

Frequently Asked Questions (FAQ)

Full product line reference for providers, representatives and patients. Restructured into eleven sections, with the existing question set and the newly added questions and answers combined in one place.

HOW TO USE THIS DOCUMENT

The FAQ is organized into eleven sections covering the full KeraFactor product line, from formulation and safety through in-office protocols, home care, devices, results and ordering. Each question appears once, in the section where a provider or patient would look for it first.



SECTION STRUCTURE

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What is KeraFactorMD serum?

Based on six years of extensive research to address thinning hair, the patented KeraFactor® formula combines a set of biomimetic (bio-identical) polypeptides for scalp revitalization. The customized formula provides growth factors typically deficient in the scalp during hair loss or poor hair health. Other topical products include only a few growth factors, and no other commercially available topical consists of the complete set included in the KeraFactor® formula. Our proprietary and patented technology allows the formula to contain significantly higher concentrations of each growth factor.

Who developed KeraFactor?

KeraFactor was developed by board-certified dermatologist Amy Forman Taub, MD, FAAD, and biotechnology expert James Bartholomeusz. Together, they combined dermatologic expertise with advanced biotechnology to create formulas focused on scalp health, hair biology, biomimetic proteins, and targeted topical delivery systems.

Is KeraFactor a drug?

No. KeraFactor topical products are cosmetic products and do not contain pharmaceutical hair-growth drugs or hormones. They are designed to support the condition of the scalp and the appearance of fuller, thicker, stronger-looking hair.

Is KeraFactor FDA approved or cleared?

Cosmetic products are not “FDA approved” in the same way as prescription drugs or medical devices. KeraFactor cosmetic products are manufactured and marketed in accordance with applicable cosmetic regulations.

The KeraFlex Laser Cap and KeraFlex Duo are FDA-cleared low-level laser therapy devices for use within their cleared indications and patient populations.

Is KeraFactor safe for men and women?

KeraFactor products are designed for use by adult men and women. Individual suitability may depend on medical history, scalp condition, allergies, medications, pregnancy status, and the cause of hair loss. Patients with a diagnosed medical condition or unexplained hair loss should consult a qualified healthcare provider.

Is KeraFactor safe for all hair types, scalp types, and ethnicities?

KeraFactor can be used across different hair textures, hair types, and ethnicities. Because scalp sensitivity and underlying causes of hair loss vary between individuals, patients with an inflamed, reactive, infected, or medically compromised scalp should speak with a healthcare provider before beginning a new regimen.

Is KeraFactor safe for color-treated or chemically processed hair?

Yes. KeraFactor home-care products may generally be used with color-treated, bleached, relaxed, or chemically processed hair. The Scalp Stimulating Solution is applied directly to the scalp rather than the length of the hair.

Patients should follow the aftercare instructions provided by their hairstylist after a chemical service and avoid applying products to a scalp that is irritated, burned, broken, or unusually sensitive.

Can KeraFactor be used alongside minoxidil or finasteride?

KeraFactor products may be incorporated into a physician-directed hair-care plan that also includes minoxidil or finasteride. Each product has a different role, and KeraFactor is not intended to replace a prescribed treatment.

Patients should ask their healthcare provider how to sequence products and whether any waiting period is appropriate between applications.

Has any KeraFactor product won any awards?

Yes. KeraFactor has received recognition from leading beauty and aesthetic organizations for its innovation and performance, including:

- Best Hair Restoration Treatment Specialists, Global Excellence Awards (2025)
- Brows by KeraFactor, Los Angeles Magazine Best of Beauty Award (2025)

KeraFactor has also been featured by leading beauty and lifestyle publications and media outlets, including People en Español, Allure, Skin Anarchy, Yahoo, WGN and others, for its science-driven approach to scalp health and hair care.

Has KeraFactor been featured in published clinical studies?

Yes. KeraFactor and KeraFactor-supported protocols have been evaluated in clinical and observational settings, including combination protocols involving professional energy-based devices. A pilot study published in *Hair Transplant Forum International* (March/April 2022) evaluated a fractional 1927 nm thulium laser combined with topical application of a growth factor serum — the KeraLase protocol — in ten subjects with mild to moderate androgenetic alopecia.

PILOT STUDY AT A GLANCE

10 Subjects, 7 male and 3 female, ages 29–50, Norwood Ia–IIb	~25% Increase in hair density at peak response versus baseline	~45% Increase in individual hair diameter at peak response	6 mo. Improvement still significant at the 24-week follow-up
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Percentages are approximate group averages read from the published trichoscopic data at the peak assessment point; they require internal confirmation before external use. All ten subjects completed the protocol, reported no side effects beyond transient mild erythema lasting one to two hours, and were satisfied with their results. Three treatments at four-week intervals performed comparably to more frequent schedules, and the authors concluded it is the preferred protocol. Limitations: small population and no control group.

Taub AF, Calderhead RG, Li J. Fractional Thulium Laser Combined with a Topical Growth Factor Serum Increases Hair Density and Thickness in Male and Female Androgenic Alopecia: A Pilot Study. *Hair Transplant Forum International*, March/April 2022. [Read the study](#)

02 General Safety and Formulation

Is KeraFactor vegan?

No. KeraFactor products are not vegan.

Certain KeraFactor formulas contain silk amino acids and PDRN (polydeoxyribonucleotide), which are animal-derived ingredients. Because of these ingredients, KeraFactor products do not meet the criteria to be considered vegan.

KeraFactor is committed to using ingredients selected based on their scientific rationale, safety, and performance in supporting scalp and hair health.

Is KeraFactor free of animal testing?

Yes. KeraFactor does not conduct animal testing on its finished cosmetic products and does not test its products on animals.

Is KeraFactor gluten-free?

KeraFactor products are formulated without intentionally added gluten-containing ingredients.

Individuals with severe allergies or medically diagnosed sensitivities should review the current ingredient list and consult their healthcare provider, because cosmetic manufacturing facilities may process multiple materials.

Is KeraFactor fragrance-free?

