

Model: RF-EM001S

# Eyeris Smart

Thank you for choosing the RENPHO Smart Eye Massager! Please read this user manual carefully and use the device only as directed. 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**

### **READ ALL INSTRUCTIONS CAREFULLY BEFORE USING.**

When using this device, the following basic precautions should be always followed:

Please consult your doctor if you are any of the following persons:

- Persons who had undergone eye surgery or eye conditions such as glaucoma, cataract and retinal detachment
- The elderly
- Pregnant or postpartum women
- Persons allergic to leather material
- Persons with skin infections, sensitivity, redness and/or burns on the skin
- Persons with any swelling or wound around the eye areas
- Persons with a heart condition, malignant tumors, or other serious health conditions
- Persons being treated due to medical condition
- Persons with high or abnormal blood pressure

If you feel any discomfort, please stop using the device immediately.

1. The device is intended for household use only and not for medical use.

2. This device can be used by children aged 8 and above and by persons with reduced physical, sensory or cognitive capabilities or lack of experience and knowledge only if they have been given supervision or instructions concerning the use of the device in a safe way and understood the hazards involved.
3. Children should not play with the device. Cleaning and maintenance should not be made by children.
4. Remove contact lenses, glasses, false eyelashes, hairpins, hair accessories, etc. before using the device.

**DANGER - To reduce the risk of electric shock:**

1. Always unplug the device from the electric outlet after charging and prior to using, cleaning or storing.
2. Never use pins or other metallic fasteners with this device.
3. The device is not waterproof. Keep away from liquids. Do not immerse in water.

**WARNING - To reduce the risk of fire, electric shock, or injury to persons:**

1. Close supervision is necessary when this device is used by, on, or near children, invalid, or disabled persons.
2. Do not use the device while driving or walking.
3. Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
4. Do not use the device with wet hands.
5. Never operate this device if it is not working properly, has been damaged, or dropped into water. Do not attempt to disassemble or repair the device. Return it to the service center for examination and repair.
6. Do not expose the device to direct sunlight. Keep the device away from humidity, heat, corrosive gas, and flammables.
7. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
8. Only use the charger (DC 5V 1A, not included) to recharge the device.

9. Avoid contact with sharp objects.
10. The device has a heated surface. Persons insensitive to heat must be careful when using this device.
11. 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.
12. Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use on an infant or invalid or on a sleeping or unconscious person. Do not use on insensitive skin or on a person with poor blood circulation. Check where skin is in contact with the heated area of the device frequently to reduce the risk of blistering.

## SAVE THESE INSTRUCTIONS

## ABOUT THE PRODUCT

### 1. What's in the Box

- |                           |                 |
|---------------------------|-----------------|
| 1 × Smart Eye Massager    | 1 × Quick Guide |
| 1 × Type-C Charging Cable | 1 × User Manual |

### 2. Specifications

Product Name: Smart Eye Massager

Model: RF-EM001S

Input: 5V  1A

Rated Power: 5W

Battery Capacity: 1500mAh

Battery Voltage: DC 3.7V

Charging Time: about 3.5 hours

Working Time: 90-240mins

# USING THE PRODUCT

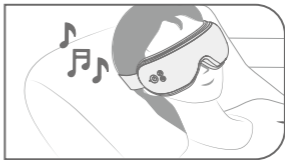
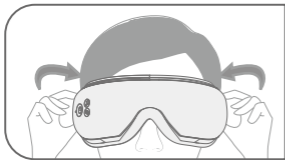
## 1. Charging

- Fully charge the device before the first use. Charge the device using the provided Type-C charging cable and a DC 5V 1A charger (not included).
- Low power warning: The indicator flashes red slowly, accompanied by a voice prompt “Low power, please charge”.
- It takes about 3.5 hours to fully charge the device. The indicator flashes red slowly while charging. Once charging is complete, the indicator will turn solid red.

**Note:** Do not use the device while charging.

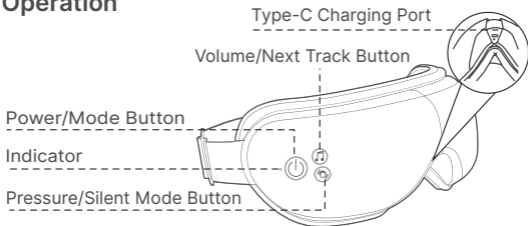
## 2. Wearing

- Remove any eye accessories (e.g. eyeglasses, contact lenses, false eyelashes, etc.) that may hinder you from using the device.
- Wear the device and ensure it fits your eyes properly. Adjust the elastic band to fit your head.



**Note:** Your vision may become blurry for a while, as expected after using the device. It is recommended to close your eyes for a few minutes until your vision goes back to normal.

