EN-US

medisana®

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 function 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

❶ On/Off button

❷ Button to select between 5 music volumes.

❸ Button to select among 2 heat levels and heat off.

❹ Power indicator

❺ Type-C charging port

❻ Removable cover

❼ Cloth pad for velcro on cover for machine washing.

Product Usage

Wear Your SM 500 / SM 550

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

2. Place the cover on the sleep mask properly.
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. Press the on/off button ❶ 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 ❸ to pause the music and press once again to continue the music.
6. Press the heat button ❸ to switch in a loop of warm mode→heat mode→no heat→warm mode.
7. Press the music button ❷ 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 for 1.5s to switch the 3 built-in music in a loop of rain→brook→ocean wave→rain. Double-tap button to switch the music function on or off.
8. Press the on/off button ❶ for 1.5s to turn off the device.

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

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 ❶ for 1.5s to turn on the device.	Power on, enjoy the music
Press the on/off button ❶ for 1.5s to turn off the device.	Goodbye
Press the heat button ❸ to switch heat mode.	Warm
	Heat
	No heat
Press the music button ❷ to switch volume at level 5.	Maximum volume
Press the music button ❷ 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".

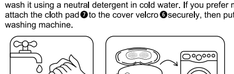
Charging the battery

• 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 ❹ indicates the charging process by flashing red. When the battery is fully charged, the power indicator ❹ lights up green constantly. You can recharge the battery at any time.
• If the power indicator ❹ 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 ❼ to the cover velcro ❻ securely, then put them ❶❼ in the washing machine.



• hand wash • machine wash

• Wait until the device is completely dry before using it again.

Maintenance

• In the event of malfunctions or damage, do not repair the device yourself, as this will invalidate any warranty claims. Consult your specialist dealer and have repairs carried out only by authorized service centers in order to avoid hazards.
• Only use accessories intended for the device and supplied by the manufacturer.
• Cleaning and user maintenance must not be carried out by children without supervision.

Storage

• You should ideally store the device in its original packaging and keep it in a clean, dry place.
• Store the device in a safe, clean, cool and dry, well-ventilated place. Secure it against falling and shocks.

Technical Specifications

Name and model	Medisana Sleep Mask SM 500/SM 550
Color	Black
Surface Material	PU leather(SM 500), brushed velvet(SM 550)
Input	5V ⎓ 840mA
Rated voltage	3.7V ⎓
Battery capacity	1200mA
Charging time	Max. 2 hours（5V/2000mA）
Automatic switch-off	15 minutes(heat), 90 minutes(music)
Weight	approx. 150g / 5.29oz
Storage conditions	In a cool, dry place
Item number	94024 / 94025

Contraindication and Restrictions of Use

• This device can be used by people aged from 8 years and above. Persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge should be given supervision or instruction concerning use of the device in a safe way and understand the hazards involved.
• Children must be supervised to ensure that they do not play with the device.
• Children under the age of three must not use this device due to their inability to react to overheating.
• Do not use this device to supplement or replace medical treatment. Chronic complaints and symptoms may be made worse.
• Do not use the SM 500/SM 550 sleep mask, or only after consulting your doctor, if:
-you are pregnant,
-you have a cardiac pacemaker, artificial joinis or electronic implants,
-you suffer from one or more of the following illnesses and complaints:
Circulation disorders, varicose veins, open wounds, bruises, broken skin, inflammation of the veins.
• 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.
• This device contains non-replaceable batteries.

Safety Instructions

Power supply

• Only charge the device's battery using the USB charging cable supplied.
• Never charge the device in a flammable environment(e.g. flammable objects, gasoline, flammable gases, paint, etc.)
• Only connect the device for charging so that the cable and power connector are freely accessible.
• The built-in batteries are not intended for replacement or removal by the end user. If problems occur with the power supply, contact the customer service.
• This device must only be supplied at safety extra low voltage (SELV) corresponding to the marking on the device.
• To disconnect the device from the mains, always pull the plug out of the power connection. Do not pull on the cable!
• Do not use a charger that has wire or body damage, replace it in a timely manner.
• Handle the charger with care, do not overextend the wire or allow it to come in contact with heat or sharp objects.

Before operating the device

• Check the sleep mask carefully for damage before each use. Do not operate a defective device.

