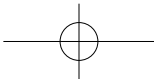


安全及保修指南  
Safety & Warranty Guide

02 CN  
10 EN



## 产品护理

本产品的贴脸泡棉和顶部绑带组件可自行更换，如需单独购买请与客服或 Pico 授权代理商或销售代表联系。

### 1. 头盔（除镜片、贴脸泡棉）、手柄及配件清洁

使用消毒湿巾（可含酒精成分）或者超细纤维干布蘸取少量 75% 浓度的酒精轻轻擦拭产品表面，直至表面湿润并保持 5 分钟以上，然后使用超细纤维干布将产品表面擦干即可。

**注意：**清洁时请避免产品本体进水。

### 2. 镜片护理

- 使用过程中或收纳时，请注意避免硬物触碰镜片，以免造成镜片划伤。
- 使用眼镜布蘸取少量清水或用不含酒精成分的消毒湿巾擦拭镜片。（切勿使用酒精擦拭镜片，可能会导致镜片碎裂）

### 3. 贴脸泡棉清洁

请使用消毒湿巾（可含酒精成分）或者超细纤维干布蘸取少量 75% 浓度酒精轻轻擦拭与皮肤接触的表面及周边，直至表面微微湿润并保持 5 分钟以上，然后自然晾干后使用（切勿阳光暴晒）。

**注意：**贴脸泡棉经多次清洁和消毒后会存在以下现象，手洗会加速以下问题发生，建议酌情更换新泡棉。

- 布质泡棉：变色，表面起毛，质地变软，佩戴眼镜用户碰撞眼镜几率增加；
- 皮质 PU 泡棉：变色，表面产生粘性，贴脸舒适度下降。

## 监管

您可以在头盔开机后的主菜单中“设置→通用→关于→监管”中查看本产品在售地区的认证监管信息。

## ⚠️ 安全警告

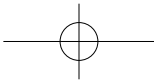
建议您在**使用**本产品之前阅读以下警告和信息，并遵循所有的产品安全和操作指南。

未遵循这些指南可能会造成身体伤害（包括触电、火灾和其他伤害）、财产损失甚至死亡。

如果您允许他人使用本产品，您须负责确保每一用户知晓并遵循所有产品安全与操作说明。

### ⚠️ 警告 健康与安全警示

- 建议您**确保**在安全环境中使用，本产品为您制造了沉浸式的虚拟现实场景，使用时您无法看到四周的情况。请在安全区域范围内移动，并时刻留意您的周围。请勿靠近楼梯、窗户、热源或其他危险区域。



- 建议您在使用前确认您的身体状况良好。如果您是孕妇、老人或患有严重的身体疾病、精神病、视觉疾病或心脏病等，建议您在使用前咨询医生。
- 少部分人群可能由于闪光和图像引发癫痫、昏厥、严重头晕等症状，即使可能并没有此类病史。若您有以上类似病史，建议您在使用前咨询医生。
- 部分人群使用 VR 头盔时会有严重头晕、呕吐、心悸甚至昏厥等症状，该类人群在玩普通的电子游戏、观看 3D 电影等时也出现这样的感觉。任何人出现类似情况，建议您在使用 VR 头盔前咨询医生。
- 不建议 12 岁及以下儿童使用本产品。建议您将头盔、手柄和配件置于儿童够不到的位置，12 岁以上青少年须在成人监护下使用，以免发生意外。
- 部分人群是过敏体质，其皮肤对塑胶类、皮质类、纤维类等材质过敏，长期接触部位会有红肿、发炎等症状。任何人出现类似情况，请停止使用 VR 头盔并咨询医生。
- 建议您每次佩戴 VR 头盔的时间不超过 30 分钟，若有不适感，建议根据个人习惯增加休息的频率和时间，每次休息时间不低于 10 分钟。
- 当出现视觉异常（重影、视线扭曲、眼部不适或疼痛等）过度出汗、恶心眩晕、心悸、迷失方向、平衡感丧失等症状时，建议您立即停止使用。
- 本产品提供了身临其境的虚拟内容体验，某些类型的内容可能会引发您的不适反应。当出现以下症状时应立即停止使用并及时就医。
  1. 癫痫发作、失去意识、抽搐、不自主运动、头昏眼花、方向障碍、恶心、头晕、嗜睡或疲劳；
  2. 眼睛疼痛或不透、眼睛疲劳、眼睛抽搐、或视觉异常（如幻觉、模糊不清、或复视）；
  3. 皮肤瘙痒、湿疹、肿胀、刺激或其他不适；
  4. 过度出汗、平衡感受损、手眼协调受损、或其他类似的运动病症状。
- 当您完全从以上症状中恢复之后才能驾驶机动车、操作机器，或参加可能有潜在严重后果的活动。

