



USER MANUAL

READ CAREFULLY BEFORE OPERATION

4K Ultra HD Audiophile Media Player

R11II

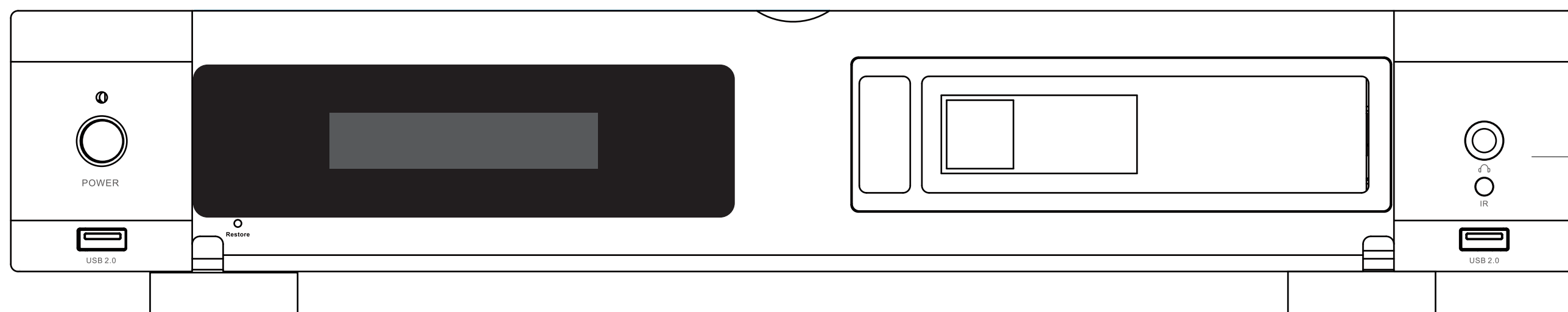


Table of Contents

- IMPORTANT INFORMATION..... 1**
 - Important Safety Instructions..... 1**
 - Precautions.....2**
 - Accessories..... 2**
- INTRODUCTION..... 3**
 - Front Panel Controls.....3**
 - Rear Panel Connectors..... 3**
 - Remote Control.....4**
 - Remote Control Buttons..... 4
- Common Connection Methods 5**
 - Connecting to an A/V Receiver via HDMI 5**
 - Connecting to a TV via HDMI 6**
 - Connecting to a TV and A/V Receiver via Dual HDMI 7**
 - Connecting to a Stereo Audio System through RCA-style Cable 8**
 - Connecting to a Stereo Audio System through XLR Balanced Cable 9**
 - Connecting to an A/V Receiver or Amplifier via S/PDIF (Coaxial/ Optical) 10**
 - HDMI INPUT to R11II 11**
 - Digital Audio Input (Optical, Coaxial, AS) to R11II12**
 - Connecting to the Internet13**
 - Internet Connection via Ethernet Cable..... 13
 - Internet Connection via Wi-Fi..... 14
 - RS232 Control and IR learning /IR OUTPUT 14**
- MEDIA FILE PLAYBACK.....15**
 - Playback from a HDD..... 15**
 - Playback from a USB Flash Drive..... 16**
 - Playing from a Media Center..... 17**
 - Playing Music Files..... 17**
 - Playing Movie /Photo Files..... 19**
- SETTING OPTIONS 20**
 - WiFi Setting..... 20**
 - Ethernet Setting 21**
 - Video Settings 21**
 - Audio Settings 22**
 - Play Settings 23**
 - System Settings 24**
- Troubleshooting..... 25**
- LIMITED WARRANTY..... 26**

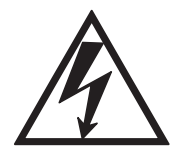
IMPORTANT INFORMATION



CAUTION
RISK OF ELECTRIC SHOCK.
DO NOT OPEN.



CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER- SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operation and maintenance (servicing) instruction in the accompanying literature.

Important Safety Instructions

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water.
- 6) Clean only with dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched, particularly at plug, receptacle, and the point where it exits from the apparatus.

CAUTION:

DANGER OF EXPLOSION IF BATTERY IS INCORRECTLY REPLACED. REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE.

THIS PRODUCT UTILIZES A LASER. USE OF CONTROLS OR ADJUSTMENTS OR PERFORMANCE OF PROCEDURES OTHER THAN THOSE SPECIFIED HEREIN MAY RESULT IN HAZARDOUS RADIATION EXPOSURE. DO NOT OPEN COVERS AND DO NOT REPAIR YOURSELF. REFER SERVICING TO QUALIFIED PERSONNEL.

WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE. DANGEROUS HIGH VOLTAGES ARE PRESENT INSIDE THE ENCLOSURE. DO NOT OPEN THE CABINET. REFER SERVICING TO QUALIFIED PERSONNEL ONLY.

THE APPARATUS SHALL NOT BE EXPOSED TO DRIPPING OR SPLASHING AND THAT NO OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES SHALL BE PLACED ON THE APPARATUS.

- 11) Only use attachments/accessories specified by the manufacturer.

12) Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.

14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

- 15) Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

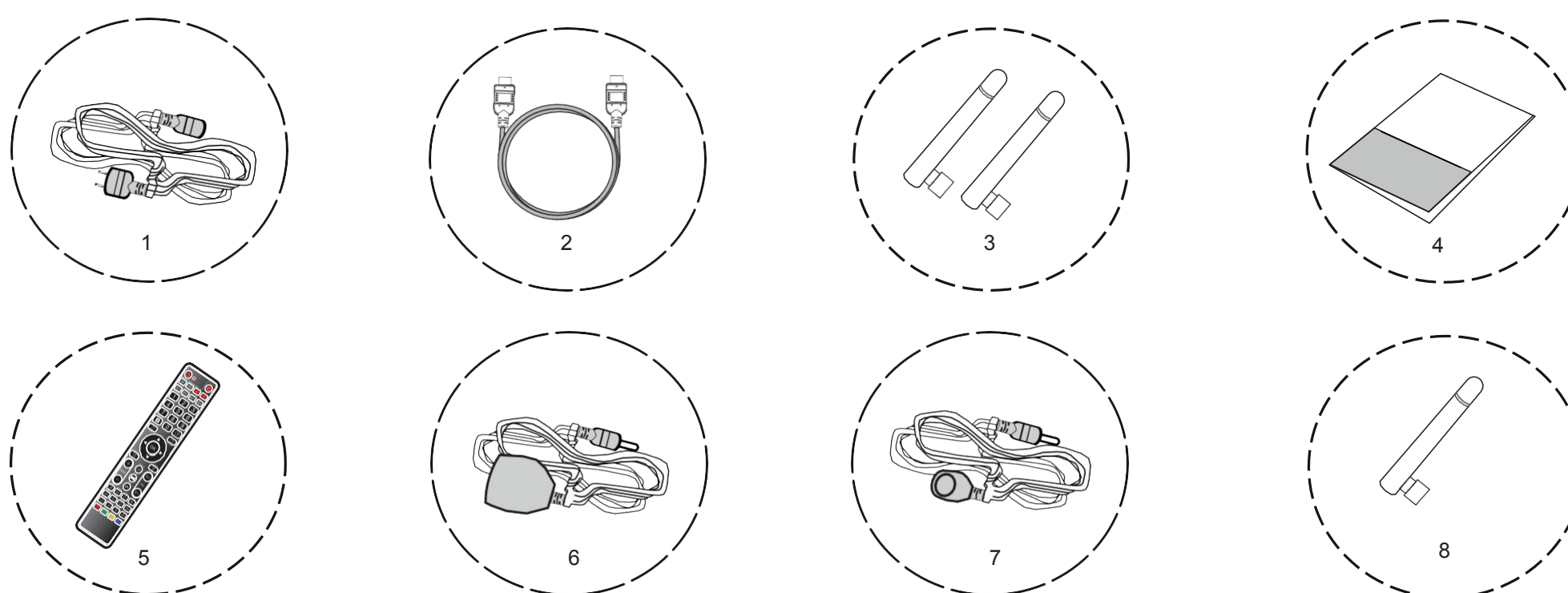
Precautions

- Before connecting the AC power cord to the appliance, make sure the voltage designation of the appliance corresponds to the local electrical supply. If you are unsure of your power supply, contact your local power company. The acceptable power input range is AC 110V–120V~ / 220V–240V~, 50/60Hz.
- The apparatus with CLASS I construction shall be connected to a MAINS socket outlet with a protective earthing connection.
- The player is still receiving power from the AC power source as long as it is connected to the wall outlet, even if the player itself has been turned off.
- Unplug the power cord if you are not going to use the product for an extended period of time. Hold the power plug when unplugging. Do not pull on the cord.
- The main plug is used as the mechanism for cutting off power, therefore make sure it is easy to unplug.

- To ensure proper ventilation around this product, do not place this product on a sofa, bed or rug. When installing this product on a wall or bookshelf, you need to provide appropriate space: we recommend leaving 4 inches (10 cm) of free space at the top, the sides and the rear.
- High temperature will lead to abnormal operation of this unit. Do not expose this unit or batteries to direct sunlight or near other heating objects.
- When moving the player from a cold location to a warm one, or vice versa, moisture may condense on the laser pickup unit inside the player. Should this occur, the player may not operate properly. In such a case please turn the unit on for 1-2 hours (without a disc) to facilitate moisture evaporation.

Accessories

Please check that the following parts are included in your R11II package:

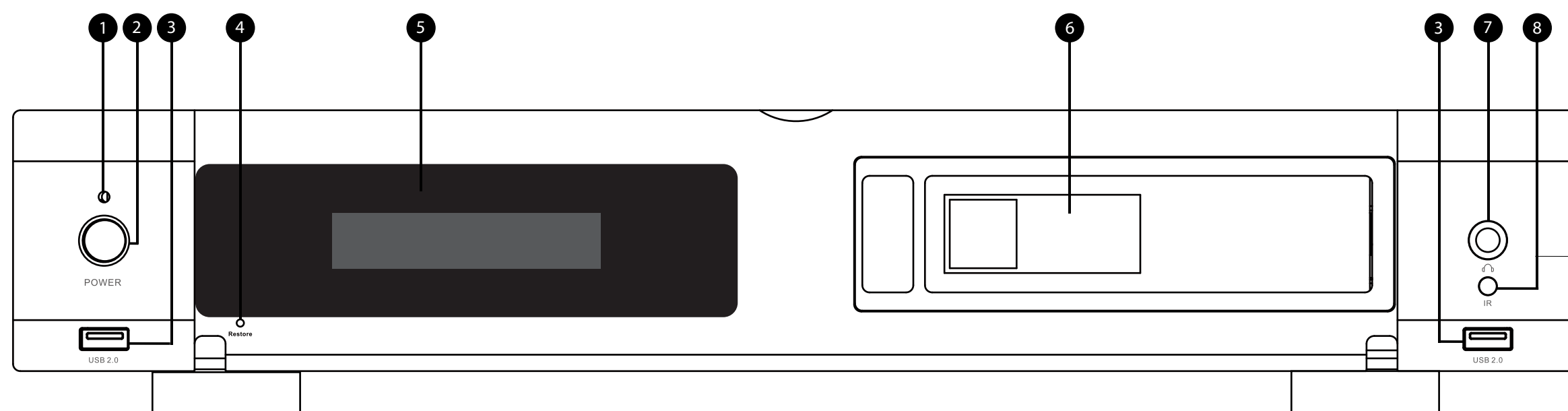


- 1.Power Cable(US/EU/AU/UK)
- 2.HDMI Cable
- 3.2xWi-Fi Antennas
- 4.User Manual

- 5.Remote Control
- 6.IR Input Cable
- 7.IR OutputCable
- 8.BT Antenna

INTRODUCTION

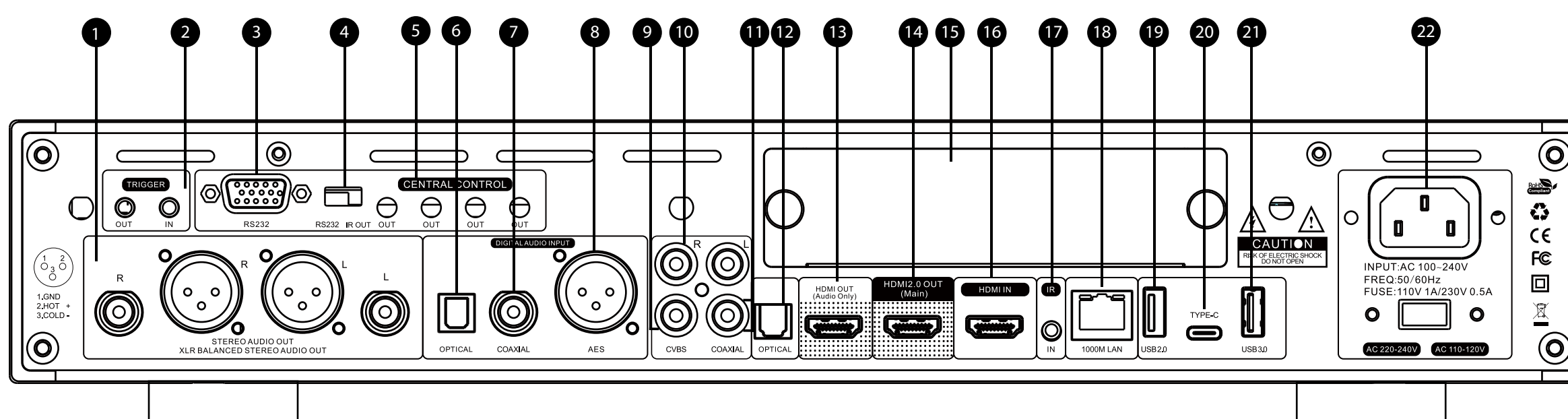
Front Panel Controls



- 1.LED Indicator
- 2.Power ON/OFF
- 3.USB 2.0 Input
- 4.Restore Button

- 5.Front Panel Display Window
- 6.HDD RACK
- 7.Stereo Headphone Jack(6.35mm)
- 8.IR Sensor Window

