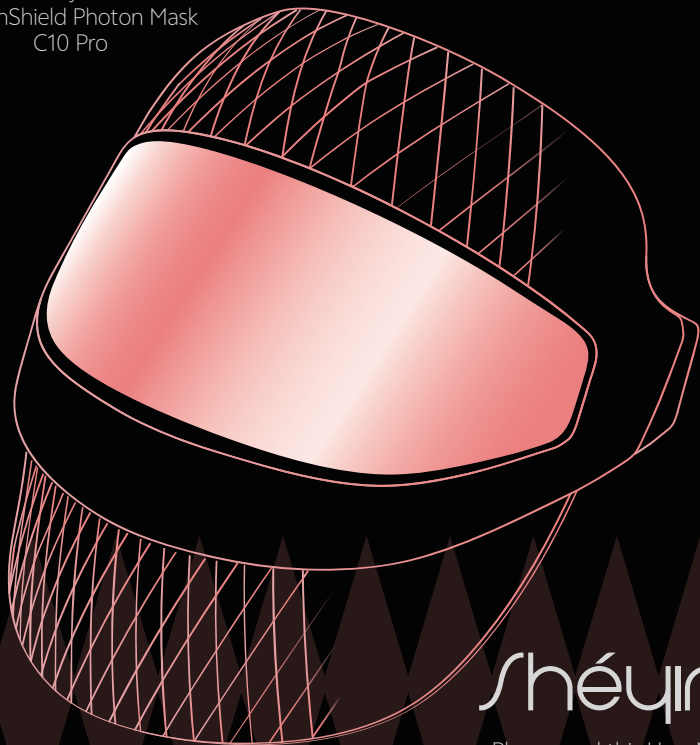


Sheyinn
QueenShield Photon Mask
C10 Pro



shéyinn

Please read this User Manual
carefully before use

Preface

- Thank you for purchasing a product from Sheyinn. The illustrations of the product, accessories, and user interface in this User Manual are for reference only. Please refer to the actual product.
- To ensure correct and safe use, please read this User Manual carefully before use.
- Please keep this User Manual properly after reading and ensure that it accompanies the product upon transfer to another person.

In the interplay of light and shadow across a vibrant metropolis,
behind every refined appearance lies a persistent pursuit of healthy, radiant skin.
However, complex skin concerns, fast-paced lifestyle pressures, and confusion caused by
information overload
often turn this expectation into anxiety.

Riding the wave of technology, guided by AI, and adhering to a long-term R&D spirit and
skincare philosophy,
we propose a new concept of “simplified skin repair” — returning skincare authority to the
skin itself.

We are committed to using the power of technology to design the most suitable plans,
restoring healthy skin and presenting an undefined beauty.
This is the original intention of Sheyinn.

We believe that true beauty stems from the confident radiance reflected by healthy skin.
Let intelligent technology illuminate your unique beauty and pave the way toward
freedom.

Table of Contents

I. Product Introduction	01
1. Product Introduction	01
2. Product Specifications	01
3. Product List	03
4. Product Illustration	04
II. Instructions for Use	06
1. Preparation Before Use	06
2. Controller Charging	07
III. Method of Use	08
1. Treatment Duration	08
2. Treatment Procedure	08
IV. Safety Precautions	13
V. Product Care and Maintenance	18
1. Product Cleaning	18
2. Product Maintenance	18
VI. Storage and Transportation Environmental Requirements	19
VII. Troubleshooting Table	19
VIII. Frequently Asked Questions	21
IX. Environmental Protection and Disposal	22
X. Warranty Terms	23
XI. Regulations on Hazardous Substances	25
XII. Warranty Certificate	26

I. Product Introduction

1. Product Introduction

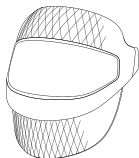
This product is a home-use cosmetic mask that utilizes multiple wavelengths of light to effectively repair and care for facial skin.

2. Product Specifications

Product name	Sheyinn QueenShield Photon Mask
Model	C10 Pro
Rated input	5V $\Rightarrow$ 2A
Product dimensions	Mask: W191 $\pm$ 2 $\times$ H229 $\pm$ 2 $\times$ D158 $\pm$ 2 (mm) Controller: W62 $\pm$ 2 $\times$ H144 $\pm$ 2 $\times$ D39 $\pm$ 2 (mm) Base: W152 $\pm$ 2 $\times$ H141 $\pm$ 2 $\times$ D218 $\pm$ 2 (mm)
Product weight	Mask: 380 $\pm$ 2 g Controller: 196 $\pm$ 2 g Base: 246 $\pm$ 2 g
Material	Mask: ABS, PC Controller: ABS Base: ABS
Battery capacity	5,200 mAh
Charging time	Approximately 2 hours ※ The charging time may vary depending on the charging environment.

