



User Manual



RENPHO  
**EYE SPA  
PODS**

- Heating and Cooling for Instant Comfort
- 3 Modes
- Adjustable for Best Fit

Model: R-G009

Thank you for purchasing the RENPHO Eye Spa Pods! Please read this instruction manual carefully and use the product only as indicated. RENPHO accepts no responsibility for any cause of injuries due to misuse or negligence to follow the instructions outlined. Please keep this manual for future reference.

## Important Safety Instructions

1. Please consult your doctor if you are any of the following user types:
  - Persons with skin infections, sensitivity, redness and/or burns on the skin
  - Persons who had undergone eye surgery or eye conditions such as glaucoma, cataract and retinal detachment
  - Persons with any swelling or wound around the eye area
  - Persons with a heart condition, brain condition, malignant tumors, or other serious health conditions
  - Persons being treated due to medical condition
  - Persons with high or abnormal blood pressure
2. This device is for personal care use only and is not intended for medical purposes.
3. This device can only be used by children aged from 8 years and above and persons with reduced physical, sensory or cognitive capabilities if they have been given supervision or instruction concerning use of the device in a safe way and understand the hazards involved.
4. Children under the age of 8 and the elderly beyond 60 years should be supervised to use the device.
5. Do not submerge the device. Do not place in or drop into water or other liquid.
6. The product contains lithium batteries. Do not use in high temperatures or humid environments.
7. Only use the charger (DC 5V 1A, not included) to recharge the device.
8. Avoid contact with sharp objects.
9. Remove contact lenses, glasses, false eyelashes, etc. before using.
10. Do not use the device while driving or walking.
11. Do not attempt to disassemble or repair the device. Otherwise, it may cause damage and void the manufacturer's warranty.
12. The device has a heated surface. Persons insensitive to heat must be careful when using it.
13. Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.

**SAVE THESE INSTRUCTIONS**

## 1. About the Product

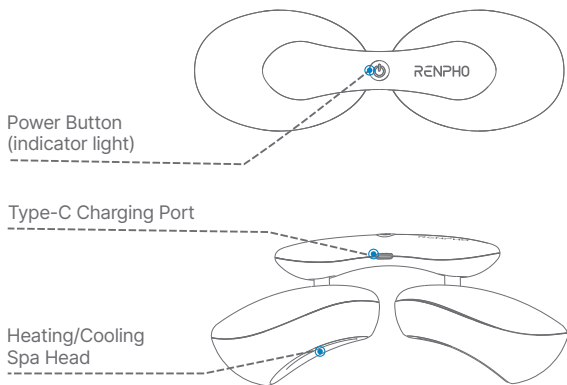
### 1. What's in the Box

- 1 x Eye Spa Pods
- 1 x USB Type-C Cable
- 1 x User Manual

### 2. Specifications

- Product Name: Eye Spa Pods
- Model: R-G009
- Input: 5V  $\equiv$  1A
- Rated Power: 5W
- Battery Capacity: 600mAh\*2

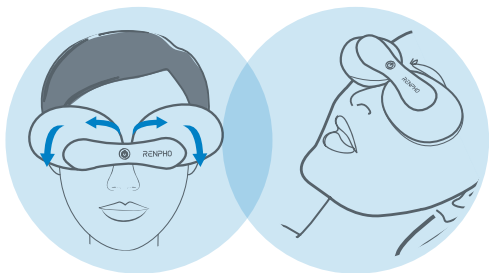
### 3. Overview



## 2. Using the Product

Remove any eye accessories (e.g., eyeglasses, contact lenses, false eyelashes, etc.) before using.

- Slide and rotate the spa heads to fit your eyes or put them a little lower under your eyes area.
- Lie down and turn on the device. Keep your eyes closed while using. You can also choose to hold the device and place it over your eyes for use.



### Tip:

- It is not recommended to use the device for more than 20 minutes at a time.
- Your vision may become blurry for a while, as expected after using the device. It is advised to close your eyes for a few minutes until your vision goes back to normal.

