

# *Infrared PEMF Collection*

**User Manual**  
May 2026



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WHY WE MADE IT

# 01 Intended Purpose

This product is intended for general wellness use, when used as directed.

- Supports relaxation, stress reduction and a sense of grounding.
- Supports muscle relaxation and general recovery after everyday activities.
- Supports general wellbeing, including perceived improvements in sleep quality, mood and calm.

FIVE LAYERS. ONE DEVICE

# 02 Device Description

BON CHARGE Infrared PEMF products combine pulsed electromagnetic fields (PEMF), red and near-infrared light, far-infrared heat, and crystal layers to support whole-body relaxation and general wellbeing.

## Main Components:

**PEMF (1–30 Hz):** Low-frequency pulsed electromagnetic fields designed to support relaxation, grounding sensations and mental clarity.

**Red Light (660nm):** Visible red light intended to support skin appearance and general wellness.

**Near-Infrared Light (850nm):** Near-infrared light designed to reach deeper tissues and support muscle relaxation and general recovery.

**Far-Infrared Heat:** Deep, gentle heat to support relaxation and comfort.

**Crystal Layer:** A blend of amethyst, onyx, tourmaline and quartz crystals designed to provide a stable, grounding surface.

## Product Overview

<i>Feature</i>	<i>Benefits*</i>
PEMF (approx. 1–30 Hz)	Supports deep relaxation, grounding sensations, calm, creativity, clear thinking and meditation.
Red Light (660nm)	Supports improved skin appearance and complexion.
Near-Infrared Light (850nm)	Supports muscle relaxation and general recovery.
Far-Infrared Heat	Supports healthy sweating, relaxation and comfort.

## The Crystal Layer



### **Tourmaline**

Our PEMF Mat features a variety of Tourmaline stones. When heated, they emit Far-Infrared Light, providing controlled and beneficial warmth.



### **Amethyst**

In Greek and later spiritual traditions, used for clear thinking, calm and meditative focus. Amethyst is traditionally linked with tranquillity and inner balance.



### **Onyx**

In lithotherapy and folk traditions, used for grounding, protection, strength and steadiness. Onyx is also traditionally carried as a talisman for resilience and emotional self-control.



### **Quartz**

In crystal-healing traditions, quartz is the “master healer” used to amplify intentions, enhance clarity and harmonize spaces. Traditionally, quartz is paired with other stones in ritual and meditation.

\* Benefits are based on general wellness and user-reported outcomes. Individual results may vary.

# 03 Important Safety Information

Read this user manual before first use and keep it for future reference. Use the product only as described in this manual.

- If you experience discomfort, dizziness, nausea, headache, skin irritation or any concerning symptoms, **stop use immediately** and consult your healthcare professional.
- For indoor use only.
- Only use on clean, dry surfaces
- Only use the power cable and controller supplied with your device.

## 03.1 General Safety

- Not intended for use by animals, children or anyone under 18 years of age.
- **DO NOT** stare directly into the LEDs or into their reflection in mirrors or shiny surfaces.
- **DO NOT** allow children to use the device unsupervised or without clearance from a qualified medical practitioner.

## 03.2 Electrical Safety

### ● Risk of electric shock

- **DO NOT** place the device into any liquid.
- **DO NOT** wash the mat or controller with running water or submerge in any liquid.
- **DO NOT** touch the device, plug or controller with wet hands.
- **DO NOT** use the device on wet or damp surfaces or when you have wet skin.

## 03.3 Electrical Safety & Voltage

### US and Canada

- This device is designed for use in a Type B (NEMA 5) 120 V AC outlet only.
- **DO NOT** use extension cords, power boards, generators, power converters or power inverters.
- Use in other countries, at different voltages or with transformers is at your own risk and may cause burns, electric shock, product damage, and void product warranty.

### EU/UK and AU

- This device is designed for use in a 230 V (UK) or 220–240 V (EU/AU) AC outlet only.
- **DO NOT** use extension cords, power boards, generators, power converters or power inverters.
- Use in other countries, at different voltages or with transformers is at your own risk and may cause burns, electric shock, product damage, and void product warranty.

