

CIRCADIA

CIRCADIA's FAQs

2022

Cleanser FAQ's

Q: Are Circadia's cleansers drying or stripping to the skin?
A: No, our cleansers are not going to change the pH of your skin.

Q: Will the Vitamin Veil Cleanser cause the skin to become oily or break it out?
A: Not usually, but you can double cleanse with a surfactant based cleanser afterwards if your client is oily/acne type.

Q: Should I avoid the Lipid Replacing Cleanser and Amandola Milk Clenaser if my client has a tree nut allergy?
A: Yes, if your customer has a tree nut allergy, they should avoid this product.

Q: Why is the Salicylic cleanser smaller than the other cleansers?
A: It is not designed for daily use. We recommend to use this 1-2x a week only.

Q: Is the Vitamin Veil safe for clients undergoing chemo, radiation etc.?
A: When it comes to chemo & radiation, we recommend to have them consult their doctor prior to using any Circadia products.

Q: What cleansers are pregnancy/nursing safe?
A: At Circadia, we air on the side of caution. The Amandola Milk Cleanser and Cleansing Gel with Salicylic Acid would be contradicted. We recommend to contact your doctor prior to adding products to your regimen while pregnant or nursing.

Q: Can I alternate cleansers?
A: Yes, using more than one cleanser can be beneficial for combination skin.

Q: Best Cleanser for oily skin?
A:Cleansing Gel with Salicylic 1-2 x a week and Lipid Replacing Cleansing Gel.

Q: Is the Lipid cleanser drying?
A: The Lipid can be drying if your client's skin is dry. If they are dry, we recommend the Amandola Milk Cleanser or Micro-Honey Exfoliating Cleanser.

Protect FAQ's

Q: Does your sunscreen leave a cast on the skin?
A: No, our SPF is great under makeup and blends into the skin evenly.

Q: Will your sunscreen blend in on darker colors of skin?
A: Yes, the SPF is great for all skin types.

Q: Will your sunscreen break my clients out?
A: No, the SPF does not have any comedogenic ingredients.

Q: What type of Vitamin C does your Vitamin C Reversal Serum have in it?
A: Magnesium Ascorbyl Phosphate. This is a second generation Vitamin that is non irritating to the skin.

Q: What percentage of Magnesium Ascorbyl Phosphate does your Vitamin C Serum have in it?
10%, which incorporates to a 22% of L-Ascorbic acid on the skin.

Q: Should I use vitamin C AM & PM?
A: Yes, if you are not using a Nighttime Repair product in the PM.

Q: Best moisturizer for chronically dry skin?
A: AquaPorin and Hydralox would be the best for chronically dry skin.

Q: What is the best moisturizer for oily skin?
A:Moisture on Demand is the best moisturizer for combination skin and oily.

Q: Is the SPF waterproof?
A: No SPF is water proof, just water resistant.

Q: Should you apply spf daily?
A: Yes, every 2 hours per the FDA

Protect FAQ's

Q: What are the differences between your retinol products?
The difference is the % of Vitamin A in the products as well as the added active ingredients.

Q: How does Revita-Cyte work?
A: It is a Vitamin A alternative, it reduces fine line and wrinkles as well as increases the Vitamin D expression.

Q: What is the Vitamin A alternative in Revita-Cyte Complex and how does that differ from retinol?
A: The active ingredients stimulate the cell transcription similar to Vitamin A but it is not irritating.

Q: Since Revita-Cyte is a retinol alternative, will my clients need to follow the same precautions with this product to avoid being contraindicated for professional treatments? Can I use vitamin C and retinols together?
A:Your client will not have to avoid treatments and it can be used together with a Vitamin C.

Q: How do I build up tolerance to Vitamin A's?
A: You will want your client to build up tolerance by using every other day application and eventually move to nightly.

Q: What product should I start with if I want to try one that contains Vitamin A?
A:Nighttime Repair would be the best to start with.

Functional Mist FAQ's

Q: How often should you use the mists?
A: The mists can be used throughout the day as well as AM and PM

Q: In what order should you use the mists at home?
A: After cleanser, before serum. It can also be used throughout the day.

Q: How does the mists work? Is it like a toner or different?
A: They are as effective as a serum, but are more convenient in the mist form rather than a toner because it doesn't balance pH.

