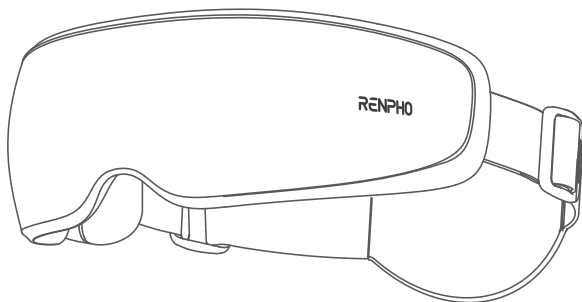


# RENPHO

## USER MANUAL



# EYERIS CALIGO

Model: R-WME02

# IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS CAREFULLY BEFORE USE.

1. This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the device by a person responsible for their safety.
2. Children should be supervised to ensure that they do not play with the appliance.
3. The device is intended for household use only and not intended for medical use. It should not be used in treatment or alleviation of disease or abnormal physical state.
4. Cleaning and maintenance should not be conducted by children.
5. Please consult your doctor before use if you fit into any of the following user groups:
  - Persons who had undergone eye surgery or eye conditions such as glaucoma, cataract and retinal detachment
  - The elderly
  - Pregnant or postpartum women
  - Persons who are allergic to leather material
  - Persons with skin infections, sensitivity, redness and/or burns on the skin
  - Persons with any swelling or wound around the eye area
  - Persons using a pacemaker or other implantable medical devices
  - Persons with a heart condition, malignant tumors, or other serious health conditions
  - Persons undergoing medical treatment
  - Persons with high or abnormal blood pressure
6. If you experience any discomfort during use, stop using the device immediately.
7. Remove contact lenses, glasses, false eyelashes, hairpins, and any other accessories before use.
8. Do not use the device while driving, walking, or running.
9. Avoid contact with sharp objects.
10. Do not use the device on infants, persons who are with disabilities, sleeping or unconscious.

**DANGER** - To reduce the risk of electric shock:

1. Never use pins or other metallic fasteners with this device.

2. Do not use the device with wet hands or submerge the device in water or any liquid.
3. Do not use while bathing or in a shower.
4. Do not place or store device where it can fall or be pulled into a tub or sink.
5. Do not place in or drop into water or other liquid.

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

1. Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
2. Close supervision is necessary when this device is used by, on, or near children, invalids, or disabled persons.
3. Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Never operate this device if it is not working properly, has been damaged, or dropped into water.
5. Never drop or insert any object into any opening.
6. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
7. Never operate on a soft surface such as a bed or couch where the air openings may be blocked.

**About the battery:**

1. Do not expose the device or battery to excessive temperatures.
2. Be aware of the risk of terminals of the battery-operated device or battery being short-circuited by metal objects.
3. This device contains batteries that are non-replaceable. When the battery is at end of life, the device shall be properly disposed of.
4. Do not dismantle, open or shred battery.
5. Do not subject cells or batteries to mechanical shock.
6. In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
7. Secondary cells and batteries need to be charged before use.  
Always use the correct charger and refer to the manufacturer's instructions or product manual for proper charging instructions.
8. Do not leave a battery on prolonged charge when not in use.
9. After extended periods of storage, it may be necessary to charge and

discharge the cells or batteries several times to obtain maximum performance.

