

FAQ

1. Q: Why does only one earbud work?  
A: put the two earbuds back into the charging case and take them out again to check whether the earbuds are paired with each other, if not, reset the earbuds.  
2. Q: how to solve the problem of mobile phone prompt unable to connect?  
A: delete the pairing record on the mobile phone, and then search signal and connect again.  
3. Q: Why there is no sound in the call / music?  
A: Android phone has a setting icon on the right side of the phone connection record. Click enter to unlock and reset the two audio options, Apple phone sets the general auxiliary function to enter the audio call mode. Select auto. If it is auto, change other options, and then select auto. If it is not recovered, delete the matching record and try again.  
4. Q: Why there is a delay in the video / game play?  
A: Due to the influence of environment, network and mobile phone encoding and decoding speed, it will cause different degrees of delay when the mobile phone transmits audio data to the earbuds. When the real-time voice function is enabled in the game, the definition of the game background sound will be affected, so the current game software sets the Bluetooth transmission rate as priority.  
5. Q: Why is it stuck / intermittent?  
A: If there are a large number of WIFI connections, 4G signals, high-power electrical appliances and so on when using, it may be stuck or intermittent. It can be solved by changing the environment or repairing and connecting.

Safety instruction

1. Please use the original or with safety certification wire harness for charging.  
2. When using earbuds, please adjust the volume appropriately to avoid damaging the hearing.  
3. Please use the product correctly to avoid falling or heavy extrusion.  
4. Children should be accompanied by adults to avoid eating by mistake.  
5. Keep away from extreme environment such as high temperature or humidity.  
6. Do not disassemble this product.  
7. Earbuds can't be charged in charging case if earbuds are equipped with L-earrings.

Hazardous substances and their contents in the item

Part name	Hazardous Substances									
	Pb	Hg	Cr(VI)	PBB	PBS	DEHP	BBP	BBP	BBP	BBP
Main battery	X	O	O	O	O	O	O	O	O	O
Battery	O	O	O	O	O	O	O	O	O	O
Earbuds	O	O	O	O	O	O	O	O	O	O
Accessories	O	O	O	O	O	O	O	O	O	O
Charging cable	X	O	O	O	O	O	O	O	O	O

This form is made by SJ / T 11364 regulation  
O: means that hazardous substance content in the homogeneous materials of this part is within the limits of GB / T 26572 regulation  
X: means that hazardous substance content in .at least one certain homogeneous material of this part is beyond the limits of GB / T 26572 regulation.

Service life  
As described in this manual, under normal use conditions, the environmental protection service life of this product is 10 years. During this period, the product will not leak any dangerous substances. This product can be recycled and must be disposed according to local regulations.

After Service and Supports

According to the relevant laws and regulations of consumer electronic products and the actual situation of the industry, the following after-sales service regulations are formulated to provide consumers with satisfactory after-sales services.  
I. Warranty certificate mainly includes:  
warranty card; hologram on product packaging box to prove authenticity and after certificate.  
II. After sales service scope:  
2.1 During the warranty period of the product, the company will be responsible for providing free maintenance for any failure caused by the quality problem of the product (fault under normal use without disassembly and repair).  
2.2 For products beyond the warranty period, the warranty certificate shall be issued and the maintenance fee shall be paid. If you need to order spare parts, you need to pay for the spare parts. If you want to order other spare parts, you need to order the required products to our company, repair and replace parts after being tested by our professional maintenance personnel.  
2.3 Once the warranty certificate is altered, the warranty will become invalid immediately.  
2.4 The warranty certificate of the product shall be properly kept by the consumer and shall not be supplemented first.  
III. Warranty Period:  
3.1 Within one year after purchasing this product, there are quality problems in normal use (non-human damage) without disassembly and repair.  
3.2 Consumers who have quality problems in normal use (non-human damage) within 7 days from the date of purchase without repair, can enjoy the replacement service. 1 year warranty (including all accessories) from the date of leaving the sales certificate.  
3.3 The replacement service we provide is limited to products of the same model and color, and the replacement time is 5-10 days without shortage.  
IV. Regulations on invalidation of warranty during warranty period  
4.1 In the following cases, the warranty is invalid, but the maintenance service is provided, the labor fee and parts fee are charged:  
(1) any damage to accessories caused by improper use, maintenance and storage of consumers;  
(2) damage caused by force majeure, such as natural disasters.  
4.2 In the following cases, the company will refuse to provide maintenance services or provide charged maintenance services:  
(1) fail to provide hologram on product packaging box;  
(2) the contents of the hologram are altered or illegible;  
(3) it is unable to provide the product warranty card or the content recorded in the warranty card is inconsistent with the product, or the content is altered or illegible;  
(4) earbuds that have been removed by any unauthorized person of Shengyang acoustics Co., Ltd. (such as changing wires, removing voice coils, etc.);  
(5) there is no sales voucher or the content of the sales voucher is inconsistent with the product.  
V. We will not provide warranty service in the following cases  
After our inquiry, if we find that your repair products are not our products, we will refuse to provide warranty service, or double the maintenance fee. Please attach the warranty certificate when you send the earbuds to our company for repair. If you don't have any certificate, our company will handle it as parallel imports.


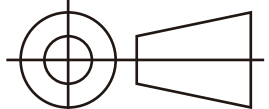
Warranty certificate

Product information  
Product model: \_\_\_\_\_  
Order number: \_\_\_\_\_  
User information  
Name: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Address: \_\_\_\_\_  
Reason for returning and replacement: \_\_\_\_\_  
Purchase information  
Sales site: \_\_\_\_\_  
Purchase date: \_\_\_\_\_

XTEZO

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Web: www.syll.com  
Manufacturer: Shengyang Acoustics (Guangdong) Co., Ltd.  
Add: NO.5 Minxing Street, Zhongshan East, Shilong Town, Dongguan, China  
MADE IN CHINA RoHS

物料编码：  
物料名称：TT15B 说明书  
物料尺寸：95\*130mm  
工艺要求：风琴折 双面印刷  
材质要求：105g哑粉过哑油

<div>SHENGYANG ACOUSTICS</div>				版本：A1	
分发部门：  研发 采购  品管	产品型号：TT15B 狼版		料件名称：说明书	料件编号：632TT15B00001F	
	展开570*130mm折成95*130mm_105g哑粉纸_4C_风琴折页 TT15B				单位：mm
					比例：1:1
制图：王永财/20.7.7		审核：		批准：	

**FCC Caution:**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.