



Kivo Elite Mask LED Light Therapy System

**For use with Kivo Elite Mask
or Mask + Neck + Chest systems**

Please keep for reference, this contains information about the operation, safety, and warranty of this device

VERSION 1.4

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LED LIGHT THERAPY

I wrote
a book about
you

Welcome to Kivo

Kivo is a therapy & wellness company based out of beautiful Vancouver, BC.

For years, Kivo has offered high quality, reliable, and functional therapy devices worldwide. Kivo Light Therapy devices help with a variety of issues from combating acne, to repairing skin, to helping with injury, or reducing anxiety, and simply helping to power the body and mind using the all-natural power of Light.

Light Therapy, from Kivo, is backed by over 7000 clinical studies that shows its effectiveness. Kivo Products are used by people in their homes, as well as clinical use by osteopaths, naturopaths, med-spa's, trainers, and physiotherapists to help people recover better, feel better, and look better.

Safety Information

- Always use the supplied eye guards with your mask, and use with your eyes closed, or optional goggles to prevent damage to your retina.
- Do not operate this device near to water. It is not water proof.
- Do not submerge any part of this device in any liquid.
- Keep this device clean and dry and sanitize before putting the device away.
- Do not use if any part of the device, components, or charging cable is damaged or has been dropped.
- The device cannot be repaired, do not take apart.
- If you feel the item is not working correctly, stop using it immediately and contact us.
- Do not modify this system in any way, it will void the warranty, and could affect the efficacy or safety of the system.
- Do not use or store this mask in temperatures lower than -10 celsius or greater than 45 celsius. Do not use in lower temperatures than 5 celcius or greater than 35 celcius. Use or storage of the system outside of these temperatures may affect the battery, or components, causing unsafe or dangerous outcomes.
- Do not fall asleep during use or use with a pillow or have anything resting against the device.
- Do not look directly into the LED's.
- Do not use with makeup, fresh clean skin is best.
- Keep away from anything flammable.
- Do not use the Kivo system if any component becomes hot, overheats, or is damaged.
- Do not keep the system plugged in continuously, remove when fully charged. Do not use when recharging.
- Do not fold any part of the mask silicone element.
- Always conduct the Light Therapy sensitivity test prior to starting using the Light Therapy System.
- Always monitor your reaction to Light Therapy and respond accordingly.
- If you notice any redness, itching, discomfort, dizziness, or any other concerns, please stop using the system immediately and consult a medical professional.
- We recommend consulting a medical professional before using Light Therapy.
- Do not use Light Therapy when taking any drug or supplement.
- Do not overuse Light Therapy, while overuse is inherently not dangerous, overuse can cause delays in outcomes.
Use only how directed.
- Do not use Light Therapy if you have any photosensitivity issues.
- Do not allow children to operate this device.

Customer Care

If you need help or advice, please visit <https://help.KivoTherapy.com> to get quick answers to commonly asked questions.

If you still need help, or would prefer to speak to a human, please email us at help@KivoTherapy.com

Light Sensitivity Test

In some rare cases, some people are sensitive to Light Therapy, to test prior to starting use, we recommend a Light Sensitivity Test:

- Power on your device, ensuring it's fully charged.
- Keep the sanitary film on.
- Place the mask system on your arm for a period of 10 minutes (you can use the timer function on the controller for this).
- Once the 10 minutes has expired, check for redness, itching, excess heat, if you experience any of these, stop and do not use the system
- Monitor the area for the next 24 hours.
- If, after 24 hours, you haven't experienced any negative outcomes, try using the device on your face (or neck and chest if that component is included) for 5 minutes.
- After 24 hours, note any feelings of dizziness, redness, dryness, or any other negative outcome you may be sensitive to Light and we would recommend returning the system within the return policy.

Please ensure the safety film has not been removed, we cannot accept a return if this film has been removed.