Rear Panel Connectors



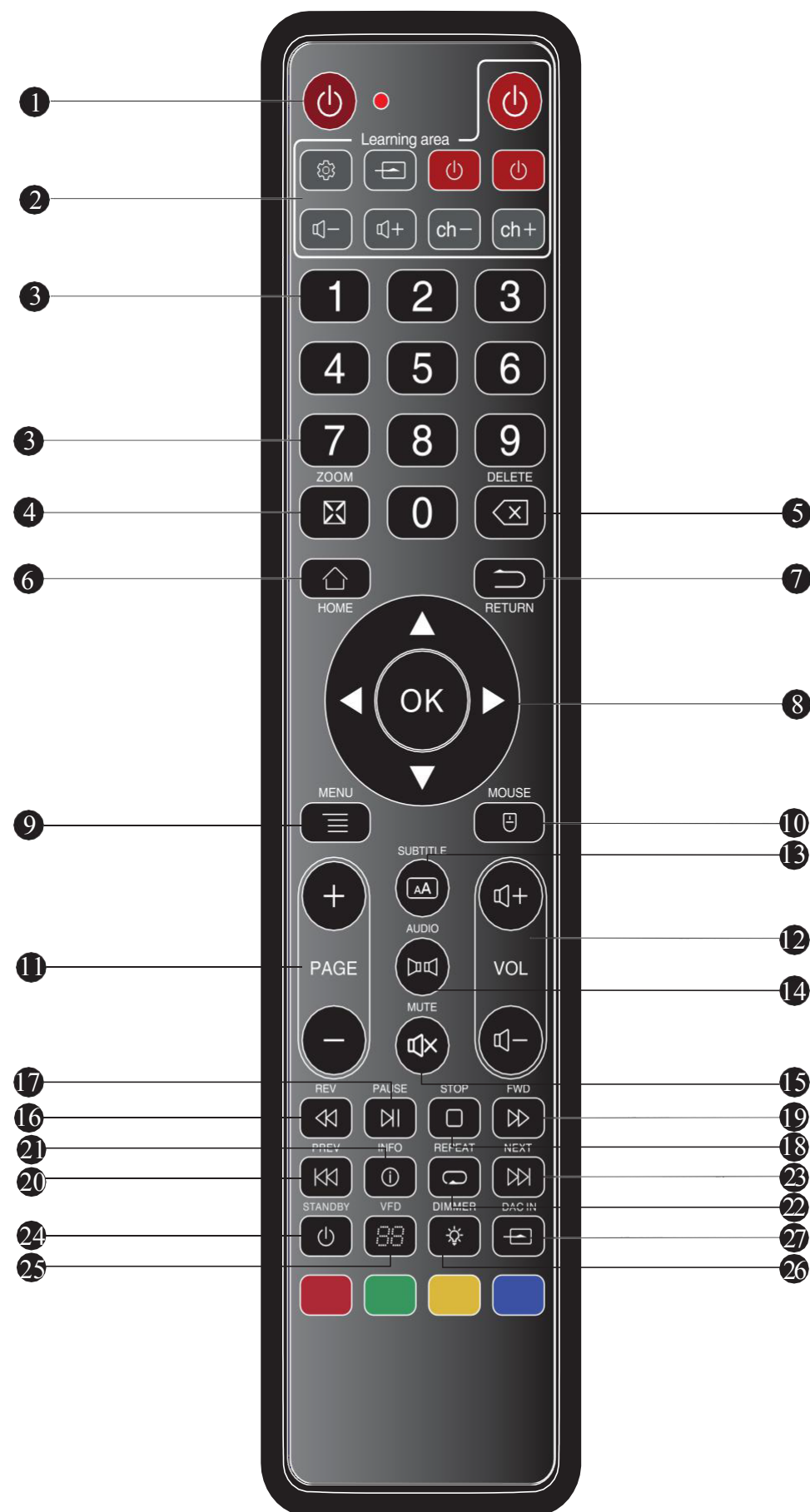
1. Stereo Audio Output
- 2.Tirgger Out and Trigger Input
- 3.RS-232C Serial Control Port
- 4.RS-232 IR out
- 5.IR Study Output
- 6.Optical Digital Audio Input
- 7.Coaxial Digital Audio Input
- 8.AES Input

- 9.Analog Video Output CVBS
- 10.Analog Audio Output Right/Left
- 11.Coaxial Digital Audio Output
- 12.Optical Digital Audio Output
- 13.HDMI Output(Audio only)
- 14.HDMI Output(Main)
- 15.HDD RACK
- 16.HDMI Input

- 17.IR Input
- 18.Gigabit Ethernet LAN Port
- 19.USB 2.0 Input
- 20.Type C Input
- 21.USB3.0 Input
- 22.AC Power Input

Remote Control

Remote Control Buttons

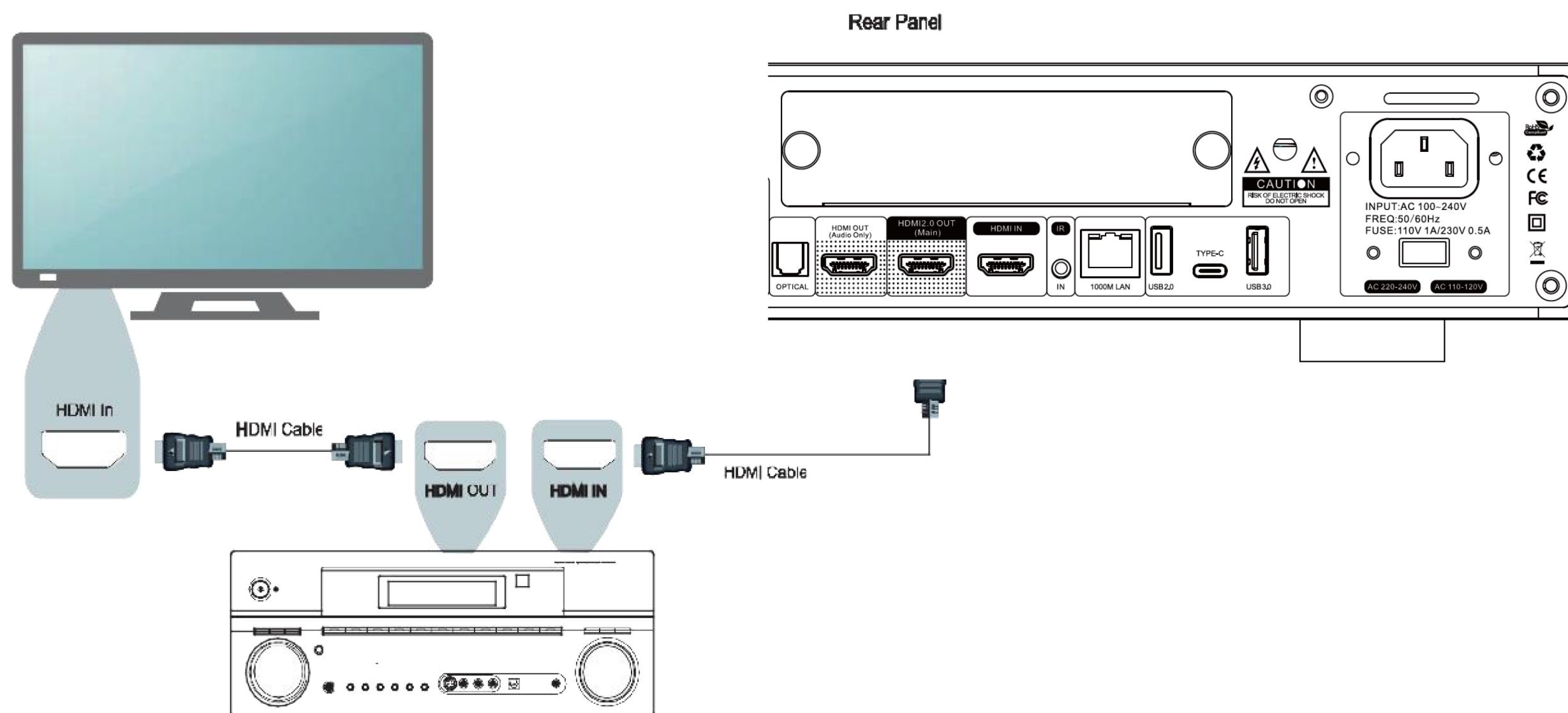


1. **POWER:** Toggle power ON/OFF
2. **Learning area:** Learning an external RC
3. **NUMBER Buttons:**
 - 1-9: direct playback access to 10 - 90%.
 - 0: Restart the playback from the beginning.

4. **ZOOM:** Zoom In/Out(overscan)
5. **DELETE:** Delete/Change home template
6. **HOME:** Go to Main Menu(Home Page)
7. **RETURN:** Return to the previous menu or mode
8. **ARROWS:** Navigate menu selection
 - UP:** Fast forward . **DOWN:**Fast backward
 - LEFT/RIGHT:** Time line navigation(+/-1 min)
 - OK:** Enter or validate the current item
9. **MENU:** Show/Hide the pop-up menu
10. **MOUSE:** Switch to the virtual mouse mode
11. **PAGE+/-:** Time line navigation(+/- 10 sec)
12. **VOLUME+/-:** Increase/Decrease volume
13. **SUBTITLE:** Subtitle switch/settings
14. **AUDIO:** Audio track switch
15. **MUTE:** Mute audio
16. **REV:** Fast reverse play
17. **PAUSE:** Pause reverse play
18. **STOP:** Stop the play
19. **FWD:** Fast forward play
20. **PREV:** Skip to previous
21. **INFO:** Show / Hide the pop-up info (properties)
22. **REPEAT:** Repeat playback (file, all, off).
23. **NEXT:** Go to the next chapter.
24. **STANDBY:** Standby the media player
25. **VFD:** ON/OFF the VFD display
26. **DIMMER:** Turn off /on the blue indicator light
27. **DAC IN :** Switch digital audio input

Common Connection Methods

Connecting to an A/V Receiver via HDMI

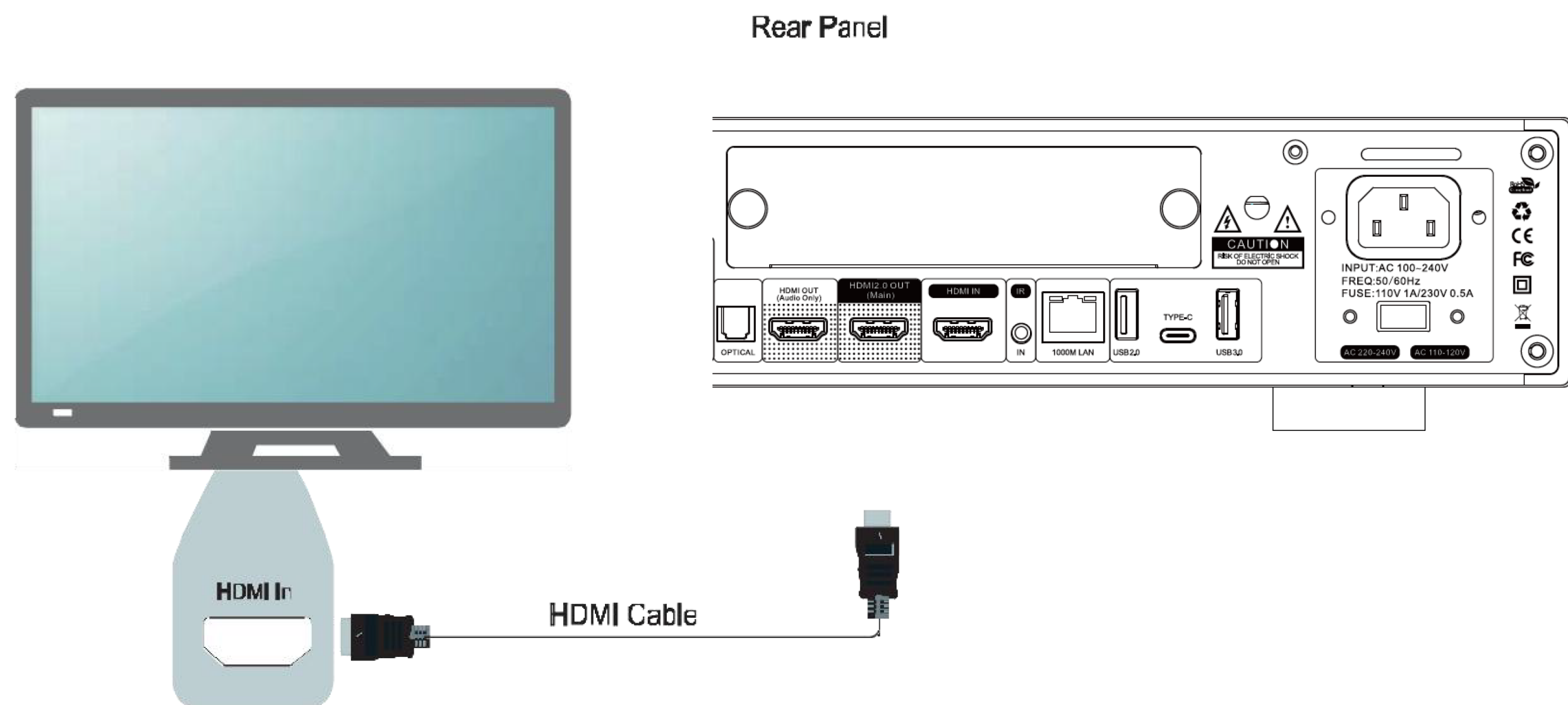


- If you have an HDMI-capable receiver that supports 4K HDR video pass-through, you can simply run an HDMI cable from the player's HDMI OUT (Main) output into your receiver and enable HDMI video pass-through on the receiver (see your receiver's owner's manual for more information). The receiver usually has an HDMI output that you can connect to your TV to pass the video signal.
- Some receivers contain a mixture of HDMI 2.0 and HDMI 1.4 ports. In order to view 4K UHD content, ensure that you are connecting the R11II's HDMI OUT (Main) output into an HDMI 2.0 compliant input of the receiver.

