

FAQ Categories	Questions	Answer
Product Features	Does this product offer noise-canceling capabilities?	The MUSICOZY Sleep Headphones do not feature active noise cancellation. However, they do provide a degree of passive noise reduction while you listen to music.
	Can I use this device with any Bluetooth-enabled devices, such as an iPad or iPhone?	Absolutely! The MUSICOZY Sleep Headphones can connect to any Bluetooth-enabled device. Please note that they do not support simultaneous connections to multiple devices.
	Is it possible to adjust the tightness of the sleep mask?	Yes, the sleep mask comes with an adjustable elastic Velcro strap that allows you to customize the fit for maximum comfort without causing discomfort to your hair.
	What materials are used in this product? Is it hypoallergenic?	The MUSICOZY Sleep Mask is made from high-quality cotton that is skin-friendly and free from harmful substances. The material is soft, breathable, and non-irritating, making it suitable for sensitive skin.

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How to Use	How can I tell if the sleep mask is fully charged?	<p>You can check the charging status by observing the LED light on the mask:</p> <ol style="list-style-type: none"> 1.If the light remains red, charge the sleep mask for about 2 hours. 2.Once fully charged, the light will either turn blue or turn off completely. 3.If the light stays red even after charging, it may indicate a malfunctioning battery.
	How do I pair the Bluetooth device?	<ol style="list-style-type: none"> 1.Turn off Bluetooth on your phone. 2.Press and hold the “ON/OFF” button on the mask until the red and blue lights start flashing. 3.Enable Bluetooth on your phone and search for the device named “musiCozy” in your Bluetooth settings. Connect to it. 4.Once paired, you can enjoy music or answer calls directly through the Bluetooth sleep mask.
	Is the sleep mask washable? What is the recommended washing method? Will it fade after washing?	<p>Yes, the sleep mask is washable by hand only. Please make sure to remove all internal components, as they are not waterproof. Gently hand wash the outer fabric with mild detergent.</p>

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Troubleshooting	Why doesn't the sleep mask turn off immediately or stop working while in use? What should I check?	<p>The sleep mask has undergone extensive testing to minimize issues. If you encounter a problem, please try the following troubleshooting steps:</p> <ol style="list-style-type: none"> 1. Check if the battery is low and needs recharging. 2. Inspect the internal components for any visible damage or broken wires. 3. If the power level remains unchanged, try charging with a different cable. If the issue persists, it may indicate a fault in the internal components.
	What should I do if I experience connectivity issues with my Bluetooth device?	<p>Ensure that the Bluetooth on your device is turned on and that you are within range. If issues persist, try resetting the Bluetooth sleep mask by turning it off and then back on, and attempt to pair again.</p>
Comfort and Quality	Will the sleep mask apply pressure to my eyes?	<p>No, MUSICOZY sleep mask are crafted for comfort in 3D contoured or flat designs. We use ultra-smooth, skin-friendly fabric that sits gently on your face and eyes, ensuring zero pressure and a truly relaxing experience whether you prefer the 3D shape or the flat version.</p>
	Is the sleep mask suitable for individuals with sensitive skin?	<p>Yes, the fabric used in the sleep mask is exceptionally soft and gentle, making it suitable for all skin types, including sensitive skin.</p>

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Warranty and Accessories	Does the sleep mask come with a warranty?	Yes, MUSICOZY is committed to quality and offers a 1-year warranty on all products, providing peace of mind for our customers.
	What should I do if I lose my user manual?	You can download a digital copy of the user manual from the MUSICOZY website or contact customer support for assistance.