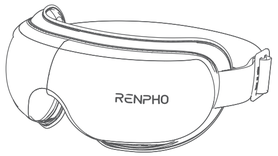
RENPHO
SMART HEALTHY LIVING

User Manual



Model: R-G010V

Eyeris 3

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS CAREFULLY BEFORE USE.

1. This device is intended for personal care use only and not for medical or commercial purposes.
2. Children over 8 and persons with reduced physical, sensory or cognitive capabilities should only use the device under supervision and after receiving instructions on safe use.
3. Children should not play with the device.
4. Cleaning and maintenance should not be made by children.

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.

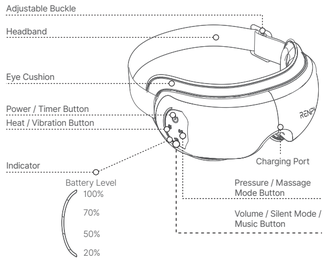
WARNING - To reduce the risk of burns, fire, electric shock, or injury to persons:

1. Please consult your doctor before use if you are any of the following persons:
   - Persons who had undergone eye surgery or eye conditions such as glaucoma, cataract and retinal detachment
   - The elderly
   - Pregnant or postpartum women
   - Persons allergic to leather, gel or polyester fabric
   - 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 If you experience any discomfort, stop using the device immediately.
2. Remove contact lenses, glasses, false eyelashes, hairpins, and any other accessories before use.
3. Do not use the device under blankets, pillows, or any other object that can cause excessive heating.
4. Do not use the device if it is not working properly, has been damaged, or dropped into water. Return it to the service center for examination and repair.
5. Do not use the device while driving, walking, or running.
6. Only use the charger (DC 5V 2A, not included) to recharge the device.
7. Avoid contact with sharp objects.

8. Be careful when using heated surfaces, as they may cause serious burns. Do not use over insensitive skin areas or on persons with poor circulation. Children or incapacitated persons should not use heat unattended.
9. 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.

SAVE THESE INSTRUCTIONS

ABOUT YOUR EYERIS 3



Freezable Gel Mask

Charging Cable

Storage Bag

User Manual

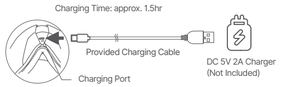
Quick Guide

Indicator

Status	Indicator
Device turned on / Bluetooth disconnected	Turns solid white
Bluetooth connected	Turns solid blue
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 goes out, indicating an improper charger is used

CHARGING YOUR EYERIS 3

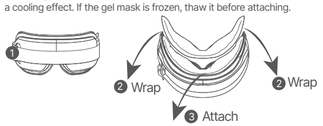
Fully charge the device before the first use.



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 EYERIS 3

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 adjust the headband for a proper fit using the adjustable buckle.

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

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: Foshan SD Technology Co., Ltd.
501-502, building 8, zhifuyuan industrial city
Xingtan town, Shunde District, Foshan, China

NA1

成品尺寸	90*130mm
材质	铜版纸128g
工艺	无
颜色	黑白印刷
装订方式：风琴页	

压痕

OPERATING YOUR EYERIS 3

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

Button	Manual Control	Voice Control
	1. Press and hold to power on / off.	Turn Off
	2. Press to select the timer: 15 mins / 20 mins / 10 mins.	Change Time
	1. Press and hold to turn on / off the vibration function.	Vibration On Vibration Off
	2. 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
	1. Press and hold to cycle through the following modes: Tension Relief Mode: eyes & temples Retinal Protection Mode: eyes only Regeneration Mode: temple only	Change Mode
	2. Press to adjust the pressure level: soft pressure / strong pressure / no pressure.	Soft Pressure Strong Pressure No Pressure
	1. Press and hold to switch to the next track, including built-in music tracks and Bluetooth music.	Change Music
	2. Press to cycle the music volume through level 0/1/2/3/4/5.	Increase Volume Decrease Volume
	3. Double press to switch between voice mode and silent mode.	Sound On Sound Off

Note:
· After power on, tension relief mode, soft pressure, high heat, 15 mins timer, voice mode, built-in music volume level 0, and Bluetooth will be enabled by default, and the indicator turns white.
· In silent mode, the voice control function still works, but the voice broadcast and built-in 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.

CARE & 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, 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 standard 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

Problem	Possible Cause	Solution
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/No voice broacast/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

Problem	Possible Cause	Solution
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 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.		

SPECIFICATIONS

Product Name: Eye Massager
Model: R-G010V
Input: 5V ⎓ 2A
Rated Power: 5W
Battery Capacity: 1500mAh

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.

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)

support@renpho.com(US&CA)
support-au@renpho.com (AU)

*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.