device charging until next use to ensure adequate battery life for your next treatment.

Please refer to Page 55 for device charging times.

Caution: Use only the Zerigo Charger to charge the Device.

9. APPLY OTHER SKIN CARE PRODUCTS AFTER TREATMENT

Additional skin care products are best applied after treatment so as not to block treatment light transmission.



NEXT-DAY SKIN EXAMINATION

YOUR NEXT-DAY SKIN EXAMINATION DETERMINES DOSE ADJUSTMENTS

As it takes some time for your body to respond to UV light, your skin needs to be checked the day after treatment (in addition to right before the next treatment). Your treatment input, skin type, and your specific response to each treatment determines how doses should be adjusted.

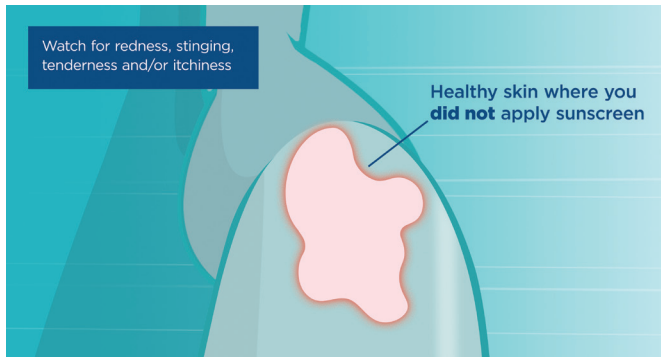
DOSE ADJUSTMENTS

When beginning every treatment (after your first treatment), you will be asked about adjusting your dose. When you open the Mobile App and select “Treatment” on your Calendar, the Dose Adjustment screen will appear, allowing you to make dose adjustments based on your skin’s response to the last treatment.

FOR THOSE TREATING PSORIASIS OR ECZEMA

Adjust the dose based on how the **skin surrounding this affected area** responded to your last treatment. The response to watch for are those similar to a mild sunburn (redness, stinging, tenderness, and/or itch).

Note: For the treatment of psoriasis, the recommended max dose for areas above your neck should not exceed 1000 mJ/cm².



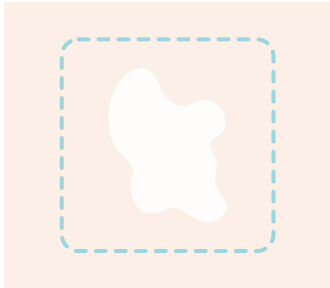
- If the response above didn't occur or occurred but lasted **less than 1 day**, increase the dose.
- If the response above lasted **more than 1 day but less than 2 days**, do not change the dose.
- If the response above lasted **more than 2 days**, skip treatment.

Note: Per your prescribed protocol, if you select "Skip Treatment" or "Reduce Dose and Skip Treatment" during Dose Adjustment, your dose for that Body Location will be reduced on your next treatment.

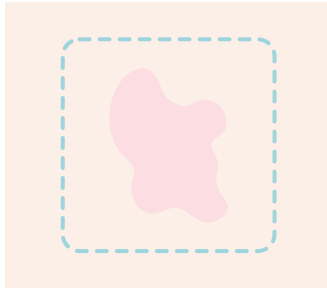
FOR THOSE TREATING VITILIGO

Examine the skin **without color**.

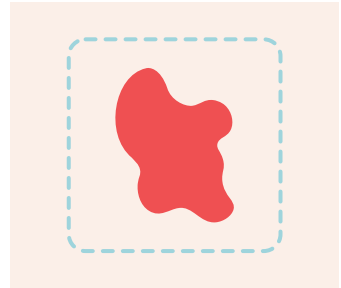
- If your skin did not change color, increase the dose.
- If your skin becomes light pink, do not change the dose.
- If your skin is red, itchy or painful, reduce the dose and skip treatments until your skin has healed.



No color change:
Increase dose



Slight color change:
Do not change dose



Red, itchy or painful:
Reduce dose and skip treatment

PROGRESS CHECKS & PHOTOS

An Important Part of Your Care

The Zerigo Solution requires periodic Progress Checks, as your feedback and photos are important for healing and maintaining control of your condition. Scheduled Progress Checks will appear on the Calendar screen within the Mobile App. Your progress is recorded and can be viewed by you, your physician and your ZerigoCare Guide.



TIP

When taking photos:

- Find a neutral background like a wall, floor or tabletop that has a single color without a lot of objects or patterns in the photo.
- Be in a well-lit area to take the photo without the flash.
- Capture the entire treatment area and some of the healthy skin surrounding the treatment area.
- Take the photo directly above your skin—not at an angle.
- Take the photo at the same angle and distance during every progress check.
- Take a clear, focused photo to make sure it isn't blurry.



MAINTAINING CONTROL OF YOUR CONDITION

MAINTENANCE TREATMENT

When one or more treatment locations appear to be cleared, your commitment to scheduled treatments has shown great results.

During your weekly Progress Check, select “Clear” or “No Longer Noticeable” for all body locations that look cleared. This will officially begin your Maintenance Treatment schedule, which will reduce the number of weekly treatments you need to complete. Even if you’ve made great progress, following the Maintenance Treatment schedule may increase your overall remission time.

If you have any questions, contact your ZerigoCare Guide. They are always here to help you on your journey towards healthy skin!

KEY SAFETY & USE INFORMATION

While there are no formal contraindications to the Zerigo Device, consult with your physician to find out if this is right for you. In general, there are few contraindications to phototherapy. These may include history of photosensitivity or skin cancer. It is also important for you to talk to your physician if you have very fair skin or a history of atypical moles.



