NARWAL™

User Manual

Narwal Freo X Ultra Robot Vacuum and Mop

Model: YJCC015

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Dear user,

Thank you for choosing Narwal. To ensure the best experience possible, please read this manual and related illustrations carefully before using our product and save it for future reference. Due to continuous updates, the actual product may not be completely consistent with the description in the manual, please refer to the actual product.

In case of any problem during operation, please consult Narwal for after-sales customer services using the following contact information:
1. Call the Narwal Customer Service Center at 1-866-939-2153 (9:00-18:00 PT);
2. Chat with customer service on narwal.com or contact us at support@narwal.com;
3. Scan the QR code below to join Narwal's Facebook group, where you can ask questions, connect with other users, and participate in fun events.

Scan the QR code below on the right to download the Narwal app in advance, get familiar with more functions and enjoy a more convenient smart life.

Wish you happy cleaning with Narwal!

Facebook group

Download app

Available on the ANDROID App Store

Available on the iPhone App Store

Important Safety Instructions

When using an electrical robot, basic precautions should always be followed, including the following: **READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.**

WARNING: To reduce the risk of injury or damage, read the following safety precautions before setting up, operating, and maintaining your robot.

WARNING - To reduce the risk of fire, electric shock, or injury:
1. Do not leave the appliance unattended when plugged in. Unplug it from the power outlet when not in use and before servicing.
2. This appliance is provided with double insulation. Use only genuine replacement parts. See instructions for Servicing of Double-Insulated Appliances.
3. **SERVICING OF DOUBLE-INSULATED APPLIANCES**
A double-insulated appliance is marked with one or more of the following: "**The words DOUBLE INSULATION or DOUBLE INSULATED**"or the double insulation symbol (square within a square). ⧈

In a double-insulated appliance, two insulation systems of are provided instead of grounding.
No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double-insulated appliance must be identical to the parts they replace.

General

• Do not allow to be used as a toy. Small children, pets and the elderly should be supervised when your robot is operating.
• Do not sit, stand or place any object on your robot or the base station.
• Only use as instructed in this manual.
• Only use accessories recommended or sold by the manufacturer.
• Your robot is not water-proof. Do not spray or pour liquids on your robot. If liquid spills on your robot, dry immediately.
• For INDOOR use ONLY. Do not use your robot in outdoor, commercial or industrial environments.
• Do not use your robot on wet surfaces or surfaces with standing water.
• Do not use your robot or base station if it is damaged, is not working properly, has been dropped, is left outdoors, or comes into contact with water.
• Do not use with damaged cord or plug.
• Do not unplug by pulling on the cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
• This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Turn off all controls before unplugging.
• To Reduce the Risk of Fire and Electric Shock due to internal component damage, use only NARWAL cleaning fluid intended for use with this appliance. See the Cleaning Fluid section of this manual.
• Place the cords from other appliances out of the area to be cleaned.
• Do not operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
• Do not allow children to sit on the vacuum.
• Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
• Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts the eyes, additionally seek medical help.
• Liquid ejected from the battery may cause irritation or burns.
Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
• Do not expose an appliance to fire or excessive temperature.
• Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions.

Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
• Only used with base station (Model: YJCB015) for charging the application.
• Do not use and store your robot in extremely hot or cold environments. Do not operate your robot below 0°C/32 °F or above 35°C/95°F. Do not store your robot below -20°C/-4°F or above 70°C/158°F. Charge your robot at a temperature between 5°C/41°F and 30°C/86°F. Keep your robot away from fire or places with temperatures higher than 130°C/266°F. Otherwise, your robot may explode.
• Keep the front side of your robot facing upward at all times when transporting, moving, or operating your robot, or replacing any component for it. Your robot may be damaged if turned upside down.
• Do not expose your robot to direct sunlight.

