

Version: 1.0.1

Earbud Set



User Manual
Bedienungsanleitung
Manual de usuario
Manuale utente
Mode d'emploi
Руководство пользователя
取扱説明書

Preamble

Dear Users, we sincerely thank you for choosing our product. This booklet provides important safety, regulatory, and warranty information that you should read before using it.

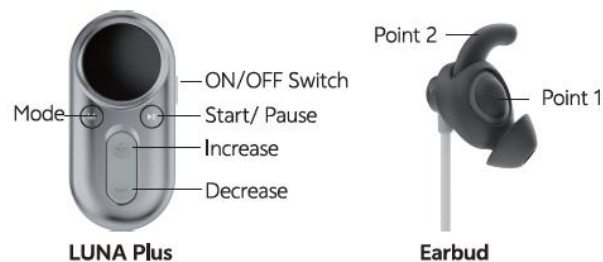
Please visit our website to learn more about our products and safety information:
<https://zenowell.ai/>

Note: This product is not intended to diagnose, treat, or cure any medical conditions. It is a wellness product designed for general use to promote relaxation and improve comfort. Please consult a healthcare provider if you have any health concerns.

This product supports two operation modes: you can either configure settings and operate the product independently using the physical buttons on the unit, or connect to the mobile app via Bluetooth to conveniently set parameters and use this product.

This Pack Contains

- LUNA Plus
- Earbud (Left)
- Ear Tips (Left, x2)
- Spray Water Bottle
- Gel Tube
- Charging Cable
- User Manual
- Quick Start Guide
- Wellness Practice Activities



Instructions

We offer a separate Product Usage Instructions guide, feel free to refer to it for more details.

Pre-use Preparation

1. Ensure that the LUNA Plus is fully charged before first use. Plug the charging cable into the LUNA Plus and check that the display shows the battery is full.
2. Insert the connector of the Earbud lead into the LUNA Plus.
3. Instructions for Earbud placement:
 - a. Use an alcohol pad or wet pad to wipe your left ear, keeping it slightly moist.
 - b. Fill the spray bottle with water. Hold the sprayer about 10 cm away from the Earbud. Or you can use the brush to apply gel to the Earbud.
 - c. Carefully position the Earbud on your left ear, then insert it into your ear.
 - d. Adjust the Earbud so it is securely positioned over the targeted areas (i.e., the Point 1 and Point 2 on the right picture).
 - e. If the Earbud (with ear tip) is too big for your left ear, please remove the ear tip. Ensure it fits properly in your ear and that you feel the stimulation.
 - f. Use the clip to fasten the Earbud lead to your clothing to prevent the Earbud from falling off.



Illustration of Wearing Earbud

Operation

The product supports two operating modes, which users may select as needed:

- Physical button operation: Users can directly turn on the functions, switch modes, and adjust parameters through the buttons on the product.
- Bluetooth App operation: After connecting to a mobile app via Bluetooth, users can set parameters, control functions, and operate the product through the app.

Physical button operation:

1. Power On: Press and hold the Power button to turn on the LUNA Plus.
2. Select Mode: Select the appropriate mode using the "M" button.

3.Set the intensity level of the LUNA Plus:

a. Slowly increase or decrease the intensity by pressing the "+" or "-" buttons. Take care not to rush this process. If you don't feel anything, adding a small amount of moisture to your ear may help. Stop or decrease the intensity if you feel a sharp stinging sensation.

b. Adjust the intensity until you feel a comfortable and relatively strong tingling or vibration, but without any pain or stinging sensation. If you experience pain, reduce the intensity immediately. If the sensation is uncomfortable, adjust the Earbud placement.

c. Each user's preferred level will vary, and stronger intensity is not necessarily better.

4.Start the session: Once the intensity is above 0, your LUNA Plus is now active and your session has started. This will be indicated by the countdown timer on the screen.

5.Adjusting Intensity During the Session

To adjust the intensity:

- a. (If needed) Press any button once to wake the display.
- b. Use the "+" and "-" buttons to adjust the intensity slowly.
- c. Gradually increase the intensity to a strong but comfortable level--never painful. (It may take a few sessions for your nervous system to get used to the sensation.)
- d. Comfort is individual. Choose the intensity that feels comfortable for you and remains comfortable throughout the session.

