

ZENOWELL EN

Quick Start Guide



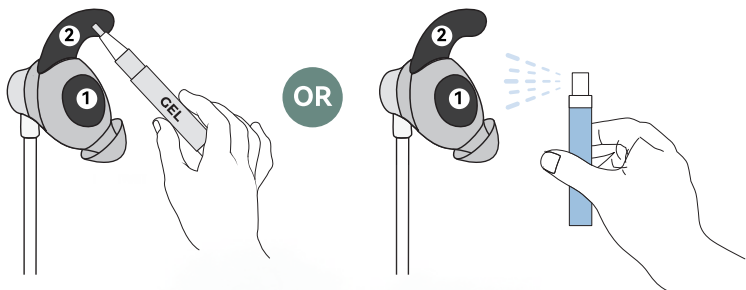
Guide video



For questions,
Contact: support@zenowell.ai

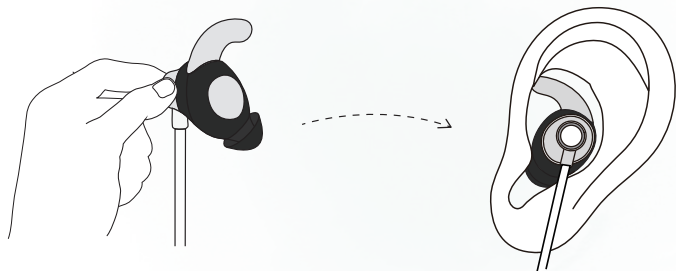
How to place the earpiece

Step 1: Moisten the earpiece with gel or water

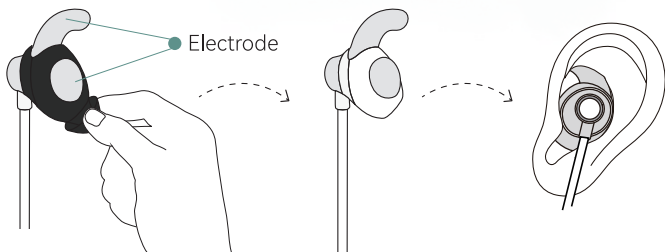


Step 2: Place the earpiece

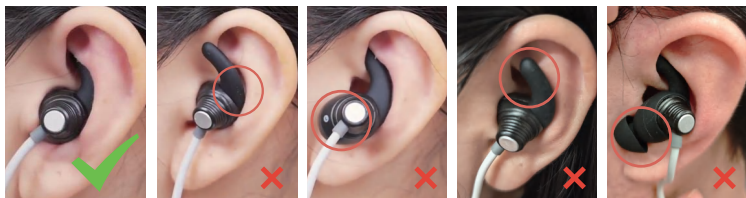
If you have relatively large ears, simply place the earpiece on your left ear.



- **Note:** If you have relatively small ears, remove **the silicone cap** before placing the earpiece in your left ear. (Silicone cap does not affect current pulse)



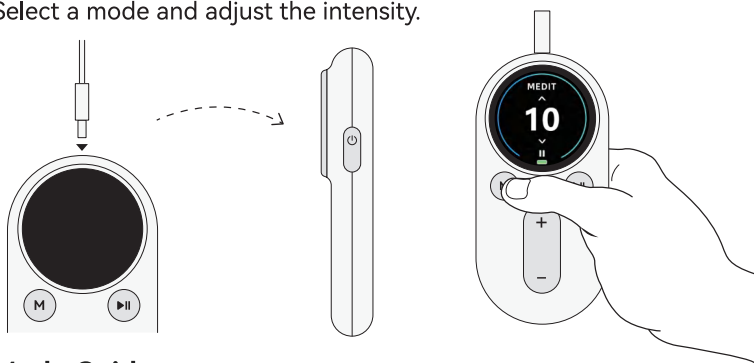
Step 3: Adjust the earpiece to make sure the positioning is correct







- During initial use, you may feel mild tingling.
- If you experience stinging or pain, it may be due to poor electrode contact. Please refer to Step 1 to re-moisten the electrodes or Step 3 to adjust their position.
- If you don't feel any stimulation, the silicone tip may be preventing good contact of electrodes with your skin. Try removing it and readjusting the earpiece.