### 03.4 Heat Safety

- The mat surface and internal components can become hot during and after use.
- Always start on a low temperature and increase heat gradually.
- Always wear light, comfortable clothing, such as loose-fitting cotton garments, especially when using higher heat.
- **DO NOT** use the mat without clothing. Always wear lightweight clothing.
- **DO NOT** fold, roll or store the mat while it is hot or still warm to the touch. Allow at least 30 minutes for the mat to cool before folding or storing.
- Folding the mat while hot may damage the materials and will void the warranty.
- **DO NOT** place the mat on waterbeds, bunk beds, latex or memory foam beds, mechanically adjustable beds, or children's cribs.

#### ● **WARNING: High Temperature**

- The mat can reach temperatures up to **80°C or 176°F**. Using high temperature settings incorrectly or for prolonged periods may cause heat-sensitive skin irritation.
- **To reduce risk:** Start with the lowest effective temperature setting, limit session time to the maximum recommended session time in this manual (**60 minutes**). **DO NOT** use on areas with reduced sensation.

### 03.5 Environment and Pets

- Keep all pets away from the product. Pets may chew the cables, damage the surface or be injured by the device.
- **DO NOT** tuck the power cable under sofas, beds, or other furniture. The mat and cable should remain visible during use.
- Keep the controller away from damp areas or locations prone to moisture.

READ CAREFULLY

## 04 Warnings

- **DO NOT** use the device if it has been dropped, damaged, left outdoors or exposed to liquids.
- **DO NOT** use on or near hot surfaces or in the presence of flammable or combustible products, vapours or aerosols.
- Use only when fully awake and able to get off the mat independently. **DO NOT** use on a person who is asleep, unconscious or unable to remove themselves without assistance.
- **DO NOT** use on open wounds or broken skin.
- **DO NOT** use with topical products (including heat-producing ointments or liniments). Skin burns could result.
- **DO NOT** modify, open or attempt to repair the device. There are no user-serviceable parts inside.
- **DO NOT** use if any part appears damaged, frayed or malfunctioning.
- Overuse of maximum temperature may cause excessive stimulation or discomfort. Use high heat settings with caution.
- Unplug the device when not in use.
- Supervise children and animals when near the device.
- **DO NOT** place blankets, pillows, heavy objects or flammable materials over the mat during use.
- **DO NOT** use if you have skin that is highly sensitive to heat (including the face).
- The controller can become hot during use. Place it on a heat-resistant, dry, clean, flat surface. **DO NOT** rest it on the mat while operating.

# 05 Contraindications

● **IMPORTANT**

- **DO NOT use the PEMF function** if you have any implanted electrical device (including pacemakers, cochlear implants or intrathecal pumps).
- If you have overactive adrenal or thyroid glands, use this product **with caution** and **only under medical supervision**, as glands may become overstimulated.
- If you have a condition involving **active bleeding**, ensure bleeding is controlled before using PEMF settings.
- If you are vulnerable to **cardiac rhythm disturbances**, use this product **only on medical advice**.

**DO NOT use this device unless approved by a healthcare professional if any of the following apply:**

- Pregnant or breastfeeding
- Use of medicines known to increase photosensitivity
- Suspicious, pre-cancerous or cancerous lesions
- Heart condition, implanted pacemaker or any implanted electrical device (including cochlear implants, intrathecal pumps and neurostimulators)
- Metal or other implants (including breast implants) in the intended exposure area
- Broken bones in the intended exposure area.
- Active malignancy, hemophilia or uncontrolled bleeding
- Fever or active infection
- Known heat sensitivity or reduced ability to sense heat
- Recovery from recent surgery
- History of alcohol or substance misuse or altered heat perception
- A diagnosed mental health condition that may affect safe use
- Skin disease, redness, burns or open lesions in the intended exposure area
- Osteoporosis, abnormal blood pressure, splanchnic disease or diabetes

**Consult a healthcare professional before use if:**

- You have recently received a steroid injection, or you are using topical steroids on the intended exposure area.
- You have a serious, medically diagnosed condition.

## *PEMF and Bone-Related Conditions (Precautionary):*

The cautions related to broken bones, osteoporosis and oral bone or tissue loss are **precautionary**. Pulsed electromagnetic fields (PEMF) may influence bone-related biological processes and individual responses can vary.

The Infrared PEMF Collection comprises **wellness devices** and is **not intended for therapeutic, diagnostic or medical use**. If you have any bone-related condition, use this product **only under the supervision of a qualified healthcare professional**.

# 06 Precautions

Failure to follow these precautions may result in device damage or reduced performance.

- Use the device only as described in this manual.
- Inspect the mat, cables and connectors before each use.
- **DO NOT** bend, fold sharply, crease or place heavy objects on the mat.
- **DO NOT** drop, crush, puncture or insert sharp objects into the device.
- Place the mat on a stable, flat and dry surface before use.
- **DO NOT** use beyond recommended session times.
- Store the mat in a cool, dry place **away from moisture, direct sunlight, sharp objects, excessive heat and pets.**
- **DO NOT** expose the device to extreme temperatures.
- **DO NOT** use alcohol, acetone, bleach, petroleum-based cleaners, abrasive materials, or other harsh chemicals when cleaning the mat.
- This product is intended for personal use only. For hygiene reasons, the device should not be shared unless it has been properly cleaned and sanitised.

## 07 Adverse Reactions

Stop using the device immediately and consult a qualified healthcare professional if you experience any adverse reactions. Possible adverse reactions may include:

- Discomfort or unusual sensations during use
- Persistent redness or warmth on the skin after a session
- Skin irritation, itching or sensitivity in areas exposed to the light
- Any other unexpected or unusual symptoms

Although uncommon, possible side effects may include:

- Temporary skin sensitivity or warmth in areas exposed to near-infrared or red light
- Mild sweating due to infrared heat exposure
- Temporary redness of the skin
- Skin irritation from excessive session duration or use at high intensity
- Mild dizziness or light-headedness when standing after use
- This product is intended for personal use only. For hygiene reasons, the device should not be shared unless it has been properly cleaned and sanitised.

If symptoms persist or worsen, **discontinue use** and seek medical advice from a qualified healthcare professional.

# 08 Getting Started

## 08.1 First Use

### 08.1.1 Light Sensitivity Test Before First Regular Use

Before starting regular sessions, perform a light sensitivity test.

1. Expose a small area of skin on your forearm.
2. Place the test area over the section of the mat that contains the red and near-infrared LEDs.
3. Switch on the mat.
4. Activate the red and near-infrared light settings by pressing the light bulb icon button.
5. Expose the test area for **2 minutes**.
6. After the test, observe the test area for at least **24 hours**.

**DO NOT use the product** if you experience marked redness, rash, discomfort or any unusual reaction. Consult a qualified healthcare professional before use.

## 08.2 Setting Up

1. Remove all components from the box.
2. Place the mat flat on a firm, stable surface (for example, the floor, a firm bed base, or a therapy table).
3. Ensure the surface is dry and free of sharp objects.
4. Connect the controller cable to the mat port:
  - Align the connector with the port.
  - Press the two pins in.
  - Insert the connector straight into the port.
  - **DO NOT** twist, bend or wiggle the connector.
  - Incorrect insertion or removal may damage the controller connection and is not covered under warranty.
5. To disconnect the controller cable:
  - Press the two pins.
  - Pull the connector straight out.
  - **DO NOT** bend or twist the connector.

## 08.3 Connecting to Power

1. Plug the power cable into a suitable wall outlet that matches your regional mains voltage. Refer to the **Electrical Safety** section.
2. Route the power cable so it is not under tension.
3. Ensure the power cable does not create a trip hazard.

## 08.4 Controller Overview

The controller allows you to adjust PEMF frequency, far-infrared heat, session time and red and near-infrared light. Refer to the labels on your controller for the corresponding icons.



1. **Power (ON/OFF):** Switches the controller on or off.

2. **Temperature Increase (+):** Increases the far-infrared heat setting.

- If applicable on your model, this button also increases the PEMF setting.

3. **Temperature Decrease (-):** Decreases the far-infrared heat setting.

- If applicable on your model, this button also decreases the PEMF setting.

4. **PEMF (ON/OFF):** Turns the PEMF function on or off and cycles through the available PEMF settings.

5. **Timer:** Sets the session duration from 1 to 60 minutes.

6. **Red and Near-Infrared Light:** Turns on the combined 660 nm (red) and 850 nm (near-infrared) LEDs.

# 09 Directions for Use

## Step 1: Power On/Off

1. After connecting the controller and plugging the unit into a power outlet, press the **Power** button to turn the device on.
2. Confirm the device is powered. The indicator lights on the controller will illuminate.

To turn the device off, press the **Power** button again.



## Step 3: Set Far-Infrared Heat (Temperature)

1. Press + to increase the temperature.
2. Press - to decrease the temperature.
3. To adjust faster, press and hold + or -.

### Approximate temperature range (by model):

- 220V model: 30–80 °C
- 110V model: 86–176 °F

**CAUTION:** Always start at a low heat setting and increase gradually as tolerated.



## Step 2: Choose Your Position and Clothing

- Lie on the mat so your spine and major muscle groups are comfortably supported.
- If desired, place a thin towel or sheet over the mat.
- For general sessions, wear light, comfortable clothing.
- When using the red and near-infrared light settings, wear lightweight clothing over the illuminated areas where practical to allow more light to reach the skin.

**NOTE:** PEMF performance is not affected by clothing.

## Step 4: Set PEMF Frequency

1. Press the **PEMF** button to switch the PEMF function **on**.
2. Press + or - to select the desired PEMF setting (**F1–F30**). This corresponds approximately to **1–30 Hz**.
3. To change the PEMF setting again:
  - Press the **PEMF** button.
  - Then press + or - to select a new setting.

**NOTE:** For safety and comfort, the PEMF function switches off automatically after **20 minutes**. A beep will sound at the 20-minute mark to indicate PEMF has turned off.



## 09.1 Guidance for first-time PEMF use

1. Before selecting a PEMF frequency, review the table below as a general guide.
2. Select the PEMF setting that feels most comfortable and supportive for you.
3. If you are new to PEMF, start with:
  - **Shorter sessions**, and
  - **Lower frequency** settings
4. Increase session time and frequency **gradually**, based on comfort and tolerance.

### PEMF Frequency Ranges

<i>Setting</i>	<i>Frequency (Hz)</i>	<i>Range &amp; Benefits</i>
<i>F1-F3</i>	0.1-3Hz	DELTA WAVES May support deeper relaxation & sleep quality
<i>F8</i>	8Hz	SCHUMANN RESONANCE Associated with grounding sensations
<i>F9-F12</i>	9-12Hz	ALPHA WAVES May support calm, focus and creativity
<i>F13-F30</i>	13-30Hz	BETA WAVES May support alertness and clear thinking

**NOTE:** These statements describe general wellness use. This product is not intended to diagnose, treat, cure or prevent any disease. Individual responses may vary.

## 09.2 Step 5: Activate Red and Near-Infrared Light

1. Press the **red-light icon** button to switch on the **660 nm (red)** and **850 nm (near-infrared)** LEDs.
2. Some LEDs emit visible red light. Other LEDs emit near-infrared light, which is **not visible** to the human eye.

### NOTE:

- It is normal for some LEDs to appear unlit.
- **Red LEDs** should appear illuminated.
- **Near-infrared (NIR) LEDs** may appear unlit even when operating correctly.

For the LED layout and positioning, refer to the Technical Specifications section of this manual (LED schematic).

## 09.3 Step 6: Set the Timer

1. Press the **Timer** button once to display the current session time.
2. Press the **Timer** button repeatedly to increase the session duration in **1-minute** increments, up to **60 minutes (maximum recommended time)**.
3. To adjust more quickly, press and hold the **Timer** button.
4. To reset the timer to the default setting:
  - Press and hold the **Timer** button until the display reaches **60**.
  - Wait for the display to flash.
  - Press the **Timer** button again to return to the default time (for example, **5 minutes**).