Operating your Robot

• Do not handle the plug or your robot with wet hands.
• Ensure clearance of 1 meter /3 feet for a 180° range in front of the base station.
• Before using your robot, pick up objects on the floor, including clothing, scrap papers, cords for blinds or curtains, power cords, and any fragile objects. If your robot passes over a cord and drags it, there is a chance an object could be pulled off a table or shelf. Ensure that no sharp objects, such as blades, scissors, or screwdrivers, are in the cleaning area.
• Remove lit candles and fragile items from the top of furniture before operating your robot.Your robot may hit or bump into the furniture and knock off items on top.
• Ensure that your robot will operate on indoor flat floors and that there are no stairs or barriers higher than 15 mm /0.5inch in areas to be cleaned. If there is a cliff edge in the cleaning area due to a step or stairs, you should operate your robot to ensure that it can detect the step without falling over the edge, or specify ano-go area. Make sure the physical barrier is not a trip hazard.
• The robot will move around automatically. Therefore, watch your step in the operation areas of the robot to avoid stepping on it.
• Take care of babies, children, pets, the blind and the elderly if they are near a operating robot. Never operate your robot in a room where an infant or child is sleeping.
• Ensure network access in the room so that you can view your robot working status through the APP on your phone.
• Do not move the robot randomly because it will result in positioning failure of the robot. If you move items in the cleaning area after map creation, such as couch, end table, or dinning table, your robot may create a map again, which is normal.
• Keep hair, loose clothing, fingers, and all parts of body away from any openings and moving parts. Do not allow your robot to clean large objects like stones, large pieces of paper or any item that may clog your robot.
• Your robot may get blocked by objects. Please turn off the power and then manually remove the obstacle.
• Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
• Do not use your robot to pick up flammable or combustible materials, such as gasoline, printer or copier toner, or use in areas where they may be present.
• Do not use your robot to clean anything that is burning or smoking, such as cigarettes, matches, hot ashes, or anything that could cause a fire.
• Do not use your robot in explosive or volatile areas or areas easy to leak or collect static electricity. such as a gas station.
• Anytime you encounter a liquid leak, stop using your robot, turn off the power, and contact after-sales.
• In cleaning mode, add detergent specified by the manufacturer to the clean water tank.
• Non-designated detergent may cause damage to your robot.
• During and after mopping, the floor will be wet. Be careful to avoid slipping. When using the mopping function, it is normal for overflowed water to be gathered the base station.
• Clean the excess water with a dry towel.
After mopping, the base station will dry the mop. During this process, do not pull out the plug or disconnect power to the base station.
• Do not leave appliance unattended when plugged in. Unplug it from the power outlet when not in use and before servicing.
Use extra care when cleaning on stairs.
• Do not use your robot without dustbox and/or filters in place.
• Do not leave appliance unattended when plugged in. Unplug it from the power outlet when not in use and before servicing.
• Use extra care when cleaning on stairs.

• Do not use your robot without dustbox and/or filters in place.
• Prevent unintentional starting. Ensure the switch is in the off-position before connecting to the battery pack, picking up or carrying the appliance. Please do not touch the power switch when holding the robot or the base station. Please do not hold the robot or the base station while they are charging.
• Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing the appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
• To maintain product safety, service must only be performed by a qualified repair person using identical replacement parts.

SAVE THESE INSTRUCTIONS

Cleaning and Maintenance

• Turn off the power before cleaning or maintaining your robot.
• Considering the limited capacity of the dustbox and water tank, empty the dustbox and dirty water tank as soon as possible after hearing the alert.
• When not using the base station for a long period of time, please unplug it.
Do not attempt to repair your robot or the battery pack, except as indicated in the instructions for use and care.
• Do not disassemble or modify your robot or alter the software by yourself. Only authorized maintenance personnel can replace faulty components to ensure device safety.
• Do not use a wet cloth or any liquid to wipe any part of the robot body.
• Vacuuming operation may cause the side brush to be tangled by hair or fur, and cleaning operation will result in dirty water in the water tank. Clean the side brush and dirty water tank after an operation.
Keep the water level below the Max mark on the dirty water tank so as to prevent overflowing and damaging your robot.
• Do not incinerate your robot even if it is severely damaged. The batteries can explode in a fire.
• Do not dispose your robot as an unclassified waste. Contact your local regulative department for information about recycling and disposal. If your robot is buried in a landfill or wasteyard, hazardous substances may leak into underground water and enter the food chain, which harms health and well-being. For more information about waste collection and recycling, contact your local sanitation department.