Yes. KeraFactor products are fragrance-free and do not contain added fragrance.

The KeraFactor® Scalp Stimulating Shampoo and Conditioner contains menthol, which provides its naturally fresh, minty scent and cooling sensation. The scent comes from the menthol itself, not from added fragrance.

Is KeraFactor free of parabens, sulfates, hormones, and drugs?

KeraFactor scalp products are formulated without hormones, pharmaceutical hair-growth drugs, parabens, SLS, or traditional harsh sulfate cleansing agents.

Because formulations can vary by product and may be updated, customers should review the ingredient list on the individual product packaging for the most current information.

Is KeraFactor free of PFAS and BPA?

Yes. KeraFactor products are formulated without intentionally added PFAS (per- and polyfluoroalkyl substances) and BPA (bisphenol A).

Is KeraFactor suitable for sensitive or reactive scalp types?

KeraFactor is designed with scalp care in mind, but no topical product can be guaranteed to be suitable for every sensitive or reactive scalp. A patch test is recommended before full use.

Do not apply the product to broken, infected, actively inflamed, sunburned, or severely irritated skin. Discontinue use and consult a healthcare provider if significant irritation develops.



03 Who Is This For

This section covers efficacy — who KeraFactor will and will not help. Candidate and non-candidate questions are kept together so the reader gets the full picture in one place. Safety exclusions are covered in Section 04.

Who is an ideal candidate?

- Patients with androgenetic alopecia — gradual loss over the crown, frontal recession, or thinning of the part.
- Patients experiencing telogen effluvium — sudden hair loss three to six months after a stressor such as childbirth, COVID, surgery, sudden weight loss, or a thyroid imbalance being managed by a physician.
- Patients with poor scalp conditions.

Who is not a candidate?

- Patients who have or have been diagnosed with skin cancer on the scalp should not use KeraFactor® products without their physician's approval.
- Patients with an active scalp infection should not use KeraFactor® products.
- Any patient who experiences an allergic reaction to KeraFactor® products should stop using them immediately and be examined by a dermatologist.
- Patients with bald spots that have been persistent for an extended period of time.
- Patients experiencing alopecia areata, frontal fibrosing alopecia, Lichen Plano Pilaris, trichotillomania, or scarring alopecia.



Can KeraFactor help with postpartum hair loss?

Postpartum shedding is common and is typically caused by temporary hormonal changes that shift more hairs into the shedding phase of the hair-growth cycle. Once breastfeeding has ended, KeraFactor® Scalp Stimulating Solution may be incorporated into a scalp-care routine to support the appearance of fuller, thicker, healthier-looking hair.

Hair loss that is severe, prolonged, patchy, or accompanied by other symptoms should be evaluated by a qualified healthcare provider to rule out other underlying causes.

KeraFactor® Scalp Stimulating Solution was recognized by board-certified dermatologist Dr. Viktoryia Kazlouskaya in Allure magazine's "8 Best Hair-Growth Serums, According to Dermatologists" as a recommended option for postpartum hair concerns.

Important : KeraFactor® Scalp Stimulating Solution is not intended for use during pregnancy or while breastfeeding. It should only be used after breastfeeding has ended.

Can KeraFactor help with hair loss caused by stress or illness?

Stress, fever, surgery, infection, nutritional deficiencies, and other illnesses may trigger increased shedding known as telogen effluvium. KeraFactor may support scalp condition and fuller, healthier-looking hair, but it does not treat the underlying medical trigger.

Sudden or persistent shedding should be evaluated by a qualified healthcare provider.

Can KeraFactor help with medication-induced hair loss?

Some medications may contribute to shedding or changes in hair density. Patients should not stop or alter a medication without speaking with the prescribing healthcare provider.

KeraFactor may be used as a supportive cosmetic regimen when medically appropriate, but it does not reverse the effects of a medication or treat the underlying condition.

Is KeraFactor suitable for someone just starting to notice thinning?

Yes. KeraFactor may be incorporated when someone first notices changes in hair fullness, density, strength, or scalp condition. Early evaluation is still important because hair thinning can have genetic, hormonal, nutritional, inflammatory, autoimmune, or medication-related causes.

Can KeraFactor be used as a preventative treatment?

KeraFactor may be used proactively to support scalp condition and maintain the appearance of healthy, fuller-looking hair. It should not be described as preventing a medical hair-loss condition.

Patients with a strong family history of hair loss or early signs of thinning may benefit from a professional evaluation and a consistent, long-term care plan.



04 **Contraindications and Precautions**

This section covers safety — who should not use the product regardless of efficacy.

What are the contraindications for KeraFactor®?

Not intended for use by people who are pregnant, nursing, or under the age of 18, or by any patient with an active scalp infection, sunburn, or a history of skin cancer on the scalp.

Can KeraFactor be used during pregnancy or while nursing?

No. KeraFactor products are not recommended for use during pregnancy or while breastfeeding.

Because safety has not been established for these populations, KeraFactor recommends waiting until after pregnancy and breastfeeding have ended before beginning treatment.

Patients who are pregnant, planning to become pregnant, or breastfeeding should consult their obstetrician or healthcare provider before starting any new scalp-care products or treatments.

Is KeraFactor safe for patients under 18?

KeraFactor products and devices are intended for adults unless otherwise directed by a qualified healthcare provider. Hair loss in a patient under 18 should be medically evaluated before treatment, because pediatric hair loss may have different causes and management requirements.

What should a patient do if they experience an allergic reaction or irritation?

Stop using the product immediately. Gently rinse the affected area and do not reapply the product until the reaction has been evaluated.

Seek medical attention promptly for significant swelling, blistering, hives, eye involvement, difficulty breathing, or other signs of a serious allergic reaction. Providers should document the product, lot number, symptoms, application method, and timing of the reaction.

Can KeraFactor be used on a sunburned scalp?

No. Do not apply KeraFactor products or perform microneedling, laser-assisted delivery, or other scalp procedures on sunburned, broken, or acutely irritated skin. Wait until the scalp has fully recovered, and seek medical guidance if symptoms are severe.

What should a provider do if a patient has a history of scalp skin cancer?

A history of skin cancer on the scalp is generally considered a contraindication until the patient has been evaluated by their treating physician.

Patients with a history of scalp skin cancer should be evaluated and cleared by their treating dermatologist or oncologist before beginning any KeraFactor topical or device-based scalp treatment.

Do not treat directly over any suspicious, changing, previously cancerous, or incompletely healed lesion without explicit medical authorization. Patient safety and appropriate medical oversight should always take priority.



What is the importance of a nanoliposome?

Each of the KeraFactor® growth factors is individually wrapped in its own protective nanoliposome shell for increased skin absorption. The “nano” liposome has a particle size of under 200 nm to ensure absorption via the hair duct into the epidermis, at the sebaceous gland and bulge area. Our nanoliposomes contain thousands of each specific growth factor.

How do we get high concentrations of growth factors?

Most of the growth factors included in the KeraFactorMD serum have been very difficult to synthesize in the past. As a result, available topical formulations do not have these growth factors, or have low concentrations of some of them. Our growth factors are synthesized in high concentrations and wrapped in nanoliposomes separately through proprietary and patented manufacturing processes. Currently, KeraFactor® is the only family of products on the market that includes all of these growth factors, each in relatively high concentrations.

What is a Nanofluorosome™?

KeraFactorMD serum contains a potent anti-inflammatory and anti-androgenic compound wrapped into our nanoliposome — a new technology called Nanofluorosome™. The fluorescent compound can be activated using a red-light laser, which significantly increases the proprietary compound's effectiveness, making it a localized, specific response to poor scalp circulation and DHT.

What is the advanced science behind KeraFactorMD serum?

KeraFactorMD serum contains one new growth factor, Follistatin, and two new compounds, PDRN and Nanofluorosomes™, to accelerate the original serum's effectiveness. The improved serum has DHT-blocking capability, amplifying the results already seen with the original formula.

In addition to Follistatin, polydeoxyribonucleotide (PDRN) has been added to stabilize the hair follicle on a cellular level. PDRN has been used to improve the consistency of PRP injections by boosting cellular activity and cell turnover. Combined with the other eight growth factors in the serum, it creates a more stable and effective scalp treatment formula.

PDRN enhances cell regeneration, promoting healing, repairing and rejuvenating the scalp from the inside. It boosts collagen production, strengthens the scalp, and provides an ideal foundation for growing thicker and healthier hair.

Why target DHT?

Dihydrotestosterone (DHT) plays a major role in androgenetic alopecia, or pattern hair loss. In genetically susceptible individuals, DHT contributes to the gradual miniaturization of hair follicles, resulting in finer, shorter hairs and reduced hair density over time.

Prescription five-alpha-reductase inhibitors such as finasteride work by reducing the body's production of DHT, and are among the most effective medical treatments for androgenetic alopecia. However, because these medications act systemically, some patients prefer non-prescription approaches or are not candidates for these therapies.

KeraFactor takes a different approach by supporting scalp health through topical biotechnology. The KeraFactor platform combines proprietary curcumin-based Nanofluorosomes™, which have demonstrated anti-androgenic activity, with FDA-cleared low-level laser therapy using the KeraFlex Laser Cap. Together, these technologies are designed to support a healthy scalp environment while addressing one of the biological pathways associated with androgenetic hair loss, without hormones or prescription drugs.

PART TWO — INGREDIENTS

What does biomimetic mean?

Biomimetic means the compound is made with the same chemical structure as the human version, mimicking the functions of compounds produced naturally by the body. The KeraFactorMD serum includes only synthetic compounds. It does not contain any compounds extracted from plants, animals, or humans — for example human cord blood, stem cell media, or bone marrow.

How many growth factors does KeraFactor contain?

The number of biomimetic growth factors and skin proteins varies by product, to best support its intended use.

PRODUCT	COMPOSITION
KeraFactorMD In-Office Serum	6 biomimetic growth factors and 2 skin proteins
Scalp Stimulating Solution, and Scalp Stimulating Shampoo & Conditioner	5 biomimetic growth factors, 2 skin proteins, plus Copper Tripeptide-1
Lashes by KeraFactor® and Brows by KeraFactor®	7 biomimetic growth factors and 2 skin proteins

Rather than relying on an undefined biological extract, KeraFactor uses individually identified synthetic biomimetic growth factors and skin proteins, selected for their specific roles in supporting scalp, follicle, lash and brow biology.

What makes KeraFactor different from other topical hair products?

KeraFactor uses individually identified synthetic biomimetic growth factors and protein signals rather than relying on an undefined biological mixture. Each selected protein has a specific role within scalp and follicle communication.

The proteins are individually nanoencapsulated in lipid-based delivery systems designed to help protect the ingredients and support topical delivery. The formulas are drug-free and hormone-free, and are designed to support scalp condition and fuller, thicker, stronger-looking hair.

Does KeraFactor contain PRP or stem cells?

No. KeraFactor does not contain platelet-rich plasma, living stem cells, human tissue, or blood-derived material.

The formula uses laboratory-produced synthetic biomimetic growth factors and protein signals designed to resemble selected proteins involved in normal biological communication.

What is the KeraFactor Peptide Complex (KFP™)?

KFP™ (KeraFactor Peptide Complex™) is KeraFactor's proprietary, patented complex of individually identified synthetic biomimetic growth factors and skin proteins. Unlike undefined biological extracts or secretomes, each biomimetic protein is individually synthesized, identified, and incorporated into the formula at defined levels.

Each growth factor and skin protein is individually nanoencapsulated in its own lipid-based delivery system to help protect the ingredient and support topical delivery to the scalp. This targeted approach allows KeraFactor to deliver specific biomimetic proteins that support scalp health and the appearance of fuller, thicker, stronger-looking hair.

What are the other key factors in the KeraFactor® Solution?