Q: Are all of the mists considered to be hydrating?
A: Yes, they all contain a hydrating base.

Q: Do you have toners?
A: No, Circadia cleansers are all pH balanced so no need for a traditional toner. This is why we have created functional mists with active ingredients for each skin condition.

Q: Why do the Mists spray so thick?
A: The mists have the purity and potency of a serum.

Q: Can I use a mist instead of activator?
A: Yes, you can use a mist instead of activator.

Q: Do these come in professional sizes?
A: We do not have them in a professional size, we are hoping to release them in the future.

MISC Retail FAQ's

Q: Is there any difference in product formulation between retail and back-bar sized products?
A :No, there is no difference between the backbar and retail formulations.

Q :Will people be able to search for my spa and see that I carry Circadia?
A: Yes, if you are a Platinum partner or above.

Q: How many different retail products do you carry?
A: We have 39 SKUS on our retail section.

Q: Is this product line safe for sensitive skin?
A: Yes, we do have many products in our line that will help with those who have sensitive skin as well as compromised skin.

Q: Is this line effective for all ethnicities?
A: Yes, you will find a variety of protocols for all ethnicities.

Q: Is this a medical grade line?
A: We use medical grade ingredients but sell to all licensed estheticians.

Q: Is Circadia considered as organic or botanical?
A: We use both organic and botanical ingredients.

Q: What are the essential products?
A: A Cleanser of choice per skin condition, Vitamin C Reversal Serum and Light Day SPF.

Q: Are your retail products clean?
A:Yes, Circadia is clinically clean. We are paraben , SLS, fragrance, dyes and skin irritants free.

Backbar Misc FAQ's

Q: What Products does Circadia sell that have the highest ROI?
A: The Cleansers, masks, enzymes and peels.

Q:Why doesn't all the serums come in back-bar sizes?
A:We hope to have all serums in professional sizes soon.

Q: Can I sell back-bar to my clients?
A: No, we do not suggest it as they are heavily discounted for your back-bar treatments.

Q: Can I sell the enzymes or masks to the clients?
A: No, these are professional use only.

Q: What is the basics I need for my back-bar?
A: Cleansers, finishing products, enzymes, and masks are a good backbar to start out with.

Peel FAQ's

Q: What is the difference between a gel based and ethanol peel?
A: Gel peels don't create delayed peeling and need to be timed, neutralized and removed. Ethanol peels create delayed peeling and are dose dependent on layers.

Q: Will my clients experience visible peeling with Circadia's self-neutralizing peels?
A:Yes, they will experience both peeling and flaking.

Q: When will they start peeling?
A :A Customer can experience peeling on day 3-5 after an ethanol base peel is performed.

Q: For your medium to deep peels, do you offer any post peel home care kits?
A: Yes, post peel kits are the best homecare.

Q: Does Circadia have any peels that are effective for Melasma?
A: Yes, MandeliClear and Vitamin A is going to be the best peel for Melasma.

Q: How many treatments does it normally take to see results?
A: In just 1 peel, a customer can see results.

Q: Which products are most beneficial to pre-treat the skin with prior to receiving a chemical peel and for how long?
A: 10-14 days- Vitamin C Reversal Serum, Licorice Mist, Bright White and White Veil

Q: How far apart should I space each chemical peel treatment?
A: Ethanol-2-3 months, Gel once a month

Q: Why can't I use a Jessner peel on Fitzpatrick's 4 and 5?
A: There is a high potential risk with issues of PIP. The MandeliClear was formulated for the skin of color.

Mask FAQ's

Q: How do I mix the firming peptide mask?
A: The bottle is going to state: 2 parts powder & 1 part activator. If the client is younger, you can use more activator.

Q: Are your masks more corrective or are they meant to just provide a spa experience?
A: Both, Circadia masks are very active but also have wonderful spa appeal.

Q: Can the mask be steamed?
A: Yes, they can be steamed but the enzymes are going to be the most beneficial steamed and the Caviar Lime & Passionfruit Mask.

Q: Why does the Marshmallow mask sting some clients?
A: A compromised barrier can result in temporary discomfort when the Marshmallow mask is applied. It is still beneficial for their skin type.

Q:What is the percentage of acid in the Australian Super Berry Australian Mask?
A: The total is 5%, it is 2.5% Lactic and 2.5% Mandelic.

