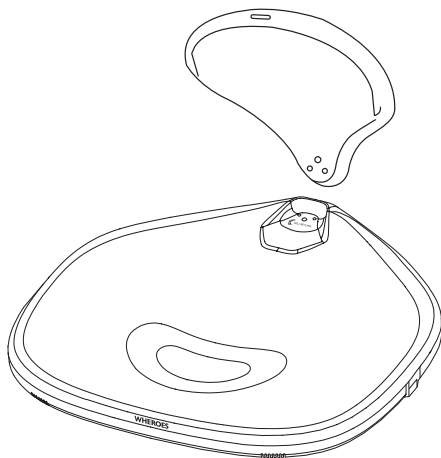


www.cellreturn.com  
store.cellreturn.com



# CELLRETURN WHEROES

## User Manual



Model Name  
SM-S1031

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Make sure to read the  
"Safety Precautions"  
before use and use it accurately.

This product is a beauty device, not a medical device.

Part no. '31XX3-PT0028' (REV1.0)

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## Precautions on Safety

### **Please keep the precautions!**

Precautions are classified into “Reference,” “Caution,” and “Warning” and they refer to the following:

These symbols are marked to call attention to the operation details that may have a risk of danger if not followed properly. Parts with these symbols must be read carefully and you must follow the according instructions to avoid any danger.

 **Reference**

Matters to note on the functions

 **Caution**

There is a risk of mild injury or product damage if instructions are not followed.

 **Warning**

There is a risk of serious injury or product damage if instructions are not followed.

After reading this user guide, keep in a safe place for future reference.

---

## Precautions on Skin Safety

—  
Do not use in any of the following cases:



- Abnormal skin condition or hot skin (ex : after drinking, sunburn, right after outdoor activities such as golf, right after workout, sauna, lower-body bathing, peeling, etc.)
- Sensitivity to light, including sun allergy
- When using cosmetic products or drugs that cause dry skin
- During pregnancy

---

## Precautions on Skin Safety

**Consult with a physician in any of the following cases:**



- Cancer | Cardiovascular disease | Endocrine system disorder | Sensory nervous system disorder
- Infectious disease | Epileptic | Systemic lupus | Skin problems
- Abnormal lung function or heart disease
- If you are taking any medicine due to hormonal imbalance
- If you have any other diseases or disorders and have any signs of disorder in your body

\* For inquiries, please contact the place you purchase.

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## Precautions on Product Safety

### How to use safely



Read the instructions carefully before use.



Do not place on materials prone to deformation at high temperature, such as leather sofas or latex mattresses.



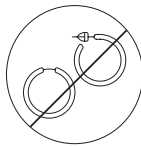
Do not apply strong force or excessive weight. Do not disassemble or modify the inner part of the device.



Keep out of reach of the children and do NOT let them operate the device.



Do not use alcohol, benzene, acetone or other chemicals.



Remove any metal jewelry from the area the device would touch before use.

---

## Precautions on Use

### Warnings and precautions for charging

#### Warning

- Do not use or charge for long hours on or under the blanket, electric heating pad, or carpet.
- Internal temperature increase may cause damage or fire.

#### Caution

- Stop using if there is smoke or strange odor.  
Turn the power off immediately, remove the charger adapter and contact the Place you purchase.
  - Continued use may result in fire or electric shock.
- Do not damage, modify, bend, twist, or apply heat to the charger adapter or USB cable.
  - Damaged cord may cause fire or electric shock.
- Do not put conductor materials in the electrical outlet when the charger adapter is plugged in.
- Do not touch directly after unplugging the charger adapter.
  - It may result in electric shock.
- Unplug the charger adapter by pulling the plug, not the cable.
  - Pulling the cable may cause damage or short circuit.
- Not recommended for more than 2 hours of use while charging, as it can damage the battery.

\* For inquiries, please contact the place you purchase.



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## Warnings and precautions on usage

### Warning

- Do not disassemble, alter or modify the product.
  - Malfunction may cause fire, electric shock, or injury.
- Be careful that the product contains the magnetic material, which may affect the credit card.
- This product is not waterproof. Keep away from moisture.
- Do not touch the charger cable with wet hands.
  - It may result in electric shock.
- Recommended to be used on a chair or flat surface. Do not use near materials prone to deformation at high temperature.
- Do not cover the product with a blanket when it is operating.
- Do not drop or apply strong force. – Keep away from vibrations or magnets.
- Unplug the power cable by pulling the plug, not the cord.
  - Pulling the cord may damage the electric cable or cause the device to fall.
- Beware when using in dry air.
  - Be aware of static electricity when using in a place with dry air.
  - Static electricity can be prevented by touching metal before using the product.
- Do not place near heat or fire.
- Do not use or store near flammable materials.
  - It may cause fire or explosion.
- Do not use high voltage electrical products (e.g. electric mosquito bats) near the device.
  - Electrical shock may damage to the product.
- Do not shine the light on pets or other objects.
- Be careful not to get hurt by dropping the product while carrying.

---

## Precautions on Use

### Warnings and precautions on battery

#### Warning

- Damaged battery may result in explosion.
- Do not apply strong force, put in water, or keep or use for long hours in the car or sauna.
- Built-in battery cannot be removed or replaced arbitrarily by the user. Improper battery exchange may result in explosion.
- Battery shall be disposed in accordance with the local disposal procedures.

#### Caution

- This product has the battery built into the device.  
Fully charge the battery before first use.
- Batteries are consumable items, therefore battery life decreases over time.
- Charging time may change depending on the remaining battery time, temperature, or other conditions.
- Built-in battery cannot be removed or replaced arbitrarily by the user. In such case, guaranteed service shall not apply.
- When it is necessary to remove or replace the battery, always visit the designated service center.
- Removing or replacing the battery in a normal product may incur a service fee.
- \* For inquiries about battery replacement, please contact the place you purchase.

#### Notice

It takes approximately 10 hours 30 minutes to fully charge a depleted battery (main body + Y pad), and the power consumption is 45W.

---

## Warnings and precautions on product storage

### **Warning**

- Keep away from heater or high temperature.
  - There is a risk of fire.
- Do not store near electric heater or at high temperatures.
  - There is a risk of fire or damage.
- Do not store in humid, dusty or sooty areas.
  - There is a risk of fire or electric shock.

### **Caution**

- Do not expose to direct sunlight.
- Do not store above 35°C, below 5°C, or in humid areas.  
(Keep away from high/low temperatures or humidity.)

---

## Precautions on Use

### Product storage and management

- If the charging cable falls in water, do not touch and disconnect the adapter immediately.
- Careful attention should be paid to keep the product away from children's reach.
- Do not place the cable near a heated surface.
- In case of long-term storage, charge the product at least every 3 months to maintain battery life.
- Do not poke between the gap with a key, hairpin, hanger, nail or other sharp metal.
- Keep in the pouch (bag). When taking the product to another place, repack in the pouch (bag) that came with the product at the time of purchase.
- Do not put near pesticide sprayers or other volatile liquids.
- Do not wipe the surface too hard, as it may cause damage to the product.
- Do not place near plastic or rubber for long hours under light.
- Do not use alcohol, benzene, thinner or other strong chemicals, as they may ruin the surface of the product.
- Do not put in the dishwasher, oven, or washing machine.

---

## Disclaimers

### — Disclaimers

- The manufacturer is not liable for product defects or damages caused by the user's negligence.
- Information in this user guide is based on the current product specifications, and may be partially different.
- The manufacturer is striving to add new functions to the product, and shall continue to apply new technologies henceforth.
- All product standards and functions may be changed without notice for improved performance.

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## Q&A

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### Frequently Asked Questions

- Q** What modes can be used and what are the effects of each mode?
- A** Power mode and soft mode have the effect of taking a half bath with the use of far infrared and LED. The temperature setting is different for each mode, so the user can choose the right temperature. Beauty mode helps improve pigmentation in the Y ZONE with the use of far infrared and LED.
- Q** How are far and near infrared different in terms of effectiveness?
- A** Far infrared is absorbed by the water molecules in the body and delivers thermal energy from outside to deep inside the skin, and can penetrate through clothes. Near infrared penetrates into the dermal layers and help to activate the cells by stimulating biochemical reactions with light energy.
- Q** How should the product be cleaned and how often?
- A** Wipe with the cleaning towel after each use. For more details, refer to the instructions in the user guide.

---

**Q** Should I use the product on bare skin?

**A** Far infrared is delivered to the body tissues through clothes. However, clothing causes LED light to scatter, and may reduce the effect. Therefore, using on bare skin is recommended for maximum effect, but using over thin clothes is also fine.

**Q** How does the WHEROES thermal system work?

**A** Unlike other heating products, WHEROES adopts a heating plate that emits far infrared rays and transfers the radiant heat into the body while the temperature increases gradually.

**Q** Is there any chance of getting low-temperature burns from far infrared rays?

**A** Low-temperature burns occur at a temperature that would not cause burns within a short time period, but causes damage to the skin tissue as heat accumulates with temperature increase over time. It is known to occur after 6 hours at 44°C, and 3 hours at 45°C. WHEROES lets the temperature increase slowly with far infrared at power mode, and there is no risk of low-temperature burns.

---

## Before Use

### — Features

Dual Power System capable of transmitting of Red Light, Near Infrared Ray and Far Infrared Ray simultaneously,

Far infrared emitted from nano-silver carbon heater penetrates deep into the skin, and red light and near infrared LED help to activate the cells.

#### 3 special care modes for health and beauty

Power mode and soft mode help strengthen the Y ZONE area, and beauty mode makes it healthy and beautiful.

#### Safe Home Care for the sensitive zone

The overheating prevention sensor helps maintain safety during use.

#### Ergonomic Design for Consistent Care

Intensive care is possible with the portable Y-pad, and anyone can comfortably use it with an ergonomic design for modern people who sit for a long time.

\* Y ZONE means the groin area and W ZONE means the hip area.

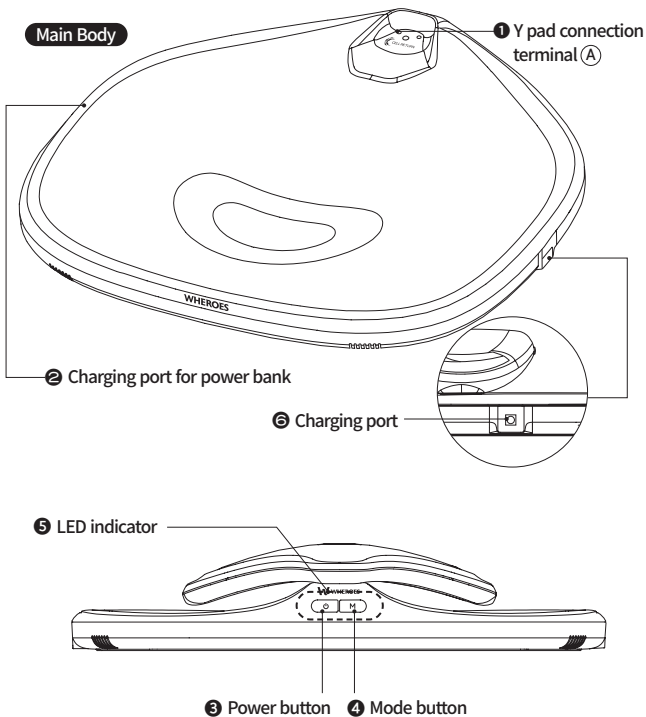




## Before Use

# CELLRETURN WHEROES

### Name of Parts



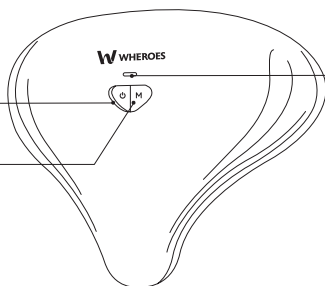
## Y Pad

### Front

① Power button

② Mode button

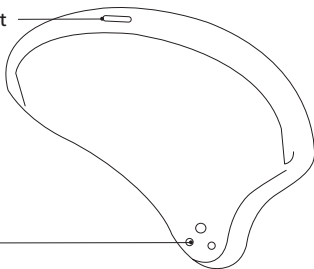
③ LED indicator  
(red light/blue light)



### Back

④ Y pad charger port

⑤ Y pad base (B)



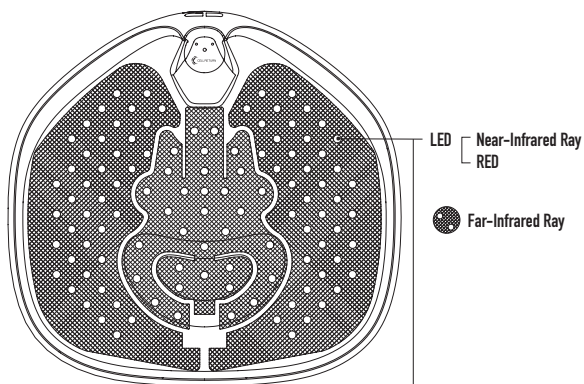
Y pad can be charged wirelessly by connecting (A) and (B).

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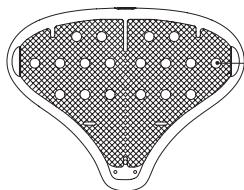
## Before Use

### Far Infrared & LED Array

#### Main Body



#### Y Pad



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## — Specification

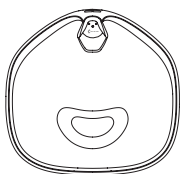
Name of product	WHEREOES
Description	LED Far Infrared Care Device
Model	SM-S1031
Rated Input	DC 12V / 3A
Built-in battery	Lithium polymer 3.7V/ 2000mAh*7 (14000mA)
Wavelength	Red light, near infrared, far infrared
Number of LEDs	260
Measurement (W x D x H)	Main Body : (W)391.5 x (D)373.1 x (H)49.7 (mm) Y Pad : (W)189.2 x (D)146.5 x (H)37 (mm)
Weight	2.2 Kg (Error range: $\pm 5g$ )
Manufacturer/ Country	CELLRETURN / Republic of Korea

\* Design and product specifications can be changed without the prior notice.

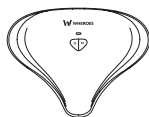
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## Before Use

### Components



Main body



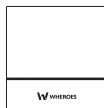
Y Pad



User Manual



Charger (DC Jack Cable)  
+ USB Type-C cable



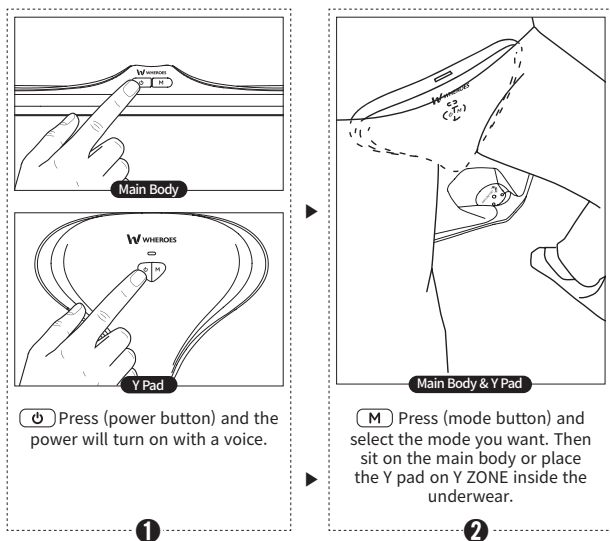
Pouch (bag)




Cleaning towel

# Instructions

## How to Use



- \* When the time ends for the selected mode, operation ends automatically with a voice
- \* Press and hold the power button  for one second to stop using.
- \* Be careful when using the Y pad if you are allergic to metal.

---

## Instructions

---

### Mode

**M** You can change the mode with the number of clicks on the mode button.

<b>M</b> Number of clicks	Mode	Temperature	Time
1	Power Mode	Strong	20 min.
2	Soft Mode	Mild	20 min.
3	Beauty Mode	Mild	17 min.