Operating time	Approximately 90 minutes (when fully charged) ※ The operating time may vary depending on weather and environmental conditions.	
Mode	Four main functional modes: Brightening Program/Restorative Setting/Clarifying Treatment/Cryo-Lock Four main scene modes: Sleepless Skin Recovery/Pre-Makeup Treatment/After-Sun Repair/Aftercare Advanced beauty assist function	
Red light wavelength	630 nm	
Blue light wavelength	415 nm	
Yellow light wavelength	590 nm	
Near-infrared light wavelength	830 nm	
Accessories	Mask × 1, fixing soft strap (detachable) × 1, facial zero-gravity fixer (detachable) × 1, controller × 1, connecting cable × 1, charging cable × 1, power adapter × 1, base × 1, User Manual × 1, User Guide × 1	
Applicable standards	GB/T 36419-2018 GB 4706.15-2008	GB 4706.1-2005 GB/T 20145-2006
Entrusting party	Guangzhou Xuyin Beauty Technology Co., Ltd.	
Manufacturer	Guangzhou Xujiang Precision Technology Co., Ltd.	
Address	1st Floor, Building 2, No. 20 Songshan Road, Shilou Town, Panyu District, Guangzhou	

3. Product List



Mask



Facial zero-gravity
fixer (detachable)



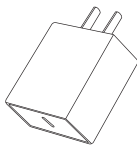
Fixing soft strap
(detachable)



