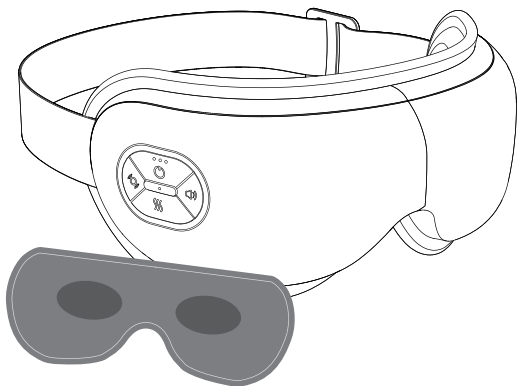




*Bob  
AND  
Brad®*



# Eye Massager

## User Manual

DS-310



At Bob and Brad, your happiness comes first. Our products come with a **2-year** warranty, and our Customer Happiness Team is always here to help—anytime you need us. Happiness. Guaranteed.

**NEED HELP?** Email us at  
[support@bobandbrad.com](mailto:support@bobandbrad.com)

**[www.bobandbrad.com](http://www.bobandbrad.com)**

**Tel: +1(612) 567-3035**

**M-F 9:00 AM- 5:30 PM**

Thank you for purchasing the BOB AND BRAD Eye Massager! Please read this instruction manual carefully before using the product and follow the instructions during use. BOB AND BRAD holds no responsibility for injuries caused by misuse or negligence in following the instructions outlined. Please keep this manual for future reference.

## Important Safety Instructions

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Please read all the contents of this manual and operate the product according to the instructions.

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

1. Always unplug the charger from the electrical outlet after charging the device.
2. Never use pins or other metallic fasteners on this product.

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

1. Please consult your doctor before use if you are:

- Children under 8
- Pregnant women
- Allergic to leather material
- People with brain conditions or any mental disorders
- People who have undergone eye surgeries or have eye conditions, such as glaucoma, cataract, or retinal detachment
- People with swelling or wounds around the eye area
- People who have concerns over health

**If you feel unwell or have any unusual discomfort, please stop using the device immediately.**

2. Children, disabled people, and the elderly should only use this product when properly supervised.
3. There is a heating function in this device, therefore, people who are not sensitive to heat should take extra care about using it.
4. The product is intended for personal use; it is not intended to replace medical care or medical devices.
5. Remove glasses, contact lenses, hairpins, hair accessories, among others, before using the device.
6. Start the eye massager AFTER putting it on, in order to avoid damage to the airbag due to over pressure.

- 7.You must have your eyes closed while massaging.
- 8.Do not use the device for more than 20 minutes each time.
- 9.DO NOT disassemble the product.
- 10.DO NOT impact or squeeze its interior lithium battery or expose it to fire.
- 11.DO NOT use if the battery has been immersed in water.
- 12.DO NOT use in high temperatures or humid environments. Avoid direct exposure to the sun.
- 13.Only use the charger (DC 5V 1A-2A, not included) to recharge the device.
- 14.Avoid contact with sharp objects.
- 15.Do not use the device while driving or walking.
- 16.Do not use the device while charging.
- 17.Do not use the device with wet hands.
- 18.Never operate this device if it is not working properly, has been damaged, or dropped into water.
- 19.Do not use the device if, while the battery is in use or charging, it emits an odor, gives off excessive heat, or shows signs of deformation.
- 20.Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.

