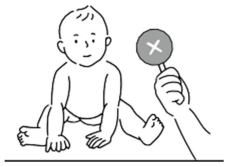
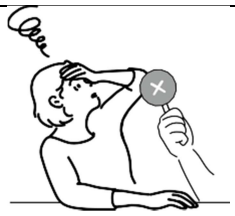
# LED Mask Platinum

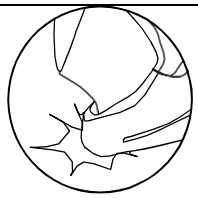
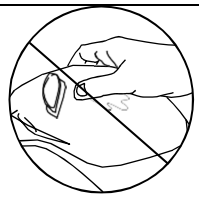
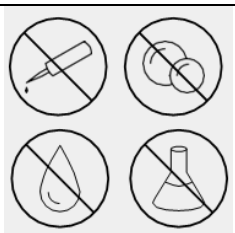
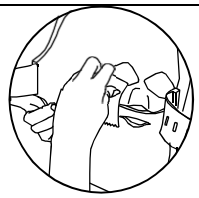
# User Guide

CELLRETURN

## Skin Safety Precautions

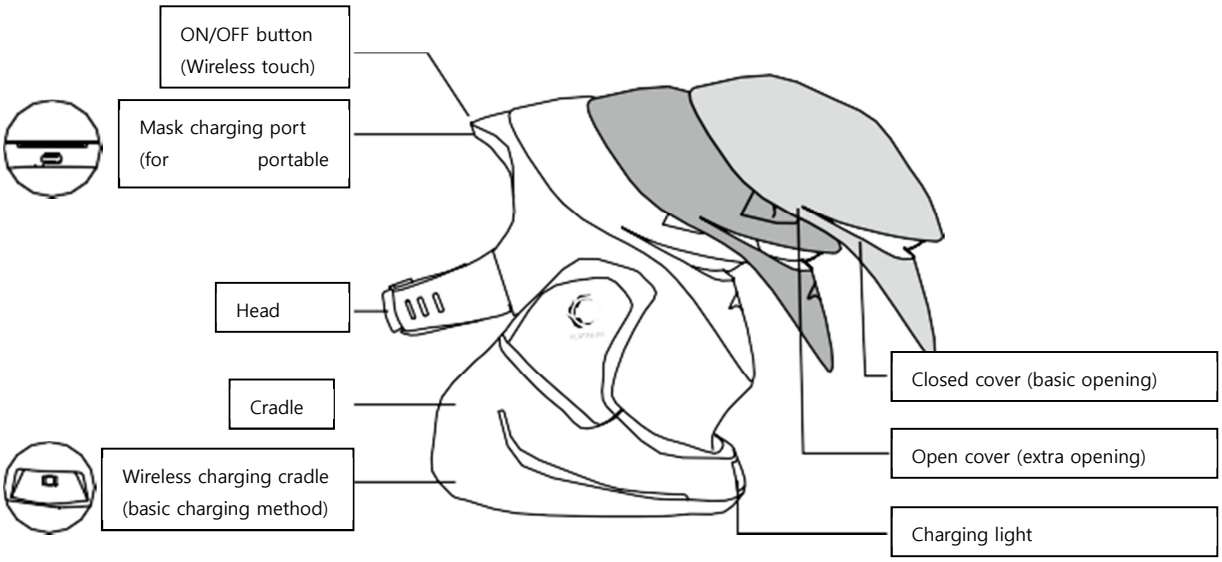
| | | |
|---|---|---|
| | | |
| Results of the product may be slower for those with symptoms of menopause. We recommend using the product after consulting with a professional. | The product is not recommended during pregnancy, menstruation, or for those who are breast feeding.<br>(Instability of unbalanced hormones can result in temporary skin problems.) | For seborrheic or inflammatory skin (skin with skin diseases),<br>we recommended using the product after consulting with a professional. |
| |  |  |
| We recommend using the product at least six months after undergoing<br>surgery (cosmetic surgery with injection of prosthetics/LASIK or LASEK) | Keep out of reach of children and make sure that the device is not activated near them. | Do not use if you suffer from photosensitivity such as sunlight allergies. |
| | | |
| Remove contact lenses before using the product. | Consult with a professional if you have a history of intraocular lens implant or other eye-related medical history.<br>(The light may be bright for first-time users or those sensitive to light. Use the enclosed eye shield for comfortable use.) | |

# Product Safety Precautions

| | |
|---|---|
|  |  |
| Do not apply shock to the device or arbitrarily attempt to disassemble the device. | Do not use the device with wet hands or store near water, as the device is sensitive to humid environments. |
|  |  |
| Do not clean with water, oil, or any types of alcohol (the film coating will peel off). | After using the device, clean with the enclosed cleaner towel before storage. |

- The device may feel heated upon use (or after continuous use). This is not a product defect.
- One side of the cheeks may feel heated upon charging the device. This is not a product defect.
- The device may be used safely, as the light is not harmful to skin.

