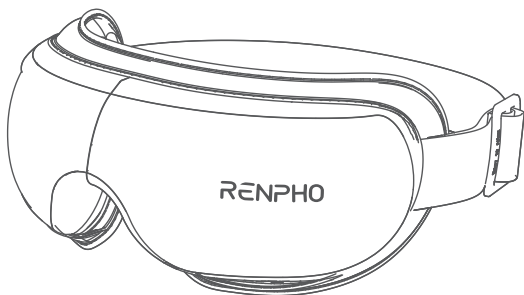


**RENPHO**  
Smart Health Simplified

**User Manual**



Model: R-G010V

**Eye Massager**

Thank you for purchasing the RENPHO Eye Massager! 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

## READ ALL INSTRUCTIONS CAREFULLY BEFORE USE.

1. This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the device by a person responsible for their safety.
2. Children should be supervised to ensure that they do not play with the appliance.
3. This device is intended for personal care use only and not for medical or commercial purposes.
4. Cleaning and maintenance should not be conducted by children.
5. Please consult your doctor before use if you fit into any of the following user groups:
  - Persons who had undergone eye surgery or eye conditions such as glaucoma, cataract and retinal detachment
  - The elderly
  - Pregnant or postpartum women
  - Persons who are 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 area
  - Persons using a pacemaker or other implantable medical devices
  - Persons with a heart condition, malignant tumors, or other serious health conditions
  - Persons undergoing medical treatment
  - Persons with high or abnormal blood pressure
6. If you experience any discomfort during use, stop using the device immediately.

7. Remove contact lenses, glasses, false eyelashes, hairpins, and any other accessories before use.
8. Do not use the device while driving, walking, or running.
9. Avoid contact with sharp objects.
10. High temperatures may cause burns to occur regardless of the control setting. Do not use the device on infants, persons who are with disabilities, sleeping or unconscious. Check frequently where the skin is in contact with the heated area to reduce the risk of blistering.

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

1. Never use pins or other metallic fasteners with this device.
2. Do not use the device with wet hands or submerge the device in water or any liquid.

**CAUTION - To reduce the risk of burns:**

1. 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.
2. The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.

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

1. Do not operate under 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 device if it is not working properly, has been damaged, or dropped into water.
5. Never drop or insert any object into any opening.
6. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

**About the battery:**

1. Do not use while bathing or in a shower.

2. Do not place or store appliance where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Never operate on a soft surface such as a bed or couch where the air openings may be blocked.
5. Do not expose the appliance or battery to excessive temperatures.
6. Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.
7. This appliance contains batteries that are non-replaceable. When the battery is at end of life, the appliance shall be properly disposed of.
8. Do not dismantle, open or shred battery.
9. Do not subject cells or batteries to mechanical shock.
10. In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
11. Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or product manual for proper charging instructions.
12. Do not leave a battery on prolonged charge when not in use.
13. After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
14. CAUTION - The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not recharge, disassemble, heat above 100°C (212°F).

# SAVE THESE INSTRUCTIONS

# ABOUT YOUR EYE MASSAGER

Adjustable Buckle

Headband

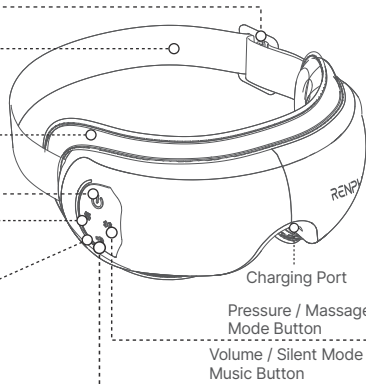
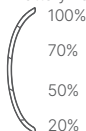
Eye Cushion

Power / Timer Button

Heat / Vibration Button

Indicator

Battery Level



Charging Port

Pressure / Massage Mode Button

Volume / Silent Mode / Music Button



Freezable Gel Mask



Charging Cable



Storage Bag



User Manual



Quick Guide

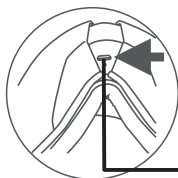
## Indicator

Status	Indicator
Device turned on / Bluetooth disconnected	Turns solid white
Bluetooth connected	Turns solid blue

Status	Indicator
Low battery (<20% battery level)	Flashes red slowly
Charging	Flashes red in a sequential pattern
Fully charged	Turns solid red
Charging at a voltage higher than 5V	Keeps flashing red quickly for 1 minute and then turns off, indicating an improper charger is used

## CHARGING YOUR EYE MASSAGER

Fully charge the device before the first use.



