

420.00 mm

145.00 mm



www.snailpower.net

User's Manual



SNAIL POWER

Enjoy Snail Sound, Touch Your Soul!

MODEL: MU-1

2026-04 版

From Italy Snail Power

对折装订

2025-09-11修改遥控器丝印和说明
2026-01-15增加配件表
2026-04-01增加米家内容

Warranty Policy and Customer Service Information

Thank you for purchasing SNAIL POWER products. If there is a product quality problem within 12 months from the date of purchase, you can enjoy the company's warranty service.

NOTES:

- 1. A valid proof of purchase must be issued by the seller when purchasing.
- 2. The warranty card and proof of purchase should be properly kept by the user and cannot be lost, no repeat issuing if lost.
- 3. if the product appear for the causes of failure, the user can use the warranty card and purchase certificate

Non-warranty Situation:

During the user's operation, those that meet one of the following conditions are not covered by the warranty.

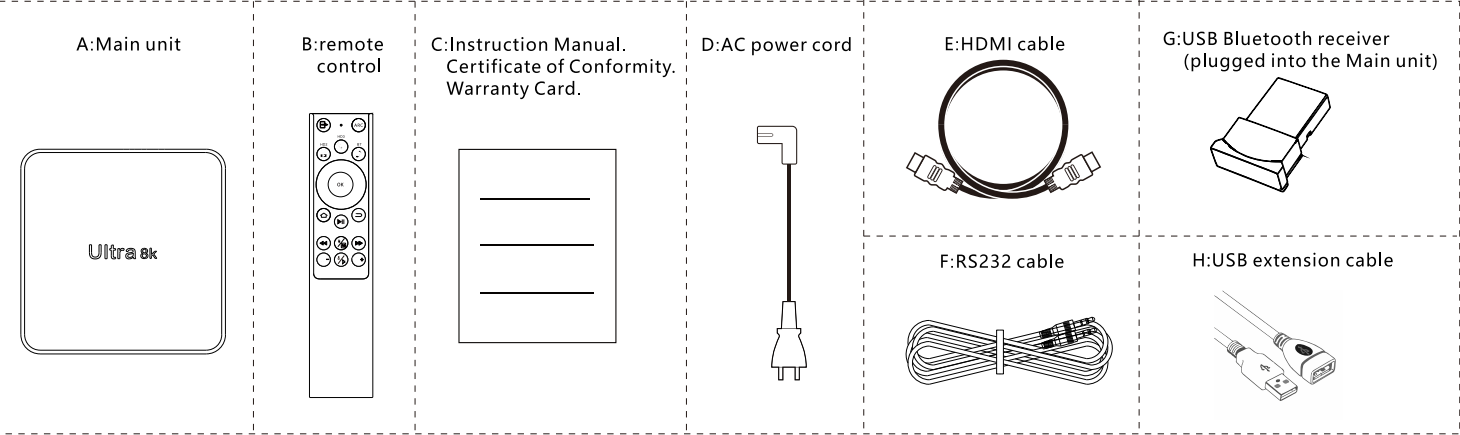
- 1. The warranty period is exceeded.
- 2. Damage caused by failure to use in accordance with the requirements in the user's instruction manual.
- 3. Damage caused by human factors.
- 4. Failures caused by unauthorized disassembling, repair, and modification of products.
- 5. Damage caused by force majeure factors (such as floods, earthquakes, lightning, etc.).
- 6. No warranty card, invoice or warranty card does not match the invoice information.
- 7. The product wears out naturally.
- 8. Failure and damage caused by other non-product quality problems.

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1: Product features

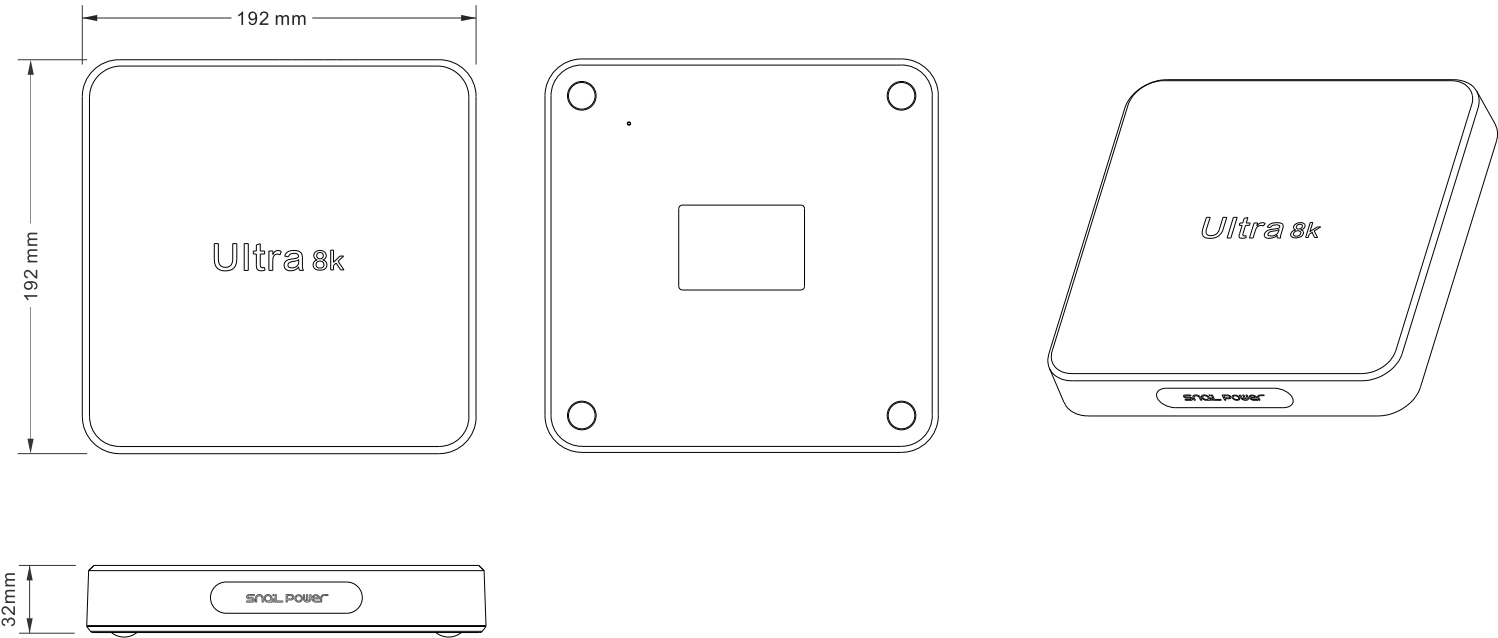
- Equipped with an Allwinner quad-core 64-bit processor based on the ARM Cortex-A53 architecture, the device features an energy-efficient chip design that ensures low heat generation and minimal power consumption during prolonged operation, while maintaining silent system performance.
- It supports Gigabit Ethernet and 8K decoding, along with 5G Bluetooth and a dual-band 2.4G/5G Wi-Fi module for more stable signals and faster speeds, effortlessly handling high-bandwidth demands such as HD video playback and gaming.
- The device comes with multiple ports including HDMI, USB 3.0, Type-C, RJ45, RS232/485, and more, supporting fly mouse and voice control, as well as external connections to USB drives, external hard drives, keyboards, and other peripherals for easy functional expansion.
- It runs on Android 14, offering a clean, intuitive interface for simple and user-friendly operation.
- With a sleek and compact design, it complements various home styles without occupying much space, combining aesthetics with practicality.
- All materials used comply with ROHS standards.