**NOTE:** When the timer reaches **0**, the mat automatically switches off the active functions.



# 10 Recommended Use

*30 mins*

Recommended session

*60 mins*

Maximum session

*3 times*

Minimum sessions per week

## 10.1 Session Duration and Frequency

- Recommended session duration: **30 minutes**.
- Maximum recommended session duration: **60 minutes per session**.
- If you are new to using this product, start with **10–20 minutes** using:
  - Lower heat settings, and
  - Lower PEMF settings
- Increase session duration and settings **gradually**, based on comfort and tolerance.
- For ongoing general wellness use, many users choose **daily use** or at least **3 sessions per week**.

Always follow your body's feedback. Consult a qualified healthcare professional if you are unsure how often to use this product.

### Example use cases:

Users commonly use the mat:

- Before bedtime to support relaxation.
- While reading, meditating or watching TV.
- After everyday workouts or stretching.
- During yoga, Pilates or breathwork.
- When feeling stressed and seeking calm.
- At a home or office desk, such as reclining during breaks.

# 11 Cleaning, Maintenance and Storage

## 11.1 Cleaning

To help keep your BON CHARGE product looking its best, clean only with gentle, non-abrasive materials.

- Before cleaning, ensure the product **has cooled down**, is **powered off and disconnected from power** (and remove any accessories/cables where applicable).
- Always test any cleaning methods on an **inconspicuous area** first to confirm compatibility before cleaning the full surface.
- **DO NOT allow moisture to enter ports, seams, or openings.**

### *Recommended Cleaning Methods:*

#### 1. Microfiber cloth (dry, then damp):

- Start with a **clean, dry microfiber cloth** to lift dust and help remove **oily residue** (like skin oils or light buildup) without scratching.
- Follow with a **slightly damp** microfiber cloth (water only) to help lift **water-soluble residue** (like salts or light water-based marks), then wipe dry.

#### 2. Commercial cleaning wipes:

- You may use commercial wipes that contain dilute **quaternary ammonium compounds**, such as:
  - **Benzalkonium chloride**
  - **Didecyldimethylammonium chloride**
- Important: Always follow the wipe manufacturer's instructions.
- After wiping, allow the surface to air dry. If any residue remains, wipe once with a clean damp microfiber cloth (water only), then wipe dry.

#### 3. Very diluted mild detergent solution:

- If needed, use a **very diluted, non-foaming** solution of water and a mild detergent (e.g., baby shampoo).
- Apply the solution to a microfiber cloth (do not apply directly to the product), wipe gently, then wipe again with a cloth dampened with clean water and dry thoroughly.

#### 4. Soft vacuum:

- If required, use a vacuum cleaner with a **soft brush** attachment to remove dust and debris.

#### DO NOT use

- Abrasive pads, scouring powders or rough cloths
- Solvents or harsh chemicals (e.g., bleach, ammonia, acetone, alcohol cleaners)
- Sprays applied directly to the product, soaking or rinsing under running water

#### ● WARNINGS

- **DO NOT** use any power tools to clean the product.
- **DO NOT** use an external heat source to dry the product (such as a heater or hair dryer).
- **DO NOT** submerge the product, controller or any of its components in water.

## *11.2 Maintenance & Storage*

1. Allow the mat to cool to **room temperature** before storing.
2. Disconnect the controller:
  - Switch the device off
  - Ensure the controller is **unplugged from the mat** before storage
3. Fold the mat carefully along its **natural fold lines**.
4. Place the mat in the **carry bag provided**.

## *11.3 Storage Precautions*

- **DO NOT** place heavy objects on the mat during storage.
- **DO NOT** store the mat in hot or humid environments or in direct sunlight.
- **DO NOT** store the device at temperatures above 60 °C (140 °F).

## *11.4 Cable & Controller Care*

- **DO NOT** wrap the power cable tightly around the controller.
- Inspect the power cable and controller regularly for signs of wear, fraying or damage.
- If any damage is found, **stop using the device** and contact Customer Support.

## *11.5 Disposal*

**DO NOT** dispose of this device with household waste. This device contains electrical components and must be taken to an approved electronic waste (e-waste) collection point in accordance with local regulations.

