

# RENPHO User Manual

## Smart 2 in 1 Foot and Calf Massager

Model: R-D002RS



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Thank you for purchasing the RENPHO 2 in 1 Foot and Calf Massager! Please read this user manual carefully and use the device only as directed. 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

When using this device, the following basic precautions should be always followed:

### **READ ALL INSTRUCTIONS CAREFULLY BEFORE USING.**

1. This device is for household use only and is not intended for medical or commercial purposes.
2. Children shall not play with the device.
3. Cleaning and user maintenance shall not be made by children.
4. This device can be used by children aged 8 and above and persons with reduced physical, sensory or cognitive capabilities or lack of experience and knowledge only if they have been given supervision or instruction concerning the use of the device in a safe way and understood the hazards involved.

### **DANGER** – To reduce the risk of electric shock:

1. Never use pins or other metallic fasteners with this device.
2. Carefully examine the covering before each use. Discard the device if the covering shows any sign of deterioration, such as checking, blistering or cracking.
3. Please attach the plug fully for use to avoid unnecessary electric shock or injury.
4. Do not operate the device and handle the plug with wet hands or wet feet.
5. Do not pour water into the device or immerse the device into water or other liquids.
6. Do not place or store the device where it can fall or be pulled into a tub or sink.
7. Do not use or store the device in wet environments (e.g. spa, bathroom, sink) or moist conditions, high temperatures or dusty

places.

8. Do not reach for the device that has fallen into the water. Unplug immediately.

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

1. Please consult your doctor before using if you are a user of the following types:

- 1) Persons suffering from thrombus, severe aneurysm, malignant tumor, venous tumor, skin infections, etc.;
- 2) Persons suffering from osteoporosis, weak bones, abnormal or curved spine, or other acute pains;
- 3) Persons suffering from diabetes or other sensory impairment;
- 4) Persons with a pacemaker or medical devices implanted;
- 5) Pregnant or lying-in women;
- 6) Persons with injured massage areas;
- 7) Persons being treated for a medical condition or physical injury;
- 8) Persons with a heart condition or abnormal blood circulation on the feet;
- 9) Persons with open wounds, discolored areas or any part of the body that is swollen, burned, inflamed or where skin eruptions or sores are present;
- 10) Persons had received cardiac or visceral surgery;
- 11) Persons insensitive to heat or with heat-feeling loss;
- 12) Persons suffering from a fever;
- 13) Persons feeling discomfort;
- 14) Persons with carsick, seasick or reacting vigorously to other means of transport;
- 15) Persons easy to get sprained or injured.

Otherwise, it may cause accidents, injuries or discomfort!

If you feel any discomfort (such as inflamed skin, redness, itching, etc.), please stop using the device immediately and consult your doctor.

2. The device should never be left unattended when plugged in. Unplug from the outlet when not in use or before cleaning, putting on or taking off parts.
3. Do not use the device while covered in a quilt or blanket or near heat resources (e.g. radiators or stoves). Excessive heating can occur and

- cause fire, electric shock, or injury to persons.
4. Close supervision is necessary when this device is used by, on, or near children, invalids, or disabled persons.
  5. Never operate this device 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 device to a service center for examination and repair.
  6. Do not carry this device by the supply cord or use the cord as a handle. Keep the cord away from heated surfaces.
  7. Never operate the device with the air openings blocked. Keep the air openings free of lint, hair, and the like.
  8. Never drop or insert any object into any opening.
  9. Do not use outdoors. Place and use the device on a dry, hard and flat surface indoors.
  10. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
  11. Do not crush - Avoid sharp folds. Keep away from sharp objects to avoid scratching.
  12. Do not stand on or in the device. Use only while being seated.
  13. Do not place excessively heavy objects on the device to avoid damage.
  14. Do not allow pets and animals to lie or chew on this device or on the electric cord.
  15. Do not use while sleeping/feeling asleep or after intake of alcohol.
  16. Any modification or disassembly of the device without authorization is prohibited.
  17. If a high temperature or foul odor occurs, please stop using the device immediately and unplug it.
  18. Do not put your feet reversely into the device, otherwise, the malfunction may occur.
  19. Make sure the massage is complete before removing your feet.
  20. To disconnect, turn all controls to the off position, then remove the plug from the outlet.
  21. Only use accessories officially provided by RENPHO.
  22. The device has a heated surface. Persons insensitive to heat must be careful when using the device.
  23. Use heated surfaces carefully. May cause serious burns. Do not use it on insensitive skin or on a person with poor blood circulation. The

unattended use of heat by children or incapacitated persons may be dangerous.

24. Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use the device on an infant or invalid or on a sleeping or unconscious person. Check the skin in contact with the heated area of the device frequently to reduce the risk of blistering.

## SAVE THESE INSTRUCTIONS

## About the Product

### 1. What's in the Box

- 1 × RENPHO 2 in 1 Foot and Calf Massager
- 1 × Remote Control
- 1 × User Manual

### 2. Product Parameters

Model: R-D002RS

Input: AC 100-240V 50/60Hz (Foot massager)

5V  2A Type-C Port (Calf massager)

Rated Power: 80W

Battery Capacity: 160mAh Button Cell (Remote control)  
2200mAh (Calf massager)

Auto-off Timer: 15min (Calf massager)  
15/20/25/30min (Foot massager)

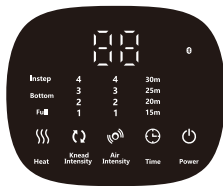
**\* If the calf massager and foot massager work together, the calf massager's time will be controlled by the foot massager's.**

### 3. Product Introduction



#### Control Panel

##### (1) Foot Massager



Power

Tap to turn on/off the foot massager only OR both the foot massager and calf massager if they work together.



Time

Tap to cycle through 15 (Default), 20, 25 and 30min.



Air Intensity

Tap to cycle through Level 1 (Default), Level 2, Level 3, Level 4 and OFF.



Tap to cycle through Level 1 (Default), Level 2, Level 3, Level 4 and OFF.

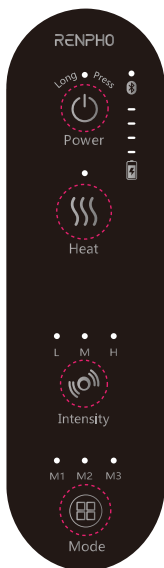


Tap to cycle through Full (Default), Bottom, Instep and OFF.



The indicator will be on once the pairing is successful.

## (2) Calf Massager



Power

Long press to turn on the calf massager only.  
Long/short press to turn off the calf massager only.



Heat

Short press to turn on/off the heat function (On, default).  
Press and hold for 3s to turn on/off the LED light.



Intensity

Press to cycle intensity level through Light (Default), Medium and High.



Mode

Press to cycle through Mode 1 (Default), Mode 2 and Mode 3.



Once the pairing is successful, its indicator will be on.



Charge the calf massager once the lowest battery level indicator flashes.

## Remote Control



**Calf**



OFF

Press to turn off the calf massager only.



Heat

Short press to turn on/off the heat function (On, default).



Intensity

Press to cycle intensity level through Light (Default), Medium and High.



Mode

Press to cycle through Mode 1 (Default), Mode 2 and Mode 3.



**Foot**



Power

Press to turn on/off the foot massager only OR both the foot massager and calf massager if they work together.



Heat

Press to cycle through Full (Default), Bottom, Instep and OFF.



Knead Intensity

Press to cycle through Level 1 (Default), Level 2, Level 3, Level 4 and OFF.



Air Intensity

Press to cycle through Level 1 (Default), Level 2, Level 3, Level 4 and OFF.



Time

Press to cycle through 15 (Default), 20, 25 and 30min.

**Note:**

- Please remove the isolation strip from the battery when you use the remote control for the first time.
- To prolong the battery life, remove the battery from the remote control when not in use for a long time.
- The remote control can be magnetically attached to the device when not in use.
- The LED light can only be controlled by the Heat button on the control panel of the calf massager.

