

**ecomed**<sup>®</sup>  
by medisana

ClearGaze  
Eye Massager  
EM-24E



User Manual



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Thank you for choosing the ecomed by medisana ClearGaze Eye Massager.

Read this manual thoroughly before use, paying close attention to the safety instructions to ensure proper operation and usage of the product.

Please note that the company reserves the right to enhance both the product and this manual without prior notice. The actual product may vary from the illustrations provided. While this manual has been diligently reviewed, there may be occasional printing errors or misunderstandings in the content. We appreciate your understanding and cooperation.

## 1. Safety Instructions

### 1. Important Safety Information

- To ensure safety and proper use, read this manual thoroughly before using the product. Use it only for its intended purpose as described here. Turn off the product before cleaning or after use.
- This product is not intended for self-diagnosis or treatment. Seek professional medical advice if necessary.
- Stop using the product immediately if you experience any discomfort.
- Do not allow children or individuals with physical or mental disabilities to use this product without supervision.
- The appliance has a heated surface. Individuals sensitive to heat should exercise caution.
- Do not use it on insensate or overly sensitive skin or on areas with poor circulation.
- To avoid the risk of overheating, fire, electric shock, or injury, do not use the product underneath a pillow or blanket.
- Do not cover the product during use to prevent overheating and motor damage.
- Do not insert objects into any openings.
- Do not use the product if the power cord or plug is damaged, if it malfunctions, has been dropped, or has been submerged in water. Please contact a service center for repairs.
- To disconnect the power, turn off all controls then remove the plug from the outlet.
- Always unplug the appliance from the electrical outlet immediately after use and before cleaning.
- Never leave the appliance unattended while plugged in. Be sure to unplug it when not in use and before attaching or removing any components.
- The appliance is to be used only with the provided power supply unit.
- Avoid using unsupported accessories.
- For battery recharging, use only the detachable supply unit included with this appliance.

### 2. Operating Environment

- Do not use it in a damp or dusty environment.
- Use the product in an environment where the temperature ranges from 0 to 40°C.
- Avoid placing the product outside.
- Keep away from heaters, stoves, or direct sunlight.

### 3. Not Suitable For

- Individuals who are sensitive to heat or cold.
- Minors and individuals with physical or mental disabilities.
- Individuals with osteoporosis.

### 4. Consult a Doctor Before Use If You

- Have sensitive skin.
- Have recently received medical treatment.
- Feel unwell, including but not limited to stroke, high/low blood pressure, heart disease, cerebral arteriosclerosis, cerebral thrombosis, diabetes, etc.
- Have a malignant tumor.
- Are using a pacemaker or other implanted medical device.
- Are pregnant or menstruating.
- Have other hidden diseases.

### 5. Precautions

- Avoid operating the control switch with wet hands.
- Keep the control switch away from water or other liquids.

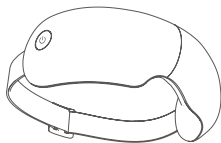
### 6. Additional Safety Instructions

- Do not use it if any parts are damaged.
- Do not use it while intoxicated.
- Do not use it continuously for more than 30 minutes.
- Do not use the product during thunderstorms.
- Never stand on or apply heavy pressure to the product.
- When operating in a cold room, gradually adjust the heating function to a normal range before use.
- Allow the product to sit at room temperature for 1 hour after moving it from cold storage to prevent condensation issues.
- Cease use immediately if you notice any malfunctions or abnormalities.

## 2. Product Components

Accessories List:

1. Product x 1
2. Type-C Data Cable x 1
3. User Manual x 1



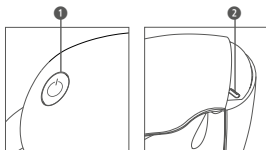
User manual

## 3. Operating Instructions

### a) Preparation Before Use

- Place this product in a dry location, away from prolonged exposure to sunlight.
- Carefully inspect the product for any damage prior to use

### b) Usage Illustration




#### Functional diagram:

- 1 Power/ Mode/ Music
- 2 Type-C charging port
- 3 Music indicator light
- 4 Air pressure indicator light
- 5 Charging indicator light
- 6 Hot compress indicator light

### c) Instructions for Use

#### Powering On/Off

1. To Turn On/Off:
  - Hold down the  button for 2 seconds.
2. Music Playback:
  - While playing music, double-click the switch to stop playback.
  - Double-click the switch again to resume music playback.
  - Press the switch to change working modes.

#### Working Modes

The appliance features four working modes:

- Comprehensive Mode
- Eye Love Mode
- Eye Caring Mode
- Sleep Mode

#### Battery Alerts

Low Battery Warning:

- When the battery power is low, the appliance will emit a voice alert stating "low battery."

## Charging and Powering On

### 1. Automatic Shutdown:

- The appliance will automatically shut down when charging. It cannot be powered on while connected to the charger.

### 2. Bluetooth Connection:

- For first-time connections with Bluetooth devices, manual pairing is required. The Bluetooth name of the device is "Eye Massager."
- Previously connected devices will automatically reconnect when the product is turned on.