### Power button:

Press and hold for 2s to turn on/off the device.  
Short press to cycle through 3 spa modes  
(default: cooling mode).



- Each press is accompanied by a beep sound.

Spa Mode	Indicator Light	Temperature	Timer	Support use upon a full charge
Cooling	Blue	20°C / 68°F	3mins	about 6 sessions
Heating	Red	39°C / 102°F	10mins	about 6 sessions
Cooling & Heating Cycle	Purple	20-39°C / 68-102°F	8mins	about 4 sessions

### Note:

- As the device needs to dissipate the heat to support the cooling function, it is not recommended to operate the cooling mode in succession. It is recommended to operate this mode every 30mins.

## 3. Charging

- a. Charge the device using the provided charging cable and a DC 5V 1A mobile charger (not included).
- b. It takes about 2.5h to fully charge the device.

Status	Indicator Light
Low battery / Charging	Flashing red
Fully charged	Solid red
Overcharging (at the voltage of 6-30V)	Flashes red quickly for 1 minute

### Note:

- Do not turn on the device while charging.

## 4. Cleaning and Maintenance

- a. Turn off the device before cleaning. Do not rinse the device. Use a soft cotton cloth dampened with mild detergent to wipe it clean.
- b. Keep away from all corrosive cleaners and harsh detergents. Keep away from humidity, heat and/or corrosive gas.
- c. If the device has not been used for over 3 months, please recharge it before use.
- d. Do not attempt to disassemble the device by yourself.

## 5. Troubleshooting Guide

Problem	Cause	Solution
The device is not charging	Using improper charger	Please use the DC 5V 1A charger
	Loose plug causing poor contact	Check the connection and re-insert into the device
	The charger or charging cable is damaged	Check and replace the charger or charging cable if damaged
Power-on failure	Didn't turn on the device as instructed	Press and hold the power button for 2s to turn on the device
	Built-in over-heat protection is being activated after use	It is recommended to rest 30mins before resuming use

## Warranty Policy

### AUSTRALIA & NEW ZEALAND WARRANTY

This document details the terms and conditions of the warranty provided with this product.

Please disregard any other representations contained on this product's packaging or provided with this product, which constitute or appear to constitute a warranty.

Subject to the exclusions and limitations set out below, we warrant to you that if you purchase a product directly from us, or, from any of our authorized resellers, that it will not contain defects which are a result of faulty manufacturer workmanship or materials. This warranty subsists for 12 months from the date of purchase. This warranty is provided in addition to your rights under the Australian & New Zealand Consumer Law.

Subject to any rights you have under the Australian & New Zealand Consumer Law, we will not be liable for defects which are a result of damage or loss caused by factors beyond our control, any product which has not been maintained according to any care or maintenance instructions provided with the product, any alterations to a product which are not performed by us, or damage or defects caused to the product due to unusual or non-recommended use. We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits whatsoever suffered by you or any other person resulting from any act or omission by us. Our total liability in respect of this Warranty against Defects is limited to the replacement of the goods.

This Warranty against Defects is provided in addition to other rights and remedies that you may have at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics Australia authorized by RENPHO. Directed Electronics Australia will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. All costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics Australia, will be borne by you.

This warranty is offered by RENPHO.

## Customer Service

Please feel free to contact us if you have any questions or concerns. RENPHO Customer Service Team guarantees a quick response and hassle-free solutions to any issue you may have within business hours.

# RENPHO



**Support number: 1800 MY RENPHO (1800 69 7367) (AU ONLY)**  
**Monday-Friday 9:00AM-6:00PM (AEST)**  
**Email address: [support-au@renpho.com](mailto:support-au@renpho.com) (AU)**

\*For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dispose of any product parts as they may be required for inspection/repair.

**Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.**

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Shenzhen-Hong Kong Cooperation Zone, Shenzhen, 518000  
P.R.China

Made in China