Battery, Power Cord and Charging Warnings

• Use only 100 V AC-240 V AC input power as required by the manufacturer. Otherwise, your robot may be damaged.
• Using your robot's battery improperly may result in fire or explosion. Do not heat, disassemble, puncture, or destroy your robot or its battery, nor incinerate them.
• Do not charge your robot for a prolonged time, otherwise, the battery may be damaged.
• Before every use, check the battery pack for any signs of damage or leakage. Do not charge damaged or leaking battery packs. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may manifest unpredictable behavior resulting in fire, explosion and risk of injury.
• Under extreme conditions, liquid may be ejected from the battery; please avoid contact. If contact accidentally occurs, rinse the contact area with water. If the liquid contacts eyes, immediately seek medical help. Liquid ejected from the battery may cause irritation or burns.
• Use your robot only with specifically designated battery packs. Using any other battery packs may pose a risk of injury and fire.
• Take care not to damage the power cord. Do not pull on or carry your robot or base station bythe power cord, use the power cord as a handle, close a door on the power cord, or pull power cord around sharp edges or corners.
• Do not touch the connector of the power cord with wet fingers.
• Do not run your robot over the power cord.
• Keep the power cord away from hot surfaces.
• Turn off all controls before unplugging. Do not unplug by pulling on the power cord. To unplug, the appliance properly grasp the plug, not the cord.
• Do not use the power cord if it is damaged. Power cord must be replaced by the manufacturer or its authorized service agent avoid hazards.
• When the battery pack is not in use, keep it away from other metal objects, such as paper clips.
• coins, keys, nails, screws or other small metal objects, that can Short the battery terminals may cause burns or a fire.

• Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used on another type of battery pack.

Laser Safety

The laser distance sensor of this product meets the standards for Class I Laser Products in IEC 60825-1: 2014 and will not generate hazardous laser radiation.
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 the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception , which can bedetermined 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.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following twoconditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.
L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes:
(1) L' appareil ne doit pas produire de brouillage;
(2)L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC/IC RF RADIATION EXPOSURE STATEMENT CAUTION:

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.
Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d' intensité de champ RF, les utilisateurs peuvent sur l' exposition aux radiofréquences et la co nformité and compliance d' acquérir les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

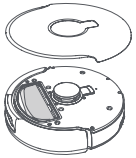
CANICES-003 (B)/NMB-003(B)
IC CANADA

This device contains license exempt transmitter(s)/receiver that complies with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:1. This device may not cause interference. 2. This device must accept any interference including interference that may cause undesired operation of the device.
Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes:
(1) L' appareil ne doit pas produire de brouillage;
(2) L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

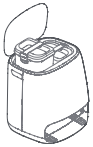
1.Product At A Glance

1.1 What’ s in the box

Main parts

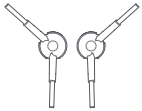


Robot ×1
(dust bag ×1, mopping module ×2)

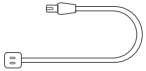


Base Station×1
(cleaning base×1、cleaning tray×1、clean water tank×1、dirty water tank×1)