# 12 Technical Specifications

## 12.1 BON CHARGE Infrared PEMF Mat Max



Red light LEDs should appear lit, whereas  
Near-Infrared LEDs will appear unlit

What's in the box:	1 x Device 1 x Carry bag 1 x Power cable with controller
Dimensions:	74.8 inches (190 cm) × 31.5 inches (80 cm)
PEMF settings:	1-30 Hz (F1-F30)
Light wavelengths:	660 nm red, 850 nm near- infrared, far-infrared heat
LEDs	24 pcs total (12 visible red light and 12 near-infrared)
Voltage options:	100-120 V and 220-240 V models
Power consumption:	300 W (maximum)
Flicker:	< 0.1 %
Timer:	1-60 minutes (1-minute increments). Maximum PEMF time per cycle is approximately 20 minutes.
Materials:	PU leather, crystals and semi-precious gemstones
Weight:	~42 lb (19 kg)
Temperature range (Far-Infrared heat):	86-176 °F (110 V model) 30-80 °C (220-240 V model)

# 12 Technical Specifications

## 12.2 BON CHARGE Infrared PEMF Mat Demi



Red light LEDs should appear lit, whereas  
Near-Infrared LEDs will appear unlit

What's in the box:	1 x Device 1 x Carry bag 1 x Power cable with controller
Dimensions:	40.16 inches long (102cm) x 19.69 inches wide (50cm)
PEMF settings:	1-30 Hz (F1-F30)
Light wavelengths:	660 nm red, 850 nm near- infrared, far-infrared heat
LEDs	6 pcs total (3 visible red light and 3 near-infrared)
Voltage options:	100-120 V and 220-240 V models
Power consumption:	150 W (maximum)
Flicker:	< 0.1 %
Timer:	1-60 minutes (1-minute increments). Maximum PEMF time per cycle is approximately 20 minutes.
Materials:	PU leather, crystals and semi-precious gemstones
Weight:	~12lb (5.7kg)
Temperature range (Far-Infrared heat):	86-176 °F (110 V model) 30-80 °C (220-240 V model)

# 12 Technical Specifications

## 12.3 BON CHARGE Infrared PEMF Mat Mini



Red light LEDs should appear lit, whereas  
Near-Infrared LEDs will appear unlit

What's in the box:	1 x Device 1 x Carry bag 1 x Power cable with controller
Dimensions:	19.69 inches (50cm) x 19.69 inches (50cm)
PEMF settings:	1-30 Hz (F1-F30)
Light wavelengths:	660 nm red, 850 nm near-infrared, far-infrared heat
LEDs	6 pcs total (3 visible red light and 3 near-infrared)
Voltage options:	100-120 V and 220-240 V models
Power consumption:	80 W (maximum)
Flicker:	< 0.1%
Timer:	1-60 minutes (1-minute increments). Maximum PEMF time per cycle is approximately 20 minutes.
Materials:	PU leather, crystals and semi-precious gemstones
Weight:	~6 lb (3 kg)
Temperature range (Far-Infrared heat):	86-176 °F (110 V model) 30-80 °C (220-240 V model)

# 12 Technical Specifications

## 12.4 BON CHARGE Infrared PEMF Wrap



Red light LEDs should appear lit, whereas  
Near-Infrared LEDs will appear unlit

What's in the box:	1 x Device 1 x Carry bag 1 x Power cable with controller
Dimensions:	48 inches long (122cm) x 9.45 inches wide (24cm)
PEMF settings:	1-30 Hz (F1-F30)
Light wavelengths:	660 nm red, 850 nm near- infrared, far-infrared heat
LEDs	8 pcs total (4 visible red light and 4 near-infrared)
Voltage options:	100-120 V and 220-240 V models
Power consumption:	70 W (maximum)
Flicker:	< 0.1%
Timer:	1-60 minutes (1-minute increments). Maximum PEMF time per cycle is approximately 20 minutes.
Materials:	PU leather, crystals and semi-precious gemstones
Weight:	~4 lb (2 kg)
Temperature range (Far-Infrared heat):	86-176 °F (110 V model) 30-80 °C (220-240 V model)

# 13 Troubleshooting

If you experience issues, complete the checks below before contacting Customer Support.

