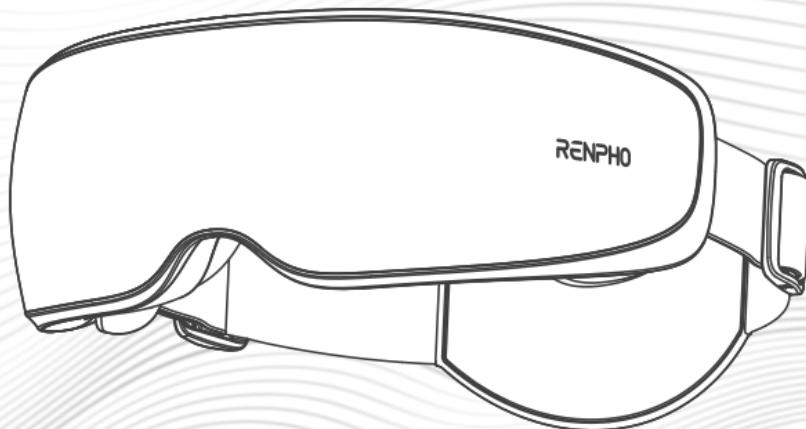


RENPHO

USER MANUAL



**EYERIS CALINA**

Model: R-WME04

# 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. The device is intended for household use only and not intended for medical use. It should not be used in treatment or alleviation of disease or abnormal physical state.
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.

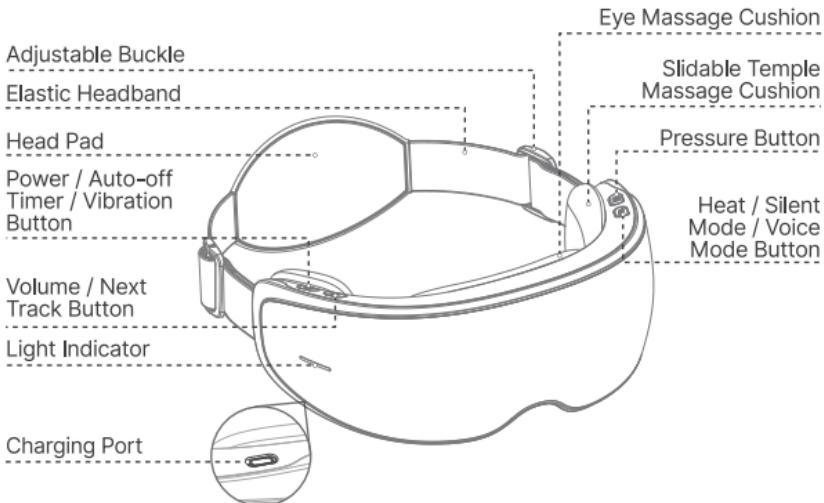
5. Do not expose the appliance or battery to excessive temperatures.
6. Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.
7. This appliance contains batteries that are non-replaceable. When the battery is at end of life, the appliance 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**

### **WHAT'S IN THE BOX**

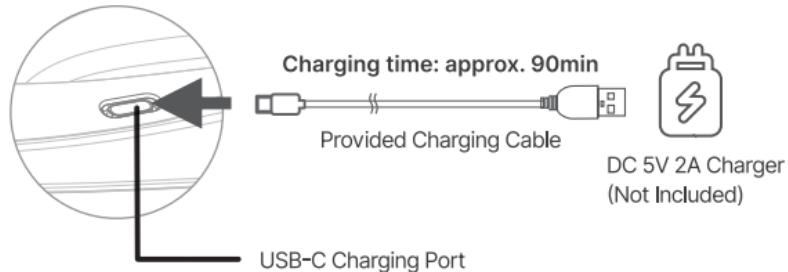
Eyeris Calina x 1  
USB-C Charging Cable x 1  
Storage Bag x 1

# ABOUT YOUR EYERIS CALINA



## CHARGING YOUR EYERIS CALINA

Fully charge the device before initial use. The power indicator turning solid red indicates the device is fully charged.