10. CAUTION - The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not recharge, disassemble, heat above 100 (212 ).

# SAVE THESE INSTRUCTIONS

## WHAT'S IN THE BOX

Eyeris Caligo x1

USB-C Charging Cable x1

Cleaning Brush x1

Water Filling Bottle (10ml) x1

Storage Bag x1

# ABOUT YOUR EYERIS CALIGO

Adjustable Buckle

Elastic Headband

Head Pad

Power / Timer  
Button

Volume / Next Track /  
Wireless Connection  
Button

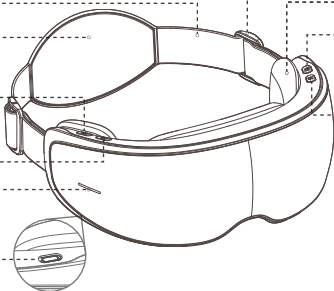
Power Indicator

Charging Port

Slidable Temple  
Massage Cushion

Pressure Button

Mist Mode /  
Silent Mode  
Button

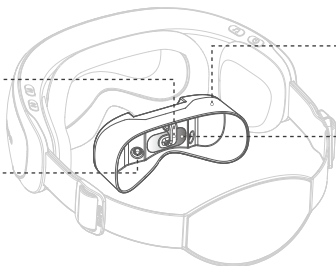


Stopper

Mist Module

Mist Outlet

Water Tank

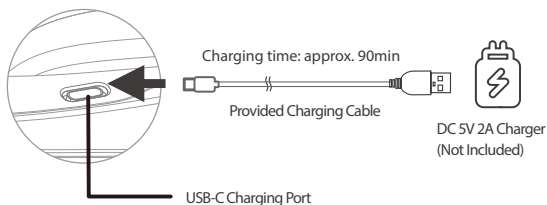


## Power Indicator

| Device Status                          | Power Indicator                            |
|----------------------------------------|--------------------------------------------|
| On / Off                               | Solid white / Off                          |
| Paired                                 | Solid blue                                 |
| Low battery                            | Flashing red slowly                        |
| Charging                               | Flashing red slowly                        |
| Fully charged                          | Solid red                                  |
| Charged with higher voltage<br>charger | Flashing red quickly for 1 min then<br>off |

## CHARGING YOUR EYERIS CALIGO

Fully charge the device before initial use. Power indicator turning solid red indicates the device is fully charged.

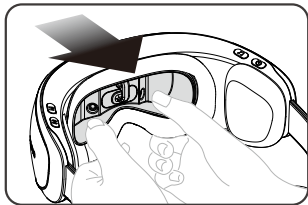


### Note:

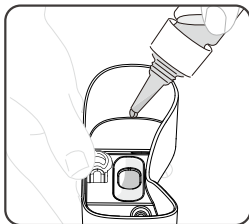
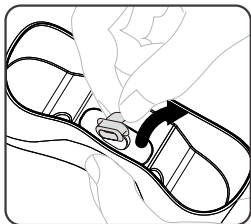
- Do not use the device while charging.
- When the power indicator flashes red slowly, followed by a voice broadcast, charge the device.
- When batteries are depleted, the device will broadcast and turn off automatically.

## ADDING WATER

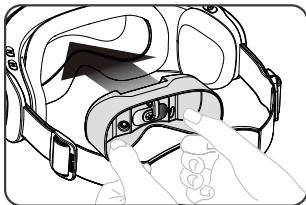
1. Slide out the mist module by applying pressure to the area as shown with your thumbs.



2. Unplug the stopper and use the provided water filling bottle to add clean and room temperature water. If there is any residual water left in the tank, clean the tank thoroughly before refilling.

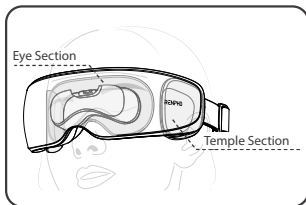


3. Plug the stopper, ensuring that the module is securely attached and dry (especially the metal parts at the back). Then, reattach the mist module to the eye massager.

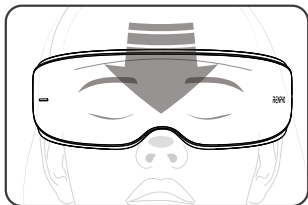


## WEARING YOUR EYERIS CALIGO

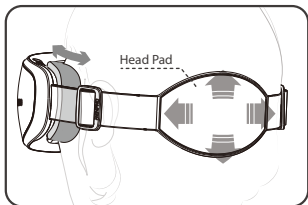
1. Before wearing, remove makeup and any eye accessories (e.g. eyeglasses, false eyelashes, etc.).



2. Align the bridge of your nose to a comfortable position when wearing the device.



3. Slide the temple massage cushions until both massage cushions are in comfortable contact with the temples. Then, use the adjustable buckles to adjust the elastic headband and ensure a proper fit. (Note: Make sure that the elastic headband and head pad are not folded or twisted and keep it flat in place.)



**Note:**

- Upon first use, it is recommended to start with soft pressure and then choose strong pressure if comfortable. If you feel any pain during use, switch back to soft pressure or loosen the elastic headband.
- It is not recommended to use the device for more than 20 minutes at a time.
- Your vision may become blurry for a while, as expected after using the device. It is recommended to close your eyes for a few minutes until your vision goes back to normal.
- It is recommended to wipe any sweat, eye cream, or cosmetic residue left on the protein leather surface that can help prolong the lifespan of the device.