Note: Comfortable intensity may vary from session to session due to adaptation, ear-skin contact quality, air humidity, Earbud wear/aging, and other factors.

6.Pausing the LUNA Plus During the Session

- a. (If needed) Press any button to wake the display. The screen will show the remaining time.
- b. Press the "Pause" button to pause the session. Press it again to resume the session.

7.Power off: After the session time elapses, the LUNA Plus will automatically power off if there is no operation for more than 3 minutes.

Bluetooth App operation:

1. Download and install the app: Download the app from the App Store (if you

own an iOS device) or Google Play (if you own an Android device).

2. Launch the App. For first-time use, users must register a user account and log in to the app.

3. Connect Bluetooth:

- a. After log in to the app, turn on the Bluetooth on your phone.
- b. Turn on the Luna Plus.
- c. Connect the Luna Plus via Bluetooth.

Note: To ensure a stable connection, please keep your phone within 5 meters of the Luna Plus.

4.Select Mode: Select the appropriate mode.

5.Start and Set the intensity level of the LUNA Plus: Set the appropriate intensity level of the LUNA Plus:

- a. Slowly increase or decrease the intensity by clicking the "+" or "-" . Take care not to rush this process. If you don't feel anything, adding a small amount of moisture to your ear may help. Stop or decrease the intensity if you feel a sharp stinging sensation.
- b. Adjust the intensity until you feel a comfortable and relatively strong tingling or vibration, but without any pain or stinging sensation. If you experience pain,reduce the intensity immediately. If the sensation is uncomfortable, adjust the Earbud placement.
- c. Each user's preferred level will vary, and stronger intensity is not necessarily better.

Note: Comfortable intensity may vary from session to session due to adaptation, ear-skin contact quality, air humidity, Earbud wear/aging, and other factors.

6. Session completed: After the session time elapses, the session ends.

Low Battery Indicator

When the LUNA Plus is powered on, the screen displays a battery icon to indicate power status. If the battery is low, a "LOW BATTERY" warning will appear on the screen.

Environmental Conditions

Temperature:	R.H.ambient:	Atmospheric Pressure:
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Operating: 5~40°C Storage: -10~45°C	Operating: ≤80% RH Storage: ≤95% RH	Operating: 80kPa-106kPa Storage: 60kPa-106kPa
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Suggestions:

- The intensity should be adjusted according to your tolerance and comfort level, ensuring no pain. It is generally recommended that each session lasts 20 minutes.
- Please remember to spray water or apply gel to the two stimulation sites of the Earbud.
- If you do not feel anything after startup, check the contact between the Earbud and your ear. If your ear surface is dry, spray a little bit more water or use Gel Tube on the Earbud.
- If there is no operation (except during a session) for 3 minutes after powering on, the LUNA Plus will automatically turn off.
- Discontinue use if you experience light headedness, dizziness, chest pain, or excessive skin irritation.
- Reactions such as irritation at the application site are rare. If irritation occurs and becomes unpleasant, stop the session. The discomfort should subside shortly after stopping the session. If skin irritation persists, discontinue use and consult your doctor.

Troubleshooting

Problem	Details	Action
Screen disappeared	Battery depletion	Recharge it It may take hours
	Automatic shutdown (This does not apply to situation where no operation is taken within 3 minutes of startup.)	Restart the LUNA Plus

LUNA Plus works normally but there is no sensation	Poor skin contact with Earbud	Ensure proper placement as described in the manual
	Session completed	Reset the mode to start the massage again
	Whether the ear cavity is clean	Please clean the ear area
Discomfort	Skin allergy to the Earbud	Discontinue
	Intensity set too high	Reduce the intensity level
	Session time too long	Pause early or shut down the product directly.
Bluetooth connection is not successful.	Bluetooth cannot connect	Make sure both the LUNA Plus and phone Bluetooth products are turned on.

Maintenance and Disposal

Precautions for Product Lifespan and Maintenance

- Please store the LUNA Plus in a dry, ventilated place and avoid direct sunlight.
- The LUNA Plus is not designed for prolonged use.
- Charge the LUNA Plus as soon as the low power reminder appears. Take care to prevent moisture from entering the internal circuitry or LUNA Plus ports.
- The provided Earbud is reusable. To ensure optimal performance and comfort, it is recommended to replace the Earbud every 3-6 months.