See the tables below for details of the heat function of the foot massager, and air modes and battery level indicator of the calf massager.

| Heat   | Heated Area        | Indicator                               |
|--------|--------------------|-----------------------------------------|
| Full   | Foot Instep+Bottom | The corresponding indicator will be on. |
| Bottom | Foot Bottom        |                                         |
| Instep | Foot Instep        |                                         |

| Air Mode | Massage Area                        | Indicator                               |
|----------|-------------------------------------|-----------------------------------------|
| Mode 1   | Side+Rear                           | The corresponding indicator will be on. |
| Mode 2   | Side+Rear ➔ Rear ➔ Side+Rear ➔ Side |                                         |
| Mode 3   | Side                                |                                         |

| Battery Level Indicator | Status         | Indicator                                   |
|-------------------------|----------------|---------------------------------------------|
|                         | Working        | Solid white (the remaining battery level)   |
|                         | In low battery | Flash white (the lowest battery level)      |
|                         | Charging       | Flash white in sequence                     |
|                         | Fully charged  | Solid white, and will be off after 1 minute |

One white light on: battery  $\leq 25\%$

Two white lights on:  $25\% < \text{battery} \leq 50\%$

Three white lights on:  $50\% < \text{battery} \leq 75\%$

Four white lights on:  $75\% < \text{battery} \leq 100\%$

**\*Once the calf massager is well placed on the charging port on the foot massager and the power cord is connected to the power supply, the calf massager will be charged if not switched on.**

# Using the Product

## 1. Recommended Massage Postures



### Note:

- It is not recommended to use the device for more than 30 minutes each time.
- To avoid any injury, do not stand up during the massage.

## 2. Operation

### Work Together (Foot massager+Calf massager)

- Connect the power cord to the power supply, and the Power indicator on the foot massager will flash white, followed by a beep, indicating that the foot and calf massager is in standby mode.
- Tap  on the foot massager or press the Power button on the remote control to turn on both the foot massager and calf massager.
- Select massage options pressing the corresponding buttons on the control panel or remote control according to your preference.

**\*If the calf massager and foot massager work together, the calf massager's time will be controlled by the foot massager's.**

- Press the Power button on the remote control or tap the Power button on the control panel of the foot massager to turn off the foot and calf massager after the massage is complete.

### Work Individually

#### Foot massager

- Connect the power cord to the power supply, and the Power indicator will flash white, followed by a beep, indicating that the foot massager is in standby mode.
- Tap  on the foot massager or press the Power button on the

remote control to turn on the foot massager.

- (3) Select massage options pressing the corresponding buttons on the control panel or remote control according to your preference.
- (4) Tap the Power button on the control panel of the foot massager or press the Power button on the remote control to turn the foot massager off after the foot massage is complete.

## Calf massager

- (1) Long press the Power button on the control panel of the calf massager to turn the calf massager on, and the indicators will be on, followed by a beep.
- (2) Select massage options pressing the corresponding buttons on the control panel or remote control according to your preference.
- (3) Press the Power button on the control panel of the calf massager or the OFF button on the remote control to turn the calf massager off after the calf massage is complete.

**\* See the table below for the default settings of the device.**

|                  | Foot Massager                                                                        | Calf Massager                                                            |
|------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Default Settings | Heat: Full<br>Knead intensity: Level 1<br>Air intensity: Level 1<br>Time: 15 minutes | Heat: On<br>Air intensity: Light<br>Air mode: Mode 1<br>Time: 15 minutes |

### Note:

- a. You can use the foot massager and calf massager together or separately.
- b. Tapping the Power button on the control panel of the foot massager can turn on both the foot massager and calf massager if they work together, but the Power button on the calf massager can control the calf massager only.

### 3. Memory Function

#### (1) Foot massager

The foot massager will recall the last settings once turned on again. However, the foot massager will go back to the default settings if you reconnect the power cord to the power supply and then turn it on or it is in DIY mode before switching off.

#### (2) Calf massager

The calf massager will recall the last settings once turned on again. However, the calf massager will go back to the default settings if it is in DIY mode before switching off.

## App Guide

### 1. Download the Renpho Health App

Search “Renpho Health” from Apple Store / Google Play or scan the QR code below to download the App.



**\* The “Renpho Health” App may appear slightly different due to continuous updates.**

### 2. Log in/Sign up

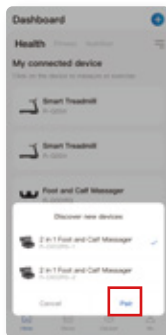
- Log in directly with an existing Renpho App account.
- If you don't have any Renpho App account, tap **“Sign up”**. Use your email address to register a new account of the Renpho Health App and complete your profile information.

### 3. Add Device

- \* Enable Bluetooth on your smartphone. (Location information is also required by Android System.)
- \* If you wish to pair the App with the foot and calf massager or the foot massager only, connect the power cord of the device to the power supply before pairing.
- \* If you wish to pair the App with the calf massager only, turn on the calf massager before pairing.

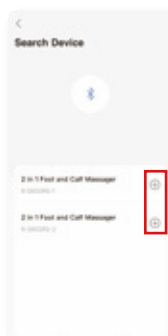
## Method 1

- Refresh the “**Home Page**” and a window will pop up on the phone screen.
- Tap “**Pair**” to pair the App with the device.



## Method 2

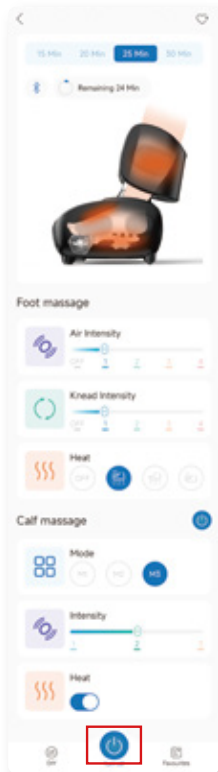
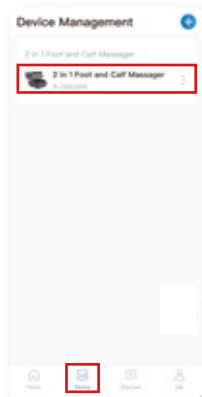
- Tap “+” on the top right corner of the “**Home Page**” to connect manually.
- Select “**Massage**” and tap “**2 in 1 Foot and Calf Massager**”.
- A window will pop up on the phone screen and tap “+” to pair the App with the device.



## 4. Message

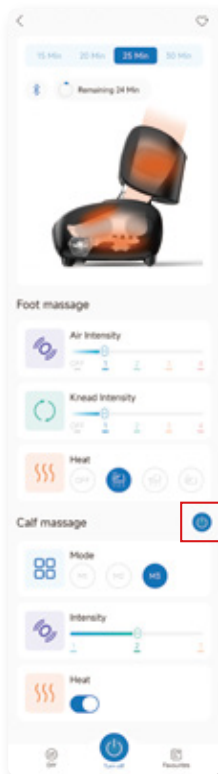
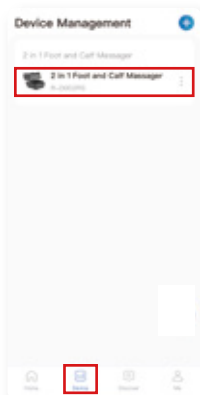
### (1) Foot Massage

- Tap the “Device Page” to choose “2 in 1 Foot and Calf Massager R-D002RS”.
- Tap “” on the homepage bottom to turn on/off the foot massager.
- Select massage options among Time, Air Intensity, Knead Intensity and Heat according to your preference.



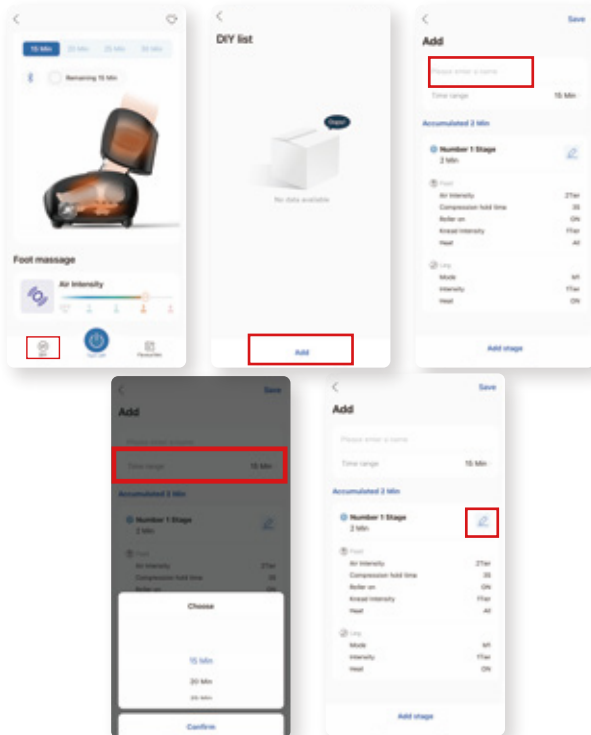
## (2) Calf Massage

- Tap the **"Device Page"** to choose **"2 in 1 Foot and Calf Massager R-D002RS"**.
- Tap **"⏻"** on the right top of the calf massage section to turn on/off the calf massager.
- Select massage options among Mode, Air Intensity and Heat according to your preference.