### 3. Operation



**a. Long press to turn on/off the device.**

Once the device is turned on, the indicator will be solid white and the default setting is Air Pressure Level: soft, Heat: on, Volume Level: 3, Voice Mode: on, Bluetooth: on.

**b. Short press to cycle through 5 modes:**

M1: Air Pressure + Heat

M2: Air Pressure + Heat + Vibration

M3: Air Pressure

M4: Heat Only

M5: Vibration



**a. Short press to cycle through soft pressure (Default)/strong pressure/no pressure.**

**b. Long press to switch between silent mode and voice mode.**

Once silent mode is activated, the voice broadcast and built-in music will be disabled. The music from your phone or Renpho Health App will be paused but can be resumed via your phone or App.



**a. Short press to cycle the music volume through Level 3 (Default)/Level 4/Level 5 (Max.)/Level 0/ Level 1/Level 2.**

**b. Long press to enter the next track when the device is playing music from your phone or Renpho Health App.**

**Note:** The volume of the voice broadcast cannot be adjusted.

## 4. Bluetooth Music Connection

- Turn on the device and enable Bluetooth on your smartphone.
- Search for “**RF-EM001S Music**” and connect it to play your own music playlist through the device.

**Note:** Once paired successfully, the device will be automatically connected to Bluetooth every time it is turned on.

### Indicator Description

Status	Indicator
Device is on	Turns solid white
Successful Bluetooth music connection/app connection	Flashes blue slowly
Successful Bluetooth music connection and app connection	Turns solid blue
Low battery/charging	Flashes red slowly
Fully charged	Turns solid red
Charging at a voltage higher than 5V	Keeps flashing red quickly for 1min and then goes out, indicating an improper charger is used.

## 5. Auto-off Timer

The device will automatically shut off after 15 minutes of continuous use unless you select another timer via the app.

## 6. Memory Function

- Except in DIY mode, the device will recall the last selected mode and pressure level once turned on again.
- Except in DIY mode, the device will recall the last selected pressure level and volume while switching modes.

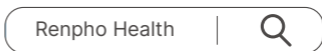
## APP INSTRUCTIONS

### 1. Download the App

Scan the QR code below or search for “**Renpho Health**” from the Apple App Store or Google Play to download the Renpho Health App.



Renpho Health



\* Apple and the Apple Logo are trademarks of Apple Inc., registered in the U.S. and other countries.

\* Google Play is a trademark of Google LLC.

**Note:** Due to continuous updates and improvements, the "Renpho Health" App may appear slightly different.



## 2. Log in/Sign up

- Log in directly with an existing Renpho App account.
- If you don't have any Renpho App account, tap **"Sign up"**. Register a new account for Renpho Health App using your email address and complete your profile information.

## 3. Connect to the App

Before connecting to the Renpho Health App, enable Bluetooth on your smartphone (Android System also requires location access) and turn on the eye massager.

### -Method 1

Open the app, and a window will pop up and tap **"Connect"**.



## -Method 2

- Open the app, and tap “+” on the top right corner of the “Device” page to pair manually.
- Select “Massage” and tap “Eyeris Smart”.
- A window will pop up and tap “+”.



### Tip:

- When the eye massager is connected to the app, you will hear a voice prompt “App connected”.
- Once the device has started operating the mode set via the app, please do not touch any button on the device while wearing it to avoid changing the settings. Alternatively, you can lock the buttons via the app before wearing the device.

## 4. Lock the Buttons or View the FAQ

Tap on the “**Settings**” tab to choose a lock time to prevent accidentally touching the buttons on the eye massager during use or refer to the FAQ when you have any concerns or questions.




## 5. Preset Your Standard Mode

After successful app connection, the eye massager will start with preset settings and you can check its battery level, timer, current mode, air pressure level, volume level and voice broadcasting or adjust them on the Presets page according to your preference.



### Note:

The device features a memory function that can recall the last preset mode and pressure level after reconnecting to the app or recall the last selected volume while switching modes.

- Time: Tap  to gain another 15-min massage session.
- Massage Mode: Choose your preferred one from 5 massage modes.
- Air Pressure: Adjust the air pressure level between soft and strong or turn it off.
- Volume: Adjust volume level between level 1/2/3/4/5 or turn it off.
- Voice Broadcast: Choose to turn it on or off.





## 6. DIY Your Massage Session

- a. Tap on the “**Customize**” tab and tap “**Add**” to customize your massage session by choosing message mode, air pressure level, heating level, vibration, time and music.
- b. After choosing, tap “**Save**” to enter a name and then save your created mode. You can add up to 15 customized modes to your DIY mode list through “+”.
- c. Tap “” to top your favorite DIY message session.
- d. To edit your DIY mode, tap “” and save.

