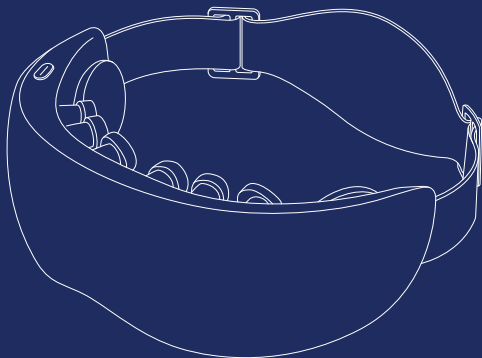
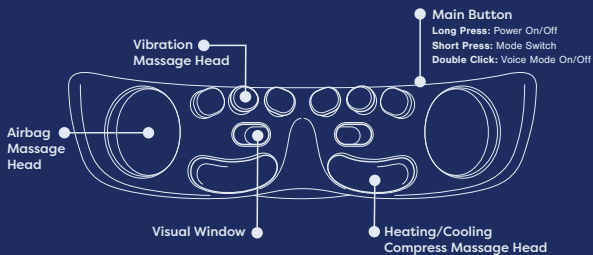
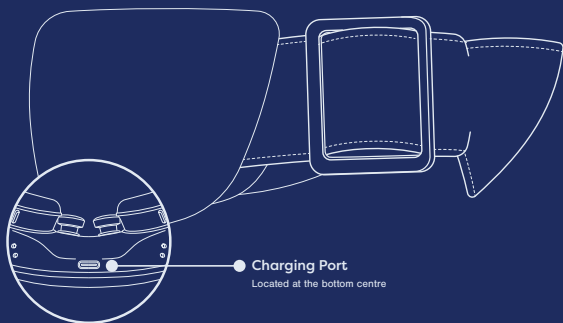


CALM MASK

EYE MASSAGER



User Manual



Before Use

1. Ensure you read the full User Manual and Warnings within before use.
2. Remove contact lenses, glasses, false eyelashes, hairpins, and other accessories before using the massager, to avoid discomfort during the session.
3. The product is prohibited for individuals who have undergone eye surgery or have heart conditions.
4. Users with sensitive skin or facial allergic dermatitis should only use this product under the guidance of a doctor.
5. Do not use this product if you have a history of stroke, hypertension, or hypotension.
6. Do not use this product if you have eye conditions such as glaucoma, cataracts, retinal detachment, or pinkeye/conjunctivitis.
7. After powering on, the product will automatically shut off after a cumulative time of 6 minutes in cool compress mode and 12 minutes in other modes.

During/After Use

- 1.** Always remove the massager before sleeping. The massage heads and air bag are located around the eye, which will result in uncomfortable pressure or pain from these components if used while sleeping.
- 2.** During use, your skin on the massage areas may feel warm and may turn slightly red. This is normal.
- 3.** After use, slight marks may be left on the face, which will disappear over time.
- 4.** Due to prolonged eye closure during the massage, temporary blurred vision may occur. Rest with your eyes closed for 1 to 3 minutes after removing the massager, and your vision will gradually clear.

Basic Product Specifications

Product Name	CalmMask Eye Massager
Model No.	EM_01_26
Bluetooth Device Name	CalmMask Eye Massager
Rated Charging Voltage	5V 
Charging Port	USB-C
Rated Input Power	10W
Battery Capacity	2000mAh / 7.4Wh

How to Use

1. Long press the main button for 1.5 seconds to power on. (Indicator light turns on with voice prompt 'Hi, Ecosa'. There is no voice prompt in mute mode.)
2. Short press the main button to switch between 4 modes. Voice prompts will sound as: 'Cool Compress Mode', 'Heating & Cooling Mode', 'Vitality Mode', 'Soothing Mode'. There is no voice prompt in mute mode.

Note:

- The device starts in cool compress mode by default. If no other mode is activated, it will automatically shut down after 6 minutes of operation in cool compress mode. If any other mode is activated after startup (including switching back to cold compress mode), the device will automatically shut down once the total cumulative runtime reaches 12 minutes, regardless of how long the device has been used in each mode.
- Continuous switching between modes without giving the massage heads enough time to cool down will impair both cooling and heating performance.
- To ensure the full cool compress effect, avoid frequent mode switching or powering the device on and off.
- Each mode has different built in music to help you relax. You cannot adjust the volume of built in music and voice prompt.

3. Quickly double-press the main button to toggle between mute and voice mode:
 - Double-press to mute. You will hear the voice prompt: 'voice mode off'.
 - Double-press again to unmute.
4. Long press for 1.5 seconds to power off - voice prompt will sound as 'massage completed' and indicator light will go off. There is no voice prompt in mute mode.

Note:

- After powering off or switching to charging mode during operation, the built-in fan will continue to run for about 2 minutes, which is a normal phenomenon and not a product malfunction.
 - After a normal massage cycle, the 'massage completed' voice prompt will be lower in volume than when the device is forcibly powered off during a massage.
5. Bluetooth can be connected to play online music:
 - Turn on Bluetooth on your phone and search for 'CalmMask Eye Massager' to pair. Once paired, the device may reconnect automatically when it is nearby and Bluetooth is enabled on your phone.

- When the phone successfully connects to the device, you will hear the voice prompt 'online music' — unless mute mode is activated. While connected, if you play music from your phone, the massager's built-in music will stop and switch to playing your phone's music.
- When you disconnect the massager from your phone, you will hear the voice prompt 'offline music' — unless mute mode is activated.

Note:

Bluetooth volume & operation sync functionality may vary across different phone models. This is due to customisations by different phone manufacturers.

Most smart phones support volume sync by default without any additional settings. However, some phones, require specific settings to enable volume sync.

Battery Level & Light Indicators

During Operation

Blue light always on	Battery available
Orange light always on	Low battery (remaining time >5 min)
Orange light flashes quickly 5 times, then powers off	Low battery (about to power off)
Blue breathing light	Product in cool compress mode
Orange breathing light	Product in hot compress mode

While Charging

Orange light flashes slowly	Charging
Blue light steady on	Battery level above 98%

Charging

1. When the device is powered on and a USB charging cable is plugged in, the device will shut down immediately without any voice prompt. It will terminate its current state instantly and switch to charging mode.
2. When the device is powered off and a USB charging cable is plugged in, the device will directly enter charging mode.
3. While the device is charging, the Main Button is inoperable. The device will not heat, cool, vibrate, or perform airbag massage. Bluetooth audio is also disabled.

Note:

- Charging time under 5V: Full charge within 2 hours and 30 minutes.
- A full charge provides up to approximately 80 minutes of use, depending on the selected mode, temperature setting, vibration, air compression, and Bluetooth audio use.
- The massager will consume power more quickly when connected to a phone via Bluetooth.

Working Modes

- 1. Cool Compress Mode:** 14°C ($\pm 4^{\circ}\text{C}$ tolerance) cool compress + strong air compression + strong vibration
- 2. Heating and Cooling Mode:** 14-38°C cool and hot compress + strong air compression + strong vibration

Note:

- Hot Compress: 38°C ($\pm 3^{\circ}\text{C}$ tolerance)
Cool Compress: 14°C ($\pm 4^{\circ}\text{C}$ tolerance)
 - Alternates every two minutes, starting with cool, then hot.
- 3. Vitality Mode:** 38°C ($\pm 3^{\circ}\text{C}$ tolerance) hot compress + medium air compression + medium vibration
 - 4. Soothing Mode:** 35 $\pm 3^{\circ}\text{C}$ hot compress + weak vibration (without air compression)

Note:

- The above temperatures are based on an ambient temperature of 25°C. Different ambient temperatures will affect the efficiency of heat exchange, which in turn has an impact on the cooling performance.
- Heating and cooling performance may vary depending on ambient temperature and operating conditions.

Lithium-Ion Battery Safety



Danger

The battery used in this product is a special rechargeable battery, which should not be used in other products.

- Do not throw the battery into fire or expose it to excessive heat.
- Do not pierce with nails, impact by gravity or disassemble and transform.
- Do not connect the positive and negative terminals of the battery directly with metal.
- Do not store it together with necklaces, hairpins, etc.
- Do not charge, use or place the battery in a hot place, such as by the fireplace or in the sun.

All of the above can cause heating, fire, rupture, and other hazards.



Warning

Always keep any batteries out of the reach of infants and children to prevent accidental swallowing. If such accidents occur, seek medical assistance immediately.

- If the battery fluid leaks, do not touch the liquid with your bare hands.
- If the battery fluid enters the eyes, there is a risk of blindness. Please do not rub your eyes directly with your hands, but wash them with clean water immediately and seek medical treatment.
- If the battery fluid is in contact with the body or clothes, it may cause skin inflammation or injury. Please wash with clean water, and seek medical treatment immediately.
- Do not disassemble this product yourself. The product can only be disassembled at the time of disposal, otherwise it may result in fire, electric shock, injury and other accidents.

Precautions for Correct Product Disposal

Do not dispose of any product containing a lithium-ion battery in general waste. Recycle at an approved battery recycling facility or refer to your local council's waste guidelines.

Do not disassemble this product yourself.