Copper Tripeptide-1 increases circulation, regenerates new hair growth, stimulates current hair follicles, and reduces follicle cell death. This compound is also vital in producing melanin, which leads to darker hair color.



06 In-Office Treatment

All content in this section is framed as suggested guidelines and protocols only, not clinical claims.

How is the in-office KeraFactor treatment applied?

KeraFactorMD is intended for professional use. A trained provider may apply the serum after an appropriate scalp procedure, such as non-ablative laser treatment or controlled microneedling, according to the provider's training, device instructions, patient assessment, and applicable scope-of-practice requirements.

KeraFactorMD should not be injected.

How long does each in-office treatment session take?

Most in-office KeraFactor treatments take approximately 30 minutes, although treatment time can vary depending on the procedure performed, the size of the treatment area, and the amount of time needed to part the hair and prepare the scalp.

Whether performed following microneedling or a non-ablative laser treatment, the KeraFactorMD serum is applied immediately after the procedure as part of the in-office protocol.

How many in-office treatments are suggested?

KeraFactor generally recommends a series of six in-office treatments, scheduled four to six weeks apart. Following the initial series, maintenance treatments are typically recommended every six months to help support ongoing scalp health and maintain results.

The optimal treatment plan may vary based on the patient's hair concerns, goals, treatment modality and individual response. The treating provider should determine the most appropriate protocol for each patient.

How far apart should in-office sessions be scheduled?

KeraFactor generally recommends scheduling in-office treatments every four to six weeks as part of the initial series of six treatments. This interval allows the scalp time to recover while supporting consistency throughout the treatment plan.

Treatment frequency may be adjusted by the treating provider based on the procedure performed, the patient's hair concerns, treatment goals and individual response. After completing the initial series, maintenance treatments are typically recommended every six months.

Is there any downtime or suggested aftercare?

Downtime varies by the procedure and treatment intensity. Temporary redness, warmth, sensitivity, dryness, or mild swelling may occur following some scalp procedures.

Patients should follow the treating provider's instructions, avoid scratching or picking the scalp, use only approved post-care products, and protect the scalp from excessive heat and sun exposure.

Can a patient wash their hair after an in-office treatment?

Yes, but patients should wait 24 hours before washing their hair after an in-office KeraFactor treatment. This allows time for the scalp to recover and for the KeraFactorMD serum to remain on the scalp following the procedure.

Patients should always follow the specific aftercare instructions provided by their treating healthcare provider, as recommendations may vary depending on the procedure performed and the device used.

What is the KeraLase procedure?

KeraLase is a professional protocol combining a non-ablative 1927 nm thulium laser treatment with the immediate topical application of KeraFactorMD serum. The laser creates controlled microchannels in the scalp, and the serum is applied according to the provider protocol.

The procedure must be performed by an appropriately trained and licensed professional using the device within its cleared indications and instructions for use.



PART ONE — PROTOCOL

What is the recommended order of application for home-care products?

For best results, we recommend the following home-care routine:

1. Cleanse the scalp with KeraFactor® Scalp Stimulating Shampoo and Conditioner.
2. Dry the scalp and hair thoroughly.
3. Use the KeraRoller once per week on a clean scalp, according to the product instructions.
4. Apply KeraFactor® Scalp Stimulating Solution directly to the scalp every day.
5. Use the KeraFlex Laser Cap or KeraFlex Duo every other day, following the device instructions.

The KeraFactor® Scalp Stimulating Solution and KeraFlex Laser Cap may also be used independently. Always follow the instructions provided with each product, and maintain a consistent routine for the best results.

Can the Scalp Stimulating Solution and the Shampoo and Conditioner be used on the same day?

Yes. The Shampoo and Conditioner can be used to cleanse the scalp, followed by the Scalp Stimulating Solution once the scalp and hair are dry, or as directed.

What time of day should the Scalp Stimulating Solution be applied?

The Solution may be applied at the time of day that best supports consistent use. Many customers apply it at night, or after washing and drying their hair.

Apply it directly to the scalp and allow it to dry before adding styling products, going to bed, or wearing a hat.

Can home-care products be used without in-office treatments?

Yes. KeraFactor home-care products are designed to be used as a standalone scalp-care routine or as maintenance between professional treatments. Individual results vary, and home care should not replace medical evaluation when hair loss is sudden, severe, patchy, or unexplained.

PART TWO — SCALP STIMULATING SOLUTION

What is the KeraFactor® Scalp Stimulating Solution?

The KeraFactor® Scalp Stimulating Solution contains seven polypeptides with Nanofluorosome™ technology, including both specifically selected growth factors and skin proteins to help with hair and scalp health. This patented complex helps to turn on weak or resting hair follicles, combats DHT, and improves scalp circulation to produce thicker, longer, healthy-looking hair.

How does it work?

Extensive studies revealed that most thinning-hair patients lack key growth factors. Delivering these growth factors in the proper concentrations, with the appropriate bioavailability profile like KFP™, can result in dramatic improvement. The Solution provides vital growth factors and proteins to the scalp that promote scalp health and vascularization, leading to hair revitalization.

How do you use the KeraFactor® Scalp Stimulating Solution?

The KeraFactor® Scalp Stimulating Solution is an excellent way to help maintain the results achieved from in-office treatments and support ongoing scalp health at home.

Apply one full dropper directly to the areas of concern on the scalp once daily. For optimal application, place the dropper tip directly against the scalp and gently dispense the Solution across the treatment area. Massage the Solution into the scalp thoroughly using your fingertips or a scalp-stimulating brush.

The Solution may be applied to either wet or dry hair, making it easy to incorporate into your daily routine. For best results, use consistently as directed.

If I use minoxidil, what is the best order to apply it with the Scalp Stimulating Solution?

If you use both products, apply minoxidil first and allow it to dry completely before applying the KeraFactor® Scalp Stimulating Solution. This typically takes about five minutes, depending on the formulation.

Many minoxidil products contain varying amounts of alcohol, which can disrupt KeraFactor's proprietary nanoliposome delivery system if the products are applied together while the minoxidil is still wet.