2: Standard Accessories



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3: Finished product dimension drawing



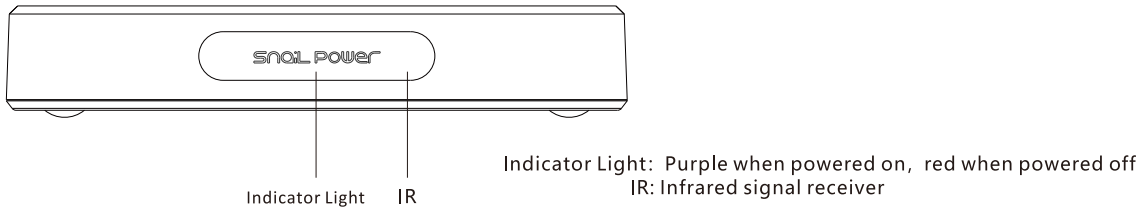
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4: Technical Parameters

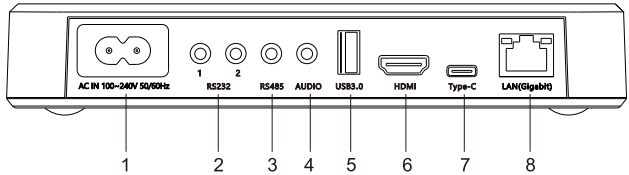
Product Name	Snail SNAIL POWER 8K Audio & Video Playback and Control Amplifier
Model	MU-1
CPU	Allwinner H728
GPU	Mali-G57
Memory	4G DDR3
Storage	64G eMMC
OS	Android 14
Audio DAC	AKM 4432
USB Ports	USB3.0*1, Type-C*1
Wi-Fi	Dual-band 2.4G + 5G Wi-Fi 6
Wired Network	10/100/1000Mbps
HDMI Output	HDMI 2.1a (Supports 8K@60fps, 4K@120fps) HDR Support:Dolby Vision, HDR10+, HDR10, HLG Color Depth & Gamut: 12-bit color depth, BT.2020 wide color gamut Audio Decoding & Passthrough: Supports Dolby & DTS bitstream passthrough and decoding; PCM up to 192kHz Video Decoding: H.265/AV1P9/AVS3/AVS2 @ 8K60fps
Audio Output	PCM up to 192kHz
Video Decoding	H.265/AV1P9/AVS3/AVS2 @ 8K60fps
Control Methods	Bluetooth remote control; RS232/485 serial port control; HDMI-CEC control; TCIPcontrol
Analog Audio Specifications	Output Level (Vrms): 2.1V (±0.1V) Signal-to-Noise Ratio (SNR):*>102dB @1kHz Dynamic Range (DNR): >97dB @1kHz Channel Separation (Crosstalk): >95dB @1kHz Frequency Response: -1 ~ +0.3dB (20Hz–20kHz)
Power Supply	100V-240V~50-60Hz
Dimensions	(L × W × H),192 × 192 × 32mm

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5: Product Function Display Description



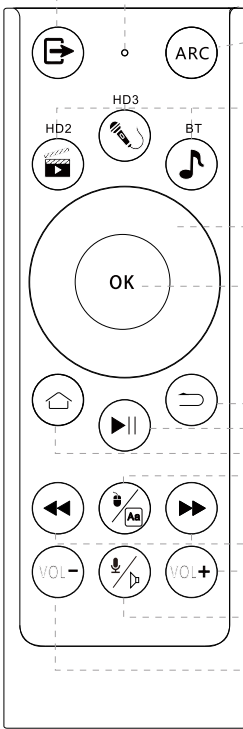
6: Product Socket Function Description



- 1.AC Power Input:Connect the included AC power cable to a mains power outlet.
- 2.RS232 Control Port:Connect to an RS232 smart control system for centralized management.
- 3.RS485 Control Port: Connect to an RS485 smart control system for automation integration.
- 4.Analog Audio Output (AUDIO):Use a 3.5mm audio cable to connect to powered speakers or an amplifier.
- 5.USB 3.0 Port:*Connect USB 3.0 storage devices (e.g., flash drives, external HDDs).
- 6.HDMI Output: Use an HDMI cable to connect to TVs, soundbars, or AV receivers with HDMI input.
- 7.Type-C Port: Connect Type-C storage devices (e.g., flash drives, external SSDs).
- 8.Gigabit Ethernet Port: Use an Ethernet cable to connect to a router or switch for wired networking.

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7: Remote control function description



- Power Off All Devices
- Indicator Light/MIC Port
- Switch to the signal source of the ARC interface.
- One-touch Startup: Direct Access to Movie/Karaoke/Music
Press & hold for 2 seconds to enable the signal source.
HDMI2/HDMI3/BT
- Up/Down/Left/Right
- OK/Confirm
- Return/Back
- Play/Pause
- Home
- Subtitle/Song Change/Air Mouse
- Rewind/Fast Forward (Previous/Next Track)
- Volume +
- Audio Track/Original Accompaniment/Voice Command
- Volume -



Subtitle / Song Switch / Air Mouse
Karaoke mode: Song switching function
In Movie mode: Subtitle function
Press and hold for 3 seconds: Activates Air Mouse control



Audio Track / Original-Playback / Voice
Karaoke Mode: Original vs. Accompaniment switch
Movie Mode: Audio track selection
Press & hold 0.5s:Voice control activation



Rewind/Fast-forward (Previous/Next Track)
Karaoke Mode:Previous/Next song selection
Movie Mode:Media rewind/fast-forward

User Manual:

Battery Installation:Remove the battery cover on the back of the remote control. Insert two AAA batteries, ensuring correct polarity alignment.Replace the cover securely.