## Product Specification




| | | | |
|---|---|---|---|
| Model | MP-M2134 | | |
| LED number | Near-infrared rays (NIR) | 342 | 1026 total |
| | Red wavelengths | 342 | |
| | Blue wavelengths | 342 | |
| Internal battery | Lithium polymer 3.7V 2000mAh | | |
| Input power | Mask 5V ☐ 2A (USB C type) | | |
| | Cradle 5V ☐ 2A (DC Jack) | | |
| Size | Mask W223 x H314 x D172 (mm) | | |
| | Cradle W268 x H182 x D240 (mm) | | |
| Weight | Mask 654g / Cradle 662g | | |

## Package

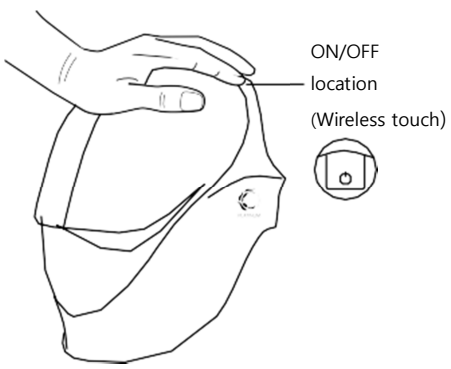
| | | | | |
|---|---|---|---|---|
| | | | | |
| Mask | Wireless charging cradle | User guide and Product catalog | Cleaner towel | Open cover |
| | | | | |

| | | | | |
|---|---|---|---|---|
| Closed cover | Warranty card | Charger + C type adapter | Eye shield PLATINUM exclusive | |

## Special Features

| **1026 LED wavelengths**<br>342 near-infrared rays + 342 RED wavelengths + 342 BLUE wavelengths | **Wireless charging** |
|---|---|
| Flawless care with a total of 1,026 LED wavelengths. | The wireless charging technology offers convenient care for comfort of use. |
| **9-minute fast mode**<br>(RED 7 min. + BLUE 1 min. + PINK 1 min.) | **Dual cover** |
| The three wavelengths switch on in order when you're in a hurry for quick and concentrated care. | The cover solves frustration of airflow to allow users to focus on results. |

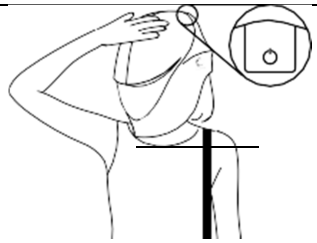
## Touch method



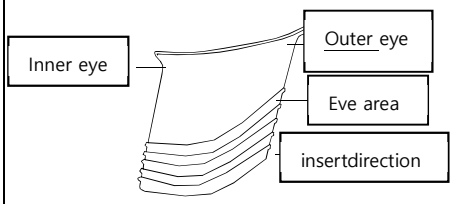
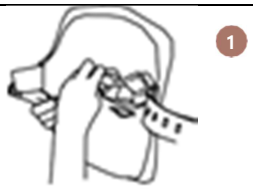
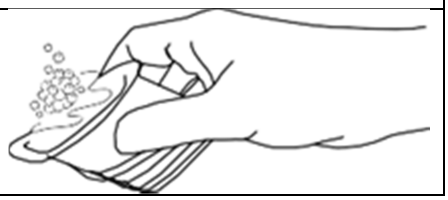

The CELLRETURN LED Mask uses the wireless touch method. The ON/OFF button is located near the top of the head, and is activated when touched for about two seconds. The device may not turn on if only tapped with the fingers or touched briefly.

| | |
|---|---|
| 1st touch | RED Mode (red + near-infrared wavelengths) |
| 2nd | BLUE Mode (blue wavelengths) |
| 3rd | PINK Mode (red + blue wavelengths) |
| 4th | FAST Mode (total 9min.)<br>[RED Mode (7min.)>BLUE Mode(1min.)>PINK Mode(1min.)] |
| 5th | OFF |