## d) Charging Instructions

### Preliminary Checks

- Ensure the appliance has sufficient power. If the battery level is low, the appliance may shut down or fail to start. Charge the battery and then restart the appliance. Disconnect from the charger once fully charged to avoid reducing battery life.

### Charging Steps

1. Plug the USB end of the power cord into the product's charging port.
2. The indicator will illuminate red while charging and will turn cyan when fully charged.
3. The appliance will not operate while charging; a self-protecting process will activate during this time.
4. The built-in rechargeable battery takes approximately 3 hours to fully charge.
5. A voice alert will sound when the battery is running low. Please stop using the appliance, charge the battery, and restart.

### Versatile Charging Methods

You can charge the appliance using:

- Computer USB port
- Portable power supply
- 5V --- 1A power adapter

Note: The default massage duration is 15 minutes. You can restart the massage by pressing the switch.

## 4. Troubleshooting

If you encounter any issues using the product, please try the following steps. If the issue continues, turn off the power, avoid attempting any repairs or disassembly, and contact the authorized dealer for assistance.

Issue	Possible Causes	Solutions
Appliance does not start	Low battery	Charge the battery and restart
Appliance won't charge	The USB charging wire is not well connected	Plug the USB charging wire properly
	Wrong charging wire	Use the original charging wire
Overtime charging	Power adapter with mismatched current	Change the power adapter with $\geq 1A$ current
No music playing	Music is paused	Double click on the switch to resume playing music

## 5. Product Maintenance

### a) Storage

- When not in use, store the product in its original packaging and keep it in a safe, dry, well-ventilated, and cool location.
- Avoid twisting the power cord.
- Do not use the power cord to hang the product.
- Keep sharp objects away to prevent scratching the surface.
- Do not expose the product to direct sunlight or high temperatures.

### b) Cleaning

- Before cleaning, ensure that the power is off and the plug is removed.
- Use a dry cloth to wipe the surface of the product.

Note:

1. Do not use corrosive cleaners, such as benzene or thinner, as they may damage the product.
2. Avoid using a wet cloth to clean the product to prevent malfunction.



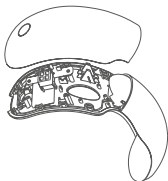
c) Maintenance

- Keep the product clean and stored in a low-humidity environment.
- If the product will not be used for an extended period, store it in its packaging to prevent dust accumulation.

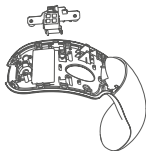
## 6. Product Specifications

Item	Details
Product Name	ClearGaze Eye Massager
Model	EM-24E
Rated Voltage	5V $\overline{\text{---}}$
Rated Power	5W
Battery Capacity	1200mAh
Product Size	209 x 108 x 72 mm
Operating Temperature	0°C - 40°C
Operating Humidity	30% - 85% RH
Storage Temperature	-5°C - 40°C
Storage Humidity	30% - 85% RH
Safety Features	Overheat protection, Overcurrent protection
Timer	15 minutes

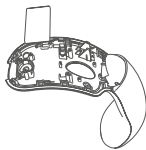
## 7. Battery Disposal Instructions:



1. Turn off eye massager.  
Use flat-head screwdriver to pry open cover at middle gap.



2. Remove screws and internal bracket.



3. Take battery out carefully.

## 8. Warranty Services

Thank you for choosing an ecomed by medisana product.

We are committed to ensuring your satisfaction and providing you with reliable warranty service as outlined on your warranty card. Please retain this card and present it when requesting repair services.

### Warranty Coverage

From the date of your purchase, you are entitled to free warranty service for any faults covered within the specified warranty period. The effective warranty period for this product is one year. Please note that this warranty is non-transferable.

### How to Request Warranty Service

To receive warranty service, you must send the product to designated sales points. When doing so, please include the original purchase receipt along with your completed warranty card. The purchase date will be determined based on the valid document issued at the time of purchase.

### Important Warranty Terms

- This warranty is valid only for products used in personal, residential settings and does not apply to rental, trade, commercial, or institutional use.
- Any parts replaced during the warranty period will remain the property of Medisana Malaysia Sdn Bhd.
- The warranty card must be fully completed, including the product serial number, customer name, and purchase date; otherwise, it will be deemed invalid.

### Exclusions from Warranty Coverage

The following situations are not covered by the warranty, although paid repair services are available:

- Damage resulting from human error, such as improper use of the power supply, use in abnormal conditions, failure to follow the provided manual, or self-inflicted damage during transport.
- Unauthorized disassembly, repair, or modification by the user or third parties.
- Wear and tear, including scratches on the product and its accessories (e.g., covers and decorative surfaces), as well as the natural depletion of consumables (e.g., batteries).
- Damage caused by force majeure events, such as floods, fires, lightning strikes, or earthquakes.

- Inconsistent information on the warranty card compared to the actual product, or any alterations made to the card.
- Failure to present the company-issued warranty card and valid invoice when requesting service.

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