



CHU

High-performance

dynamic driver in-ear monitors

USER MANUAL

MOONDROP Co.

- *Thank you for your purchasing and support, hope you will have a pleasant experience.
- *Please review this manual thoroughly for better experience before using the product.
- *A product after-sales sheet is attached with this manual. Please keep this manual properly to ensure that we can provide a better services when you need after-sales.
- *Please keep the packaging and purchase receipts as after-sales vouchers.
- *[MOONDROP] brand products are produced by MOONDROP Technology Co., Ltd. and are sold by authorized distributors. Please contact us if there is any counterfeit.
- *If you have any other questions about the product, feel free to contact our customer service department.

Sincerely, MOONDROP Technology Co., Ltd.

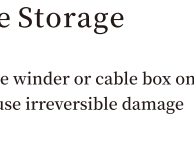
Earphones Wearing

-Identify the Left and Right channels-

CHU IEMs is designed to be worn around the ear, enhancing the stability and comfort of the wearing, which is convenient for you to use outdoors or in daily use. Due to the asymmetrical left and right, the wearing picture cannot be interchanged. There are LR embossed characters on the line to correspond to the left and right.

-The use of Eartips-

Choosing suitable size silicone eartips will ensure comfortable wearing and fitting and sealing and deep enough into the ear canal. It will prevent bass loss caused by sound leakage and treble attenuation caused by long sound channels.



Earphone Storage

Please do not use any cable winder or cable box on the market, which will cause irreversible damage with long-term use.

Please avoid pulling or excessive bending on the fragile parts of the earphone cable (such as the plug, the branch cable, and the earphone inlet), otherwise, the cable may be damaged.

Wrong or rough storage methods are usually the culprit that causes the earphones to be silent on one side, the cavity is opened, the wire is broken, or the wire is broken. Please avoid bad usage habits to avoid unnecessary damage.

Good storage methods help to extend the life of the earphone and greatly reduce the probability of earphone failure.

Notes

- Please keep the earphones clean to prevent dust or earwax from entering and blocking the filter or adhering to the diaphragm, which may affect the sound quality.
- Please do not frequently or excessively force the plug-in interface to prevent irreversible damage to the female socket.
- For your safety, please do not use earphones while driving, cycling or crossing roads.
- Listening to headphones at a loud volume may affect your hearing, and may cause irreversible damage to your hearing for a long time; A good habit of listening at an appropriate volume will protect your hearing.
- Wearing earplugs for too long may cause congestion in the ear canal due to pressure. Please stop using the earphones when wearing earplugs for a long time causes discomfort in the ear canal.
- Earphones with sound insulation effects have a high degree of sealing, please do not press the earphones hard or take off the earphones quickly, otherwise, it may cause damage to the eardrum and diaphragm.
- The earplugs made of silica gel will absorb dust or earwax. Long-term use may cause bacteria to grow. Please replace them regularly.
- Please avoid wearing earphones to sleep to prevent hearing damage and damage to earphones.
- If symptoms such as tinnitus, inflammation, or ear canal discharge occur, please stop using headphones and go to the hospital for medical treatment.
- If the earphone fails, please refer to the [After-sales Terms].

After-sales terms

This product can enjoy a seven-day replacement and one-year warranty service if there is a non-human-caused failure from the date of shipment. If there is accident insurance caused by improper use, payment will be provided according to the failure situation

Maintenance service

If this product fails and meets the warranty conditions, please contact the merchant at the place of purchase, fill in the [product after-sales form], attach the product and product packaging and purchase receipts, and send them back with the guidance of the merchant's customer service.

Apply for after-sales

- This product is a precision electronic product. Please avoid placing this product in a humid, dusty, high temperature, or low-temperature environment, and avoid pulling, bumping, or squeezing this product to prevent unnecessary damage. The malfunction caused by the above situation does not include a seven-day renewal and free maintenance service within one year.
- Failures caused by broken wires, deformed shells, water ingress, dust or corrosion, broken plugs, rupture of tuning materials or units are not covered by the warranty.
- If we cannot provide maintenance services due to product replacement during the warranty period, our company will provide replacement services as appropriate, and the replaced product does not enjoy warranty services.
- If the warranty of the product has expired and cannot be repaired due to product replacement, our company will not be able to provide paid repair services.
- If the product shell or core components are severely deformed due to external forces, our company will not be able to provide paid maintenance services.

. The after-sales maintenance cycle generally ranges from 3-15 days (excluding shipping days), depending on the situation of the After-Sale department.

Warranty Card

- *For after-sales service, please refer to [After-sales Terms].
- *Please fill in this form in detail to ensure that we can provide you with after-sales service.

Cause of issue:

Faulty content:

Purchasing store:

Purchasing date:

Receiving Address:

Customer Name:

Contact Phone:

*If you do not fill in completely [Receiving Address], [Customer Name], [Contact Phone], we will not be able to ship the product back.

After-sales records
