

► TROUBLESHOOTING

PROBLEM	WHAT TO DO
Headphones don't turn on	<ul style="list-style-type: none">• Power on the headphones (see "Powering ON/OFF" section).• Charge the battery.
Charging cannot be done	<ul style="list-style-type: none">• Open the hinged cover on the side of the Right earbud and securely connect the small end of the USB cable to the USB connector. Make sure the connector on the cable is correctly aligned with the connector on the headphones.• Check that you are using the micro-USB cable supplied.• Check and secure both ends of the USB cable connected firmly.• Make sure your headphone return to room temperature after the headphones have been exposed to high or low temperatures, then try charging again
The remaining battery level of the headphones is not displayed on the screen of an iPhone, iPad, or iPod touch.	<ul style="list-style-type: none">• The remaining battery level is shown only on the screen of an iPhone, iPad, or iPod touch with iOS 5.0 or later version that supports HFP (Hands-free Profile).• Make sure that the iPhone, iPad or iPod touch is connected with the headphones. Otherwise, the remaining battery level will not be displayed correctly.

▶ TROUBLESHOOTING

PROBLEM	WHAT TO DO
Headphones Don't Pair with Bluetooth® Device	<ul style="list-style-type: none">• On your Bluetooth® device:• Turn the Bluetooth® feature on and then off.• Delete your "PURDIO OPAL" from the Bluetooth® list on your device. Then Pair again.• Move your Bluetooth® device closer to the headphones and away from any interferences or obstructions.• Pair a different Bluetooth® device (see "Pairing Your Bluetooth® Device" section).
Tips Falling Off	<ul style="list-style-type: none">• Securely attach the tips to the earbuds (see "Fiting The Proper Ear Tips" section.)
No Sound	<ul style="list-style-type: none">• Power on the headphones and charge the battery.• Increase the volume on your Bluetooth® device and headphones.• Press the Power/Bluetooth® button to hear the beeping of connected device. Make sure you are using the correct device.• Move your Bluetooth® device closer to the headphones and away from any interferences or obstructions.

► TROUBLESHOOTING

PROBLEM	WHAT TO DO
No Sound	<ul style="list-style-type: none">• Use a different music source.• Pair a different Bluetooth® device (see “Pairing Your Bluetooth® Device” section).• If two Bluetooth® devices are connected, pause the playing device first and then play the other device.• If two Bluetooth® devices are connected, move the devices within (30ft. or 10m) range of the headphones.
Low Sound Quality	<ul style="list-style-type: none">• Use a different music source.• Disconnect the second device.• Pair a different Bluetooth® device.• Clear any debris or wax buildup from the earbuds and headphone nozzles.• Move the Bluetooth® device closer to the headphones, and away from any interferences or obstructions.

► TROUBLESHOOTING

PROBLEM	WHAT TO DO
Distorted Sound	Keep the headset away from a microwave oven, Wi-Fi device, etc.
No Voice from Callers	<ul style="list-style-type: none">• Check that both the headset and the connected device are turned on.• Turn up the volume of the headphones and the connected device.• Check that output of the Bluetooth® device is set for the headphones.• If you are listening to music using the headphones, end the call and stop the music on your Bluetooth® device, and call back the caller and talk.

▶ LIMITED WARRANTY

ODOYO International Limited ("Company") provides a limited warranty to the original retail purchaser of the PURDIO OPAL ("Product") that should the Product or any part thereof be proven defective in material or workmanship within for a period of One-Year from the date of the original purchase only from authorized ODOYO dealers or ODOYO official website at www.odoyo.com, such defects will be whether repaired or replaced are at the company sole option.

Exclusions:

ODOYO's One-Year Limited Warranty does not cover misuse, accident, mishandling, worn out, or abuse; damage to any non-ODOYO product, including, but not limited to device damage or loss of data; customized or custom printed product; product purchased through 3rd party retailers, unauthorized re-sellers, deal sites (including, but not limited to, Groupon, etc.), liquidation sites, auction sites (including, but not limited, to eBay, Quibids, etc.); promotional items; or incidental or consequential damages. You specifically agree that ODOYO shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type of any ODOYO products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Except as set forth above, ODOYO makes no express or implied warranties and ODOYO expressly disclaims any and all warranties including any warranty of quality, merchantability, or fitness for a particular purpose. Some jurisdictions do not allow the exclusion of implied warranties or limitation on how long an implied warranty may last, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from different states (or by country or province).

Notwithstanding the foregoing, gradual deterioration in battery performance due to being left in a discharged state, left in cold conditions for long periods of time, or worn out through heavy use is not covered.

For consumers who are covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by this warranty are in addition to all rights and remedies conveyed by

▶ LIMITED WARRANTY

such consumer protection laws and regulations.

The Company reserves all rights not expressly granted here. To view the complete warranty, please visit www.odoyo.com/warranty.

HOW TO MAKE A CLAIM

1. Purchased through Authorized Re-sellers/Retailer

In the event of the original retail purchaser through authorized ODOYO re-sellers/authorized ODOYO retailer, generally purchaser must contact the authorized ODOYO re-sellers/authorized ODOYO retailer or their local Authorized Distributor for the eligible defective claims.

2. Purchased direct from ODOYO website

In the event of a Product possible Defect that bought from ODOYO official website (www.odoyo.com), please read the following instructions carefully.

(1) Contact ODOYO Online Support at support@odoyo.com within 30 days after you discovered a Product Defect (or should have discovered it, if such Product Defect was obvious); (2) Complete the RMA form on <http://www.odoyo.com/customer-support/> and give a detailed explanation of how the damage occurred and make sure the Address and contact on the RMA form is valid. The replacement/repared item(s) will be sending to this submitted address and that information will not be changed once the RMA claim has been granted. (3) If the event is fulfilled the Return criteria, we will send you our closest Technical Center address and issue a RMA number via email. Once the RMA number has been received, please send the assigned RMA product(s) only. Put the assigned RMA product(s) in fully protected box and print the RMA number and Date on the outside of the return package. (4) All RMA returns must send via insured courier service with a tracking number. Return shipping charges are the responsibility of the customer and must be prepaid. If the courier fees of the return parcel have not settled before the arrival, ODOYO will not accept the parcel(s) and such RMA application will be invalid. (5) Whether to be replace/repared or not upon if you are entitled under the scope of the Limited Warranty (Please refer

to the warranty on (<http://www.odoyo.com/warranty/>). After the returned item(s) has been diagnosed, we will send out an email to notify the result whether your RMA claim has been granted or not. The courier fees of sending back the replacement/repaired of RMA item(s) to your appointed address will not be charged if the RMA claim has been granted with diagnosed of "defective in materials and craftsmanship under normal use". If the diagnosis result of the returned item(s) is either "No Problem Found", "Problem Caused by Misused or Worn-out" or "Breach of Warranty" by ODOYO technicians, such RMA applicant will be charged a USD 50.00 handling fees. This fee must be paid within 12 working days after the notification issued. If fail to settle the handling fees, such returned item(s) will be discarded without prior further notification. (6)The replacement/repaired parcel will be sent out within 5 working days if the RMA claim has been granted. The tracking number will be informed via email once the parcel has been sent out.



▶ www.odoyo.com/purdio



OPAL_UG_201611/01