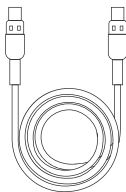
Controller



Base



Power adapter



Connecting
cable



Charging
cable

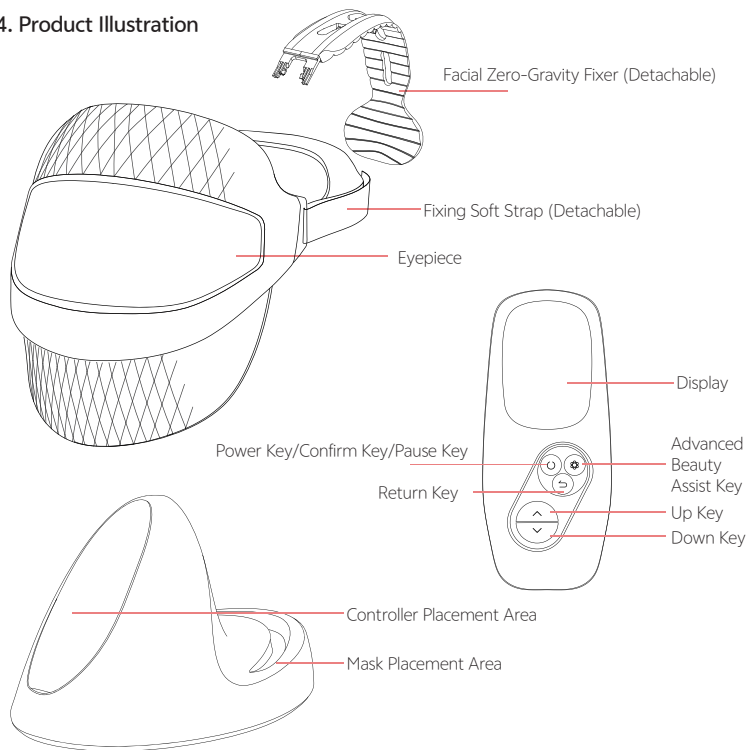


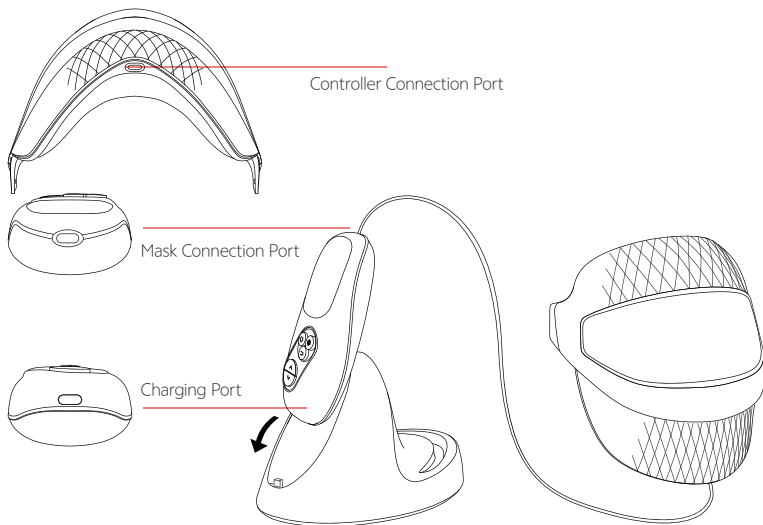
User Manual



User Guide

4. Product Illustration





The controller supplies power to the main unit. During charging, it is sufficient to charge the controller.

Connect the Type-C charging cable of the power adapter to the controller charging port to start charging.

The controller can be placed on the base for charging or charged separately using a charging cable.

The connecting cables for both the mask and the controller are plug-in connectors.



II. Instructions for Use

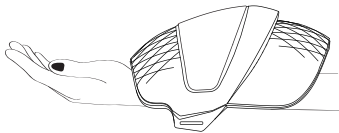
1. Preparation Before Use

(1) Preventive inspection

- Unpacking inspection: Remove the main unit and all accessories from the packaging box, and properly retain the packaging materials for future transportation, storage, and reference of related information.
- Device integrity inspection: Carefully inspect the main unit and all accessories to ensure they are intact and undamaged. Check for any mechanical damage. If any signs of malfunction are found, do not use the device and immediately contact the distributor or after-sales service personnel.

(2) Suitability test

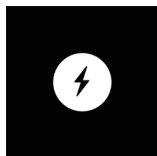
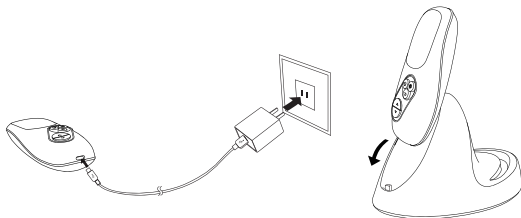
- Before first use of the product, perform a photosensitivity test on the arm to determine whether it is suitable for use. Clean the inner side of the arm with soap or a facial cleanser and dry it thoroughly. Expose the area to the beauty mask continuously for 3 minutes. If no abnormalities (such as persistent redness or a burning or heat sensation) occur within 24 hours, the product can be used normally. If any discomfort (such as rash, redness, and pruritus) occurs during the test or within 24 hours, immediately stop the test and suspend the use of the product.



2. Controller Charging

(1) Charging display

- During charging: The controller display shows a charging animation.
 - Battery level display: Shown in percentage.
 - Charging time: Approximately 2 hours.
 - Operating time: Approximately 90 minutes.
- ※ The charging time and operating time may vary depending on the charging environment and remaining battery level.



Charging animation on the controller display

(2) Charging and usage instructions:

- When using the product for the first time or after a long period of non-use, fully charge it using the original power adapter before use.
- If the controller or charging port comes into contact with water, dry it thoroughly before charging or storage; otherwise, it may cause malfunction.
- Before reuse, check whether the product is functioning properly to prevent malfunctions or accidents.
- Do not use the mask while charging.

※ Please use the original charging cable and power adapter for charging.

(3) The controller key lights illuminate white when the device is powered on and turn off when it is powered off.

III. Method of Use

1. Treatment Duration

(1) Recommended frequency and duration of use

- Week 1: 3–4 times per week (every other day). Select the appropriate mode based on individual needs each time.
 - Week 2: After the skin adapts to phototherapy, the frequency can be increased to 4–5 times per week.
 - Week 3: Depending on individual needs, the device may be used daily or less frequently. The frequency and timing of use can be adjusted flexibly. It is recommended not to exceed 6 times per week.
 - Note: It is recommended that the total duration and frequency of use not exceed 30 minutes per day and 6 times per week, respectively.
- ※ During use, carefully monitor your skin for any abnormalities. If any abnormalities occur, suspend the use of the device. If skin intolerance develops, stop using the device.

2. Treatment Procedure

Step 1: Preparation

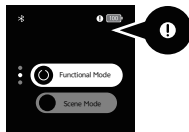
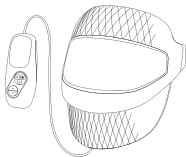
- Remove glasses, contact lenses, metal accessories, etc.
- Before use, remove makeup and cleanse the face. Do not use this product while wearing makeup, as it may cause skin issues.
- A toner may be applied for moisturizing purposes; however, skincare products that are photosensitive or contain whitening ingredients should be avoided.