## How to use

| | | | |
|---|---|---|---|
| | |  | |
| Use after washing your face. | Fasten the band over your head, then put the mask on to fit your eyes and nose. | Use the touch sensor on the top of the mask to select the wavelength mode of your choice. | The device will automatically turn off after 20 minutes. Lightly wash your face or use toner to tidy skin texture. |

## Eye Shield

| | | |
|---|---|---|
| How to Use | CELLRETURN cares about your safety!<br>**Always use the enclosed eye shield if your eyes are sensitive to light or if you feel any discomfort when using the product.**<br>*** The eye shield is safe to use, as it is made with silicone material that is not harmful to the skin.** |  |
| How to Fasten |  <br>**Fasten the eye shield to the eye area on the inner side of the mask.** | <br>**Adjust the eye area according to the curves of the face before use.** |
| How to Wash | 1. Remove the eye shield from the mask.<br>2. Use a neutral detergent and wash under running water.<br>3. Dry completely before reusing. |  |

## Smart Care

Use the official app to check on long-awaited changes**!**

**You can use the official CELLRETURN app to check regular usage as well as the improvement process. The app also offers smart management with records of time, date, and states of change.**

| | | | | |
|---|---|---|---|---|
| Check usage time **Accurately check dates and times** | Photo gallery **Records of daily changes** | Remote control **Bluetooth Smart product care through Bluetooth connection** | Events **Product registration and accumulation of points according to usage time** | |

## App installation and Device Linking Method

| | |
|---|---|
| App Installation and Login | 1. Search for the CELLRETURN app on the Play Store (Android) or App Store (iPhone) and download.<br>tip! First-time use of the app will require signup.<br><br>2. Sign up by entering new membership information and confirming via e-mail.<br>tip! You must confirm by e-mail to register. |
| Product Registration | 3. Device Registration<br>Press the + button on the bottom right of the app to register the device.<br>tip! Check the product serial number (indicated on the product box) or the warranty card (inside the enclosed envelope) beforehand<br><br>4. Serial No. / barcode registration<br>Register the serial number on the warranty card or scan the barcode to register the product. |
| Device Connection | 5. Press the connection button under "My Device" to connect the device.<br>tip! When connecting for the first time, connect with the device turned on. |
| Product Control | 6. The PLATINUM mask can be controlled with the remote function.<br>(Volume can be controlled when the device is on.)<br>tip! Power, volume, and mode of the connected product can easily be controlled using the app. |

# Problem solution

## Check before reporting a problem

| For these problems | Take the following measures |
|---|---|
| The product is not working properly. | · Check whether the power button was turned on properly.<br>· Charge the device according to the manual.<br>· When charging the device, check whether the battery light on the device is on. |
| The power won't turn on. | · The battery is discharged. ▶ Charge the battery.<br>· Connect the charger adapter to the power supply device.<br>· Check whether the charger is working.<br>· Check that the voltage indicated on the device corresponds to the local voltage.<br>· Plug the charger into the mask and check whether the power turns on. |
| It's overheating. | · Heat is generated while the device is charging, and the device cools down once it is sufficiently charged.<br>· The heat is natural, and is generated from use of the control board. |
| The light won't turn on when charging. | · Check to see if the mask is properly set on the stand.<br>· Check for discharge. |
| Specific wavelengths seem weak. | · If specific wavelengths seem weak, charge the device and check again. |

## Product warranty

| | 4th Generation |
|---|---|
| Free product warranty period with purchase | 12 months |
| Product warranty period | |
| Battery warranty period | |

* Full product repair requires a warranty card with the purchase date.

Be sure to keep the warranty card, as full product repair will require a warranty card with the purchase date.

- Free product warranty will be provided according to the contents described on the warranty
- The free product warranty period is determined from the date of purchase, so indicate the purchase date for your product warranty. (In the event that the purchase date cannot be verified, a free product warranty period will be applied from the date of manufacture or three months after the date of import clearance.)
- in the event that a home device is used for business purposes or used in unusual environments, the free warranty period will be reduced by 50%.
- Warranty will not be reissued.
- In the event of a supply date based on a separate contract, the contents of the warranty will be applied according to the main contract.

# Precautions for use

## Safety precautions

Precautions are categorized under "warning" and "caution", and are as follows. The purpose of these symbols is to bring attention to issues and operations that can result in danger. Carefully read the marked symbols and follow the directions to prevent risks.

