



Frequently Asked Questions & Answers

Our Products

Where are your products manufactured?

All our tools are made in China at a range of specialist factories. Our wet goods are made in Somerset by a highly reputable and ethical manufacturer.

Are your products tested on animals?

None of our products are tested on animals. Our wet goods are approved and certified by the Vegan Society.

How 'clean' are your oils and bathing products?

Our products do not contain phthalates, sulphates, petrochemicals, parabens, GMOS, mineral oils, petrolatum, propylene glycol, synthetic colours or fragrances. All our wet goods are vegan approved.

Can I use any oil on the face or body?

Yes, you can continue using another brand of oil to work with the tools, however, Hayo'u Beauty Oil and Body Oil have been specifically formulated to be used as part of the gua sha technique due to it being medium weight, meaning it does not absorb into the skin too quickly. It can also be used on sensitive skin types. Please note the Beauty Oil and Body Oil contain almond oil. Please see our ingredients list to check that it is suitable to use on your clients.

How do you clean the tools?

We recommend that tools are always cleaned between treatments with an anti-bacterial soap or wipes. Gently clean under running water and place in natural sunlight or dry with a tissue. If you have a UV cabinet, the tools can be placed in it after they have been cleaned. Where possible we recommend that clients purchase or bring their own tools to a treatment to keep cross contamination to a minimum.

For a holistic approach to cleansing the crystals, wash the crystal under cold running water then submerge in cold salt water from 1 minute to 3 hours. Ground the crystal by putting in the garden for 12 hours. If you don't have a garden put it in a plant pot for 24 hours. Once grounded put the incentive into the crystal of what you would like it to do for you for the next 30 days. Repeat each month.

Due to the Body Bamboo Tapper being made from natural bamboo it is not suitable to clean these tappers. We would always recommend that a client purchases or brings their own to use in a treatment.

Our Products

What's the difference between jade, rose quartz and clear quartz?

Our three Beauty Restorers have three marked differences:

Jade is a restorative crystal that is suitable for all skin types and is used to balance yin and yang energy. In Chinese medicine, it is believed that jade is 'earth's gift to mankind' and is the crystal that we use to fundamentally balance the body. It can be used on all skin types at any time of the day. Our Beauty Restorer Jade is what brought gua sha to the market and has won multiple awards. You can use the Beauty Restorer Jade at any time of the day throughout your treatments.

Rose Quartz is believed to tonify the heart qi, which makes it the ideal skincare choice. A strong heart helps to maintain healthy blood flow and circulation, which ensures that the skin gets all the nourishment it needs. The morning is the optimal time of day to use rose quartz, working with the body's natural energy patterns for the rest of the day. It also has cooling properties making it the perfect solution for sensitive or reactive skin. Our Beauty Restorer Rose Quartz is perfect to use on your morning clients up until 1 pm.

Clear Quartz, known as the 'Master Healer', because of its healing properties, soothes and calms the skin. It is perfect for stressed and tired skin making it a great tool for evening, although it can be used at any time of the day.

You can use all 3 Beauty Restores in a treatment, we would

recommend starting with Jade then to follow on to Rose Quartz finishing with Clear Quartz. We recommend never to mix the crystals just to use one set of each crystals at a time

Why is the Body Restorer metal and not made from a crystal?

The Body Restorer is made from medical grade stainless steel. This unique expertly designed tool has been specially crafted to work much deeper into the muscles and joints and will achieve the desired results in as little as one minute.

What is the difference between a roller and your beauty restorers?

Rollers are traditionally used as a delicate massage to help smooth the skin and encourage lymph drainage. Unlike a roller, our Beauty Restorers allow you to work deep into the facial muscles and fascia for tension release. The treatment removes any build-up of lactic acid, boosts circulation and encourages lymphatic drainage. The curved points are used to activate specific acupressure points on the face and ensure good Qi flow and release stagnation. Holding the tool flat against the skin works in exactly the same way as a roller, press hold over the eyes to soothe and glide over the surface of the skin. Unlike a roller the Beauty Restorers won't fall apart, are multi-purpose, sustainable, a one-off purchase and will last a lifetime.

Treatments & Rituals

When to introduce gua sha into your facial routine?

