



BON CHARGE



Cold & Heat Therapy Massage Gun

USER MANUAL

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Welcome

The Cold and Heat Therapy Massage Gun focusses on targeted muscle relief and recovery using heat and cold principles combined with rapidly vibrating metal plated heads.

Cold and Ice can help reduce inflammation and swelling that causes pain.

Heat works by improving circulation and blood flow to a particular area due to increased temperature. Increasing the temperature of the afflicted area even slightly can soothe discomfort and increase muscle flexibility. Heat can relax and soothe muscles and heal damaged tissue.

GETTING STARTED

What's in the Box?

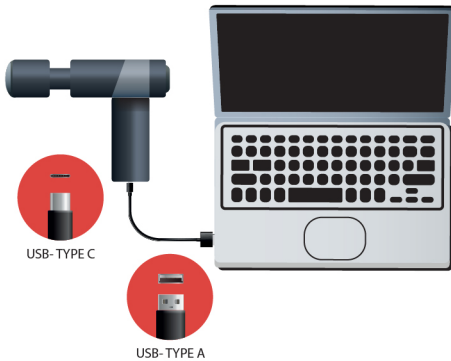
1 x Cold and Heat Therapy Massage Gun	1 x USB-C Cable
1 x Cusp Head	1 x Round Head
1 x Flat Head	1 x Cold and Heat Head
1 x Double Claw Head	1 x QR Code Manual

Step 1

Connect one end of the supplied USB-C charging cable to the Type-C charging port and connect the other end to a USB power source, such as your laptop's USB charging port or power bank.

The panel on the product will flash red indicating that your Cold and Heat Therapy Massage Gun is charging and will turn to blue when half charged and turn to green when fully charged.

It takes about 2 hours to fully charge.



Step 2

Select what massage head you wish to use. Your Cold and Heat Therapy Massage Gun comes with 5 heads listed below:

I - Cold and Heat Therapy Head

Cold function – reduces localised inflammation

Heat function – Soothes discomfort and improves flexibility



II - Cusp Head

Used for deeper and more specific muscle penetration



III - Round Head

For targeted soft and small areas such as your palms and soles of your feet.



IV - Flat Head

For targeted soft and small areas such as your palms and soles of your feet.



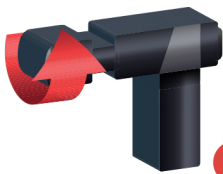
V - Double Claw Head

For neck and spine areas.

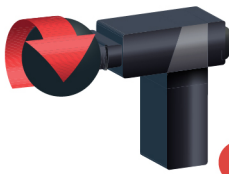


Step 2

Unscrew the massage head in a counter clockwise direction from the Cold and Heat Massage Gun. Then screw on your desired head clockwise and tighten until firmly secured.



A



B

Step 4 (for all heads except Cold and Heat Head)

Press and hold the power button on the back of the Cold and Heat Massage Gun.

The Cold and Heat Therapy Massage Gun will start vibrating on its lowest setting. Pressing the power button again will change the speed. You can push up to 4 times to get a total of 5 different speeds. The speeds are indicated by a zero flicker LED light as shown below:

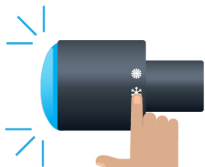


To turn off the device press and hold the power button until the device stops vibrating.

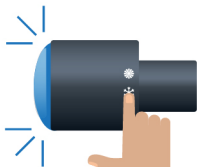
Step 5 (for the Cold and Heat Head)

1) Remove the current head by unscrewing counter clockwise and attached the Cold and Heat head by screwing on clockwise until firmly attached.

2) Press and hold the ice icon on the Cold and Heat Head until the colour inside the grates turns blue. This signals that cold at 19 degrees centigrade is activated. Press the ice button again and the temperature will drop to around 13 degrees centigrade, this is shown by the blue colour in the grates of the head turning a darker shade of blue.

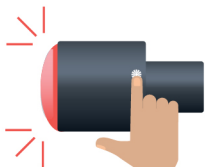


Press and hold
19° C

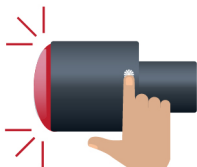


Press again
13° C

3) If you want Heat press and hold the sun icon on the Cold and Heat Head until the colour inside the grates turns red. This signals that Heat at 45 degrees centigrade is activated. Press the sun button again and the temperature will increase to around 50 degrees centigrade, this is shown by the red colour in the grates of the head turning a darker shade of red.



