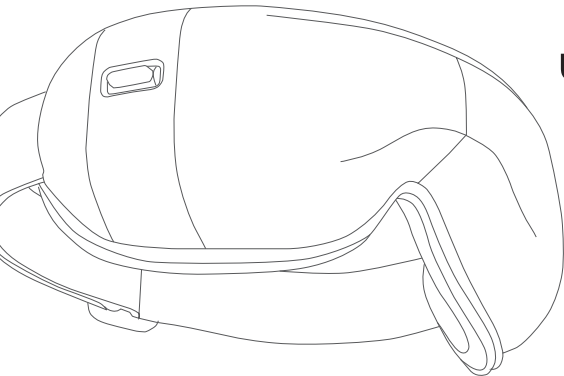


**HubiCare**

Next Level Comfort Eye Massager

# HEM-9

## USER MANUAL



**Cool Gel Pad Included**



**Scan the QR code**

Please read the manual before use.  
If you have any issues, contact customer support.  
Your feedback after use is appreciated.



## Please read before first use

This manual provides detailed instructions on the proper usage and care for **HubiCare** Next Level Comfort Eye Massager (HEM-9)

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# 1. Product Introduction

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HubiCare Next Level Comfort Eye Massager is designed to provide targeted care for the eyes and temples, either together or separately. Its dual-pad structure gently conforms to the natural contours of the face for a comfortable and secure fit. Customizable air compression and heat settings allow personalized relaxation tailored to your condition. The intuitive Multi-Control Stick and automatic Bluetooth pairing ensure effortless operation. With ultra-quiet performance and thoughtful design, it delivers a soothing wellness experience anytime you need it.

## **Recommended For:**

- People who use computers for extended periods.
- Frequent smartphone users.
- Night-time drivers.
- Avid readers.
- Children attending remote classes via computers or laptops.
- Anyone seeking relaxation after a long day.
- Those who want to fall asleep comfortably.

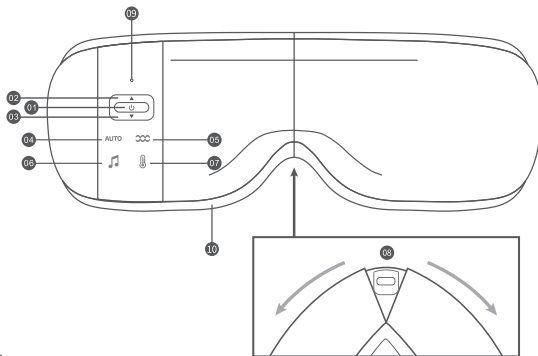
## **Product Features:**

- Three Customized Massage Modes for Eyes and Temples
- 3-Level Air Compression Control
- 3-Level Heat Therapy 104°F / 108°F / 113°F (40°C / 42°C / 45°C)
- Intuitive Multi-Control Stick
- Auto Bluetooth Pairing & Music Playback
- Ultra-Quiet Operation with Mute Mode
- Dual-Pad Design for a Comfortable Fit
- 1650mAh High Capacity Battery

## 2. Package Contents and Parts Description

- **Package Contents :** Eye Massager, Removable COOL GEL PAD, Storage Pouch  
USB Type-C Charging Cable, User Manual

- **Parts Description**



- 01 Multi-Control Stick :  
Power & Function Control Button
- 02 ▲ Air Compression Control
- 03 ▼ Heat Control
- 04 Mode Indicator
- 05 Air Pressure Level Indicator
- 06 Music Indicator
- 07 Heat Level Indicator
- 08 USB Type-C Charging Port
- 09 Battery Indicator
- 10 Double Layer Eye Cushion

### 3. How to Use

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#### ■ Power ON/OFF & Mode Selection

- ① Press and hold the Multi-Control Stick for 2 seconds to turn the device ON or OFF.
- ② When the device is turned on, it starts in the default mode (MODE 1).  
(Default setting: Medium pressure / Medium heat)
- ③ Short press the Multi-Control Stick to change the mode.

MODE 1 : Eye + Temple Care

MODE 2 : Eye Care Only

MODE 3 : Temple Care Only

※ The default operating time is 15 minutes.

#### ■ Air Pressure / Heat Adjustment

In each mode, adjust the Multi-Control Stick to set the desired pressure level and heat level.



