

# Manufacturer declarations

## Warranty:

Sentien HQ s.r.o. gives a limited warranty of 24 months on this product. For the current warranty conditions, please visit our website at [www.sentienhq.com/warranty](http://www.sentienhq.com/warranty). Before putting the product into operation, please observe the respective country specific regulations.

## Returns:

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return. To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [support@sentienhq.com](mailto:support@sentienhq.com). Please note that returns will need to be sent to the following address: Sentien HQ, s.r.o., Jankovcova 1522/53, 170 00, Prague, Czechia

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [support@sentienhq.com](mailto:support@sentienhq.com).

- Damages and issues:

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

- Exceptions / non-returnable items:

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

- Exchanges:

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

- European Union 14-day cooling off period:

Notwithstanding the above, if the merchandise is being shipped into the European Union, you have the right to cancel or return your order within 14 days, for any reason and without a justification. As above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

- Refunds:

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at [support@sentienhq.com](mailto:support@sentienhq.com).

## Battery:

CAUTION RISK OF EXPLOSION IF **THE BATTERY** IS REPLACED BY AN INCORRECT TYPE.  
DISPOSE OF USED BATTERIES ACCORDING TO THE **INSTRUCTIONS**.

## Sound Pressure:

Excessive sound pressure from earphones and headphones can cause hearing loss.



## WEEE Declaration of Conformity:

This WEEE logo means that this product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.



## CE Declaration of Conformity:

Hereby, Sentien HQ s.r.o. declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU Directive requirements. The complete declaration of conformity can be found at: [www.sentienhq.com](http://www.sentienhq.com).



## FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

## FCC Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment has very low levels of RF energy that is deemed to comply without testing of specific absorption rate (SAR).

## Industry Canada:

This device complies with Industry Canada **license-exempt** RSS standard(s):

Operation is subject to the following Two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage, et
- (2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## Storage and maintenance:

- Store the headset in a cool and dry place. The working temperature should be 0-45°C (32-113°F). Working in a cold or hot environment or highly humid area may reduce the battery life.
- After storing the headset for an extended period, please charge it before using it again.
- The headset is water resistant, but NOT waterproof. Please DO NOT submerge it in water.
- Listening at high volume may affect your hearing and the audio will be distorted.
- Clean the headset with a soft dry cloth.
- Do not charge immediately after exercising. If there is sweat inside the charging port, it could lead to circuit burning while charging.
- Keeping the charging port dry will reduce any risk of circuits burning after connecting it to the charger

## Note:

- Design and specifications are subject to change without notice. For the most up-to-date product information, please visit [www.sentienhq.com](http://www.sentienhq.com)

## Manufacturer:

Sentien HQ, s.r.o | Jankovcova 1522/53, 170 00 | Prague, Czechia | VAT: CZ08224048 |  
Mail: [support@sentienhq.com](mailto:support@sentienhq.com) | Phone: +420 606 895 278