#### **警告** 电子设备

- 在明文规定禁止使用无线设备的场所，请勿使用本设备，否则会干扰其它电子设备或导致其它危险。

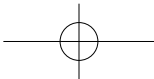
#### **警告** 对医疗设备的影响

- 在明文规定禁止使用无线设备的医疗和保健场所，建议您遵守该场所的规定并关闭设备及其配套的移动装置。
- 设备及其配套的移动装置产生的无线电波可能会影响植入式医疗设备或个人医用设备的正常工作，如起搏器、植入耳蜗、助听器等。若您使用了这些医用设备，建议您向其制造商咨询使用本设备的限制条件。
- 设备配套的移动装置连接蓝牙使用时，建议您保持与植入的医疗设备（如起搏器、植入耳蜗等）至少 15 厘米的距离。

#### **警告** 操作环境

- 请勿在雷雨天气使用本设备。雷雨天气可能导致设备故障或电击危险。
- 建议您在温度 0° C-35° C 范围内使用本设备，并在温度 -20° C~+45° C 范围内存放设备及其配件，当环境温度过高或过低时，可能会引起设备故障。
- 请勿将设备放置在阳光或紫外线直射的地方，当头盔镜片被光照或紫外线照射时（尤其在户外、阳台、窗台及汽车内存放时），可能导致屏幕出现永久性黄斑。

CN



- 建议您避免设备及其配件雨淋或受潮，否则可能导致火灾或触电危险。
- 请勿将设备靠近热源或裸露的火源，如电暖器、微波炉、烤箱、热水器、炉火、蜡烛或其他可能产生高温的地方。
- 设备在运行一段时间后，设备温度会升高。如果设备温度过高，请勿长时间接触，否则可能导致低温烫伤，引起皮肤红肿或色素沉淀。
- 请勿在使用时挤压设备，避免因挤压导致设备、镜片损坏，使得脸部受到伤害。
- 请勿使用刺激性化学制品、清洗剂或强洗涤剂清洁设备或其配件，否则会导致材质变化，从而影响眼部和皮肤健康。请遵循“产品护理”中的要求对设备进行护理。
- 请勿让儿童或宠物咬设备或其配件，以免对其造成伤害或导致设备故障或爆炸。

#### **警告** 儿童健康

- 本设备及其配件可能包含一些小零件，建议您将设备及其配件放置在儿童接触不到的地方。儿童可能在无意中损坏本设备及其配件，或吞下小零件导致窒息或其他危险。

#### **警告** 配件要求

- 建议您使用 Pico 指定的配套移动装置及认可并兼容的电源、数据线等配件，否则可能引起火灾、爆炸或其他危险。
- 只能使用设备制造商认可且与此型号设备配套的配件。如果使用其他类型的配件，可能违反本设备的保修条款以及本设备所处国家的相关规定，并可能导致安全事故。如需获取认可的配件，请与 Pico 客户服务中心联系。

#### **警告** 环境保护

- 请勿将本设备及其附件作为普通的生活垃圾处理。
- 请遵守本设备及其附件处理的本地法令，并支持回收行动。

#### **警告** 听力保护



- 为了防止可能的听力损伤，请勿长时间使用高音量。
- 当您使用耳机听音乐、玩游戏或观影时，建议您使用所需的最小音量，以免损伤听力。长时间接触高音量可能会导致永久性听力损伤。

#### **警告** 易燃易爆区域

- 在加油站（维修站）或靠近易燃物品、化学制剂等任何易燃易爆区域，请勿使用本设备，并遵守所有图形或文字的指示。建议您关闭 VR 头盔配套的移动装置。在燃油或化学制剂存放和运输区或易爆场所内或周围，配套的移动装置可能引起爆炸或起火。
- 请勿将设备及其配套的移动装置与易燃液体、气体或易爆物品放在同一箱子中存放或运输。