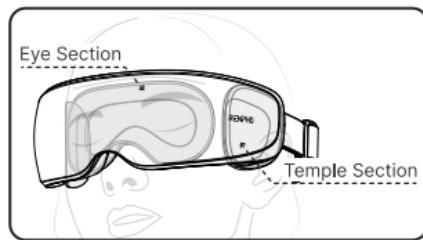


### Note:

- Do not use the device while charging.
- When the power indicator flashes red slowly, followed by a voice broadcast "Low power, please charge", charge the device.
- When batteries are depleted, the device will broadcast "Out of battery, please recharge" and turn off automatically.

## WEARING YOUR EYERIS CALINA

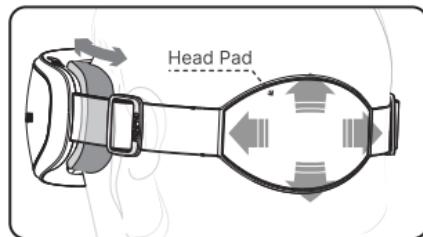
1. Before wearing the device, remove makeup and any eye accessories (e.g. eyeglasses, false eyelashes, etc.).



2. Align the bridge of your nose with the contour (as pictured), and then wear the device.



3. Adjust the temple massage cushions on both sides to the desired temple areas. Then, adjust the elastic headband for a proper fit using the adjustable buckles. Ensure that all massage cushions are in comfortable contact with the eyes and temples. (Note: Make sure that the elastic headband and head pad are not folded or twisted and keep it flat in place.)



**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 elastic 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 that can help prolong the lifespan of the device.

## USING YOUR EYERIS CALINA

**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 Control	Voice Broadcast
/	/	Hi Eyeris (Turn on the device and wake it up when you want to use the voice-control function)	<b>Welcome</b>
	a. Press and hold to turn on / off the device	/	<b>Welcome to the RENPHO Eye Massager</b>
		Turn Off	<b>Goodbye</b>
	b. Press to select the auto-off timer: 10 min / 15 min / 20 min	Change Time	<b>Ten Minutes</b> <b>Fifteen Minutes</b> <b>Twenty Minutes</b>
	c. Double Press to turn on / off the vibration function	Vibration On	/ (No voice prompts, instead prompt with three vibrations)
		Vibration Off	<b>No Vibration</b>
	a. Press to turn on / off the music and cycle the music volume through level 0 (default) / 1 / 2 / 3 / 4 / 5	Increase Volume Decrease Volume	<b>Level 5: Maximum volume</b> <b>Level 0: Mute</b> (No level 0 voice prompts during button-controlled operation)
		Change Music	/ (No voice prompts, play the next track directly)

Button	Manual Control	Voice Control	Voice Broadcast
	a. Press to adjust the warmth level: low heat (108°F / 42 °C) / medium heat (113°F / 45°C) / high heat (118°F / 48°C) / no temperature	Low Heat Medium Heat High Heat No Temperature	<b>Low Heat</b> <b>Medium Heat</b> <b>High Heat</b> <b>No Temperature</b>
	b. Press and hold to switch between voice mode and silent mode	Sound On Sound Off	<b>Voice Mode</b> <b>Silent Mode</b>
	a. Press to adjust the air 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>
	b. Press and hold to cycle through the following pressure modes: Tension Relief Mode: eyes & temples Regeneration Mode: temples only Retinal Protection Mode: eyes only	Change Mode	<b>Tension Relief Mode</b> <b>Regeneration Mode</b> <b>Retinal Protection Mode</b>

## Indicator Light

Status	Indicator Light
Normal operation	Solid white
Bluetooth connected	Solid blue
Low battery	Flashes red slowly
Charging	Flashes red slowly
Fully charged	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

### Note:

- **Memory function:** The device automatically recalls the last set massage mode, pressure level, built-in music, auto-off timer, and warmth level once turned on again.
- **Auto-off timer:** Once the timer is set, the device will operate for the selected duration and then automatically shut off.
- **In silent mode,** the voice broadcast and included music will be disabled. The music playing from your smartphone will be paused but can be resumed through your smartphone.

## CONNECTING TO YOUR SMARTPHONE

1. Turn on the device and enable wireless setting on your smartphone.
2. Search for "R-WME04" via your wireless setting and connect to play your music playlist through the device.
3. Once connected successfully, the volume indicator will turn solid blue, followed by a voice prompt.
4. Double press the Music Button to disconnect Bluetooth connection.