Remote Control Pairing: Point the remote at the device. Simultaneously press and hold the Volume - and Volume + buttons for about 3 seconds.Release the buttons when the indicator light flashes.The screen will display "Pairing Successful" once completed.

If pairing fails, wait for the light to stop flashing and repeat the process. Bluetooth Pairing Status Indicator: Red blinking light: Bluetooth not paired (please complete pairing before use). Low Battery Warning:Slow red blinking light:** Indicates low battery power—replace batteries promptly.

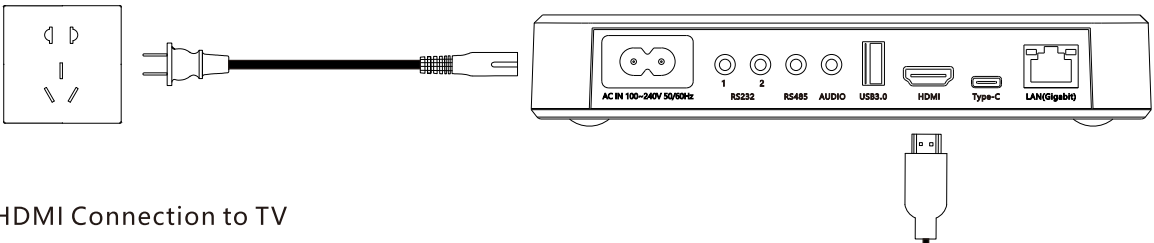
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8: Device Connection & Basic Functions

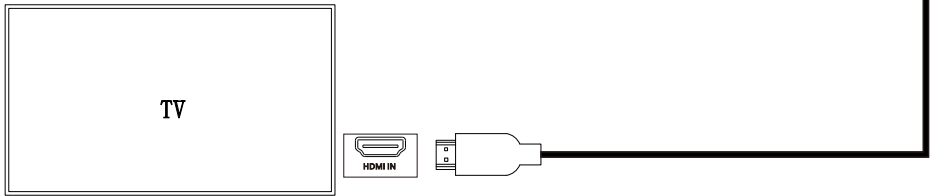
1) .Power Connection

This device has an integrated power supply. Connect the included power cable to the unit's AC input port, then plug the other end into a standard 100-240V~ wall outlet

*(Note: For first-time setup, remote pairing is required - follow on-screen prompts.)



2).HDMI Connection to TV



With both the TV and the 8K audio/video playback & control amplifier powered off, insert one end of the HDMI cable into the HDMI OUT port of the device, and the other end into the HDMI IN port of the TV. After powering on, select the connected port as the TV input source.

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3).RS232/485 Connection for Audio Devices



Locate the RS232/485 ports on both the media player and your active speaker/amplifier

4).AUDIO analog audio output connects to audio devices

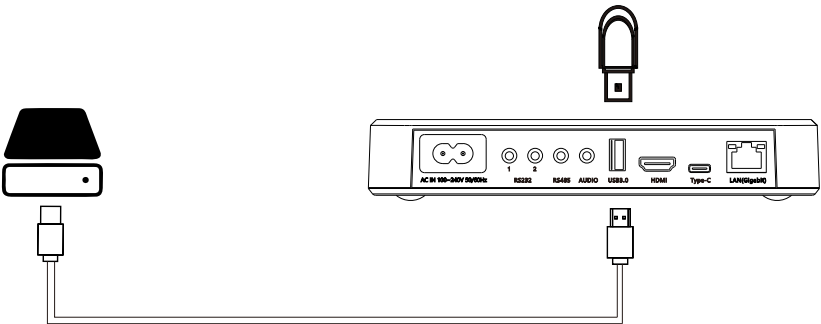


Use a 3.5mm analog audio cable to connect to the analog audio input port of an active speaker or amplifier device.

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5).USB connection to U disk/mobile hard disk

Use USB cable to connect the mobile hard disk, or directly insert the U disk into the USB3.0 port, select the content you want to play.



6).Bluetooth connection to audio devices

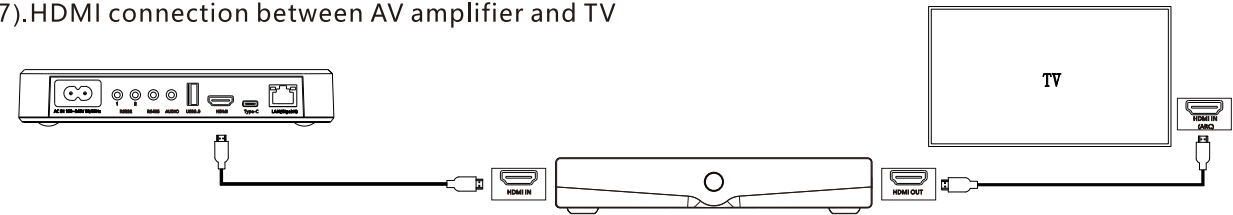
Set the 8K audio and video playback & control amplifier to Bluetooth mode. Search for the Bluetooth speaker or amplifier device you want to connect, select it for pairing, and you are ready to use it once the pairing success prompt appears.

*This device's Bluetooth is audio output and cannot be connected to a mobile phone to receive audio played by the mobile phone



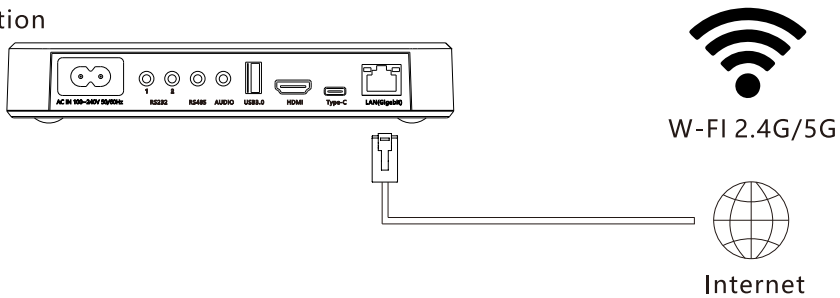
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7).HDMI connection between AV amplifier and TV



With the TV, AV amplifier, and 8K audio/video playback & control amplifier all powered off, use an HDMI cable to connect the HDMI OUT of the player to the HDMI IN of the AV amplifier. Then connect the HDMI OUT of the AV amplifier to the HDMI IN (ARC) port of the TV. After turning on the devices, select the corresponding connected input ports on the AV amplifier and TV respectively.

