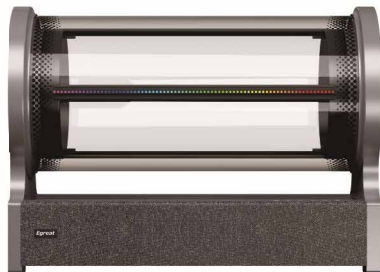


User Guide

Holographic lyric speaker



Welcome

Thank you for choosing Egreat products.

Shenzhen Egreat Technology Co., Ltd. was established in August 2007 and headquartered in Shenzhen City, Guangdong Province China. Over ten years since its founding, Egreat has remained dedicated to innovation advancement professionalism excellence

Egreat maintains internationally recognized leadership positions across industries due relentless pursuit technical superiority comprehensive R&D capabilities experienced talent pool superior hardware software design expertise solid theoretical foundations digital imaging audio effects intelligent devices fields

Our products enjoy high acclaim domestically including Hong Kong Macau Taiwan regions and have successfully expanded overseas markets such as Europe North America South America Middle East Southeast Asia through innovative designs professional technologies and considerate after-sales services earning trust affection worldwide customers

The Egreat brand's high-definition player series stands internationally acclaimed leading home entertainment devices representing optimal choices for audio-video enthusiasts collectors. The company consistently strives fulfill evolving consumer demands superior picture sound quality achieving numerous industry awards long-term user satisfaction through exceptional product quality competitive pricing combination

Our Vision Statement:

"To Continuously Explore the Ultimate Audiovisual Experience!"

This manual serves comprehensive guide operation Egreat Holographic Lyrics Speaker system. For optimal utilization please carefully read instructions before device use commencement

Notes:

Specifications features operating methods subject modification via software updates without prior notification reservation right accordingly altered details.

The procedures presented herein provided advisory purposes actual operational methods prevail.

Contents

Chapter 1	Button and Interface Introduction.....	8
Chapter 2	First-Time Use Instructions.....	11
Chapter 3	Adding Devices via Mobile App.....	12
Chapter 4	Introduction to Mobile APP Functions	22
I.	My device.....	22
II.	Effect.....	23
III.	Settings.....	25
Chapter 5	USB Playback Mode Usage	27
I.	Prepare a USB Storage Device.....	27
II.	Copying Music Files	29
III.	Playing Music from the USB Storage.....	31
Chapter 6	Playing Music from Bluetooth	35
I.	Connect to the phone's Bluetooth.....	35
II.	Playing Music from Your Phone	37
Chapter 7	USB Audio Interface mode.....	44
I.	Connecting the USB Sound Card.....	44
II.	USB Audio Interface Playback.....	47

Chapter 8	Mobile App Upgrade	50
I.	Online Upgrade via Mobile Internet	50
II.	QR Code Scan Download Upgrade	53
Chapter 9	Performance Parameters.....	54
I.	Hardware configuration.....	54
II.	System parameters.....	55
Chapter 10	Warranty Terms	56
Chapter 11	Product Three-Warranty Voucher	61

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.

***RF warning for Mobile device:**

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.

Chapter 1 Button and Interface Introduction

The front panel features playback control buttons arranged horizontally across rows dedicated audio-visual controls. The rear panel houses power switch, AC power inlet USB port interfaces powering system components frontal motor-driven holographic display screen generating three-dimensional dynamic visual effects distinguishable conventional LED displays.

Front View:

Physical buttons layout from left-right sequentially include: "Screen Power" "Previous Track" "Pause/Resume" "Next Track" "Mode Switch" "Power Master", with detailed functions below:

- 1 . **Screen Power Button**: Activates/deactivates holographic display screen illumination
- 2 . **Previous Track Button**: Navigates back one track playback sequence



- 3 . **Pause Button:** Suspends current audio playback progress
- 4 . **Next Track Button:** Advances playback queue forward one track
- 5 . **Mode Switch Button:** Toggles between Bluetooth Mode and USB Storage Mode
 - Bluetooth Mode:** Establishes wireless connection via Bluetooth pairing with mobile devices for music streaming
 - USB Storage Mode:** Directs playback through USB port
- 6 . **Power Master Button:** Regulates overall power supply system

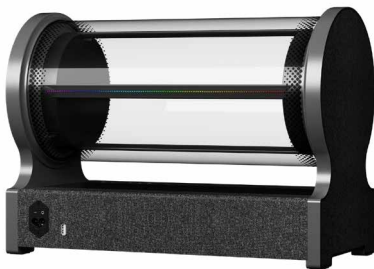
Note

When Bluetooth functions are activated/deactivated, the device remains powered-on maintaining low-power operation mode.

Rear View:

Interfaces arranged horizontally from left-right include: "Power Master" "AC Power Inlet" and "USB Port", with following functions:

- 1 . **Power Master Switch:** Controls main power on/off status
- 2 . **AC Power Inlet:** Accepts electrical input voltage range AC Voltage Input Rating: 110~240V Frequency Rating: 50Hz/60Hz
- 3 . **USB Port:** Serves connection for USB flash drives and compatible external storage devices



Chapter 2 First-Time Use Instructions

Upon initial use, power on holographic speaker then immediately download and install dedicated mobile app ZYLO via smartphone browser scanning provided QR code. This application enables comprehensive control over playback operations display effects performance.



Please scan the provided QR code using your smartphone browser to download

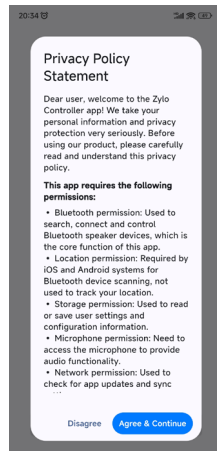


For iOS devices, use WeChat scanning or smartphone browser scanning QR code

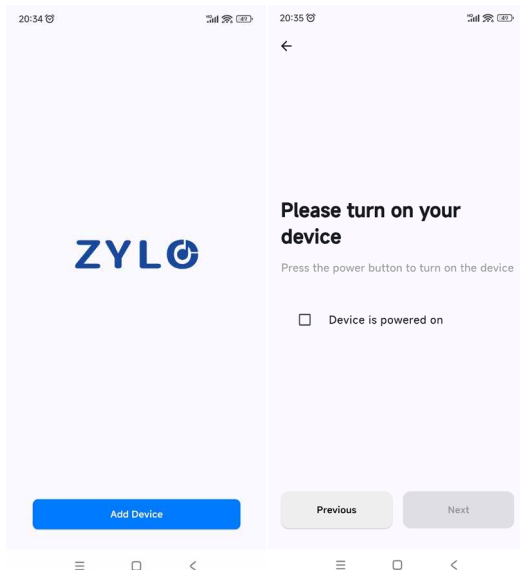
Chapter 3 Adding Devices via Mobile App

After turning on the holographic speaker, launching the Zylo APP for the first time will display an empty interface requiring manual addition of devices.

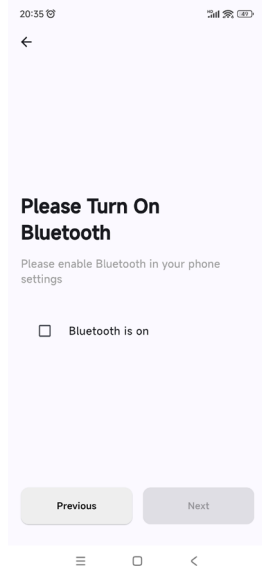
1. Upon opening Zylo APP initially, you will encounter Privacy Policy Declaration page listing permissions required by Zylo APP for user review.



- 2 . To add holographic speaker devices, Please click Add Device to launch Setup Wizard. Ensure holographic speaker is powered on, checkmark confirmation box and select Next Step.
- 3 . The Setup Wizard enters Bluetooth Enablement page. Confirm that your smartphone's Bluetooth is manually activated, checkmark confirmation box, then select Next Step entering Bluetooth Device Discovery interface.

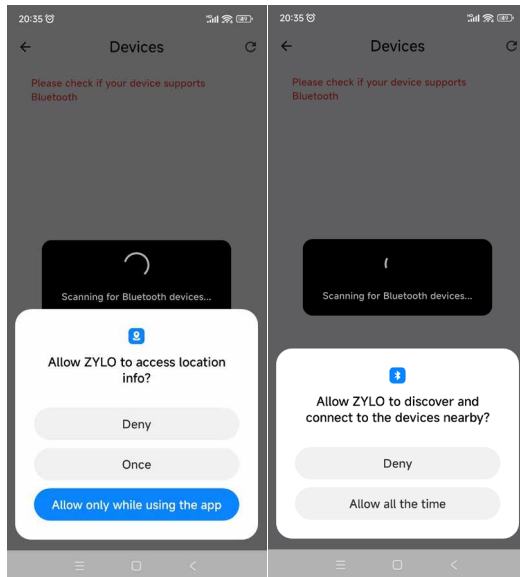


At this stage, the Android system will pop-up Location permission confirmation window. Please select Allow Only During Use. Subsequently, a Bluetooth Discovery permission prompt appears; select Always Allow to continue setup process.



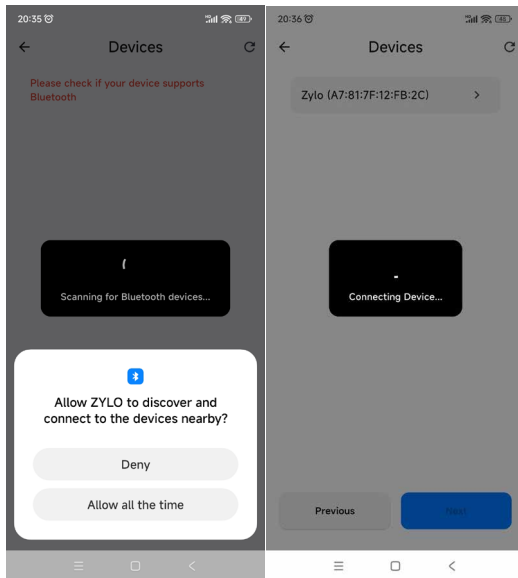
Note

Make sure to click "Allow" for permission authorization above, otherwise you may encounter permission issues when using the app later.



After selecting Zylo device MAC address, the Zylo APP will automatically activate mobile Bluetooth and begin scanning holographic speaker devices.

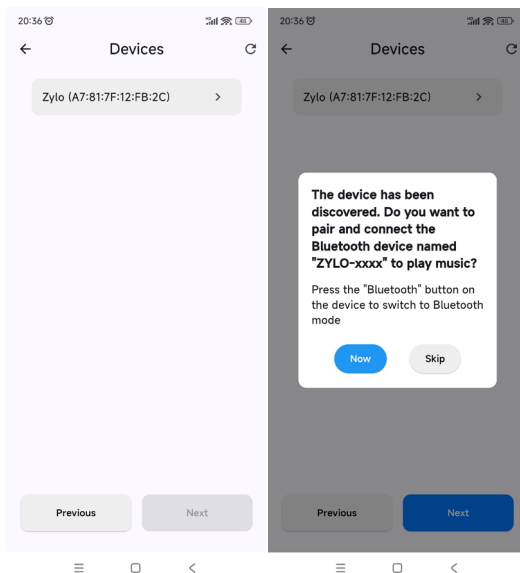
If holographic speaker does not appear in scan results, Please click Refresh icon located at top-right corner.



- 4 . The displayed Zylo-xxxx MAC address represents holographic speaker's Bluetooth Serial Number. Click corresponding MAC address initiate connection.

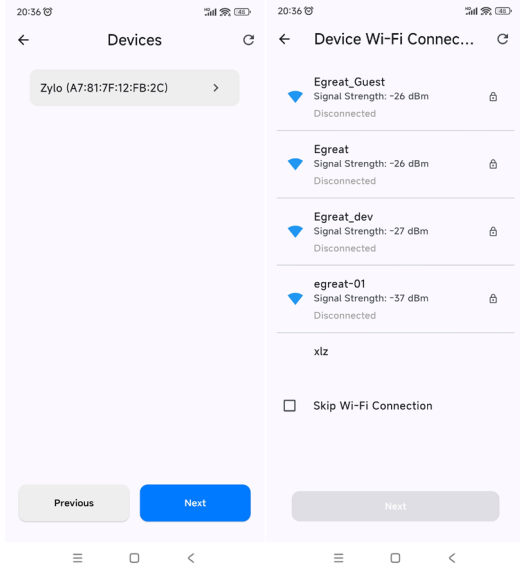
When prompt window appears, click Now to launch Android mobile Bluetooth Connection Interface directly. Locate bluetooth device named "ZYLO-xxxx" in search list (if not found, press "Bluetooth" button on holographic speaker housing to switch modes with verbal confirmation), then pair and connect successfully.

You may also choose Skip Bluetooth Connection temporarily, full pairing of phone audio output and holographic speaker can be

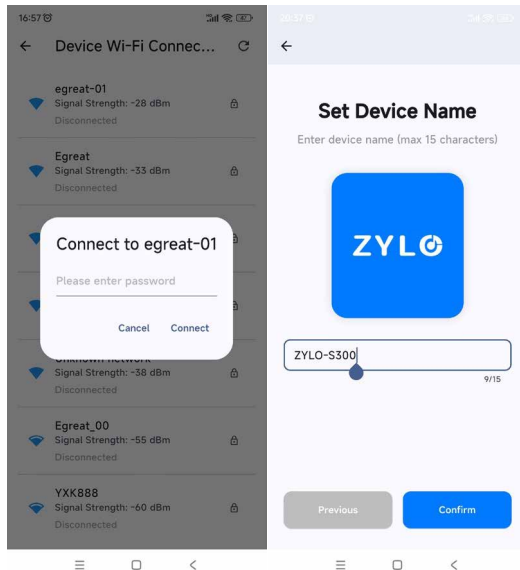


completed later when needed.

- 5 . Click "Next" to enter the Wi-Fi connection interface of the holographic speaker.



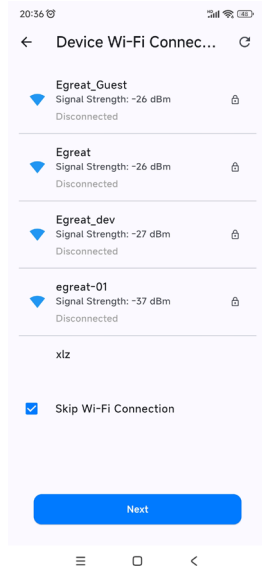
Input correct Wi-Fi password for successful connection, which automatically triggers next-step wizard setup.



If no Wi-Fi network available on-site, Please select Skip Wi-Fi Connection temporarily. Network configuration adjustments can later be completed through "Device Details" section within Zylo APP under Configuration Network settings.

Note

Holographic speaker requires Wi-Fi connection to obtain network time updates ; network-connected clock only displays refreshed information through online synchronization.



- 6 . The Setup Wizard finally reaches Device Name Customization interface, where users may personalize device name according to individual preference.

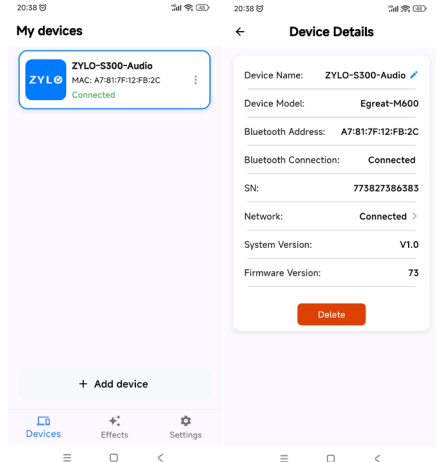


Chapter 4 Introduction to Mobile APP Functions

I. My device

Open the "ZYLO" app on your mobile device; by default, you will enter the "Devices" interface.

1. In this interface, you can add new holographic speaker devices or access the "Device Details" page to view detailed information about the equipment.
2. On the "Device Details" screen, you can modify the device name at the top of the screen; click on "Network Configuration" below to reconfigure the Wi-Fi network for the holographic speaker; and select "Delete" at the bottom to remove the current device.
3. The steps for adding a device are explained in detail in Chapter 2, which introduces the "Device Addition Wizard."



II. Effect

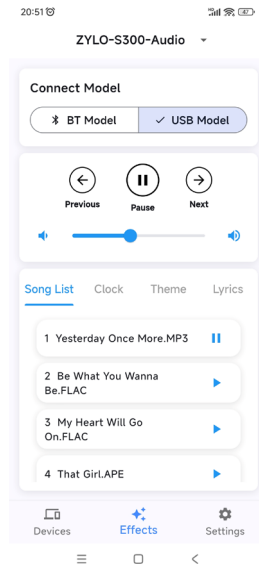
Open the "ZYLO" app on your mobile device and manually click to switch to the "Effect" interface. The functions of this interface are as follows:

1. Connection Mode: Divided into "Bluetooth mode" and "USB drive mode."

"Bluetooth mode": This is the playback mode when the phone or other audio equipment is connected via Bluetooth pairing with the holographic speaker to play music.

"USB drive mode": This is the mode where the USB port on the holographic speaker plays music files by connecting to a USB drive or other storage devices.

2. Previous Track: Controls the playback to go back directly to the previous track.
3. Pause: Controls the playback to pause the current track.
4. Next Track: Controls the playback to skip directly to the next track.
5. Volume Down: Reduces the main volume of the holographic speaker.
6. Volume Up: Increases the main volume of the holographic speaker.

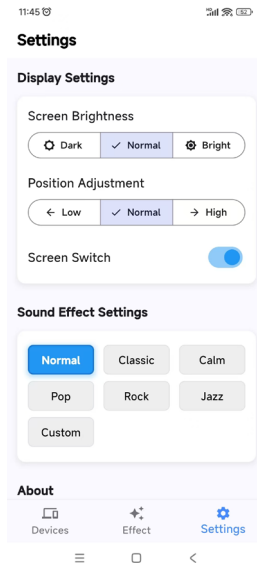


- 7 . Volume Slider: You can slide the volume bar left or right to adjust the main volume of the holographic speaker.
- 8 . Song List: In "USB drive mode," it displays all music files connected via the USB port on the holographic speaker. On the song list screen, pulling down with your finger refreshes the music list from the USB storage, and pulling up shows the next page of songs (20 songs per page).
- 9 . Clock Style: Switches to display different special effects clocks on the holographic speaker's screen.
- 10 . Theme Background: Switches to display different special effects theme backgrounds on the holographic speaker's screen.
- 11 . Lyrics Style: Switches to display different special effects lyrics on the holographic speaker's screen.
- 12 . White Noise: In "Bluetooth mode," it plays white noise audio in the interface, which can help with sleep.

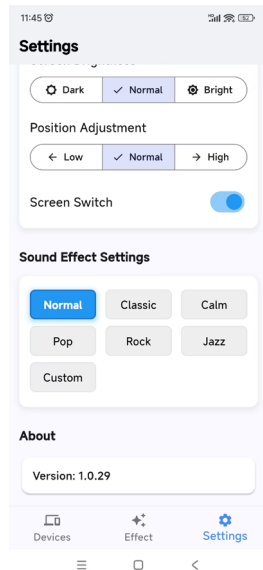
III. Settings

Open the "ZYLO" app on your mobile device and click to switch to the "Settings" interface. The functions of this interface are as follows:

- 1 . Display Settings: Divided into "Screen Brightness," "Position Adjustment," and "Screen On/Off."
- 2 . Screen Brightness: Has three brightness levels—"Dark," "Normal," and "Bright"—to adjust the screen brightness.
- 3 . Position Adjustment: Has three height positions—"Low," "Normal," and "High"—to adjust the angle of the screen display.
- 4 . Screen On/Off: Used to turn the holographic screen display on or off.



- 5 . Sound Effects Settings: Pre-set with six sound effect modes—"Normal," "Classic," "Plain," "Pop," "Rock," and "Jazz" and a custom mode where you can modify the frequency point gain, create your own name for it, and save it as your personalized sound effect mode.
- 6 . About: Displays information about the app version and manually checks for online updates.



Chapter 5 USB Playback Mode Usage

The holographic speaker supports external USB storage functionality. Even in environments without internet, it can play high-quality music files from an externally connected USB storage device, allowing you to enjoy beautiful sound anytime and anywhere.

I. Prepare a USB Storage Device

To play music using an external USB storage device, first prepare a USB storage disk. It is recommended to use portable options such as a USB flash drive or a USB portable hard drive. Use common file formats for better compatibility, such as FAT32, exFAT, or FAT.

- For storage devices smaller than 4GB, it is recommended to use the "FAT32" format.
- For storage devices larger than 4GB, it is recommended to use the "exFAT" format.

If formatting a storage device, connect it to a computer and perform the operation. Below is an example of a formatting interface on a Windows computer:

Format USB Drive (F:) X

Capacity:
3.72 GB

File system
FAT32 (Default)

Allocation unit size
4096 bytes

Restore device defaults

Volume label

Format options
☒ Quick Format

Start Close

Format HDD (F:) X

Capacity:
465 GB

File system
exFAT

Allocation unit size
4096 bytes

Restore device defaults

Volume label
HDD

Format options
☒ Quick Format

Start Close

Note

To check the format of a USB flash drive, you can navigate to the "File Explorer" on your computer, locate the drive by its drive letter, right-click on it, and select "Properties" from the dropdown menu that pops up.

II. Copying Music Files

The holographic speaker supports a wide range of music formats, including most commonly used formats such as MP3, FLAC, APE, WAV, and more.

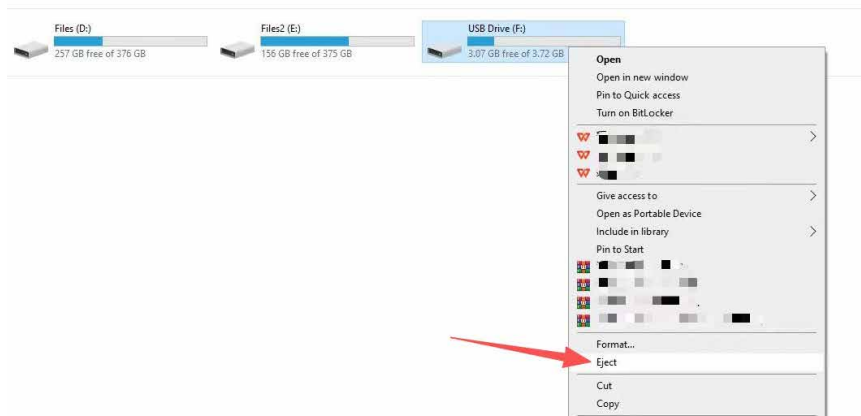
- 1 . Connect the USB storage device to the computer's USB port.
- 2 . Copy and paste the music files from your computer to the USB storage device. You can copy them to the root directory or a folder on the USB storage; the holographic speaker will scan all music files for playback.

After copying, it is recommended to safely eject the USB storage on the computer to prevent data loss or damage to the USB storage. Below are two commonly used methods for safe ejection in Windows:

First method : Click the downward arrow icon on the right side of the taskbar to expand the hidden icons, then click the "USB" icon and select "Eject."

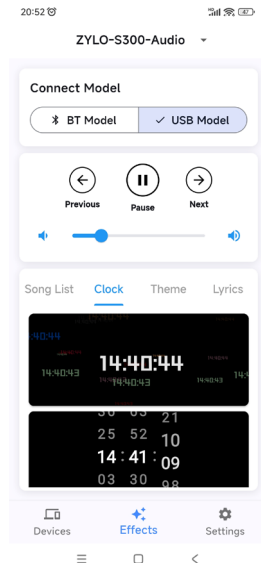


Second method : In the "This PC" or File Explorer interface, right-click the USB storage device, select "Eject" from the drop-down menu, and you're done.



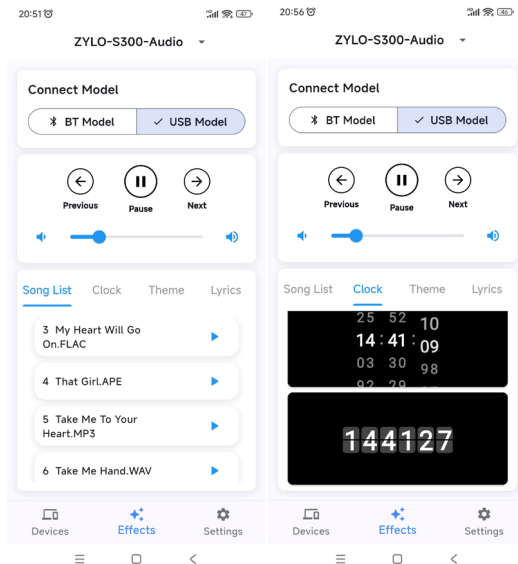
III. Playing Music from the USB Storage

After copying the music files to the USB storage, connect it to the USB port on the back of the holographic speaker. If the device is in idle mode, it will automatically switch to "USB Mode" and play the music files from the USB storage. If it is in "Bluetooth Mode," you can switch to "USB Mode" by using the "Mode Switch" button on the holographic speaker or through the "ZYLO" app on your phone.



Open the "ZYLO" app on your phone, go to the "Effects" interface, and view the songs from the USB storage in the "Song List." To play a specific song, simply click on its name in the list.

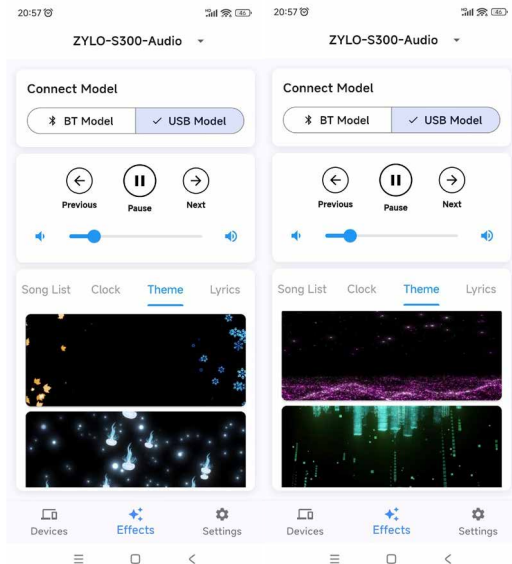
In the "Song List" interface, swipe upwards with your finger to load another page of songs (each page displays 20 songs). Swiping downwards from the first page will clear the current list and reload the songs from the USB storage, so be careful when performing this operation on the first page.



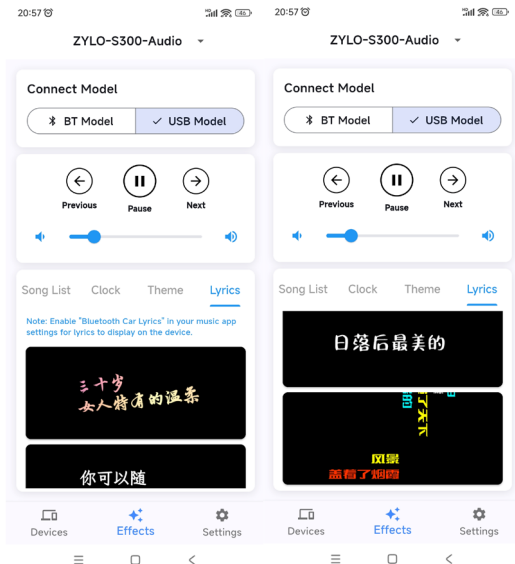
While playing music, you can control "Previous Song," "Pause," "Next Song," and adjust the volume using either the "ZYLO" app on your phone or the physical buttons on the holographic speaker. Choose the method that best suits your usage scenario.

During playback, you can switch to different clock effects in the "Clock Style" interface.

During playback, you can also switch to different dynamic background effects in the "Theme Background" interface.



While playing music from the USB storage, if there are corresponding LRC lyric files for the songs in the same directory, you can view them and switch between different lyric display styles (this feature will be available in future updates). If there are no LRC lyric files, only the song file name will be displayed during playback.

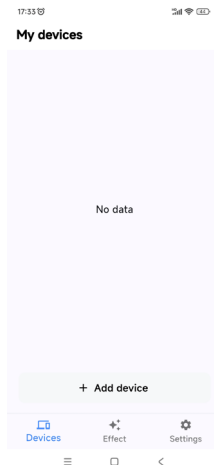


Chapter 6 Playing Music from Bluetooth

The holographic speaker supports receiving Bluetooth audio and outputting sound. It can be connected to audio playback devices with Bluetooth output, such as mobile phones, tablets, computers, and players. Below, we will introduce the usage with a mobile phone connection as an example.

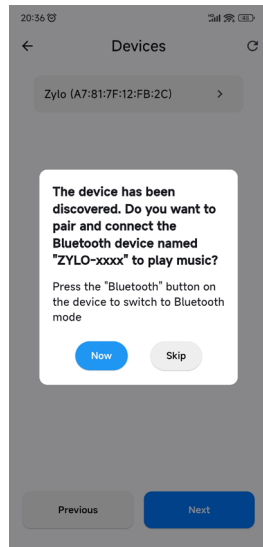
I. Connect to the phone's Bluetooth

When you first open the "ZYLO" app on your phone, click "Add Device" and follow the setup guide. When connecting via Bluetooth, select the Bluetooth name "ZYLO-XXXX" for pairing and connection. After completing the setup wizard, you can play music from your phone and transmit the sound to the holographic speaker.



Note

If your phone does not detect the Bluetooth name "ZYLO-XXXX" for the holographic speaker, check if the holographic speaker is in "Bluetooth Mode." You can press the "Mode Switch" button on the holographic speaker to hear the voice announcement saying "Bluetooth mode," then go back to your phone's Bluetooth settings and pair with the Bluetooth device named "ZYLO-XXXX."

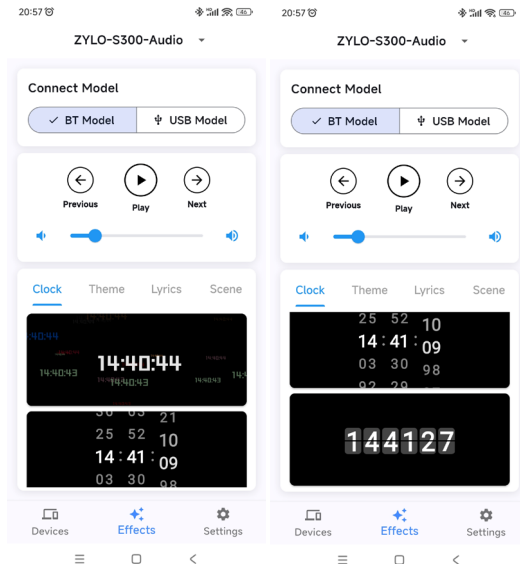


II. Playing Music from Your Phone

After connecting your phone to the holographic speaker via Bluetooth, you can open third-party online music apps installed on your phone, such as QQ Music, KuGou Music, KuWo Music, NetEase Cloud Music, and others, to play online music.

1. Playing Online Music

While playing music from your phone, click the "Effects" option in the "ZYLO" app on your phone to directly control the playback of "Previous Song," "Pause," "Next Song," and adjust the main volume of the holographic speaker.

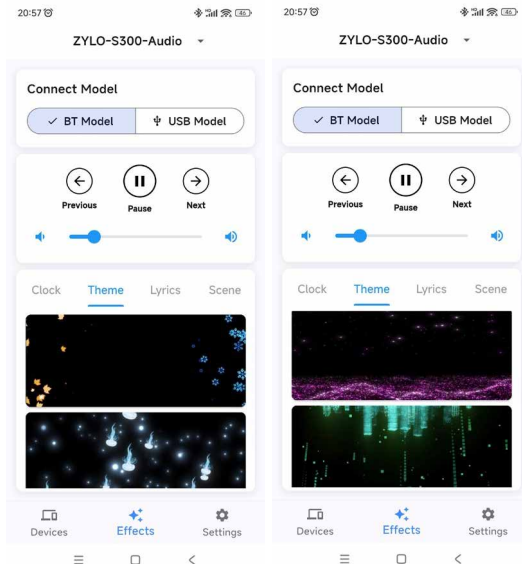


2 . Clock Effects

During online music playback, you can switch to different clock effects in the "Clock Style" interface.

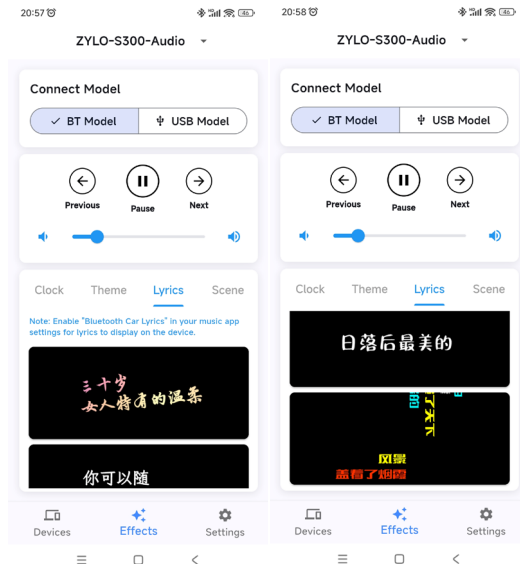
3 . Background Themes

During online music playback, you can switch to different dynamic background effects in the "Theme Background" interface.



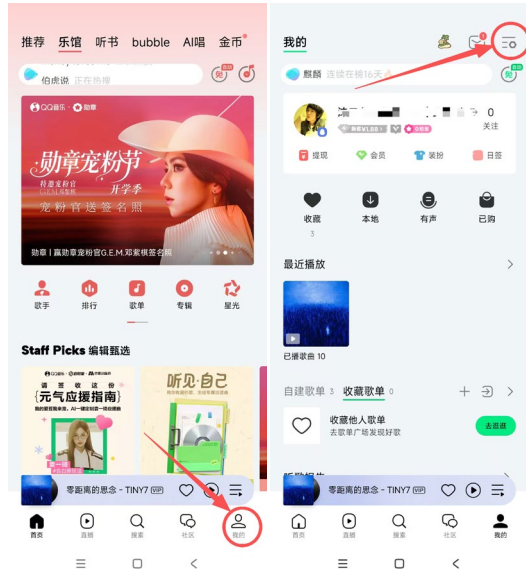
4 . Lyric Display

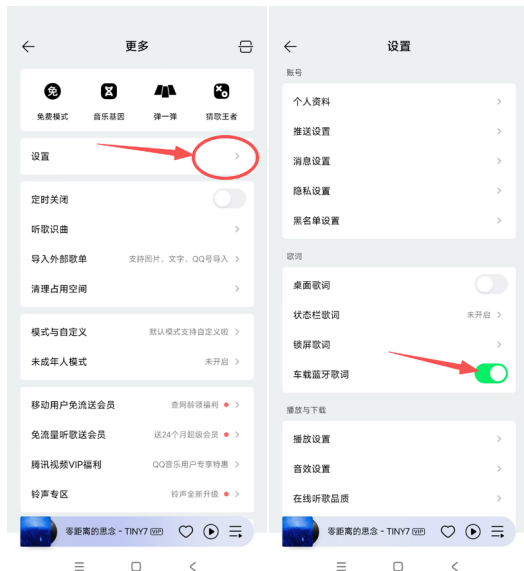
During online music playback, you can switch to different lyric display styles in the "Lyrics Style" interface.



5. Lyric Functionality Check

If lyrics are not displayed while playing online music and you have selected a lyric effect, check the settings within your online music app to ensure that the "car Bluetooth lyrics" function is enabled. Only by enabling this feature will lyrics display on the holographic speaker. Below is an example of the QQ Music settings interface:

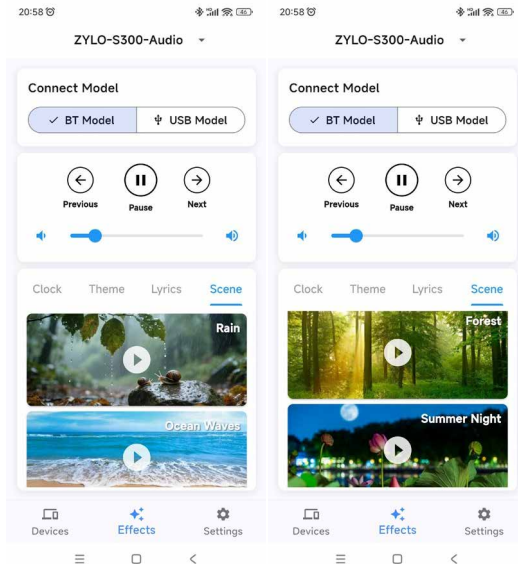


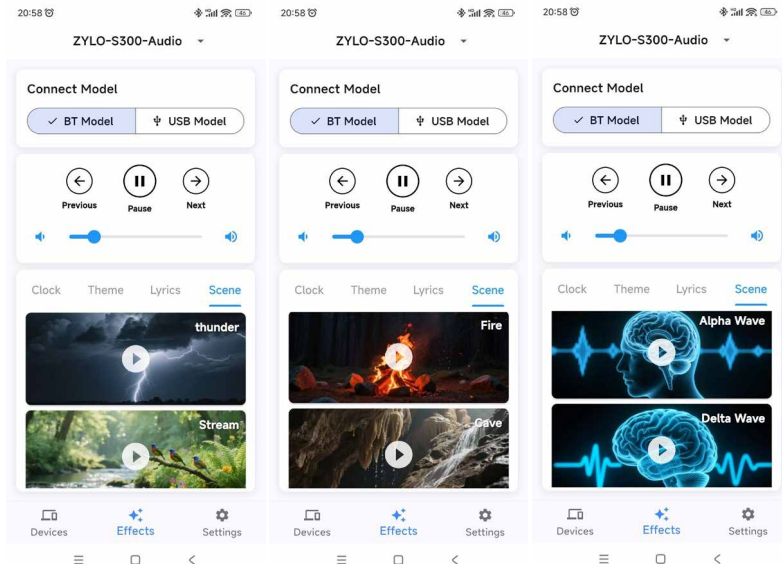


Other online music apps also have similar "car Bluetooth lyrics" functions in their settings.

After selecting the "Lyrics Style," the "Clock Style" effect will not be displayed. Conversely, after selecting the "Clock Style," the "Lyrics Style" effect will also not be displayed; only one special effect can be displayed at a time.

- 6 . While playing online music, you can also switch to different sleep-assisting audio files in the "White Noise" section to help with sleeping.





Chapter 7 USB Audio Interface mode

The holographic speaker's USB port supports audio transmission in USB audio interface mode and can function as a USB sound card to receive audio and output sound. It can connect to devices such as computers, phones, tablets, players, etc., with USB audio output.

I. Connecting the USB Sound Card

If you want to connect to a Windows computer's USB-A port, you need to purchase a USB cable with two male connectors (A-to-A). For example:



Similarly, if you want to connect to a computer or phone's Type-C port, you need to purchase a data cable with a Type-C to USB male connector.



When the computer and the holographic speaker are connected via a USB data cable, the holographic speaker will voice announce "Audio Interface Mode," indicating that it has entered audio interface mode. At this point, you can play music from the computer, with the sound transmitted to the holographic speaker.

The screenshot below shows the status of the computer after connecting to the holographic speaker's USB audio interface:



After connecting the holographic speaker to the Windows computer via a USB data cable, you can click on the "Volume" icon in the taskbar on the right side of the computer to view the currently connected sound card device.

You can also check the audio input and output devices in the "Device Manager" of the Windows computer and see the currently connected sound card device.

Once the USB sound card connection is ready, you can play music on the computer and output it to the holographic speaker.

The USB connection method for other devices, such as phones, is similar—they can be connected via a Type-C to USB male adapter cable—though I will not go into further detail here.

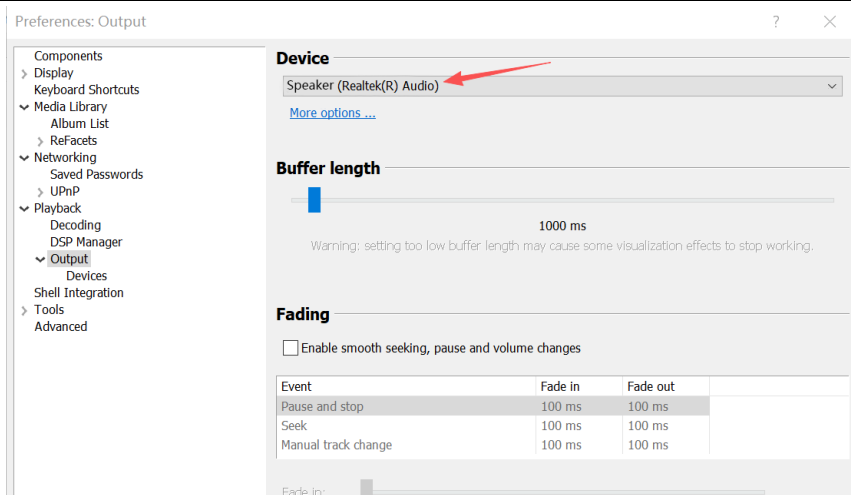
This translation ensures clarity and accuracy while maintaining a professional tone appropriate for technical documentation.

II. USB Audio Interface Playback

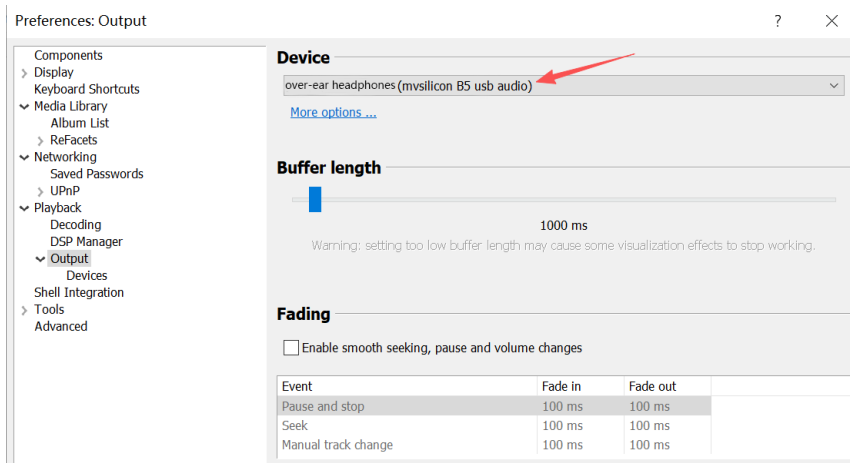
Once the Windows computer is connected to the holographic speaker via a USB data cable, you can play music on the computer. There are many Windows music players available, such as Spotify, Apple Music, YouTube Music, foobar2000, etc.

Below, we will use "Foobar2000" as an example to explain how to set up external USB sound card audio settings.

Generally, you can directly play online music in the "foobar2000" software. If there is no sound after connecting the external sound card or if you want better quality, you can manually go into the audio settings of Foobar2000 and change the audio output device to the holographic speaker's USB sound card. As follows:



The above is the "Output device" setting interface in "foobar2000"



The above is the modified "Output device" output after connecting to the holographic speaker's sound card.

Chapter 8 Mobile App Upgrade

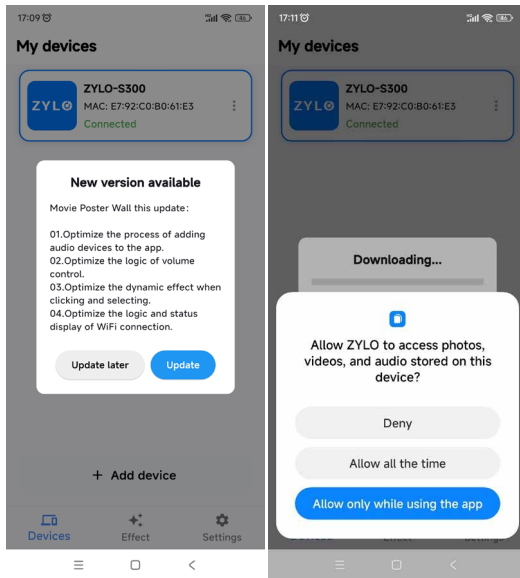
Our company will periodically develop new features, upgrade, and improve existing functionalities for the "ZYLO" mobile control app. Therefore, it is necessary to perform online upgrades for the app.

There are two ways to upgrade the app, as introduced below:

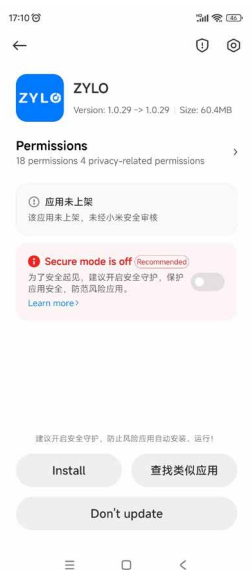
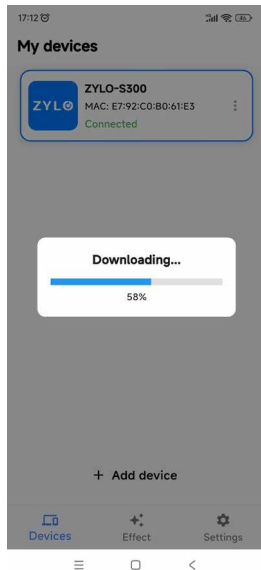
I. Online Upgrade via Mobile Internet

When a new version is released, it will be deployed on the upgrade server. Users only need to connect their phones to the internet (either data network or Wi-Fi), then open the "ZYLO" app, and receive a pop-up notification for the new version upgrade. Clicking "Download and Update" will start the process.

Android system will prompt for permission, requiring you to select "Only allow while in use." The app will then begin downloading the update.



After the download completes, an installation interface appears. Select "Continue Installation," and after completion, the app upgrade is finished.



