

# KATO

## Introduction

\* Thank you for your purchasing, and hope you will have a pleasant experiences.

\* 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 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 other questions about the product, you could contact our customer service department or the official SNS account.

Sincerely, MOONDROP Technology Co., Ltd.

### Wearing of earphones

-Identify left and right channels-

This product is designed to be worn around the ear, which enhances 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 ear tips-

Choosing suitable size silicone ear tips 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.

You can also purchase the sponge ear tips from our brand (or other suitable) to meet your needs.

For sanitary considerations, please change the ear tips regularly.

### Earphone burn-in

Dynamic Driver unit: Due to the characteristics of the diaphragm, the impact of the Dynamic Driver burn-in is more significant. It is recommended that the new earphones be burned to a certain extent, preferably more than ten hours, and stable for one hundred hours.

### 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.

This product is a cable replaceable earphone. You can slowly pull out the pin and replace it with a new one, if you need to replace the cable. The original stock cable and the dedicated upgrade cable can be purchased at the official store of MOONDROP or designated dealers.

### 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 effect 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

If there is a non-human-caused failure of the product, it can enjoy a seven-day renewal and free maintenance service within one year. If there is a malfunction caused by improper use, a paid maintenance service will be provided depending on the malfunction. If this product fails and meets the

warranty conditions, please contact the merchant at the place of purchase, and 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.

• 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 do not include 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 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 driver unit components are severely deformed due to external forces, our company will not be able to provide paid maintenance services.

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