8).Network connection



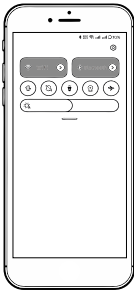
Wired network connection: Plug the network cable into the wired network port of the device, and plug the other end into the LAN port of the switch or router. Connect to wireless WIFI network: Press the setting button on the remote control, select network settings - select wireless network settings - select the WIFI name to be connected, enter the WIFI password.

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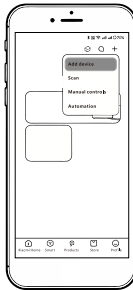
9: Mi Home Device Connection and Basic Function Instructions

1).Add Device

① Power on the 8K audio and video playback & control amplifier, then enable Wi-Fi and Bluetooth on your mobile phone.



② Open the Mi Home APP, tap the "+" icon in the upper right corner, and select Add Device.



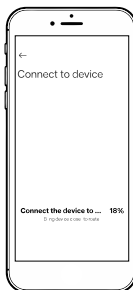
③ Click to connect the Snail SNAIL POWER 8K Audio & Video Playback and Control Amplifier.



④ Connect to Wi-Fi and click Next.



⑤ Wait for the device to automatically connect to Mi Home.

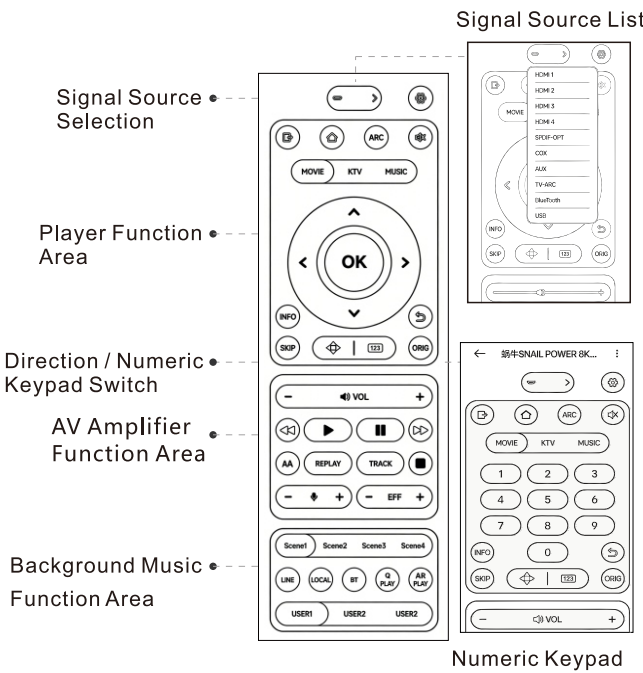


⑥ Added successfully



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2).Function Description



3).How to unbind the device from the Mi Home account

① In the Mi Home APP, long press the device icon: tap More - Remove device.

② 8K Audio & Video Amplifier Settings Interface Selection Linkage - MiHome Reset Network Configuration

③ Insert a pin or thin stick into the RS232(1) port, long press the physical button for 10 seconds to reset the network configuration.

About 'works with Xiaomi Home'

About 'works with Xiaomi Home'

'works with Xiaomi Home' signifies that the product herein is designed to connect and interact with Xiaomi Home APP. Please be noted that the product herein is certified by the APP interaction only. Xiaomi and Mijia are not responsible for any of the product manufacturing, safety and regulatory standards, or quality supervision.

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IMPORTANT SAFETY INFORMATION

CAUTION!
RISK OF ELECTRIC SHOCK
DO NOT OPEN

TO REDUCE THE RISK OF ELECTRIC SHOCK
DO NOT REMOVE COVER (OR BACK)
NO USER-REMOVEABLE PARTS INSIDE
REFER SERVICING TO QUALIFIED PERSONNEL

AVERTISSEMENT: RISQUE DE CHOC ELECTRIQUE- NE PAS OUVRIR

- This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.
- This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.

Read these instructions.
Keep these instructions.
Heed all warnings.
Follow all instructions.
Do not use this apparatus near water.
Clean only with cloth.
Do not block any ventilation openings.
Install in accordance with the manufacturer's instructions.
Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarised or grounding plug. A polarised plug has two blades with one wider than the other. A grounding 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 you outlet, consult an electrician for replacement of the obsolete outlet. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Only use attachments/accessories specified by the manufacturer.

Unplug the apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified 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 exposed to rain or moisture, does not operate normally, or has been dropped.

CAUTION: These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

No naked flame sources, such as lighted candles, should be placed on the apparatus.

WARNING: The mains plug/appliance coupler is used as disconnect device shall remain readily operable.



Correct disposal of this products. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or humanhealth from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.



This equipment is a class II or double insulated electrical appliance. It has been designed in such a way that it does not require a safety connection to electrical earth.

ROHS hazardous substances management

Hazardous substance	circuit board	Wire	Enclosure	Accessories
Pb	○	○	○	○
Hg	○	○	○	○
Cd	○	○	○	○
Cr,Vi	○	○	○	○
PBB	○	○	○	○
PBDE	○	○	○	○

Indicating that the content of the hazardous substances in all homogeneous materials of the components are under the limit requirements in GB/T26572011.

SERVICE CARD

I hope our sincerely services can accompany you life.
Your praise is our greatest power for making progress!

 Genuine guarantee  Invoice

After-sale service card

✓7days replacement
1.Commodity quality problem.
2.Logistics damage.
3.accessories are not missing.

✓12months warranty
1.Within the warranty period.

!

Ⓜ The following conditions don't enjoy 7 days replacement service:
1.Product quality problems caused by man-made damage;

Ⓜ 2.Vexatious request for replacement;
The following conditions don't enjoy 12 months warranty:
1.The warranty period has expired;
2.The quality of goods caused by man-made damage.

CAUTIONS

Warm tips:
1.We don't accept the freight collect and postage when you return the goods!
2.Please ensure that the product is intact when you return. If you are not satisfied with the gift, please return the gift with products together.