NOTE

- HDMI (High-Definition Multimedia Interface) is a single cable that can transport both audio and video from your player to your display. Be aware, however, that HDMI is an evolving standard, and there may be compatibility issues. A receiver that supports audio input over HDMI is required. Some receivers offer HDMI ports solely for video switching. If your receiver does not have audio input capability, please read the other connection methods.

Connecting to a TV via HDMI

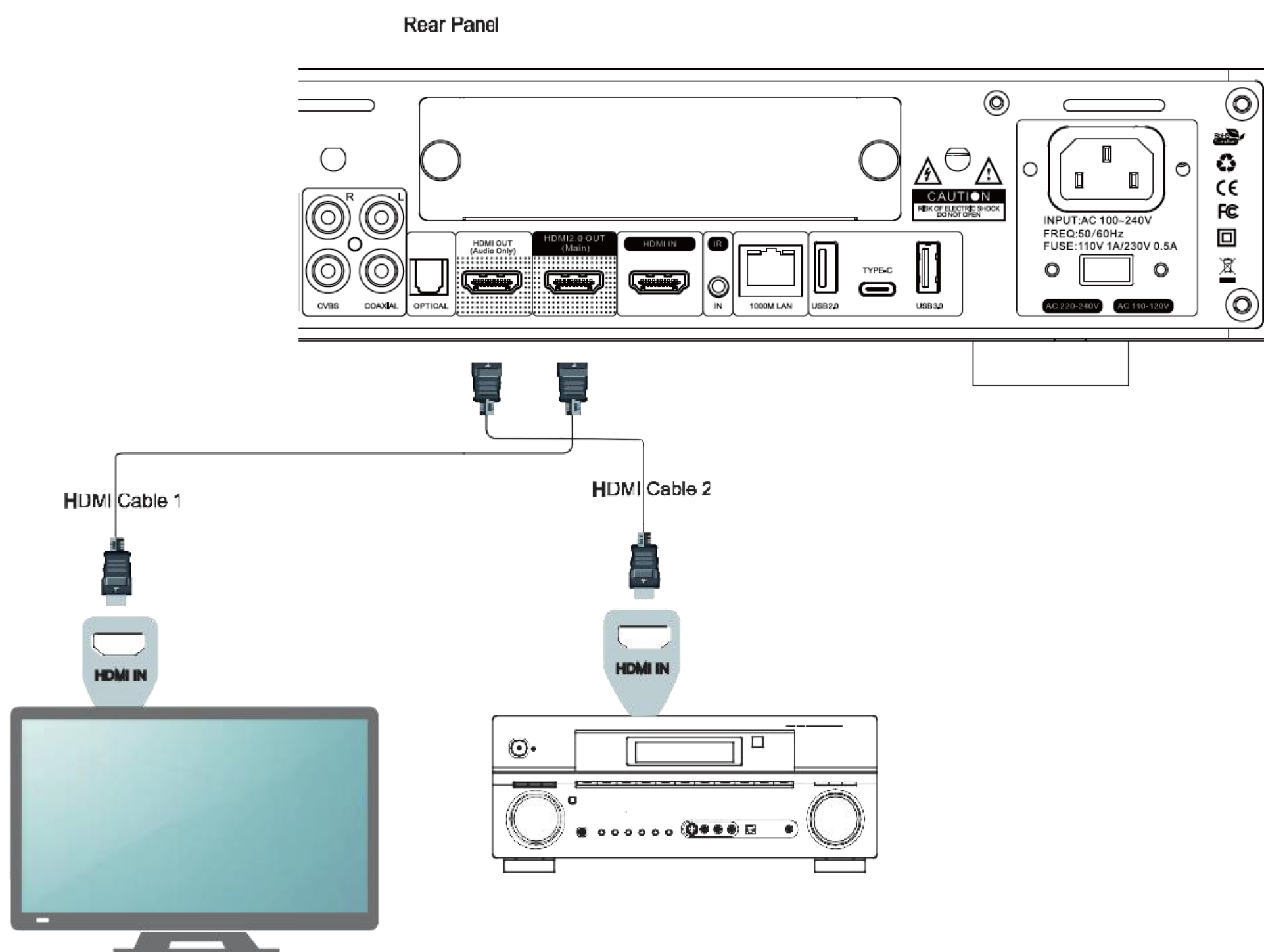


- Use an HDMI cable to connect the player's HDMI OUT (Main) output directly into your TV. This connection method delivers both audio and video in a pure digital format via a single cable.
- In order to play 4K UHD content, you must connect the R11II's HDMI OUT (Main) output into an HDMI 2.0 input of the 4K UHD TV.

NOTE

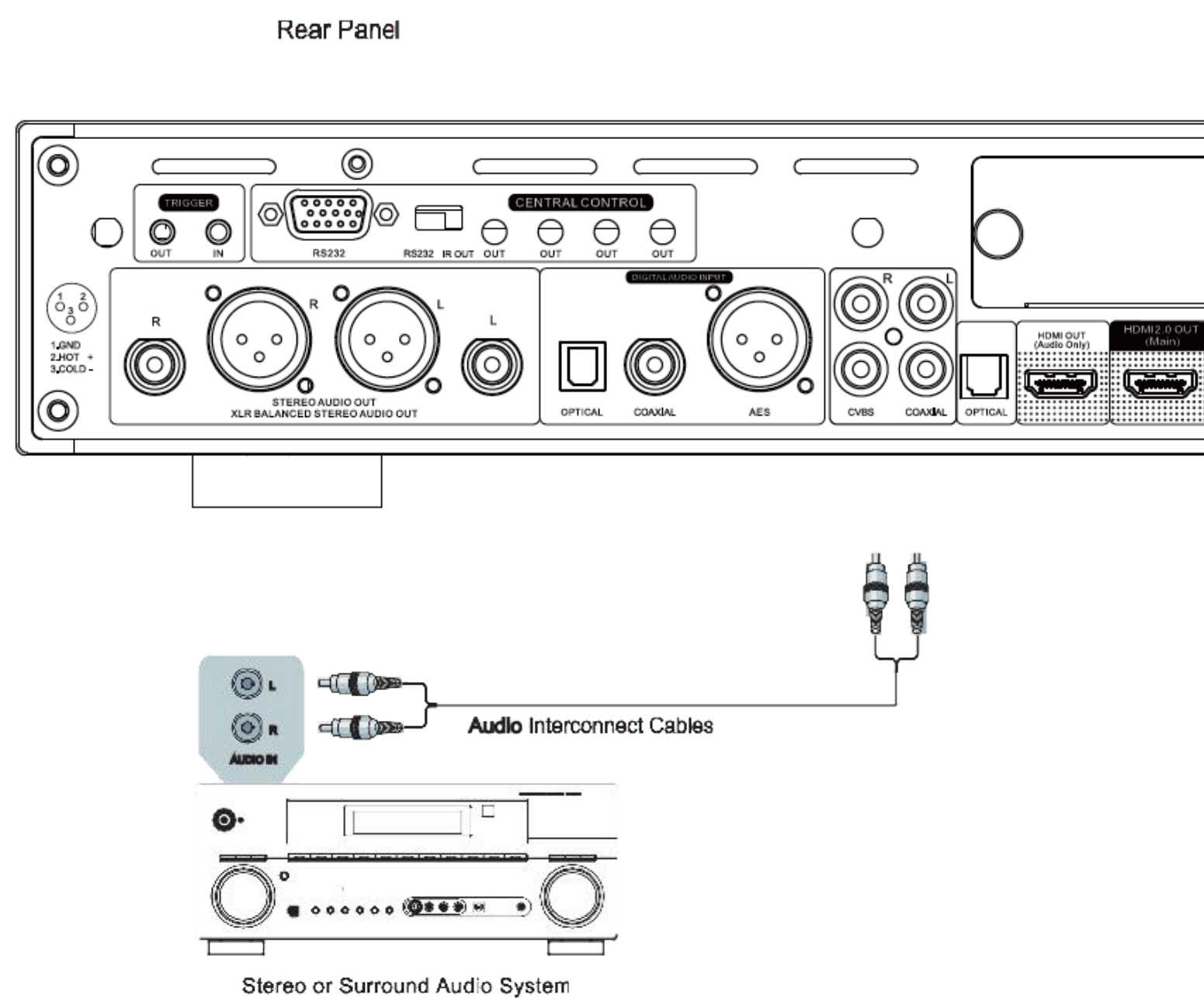
- This connection method will output sound via the TV's speakers. For optimal sound quality, it is recommended that audio be transferred from the R11II to an A/V receiver with connected speakers.
- You will need a UHD TV that supports HDMI 2.0 in order to watch UHD content in 4K resolution.
- You will need an HDR-capable TV to watch HDR content.
- You will need an 18 Gbps High-Speed HDMI Cable to watch UHD movies at 4K@60.
- Do not connect the HDMI OUT (Audio Only) output to your TV.

Connecting to a TV and A/V Receiver via Dual HDMI



- The R11II's Dual HDMI connection mode ensures that you can enjoy the highest possible video quality and resolution, in addition to high bit rate audio content. Use an HDMI cable to connect the HDMI OUT (Main) output to your TV, and another HDMI cable to connect the HDMI OUT (Audio Only) output to your receiver.
- This configuration is recommended when you have a 3D or UHD compatible display, but your receiver is not 3D or UHD compatible. This configuration will allow you to send the video signal (3D or UHD in this case) directly to the TV and send the audio signal to the receiver.

Connecting to a Stereo Audio System through RCA-style Cables

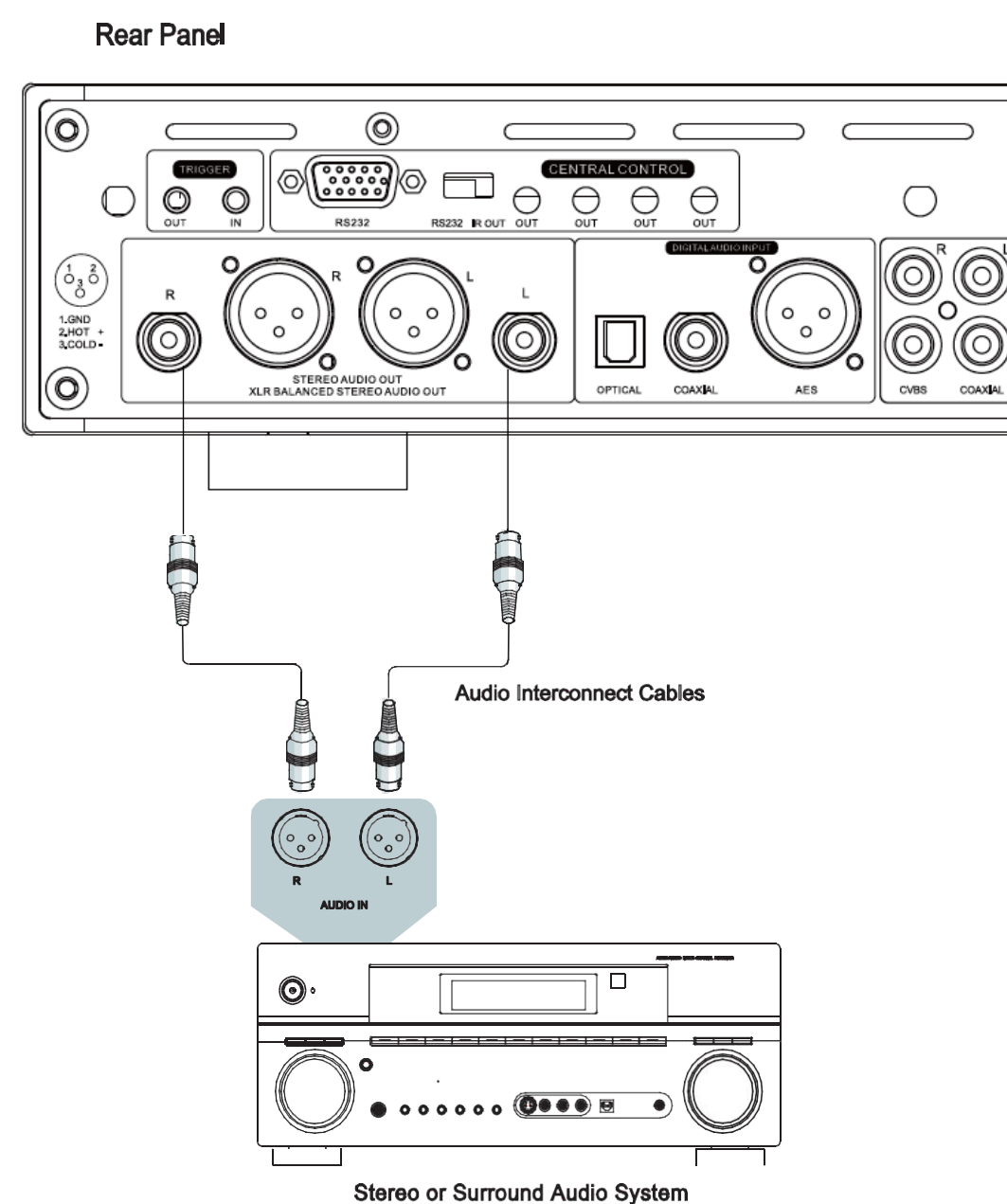


- If your audio system offers only stereo audio inputs, or if you would like to connect a dedicated stereo audio system in addition to the surround audio system which is already connected to the HDMI, coaxial or optical outputs, you can connect the dedicated stereo audio system to the STEREOAUDIO OUT terminals of the player.
- Two sets of dedicated stereo audio outputs are available on the R11II: the RCA-style connectors and the XLR balanced connectors (shown in the next page). Preference should be given to the XLR connectors since they may provide better noise rejection and signal integrity.

NOTE

- The STEREO AUDIO OUT terminals automatically down-mix the multi-channel audio source into the stereo signals. However, STEREO AUDIO OUT will NOT be affected by the “Down Mix” modes and other speaker settings in the Audio Processing section of the Setup Menu.