Leaving your facial oil during the treatment

01. Cleanse
02. Tone
03. Exfoliate
04. Mask
05. Serum
06. Wait for a minute for the serum to penetrate into the skin
07. Facial oil
08. Gua sha routine
09. Blot skin with rice paper
10. Eye cream
11. Moisturiser
12. SPF if using one

Removing the facial oil during the treatment

01. Cleanse
02. Tone
03. Exfoliate
04. Mask
05. Apply face oil
06. Gua sha routine
07. Wash face with cool water and cleanser
08. Serum (Wait for a minute for the serum to penetrate into the skin)

09. Eye cream
10. Moisturiser
11. SPF if using one

Are your rituals safe to practice when pregnant?

Please consult your midwife or GP before using any of the Hayo'u tools in case of individual contraindications.

I've recently had botox, chemical peel and fillers, can I use your face tools?

The Beauty Restorer can be used on all untreated areas of your face, to even out the difference between the Botox and untreated skin.

If you'd prefer to work over Botox or fillers with your Hayo'u tool, we'd advise you to wait 28 days after fillers and 14 days after Botox. During that time only use your Hayo'u tool on other areas of the face. When going over an enhancement, go very gently over the area with light strokes, the Beauty Restorer Precision works best on these areas.

Treatments & Rituals

How often should my clients use the tools?

Ideally, we recommend using them twice a day, for at least one minute, once in the morning and once at night. However, your client will still see the benefits if they use it less than this as the results are instant.

Will using the beauty restorer on facial veins cause more damage?

If you suffer from facial veins, it is best to leave out the “press stroke” technique and use the tool in a different way. Just hold the Beauty Restorer over the affected area and allow it to warm up naturally. Then, turn it over and repeat. Rather than using the rounded edge of the tool, use the flat stone and gently sweep along the contours of the face. The Beauty Restorer Jade is the perfect tool for this.

Then very gently press stroke the rounded edge of the Beauty Restorer over the décolletage area, to allow heat to come out at chest level rather than travelling up into the veins. If there are veins there too, work instead of over the sternum where the heart is. Katie’s Qi Gong and meditation classes are a great add onto help balance the body.

We recommend using Hayo’u Beauty Oil as the ingredients work very well for facial veins.

Sha has appeared after performing gua sha, is this normal?

The sha (redness on the skin) is a positive sign but please allow it to go completely before you work that area again. The sha can last from up to 1 day to 5 days, this varies on each client. It is important to warn clients before commencing the treatment of the redness (sha) that can appear, letting them know it will subside. Some skins do not sha, however they still obtain all the same benefits.

If your client suffers from acne

You should avoid performing gua sha over the areas of congestion. Use the Beauty Restorer Precision to work around any affected areas, and using the curved edge of the tool, perform circular movements. After you’ve treated each area of congestion, hold the Hayo’u Beauty Restorer Rose Quartz tool flat on the affected area for up to 30 seconds. You can place it in a bowl of ice-cold water throughout the treatment and simply press the flat side to the skin. Follow the deeper practices by our founder Katie Brindle on her website www.katiebrindle.com for further advise and downloadable fact sheets.

Treatments & Rituals

If your client suffers from rosacea

You should avoid performing gua sha on your client's cheeks if they suffer from rosacea. However, the Beauty Restorer Rose Quartz can be held against your cheeks to cool and soothe redness. Place it in a bowl of cold water throughout the treatment and simply press the flat side to the affected areas.

Chinese Medicine sees rosacea as the body is pushing heat created by inflammation up and out, away from the organs where it can do damage. It uses the excretory function of the skin to release the heat. The issue is that it damages the tiny capillaries, and you end up with the symptoms your clients may have. So, you need to clear the heat from where it's being produced. Using your Beauty Restorer gua sha the chest to expel the heat through the unaffected areas of the skin. Press-stroke the tool on the chest area, 8 strokes at a time, encouraging the skin to redden. Remember not to use on skin that's broken or over moles. The redness will go down quickly and over time won't appear at all – this is when the heat has been cleared.

Follow the deeper practices by our founder Katie Brindle on her website www.katiebrindle.com for further advise and downloadable fact sheets.

If my client is visiting a spa when should they have a Hayo'u treatment?

We always advise that a client avoids direct heat (intense sunlight and sunbeds) and indirect heat (sauna, hot bath, shower) for 48 hours after a gua sha treatment.

We recommend that they have any treatment involving gua sha at the end of their spa session.