

Nasonic

**CERTIFICATE  
OF CONFORMITY**

Inspector: QC PASS

Inspection date:

# Nasonic

## USER MANUAL



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**NASONIC EYE  
MASSAGER**

EM310-USF

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# SAFETY WARNINGS

## Symbol Description

To avoid personal injury or property damage, please follow the instructions below. The following icons are used to indicate the content that should be observed.

 Indicates prohibition

 Indicates that you need to follow the instructions.

## Contraindicated Populations

 The following individuals / conditions should use this product with caution

Before using this product, individuals who are undergoing medical treatment or have the following conditions should consult a doctor or physical therapist.

- Pregnant women or women who have recently given birth;
- Individuals with a body temperature above 38°C(100.4°F);  
Individuals who have lost their ability to sense skin temperature;  
Individuals who have experienced hypothermic burns;
- Individuals with abnormal body sensation;
- Individuals wearing contact lenses should remove them before using this product;
- Please keep this product away from water, fire, and corrosive environments;
- Please follow the relevant regulations when using this product in specific environments;
- For individuals with sensitive skin, facial allergic dermatitis, or those who have undergone cosmetic surgery in the facial area, please use this product under the guidance of a doctor;
- This product is not a medical device and is not suitable for diagnosis, treatment, or other commercial uses;
- Please only use the charging equipment provided by our company to charge this product.

- Please pay attention to safe use of electricity;
- The appliance has a heating surface, so individuals who are insensitive to heat must be cautious when using it.

### The following individuals/conditions are prohibited from using this product

Individuals who have been advised by their doctor to avoid exercise or stretching activities, such as those with thrombosis, severe aneurysms, acute varicose veins, various skin inflammations, or skin infections, as this may exacerbate their condition and is therefore prohibited;

- Do not use this product while driving;
- Do not use this product when drunk or feeling unwell;
- Individuals who have undergone eye surgery or have heart disease are prohibited from using this product;
- Individuals with eye conditions such as glaucoma, cataracts, retinal detachment, or conjunctivitis are advised not to use this product;
- Pregnant women and menstruating women are advised not to use this product;
- Do not use this product for massaging any other part of the body besides the eyes;
- Do not wear this product while sleeping;
- Children under 6 years old are prohibited from using this product, and children aged 6 to 14 should use it under the supervision of an adult guardian.

## Precautions for Use

- ! Please remove eyeglasses, hair accessories, and other items before using the product.
- ! If the product has not been used for a long time and you want to use it again, please confirm that the switch and other functions are normal before using it.
- ! Please close your eyes when using the product. After removing the product, your vision may be blurry. Closing your eyes for 1-3 minutes can help alleviate this condition.
- ! If any abnormality occurs during use, please disconnect the power immediately. Individuals with conjunctivitis are advised not to use this product;
- ! This product is not suitable for diagnostic or therapeutic use.
- ! The product is not waterproof. Please be careful not to let water enter the product and do not soak the product directly in water.

- ! Do not intentionally apply excessive force on the product.
- ! Do not use non-specified voltage for the power supply, as it may easily damage the product circuit.
- ! Do not drop or strongly vibrate the product, as it may easily lead to damage.
- ! Do not dismantle, modify, or repair the product by yourself.
- ! Do not pull the product forcibly, nor stab it with a knife or sharp object.

## Precautions for use places

- ! Do not use near a fireplace, or inside an electric blanket or on an electric heating pad, as it may easily cause a fire or malfunction.
- ! Do not cover the product with a towel, cloth or any other object.
- ! Do not use the product near a bathtub filled with water, shower, washbasin or other high humidity containers.
- ! Do not use in the bathroom or other places with high humidity.
- ! Do not use in places with room temperature above 35°C or in direct sunlight.

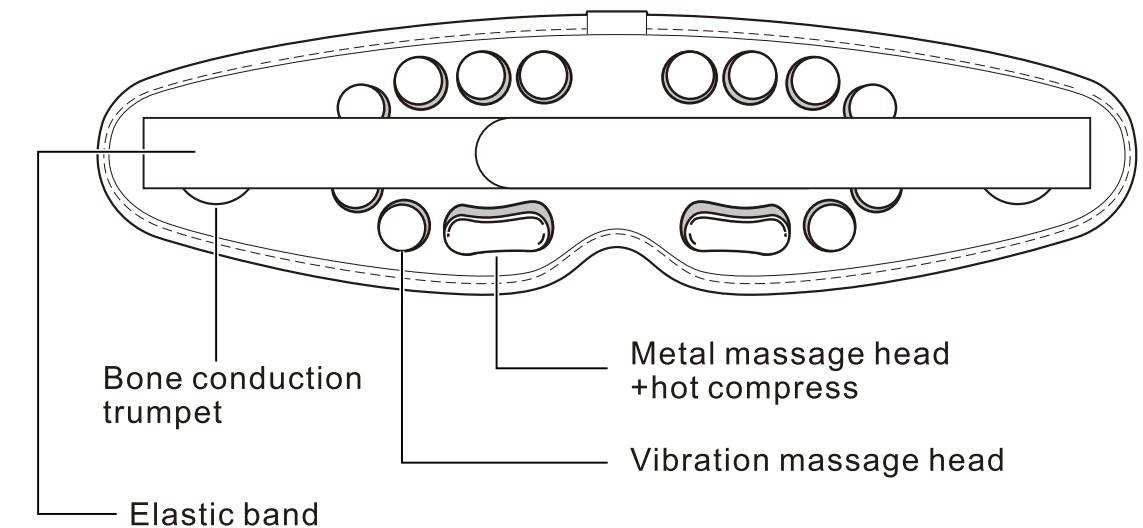
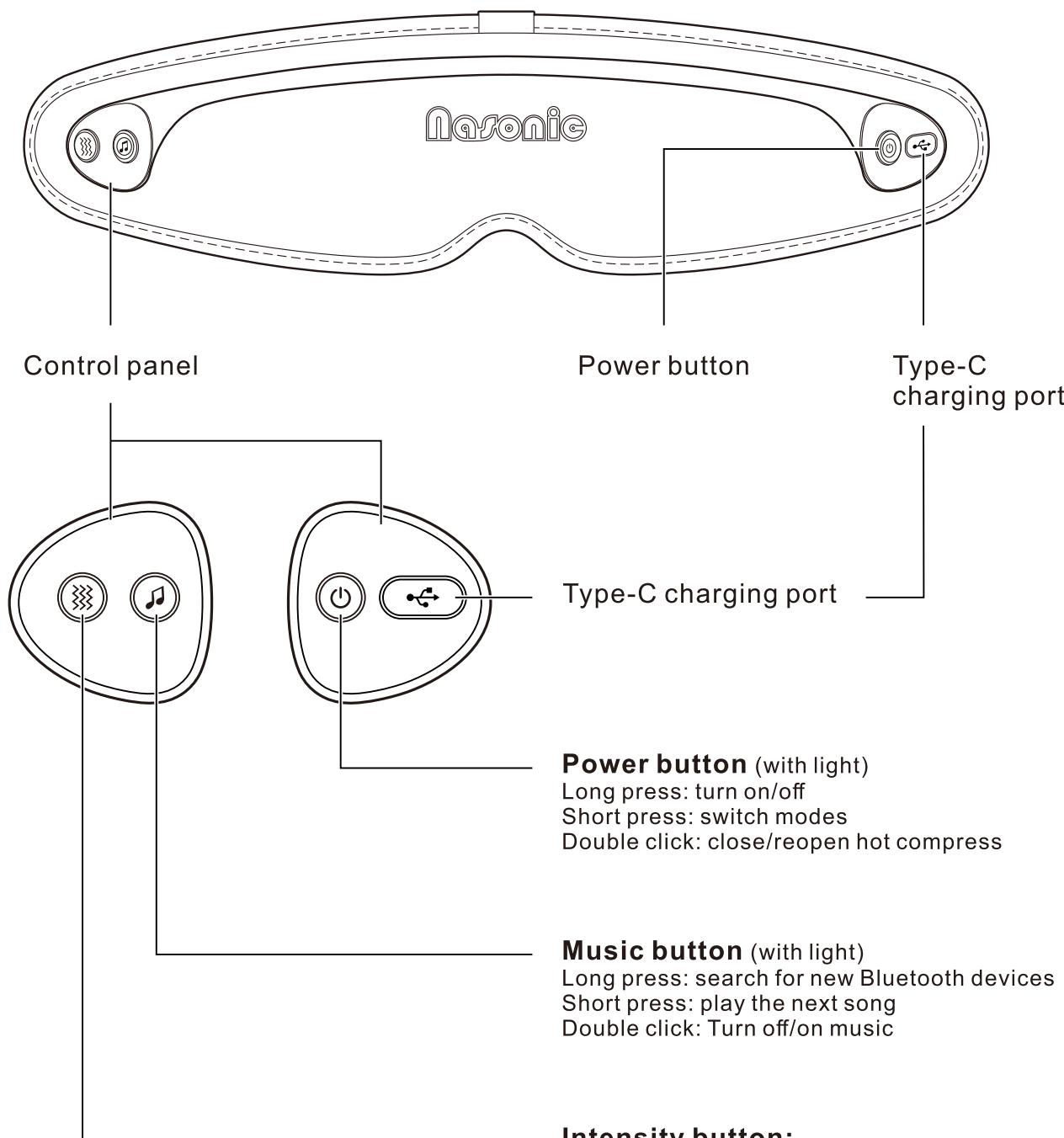
## Maintenance Precautions