Connecting to a Stereo Audio System through XLR Balanced Cables

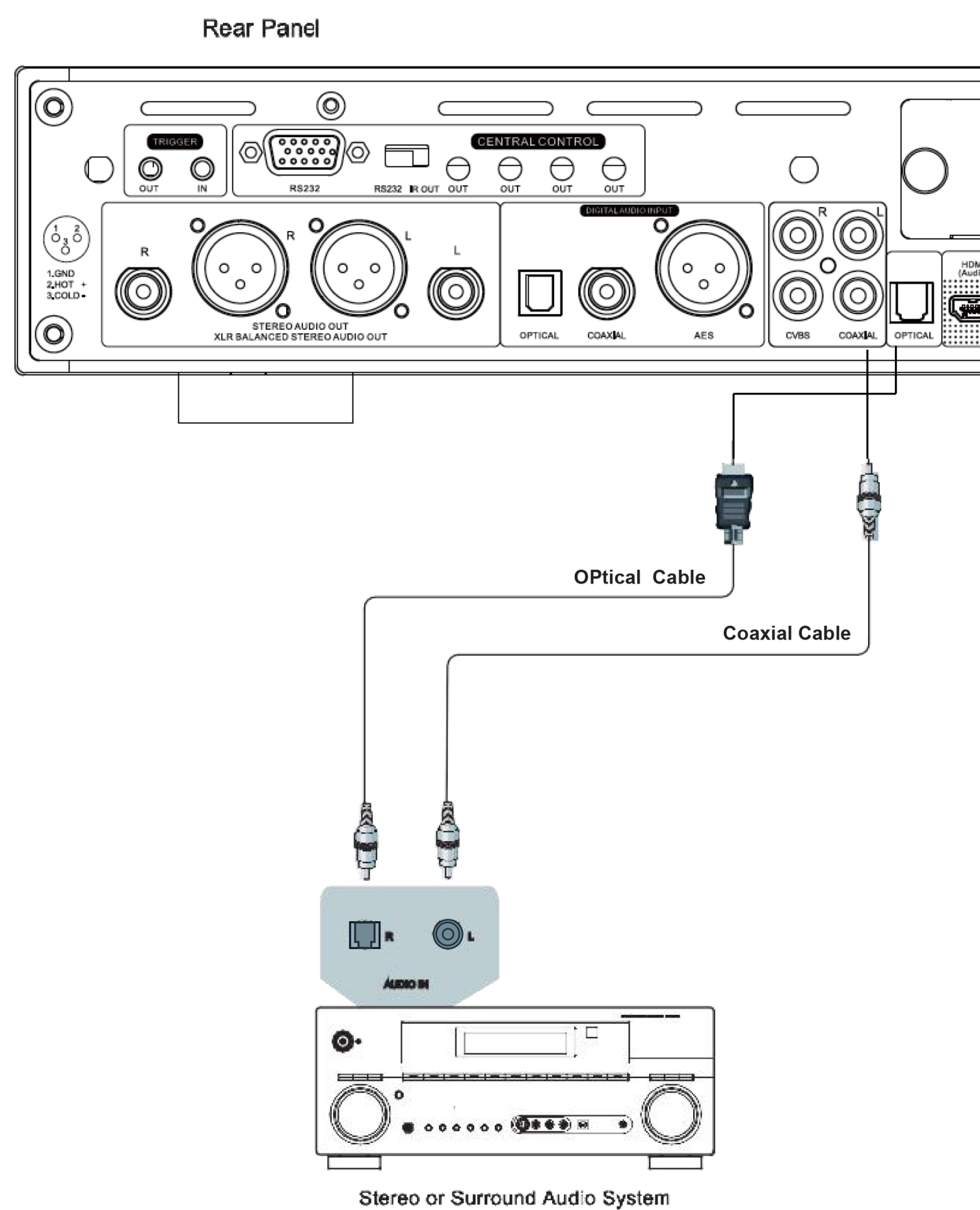


- You can also connect the BALANCED STEREO AUDIO OUT to your stereo audio system. Three -pin(XLR3) cables are needed, and the XLR terminals on the player are male type.

NOTE

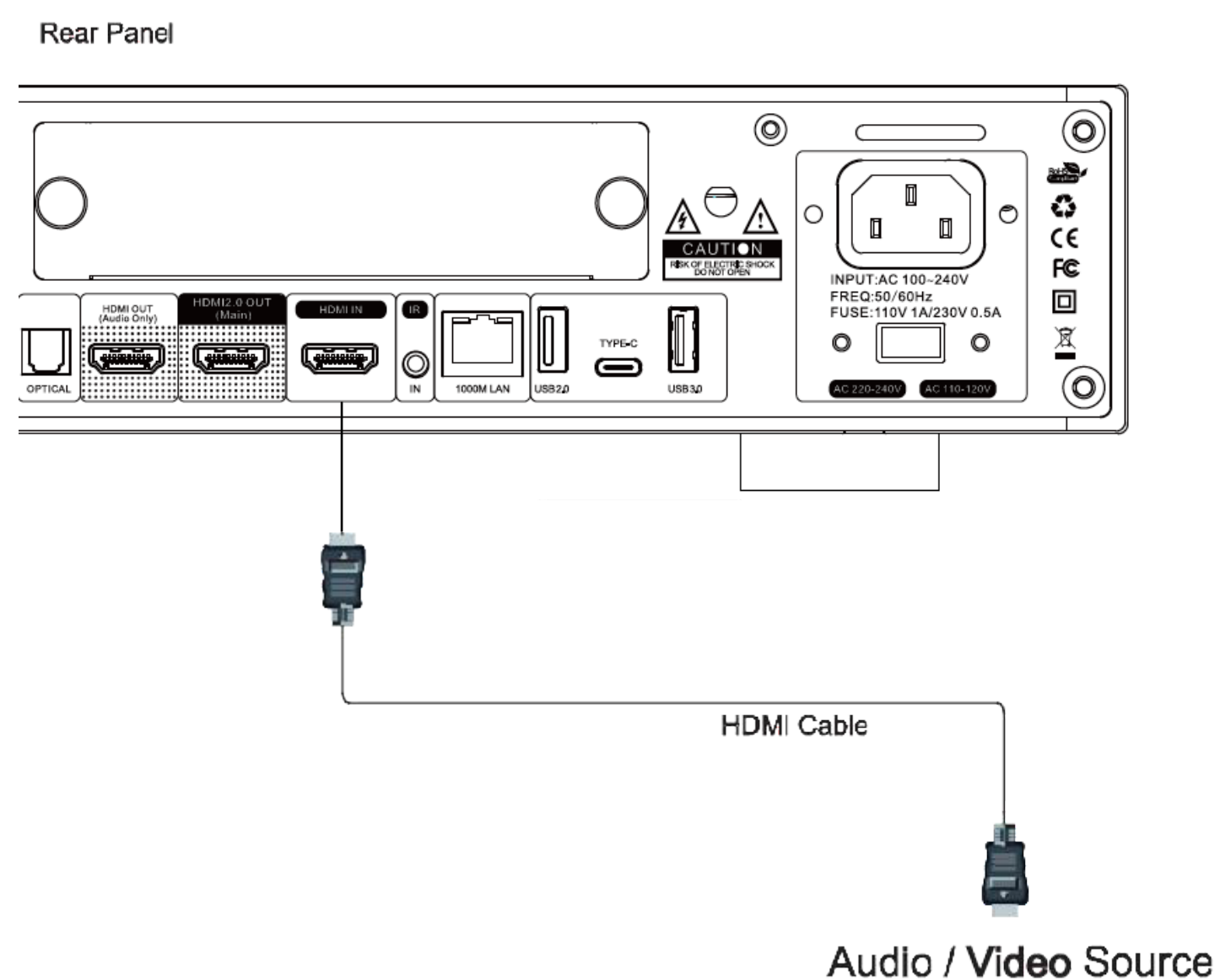
- Balanced audio connectors are used mostly in professional audio electronics, such as high quality microphones and inter-equipment connections. The R11II utilizes the 3-pin XLR connector (shown below), which transmits a pair of differential signals (positive /negative). The amplifier extracts the voltage difference between differential signals, thus the common noise can be rejected and the signal integrity is improved.
- In some audio systems the positions of "hot" (positive) and "cold" (negative) pins are switched. In this case please set "XLR Terminal Polarity" to "Inversion" in the Audio Processing of Setup Menu.

Connecting to an A/V Receiver or Amplifier via S/PDIF (Coaxial /Optical)



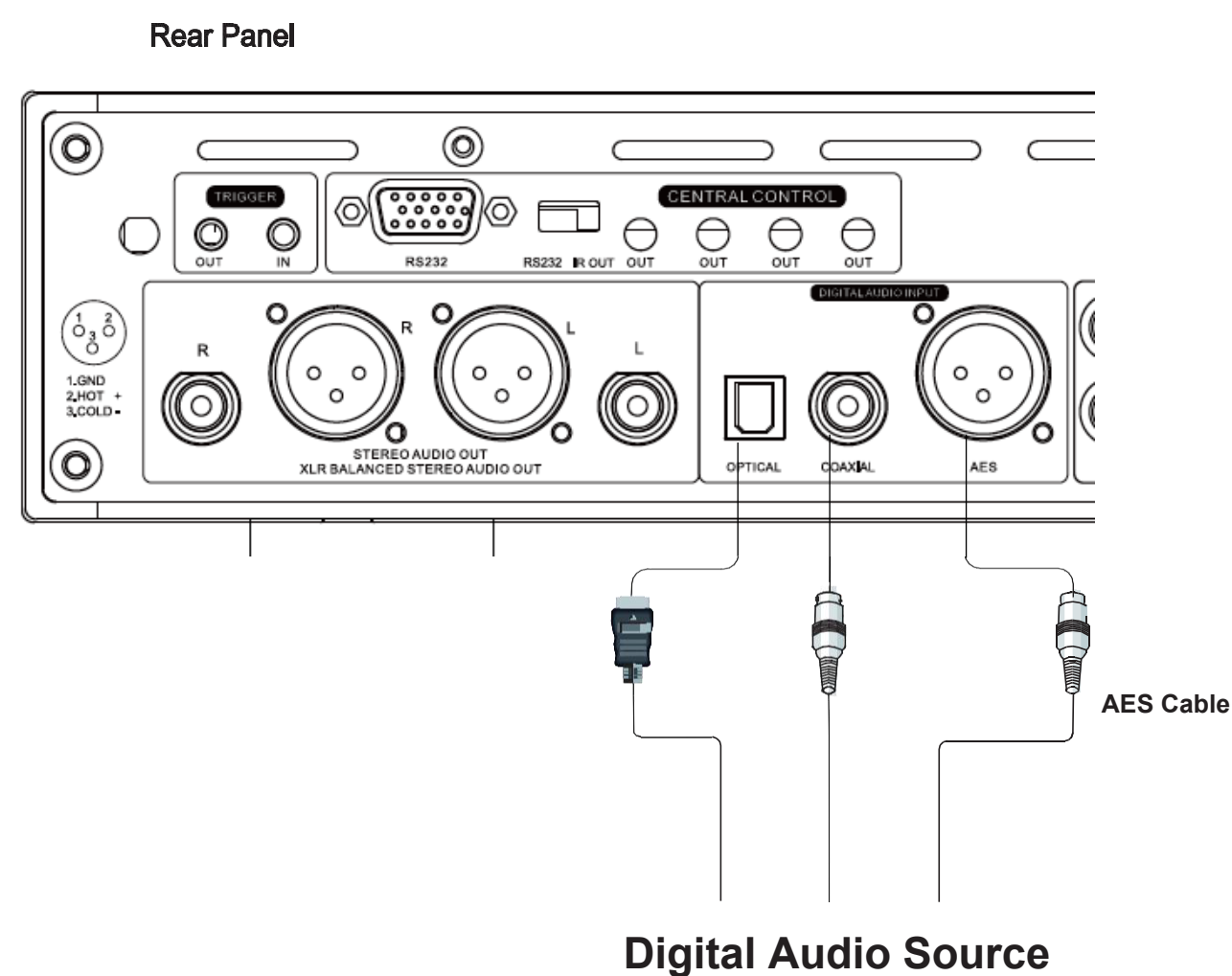
Please use either a 75-Ohm coaxial digital audio cable with RCA-style connectors or an S/PDIF optical digital audio cable to connect one of the digital audio outputs to the corresponding input terminal on your A/V receiver.

HDMI INPUT to R11II



The HDMI IN port on the rear of the player allows for the connection of native 4K content from external sources such as a streaming set-top box, cable/satellite boxes, game consoles, computers and even other Blu-ray and UHD players. The incoming signal is processed by the player and output to your connected devices, allowing you to take advantage of the player's built-in audio and video processing capabilities.

Digital Audio Input (Optical, Coaxial, AES) to R11II



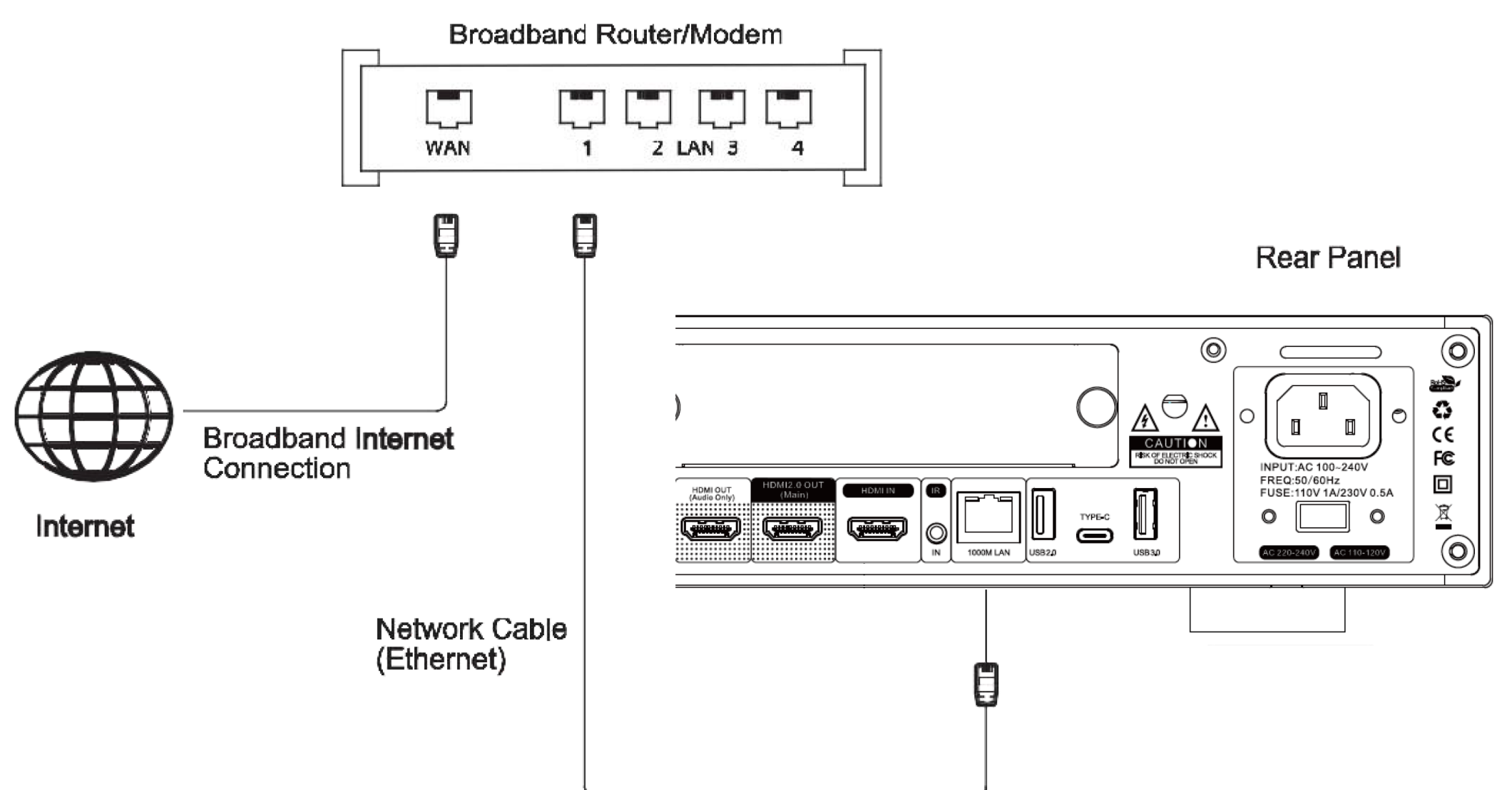
- The R11II can function as a dedicated Digital-to-Analog Converter (DAC) and process external digital audio signals with its internal SABRE 32 Reference audio processors. Three digital audio input ports are available: OPTICAL, COAXIAL and AES, all located on the back panel. The processed analog audio is available from the dedicated stereo (RCA and XLR) and multi-channel terminals.
- A digital audio source device (such as a DVD/CD player, digital TV box, and PC or Mac) can be connected directly to the input port through an Optical, Coaxial or AES cable (not included). Some configuration may be required on the source device to make sure the audio signal is sent out from the correct output terminal.

Connecting to the Internet

The R11II can play audio, video and photos via your home network. This feature supports DLNA, SMB and UPNP.

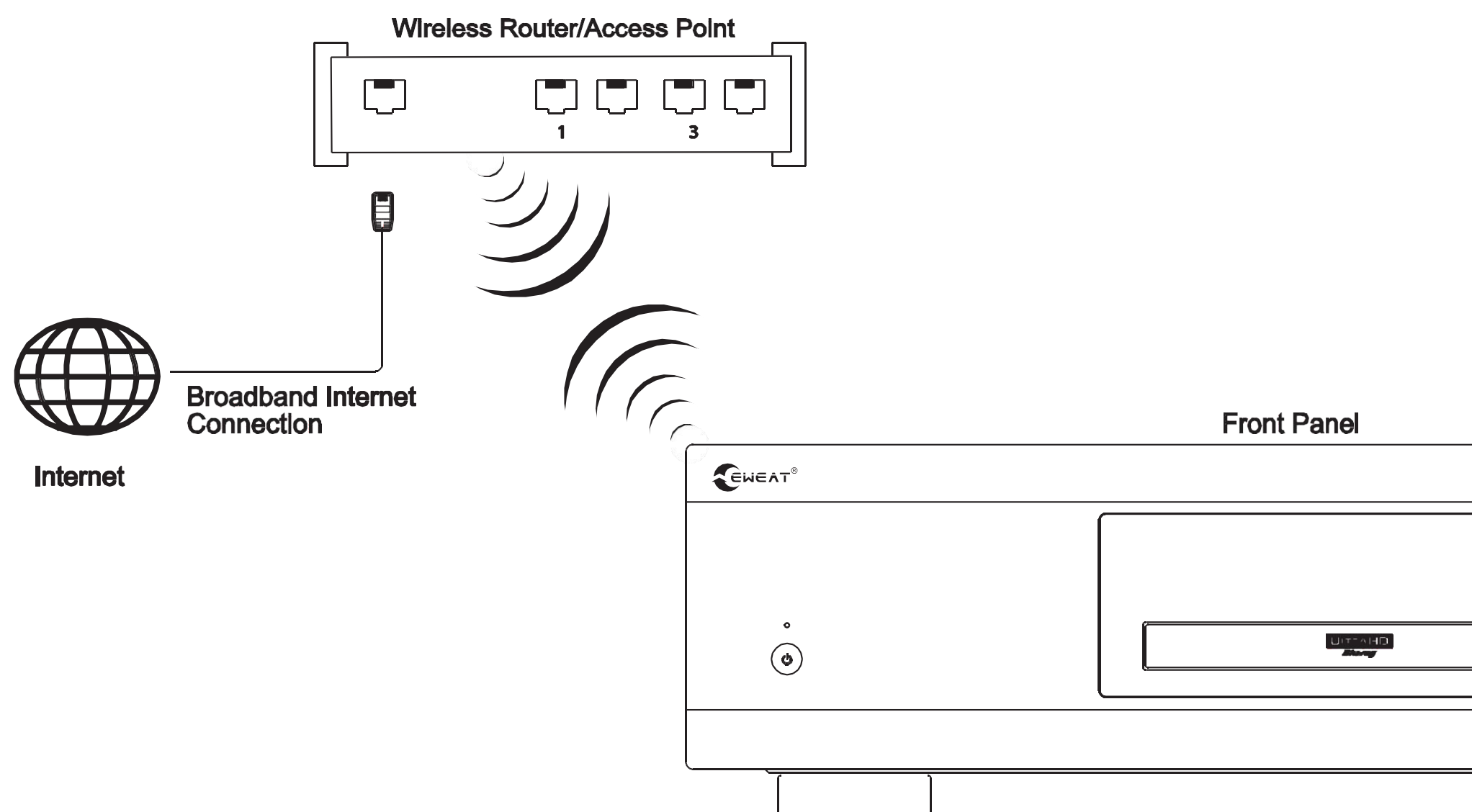
The R11II provides two network connection methods: through Ethernet cable or through the built-in wireless module. For the fastest and most stable network connection, we recommend using an Ethernet cable whenever possible.

Internet Connection via Ethernet Cable



- Plug one end of a network cable (Category 5/5E straight Ethernet cable) into the LAN port on the back of the R11II.
- Plug the other end of the network cable into a LAN port on the broadband router or modem.
- After physically connecting the player to a broadband Internet connection, some network configuration may be required.
- Refer to the operating instructions supplied with the broadband router or modem, or contact the internet service provider for questions related to setting up the router or modem.

Internet Connection via Wi-Fi



- A built-in wireless module is installed in the R11II. The wireless module is compatible with 802.11A, B, G, N (2.4GHz and 5GHz) and 802.11 AC (5GHz) wireless networks.
- Make sure that a broadband Internet connection is available and the Wi-Fi function on your wireless router or access point has been turned on.

RS232 Control and IR learning /IR OUTPUT

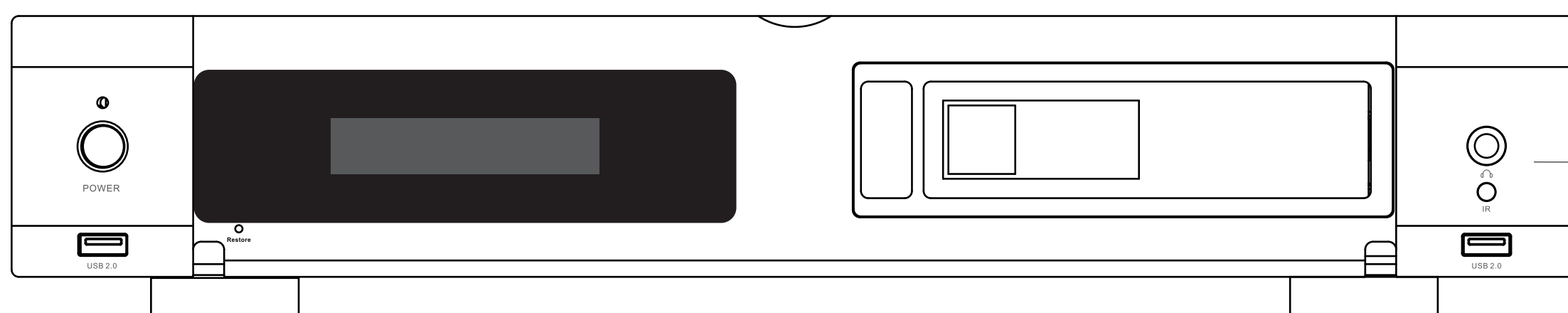
The R11II has an RS232 control port and can be integrated into most custom home theater control systems.

MEDIA FILE PLAYBACK

The R11II can play digital media files. You can enjoy digital music, movies and photos stored on a HDD, an external USB drive, or via network storage. Due to the variation of media, encoding software and techniques used, compatibility cannot be guaranteed for all user-created or downloaded content. Support for such content is on a best effort basis.

Playback from a HDD

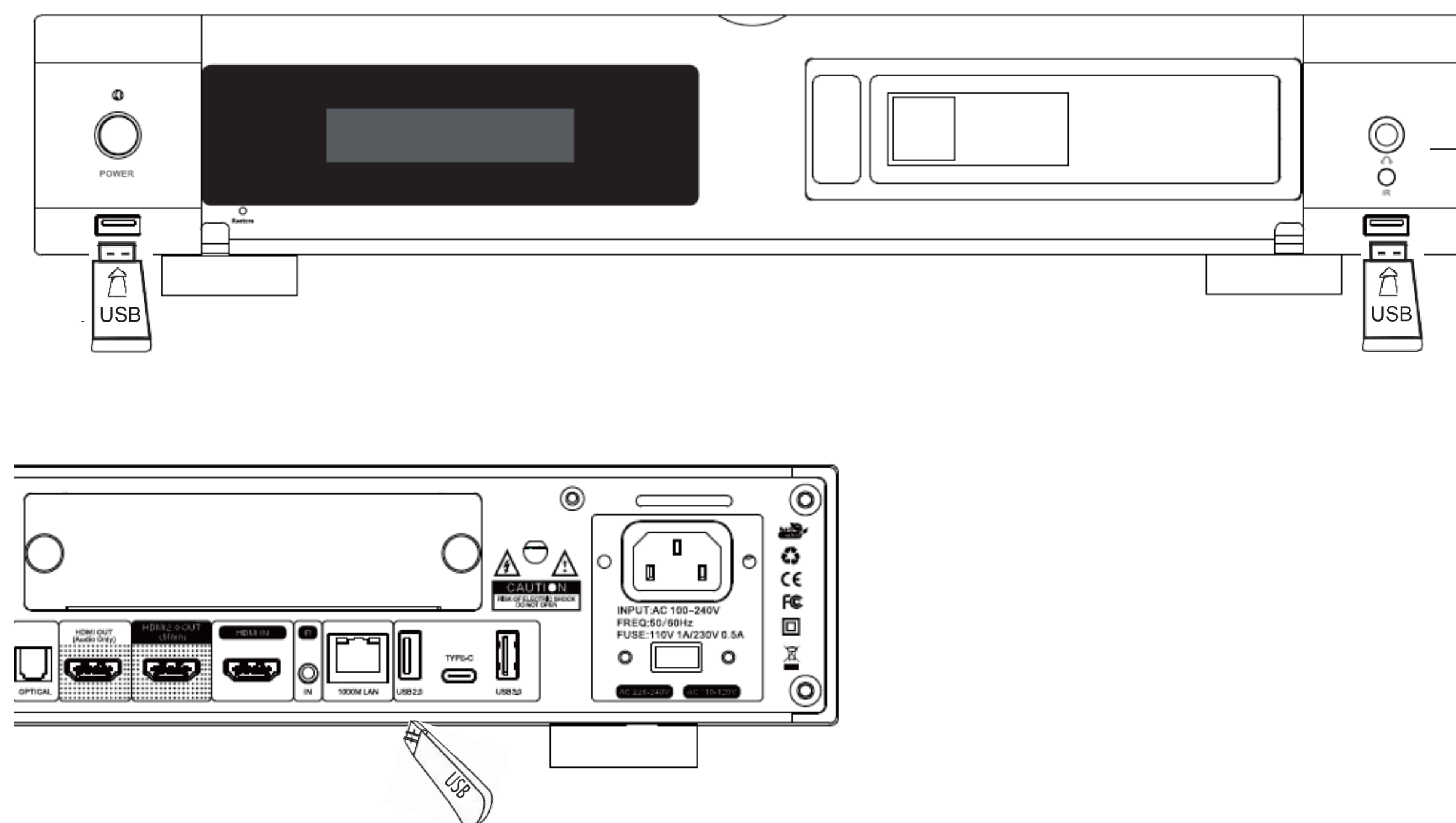
To insert the internal 3.5" SATA HDD, please open the rack door, then insert the drive into the internal enclosure until 3/4, then complete the installation by closing the door. This operation will complete the installation of the disk into the rack. The R11II media player is compatible with drives formatted in NTFS, ExFAT, FAT16, FAT32, HFS, EXT2/3. It is not possible to format hard drives via the R11II. You must use a computer for this purpose. In case of NTFS GPT, please use 64 Ko allocation tables. To use a 2.5" internal drive, please use an adapter box.



Please make sure that your hard drive is correctly formatted before you insert it in the tray.
The hard drives dedicated to NAS are not compatible.

