

FOR IMMEDIATE RELEASE

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Beware of Counterfeit M22™ Devices: How to Identify Authenticity

A few concerning videos have recently gone viral on Xiaohongshu (小红书), depicting some customers' alarming discovery of counterfeit M22™ devices at two local medical spas ([Medi Spa A](#), [Medi Spa B](#)) in the Orchard Road vicinity.

As the largest provider of authentic M22™ treatments in Singapore, SkinLab The Medical Spa is deeply troubled by this revelation and feel compelled to raise awareness about the dangers associated with counterfeit medical devices, particularly fake M22™ units.

M22™, manufactured by Lumenis, is a multi-mode and application device that is designed to treat over 30 skin conditions, including acne, pigmentation and vascular lesions. However, the proliferation of counterfeit products poses significant risks to unsuspecting consumers, underscoring the urgent need for education and vigilance in distinguishing between authentic and fake devices.

Moreover, if left unchecked, this has the potential to tarnish Singapore's reputation as a safe and reliable country for aesthetic treatments.

To safeguard the well-being of consumers, it is imperative to understand the distinguishing features of genuine M22™ devices. The first and most obvious of which is the colour of the machine – in Singapore, the sides of the machine should be outlined in blue. **The version in gold is only available in China.**



“The real gold versions of M22™ are only sold in China because of the need to differentiate the different stages of CFDA approval. As of now, there are no sales records to the implicated establishments,” Ben Yeung, Regional Sales Director (AES) of Lumenis stresses.

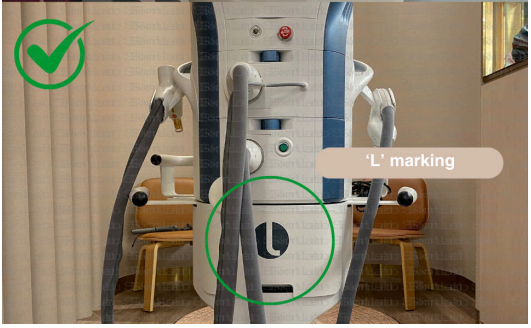
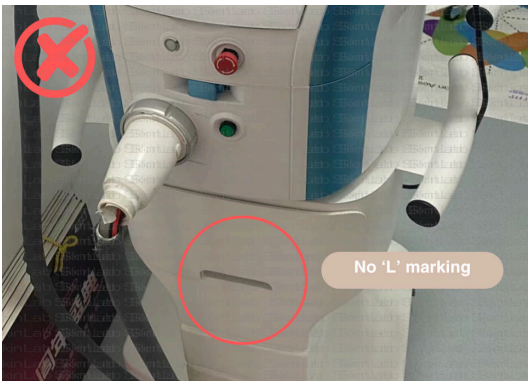
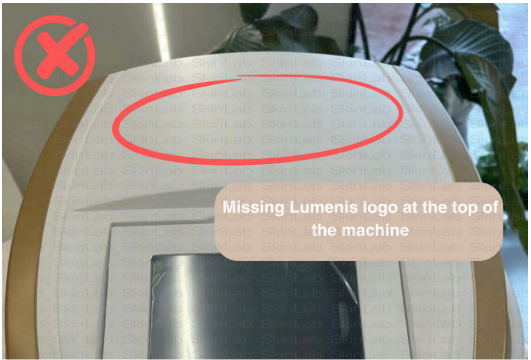
Here are several other key indicators to help discern between authentic and counterfeit products:

M22™ Logo Colour: The M22™ logo should be in silver.



Lumenis Logo: Authentic M22™ devices prominently display the Lumenis logo at the top of the machine (above), while counterfeit versions may not.

