

Instruction Manual - Heated Sleep Mask

Model: SM 500 / SM 550

Item number: 94024 / 94025



Manual version: A1

Revision date: 2024-11

Introduction

Thank you for purchasing this heated sleep mask SM 500/SM 550. This device might benefit those with dry eyes, headache, eye strain, poor sleep quality. It features 100% blackout, a removable and washable cover, heating and music function.

Please read this manual carefully before using the device and keep it in a safe and secure place for reference.

Important Safety Instructions

Read all instructions before using this product!
 • When using an electric appliance basic precautions should always be followed, including the following:
 • Read all instructions before using this appliance.
 • Save these instructions for future use.

DANGER! To reduce the risk of electric shock:
Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

Warning! To reduce the risk of burns, fire, electric shock, or injury to persons:

- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- Do not carry this appliance by supply cord or use cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol(spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.

Product Description**Intended Use**

The SM 500 / SM 550 sleep mask is intended to provide relaxation, relieve eye strain and promote better sleep quality. It's a heated sleep mask with Bluetooth headphones. It has 2 heat levels with automatic timing of 15 minutes. 3 built-in white noise music are available all the time. You can also enjoy the music on your phone by Bluetooth connection. Besides, its removable cover is made of soft lycra and designed with a half-hollow nose cover to ensure 100% blackout. The device is not intended for medical-therapeutic use. It is not suitable for clinics, massage practices, wellness studios, etc. The massage device is not a medical device and is not intended for the treatment of pain. In case of doubt or uncertainty, consult your doctor before use.

Intended User

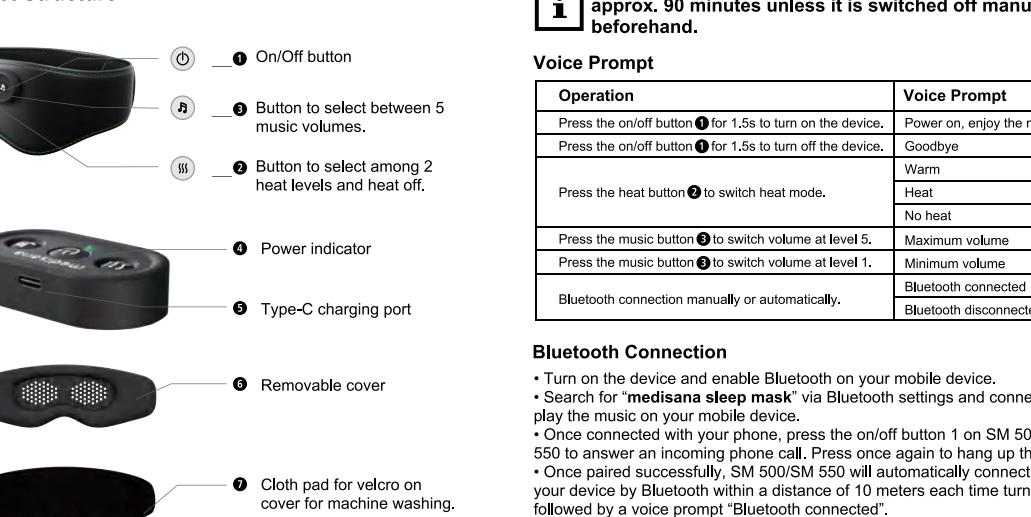
The SM 500 / SM 550 sleep mask can be used by anyone over 8 years of age, but mind the restrictions listed in Section "Contraindications".

Intended Use Environment

- Only use the device for the purpose for which it is intended in accordance with the instructions for use. Any misuse will invalidate the warranty.
- The device is intended for domestic use or air travel use. It is not intended for commercial purposes or the medical sector.

Package Contents

Name	Quantity
Medisana Sleep Mask SM 500 / SM 550	1
Sleep mask removable cover	1
Cloth pad for velcro on cover	1
Charging cable, USB-C	1
Instruction manual	1

Product Structure

- ① On/Off button
- ② Button to select between 5 music volumes.
- ③ Button to select among 2 heat levels and heat off.
- ④ Power indicator
- ⑤ Type-C charging port
- ⑥ Removable cover
- ⑦ Cloth pad for velcro on cover for machine washing.

①

②

③

④

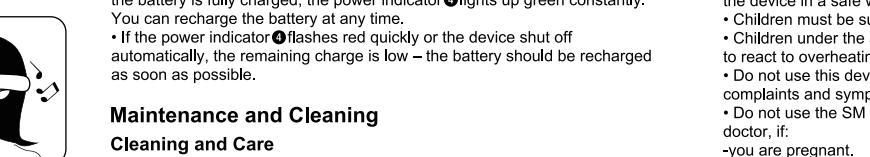
⑤

⑥

⑦

Product Usage**Wear Your SM 500 / SM 550**

1. Remove any eye accessories (e.g. contact lens, eyeglasses, false eyelashes, etc.) before wearing.



2.

