

# MOONDROP · U-2

## U-2 Hi-Fi Earbuds

User Manual

- \* Thank you for your purchase. May you have a pleasant listening experience.
- \* Please read this manual carefully before using it, to ensure a better experience.
- \* The warranty card is appended to this manual, please keep it properly to ensure a better and timely after-service.
- \* Please keep the package and purchase receipt as the after-sales certificate.
- \* All MOONDROP products are manufactured by Chengdu Shuiyueyu Technology Co., Ltd., and authorization is granted to agents for the sale. Please contact us if there is any fake/knockoff to protect your rights.
- \* If there are any questions when using the product, please contact our customer service freely.

## How to wear

### -Distinguish the left and right earphone-

The earphone housing has embossed L/R markings at the upper end to help you correctly match left and right. When wearing, please pay attention to distinguish them and adjust the earphones to a suitable position to avoid adverse effects on sound perception.

### -The use of sponge Ear-tips-

The U-2 is designed based on B&K5128, which has a more realistic and complete ear canal and auricle structure. It adopts a tuning design without sponge ear-tips, offering exceptional sound quality without them. Therefore, the use of sponge ear tips is not recommended, as it may result in excessive bass and have a negative impact on sound quality.



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## The storage of earphone

Please don't use any cable tidy or organizer, which will cause irreversible damage to the cable.

Please avoid unnecessary damage caused by incorrect usage/storage habits. Wrong or rough storage methods will result in single earpiece silence, cavity shell opening, and cable damage.

Good storage helps to prolong the life of earphones and reduce the probability of earphone failure.

## Notice

Please keep the earphones clean to prevent sound quality degradation caused by filter clogging or diaphragm contamination.

For your safety, please don't use earphones when driving, riding, or crossing the road.

In winter or dry environments, the metal structure on the surface of earphones may cause slight tingling of the ear, which is occurred by static electricity in the body or clothes, it's a normal phenomenon.

Your hearing will be affected if the volume is too high and irreversible damage will be caused if keep listening with this volume for too long. Please form a good habit of listening at an appropriate volume to protect your hearing.

Wearing earphones for too long may cause congestion of the ear canal due to compression, please stop using earphones when your ear canals feel uncomfortable.

Please avoid wearing earphones when sleeping to prevent damage to hearing and earphones. If tinnitus, inflammation, ear canal abscess, and other symptoms occur, please stop using earphones and seek for medical care.

If the earphone fails, please refer to the after-sales terms.

## After-sales terms

If the product has a non-man caused failure from the date of shipment, it can be returned within 7 days, replaced within 15 days and repaired free of charge within 12 months. If the damage is caused due to improper use, paid repair service will be provided depending on the condition.

If this device is damaged and meets the warranty conditions, please contact the seller to return it under the guidance of the seller by completing the device after-sales list, and attaching it to this device, package, and purchase receipt.

- This device is a precise electronic product, please avoid putting it in damp, dust and high/low temperature as well as avoid pulling, collision, and squeezing, to prevent unnecessary damage, which will invalidate the warranty.

- Cable breakage, shell deformation, water damage, dust, corrosion or pins broke, tuning material, and unit damage, are out of warranty.

- If the repair can not be provided due to product upgrades within the warranty, we will provide replacement service depending on the condition, and won't enjoy the warranty after replacement.

- If the product has expired the warranty period ,and due to product replacement,our company may not be able to provide repair service.

## After-sales terms

- We will not be able to provide repair service if the device shell or core parts are seriously deformed due to external force.
- The after-sales service period is generally 7-20 days (excluding transportation time), depending on the repair department.
- About warranty period after repair/replacement:  
If the cause of the product issue is confirmed as poor build quality by MOONDROP after-service center, the warranty period will be prolonged to 60 days from the completion date of repair/replace if it was less or equal to 60 days; otherwise, it will stay as the original warranty period.

# Warranty Card

\* For after-sales service, please refer to [After-sales Terms].

Fault description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Purchase date: \_\_\_\_\_

Receiving Address: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

MOONDROP Technology Co., Ltd.

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