



請在以下網站鏈接中了解詳情

www.philips.com

本手冊內容與實物可能存在差異，請以實物為準，如產品有任何更新恕不另行通知。

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Made in China

水護盾是飛利浦飲水解決方案、熱水解決方案、衛浴解決方案、水杯、個人按摩器及運動器材唯一品牌官方授權營運主體。

Rev A MAR 24



PHILIPS

眼部按摩器

按摩眼罩

PPM2321



User Manual
使用說明書

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1 Instructions


Please read this manual carefully before using the product and keep it properly.


The manual is available at www.philips.com

Symbol description

To avoid personal harm or property damage, be sure to follow the followings.

- The following symbols respectively illustrate the items that you must observe.

 Indicates prohibition

 Indicates the actions that need to be subject to instructions

People Restricted or Prohibited from Use

 The product should be used with caution by the following groups:

People under treatment at a medical institution or in the following conditions, should consult with a doctor or physical therapist before using the product.

- People with fever or body temperature exceeding 38°C.
- People with loss of skin temperature sensation.
- People who have experienced low-temperature burns.
- People with abnormal body sensations.
- Children aged 6-12 should use it under the guidance of an adult guardian.

- People with sensitive skin, facial allergic dermatitis, and facial areas with cosmetic and plastic materials should be guided by a physician to use the product.

 The following groups are prohibited from using the product

People who are prohibited from exercising or stretching activities as advised by doctor. For example, people with thromboembolism, severe aneurysm, acute venous aneurysm, various skin inflammations, or various skin infections. Because they are easy to worsen, these people are prohibited from using this product.

- Do not use while driving.
- Do not use while sleeping.
- Children under the age of 6 are not allowed to use.
- Patients with infectious diseases are not allowed to use.
- Pregnant and menstrual women are not allowed to use.
- Patients in recovery after eye surgery are not allowed to use.
- Patients and those without operational skills are not allowed to use.
- Do not use it for massage on other parts of the body except for eyes.
- Patients who have eye surgery or have heart disease are not allowed to use.
- Patients with high fever, malignant tumors, and osteoporosis are not allowed to use.
- Patients who are being treated and feel physically abnormal are not allowed to use.
- Patients with hypertension, high intraocular pressure, arteriosclerosis, or cerebral thrombosis are not allowed to use.
- People with symptoms of eye diseases such as glaucoma, cataracts, retinal detachment, and pinkeye are not allowed to use.

Precautions for Use

- ❗ The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- ❗ This appliance 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 appliance by a person responsible for their safety.
- ❗ Children should be supervised to ensure that they do not play with the appliance.
- ❗ If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- ❗ This appliance contains batteries that are only replaceable by skilled persons.
- ❗ Must be only supplied at safety extra low voltage corresponding to the marking on the appliance.
- ❗ Power off the product immediately in case of abnormality occurs.
- ❗ The product is not suitable for diagnostic or therapeutic purposes.
- ❗ Contact lens wearers should remove their contact lenses before use.
- ❗ If the product has not been used for a long time, be sure to confirm in advance whether the switches and other units work properly before using it again.
- ❗ The product is not waterproof. When using it, do not allow the water to enter the interior of product, nor immerse the product in water.
- ❗ Close your eyes when using the product. After use and removal of the product, blurred vision may occur. Closing your eyes for 1-3 minutes can relieve the symptoms.

- ⊘ Do not use the product for two persons simultaneously.
 - ⊘ Do not intentionally exert forces on the product.
 - ⊘ It is strictly prohibited to disassemble, modify or repair the product by yourself.
 - ⊘ Do not fall off the product, nor beat it strongly, as it can easily damage the product.
 - ⊘ Do not forcefully pull the product, nor use knives or sharp objects to stab the product.
-

Precautions for Use Places

- ⊘ Do not use the product in bathrooms or places with high humidity.
 - ⊘ Do not cover the product with towels, cloth or other objects for use.
 - ⊘ Do not use the product in areas with a room temperature above 35°C or in direct sunlight.
 - ⊘ Do not use the product near bathtubs, showers, washbasins, or other high humidity utensils that hold water.
 - ⊘ Do not use the product near a stove, inside an electric heating quilt, or on heating appliances such as an electric blanket, which is easy to cause fire or failure.
-

Precautions for Maintenance

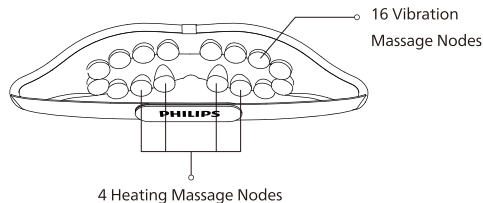
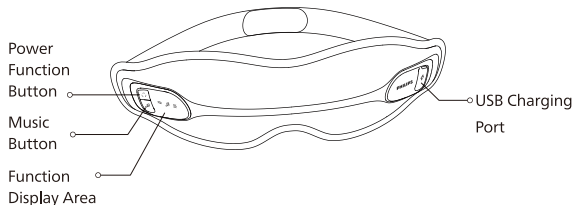
- ❗ Turn off the product before maintenance.
- ❗ When not in use for a long time, be sure to unplug the charger.
- ❗ If the surface of product needs to be cleaned, please clean it with a damp cloth and do not rinse it directly with water.

- ❗ If the product has not been used for a long time, be sure to confirm in advance whether the switches and other units work properly before using it again.
- ⊘ Do not drop the product or pour water on the product.
- ⊘ Do not clean the product with volatile oil, diluent, alcohol, strong alkaline cleaner or bleaching agent for cleaning during the maintenance.

2 Product Features

The product is designed to relieve eye fatigue through various methods of vibration massage and hot compress. A variety of preset massage modes are suitable for different groups of people for eye relaxation. Bluetooth connection function allows you to relax your eyes while enjoying your favorite music.

3 Product Overview



4 How to Use

Preparations Before Use

1. Check whether the device and accessories are complete.
2. Check whether the product is charged. If the battery capacity is too low, the device may not turn on or its functionality may be turned off, please charge it before use.
3. Remove the pendants and decorations around the eyes before use to avoid affecting the massage effect.
4. Adjust the elastic headband to a size suitable for your head shape, ensuring that the product fits comfortably around the eyes before turning it on.

Operation

Power Function Button

1. Press and hold the button to turn on the product. It will be in [Energizing Mode] by default with vibration and hot compress on. After the voice announces "Energizing Mode", the preset music will automatically play.

2. Press the button for 0.5 seconds to cycle through the massage modes in an order of [Energizing Mode], [Eye Care Mode], [Sleep-aid Mode], [Relaxing Mode] and [Eye Warming Mode].

- [Energizing Mode] High speed vibrating + temperature level 1 (40°C) + music track (Waves). The product will automatically shut down after 15 minutes, with the voice prompt of "massage off".

- [Eye Care Mode] Rhythmic vibrating + temperature level 2 (42°C) + music track (Stream). The product will automatically shut down after 15 minutes, with the voice prompt of "massage off".

- [Sleep-aid Mode] Soft vibrating + temperature level 1 (40°C) + music track (Dripping Water). The product will automatically shut down after 15 minutes, without voice prompt.

- [Relaxing Mode] Dynamic point-vibrating + temperature level 1 (40°C) + music track (Early Morning). The product will automatically shut down after 15 minutes, with the voice prompt of "massage off".

- [Eye Warming Mode] Temperature level 2 (42°C) + music track (Spring Rain). The product will automatically shut down after 15 minutes, with the voice prompt of "massage off".

3. Double click the button within 1 second to turn off/restart the hot compress function, with the voice prompt of "turn off heating" or "turn on heating".

4. The preset massage time is 15 minutes, and the product will automatically shut down after 15 minutes, with the voice prompt of "massage off". There is no voice prompt when shutting down in [Sleep-aid Mode].

Music Button

Preset Music Mode

1. Press the button for 0.5 seconds to switch to the next music track.

2. Double click the music button within 1 second to turn off/on music, with the voice prompt of "turn off music" or "turn on music".

3. Press and hold the music button to search for a new Bluetooth device (when used for the first time)/disconnect the current Bluetooth device and search for a new one.

Bluetooth Music Mode

1. Bluetooth Name: Philips PPM2321

2. Bluetooth pairing:

- After powering on, if a Bluetooth device has been connected before, it will enter Bluetooth music mode by default. If a Bluetooth device is not connected, it will automatically return to playing the preset music. During the use of the product, users can search for devices by long pressing the music button, pair the devices in the electronic device, and then enter the Bluetooth music mode.

- After the electronic device successfully connects to Bluetooth, there will be a voice prompt "the bluetooth device is connected successfully".

- If the connection fails, there will be a voice prompt "the bluetooth device fails to connect", and the product will automatically return to play the preset music.

Press the music button/operate in the corresponding electronic device to switch to the next music track.

Double click the music button to turn off/on music, with corresponding voice prompts.

Press and hold music button to search for a new Bluetooth device (when used for the first time)/disconnect the current Bluetooth device and search for a new one. To return to built-in music: after the user disconnects the Bluetooth device on their electronic device, it will return to play the preset music.




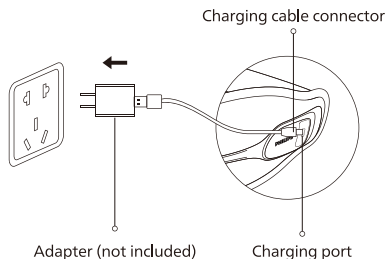
Search for new
Bluetooth devices







Bluetooth is connected —○ Bluetooth music

Bluetooth fails to connect —○ Preset music

Charging Method

1. Connect the charging cable to the product charging port.
2. When charging, the indicator will  flash slowly. The indicator will remain on green when charging is complete.
3. During the charging process, the product cannot be turned on.
4. The product uses rechargeable batteries, and the charging time is about 3 hours.
5. During use, if a low-battery voice reminder appears, please suspend use. Please use it after it is fully charged.
6. Multiple charging methods are available: computer USB interface/mobile power/5V \equiv 1A power adapter.



-  During charging, when the power is below 10%, the indicator  flashes red slowly; when the power is between 10% and 50%, the indicator  flashes orange slowly; when the power is between 51% and 99%, the indicator  flashes green slowly. The indicator remains green when fully charged.
-  When the product is low on power, there will be a voice prompt "the battery power is low, please charge it in time".
-  Please turn off the device before charging. Do not use it while charging.

Description of Indicator Lights

1. Power Function Button


- 1) Battery status display during use

Power Indicator	Status	Description
Red	Flash	Current battery capacity 0%-9%
Orange	Remain on	Current battery capacity 10-50%
Green	Remain on	Current battery capacity 51%-100%




- 2) Battery status display during charging

Power Indicator	Status	Description
Red	Flash slowly	Current battery capacity <10%
Orange	Flash slowly	Current battery capacity 10-50%
Green	Flash slowly	Current battery capacity 51%-99%
Green	Remain on	Current battery capacity 100%

2. Music Button:

When the preset music is on, the music button turns green. When Bluetooth music is on, the music button turns blue. When searching for Bluetooth devices, the music button  flashes in blue.

3. Function status display

- 1)  :When vibration is turned on, the vibration indicator lights up in green; when vibration is turned off, the vibration indicator does not light up.
- 2)  :When preset music is turned on, the music indicator lights up in green; when Bluetooth music is turned on, the music indicator lights up in blue.
- 3)  :Heating on: green light is on at hot compress level 1, and orange light is on at hot compress level 2;
Heating off: the hot compress indicator does not light up.

5 Maintenance

Cleaning

1. After using the product, if there is any oil stain, wipe it with a dry clean soft cloth.
2. If the product is particularly dirty, gently wipe it with a damp cloth or alcohol cotton on the leather cover.
3. Do not allow water to enter the interior of product. Place and dry it naturally.
4. Do not place heavy objects on the product to avoid moisture and dirt.

- ! During maintenance, be sure to unplug the charging cable with dry hands.
 - ! After use, do not place the product in direct sunlight or in areas with high humidity. If it is not used for a long time, after removing the dirt, place it in a storage bag and keep it away from dust.
 - ! It is recommended to charge the product at least once every month if it is not used for a long time.
-

Disposal

The lithium-ion battery used in this product is a valuable resource that can be recycled. Take out the lithium-ion battery when it is used up and discarded, and then hand it over to a professional institution that can recycle the rechargeable batteries for disposal.

Steps to remove the battery:

1. Pry open the shell decoration on the right side.
2. Loosen the screws on the circuit board and take out the circuit board.
3. Unplug the battery terminals and remove the battery.

- ! It is prohibited to replace the battery by users themselves.
- ! Be sure to remove the battery from the device before disposal.
- ! The device must be powered off before the battery is removed.
- ! The battery must be disposed of in a safe manner.

6 Troubleshooting

This chapter lists the most common problems to the product. If the problems you encounter are not included in the following tables, please call our service hotline or contact the authorized service center at the region where you are located

Fault Description	Possible Cause	Solution
Start-up failure	Power function button is not turned on.	Press the power function button again.
	Battery capacity is low.	Charge the product.
	A 15-minute massage completed.	Press the power function button again.
Charging failure	The charging connector is not properly inserted.	Insert the charging connector properly again.
	The original charging cable is not used.	Replace with the charging cable that matches the product.
Charging time is too long	The corresponding adapter is not used.	Replace with a 5V::: 1A adapter.
No music	The music is paused.	Double click the music button to restart music function.

Weak vibration and compression intensity	The headband is too loose.	Adjust the length of headband according to personal condition to ensure the massager can be comfortably worn around the eyes.
Bluetooth connection failure	The distance between the paired electronic device and the massager is out of limit.	Shorten the distance between the electronic device and the product.
	Music button is accidentally pressed, and Bluetooth function is turned off.	Press the power function button to shut down, then restart the Bluetooth function.
Unable to play music even though bluetooth is connected successfully	The correct electronic device is not connected.	Press and hold the music button for 2 seconds to disconnect the current device, search for a new one and pair again.
Low Bluetooth music sound	Electronic device playback volume is too low.	Adjust the playback volume of the electronic device.
Short usage time	Does not use under normal temperature environment.	Use the product in an ambient temperature of 10-35°C

After the product is unused for a long time, be sure to confirm that the function is normal before reuse.		
Regular check	Check for the following faults	In the event of the above faults, stop using the device immediately and cut off the power supply to prevent accidents. Please send it to our maintenance center.
	<ul style="list-style-type: none"> · Whether the charging cable or connector is hot · Whether the charging cable is deeply scratched or deformed, or has a burnt smell · Whether there is abnormal sound or vibration during work · Whether the product can work properly after powering on · Whether there are other abnormalities or faults 	

Note:

If the fault cannot be eliminated or the product still cannot operate satisfactorily, please contact the after-sale service personnel, and do not disassemble or attempt to repair it by yourself.

7 Technical Parameters

Product Name	Philips Eye Massager
Product Model	PPM2321
Operating Voltage	3.7V ===
Operating Power	4W
Charging Voltage	5V ===
Charging Current	550mA
Interface Type	USB Type-C
Product Dimension	298x93x75mm
Battery Capacity	1200mAh
Net Weight	220g
Date of Production:	See the product certificate

8 Service Guideline for Warranty

Warranty and Service

The product is a household appliance with exquisite design and high-quality component. Within two years from the date of purchase, you will receive free warranty service for any damage caused by the manufacturing process or components under normal operation confirmed by our maintenance service.

The warranty service does not include consumable components, transportation fee and door-to-door service. Please show the proof of purchase to the service personnel during maintenance.

You cannot receive free warranty service under the following conditions:

1. Damage by improper operation, such as improper components connection, improper installation, deprived of manual use, mis-operation.
2. Negligence and damage because of transportation or other accident.
3. Maintenance and modification without approval.
4. Other damage caused by force majeure (such as natural disaster, abnormal voltage, etc.).
5. Damage caused by general use outside home (e.g. industrial and commercial use).
6. Aging, wearing and tearing caused by normal operation of the product without affecting normal operation of the product.

This statement serves as a publicity for free maintenance within the specified time limit and conditions, and does not limit the legal rights of consumers.

Please contact our local maintenance service center for any information or difficulties or you can consult through the hotline.

