

# medisana®

## Instruction Manual - Eye Massager

Model: EM 500  
Item number: 94036



### Introduction

Thank you for purchasing the eye massager EM 500. This device might benefit those with dry eyes, headache, migraines, eye strain and poor sleep quality. It features air compression massage, heating, music and Bluetooth function.

Please read this manual carefully before using the device and keep it in a safe and secure place for reference.

### Important Safety Instructions

#### Read all instructions before using this product!

- When using an electric appliance basic precautions should always be followed, including the following:
- Read all instructions before using this appliance.
- Save these instructions for future use.

**DANGER! To reduce the risk of electric shock: Always unplug this appliance from the electrical outlet immediately after using and before cleaning.**

**Warning! To reduce the risk of burns, fire, electric shock, or injury to persons:**

- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.

- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- Do not carry this appliance by supply cord or use cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol(spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.

### Product Description

#### Intended Use

The EM 500 eye massager is intended to help relieve eye strain and provide relaxation for eyes. It features 3 air compression massage intensity levels, 2 heat levels, 3 built-in white noise music and Bluetooth function with automatic timing of 15 minutes. The device is not intended for medical-therapeutic use. It is not suitable for clinics, massage practices, wellness studios, etc. The massage device is not a medical device and is not intended for the treatment of pain, in case of doubt or uncertainty, consult your doctor before use.

#### Intended User

The EM 500 eye massager can be used by those with dry eyes, migraines, eye strain and fatigue caused by long-term use of eyes, but mind the restrictions listed in Section "Contraindications".

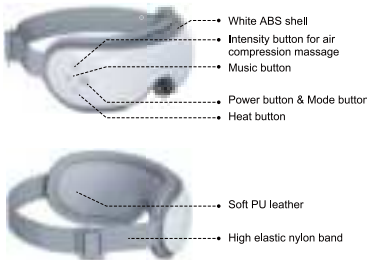
#### Intended Use Environment

- Only use the device for the purpose for which it is intended in accordance with the instructions for use. Any misuse will invalidate the warranty.
- The device is intended for domestic or air travel use. It is not intended for commercial purposes or the medical sector.

### Package Contents

Name	Quantity
Medisana Eye Massager EM 500	1
Charging cable, USB-C	1
Instruction manual	1

### Product Structure



### Product Usage

#### Steps to Wear Your EM 500 Eye Massage



1. Remove any eye accessories (e.g., contact lens, eyeglasses, false eyelashes, etc.) before wearing.



2. Wear the eye massager and adjust it to make sure it fits your eyes comfortably by fastening the elastic band.

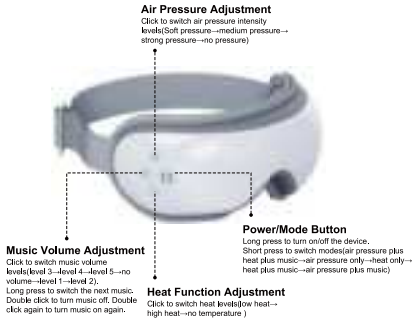


3. Turn on the device by pressing the Power/Mode button for 1.5 seconds and it automatically broadcasts "Welcome to the Medisana eye massager. Please select modes, Air pressure plus heat plus music."

#### Bluetooth Connection

- ① Turn on the eye massager and the Bluetooth function is on. Please enable Bluetooth on your mobile device.
- ② Search for "medisana eye massager" via Bluetooth settings and connect it to play the music on your mobile device.
- ③ Short press the power button 2 times to turn on/off Bluetooth function.
- ④ Once paired successfully, the EM 500 eye massager will automatically connect with your device by Bluetooth within a distance of 10 meters each time turned on, followed by a voice prompt "Bluetooth connected".

### Operation Instruction



#### Power Button & Mode Button

Default mode: Low Pressure + Low Heat + Music volume at level 3. Click this button to switch the modes in a loop of air pressure plus heat plus music --air pressure only--heat only--heat plus music--air pressure plus music.

#### Air Pressure Button

Press to switch in a loop of soft pressure--medium pressure--strong pressure--no pressure.

#### Music Volume & Next Song & Music Off Button

Short press to adjust the volume level in a loop of level 3--level 4--level 5--no volume--level 1--level 2. Long press to switch the next music song. Short press 2 times again to switch on the music function.

#### Heat Button

Press to switch heat levels in a loop of low heat--high heat--no temperature.

#### 15-minute Auto-off Timer

The device switches off automatically after approx. 15 minutes unless it is switched off manually beforehand.