First of all, sincerely apologize to you for whatever reason to return, we are extremely sorry!
If you haves any questions,please communicate with us promptly, we will solve it for you as soon as possible!
Web:www.snailpower.net

After-sale service registration from

Customer information

Name: _____ Telephone: _____

E-mail: _____ Postal code: _____

Address: _____

Product information

Model: _____ Product barcode: _____

Finishing: _____ Serial number: _____

Order number: _____ Delivery number: _____

Dealer information

Dealer Name: _____ Telephone: _____

Address: _____

The reason for return: _____

Problem description: _____

Others: _____

Return requirements:

☐ Return

☐ Replacement



保修政策和客户服务信息

感谢您购买 SNAIL POWER 产品。如果自购买之日起12个月内出现产品质量问题，您可以享受公司的保修服务。

注意：

- 1.购买时卖方必须出具有效的购买证明。
- 2.保修卡和购买凭证由用户妥善保管，不得丢失，丢失后不得重复发放。
- 3.如果本产品出现非人为原因造成的故障，用户可使用保修卡和购买证书在保修期内到客户服务中心进行维修。

非保修情况：

在用户操作过程中，满足以下条件之一且不在保修范围内的设备。

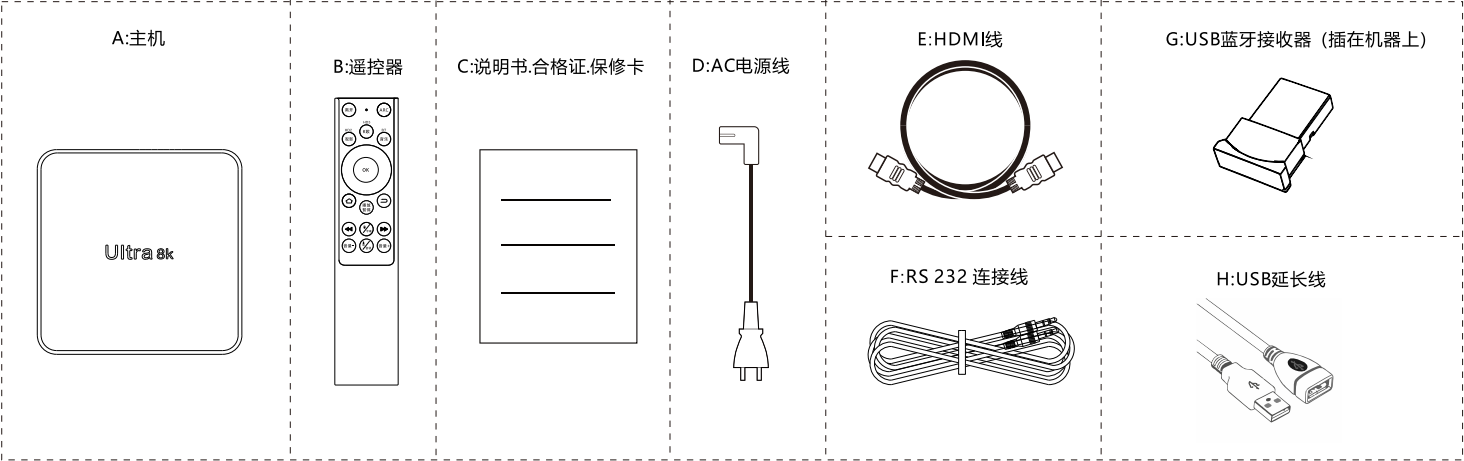
- 1.超过保修期。
- 2.未按照用户使用说明书的要求使用而造成的损坏。
- 3.人为因素造成的损害。
- 4.未经授权的产品拆卸、维修和修改导致的故障。
- 5.不可抗力因素（如洪水、地震、雷电等）造成的损害
- 6.无保修卡、发票或保修卡与发票信息不匹配。
- 7.产品自然磨损。
- 8.其他非产品质量问题造成的故障和损坏。

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一：产品特性

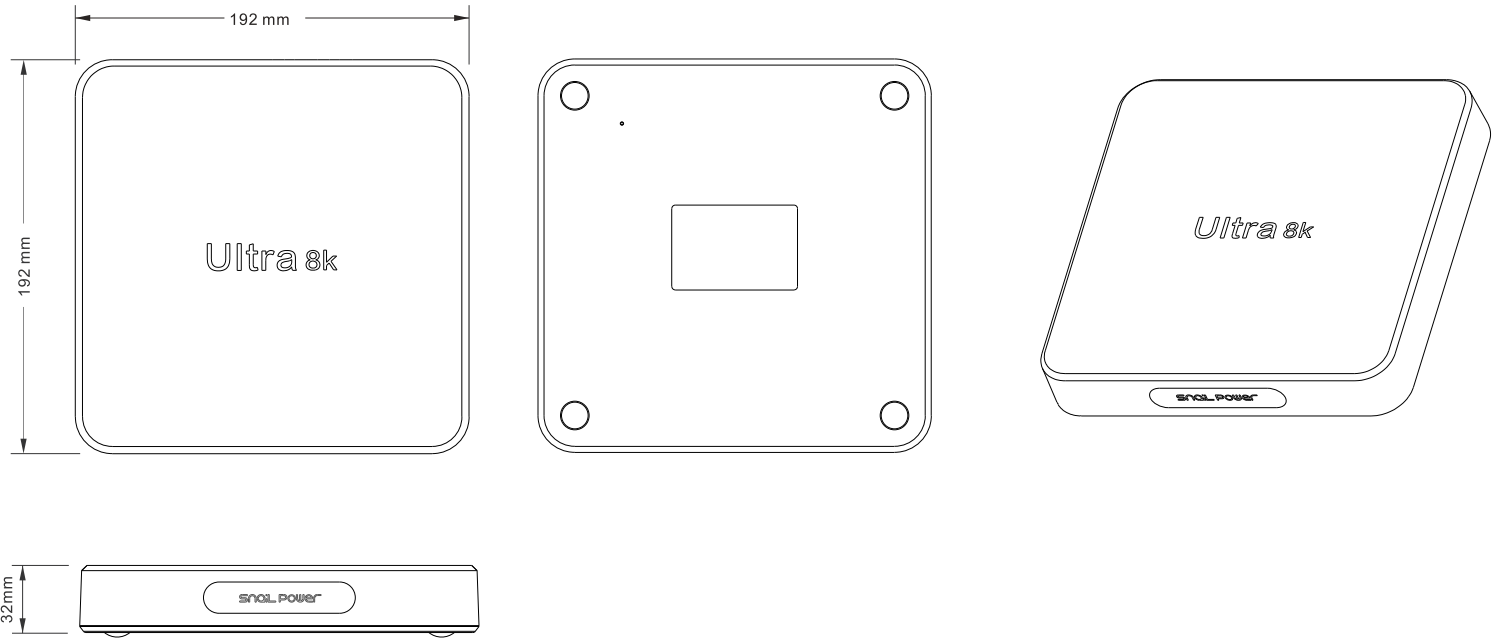
- 全志四核64位处理器，采用ARM Cortex-A53架构；高效节能芯片设计，长时间运行低发热、低功耗，同时系统运行安静无声。
- 支持千兆网卡和8K解码，5G蓝牙，配备2.4G/5G双频WiFi模块，信号更稳定、速度更快，轻松应对高带宽需求的高清视频播放与游戏体验。
- 配备HDMI、USB 3.0、Type-C、RJ45、RS232/485、等多种接口，支持飞鼠、语音控制，外接U盘、移动硬盘、键盘等，轻松扩展更多功能。
- 安卓14系统，界面简洁直观，操作简单;
- 轻巧简约的外观设计，百搭各类家居风格，不占空间，美观实用;
- 所用的材料均符合ROHS标准。

二：标配附件



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三：成品尺寸图



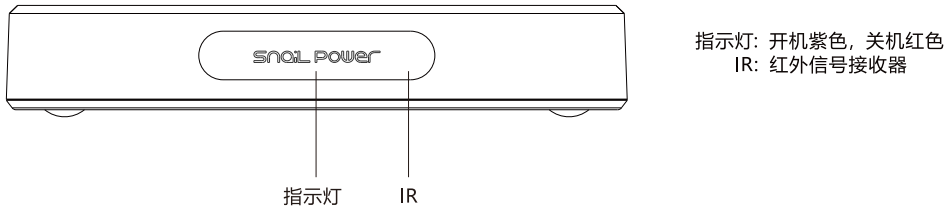
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四：技术参数

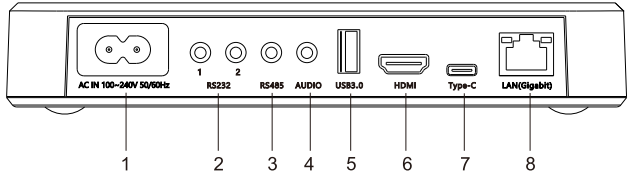
产品名称	蜗牛SNAIL POWER 8K音视频播控功放
型号	MU-1
CPU	Allwinner H728
GPU	Mali-G57
内存	4G DDR3
闪存	64G eMMC
系统	Android 14
音频DAC	AKM 4432
USB端口	USB3.0*1, Type-C*1
WI-FI网络	2.4G+5G 双频 WiFi6
有线网络	10/100/1000Mbps
HDMI输出	64G eMMCHDMI2.1a;支持8K@60fps、4K@120fps支持杜比视界、HDR10+、HDR10、HLG支持12Bit色深、BT2020广色域支持Dolby、DTS源码透传与解码;PCM最高192Khz
音频输出	PCM最高192Khz
视频解码	H.265/AV1P9/AVS3/AVS2@8K60fps;杜比视界、HDR10、HDR10+、HLG
控制方式	蓝牙遥控器控制、RS232/485串口控制、HDMI CEC控制、TCIP控制
模拟音频特性	输出电平(Vrms):2.1Vrms(±0.1Vrms) 信噪比(SNR):> 102dB@1kHz 动态范围(DNR):>97dB@1kHz 通道分离度(CROSSTALK):>95dB@1kHz 频率响应(frequencyresponse):-1~ +0.3dB(20Hz-20kHz)
电源	100V-240V~50-60Hz
机身尺寸	长192*宽192*高32mm

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五：产品功能显示说明



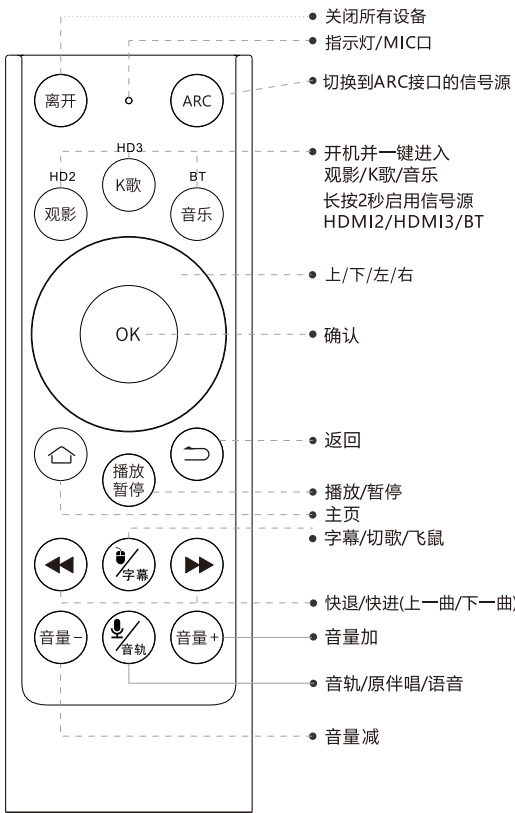
六：产品插口功能说明



- 1.AC交流电源输入：使用标配AC电源线连接到市电插座
- 2.RS232控制端口：连接到RS232智能中控设备
- 3.RS485控制端口：连接到RS485智能中控设备
- 4.AUDIO模拟音频输出：用3.5mm音频线连接到有源音箱或功放
- 5.USB3.0 端口：连接USB 3.0移动存储设备，如：U盘、移动硬盘等
- 6.HDMI输出：使用HDMI线连接到具备HDMI输入的电视、回音壁、AV接收器等
- 7.Type-C端口：连接Type -C移动存储设备，如：U盘、移动硬盘等
- 8.千兆网络端口：使用网线连接到路由器或者交换机

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七：遥控功能说明



字幕/切歌/飞鼠
K歌模式下为切歌功能, 电影模式下为字幕功能, 长按3S启用飞鼠控制



音轨/原伴唱/语音
K歌模式下为原伴唱功能, 电影模式下调节音轨, 长按0.5S启用语音控制



快退/快进(上一曲/下一曲)
K歌模式下为上一曲/下一曲, 电影模式下快退/快进

使用说明:

电池安装: 取掉遥控器电池后盖, 安装两节7号电池, 注意电池极性
遥控器配对: 将遥控器对准产品, 同时按住遥控器音量-和音+约3秒, 指示灯闪烁后松开按键, 屏幕提示配对成功即可, 如果未配对成功请等待指示灯停止闪烁后重新配对。
蓝牙配对灯提示: 红灯闪烁代表蓝牙未配对, 请配对成功后使用
低电量提示: 当电池电量不足时, 红灯慢闪, 请及时更换电池。

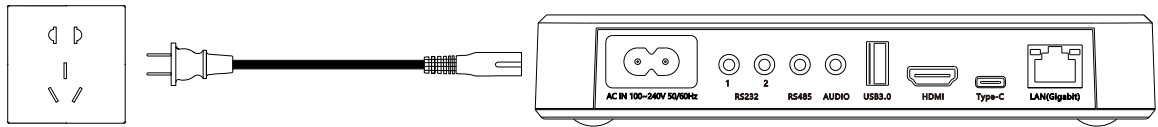
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八：设备连接与基本功能说明

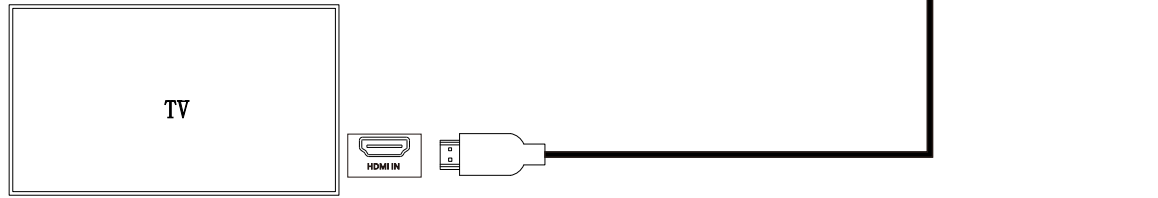
1.电源连接

本设备内置电源, 请将随机附赠的电源线插入本机的AC电源插座, 另一端插入交流100-240V的市电插座

*首次通电开机需配对遥控器, 请按屏幕提示操作



2.HDMI连接电视



在电视与8K音视频播控功放都断电的情况下, 将HDMI线一端插入设备的HDMI OUT接口, 另一端插入电视的HDMI IN接口, 开机后将电视输入源选择到接入的端口

MU-1

3.RS232/485连接音频设备



使用随机附带的RS232/485线连接到有源音箱或者功放设备的RS232/485输入端口

4.AUDIO模拟音频输出连接音频设备

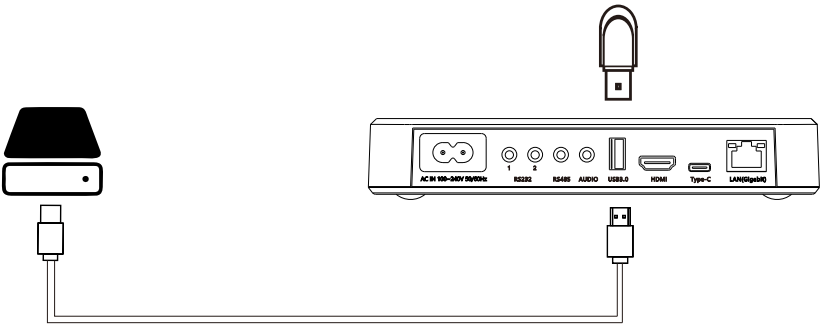


使用3.5mm模拟音频线连接到有源音箱或者功放设备的模拟音频输入端口

MU-1

5.USB连接U盘/移动硬盘

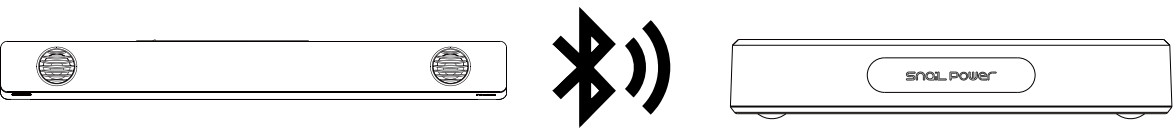
使用USB 线连接移动硬盘，或直接将U盘插入USB3.0端口，选择需要播放的内容即可



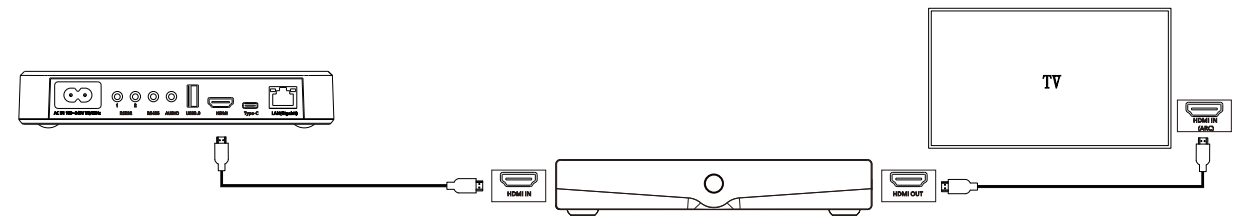
6.蓝牙连接音频设备

将 8K音视频播控功放设置到蓝牙模式，搜索到要连接的蓝牙音响或功放设备选择配对，提示配对成功即可

*本设备蓝牙为音频输出，无法连接手机接收手机播放的音频

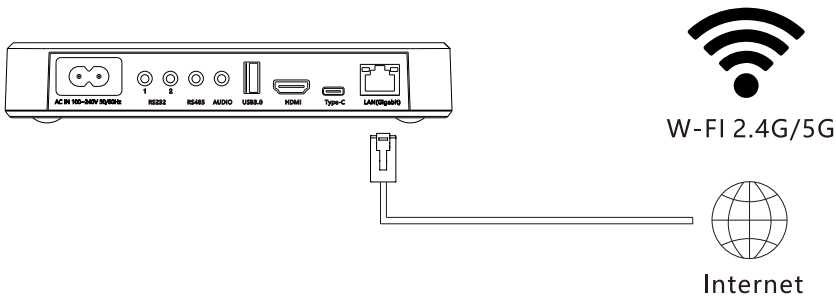


7.HDMI连接AV功放和电视



在电视机、AV功放及8K音视频播控功放都断电的情况下,使用HDMI线将播放器的HDMI OUT连接到AV功放的HDMI IN,再将AV功放的HDMI OUT连接到电视机的HDMI IN(ARC)端口，设备开机后,分别将AV功放和电视机的信号输入源选择到接入的对应端口即可