## USING YOUR EYERIS CALIGO

| Button                                                                            | Manual Control                                                                                                                                                                                                                                | Voice Broadcast                                |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
|  | a. Press and hold to turn on / off the device.                                                                                                                                                                                                | Welcome to the RENPHO eye massager.            |
|                                                                                   |                                                                                                                                                                                                                                               | Goodbye.                                       |
|                                                                                   | b. Press to select the auto-off timer: 10 min (default)/15 min/5 min.                                                                                                                                                                         | 10 minutes.<br>15 minutes.<br>5 minutes.       |
|  | a. Press to cycle the music volume through level 0 (default)/1/2/3/4/5.                                                                                                                                                                       | Maximum volume. (Level 5)                      |
|                                                                                   | b. Press and hold to switch to the next music track.                                                                                                                                                                                          | /                                              |
|                                                                                   | c. Double tap to unbind the wireless connectivity. (Only applicable when device is connected.)                                                                                                                                                | Bluetooth disconnected.                        |
| <b>M</b>                                                                          | a. Press to cycle through the following mist modes: continuous mist (default) / interval mist / no mist.<br>If mist module isn't securely attached to the eye massager, the Mist Mode Button will not respond.                                | Continuous Mist.<br>Interval Mist.<br>No Mist. |
|                                                                                   | b. Press and hold to switch between voice mode and silent mode.<br>In silent mode, the voice broadcast and included music will be disabled. The music playing from your smartphone will be paused but can be resumed through your smartphone. | Silent mode.<br>Voice mode.                    |

| Button | Manual Control                                                                                                                                                  | Voice Broadcast                                                        |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| )) ((  | a. Press to cycle through the following air pressure levels: soft pressure (default) / medium pressure / strong pressure / no pressure.                         | Soft Pressure.<br>Medium Pressure.<br>Strong Pressure.<br>No Pressure. |
|        | b. Press and hold to cycle the pressure mode through Tension Relief Mode / Regeneration Mode<br>When "no pressure" is selected, pressure mode will be disabled. | Tension Relief Mode.<br>Regeneration Mode.                             |

**Note:**

- Memory function: The device automatically recalls the last set mist mode, pressure mode, pressure level, built-in music, and auto-off timer once turned on again.
- Auto-off timer: Once the timer is set, the device will operate for the selected duration and then automatically shut off.
- In silent mode, the voice broadcast and included music will be disabled.

## CONNECTING TO YOUR SMARTPHONE

1. Turn on the device and enable wireless connectivity on your smartphone.
2. Search for "R-WME02" via your wireless setting and connect to play your music playlist through the device.
3. Once connected successfully, the volume indicator will turn solid blue, followed by a voice prompt.

### Note:

Once paired successfully, the device will be automatically connected to your smartphone next time if the wireless connectivity is enabled.

## CARE & MAINTENANCE

1. Turn off the device and allow it to cool down before cleaning or storing.
2. Do not add oily or corrosive liquids to the water tank.
3. If the water tank will not be used for an extended period of time, drain the residual water before storing.
4. Soak the water tank in a mixture of clean water and a small amount of white vinegar for 5 minutes, then clean the internal unit with the provided cleaning brush before using it.
5. Wipe the device surface with a soft cotton cloth slightly dampened with mild detergent. Do not submerge the device in water, and do not use bleach or corrosive cleaners.
6. Ensure the device is clean and dry before storing. Store it in a cool, dry place, away from direct sunlight, moisture, heat, and corrosive gases.
7. If the device has not been used for over 3 months, charge it periodically to prolong its lifespan.
8. Do not disassemble or repair the device by yourself, as this may cause damage and void the manufacturer's warranty.

# TROUBLESHOOTING GUIDE

| Problem                                      | Possible Cause                                                                                                                         | Solution                                                                  |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| No mist comes from mist outlets.             | Mist module isn't attached securely.                                                                                                   | Push down the mist module until it is securely attached to the device.    |
|                                              | "No mist" is chosen.                                                                                                                   | Press the Mist Mode Button to cycle to other mist modes.                  |
|                                              | Insufficient water in the water tank.                                                                                                  | Add more mineral water or purified water.                                 |
|                                              | The mist outlets are blocked.                                                                                                          | Use the provided cleaning brush to clean the water tank inside.           |
| The temples are not targeted during massage. | The slidable temple massage cushions on both sides aren't aligned with each other or are not accurately aligned with the temple areas. | Refer to the "WEARING YOUR EYERIS CALIGO" section.                        |
| Charging failure / slow charging.            | Used a charger with high voltage.                                                                                                      | Use a DC 5V 2A charger (not included).                                    |
|                                              | Used other types of charging cables.                                                                                                   | Use the provided charging cable only.                                     |
| The device can't be connected to smartphone. | The wireless connectivity on the smartphone is disabled.                                                                               | Enable wireless connectivity on your smartphone and connect to "R-WME02". |
|                                              | The device is connected to another smartphone.                                                                                         | Disconnect from another smartphone.                                       |
|                                              | The device is powered off.                                                                                                             | Turn on the device.                                                       |

