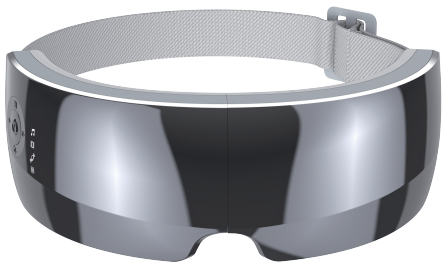


RENPHO User Manual

True View Eye Massager



Model: R-G004

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Thanks for purchasing the RENPHO True View Eye Massager. This massager with heat compression is designed to massage your eyes to relieve your eyes fatigue. Please read this instruction manual carefully before use. RENPHO assumes no responsibility for any consequences caused by misuse or failure to follow these instructions. Please keep this manual for future reference.

Important Safety Instruction

When using the appliance, basic precautions should always be followed, including the following:

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
2. Children shall not play with the appliance.
3. Cleaning and user maintenance shall not be made by children.
4. The appliance is for household use only and cannot be used as medical equipment. It is not intended for medical diagnosis, treatment, or commercial purposes.

DANGER - To reduce the risk of electric shock:

- 1) Always unplug the charger from the electrical outlet after charging.
- 2) Never use pins or other metallic fasteners with this product.

If you are any of the following user types, please consult a doctor before use:

- Children
- Elderly
- Pregnant or lying-in women who had given birth recently
- People who are allergic to leather material
- People who suffer from skin infections, sensitivity, redness and/or burns on the skin
- People who suffer from brain disease, eye disease, or another physical or mental disorder
- People who suffer from osteoporosis
- People who have had an eye operation, or if you have any eye diseases such as glaucoma, cataract, and amotio retinae

- People who have any swelling or wound around the eye area
- People who use a pacemaker or other implantable medical device
- Patients with heart disease, malignant tumors, or other serious health conditions
- People who are receiving medical treatment or feel discomfort
- People with high or abnormal blood pressure

If you feel unwell or have any unusual discomfort, please stop using the appliance immediately.

WARNING - To reduce the risk of fire, electric shock, or injury to persons, please follow the instructions below:

1. Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
2. Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
3. Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Never operate this appliance if it is not working properly, has been damaged, or dropped into water. Return the appliance to a service center for examination and repair.
5. Put on the appliance before turning the power on.
6. If you feel any pain around your eyes, please stop using the appliance and consult a physician.
7. Do not expose the appliance to direct sunlight. Keep the appliance away from humidity, heat, and/or corrosive gas.
8. Do not use the appliance with wet hands.
9. Remove contact lenses, glasses, false eyelashes, hairpins, hair accessories, etc. before using.
10. Only use the charger (DC 5V 1A, not included) to recharge the appliance.
11. Do not use the appliance while charging.
12. Keep the charger and charging port dry before charging.
13. Do not immerse the appliance into the water; clean its surface with cotton soaked in alcohol. Do not use diluent, gasoline, chloride, alkaline, or acid cleaning agents.
14. Avoid contact with sharp objects.
15. Do not use the appliance while driving or walking.
16. If any fault or malfunction should occur during use, take it off

immediately. Never attempt to disassemble or repair the appliance yourself.

17. Do not use the appliance for more than 20 minutes each time.
18. Use heated surfaces carefully. May cause serious burns. The unattended use of heat by children or incapacitated persons may be dangerous.
19. 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 it on insensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.

