

Thyro Light

Your setup & troubleshooting guide



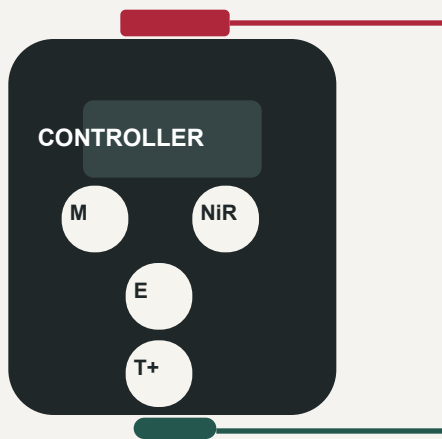
Unplug before you turn it on.

Remove the USB-C charging cable from the controller.
Keep the cable from the light panel connected.

01 / CHARGING

Two ports. Two different jobs.

Charge the controller first. Then disconnect the charging cable before use.

**TOP / USB-A**

Connect the light panel

The larger plug attached to the panel goes here during use.

BOTTOM / USB-C

Charge the controller

The small end of the charging cable goes here.

Connection diagram, simplified for clarity.



Charging setup

The controller contains the battery. Use its bottom charging port and a compatible USB power source.

Before every session

Unplug the charging cable.
Leave the panel connected at the top.

Check the controller input label when choosing an adapter. If you are unsure which adapter to use, email us a photo of both labels.

02 / STRAPS

Attach the straps.

Two hook-and-loop pieces hold the panel in position.

STRAPS ATTACHED



1

Separate the two pieces

They may arrive fastened together. Check that you have both pieces.

2

Thread and fold

Pass the straps through the panel loops and fold the ends back, as shown above.

Need to see the steps? Watch the attach and remove videos on the guide page. Do not cut, glue or force pieces that will not separate.

03 / FIT

Comfort comes first.

A natural gap between the panel and your neck is okay.

It does not need to sit flush.

Do not overtighten the straps just to force the panel against your skin.



Ready to use

Panel connected to controller.

Charging cable removed.

Straps attached.

Position comfortably

Face the lights toward your neck. Fasten the straps so the panel stays in place without pulling them tight.

Support the controller

Set it somewhere stable. Keep the cable slack and the buttons clear of pressure that could change settings.

If the panel will not stay in place on a smaller neck, email us for fit help. Do not tighten the straps until they are uncomfortable.

04 / CONTROLLER

Know your buttons.

Press and hold M to turn the controller on or off.

**M****Power**

Hold to turn on or off.

NiR**Near-infrared**

Use the screen indicator to check NiR.

E**Energy**

Adjusts the output setting.

T+**Timer**

Changes the selected session time.



Check the screen

The display shows the timer, energy setting, light indicators and battery level.

Near-infrared is invisible. Turning NiR on may not make the panel look brighter. Do not look directly into the LEDs to test them.

Session setup and frequency: see page 10. The selected wavelengths run together during one session.

05 / TROUBLESHOOTING

It will not turn on.

Start here before repeating a long charge or requesting a replacement.

1 Remove the charging cable

Unplug the small USB-C cable from the bottom of the controller.

2 Check the panel connection

Make sure the panel cable is connected to the larger top USB-A port.

3 Press and hold M

A quick tap is different from holding the power button.

4 Check charging, then try again

Charge through the bottom port with a compatible cable and power source. Unplug the charging cable before trying to turn it on.

Still not working?

Email hello@restartmed.com and tell us which situation you see:

- A. The controller screen stays dark.
- B. The controller is on, but the panel has no visible red light.
- C. It starts, then stops before the timer ends.

06 / TROUBLESHOOTING

Find the symptom you see.

Different symptoms need different checks.

CHARGING**No charging indicator**

Check the bottom USB-C port. Try a compatible cable and wall adapter. If the expected indicator still does not appear, contact support.

LIGHT PANEL**Screen on, panel dark**

Remove the charging cable and check the panel connection. If visible red light stays off or cuts out while the timer runs, contact support.

EARLY SHUTOFF**Stops before time is up**

Charge, unplug and check the panel connection. If it repeats, tell us how many minutes it runs and which settings you selected.

VISIBLE LEDS**Flickering or dark section**

Invisible NiR is normal. A visible red light that used to work is different. Report a changed visible pattern or a section that has stopped working.

CONTROLLER**Button will not respond**

Check normal setup. For a stuck button or one that still will not respond, contact support. Do not open the controller.

NORMAL OPERATION**No beep at the end**

The light turns off automatically when the selected session ends. There is no end-of-session beep.

07 / STRAPS & CARE

Know when to ask for help.

A setup check cannot repair a damaged part.

FASTENING

Straps will not grip

Check that the hook-and-loop faces meet. Gently remove caught hair or lint. If the closure still will not hold, contact us.