Press and hold
45° C



Press again
50° C

The Cold and Heat Head will take between 5-10 seconds to reach the optimal temperature.

4) Press and hold the power button on the back of the Cold and Heat Massage Gun.

The Cold and Heat Therapy Massage Gun will start vibrating on its lowest setting. Pressing the power button again will change the speed. You can push up to 4 times to get a total of 5 different speeds. The speeds are indicated by a zero flicker LED light as shown below:

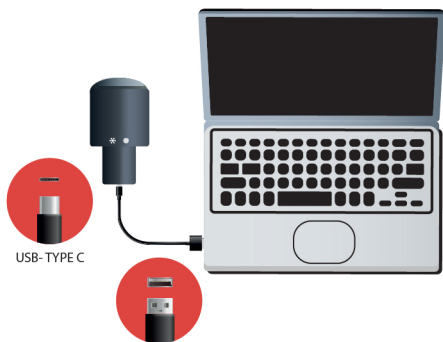


To turn off the device press and hold the power button until the device stops vibrating.

Step 5

Charging the Cold and Heat Head

Connect one end of the supplied USB-C charging cable to the Type-C charging port of the massage head and connect the other end to a USB power source, such as your laptop's USB charging port or power bank. When charging the LED will flash red. When the head is fully charged the LED will display in blue. It takes about 2 hours to fully charge.



Usage Time

Depending on the desired result, we recommend using your Cold and Heat Therapy Massage Gun for a minimum of 15 seconds and a maximum of 2 minutes per muscle group. A full-body session should not exceed 15 minutes. Treat yourself 2-3 times per day.

Miscellaneous Information

Specifications

Power	30W
Voltage	5V
Charge Type	USB-C
Battery Capacity	2000mAh (Massage Gun) and 800mAh (Cold and Heat Massage Head)
Power Type	Lithium Ion Battery
Material	ABS
Charging Time	2 hours
Certification	IC, CE, CCC RoHS
Battery Life	1-2 hours (massage gun), 40 minutes on cold and 3 hours on hot)
Rotating Speeds	Light Blue - 1650RPM Dark Blue - 2000RPM Green - 2300RPM Purple - 2600RPM Red - 3000RPM
Decibels	<55
Heat Temperatures	45 and 50 degrees centigrade
Cold Temperatures	13 and 19 degrees centigrade
Dimensions	15.5cm (6.1 in) x 17cm (6.7 in) x 5.5cm (2.2 in)
Weight	420 grams (14.8 oz)
Warranty	1 year

Troubleshooting

Fault	Possible Causes	Solution
The product does not turn on	Check the remaining power of the battery. The power may be low	Charge the device
The product cannot be recharged.	Is the power cord and USB socket intact?	Check the socket and power cord. If there is any damage, please contact us at hello@boncharge.com
	Are the specifications of the socket and power cord in line with operational requirements?	View specifications and proof-read the technical parameters provided in the instructions.
The device can be turned On and does not work.	The remaining power may be low	Charge the device
	Charger may be faulty	Try a different USB-C Charger

Safety/Maintenance

- Please use the type-C connector. (Note the shape of the power port)
- Do not use the product while charging or driving.
- Do not use the product for more than 15 minutes across the entire body or for more than 2 minutes in one spot
- Do not use the product if using alcohol or drugs
- If the power cord is damaged, stop using it immediately. Contact hello@boncharge.com. Do not disassemble the product yourself.
- Do not wrap the product with towels, quilts, clothes, etc. when you use it.
- Do not use heating for more than 2 minutes in one area to prevent burning
- Please keep this product away from water, fire and corrosive environments.
- If you feel uncomfortable, please stop using the device and consult your doctor
- Use soft and dry cloth to remove dust and other dirt, and place the product in a dry and ventilated place when not in use.
- Do not place the product in high temperature, humidity as well as direct sunlight.
- When the storage exceeds 3 months, the product should be checked out and powered on for testing prior to use
- Do not use whilst pregnant
- Do not use without the consent of your doctor or physician
- If you feel ill whilst using the device stop immediately and seek medical attention

Disclaimer: Bon Charge and all its suppliers do not endorse this product for medical use or treatment against any existing condition. Medical advice should always be sought before using Cold and Heat Massage Gun, from your doctor or registered health practitioner.