Q: What is the difference between Red Tea and Green Tea Mask?
A: Red Tea contains HA and is great for anti-aging and the Green tea is detoxifying and is great for acne.

Q:How long should we keep the masks on our clients?
A: The mask can be kept on 10-12 minutes except for the Firming Peptide Mask, which you see the best results leaving it on the skin 30 minutes.

Q: Which mask will give my client “THAT glow”?
A: The Caviar Lime Enzyme is the perfect mask to achieve that red carpet glow.

Q: How often can we use the masks?
A: The masks can be used one time per week.

Enzyme FAQ's

Q: How will I know which enzyme is right for my client?
A: **Cocoa** is for Acne/Rosacea/Sensitive.
Raspberry is great for Pigmentation and brightening the skin.
Zymase is going to be for Anti-Aging and overall brightening.

Q: Do I have to use the appropriate activator for each powder? Or can I mix and match?
A: You can mix and match. The smell is going to come from the Activator.

Q:What is the mixing ratio?
A:The Mixing ratio is 2 part activator to 1 part powder.

Q: Do your enzymes need to be steamed to remain effective?
A: Heat and moisture are the best environment for activating the enzymes.

Q:How long does this need to stay on the skin for?
A: The enzyme should be left on for 5-15 minutes.

Q: Can I follow the enzyme treatment with a peel?
A: Yes, a gel peel can be paired with enzyme treatments.

Q: Is the strength in the activator or the powder?
A: The powder is the active part of the enzyme.

Q: Will the enzyme mask create peeling on my customers skin?
A: There will be no delayed peeling from an enzyme.

Q: Why are your enzymes sold separately?
A: To ensure highest potency, they become active when they are mixed together and kept moist.

Q: Should I use mask right away after mixed?
A: Yes, within 10 minutes for the best results.

Q: How often do you suggest using an enzyme?
A: We suggest 2 times per month or 1 time per month for maintenance.

SWiCH FAQ's

Q: Who would be the ideal client for the SWiCH?
A: The more mature the skin the better 37+ would be ideal.

Q: What does this treatment help with?
A: Increasing the skin's energy production, the main skin type age management.

Q: How does this treatment work differently from a peel?
A: Peels induce a controlled wound resulting in increased collagen and elastin. The SWiCH increases cellular energy so the skin can repair from the inside out.

Q: Will the SWiCH cause any visible sloughing of the skin?
A: Some sloughing is normal but not the intent of the treatment.

Q: Why can't I change the protocol to include other modalities, exfoliants ect.?
A: The SWiCH increases cellular energy and is a precise science. No other modalities should be administered during the treatment.

Q: Why is it important to remove the epi-prep so thoroughly and with a cool towel?
A: It may cause the SWiCH solution to penetrate too deep and create peeling or small bumps on the skin.

Q: How many treatments does it take the see a difference?
A: At least 3 treatments to see a noticeable difference.

Q: Can I use SWICH on someone under 37?
A: Yes but the results are better on more mature clients.

Q: What is the downtime with SWICH?
A: There is no downtime for the SWiCH.

Q: Can I buy the SWICH contents separately?
A: Yes, we do offer them separately for purchase.

Q: How often can I preform SWICH treatment?
A: Every 28-30 days

Oxygen FAQ's

Q: How exactly does the Oxygen treatment work?
A: Circadia's oxygen treatment creates a precise amount of oxygen deeper in the skin resulting in reduction of p Acne bacteria, redness reduction and oil reduction

Q: How long does this take?
A: The oxygen treatment itself can take 10-15 minutes.

Q: Does this help with extractions?
A: Yes, the pH equalizer assists in extractions.

Q: Which skin types and conditions is this treatment best for?
A: All skin types, specifically acne and rosacea.

Q: What treatment steps can the Oxygen treatment be combined with?
A: You can combine the enzymes, gel peels and all masks.

Q: What other modalities can be done with the Oxygen Rx treatment
A: Dermaplane, Microderm, HydraFacial and Micro current can be done with the Oxygen treatments.

Q: Can anyone have an Oxygen treatment?
A: Yes! It is great for all skin types.

Q: Can I buy Oxygen kit items separately?
A: Yes, we sell all of the components separately.

Q: What is the downtime expected with Oxygen?
A: There is no downtime.