**Note:**

Once paired successfully, the device will be automatically connected to your smartphone next time if the wireless setting is enabled.

## CARE & MAINTENANCE

1. Turn off the device and allow it to cool down before cleaning or storing.
2. Wipe the device surface with a soft cotton cloth slightly dampened with mild detergent. Do not submerge it in water or use bleach or corrosive cleaners.
3. Ensure the device is clean and dry before storing. Store it in a cool, dry place, away from direct sunlight, moisture, heat, and corrosive gases.
4. If the device has not been used for over 3 months, charge it periodically to prolong its lifespan.
5. Do not disassemble or repair the device by yourself, as this may cause damage and void the manufacturer's warranty.

# TROUBLESHOOTING GUIDE

Problem	Voice Control	Solution
Voice control function does not work	Wrong operation	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 commands	Speak clearly and use proper pronunciation
	Voice command is Incomplete	Refer to the list of voice commands and give a complete voice command
The temples are not targeted during massage	The slidable temple massage cushions on both sides aren't aligned with each other or are not accurately aligned with the temple areas	Refer to the "WEARING YOUR EYERIS CALINA" section
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
Bluetooth connection failure	Bluetooth on the mobile device is not enabled	Enable Bluetooth on your mobile device and connect to "R-EMW04"
	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

Problem	Voice Control	Solution
No music / voice broadcast or the sound of music is faint	Silent mode is selected	Press and hold the Heat Button to switch to voice mode
	Bluetooth music is playing at music volume level 0	Adjust the volume level through your phone
	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 heating or insufficient heating	No temperature / low heat is selected	Press the Heat Button to adjust the heat level
	The device needs time to warm up	Allow up to 1 minute to heat up
	The device is overheating	Built-in overheat protection. Allow the device to cool down and restart it
Fail to turn on the device	Batteries are weak or depleted	Charge the device and restart it
	Power Button was pressed for only a short duration	Press and hold the Power Button to turn on the device
No pressure	No pressure is selected	Press the Pressure Button to switch to soft / medium / strong pressure
Massage eye or temple areas only	Retinal protection mode (eyes only) or regeneration mode (temples only) is selected	Press and hold the Pressure Button to switch to tension relief mode
The device stops working suddenly	Batteries are weak or depleted	Charge the device and restart it
	Auto-off 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-WME04

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.



**+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)



**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.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



### 1. Meaning of the crossed-out wheeled bin symbol

The crossed-out wheeled bin symbol means that you are legally obliged to dispose of these appliances separately from unsorted municipal waste, i.e. old appliances must be disposed of separately from household waste. Batteries or rechargeable batteries that are not permanently installed must be removed beforehand and disposed of separately.

### 2. Options for returning old appliances

Owners of WEEE can return or collect it within the framework of the possibilities set up and available by public waste management authorities to ensure proper disposal.

### 3. Personal data

All end-users of WEEE are reminded that you are responsible for deleting personal data from the WEEE to be disposed of.



1. The symbol of the crossed-out garbage can on batteries or accumulators indicates that they must not be disposed of in household waste at the end of their life.
2. You are legally obliged to return old batteries and accumulators after use. You can do this free of charge at a collection point in your area. Addresses of suitable collection points can be obtained from your city or local government.
3. Batteries may contain substances that are harmful to the environment and human health. The separate collection and recycling of old batteries and accumulators is intended to avoid negative effects on the environment and human health.
4. Please avoid the generation of waste from old batteries as far as possible, e.g. Please avoid littering public spaces by not carelessly leaving batteries or electrical and electronic equipment containing batteries.



Hereby, Shenzhen Ruiyi Business Technology Co., Ltd. declares that this equipment complies with Directive 2014/53/EU, Directive 2011/65/EU, Radio Equipment Regulations 2017, Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, and other relevant provisions. The full text of the Declaration of Conformity can be obtained at the following internet address:  
<https://renpho.eu/pages/compliance-data>

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更新日期:	20241119	设计师:	Doris	版本:	NA1
型 號:	R-WME04				
尺 寸:	98mm W x 135mm H				
材 质:	封面200g双面铜版纸, 内页105g双面铜版纸				
颜色:	双面单色黑印刷				
工 艺:	封面过油 无线胶装				
装订方式:	骑马钉				