

7. Troubleshooting Here are some common questions about this product and its solutions, if you can't find the solutions to your question here, please contact the after-sales service: help@comfytemp.com 1. After using for a period of time, the device shuts down. Cause: This product has a default timer setting in the absence of selecting a timer via the app, the product will shut down after 20 minutes. Solution: You can restart the device for further use. However, we do not recommend using it multiple times on the same body part. Scientific evidence shows that longer usage does not necessarily lead to better results and may even result in diminishing returns. For optimal effectiveness, 20-30 minutes of use is sufficient. Prolonged use may increase the risk of cellular dehydration. 2. When using the NIR mode, I found that the lights are not on. Cause: In the NIR mode, the lights emit 850nm near-infrared light, which is invisible to the naked eyes. Therefore, it's not that the lights are not on, it's just that our eyes cannot perceive this wavelength. Solution: By checking the indicator light in the battery case, we can observe that it is still on, indicating that the device is still active. Additionally, after using this mode for a while, one can feel the heat generated by the device.	3. During the initial use, you may only feel warmth without any other immediate feedback. Cause: Red light therapy works through two mechanisms: photobiomodulation and thermal effects. ●Photobiomodulation: This primarily stimulates mitochondria within cells, accelerating cellular metabolism, enhancing cellular activity, and promoting collagen production in the skin. These effects take time to become noticeable. ●Thermal Effects: The warmth generated by red light therapy is felt immediately. Unlike heating pads, which primarily heat the skin's surface, the heat from red light penetrates deeper into the body. Solution: Extensive scientific research shows that using the device for 20 minutes daily can deliver visible results in as little as three weeks. 8. Attention Points Absolute Contraindications for Red Light Therapy ● Red light therapy should not be used on burns that occurred within the last 24-48 hours unless it has been cleared by the doctor providing treatment for the burn, as red light therapy may add heat to the overheated tissues, causing further thermal damage. ● Malignant Cancers, especially carcinomas. Theoretically, red light therapy can speed the growth or spread of cancerous cells by encouraging cell proliferation, it should not be used. ● Hyperthyroidism (Neck and Upper Chest Only). When red light therapy is used over the neck and upper chest, it is likely that light will reach the thyroid. Increased stimulation of the thyroid may cause a worsening of symptoms caused by an already overactive thyroid. Those with hyperthyroidism should not use red light that may reach the thyroid without the permission of their endocrinologist. ● Epilepsy. People with epilepsy may be susceptible to flicker in red light panels and could experience a seizure if the flicker is severe or if they are particularly sensitive. ●Pregnancy (Abdomen Only). Development during pregnancy involves a delicate balance of many complicated biological processes. Anything that could potentially affect this process should be approached with great care. For this reason, red light therapy during pregnancy should generally be avoided if it could reach the developing fetus. ●Eye Disease (Eye Only). While the effect of red light therapy on healthy eyes is still being debated, it should never be used on those who have an eye disease	unless they are explicitly given permission to do so by their ophthalmologist. The unknown effects of red light therapy on the eyes, combined with underlying eye disease, may result in damage to eyes. ●Light Sensitivity. There are very rare conditions in which someone may have a sensitivity to light. Conditions like solar urticaria can cause allergic reactions when the skin is exposed to sunlight or intense light within a particular wavelength, regardless of the source. Those who have previously experienced sensitivity to light or have any kind of reaction when using red light therapy should not use this form of treatment until they have been cleared to do so by their doctor. Relative Contraindications for Red Light Therapy ●Fever or Infection. During fever and infection the body temperature is elevated. There is a risk that the increased heat created by red light therapy may contribute to temperature elevation throughout the body. However, this risk is relatively benign, as it is unlikely that the heat created by red light therapy will significantly raise body temperature during a fever. Someone who has a severely elevated body temperature should discuss the risks and benefits of red light therapy before using it. ●Systemic Lupus Erythematosus (SLE). Systemic lupus Erythematosus (SLE) is an autoimmune condition in which the body's immune system attacks connective tissue throughout the body. People with SLE may be more susceptible to damage from light, with a skin rash caused by sunlight being common with this condition. ●Severe Bleeding or Blood Loss. Red light therapy should not be used when serious bleeding is occurring unless it has been cleared by a doctor who is	helping to treat the bleeding or blood loss. ●Use of Photosensitizing Medications. Many medications may increase sensitivity to light. This could cause red light therapy to irritate the skin or lead to a rash when using red light therapy. While it is unlikely that red light therapy will meaningfully affect those using photosensitizing medications, it is best to check if medicines you are taking can increase your sensitivity to light and to consult with a doctor before using red light therapy if you are using one of these medicines. Additional Considerations for Red Light Therapy ●Tattoos - Tattoos, especially ones that use red ink, may be prone to fading when exposed to intense red light. The tattoo ink may also cause uneven absorption of red light, causing therapy to be less uniform. ●Dark skin pigmentation - The effect of skin pigmentation on red light therapy is still being studied. Those with darker skin tones may find that their skin absorbs more light, making it warmer than those with lighter skin tones would experience. A smaller amount of red light may actually reach deeper tissues, however his effect is not likely to be large. ●Dark hair - Darker colors of hair may absorb more light, causing increased warmth and decreased penetration of red light. This effect is not likely to be large. ●Melasma / Hyperpigmentation - Our own product study showed improvement from red and NIR light on hyperpigmentation, particularly when paired with a high antioxidant serum. However, in rare instances users can experience the opposite effect. We suggest starting slowly and using red light only if this is a concern.	9. Pay Attention 1. Please make sure that the product is in good condition before use. If any damage is found, no matter how big or small, please stop using it immediately. 2. Never disassemble, modify or repair the product yourself. 3. Do not use this product near water-filled bathtubs, showers, face washes or other high-humidity utensils. 4. Do not fold the product when using. Precautions (place of use) 1. Do not use it near the stove, or on the inside of the electric heating quilt or on the heating appliances such as electric blankets. 2. Do not use in humid environment. 3. Do not use this product near water-filled bathtubs, showers, face washes or other high humidity utensils.	1. After using for a period of time, the device shuts down. Cause: This product has a default timer setting in the absence of selecting a timer via the app, the product will shut down after 20 minutes. Solution: You can restart the device for further use. However, we do not recommend using it multiple times on the same body part. Scientific evidence shows that longer usage does not necessarily lead to better results and may even result in diminishing returns. For optimal effectiveness, 20-30 minutes of use is sufficient. Prolonged use may increase the risk of cellular dehydration. 2. When using the NIR mode, I found that the lights are not on. 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