### **警告** 交通安全

- 请勿在行走、骑车、驾驶等需要集中注意力的场合使用 VR 头盔。
- 请勿在乘车时使用 VR 头盔，不规律的振动会增加您的视觉及脑部的负担。

### **警告** 充电器安全

- 建议您使用产品包装附赠的或符合产品铭牌标注输入值的充电设备，否则可能引发意外。
- 设备充电时，电源插座应安装在设备附近并应易于触及。
- 当充电完毕或者不充电时，建议您断开充电器与设备的连接并从电源插座拔掉充电器。
- 请勿摔落或碰撞充电器。
- 若充电器插头或电源线已损坏，请勿继续使用，以免发生触电或火灾。
- 请勿用湿手触碰电源线，或用拉电源线的方式拔出充电器。
- 请勿用湿手触摸设备或充电器，以免发生设备短路、故障或触电。
- 充电器被雨淋、液体浸湿或严重受潮时，请停止使用。

### **警告** 电池安全

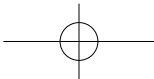
#### 头盔

- VR 头盔配备不可拆卸的内部电池。不要试图更换电池，因为这样做可能会导致电池损坏，火灾或人身伤害。电池只能由 Pico 或 Pico 授权服务提供商更换。
- 不要拆卸或改装电池、插入异物或浸入水或其他液体中。这样处理电池可能会导致化学品泄漏、过热、火灾或爆炸。如果电池出现泄漏物质，避免接触皮肤或眼睛。如果物质接触皮肤或眼睛，立即用清水冲洗，并寻求医疗帮助。
- 请勿跌落、挤压或刺穿电池。避免将电池置于高温或外部压力下，这可能会导致电池损坏，过热或者起火。
- 请勿将金属物导体与电池两极对接、或接触电池的端点，以免导致电池短路，以及因电池过热而引起的烧伤等身体伤害。
- 当设备的待机时间明显比正常时间短时，请联系 Pico 客户服务中心更换电池。

#### 手柄

- 手柄装有 AA 电池。请远离 3 岁以下儿童和宠物放置，以免吞咽造成危险。
- 请根据当地法律法规，及时回收或处置废旧电池。
- 手柄中的电池是可更换的。请不要将新旧电池混合使用，建议同时更换所有电池。
- 标配的手柄中的电池为 1.5V 碱性 AA 电池。请不要给电池充电，以免电池泄漏、过热、起火或爆炸。
- 请勿跌落、挤压或刺穿电池。避免将电池置于高温或外部压力下，这可能会导致电池损坏，过热或者起火。

CN



- 如果电池漏液，漏液材料不慎与皮肤或眼睛接触，请立即用清水冲洗并及时就医。
  - 如果长时间不使用，请取出电池。电池可能会发生漏液并损坏手柄。
- \* 请勿自行拆卸、更换、维修设备，否则会失去保修资格。如您需要维修服务，请与客服联系或到 Pico 授权的服务商处进行维修。

### 有毒有害物质声明

有毒有害物质或元素						
部件	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
头盖部件						
结构件	○	○	○	○	○	○
电路模块	×	○	○	○	○	○
光学镜片	○	○	○	○	○	○
电池	×	○	○	○	○	○
部件	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
手柄部件						
结构件	○	○	○	○	○	○
电路模块	×	○	○	○	○	○
电池	×	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制

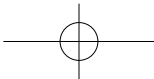
- : 表示该有毒有害物质在该部件所有均质材料中的含量均在 GB/T 26572-2011 规定的限量要求以下；
- ×: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572-2011 规定的限量要求。（本产品所有铅含量超出 GB/T 26572-2011 规定的限量要求的零部件都在欧盟豁免范围内，属于因全球技术水平限制而无法替代。）

### 电路模块说明:

电子元器件的陶瓷或玻璃中含铅；集成电路封装芯片中半导体芯片及载体之间形成可靠性连接所用焊料中含铅。



在产品正常工作的温度和湿度条件下，产品的环保使用期限为十年。即从生产日期算起，十年内产品中含有的有害物质在正常使用条件下不会发生外泄或突变，用户正常使用产品不会对环境造成污染或对人身、财产造成损害。



## Pico 产品有限质保声明

请仔细阅读本有限质保声明以知晓您的权利和义务。使用 Pico 产品或配件，则意味着您同意受本有限质保声明的约束。

本质保仅适用于 Pico 发货和提供支持的国家。Pico 向通过 Pico 或授权零售商购买全新受保产品的消费者（下称“您”）提供质保。本质保不适用于非从 Pico 或授权零售商处购买的产品。

### 质保范围和质保期

本质保覆盖随附的全新 Pico 产品的缺陷和故障。我们保证产品在质保期内正常使用的功能基本符合我们的技术规格或随附的产品使用手册。如果产品需要通过 Pico 软件或服务实现保证功能，我们将在质保期内持续提供软件和服务。我们可能自行决定更新、修改或限制该等软件和服务，但我们将继续保留质保功能。

“质保期”：本有限质保期为自产品购买之日起 1 年 (12 个月)。

- 自购买日起 7 日内出现的质量问题，您可以选择按发票价格一次性退还货款或者更换同型号产品；
- 自购买日起 15 日内出现的质量问题，您可以选择更换同型号产品；
- 自购买日起 12 个月内出现的质量问题，您可以选择免费进行修理；
- 主机之外的附属类配件（包括贴脸泡棉、侧绑带等易损组件）质保期 3 个月。

### 质保不涵盖以下情形

- 未按本产品说明书的要求使用、维护、保管而造成损坏的；
- 直接阳光曝晒、液体接触、置放于潮湿或极度高温或其他严苛环境下或在环境发生急剧变化下的使用、腐蚀或氧化；
- 因产品镜片被太阳光或紫外线等其他强光直射而产生的屏幕损坏；
- 由于正常损耗所导致的产品或配件外观磨损；
- 除本产品以外的赠品和包装盒；
- 未经 Pico 或者 Pico 授权服务者的拆机、改动、维修造成的损坏；
- 火灾、水灾、雷击等不可抗力造成的损坏；
- 已超过有限质保有效期。

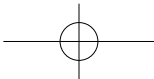
### 如何获得质保服务

如果您通过查阅产品使用手册或者访问 <https://www.pico-interactive.com/> 仍不能解决您所面临的问题。您可以联系购买产品或配件的经销商或零售商、Pico 服务中心以获得进一步的信息和帮助。

在您联系经销商或零售商或 Pico 时，请确保提供下列信息：

- 产品或配件的型号和序列号；
- 您完整的地址和联系信息；

CN



- 购买产品的原始发票、收据或销售单。您根据本有限质保声明提出任何索赔时，您须出示有效的购买证据。若不能提供有效的购买证明，则 Pico 无义务提供本有限质保声明项下的支持服务。
- 在您寄回任何产品或配件进行保修服务之前，请您务必将头戴设备中的任何机密资料、资讯信息全部备份并从头戴设备中删除。对于您未备份的任何程序、资料的任何损坏或遗失，Pico 均不承担任何责任。
- 如您的设备经 Pico 或者 Pico 授权的服务商鉴定存在缺陷或者故障，我们将修理或更换本产品以实现保证功能。
- 修理后或更换的产品在原质保期的剩余时间或收到更换或维修产品之日起九十（90）天内（以时间较长者为准）继续受本质质保保护。

### 本质质保适用的法律

本质质保适用中华人民共和国大陆地区法律。一些国家的法院在处理某些纠纷时可能不会适用中华人民共和国大陆地区法律。如果您居住在上述国家之一，您国家的法律将会适用于与本质保有关的此类纠纷。

### 权益声明

法律法规版权所有 © 青岛小鸟看看科技有限公司 2015-2022。保留一切权利。

本资料仅供参考，不构成任何形式的承诺。产品（包括但不限于颜色、大小、屏幕显示等）请以实物为准。

#### 用户软件许可协议

在使用本产品前，务请仔细阅读软件许可协议，当您开始使用本产品即表示同意接受本许可协议的约束。

如您不同意本协议的条款，请勿使用本产品及软件，并将本产品交还原处以取得退款。

协议内容请访问 [https://www.pico-interactive.com/terms/user\\_terms.html](https://www.pico-interactive.com/terms/user_terms.html)

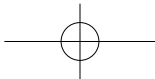
#### 隐私保护

为了解我们如何保护您的个人信息，请访问 <https://www.pico-interactive.com/terms/privacy.html> 阅读我们的隐私政策。

请至官网查看更多 Pico 产品信息、售后服务政策和授权服务商信息，请关注 Pico 微信公众号或登录官方网站。

- 官方网站：www.pico-interactive.com
- 售后邮箱：service@picovr.com
- 服务热线：400-1006-822
- 产品型号：头盔型号：ATH10 | 手柄型号：C1710





扫码下载 PicoVR 助手  
解锁更多 VR 一体机玩法

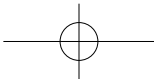
CN

微信公众号: **PicoVR**

抖音: **PicoVR**

哔哩哔哩: **Pico-VR 官方**

微博: **Pico-VR**



## Product Care

This VR headset features replaceable face cushion and straps. The face cushion and straps are available to purchase separately. Please contact customer service at [service@picovr.com](mailto:service@picovr.com), or a Pico authorized service provider or your Sales Representative.

### Headset (except the lens, face cushion), controller and accessories care

Please use disinfectant wipes (alcohol-based ingredients allowed) or use a microfiber dry cloth to dip in a small amount of 75% alcohol and gently wipe the surface of the product until the surface is wet and wait at least 5 minutes, then dry the surface with a microfiber dry cloth.

**Note:** Please avoid water into the product when cleaning.

### Lens care

- During use or storage, please pay attention to avoid hard objects touching the lens to avoid lens scratches.
- Use an optical lens micro-fiber cloth to dip in a little water or use a non-alcoholic disinfectant wipes to clean the lenses. **(Do not wipe the lenses with alcohol or other harsh or abrasive cleaning solutions as this may lead to damage.)**

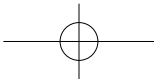
### Face cushion care

Use a sterile wipes (alcohol-based ingredients allowed) or a microfiber dry cloth dipped in a small amount of 75% alcohol to gently wipe the surface and surrounding areas in contact with the skin until the surface is slightly wet and hold for at least five minutes. Then leave to dry before use. **(Do not expose directly in sunlight.)**

**Note:** The face cushion will have the following phenomena after repeated cleaning and disinfection. Moreover, hand washing or machine washing is not recommended, as this will accelerate the occurrence of the following phenomena. Please change a new face cushion if any of the following occur:

- Fabric face cushion: color change, surface fluff, soft texture, and increased possibility for eyewear to come in contact with the lenses;
- Leather (PU) face cushion: color change, sticky surface hair, decreased facial comfort of face.

EN



## Regulatory

After powering on the headset, you can go to “Settings” ► “General” ► “About” ► “Regulatory” on the home page to view the certified supervision product information specific to your region.

### Safety Warnings

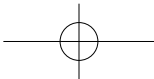
Please read the following warnings and information carefully before using the VR Headset and follow all guidelines on safety and operation.

Failure to follow these guidelines may result in physical injuries (including electric shock, fire, and other injuries), property damage, and even death. If you allow others to use this product, you shall be responsible for ensuring that every user understands and follows all safety and operational instructions.

#### **WARNING** Health and safety warnings

- Ensure that this product is used in a safe environment. By using this product to view an immersive virtual reality environment, users will not be able to see their physical environment. Move only within the safe area that you set: keep your surroundings in mind. Do not use near stairs, windows, heat sources, or other hazardous areas.
- Only use if you are in good health. Consult a doctor before use if you are pregnant, elderly, or have serious physical, mental, visual, or heart problems.
- A small number of people may experience epilepsy, fainting, severe dizziness, and other symptoms caused by flashes and images, even if they have no such medical history. Consult a doctor before using if you have a similar medical history or have ever experienced any of the symptoms listed above.
- Some people may experience severe dizziness, vomiting, palpitations and even fainting when using VR Headsets, playing ordinary video games, and watching 3D movies. Consult a doctor if you have experienced any of the symptoms listed above.
- This product is not recommended for children that are 12 years of age and younger. Please keep your VR Headset, Controllers, and accessories out of reach. Children over 12 years old should use this product under adult supervision.
- Some people may be allergic to plastic, PU, fabric, and other materials used in this product. Long-term contact with skin may result in symptoms such as redness, swelling, and inflammation. Stop using the product and consult a doctor if you experience any of the symptoms listed above.
- This product is not meant for extended use over 30 minutes at a time with rest periods of at least 10 minutes between uses. Adjust resting and usage periods if you experience any discomfort.
- If you have a big difference in binocular vision, or a high degree of myopia, or astigmatism or far-sightedness, it is suggested that you wear glasses to correct your eyesight when using VR headset.
- Stop using the product immediately if you experience visual abnormalities (diplopia and sight distortion, eye discomfort or pain, etc.), excessive sweating, nausea, vertigo, palpitations, disorientation, loss of balance, etc or other signs of distress.