- ! When performing maintenance, first turn off the product.
- ! When not using for a long time, make sure to unplug the charger.
- ! Do not drop the main unit and do not use it for two people at the same time.
- ! Do not pour water on or wash the product.
- ! When performing maintenance, please do not use volatile oil, thinner, strong alkaline detergent, bleach, etc. for cleaning.
- ! If not used for a long time, turn off the power and recharge it once every month.

## Product Functions

- Three buttons (power button + music button + intensity button)
- Contact-type constant temperature hot compress under the eyes
- Bluetooth music + bone conduction speakers (2 speakers)
- 5 massage modes
- Built-in high-definition environmental white noise
- 15-minute intelligent timed shutdown
- Heating temperature: low temperature 38-40°C(100.4-104 °F) , high temperature 41-43°C (105.8-109.4 °F) (2 heating elements and 1 temperature controller)

# Product Components



## Methods of use

### Power Button

1. Long press
  - (1) To turn on: Long press the power button for 2 seconds, and the eye massager will turn on and start working.
  - (2) To turn off: Long press the power button for 2 seconds, and the eye massager will turn off and stop working.

#### 2. Short press

To switch modes, press the button to cycle through the following modes in order:  
【Vitality Mode】 【Eye Protection Mode】 【Sleep Mode】 【Music Mode】  
【Meditation Mode】

Corresponding voice prompts, the power button light is as follows

- Blue light always on (Vitality Mode)
- Green light always on (Eye Protection Mode)
- Green flashing light (Sleep Mode)
- Blue light flashing (Music Mode)
- Pink purple light always on (Meditation Mode)

3. After the Eye Massager is turned on, it will default to the 【Vitality Mode】 with the music automatically on, providing low-intensity vibration, heat therapy, and music.
4. Double-click: To switch the heat therapy level, adjust the temperature in the following order: low temperature - high temperature - turn off heating.

## Music Button

Built in music mode (turn on music green light always on, turn off music light off)

- (1) Short press the music button—play the next song and start broadcasting in English
- (2) Double click the music button—turn off/on music
- (3) Long press the music button—search for new Bluetooth device

Bluetooth Music Mode (Bluetooth indicator light is solid blue):

Bluetooth name: Nasonic Eye Massager Em310.

Operating Modes

1. Single-click: Play the next song.
2. Double-click: Turn off/on the music.
3. Long-press: Disconnect the currently connected Bluetooth device and search for a new Bluetooth device.

When searching for a new Bluetooth device, the music indicator light will flash blue. The search time for a new Bluetooth device is 1 minute, and it will automatically stop searching after the timeout. Press the button again to stop the search and return to the previous music mode. If the pairing fails, the built-in music will play, and the music indicator light will change from flashing blue to solid green. If the pairing is successful, the audio from the paired device will play, and the music indicator light will change from flashing blue to solid blue.

## Volume Adjustment

Operating Methods:

1. Press the music button three times to decrease the volume.
2. Press the intensity button three times to increase the volume.

## Intensity Button

1. Short Press: By default, when the product is turned on, it will be set to medium vibration intensity. Pressing the button once will switch to the strongest vibration, pressing again will switch to the weakest vibration intensity, and pressing again will return to medium vibration. This cycle continues.

2. Double-click: Double-clicking the button will toggle the massage intensity, alternating between "weak" and "strong."

3. Long Press: Pressing and holding the intensity button for 2 seconds will control the start/stop of the massage vibration.