HongKong

Hotline: 852-3188-4987

Service Email: philips.massage.hk@centuryxi.com

Taiwan

Hotline: 0800-661-600

Service Email: Philips.massager@xander.com.tw

Warranty Card

Product Model		Customer Name	
Seller		Contact Number	
Date of Purchase		Serial Number	
Service Center		Customer Address	
Maintenance Content		Date	Service Personnel

9 Packing List

Massager	1x	Storage Bag	1x
USB Charging Cable	1x	User Manual	1x
Quick Start Guide	1x	Product Certificate	1x

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1 用戶必讀

產品使用前請仔細閱讀並妥善保管本說明書。本說明書可在www.philips.com獲取。

符號描述

為避免造成人身危害或財產損失，請務必遵守以下內容。

· 用以下圖示來分別說明希望遵守的內容。

 表示禁止

 表示需要根據指示去做


適用人群

 以下人群應謹慎使用

在醫療機構治療中，或有下列狀況的人，使用之前請務必找醫生或者治療師商量。

- 發燒、發熱或體溫38°C以上的人群
- 對皮膚溫度感喪失人群
- 有過低溫燒傷人群
- 身體感覺異常的人群

 6~12歲兒童請在監護人指導看護下使用







 敏感性皮膚、面部過敏性皮炎、臉部部位有放美容整形材料的，請在醫師指導下使用本產品。

 以下人群/情況禁止使用

醫生建議禁止運動或者伸展活動的人群比如：血栓症、重度的動脈瘤、急性靜脈瘤、各種皮膚炎、各種皮膚感染症，因為容易引起惡化，所以禁止使用。

- 駕駛時請勿使用
- 睡眠時請勿使用
- 醉酒時請勿使用
- 6歲以下兒童禁止使用
- 感染性疾病患者請勿使用
- 孕婦及月經期婦女請勿使用
- 眼部手術後康復階段者請勿使用
- 病人和無操作能力的人請勿使用
- 請勿用於按摩眼睛以外的其他身體部位
- 曾施行過眼部手術和有心臟病患者請勿使用
- 高燒、惡性腫瘤、骨質疏鬆症患者請勿使用
- 正在接受治療、並感覺身體異常的患者請勿使用
- 高血壓、眼壓高、動脈硬化或腦血栓患者請勿使用
- 有青光眼、白內障、視網膜脫落、紅眼病等眼疾症狀時請勿使用

使用注意事項

-  器具有發熱表面。對熱不敏感的人使用時必須注意。
-  本電器不適用於身體、感官或智力能力下降或缺乏經驗和知識的人員(包括兒童)使用，除非由負責他們安全的人員對他們的使用進行監督或指導。
-  兒童應受監督，以確保他們不會玩弄電器。
-  如果電源軟線損壞，必須用專用軟線或從其製造商或維修部買到的專用組件來更換。
-  本電器含有的電池，應由技術人員更換電池。
-  電器只能在器具上標示的安全特低電壓內供電。

- ❗ 使用出現異常，請立即斷電
- ❗ 本產品不適用於診斷、治療用途
- ❗ 隱形眼鏡佩戴者使用前，請取下隱形眼鏡後再使用
- ❗ 長期沒有使用，再次使用的時候，務必事先確認開關等是否正常
- ❗ 產品不具備防水性能，使用時注意不要讓水進入到產品內部，也不要直接將產品浸泡於水中
- ❗ 使用產品時請閉目，使用完取下產品後可能會出現視力模糊的情況，閉目1-3分鐘即可緩解
- ⊘ 不要同時給兩個人使用
- ⊘ 不要對產品故意施加過分力度
- ⊘ 請勿自行拆解、改裝或修理產品，也不要自行撬開產品
- ⊘ 不要摔落產品，也不要強烈的敲打，容易導致產品損壞
- ⊘ 不要用力拉扯產品，也不要用刀或者尖銳的物品去刺產品

使用場所的注意事項

- ⊘ 不要在浴室或者濕氣很重的場所使用
- ⊘ 不要在產品上蓋毛巾或者布等物體使用
- ⊘ 不要在室溫35°C以上的場所或者直射陽光的地方使用
- ⊘ 不要在盛水的浴缸、淋浴、洗臉盆或其他高濕器皿附近使用本產品
- ⊘ 不要靠近火爐，或者電暖被裏面以及電熱毯等暖房器具上使用，容易引起火災或故障