<i>Issue</i>	<i>Recommendation</i>
The device does not turn on	<ul style="list-style-type: none"><li>• Confirm the power cable is firmly connected to both the wall outlet and the controller.</li><li>• Check that the wall outlet is working by testing another device.</li><li>• Confirm the controller cable is fully seated in the mat port.</li></ul>
The PEMF function turns off during a session	<ul style="list-style-type: none"><li>• The PEMF function switches off automatically after approximately 20 minutes.</li><li>• If you wish to continue, restart PEMF and continue only within comfortable use durations</li></ul>
Some LEDs appear off	<ul style="list-style-type: none"><li>• This is normal. Near-infrared (NIR) LEDs emit light that is not visible to the human eye.</li><li>• The device may be operating correctly even if some LEDs appear unlit.</li><li>• Refer to the LED diagrams to confirm which LEDs should appear lit or unlit.</li></ul>
The device feels too hot	<ul style="list-style-type: none"><li>• Reduce the heat setting using the temperature decrease (-) button.</li><li>• Shorten the session or stop use and allow the mat to cool before restarting.</li><li>• NOTE: The head area may feel hotter because there are no stones in that section. Use a pillow for comfort if required.</li></ul>
The device doesn't feel hot	<ul style="list-style-type: none"><li>• Ensure the device is not being used in a cold room or on a non-insulating surface, as this may cause heat to dissipate.</li></ul>
EEE Error Message	<ul style="list-style-type: none"><li>• Indicates a connection issue between the controller and the mat.</li><li>• Switch the device off and disconnect the controller.</li><li>• Inspect the connector for damage and remove any dust or debris.</li><li>• Reconnect the controller. The error message should clear.</li><li>• If the issue persists, stop use and contact Customer Support.</li></ul>

If problems persist or if you are unsure whether the device is operating correctly, stop use and contact Customer Support. DO NOT attempt to repair or disassemble the device yourself.

# 14 Frequently Asked Questions

## 14.1 Can children or anyone under 18 use the Infrared PEMF Collection?

No. BON CHARGE Infrared PEMF mats and red and near-infrared light devices are **not intended for use by children or individuals under 18 years of age**.

If you are considering PEMF or light-based therapies for a child, consult a qualified healthcare professional about age-appropriate, evidence-based options.

## 14.2 Why is there a caution for broken bones or osteoporosis?

This caution is **precautionary**. It does not mean PEMF worsens fractures or osteoporosis.

Pulsed electromagnetic fields (PEMF) can interact with bone-related processes and, in some clinical settings, PEMF is used at **therapeutic levels** under medical supervision. Because individual circumstances vary, people with fractures, osteoporosis or oral bone and tissue loss should use this product **only under the guidance of a qualified healthcare professional**.

The Infrared PEMF Collection comprises **wellness products** and is **not intended for therapeutic, diagnostic or medical use**. Any references to benefits relate to **general wellbeing and grounding only**.

## 14.3 Why do some LEDs look “off” during a session?

Some LEDs emit **near-infrared (NIR) light**, which is **not visible** to the human eye. It is normal for some LEDs to appear unlit during operation. The device may still be functioning correctly even if you cannot see all LEDs glowing.

Refer to the LED diagram in this manual to confirm which LEDs should appear visibly red and which may appear dark.

## 14.4 Is there any expected physical sensation associated with PEMF?

This PEMF mat is designed to operate at **sub-sensory** levels. During normal use, most users will **not** feel strong physical sensations such as tingling, buzzing, pulsing or vibration. A lack of noticeable sensation can be normal, as the device generates **low-intensity pulsed electromagnetic fields** intended to support general wellness and relaxation, at exposure levels below those commonly used in clinical PEMF systems.

Some users may notice subtle effects, such as a sense of relaxation or mild warmth. Individual responses vary.

**Stop use and consult a qualified healthcare professional** if you experience discomfort or any unusual symptoms.

## 14.5 Where can I find the latest returns policy?

For the most up-to-date information on returns, including eligibility, timeframes and any applicable fees, please refer to our **Shipping and Returns Policy** on the BON CHARGE website at [boncharge.com](http://boncharge.com) and follow the instructions in the **Returns Centre**.