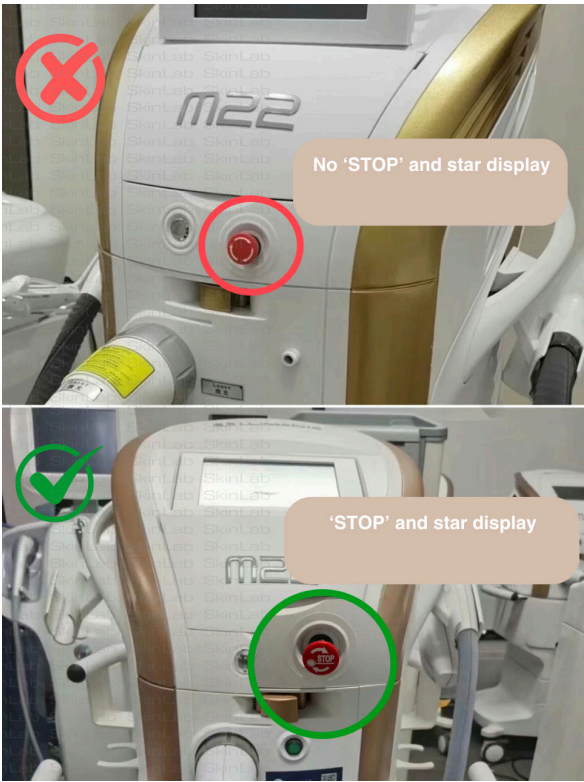
Similarly, the back of the machine should also have the shortened Lumenis logo, 'L' (below).



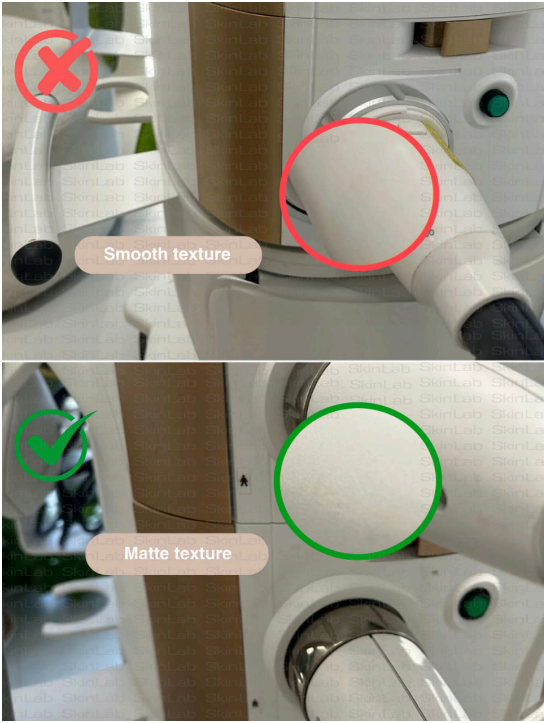
Lumenis Spelling: Counterfeit devices may feature misspellings such as "Luments" instead of the correct spelling, "Lumenis", on the screen.



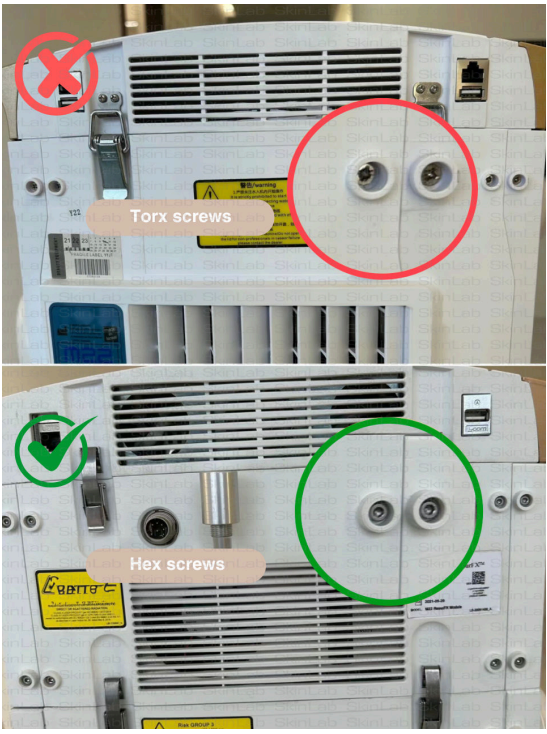
STOP button: The red stop button should display a 'stop' and star sign.



