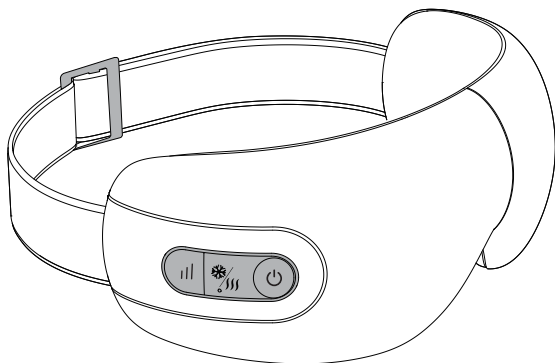




User Manual

Eye Massager

Model: FJ273

此备注不可印刷
128g铜版纸，尺寸95*150mm，骑马钉

Meet Bob and Brad



Bob and Brad are dedicated to creating a healthier world. We bring to you some amazing products that we have personally vetted and truly believe in! We want only the best for you and the best is right here! Enjoy!

NEED HELP?



SUPPORT@BOBANDBRAD.COM

www.bobandbrad.com

Tel: +1(612) 567-3035

M-F 9:00 AM- 5:30 PM

Your guide to being healthy, fit, and pain-free

B&B Innovation LLC

3310 S Fairview St, Santa Ana, CA 92704

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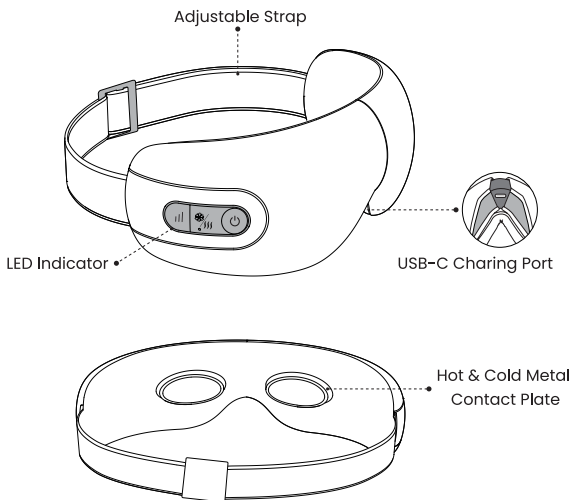
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Getting To Know the Device



Technical Specifications:

Input: 5v ---2A

Rated Voltage: 3.7V ---

Rated Power: 8.5W

Battery Capacity: 2000mAh

Product Contents:

1 x BOB AND BRAD Eye Massager

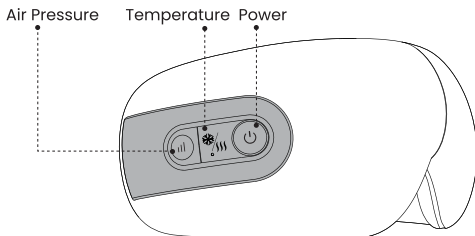
1 x USB-C Cable

1 x Storage Bag

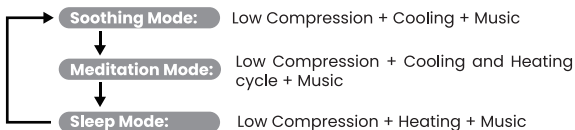
1 x User Manual

1 x Quick Guide Card

Operation Instruction



1. Long-press the power button for 2s to power on/off.
2. Double-press the power button to turn the built-in music on or off.
3. **Default mode:** Soothing Mode (Low Compression + Cold + Music)
4. Short press to cycle through modes. Voice confirms each change. The indicator light changes with each mode switch.



1. **Short press to cycle temperature:** Cooling / Heating / Cooling and Heating cycle / Off.
2. The indicator light changes with each mode switch.



1. **Short press to cycle pressure:** Low / Medium / High / Off.

NOTE: Post-use cooling: The fan runs for 30 seconds after shutdown.

Wireless/BT Music

BT Pairing Name: EyeFlow

Connection Steps:



Turn on your smartphone's BT.



Search for and connect to **"EyeFlow"**.



Auto-connects on power-up after successful pairing.



Notes

Built-in music disables when BT is connected.

15-Minute Auto-off Timer

The timer will automatically shut the device off after 15 minutes of continuous use (the duration of one massage cycle).

Usage Precautions

Wearing the Device

- (a) Remove glasses, contact lenses, hairpins, and other hair accessories before use.
- (b) Ensure the device is turned off. Do NOT power on the eye massager before wearing it to avoid airbag damage from overpressure.
- (c) Wear the device and adjust the elastic strap for a comfortable, secure fit around your eyes.
- (d) Press and hold the power button for 2 seconds to turn on the eye massager.



NOTE

Auto shut off: The device turns off automatically after 15 minutes of continuous use.

It is NOT recommended to use the device for more than 20 minutes at a time.

Indicator Lights Guide

 Cooling - Solid Blue	 Heating - Solid Red	 Cooling and Heating cycle - Solid Red & Blue	 Off - Solid Green
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Battery Indicator

 Battery > 20% - Light Steady	 Battery < 20% - Light Flashing (Charge Immediately)	 Battery = 0% - Red Light Flashes 3x, Off (Charge Immediately)
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Charging

 Red light on - Charging in progress	 Green light on - Full charged
 Safety Lock - Cannot power on when charging	 Full charging - Takes about 2 hours

Low Battery Reminder: When the battery voltage is at $3.5V \pm 0.1V$, the current mode's indicator light will blink, and the voice prompt "Battery low. Please charge" will be played.