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

### Voice Prompt

Operation	Voice Prompt
Long press the power button to turn on the device,	Welcome to the Medisana Eye Massager, please select modes, Air pressure plus heat plus music,
Bluetooth is connected manually or automatically,	Bluetooth connected
Short press 2 times the power button to turn on/off the Bluetooth function,	Bluetooth on Bluetooth off
Short press the power button to switch the massage modes,	Air pressure plus heat plus music Air pressure only Heat only Heat plus music Air pressure plus music
Short press the heat button to switch the heat levels,	Low heat High heat No temperature
Short press the air pressure button to switch the air pressure levels,	Soft pressure Medium pressure Strong pressure No pressure
Short press the music button to switch the music volume at level 5,	Maximum volume
Short press 2 times the music button to turn the music function on/off,	Voice mode Silent mode
When the battery is low,	Low power, please charge.
Long press the power button to turn off the device,	Good bye

### Maintenance and Cleaning

#### Cleaning and Care

- Before cleaning the device, make sure that it is switched off and the power supply device is disconnected. Allow the device to cool down.
- Cleaning the device: gently wipe the device surface with a slightly damp cotton cloth only. Do not rinse the device. Never use brushes, aggressive cleaning agents, petrol, thinners or alcohol. May not be bleached, ironed or dry cleaned!
- Wait until the device is completely dry before using it again.

#### Maintenance

- In the event of malfunctions or damage, do not repair the device yourself, as this will invalidate any warranty claims. Consult your specialist dealer and have repairs carried out only by authorized service centers in order to avoid hazards.
- Only use accessories intended for the device and supplied by the manufacturer.
- Cleaning and user maintenance must not be carried out by children without supervision.

#### Storage

- You should ideally store the device in its original packaging and keep it in a clean, dry place.
- Store the device in a safe, clean, cool and dry, well-ventilated place. Secure it against falling and shocks.

## Technical Specifications

Name and model	Medisana Eye Massager EM 500
Color	White
Surface material	ABS shell, soft PU leather
Charging voltage	5V = 1A(can use 5V 2A charging cable)
Battery rated voltage	3.7V <sup>==</sup>
Battery capacity	1500mAh
Charging time	≤4 hours
Usage time	≥ 90 minutes(air compression at high intensity plus heat at high level plus music volume at level 5)
Automatic switch-off	15 minutes
Product dimension	210mmx92mmx120mm/8,27" x3,62" x4,72"
Product weight	306g/10.79oz
Storage conditions	In a cool, dry place
Item number	94036

## Contraindication and Restrictions of Use

- Persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge should be given supervision or instruction concerning use of the device in a safe way and understand the hazards involved.
- Children must be supervised to ensure that they do not play with the device.
- Children under the age of three must not use this device due to their inability to react to over heating.
- Do not use this device to supplement or replace medical treatment. Chronic complaints and symptoms may be made worse.
- Do not use the **EM 500** eye massager , or only after consulting your doctor, if:
  - you are pregnant,
  - you have a cardiac pacemaker, artificial joints or electronic implants,
  - you suffer from one or more of the following illnesses and complaints: Circulation disorders, varicose veins, open wounds, bruises, broken skin, inflammation of the veins.
- If you experience any pain or discomfort during the usage, stop immediately and consult your doctor.
- The surface of the device is hot, People who are insensitive to heat must be careful when using the device.
- Before using the eye massager, consult your doctor regarding any unexplained pain, if you are undergoing medical treatment or using medical equipment.
- This device contains non-replaceable batteries.

## Safety Instructions

### Power supply

- Only charge the device's battery using the USB charging cable supplied.
- Never charge the device in a flammable environment (e.g. flammable objects, gas-o-line, flammable gases, paint,etc.).
- Only connect the device for charging so that the cable and power connector are freely accessible.
- The built-in batteries are not intended for replacement or removal by the end user, If problems occur with the power supply, contact the customer service.
- This device must only be supplied at safety extra low voltage (SELV) corresponding to the marking on the device.
- To disconnect the device from the mains, always pull the plug out of the power connection. Do not pull on the cable.
- Do not use a charger that has wire or body damage, replace it in a timely manner.
- Handle the charger with care, do not overextend the wire or allow it to come in contact with heat or sharp objects.

### Before operating the device

- Check the eye massager carefully for damage before each use. Do not operate defective device.

### When operating the device

- The device must only be used for its intended purpose as described in the instruction manual.
- Using the device for any other purpose invalidates the warranty.
- Only use the device in the proper place, that is, around eyes (or alternatively at any of the other body parts listed in Section 'Intended Use').
- Never use the device while driving a vehicle or operating a machine.
- Never put the device down next to an electric stove or other sources of heat.
- Do not allow the eye massager to come into contact with pointed or sharp objects.

### After operating the device

- Do not overcharge. Charge the device for 4 hours maximum to prevent overcharging.