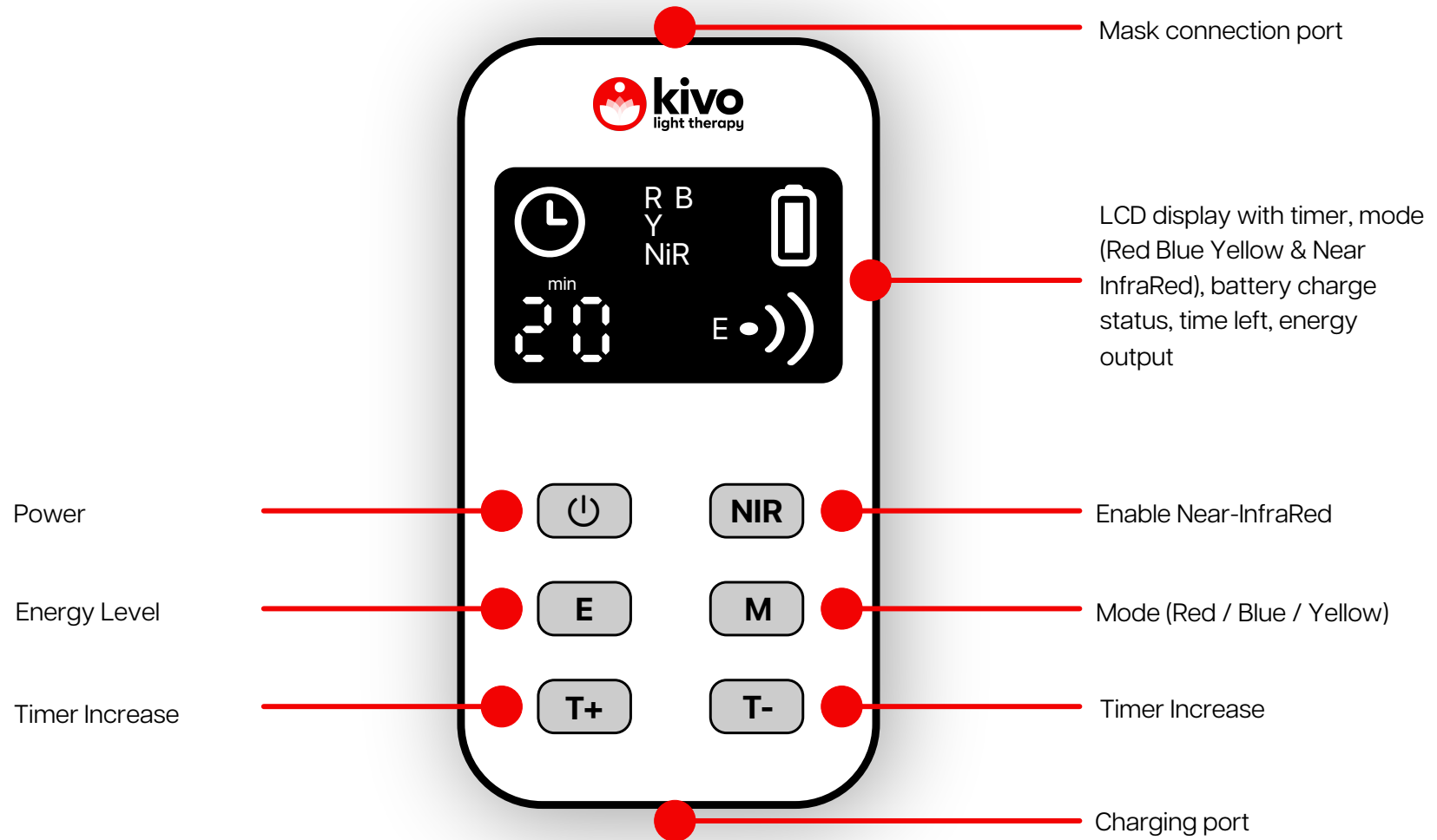
What's Included in the Kivo Elite System?



1. Kivo Mask
2. Optional Kivo Integrated Neck and Chest System
3. Battery powered controller
4. Storage bag
5. Velcro straps
6. Eye guards (WHITE allows 50% of the light through, BLACK allows 10%)
7. 3.5mm to USB-A charging cable

Please note, our products are continuously improved. You may notice some slight differences with what you receive. If you require replacement components of the Kivo Elite Light Therapy System, please contact us.

Using the Controller



Controller Functions

⏻ Power
Long press to switch on the controller or switch off

NIR Near Infrared Mode
You can have RED, BLUE, or YELLOW mode enabled WITH Near Infrared Mode.
NIR will show in the display if NEAR INFRARED wavelengths (850nm) are powered

E Energy Level
Set 3 levels of energy – shown in the display with corresponding power bands

Low	20mw/cm ²
Medium	35mw/cm ²
High	43mw/cm ²

M Mode
In the display it will show

R for RED mode	630nm
B for BLUE mode	450nm
Y for YELLOW mode	590nm

T+ Timer Increase
Increase the timer by 5-minute increments

T- Timer Decrease
Decrease the timer by 5-minute increments

How to charge the Controller



Within your Mask Box, you will see the charging cable. This cable uses a USB-A connector to connect to a standard USB-A charging block, and a round 3.5mm power port which connects to the bottom of the controller.