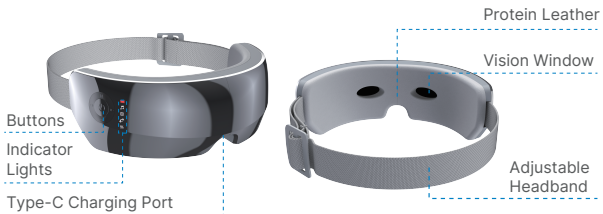
SAVE THESE INSTRUCTIONS

About the RENPHO True View Eye Massager

1. What's in the Box

- 1 x RENPHO True View Eye Massager
- 1 x Type-C USB Cable
- 1 x Storage Bag
- 1 x Cleaning Cloth
- 1 x User Manual

2. Product Structure



3. Specification

Product Name: Eye Massager

Model: R-G004

Material: ABS+Protein leather

Input: 5V = 1A

Rated Power: 5W

Timer: 10 minutes

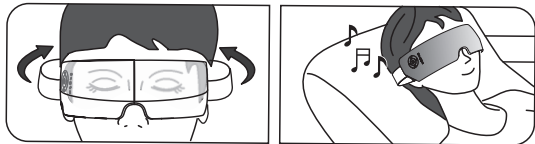
Battery Capacity: 1500mAh

Product Weight: 0.77lb

Product Size: L8.1×W1.6×H3.5(inch)

Wearing the Device

Put on the device, align the vision windows to your eyes, then adjust the elastic band to fit your head size for comfort.

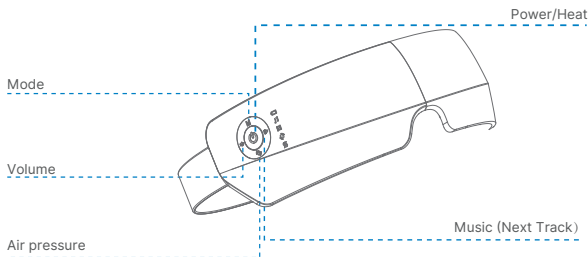


Attention:

1. Remove your contact lenses, glasses, false eyelashes, hair accessories etc. before use to avoid discomfort.
2. Be careful to ensure that the device is not too tight around your head.

Using the Device

1. Operation Instruction



⏻ : Long press the button for 2s to turn on/off the massager with prompt voice. After power on, it will enter mode 1 (Air Pressure plus Heat) by default and start the massage.

Short press it to switch among Low Heat (Default), High Heat and No Temperature during operation.

M : Short press this button to cycle among the following modes during operation:

M1: Air Pressure + Heat + Music

M2: Air Pressure + Heat + Vibration + Music


M3: Air Pressure + Music

M4: Heat + Music

M5: Vibration + Music

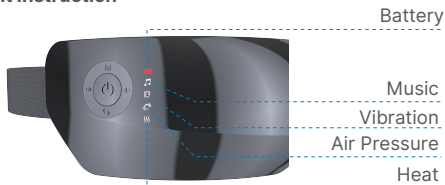
🔊 : Short press this button to switch among Soft Pressure (Default), Strong Pressure and No Pressure during operation.

🎵 : Short press this button to switch to the next track (Music 1/ Music 2 built-in the device) during operation.

 : Short press this button to choose and cycle among volume levels (Level 3/Level 4//Maximum/Level 0/Level 1/Level 2) during operation.

Auto-off timer: The device will automatically shut off after 10 minutes of continuous use (Massage completed).

2. Indicator Light Instruction



Status	Indicator Light
Mode 1	Air Pressure+Heat+Music On
Mode 2	Air Pressure+Heat+Vibration+Music On
Mode 3	Air Pressure+Music On
Mode 4	Heat+Music On
Mode 5	Vibration+Music On
Music	Solid white (Built-in Music) Solid blue (Bluetooth Connected)
Heat	Solid white (Low Heat) Solid red (High Heat) Off (No Temperature)
Air Pressure	Solid white (Soft Pressure) Solid red (Strong Pressure) Off (No Pressure)

Note:

1. In mode 3 (Air Pressure only), while choosing No Pressure, the device will automatically shut down after about 10s without any operation.
2. In mode 4 (Heat only), while choosing No Temperature, the device will automatically shut down after about 10s without any operation.
3. In mode 1 (Air Pressure plus Heat), while choosing No Pressure and No Temperature , the device will automatically shut down after about 10s without any operation.