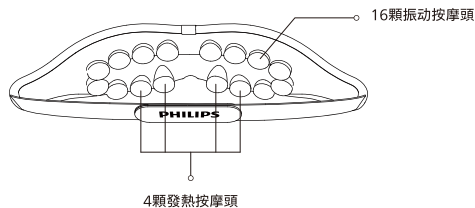
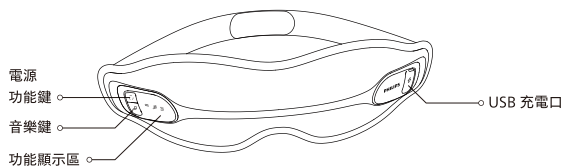
保養的注意事項

- ❗ 保養的時候，產品先關機
- ❗ 長期不使用的時候，務必拔掉充電器
- ❗ 如需清潔產品外表，請用濕布清潔，請勿直接用水沖洗
- ❗ 長期沒有使用，再次使用的時候，務必事先確認開關等是否正常
- ⊘ 不要摔落本體，不要在產品上淋水
- ⊘ 保養的時候，請不要使用揮發油、稀釋劑、強鹼性洗潔劑、漂白劑等清洗

2 產品功能

本產品透過振動按摩和熱敷多種方式，幫助緩解眼部疲勞。預設多種按摩模式，適合不同人群用於眼部放鬆。內置藍牙連接功能，可一邊放鬆眼部，一邊享受喜愛的音樂。

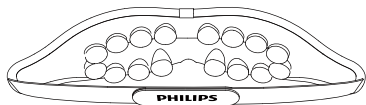
3 產品概覽



4 使用方法

使用前的準備事項

1. 請檢查機器及配件完整。
2. 請檢查產品是否有電。如果電量過低，產品可能無法開機或功能關閉，請充電後使用。
3. 使用時請去除眼周的掛件和裝飾物，以避免影響按摩效果。
4. 將鬆緊頭帶調整至適合自己頭型的尺寸，產品舒適佩戴至眼部後再開機。



使用操作

電源功能鍵

1. 長按開機後，默認進入【活力模式】，振動熱敷，開啟。語音提示「活力模式」後，預設音樂自動播放。
2. 短按電源功能鍵0.5秒循環切換模式，按摩模式切換順序為：【活力模式】、【護眼模式】、【睡眠模式】、【舒緩模式】、【暖眼模式】。
 - 【活力模式】 高速振動+溫度一檔(40°C)+音樂曲目(海浪)，15分鐘後自動關機，語音提示「按摩結束」。
 - 【護眼模式】 節奏振動+溫度二檔(42°C)+音樂曲目(溪流)，15分鐘後自動關機，語音提示「按摩結束」。
 - 【睡眠模式】 輕觸振動+溫度一檔(40°C)+音樂曲目(水滴)，15分鐘後自動關機，無語音提示。

- 【舒緩模式】 活力振動+溫度一檔(40°C)+音樂曲目(清晨)，15分鐘後自動關機，語音提示「按摩結束」。
 - 【暖眼模式】 溫度二檔(42°C)+音樂曲目(春雨)，15分鐘後自動關機，語音提示「按摩結束」。
3. 1秒內雙擊電源功能鍵，關閉/開啟熱敷功能，語音提示「關閉加熱」或「開啟加熱」。
 4. 默認定時15分鐘，默認按摩時間15分鐘後自動關機，語音提示「按摩結束」，【睡眠模式】下，關機無語音提示。

音樂鍵：

預設音樂模式

- 1、短按音樂鍵0.5秒，可切換下一首音樂曲目。
- 2、1秒內雙擊音樂鍵，可關閉/開啟音樂，語音提示「關閉音樂」或「開啟音樂」。
- 3、長按音樂鍵，可搜索新藍牙設備(首次使用時)/斷開當前藍牙設備，搜索新設備。

藍牙音樂模式

- 1、藍牙名稱：Philips PPM2321
- 2、配對藍牙：

開機後，若此前已連接藍牙設備，則默認進入藍牙音樂模式。如未連接藍牙設備，則自動返回播放產品的預設音樂。在產品使用期間，使用者可以透過長按音樂按鈕搜尋設備，將電子設備中的設備配對，然後進入藍牙音樂模式。電子設備成功連接本機藍牙後，語音提示「藍牙連接成功」。

