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› [FACEMOON](#) /

› FACEMOON Heated Eye Mask User Manual - Model FM24SM1PKPMF03

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FACEMOON Heated Eye Mask User Manual

Model: FM24SM1PKPMF03

Brand: FACEMOON

INTRODUCTION

The FACEMOON Heated Eye Mask is designed to provide soothing moist heat therapy for various eye conditions, including dry eyes, styes, blepharitis, and general eye strain. This cordless, rechargeable device features adjustable heat and timer settings for personalized comfort and relief. It is also FSA/HSA eligible, making it a convenient choice for many users.



Image: The FACEMOON Heated Eye Mask in pink, featuring a control panel, worn by a person for relaxation.

SAFETY INFORMATION

- This product should be kept away from water to avoid electric shock.
- It is not recommended for individuals with difficulty breathing or removing the mask by themselves.
- People with known allergies should review the material composition and ensure it is safe for their use.
- This product is not a toy and should be kept out of reach of children.

PACKAGE CONTENTS

- 1 x FACEMOON Heated Eye Mask
- 1 x USB-C Charging Cable
- 1 x Compact Storage Pouch
- 1 x Pair of Earplugs
- 1 x Keepsake Box
- 1 x User Manual

FACEMOON

Elevating Your Eye Care Experience



Image: The complete set of the FACEMOON Heated Eye Mask, showing the mask, its elegant packaging, charging cable, earplugs, and storage pouch.

SETUP

1. **Charge the Device:** Connect the provided USB-C charging cable to the mask's charging port and plug the other end into a compatible USB power adapter (not included). The red light on the control panel should blink during charging. A full charge typically supports 2-8 sessions depending on settings.
2. **Adjust the Strap:** Adjust the elastic strap to ensure a comfortable and secure fit around your head. The mask should rest gently over your eyes without applying excessive pressure.

How to Use



Step1:

Adjust the Strap to a Comfortable Fit



Step2:

Long press "⏻" to turn on



Step3:

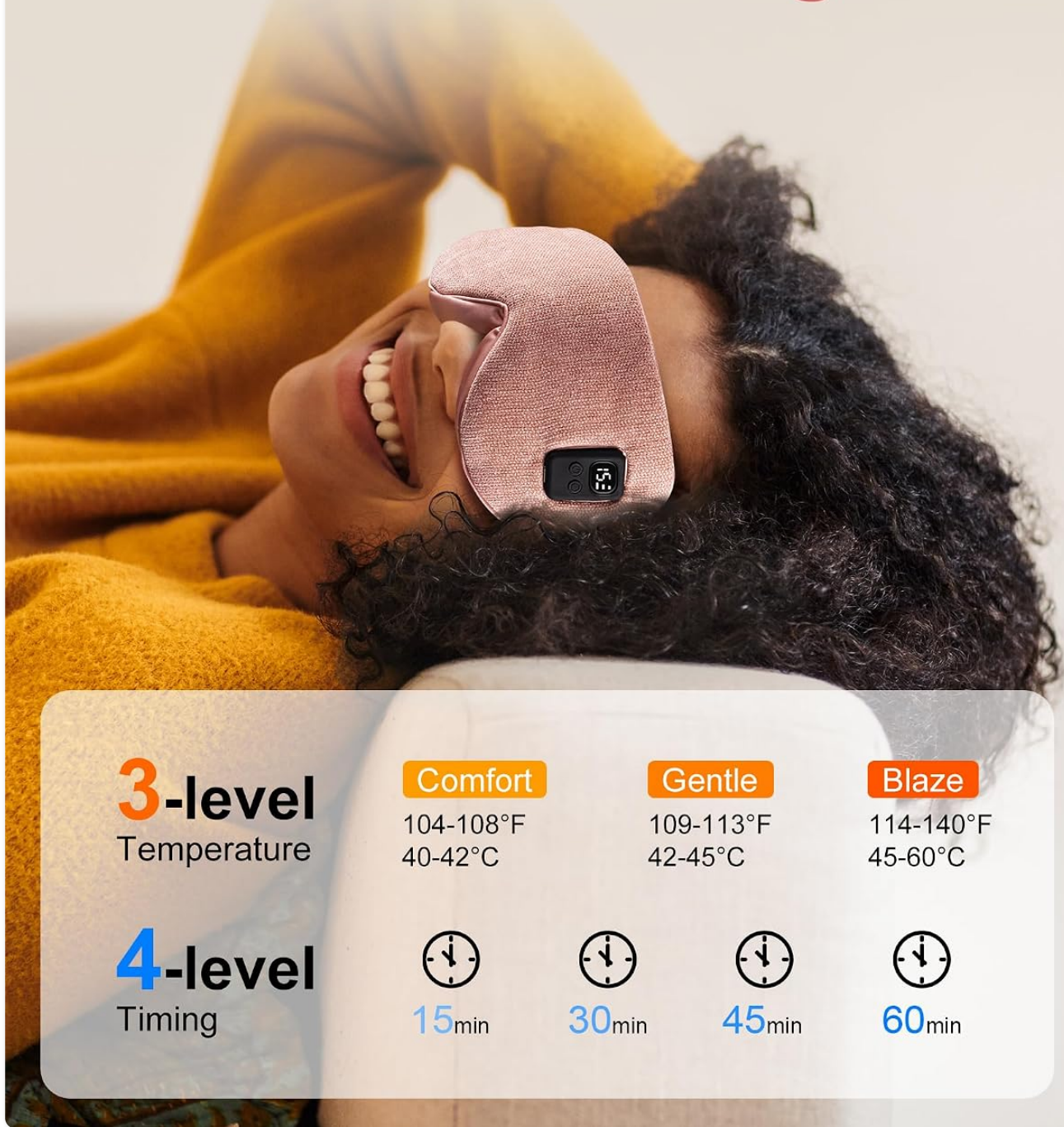
Short Press "⏻" to Adjust Time
Short Press "🌡️" to Adjust Temperature

Image: Visual guide for initial setup and operation, showing strap adjustment and control button functions.

OPERATING INSTRUCTIONS

1. **Power On:** Long press the power button on the control panel for 3 seconds to turn on the mask. The display will illuminate.
2. **Adjust Timer:** Short press the timer button (usually indicated by a clock icon) to cycle through the available time settings: 15, 30, 45, or 60 minutes. The mask will automatically shut off after the selected duration.
3. **Adjust Temperature:** Short press the temperature button (usually indicated by a thermometer icon) to select your desired heat level. There are three modes:
 - **Low (Comfort):** Approximately 104°F (40-42°C)
 - **Medium (Gentle):** Approximately 113°F (42-45°C)
 - **High (Blaze):** Approximately 140°F (45-60°C)
4. **Power Off:** Long press the power button again to turn off the mask manually before the timer expires.

Adjustable Heat & Timer Settings



3-level Temperature

Comfort

104-108°F
40-42°C

Gentle

109-113°F
42-45°C

Blaze

114-140°F
45-60°C

4-level Timing



15min



30min



45min



60min

Image: The control panel displaying adjustable heat and timer settings for customized therapy.

USAGE TIPS

- For optimal moist heat therapy, it is recommended to use eye drops before applying the heated eye mask. This helps to prevent a drying effect from the heat and enhances the therapeutic benefits.
- The mask is designed to alleviate symptoms of dry eyes, styes, blepharitis, and meibomian gland dysfunction (MGD) by unclogging glands and promoting hydration.
- Use the mask to relieve eye strain from digital screens, sinus headaches, and to promote relaxation for better

sleep.

Heating Relief Guide



Stye

15 mins **Comfort**
(109-113°F, 42-45°C)

Softens hardened meibum and unclogs gland



Dry Eye

30 mins **Gentle**
(109-113°F, 42-45°C)

Warm pads melt oil clogs, clean glands, and fix MGD-related dry eyes



Eye Strain

45/60 mins **Comfort**
(104-108°F, 40-42°C)

Relaxes eye muscles, enhances blood flow. Ideal post-screen use.



Image: A guide detailing recommended heating durations and temperatures for specific eye conditions like stye, dry eye, and eye strain.

Video: An official product video demonstrating the FACEMOON Heated Eye Mask and its benefits for dry eyes, eye strain, and puffiness.

MAINTENANCE

The FACEMOON Heated Eye Mask features a removable, machine-washable cover for easy cleaning. This ensures hygiene and extends the product's lifespan.

1. **Remove the Cover:** Unzip the cover and carefully remove the internal heating element.
2. **Wash the Cover:** Machine wash the fabric cover with similar colors on a gentle cycle. Air dry or tumble dry on low heat. Do not wash the internal heating element.
3. **Reassemble:** Once the cover is dry, reinsert the heating element and zip it closed.



Image: Instructions for detaching the mask cover for washing and reassembly.

TROUBLESHOOTING

- **The mask won't turn on. What do I do?**

The battery may be drained from shipping. Use the original Type-C cable and a USB adapter under 20W to charge — the red light should blink. Hold the right button for 3 seconds to turn it on. Still not working? Try another cable or contact us for assistance.

- **Why doesn't the battery last long?**

Battery lasts about 2 hours on Level 1. Higher heat levels drain the battery faster. Tip: Using Level 1 provides effective relief for eye discomfort while balancing battery life.

- **The heat feels too strong or too weak.**

Heat sensation varies by season and personal sensitivity. It may feel warmer in summer, cooler in winter. Using Level 1 helps effectively relieve eye discomfort.

Q The mask won't turn on. What do I do?

A: The battery may be drained from shipping. Use the original Type-C cable and a USB adapter under 20W to charge — the red light should blink. Hold the right button for 3 seconds to turn it on. Still not working? Try another cable or send us a photo of it connected to power.

Q Why doesn't the battery last long?

A: Battery lasts about 2 hours on Level 1. Higher heat levels drain the battery faster. Tip: Using Level 1 provides effective relief for eye discomfort while balancing battery life.

Q The heat feels too strong or too weak.

A: Heat sensation varies by season and personal sensitivity. It may feel warmer in summer, cooler in winter. Using Level 1 helps effectively relieve eye discomfort.

Image: Common questions and solutions for operating the heated eye mask.

SPECIFICATIONS

- **Model Number:** FM24SM1PKPMF03
- **Power Source:** 1 Lithium Ion battery (included)
- **Charging:** USB Type-C
- **Material:** Cotton, Cotton Blend
- **Color:** Pink
- **Special Features:** Auto-off, Adjustable Strap, Rechargeable, Keep moist, Portable, Stable Temperature, Thermal Relief, Consistent Heat, Ergonomic Fit, Unclog Oil Glands, Cordless, Electric, Washable, Detachable Cover, Reusable, Soft Fabric, Sleep Aid, Screen Fatigue, Travel.
- **Age Range:** Adult
- **Package Dimensions:** 10.16 x 5.04 x 1.34 inches
- **Item Weight:** 11.68 ounces

WARRANTY & SUPPORT

FACEMOON offers a **1-Year Replacement Service**. Defective items in materials or workmanship will be replaced or refunded within 12 months of purchase. Please feel free to contact us for assistance if you need support or have any questions regarding your product.

LEGAL DISCLAIMER

Statements regarding dietary supplements have not been evaluated by the FDA and are not intended to diagnose, treat, cure, or prevent any disease or health condition.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question