MATERIAL DAMAGE

Straps peel or rip

Contact us about the damaged strap. Cleaning the fastening surface will not repair separated layers.

UNBOXING

Pieces will not separate

The pieces may arrive fastened together. If they seem sewn together or will not separate, ask us before cutting or modifying them.

CABLE / CONNECTOR

Cuts out when moved

Contact support. Do not force a connector or keep bending the cable to make the light work.

Stop using a damaged or very hot part.

For frayed cables, broken connectors, unusual heat or a damaged device surface, disconnect power and email us. Tell us whether the issue is with the wall adapter, cable, controller or panel.

Care and storage: see page 10. If a smell persists or the surface feels damaged, stop using the device and contact us.

08 / SUPPORT

We can help you get it working.

You do not need to repeat the same unsuccessful charging steps.

hello@restartmed.com

Tell us what happens and what you have already tried.

Include these details

01 What you see

Screen dark, panel dark, early shutoff, strap issue or damaged part.

02 Your setup

Which cable and port you used, plus the steps you already tried.

03 Your purchase

Purchase date and seller. Include the order number or receipt if available.

Read online or print a copy

restartmed.com/thyro-light-guide

For return help: restartmed.com/start-a-return

MISSING PARTS, REPLACEMENTS OR ORDER HELP

Email us for missing cables or straps, replacement-part availability, warranty help, shipping, payment or discount questions. Photos can help us identify a damaged part. Please wait for return instructions before sending anything back.

09 / ROUTINE & CARE

Set up one complete session.

The red and near-infrared wavelengths run together.

20 minutes • NiR on • maximum output

Hold M to start. Press NiR to add the 850 nm wavelength. Press T+ to select 20 minutes and check the screen. E adjusts energy output; leave it at maximum for the standard routine.

How often

Use 3-5 times per week for 8-10 weeks, followed by 1-2 sessions per week for maintenance. Follow your clinician's advice if your individual plan differs. Do not extend sessions to make up for missed days.

After your session

Turn off and disconnect the controller. Gently wipe the device with a soft, dry cloth. Keep moisture out of the ports. Ask us before using alcohol, disinfectants or cleaning products on the panel.

Store it without sharp folds or cable tension. Do not force the panel into a pouch that is too small. Apply moisturizer or T2 Cream after the session, rather than coating the device.

Choose a convenient time while awake. If bedtime sessions disrupt sleep, move them earlier and discuss persistent sleep changes with your clinician.

10 / BEFORE YOU USE IT

Know when to pause.

Review these points before starting your routine.

Check with your clinician first

Ask for individual advice if you are pregnant, trying to conceive, breastfeeding, have a pacemaker or implanted device, have Graves' disease or hyperthyroidism, have a hot or unevaluated thyroid nodule, have had thyroid removal or radioactive iodine, or have sensitive or tattooed skin. Do not assume the same routine is appropriate for every condition.

Do not use over active thyroid cancer, during radiation treatment to the neck, or over open wounds, infection or inflamed skin. Do not use if you cannot reliably feel heat in your neck. Benign nodules should first be evaluated by your clinician to rule out malignancy.

Light sensitivity and medication

Some medicines increase light sensitivity. Ask your prescribing clinician or pharmacist before use if you take a photosensitizing medicine. Do not change thyroid medication based on a light session or how you feel.

New symptoms? Stop your session.

For burning, rash, new swelling, palpitations or feeling worse, stop use and contact your clinician before restarting. Tell our support team about the device issue too. Seek urgent medical care for chest pain, trouble breathing or fainting; do not wait for an email reply.

11 / QUESTIONS

A few more things to know.

Keep this guide, and use the online version whenever you need it.

Missing parts or protective film?

Your setup uses the panel, controller, two straps and a USB-C charging cable. Contact us if something is missing. Remove only clearly identifiable shipping film; if you cannot tell it from the permanent surface, ask us before peeling.

How long should charging last?

Charging time and runtime depend on the controller and settings. If the charge display is unclear, the battery drains unusually quickly, or the first recharge fails, send us your controller label and the symptoms. Do not keep repeating long charges.

Can I use it on my face, eyes or scalp?

This guide covers the Thyro Light neck device. Do not look into the LEDs. Ask us before using a different placement, a cloth barrier, or combining light sessions with a massager or sauna; do not reuse this routine for the eyes, scalp or another product.

Materials, odor or technical specifications?

For material sensitivities, a persistent odor, adapter ratings, international voltage, country of manufacture, EMF testing or certification documents, email us with the label from your device. We can check the details for your model.

Warranty, returns or no noticeable change?

Thyro Light has a 1-year device warranty and a 60-day money-back guarantee. Contact us for eligibility and return instructions, including Amazon and gift purchases. Ask your clinician about lab timing or worsening symptoms; do not extend sessions because you have not noticed a change.

For video access problems or a printed copy, email hello@restartmed.com. No QR code is required to use the online guide.