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There may be certain differences between the content of this manual and your product. Please refer to the actual product. We reserve the right to update the product at anytime without prior notice.

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Made in China

Rev A JAN 26

PHILIPS

Eye Massager

Eye Mask Massager

PPM2313

User Manual

Contents

1 Read me 1
Symbol Description 1
Contraindicated Groups 1
Precautions for Use 2
Precautions for Place 5

2 Product Features 5

3 Parts Name 6

4 How to Use 6
Operation 6
Indicator Description 8
Low Battery Alert 8
Charging 8

5 Maintenance 9
Cleaning 9
Discard 9

6 Troubleshooting 10

7 Technical Parameter 11

8 Warranty Service Guide 12
Warranty and Service 12
Warranty Card 12

9 Packing List 13

1 Read me

Please read this Manual carefully and keep it properly before using the product.

Symbol Description

To avoid personal injury or property damage, please follow the instructions below.

· The following icons indicate the actions that should be followed.

Prohibited Required to follow instructions

Contraindicated Groups

The following groups should use the appliance with caution:

- Pregnant women or postpartum women
- Individuals with a body temperature above 38°C (degrees Celsius)
- Individuals with loss of skin temperature sensation
- Individuals with a history of low-temperature burns
- Individuals with abnormal physical sensations
- For contact lens wearers: Remove contact lenses before use.
- Keep this product away from water sources, fire sources, and corrosive environments.
- Comply with relevant regulations when using in specific environments.
- For users with sensitive skin, facial allergic dermatitis, or cosmetic/plastic surgery implants on the face: Use this product under the guidance of a physician.
- This product is a household massage device and is not classified as a medical device. It is not intended for use in diagnosis, treatment, or any other commercial medical purposes.

- This device has a heated surface. Extreme caution is required for users who are insensitive to heat.

The following individuals/conditions are prohibited from using this product

Individuals medically advised against exercise or stretching activities

Examples: thrombosis, severe aneurysm, acute venous thrombosis, various types of dermatitis, various skin infections, prohibited due to risk of symptom aggravation.

- Do not use this product while driving.
- Do not use this product if you are intoxicated or feeling unwell.
- Usage is prohibited for individuals who have undergone eye surgery or suffer from heart disease.
- Do not use if you have symptoms of eye conditions such as glaucoma, cataracts, retinal detachment, or conjunctivitis.
- Pregnant women and women during menstruation should not use this product.
- Do not use this product for massaging body parts other than the eye area.
- Do not wear this product while sleeping.

Precautions for Use

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

This appliance can be used by children aged from 8 years and above and persons withreduced physical, sensory or mental capabilities or lack of experience and knowledge if theyhave been given supervision or instruction concerning use of the appliance in a safe way andunderstand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

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.

All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points.

The product's default single-use duration is 15 minutes. Restart to use again if needed. Do not massage a single area for more than 30 minutes to avoid excessive massage.

Do not overuse the massage function.

Immediately stop using if you experience abnormal physical reactions such as hand pain, dizziness, nausea, or palpitations during use.

Keep away from liquids and heat sources. Keep the charging port free of dust. The product cannot be used while charging.

Immediately stop using, turn off the switch, and disconnect the power if the product emits abnormal noise, odor, excessive heat, or malfunctions.

Keep children under supervision to ensure they do not play with the appliance.

This appliance contains a non-replaceable battery.

Immediately stop using if the product fails to operate normally or feels abnormal.

Carefully check if the product functions properly according to the operating instructions before each use.

The appliance has a heated surface. Extra caution is required for users with heat insensitivity.

Regarding "low-temperature burns": Even at relatively low temperatures (40°C–50°C), prolonged contact with the same skin area may cause burns without feeling heat or pain.

If the appliance malfunctions or electrical components are damaged, contact the manufacturer or professional staff at authorized service centers for repairs.

Do not use the product near flammable or explosive materials or in similar environments.

Users shall not disassemble the appliance, modify internal wiring, components, or protective devices.

Do not use while sleeping.

Do not use under blankets or quilts.

Do not lie or sit on the product.

Do not subject the product to severe impact or load.

Do not use the product in bathrooms or shower rooms.

Do not wear hard items such as jewelry or nail art accessories around the massage area during use.

This product contains a lithium battery. Do not disassemble, modify, immerse the product (or controller) in water, or throw it into fire, as this may cause damage.

Precautions for Place

Always unplug the adapter from the household power socket before cleaning.

If the product is not in use for an extended period, fully charge it once a month.

Dispose of the product's packaging bags properly and keep them away from infants and young children

If not used for a long time, be sure to check that the switch and other components function normally before reuse.

During maintenance, do not use volatile oils, thinners, alcohol, strongly alkaline detergents, bleach, etc., for cleaning.