Warnings

- Read and follow the operation guidelines in the User Manual carefully before using this product. Ecosa is not responsible for any consequences resulting from incorrect use or failure to comply with the User Manual.
- At the first use, charge the battery in accordance with the User Manual to ensure its normal operation, as the battery may have run out after not being used for an extended period.
- As we are constantly improving our products, technical specifications are subject to change without prior notice.
- Please use this product with caution after applying facial makeup. Cosmetics can contaminate the product's contact surface. If such cases occur, wipe the contaminated surface with clean water.
- Do not use the eye massager while driving.
- Do not use the eye massager in excessively high temperatures or excessively humid conditions.
- The product is prohibited for individuals who have undergone eye surgery or have heart conditions.
- Do not use the eye massager if you have a history of stroke, hypertension, or hypotension.
- Do not use the eye massager if you have eye conditions such as glaucoma, cataracts, retinal detachment, or pinkeye/conjunctivitis.
- Avoid using the eye massager after consuming alcohol.
- Consult your healthcare professional before using this product if you are pregnant.
- For sensitive skin, facial allergic dermatitis, and those with plastic surgery materials on the face, use under the guidance of a doctor.
- This product is not a toy. Keep out of reach of young children. Children should only use this product under adult supervision.
- Remove contact lenses, glasses, false eyelashes, hairpins, and accessories before use.
- This product is a personal care massage product and is not intended to replace pharmaceuticals and medical devices.
- The product contains a lithium battery. Do not place it in high temperatures.
- In case of any discomfort during use, please stop using the product immediately.
- Do not massage anywhere on your body other than the eyes.
- Do not disassemble the product yourself.
- The product is not waterproof. Do not immerse or rinse it in water, or use it in high-humidity environments.
- If the lining is stained, gently wipe it with a damp cloth.

In the following situations, use the product with extreme caution. It is recommended to consult a doctor before use; otherwise, accidents or physical discomfort may occur:

- People under the age of 18 (children, adolescents, etc.)
- People of 70 years and older
- People who are being treated by a doctor and feel abnormal
- People with infectious diseases, heart or cranial nerve abnormalities
- People with impaired skin perception or abnormal skin
- People with sensitive skin, facial allergic dermatitis, and those with plastic surgery materials on the face
- People with a temperature of more than 38 degrees (fever period)
- People who are taking medication
- People with abnormal blood pressure
- People who are unconscious, have severe cognitive disorders, or are not free to express themselves
- People with a high level of peripheral circulatory dysfunction (caused by e.g. diabetes)
- People with acute suppurative inflammation
- People with metal implant
- People with spastic paralysis
- People with coagulopathy
- People with spasticity after a cerebrovascular accident
- People with nerve irritability
- People with osteoarticular contracture
- The eye massager has a heating surface, and users who are insensitive to heat should take care when using this product

Disclaimer: For the above circumstances, please ensure that this product is suitable for your health condition. Ecosa is not responsible for any discomfort or injury caused by failure to comply with this statement and the instructions and recommendations in the User Manual.

Do not use or store the product in the following places:

- Places with direct sunlight
- Places near fireworks
- Places with high temperature and humidity
- Places susceptible to vibration and shock
- Places with water
- Places with strong electromagnetic fields
- Dusty places
- Please use this product in a normal operating environment:
 - Ambient temperature range: 0°C-40°C
 - Relative humidity: <80%RH, non-condensing
 - Atmospheric pressure: 50kPa-106kPa
- Please transport and store the product under normal conditions
 - Ambient temperature range: -20°C-+55°C
 - Relative humidity: ≤95%RH, non-condensing
 - Atmospheric pressure: 50kPa-106kPa

Troubleshooting

Failure to start

- Battery may be too low. Plug in to charge.
- Double check the power on/off button has been pressed correctly (hold for 1.5 seconds).

Failure to charge or the charging light is not on

- Check your charging cable is plugged in and the power outlet is working.
- Check the power outlet matches the product's voltage requirements (see Product Specifications).



This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna. This device complies with the essential requirements and other relevant provisions of Directive 2014/53/EU. All essential radio test suites have been carried out.

1. CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. Dispose of used batteries according to local regulations.
2. The device complies with RF specifications when the device is used at 0mm from your body.

EU Compliance Statement:

ECOSA GROUP PTY LTD hereby declares that this device is in compliance with essential requirements and other relevant provisions of the Directive 2014/53/EU.



Old electrical appliances must not be disposed of together with general waste, but have to be disposed of separately. Recycle or dispose at an approved electrical waste/battery recycling facility or refer to your local council's electrical waste guidelines.

With this little personal effort, you contribute to recycling valuable raw materials and the treatment of toxic substances.

Model No.: **EM_01_26**

Manufacturer: **ECOSA GROUP PTY LTD**

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