Accessories

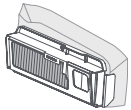


Side brush ×2

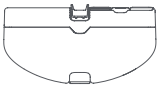


Base station power cord×1

Antibacterial detergent×1



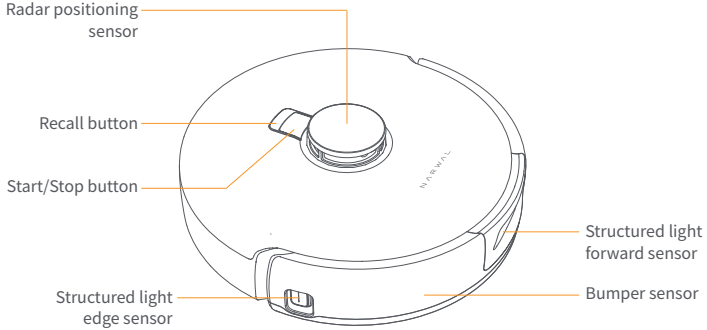
Disposable dust bag×2



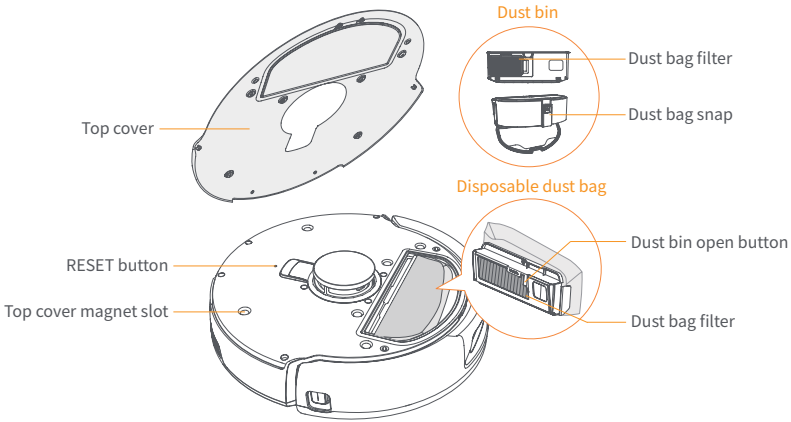
Dust bin×1

1.2 Robot

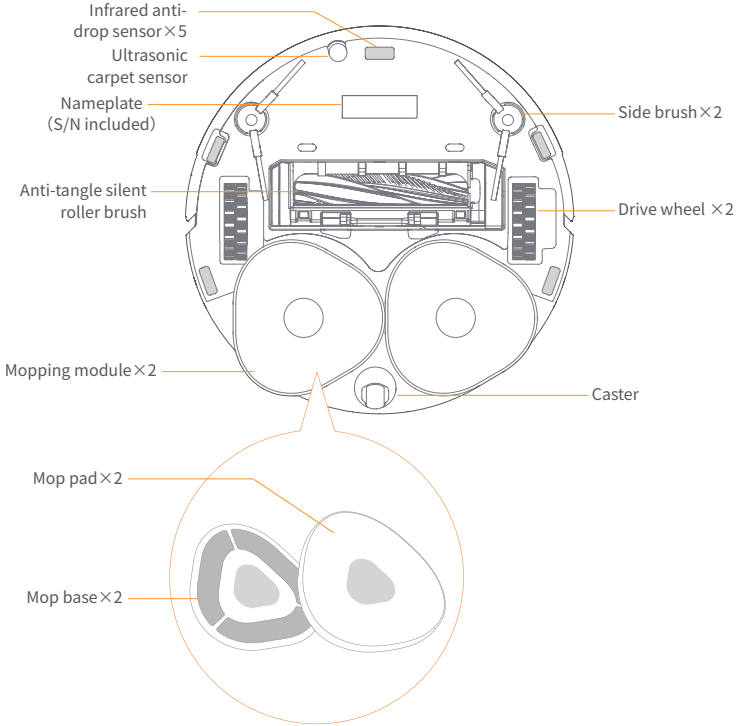
Front (top cover closed)



Front (top cover open)