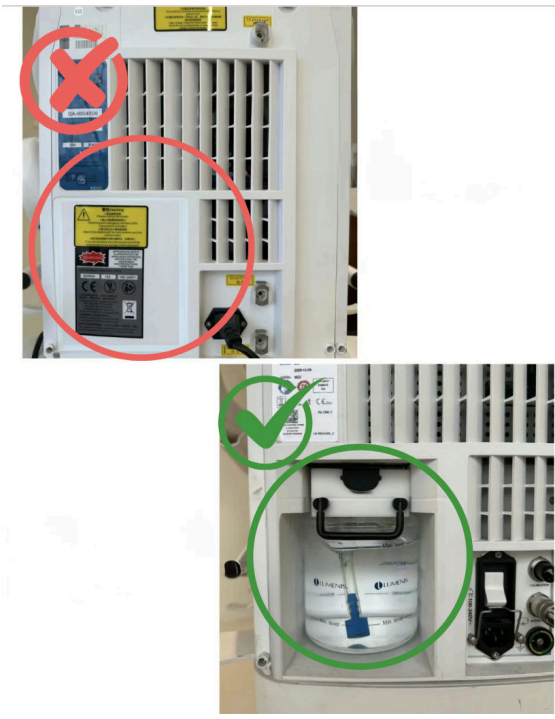
Texture of Connector: The connector at the back of the machine should be of matte texture.



Screws: The presence of hex screws on the back of the machine, rather than torx screws, is another key distinguishing feature of authentic M22™ devices.



Cooling Hand Bottle: Genuine M22™ devices are equipped with a hand bottle at the back for cooling, minimising the risk of burns during treatment.



Button Colour and Fuse: Genuine M22™ devices have a green power button and a fuse that comes in a grey, sponge-like material.



Universal IPL Handset: Genuine handsets are labeled with "Universal IPL".



USB Slot: Authentic devices include a USB slot for data transmission.



Specific Wavelengths: Authentic M22™ devices are calibrated with specific wavelengths tailored to treat various conditions e.g. 515nm for acne.



**Please note that the above list is not exhaustive, as counterfeit products may vary in their features and presentation due to the numerous manufacturers producing fakes. Currently, Venusys Medical is the sole distributor of M22™ in Singapore and Malaysia.*

As a reputable skin care provider, SkinLab The Medical Spa is committed to upholding the highest standards of quality and safety. We proudly offer authentic M22™ devices, accompanied by a Certificate of Authenticity, to reassure our clients of their legitimacy.



With the largest inventory of M22™ devices in Singapore, we also collaborate closely with Venusys Medical on patient education.

“The emergence of counterfeit M22™ devices is deeply concerning. At SkinLab The Medical Spa, safeguarding the authenticity and safety of our treatments stands as our utmost priority. Together with our partners at Venusys Medical and Lumenis APAC, we remain steadfast in our mission to educate and empower individuals, ensuring they receive the highest quality care possible,” shares Dr Kelvin Chua, Founder of SkinLab The Medical Spa.

We urge consumers to exercise caution when seeking dermatological treatments and to prioritise their safety above all else. By choosing authorised distributors and verifying the authenticity of medical devices, individuals can mitigate the risks associated with counterfeit products, such as skin damage and ineffective outcomes.

For any media enquiries or further information regarding M22™ devices, please reach out to Jolene Goh at jolene@skinlabmedspa.com or Clara Tan at clara@skinlabmedspa.com.

Additionally, members of the public can contact contact@skinlabmedspa.com for assistance or [Lumenis](#) if they wish to verify the legitimacy of machines.

About SkinLab The Medical Spa

SkinLab The Medical Spa integrates the pampering, attentive yet unobtrusive service of a world-class spa with the most advanced of aesthetic techniques and cosmetic dermatology. In this facility, we create non-invasive, non-surgical, safe and effective beauty solutions to treat mind, body and soul.

Our Medical Spa has built a reputation of excellence by providing treatments to consistently high standards.

Our beauty therapists have a minimum of five years local and international experience and are CIDESCO and CIBTAC-certified. They also undergo continuous weekly assessments and on-the-job training. At SkinLab The Medical Spa, we carry a range of the latest well-researched and authentic machines and products, including Lumenis M22™, Hydrafacial and LDM Triple.

SkinLab The Medical Spa is part of SL Aesthetic Group, which also owns SL Aesthetic Clinic, TrichoLab and The Lifestyle Medical Clinic.