This product contains a lithium battery. Do not disassemble, modify, immerse the product (or controller) in water, or throw it into fire on your own, as this may cause product damage.

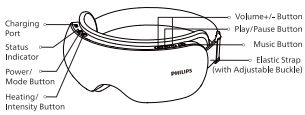
Do not store the product within the reach of children, infants and young children. Additionally, do not allow them to touch or operate it, as this may result in burns, electric shock, or personal injury.

Do not damage, modify, bend, or pull the charging cable forcefully. Also, do not place heavy objects on or crush the charging cable.

2 Product Features

This product integrates airbag massage, vibration massage, warm compress, and music relaxation into one. Through a combined massage approach, it helps the eyes achieve deep relaxation. Enhanced by the wrap-around eye warm compress function, the simultaneous massage and heating deliver doubled stress relief. Additionally, it features built-in colored noise and Bluetooth connectivity for external music players, providing you with a more immersive relaxation experience. With multiple modes, adjustable intensity levels, and customizable audio options, it caters to different individuals' needs for eye area massage and relaxation.

3 Parts Name



4 How to Use

Operation

Power/Mode Button

1. Press and hold the 'power button' for 2 seconds to turn on the device, and the voice will announce 'massage on'.

2. After turning on the device, it defaults to 'Energetic Mode' with air pressure, vibration massage, hot compress on, low intensity setting, and built-in music (waves). Before connecting to Bluetooth, it automatically plays built-in white noise music and voice broadcasts' Energetic Mode '. The product automatically sets a timer for 15 minutes.

3. Press and hold the 'power button' for 2 seconds to turn off the device, and the voice message 'Massage off' will be displayed. The indicator light will turn off.

4. Short press: In the power on state, the default mode is' Energetic Mode '. Short press the' Mode 'button to cycle through:' Eye Care Mode '→ Relaxing Mode '→' Eye Warming Mode '→' Energetic Mode '. The corresponding mode will be announced through voice playback.

【Energetic Mode】(Mode 1): Air Pressure+Vibration Massage (Built in Music: Waves).

【Eye Care Mode】(Mode 2): Air pressure massage (built-in music: wind chime).

【Relaxing Mode】(Mode 3): Vibration Massage (Built in Music: Stream).

【Eye Warming Mode】(Mode Off): Turn off air pressure and vibration (keep heating in its original state) (Built in Music: Spring Rain).

Heating/Intensity Button

1. Long press: By default, heating is turned on when the device is turned on, Long press the "heating button" to turn off/turn back on heating, and the corresponding voice message will read "turn off heating"/"turn on heating".

2. Short press: The default power on mode is low. Short press the "power button" to switch to high power, corresponding to the voice broadcast of "low power"/"high power".

Music Button

1. Long press the 'Music Button' to enable the Bluetooth music function; the indicator will flash white as a prompt. Once connected, the indicator will remain solid white for 10 seconds, and then the battery level will be displayed.(Note: For media devices, check "Sync Volume Adjustment" to enable volume control permissions.)

Disconnect the currently connected Bluetooth device (if already connected) and search for a new Bluetooth device. Stop the built-in music playback, and the white Bluetooth indicator will flash. Voice broadcast "Disconnect the current bluetooth device and search for a new one"/"Search for new Bluetooth device".

The search time for the new Bluetooth device is 1 minute. Press and hold again to stop the search and return to the previous music mode.

If pairing fails, the built-in music will be played, the Bluetooth indicator will flash white, and the voice message will read 'Bluetooth connection failed';

If the pairing is successful, the audio of the paired device will be played, and the Bluetooth indicator will flash and then stay solid white for 10 seconds before returning to displaying the battery level. The voice broadcast will say "The bluetooth device is connected successfully".

Bluetooth name: Philips PPM2313.

2. Short press the 'Music Button to switch to the next song (both built-in and Bluetooth music can be switched). There are 6 built-in songs, including waves, wind chimes, stream, spring rain, morning ambience, and fireplace.

Play/Pause Button

By default, music is turned on when the device is turned on, Short press the "Music" button to turn off/restart the music, and the corresponding voice broadcast will say "Turn off music"/"Turn on music"(Both built-in and Bluetooth music can be switched).

Volume+/-Button

Short press to adjust volume (both built-in and Bluetooth music can be switched).

Indicator Description

1. Power on: Blue (always on)

2. In use: Low battery (<20%), red (flashing)

3. Charging: Blue (flashing)

4. Fully charged: green (always on)

5. When turned on, the Bluetooth indicator flashes white, and after connection, the Bluetooth indicator stays on for 10 seconds before turning off.