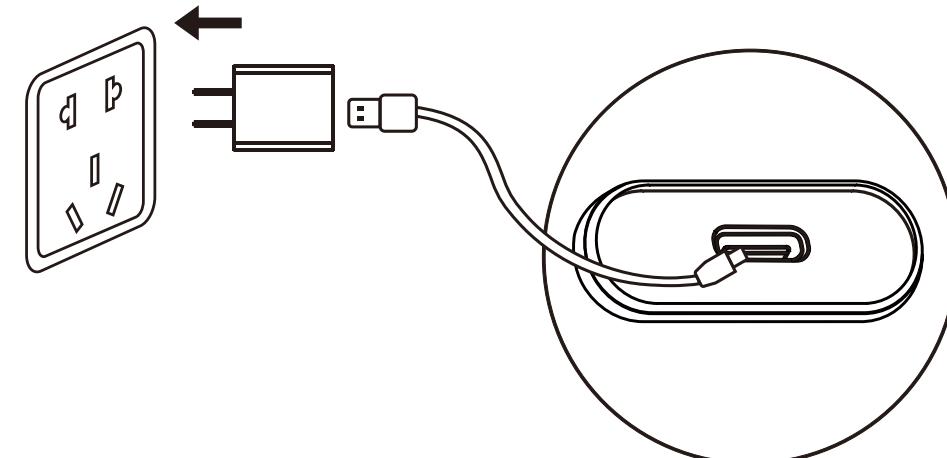
## Indicator Light Status

Built in music mode (turn on music green light always on, turn off music light off)

- (1) Low intensity: Green
- (2) Medium intensity: Orange
- (3) High intensity: Red

## Charging method

1. Connect the USB charging cable to the Type-C charging port.
2. During charging, the indicator light shows an orange breathing state, and after charging is completed, the indicator light is constantly blue.
3. During the charging process, the product cannot be turned on or operated.
4. The host adopts a built-in rechargeable battery, which takes about 3.5 hours to charge.
5. During use, there is a voice prompt for low battery and a voice alarm. Please pause use and wait until fully charged before using.
6. Supports multiple charging methods, including computer USB interface/mobile power/5 V-1A power adapter



### Note:

This machine is not equipped with a power adapter (charger). Please choose a qualified USB output port with a DC voltage of 5V and an output current of 1000mA.

## Mode Definitions

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### Vitality Mode

Vibration massage method 1 + hot compress (41-43°C), voice announcement "Active Mode". After switching to this mode, it will automatically operate for 15 minutes. It will automatically shut down after 15 minutes and voice announcement "Massager is turned off".

### Eye Protection Mode

Vibration massage method 2 + hot compress (38-40°C), voice announcement "Eye Protection Mode". After switching to this mode, it will automatically operate for 15 minutes. It will automatically shut down after 15 minutes and voice announcement "Massager is turned off".

### Sleep Mode

Vibration massage method 3 + hot compress (38-40°C), voice announcement "Sleep Mode". After switching to this mode, it will automatically operate for 15 minutes. It will automatically shut down after 15 minutes and voice announcement "Massager is turned off".

### Music Mode

Hot compress (41-43°C) + Bluetooth function, voice announcement "Music Mode". After switching to this mode, voice prompts will be available for button pressing and shutdown. It will automatically shut down after 15 minutes, and voice announcement "Massager is turned off" will be heard.

### Meditation Mode

White noise + hot compress (38-40°C), voice announcement "Meditation Mode". After switching to this mode, it will automatically operate for 15 minutes. It will automatically shut down after 15 minutes without voice announcement.

## Charging

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### Charging status

After inserting the USB, the machine stops operating, and the power indicator light status is as follows:

- Red breathing light during charging: 0-20%.
- Green breathing light during charging: 21%-99%.
- Green light remains on when fully charged: 100%.
- Red light flashes every 0.5 seconds when the battery is low.

## Maintenance

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### Cleaning method

1. Surface dirt can be removed with a clean cloth;
2. Wet a cloth with a neutral detergent for deeper dirt, then gently wipe it off;
3. Do not allow water to enter the interior of the product;
4. Let it dry naturally.



After using, do not place it in a place with direct sunlight or high humidity. If it is not used for a long time, clean it and put it in a storage bag to prevent dust from accumulating.



When maintaining, please unplug the charging cable first, but do not use wet hands to unplug the cable.

### Disposal Method

The lithium-ion battery used in this product is a valuable resource that can be recycled. Please remove the lithium-ion battery when it is discarded after use and deliver it to a professional organization that can recycle and regenerate rechargeable batteries for disposal.

