



File No.: 04-1000-20-2019-507

August 29, 2019

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of August 7, 2019 for:

Records related to the 2017 business licence for VanCity Cryo Bar Inc. (unique licence identifier in 2017 was 2913841 and license number was 17-221933):

- 1. Copies of all application forms or documents submitted to obtain the business license;
- 2. Records relating to review of the business licence application and conditions of the license;
- 3. Records related to the validity, maintenance, or renewal of the license; and
- 4. Records related to the cancellation of the license or any measures taken to address issues with the operation of the business.

Date Range: January 1, 2017 to December 31, 2018.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws new/document/ID/freeside/96165 00

Please note, for point three of your request, the Licence Office confirms this licence was not issued as Vancouver Coastal Health did not provide clearance. For point four of your request, the file was cancelled one year after the application was received when staff research showed business contacts were invalid and an internet research advised they were closed.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2019-507); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Barbara J. Van Fraassen, BA Director, Access to Information & Privacy

<u>Barbara.vanfraassen@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ma

AMIL 18, 2017

Development Services Department, City of Vancouver 515 W. 10th Ave.

Vancouver, BC

V5Z 4A8

To Whom It May Concern:

555 HOWE ST. reland to: DB 450811

GROUND FLORA

Per instructions from Mr. Doug Massie of Arcus Consulting Ltd., I am providing this operational letter with respect to the proposed business at 555 Howe St., Ground Floor, Vancouver, BC V6C 2C2.

The business operates in the health and wellness space. We provide aesthetic skin benefits using a hand-held device by supplying nutrient-rich oxygen to parts of the body that are prone to wrinkling (feet and hands). Oxygen is naturally antibacterial and has a cooling, calming effect. The infusing feels like a blast of cold air on the skin which helps to calm the skin, reduce redness and give clients an overall glow. The sessions lasts between 10-15 minutes and the treatment is non-invasive.

I will share the same front-desk staff as BBV Fitness Inc. I will be providing the treatments myself and am considering adding one (1) additional service member to assist me in the future. I will keep the same hours as BBV Fitness Inc.

As the owner, I am fully dedicated to creating a comfortable, luxurious, fun environment for our customers, and will be fully focused on my business. I can be reached or via email at s.22(1) any time. Please let me know if you have any questions.

Sincerely,

Ruby Banipal

555 HOWE ST GROUND FLOOR

Department of Zoning Permits and Development British Columbia Business Licensing Center 515 W. 10th Ave. Vancouver, BC V5Z 4A8

To Whom It May Concern:

I am applying for a General Business License from the City of Vancouver. On Tuesday, March 7, 2017 I met with Ms. Lindsay Wilson, License Representative from the License Office. Ms. Wilson spoke with Ms. G. Roberts in order to determine the proper categorization of my Business License Application. Ms. G. Roberts and Ms. Wilson requested that I provide this letter to the Zoning Department in order to categorize the business and process the Business License.

I found a location (555 Howe St., Vancouver, BC V6C 2C2) and have been speaking to the business owners of the existing business, BBV Fitness. BBV Fitness has extra space which I could sublease. They are fully aware of my business plan, the services offered, and are supportive. Their letter of support is included with this letter.

The business operates in the health and wellness space. The service we offer is cold air therapy used to help decrease recovery time between training sessions and workouts for athletes and non-athletes alike. Additionally, cold air therapy is being used in other markets both inside and outside of Canada to aid customers in temporary relief from pain and inflammation, and to increase blood flow in the body. The service and process is consistent across the locations; a customer checks in at the front desk, changes out of their clothes and into a comfortable robe, socks and gloves. They are then escorted into the treatment room by a trained technician. They enter an open-air cylinder, de-robe, and pass their robe to the technician (keeping gloves and socks on). The technician then initiates the machine which exposes the surface of the customer's skin to cold air for a period not to exceed 3 minutes. After treatment, the technician passes the robe back to the customer who then walks out of the cylinder, changes back to their regular clothing and checks out.

Under our current model, we intend to operate roughly 72 hours per week which is comprised of 12 hours per day Monday-Thursday, 10 hours on Friday, and 7 hours each of Saturday and Sunday.

We intend on having at least one "reception person" at the front desk to greet customers at all times. Further, I as owner and director of the company, would be on the premises to personally handle and oversee the 3-minute sessions. At least one other trained technician will be shadowing and assisting me throughout the day. We also intend to have at least three to four additional trained technicians on staff who will be available to rotate into any of the aforementioned positions as needed.

As the owner, I am fully dedicated to creating a comfortable, luxurious, fun environment for our customers, and will be fully focused on my business. I was originally

born in Abbotsford, BC, relocated to the US for graduate school and have been living abroad for the past decade. I am very excited to be able to return back home and provide this service to the residents of the City of Vancouver.

I can be reached at s.22(1) or via email at s.22(1) any time. Please let me know if you have any questions.

Sincerely,

Ruby Banipal







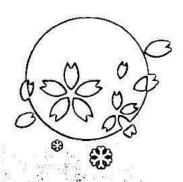
-150c Never felt so good!

Book a Cryo Session online WWW.CRYOCARE.CA

102-1561 Sutherland Ave, Kelowna | 250.762.0282

RUBY BANIPAL

s.22(1)



What is whole body anyotherapy? Whole body anyotherapy consists of exposing the body to extreme cold temperatures (+150°C) over the course of 2-3 minutes. These temperatures are adhered by using nitrogeness to applicate at that is then pumped into the anyosauna. The air is completely dry, and fills the anyosauna with an emblent cold. There is no after ear regimed following a treatment.

Where is the origin of cryotherepy? The benefits of cold treatments have been known as far back as 2500 BCF with the early Egyptimis. It was Dr. Toshtro Yemeuchl, a Japanese scientist who developed cryotherapy to help treat inflammation, and rhaumatoid arthritis in 1978. The idea than migrated over to Europe where it was further refined over the years into the process we use today. This technology has just recently been introduced into North America to help people with inflammation as well.



How does cryotherapy work?

Exposing the body to the extreme low temperature sparks your bodies fight or flight response. Blood rushes to the body's core as part of the process, causing the bloodstream to be injected with endorphins, oxygen, enzymes, and rich nutrients. After this short exposure, the body is returned to regular air temperatures. The blood, now super charged, is released back to the body bringing with it a multitude of health benefits.

What are the health benefits?

Benefits can include increased vitality, decreased inflammation, pain relief, decreased muscle soreness, arthritic pain relief, accelerated post-workout recovery, improved immune system, reduced stress, improved skin health, migraine relief, increased hair density, stronger nails, depression and anxiety relief, decreased signs of cellulite, sexual performance improvement, improved sleep patterns, and increased athletic performance. Studies have also shown that the body can burn up to 800 calories post treatment which can assist in weight loss.



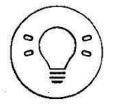
What do I wear?

The more skin exposed the better. You are required to wear under garments or a bathing suit. We provide socks, slippers and gloves to protect the extremities from over exposure. We require any metal and jewellery to be removed before each treatment.

How many treatments are required?

This largely depends on what you are looking to achieve, or the severity of your condition. Many clients notice an effect after their first treatment. The released endorphins (hormones that create a positive, energetic feeling) last for 6-8 hours following treatment, pain due to inflammation is usually relieved immediately, and some sclients report having vastly improved sleep after the first session. If you are experiencing chronic pain, or pursuing general the alth, we suggest 5-10 sessions in *close succession (every 1-2 days) for 2-3 weeks tapening off to a couple times per week, then once per week as your spain improves. Many athletes use cryotherapy during training, or before competitions.

Maximum Usage is 2 Times per day



Who cannot use cryotherapy?

There are a flaw restrictions to consider. Your hand must be exposed during treatment threating minimum helpfu requiements agaly People with blood pressure higher than 1807101 Resent been etterly or stroke (8 months) Alterete resistante la extreme cold (tere) Recogney Unstable diest pelits envice attention bellemment! Represents symptomes: Severe dementie Cardiac paramático CORRES WOUNDS Fever Acute bichay or universy treph diseases Unardio englico pediciris Veneus thrombosis (blicos deis) Parpheid arrend deducte disease Andrew or research conference to establish Symptomatic rendioversities discusse Archythmie. Ague or regard myological interigion.

ls aftrecen cas harmful?

Nitrogen gas is not hamily, in fact 78% of the air we breathe is made up of mitrogen. During treatment your head remains outside of the chamber and in the open air.

ORIGINS

HOW IT WORKS

GET STARTED

IS IT FOR ME?

City of Vancouver - FOI 2019-507 - Page 5 of 17



BUSINESS LICENCE GENERAL APPLICATION

DATE: 05 / 03 2017 Month Day Year			
PART 1: COMPANY INFORMATION - Complete AL	L fields.	7	
LEGAL ENTITY TYPE: ☐ Sole Proprietor ☐ Partnership	&BC Corporation/Society Extra Pro	ovincial Company/Society O	ther
LIST EACH Sole Proprietor / Partner's names below. For	and the same of th	Language Committee of the Committee of t	Vondentier of the second
1. RUBY BANIPAC	Business Phone #: (604) 28 3 - 7219	Home Phone #:	Cellular #:
2.	Business Phone #:	Home Phone #:	Cellular #:
3.	Business Phone #:	Home Phone #:	Cellular #:
BC Corporation/Society or BC Extra Provincial Compa	ny/Society Name: (If applicable)	BC Corporation/Society	or BC Extra Provincial
Vancity Cryo Bar Inc.		(Copies of BC Registration Docume	a 50 ents Required for our records)
Trade Name/Doing Business As: (If applicable)		Business Licence Start Date	:
ac		Mmmediately □ Other:	
Describe in detail the nature of your business and th Attach additional sheet(s) if more space is needed.	e intended use of the premise, (Both		
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VI/A - Out of Town or Vancouver Commercial/Indus	strial Premise - Proceed to PART 3 of	this form.	aeral
**Home-based business means a craft or <u>occupation</u> control (residence), and must only be conducted within the principle.		ate to the principal residential	use of a dwelling unit
 A home-based business allows a portion of th and telephone). 	e residence to be used for a craft and	or occupation for administrat	ion purposes only (mailing
No clients are permitted to attend the premi			
No partnerships and/or employees are permi			
 No person other than one resident member of premises. 	the family occupying the residence s	hall be engaged in the home-b	ased business on the
No more than three (3) home-based business	licenses shall be issued for one reside	nce.	
6. Where located in a residential building, there			or building that it is being
used for any purpose other than its principal 7. No products or materials shall be sold from o		age permitted).	
No products, materials, or equipment shall b No offensive noise, odour, vibration, smoke,	e stored outside of the residence, or a		roperty.
I do <u>not</u> require a space in a commercial building to ca the owner of the dwelling unit, I have discussed and re	rry on this business and wish to use my ceived permission to operate the home	place of residence as my busi e-based business from the prop	ness address. If I am not perty owner/manager.
The information provided may be shared in acc	cordance with the Freedom of In	formation Act	
I understand and agree to the above noted term			INITIALS:
PART 3: BUSINESS LOCATION INFORMATION - C	omplete ALL fields.	NO DE COMP	1000
Business Location Address: (Vancouver P.O Box no		Type:	
555 Hove St. Ground	WVancouver Commerci	ial/Industrial Premise	
vancouver, BC	The state of the s	ed /Residential Premise	
	☐ Owner of the pro	perty Tenant of the property	
Voc 262	☐ Out of Town		
Business Mailing Address: (ONLY IF different than I	Business address) Business Email Ads. 17(1)	ddress: .	
Some as	I prefer my annua	al business licence renewa	l be sent:
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Total # of regular is part-time employees (including business owner) at business location Total square footage of business location Total square footage of business location Provide information for your Yancouver commercial/Industrial premise location: graphicsbies \$\frac{1}{2} \sum \frac{1}{2} \sum \frac{1}{2} \substitute \text{Total square footage of business location} Provide information for your Yancouver commercial/Industrial premise location: graphicsbies \$\frac{1}{2} \substitute \text{Total of commercial/Industrial premise location:} \[\text{YES Q-MO} \text{ Are you sharing space with another company at the commercial/Industrial business location?} \[\text{YES Q-MO} \text{ Are you sharing space with another company at the commercial/Industrial business location?} \[\text{YES Q-MO} \text{ Are you sharing space with another company at the commercial industrial business location?} \[\text{YES Q-MO} \text{ Are you sharing space with another company at the commercial industrial business location?} \[\text{YES Q-MO} \text{ Are your space with proper space of the property of the commercial industrial business location?} \[\text{YES Q-MO} \text{ Are your space with proper space of the property of the property of the commercial industrial business location?} \[\text{YES Q-MO} Are your space of your space of the property of the proper	Provide inform	mation for your <u>Vancouver busin</u>	ess location: (If app	dicable)	
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Provide information for your <u>Vancouver commercial/industrial premise location</u> : (# applicable) Press	_Ø	Total # of company &/or employ	ee vehicles at busin	ness location	
Section Sect	3'200	Total square footage of business	location		
SPYES NO Are you sharing space with another company at the commercial/industrial business location?	Provide infor	mation for your <u>Vancouver com</u>	nercial/industrial p	premise location: (If applicable)	X.
SPYES NO Are you sharing space with another company at the commercial/industrial business location?	5/2/201-	Occupancy date of commercial/	industrial business	location	A Company of the Comp
Suiting development permit No.(s)	ØYES □ NO	Are you sharing space with anot	her company at the	commercial/industrial business loca	tion?
Total # of coin operated vending machines Total # interior seats: Total # of exterior seats: Liquor Service: □ YES □ NO Licence No#	From the same of t	The state of the s	and the second s		
Restaurants: Total # interior seats: Total # of exterior seats: Liquor Service: YES NO Licence No#		Building/development permit No	o.(s) Occi	upancy permit no.	
Do you have a program in place to separate and recycle the following items: (ptacks stelly if your business does not generate this type of material)		Total # of coin operated vending	machines Tota	l # of bank/ATM machines	
-Compostable organics - food scraps, yard trimmings, clean wood waste		Total # interior seats: To	otal # of exterior se	ats: Liquor Service: ☐ YES ☐	NO Licence No#
-Recycling - paper, cardboard, glass/plastic/metal containers YES NO DON'T CREATE* UNKNOWN	Do you have a	program in place to separate an	d recycle the follo	wing items: (*check only if your business does n	not generate this type of material)
PART 4: APPLICANT STATEMENT I/We the undersigned confirm as the business owner(s)/agent for the owner(s) that the above noted information is correct and agree to comply and the undersigned confirm as the business owner(s)' is / are responsible for the overall management of the business including staff while representing the owner(s)' business. Further, failure to meet these obligations may result in the business ticence being suspended or reported to City Council for possible revocation. The information provided may shared in accordance with the Freedom of Information Act. Business Owner/ Director Signature #1: Print Name: Business Owner/ Director Signature #2: Print Name: Signature: Signature: Signature: Signature: Date: Representative Signature: Signature: Signature: Signature: Date: Contact Phone #: Date: PART 5: APPLICATION REQUIREMENTS - To avoid delays in processing, submit the following items with your application: An additional pro-rated ticence fee is required upon licence approva per Schedule "A" of Licence By Law No 4450. I piece of valid government issued photo identification (Mandatory) for Business Owner(s). Corporation/Society & foreign jurisdiction's company registration documents listing all Owners/Directors of the company. Copy of BC Registration Statement for Extra Provincial Company/Society & foreign jurisdiction's company registration documents listing all Owners/Directors of the company. Business Licence Transfer Authorization Form. If applicable) Police Information Check (PIC). If applicable) Licence Number:	-Compostabl	e organics - food scraps, yard trir	nmings, clean wood	d waste □ YES □ NO □ DON'T CRE	ATE* UNKNOWN
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ALL relevant provisions of the Licence By-law No. 4450 and other applicable City By-laws. It is also understood that the business nowner(s) 'is/are responsible for the overall management of the business including staff while representing the owner(s)' business. Further, failure to meet these obligations may result in the business licence being suspended or reported to City Council for possible revocation. The information provided may shared in accordance with the Precedom of Information (Tables) in the provided may shared in accordance with the Precedom of Information provided may shared in accordance with the Precedom of Information Provided may shared in accordance with the Print Name: Signature:			s)/agent for the owner	er(s) that the above noted information is	correct and agree to comply with
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Business Owner/ Director Signature #3: Print Name: Signature: Signature: Contact Phone #: Date: Representative Signature: PART 5: APPLICATION REQUIREMENTS - To avoid delays in processing, submit the following items with your application: \$554.00 non-refundable application fee. (Mandatory) Please include a cheque payable to The City of Vancouver with your application. 1 piece of valid government issued photo identification (Mandatory) for Business Owner(s). Letter of Authorization for Representative and Representative's government issued photo identification. Copy of BC Corporation/Society Company Summary. Copy of BC Registration Statement for Extra Provincial Company/Society & foreign jurisdiction's company registration documents listing all Owners/Directors of the company. Business Licence Transfer Authorization Form. Iff applicable) Police Information Check (PIC). Iff applicables Police Information Check (PIC). Iff applicables Police Information Check (PIC). Iff applicables Licence Partnership: Required for EACH OWNER. Both Transfer and Company With Both Registry Sole Proprietor/General Partnership: Required for EACH OWNER. Both Company/Society & Extra Provincial Company/Society: Required for 1 OWNER/DIRECTOR ONLY. Adocument signed by the Owner/Director of the company which authorizes a representative to apply on their behalf in the absence of the Owner's/Director's signature above. Required for all BC Corporations/Societies & Extra Provincially registered Companies/Societies. **NOTE: Any foreign entity, including federal and foreign corporate must register as an extra provincial company with BC Registry Services. Police Information Check (PIC) may be required pending ticence review Vulnerable Sectors. Original PIC required from Vancouver Police Department. Note: RCMP PIC NOT ACCEPTED. Licence Number: Licence Number: Licence Number:		/ Director Signature #2:	TAIL CONTRACTOR		the later than the second
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Letter of Authorization for Representative and Representative's government issued photo identification. A document signed by the Owner/Director of the company which authorizes a representative to apply on their behalf in the absence of the Owner's Director's signature above. Required for all BC Corporations/Societies & Extra Provincially registered Companies/Societies. NOTE: Any foreign entity, including federal and foreign corporate must register as an extra provincial company with BC Registry Services. Required in addition to the General Business Licence Application for to transfer a valid business licence. Licence transfers are permitted once (1) per calendar year. Police Information Check (PIC). (If applicable) Police Information Check (PIC) may be required pending licence revie: Vulnerable Sectors, Original PIC required from Vancouver Police Department. Note: RCMP PIC NOT ACCEPTED. Licence Number: Licence Num					
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ECHO2 PLUS SKINCARE TREATMENT SYSTEM

Exfoliation - Cleansing - Hydration - Oxygenation

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SPA PRODUCTS

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Developed in 1989, the Echo2 Oxygen Treatment was the first of its kind in Oxygen Treatments on the market.

This patent system utilizes scientific principals to nourish and revitalize every cell of the skin pore by pore. It is used by celebrities, estheticians and physicians for pre & post surgery to speed up the healing process. Increasing the skin's oxygen levels will treat, aging, sun and weather damaged skin as well as ailments such as seborrhea, psoriasis, rosacea and many others.

Pure oxygen gas, vitamins A, C & E and 87 minerals, enzymes and amino acids are propelled deep into the dermal layer of the skin where it adheres to the red blood cells and the collagen and elastin fibers.

A revolutionary hydrating, anti-aging or acne skin care treatment which the option of using medical grade ingredients to treat acne skin or as a pure oxygen, mineral & vitamin blast add-on to your existing face treatments.



HOW ECHO2 WORKS

ECHO is an acronym for the following four steps of the ECHO 2 Plus Skin Care Treatment System

EXFOLIATION – This is defined as the active removal of dead skin flakes that form daily on the skin surface. It is an essential part of cleansing the facial skin. Plus, this step temporarily reduces the tri-level barrier function of the skin so it can receive the active nutrients.

CLEANSING –The Echo 2 Plus Skin Cleanser is applied using sterile techniques so as not to irritate the newly exposed surface skin cells nor to kill the resident and helpful bacteria already present on the skin.

HYDRATION –Hydration functions to supply moisture and nourishment to the skin surface. The Echo2 Plus process of "Osmotic Hydration" is the only one of its kind to use specifically formulated enzymes and mineral solutions to help draw moisture to the skin surface, thus providing skin cells with more nourishment than ever before possible.

OXYGENATION –This portion of the treatment is uniquely and exclusively part of the Echo2 Plus Skin Care Treatment System. Oxygen, in conjunction with vitamins and minerals, is propelled onto the skin to nourish and revitalize the skin cells. Oxygen is an excellent nutrient for collagen and elastin. The body uses its own oxygen supply and other nutrients to increase the strength of the collage and elastin fibers. The result is an increase in the suppleness and elasticity of the skin.

Echo2Plus Oxygen Treatment system is radically different than every other oxygen treatment on the market today in that it uses real oxygen and not Hydrogen Peroxide or some other chemically-derived oxygen. Also the system prepares the skin step-by step to receive the oxygen at the deep dermal or cellular level where it can stimulate the growth of healthy new skin cells and strengthen the collagen network.

OXYCEUTICALS

** Currently not available in Canada **

Professional acne treatment system utilizing pure oxygen along with proven acne-fighting ingredients.

The Oxyceuticals Oxygen Acne Treatment System was developed by ECHO2PLUS, the recognized leader in professional oxygen treatments for skin. As the pioneer in this field for over 18 years, the researchers at the Echo2Plus set out to develop a clinical acne treatment which would build upon the successful principles of the Echo2Plus original Oxygen Treatment, yet specifically target acne vulgaris (common acne).

Oxyceuticals deep cleanses, exfoliates and unclogs pores. It oxygenates to kill harmful acne bacteria and helps to calm and smooth skin inflamed by acne. It also promotes healing, re-balancing of the skin along with protecting it against dangerous photo-aging damage.



BEFORE



AFTER

BENEFITS OF OXYGEN

Without oxygen, all cells will die almost immediately, including skin cells. As we age, our bodies, and especially our skin, lose their ability to retain and utilize oxygen for normal metabolic (formation of new cells) processes. Add to this, the effects of stress, pollution, smoking, poor diet and lack of exercise and you have a serious oxygen deficiency in the skin. By targeting the deep dermal layer of the skin where new skin cells form and eventually rise to the surface, the Echo2Plus Oxygen Treatment System places over 180,000,000 oxygen molecules per second into this critical area. Here, the oxygen molecules attach themselves to the red blood cells, as well as the collagen and elastin fibers to stimulate production of healthy new cells and to increase the strength and suppleness of the skin.

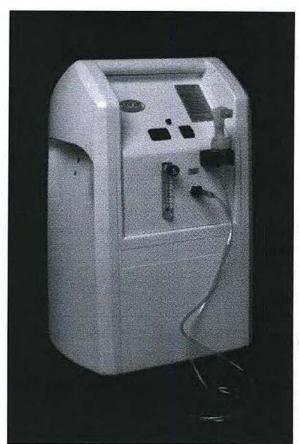
Echo2Plus Oxygen Treatment System benefits all skin types and conditions including:

- · Light to dark complexion
- Young and mature skin
- Dry, oil and combination skin
- · Mild to moderate acne sufferers
- Individuals using Retin-A or Accutane
- Individuals who have had peels, microdermabrasion, laser resurfacing or facial surgery

For best results, a 4-3-2-1 regimen is recommended. That is, four treatments the first month, three treatments the second month, two treatments the third month then one treatment each month thereafter.

OXYGEN CONCENTRATOR

The Echo2Plus Oxygen Concentrator was designed exclusively for use with the Echo2Plus Oxygen Treatment System and the Oxyceuticals Oxygen Acne Treatment in the clinical or esthetic environment and features the following benefits:



Purity -Up to 95% pure oxygen at a constant pressure

Size - Measures just 28.5" High x 15.7" Wide x 14.5" Deep

Portable – Weighs less than 55 pounds—easy to roll from room-to-room

Quiet – Unique design with the extra insulation insures smooth, quiet operation

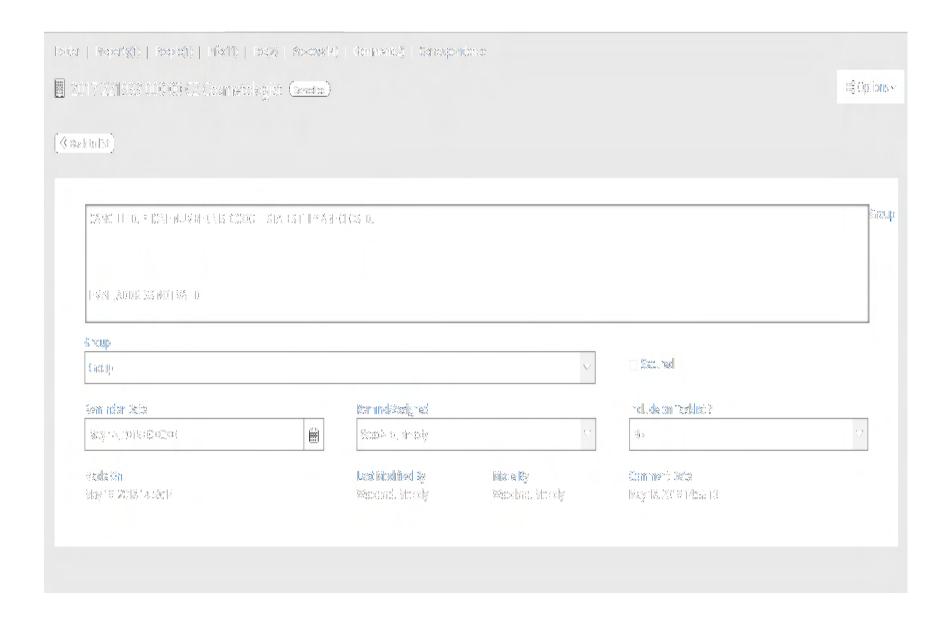
Functional and easy to use – Ergonomic design allows the user maximum comfort and ease of operation including easy-to-use controls and easy glide casters.

Dependable – Completely self–contained. Its internal air compressor, filtration system and all other components were designed for the most demanding clinical or esthetic environment.

Safe – Built in, panel mounted circuit breaker. Plugs into standard outlet.







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