

Cold & Heat Therapy Massage Gun

USER MANUAL



BON CHARGE



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PRODUCT OVERVIEW

Soothe, Recover, Perform with the BON CHARGE Cold & Heat Therapy Massage Gun. A versatile multi-therapy device that combines the benefits of massage therapy, cold therapy, and heat therapy for targeted relief.

Use cold therapy to help calm areas of discomfort, while heat therapy works to promote relaxation and comfort. Paired with deep tissue massage, this device is perfect for relieving tension and supporting flexibility.

Customizable to your needs, the BON CHARGE Cold & Heat Therapy Massage Gun is your go-to tool for supporting movement, comfort, and everyday well-being.

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

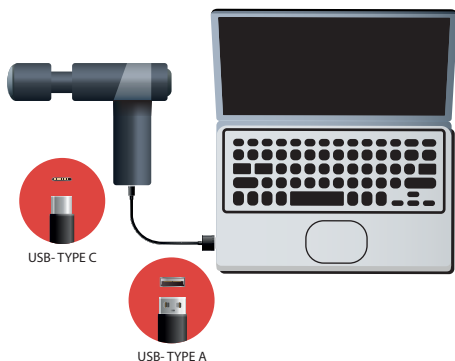
GETTING STARTED

Step 1

Connect the USB-C charging cable to your device. Connect the other end to a USB power source, such as your laptop's USB charging port or power bank.

The power button will flash red indicating that your Cold and Heat Therapy Message Gun is charging. It will turn to blue when half charged and then to green when fully charged.

It will take about 2 hours to fully charge.



Step 2

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

I - Cold And Heat Therapy Head

Cold Function: Can help to calm swollen areas.

Heat Function: Can soothe discomfort and improve flexibility.



2. Cusp Head

For deeper, targeted muscle relief and precision massage.



3. Round Head

For overall use on both large and small muscle groups.



4. Flat Head

For use on larger muscle groups like your legs or buttocks.



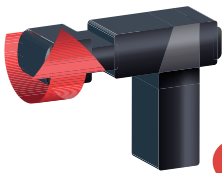
5. Double Claw Head

For neck and spine areas.

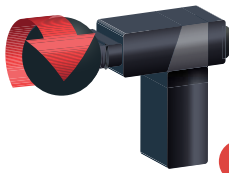


Step 3

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 it's 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:

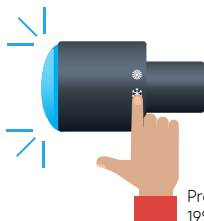


To turn off the device press and hold the power button until the device stops vibrating.

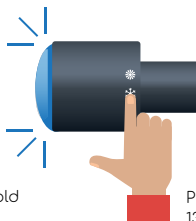
(for the Cold and Heat Head)

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.

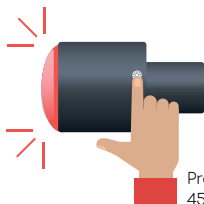


Press and hold
19° C

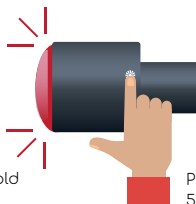


Press again
13° C

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:

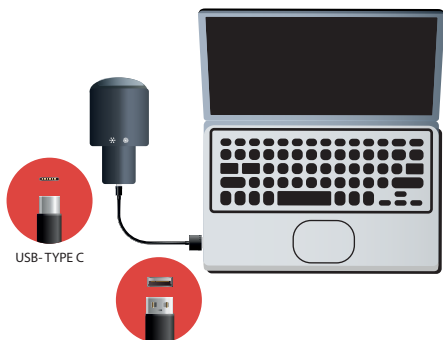


To turn off the device press and hold the power button until the device stops vibrating.

Step 5

Charging the Cold and Heat Head

Connect the USB-C charging cable to the massage head. 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. For best results, use 2-3 times per week.

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 Cold & Heat Therapy Massage Gun is not intended to diagnose, cure, or prevent specific diseases or medical conditions. These products are only intended to be used on mild conditions that have been medically diagnosed. Our Cold & Heat Therapy Massage Gun and information contained is not intended as medical advice or a substitute for medical advice.

BON CHARGE does not intend these products to cure any physical or skin conditions solely from their use. A qualified health professional or doctor should always be consulted prior to using the products, and professional medical attention should be sought regarding any serious or life-threatening conditions.

These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference.*
- 2. This device must accept any interference received, including interference that may cause undesired operation.*

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 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 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 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

2/40 King Edward Road, Osborne Park, 6017, Western Australia

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

BON CHARGE 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


If you wish to return your item, please visit our [Returns Centre](#) 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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Australia

 boncharge.com

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