



Urgent Field Safety Notice

August 06, 2026

Dear Valued Customer,

Cynosure Lutronic Technology ("Cynosure Lutronic") is committed to providing its users and their patients with safe and effective products. In furtherance of that commitment, Cynosure Lutronic is conducting a field safety notice related to DermaV laser, with software version 1.06 utilizing cryogen gas 1234ZE. We are contacting you because our records indicate that you are currently using this product configuration.

Cynosure Lutronic has identified an issue with the cryogen parameters recommended for certain indications using 1064 nm wavelength. When treating the skin surface containing debris, hair, and/or pigmentation, etc. the current cryogen parameters could potentially result in a spark/loud noise being observed and, in rare cases, result in a patient burn.

Cynosure Lutronic has investigated the clinical parameters and determined the root cause was related to cryogen parameters. Cynosure Lutronic has tested and verified alternate parameters to reduce the likelihood of this occurrence.

We ask that you please discontinue using the previous parameters and utilize the new revised clinical cryogen parameters for treatments that include 1064 nm wavelength for both vascular and laser hair removal applications. The cryogen parameters for protocols using 1064 nm wavelength have been updated as per the tables at the end of this letter. We are also asking all customers to acknowledge receipt and understanding of this letter by signing off at the following link: <https://www.cynosurelutronicemea.com/derma-v-customer-response/>

Filling in this form will prevent further attempts to reach you regarding this letter.

We apologize for the inconvenience that this action may cause you or your practice and thank you for your anticipated cooperation in helping us remedy the issue. If you have questions or need assistance, please contact Clinical Support via email at clinical@cynosurelutronic.com.

Sincerely,

Jaehoon Yoo
CEO, Cynosure Lutronic Technology

A handwritten signature in black ink that reads "Jaehoon Yoo".

Cynosure Lutronic Technology
55 Samwon-ro, Deogyang-gu, Goyang-si, Gyeonggi-do, 10550, Republic of Korea

Facial focal vascular lesion										
Indication	Condition	Skin Type	Wavelength (nm)	Spot Size (mm)	VSP Mode	Pulse Width (ms)	Fluence (J/cm ²)	Pulse Rate (Hz)	Previous ICD Settings	New ICD Settings
Facial Telangiectasia	Red	I-V	1064	8	Sub-Milli	15-20	70-100	Single	15/15/10	15/ 10 /10
	Purple	I-V	1064	8	Sub-Milli	20-30	60-100	Single	15/15/10	15/ 10 /10
Nasal Telangiectasia	Purple	I-V	1064	8	Sub-Milli	15-20	60-80	Single	20/20/10	20/ 15 /10
Periorbital Vein	Blue	I-V	1064	8	Single	15-40	60+	Single	15/15/20	15/ 10 /20

Angioma and venous malformation									
Indication	Skin Type	Wavelength (nm)	Spot Size (mm)	VSP Mode	Pulse Width (ms)	Fluence (J/cm ²)	Pulse Rate (Hz)	Previous ICD Settings	New ICD Settings
Cherry Hemangioma, Spider Angioma (Flat, Small, Red)	I-V	1064	3-5	Sub-Milli	15-30	80-120	Single	15/15/20	15/ 10 /20
Deep & Thick Angioma (Raised, Bluish)	I-V	1064	5	Single	15-30	110-130	Single	15/15/20	15/ 10 /20
Venous Lake	I-V	1064	5	Single	20-40	90-110	Single	15/15/20	15/ 10 /20

Vascular lesions on the leg(s)									
Indication	Skin Type	Wavelength (nm)	Spot Size (mm)	VSP Mode	Pulse Width (ms)	Fluence (J/cm ²)	Pulse Rate (Hz)	Previous ICD Settings	New ICD Settings
Telangiectasia (<1mm, Superficial, Red)	I-V	1064	8	Sub-Milli	15-20	110-130	Single	15/15/10	15/ 10 /10
Spider Vein (1-2mm, Red, Purple)	I-V	1064	8	Single	15-20	110-130	Single	15/15/10	15/ 10 /10
Reticular Vein (2-4 mm, Deep, Blue)	I-V	1064	8	Single	30-40	90-130	Single	20/20/20	20/ 15 /20

Port wine stain									
Indication	Skin Type	Wavelength (nm)	Spot Size (mm)	VSP Mode	Pulse Width (ms)	Fluence (J/cm ²)	Pulse Rate (Hz)	Previous ICD Settings	New ICD Settings
Nodules on PWS	I-V	1064	5	Single	20-40	90-110	Single	15/15/20	15/ 10 /20

Hair removal (all hair types)									
Previous ICD Settings					New ICD Settings				
20/20/0					20/ 15 /0				