SAVE THESE INSTRUCTIONS

About the Product

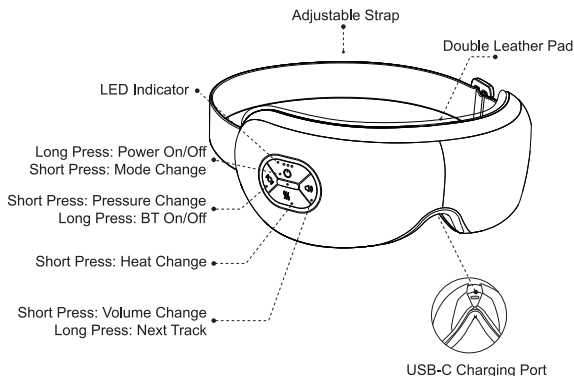
1. Specifications

Product Name: Eye Massager  
Model: DS-310  
Input: 5V ---1A  
Rated Voltage: 3.7V---  
Rated Power: 5W  
Timer: 15 Minutes  
Product Weight: 0.8lb  
Product Size: L8.1 x W3.8 x H1.4 inch  
Battery Capacity: 1500mAh  
Charging Time : 2-3 hrs

2. Package Contents

1 x BOB AND BRAD Eye Massager  
1 x USB-C Cable  
1 x Storage Bag  
1 x User Manual  
1 x Quick Guide Card  
1 x Gel Mask

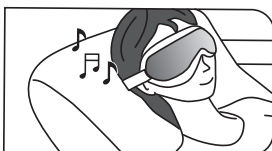
### 3. Product Structure



## Using the Product

### 1. Wearing the device

- Remove glasses, contact lenses, hairpins, hair accessories, among others, before using the device.
- Make sure the device is turned off. Do NOT turn on the eye massager before putting it on, in order to avoid damage to the airbags due to over pressure.
- Wear the device and ensure it fits your eyes properly. Adjust the elastic band to the most comfortable and secured position.
- Press and hold the power button for about 2 seconds to turn on the eye massager.



#### Attention

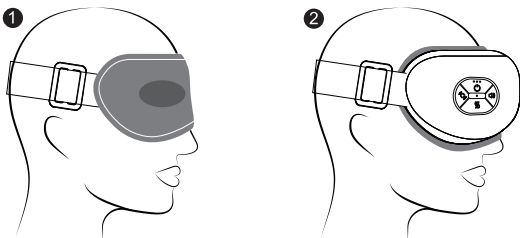
It is NOT recommended to use the device for more than 20 minutes at a time.

## USE THE GEL MASK

Tip: The gel mask can be used alone at room temperature as a sleeping eye mask or chilled for a cooling effect.



Gel Mask

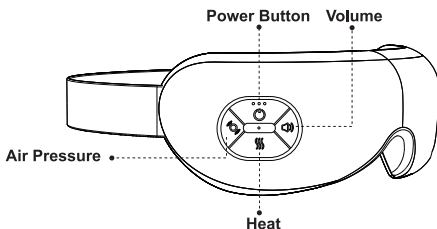


- 1 Wear the gel mask and adjust the headband for a proper fit using the adjustable buckle.
- 2 Then wear your eye massager and adjust the headband for a proper fit using the adjustable buckle.

### **Note:**

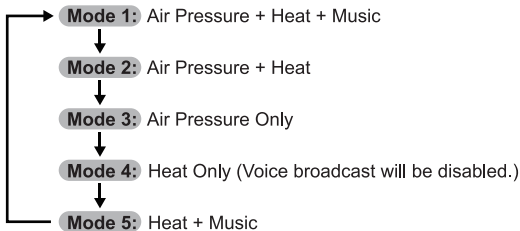
**For optimal cooling, make sure to deactivate the heating function before using the gel mask to the device for use.**

## 2. Operation Instruction



Press and hold the Power button for about 2 seconds to turn on/off the device. Mode 1 (Air Pressure + Heat + Music) will be activated by default.

Short press again to cycle through the following modes. Audio voice will confirm each mode change.



Short press to cycle through Soft Pressure (Default)/Moderate Pressure/Strong Pressure/No Pressure.

**Long press to turn on/off the BT connection.**



Short press to cycle through High Heat/Low Heat (Default)/No Temperature.