Step 4:

Select a mode and adjust the intensity.



Mode Guide

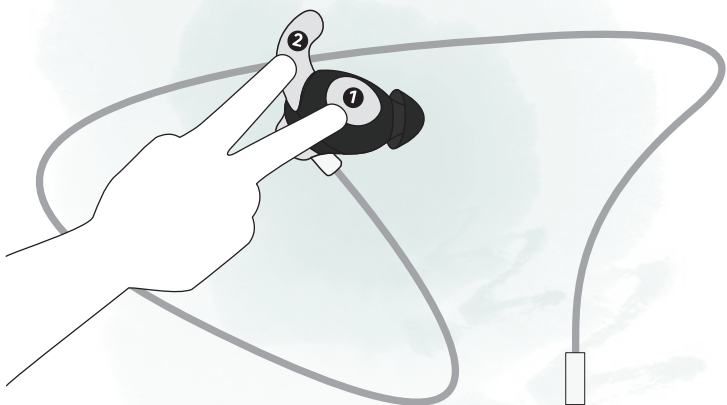
- | | | | | | |
|---|---------------------|---------------------------------------|---|----------------------|-----------------------------------|
|  | SLEEP MODE → | Insomnia
Sleep Disorder |  | RELAX MODE → | Stress, Anxiety
or GI Problems |
| <ul style="list-style-type: none">• Before bed or during a midday nap• While traveling to recharge or ease jetlag• Daily use to improve sleep quality | | | <ul style="list-style-type: none">• During stressful moments• After work to unwind• Daily use to regulate gastrointestinal problems | | |
|  | MEDIT MODE → | Body Pain, Fatigue
or Inflammation |  | RELIEF MODE → | Headache |
| <ul style="list-style-type: none">• When feeling body tension or discomfort• While resting or meditating• Daily use to reduce inflammation | | | <ul style="list-style-type: none">• During acute headache episodes• Daily use to prevent headache attacks | | |

Quick Electrode Test

If you're unsure whether the device is working or don't feel stimulation on the ear, try this quick test:

Test by Hand

- Select **SLEEP** mode.
- Use two fingers from the **same hand** to touch electrode **points 1 and 2** simultaneously.



- Slowly increase the intensity level.
- If you feel a tingling or pulsing sensation, the device is working properly.
- If you feel nothing, please contact us at: support@zenowell.ai.

Note: If the hand test works but you still feel nothing on the ear, moisten the electrodes and adjust their position as instructed earlier.



Version EN A/0

Auricular Massage Device User Manual

A100-I



Scan to Download
multilingual instructions

May 15, 2025
ZENOWELL LIMITED

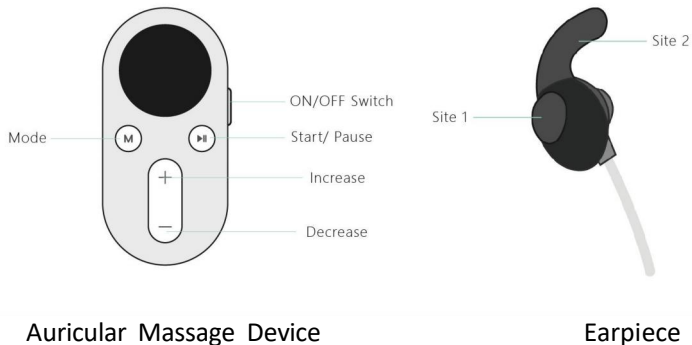
Preamble

Dear Users, we sincerely thank you for choosing our product—the Auricular Massage Device! This booklet provides important safety, regulatory, and warranty information that you should read before using your Auricular Massage Device.