-若連接失敗，語音提示「藍牙連接失敗」，隨即將自動返回預設音樂。

短按音樂鍵/電子設備中對應操作：切換下一首音樂曲目。

雙擊音樂鍵：關閉/開啟音樂，對應語音提示。

長按音樂鍵：搜索新藍牙設備(首次)/斷開當前藍牙設備，搜索新設備。

返回預設音樂：用戶在電子設備中自行斷開此藍牙設備後，將默認跳轉回預設音樂。



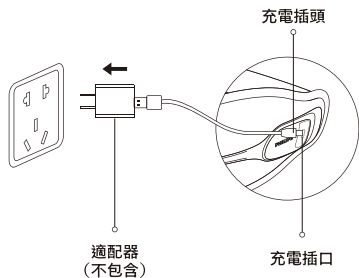
搜索新藍牙設備

藍牙連接成功
○ 藍牙音樂

藍牙連接失敗
○ 預設音樂

充電方法

1. 將充電線接入產品充電孔。
 2. 充電過程中，指示燈緩慢閃爍。充電完成後指示燈為綠色常亮。
 3. 充電過程中，產品不能開機工作。
 4. 產品採用可充電電池，充電時間約3小時。
 5. 使用過程中，若出現低電量語音提醒，請暫停使用，待滿電後再使用。
- 支持多種充電方式，電腦USB插口/移動電源/5V⎓1A電源適配器。



- ❗ 充電時，當電量低於 10%，指示燈呈紅色緩慢閃爍；電量在 10%-50% 之間 指示燈呈橙色緩慢閃爍；電量在 51%-99% 時，指示燈呈綠色緩慢閃爍；滿電時指示燈呈綠色常亮。
- ❗ 當產品電池電量不足時，產品語音提示「電池電量低，請及時充電」。
- ⊘ 請關機後再充電，請勿邊充電邊使用。

指示燈說明

1. 電源功能鍵

1) 使用過程中的電量狀態顯示




電源指示燈	狀態	描述
紅色	閃爍	當前電量 0-9%
橙色	常亮	當前電量 10-50%
綠色	常亮	當前電量 51-100%

2) 充電過程中的電量狀態顯示

電源指示燈	狀態	描述
紅色	緩慢閃爍	當前電量低於 10%
橙色	緩慢閃爍	當前電量 10%-50%
綠色	緩慢閃爍	當前電量 51%-99%
綠色	常亮	當前電量 100%

2. 音樂鍵：預設音樂開啟，音樂鍵亮青色燈；藍牙音樂開啟，音樂鍵亮藍色燈；搜索藍牙設備，音樂鍵藍燈閃爍。

3.功能狀態顯示

- 1).  : 振動開啟，振動指示燈亮青色；如振動關閉，振動指示燈不亮。
- 2).  : 預設音樂開啟，音樂指示燈亮青色；藍牙音樂開啟，音樂指示燈亮藍色；如音樂關閉，音樂指示燈不亮。
- 3).  : 加熱開啟；溫度一檔，熱敷指示燈亮綠色；溫度二檔：熱敷指示燈亮橙色；加熱關閉：熱敷指示燈不亮。

5 保養維護

清潔方式

1. 產品使用過後，如有油漬請用乾淨的軟布進行擦拭。
2. 如產品特別髒，可用濕布或酒精棉在皮套上輕輕擦拭。
3. 不要讓水進入到產品內部，請放置自然乾燥。
4. 請不要在產品上放置重物，避免產品受潮及髒汙。

- ❗ 保養的時候，一定要把電源線拔掉，但是不要用濕手去拔除電線。
- ❗ 使用之後不要放在陽光直射的地方或者濕氣重的地方。如果長時間不使用，去除髒汙後，用收納袋放好，不要沾染灰塵。
- ❗ 本產品長時間不使用時，請每隔1個月對產品進行充電一次。