Playback from a USB Flash Drive

The R11II is equipped with three USB ports: one USB 3.0 ports in the back and two USB 2.0 port in the front. You may use any of the available USB ports to plug in a USB drive. The USB ports are rated to provide a maximum of 5V, 1000mA power to the USB drive. It is sufficient for USB thumb drives and flash memory card readers, but may not be sufficient for USB hard disks. It is recommended to check with your drive manufacturer for power requirements, or use an external power supply.

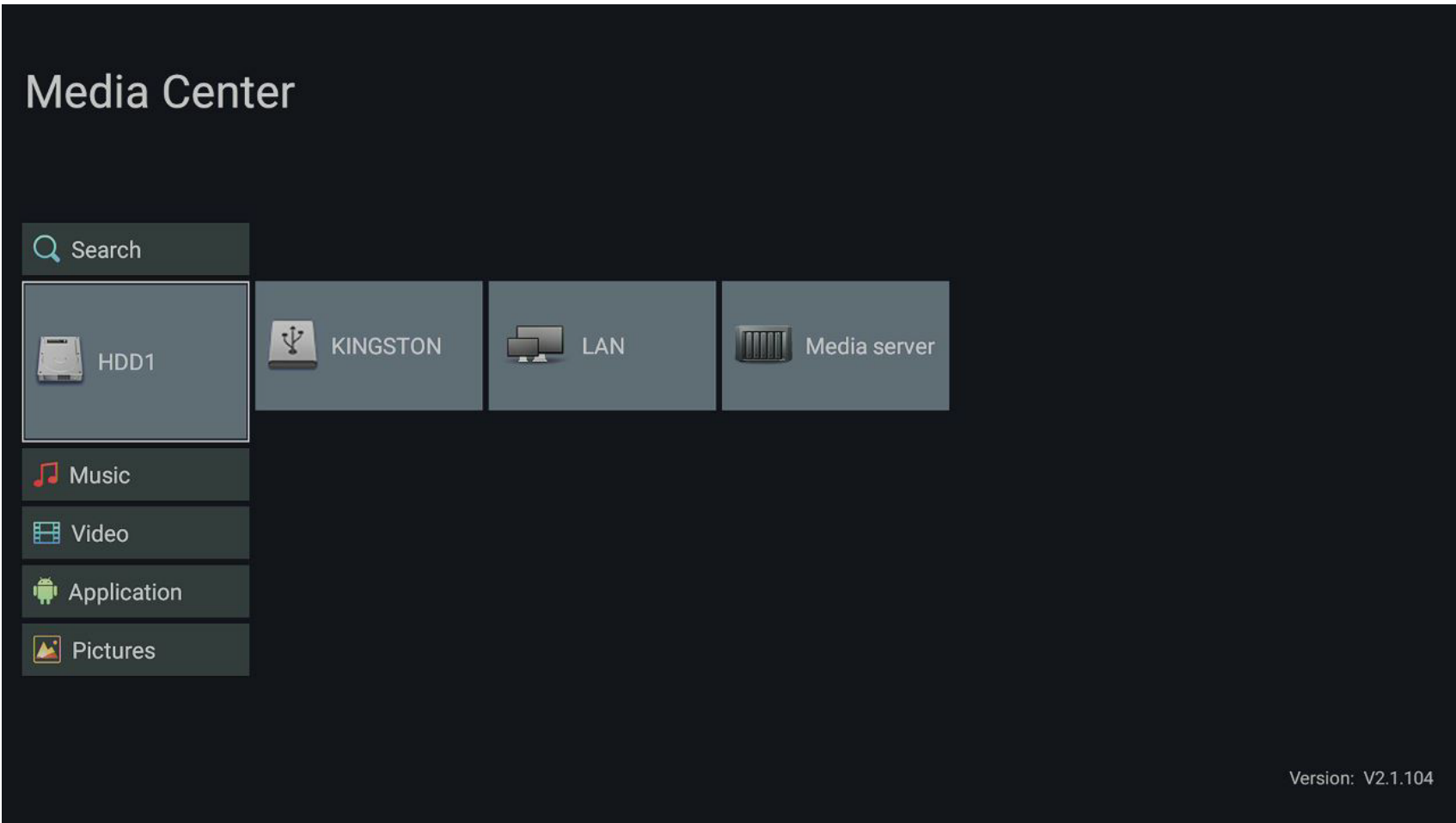


NOTE

- This unit supports “USB Mass Storage Class Bulk-Only Transport” devices only. Most USB thumb drives, portable hard disk drives and card readers conform to this device class. Other USB devices such as MP3 players, digital cameras, and mobile phones may not be compatible.
- Supported USB drives can be formatted with the FAT (File Allocation Table), FAT32, exFAT or NTFS (New Technology File System) file systems.
- In some cases, an incompatible USB device may cause the player to stop responding. If this occurs, simply turn off the power, remove the USB device, and turn the player back on.
- In order to minimize the risk of data corruption, it is recommended that you only unplug the USB device when playback is completely stopped.

Playback from a Media Center

The R11II can remotely playback music, photo, and video files stored on computers that are connected to the same media center. The computer need to run server software that supports media sharing protocols such as DLNA, SMB/CIFS. To play media files shared on your home network, press the HOME button on the remote to bring the Home Menu, select the Media Center icon and press the ENTER button to show the list of available servers.



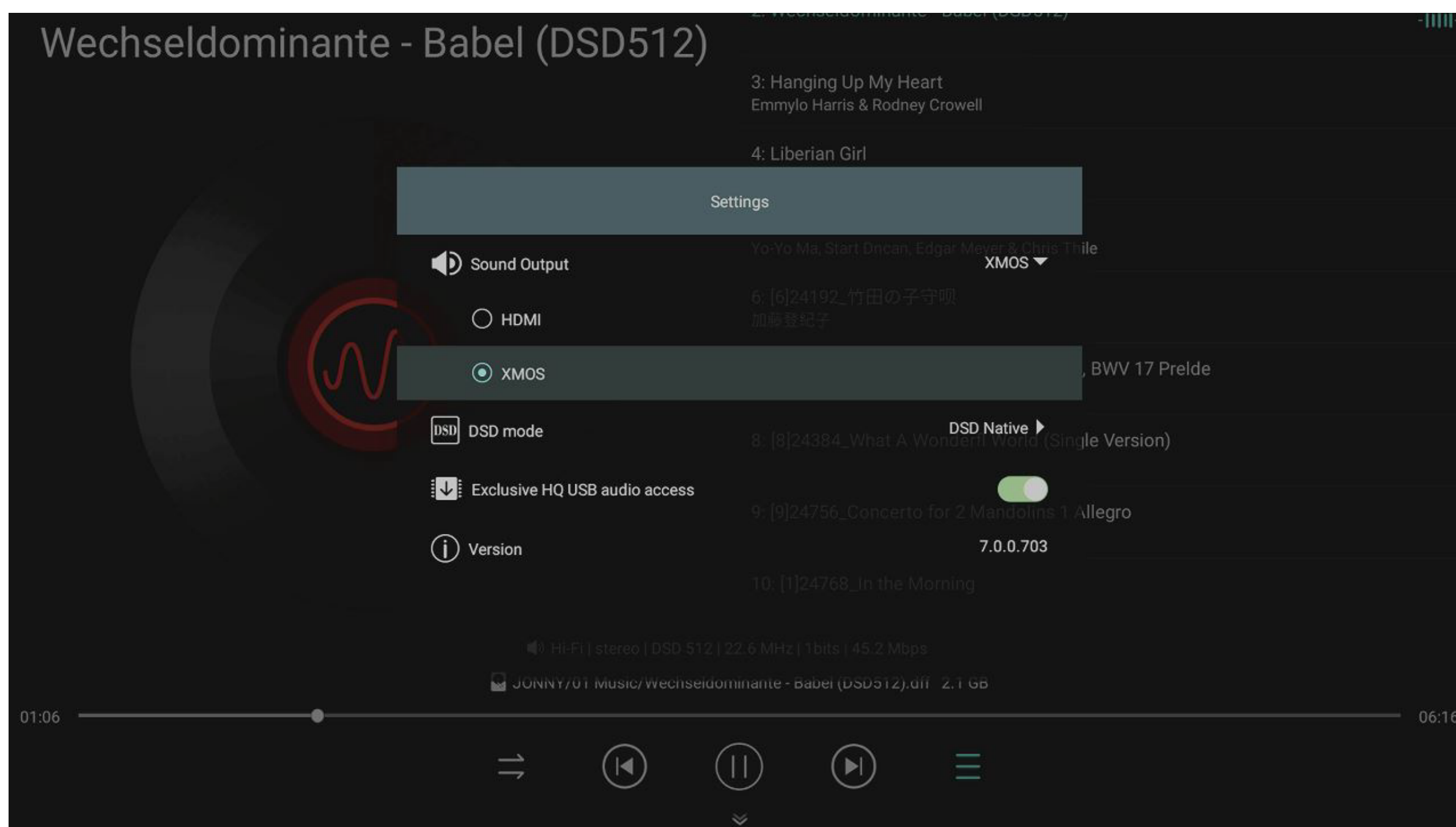
- SMB (Server Message Block) or CIFS (Common Internet File System) is mostly known as Microsoft Windows Network. It does not require an extra media server or perform any media format trans coding which reduces the processing load and keeps the original content quality.

Playing Music Files

To play digital music files stored on an HDD or USB drive, select Music from the main screen. A file browser will appear to assist you in navigating the files and folders.The first step is to select the hard disk or USB device that contains the music files. The player will take a moment to read the media and list the folder and music files.In the music browser, you can perform the following operations:



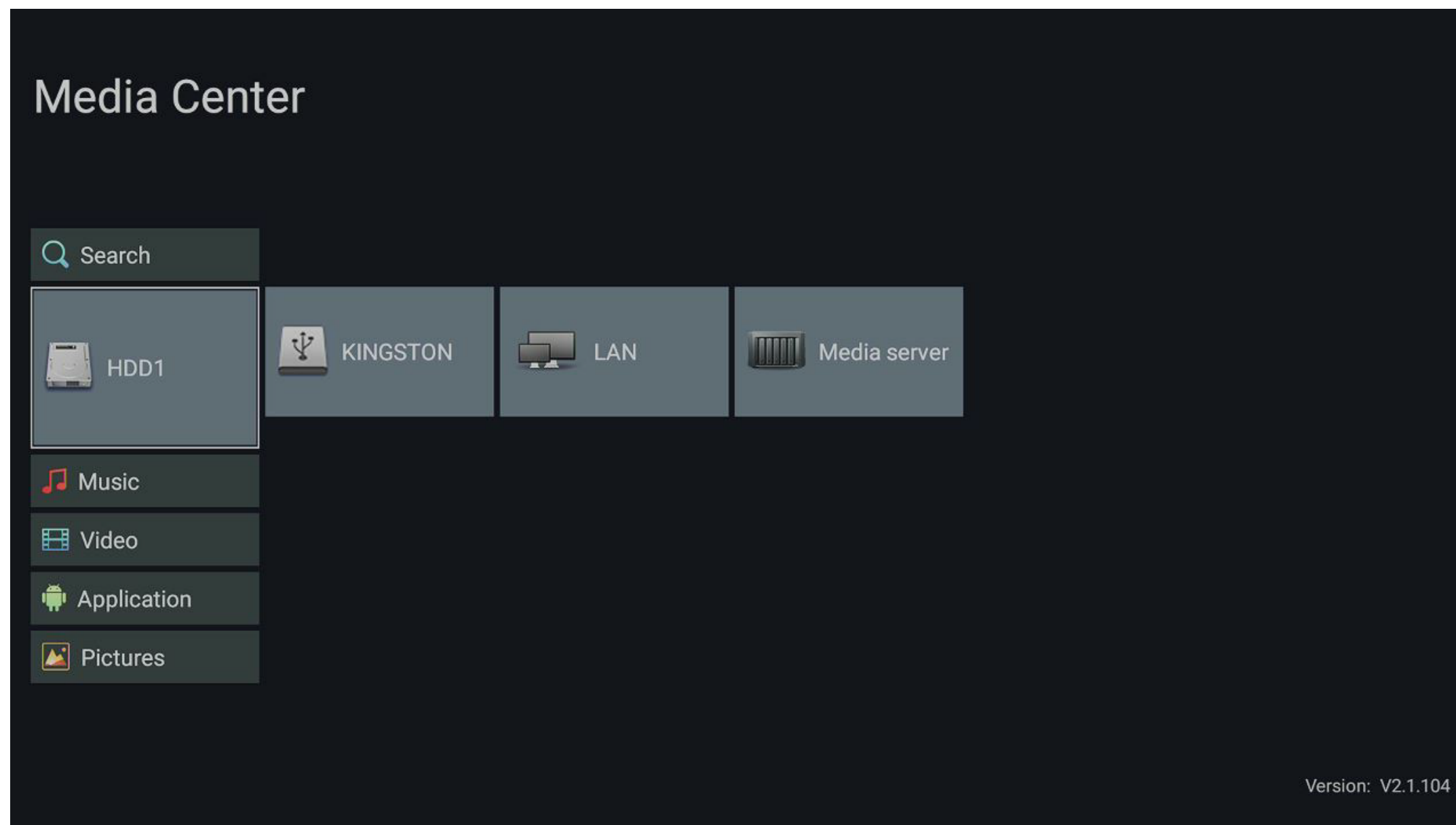
You can settings the Music Browser during the playback music files , press the bottom right settings button, it will show the picture as below



- 1.If you want to get the sound output from the XLR balance stereo audio out , you need to set the sound output to XMOS
- 2.You also can settings the DSD Mode in this settings
- 3.Exclusive HQ USB audio access,the function list as below
 - 1) If you want to connect to the external USB DAC,please turn off it
 - 2) When you turn on it , you can playback the DSD512 music files and RAW music files

Playing Movie /Photo Files

To play movie/photo files stored on Hard Disk or USB drive, select Movies from the Media Center. The media center browser will appear to assist you in navigating through the files and folders. The first step is to select the Hard Disk or USB device that contains the movie/photo files. The player will take a moment to read the media and list the folders and movie/photo files. you can perform the following operations:



Press the UP/DOWN/LEFT/RIGHTARROW or PAGE UP/DOWN buttons to move the cursor and select movie/photo files.