Auricular Massage Device Pack

This pack contains :

- Tech Pouch
- Auricular Massage Device
- Earpiece with a Silicone Tip
- Water Sprayer
- Gel brush
- Charging Cable
- User Manual
- Product Usage Instructions
- Brochure



Precautions

- The earpiece should be used in close, even contact with the ear.
- Avoid using the earpiece on wounds, scars, bruises, abrasions, new scars, cuts, or inflamed skin. It is prohibited to use the device on ear skin affected by sensory disorders.
- The earpiece should not be placed in front of or behind the heart during use.

Using the earpiece close to the chest may increase the risk of cardiac fibrillation.

- Do not use the earpiece while bathing.
- Do not disassemble, repair, or modify this product privately.
- The device is prohibited for use by patients with pacemakers or implantable life-sustaining medical devices. Pregnant women, individuals with abnormal skin sensitivities, heart disease, acute medical conditions, malignant tumors, or those under medical treatment must consult a physician before use.
- The charger for this product should be provided by an adapter with an output power not exceeding 15W.

Instructions for Using Auricular Massage Device

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

The Auricular Massage Device includes four modes: SLEEP, MEDIT, RELAX and RELIEF.

1. Ensure the Auricular Massage Device is fully charged before the first use. Plug the charging cable into the device and check that the display shows the battery is full.
2. Insert the earpiece lead into the Auricular Massage Device.
3. Instructions for earpiece placement:
 - a) Hold the right button to power on the device, then insert the earpiece into the connector.
 - b) Use an alcohol or wet pad to wipe your left ear, keeping it slightly moist.
 - c) Fill the spray bottle with water. Hold the sprayer about 10 cm away from the earpiece. Or you can use the brush to apply gel to earpiece.

- d) Carefully position the earpiece on your left ear, then insert it into your ear.
- e) Adjust the earpiece so it is securely positioned over the targeted areas (i.e., the blue areas highlighted on the Product Usage Instructions).
- f) If the earpiece (with silicone tip) is too big for your left ear, please remove the silicone tip. Ensure it fits properly in your ear and that you feel the stimulation.
- g) Use a clip to fasten the earpiece wires to your clothing to prevent the earpiece from falling off.



Illustration of wearing earpiece

4. Press and hold the power button to turn on the Auricular Massage Device, then select the appropriate mode using the “M” button.
5. Set the intensity level of the Auricular Massage Device:
 - a) Slowly increase 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 as soon as 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 sharp, adjust the earpiece placement.

- c) Each user's preferred level will vary, and stronger intensity is not necessarily better.
 - d) Once the intensity is above 0, the device will start working.
6. Your Auricular Massage Device is now active and your session has started. This will be indicated by the countdown timer on the screen.
 7. After the session time elapses, the Auricular Massage Device will automatically power off if there is no operation for more than 3 minutes.

Select Mode

Select from different modes:

1. SLEEP mode: Use before bed or naps to help your body and mind wind down.
2. RELAX mode: Use for moments of stress, tension, or overwhelm—anytime you need to reset and calm down.
3. RELIEF mode: A soothing mode designed to ease head pressure and promote a sense of clarity and lightness. Perfect for days when your head feels heavy or overworked.
4. MEDIT mode: Designed to support mindfulness and gently boost your energy. For best results, pair your breathing with the stimulation: Exhale slowly when you feel the stimulation, and inhale gently during the pause.

Adjusting Intensity During the Session

To adjust the intensity:

1. (If needed) Press any button once to wake the display.
2. Use the "+" and "-" buttons to adjust the intensity slowly.

Pausing Auricular Massage Device During the Session

To pause the Auricular Massage Device:

1. (If needed) Press any button to wake the display.
2. The screen will show the remaining time.
3. Press the bottom middle button to pause the session. Press it again to resume the session.

Low Battery Indicator

The display will show the battery status with a common battery icon in the upper-right corner when the Auricular Massage Device is powered on. If the battery is low, the screen will display a “LOW BATTERY” warning.