- Select power mode or soft mode if you want the effect of taking a half bath.
- Select beauty mode if you want to improve skin tone in the groin area.
- The thermal sensation for each mode is felt gradually, and may change depending on the ambient temperature, body temperature or clothing material.
- \* Up to 2 consecutive times of use is recommended per person. After 2 times, take a rest for well over an hour.

---

### Haptic function

- Press and hold the mode button **M** for 2 seconds to use haptics.
- \* Haptic function gives slight vibrations at regular intervals, and only works in the main body.

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### Silent/Voice mode setting

- Press and hold the power button **⏻** for 2 seconds to change to silent mode.
- To remove from silent mode, hold the power button again for 2 seconds.



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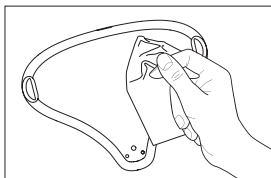
## Cleaning After Use

### Main Body



Wipe the light-emitting part of the main body with the cleaning towel after use

### Y Pad



Wipe the light-emitting part of the Y Pad with the cleaning towel after use.

- \* Cleaning with water is not recommended, as the product is not waterproof.
- \* If there is a severely contaminated area, wipe only the contaminated area with a wet tissue, then immediately wipe the remaining moisture with a clean towel.
- \* If the cleaner towel is contaminated, hand-wash the towel with lukewarm water (40 °C or less) with a neutral detergent and dry it in a well-ventilated shade.

## Storing After Use

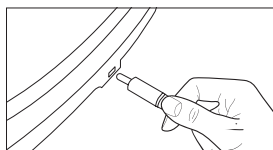
- \* Store in the pouch (bag) after cleaning.

---

## Instructions

### How to Charge

#### Main Body

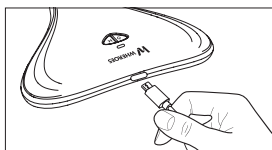


#### Wired charging

Connect the DC jack cable to the charger port on the right side of the main body.

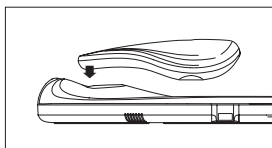
(Can be charged while device is in use)

#### Y Pad



#### Wired charging

Connect the USB Type-C cable to the Y pad charger port. (Cannot be charged while device is in use)



#### Wireless charging

Connect the Y pad to the main body terminal. (Cannot be charged while Y pad is in use)

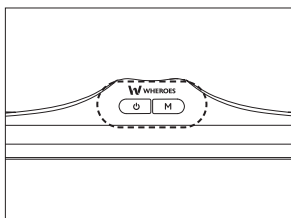
\* When the battery needs to be charged, the LED indicator blinks in red and says "Please use after charging."

\* When you hear "Please use after charging", charge before using again.

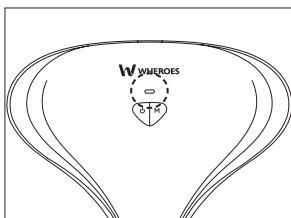
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## LED Indicator

Main Body



Y Pad



There are 2 LED indicators in the main body - in the power button and mode button each. There is also one in the upper part of the Y pad button.

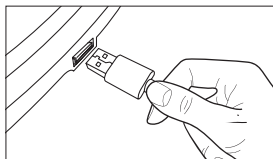
Status	LED lamp	Y pad
In use	Blue light	Blue light
Fully charged	Blue light	Blue light
Being charged	Red light	Red light
Low battery	Red light (blinks)	Red light (blinks)
Charging while in use (main body only)	Red light (being charged) → Blue light (fully charged)	

\* If the battery does not charge after checking the LED indicator, please contact the place you purchase.

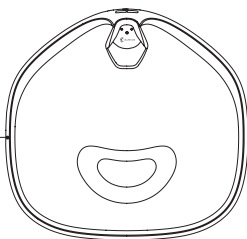
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## Instructions

### Power bank function



Mobile phones and other devices can be charged by connecting USB Type A cable to the main body charger port.



\* Usage time may be reduced in case of using the charger port to charge another device while the product is operating.