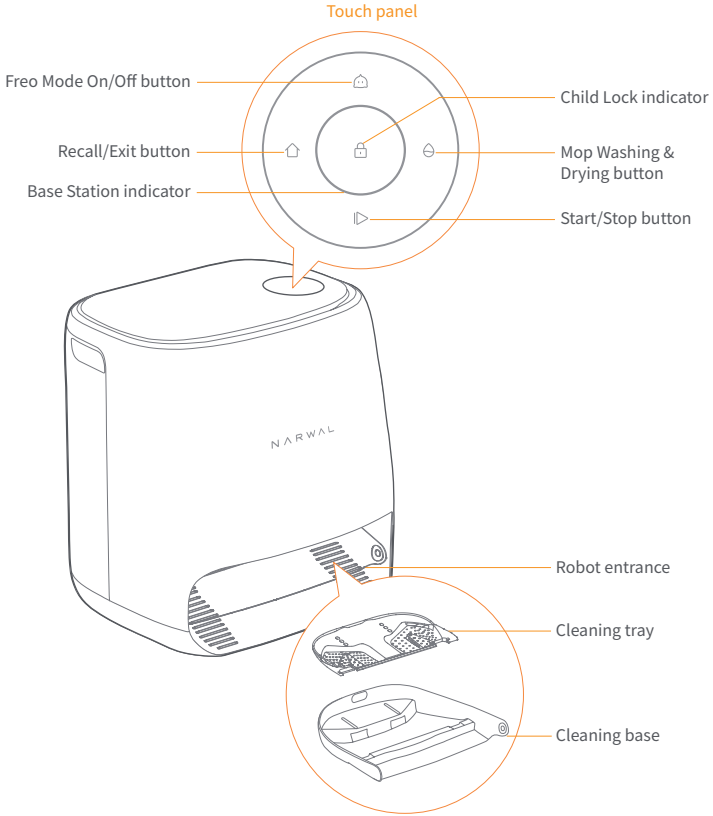


Bottom

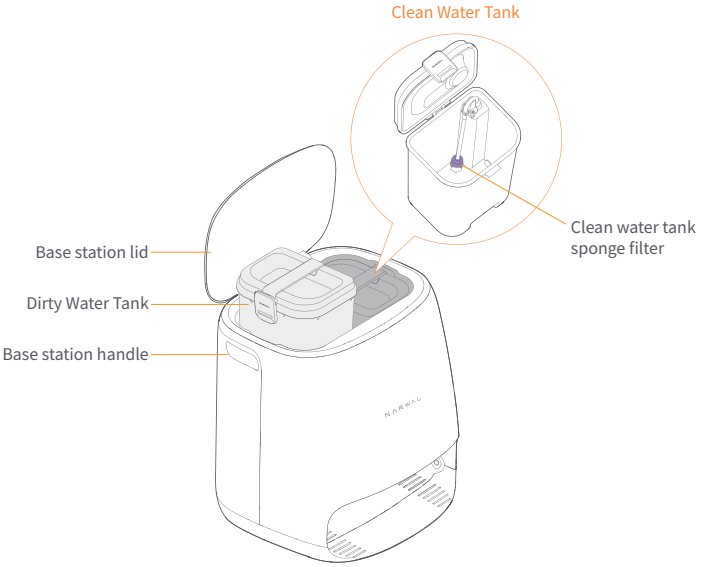


1.3 Base station

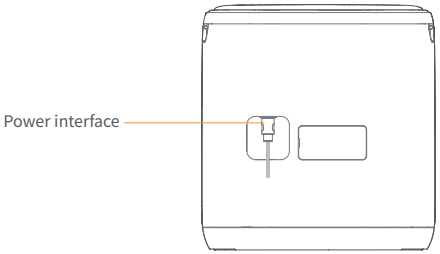
Front (lid closed)



Front (lid open)



Back



1.4 Buttons and indicators

Robot buttons

Button	Action	Function
Start/Stop	Short press	Start/pause/resume current task
	Press and hold for 2s	Power on/off
Recall Home	Short press	Return to the base station
Reset	Short press	Enter the pairing mode
	Press and hold for 5s	Unbind the account and clear personal preferences
	Press and hold for 10s	Restore factory settings

Base station buttons

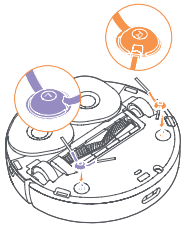
Button	Action	Function
	Short press	Start/pause/resume current task
	Press and hold for 2s	End current task
	Short press	(Cancel) Recall/Exit
	Press and hold for 2s	Child Lock on
+	Press and hold for 2s	Child Lock off
	Short press	Freo Mode on/off
	Short press	Start/cancel mop washing and drying
	Press and hold for 10s	Refill/discharge self-check

Indicator	Robot Indicator	Base Station Indicator	Meaning
Off	√	√	Robot shutdown Base station shutdown or touch panel in AOD. Touch to wake up
Steady white	√	√	Base station and robot on standby
Breathing white	√	√	Base station and robot idle
Steady blue	√	√	Cleaning underway
Breathing blue	√	√	Cleaning paused
Steady purple	√	√	Disinfection underway
Breathing purple	√	√	Disinfection paused
Breathing red	√	√	Base station or robot abnormal or base station and robot disconnected
Breathing orange	√	√	Pairing or update underway
Colorful meteor light	×	√	Waking up the base station

2. Get Ready Before Use

Install the side brushes

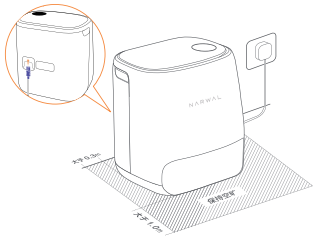
Press side brushes into the slots as indicated by color until they click into place.



Place the base station

Place the base station against the wall near the socket and leave an open space of at least 1.0m in front of the base station for the robot to enter and leave the base station.

Note: If the base station is placed tilted or there are table legs, curtains, and ornaments around, the robot's obstacle avoidance function may be triggered, affecting its entry and exit.

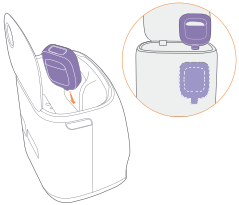


Place the antibacterial detergent

The robot can kill the bacteria on the floor with the antibacterial detergent when mopping.

• Turn the antibacterial detergent upside down and insert it into the slot (DO NOT remove the cap). The detergent bottle is properly in place when it is fixed without tipping over.

• You can set in the App whether to add antibacterial detergent automatically when mopping.



Add clean water

Before mopping, add water to the clean water tank for mop washing.

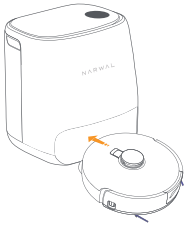
• Lift up the base station lid. Take out the clean water tank, snap it open and fill it with clean water (DO NOT exceed the MAX water level mark).

• Snap the tank shut and put the water tank back into the base station.

Note: DO NOT add any third-party detergents or disinfectants into the clean water tank to avoid product damage.

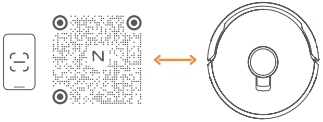
Boot settings

Plug the power cord of the base station into the socket. The base station indicator is illuminated to indicate that the base station is powered on.



Connect and bind the robot in the App

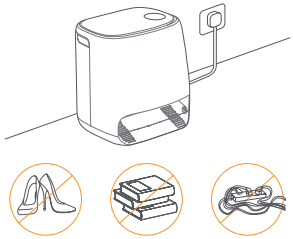
Please download the Narwal App. Add the robot on the App home screen and follow the instructions for connecting and binding the robot.



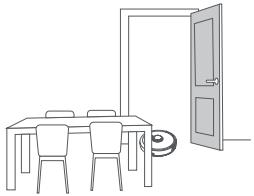
3. How to Use

Before using the robot, please make sure you have finished the installation and base station setup in Chapter 2.

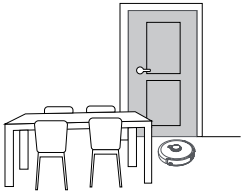
3.1 Organize the home environment



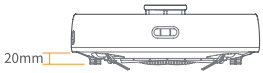
A. Put away the clutter on the floor, e.g. scattered cables, rags, slippers, clothes and books.



B. Open the doors of the rooms to be cleaned and arrange the furniture to leave as much space as possible for cleaning.



C. Leave other doors closed and install the fence to prevent the robot from entering elevated or low areas.



D. The maximum obstacle crossing height is 20mm and the robot cannot enter rooms with a threshold height of over 20mm. You can purchase Narwal Threshold Ramp to help the robot climb over and around obstacles more efficiently.

E. DO NOT stand in front of the robot, on the threshold or in narrow aisles to avoid omission.

3.2 Mapping

Before cleaning a new home, the robot needs to explore the environment and create a map.
Before first-time cleaning, you can trigger mapping by short pressing the [Start/Stop] button on the base station or tapping "Start Mapping" in the App.
Note:
1. Once a map is created, it can be edited in the App.
2. Please do not move the base station after a map is created, or you have to restart mapping. If large furniture in your home is rearranged, it is recommended to create a new map.

3.3 Cleaning

Select cleaning modes

The product comes with four built-in cleaning modes: Vacuum, Mop, Vacuum and Mop, and Vacuum then Mop. You can select and adjust parameters like cleaning cycles, suction, and mop humidity for each mode in the App.