Low Battery Shutdown: When the battery voltage drops below $3.4V \pm 0.1V$, the red light will flash three times and the device will shut down without any voice prompt. If the power button is pressed again, the red light will flash three times, accompanied by the voice prompt "Battery low. Please charge."

Charging Instructions

Preparation:

Use the included USB-A to USB-C cable with a 5V/2A power adapter (e.g., phone charger).

⚠ Avoid low-power sources ($<5V/2A$) – they significantly slow charging.



**Use with 5V $\pm$ 2A
5V $\pm$ 2A**

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
Mechanical/air sound	Normal inflation/pres- sure noise	No action needed.
Auto-shut off / Doesn't turn on/ Unresponsive buttons	1. Low battery. 2. Power off. 3. Device shuts off after 15 minutes.	1. Charge the device. 2. Long press the Power Button to turn on the device.
Not charging	1. Incorrect cable. 2. Wrong charger ($\neq 5V - 2A$) 3. Long-term discharge protection.	1. Try at least two Type-C cables. 2. Use specified charger.
No heat	1. Overheating protection triggered. 2. Low Heat mode selected.	1. Cool down before reuse. 2. Switch to High Heat.
No air pressure	"No Pressure" mode active.	1. Select a pressure-en- abled mode. 2. Adjust pressure level.
Fan runs after shutdown	Machine thermal protection.	No action needed

If you encounter any other problems, contact: support@bobandbrad.com

Cleaning and Maintenance

1. Turn off the device before cleaning it. Use a soft cotton cloth dampened with mild detergent to wipe it clean.
2. Do not spray water on the device or submerge it in water or any other liquid.
3. Do not expose the device to direct sunlight or high temperature. If the device has not been used for over 3 months, please recharge it before use.
4. Do not disassemble the device by yourself. Otherwise, it may cause damage and void the manufacturer's warranty.
5. Battery life can vary by application and/or operating conditions. To prolong its lifespan, if the device will not be used for a long period, please fully charge it before storing it. Then, please keep it powered off and charge it every two months.

Warning & Safety Precautions (Must-Read)

Please read all the contents of this manual and operate the product according to the instructions.

DANGER – To reduce the risk of electric shock:

1. Always unplug the charger from the electrical outlet after charging the device.
2. Never use pins or other metallic fasteners on this product.

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

1. Please consult your doctor before use if you are:

- Children under 8
- Pregnant women
- Allergic to leather material
- People with brain conditions or any mental disorders
- People who have undergone eye surgeries or have eye conditions, such as glaucoma, cataract, or retinal detachment
- People with swelling or wounds around the eye area
- People who have concerns over health

If you feel unwell or have any unusual discomfort, please stop using the device immediately.

2. Children, disabled people, and the elderly should only use this product when properly supervised.
3. There is a heating function in this device, therefore, people who are not sensitive to heat should take extra care about using it.
4. The product is intended for personal use; it is not intended to replace medical care or medical devices.
5. Remove glasses, contact lenses, hairpins, hair accessories, among others, before using the device.
6. Start the eye massager AFTER putting it on, in order to avoid damage to the airbag due to over pressure.
7. You must have your eyes closed while massaging.
8. Do not use the device for more than 20 minutes each time.
9. DO NOT disassemble the product.
10. DO NOT impact or squeeze its interior lithium battery or expose it to fire.
11. DO NOT use if the battery has been immersed in water.
12. DO NOT use in high temperatures or humid environments. Avoid direct exposure to the sun.

13. Only use the charger (DC 5V-2A, not included) to recharge the device.
14. Avoid contact with sharp objects.
15. Do not use the device while driving or walking.
16. Do not use the device while charging.
17. Do not use the device with wet hands.
18. Never operate this device if it is not working properly, has been damaged, or dropped into water.
19. Do not use the device if, while the battery is in use or charging, it emits an odor, gives off excessive heat, or shows signs of deformation.
20. Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.

*** THIS PRODUCT IS NOT A MEDICAL DEVICE.**

SAVE THESE INSTRUCTIONS

Limited Two-Year Warranty

1. Warranty Coverage

Bob and Brad ("the Company") warrants to the original purchaser ("the Purchaser") that the device (the "Product") shall be free from defects in materials and workmanship under normal use and service for a period of twenty-four (24) months from the date of the original retail purchase (the "Warranty Period"). During the Warranty Period, the Company shall, at its sole discretion, repair or replace the defective Product or its components at no cost to the Purchaser.

2. Exclusions and Limitations

This Limited Warranty does not cover, and the Company shall not be liable for, any failure or damage arising from:

- (a) Accidental Damage: Damage caused by misuse, abuse, negligence, accidents, or improper transportation.
- (b) Unauthorized Modifications: Alterations, repairs, or servicing performed by parties not expressly authorized by the Company.
- (c) Non-Compliance: Failure to operate, maintain, or store the Product in accordance with the instructions provided in the official

3. Need Assistance?

Reach out to Bob and Brad's customer service via

SUPPORT@BOBANDBRAD.COM

Provide proof of purchase and a detailed issue description.

Follow instructions for return, or repair.

FCC 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.
- (2) This device must accept any interference received , including interference that may cause undesired operation.

FCC Statement 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 with the supplied fastener.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

We Stand Behind Our Products!



2-Year Limited Warranty & Troubleshooting **Support@bobandbrad.com**

At Bob and Brad, your happiness comes first. Our products come with a **2-year** warranty, and our Customer Happiness Team is always here to help--anytime you need us. Happiness, Guaranteed.



Troubleshoot

Help you solve any issues with your device.



Product Knowledge

Answer questions about your device and best practices.



Initiate Returns

Provide instructions for replacements, returns and refunds.



Place New Orders

Help with placing orders online or via authorized resellers.