3.

3. Position the sleep mask over eyes and fasten the Velcro strap.

4. Adjust the device for a comfortable fit and then turn on the device.

5.

5. Press the on/off button ① for 1.5s to turn on the device with default mode of heat on "warm" mode, music on "rain" mode and volume at level 3. Press button ② to pause the music and press once again to continue the music.

6. Press the heat button ② to switch in a loop of warm mode→heat mode→no heat→warm mode.

7. Press the music button ③ to select one out of 5 music volume levels. It switches in a loop of level 3→level 4→level 5→level 1→level 2→level 3. Press music button ④ for 1.5s to switch the 3 built-in music in a loop of rain→brook→ocean wave→rain. Double-tap button ⑤ to switch the music function on or off.

8. Press the on/off button ① for 1.5s to turn off the device.

i The heat function switches off automatically after approx. 15 minutes unless it is switched off manually beforehand.

i The music function switches off automatically after approx. 90 minutes unless it is switched off manually beforehand.

Voice Prompt

Operation	Voice Prompt
Press the on/off button ① for 1.5s to turn on the device.	Power on, enjoy the music
Press the on/off button ① for 1.5s to turn off the device.	Goodbye
Press the heat button ② to switch heat mode.	Warm
Press the music button ③ to switch volume at level 5.	Maximum volume
Press the music button ③ to switch volume at level 1.	Minimum volume
Bluetooth connection manually or automatically.	Bluetooth connected
	Bluetooth disconnected

Bluetooth Connection

- Turn on the device and enable Bluetooth on your mobile device.
- Search for "medisana sleep mask" via Bluetooth settings and connect it to play the music on your mobile device.
- Once connected with your phone, press the on/off button 1 on SM 500/SM 550 to answer an incoming phone call. Press once again to hang up the call.
- Once paired successfully, SM 500/SM 550 will automatically connect with your device by Bluetooth within a distance of 10 meters each time turned on, followed by a voice prompt "Bluetooth connected".

Contraindication and Restrictions of Use**Charging the battery**

- Use a 5V mains adapter with an output current of 2A. Connect the supplied USB charging cable to the adapter and to the USB-C port of the device.
- The power indicator ① indicates the charging process by flashing red. When the battery is fully charged, the power indicator ① lights up green constantly.
- If the power indicator ① flashes red quickly or the device shut off automatically, the remaining charge is low – the battery should be recharged as soon as possible.

Maintenance and Cleaning**Cleaning and Care**

- Before cleaning the device, make sure that it is switched off and the power supply device is disconnected. Allow the device to cool down.
- Cleaning device with controller: wipe the device surface with a slightly damp cotton cloth only. Do not rinse the device. Never use brushes, aggressive cleaning agents, petrol, thinners or alcohol. May not be bleached, ironed or dry cleaned!

- Cleaning cover only: gently remove the cover from the device and hand wash it using a neutral detergent in cold water. If you prefer machine washing, attach the cloth pad ⑥ to the cover velcro ⑦ securely, then put them ⑧ in the washing machine.

- If you experience any pain or discomfort during the usage, stop immediately and consult your doctor.
- The surface of the device can be hot. People who are insensitive to heat must be careful when using the device.

- Before using the sleep mask, consult your doctor regarding any unexplained pain, if you are undergoing medical treatment or using medical equipment.

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NOTE: Medisana is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications 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. This equipment does not cause harmful interference in radio communications. However, the user is encouraged 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.

- Use higher power or a higher grade antenna.

- Consult the dealer or an experienced radio/TV technician for help.

1 Year Limited Warranty**What does this warranty cover?**

The warranty covers:

- Damage, breakage or incapability due to defect.
- Damage not caused by normal wear and tear or faulty installation.
- Damage not caused by misuse or negligence.

What is not covered by the warranty?

The warranty does not cover damage caused by:

- Normal wear and tear of the product, including fragile parts (such as switches, glass, etc.).
- Improper use or transport.
- Disregarding safety and maintenance instructions.
- External causes, accidents or acts of nature (e.g. lightning, fire, water, etc.).

Consequential and incidental damages are also not covered under the warranty. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

What is the period of coverage and warranty resolution?

The warranty is for 1 year from the date of purchase. At the discretion of the provider, it will either be renewed or replaced.

What are we not able to do?

We will not start a new warranty prior to product exchange or repair.

How to process the warranty?

To initiate, please:

- Call customer service at 08155-584164.
- Write an email to service.us@medisana