Set Freo Mode

The Freo Mode is an intelligent cleaning assistant. When the Freo Mode is enabled, the robot can:

- set cleaning parameters based on the environmental data collected by sensors
- enhance edge and corner cleaning

You can enable the Freo Mode in two ways:
1. Select the Freo Mode in the cleaning modes in the App;
2. Short press [Freo Mode On/Off] button on the base station. When the indicator turns blue, it means the Freo Mode is on.

Start cleaning task

You can start the robot for cleaning in three ways:
1. Tap [Start Cleaning] in the App
2. Short press the [Start/Stop] button on the robot to start cleaning. The robot will activate the Vacuum Mode by default.
3. Short press the [Start/Stop] button on the base station to start cleaning. The robot will activate the Vacuum and Mop Mode by default.

Note: You can adjust the cleaning mode and set more cleaning parameters in the App.

Pause/resume current task

You can pause/resume current task in three ways:
1. Tap [Pause]/ [Resume] in the App;
2. Short press the [Start/Stop] button on the robot;
3. Short press the [Start/Stop] button on the base station.

Mop washing

If the robot is set for multiple mopping runs or the area for cleaning is large, the robot will automatically return to the base station for mop washing. The number of mopping runs and returns can be modified in the App before cleaning starts, and cannot be modified during the current cleaning task.

End current task

The robot will navigate itself back to the base station when cleaning ends. You can view the current cleaning report in the App.
You can manually end the task in the following three ways and the robot will return to the base station for self-cleaning and maintenance:
1. Tap [Finish] in the App;
2. Short press the Home [Recall] button on the robot;
3. Short press the [Recall] button or long press and hold the [Start/Stop] button on the base station for 2s.

Drying and disinfection

After the last mopping run, the robot will return to the base station for mop washing and drying. The drying time can be modified in the App.
You can also start mop washing and drying manually in the following two ways:
1. Tap [Mop Washing & Drying] in the App;
2. Short press [Wash & Dry] on the base station.

4. Parameters

4.1 Specifications

Robot	Base Station
Dimensions：350*355*107 mm	Dimensions：366*413*434mm
Color: White	Color: White
Weight: 4.25kg	Weight: 8. 5kg
Battery: ⩾5000mAh	Rated input：100-240V~
Rated voltage：14.4V ⎓	Rated output：20V⎓3.0A
Rated power: 65W	Rated frequency: 50/60Hz
	Rated power: 72W

5. Maintenance Record

IMPORTANT: Narwal offers a Limited Warranty which does not affect your statutory rights under the laws relating to the sale of consumer products. This Limited Warranty only applies to Narwal products you purchased in the United States (US) from Narwal or its authorized retailers for your own use and not for resale.
Any updates to this Policy will be posted on Narwal.com and we encourage you to periodically review this Policy to ensure you are familiar with the most current version. If there is any inconsistency between this Policy on Narwal.com and any other documents included with or relating to Narwal products, the latest version of this Policy on Narwal.com shall govern.
These Policies are available in other languages at Narwal.com. In the event of a conflict between different translations of these terms, the English version shall prevail.

One (1) Year Limited Warranty

Under this Limited Warranty, Narwal warrants that each Narwal product that you purchase will be free from material and workmanship defects under normal use in accordance with Narwal' s published product materials during the period of one (1) year from the date of delivery (the "Warranty Period"). Narwal' s published product materials include, but not limited to, user manuals, specifications, in-app notifications, and service communications.

How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, please contact us at support@narwal.com or submit your request through Narwal.com. You will need to provide the serial number of your Product and the original invoice or receipt showing the date of purchase and all details of the Product for the after-sales service.

Please note that the warranty service is only available in the respective Narwal service regions where you purchased your Narwal product.

What Will Narwal Do

If your request is received within the Warranty Period and the Product is found to have failed to function as warranted, Narwal will, at our option:
1. repair the Product using new or refurbished parts that are equivalent to new in performance and reliability, or
2. exchange the Product with a product that is new or which has been manufactured from new or refurbished parts and is at least functionally equivalent to the original product, or
3. exchange the Product with a product that is new and upgraded model which has at least equivalent or upgraded function to the original product.