Another simple option is to apply one product in the morning and the other in the evening, allowing each product to be absorbed independently.

If you are under the care of a healthcare provider, always follow their recommendations regarding the use and timing of your hair loss treatments.

Can I style my hair normally after applying the Solution?

Yes. Allow the Solution to absorb and dry before applying styling products. Apply the Solution directly to the scalp rather than coating the hair shaft.

How long does the Solution last with daily use?

Each bottle of KeraFactor® Scalp Stimulating Solution provides approximately 45 daily applications when used as directed, with one full dropper once per day.

Actual duration may vary slightly depending on the size of the treatment area and the amount used with each application.

PART THREE — SHAMPOO, CONDITIONER AND TOOLS

What is the KeraFactor® Scalp Stimulating Shampoo and Conditioner?

The KeraFactor® Shampoo and Conditioner exfoliates and stimulates the scalp and hair. A unique combination of conditioners and growth factors designed to reinvigorate and enhance scalp circulation leads to hair that appears fuller, thicker and healthier.

What is the best way to use the Shampoo and Conditioner?

The KeraFactor® Scalp Stimulating Shampoo and Conditioner is designed to support scalp health while cleansing the hair. How you use it may vary depending on your hair length and washing routine.

FOR SHORT HAIR

1. Use one to two pumps.
2. Lather the product in your hands before applying.
3. Massage it into the scalp using your fingertips or the KeraFactor® Scalp Stimulating Brush.
4. Leave it on for one to two minutes, then rinse thoroughly with warm water.
5. Use it at your normal hair-washing frequency.

FOR LONG HAIR, OR INFREQUENT WASHING

1. Wash first with your regular shampoo and rinse.
2. For the second wash, use one to two pumps of KeraFactor®.
3. Lather it in your hands and massage it into the scalp, focusing on areas of concern.
4. Leave it on for one to two minutes, then rinse thoroughly with warm water.
5. If desired, apply your regular conditioner to the mid-lengths and ends, avoiding the scalp.

This approach allows the active ingredients to make better contact with the scalp while maintaining your usual hair-care routine.

Should I use it as my only shampoo, or after my regular shampoo?

It may be used as the primary shampoo and conditioner. Customers who use heavy styling products, dry shampoo, oils, or other products that create buildup may choose to cleanse first with a compatible shampoo and then use KeraFactor® as the scalp-focused second cleanse.

Avoid over-cleansing if the scalp or hair becomes dry or irritated.

How often should a patient use the Shampoo and Conditioner?

Use the KeraFactor® Scalp Stimulating Shampoo and Conditioner every time you wash your hair. For best results, we recommend washing your hair at least twice per week.

Use one to two pumps per wash, depending on your hair length, and massage the product into the scalp. Leave it on for one to two minutes before rinsing thoroughly.

The number of uses per bottle will vary depending on hair length, washing frequency and the amount of product used with each wash.

What is the KeraRoller and how is it used?

The KeraRoller is an at-home scalp roller designed to provide gentle, controlled scalp stimulation before applying the Scalp Stimulating Solution.

Use it only on a clean, healthy scalp and follow the supplied instructions for pressure, passes, frequency, cleaning and replacement. Do not use it on inflamed, infected, broken, sunburned or actively irritated skin, and do not share it with another person.

How do you incorporate the Scalp Stimulating dry/wet brush?

Use the scalp stimulating brush in a small back-and-forth or small circular motion. It can be used in the shower while the shampoo and conditioner sit on the scalp before rinsing. It can also be used dry on the scalp after applying the Scalp Stimulating Solution, to increase product penetration and scalp circulation.

How should KeraFactor products be stored?

Store KeraFactor products in a cool, dry place away from direct sunlight, excessive heat, moisture and freezing conditions. Keep containers securely closed when not in use and keep products out of the reach of children.

Do not use a product if the packaging is damaged, or if the appearance, odor or texture has changed unexpectedly.



What is the shelf life of each product once opened?

All KeraFactor® home-care products have a two-year shelf life from the date of manufacture when unopened and stored as directed, in a cool, dry place away from direct sunlight and excessive heat.

Once opened, products should be kept tightly closed and used within the recommended period after opening. See the quick reference below for the approximate number of applications and expected duration of each product.

QUICK REFERENCE

How long each home-care product lasts

Approximate uses and duration when each product is used as directed.

PRODUCT	USES	APPROX. DURATION
Scalp Stimulating Solution	Approx. 45 applications	Approx. 6 weeks daily
Scalp Stimulating Shampoo & Conditioner	40 uses	Varies with hair length and washing frequency
KeraRoller	Replace after 12–15 uses	Approx. 3 months
Lashes by KeraFactor®	90 applications	Approx. 3 months with daily use
Brows by KeraFactor®	60 applications	Approx. 2 months with daily use



08 **KeraFlex Laser Caps**

What is the KeraFlex Laser Cap?

The KeraFlex Laser Cap is a medical-grade hair growth device featuring 302 laser diodes at 650 nm, designed to support hair restoration through low-level laser therapy (LLLT). It is lightweight, portable, and easy to use at home or on the go.

What is the KeraFlex Duo?

The KeraFlex Duo is our newest innovation in laser hair restoration. It features 312 laser diodes: 272 at 650 nm and 40 at 808 nm, for dual-wavelength coverage. This combination targets both the superficial and deeper layers of the scalp to maximize hair regrowth potential.

What is the difference between the KeraFlex Laser Cap and the KeraFlex Duo, and which is right for my patient?

The KeraFlex Laser Cap uses 302 laser diodes at 650 nm. The KeraFlex Duo uses 312 laser diodes, including 272 at 650 nm and 40 at 808 nm. Both devices provide timed six-minute low-level laser therapy sessions. Product selection should be based on the device indication, patient profile, provider recommendation, and desired wavelength configuration.

Why opt for KeraFactor® laser caps rather than LED devices?

