

Vendor Questions for Aesthetic Services

DEVICE FUNCTIONALITY & CLINICAL USE

- Which clinical conditions does this device treat effectively (MGD, ocular rosacea, lid laxity, periorbital skin concerns)?
- Is this device specifically designed for periocular and eyelid use?

Some devices were built for dermatology and later adapted. You want to know which is which.

- What clinical data supports this device for ocular or periocular treatments?

Not all IPL/RF devices have ocular-specific research.

- Are there different handpieces or settings for dry-eye patients versus cosmetic patients?

SAFETY

- What safety features protect the eyelid and ocular structures during treatment?
- What are the contraindications and how often do complications occur?
- What eye-protection methods and safety steps are required for periocular treatments with this device?

TRAINING

- What does a typical treatment appointment look like from start to finish?
- How steep is the learning curve and what does onboarding look like?
- What training is included for my staff and how is it delivered (live, on-site, virtual)
- What level of staff (OD, technician, aesthetician) can legally operate the device in my state?

Vendors often know typical scope limits, but this helps you identify things to confirm later.

MAINTENANCE, WARRANTY, & SUPPORT

- What does the service contract include and how long does it last?
- How quickly can a technician respond if the device goes down?
- Are software or firmware updates included, and how often are they released?
- What parts or consumables require regular replacement?

FINANCIAL CONSIDERATIONS

- What are the consumables or per-treatment costs?
- What is the full cost of ownership over the first three years (incl. device, service, consumables)?
- Is financing available and what payment structures do you offer?
- What financing, promotions or upgrade paths are available if my practice expands later?

PRACTICE FIT

- What types of patients benefit most from this device?
- How many monthly treatments do your average OD customers perform?

This helps set realistic expectations for ROI.

- What marketing or patient-education support is included?
- Is the platform expandable with new handpieces or treatment modes?
- How does this device fit within a broader eye spa or aesthetics service line?

REGULATORY & COMPLIANCE

- Is this device cleared for periocular or eyelid use by the appropriate regulatory agencies?
- Do you provide templates for consent forms, contraindications and safety documentation?