Low battery alert

1. When the battery level is below 10% in the power on state, the status indicator will turn red and flash for 5 seconds to give an alarm (voice: "Low power, please charge it in time"), and it will automatically shut down.

2. When the battery level is below 10% in the shutdown state, the status indicator will turn red and flash for 5 seconds to sound an alarm (voice: "Low power, please charge it in time"), and the device will not be turned on.

Charging

1. Must be only supplied at safety extra low voltage corresponding to the marking on the appliance.

2.During charging, the indicator will be in a breathing mode; once fully charged, the indicator light will turn green.

3.The product cannot be turned on or operated while charging.

4.The main unit is equipped with a built-in rechargeable battery, with a charging time fewer than 4 hours.

5.When a low-battery voice alert is heard during use, please stop using the product and resume after it is fully charged.

5 Maintenance

Cleaning

1.Surface dirt can be wiped off with a clean cloth. For deeper stains, dampen a cloth with neutral detergent and gently wipe the area.

2.Do not allow water to enter the interior of the product. Allow the product to air-dry naturally.

During maintenance, the product must never be in a charging or operating state. When unplugging the charger, do not use wet hands to remove the plug to prevent electric shock.

After use, do not store the product in direct sunlight or in areas with high humidity. If the product will not be used for a long time, remove any dirt, cover it with a cloth, and store it in a dust-free location.

Discard

The lithium-ion battery used in this product is a valuable recyclable resource.When the product is to be discarded after use, remove the lithium-ion battery and hand it to a professional agency qualified for the recycling and regeneration of rechargeable batteries.

Removal steps are as follows:
1.Remove the product shell.

2.Pry open the frame of the control box from the side.

3.Loosen the screws of the circuit board and remove the board.

4.Disconnect the battery lead terminals.

Do not replace the battery yourself during normal use.

Before disposing of the product, the battery must be removed.

The product must be completely powered off when the battery is removed.

Dispose of the battery safely.

6 Troubleshooting

This section lists the most common problems with this product. If you cannot find the answer to your problem, please contact the service hotline or your local authorized service center.

Fault	Causes	Solution
Unable to power on	1. The device is still connected to the power outlet 2. Battery is fully drained	1. Disconnect the charging cable from the device 2. Charge the device
Weak airbag pressure	Head strap is too loose	Adjust the head strap length to ensure the massager fits comfortably around the eyes
Bluetooth connection failure	Music button was pressed by mistake, Bluetooth function disabled	Press and hold the power button to turn off the device, then restart it to restore Bluetooth function
Low Bluetooth music volume	Too low phone playback volume	Adjust phone playback volume
Only works for a few minutes even after charging	Battery life expired (approx. 5 years)	Contact the dealer for assistance (do not replace the battery yourself)
Device does not heat up	This product may not operate normally if used outside the recommended ambient temperature range	Use the product within the recommended operating temperature range of 5–35°C (degrees Celsius)

After long periods of non-use, confirm the appliance functions properly before use.		
Regular checks	Check for the following faults: · Whether the charging cable or plug heats up · Whether the charging cable has deep scratches, deformation, or burnt smell · Whether there is abnormal sound or vibration during operation · Whether the appliance works properly after turning on · Whether there are other abnormalities or faults	If any of the above faults occur, stop using the appliance immediately to prevent accidents and cut off the power. Send the appliance to an authorized service center of the company for repair.

Note:

If the fault cannot be resolved or the product does not operate after troubleshooting, contact after-sales service personnel. Do not disassemble or attempt to repair it yourself.

7 Technical Parameter

Product Name	Philips Eye Massager
Product Model	PPM2313
Operating Voltage	3.7V ⎓
Operating Power	5W
Charging Voltage	5V ⎓
Charging Current	1A
Product Dimension	210x90x130mm
Net Weight	350g
Battery Capacity	2000mAh
Interface Type	Type-C

8 Warranty Service Guide

Warranty and Service

If you need information or have any questions, please visit www.philips.com support or contact consumer service center in your country/region.If there is no consumer service center in your country/region, please contact your local distributor.

Within two years from the date of purchase, you will receive free warranty service for any damage caused by manufacturing process problems, or any damage to components under normal use conditions confirmed by our maintenance service personnel.

Warranty service excludes frequently replaced consumables, auxiliary equipment, shipping cost and door-to door service. Please show proof of purchase to service personnel when servicing.

Country: The United States Of America

Consumer Care: (888) 258-3660

Email:philips.massage@physisheld-bp.com

Warranty Card

Product Model		User Name	
Sales Agency		Phone Number	
Date of Purchase		Serial Number	
Special Technical Service Center		User Address	

Item of Maintenance	Date	Service Personnel

9 Packing List

Main unit	1×	Quick start guide	1×
Charging cable	1×	Envelope	1×
User manual	1×		