WARNINGS

BEFORE USING OR CHARGING THE Cold and Heat Therapy Massage Gun READ ALL INSTRUCTIONS AND CAUTIONARY MARKINGS IN THIS MANUAL, ON THE CHARGER, ON THE BATTERY, AND ON THE DEVICE. NEW BATTERIES MUST BE CHARGED BEFORE FIRST USE. The Cold and Heat Therapy Massage Gun is intended for commercial or home use. Do not place your finger or any objects near the metal piston above the attachment while the device is in use or immediately after use. The metal piston can become extremely hot. Do not use the device above your Adam's Apple or C4, on your head, or near your genitals. Do not use the device above the waist during pregnancy. Do not get hair caught in the attachment arm or in any other moving part on the device. Do not get the device wet. Only clean the device with a magic eraser or with a lightly damp towel. Do not block the vents of the motor. This product is not intended to diagnose, treat, or prevent any diseases. We strive to make the device as safe as possible. This is an advanced mechanical tool with electric components. If the device and its accessories are not used or maintained properly, there is a risk of fire, electric shock, or injury. When using the device, these basic precautions should always be followed including:

1. **USE ONLY AS INSTRUCTED.** Use the device as described in the device Instruction Manual only. Use only Cold and Heat Therapy Massage Gun recommended accessories and replacement parts. Do not carry out any maintenance other than as advised by Bon Charge
2. **NOT FOR CHILDREN.** The device and USB-C cord are not intended for use by young children or persons with reduced physical, sensory, or reasoning capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction by a responsible person. Do not allow the device to be used as a toy. Close attention is necessary when used by or near children. Children should be supervised to ensure that they do not play with the device or USB-C cord.

3. DO NOT PULL OUT THE BATTERY WHILE THE DEVICE IS ON.
4. REDUCING RISK OF INJURY. Only charge the lithium-ion batteries in the with the USB-C cord provided. Other chargers may cause personal injury or damage. Do not connect the USB-C cord to a power supply plug or car cigarette lighter.
5. USE THE DEVICE ONLY WITH THE INCLUDED BATTERY. Use of other batteries may result in a risk of fire, electric shock, or personal injury.
6. CHARGING LOCATIONS. The device should be charged indoors in a well ventilated, dry location. Do not charge the device outdoors, in a bathroom, or within 10 feet (3.1 meters) of a bathtub or pool. Do not use the device or USB-C cord on wet surfaces and do not expose the USB-C Cord to moisture, rain, or snow. Do not use the Device or USB-C cord in the presence of explosive atmospheres (gaseous fumes, dust, or flammable materials). Sparks may be generated, possibly causing a fire.
7. DO NOT BLOCK MOTOR VENTS. Do not put any obstructions into vents or openings. Do not use if any vent is blocked. Keep free of dust, lint, hair, and anything that may reduce airflow. Keep hair, loose clothing, and fingers from vents and moving parts. Never drop or insert any object into any opening.
8. DO NOT BURN OR INCINERATE THE DEVICE OR ITS BATTERIES. The battery may explode, causing personal injury or damage. Toxic fumes and materials are created when the battery is burned.
9. DO NOT CRUSH, DROP, OR DAMAGE THE BATTERIES OR USB-C CORD. Do not use a device that has received a sharp blow, been dropped, run over, or damaged in any way.
10. BATTERY CHEMICALS CAUSE SERIOUS BURNS. Never allow the internal battery to come into contact with the skin, eyes, or mouth. If a damaged battery leaks chemicals, use rubber or neoprene gloves to dispose of it. If skin is exposed to battery fluids, wash with soap and water and rinse with vinegar. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.

11. **DO NOT SHORT CIRCUIT.** A battery will short circuit if a metal object makes a connection between the positive and negative contacts on the battery or the 16V connector. Do not place a battery near anything that may cause a short circuit, such as coins, keys, or nails in your pocket. A short circuited battery may cause fire and personal injury.