II. QR Code Scan Download Upgrade

If the online upgrade of the "ZYLO" app on the phone fails for some reason, users can use the mobile browser to scan the "ZYLO" app's QR code again for downloading. For more details, please refer to Chapter 2 of the user guide titled "Initial Startup" for instructions on scanning and downloading.

Chapter 9 Performance Parameters

I. Hardware configuration

Bluetooth processor	BP1532B2 high-performance 32-bit RISC core, upto 240MHz max
Bluetooth version	Dual-mode Bluetooth V5.3
Main controller	Allwinner A40i Cortex-A7quad-core CPU at 1.2GHz
Memory	1GB LPDDR3
Storage	8GB eMMC
Wi-Fi	802.11 b/g/n 2.4GHz
Speaker	3-inch full-range15W*2
Storage interface	USB2.0x1
Audio input	Bluetooth + USB
Front side	Screen switch/ Previous/Pause/Next/Mode switch/Power switch
Back side	Power switch, power interface, USB2.0x1
Input voltage	100~240V 50/60Hz AC input

II. System parameters

Audio support	MP3/MP2/FLAC/APE/WAV/WMA
File system support	FAT32, exFAT, FAT
APP language support	Simplified Chinese, Traditional Chinese, English and other multiple languages.
Body size	410*206*302mm (length * width * height)
Body weight	About 6kg
Packaging weight	Approximately 7.5kg

Chapter 10 Warranty Terms

Dear Customer,

Thank you for choosing our products. To ensure that you enjoy our outstanding products and services, please carefully read the following points:

- When purchasing, please fill out the Product Tri-Warranty Voucher truthfully. The voucher is valid only if it includes the product model, seller's name and stamp, user's name, address, contact number, product serial number, purchase date, and voucher number. Do not alter this document; otherwise, it will be invalid.
- When purchasing, please request a valid purchase receipt (invoice or receipt) from the seller. The "valid purchase receipt" must include the seller's stamp, purchase date, product name, specifications, product serial number, amount, etc.
- Please do not damage or remove the warranty labels on the product to facilitate queries and warranty service.

- Please keep the Product Tri-Warranty Voucher and purchase receipt properly.
- Before using the product, please read the user manual carefully. If you encounter any difficulties, contact our after-sales service department promptly.

Warranty Terms

Under the following conditions and terms, this company will provide users with tri-warranty services.

- 1 . This warranty applies only to customers who have purchased products from this company or its authorized agents/dealers (referred to as "users").
- 2 . Warranty coverage is limited to non-human-caused malfunctions occurring during normal usage within the valid warranty period. The following services are available based on a valid purchase receipt and tri-warranty voucher:
 - a) This product enjoys 7 days of return, 30 days of replacement, and 12 months of free warranty.
 - b) The above commitments begin from the date of purchase. If the purchase date cannot be verified, the factory production date will be used as a reference.
 - c) Within the return period, if the product packaging is intact, components are complete, and there is no damage affecting resale, it can be returned for a refund at market price.

- d) Within the replacement period, if the product has a malfunction due to its own defect and meets the return criteria, it can be directly replaced with the same model.
 - e) The effective warranty period starts from the date of issuance of the purchase receipt. If the last day of the warranty period falls on a public holiday, it will be extended to the next working day.
 - f) The above warranty services apply only to the product's main unit. Accessories and connecting cables, being consumables, are not covered by this warranty.
- 3 . Users bear all costs associated with sending the product for repair and returning it after service.
 - 4 . After repairing a product, if the same fault occurs again, the warranty period will be extended to whichever is longer: the original warranty period or 90 days from the date of repair.
 - 5 . When providing replacement or warranty services, the company retains ownership of all replaced main units, parts, components, accessories, and packaging.
 - 6 . Within the valid warranty period, this company assumes liability only for defects in its own products. It does not assume responsibility for any direct or indirect losses to users caused by such defects.
 - 7 . The following situations are not covered under the tri-warranty:
 - a) Faults, defects, or imperfections caused by factors unrelated to the company's product quality, including but not limited to: improper use, maintenance, or storage as described in the user manual; improper storage, transportation, exposure to moisture, extreme temperatures, or other harsh conditions; unauthorized repairs or modifications; use of unapproved parts or

- components; liquid damage, foreign object damage; scratches, drops, collisions, or other damages caused by personal misuse.
 - b) Normal wear and tear (including but not limited to the main unit casing, buttons, remote control casing and keys, and other accessories) and their periodic inspections, maintenance, or component replacements.
 - c) Discrepancies between information on the purchase receipt or tri-warranty voucher and the actual product.
 - d) Unreadable product serial numbers, altered, damaged, or removed warranty labels, or torn warranty seals.
 - e) Damage caused by using non-official, pirated, cracked, or modified firmware.
 - f) Damage caused by fire, earthquake, storm, flood, lightning strike, salt damage, traffic accidents, voltage fluctuations, or other irresistible factors.
- 8 . After the tri-warranty period expires, or for situations within the tri-warranty period but not covered under its scope, the company or its authorized service center will provide paid repair services.
- 9 . When a product malfunction occurs, users should take the following steps:
- a) Restart the product and restore it to factory settings while removing all third-party software (for specific methods, refer to the user manual).
 - b) If the issue persists, call our customer service hotline: 400-626-8220 for support.

- c) Send the product to an authorized service center or dealer for repair.
- 10 . The warranty obligations of this company are fully encompassed within the scope and duration outlined in these warranty terms and conditions.
- 11 . No dealer, agent, or authorized repair center is authorized to assume or acknowledge any obligations beyond the scope of this warranty or waive any rights listed in it on behalf of the company.
- 12 . The company reserves the right to adjust the warranty scope, product functions, specifications, etc., without prior notice.

Chapter 11 Product Three-Warranty Voucher

Thank you for choosing our Egreat audio-visual products. If you have any questions during the use of your product, please call our customer service hotline or contact us via email. For repairs, please send the product to Egreat Audio-Visual Product Service Center, and we will serve you with professionalism.

Egret Audio-Visual Product Service Center

Customer Service Hotline : 400-626-8220

Website: www.egreatworld.com

Postal Code: 518104

Manufacturer: Shenzhen Egreat Intelligent Home Theater Technology Co., Ltd.

Address: Floor 4, Building 1, Upper and Lower Industrial Park, Sandi Community, Baoan District, Shenzhen

Warranty Information

Product Model : _____ Product Serial Number : _____

User Name : _____ User Phone Number : _____

User Address : _____

Seller : _____ Purchase Date : _____

Warranty Number : _____

Record	Warranty Time	Fault Cause & Description	Service Personnel

inspection:



Shenzhen Egreat Technology Co.,Ltd

www.egreatworld.com