

## Circadian Optics FAQ

### Existing Questions

## HOW DOES THE LAMP WORK?

Light is the biggest external factor that controls our body clock. It influences our mood and energy throughout the day. Human bodies are programmed to run in sync with the natural light of the sun.

Our lamps mimic the color and brightness of the sun. They are an easy and effective way to get exposure to bright light indoors.

**Light via eyes** - When bright light enters the eyes, it stimulates specialized receptor cells that set our body clock and regulate our sleep/wake cycle, energy and mood levels.

That being said, you don't need to stare at the lamp; the light is merely meant to shine at your eyes indirectly. This means you can use a Circadian Optics lamp while you're working at the computer, watching TV, reading, etc.

## WHEN SHOULD I USE MY LIGHT?

In the morning. Exposure to bright light in the early part of the day stimulates receptors in your eyes and sets your body clock. Morning light is most effective in helping us be awake, alert and energetic during the day.

## HOW SHOULD I POSITION THE LAMP?

Position the lamp just off on the side of your face so that you aren't looking directly into the light.

1. Place the lamp on a stable surface, preferably a desk or table, 5"-18" away from your eyes. You can read, eat or work on your computer while you use the lamp. A good rule of thumb is to set the lamp next to your computer keyboard.
2. Do not stare directly at the light. The lamp is effective even when the light reaches your eyes indirectly, from a sideways direction. Use the lamp in a well-lit room to minimize eye strain.

3. Experiment with the light intensity and session duration until you find a routine that's comfortable and effective for you. For most people, that's 15 to 60 minutes a day, but your needs may be different.

## **IS LIGHT THERAPY SAFE?**

The bright lights used in light therapy are extremely safe and there are no indications that light boxes cause any damage to the eye. Our lamps are UV-free — so if you are worried about your skin or have been told to avoid UV, this won't be a problem.

A few people experience side effects but these are usually only mild including headaches, eyestrain, nausea and hyperactivity. This can usually be solved simply by switching off the light and, over the next few days, gradually building up the time you spend in front of it to find a usage time that works best for you.

Circadian Optics advises anyone with major eye problems to consult their doctors before starting any form of light therapy.

## **CAN I WEAR MY GLASSES?**

Glasses or contact lenses will be fine if they're clear. On the other hand, sunglasses, photo-sensitive or tinted lenses will reduce the effectiveness of light therapy because less light will reach the all-important receptors at the back of your eyes.

## **DOES THE LAMP EMIT UV?**

No, 99.9% of the UV light is filtered out by the lamp.

## **CAN I USE THE LAMP EVERY DAY?**

Yes, we recommend that the lamp be used daily, especially in the morning.

## **CAN I USE THE LAMP MORE THAN ONCE A DAY?**

Yes, you can. It is recommended that the light be used in the morning, since this will allow for regulation of the body clock. You can also use the lamp in the afternoon for an energy boost. However, we suggest that you do not use the lamp in the evening or it might disrupt your sleep.

## **ARE THERE ANY SIDE EFFECTS?**

In rare cases, temporary nausea and headaches can occur. This can be reduced by sitting further away from the lamp. Always use the lamp in a well-lit room to avoid eye strain.

## **WHAT IS YOUR RETURN POLICY?**

If you are not satisfied with your purchase, a request for refund can be made within 30 days of purchase to [orders@circadianoptics.com](mailto:orders@circadianoptics.com). If accepted, we will refund the cost of the product, exclusive of shipping charges.

## **WHEN WILL MY ORDER SHIP?**

You will get a confirmation email once you place the order. For standard U.S. domestic orders, delivery will be 3-5 business days.

## **DO YOU SHIP INTERNATIONALLY?**

Unfortunately, no. Circadian Optics is only available in the US at the moment. Sorry about that!

## **WHAT IS YOUR CONTACT INFO?**

**Tech / Product Support - [info@circadianoptics.com](mailto:info@circadianoptics.com)**

If you have support related questions, please visit our help center or email us at [info@circadianoptics.com](mailto:info@circadianoptics.com)

**Order / Shipping Questions - [orders@circadianoptics.com](mailto:orders@circadianoptics.com)**

If you have a question about your order specifically, please email us at [orders@circadianoptics.com](mailto:orders@circadianoptics.com)

## **HOW ARE PAYMENTS PROCESSED?**

Payments can be made via Credit Card on the purchasing page. Credit Card transactions will be processed through Stripe. We accept Discover, Visa, MasterCard and American Express.

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**New Questions**

## **DOES THE LAMP STIMULATE VITAMIN D PRODUCTION?**

Our bodies produce vitamin D when they are exposed to UV light sources, such as the sun. Since our lamps filter out 99.9% of UV light, they are not a strong stimulant of vitamin D production.