8.网络连接



有线网络连接：将网线插入设备的有线网口，另一端插入交换机或路由器的LAN口
连接无线WIFI网络：请按遥控器设置键，选择网络设置-选择无线网络设置-选择需要连接的WIFI名称，输入WIFI密码即可

九：米家设备连接与基本功能说明

1.添加设备

① 将8K音视频播控功放接入电源开机，
打开手机的WIFI及蓝牙开关



④ 连接WIFI,点击下一步



② 打开米家APP，点击右上角+号，
选择添加设备



⑤ 等待设备自动连接米家



③ 点击连接蜗牛SNAIL POWER
8K音视频播控功放



⑥ 添加完成



2.功能说明

信号源选择

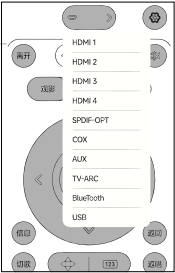
播放器功能区

方向/数字键盘切换

AV功放功能区

背景音乐功能区

信号源列表



数字键盘

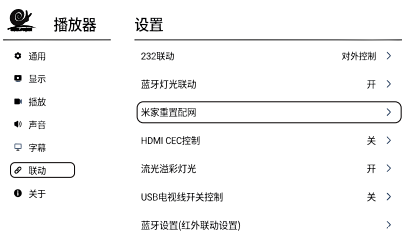


3.米家重置配网说明

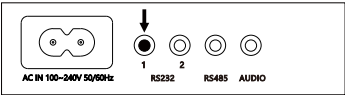
① 米家APP长按设备图标
点击更多-删除设备



② 8K音视频功放设置界面选择联动-米
家重置配网

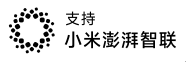


③ 用卡针或细棒伸入RS232(1)端口中，
长按物理按键10s即可重置配网



关于“已接入米家”

“已接入米家”意味着该产品可以通过米家 App 或小爱语音控制。请注意，“已接入米家”仅做软件层面的验证，小米及米家不对该产品及企业的生产制造、标准执行、质量监管等方面负责。



下载米家App获取更多智能体验

重要的安全提示



警告！

小心触电
请勿打开



为减少触电的风险，请勿私自拆开面板，机身内部无任何用户可自行更换的零部件，如果出现异常，请咨询专业人员。



此标志表示包装盒内附带有重要的操作指引和维修说明书。



此标志表示机身存在的高电压有可能引起触电风险。

- 请阅读此说明书。
- 请保留此说明书。
- 请留意所有的警告标示。
- 请遵循所有的操作说明。
- 请勿将本产品靠近水源。
- 仅能使用干布清洁机身。
- 请勿阻塞各通风口。
- 请按生产商的说明书进行安装操作。

请勿靠近任何热源进行安装，比如散热器、热调温器、火炉及其他散热设备（包括功放）。

请勿损坏带极性插头或接地型插头的安全性能。带极性插头一般有两个宽度不一的插片而接地型插头除这两个插片外还带一个接地插片，其中稍宽点的插片及接地插片是为了保障用户安全而提供。如果产品上的插头与用户插座不匹配，请咨询相关专业人士更换合适的插座。

保护好电源线，避免被踩踏或碾压，尤其是插头、便捷式插座及设备输出端口处。

仅使用厂商所指定的附件或零件。

雷电天气或长时间不使用该产品时，请将电源插头拔出。所有的维修服务，请咨询专业的维修人员。当产品出现以下任何形式的损坏时可以要求维修，比如电源线或插头损坏、液体溅入或设备内掉入异物、产品淋雨受潮、非正常操作或产品被摔落等情况。

警告：为减少火灾及电击的危险，请勿将产品淋雨受潮。产品不能够被溅湿，请勿将任何装有液体的容器如花瓶放在本产品上方。

请勿将任何明火放置于产品上面，如蜡烛。

警告：电源插头被作为本产品的断电装置，请保持插头能进行方便操作。



该标志表明本产品报废后应进行合理的处置且不能与生活垃圾一同处理。为了防止对环境及人体健康可能造成的危害，可对该产品进行合理回收以促进材料的可持续使用。如果要退回该产品，应通过正规的回收渠道进行回收或联系此产品的经销商，他们可对其进行无公害的安全回收。



该产品已符合II类设备的安全要求，电源连接时不需要接地。

ROHS有害物质管理

有毒&有害物质	电 路 板	电 线	箱 体	附 件
铅 (Pb)	○	○	○	○
汞 (Hg)	○	○	○	○
镉 (Cd)	○	○	○	○
六价铬 (Cr,VI)	○	○	○	○
多溴联苯 (PBB)	○	○	○	○
多溴联苯醚 (PBDE)	○	○	○	○

表示该有毒有害物质在该部件所有均质材料中的含量均在GB/T26572011规定的限量要求以下。

SERVICE CARD

售后服务保障卡

希望我们的真诚服务 能够陪伴你一生
您的好评是我们进步的最大动力！

 正品保障  提供发票

售后服务

✓ 7天包换

- 1.商品质量问题!
- 2.物流造成商品损坏!
- 3.配件完整无缺!

✓ 12个月保修

- 1.确定在保修时效之内!

！
注意事项

① 以下情况,不享受7天包换服务:

- 1.人为因素造成产品质量问题!
- 2.本人主观因素,无理取消要求退换货!

② 以下情况,不享受12个月保修服务:

- 1.保修服务时效过期!
- 2.人为损坏造成商品质量问题!

温馨提示:

- 1.退换货快递不接受到付件及平邮!
- 2.办理退货,请确保产品完好,如不满足满赠要求,请将赠品一并退回

首先真诚的向您道歉,无论任何原因让您需要退换货,我们都致以万分歉意!
如果您有任何问题,请及时与我们沟通,我们都尽快为您解决!
官网: www.snailpower.net

售后服务登记表

用户信息

姓 名: _____ 联系电话: _____
电子邮件: _____ 邮政编码: _____
家庭地址: _____

产品信息

机种型号: _____ 产品条码: _____
表面处理: _____ 序 列 号: _____
订购单号: _____ 发货单号: _____

经销商信息

销售商名称: _____ 联系电话: _____
地 址: _____

退换原因: _____
问题说明: _____
其他说明: _____
退换要求: ☐ 退货 ☐ 换货