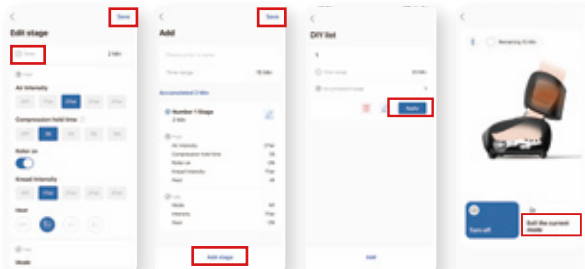
## 5. DIY Mode

- a. Tap **"DIY"** on the homepage to DIY your massage session.
- b. Tap **"Add"** on the **"DIY List Page"** to add your customized settings.  
On the **"Add Stage Page"**, you can enter a name for your customized settings and choose a time range.
- c. Tap "  " to edit the massage stage.



## \* Edit the message stage

- Tap **"Timer"** to choose a duration time.
- Select the massage options for foot and calf massage according to your preference.  
**\*For foot massage, if the 2-tier or above air intensity is selected, you can choose the compression hold time and turn on/off the roller during the compression holding process.**
- Tap **"Save"** to save the massage stage.
- If you want to add more stages, tap **"Add Stage"** and repeat the above steps. If not, just tap **"Save"** on the **"Add Stage Page"** to save the edited stage.
- Tap **"Apply"** to experience the DIY mode.
- If you want to exit the DIY mode, tap **"Exit the current mode"**.



### Note:

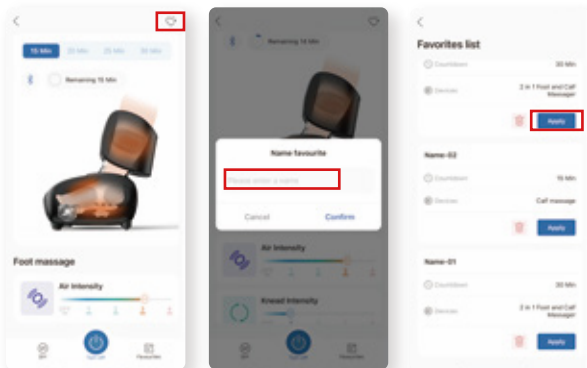
- If both the foot massager and calf massager are connected to the App for DIY mode and there is any further operation on them via the control panel or remote control, the DIY running page will exit on the App automatically.
- The DIY settings do not support the memory function. The foot and calf massager will go back to the default settings if it is in DIY mode before switching off.
- If the total time of all stages is less than the time range, the device will cycle back to the first stage until the set massage time is over.

- d. The longer compression hold time you select, the more pressure you may get. It is recommended to switch the roller off if you feel any discomfort during the compression holding process.

## 6. Favorite Setting

\* Ensure that the device is on before setting your favorites.

- On the homepage, select the massage options for foot and calf massage according to your preference.
- Tap “” on the top right corner of the homepage to enter a name for your favorite settings and confirm.
- Tap “**Favorites**” on the homepage to view your favorite list and tap “**Apply**” to start your favorite massage session.



## Charging

\*Only the calf massager can be charged.



### 1. Low Battery Reminder

When the calf massager is in low battery, its lowest battery level indicator will flash.

### 2. Charging the Calf Massager

#### Method 1:

Place the calf massager back to the charging port of the foot massager and connect the power cord to the power supply to charge the calf massager.

#### Method 2:

Charge the calf massager using a Type-C cable (not included) and a DC 5V 2A mobile charger (not included). (The Type-C charging port is on the bottom of the calf massager.)

\*The calf massager can support up to 100min on each full charge.