Charging Time: approx. 1.5h



Provided Charging Cable



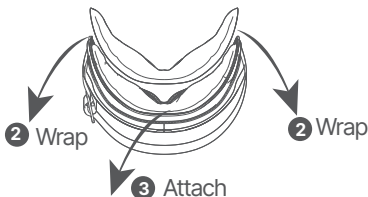
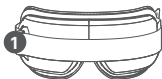
DC 5V 2A Charger  
(Not Included)

Charging Port

Note: Do not use the device while charging.

## ATTACHING THE GEL MASK

Tip: The gel mask can be used either at room temperature or chilled for a cooling effect. If the gel mask is frozen, thaw it before attaching.



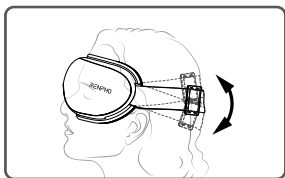
1. Flip the headband over.
2. Place the gel mask over the eye cushion and ensure the correct position. Wrap the gel mask around the eye cushion.
3. Attach the top part of the gel mask to the device using the fastening fabric. Make any necessary adjustments for a secure fit.

Note:

For a better cooling effect, ensure the heating function is deactivated before attaching the gel mask to the device for use.

## WEARING YOUR EYE MASSAGER

1. Before wearing, remove any eye accessories (e.g. eyeglasses, false eyelashes, etc.) and if needed, attach the gel mask to the device.
2. Wear the device and ensure it fits your eyes properly. Adjust the elastic headband at the back of your head to fit your head.



Note:

- Upon first use, it is recommended to start with soft pressure and then choose strong pressure if comfortable. If you feel any pain during use, switch back to soft pressure or loosen the headband.
- 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 recommended to close your eyes for a few minutes until your vision goes back to normal.
- It is recommended to wipe any sweat, eye cream, or cosmetic residue left on the protein leather surface after use to prolong the lifespan of the device.

# USING YOUR EYE MASSAGER

**Tip:** To use voice control, turn on the device first, say “Hi Eyeris” and proceed with your clear voice command within 8 seconds once you hear “Welcome”. If you fail to give a clear voice command within 8 seconds, repeat the above steps, excluding turning on the device.




Turn on the eye massager and say “Hi Eyeris”




The eye massager will respond with “Welcome”

Give a clear voice command to the eye massager within 8s, such as “Soft Pressure”

The eye massager will respond with the corresponding voice broadcast before execution

Button	Manual Control	Voice Broadcast	Voice Control
	a. Press and hold to power on/off.	Welcome to the RENPHO Eye Massager	/
		Goodbye	<b>Turn Off</b>
	b. Press to select the timer: 15min/20min/10min.	Fifteen Minutes Twenty Minutes Ten Minutes	<b>Change Time</b>



Button	Manual Control	Voice Broadcast	Voice Control
	a. Press and hold to turn on/off the vibration function.	/	<b>Vibration On</b>
		No Vibration	<b>Vibration Off</b>
	b. Press to adjust the temperature: high heat (113°F)/no temperature/low heat (104°F)/medium heat (108°F).	High Heat No Temperature Low Heat Medium Heat	<b>High Heat</b> <b>No Temperature</b> <b>Low Heat</b> <b>Medium Heat</b>
	a. Press and hold to cycle through the following modes: Tension Relief Mode: eyes & temples Retinal Protection Mode: eyes only Regeneration Mode: temples only	Tension Relief Mode Retinal Protection Mode Regeneration Mode	<b>Change Mode</b>
	b. Press to adjust the pressure level: soft pressure/medium pressure/strong pressure/no pressure	Soft Pressure Medium Pressure Strong Pressure No Pressure	<b>Soft Pressure</b> <b>Medium Pressure</b> <b>Strong Pressure</b> <b>No Pressure</b>
	a. Press and hold to switch to the next track, including the included music tracks and Bluetooth music.	/	<b>Change Music</b>
	b. Press to cycle the music volume through level 0/1/2/3/4/5.	Maximum Volume (Level 5) Mute (Level 0)	<b>Increase Volume</b> <b>Decrease Volume</b>
	c. Double press to switch between voice mode and silent mode.	Voice Mode Silent Mode	<b>Sound On</b> <b>Sound Off</b>

**Note:**

- After power on, tension relief mode, soft pressure, high heat, 15-min timer, voice mode, included music volume level 0, and Bluetooth will be enabled by default.
- In silent mode, the voice control function still works, but the voice broadcast and included music will be disabled. The music playing from your mobile device will be paused but can be resumed through your mobile device.
- Memory function: The device automatically recalls the last set massage mode, pressure level, duration, and heat level once turned on again. But if the pressure, heating and vibration functions are turned off and the device is left idle, it will automatically shut off after 10 seconds and the memory function will not work.
- Auto-off timer: Once the timer is set, the device will operate for the selected duration and then automatically shut off.