Short press the button to adjust the music volume:  
Medium Volume (Default)/Maximum Volume/No  
Volume/Low Volume

**Long press the button to change the built-in music  
tracks:** Piano—The Meditation—Soft Rain—Stream  
Running

## **Wireless / BT Music**

BT Pairing Name: EyeOasis 3

BT Connection: Turn on your smartphone's BT. Search and connect to "EyeOasis 3" to play your own music on the device. Once paired successfully, the device will be automatically connected to BT when it is turned on each time.

Note: After BT connection, the device will not play built-in music. Long press the Volume button to play the next song.

BT Disconnection: Long press the Air Pressure button to turn on/off the BT connection.

## **15-Minute Auto-off Timer**

The timer will automatically shut the device off after 15 minutes of continuous use (the duration of one massage cycle).

## **3. Charging the device**

The device comes partially charged. Please fully charge it before first use.

### **Low Battery Alarm**

When the device is in low battery, the power indicator will flash red slowly and is accompanied by an alert notification "Low power, please charge." It will automatically shut off if the battery runs out.

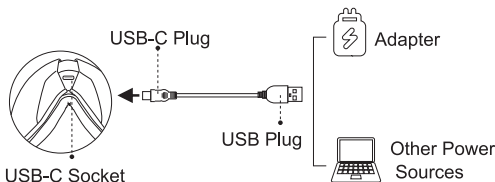
### **Charging**

Charge the device using the Type-C cable and a DC 5V 1A-2A mobile charger (not included). The indicator will remain solid red while the device is being charged.



Note:

1. The device will not work while being charged.
2. It takes about 2-3 hours to fully charge the device. Once charging is complete, the power indicator will remain solid green.
3. If the charging current or voltage is less than 5V/1A, charging time will be longer.



## Cleaning and Maintenance

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1. Turn off the device before cleaning it. Use a soft cotton cloth dampened with mild detergent to wipe it clean.
2. Do not spray water on the device or submerge it in water or any other liquid.
3. Do not expose the device to direct sunlight or high temperature. If the device has not been used for over 3 months, please recharge it before use.
4. Do not disassemble the device by yourself. Otherwise, it may cause damage and void the manufacturer's warranty.
5. Battery life can vary by application and/or operating conditions. To prolong its lifespan, if the device will not be used for a long period, please fully charge it before storing it. Then, please keep it powered off and charge it every two months.

## FCC Statement

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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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

## FCC Statement Note

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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 with the supplied fastener.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.

## Troubleshooting Guide

Problem	Cause	Solution
There is a mechanical or air sound coming from the device.	Normal sound of air inflation or air pressure.	No action required.
The device turns off automatically. / The device does not turn on. / Buttons are not responsive. / Air pressure is weak.	1.Low battery 2.Built-in 15mins auto-off timer is activated.	1.Charge the device. 2.Turn on the device again.
The device cannot be charged.	1. Using other types of charging cables 2. Using improper charger with its voltage not as indicated 3. Low battery protection is triggered due to a prolonged period of not being charged.	1. Use the Type-C charging cable. 2. Use the DC 5V 1A-2A charger only. 3. Contact BOB AND BRAD after-sales service team.
No heat	1. A mode without the heat function is selected. 2. Built-in heat protection is triggered due to excessive use. 3. "Low Heat" mode is selected and not as much heat can be felt as in the High Heat mode.	1. Select a mode with the heat function. 2. Turn it off for a while to cool down. 3. Press Heat Button to choose a more suitable setting.

<p>No air pressure</p>	<p>1.A mode without the air pressure function is selected.</p> <p>2.“No Pressure” mode is selected.</p>	<p>1. Select a mode with the air pressure function.</p> <p>2. Press Air Pressure Button to choose Soft Pressure/Moderate Pressure/Strong Pressure/No Pressure.</p>
<p>No broadcast or music</p>	<p>1. Volume level is low or volume level is at no volume.</p> <p>2. Heat Only mode is selected, in which broadcast or music will be disabled.</p>	<p>1. Press the Volume Button to adjust volume level. If BT is connected to play your own music, please check first if the volume on the phone is too low. Then, please check if the phone is playing music.</p> <p>2.Do not choose the Heat Only mode if you need voice broadcast or music.</p>

## Correct Disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe.

## Guarantee

Thank you for shopping with us! This product comes with a two-year warranty from the date of purchase. The warranty will be voided if any of the following situations occur:

- (1) Damage by improper operation, such as improper components connection.
- (2) Negligence and damage because of transportation or other accidents.
- (3) Maintenance and modification without approval.
- (4) Other damage caused by force majeure, such as natural disaster, abnormal voltage, among others.
- (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 the normal operation of the product.