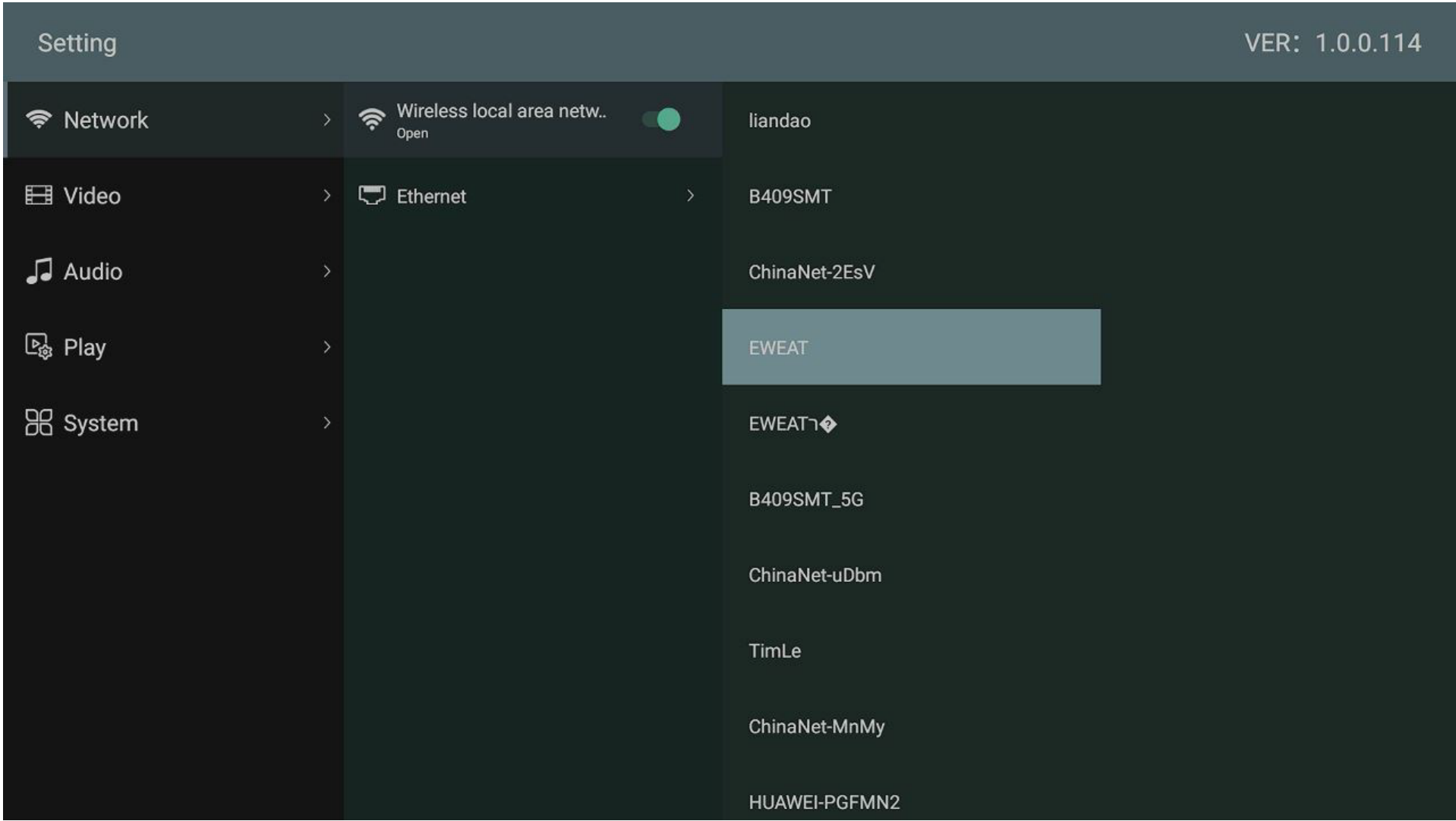
Press the OK button to playback the movies/photos.

SETTING OPTIONS

The Settings of the R11II presents many setup and configuration options. For most users, the default configuration will be sufficient and you will not require any changes to the settings. However, if you need to configure the player to perfectly match your home theater setup and viewing preferences, please refer to the following sections for details about each configuration option.

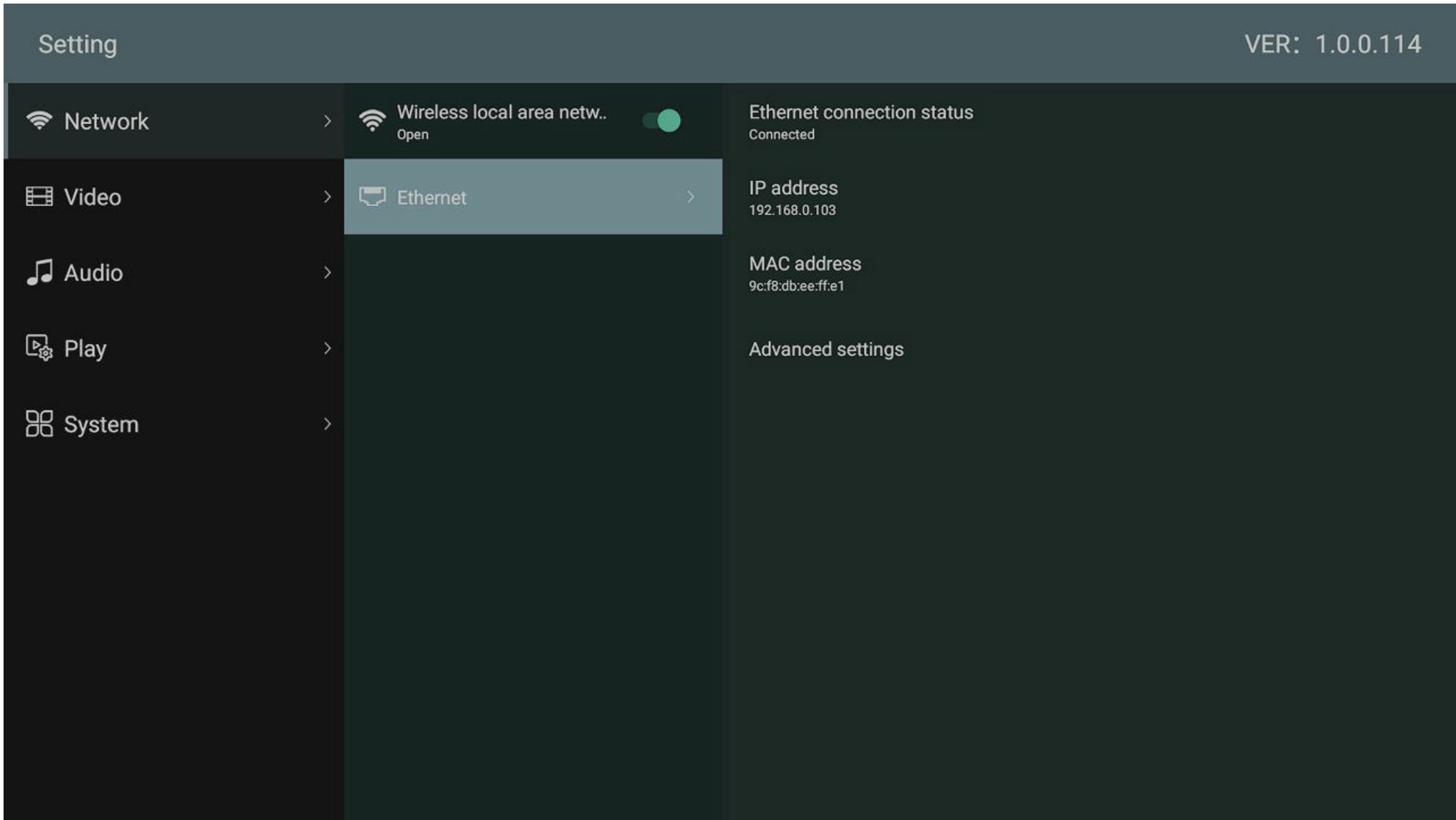
WiFi Setting

Once turn on WiFi, the R11II will scans for an available wireless network. The player automatically scans for any available wireless networks and displays the search results in a window. You can press the UP/DOWN ARROW buttons to highlight a network and then press the ENTER button to select it. If this network is secured, you will need to input the password using the remote control. The player will then test the connection and display the results.



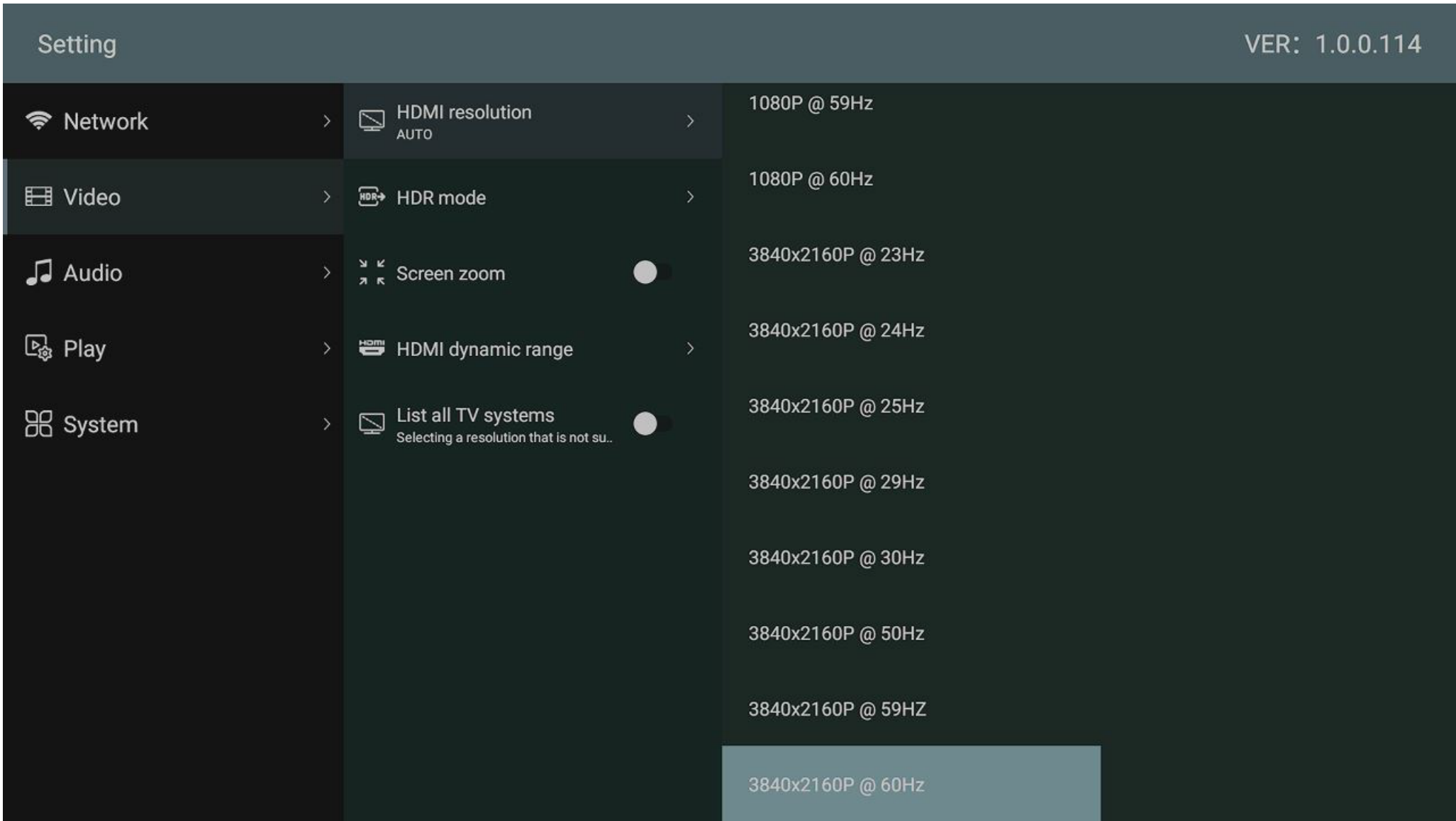
Ethernet Setting

Connect to the internet through an Ethernet cable. Selecting this will disable the built-in wireless module and make the Wireless Setting option un-selectable.