The KeraFlex and KeraFlex Duo use only true laser diodes, not LEDs, for optimal clinical performance.

FEATURE	LASER DIODES	LEDs
Light type	Coherent, focused beam	Non-coherent, scattered light
Penetration	Deeper into the scalp (4–5 mm)	Shallower (~1–2 mm)
Targeting	Precise energy delivery to follicles	Broader, less focused delivery
Effectiveness	Clinically proven for hair regrowth	Less consistent results in peer-reviewed studies



What are the benefits of 650 nm laser diodes?

The 650 nm wavelength is one of the most studied and trusted for LLLT in hair regrowth. It:

- Stimulates blood flow to the scalp and hair follicles.
- Increases delivery of oxygen and nutrients.
- Prolongs the growth (anagen) phase of the hair cycle.
- Improves hair density, thickness and overall scalp health.
- Is drug-free, non-invasive and safe for regular use.

What are the benefits of dual wavelengths (650 nm + 808 nm) in the KeraFlex Duo?

The dual-wavelength approach delivers enhanced results by targeting different tissue depths.

650 NM — RED LIGHT

- Works in the upper scalp layers.
- Boosts cellular activity in the dermal papilla.
- Encourages visible improvement in hair thickness and scalp circulation.

808 NM — NEAR-INFRARED

- Penetrates deeper, up to 5–7 mm.
- Targets stem cells and follicles at the base of the dermis.
- Enhances mitochondrial activity and long-term follicle vitality.



How deep do 650 nm and 808 nm penetrate?

WAVELENGTH	APPROX. PENETRATION	PRIMARY TARGETS
650 nm, red light	1.5–5 mm	Epidermis, dermis, upper hair follicle, the bulge region containing follicle stem cells, and superficial blood vessels
808 nm, near-infrared	5–8 mm	Deeper portions of the hair follicle, the hair bulb, the dermal papilla, surrounding connective tissue, and deeper microvasculature

WHY BOTH WAVELENGTHS ARE BENEFICIAL

650 NM — RED LIGHT

- One of the most extensively studied wavelengths for low-level laser therapy in hair growth.
- Absorbed efficiently by cytochrome c oxidase within mitochondria.
- Supports cellular ATP production.
- May improve microcirculation around follicles.
- Helps support the normal hair-growth cycle.
- May reduce scalp inflammation.

808 NM — NEAR-INFRARED

- Penetrates deeper than visible red light.
- Reaches the dermal papilla and lower follicle, where hair growth is regulated.
- Supports mitochondrial activity in deeper follicular cells.
- May help improve blood flow and tissue oxygenation.
- Complements 650 nm by stimulating tissue that red light cannot reach as effectively.

How long is each session, and how often should the cap be used?

Each KeraFlex Laser Cap and KeraFlex Duo treatment session lasts six minutes and ends automatically. We recommend using the cap every other day, unless otherwise directed by your healthcare provider.

Can the cap be used on the same day as the Scalp Stimulating Solution?

Yes. The KeraFlex Laser Cap or KeraFlex Duo is designed to be used in the same routine as the KeraFactor® Scalp Stimulating Solution.

For best results, begin with a clean, dry scalp free of heavy styling products. Apply the KeraFactor® Scalp Stimulating Solution first, then use the KeraFlex Laser Cap or KeraFlex Duo according to the device instructions.

The 650 nm red laser light photoactivates KeraFactor's proprietary Nanofluorosome™ delivery technology while simultaneously providing FDA-cleared low-level laser therapy for hair growth. This combination allows the topical biotechnology and light therapy to work together as part of the KeraFactor treatment protocol.

Does the cap work better when used together with KeraFactor topical products?

Yes. The KeraFlex Laser Cap and KeraFactor® topical products are designed to complement one another as part of a comprehensive scalp-care routine.

The KeraFlex Laser Cap provides FDA-cleared low-level laser therapy for hair growth, while KeraFactorMD and the KeraFactor® Scalp Stimulating Solution deliver KeraFactor's proprietary biomimetic growth factors and skin proteins through its patented Nanofluorosome™ delivery technology.

In addition to supporting hair growth through photobiomodulation, the 650 nm red laser light photoactivates the proprietary curcumin-based Nanofluorosome™ compound found in KeraFactorMD and the KeraFactor® Scalp Stimulating Solution. This interaction is designed to enhance the activity of the Nanofluorosome technology as part of the KeraFactor platform.

A clinical study is currently underway to further evaluate the effects of this photoactivation and quantify its potential benefits when the KeraFlex Laser Cap is used together with KeraFactor topical products.

Is the KeraFlex Laser Cap or KeraFlex Duo safe for daily use?

Yes. The KeraFlex Laser Cap and KeraFlex Duo are safe to use according to their instructions for use.

For the KeraFactor protocol, we recommend using the device every other day. Use the device only at the frequency described in the user manual, and do not exceed the recommended treatment schedule unless directed by a qualified healthcare provider.

More frequent use has not been shown to provide additional benefit. Consistent use as directed is the best way to support results.

Is six minutes a day all that is required? Can I use it for longer?

Each programmed treatment session is six minutes. Longer exposure is not recommended and has not been established as providing better results. Use the device only as directed and allow the automatic timer to complete the session.

How long does the KeraFlex battery last per charge?

A fully charged KeraFlex battery provides approximately five six-minute treatment sessions before it needs to be recharged.

Battery life may vary depending on battery age, charging habits, storage conditions and frequency of use. For optimal performance, recharge the battery when the indicator lights show that power is running low, and always use the supplied charger.

How do I charge the KeraFlex battery?

Before using your KeraFlex for the first time, fully charge the battery pack using the supplied charger. The battery is fully charged when all four indicator lights on the top of the battery pack are illuminated and remain solid.

After the initial charge, recharge the battery whenever the last indicator light begins blinking. A fully charged battery provides approximately five six-minute treatment sessions before needing to be recharged.

My KeraFlex Laser Cap will not turn on. What should I do?

