



## User Guide

For PICO 4 Series

## In The Box:

EN

VR Headset / 2 Controllers / 4 1.5V AA Alkaline Batteries / