

BLUE MONDAY TRANSCRIPT

Speaker: Jill Laughlin

Date: 14 December

18:55 Lumie: Welcome to Blue Monday, Lumie's weekly online SAD clinic. Starting in five minutes, our Customer Care Manager, Jill Laughlin, will be available to answer your questions on light therapy and SAD. Please feel free to register your questions now. Over the coming weeks, the Lumie Blue Monday SAD clinic will also feature other guest speakers including a representative from the MET Office and scientific experts working in the field. Thank you for taking the time to log-in, we hope this evening's session is of interest.

18:59 Phil: Hi I've got a Lumie alarm clock (outside of warranty) that recently fell off my bedside table and no longer works. I wondered if there's any way I can get it fixed? I live in Cardiff if there's any service centres in my area. Many thanks Phil

19:03 Jill Laughlin, Lumie: Hi, Phil, Yes we do have a Service Repairs department here, I am sure this could be repaired. Best to get the product back to us. As you have not indicated which one of the Bodyclocks it is, if it does have a glass globe please make sure you do not return the globe to us and be sure to pack it carefully in a solid box and include your contact details so that we can give you a call with the cost for repairing the unit.

19:05 David: Hi, what is the delivery on the Bodyclock Starter 30 please?

19:20 R Kumari: Is there going to be any update on the new Lumie Clear system for Acne ?

19:21 Jill Laughlin, Lumie: Lumie Clear is a new light therapy product for the treatment of mild to moderate acne we expect this product to be available in January, 2010 the information is available on our web site at this moment and you can pre order for delivery as soon as they are available.

19:24 Terry: Hi. I have a Bodyclock Elite. How can I enjoy the sunset option without enabling the sunrise in the morning. Sometimes it is nice to have a lay in.

19:27 Jill Laughlin, Customer Care Manager, Lumie: Hi Terry, Lumie Bodyclock Elite offers a 'sunset only' option, referred to as 'Friday Night mode' in the instruction manual. This option is also available on Bodyclock Advanced and Bodyclock Starter 30.

19:29 Ben: What is the difference between SAD and winter blues. I am researching lamps for a friend who suffers from bouts of depression during winter months. I wouldn't describe it as severe, but generally feeling low and unhappy about life. This is for short-ish periods followed by a return to normality for a while, but repeating like this.

19:36 Jill Laughlin, Lumie: Hi Ben, Winter Blues is a milder form of SAD (Seasonal Affective Disorder) the symptoms being the same but not as severe, its likely that a Light Box would benefit your friend as light therapy is estimated to be effective for 85% of sufferers. If waking in the morning is a problem for him, you may want to also consider a Bodyclock. If the depression is severe we would always recommend a visit to your GP to confirm the diagnosis.

19:38 justin: Can you use the light boxes if you have depression and on antidepressants?

19:42 Jill Laughlin, Lumie: Hi Justin, Some Sad sufferers use Light therapy in conjunction with antidepressants, some are able (under guidance only from their GP) eventually, to reduce the dosage of antidepressants and some can even eventually come off the medication completely. For many Sad sufferers a Light box is sufficient without

medication. If medication is already being used please consult your GP before changing the dose.

19:43 Lumie: Due to the high number of questions being asked, please bear in mind that there may be a delay in responses. Thank you for your patience.

19:48 Jill Laughlin, Lumie: Please refer to our distributors section on our web site this can be found from the contact us drop down menu, select overseas, click on France for the local Distributor contact details. If you have any problems please email us at info@lumie.com

19:49 Jane Betts: Due to the change over of light bulbs to new style energy saving bulbs, what do we buy for our SAD lights in the future?

19:57 Jill Laughlin, Lumie: Hi Jane, Bright Lights (ie Lightboxes) are fitted with fluorescent tubes and will not be affected by the changes. The bulbs used in the Bodyclocks have been changed. We have introduced a Halogen version of the Neodymium bulb which we can supply for the next two years, thereafter we will be introducing a bulb with further improvements in energy efficiency which we can supply until 2016. These new bulbs are compatible with all existing Bodyclocks.

19:59 David Bates: Hi, my wife has depended on her old Pharos Max for several (many...) winters past. During the last two seasons, one or two tubes have refused to light - not always the same ones! This time, only one works, always the same one. Apart from buying a new £300 Lumie Pharos Max, do I have a way of restoring our normal Pharos service? Its serial number is 30306/A. I am a capable DIY electrician, so could fit replacement parts if they are available. Waiting to hear!

20:05 Jill Laughlin, Lumie: Hi David, Unplug from the mains first, carefully removing the perspex screen to check that each of the tubes are definitely correctly fitted in the sockets. Try removing each one by pressing the 'red' button to release the bulb, then ensuring to line up with the socket first and push firmly down on the hard plastic part of the bulb not the glass, until it clicks into place. If you still have a problem with some tubes lighting, try swapping the position of these tubes to see if the problem is related to the position or the tube itself. If the problem is with the tubes we can supply replacements. In the unlikely event that the problem seems to be related to one of the positions we would recommend that you return it for repair.

20:05 Lisa: Hi Jill, I use my Lumie DeskLamp for most of the day because my office is north facing and I don't get any sunlight in it at all :o(. Is there any harm in using it all day?

20:07 Jill Laughlin, Lumie: Hi Lisa, It is fine to use the Lumie DeskLamp for extended periods of time.

20:13 Cait: I have been thinking about buying a zip light? How safe is it and how do you start the treatment? Thank you, Cait.

20:14 Jill Laughlin, Lumie: Hi Cait, Like all Lumie products it is certified as a medical device and is designed to be used as treatment for SAD and winter depression. The compact design of the Lumie Zip means that it is convenient to use both at home and in the office, treatment can begin as soon as you receive the unit. It is ideal for travel as it has a built in rechargeable battery.

20:15 Stephanie: Why does it matter if a light box has medical certification or not?

20:22 Sarah: I'm looking to purchase a Bodyclock 1000, how long will this take to be delivered to London?

20:23 Jill Laughlin, Lumie: Hi Sarah, I think you may mean Lumie Bodyclock 100 (Sunray), we have stocks available, you can order online or telephone us, standard delivery is 2-3 working days if you would like an express delivery, you can pay extra and it should be delivered the next working day.

20:24 Lumie: Hello again - just to pre-warn you, we only have five minutes left of Jill's time...

20:25 Dominic Yeoman: which product do you recommend to add general light to our kitchen. It is a dark room - even in summer, and i would like to feel it is more flooded with natural light without using spotlights, or yellow spectrum lights etc i am not so much thinking of a treatment time each day , just more light that does not overwhelm

20:26 Jill Laughlin, Lumie: Hi Dominic, I would suggest the Lumie Bright Spark, this is a mains powered unit, has a very small footprint so takes up very little space on your desk or work surface, a neat design which has a convenient recessed hand grip for easy portability use it at arms length to get your therapeutic benefit and then when pushed back into a corner on the work top delivers a really nice light to spill into the room.

20:28 Kaley Greear: Dear Jill Laughlin, I am interested in using the light therapy treatment for mild to moderate acne. However, I wonder what kind of effects I will have if I stay on my current prescription cream. I use Differin gel, which makes me more prone to sun burns. The product says it is "UV Safe" but I'm not sure what that means. Is it best not to use other prescription products while using this device? Thank you! Kaley

20:29 Jill Laughlin, Lumie: Hi Kaley, UV levels are very minimal from the Lumie Clear, this product should be ok to use with other creams, it poses no hazard from any form of UV radiation (UVA, UVB & UVC). Best to check with your dermatologist first.

20:30 Lumie: Blue Monday has now come to an end for another week - we would just like to say thank you for taking the time to log-on - we hope it was of interest to you. We also want to say a huge, big thank you to Jill Laughlin for giving up her time to help answer everyone's questions. If you have any feedback on tonight's clinic, we'd love to hear from you - please email lindsay@lumie.com. Next week's Blue Monday expert is Doctor Victoria Revell, a chronobiologist at the University of Surrey – she'll be taking questions on how light affects our health and SAD - we look forward to receiving your questions.

20:33 Jill Laughlin, Lumie: Thank you for all your questions tonight, I do hope you have found this useful. Apologies to anyone whom we have not found the time to respond to, please call 01954 780500, Monday-Friday 9.00 – 5.30, and myself or another member of the Lumie Careline team will be able to help you. Thank you and goodnight, Jill Laughlin.