## Troubleshooting

Problem	Possible cause/Remedy
Device cannot be switched on.	<b>The device might be out of battery.</b> Please charge the device.
	<b>You just tapped the on/off button.</b> Please press the on/off button for 1,5 seconds to turn on the device.
Device cannot be charged.	<b>You might have used your other charging cable.</b> Please use the provided charging cable only.
	<b>You might have used a charger with a voltage higher than 5V.</b> Please use the provided charging cable only.
Low massage intensity or weak air pressure.	<b>The battery is low.</b> Charge the eye massager.
	<b>Soft pressure is selected.</b> The default air massage intensity is soft pressure. Please press the air compression button to switch the intensity to medium pressure or strong pressure.

No air pressure.	<b>Heat only mode or heat plus music mode is selected.</b> Select the modes with air pressure function.
	<b>"No pressure" is selected.</b> Press the air massage button to choose "soft pressure", "medium pressure" or "strong pressure" as you need.
A weak mechanical or air sound while massaging.	<b>It is normal sound of air inflation or air pressure.</b> No need to do anything.
	<b>The eye massager is off.</b> Please turn on the eye massager and then connect to Bluetooth.
Bluetooth fails to be connected.	<b>Bluetooth on your mobile device is not enabled.</b> Please enable Bluetooth on your mobile device and connect to "medisana eye massager".
	<b>The eye massager is connected to another mobile device automatically.</b> The eye massager might have connected to the latest Bluetooth automatically within 10 meters. Please ensure the latest device is fully disconnected or unpaired. Then search "medisana eye massager" Bluetooth and connect to it.
Low heat or no heat	<b>"No temperature" mode is selected.</b> Please press the heat button to select the heat level of "high heat" or "low heat".
	<b>The eye massager needs time to warm up.</b> Please wait patiently for 2 minutes after powering on.
Music sounds weak.	<b>The music volume might be at low levels.</b> Please press the music button to switch the volume level to higher volume. The default volume is at level 3. Please note that the volume switches in a loop of level 3→level 4 →level 5→no volume→level 1→level 2→level 3.
	<b>The sound volume of your mobile device might be quite low.</b> Please turn up the volume on your mobile device when Bluetooth connected.

## Supplier's Declaration of Conformity

Product Description: **Medisana Eye Massager EM 500**  
FCC Compliance 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, 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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.  
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## Disposal

- Dispose of the device, other components and optional accessories according to applicable local regulation.
- Unlawful disposal may cause environmental pollution.

## Explanation of Symbols

Do not insert needles!

Not suitable for very young children!

Only use indoors!

Do not dry clean!

Do not bleach!

Do not dry in a tumble drier!

Do not iron!

**Refer to instruction manual.**  
Failure to follow these instructions may result in serious injury or damage to the device.

Distributor

**Warning**  
These instructions must be followed to prevent possible injury to the user.

**Note**  
These instructions provide useful additional information regarding installation and operation.

RoHS mark (fills the EU directive 2011/65/EU on the restriction of hazardous substances in electrical and electronic equipment)

Recycling symbols/codes: These are used to provide information about the material and its proper use and recycling.

**Danger**  
These instructions must be followed to prevent the risk of electric shock.

**Caution**  
These instructions must be followed to prevent possible damage to the device.

LOT  
LOT number / Batch code

Disposal in accordance with the Waste Electrical and Electronic Equipment (WEEE)

Manufacturer

## 2 Years Limited Warranty

### What does this warranty cover?

The warranty covers:

- Damage, breakage or inoperability due to defect.
- Damage not caused by normal wear and tear or failure to follow the safety and maintenance instructions provided in the user manual.

### What is not covered by the warranty?

The warranty does not cover damage caused by:

- Normal wear and tear of the product, including fragile parts (such as switches, glass, etc.).
- Improper use or transport;
- Disregarding safety and maintenance instructions;
- External causes, accidents or acts of nature (e.g., lightning, fire, water, etc.).
- Tampering with the product (such as removing the cover, unscrewing screws etc.)

Consequential and incidental damages are also not covered under this warranty. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

### What is the period of coverage and warranty resolution?

The warranty is for 2 years from the date of purchase. At our discretion, the product will either be refunded or replaced.

### What are we not able to do?

We will not: Start a new warranty period upon product exchange or repair product.

### How to process the warranty?

To initiate, please:

- Write an email to: service.us@medisana.com

- Visit the store for further assistance.

To ensure the quickest warranty return process, please have the following available:

- The original sales receipt that includes the purchase date;
- The product and manual in the original package;
- A statement of the problem.

### What must you do to keep the warranty in effect?

- Retain the original receipt.
- Follow all product instructions;
- Do not repair or modify the product.

### How does state law relate to this warranty?

This warranty gives you specifically legal rights, and you may also have other rights which vary from state to state.  
All implied warranties are limited by the duration and terms of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Service: US

Email: service.us@medisana.com

**Distributed by:**  
**MEDISANA USA Corp.**  
**861 S Oak Park Rd, Covina, CA 91724**

**Zhangzhou Easepal Industrial Corporation**  
No.228 JiaoSong Road, Taiwanese Investment Zone, Zhangzhou City, Fujian Province, P.R.China