Environmental Conditions

Temperature:

Operating: 5 ~ 40 °C

Storage: -10 ~ 45°C

R.H.ambient:

Operating: 15% ~ 80% RH

Storage: 0% ~ 95% RH

Altitude:

Operating: 600 hPa ~ 1060 hPa

Storage: 500 hPa ~ 1060 hPa

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, twice a day. Using the device before bedtime is especially helpful for sleep.

- If you do not feel anything after startup, check the contact between the earpiece and your ear. If your ear surface is dry, spray a little water or use gel brush on the earpiece.
- If there is no operation (except during a session) for 3 minutes after powering on, the device will automatically turn off.
- Discontinue use if you experience lightheadedness, 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. If skin irritation persists, discontinue use and consult your doctor.

Troubleshooting

Problem	Details	Action
Screen disappeared	Battery depletion	Recharge it, may take hours
	Automatic shutdown	Restart the device
Device works normal but no sensation	Poor skin contact with earpiece	Ensure proper placement as described in the manual
	Session completed	Reset the mode to start the massage again
	Whether the auricular cavity is clean	Please clean the ear area
Discomfort	Skin allergy to the earpiece	Discontinue
	Intensity set too high	Reduce the intensity level

	Session time too long	Reduce the session time as needed
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Maintenance and Disposal

Precautions for Product Lifespan and Maintenance

- Please store the device in a dry, ventilated place and avoid direct sunlight.
- The Auricular Massage Device is not designed for prolonged use.
- Charge the Auricular Massage Device as soon as the low power reminder appears. Take care to prevent moisture from entering the internal circuitry or device ports.
- The provided earpiece can be reused, but for safety reasons, it should only be used by one person.

Caring, Maintenance, and Storage

- Ensure the Auricular Massage Device is turned off before cleaning.
- To clean the auricular massage device and earpiece, 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 device or earpiece in any liquid.
- Be careful to avoid dropping, crushing, or submerging the device in water.
- Only use soap or water for cleaning; do not use other cleaning solutions.
- Do not pull the lead wires to remove the earpiece.
- Keep the Auricular Massage Device away from steam, water, or other liquids.
- Store the Auricular Massage Device in a safe place, out of reach of children.
- Avoid placing the device near excessive heat.
- Do not open, disassemble, or attempt to repair or modify the Auricular Massage Device. There are no user-serviceable parts. If the device is not

functioning, contact Support.

- Keep the Auricular Massage Device at least 1 meter away from sources of strong magnetic fields, such as microwave ovens or hi-fi speakers.
- The Auricular Massage Device 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 Auricular Massage Device 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 Auricular Massage Device

To test the Auricular Massage Device, 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 Earpiece

Before each session, you can test the earpiece 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 earpiece or lead. In case of a malfunction or if the earpiece stops functioning, please contact Support for assistance.

We Can Help

We're glad you've joined the ZENOWELL Auricular Massage Device family, and we're here to help if you need us. If you have any questions, use this link to easily search our Help Centre for answers. If you can't find the answer you're looking for, feel free to reach out to us at: www.zenowell.ai

ZENOWELL LIMITED

Adr: OFFICE UNIT B ON 9/F THOMSON COMM BLDG 8 THOMSON RD WAN CHAI
HONG KONG

support@zenowell.ai [support and inquiries]

Warranty Information

Auricular Massage Device ONE (1) Year Limited Warranty

Auricular Massage Device warrants the Auricular Massage Device-branded hardware product ("Auricular Massage Device") against defects in materials and workmanship, when used in accordance with Auricular Massage Device's published guidelines, for a period of ONE (1) YEAR from the date of original retail purchase by the end-user ("Warranty Period"). The published guidelines include, but are not limited to, information found in technical specifications, safety instructions, or the quick start guide. Auricular Massage Device does not warrant that the operation of the device will be uninterrupted or error-free. Auricular Massage Device is not responsible for damage arising from failure to follow instructions related to the use of the device.

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.