Please Note

Be careful when inserting the power plug into the socket of the controller, do not force in as you could damage the charging socket. This mask system cannot be recharged using a USB-C cable to the top port, it can only be charged using the 3.5mm round power port at the base of the controller.



How Light Therapy Works?

Light therapy works by delivering specific wavelengths of light - typically red and near-infrared - directly to the skin and underlying tissues. These wavelengths penetrate the cells and stimulate the mitochondria, which are the energy-producing structures inside cells. This stimulation enhances the production of adenosine triphosphate (ATP), the molecule responsible for cellular energy. Increased ATP production supports cell repair, reduces inflammation, and promotes regeneration of damaged tissues. As a result, light therapy can help accelerate muscle recovery, reduce joint pain, improve skin health, and boost overall wellness.

Red Light and Near Infrared light therapy from Kivo can help reduce fine lines, wrinkles, and other visible signs of aging by using clinically studied wavelengths. These wavelengths penetrate deep into the skin, stimulating collagen and elastin production - two key proteins responsible for skin firmness and elasticity. As collagen levels increase, the skin becomes smoother, plumper, and more resilient, which helps diminish the appearance of wrinkles and fine lines. Additionally, Kivo's light therapy supports healthy circulation and cellular regeneration, improving overall skin tone and texture. With consistent use, users can experience a noticeable improvement in skin vitality and a more youthful, radiant appearance.

Blue light therapy primarily targets the skin's surface and is most effective for treating acne and other skin conditions caused by bacteria. It works by penetrating the upper layers of the skin to kill acne-causing bacteria and reduce inflammation without damaging surrounding tissue. Blue light can also help regulate oil glands and improve skin clarity. Yellow light therapy, on the other hand, penetrates slightly deeper into the skin and is known for its soothing and revitalizing effects. It helps reduce redness, calm sensitive skin, and improve circulation, making it beneficial for treating rosacea, sun damage, and overall skin tone. Together, blue and yellow light therapies offer a gentle, non-invasive approach to improving skin health and appearance.

Unpacking Instructions

1. Unpack all of the components of your Kivo Light Therapy System.
2. Ensure all components noted in the “What’s Included” section is in the box, and nothing is damaged.
If you are unsure, please contact us and we’re happy to help.
3. Leave the mask and components out on a flat surface for an hour or more to allow for any manufacturing residual smells to dissipate. Do not fix any of the straps yet.
4. Keep the sanitary film that is applied to the silicone mask attached. Removal of this film will mean that the mask is non-returnable for health & safety.
5. Insert the charging cable into the controller and the other end into a USB-A charger (not supplied)
6. The light on the controller will flash indicating charging. Do not use the device while it is charging, and for the first use, charge completely to ensure battery health is optimal.
7. Conduct the Light Sensitivity Test to ensure you don’t have a sensitivity to Light Therapy.
8. Once you have completed the Sensitivity check, you can attach your Kivo Elite System straps and start your Light Therapy Programme (instructions on the next page)

General Use

1. Ensure the controller is fully charged.
2. We recommend placing the mask on your face (and neck + chest if optioned), and then switching on the System. Use the eye guards provided.
3. Use the device for a maximum of 10 minutes for 5 days, then cease using for 24 hours to allow your body to gently experience and process Light Therapy.
4. The outcomes of Light Therapy are best with a “little and often” approach. We highly recommend taking a log of your Light Therapy journey, and taking before and after photos.

Step by Step using the Kivo Elite System

1. To ensure the optimal efficacy of our Light Therapy Programmes, and to preserve the cleanliness of your mask, we recommend completely removing all makeup from your face, neck, and chest with MICELLAR WATER.
2. With all the components out after unpacking guide, lay the mask out and familiarize yourself with the straps.
3. Fix the straps to the mask (and the neck + chest piece if optioned). Note the orientation of the straps to ensure the larger Velcro piece is facing away from your skin.
4. Affix the eye guards into the mask
5. Insert the cables of the mask (and neck + chest pieces) to the battery controller. Ensure the controller is fully charged, and test to ensure the features of the Elite Mask System are operational. Switch off the Mask.
6. Place your face into the mask, and securely attach the straps around the side and then back of the head, ensuring a snug fit so that the mask doesn't slip off. If you have optioned for the neck + chest piece, affix the neck straps around the back of your neck.
7. Choose your Light Therapy Programme, and with the battery controller select the appropriate Energy Level, Mode, Time, and whether you want Near Infrared Mode enabled.
8. Relax, close your eyes, and enjoy the experience.
9. Once you have completed the programme, we recommend wiping down the inside of the mask with a damp cloth and a little spot of dish soap, and then wipe off with a clean dry cloth, airing dry, and storing in the provided storage bag.