Caring, Maintenance, and Storage

- Ensure the LUNA Plus is turned off before cleaning.
- To clean the LUNA Plus and Earbud, gently wipe them with a soft cloth or tissue. You may use a cloth slightly dampened with water or a mild soap solution. Dry wiping is also acceptable. Do not soak or immerse the LUNA Plus or Earbud in any liquid.

- Be careful to avoid dropping, crushing, or submerging the LUNA Plus in water.
- Only use soap or water for cleaning; do not use other cleaning solutions.
- Do not pull the lead to remove the Earbud.
- Keep the LUNA Plus away from steam, water, or other liquids.
- Store the LUNA Plus in a safe place, out of reach of children.
- Avoid placing the LUNA Plus near excessive heat.
- Do not open, disassemble, or attempt to repair or modify the LUNA Plus. There are no user-serviceable parts. If the LUNA Plus is not functioning, contact Support: support@zenowell.ai.
- Keep the LUNA Plus at least 1 meter away from sources of strong magnetic fields, such as microwave ovens or hi-fi speakers.
- The LUNA Plus is not intended for use with flammable agents.

Product Disposal

When a product is no longer in use and needs to be disposed of, please follow these steps:

- Vendor Recycling Disposal: Contact the manufacturer and send the product back for recycling and proper disposal by the manufacturer.
- Self-Disposal: Before disposing of the product, ensure the LUNA Plus is turned off, and remove the battery. Take the removed battery to a local electronic waste recycling center or designated recycling site to ensure safe disposal and recycling.

Testing LUNA Plus

To test the LUNA Plus, ensure the battery level shows at least one bar, then press the power button. The display should activate and remain functional throughout the operation.

Testing the Earbud

Before each session, you can test the Earbud and lead connection by gradually increasing the intensity until a tingling or vibration sensation is felt. A consistent tingling or soft vibration should occur as the intensity increases. If the sensation is irregular or inconsistent, there may be a malfunction in the Earbud or lead. In case of a malfunction or if the Earbud stops functioning, please contact Support for assistance.

Absolute Contraindications

- Individuals with a history of epilepsy or who have been diagnosed with epilepsy.
- Users with implanted pacemakers, life-sustaining medical devices, or metal implants.
- Pregnant individuals, individuals below 18, those with sensory abnormalities or excessive skin sensitivity in the ear area.
- Individuals with severe heart disease or at risk of severe arrhythmias.
- Users with open wounds or inflammation in the ear area.
- Use in environments with high temperatures, flammable conditions, or strong electromagnetic radiation is not recommended.

Precautions

- Ensure the Earbud maintains firm and uniform contact with the ear.
- Use only on the left ear; do not apply it to other body parts.
- Only use the provided Earbud and cables. Using non-original or incompatible accessories may cause LUNA Plus malfunction or safety risks.
- Do not use the Earbud while bathing, showering, or swimming.
- Use only a power adapter with an output not exceeding 15W for charging the LUNA Plus.

FCC COMPLIANCE STATEMENT

LUNA Plus product is FCC ID: 2BVCF-A-B-102SERIES

This device complies with part 15 of 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 of the device.

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.

We Can Help

We're glad you've joined our family, and we're here to help if you need us. If you have any questions, please search our Help Center for answers.

If you can't find the answer you're looking for, feel free to reach out to us.

Warranty Information

LUNA Plus ONE (1) Year Limited Warranty

Our company warrants the LUNA Plus hardware product (the "Product") against defects in materials and workmanship for ONE (1) YEAR from the original retail purchase date (the "Warranty Period"), provided it is used in accordance with our published guidelines.

These guidelines include, but are not limited to, technical specifications, safety instructions, and the quick start guide. Our company does not guarantee uninterrupted or error-free operation of the Product and is not liable for damages resulting from failure to follow usage instructions.

This warranty does not cover

- Any damage resulting from abnormal or abusive use, negligence, lack of care, or accidental damage (such as dents).
- Indirect damages of any kind.

Earbud Warranty

Please note that the Earbud is considered a consumable accessory and is not

included in the ONE (1) YEAR warranty or extended warranty coverage. However, it is warranted for 60 days from the date of purchase against any manufacturing defects. After this period, the Earbud is not covered by the warranty.