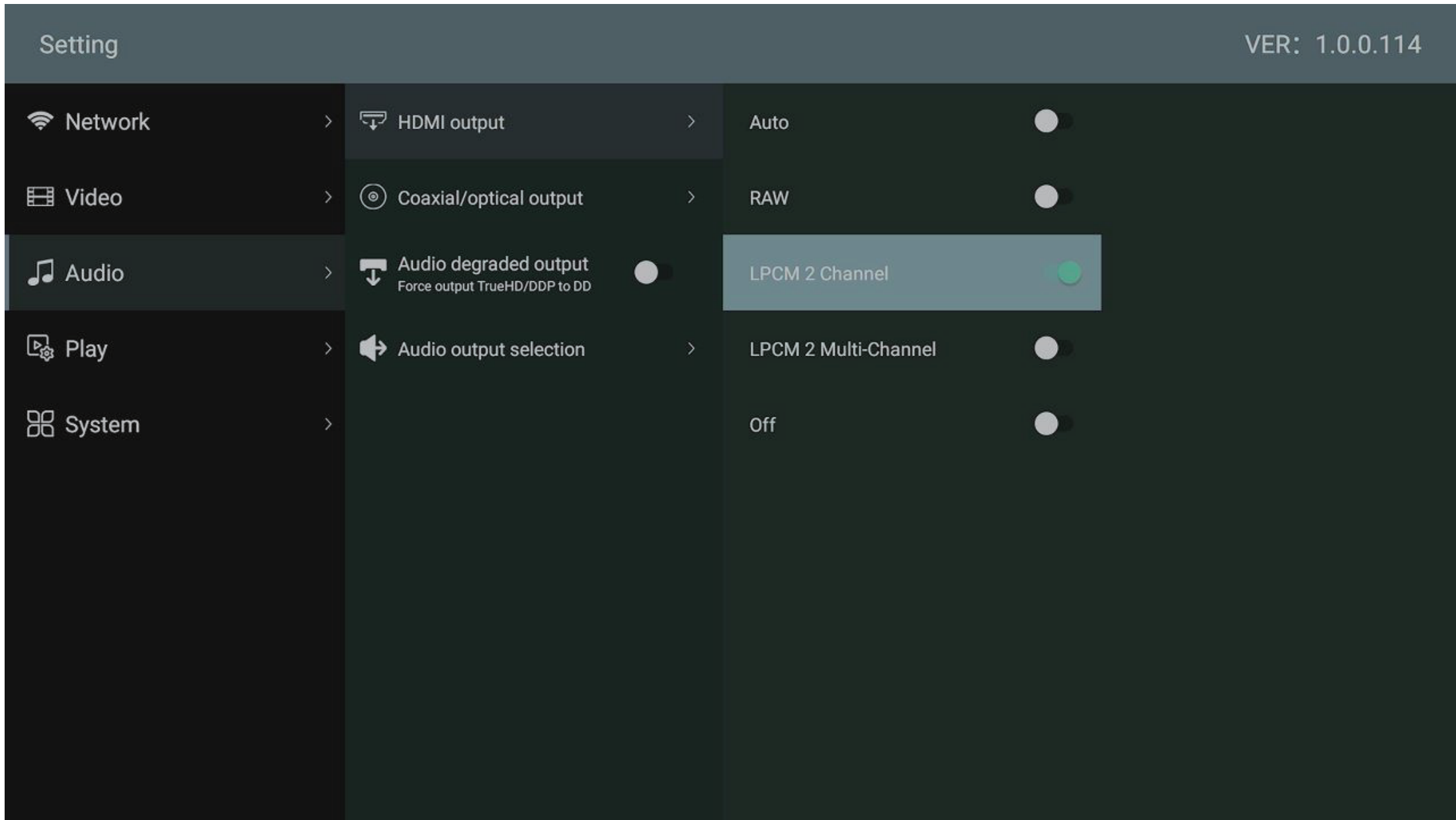
Video Setting

HDMI resolution: Allows you to choose the output resolution that best matches your television’s native resolution, including setting 1080P, 4K and so on , the settings defaults AUTO.



Audio Settings

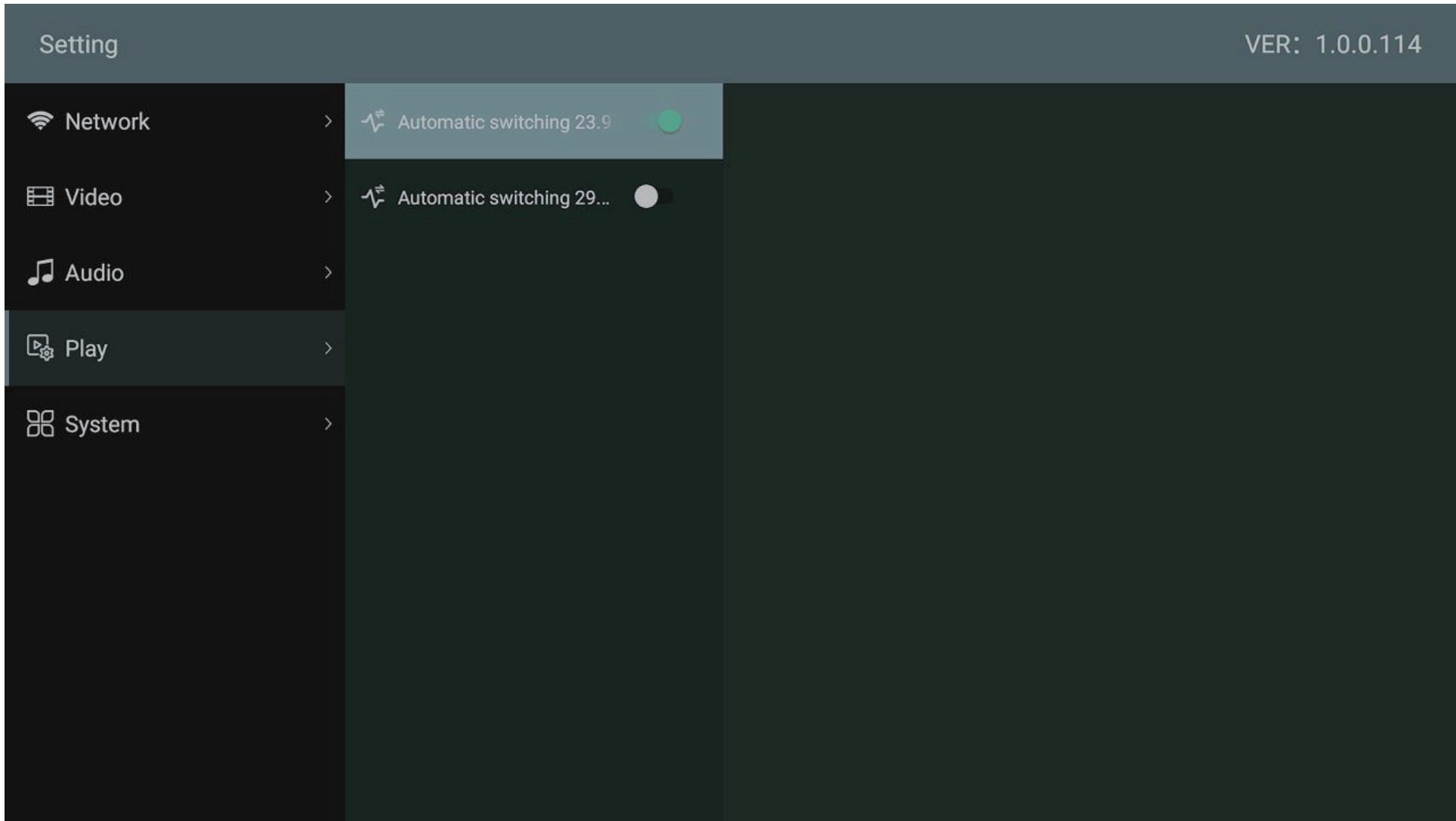
You can set the audio HDMI output , Coaxial/Optical output, Audio degraded output ,and Audio output selection. Audio output selection including HDMI output and HIFI output, two connect methods to get different audio quality.



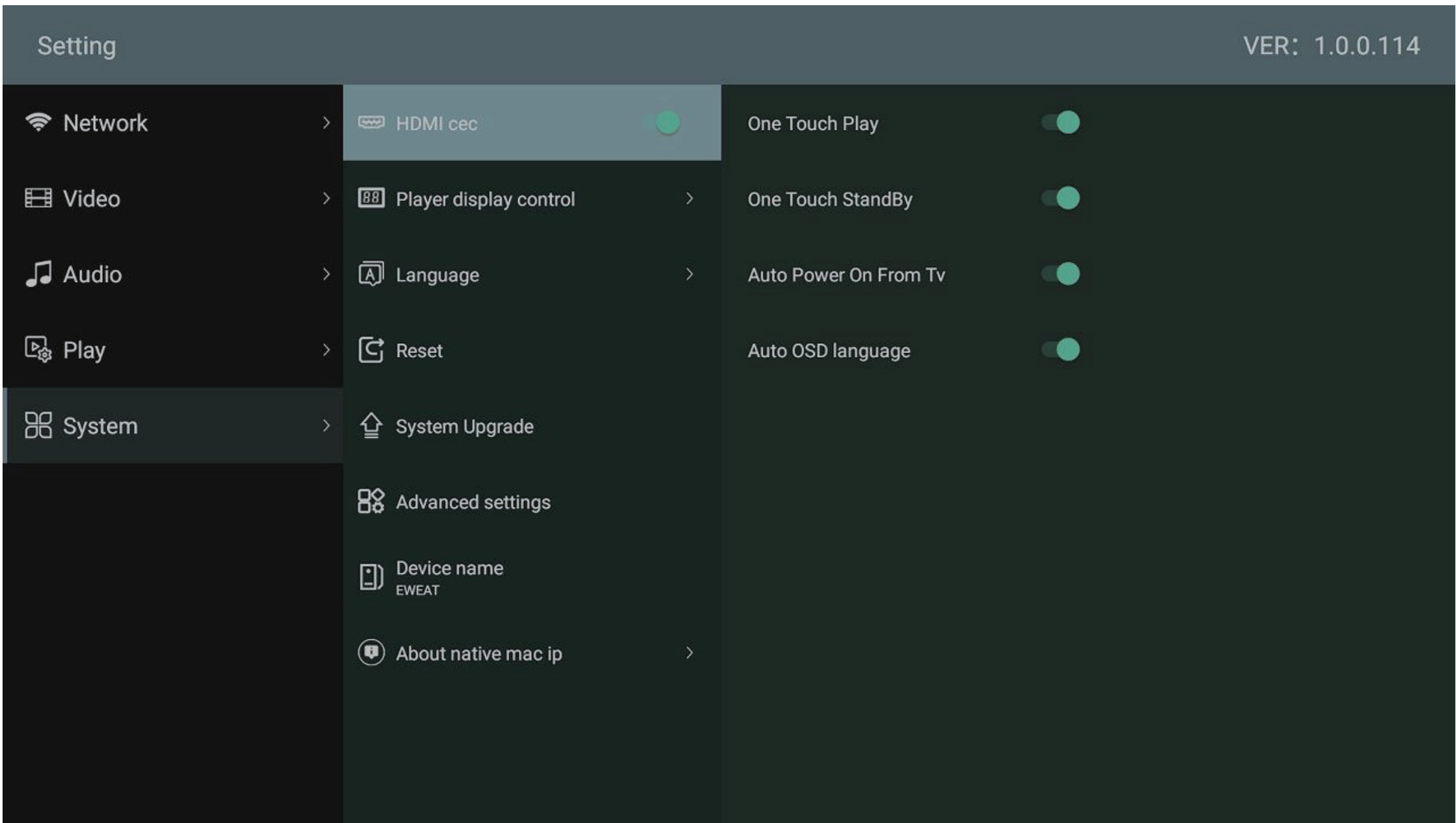
- 1) HDMI output ,connect the HDMI cable to the A/V receiver ,the audio signal through the Realtek1619 main chip.
- 2) HIFI output, switch to this option, the audio signal will pass through from the ESS9038 main chip to get the HIFI audio quality.

Play settings

You can set R11 II to automatic switching 23.976/24Hz and 29.97/59.97Hz when you playback the videos ,that the video must support the 23.976/24Hz or 29.97/59.97Hz.



System settings



- 1) HDMI CEC: You can set the HDMI CEC functions from here. After setting, it will be synchronized with your TV on and off, standby, etc.
- 2) Player display control: You can set the video/picture brightest here.
- 3) Language: Set the different language.
- 4) Reset: If the R11II have any issues can not solved , you can try to do the Factory Reset, but this will erase all data from your box's internal storage.
- 5) System Upgrade: There are four method to upgrade the new firmware, you can choose one of it
- 6) About: You can check out the MAC address, IP address ,firmware version and so on.

Troubleshooting

Use this chart to resolve general operational problems. If there are any problems that you cannot resolve, please contact your EWEAT service center

Symptom	Solution
No signal on the TV	1)Check if the HDMI or AV cable is securely connected. 2)Check if you have selected the correct input source on the TV.
Cannot turn on your media player	1)Check if the power connector is completely plugged into the DC socket of your media player. 2)Check if the power supply is stable.
Cannot connect to network	1)Make sure that the network cable is securely connected and the Ethernet works well. 2)Make sure that WiFi network is connected and the security key for the encrypted network is correct. 3)Make sure that you select the correct IP address settings.
Remote control does not respond	1)Make sure that the batteries are good. 2)Make sure that the distance between the remote control and your media player is no longer than 12 meters.
Some TV cannot display entire screen	1. Check video cable(HDMI cable or AV cable),reconnect if necessary. 2. Select the input to which the player is connected. 3. Select a proper output resolution that is supported by your TV.

LIMITED WARRANTY

EWEAT R11II Has Two Years Warranty

Your EWEAT R11II has been manufactured to precise standards, and with rigid quality control through every process of manufacturing. It is warranted by EWEAT against defective workmanship or materials for two (2) full years from the original date of purchase. This warranty applies only to EWEAT brand products imported or manufactured by EWEAT and sold to the original consumer purchaser from EWEAT. or EWEAT authorized reseller. This warranty does not apply to EWEAT brand products imported and sold by unauthorized dealers, distributors, or other sellers.

The original dated bill of sale must be presented upon request as proof of purchase. EWEAT. will, at its option and at no charge as stipulated herein, repair or replace product which is returned either in person or postpaid and insured to an EWEAT service center, with new or reconditioned parts or products. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

This limited warranty covers noncommercial use of this product, and shall not apply to the following, including, but not limited to: applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; batteries and cable accessories; accidents, abuse, neglect, fire, water, lightning or other acts of nature; incorrect electrical line voltage, fluctuations and surges; failure to follow operating or maintenance instructions. EWEAT does not warrant uninterrupted or error-free operation of the product. This limited warranty shall not extend to anyone other than the original purchaser of the product. It is nontransferable and states your exclusive remedy.

TO OBTAIN WARRANTY SERVICE, please follow these instructions:

- Contact EWEAT customer service via email at support@eweat.com with details of the defect claimed, product model, serial number, date and place of the original purchase.
- If it is determined that your product needs service, a Return Merchandise Authorization (RMA) number will be issued to you along with return instructions and address of an EWEAT service center.
- Pack the product securely, preferably in the original packaging, with your assigned RMA number marked clearly on the outside of the package. Send the package postpaid and insured to the EWEAT service center to obtain warranty service.

Thank you for choosing EWEAT. Your satisfaction is our highest priority.

Shen Zhen Eweat Technology Co.,LTD

B409, 4F DaHong Hi-Tech Park, Beiting Road,
HouTing, Shajing BaoAn, Shenzhen, China
www.eweat.com
support@eweat.com
+86-0755-29491959

