



## 安全及保修指南 · Safety & Warranty Guide

For PICO 4 Series

安全及保修指南

02

CN

Safety & Warranty Guide

09

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 PICO 或授权零售商联系。  
PICO 客户服务中心电话：400-1006-822

### 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，直至表面轻微湿润并保持 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”中查看本产品在所售地区的认证监管信息。

## 安全警告

建议您在<sup>1</sup>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。若您是孕妇、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<sup>2</sup>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，即便可能并没有此类病史。若您有以上类似病史，建议您在<sup>2</sup>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<sup>2</sup>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，13 岁及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并遵照医嘱从事生活、生产活动。
  - 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；
  - 眼睛疼痛或不适、眼睛疲劳、眼睛抽搐、或视觉异常（如幻觉、模糊不清、或复视）；
  - 皮肤瘙痒、湿疹、肿胀、刺激或其他不适；
  - 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。

### 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。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。
- 请在海拔不高于 2000m（气压不低于 80kPa）的环境内使用本设备。
- 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。
- 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。
- 请勿使用烈性化学制品、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。
- 请勿让儿童或宠物吞咬设备或其配件，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。儿童可能在无意之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，可能违反本设备的质保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。
- 当您使用耳机收听音乐、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。建议您关闭本设备配套的移动装置。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本设备。
- 请勿在乘车时使用本设备，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。更换类型不正确的电池可能会破坏保护措施。
- 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。
- 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。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。**

#### ⚠️ 小心 设备安全

- 如产品有部分损坏请勿使用。
- 请勿自行维修产品。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。
- 请勿将 VR 头盔和手柄放置在潮湿、高浓度灰尘、超出其工作范围的温度或阳光直射下，以避免损坏。
- 请将产品或者配件妥善放置，避免宠物咬坏。

#### ⚠️ 小心 请勿强光直射镜片

- 当头盔镜片被阳光或紫外线照射时（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。请尽量避免该情况发生，此种屏幕损坏不在产品的质保范围内。



#### 有毒有害物质声明

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

#### 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。本质质保声明适用于在中华人民共和国大陆地区（中国香港、澳门、台湾除外）正式销售的产品。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。销售商向您做出的非 PICO 保证的其它承诺，PICO 不承担任何责任。

#### 质保范围和质保期

本质质保仅应用于中国大陆地区由 PICO 销售的 PICO 一体机及配件产品，不包含其他赠品及包装盒。PICO 授权第三方销售的产品，PICO 仅提供保内维修服务，退换货服务请联系销售商处理。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


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；集成电路倒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。

续提供软件和服务。在不违反法律法规强制性规定的前提下，我们有权自行决定更新、修改或限制该等软件和服务的全部或部分内容，但我们将尽合理努力为您提供软件及服务的质保服务。

**“质保期”**：本有限质保期为自产品购买之日起1年（头盔和手柄12个月），其他附属类配件（包括贴脸泡棉、遮光鼻托、眼镜支架、绑带类等易损组件）质保期3个月。

- 自购买日起7日内出现的质量问题，消费者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，消费者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，消费者可以选择免费进行修理。

### 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；
- 使用盗版软件或使用过程中感染病毒造成损坏；
- 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销售方或 PICO 客户服务中心以获得进一步的信息和帮助。

在您联系 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；
- 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、个人信息等全部备份并从头戴设备中删除。如您已在设备中登录个人账号，为保障您的合法权益，请您在进行保修服务前及时退出。
- 对于您未备份的任何程序、资料的任何损坏或遗失，PICO 均不负任何责任。
- 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
- 因产品不符合保修条件需收取费用的，PICO 将向您收取维修费，并提供维修报告。

- 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。如相关法律法规对法律适用有强制性规定的，则适用该强制性规定。

### 权益声明

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产品（包括但不限于颜色、大小、屏幕显示等）请以实物为准。

### 软件许可

如您使用我们向您提供的软件产品及其他相关服务，某项或某几项软件产品及服务有单独用户服务协议，您应仔细阅读用户服务协议。您使用相关软件服务将被视为您已同意接受对应用户协议中所述的约束条件。

### 隐私保护

为了解我们如何收集、使用、披露、保护、存储及传输您的个人信息，您可通过访问 PICO 官网或相关产品 / 服务查看隐私政策。如果我们向您提供的某项或某几项服务或产品，有其单独的隐私政策的，则相应服务或产品适用相应隐私政策。

请至官网查看更多 PICO 产品信息，请关注 PICO 微信公众号或登录官方网站。

- 官方网站：[www.picoxr.com](http://www.picoxr.com)

- 售后邮箱：[service@picoxr.com](mailto:service@picoxr.com)

- 服务热线：400-1006-822

- 产品型号：头盔型号：A8110/A8G10 | 手柄型号：C1810/C1910

扫码下载 PICO VR 助手，解锁更多 VR 一体机玩法

微信公众号：PICO VR | 抖音：PICO官方旗舰店 | 哔哩哔哩：PICO-VR官方 | 微博：PICO-VR





## PICO VR 一体机商品三包凭证

### 用户信息

姓名：

联系电话：

电子邮件：

地址：

邮政编码：

### 商品信息

商品名称：

商品型号：

商品产地：

### 销售商信息

销售商名称：

联系电话：

地址：

邮政编码：

销售日期：

### 修理者信息

修理者名称：

联系电话：

地址：

邮政编码：





## Product Care

This VR headset features replaceable face cushion and straps. The face cushion and straps are available to purchase separately. Please contact PICO or authorized service provider.

PICO Customer Service Center Phone: 400-1006-822

### 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:** Avoid getting any moisture inside the product when cleaning it.

### 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.

## 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 aged 12 and under. It is recommended to keep headsets, controllers and accessories out of the reach of children. Teenagers aged 13 and over must use it under adult supervision to avoid accidents.
- 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 red-ness, 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.

- This product provides access to immersive virtual reality experiences some types of content may cause discomfort. Stop using immediately and consult a doctor and follow the doctor's orders to engage in life and production activities 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.

#### **⚠️ WARNING** Impact on medical devices

- Please comply with the expressly stated prohibition of the use of wireless equipment in medical and health-care 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.
- Altitude not higher than 2000m (air pressure not less than 80kPa).
- Protect your lenses from light. Keep the product away from direct sunlight or ultraviolet rays, such as win-

dowsills 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 may contain small parts. Please place these out of the reach of children or pets and do not leave small children or pets with this product unattended. Children or pets may inadvertently damage the product, swallow small parts, or get entangled with the cable resulting in suffocation or other hazards.**

#### **⚠️ 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 the 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.

**⚠ 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. Replacement of a battery with an incorrect type may defeat a safeguard.

**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.



## PICO Product Limited Warranty

**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. PICO is not responsible for any other promises made by the seller to you that are not guaranteed by PICO.

### 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.

### Coverage of This Warranty

This warranty applies only to PICO all-in-one machines and accessories sold by PICO in mainland China, excluding other gifts and boxes. For products sold by PICO authorized third parties, PICO only provides warranty maintenance services, please contact the seller for return and exchange services. 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. Under the premise of not violating the mandatory provisions of laws and regulations, we have the right to update, modify or limit all or part of the content of such software and services at our own discretion. We will make reasonable efforts to provide you with warranty services for the software and services.

### Warranty Period

This limited warranty continues for one (1) year from the date of purchase or delivery of the headset and controllers, and 3 months for other accessories (face cushion, nose pad, glasses spacer and straps etc.), whichever is later (the “Warranty Period”).

- If there is a quality problem within 7 days from the date of purchase, you can choose to refund the payment according to the invoice price or return the same model product;
- 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;
- If there is a quality problem within 12 months from the date of purchase, you can choose to repair them free of charge.

### 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;
- Damage caused by using pirated software or contracting a virus during use;
- 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.

## How to Obtain Warranty Service?

You can check the user manual when you meet the problem during using. If the problem cannot be resolved by reference to the user manual, You should contact the seller or PICO Customer Service Center 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. If you have logged in your personal account in the device, in order to protect your legitimate rights and interests, please log out in time before warranty service. 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. If the product does not meet the warranty conditions and needs to be charged, PICO will charge you the maintenance fee and provide a maintenance report.
- 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 will be governed by the law of People's Republic of China. If the relevant laws and regulations have mandatory provisions on the application of the law, the mandatory provisions shall apply.

## Laws and Regulations

**Copyright © Qingdao Chuangjian Weilai Technology Co.,Ltd.**

**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.

### Software License

If you use the software products and other related services we provide to you, if there is a separate user service agreement for one or several software products and services, you should read the user service agreement carefully. Your use of relevant software services will be deemed that you have agreed to accept the constraints described in the corresponding user agreement.

### Privacy Protection

In order to understand how we collect, use, disclose, protect, store and transmit your personal information, you can view the privacy policy by visiting PICO's official website or related products/services. If there is a separate privacy policy for one or several services or products we provide to you, the corresponding privacy policy shall apply to the corresponding services or products.

**Product Name: VR All-In-One Headset | Headset Model: A8110/A8G10 | Controller Model: C1810/C1910**

For more information about PICO's products, please visit PICO's official website: <https://www.pico-interactive.com>

Company Name: Qingdao Chuangjian Weilai Technology Co.,Ltd.

Company Address: Room 401, 4th Floor, Building 3, Qingdao Research Institute, 393 Songling Road, Laoshan District, Qingdao City, Shandong Province, P.R.China

For more after-sales information, please contact:

Email Address: [service@picoxr.com](mailto:service@picoxr.com)

Phone Number: 400-1006-822



## Guarantees Certificate in Repair, Replacement and Return Warranty

### User Information

Name:

Contact Number:

E-mail:

Address:

Zip Code:

### Product Information

Product Name:

Product Model:

Commodity Origin:

### Seller Information

Seller Name:

Contact Number:

Address:

Zip Code:

Sale Date:

### Repairer Information

Repairer's Name:

Contact Number:

Address:

Zip Code:



