

ecomed[®]
by **medisana**

SereneCrown
Head Massager
HM-22E



User Manual

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Thank you for purchasing the ecomed by medisana SereneCrown Head 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.

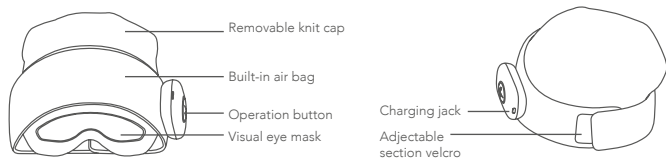
5. Precautions

- 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. Charging Cable x 1
3. User Manual x 1



User manual



Charging cable

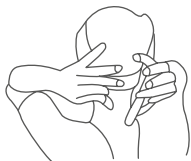
3. Operating Instructions

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

Ensure the product is powered on. If the battery level is too low, the machine will either turn off or fail to start. Please charge it before use.



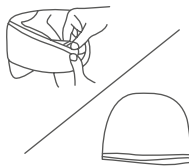
Wear a massager

Remove the massager from the box and place it on your head in a comfortable position.



Align the position and adjust the wear

The eyes and the bridge of the nose are aligned, and the visual area is flush with the line of sight of the eyes; Adjust the rear elastic strap to personal comfort place, wear complete.



Remove the cap body

Find the zipper head of the massager cap body and pull the leather case along the zipper to remove the cap body.

c) Instructions for Use

Power key:

To power the machine on or off, press and hold the power button for 1.5 seconds.

To switch modes, press the button briefly to cycle through the following options:

- Relieve Mode 1
- Vitality Mode 1
- Sleeping Mode 1
- Pause Mode 1

Heating key:

Default Setting:

The appliance starts with the low temperature hot compress mode by default.

Adjusting Temperature:

Press the heating key briefly to cycle through the temperature settings:

- High temperature
- Temperature off
- Low temperature

You will hear a voice prompt indicating the selected setting.

Note:

Changing the hot compress temperature does not affect the massage mode.

Mode introduction:

- Relieve Mode: Relieve Air Pressure+ Hot Compress (Default low temperature). Heating key
- Vitality Mode: Vitality Air Pressure+ Hot Compress (Default low temperature) Power key
- Sleeping Mode: Gental Air Pressure+ Hot Compress (Default low temperature)
- Pause Mode: Hot Compress (Default low temperature)
Support Bluetooth, Bluetooth name: SereneCrown Head Massager, connected Bluetooth devices can play music and audio sources in any mode.

4. Troubleshooting

If you encounter any issues while using the product, please try the following steps: If the problem persists, turn off the power. Do not attempt to repair or disassemble the appliance; instead, contact an authorized dealer for assistance.

Issue	Possible causes	Basic exclusion method
Unable to Boot	1. Low battery power 2. Charging mode 3. Power Off	1. Charge before use 2. Do not use the product while charging 3. Make sure the massager is on
Not Charging	Undercharge voltage	Replace the charging method or charging the appliance.
Products stopped working at runtime	The security timer activates after 15 minutes, causing the product to stop automatically. This is not a malfunction.	Press the "ON" button again.

5. Product Maintenance

a) Storage

- Store the product in its packaging box in a cool, dry, and ventilated area.
- Do not twist or use the Type-C Data Cable to hang the product.
- Keep away from sharp objects that could scratch the surface.
- Avoid direct sunlight and high-temperature environments.

b) Cleaning

- Ensure the power is off and the Type-C Data Cable is disconnected before cleaning.
- Wipe the surface with a dry cloth.

Note:

1. Do not use corrosive cleaners like benzene or thinner.
2. Avoid using a wet cloth to prevent malfunctions.

c) Maintenance

- Keep the product clean and away from high humidity.
- For extended periods of non-use, store it in its packaging box to prevent dust buildup.

6. Product Specifications

Item	Details
Product Name	SereneCrown Head Massager
Model	HM-22E
Rated Voltage	5V ===
Rated Power	5W
Product Size	356 x 190 x 286 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	15minutes

7. 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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