▲ Move the Multi-Control Stick upward : Air Pressure Adjustment

Gentle pressure → Medium pressure → Strong pressure → OFF

▼ Move the Multi-Control Stick downward : Heat Adjustment

Low heat → Medium heat → High heat → OFF

※ Air pressure and heat functions operate in connection with each other.

※ Air pressure and heat cannot be set to OFF at the same time.

### 3. How to Use

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#### ■ Music Connection (Bluetooth)

- ① For the first use, enable Bluetooth on your smartphone and search for the device name "HEM-9" to connect.
- ② After the initial connection, the device will automatically reconnect.
- ③ Multi-Control Stick operation: (1~7 levels)
  - ▲ Press and hold upward for 3 seconds : Increase volume
  - ▼ Press and hold downward for 3 seconds : Decrease volume
- ④ **Double-click the Power Button to turn music playback ON/OFF or mute the sound.**

※ When the device is turned off while muted, voice guidance will not be provided.

#### ■ Memory Function

The device automatically saves the last used mode, pressure level, and heat level.

The next time you use the device, it will start with the saved settings.

#### ■ Charging the Device

- ① Connect the USB Type-C charging cable to the USB Type-C charging port at the bottom center of the device.
- ② During charging, the charging indicator will slowly flash green.
- ③ When fully charged, the indicator will remain solid green.
- ④ Disconnect the charging cable after charging is complete.  
(A full charge takes approximately 2–3 hours, depending on the voltage.)
- ⑤ The device cannot be used while charging

Note : • Fully charge the eye massager before first use.

• This device supports DC 5V/1A charging input.

• Do not use high-voltage fast charging modes. Use a charger that matches the rated charging specification.

• For safe charging, use the provided USB Type-C charging cable.

### 3. How to Use

#### ■ Indicator Guide

| Item         | Color | Description         | Item          | Color     | Description              |
|--------------|-------|---------------------|---------------|-----------|--------------------------|
| MODE         | Red   | Eye + Temple Care   | Music         | Green ON  | Bluetooth Connected      |
|              | Blue  | Eye-Focused Care    |               | Green OFF | Bluetooth Disconnected   |
|              | Green | Temple-Focused Care | Battery Level | Red       | Below 20%                |
| Air Pressure | Red   | Strong pressure     |               | Blue      | 20–50%                   |
|              | Blue  | Medium pressure     |               | Green     | 50%–100% (Fully Charged) |
|              | Green | Gentle pressure     |               |           |                          |
| Heat         | Red   | High heat           |               |           |                          |
|              | Blue  | Medium heat         |               |           |                          |
|              | Green | Low heat            |               |           |                          |

#### ■ Voice Prompts

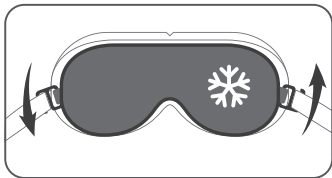
- Welcome. Eye massager on
- Low heat / Medium heat / High heat / Heat off
- Sound on / Muted
- Volume 1 ~ Volume 7
- Massage finished
- Bluetooth connected
- Bluetooth disconnected
- Low battery
- Mode one / Mode two / Mode three
- Gentle pressure / Medium pressure / Strong pressure / Pressure off

### 3. How to Use

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#### ■ How to Use the COOL GEL PAD

- ① Place the COOL GEL PAD in the refrigerator for 30 minutes before use.
- ② Hook the straps onto both sides of the eye massager and wear it over your eyes.
- ③ After use, remove the gel pad and store it at room temperature.



## 4. Maintenance and Storage

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### ■ Storage Instructions

- ① After use, make sure the device is turned OFF before storing.
- ② Store the device in a cool, dry place away from direct sunlight and high temperatures.
- ③ Keep the device away from moisture and avoid storing it in humid areas.
- ④ Do not place heavy objects on the device or apply excessive pressure.
- ⑤ Disconnect the charging cable before long-term storage.
- ⑥ Store the COOL GEL PAD at room temperature after use. Avoid excessive pressure or damage to the gel pad.

### ■ Maintenance

- ① Turn off the massager and disconnect the charging cable before cleaning.
- ② Use a dry, soft cloth to gently wipe the surface of the device.
- ③ Do not use cleaning agents, alcohol, or harsh chemicals.
- ④ For stains, use a slightly damp cloth or tissue to gently clean the area.
- ⑤ After cleaning, make sure the device is completely dry before storing or using it again.
- ⑥ Clean the COOL GEL PAD gently with a damp cloth and dry it completely before storage.