Where permitted by applicable laws, the Warranty Period will not be extended or updated or otherwise affected by subsequent replacement, resale, repair or replacement of the product. Parts repaired or replaced during the Warranty Period will be warranted for the remainder of the original warranty period. The replaced or repaired product, as applicable, will be returned to you as soon as it is commercially feasible. All parts of the product or other equipment that we replace will become our property.

To resolve the problem, you understand that you may be required to deliver the product to Narwal for further examination. We will arrange for repair or replacement service at no cost if the problem falls under this Limited Warranty. （notice：If you have taken the products to regions outside the US, we will not bear the international freight, transportation charge, customs and other costs of transporting the relevant products to the US, and the above costs and related risks are borne by you; Moreover, we are not responsible for sending the repaired or replaced products to regions outside the US.) If it is found that the product is not covered by this Limited Warranty, we (and our authorized service company) reserve the right to charge the cost of postage, labour and materials. When repairing or replacing products, we may use new, equivalent to new or refurbished products or parts.

WHAT' S NOT COVERED

Unless agreed in writing, the Limited Warranty will not apply if the defect(s) relate to:

(a) normal wear and tear (including, without limitation, wear and tear of batteries),
(b) defects caused by rough or inappropriate handling or use or damage caused by accident, misuse, neglect, fire, water, lightning or other acts of nature,
(c) the fact that the battery has been short-circuited, if the seals of the battery enclosure or the cells are broken or show evidence of tampering or if the battery has been used in equipment other than those for which it has been specified,
(d) non-compliance with the Product instructions,
(e) willful or deliberate damage, neglect or negligence,
(f) use of spare parts or other replacement items (including consumables) which are not provided or recommended by us,
(g) any alteration or modification to the Product which has been carried out by you or a third party not authorized by us,
(h) any failure to adequately package the Product for transportation,
(i) extreme or external causes beyond our reasonable control including, but not limited to, breakdowns, fluctuations, or interruptions in electric power, ISP (internet service provider) service, or wireless networks,
(j) weak and/or inconsistent wireless signal strength in your home,
(k) any Product(s) purchased from unauthorized distributors.
This Limited Warranty does not apply to consumable items. Please find a list of such consumable items at Narwal.com.

This Limited Warranty will be invalid if (a) the Product' s serial number has been removed, erased, defaced, altered or is illegible in any way (as determined in our sole discretion), or (b) you are in breach of the terms of this Limited Warranty or your contract with us.

LIMITATION OF LIABILITY

THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST NARWAL AND NARWAL' S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN YOUR PRODUCT. THIS LIMITED WARRANTY REPLACES ALL OTHER NARWAL WARRANTIES AND LIABILITIES, WHETHER ORAL, WRITTEN,

(NON-MANDATORY) STATUTORY, CONTRACTUAL, IN TORT OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, AND WHERE PERMITTED BY APPLICABLE LAW TO THE MAXIMUM EXTENT, ANY IMPLIED CONDITIONS, WARRANTIES OR OTHER TERMS AS TO SATISFACTORY QUALITY OR FITNESS FOR PURPOSE. HOWEVER, THIS LIMITED WARRANTY SHALL NEITHER EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER THE APPLICABLE NATIONAL LAWS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW(S) NARWAL DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF CONTRACTS, LOSS OF REVENUES OR LOSS OF ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT LOSS OR DAMAGE, CONSEQUENTIAL LOSS OR DAMAGE OR SPECIAL LOSS OR DAMAGE.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NARWAL' S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. THE ABOVE LIMITATIONS SHALL NOT APPLY IN CASE OF GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT OF NARWAL OR IN CASE OF DEATH OR PERSONAL INJURY RESULTING FROM NARWAL' S PROVEN NEGLIGENCE.

5.5 Warranty Card

User Name	
Address	
Phone No.	
Product Name and Model Number	
Serial Number	
Purchase Date	

5.6 Maintenance Record

	Repair Date	Fault Description and part Replacement	Repair Center	Repair Engineer
1				
2				
3				

Manufacturer: Yunjing Intelligence Innovation (Shenzhen) Co., Ltd.
Address: Room A2901, Yunzhongcheng, Building 1, Vanke Yuncheng VI, Dashi 2nd Road, Xili Community, Xili Street, Nanshan District, Shenzhen, Guangdong, China

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