### Battery

- The battery is built into the device.
- It takes approximately 10 hours 30 minutes to fully charge a depleted battery for the main body and Y pad, and 6 hours 30 minutes to fully charge the Y pad only.
- After fully charging, the main body and Y pad can each be used 3 consecutive times at power mode. Up to 2 consecutive times of use is recommended per person.

\* Charging times may vary for different adapter specifications.

### Caution

- Do not look into LED light from a close distance.
- If you have skin problems or are taking long-term medication, please inquire the place you purchase before use.

---

## Troubleshooting

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### Checklist before failure report

Problem	Countermeasure
Product does not function properly.	<ul style="list-style-type: none"><li>· Check if the power button is on.</li><li>· Charge the device according to user instructions.</li><li>· Check if the LED indicator light is on when charging the device.</li></ul>
Product does not turn on.	<ul style="list-style-type: none"><li>· Battery is discharged.</li><li>– Charge the battery.</li><li>· Connect the charger to the power supply unit.</li><li>· Check if the voltage requirement is in compliance with the local supply voltage.</li><li>· Connect the main body and Y pad to the charger and check if they work.</li></ul>
LED indicator light does not turn on when charging.	<ul style="list-style-type: none"><li>· If the battery is left discharged for a long time, the LED indicator light might not turn on.</li></ul> Fully charge and check again.
LED light is dim.	<ul style="list-style-type: none"><li>· If LED light is dim, fully charge and check again.</li></ul>
Temperature does not go up.	<ul style="list-style-type: none"><li>· Check if the power button is on.</li><li>· Charge the battery.</li></ul>

---

## Troubleshooting

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### — Warranty

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Repair warranty period: **12 months**

Quality warranty period: **12 months** / Battery warranty period: **6 months**

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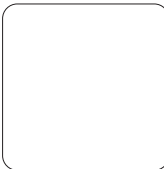
\* The warranty card enclosed with your purchase must be presented at the time of request for repair.

1. Product warranty is based on the information provided on the warranty card.
2. Please keep the proof of purchase, as the warranty period is calculated from the date of purchase. (If the purchase date cannot be confirmed, the date after 3 months from manufacturing or customs clearance shall be deemed as the purchase date.)
3. In case of using household products for sales purposes or under abnormal conditions, the repair warranty period shall be reduced by 50%.
4. The warranty card will not be reissued.
5. If the product is supplied under a separate contract, the warranty policy will be applied in accordance with the main contract.
6. The product quality warranty period is different from the free repair warranty period and it means the warranty period below.
  - As of the initial purchase date after product exchange
  - The battery warranty period is the period when free battery exchange is available.



## Warranty Card

- This warranty card is issued by Cellreturn and certifies that the purchased product is genuine.
- This warranty card must be presented when requesting a refund, exchange or after-sales service for a faulty product.



- Cost of repair for any defect caused by the customer's failure to operate and maintain the product in accordance with the applicable standards may be charged to the customer.
- This warranty does not apply to consumable parts.

**Serial Number**

---

CELLRETURN | Namdongseo-ro 237beon-gil,  
Namdong-gu, Incheon

\* Please keep this warranty card for future service request.

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## Others

### Liabilities of charged service (Costs borne by customers)

In the following cases, the product is not applicable for free repairs even during the warranty period.

- Malfunction or damage was caused by putting foreign materials in the product. (e.g. water, drinks, coffee, toys)
- Malfunction or damage was caused by dropping or applying strong force.
- The exterior was damaged or deformed by using thinner, benzene or other organic solvents.
- Malfunction or damage was caused by using components or consumable parts that are not manufactured by Cellreturn.
- Parts were lost or damaged after disassembly by the user.
- Malfunction or damage was caused by using improper voltage.
- Malfunction or damage was caused after repair or modification performed by someone who is not a Cellreturn service engineer.
- Malfunction or damage was caused by natural disaster. (e.g. lightning, fire, storm, flood, gas, salt, earthquake)
- Malfunction or damage was caused by failing to comply with the safety precautions.
- Malfunction or damage was caused due to other reasons attributable to the user.

\* The contents of this user guide are subject to change depending on the circumstances.



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**MEMO**

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## MEMO

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**MEMO**

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**CELLRETURN CO.,Ltd**

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