## CONNECTING TO BLUETOOTH

1. Turn on the device and enable Bluetooth on your mobile device.
2. Search for “R-G010V” via your Bluetooth settings and connect it to play your music playlist through the device.

**Note:**

Once paired successfully, the device will be automatically connected to Bluetooth each time turned on, followed by a voice prompt “Bluetooth connected”. Your music will play through the device at a default volume level of 5 every time Bluetooth is connected.

## CLEANING & MAINTENANCE

**1. Cleaning:**

- a. Turn off the device and allow it to cool down before cleaning or storing.
- b. Wipe the device surface and gel mask with a soft cotton cloth slightly dampened with mild detergent. Do not submerge them in water or use bleach or corrosive cleaners.

**2. Storage & Maintenance:**

- a. Ensure both the device and gel mask are clean and dry before storing.

- b. Store the device in a cool, dry place. Do not expose it to direct sunlight, moisture, heat, and corrosive gases.
- c. Before storage, place the gel mask into the provided sealed bag and tightly seal it to prevent moisture. Store it in a cool, dry place away from direct sunlight and heat sources, or store it in the refrigerator. If the gel mask is frozen, thaw it before attaching to use.
- d. If the device has not been used for over 3 months, charge it from time to time to prolong its lifespan.
- e. Do not disassemble or repair the device by yourself as this may cause damage and void the manufacturer's warranty.

## TROUBLESHOOTING GUIDE

Problem	Possible Cause	Solution
Voice control does not work	The way is wrong	Turn on the device, say "Hi Eyeris" and proceed with your voice command within 8 seconds once you hear "Welcome"
	Too much noise interferes with voice recognition	Use voice control in a quiet environment
Voice recognition error	Unclear or non-standard voice command	Speak clearly and use proper pronunciation
	Voice command is incomplete	Refer to the list of voice commands and give a complete voice command
Slow charging/no charging	Use a charger with a voltage higher than 5V	Use a DC 5V 2A charger (not included)
	Use other types of charging cables	Use the provided charging cable only

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Bluetooth connection failure	Bluetooth on the mobile device is not enabled	Enable Bluetooth on your mobile device and connect to "R-G010V"
	The device is connected to another mobile device	Ensure the device is fully disconnected from another mobile device
	The device is off	Turn on the device and connect to Bluetooth
No music/ voice broadcast or the sound of music is faint	Silent mode is selected	Double press the Music Button to switch to voice mode
	Bluetooth music is playing at music volume level 0	Adjust the volume level through your mobile device
	Music volume level 0 or low music volume level is selected through the device	Press the Music Button on the device to adjust the music volume level
No/low heat	No temperature/low heat is selected	Press the Heat Button to adjust the heat level
	The device needs time to warm up	Wait for 1 minute after power on
	Built-in overheat protection	It is normal. The device will automatically restart after cooling down
The gel mask does not feel cold or not cold enough	Not chilled in the refrigerator	Place the gel mask into the provided sealed bag, seal it tightly and store in the refrigerator
	Turn on the heating function after attaching the gel mask	After attaching the gel mask, ensure the heating function is deactivated

<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
No pressure after switching to another massage mode	No pressure is selected	Press the Pressure Button to switch to soft, medium, or strong pressure
The device stops working suddenly	Out of power	Charge the device
	The built-in timer is activated	Restart the device if needed
If you encounter any other problems, please contact our customer service.		

## TECHNICAL SPECIFICATIONS

Product Name: Eye Massager

Model: R-G010V

Input: 5V  2A

Battery Capacity: 1500mAh 5.55Wh

# 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 void 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)  
**+44(0)7434-666088 (UK ONLY)**  
Monday-Friday 9:00AM-5:00PM(GMT)
-  **Email:** **support@renpho.com (US&CA)**  
**support-au@renpho.com (AU)**  
**support-eu@renpho.com(UK&EU)**

\*For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dis-pose 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.

### **ISED Regulatory Compliance**

This device contains licence-exempt transmitter(s)/receiver(s) 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.
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

# RENPHO

Smart Health Simplified



成品尺寸	90*130mm
材质	铜版纸108g
工艺	无
颜色	黑白印刷
装订方式：骑马钉	

本页不印刷