⚠ **Warning**: Failure to follow indicated warnings may result in severe injuries or death.

⚠ **Caution**: Failure to follow indicated cautions may result in minor injuries or product damage.

After reading the manual, store in a place accessible by device users.

## Warnings and precautions for adapter use

⚠ **Caution**

- Stop using if smoke or strange smells come from the device.
  - Immediately turn off the device, remove the charger adapter, and contact the service center.
  - Continued use in this case can lead to a fire or electric shock.
- Do not damage, cut, bend, twist, or apply heat to the charger adapter or USB cable.
  - Cord damage can lead to fire or electric shock.
- Do not insert chopsticks or any other conductive item into other power sockets when the charger adapter is plugged in. Do not touch the power sockets after unplugging the charger adapter.
  - This can lead to electric shock.
- When unplugging the charger adapter from the power socket, pull the main adapter.
  - Pulling the cable can lead to damage or electric shock.
- Do not wash or put the charger stand (sold separately) in water.
  - This can lead to fire or electric shock.

- Clean with a dry cloth or tissue.

**⚠ Warning**

- Do not use or charge for a long time on blankets, electric heating mats, or carpets.
  - Internal heating may lead to damage or fire.

## Warnings for use

**⚠ Warning**

- Do not take apart, repair, or reconstruct the product. Product malfunction can lead to fire, electric shock, and injury.
- The product contains magnetic material.
- Use with caution, as the product can have a harmful effect on credit cards or cardiac pacemakers.
- Always handle the power plug with dry hands. Handling with wet hands can lead to electric shock.
- Do not drop or apply shock to the device. Keep away from vibration and magnets.
- When unplugging the cable from the device, do not pull the cable, but unplug the end of the cable. Pulling the cable can lead to injury or separation from the device.
- Use caution when carrying the product. Dropping the product can lead to injury.
- Use caution when using in dry environments.
  - Use caution when using in dry environments, as use can lead to static electricity.
  - Static electricity can be prevented by handling metals before using the product.
- Do not store near firearms.
- Do not use or store near flammable products. This can lead to explosions or fire.
- Do not use the device near products that use high-voltage electricity (electric bug-zapper, etc.). This can lead to product malfunction due to electric shock.

## Battery warnings and cautions

⚠ Caution

- The battery for this device is built into the system. Fully charge the battery for first-time use of the product after purchase.
- The battery is a consumable. Long-term use of the battery will lead to shortened battery life.
- The internal battery cannot be replaced or separated at the customer's discretion, and in the event that the product is separated by choice, the product will no longer be eligible for the free warranty.
  - Consult the designated service center for battery separation or replacement.
  - Battery separation and replacement is a paid service.

⚠ Warning

- There is danger of explosion in the event of battery damage.
  - Do not apply shock to the product, place it in water, or store or leave it in a vehicle for a long time.
  - Improper battery exchange can lead to risk of explosion.
  - The internal battery cannot be replaced or separated at the customer's discretion.
  - Do not dispose of the battery arbitrarily, but follow the local requirements for battery disposal.

## Warnings and precautions for product storage

⚠ Warning

- Keep product away from direct sunlight or areas with heating as it can lead to fires.
- Do not store near electric heaters or in places where heat is generated as it can lead to fires or damage.
- Do not install in places with heavy humidity, dust or soot as it can lead to fires or electric

shock.

⚠ Caution

- Take caution as not to expose product to direct sunlight in closed vehicles.
- Do not leave product in places with high temperatures (above 35℃), low temperatures (5℃, or heavy humidity. (Do not store product in places with high/low temperatures or high humidity.)

**Product storage and care**

- Do not drop the charger adapter into a drain or sink (or similar places), and do not store in places where the product is exposed to water or other liquids. Do not use the charger stand in the shower or put the product in water.
- Do not touch a charger stand or cable that is in water, but immediately separate the product from the charger adapter.
- Keep out of the reach of children at all times.
- Do not lay the cable near heated surfaces.
- Use only the included charger adapter and accessories.
- When the product is not in use for a long time, recharge the battery at least once every three months to maintain battery life.
- Do not poke at openings in the product with keys, hairpins, necklaces, or sharp metals.
- Store the product in its box, and when transporting the product, repackage the product in the original purchase box.
- Do not keep near volatile liquids like pesticides.
- Wiping the surface of the product too hard can lead to product damage.
- Do not keep the product next to plastics or rubber for long periods.
- Use a soft, dry cloth (non-waterproof) to wipe the inside of the mask, and if the surface of the mask is very dirty, use a wet wipe. Do not use alcohol, benzene, thinner, or other powerful chemicals as they can corrupt the surface of the product.