EN



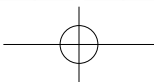
- This product provides access to immersive virtual reality experiences some types of content may cause discomfort. Stop use immediately and consult a doctor if the following symptoms occur.
  - Epilepsy seizures, loss of consciousness, convulsions, involuntary movements, dizziness, disorientation, nausea, somnolence, or fatigue.
  - Eye pain or discomfort, eye fatigue, eye twitching, or visual abnormalities (such as illusion, blurred vision, or diplopia).
  - Itchy skin, eczema, swelling, irritation or other discomforts.
  - Excessive sweating, loss of balance, impaired hand-eye coordination, or other similar motion sickness symptoms.
- Do not operate a motor vehicle, operate machinery, or engage in activities that may have potentially serious consequences until you have fully recovered from these symptoms.

**⚠ WARNING Impact on medical devices**

- Please comply with the expressly stated prohibition of the use of wireless equipment in medical and healthcare facilities, and shut down the equipment and its accessories.
- Radio waves generated by this product and its accessories may affect the normal operation of implantable medical devices or personal medical devices, such as pacemakers, cochlear implants, hearing aids, etc. Please consult the medical device manufacturer about the restrictions on the use of this product if you use these medical devices.
- Keep a distance of at least 15cm from the implanted medical devices (such as pacemakers, cochlear implants, etc.) when this product and any accessories are connected. Stop using the headset and/or its accessories if you observe a persistent interference with your medical device.

**⚠ WARNING Operating environment**

- Do not use the equipment in dusty, humid, dirty environments, or near strong magnetic fields, in order to internal circuit failure of this product.
- Do not use this equipment during thunderstorms. Thunderstorms may cause product failure and increases the risk of electric shock.
- Operating Temperature: 0-35°C / 32-104 °F, minimum humidity 5%, maximum humidity 95% RH ( non-condensing). Non-Operation (Storage): -20-45°C / -4-113 °F, 85% RH.
- Protect your lenses from light. Keep the product away from direct sunlight or ultraviolet rays, such as windowsills automobile dashboards, or other strong light sources.
- Keep the product and its accessories away from rain or moisture.
- Do not place the product near heat sources or exposed flames, such as electric heaters, microwave ovens, water heaters, stoves, candles or other places that may generate high temperatures.
- Do not apply excessive pressure to the product during storage or when in use to avoid damage to the equipment and lenses.
- Do not use strong chemicals, cleaning agents, or detergents to clean the product or its accessories, which may cause material changes that affect eye and skin health of the health. Please follow the instructions in "Product Care" to manage the equipment.



- Do not allow children or pets to bite or swallow the product or its accessories.

**⚠ WARNING Children's health**

- **CHOKING HAZARD : This product and its accessories may contain small parts. Please place these out of the reach of children . Children may inadvertently damage the product and its accessories , or swallow small parts resulting in suffocation or other injury.**

**⚠ WARNING Requirements for accessories**

- Only accessories approved by the product manufacturer, such as power supplies and data cables, can be used with the product.
- The use of unapproved third-party accessories may cause fire, explosion or other damages.
- The use of unapproved third-party accessories may violate the warranty terms of the product and the relevant regulations of the country where the product is located. For approved accessories, please contact Pico Customer Service Center.

**⚠ WARNING Environmental protection**

- Dispose of your headset and/or accessories properly. Do not dispose of the headset or accessories in a fire or incinerator, as the battery may explode when overheated. Dispose separately from household waste.
- Please comply with the local laws and regulations on the disposal of electrical and electronic equipment to dispose of this product and its accessories.

**⚠ WARNING Hearing protection**



- Do not use high volume for extended periods of time to prevent possible hearing damage.
- When using headphones, use the minimum volume required to avoid hearing damage. Prolonged exposure to high volume may cause permanent hearing damage.

**⚠ WARNING Flammable and explosive areas**

- Do not use the equipment near fuel stations or hazardous areas containing flammable articles and chemical agents. Follow all graphic or text instructions when in possession of the product around these areas. Operating the product in these hazardous sites poses risk of explosion or fire.
- Do not store or transport the product or its accessories in the same container as flammable liquids, gases, or substances.

