



Philips

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Made in China

Rev A 001_26



PHILIPS
Eye Massager
PPM2516

User manual

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1 Read me

Please read this Manual carefully and store 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.

Contraindicated groups

The following groups should use the appliance with caution:

- Individuals with a body temperature above 100.4°F.
- 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, fire, 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 sensitive to heat.

The following individuals/conditions are prohibited from using this product:

Individuals medically advised against exercise or stretching activities.

Example: thrombosis, severe aneurysm, acute venous thrombosis, various types of dermatitis, various skin infections, prohibited due to the 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 12 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Temporary blurred vision after using the eye massager is a normal physiological reaction. The massage relieves periorbicular muscles and dilates pupils, causing transient fluctuations in ocular refractive status. Vision will recover naturally within 1 to 3 minutes, helping relieve eye accommodative fatigue.



- 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.

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- 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.
- The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

- All products bearing this symbol are waste electrical and electronic equipment (WEEE) as in directive 2012/19/EC 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 10 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.

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- 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.
- Generally 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 (104°F–122°F), 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 repair.
- 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 storage

- 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.

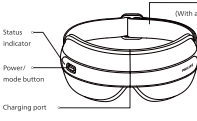
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2 Product features

This product integrates airbag massage, cold compress (used with the included gel ice pack), hot compress and music relaxation functions in one device. It helps the eyes achieve deep relaxation through airbag massage and delivers more comprehensive eye soothing effects with its eye-embracing hot compress function and upgraded cold compress experience. Meanwhile, built-in colored noise and blue light-reducing filter bring a more immersive relaxation experience. The combination of multiple modes, adjustable intensity levels and customizable sound effects makes it suitable for people of all ages to relieve eye strain and relax.

3 Parts overview



4 How to use

Operation

Press and hold power on or off

- Press and hold the Button for 2 seconds to turn on the device. A voice prompt will announce "Massage On" and the status indicator will light up solid blue.

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- After power-on, the device automatically enters [Energetic Mode]. Airbag massage, and the warm compress are activated simultaneously. Built-in music will play automatically when Bluetooth is not connected, with a voice prompt announcing "Energetic Mode". The device is preset with a 15-minute auto timer.
- Press and hold the Button for 2 seconds to turn off the device, and the voice message "Massage off" will be displayed. The indicator light will turn off.

Short press: switch massage modes

When the device is powered on, the default mode is Energetic Mode. Short press the Button to cycle through the following modes:

Eye Care Mode + Relaxing Mode + Eye Warning Mode + Energetic Mode.

- [Energetic Mode]:
Air pressure massage and medium warm compress temperature level
- [Eye Care Mode]:
Air pressure massage and medium warm compress temperature level
- [Relaxing Mode]:
Air pressure massage
- [Eye Warning Mode]:
Medium warm compress temperature level

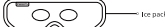
Briefly flick upward: switch intensity levels

- The default air pressure intensity after power-on is Level 1. In operating modes with air pressure massage, briefly flick the button upward to switch the air pressure intensity mode. There are three intensity modes: Intensity Level 1, Intensity Level 2, and Intensity Level 3.

Briefly flick downward: switch warm compress levels

- The default warm compress temperature setting after power-on is Medium. Briefly flick the button downward to switch the warm compress temperature level. There are four temperature modes: Low Temperature, Medium Temperature, High Temperature, and Turn off heating.

- For cold compress use, place the ice pack in the refrigerator (not the freezer) for more than about 30 minutes. The cold compress can be used without powering on the device.



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Music control

- Music is on by default after power-on. Double-press the button straight downward to turn music off.
- Press and hold the button upward to increase the volume.
- Press and hold the button downward to decrease the volume.
- When connecting to the device for the first time, manual operation is required. After successful connection, the voice prompt will announce "The bluetooth device is connected successfully". If the connection fails, it will announce "The bluetooth device fails to connect". For previously paired Bluetooth device, the product will automatically reconnect after power-on.
- Bluetooth name: Philips PPM2516

Indicator description

- Power on: Blue (always on)
- In use: Low battery (<20%), red (flashing)
- Charging: Blue (flashing)
- Fully charged: Green (always on)
- Fully charged: Green (always on)
- The search period for new Bluetooth devices lasts 1 minute. The cyan indicator light blinks while searching for Bluetooth-enabled devices. After a successful Bluetooth pairing, the blue indicator light stays solid-on.

Low battery alert

- When the battery level is below 10% while the device is powered on, the indicator will flash red for 5 seconds and a voice prompt will announce "The battery power is low, please charge it in time". The device will then automatically shut down.
- When the battery level is below 10% while the device is powered off, the indicator will flash red for 5 seconds and a voice prompt will announce "The battery power is low, please charge it in time". The device cannot be powered on until it is charged.

Charging

- Must be only supplied at safety extra low voltage corresponding to the marking on the appliance.
- Charging shall be performed with an adapter delivering DC 5V≧1A output (max. output power less than 15W) and compliant with IEC 60335-1 standard.
- During charging, the indicator will be in a breathing mode once fully charged, the indicator light will turn green.
- The product cannot be turned on or operated while charging.
- The main unit is equipped with a built-in rechargeable battery, with a charging time fewer than 4 hours.
- When a low-battery voice alert is heard during use, please stop using the product and resume after it is fully charged.

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5 Maintenance

Cleaning

- Wipe the surface with a clean, dry cloth. For stubborn stains, lightly dampen the cloth with neutral detergent and gently wipe the surface.
- Do not allow water to enter the interior of the device. Allow the product to air-dry completely before use.
- Do not perform maintenance while the device is charging or operating. When unplugging the charger, do not touch the plug with wet hands to avoid electric shock.
- After use, do not store the device in direct sunlight or high-humidity environments. If the device will not be used for an extended period, clean it, cover it with a cloth, and store it in a dry, dust-free place.

Disposal

The lithium-ion battery used in this product is recyclable. When disposing of the product, remove the battery and hand it over to a qualified recycling agency in accordance with local regulations.

Removal steps are as follows:

- Remove the product shell.
- Pry open the frame of the control box from the side.

- Loosen the screws of the circuit board and remove the board.
- 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	The device is still connected to the power outlet	Disconnect the charging cable from the device
	Battery is fully drained	Charge the device

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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	The music button was pressed accidentally, disabling the Bluetooth function.	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 41°F–95°F

After prolonged use, check that the appliance functions properly before use.

Regular checks	Check for the following faults	If any of the above faults occur, immediately stop using the appliance and disconnect the power supply to prevent accidents. Send the appliance to an authorized service center for repair.
	- 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	

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.

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7 Technical parameter

Product name	Philips Eye Massager
Product model	PPM2516
Operating voltage	3.7V
Operating power	4.85W
Charging voltage	5V
Charging current	1A
Product dimension	8.26x4.52x3.74 inches
Net weight	8.66 pounds
Battery capacity	1650mAh
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 customer service center in your country/region. If there is no consumer service center in your country/region, please contact your local distributor.

Within 2 years from the date of purchase, we will provide free warranty service for defects arising from manufacturing processes, or for damage to components under normal use, as confirmed by our maintenance service personnel.

This warranty does not cover frequently replaced consumables, auxiliary equipment, shipping costs, and door-to-door service. Please show proof of purchase to service personnel when requesting service.

Country: The United States of America
Consumer Care: (888) 258-3668
Email: philips.massager.us@philipsd4g.com

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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	1x	Storage bag	1x
Box pack	1x	User manual	1x
Charging cable	1x	Quick start guide	1x

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