3. Bluetooth Connection

After turning on the device, enable your mobile phone Bluetooth setting, search for R-G004 and connect it. After connection, you can play your own music while massaging. Press Music (Next Track) to switch to the next track.

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

4. Silent Mode

Long press the Volume Button to switch between Silent Mode and Voice Mode with prompt voice during operation.

In silent mode

The voice broadcast and built-in music will be disabled. The Bluetooth music will be paused but can be resumed via your phone.

Note: The device will enter Voice Mode by default when turned on each time.

Charging the Device

When the battery indicator light turns on and flashes red slowly, it indicates the low battery and you need to charge the device.

1. Please use the DC 5V 1A mobile charger (not included) to charge the massager:

- 1.1 Insert USB cable into the socket of the mobile charger.
- 1.2 Softly insert the USB plug into the socket of the device.
- 1.3 It takes about **3h** to fully charge the device. The device can be used for about **1.5h** after a full charge (Use time may differ depending on the operation mode selected).

Note: Do not turn on the device while charging.

2. Battery Indicator Light Instruction

Status	Battery Indicator Light
Working	Off
Low Battery	Slow flashing red
Charging	Slow flashing red
Fully Charged	Solid red
Over Charged	Quick flashing red and it will go out after 1min

Cleaning and Maintenance

1. Please turn off the device before cleaning. Do not use corrosive detergents such as benzene or diluent to clean it.
2. Thanks to its ABS and protein leather material, the device can be easily wiped clean with the soft cleaning cloth provided in the package.
3. Do not expose the device to direct sunlight or high temperature. If the device has not been used for over 3 months, please recharge it before use.

4. Keep the device in a cool, dry place. It can be folded into a compact size for easy storage.
5. Do not disassemble the device by yourself, otherwise, it will cause damage and void manufacturer's warranty.
6. Do not disregard the device with normal household waste at the end of its service life; instead, follow local environmental regulations and guidance for disposal.
7. Battery life can vary by application and/or operating conditions. If the appliance is not in use for a long period of time, please keep it powered off and charge it once a month to prolong its lifespan.

Troubleshooting

Problem	Cause	Solution
There is a mechanical or air sound coming from the device	Normal sound of air inflation or air pressure	No need to do anything
Power-on failure	<ol style="list-style-type: none"> 1. Low battery 2. Short press the Power Button 	<ol style="list-style-type: none"> 1. Charge the device in time 2. Long press the Power Button for 2-3 seconds
Low massage intensity or weak air pressure	Low battery	Charge the device
The device shuts off suddenly	<ol style="list-style-type: none"> 1. Low battery 2. 10-minute auto-off timer 	<ol style="list-style-type: none"> 1. Charge the device 2. Turn on the device again
The device can't be charged	<ol style="list-style-type: none"> 1. Using other types of charging cables 2. Using improper charger with voltage as not indicated 	<ol style="list-style-type: none"> 1. Use the Type-C charging cable provided in the package only 2. Use the DC 5V 1A charger only

Problem	Cause	Solution
No heat	<ol style="list-style-type: none"> 1. Heat function is not powered on 2. Built-in heat protection is triggered due to excessive use 	<ol style="list-style-type: none"> 1. Select the mode with the heat function, or short press the Power/Heat Button to power on 2. Turn it off for a while to cool down
No air pressure	Air pressure function is not powered on	Select the mode with the air pressure function, or short press the Air Pressure Button to power on
No broadcast or music	<ol style="list-style-type: none"> 1. Too low volume level or adjust the volume to level 0 2. Silent Mode is powered on 	<ol style="list-style-type: none"> 1. Short press the Volume Button to adjust volume level 2. Long press the Volume Button to enter Voice Mode
<p>If these solutions cannot solve your problem or you encounter any other issues, please feel free to contact us at support@renpho.com.</p>		

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 9:00-5:00PM (GMT+10)

 **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.

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.

RENPHO

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Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.

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Made in China

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