**DO NOT** return items to the address listed in this manual unless instructed by Customer Support.

# 15 Warranty and Returns

## 15.1 What is covered

During the warranty period, BON CHARGE will replace, at no charge, any product or part found to be defective due to **defects in materials or workmanship**, when used and maintained under **normal conditions**.

## 15.2 Duration of cover

- Warranty period: **1 year** from the original date of purchase.
- Any replacement product or replacement part is covered only for the **remaining warranty period** of the original product.

## 15.3 What is not covered

This warranty does **not** cover:

- Damage or malfunction caused by misuse, abuse, accidents or failure to follow this User Manual.
- Damage caused by use with non-approved accessories, power supplies or voltage converters.
- Damage caused by modification, unauthorised repair or opening the device.
- Normal wear and tear, cosmetic damage or changes in appearance that do not affect product function.

## 15.4 How to obtain warranty support

1. Contact BON CHARGE at <https://boncharge.com/pages/contact>. In the comments, please include:
  - Order Number, and
  - A description of the issue
2. BON CHARGE will review the information provided and advise the most appropriate solution.

BON CHARGE reserves the right to supply replacement parts in colours that differ from the original device.

This warranty provides benefits in addition to any rights and remedies available under applicable consumer protection laws.

## 15.5 Return policy

If you wish to return your item, please visit our **Returns Centre** via [boncharge.com](https://boncharge.com) and follow the instructions provided.

The Returns Centre and the online **Shipping and Returns Policy** include the most up-to-date information on:

- Return eligibility and timeframes
- Condition requirements (including packaging and accessories)
- Any applicable restocking fees for change-of-mind returns
- Responsibility for return shipping and what happens if a return shipment is lost or damaged

**DO NOT** return items to the address listed in this manual unless Customer Support instructs you to do so.

## 15.6 Disclaimer

The BON CHARGE Infrared PEMF Collection comprises wellness products intended to support general wellbeing only.

- This product is **not** intended to diagnose, treat, cure or prevent any disease or medical condition. Individual results may vary.
- If you have a diagnosed medical condition or you are undergoing medical treatment, use this product only under the supervision of a qualified healthcare professional.
- Information in this User Manual is for general information only and is not a substitute for medical advice.
- Consult a qualified healthcare professional for any serious or life-threatening condition or if you have questions about whether this product is suitable for you.

Please retain this User Manual for future reference.

## SHOULD YOU EVER NEED US

# 16 Customer Support

If you have questions about setup, use, maintenance, warranty or returns, please contact BON CHARGE Customer Support:

Contact Us: <https://boncharge.com/pages/contact>

Website: [boncharge.com](https://boncharge.com)

## REFERENCES

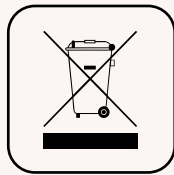
# 17 Symbols



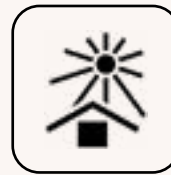
Meets safety and performance standards for sale in Europe



Keep dry



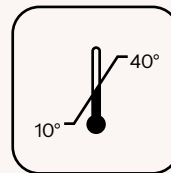
Do not dispose in household waste. Separate collection for electrical and electronic equipment



Keep away from direct sunlight



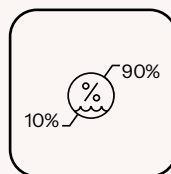
RoHS directive 2011/65/EU — Restriction of the use of certain hazardous substances in electrical and electronic equipment



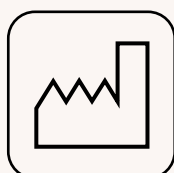
Safe to use between 10°C – 40°C



Consult instructions for use



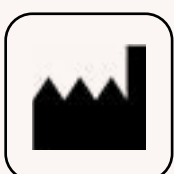
Safe to use between 10% – 90% humidity



Manufacturing date



Recycle cardboard



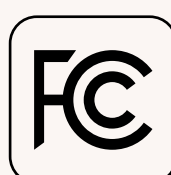
Manufacturer



Batch/Lot number



Distributor



Complies with FCC limits for electromagnetic emissions

Not made with natural rubber latex



**BON CHARGE**

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