Step 2: Connect the controller

When connecting the mask and controller, ensure that the controller is powered off and no keys are pressed. Insert the original connecting cable into the controller and mask ports. Confirm that the device has been successfully connected.

Note: If the mask is not connected or the connection is poor, a warning icon will appear on the controller display. The warning icon will disappear once the connection is established successfully.



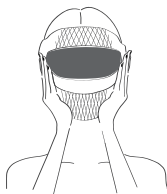
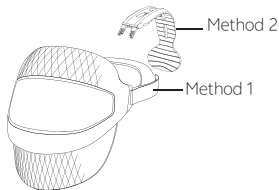
Warning icon

Step 3: Wear the mask

- Wearing method selection:

(1) Method 1: Fixing soft strap (detachable); (2) Method 2: Facial zero-gravity fixer (detachable)

- Position the mask against the face and align the eyepiece with the eyes until it fits comfortably around the eye area. Adjust the strap to a comfortable tightness to ensure comfortable wear of the mask.



Step 4

Step 4: Power on the device

- Press and hold the controller power key to turn on the device, then select a mode to start the treatment.

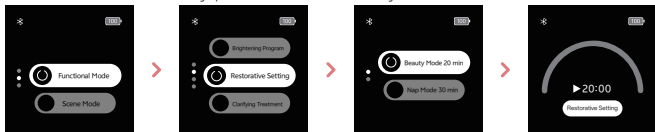
Note: Pressing and holding the power key for more than 10 seconds will automatically restore the factory settings.

Step 5: Mode selection

- After turning on the device, briefly press the Up/Down keys to select [Functional Mode], [Scene Mode], or [Apply Last Settings], then briefly press the Confirm key.

[Functional Mode]

- Briefly press the Up/Down keys to switch between four modes: [Brightening Program] → [Restorative Setting] → [Clarifying Treatment] → [Cryo-Lock]. After selecting a mode, briefly press the Confirm key to select the duration: Beauty Mode: 20 min/Nap Mode: 30 min. Then briefly press the Confirm key to start the treatment.



[Scene Mode]

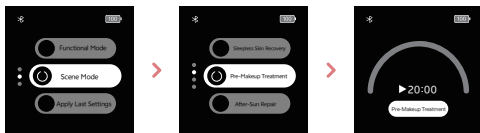


Briefly press to select



Briefly press to confirm

- Briefly press the Up/Down keys to switch between four modes: [Sleepless Skin Recovery] → [Pre-Makeup Treatment] → [After-Sun Repair] → [Aftercare]. After selecting a mode, briefly press the Confirm key to start the treatment.



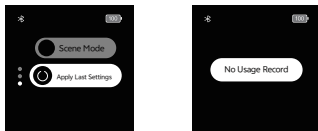
Briefly press to select



Briefly press to confirm

[Apply Last Settings]

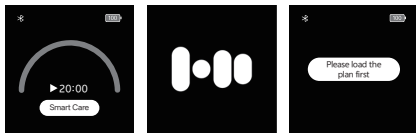
- This device is equipped with a memory function. After use, selecting [Apply Last Settings] will resume the previous mode. If it is the first use and no usage record is available, “No Usage Record” will be displayed.



⏻ Briefly press to confirm

[Advanced Beauty Assist Key]

- Tap the “Advanced Beauty Assist Key” on the controller to activate the smart care plan.
- First use: You must complete a skin analysis via the Sheyinn app to obtain personalized skincare recommendations.
- Reuse: If both skin analysis and one-tap treatment have been performed, tapping this key will automatically apply the most recently used smart care plan, without repeating the skin analysis.



No skin analysis has been performed



Android

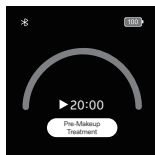
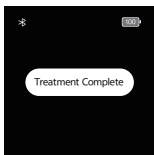


iOS

Scan the QR code to enter the official app and complete a skin analysis to create a personalized care plan.

Step 6: End of treatment

- When the countdown reaches 0, the mask stops emitting light, and the controller screen displays “Treatment Complete”. You can briefly press any key to return to the home page, or power off the device manually or automatically.
- After use, press and hold the controller power key to turn off the device, or allow it to power off automatically after 15 seconds of inactivity.
- During treatment, briefly press the Pause key on the controller to pause operation.