廢棄方式

本產品所用的鋰離子電池是可回收再生的貴重資源，請在使用完畢廢棄之時，將鋰離子電池取出，交給可進行充電式電池回收再生處理的專業機構進行處理。

電池拆除步驟：

- 1 撬開右面殼裝飾件。
- 2 鬆開電路板的螺絲，並取出電路板。
- 3 拔下電池端子，取出電池。

- ❗ 用戶不能自行更換電池
- ❗ 廢棄器具前，必須將電池從器具中取出
- ❗ 在取出電池時器具必須斷電
- ❗ 電池應安全地處理

6 故障診斷

本章列出了關於本產品最常見的問題。如果您無法在其中找到您所遇問題的答案，請聯繫服務熱線或您所在地區的授權服務中心。

問題描述	可能原因	解決方式
無法正常開機	電源功能鍵未開啟	重新按下電源功能鍵
	電池電量不足	對產品進行充電
	定時按摩已經結束	重新按下電源功能鍵
無法充電	插頭未插好	重新把插頭插上
	沒有使用原裝充電線	更換成隨產品附送的充電線
充電時間過長	沒有使用對應的適配器	請更換5V \pm 1A的適配器
無音樂	音樂暫停狀態	雙擊音樂鍵重新開啟音樂
振動按壓強度弱	頭戴綁帶太松	根據個人情況調整頭戴綁帶長度，使按摩器舒適佩戴在眼部
藍牙連接不上	配對的電子設備與按摩器的距離超限制	縮短電子設備與機器的距離
	音樂按鍵被誤按，藍牙功能被關閉	按下電源功能鍵關機，然後重啟藍牙功能
藍牙已連接成功仍不能播放音樂	未連接到對應的電子設備	長按音樂鍵2秒，斷開當前設備，搜索新設備，再次進行配對
藍牙播放音樂聲音小	電子設備播放音量太小	調整電子設備播放音量
使用時間偏短	未在正常溫度環境下使用	請在10-35°C環境溫度下使用

長時間未使用後，務必確認功能正常，才能再次使用。

有無以下故障

定期檢查	<ul style="list-style-type: none"> · 充電線或者插頭發熱 · 充電線有深深的傷痕或者變形、有焦味 · 工作中有異常的聲音或者震動 · 開啟開關後，不正常工作 · 有其他異常或者故障 	若出現上述故障，防止引發事故，請立即停止使用，並切斷電源。請聯繫客服或送往本公司維修點。
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注意：
如果無法排除故障或產品仍無法理想操作，與售後服務人員聯繫，切勿自行拆卸或嘗試維修。

7 主要技術參數

產品名稱	飛利浦眼部按摩器
產品型號	PPM2321
操作電壓	3.7V \pm
操作功率	4W
充電電壓	5V \pm
充電電流	550mA
插頭類型	USB Type-C
產品尺寸	298x93x75mm
產品淨重	約220g
電池容量	1200mAh
生產日期	見產品合格證

8 產品保修服務指南

保修及服務

此產品是一件設計精良，用高品質元件製造之家用電器，在正常使用及保養下應能發揮其優越性能。在購買日期後起計兩年內，凡經本公司特約維修站人員確認為正常使用情況下，因製作工藝或原配件造成之損壞，您都將獲得免費保修服務。此免費服務不包括需時常更換的消耗品，運輸費及維修人員上門服務費，維修時請提供有效購買憑證。

以下情況將不能獲得免費服務

1. 使用不當引起的人為損壞，例如接入不適當配件、不適當之安裝、不依說明書使用、錯誤使用或疏忽而造成損壞等。
2. 因運輸及其他意外而造成之損壞。
3. 非經本公司認可之維修和改裝。
4. 其他因不可抗力(如自然災禍，電壓異常等)造成的損壞。
5. 一般家庭以外使用(如工業、商業用等)而造成的損壞。
6. 正常使用引起的產品老化，磨損等，但不影響產品使用。

該說明作為在規定期限及條件之內進行免費維修的宣傳，並不限製消費者的法定權力。

若您需諮詢相關資訊，或遇困難事項時，請聯絡本公司當地維修服務中心，或向服務熱線諮詢。

香港：

服務熱線：852-3188-4987

服務郵箱：philips.massage.hk@centuryfield.com

臺灣：

服務熱線：0800-661-600

服務郵箱：Philips.massager@xander.com.tw

保修卡

產品型號		用戶姓名	
銷售單位		聯繫電話	
購買日期		出廠編號	
維修內容		用戶地址	
特別技術服務站	時間	保修人員	

9 裝箱清單

主機	1x	收納袋	1x
USB 充電線	1x	快速入門指南	1x
說明書	1x	合格證	1x