Kivo Light Therapy Programmes

Acne

How it Works:

Blue light targets and kills acne-causing bacteria (*P. acnes*) while reducing inflammation and oil production. Red and Near-Infrared helps heal the damage caused.

Recommended Protocol:

- **Light Type:** Blue, Red, and Near-Infrared
- **Session Duration:** 10 minutes of Blue Mode, then 10 minutes of Red and Near-Infrared Mode
- **Frequency:** Daily or every other day
- Treatment Length: 6–8 weeks

Anxiety

How it Works:

Near-Infrared wavelengths have been proven by Harvard University to reduce anxiety, by up to 90%.

Recommended Protocol:

- **Light Type:** Near Infrared
- **Session Duration:** 10–15 minutes of Near-Infrared Mode
- **Frequency:** Daily or every other day
- Treatment Length: 6–8 weeks

Hyperpigmentation & Dark Spots

How it Works:

Red and yellow light help regulate melanin production and encourage skin cell turnover for more even skin tone. Sometimes Near-Infrared can cause dark spots to become more pronounced.

Recommended Protocol:

- **Light Type:** Red and Yellow
- **Session Duration:** 20 minutes of Yellow Mode, then 10 minutes of Red Mode
- **Frequency:** 3–4 times per week
- **Treatment Length:** 8 weeks

Psoriasis & Eczema Relief

How it Works:

Red light and Near Infrared modes reduces inflammation, calms itching, and promotes skin repair.

Recommended Protocol:

- **Light Type:** Red and Near-Infrared
- **Session Duration:** 15–20 minutes
- **Frequency:** 3–5 times per week
- **Treatment Length:** 4–8 weeks, followed by maintenance 1–2x/week

Rosacea & Redness

How it Works:

Yellow light calms inflamed skin and strengthens blood vessels, reducing redness.

Recommended Protocol:

- Light Type: Yellow
- Session Duration: 15–20 minutes
- **Frequency:** 3–5 times per week
- Treatment Length: 4–6 weeks

Seasonal Affective Disorder (SAD) Support

How it Works:

Blue light mimics natural sunlight to boost mood and support a healthy circadian rhythm. Near-Infrared can help reduce the effects of anxiety and/or depression.

Recommended Protocol:

- **Light Type:** Blue and Near-Infrared
- **Session Duration:** 20–30 minutes of Blue Mode, then 10 minutes of Near-Infrared Mode
- **Frequency:** Every morning during winter months

Skin Brightening & Tone Improvement

How it Works:

Red and Yellow light enhance blood circulation and boost cell metabolism, improving overall glow and evenness.

Recommended Protocol:

- **Light Type:** Red and Yellow
- **Session Duration:** 15 minutes of Yellow Mode, then 10 minutes of Red Mode
- **Frequency:** 3–4 times per week
- **Treatment Length:** 6–8 weeks

Skin Hydration & Barrier Repair

How it Works:

Red and Yellow light support the skin barrier and stimulate hydration by increasing skin cell function.

Recommended Protocol:

- **Light Type:** Red and Yellow
- **Session Duration:** 15 minutes of Yellow Mode, then 10 minutes of Red Mode
- **Frequency:** 4 times per week
- **Treatment Length:** 6–8 weeks

Under-Eye Puffiness & Dark Circles

How it Works:

Red and yellow light increase circulation and reduce inflammation in delicate under-eye skin.

Recommended Protocol:

- **Light Type:** Red and Yellow
- **Session Duration:** 10 minutes of Yellow Mode, then 10 minutes of Red Mode
- **Frequency:** 3–4 times per week
- **Treatment Length:** 4–6 weeks

Wrinkle Reduction & Fine Lines

How it Works:

Red and Near-Infrared light stimulates collagen and elastin production, improving skin firmness and reducing visible aging.

Recommended Protocol:

- **Light Type:** Red and Near-Infrared
- **Session Duration:** 15 minutes of Red and Near-Infrared Mode
- **Frequency:** 5 times per week
- **Treatment Length:** 8–12 weeks

Wound Healing & Skin Repair

How it Works:

Red and Near-Infrared light stimulate skin regeneration and reduce inflammation, helping the skin repair more quickly.

Recommended Protocol:

- **Light Type:** Red and Near-Infrared
- **Session Duration:** 20 minutes of Red and Near-Infrared Mode
- **Frequency:** Daily
- **Treatment Length:** 2–4 weeks, based on severity

More in-depth custom Kivo Treatment Protocols are available at <https://help.KivoTherapy.com>

Light therapy is gentle and beneficial, with results typically seen after 2-3 weeks. Overuse can delay outcomes, so a “little and often” approach is recommended.