## Maintenance and Cleaning

1. The use of non-rated voltage is prohibited.
2. Unplug the device after use.
3. It is prohibited for non-professional personnel to repair the device or replace its parts.
4. The device is temperature protected. It will automatically shut off when the temperature exceeds the safety limit.
5. Unplug the device before cleaning.
6. Use a soft cotton cloth and neutral detergent to clean the main body.
7. The covers are detachable and washable. Unzip and wash them.



## Troubleshooting Guide

| Part                     | Problem                          | Cause                                                                     | Solution                                                                                                                                                |
|--------------------------|----------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Calf<br/>Massager</b> | Power-on failure.                | Short press the Power button on the control panel.                        | Long press the Power button to turn the calf massager on, while short press to turn it off.                                                             |
|                          |                                  | Low Battery.                                                              | Place the calf massager back to the charging port on the foot massager and connect the power cord to the power supply to charge.                        |
|                          |                                  | The foot massager may be broken and do not help charge the calf massager. | Charge the calf massager using a Type-C charging cable and a DC 5V 2A mobile charger. (The Type-C charging port is on the bottom of the calf massager.) |
|                          | No heat.                         | The heat function is not activated.                                       | Press the Heat button.                                                                                                                                  |
|                          | The LED light is not on.         | LED light is turned off.                                                  | Press and hold the Heat button on the control panel for 3s.                                                                                             |
|                          | Low air intensity.               | Light air intensity is selected.                                          | Press the Intensity button to adjust the intensity level among L/H/M.                                                                                   |
|                          | The air mode does not work well. | Fail to select a suitable mode.                                           | Press the Mode button to select the air mode according to your need.                                                                                    |

| Part                 | Problem                                             | Cause                                                      | Solution                                                                                 |
|----------------------|-----------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Foot Massager</b> | Power-on failure.                                   | The power plug is not inserted properly.                   | 1. Check the plug.<br>2. Check the Power indicator.                                      |
|                      | The heat function does not work well.               | Fail to adjust the heat.                                   | Press the Heat button to cycle through Full, Bottom, Instep and OFF.                     |
|                      |                                                     | The foot massager is still warming up.                     | Wait for 7-8 minutes after turning on the foot massager.                                 |
|                      | The kneading intensity function does not work well. | Fail to adjust the kneading intensity to a suitable level. | Press the Kneading Intensity button to select an intensity level according to your need. |
|                      | The air intensity function does not work well.      | Fail to adjust the air intensity to a suitable level.      | Press the Air Intensity button to select an intensity level according to your need.      |
| <b>App</b>           | Bluetooth connection failure.                       | The phone's Bluetooth is not turned on.                    | Turn on your phone's Bluetooth.                                                          |
|                      |                                                     | The device is connected by another phone.                  | Unbind the device on another phone first.                                                |
|                      | App operation does not work.                        | The device shuts off or is powered off.                    | Turn the device on first.                                                                |

| Part       | Problem                      | Cause                                      | Solution                                                                           |
|------------|------------------------------|--------------------------------------------|------------------------------------------------------------------------------------|
| <b>App</b> | App operation does not work. | The phone is too far away from the device. | Keep the phone close to the device.                                                |
|            | Slow app loading.            | Poor network.                              | Operate the App in an environment with good Internet access.                       |
|            | Page bounce.                 | Tap too quickly.                           | Re-tap later.                                                                      |
|            |                              | App program error.                         | Close the App and then reopen it.                                                  |
|            |                              | Device program error.                      | Turn off the device and then on again.                                             |
|            | The App does not work well.  | Describe the problem in detail.            | Write down the problem in the Feedback on the App or contact our customer service. |

## 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**

Monday-Friday 9:00AM-4:30PM



**Email: [support@renpho.com](mailto:support@renpho.com)**

\*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.



**US Importer: JOICOM CORPORATION**

14129 The Merge Street, Building 3 Unit A, Eastvale, CA 92880

**Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.**

Qianhai Complex A201, Qianwan Road 1, Qianhai Shenzhen-Hong Kong Cooperation Zone, Shenzhen, 518000 P.R.China

**Made in China**

NA1

印刷方式：骑马钉  
尺寸：98\*135mm  
材质：128g铜版纸  
此页无需印刷