- Do not put the product in a dishwasher, oven, or washing machine.

## Others

Criteria for Settlement of Consumer Disputes

| Consumer Damage Type 1 | Compensation |
|---|---|
| Demand for crucial repairs due to occurrence of defects in performance or function during normal use of product within 10 days of purchase | Product exchange or refund of purchase price |
| Demand for crucial repairs due to occurrence of defects in performance or function during normal use of product within 1 month of purchase | Product exchange or free repair |
| Damage occurred during transport process following purchase of the product | Product exchange |

<table>
<tr><td colspan="2" rowspan="2">Consumer Damage Type 2</td><td colspan="2">Compensation</td></tr>
<tr><td>Within warranty period (12 months)</td><td>After expiration of warranty period</td></tr>
<tr><td rowspan="3">Occurrence of defects in performance or function during normal use of product</td><td>Reoccurrence of defect (3rd time) for same defect that has been repaired up to 2 times</td><td rowspan="3">Product exchange or refund of purchase price</td><td>Paid repair</td></tr>
<tr><td>Reoccurrence of defect (5th time) in parts that have been repaired up to 4 times</td><td rowspan="2">Refund with 10% added to amount depreciated from total</td></tr>
<tr><td>Businessperson’s loss of product sent in for repair by consumer</td></tr>
<tr><td rowspan="2">Occurrence of defects in performance or function resulting from consumer</td><td>Repair possible</td><td>Paid repair</td><td>Paid repair</td></tr>
<tr><td>Repair not possible</td><td>Product exchange after collection of sum applicable for paid repair</td><td>-</td></tr>
</table>

| | | | |
|---|---|---|---|
| negligence or fault | | | |

| Consumer Damage Type 3 | | Compensation | |
|---|---|---|---|
| | | Within warranty period | After expiration of warranty period |
| Occurrence of defects in performance or function during normal use of product | Occurrence of defect | Free repaid | Paid repair |
| | Repair impossible or repair parts unavailable | Product exchange or refund of purchase price | |
| Other | Occurrence of defects resulting from repairs made in places other than the CELLRETURN service center | Paid repair | |
| | Occurrence of defects due to faulty power supply or connecting device | | |
| | Exchange of expendable parts that become worn with use | | |
| | Occurrence of unavoidable defects (earthquakes, fires, flood, lightning, war, etc.) | | |
| | Caused by external factor and not a product defect | | |

* The warranty period for Consumer Damage Type 2 is 12 months. (paid repair will be applied for all damages caused by consumer intent or fault regardless of time of occurrence).

* The warranty period for Consumer Damage Type 3 is 12 months.

* Disputes involving matters or regulations not specified herein will be resolved in accordance with the Korea Criteria for the Settlement of Consumer Disputes.

* Be sure to read the manual, as service expenses may still be applied for cases in which product is not damaged.

* Parts used to replace existing parts upon repair may be manufactured from other places or

using parts from the manufacturer. Parts will function equally and normally although they may not be new. Some parts used in the product may be produced in a country different from the manufacturing country.

**Liability for paid services (costs paid by consumer)**

Upon request for services, the following cases will require payment even within the free warranty period.

- Damage caused by input of impurities in the product (including water, beverages, coffee, toys, etc.)
- Damage caused by dropping the product or applying shock to the product leading to product malfunction
- External damage or corruption due to thinner, benzene, or other organic solvents
- Damage caused by use of parts not originally belonging to CELLRETURN
  - Original CELLRETURN parts can be purchased via the CELLRETURN service center.
- Loss or damage of parts caused by discretionary separation of the product by the consumer
- Damage caused by use of improper voltage
- Damage caused by product repair or reconstruction by persons other than a CELLRETURN service center engineer
- Damage caused by natural disasters (lightning, fire, storm or flood damage, gas, salt, earthquake, etc.)
- Damage resulting from failure to comply with the "Safety precautions" of the CELLRETURN product manual
- Damage caused by other consumer mistakes
- Request for installation change due to product transfer or move
- Reinstallation following installation made by consumer request upon purchase
- Request for connection with another product after purchase and installation
- Reinstallation by consumer request

**FCC Compliance Statement**

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.

**FCC Interference Statement**

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 correct the interference by one 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 which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

**FCC Caution**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.