## 5. Safety Precautions

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- ① This product is intended for personal health care use only and is not a medical device.  
It is not designed to replace medical treatment or be used for diagnosis, treatment, or prevention of diseases.
- ② Remove all contact lenses and accessories before use.
- ③ Keep your eyes closed during use. Slight blurred vision may occur shortly after use. Open your eyes slowly after use.
- ④ Do not use the device while walking or driving.
- ⑤ This product includes a heat function with three temperature levels: 40°C~45°C.  
If you feel excessive heat, discomfort, or irritation during use, stop using the device immediately and adjust the temperature level according to your condition. The heat function is not intended for therapeutic purposes.
- ⑥ Do not use the device on infants or children.
- ⑦ Do not use the device after consuming alcohol or while sleeping.
- ⑧ Do not use the device if you have scars around the eyes, have undergone eye surgery, or have eye conditions such as glaucoma, cataracts, or retinal detachment. Consult your doctor before use.
- ⑨ This product is equipped with a timer and automatically turns off after each session.  
Continuous or excessive use may cause eye fatigue.
- ⑩ Stop using the device immediately if you experience any pain, discomfort, or abnormal sensations during use.
- ⑪ Do not use or store the device in high-temperature or high-humidity environments.

### ■ COOL GEL PAD Precautions

- ① Do not puncture, damage, or ingest the COOL GEL PAD.
- ② Keep the COOL GEL PAD out of reach of children.
- ③ Store the COOL GEL PAD in a cool, dry place at room temperature.
- ④ Do not microwave, boil, or wash the COOL GEL PAD with water.
- ⑤ Do not freeze the COOL GEL PAD.
- ⑥ Clean the surface of the COOL GEL PAD gently with a damp cloth.
- ⑦ Do not use the COOL GEL PAD if it is damaged, leaking, or deformed.

## 6. Troubleshooting

| Issue                  | Possible Cause                           | Solution                                                                                                                                                                                                                                                                                    |
|------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power does not turn on | No battery                               | Charge the massager                                                                                                                                                                                                                                                                         |
|                        | Power button was not pressed long enough | Press the power button for at least 3 seconds                                                                                                                                                                                                                                               |
| Air pressure is weak   | Low battery                              | Charge the massager                                                                                                                                                                                                                                                                         |
| Loud noise during use  | Issue with the motor                     | If the noise level increases, please contact the seller.                                                                                                                                                                                                                                    |
| Will not charge        | Charging cable is not properly           | <ul style="list-style-type: none"><li>- Properly connect the cable</li><li>- Use the provided USB Type-C charging cable for charging.</li><li>- Make sure the charger matches the rated charging specification (DC 5V/1A).</li><li>- Do not use high-voltage fast charging modes.</li></ul> |
|                        | Charging cable may be damaged            | If the noise level increases, please contact the seller.                                                                                                                                                                                                                                    |

## 7. Technical Specifications

|                      |                                          |                          |                         |
|----------------------|------------------------------------------|--------------------------|-------------------------|
| <b>Product</b>       | HubiCare Next Level Comfort Eye Massager | <b>Size</b>              | L220 × W130 × H100 (mm) |
| <b>Model</b>         | HEM-9                                    | <b>Weight</b>            | about 310g              |
| <b>USB</b>           | USB Type-C                               | <b>Battery</b>           | 3.7V, 1650mAh           |
| <b>Voltage</b>       | DC5V/1A                                  | <b>Operation Time</b>    | 15 minutes              |
| <b>Charging Time</b> | about 2–3 hours                          | <b>Power Consumption</b> | 4.5W                    |
| <b>Product</b>       | COOL GEL PAD                             | <b>Size</b>              | L300 × W100 × 8 mm      |
| <b>Material</b>      | HEM-GEL &TPU laminate Ice Silk Lycra     | <b>Weight</b>            | 100g                    |

**Seller** HuBDIC Co.,Ltd.

**Address** #5F, 72, Heungan-daero 427beon-gil, Dongan-gu, Anyang-si, Gyeonggi-do, 14059, Rep. of KOREA

**US Importer** HUBDIC USA INC.

Carson, CA 90746, United States of America

**Customer Service Center** support@hubdic.com

**FCC Caution :**

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.

Any 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.



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