| Problem                                                                   | Possible Cause                                                                 | Solution                                                             |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------|
| There is no voice broadcast, no music, or the sound of music is faint.    | Silent mode is selected.                                                       | Press and hold the Silent Mode Button to switch to voice mode.       |
|                                                                           | Connected music is playing at volume level 0 or low music volume level.        | Adjust the volume level via your smartphone.                         |
|                                                                           | Music volume level 0 or low music volume level is selected through the device. | Adjust the device's music volume by using the Volume button.         |
| Fail to turn on the device.                                               | Batteries are weak or depleted.                                                | Charge the device.                                                   |
|                                                                           | Power Button was pressed for only a short duration.                            | Press and hold the Power Button for 3 seconds to turn on the device. |
| No pressure.                                                              | "No pressure" is selected.                                                     | Press the Pressure Button to adjust the air pressure level.          |
| The device shuts off suddenly.                                            | Batteries are weak or depleted.                                                | Charge the device.                                                   |
|                                                                           | Auto-off timer is activated.                                                   | Restart the device if needed.                                        |
| If you encounter any other problems, please contact our customer service. |                                                                                |                                                                      |

## TECHNICAL SPECIFICATIONS

Product Name: Eye Massager

Model: R-WME02

Input: 5V ~~2~~A

Battery Capacity: 1500mAh 5.55Wh

Auto-off Timer: 5/10/15 min

## WARRANTY POLICY

Your RENPHO product purchase is covered by a one year limited manufacturer warranty from the date of delivery. For warranty terms and conditions, please visit:

<https://renpho.com/pages/warranty-terms-and-conditions>

Note: Product registration is not required for the warranty. If you choose not to register your product, it will not void the product warranty.

## CUSTOMER SERVICE

Please feel free to contact us if you have any questions or concerns. RENPHO Customer Service Team guarantees a quick response and hassle-free solutions to any issue you may have within business hours.



Tel:

+1(844) 417 0149 (US ONLY)

Monday-Friday 9:00AM-4:30PM

1800 MY RENPHO (1800 69 7367) (AU ONLY)

Monday-Friday 9:00AM-6:00PM (AEST)

+44(0)7434-666088 (UK ONLY)

Monday-Friday 9:00AM-5:00PM(GMT)



Email:

support@renpho.com (US&CA)

support-au@renpho.com (AU)

support-eu@renpho.com(UK&EU)

\*For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dis-pose of any product parts as they may be required for inspection/repair.

### **FCC Regulatory Compliance**

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. Warning: 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.

### **ISED Regulatory Compliance**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- 1: This device may not cause interference.
- 2: This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



1. Meaning of the crossed-out wheeled bin symbol

The crossed-out wheeled bin symbol means that you are legally obliged to dispose of these appliances separately from unsorted municipal waste, i.e. old appliances must be disposed of separately from household waste. Batteries or rechargeable batteries that are not permanently installed must be removed beforehand and disposed of separately.

2. Options for returning old appliances

Owners of WEEE can return or collect it within the framework of the possibilities set up and available by public waste management authorities to ensure proper disposal.

3. Personal data

All end-users of WEEE are reminded that you are responsible for deleting personal data from the WEEE to be disposed of.



1. The symbol of the crossed-out garbage can on batteries or accumulators indicates that they must not be disposed of in household waste at the end of their life.

2. You are legally obliged to return old batteries and accumulators after use. You can do this free of charge at a collection point in your area. Addresses of suitable collection points can be obtained from your city or local government.

3. Batteries may contain substances that are harmful to the environment and human health. The separate collection and recycling of old batteries and accumulators is intended to avoid negative effects on the environment and human health.

4. Please avoid the generation of waste from old batteries as far as possible, e.g. Please avoid littering public spaces by not carelessly leaving batteries or electrical and electronic equipment containing batteries.



Hereby, Shenzhen Ruiyi Business Technology Co., Ltd. declares that this equipment complies with Directive 2014/53/EU, Directive 2011/65/EU, Radio Equipment Regulations 2017, Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, and other relevant provisions. The full text of the Declaration of Conformity can be obtained at the following internet address:  
<https://renpho.eu/pages/compliance-data>