Q: What should I charge for Oxygen treatment?
A: It is going to vary per location but typically we suggest $110-$150.00.

Q: Do clients have to avoid anything after the treatment?
A: Clients can resume normal skincare routine the evening of the Oxygen treatment.

HydraFacial FAQ's

Q: Which boosters are available?
A: Circadia offers 2 boosters- ChronoPeptide and ProTec Plus. We also offer two homecare kits with 2 signature HydraFacial/Circadia product and 2 Circadia products with each booster.

Q: What are the main differences between the two available boosters?
A: ProTec Plus is going to boost hydration, reduce redness, support microbiome and healthy skin. This booster would be called our red carpet ready booster. ChronoPeptide is going to energize the skin from the inside, reducing fine lines and wrinkles, it is also anti-aging.

Q: Do your boosters come with any available homecare?
A: Yes, each homecare kit contains a booster

Q: Can they be purchased individually or only as a kit?
A: Boosters come in packs of 6 or individually in the homecare kits.

Q: Can they be used after other boosters such as the Gly/Sal ect.?
A: Yes, you can use multiple boosters in one treatment. You will see more details about this in our HydraFacial protocols.

Q: Can I use the HydraFacial boosters with other services?
A: Yes, you can use the HydraFacial device and booster with Oxygen, Gel peels and all Circadia treatment masks.

Q: Do the boosters fit in the handheld of the generic version of HydraFacial?
A: No, unfortunately they were created for the HydraFacial MD handheld only.

Q: Does Circadia sell HydraFacial machines?
A: We do not sell the directly but if you let your Circadia Representative know we would be happy to introduce you to your area HydraFacial Representative.

Q: Where can we get the products?
A: Circadia Boosters and homecare can be purchased from either HydraFacial or Circadia.

WELL FAQ's

Q: How do you incorporate the CBD booster in the treatment room setting?
A: Simply cocktail 3 drops of Serum Booster into the moisturizer/ mask. If you are trying to treat the client for severe inflammation or irritation - apply directly to the skin.

Q: What are the benefits of enhancing a facial with CBD?
A: CBD balances the skin to work properly. This includes controlling oil production, hydrating, locking in moisture, reduces inflammation, and calms irritation.

Q: How much should I upcharge when I enhance a facial with WELL CBD?
A: Normal upcharges for a CBD facial are between $20 - $40, depending on your clientele.

Q: Is it legal to use in every state?
A: CBD is legal in every state, but you should also check with your local esthetics and massage board.

Q: Where can I order it?
A: You can order your WELL CBD Products directly from your favorite Circadia representative.

Q: Is it pregnancy/nursing safe?
A: Because WELL Products do not contain THC, it is safe for women who are pregnant. However, they should always check with their doctor first.

Q: Will I get high?
A: No. All WELL Products contain ZERO THC - the compound that gets you high.

Q: Is it organic?
A: WELL Products are not CERTIFIED Organic. However, the ingredients are grown using organic practices. They are also third party tested to ensure that they are clean, free of all metals and pesticides.

Q: Does it smell like marijuana?
A: No. All products have either no smell at all, or are scented with high quality essential oils such as lavender, lemongrass, and tea tree.

Q: Will I be able to pass a drug test?
A: All drug tests are different. You SHOULD pass the test since all products contain ZERO THC, but we cannot guarantee it.

Q: What are the best WELL products?
A:he top selling retail product is the Body Cream. The lemongrass essential oil is always a winner, and it is our best selling pain cream. The serum Booster is our top selling face product. Not only is it extremely effective, but very versatile - and ESTY BESTY!

Q: Which products have CBD in them?
A: All of WELL PRODUCTS contain CBD, except the Rose Quartz Gua Sha Stone.

Q: Why isn't WELL on the website?
A: Even though WELL is legal, the banking system has not caught up to it, and most credit card processors will not approve any sales that include CBD in the description. Congress is set to pass it through by summer time, but until then we are keeping it off the website.

Q: Is actual THC in the products?
A: No, zero THC is in the product.

Q: Are these safe for everyone?
A: Anyone can use WELL Products safely. However, CBD does contain the same natural enzyme that is found in grapefruit. So if the client is not allowed to eat grapefruit, they should check with their doctor to make sure it is ok to have treatments with CBD products.