**⚠ WARNING Transportation safety**

- Do not use the product when walking, cycling, driving, or situations that require full visibility.
- Take caution if using the product as a passenger in a motor vehicle, as irregular movement may increase the risk of motion sickness.

EN



**⚠ WARNING** **Charger safety**

- Only charging devices provided in the product package or specified as an approved device by the manufacturer should be used.
- When charging is completed, disconnect the charger from the equipment and unplug the charger from the power outlet.
- Do not operate the equipment, charger or cable with wet hands to avoid short circuits, failure, or electric shock.
- Do not use the charger if wet.
- If the charging adapter or cable is damaged, discontinue using to prevent the risk of electric shock or fire.

**⚠ WARNING** **Battery safety**

**VR Headset**

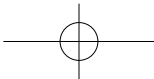
- VR Headsets are equipped with non-removable internal batteries. Do not attempt to replace the battery, as doing so may cause battery damage, fire, or human injury. The battery can only be replaced by Pico or Pico authorized service providers.
- Do not disassemble or modify the battery, insert foreign objects, or immerse in water or other liquid. Handling the battery as such can cause chemical leakage, overheating, fire, or explosion. If the battery appears to be leaking material, avoid contact with skin or eyes. In case of material contact with skin or eyes, immediately rinse with clear water and seek medical advice.
- Do not drop, squeeze, or puncture the battery. Avoid subjecting the battery to high temperatures or external pressure, which may result in corruption and overheating of the battery.
- Do not connect the metal conductor with the two poles of the battery, or contact the terminal of the battery, so as to avoid short circuit of the battery and physical injury such as burns caused by overheating of the battery.
- Please contact Pico or Pico authorized service providers to replace the battery when the standby time of your device is obviously shorter than the normal time.

**Controller**

- Your controllers contain AA batteries. Please keep them away from children under 3 and pets.
- Promptly recycle or dispose of used batteries in accordance with all applicable laws and regulations.
- Batteries in controller are replaceable. Do not mix old and new batteries. Replace all batteries of a set at the same time.
- Batteries in controller are 1.5V alkaline AA batteries. Do not charge the battery to avoid battery leak, overheating, fire or explosion.
- Do not drop, squeeze, or puncture the battery. Avoid subjecting the battery to high temperatures or external pressure, which may result in corruption and overheating of the battery.
- In the event of battery leak, in case of material contact with skin or eyes, immediately rinse with clear water and seek medical advice.
- Remove batteries before storage or for long period of non-usage. Exhausted batteries may leak and damage your controller.

**⚠ CAUTION** **VR Product Care**

- Do not use your product if any part is broken or damaged.
- Do not attempt to repair any part if your product yourself. Repairs should only be made by an Pico authorized servicer.



- Do not expose your headset and controllers to moisture, high humidity, high concentrations of dust or airborne materials, temperatures outside their operating range or direct sunlight to avoid damage.
- Keep your headset, controllers, charger, cables and accessories away from pets to avoid damage.

**⚠ CAUTION No Direction Sunlight on Lenses**

- Do not expose the optical lenses to direct sunlight or other strong light sources. Exposure to direct sunlight may cause permanent yellow spot damage on the screen. Screen damage caused by sunlight exposure or other strong sources of light is not covered by the warranty.



## Product Warranty Terms

**PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS. BY USING YOUR PICO PRODUCT OR ACCESSORY, YOU AGREE TO THE LIMITED WARRANTY.**

Pico issues this warranty to you, as a consumer who has purchased a new, covered product from Pico or an authorized retailer ("you"). This warranty is not available to products that were purchased from any source other than Pico or an authorized retailer.

### WHAT DOES THIS WARRANTY DO?

This Warranty gives you specific legal rights, and you may also have other rights which vary from country to country. This Warranty is in addition to and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

EN

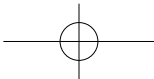
### COVERAGE OF THIS WARRANTY

This warranty covers defects and malfunctions in the new Pico product(s) it accompanies (the "product"). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the "Warranted Functionality") during the warranty period. If and to the extent the product needs Pico software or services to achieve the Warranted Functionality, we will make and keep software and services available during the warranty period. We may update, modify or limit such software and services at our sole discretion so long as we continue to maintain (or exceed) the Warranted Functionality.

