



After Service Card 售後服務保障卡

ENGLISH 1~7
繁體中文 7~14

Product Name 產品名稱	
Product Model 產品型號	
Product Serial No. 產品序列號	
Purchasing Date 購買日期	
Customer Name 顧客姓名	
Phone 聯系電話	
E-Mail 郵箱	
Add. 聯系地址	
Distributor Name 經銷商名稱	
Phone 聯系電話	
E-Mail 郵箱	
Sign/Seal Here: 經銷商簽署:	

Wish you health and peace.
願健康與平安歸給您。

Dr.Rock Energy Pain Relief Patch

Product Description
Dr.Rock Energy Pain Relief Patch is a non-invasive therapeutic device that can be magnetically attached and detached from the main unit. It utilizes graphene heating technology to release far-infrared rays and negative ions. The patch also contains PEMF (Pulsed Electromagnetic Field) energy at 7.83Hz, along with a natural trace element formula in the energy patch, to achieve pain relief effects.

Six Key Features

- Graphene heating
- PEMF 7.83Hz
- 30-45°C thermostatic
- Vibration adjustment
- Magnetism
- Easy to carry

Product Diagram

Product User Manual

Loc & Func

Loc & Func	Instructions for use
Power BTN / Vibration BTN / PEMF BTN	Long press for 2 seconds to power on/off; after powering on, short press to adjust vibration intensity. Adjustment sequence: (1st gear ⏪) (2nd gear ⏩) (3rd gear ⏸) → off. After powering on, PEMF (Pulsed Electromagnetic Field) is turned on by default, with a frequency of 7.83Hz. Quick double-click to enable/disable PEMF function.
Temp Knob	Use the temperature control knob to adjust the temperature within the range of 30 to 45°C. Clockwise rotation increases the temperature by 1 degree until it reaches 45°C, then stops. Counterclockwise rotation decreases the temperature by 1 degree until it reaches 30°C, then stops. When selecting the minimum temperature, counterclockwise rotation turns off the heat therapy. When the heat therapy is turned off, rotating clockwise turns it on. "30-45°C" indicates the current heat therapy temperature setting. "00" means heat therapy is turned off. "—" means the controller is separated from the pain relief patch.
Temp Indicator light	Standard USB-C charging socket (recommended adapter: DV2A)
USB-C Port	Displaying 7.83Hz indicates that PEMF is turned on, while no display indicates that PEMF is turned off.
PEMF Indicator light	Displaying current vibration levels: (1 gear ⏪) (2 gear ⏩) (3 gear ⏸)
Vibration mode indicator light	The flashing of the "i" icon indicates that heating is in progress. When the set temperature is reached, the "i" icon disappears, indicating that the heating operation has stopped.
heating Indicator light	Display the current battery power status. Full battery: 100% to 80% - Battery indicator light is green. Normal battery level: 30% to 5% - Battery indicator light is blue. Low battery level: 30% to 5% - Battery indicator light is red. When the battery is low, there will be a "beep" sound notification. Charging status: Red breathing effect on the battery indicator light. Fully charged: Battery indicator light remains solid green.
Battery Indicator light	This product has a memory function, which retains the previous temperature setting even after power off or separation from the controller.

Product Usage Diagram

Specifications

Model: EP100
Name: Dr.Rock Energy Pain Relief Patch
Auxiliary heating: graphene membrane
Hot compress temperature: 30-45°C
Adjustable temperature: 30-45°C (Note: The above will vary by ±5°C due to environment and usage)
Vibration: 3-speed adjustment
Automatic timing: every 20 minutes. (To use again, please remove the controller and restart.)
Ultra long wave frequency: 7.83 Hz
Power input: USB-C 5V/1.2A
Lithium battery: 3.7V/1500mAh, 5.5Wh
Battery life: about 1 hour (depending on usage status)
Charging time: about 2 hours
Size: 149*79*30mm / Weight: 88g / Colour: Black

Applicable Scope

According to different painful areas, it can be applied to the knee, ankle, hand joints (De Quervain's Tenosynitis or "Mommy Thumb", Tennis Elbow, Rheumatoid Arthritis), joint pain, cervical spine, shoulder, lumbar spine, muscle soreness in the legs (post-exercise muscle soreness, musclestrain pain), and as an adjunctive treatment for hip pain.

Safety Precautions For Use

- Individuals with abnormal skin conditions, wounds, eczema, dermatitis, allergies, and pregnant women should use this product with caution.
- Discontinue use and consult a doctor if any adverse reactions occur.
- For external use only. The energy patch can be reused up to three times.
- Do not use the product if it is contaminated, if there are spherical or chunky particles falling off, or if there are any sharp or prickly sensations.

Package Contents

Dr.Rock Energy Pain Relief Patch x1	Product storage bag x1
Waist and leg pain energy patch x10	User's manual x1
Shoulder neck pain energy patch x10	Charging cable x1
Joint pain energy patch x10	

FAQs & Troubleshooting

Fault description	Reason for the anomaly	Handling measures
The product cannot power on	Check if the battery is fully charged.	Please charge the device. If it has not been used for a long time, please charge it for at least 2 hours.
The device shuts down during use	Automatic timing has ended or insufficient battery power.	Please reboot or charge again.
The product cannot charge or shows no charging indication	1. Check if the charging port is properly connected. 2. Check if the charging power source has sufficient power.	1. Please reinstall or replace the appropriate adapter. 2. Check if the charging power source is working properly.
The product doesn't vibrate	The vibration motor is not receiving power or is damaged.	For specific issues, please contact customer support for further assistance.
The product doesn't feel warm	Wait for 1-2 minutes. The heating element may not be receiving power or it could be burned out.	For specific issues, please contact customer support for further assistance.

Note: If there are any other abnormal conditions, please contact customer service promptly.

After-Sales Service

One-year warranty

From the date of purchase, the whole machine is covered by a one-year warranty, while the accompanying accessories are covered by a six-month warranty. In the event of quality issues caused by manufacturing defects that prevent normal usage, our company will be responsible for free repairs, replacements, or necessary component replacements.

Note: The following disclaimer is not applicable within this warranty scope:

- Damages caused by accidents, misuse, mishandling, or transportation;
- Unauthorized repairs of the product;
- Failure to follow the maintenance or usage instructions stated in the user manual;
- Loss exceeding the cost of the product;
- Quality issues arising from abnormal storage or protection conditions at the customer's workplace;
- Inability to provide a valid purchase receipt;
- Products purchased from unofficial or unauthorized channels;

Environmental Protection And Recycling

The product contains a built-in rechargeable battery that may contain environmentally hazardous substances. Before disposing of the product, please make sure to turn off the power and remove the battery, or take the product to an official designated product recycling center. You can also send the discarded product to our designated recycling department (please contact customer service for recycling information), where the battery will be disassembled and recycled by the repair department.

- Please do not short-circuit the battery to prevent battery combustion and fire hazards.
- Do not dispose of the battery in fire to prevent explosions or the release of toxic substances.

Safety Precautions

- Before use, carefully read the instruction manual and follow the operating instructions.
- Do not use the product alone by individuals who are unable to take care of themselves, infants, or those who are not sensitive to heat.
- When using, pay attention to the temperature after heating and select the appropriate temperature setting that is tolerable for your skin. Avoid overheating to prevent burns.
- It is strictly prohibited to use chemical solvents to clean the device body, charging cable, etc.
- Do not dismantle the device by yourself in any way; otherwise, any resulting damage will be solely your responsibility.
- If you feel the temperature is too high or if the applied area becomes red, it is recommended to lower the heat setting or temporarily discontinue use.

Maintenance & Storage

- After using the product, remove the used energy patch promptly.
- When storing the product, keep it in a dry, well-ventilated place, protected from moisture, fire, sunlight, pressure, impact, and contamination.
- Once the energy patch is removed from its packaging, it should be used immediately and should not be placed back for storage to avoid contamination and loss of adhesive properties.
- After using the main unit of the product, turn off the power and place it in a safe location, away from children's reach.
- When storing the product or not using it for an extended period, keep it in a storage bag. Avoid exposing the product to direct sunlight, as it may cause fading, deformation, or even bursting. Additionally, if not used for a long time, it is recommended to charge the main unit of the product once a month to prevent battery damage or moisture issues.
- Do not use this product for any other purposes.

Dr.Rock 能量鎮痛貼

產品簡介
Dr.Rock 能量鎮痛貼是一款主機可磁吸分離、非侵入式的理療設備。通過石墨烯加熱，釋放出遠紅外線和負離子，內含PEMF（脈衝磁場）7.83Hz能量，配合使用能鎮痛的天然微量元素配方，達到舒緩疼痛效果。

六大特點

- 石墨烯加熱
- 脈衝磁場 7.83Hz
- 30-45°C 恆溫
- 震動調節
- 分離式磁吸
- 輕巧易帶

產品示意圖

產品使用說明

鍵位和功能鍵

使用說明

- 長按 2S 為開/關機操作：開機後，短按為開啟震動檔位調節；調節順序：(1檔 ⏪) (2檔 ⏩) (3檔 ⏸) → 關閉震動。短按顯示 PEMF (脈衝磁場)，頻率為 7.83Hz，快速連擊可開/關 PEMF 功能。
- 可通過調節溫度調節溫度，調節範圍 30-45°C；順時針調節，溫度加速增至 45°C 後停止；逆時針調節，溫度減速降至 30°C 後停止；選擇到 0 小時，逆時針旋轉，開始加熱。加熱圖標閃爍，正時針選擇，開始加熱。
- 顯示數字「30-45°C」表示當前設定溫度值，顯示「00」表示加熱關閉，顯示「-」表示控制器和能量鎮痛貼分離。
- 顯示 7.83Hz，表示 PEMF 已開啟，不顯示表示 PEMF 已關閉。
- 顯示當前震動檔位值：(1 檔 ⏪) (2 檔 ⏩) (3 檔 ⏸)
- 圖標顯示閃爍表示加熱工作中，到達設定溫度後，圖標消失表示停止加熱工作。
- 滿電狀態：100%~60% 電池指示燈為綠色；正常電量狀態：30%~5% 電池指示燈為藍色；低電量狀態：30%~5% 電池指示燈為紅色；低電量時，滿電標，提示：充電狀態：電池指示燈紅色呼吸燈效果；充滿電狀態：電池指示燈為綠色常亮。

本產品具有記憶功能，開機或控制器分離後，記憶上一次的溫度值狀態。

產品使用示意圖

參數規格

型號: EP100
品名: Dr.Rock 能量鎮痛貼
輔助加熱: 石墨烯 / 熱度溫度: 30-45°C
可調節溫度: 30-45°C (註: 以上受環境及使用情況會有 ±5°C 偏差)
震動: 3 級調節
自動定時: 20 分鐘 / 次 (如需再次使用, 需卸下控制器重新開啓。)
脈衝磁場: 7.83Hz
電源輸入: USB-C 5V/1.2A
鋰電池: 3.7V/ 1500mAh, 5.5Wh
續航時間: 約 1 小時 (依據使用狀態變化)
充電時間: 約 2 小時
尺寸: 149*79*30mm
主機重量: 88g / 顏色: 黑色

異常故障及排除

故障描述	異常原因	異常處理措施
產品無法開機	檢查電量是否充足	請充電 (若長時間未使用請充電 2 小時以上)
產品使用中停機	自動定時已結束或電池電量不足	重新再開機或請充電
產品無法充電或無充電顯示	1.檢查充電口是否插到位置。 2.檢查充電電源電量是否充足	1.請重新插接或是更換匹配的線配器。 2.檢查充電電源是否輸出正常
產品無震動反應	震動開機不運電或損壞	具體原因, 請聯繫售後處理
產品無熱感	需等待 1-2 分鐘 / 發熱片不通電或是燒壞	具體原因, 請聯繫售後處理

注: 如果有其他異常狀態, 請及時聯繫客務。

適用範圍

根據不同疼痛部位進行粘貼，適用於膝蓋、踝關節、手腕部（媽媽手、彈弓手、網球肘、風濕關節痛）、關節炎等關節部位、頸椎、肩周部位、腰椎、大小腿肌肉酸痛（運動後肌肉酸痛、肌肉拉傷疼痛）、臀部疼痛的輔助治療。

使用注意事項

- 皮膚異常、傷口、溼疹、皮炎、過敏體質者及孕婦慎用。
- 如遇其他不良反應，請立即停止使用，並諮詢醫師。
- 本品為外用產品，能貼貼最多重複使用三次。
- 如遇產品污染、球狀或塊狀體脫落、有毛刺等現象禁用。

包裝內容

Dr.Rock 能量鎮痛貼 x1	關節痛型能量貼 x10
產品收納包 x1	肩頸痛型能量貼 x10
使用說明書 x1	腰腿痛型能量貼 x10
充電線 x1	

售後服務

一年質保

自購買之日起整體質保一年，所附贈的配件保修6個月。因產品製造缺陷造成的質量問題，無法正常使用，將由我司負責免費維修、換貨、或更換必要的組件。

注意： 以下免費質保不在此保修範圍之內。

- 由事故、濫用、處理不當或運輸造成的損壞；
- 未經允許擅自維修產品；
- 產品未根據說明書保養或使用；
- 損失高於產品成本；
- 由於客戶工作場所存放或保護條件異常造成交付出現質量問題；
- 無法提供有效的購買憑證；
- 非官方授權渠道購買的產品；

環境保護及回收

產品內置充電電池，可能包含污染環境的物質。棄棄產品前，請一定要關閉電源並將電池取出，或將本品送至官方指定的電池回收處。您也可以將廢棄的產品寄回我指定的回收部門（請聯繫售後獲取回收信息），由維修部門對電池進行分解和回收。

- 請勿將電池短路，以防造成電池燃點引起火災。
- 請勿將電池投入火中，以防發生爆炸或釋放有毒物質。

安全注意事項

- 使用前詳細閱讀說明書，並按照操作說明使用。
- 不要讓生活不能自理、嬰幼兒或對熱不敏感的人對單獨使用。
- 使用時應注意加溫後的溫度，選擇自己適合的溫度檔，以皮膚能接受的溫度為主，切勿過熱，防止燙傷。
- 嚴禁使用化學劑清潔本機機身、充電線等；
- 禁止以任何方式自行拆卸本機，否則損失由個人全部承擔；
- 若感覺溫度過高 / 熱敷部位發紅，建議調低檔位或暫停使用。

保養、存放

- 產品使用後，應及時把使用過的能量貼移除；
- 產品存放採取防潮、防火、防塵、防震、防污染、且乾燥、通風；
- 能量貼拆袋後應及時使用，請勿再次放回，以免污染和影響貼度；
- 產品主機使用完畢後，需關掉電源，並放置於安全場所，切勿讓兒童玩弄；
- 產品存放或長時間不使用時，應放置於收納包內，切勿將產品置於日光下曝曬，以免造成產品褪色或變形及損壞。同時，長時間未使用應每月給產品主機充一次電，避免電池受損或產品受潮；
- 請勿將本產品用於其他用途；