## Battery removal steps

1. Loosen the screws on the circuit board and remove the circuit board;
2. Cut off the battery connection wires and wrap the wire ends with insulating tape.

- ! Users are not allowed to replace batteries themselves;
- ! Before disposing of the equipment, the battery must be removed from the equipment;
- ! The appliance must be powered off when removing the battery;
- ! Batteries should be handled safely.

## Fault diagnosis

This chapter lists the most common issues related to this product. If you cannot find the answer to your question here, please contact our customer service of the mall or email the official customer service for after-sales support.

Fault description	Possible causes	Basic solutions
Unable to turn on	Insufficient battery power of the lithium battery	Fully charge the battery before turning on the device
Bluetooth plays music with low sound	Too low playback volume of the mobile phone	Adjust the playback volume of the mobile phone
No built-in music	The product is already connected to Bluetooth	Disconnect the Bluetooth device
No music	The music is turned off or the Bluetooth is connected but no music is playing	Turn on the music

### Note:

If the fault cannot be resolved or the product still cannot operate normally, please contact the after-sales service personnel. Do not dismantle or attempt to repair it by yourself.

## Main technical parameters

<b>Product Name:</b> Eye Massager	<b>Battery Capacity:</b> 1200mAh
<b>Product Model:</b> EM310	<b>Interface Type:</b> Type-C
<b>Rated Voltage:</b> 3.7V	<b>Net Weight of Product:</b> 242g
<b>Rated Power:</b> 4W	<b>Product Size:</b> 310x82x90mm
<b>Rated Working Time:</b> 15 minutes	
<b>Charging Voltage:</b> 5V-1A	

## Name and content of harmful substances in the product

1. This product meets the requirements of the Management Method for the Restricted Use of Hazardous Substances in Electrical and Electronic Products.
2. Within the environmentally friendly service life, there will be no leakage or exhalation of harmful substances that may affect the health of consumers during normal use, so you can use it with confidence.
3. The environmentally friendly service life of our company's products is 10 years. The "environmentally friendly service life" is only valid when the product is used under normal conditions as described in this manual.

Component Names	Name and content of harmful substances in the product					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
Plastic components	○	○	○	○	○	○
Circuit board (electronic) components	×	○	○	○	○	○
Power cord	○	○	○	○	○	○
Hardware components	×	○	○	○	○	○
Battery	○	○	○	○	○	○

This table is compiled in accordance with the provisions of SJ/T11364.

○ : This indicates that the content of the hazardous substance in all homogeneous materials of the component is below the limit specified in GB/T26572.

× : This indicates that the content of the hazardous substance in at least one homogeneous material of the component exceeds the limit specified in GB/T26572.

(Note: Some of the components marked with "X" above contain hazardous substances that exceed the limit due to the current limitations of industry technology, and it is temporarily impossible to achieve substitution or reduction.)



## Product warranty card

User profile: When purchasing products, please fill out this card carefully and keep it properly.

User Name	
Mailing address	
Phone number	
Purchase location	
Purchase date	
Order number	
Product name and specifications	
Serial No	
Dealer signature	
User signature	

## Product Warranty Instructions

To enable you to better enjoy our company's services, please read the following information carefully: The warranty period and the "three guarantees" validity period of this product start from the date of sale. Within the "three guarantees" validity period, if the product malfunctions under normal use, authorized technical service centers can provide repair, replacement, and return services. During the product warranty period, you can enjoy free repair services at the authorized technical service center of Shenzhen Nuotianxia Technology Co.,Ltd. in accordance with the content of this warranty clause (random accessories such as USB cables are not covered by the warranty). Within the warranty period (including the "three guarantees" validity period), paid repair services will be implemented in the following cases, and the "three guarantees" services will not be provided:

01. Unable to present the original valid warranty card and valid invoice.
02. Incomplete filling or alteration of the warranty card for items such as the purchase date of the product and the name of the selling unit (with an official seal).
03. Malfunctions or damages caused by irresistible natural disasters.
04. Malfunctions or damages caused during transportation or handling.
05. Artificial malfunctions caused by failure to follow the usage methods and precautions written in the "Product User Guide".
06. Malfunctions caused by disassembly, repair, or modification of the product without our company's authorization.

## Packing list

Eye massager	1x	Type-C charging cable	1x
		User instructions	1x
		Storage bag	1x

# FCC Warning

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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.

Any 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction

FCC ID: **2BE3Z-EM310**