TIP

Apply sunscreen to the healthy skin around your affected area to protect the healthy skin and prevent unwanted tan lines.

PREVENT TAN LINES

Tanning, your skin's natural protection against UV rays, is the most common side effect of light therapy. One method used to protect unaffected skin and focus light therapy where you want it is to use a sunscreen. If you are treating psoriasis or eczema, be sure to leave a narrow area of bare skin around the treatment area, about the width of a Q-tip. This step will be important when adjusting your treatment dose. Should tanning become displeasing, contact your ZerigoCare Guide for other helpful tips.

NEW MEDICATIONS

Some medications and dietary supplements combined with light therapy can increase risk of sunburn-like reaction. Please notify your physician if you are unsure about your medication(s) to review all prescriptions and supplements that you are taking.




PREVENT & MONITOR FOR SKIN CANCER






Narrow Band Ultraviolet B (NB-UVB) light therapy is considered among dermatologists to be safe and effective when used responsibly. Although an increased risk of skin cancer as a result of NB-UVB has not yet been established, it is recommended you consult with your physician to determine if this treatment is right for you.




CAUTIONS

- **Caution:** Federal law requires Physician prescription.
- **Caution:** Device is intended for a single user.
- **Caution:** Use of Device other than those specified herein may result in hazardous UV light exposure.
- **Caution:** It's not recommended to treat eyelids or genitals unless specifically prescribed by your physician.
- **Caution:** For psoriasis only, the recommended max dose for areas above the neck should not exceed 1000 mJ/cm².
- **Follow** the prescribing physician's instructions.
- **Do not** let your skin touch the glass inside the treatment head.
- **Do not** use the Device if it looks physically damaged or malfunctions.
- **Do not** open or tamper with the Device. There are no user-serviceable parts.
- **Do not** get the Device wet.
- **Do not** block the Device vents or holes.
- **Do not** use the Device in an oxygen-rich environment or with flammable anaesthetics/agents.
- **Do not** operate the Device while operating a vehicle or engaging in any activity that may require concentrated effort.
- **Keep** your Device away from extreme temperatures.
- **Dispose** in accordance with local regulations: contains Lithium battery.
- **Do not** use Device if it becomes hot (116.6 °F).
- **Ensure** USB receptacle is dry before charging or operating Device.
- **Do not** allow unauthorized use of the Device.

SYMBOL DEFINITIONS

	Refer to Member Guide
	Device Alert: See Troubleshooting section for definition
	UV Hazard. Avoid looking directly at light
	Battery Charger Plugged In
	Press "Start Treatment" on smartphone

	Keep Dry
	Storage and Transport Temperature
	Storage and Transport Pressure
	Storage and Transport Humidity
	Manufacturer

	Body Floating Isolation Rating
	Product Model
	Product Serial Number

TROUBLESHOOTING

Issue	Type	What to do
ALERT 1001: Device failure	Alert	Restart Device. If condition persists, contact Zerigo Health.
ALERT 1002: LED High Temperature	Alert	Restart Device. Operate in a cooler location. If condition persists, contact Zerigo Health.
ALERT 1003: LED Failure	Alert	Restart Device. If condition persists, contact Zerigo Health.

ZerigoCare Guide contact information: support@zerigohealth.com 877-738-6041

Issue	Type	What to do
ALERT 1004: Battery Critical	Alert	Charge Device to operate.
ALERT 1007: Battery Low	Alert	Charge Device soon.
ALERT 1008: High Ambient Temperature	Alert	Power delivery is reduced due to temperature (treatment times extended). Continue to use or operate at a lower temperature to return to full power.

ELECTRICAL, MECHANICAL, & OPTICAL SPECIFICATIONS (TYPICAL)

Manufacturing Warranty: one year

UV Safety Glasses Rating: ANSI Z87.1 U6


Safe Distance for Unintended Exposure:
1.5 feet for 20 minutes

Contains FCC ID: 2AA9B04



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 undesirable operation.

Compliant to IEC 60601-1-2 Ed 4.0 2014-02
for electromagnetic emissions and immunity.



Charge Time	Charge Power	Device Charging Input	Optical Output Wavelength	Maximum UV Dose
8 Hours	100-240V, 50/60Hz	5V @ 3A	Monochromatic 300-320nm LED	Controlled by prescription

OPERATING CONDITIONS (TYPICAL)

Ambient temperature: 41 - 95 °F

Maximum device temperature: 118.4 °F

Humidity: 5 - 95%, non-condensing

Atmospheric pressure: 80 - 106 kPa

STORAGE AND TRANSPORT CONDITIONS

Ambient temperature: -13 - 122 °F

Humidity: 5 - 95%, non-condensing

Atmospheric pressure: 70 - 106 kPa

SERVICE AND SUPPORT

For specific questions about using the Device, contact us:

Email: support@zerigohealth.com

Phone: 877-738-6041

Address: 12651 High Bluff Drive, Suite 300
San Diego, CA 92130

ADDITIONAL DEVICE SPECIFICATIONS

NB-UVB Irradiance

HD-01: $\geq 4\text{mW/cm}^2$

HD-02: $\geq 20.75\text{mW/cm}^2$ (HD-02)

Treatment Square Size

HD-01: 4.5cm X 4.5cm

HD-02: 4.2cm X 4.2cm

Weight

HD-01: 330g

HD-02: 376g