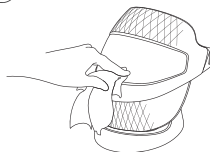


Press and hold to power off



Briefly press to pause

- After the treatment, place the device directly on the matching base or in the packaging box. If it gets dirty, wipe it clean with a slightly damp soft cloth or a wet wipe.



Step 7: Follow-up treatment

- The skin may be slightly dry after phototherapy. It is recommended to immediately apply a gentle moisturizing cream or serum for hydration and skin repair (skincare products that do not contain photosensitive ingredients).
- Avoid immediate exposure to strong sunlight and take appropriate daily sun protection measures.



IV. Safety Precautions

Important Notes:

- Be sure to assemble and use the product in accordance with the instructions provided in this User Manual.
- Please read this User Manual carefully and keep it properly for future reference.
- If you have any questions during use, please contact our online customer service.

 **Danger:** Information on improper operation that may result in personal injury.

 **Caution:** Information on improper operation that may result in personal injury or property damage.

 **Warning:** Information on improper operation that may result in hazards.

Warning

- **The following individuals are prohibited from using this product. Otherwise, it may easily cause accidents or lead to skin or even physical health problems.**
 1. Patients with heart disease, cardiac dysfunction, or a tendency toward cardiac dysfunction.
 2. Individuals under the influence of alcohol or those unable to express their consciousness clearly.
 3. Individuals with impaired ability to perceive temperature or external stimuli.
 4. Patients with autoimmune diseases.
 5. Individuals with implanted medical devices such as artificial lungs, pacemakers, or those using portable ECG monitors.
 6. Photosensitive individuals, patients with photosensitive skin, or those taking photosensitizing medications.

- **The following individuals should use this product with caution and consult a professional physician before use. Otherwise, it may easily cause accidents or lead to skin or even physical health problems.**

1. Patients with acute diseases, infectious diseases, malignant tumors, hypertension, hematological disorders, fever, or abnormal body temperature.
2. Individuals with perceptual disturbance or neurological disorders caused by severe peripheral circulatory dysfunction (e.g., diabetes), patients with skin disorders or hereditary dermatitis, as well as pregnant and breastfeeding women.
3. Hospitalized individuals or those taking medication, individuals with allergic constitutions, contact dermatitis, a history of skin disorders, or those experiencing discomfort during use.
4. Individuals undergoing dental or oral treatment should consult a physician before use.
5. Melasma has complex causes (e.g., ultraviolet exposure, heredity, pregnancy, thyroid disorders, high estrogen levels, etc.); therefore, use on areas affected by melasma is not recommended.
6. Individuals with permanent cosmetic fillers, temporary subcutaneous fillers, or botulinum toxin injections in the area of application should consult a physician before use.
7. If any adverse effects occur during use, discontinue use of the product immediately.

- **Do not use this product under the following conditions or on the following areas. Otherwise, it may easily cause accidents or lead to skin or even physical health problems.**

1. Areas with skin damage, rash, inflammation, pruritus, or other abnormalities.
2. Top of the head, oral cavity, genital area, mucous membranes, eyeballs, upper eyelids, and other intraorbital areas.
3. Areas with pathological pigmentation, viral warts, raised moles, or fracture sites.
4. Areas that have undergone plastic surgery (shaping, reconstructive, or cosmetic) with

metal implants.

5. Areas that are still in the recovery period after cosmetic surgery (e.g., bleeding, swelling, scabbing).
 - ※ Use with caution within 2 weeks after surgery. If it is unclear whether the product is safe to use, consult a professional physician first.
6. Do not use the device on areas with compromised skin integrity (e.g., burns, blisters, cuts, wounds, active skin disorders, infections).
 - Do not use this product for any purposes other than those specified in this User Manual; otherwise, it may cause main unit malfunction or personal injury.
 - Do not use this device on the same surface area for an extended period or repeatedly to avoid skin or bodily injury.
 - This product is prohibited for children to use. Otherwise, it may cause accidents or personal injury.
 - Do not allow individuals who are unable to express their intentions or those with disabilities to use this product, as it may lead to accidents or bodily injury.
 - Do not leave the device powered on and unattended; otherwise, it may cause fire or other accidents.
 - Do not damage, process, excessively bend, pull, twist, or bundle the cables. In addition, placing cables under heavy objects or clamping them may cause cable damage, fire, or electric shock.
 - Do not use a damaged charger plug or a loose power outlet, as this may cause electric shock, short circuit, or fire. If repair is required, please contact the distributor or after-sales service provider.
 - Do not disassemble, repair, or modify the device by yourself, as this may cause fire, electric shock, or personal injury. If repair is required, please contact the distributor or after-sales service provider.
 - Do not bypass or disable any built-in safety devices of the product.
 - When charging, use a power adapter with an output of 5V 2A to charge the main unit.