Cleaning

- To clean your Kivo Light Therapy system, care must be taken that water or cleaner doesn't enter or affect any component, which could cause damage.
- Simply gently wipe the mask and controller with a damp cloth with combination of 1 part plain alcohol, and 9 parts purified water. Do not use any abrasive cleaners
- Do not submerge any component in water.
- Do not allow any liquid into the controller, it is not water proof.
- You can wash the fabric straps in a washing machine on a cold wash only. A warm or hot wash could cause the straps to shrink.
- Allow all components to dry before use.

Troubleshooting

- My system switches on, then switches straight off – check the charge of the battery, usually this is due to not being fully charged.
- My system is not charging - make sure the original charging cable is used and connected to a 5V 2A USB-A outlet.
- I find the system is too bright for my eyes – we offer, for sale, blackout eye guards if needed if your eyes are very sensitive.
- My cable is broken or bent – we sell replacement cables
- My controller is not holding a charge – normally controllers will power the mask for 4-5 sessions. We use a reliable Lithium-Ion battery and like all batteries, these degrade over time. You can obtain a replacement.
- Some LED's are off. You can only see about 4% of Near-Infrared light, it will appear off, but your phone camera should see them. This is normal. Red, Blue, Yellow, will be visible.
- I'm not seeing results – it can take 3+ weeks to see results, it's little and often, we recommend before and after photos.

Specifications

LED Count	Mask:	240	Battery Capacity	1800mAh
	Mask + Neck + Chest	480	Charging Time	3-5 hours
Power / Irradiance	10/20/30 mw/cm2			
Weight				
Mask:	1.2kg			
Mask + Neck + Chest:	1.5kg			
Product Size	Mask	310*190*7mm		
	Mask + Neck + Chest:	310*190*7mm + 330*220*7mm		
Certifications	FDA	Health Canada Cleared		
	CE	Health Canada II Medical Device Facility		
	FCC	TGA		
	ROHS			
Waterproof Rating	None			
Drop Rating	None			
Operating Environment	Temperature	5c to 35c		
	Humidity	85% RH or less		
	Altitude	<= 2000m		
Storage Environment	Temperature	-10c to 45c		
	Humidity	85% RH or less		
	Altitude	<= 2000m		

Warranty

Nothing in this warranty declaration voids or changes any legal rights you have. Kivo guarantees this device for a period of TWO YEARS from the date of purchase (if the device is sold as new, otherwise Kivo guarantees the device for a period of ONE YEAR) against any manufacturing defects or flaws. The battery controller is guaranteed for use for a period of ONE YEAR, and a minimum of 25% retained charging ability within ONE YEAR. Replacement controllers which will work with your Light Therapy System are available to purchase.

Kivo reserves the right to repair or replace any component at its discretion. Any remaining warranty is applicable on any replaced or repaired component of the system.

The warranty is void if any part of the system is:

- Damaged
- Modified in any way
- Serviced by a non-Kivo authorized repairer
- Use of a non-original charging cable or charging voltage
- Affected by water
- Cleaned by any abrasive product or product not authorized by Kivo
- Used with any accessory or product not authorized by Kivo

Kivo is not responsible for any incidental, special, or consequential, damages, howsoever caused from the use of this product. Kivo does not limit or change any right you have in the country you have purchased this system from.

The full system warranty, and information on how to make a claim is available at <https://help.KivoTherapy.com>



Notice & Disclaimer

Kivo Red Light & Near Infrared Therapy panels, masks, and devices can help with pain, healing, skin issues, as well as overall wellness & health. The programmes and products provided are backed by scientific study and successful outcomes.

Kivo products, information, help, and advice - however - are not intended to diagnose, cure, or prevent specific diseases.

The information provided is not intended as medical advice, please consult a qualified health professional prior to using these products or participating in any Light Therapy programmes, and to ensure this product is right for you. If this product is not right for you, you can return it subject to our return policy.

Any claim how-so-ever caused, is limited to the amount of the purchase price of the mask system.

Returns

The current returns policy and procedure for Light Therapy Mask systems are available at myKivo.com

The sanitary film that is applied to the inside of the mask **MUST NOT BE REMOVED**. If the film is removed, then for health & safety reasons we cannot accept the return.

7 days to return for a refund (minus a small restocking and reconditioning fee)

60 days to return for Kivo Credit or exchange for an alternative product

Recycling / Disposal

If you wish to discontinue use of this system and it is operation, please re-use by selling it or giving it to someone. If it is non-operational, please recycle responsibly. You can return to us at any time, and we'll recycle / re-use the device. Please do not dispose of this in the garbage.