If your KeraFlex Laser Cap is not turning on, try the following troubleshooting steps:

1. Make sure the battery is charged. Before first use, fully charge the battery until all four indicator lights remain solid. Recharge whenever the last indicator light begins blinking.
2. Disconnect the charger. The cap will not operate while the battery pack is connected to the AC adapter.
3. Place the Laser Dome on your head before pressing the power button. The cap contains built-in proximity sensors that only activate the lasers when the cap is being worn.
4. Press the power button on the front of the battery pack. When the device turns on you will hear one short beep, followed by a second short beep when the treatment begins.
5. Check the red emission indicator light. A red light on the top of the battery pack confirms that treatment has started and the lasers are operating.

If you hear intermittent beeping, the proximity sensors are not detecting your head — reposition the cap until the sensors are engaged. If treatment is interrupted for more than 10 minutes, the session will automatically restart when the cap is placed back on your head and activated.

If your device still does not turn on after following these steps, contact KeraFactor Customer Support at kerafactor@mykerafactor.com for additional assistance.

Does the cap require any maintenance or replacement parts?

Keep the cap clean and dry and follow the cleaning and storage instructions supplied with the device. Do not submerge it or use harsh chemicals.

The battery or charging components may eventually require support or replacement depending on use and warranty status. Contact KeraFactor Customer Support if the cap does not charge, does not activate when positioned correctly, or shows signs of damage.

09 Lashes and Brows

What are Lashes and Brows by KeraFactor®?

Lashes and Brows by KeraFactor® are lash and brow serums formulated with a blend of nine biomimetic growth factors, designed to nourish, strengthen and enhance lashes and brows for a fuller, thicker, more defined appearance.

What are biomimetic growth factors, and how do they work?

Biomimetic growth factors are synthetic molecules that mimic naturally occurring growth factors in the body. They work by stimulating follicles, improving circulation and enhancing the growth (anagen) phase of lashes and brows, leading to thicker, fuller, healthier-looking lashes and brows.

What are the key ingredients?

The key ingredients include Pentylene Glycol, Glycerin, PolyDeoxyRiboNucleotide (PDRN), Sh-Oligopeptide-1, Sh-Oligopeptide-4, Sh-Polypeptide-86, Nicotinamide Mononucleotide, Adenosine, Acetyl Cysteine, Ketoglutaric Acid, 3-O-Ethyl Ascorbic Acid, Glycine, Glutathione, Arginine and Lecithin. These ingredients offer moisturizing, hydrating, antimicrobial, antioxidant and anti-inflammatory properties to promote optimal lash and brow health.

Will the serum change my eye color, cause skin discoloration, or break down fat by the eye?

Our serums are free of drugs, hormones, SLS, parabens, gluten, bimatoprost, prostaglandin analogs (PGAs), sulfates, phthalates, Isopropyl Cloprostenate, animal testing, carcinogens, oils and fragrances. Because KeraFactor® does not contain bimatoprost or PGAs, it will not alter the iris or eye color, cause skin discoloration around the eye, or break down fat in the eye area.

How do I use Lashes and Brows by KeraFactor®?

For Lashes by KeraFactor®, remove makeup and contact lenses before applying. Apply once daily on the lid of the eye at the base of the upper lash line. Do not apply to the lower lid. For Brows by KeraFactor®, apply once daily to a clean, makeup-free brow area.

Are Lashes and Brows by KeraFactor® safe to use?

Yes. Both serums are antimicrobial and pH-regulating, ensuring product safety and efficacy. It remains essential to follow the directions for use.

Are Lashes and Brows by KeraFactor® safe for sensitive eyes?

The products are designed for use around the lash or brow area, but individual sensitivity can vary. Apply only as directed and avoid direct contact with the eye.

Discontinue use and rinse with water if irritation occurs. Seek medical guidance if redness, swelling, pain or irritation persists.

Can Lashes by KeraFactor® be used with eyelash extensions?

It may be applied along the upper lash line, but compatibility can depend on the adhesive and the extension provider's aftercare instructions. Avoid saturating the extensions or applying the serum directly to the adhesive bonds.

Confirm compatibility with the lash technician before use.

Is it safe to use Lashes by KeraFactor® with contact lenses in?

Yes. If you wear contact lenses, remove them before applying Lashes by KeraFactor®. Apply the serum only along the upper lash line and allow it to dry for 15 minutes before reinserting your contact lenses.

Can Lashes and Brows by KeraFactor® be used at the same time?

Yes. They may be incorporated into the same daily routine, with each product applied only to its intended area.

Can Brows by KeraFactor® be used on microbladed or tattooed brows?

It may be used only after the skin has completely healed and the professional who performed the procedure has approved the use of topical products. Do not apply it to freshly treated, broken, scabbed, inflamed or infected skin.

Are the Lash and Brow formulations different? Can either be used for both areas?

Lashes by KeraFactor® and Brows by KeraFactor® contain the same formulation. The only difference is the applicator, which is designed for its intended treatment area.

- Lashes by KeraFactor® should be applied along the upper lash line.
- Brows by KeraFactor® should be applied directly to the eyebrows.

While the formulas are the same, we recommend using each product with its intended applicator for the most precise and effective application.

How soon can I expect to see results?

Results may vary, but many users typically begin to notice improvements in lash and brow fullness, thickness and definition after consistently using the serums for six weeks. To achieve optimal results, apply the serums daily as instructed. Considering the natural growth cycle of lash and brow hair, it may take up to four months to see the best outcomes.

How long do the serums last?

With daily application, the serum will provide approximately three months of use.

What is the best way to transition from a current product to the KeraFactor® Lash and Brow Serum?

We suggest tapering the current product to two days per week while introducing the KeraFactor® lash or brow serum, and giving it one to two months before discontinuing the current serum.



10 Results and Expectations

What results should patients expect?

Most patients start to see improvements in scalp health and increased hair volume around three months into their treatment course, with maximum results occurring between six and nine months after a treatment series of six. This assumes the patient has followed the treatment protocol as published.