## RoHS Declaration

Our Product is compliant with RoHS 2.0 (2011/65/EU Directive) regarding restriction of hazardous substances, the raw materials and components of our product meet the following toxic and hazardous substance limits.

Cadmium (Cd): < 100 ppm	Lead (Pb): < 1000 ppm
Mercury (Hg): < 1000 ppm	Hexavalent Chromium: (Cr VI) < 1000 ppm
Polybrominated Biphenyls (PBB): < 1000 ppm	Polybrominated Diphenyl Ethers (PBDE): < 1000 ppm
Bis(2-Ethylhexyl) phthalate (DEHP): < 1000 ppm	Benzyl butyl phthalate (BBP): < 1000 ppm
Dibutyl phthalate (DBP): < 1000 ppm	Diisobutyl phthalate (DIBP): < 1000 ppm

## A Dedicated Team Just For You



Every Bob and Brad product is backed by a 2-year warranty and an award-winning customer service team. If you are in any way dissatisfied with a product you ordered, we'll exchange it, replace it or refund your money under the warranty. Simply email us the problem, and we'll take care of it.



### Troubleshoot

Help you solve any issues with your device.



### Product Knowledge

Answer questions about your device and best practices.



### Initiate Returns

Provide instructions for replacements, returns and refunds.



### Place New Orders

Help with placing orders online or via authorized resellers.

## Get in Touch.

Call: +1 (612) 567-3035 Mon-Fri 9:00AM-4:30PM (CST)

Email: [support@bobandbrad.com](mailto:support@bobandbrad.com)

B&B Innovation LLC

3310 S Fairview St

Santa Ana, CA 92704

# Manufacturer

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Shenzhen Laige Technology Co.Ltd.

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Support@bobandbrad.com

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KOVA ASSOCIATES LTD

72a Kingston Road, Portsmouth, Hampshire, PO2 7PA, United Kingdom

KOVA.Compliance@outlook.com

0044 (0) 7542988998

EU Importer:

XDH Tech

2 Rue Coysevox Bureau 3, Lyon, 69001, France

xdh.tech@outlook.com

00330652768898

US Importer:

B&B Innovation LLC

3310 S Fairview St

Santa Ana, CA 92704

# EC Declaration of Conformity

**We(UK Importer is responsible for this declaration**

KOVA ASSOCIATES LTD

(Company name)

72a Kingston Road, Portsmouth, Hampshire, PO2 7PA, United Kingdom

(Company address)

KOVA.Compliance@outlook.com

(Email Address)

declare under our sole responsibility that the product

**Tradename:** BOB AND BRAD

**Model No. :** DS-310

**ASIN:** B0F636CRN3

**Equipment:** Eye Massager

to which this declaration relates is in conformity with the essential requirement set out in the Council Directive on the Approximation of the laws of the Member States relating to LVD Directive(2014/35/EU) & EMC Directive(2014/30/EU) & RoHS(2002/95/EC) product is responsible to affix CE marking, the following standards were applied:

**EN 60335-1:2012+A11:2014+A13:2017**

**EN 60335-2-32:2003+A1:2008+A2:2015**

**EN 62233:2008**

**EN 55014-1:2017**

**EN 55014-2:2015**

**EN 61000-3-2:2014**

**EN 61000-3-3:2013**

Full Name: Taozirui

Position: Manager

Signature: Taozirui

Date: 2021.5.6