### **Note:**

To enjoy the edited settings in the selected DIY mode, switch to another mode after saving changes and then back to the edited DIY mode.

- e. To remove the mode from the DIY mode list, swipe left and tap “”.
- f. Tap “” to experience your selected DIY mode and you can control the voice broadcasting and volume level via the app.
- g. To exit the running DIY mode, tap “<” and choose another mode OR turn to Presets page and tap “<” to disconnect the app directly.





## 7. Enjoy Meditation MV/Music or Your Playlist


- a. Tap on the “**Sounds**” tab and follow the on-screen instructions to connect to “**RF-EM001S Music**” through your phone settings.

### **Note:**

You can enjoy meditation music from the app or your playlist through the eye massager only when Bluetooth (RF-EM001S Music) is connected. Once paired successfully, the device will be automatically connected to Bluetooth every time turned on, followed by a voice prompt “Bluetooth Connected”.

- b. Download the meditation music/MV.

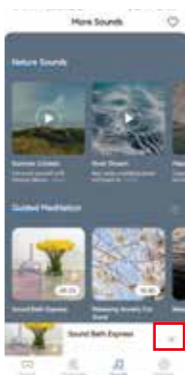
- c. Tap the downloaded music/MV to play and choose to tap “” to add it to your favorite. (When the MV is playing, you can tap “” to play the MV in landscape mode. )

- d. To exit the MV or music, tap “”.

- e. To listen to meditation MV or music in the background, tap “<”. Tap “X” to exit.

### **Note:**

You can listen to your favorite meditation MV or music tracks in the background while exploring the Favorite page. This exclusive feature is only available on the Favorite page.





## CLEANING AND MAINTENANCE

1. Turn off the device or unplug the charging cable and allow the device to cool down before cleaning or storing.
2. Wipe the surface with a soft cotton cloth slightly dampened with mild detergent. Do not use abrasives, solvents, chemical cleaners, or harsh detergents.
3. Do not expose the device to direct sunlight or high temperatures. If the device has not been used for over 3 months, please charge it from time to time to prolong its lifespan.
4. It is recommended to wipe off any sweat, eye cream, or cosmetic residue left on the protein leather surface after use to prolong the lifespan of the device.
5. Do not disassemble the device by yourself. Otherwise, it may cause damage and void the manufacturer's warranty.

## TROUBLESHOOTING GUIDE

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Power-on failure.	Out of power.	Charge the device.
	Short press the power button.	Long press the power button to turn on the device.
Low air pressure.	Low battery.	Charge the device.
No air pressure.	No air pressure is selected.	Switch to soft/strong pressure.
	The mode without air pressure is selected.	Select the mode with air pressure function.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
The device shuts off suddenly.	Out of power.	Charge the device.
	The built-in auto-off timer is activated.	Restart the device for another massage session if needed.
The device cannot be charged.	Use other types of charging cables.	Use the provided Type-C charging cable only.
	Use a charger with a voltage higher than 5V.	Use a DC 5V 1A charger.
Fail to connect the device to the app.	Your phone's Bluetooth is not enabled.	Enable Bluetooth on your smartphone and pair the device following the "APP INSTRUCTIONS".
	The eye massager has been paired with another mobile device.	Unbind the eye massager on another mobile device.
Fail to play Bluetooth music on the device.	Bluetooth music connection is disabled.	Enable Bluetooth on your smartphone and connect to "RF-EM001S Music".
	Silent Mode is activated.	Long press the Pressure button to switch to voice mode.
The app is not working.	App Error.	Restart the app.

**If you encounter any other problems, please feel free to contact our customer service.**

## FCC Regulatory Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### ISED Regulatory compliance

This device contains licence-exempt transmitters that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

## WARRANTY POLICY


Your RENPHO product purchase is covered by a one-year limited manufacturer warranty from the date of delivery. For warranty terms and conditions, please visit:


<https://renpho.com/pages/warranty-terms-and-conditions>

**Note:** Product registration is not required for the warranty. If you choose not to register your product, it will not diminish the product warranty.

## 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.

 **Tel:** +1(844) 417 0149 (US ONLY)  
Monday-Friday 9:00AM-4:30PM  
1800 MY RENPHO (1800 69 7367) (AU ONLY)  
Monday-Friday 9:00AM-6:00PM (AEST)

 **Email:** support@renpho.com (US&CA)  
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.

US Importer: JOICOM CORPORATION

14129 The Merge Street, Building 3 Unit A, Eastvale, CA 92880

Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.

Qianhai Complex A201, Qianwan Road 1, Qianhai Shenzhen-Hong Kong Cooperation Zone, Shenzhen, 518000 P.R.China

Made in China