What results can a patient expect from home care alone?

With consistent use, patients may notice improvements in scalp condition and the appearance of fuller, thicker, stronger-looking hair. The timing and degree of visible improvement vary based on the cause and duration of thinning, age, genetics, health, medications, hair-growth cycle and adherence.

Home-care products do not replace diagnosis or treatment of an underlying medical condition.

What results can a patient expect from the laser cap alone?

When used consistently within the device's cleared patient population, low-level laser therapy may support hair growth. Results vary, and visible changes generally require sustained use over multiple hair-growth cycles.

The device should be used according to its instructions, and patients with unexplained or rapidly progressing hair loss should seek medical evaluation.

What happens if a patient stops using KeraFactor?

Hair and scalp concerns often require ongoing maintenance. If use is discontinued, the cosmetic support provided by the routine also stops, and the patient's hair may gradually return toward the appearance expected from their underlying genetics, health, aging and hair-loss condition.

KeraFactor does not cause dependency.

Are results permanent?

No hair-care program should promise permanent results. Hair naturally changes over time, and many forms of thinning are influenced by genetics, hormones, aging, health, nutrition, stress and medications.

Continued maintenance may be needed to support ongoing results.

What should a provider advise if a patient sees no improvement after three months?

First confirm that the patient is using the products or device correctly and consistently. Review application technique, treatment frequency, scalp condition, baseline photographs, medications, recent illness, nutrition, stress and the pattern of hair loss.

Three months may be too early to evaluate the full response, because hair grows in cycles. However, a patient with no improvement, worsening hair loss, inflammation, scarring, patchy loss or other concerning symptoms should be referred for medical evaluation.

Is increased shedding normal when first starting KeraFactor?

Temporary shedding can occur for many reasons, including the natural hair cycle, stress, illness, hormonal changes, medications, nutritional deficiencies, or progression of an underlying hair-loss condition.

Increased shedding should not automatically be attributed to KeraFactor or described as proof that the product is working. Patients with significant, persistent, patchy or sudden shedding should stop and consult a qualified healthcare provider.



11 Purchasing, Ordering, and Support

Which KeraFactor products can patients purchase directly?

Patients can purchase eligible KeraFactor home-care products, including scalp, hair, lash, brow and at-home device products, through authorized providers or approved KeraFactor sales channels. Product availability may vary by country.

Which products are available through providers only?

KeraFactorMD In-Office Serum and professional treatment products are available only through authorized professional accounts, and are not intended for direct patient purchase or unsupervised home use.

Is the KeraFactorMD In-Office Serum available for home use?

No. KeraFactorMD is a professional-use serum intended to be applied as part of an in-office provider protocol. It is not intended for direct consumer purchase, injection, or at-home procedural use.

Where can patients purchase KeraFactor products directly?

Patients may purchase eligible products through authorized KeraFactor providers and the official KeraFactor website at shop.mykerafactor.com. Availability through other authorized channels may vary.

Customers should purchase from an authorized source to help ensure product authenticity, proper storage and access to customer support.

How do providers place orders?

Authorized providers can place orders through KeraFactor's professional ordering platform, or by contacting their designated KeraFactor sales representative.

To apply for a professional account, register at mykerafactor.com/account/register.

Once your application has been approved, you will receive access to professional pricing and provider-only products, including KeraFactorMD.

How can patients find a KeraFactor provider near them?

Patients can use the KeraFactor Clinic Locator to find an authorized provider near them, at mykerafactor.com/pages/clinic-locator.

If you need additional assistance finding a provider, contact KeraFactor Customer Support and our team will be happy to help connect you with a clinic in your area.

Are KeraFactor products available on subscription?

Eligible home-care products are available through subscription on the official KeraFactor website. Product eligibility, delivery frequency and subscription discounts are displayed at checkout.

What is the cancellation policy for subscriptions?

You may manage, pause or cancel your subscription at any time through your online account, or by contacting KeraFactor Customer Support before your next renewal date.

Please note that cancelling a subscription does not cancel an order that has already been processed or shipped. Any order that has already been billed or fulfilled will be subject to KeraFactor's standard return policy.

What is the return policy?

Eligible products may be returned within 30 days of purchase when they are unused and in their original packaging. Certain health, personal-care, final-sale, gift-card, opened, used or damaged items may not qualify for a full refund.

Customers must contact kerafactor@mykerafactor.com to initiate a return. Refunds are issued only after the returned product is received and inspected. Shipping charges and any applicable deductions are handled according to the complete return policy.

How long does shipping take?

Orders are typically processed and shipped based on the shipping method selected at checkout. We currently ship within the United States and offer the following shipping options:

- DHL Ground — estimated three to five business days.
- FedEx 2-Day — estimated two business days.
- FedEx Overnight — next business day delivery.

Orders placed before 12:00 PM PST are typically processed the same business day. Orders placed after the cutoff, on weekends or on holidays will be processed on the next business day.

Please note that delivery times are estimates and may vary due to carrier delays, weather conditions or other unforeseen circumstances.

Is 24/7 customer support available, and how is it reached?

You can contact KeraFactor Customer Support at any time by emailing kerafactor@mykerafactor.com. Our team monitors email inquiries and will respond as soon as possible.

Live customer support hours are Monday through Friday, 9:00 AM to 5:00 PM EST.

Messages received outside of business hours will be answered on the next business day.

Who should a provider or representative contact with clinical questions?

Providers and representatives should first contact their designated KeraFactor sales representative, or email KeraFactor Support at kerafactorsupport@mykerafactor.com.

Questions that require medical judgment, diagnosis or treatment recommendations should always be directed to the treating physician or another appropriately qualified healthcare professional.

Is there a rewards program?

Yes. Eligible customers may earn rewards points on qualifying KeraFactor purchases through the KeraFactor loyalty program.

Points may be earned on subscription orders, but rewards cannot be redeemed toward subscription purchases because subscription products are already discounted. Rewards may be redeemed on eligible full-price, one-time purchases, subject to the current program terms.