### WARRANTY PERIOD

This limited warranty continues for one (1) year from the date of purchase or delivery of the product, whichever is later (the "Warranty Period").

- For quality problems that occur within 7 days from the date of purchase, you can choose to refund at the invoice price or replace the product of the same model;
- If there is a quality problem within 15 days from the date of purchase, you can choose to replace the product of the same model;



- For quality problems within 12 months from the date of purchase, you can choose to repair them free of charge;
- Accessories other than the Product (including vulnerable components such as face cushion and side straps) are guaranteed for 3 months.

#### **NOT COVERED BY THIS WARRANTY**

- Defects or damage resulting from improper usage, maintenance, not included in this manual;
- Use outdoors; exposure to liquids or sunlight; dampness or extreme thermal or environmental conditions or a rapid change in such conditions; corrosion; or oxidation;
- Screen damage caused by sunlight or UV light exposure or other strong light sources;
- Deterioration of the cosmetic appearance of the Product or Accessory due to normal wear and tear;
- Consumable parts, such as: AA Battery, Lanyard, Cleaning cloth, Face cushion, Headband, Earphone hole cap, Mounting kit, Mounting pad and protective coatings that are reasonably expected to diminish over time, unless failure has occurred due to a malfunction;
- Gifts and packages other than product and accessory;
- Damage caused by dismantling, modification and repair without Pico or service provider authorized by Pico;
- Damage caused by force majeure such as fire, flood, and lightning;
- The product has exceeded the valid period of the warranty.

EN

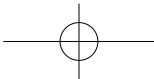
#### **HOW TO OBTAIN WARRANTY SERVICE?**

You can check the user manual or visit <https://www.pico-interactive.com/> when you meet the problem during using. If the problem cannot be resolved by reference to the user manual and/or resources available at <https://www.pico-interactive.com/>, You should contact the Retailer from which You purchased the Product or Accessory for assistance.

In the event of a perceived malfunction in the Product or Accessory, You should take the following actions:

- The model and serial number of Product and Accessory.
- Your full address and contact information.
- A copy of the original invoice, receipt or bill of sale for the purchase of the product. You must present valid proof of purchase upon making any claims pursuant to this Limited Warranty.
- You should back up all your personal programs or data and delete them from the product before you return the product to us. We cannot guarantee that we will be able to repair the Product without risk to or loss of programs or data, and any replacement Product will not contain any of your data that was stored on the original Product.
- We will determine if there is a defect or malfunction covered by this warranty. If we find a defect or malfunction covered by this warranty, we will repair or replace the Product to provide the Warranted Functionality, and we will send the repaired Product or a replacement Product.
- Any repaired or replaced product will continue to be covered by this warranty for the remainder of the original warranty Period or ninety (90) days following your receipt of the replacement or repaired product, whichever is greater.





## GOVERNING LAW

This Limited Warranty shall be governed by the laws of the Mainland of the People's Republic of China. The courts of some countries may not apply the laws of the Mainland of the People's Republic of China when dealing with certain disputes. If you reside in one of the above countries, the laws of your country will govern such disputes related to this Warranty.

## Laws and Regulations

**Copyright © 2015-2022 Qingdao Pico Technology Co., Ltd.** All Rights Reserved.

This information is for reference only and does not constitute any form of commitment.

Products (including but not limited to color, size, and screen display.) shall be subject to physical objects.

### User Software License Agreement

Before using the product, please read the software license agreement carefully. When starting to use the product, you agree to be bound by the license agreement.

If you do not agree to the terms of this agreement, do not use the product and software, and return the product to its original place for a refund.

For more details about the agreement, please visit: [https://www.pico-interactive.com/terms/user\\_terms.html](https://www.pico-interactive.com/terms/user_terms.html)

### Privacy Protection

To learn how we protect your personal information, please visit: <https://www.pico-interactive.com/terms/privacy.html> To read our privacy policy.

**Product Name: VR All-In-One Headset | Headset Model: A7H10 | Controller Model: C1710**

For more information about Pico's products, policy, and authorized servers, please visit Pico's official website: [www.pico-interactive.com](http://www.pico-interactive.com)

Company Name: Qingdao Pico Technology Co., Ltd.

Company Address: 4th Floor, No.3 Building, No.393 Songling Road, Qingdao, Shandong, P.R.China

Tel: +86 400-1006-822

Service Mail: [service@picovr.com](mailto:service@picovr.com)

EN