- If any abnormal condition occurs during charging, such as smoke, unusual noise, or odor, immediately unplug the charging cable to stop charging.
 - Do not use the device if skin abnormalities occur, such as rash, inflammation, and pruritus.
 - Do not use this product in commercial environments requiring excessive or continuous use.
 - Do not allow the electrode surface to come into contact with metal objects, as this may cause device malfunction or personal injury.
 - When not in use or during main unit maintenance, turn off the device and unplug it from the power outlet. After charging, unplug the power adapter from the outlet.
 - Do not excessively bend, pull, or strike the mask, as this may cause malfunction or damage to the main unit.
-
- **Do not use, store, or charge the product under the following conditions; otherwise, it may cause main unit malfunction, accidents, or personal injury.**
 1. Do not charge, use, or place the product near open flames, heating devices, or in high-temperature environments.
 2. Do not use the product near water sources, in bathrooms, or while bathing, as this may result in electric shock, short circuit, or fire.
 3. Do not use the product near flammable substances (such as alcohol, diluter, gasoline, nail polish remover, and hairspray).
 4. Avoid allowing the main unit, controller, or power adapter to become wet or be cleaned with water.
 5. Do not place the product near fire sources, under direct strong sunlight, in bathrooms or other high-temperature and humid environments.
 6. Do not place the product near heating equipment.
 7. Do not use the product near places with oil smoke, water vapor, or significant temperature fluctuations (such as air conditioners and heating equipment).

1 Caution

- If any odor or abnormal overheating occurs, stop use immediately; otherwise, it may damage the main unit or cause a fire.
- Before charging, ensure that the plug of the power adapter and the power outlet are not wet; otherwise, it may cause electric shock, short circuit, or fire.
- When the device is not in use or during cleaning, turn off the power first; otherwise, it may cause electric shock, short circuit, or fire.
- Do not use the device if it is damaged due to dropping or impact.
- Do not wipe the main unit with solvents such as alcohol, diluter, gasoline, and nail polish remover, as this may damage the surface of the main unit.
- Do not place the main unit on unstable surfaces to avoid dropping or impact; otherwise, it may cause mechanical failure or injury due to the main unit falling.
- Do not use this product simultaneously with other electrical appliances (e.g., electric blankets, electric heated desks).
- If any skin abnormalities occur during or after use, stop using the product and consult a professional physician.
- Do not look directly at the LED light, as this may cause eye discomfort.
- In the event of a power outage, immediately turn off the device and unplug it from the power outlet; otherwise, it may lead to accidents.
- During use, monitor skin condition carefully. If fatigue or any abnormal sensation occurs, stop use immediately. If the condition does not improve the next day, consult a physician immediately.

The safety precautions listed above are not exhaustive. If you are unsure whether this product is suitable for use, please consult a physician or contact customer service before making a decision.

V. Product Care and Maintenance

1. Product Cleaning

- Before cleaning the product, be sure to turn off the device and allow it to cool down; otherwise, it may cause short circuit, electric shock, or fire.
- It is recommended to clean the surface of the device with non-alcoholic wet wipes or a soft tissue. Note: If water alone cannot effectively remove dirt, clean the device with a cotton swab or a clean cloth moistened with 75% medical alcohol.
- Do not clean the product with steel wool or corrosive cleaning agents.
- Do not place this product or any of its accessories in a dishwasher or wash them under running water, as this may cause the main unit to malfunction.

2. Product Maintenance

- Avoid bending, dropping, impacting, or placing heavy objects on the product.
- Keep the device dry. Do not immerse the device or any of its parts in water, as this may result in electric shock.
- To prevent damage to or loss of the device and its accessories, store them on the matching base or in the packaging box after each use. Be sure to clean the product before storage.
- If the product will not be used for an extended period, store it properly in a cool, dry place away from direct sunlight, high temperatures (e.g., near heaters), and humid environments. Avoid contact with hard objects to prevent damage to the product.
- If the product will not be used for an extended period, unplug the power adapter from the power outlet and disconnect the cable from the controller before storage.
- Regularly inspect the device (including the cables) for visible signs of damage. If any damage or breakage is found, discontinue use immediately. To avoid the risk of strangulation or tripping, always unplug the device from the power outlet when it is not in use.