When operating the device

• The device must only be used for its intended purpose as described in the instruction manual.
• Using the device for any other purpose invalidates the warranty.
• Only use the device in the proper place, that is, around eyes (or alternatively at any of the other body parts listed in Section "Intended Use").
• Never use the device while driving a vehicle or operating a machine.
• Never put the device down next to an electric stove or other sources of heat.
• Do not allow the sleep mask to come into contact with pointed or sharp objects.

After operating the device

• Do not overcharge. Charge the device for 2 hours maximum to prevent overcharging.

Troubleshooting

Problem	Possible cause/Remedy
Device cannot be switched on.	**The device might be out of battery.** Please charge the device.
	You just tapped the on/off button. Please press the on/off button for 1.5 seconds to turn on the device.
Device cannot be switched on.	**You might have used your other charging cable.** Please use the provided charging cable only.
	You might have used a charger with a voltage higher than 5V. Please use a DC 5V 1A or 5V 2A charger(not included).
Bluetooth failed to be connected.	**The sleep mask is off.** Please turn on the sleep mask and then connect to Bluetooth.
	Bluetooth on your mobile device is not enabled. Please enable Bluetooth on your mobile device and connect to "medisana sleep mask".
	The sleep mask is connected to another mobile device. The sleep mask would connect to the lastest Bluetooth automatically within 10 meters. Please ensure the lastest device is fully disconnected or unpaired, Then search "medisana sleep mask" Bluetooth and connect to it.
Low heat or no heat	**No heat is selected.** Please press the heat button to select the heat level of "warm" or "heat".
	The sleep mask needs time to warm up. Please wait for 2 minutes after powering on.
There is no music.	**You have tapped the on/off button to pause the music.** Please tap the on/off button again to continue the music.
	You have double-tapped the music button to turn off the music function Please double-tap the music button to turn on the music function.
Music sounds weak	**The music volume might be at low levels.** Please press the music button to switch the volume level to level 3 or 4 or 5.
	The sound volume of your mobile device might be quite low. Please turn up the volume on your mobile device when Bluetooth connected.

Supplier's Declaration of Conformity

Product Description: Medisana Sleep Mask SM 500/SM 550

FCC ID: 2BLYS-SM550

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following three 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.

(3)This device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.
FCC RF Radiation Exposure Statement:
1.This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2.This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.
This equipment should be installed and operated with minimum distance 5mm between the radiator and your body.

NOTE: **Medisana** is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user 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 connectedConsult the dealer or an experienced radio/TV technician for help.

Disposal

Dispose of the device, other components and optional accessories according to applicable local regulation.

Unlawful disposal may cause environmental pollution.

Explanation of Symbols

Do not insert needles!

Do not bleach!

Not suitable for very young children!

Do not dry in a tumble drier!

Only use indoors!

Do not iron!

Do not dry clean!

Refer to instruction manual. Failure to follow these instructions may result in serious injury or damage to the device.

Danger These instructions must be followed to prevent the risk of electric shock.

Caution These instructions must be followed to prevent possible damage to the device.

LOT LOT number / Batch code

Disposal in accordance with the Waste Electrical and Electronic Equipment EC directive-WEEE

Manufacturer

Distributor

Warning These instructions must be followed to prevent possible injury to the user.

Note These instructions provide useful additional information regarding installation and operation.

RoHS RoHS mark (fulfills the EU directive 2011/65/EU on the restriction of hazardous substances in electrical and electronic equipment)

Recycling symbols/codes: These are used to provide information about the material and its proper use and recycling.

15.21 Information to user.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
15.105 Information to the user.
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.

1 Year Limited Warranty

What does this warranty cover?

The warranty covers:
• Damage, breakage or inoperability due to defect.
• Damage not caused by normal wear and tear or failure to follow the safety and maintenance instructions provided in the user manual.

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.);
• Tampering with the product (such as removing the cover, unscrewing screws etc.)
Consequential and incidental damages are also not covered under this 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 our discretion, the product will either be refunded or replaced.

What are we not able to do?

We will not: Start a new warranty period upon product exchange or repair product.

How to process the warranty?

To initiate,please:
• Call customer service at 001-855-2548146,or:
• Write an email to: service.us@medisana.com
• Visit the store for further assistance.
To ensure the quickest warranty return process, please have the following available:
• The original sales receipt that includes the purchase date;
• The product and manual in the original package;
• A statement of the problem.

What must you do to keep the warranty in effect?

• Retain the original receipt;
• Follow all product instructions;
• Do not repair or modify the product.

How does state law relate to this warranty?

This warranty gives you specifically legal rights, and you may also have other rights which vary from state to state.
All implied warranties are limited by the duration and terms of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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