12. **DO NOT OPERATE UNDER BLANKET AND PILLOW.** Excessive heating can occur and cause fire, electric shock, or injury.

13. **STORING THE DEVICE.** Store in a cool, dry place. Only charge the device when the ambient temperature is between 0°C/32°F and 40°C/104°F. Do not store the device, batteries, or USB-C cord where temperatures may exceed 40°C/104°F, such as in direct sunlight, in a vehicle, or metal building during the summer.

14. **DISPOSING OF BATTERIES.** The lithium-ion batteries for the device are more environmentally friendly than some other types of batteries. Always dispose of the device batteries according to federal, state, and local regulations. Contact a recycling agency in your area for recycling locations

15. **DO NOT DISASSEMBLE.** Disassembly or incorrect reassembly may result in the risk of electric shock, fire, or exposure to battery chemicals. The warranty will be void if the device, batteries, or USB-C Cord are disassembled or if any parts have been removed. If the Device or any parts are damaged, contact Bon Charge by emailing hello@boncharge.com

16. **SERVICE.** If the device, batteries, or USB-C Cord is not working properly, has received a sharp blow, or has been dropped, damaged, left outdoors, or dropped into water, do not use and contact Bon Charge by emailing hello@boncharge.com for repair or service. Do not attempt to repair or disassemble the device which may result in an electric shock or fire.

17. **DO NOT USE WHILE BATHING OR IN THE SHOWER, TUB, OR SINK.** Do not place or store the device, batteries, or USB-C Cord where it can fall or be pulled into a tub or sink. Do not place in or drop into water or other liquid. Do not reach for an appliance that has fallen into or come into contact with water. Unplug immediately.

18. **DO NOT OPERATE** where aerosol (spray) products are being used or where oxygen is being administered.

Disposal

This device must not be disposed of with your normal household rubbish. This device requires disposal via your designated waste collection point. This device contains a lithium battery and this must be disclosed when handing over to



Warranty and Returns Cold and Heat Therapy Massage Gun

Manufacturer's Warranty (Cold and Heat Therapy Massage Gun)

BON CHARGE Pty Ltd warrants that this device (Cold and Heat Therapy Massage Gun) will function and perform within the specifications for one year from the date of delivery.

What does this Manufacturer's Warranty cover?

This Manufacturer's Warranty covers any defect in material or workmanship under normal use during the warranty period.

During the warranty period, BON CHARGE Pty Ltd will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

How long does the cover last?

This Manufacturer's Warranty for Cold and Heat Therapy Massage Gun purchased from BON CHARGE Pty Ltd is valid for one (1) year from date of purchase. A replacement Cold and Heat Therapy Massage Gun or part assumes the remaining warranty of the original Cold and Heat Therapy Massage Gun.

What does this warranty not cover?

This Manufacturer's Warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in the material or workmanship
- Equipment that has been abused, modified, damaged, or fitted with substitute parts.

What do you have to do?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you.

Contact details

hello@boncharge.com
2/74 Gordon Road East, Osborne Park, 6017, Western Australia

If service is required, the buyer is responsible to return the device to BON CHARGE Pty Ltd within the one (1) year warranty period.

BON CHARGE Pty Ltd reserves the right to provide parts in different colours to the original device.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Returns

All of our products come with a risk-free 30-day guarantee. This 30-day period starts from the day you receive your Cold and Heat Massage Gun. If you're not satisfied with your purchase during the guarantee period, simply email hello@boncharge.com and we'll provide a hassle-free return experience. Here are some details to note:


- Return shipping will be your responsibility. We cannot be responsible for lost or damaged shipments.
- All returns or exchanges must be received in like new condition with all original accessories and packaging.
- All returns received with damaged or missing components may be subject to additional fees. If applicable, these fees will be deducted from the refunded amount.
- All returns will be inspected and processed within 3-5 days on receipt by BON CHARGE
- Returns must be postmarked before the end of the 30-day guarantee period. Returns sent after this period will not be accepted.


This product contains a lithium battery, and this must be disclosed to your logistics carrier when shipping back to Australia. Our preferred carrier is DHL Express




BON CHARGE

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