VI. Storage and Transportation Environmental Requirements

Storage and transport conditions		Operating conditions	
Storage temperature	-20°C~45°C	Operating temperature	+5°C~+40°C
Humidity	15%~90%	Humidity	15%~90%
Relative pressure	75~106Kpa	Relative pressure	70~106Kpa

- A well-ventilated room free of corrosive gases.
- Transportation shall comply with the requirements specified in the purchase contract. During transportation, the product shall be protected from severe impact, vibration, rain, and snow.

VII. Troubleshooting Table

The following table summarizes potential malfunctions that may occur during use of the device. If any abnormalities occur during operation, check the items below before submitting the product for inspection and repair.

Issues	Possible cause	Troubleshooting method/solution
Cannot power on	Battery depleted	Recharge the device.
	The power key on the mask is pressed briefly.	Press and hold the power key on the mask for more than 1 second.
	The mask is not properly connected to the controller.	Check whether the connecting cable between the mask and the controller is properly inserted into the corresponding port.

Automatic shutdown	Battery depleted	Recharge the device.
	The device has been exposed to a low-temperature environment for an extended period.	Charge the main unit at the recommended operating temperature (+5°C to +40°C) and check whether it powers on normally.
	No operation for 5 minutes	When no treatment session is in progress, the device will automatically shut down after 5 minutes of inactivity.
	Treatment completed	After treatment, the device will automatically shut down after 15 seconds of inactivity.
Cannot charge	The charging cable is not fully inserted into the charging port.	Fully insert the charging cable into the charging port and ensure that the charging port is not loose.
	The power adapter is not fully inserted into the power outlet.	Fully insert the power adapter into the power outlet.
	Battery life issue	Contact the manufacturer or local distributor for replacement.
Can only be used for a few minutes even after being fully charged	Battery life issue	Contact the manufacturer or local distributor for replacement.
No display on the controller	Battery depleted	Recharge the device.
	Automatic screen-off function activated	The display turns off automatically after 1 minute of inactivity. Shake the controller to wake the screen.

VIII. Frequently Asked Questions

- **Can it be used in the bathroom?**

This product is not waterproof. Do not use it in the bathroom.

- **Can it be used while sleeping at night?**

Do not use this product while sleeping at night.

- **What if rash, inflammation, or pruritus occurs on the skin?**

This may be caused by light or heat intolerance. Please suspend the use of the device. If the condition does not improve the next day, consult a professional physician immediately.

- **What if tooth pain occurs during use?**

If you are undergoing dental treatment or similar conditions, pressure from the mask may cause tooth pain. If discomfort occurs, stop using the device immediately and consult a professional physician.

- **Can it be used on dry skin?**

Yes, but it is recommended to apply an appropriate amount of skincare products on the face before use to prevent dryness after treatment.

- **What if my skin feels dry after use?**

This is due to moisture loss after phototherapy. You may use moisturizing skincare products. (Avoid skincare products containing photosensitive ingredients)

- **Can it be used while applying a facial mask?**

Do not use the device while applying a facial mask.

- **What if I experience discomfort or fatigue?**

This may be caused by light or heat intolerance. It is recommended to suspend the use of the device until the discomfort subsides.

- **What if my face feels warm after use?**

This is a normal effect of phototherapy. (If abnormal overheating occurs, stop using the device immediately and contact customer service)

- **Can it be used immediately after sunburn?**

Use after sunburn may cause inflammation. It is not recommended. If any skin issues occur, stop using the device immediately and consult a professional physician.

- **What if red marks appear on the skin?**

Skin flushing caused by mask pressure is normal. If it does not subside by the next day, please consult a professional physician promptly.

IX. Environmental Protection and Disposal

- When disposing of the product, do not throw it into general household waste. It should be delivered to a designated recycling center to protect the environment.
- Battery removal and handling instructions
 1. Do not replace the battery during normal use.
 2. Battery electrolyte is highly corrosive. Do not allow it to come into contact with skin or clothing. If contact occurs, immediately wipe it off with a dry cloth.
 3. Remove the battery before disposal: Disconnect the power supply → disassemble the product housing → disconnect the wires connected to the battery and remove the battery. Ensure the device is completely powered off before battery removal to avoid the risk of electric shock.
- Disposal of waste batteries
 1. Deliver the waste batteries to designated recycling stations, garbage stations, or recycling bins for proper recycling.
 2. Deliver the waste batteries to a specialized recycling organization for proper handling by professional personnel.

X. Warranty Terms

- Mainland China

The Company provides a 1-year warranty service for customers who purchase this product in mainland China. The warranty period starts from the date of receipt of the product (in the absence of contrary evidence, the logistics delivery confirmation date shall prevail for electronic transactions, and the physical handover date shall prevail for in-store transactions).

- For online electronic transactions, customers may return the product without reason within 7 days from the date of receipt. Returned products must be in good condition and not affect resale. The return shipping cost for the 7-day no-reason return shall be borne by the customer, except in cases of return or replacement due to product quality issues. Ownership of returned used products shall remain with Sheyinn. After the warranty period expires, repairs for quality issues will be charged based on actual costs, and shipping costs shall be borne by the customer.
- During the warranty period, the following conditions are not eligible for free warranty service, return, or replacement:
 1. Damage caused by improper use, including but not limited to connection to an inappropriate power supply, use of non-original accessories, failure to follow the User Manual, incorrect use or damage caused by negligence, improper repair or modification, use in high-temperature or high-humidity environments, or use in non-household conditions.
 2. Accessories, optional items, and consumables supplied with the product are not covered by the warranty (Sheyinn reserves the right to modify the list of consumables, optional items, and accessories without prior notice).
 3. Damage caused by natural disasters (such as fire, earthquake, and flood), environmental pollution, war, armed conflict, or riots.
 4. Damage caused by customer negligence, such as dropping, water ingress, misuse, theft, loss, and improper storage.
 5. Product damage caused under other unreasonable conditions.

- Unless otherwise required by applicable law, any incidental losses arising from the use of this product (including but not limited to losses caused by failure to use the recommended skincare products, costs incurred for replacing equipment, devices, or services required for the use of this product, loss of time, or loss of expected future benefits) shall not be subject to compensation or indemnification.
- For in-store transactions, if the purchased product is found to have a quality issue within 7 days (inclusive) from the date of purchase, please present the invoice, the product, and its warranty card to the seller for return or replacement. If the purchased product is found to have a quality issue within 15 days (inclusive) from the date of purchase, please present the invoice, the product, and its warranty card to the seller for replacement. Sheyinn is under no obligation to reissue purchase invoices or warranty cards. Please keep your purchase invoice and warranty card properly.
- Countries or regions outside mainland China

If this product is purchased in a country or region outside mainland China, the warranty period, return and replacement policy, repair services, and other related matters shall be governed by the applicable laws and regulations of the country or region where the product is purchased. For specific assistance, please contact the authorized distributor in your location.

- Please obtain and retain the invoice or other valid proof of purchase when purchasing this product. During the warranty period, if the invoice or valid proof of purchase cannot be presented, making it impossible to determine the start date of the warranty period, the date of manufacture indicated on the product identification label affixed to the device shall be deemed the start date of the warranty period.

XI. Regulations on Hazardous Substances

Declaration of hazardous substances or elements										
Part name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)	Diisobutyl phthalate (DIBP)	Bis(2-ethyl-hexyl) phthalate (DEHP)	Dibutyl phthalate (DBP)	Butyl benzyl phthalate (BBP)
Mask	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Controller	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Base	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Power adapter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cables	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
PCB	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Battery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Plastic parts	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Metal parts	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

☐ Indicates that the content of the hazardous substance in all homogeneous materials of the part is below the limit specified in GB/T 26572.
☒ Indicates that the content of the hazardous substance in at least one homogeneous material of the part exceeds the limit specified in GB/T 26572.



This symbol indicates an environmental protection use period (EPUP) of ten years. During this period, under normal operating conditions, the toxic or hazardous substances or elements contained in the product will not leak or undergo sudden changes. Use of this electronic product will not cause serious environmental pollution or result in serious injury to persons or damage to property.

XII. Warranty Certificate

To provide you with better service, please complete the following information.

Warranty period	One year from the date of purchase	Date of receipt	MM/DD/YY
Customer information	Customer name		
	Customer address		
	Purchase ID		
	Contact number		
Product information	Product name		
	Model		
Reason for warranty claim			
Repair record			

This product is compatible with most mainstream iOS and Android devices. We sincerely apologize for any inconvenience caused by compatibility issues due to differences in operating system versions, including HarmonyOS. We will continue to optimize compatibility in future updates. Thank you for your understanding and support.

FCC Warning Statement

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

FCC Radiation Exposure Statement

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

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.



shéyinn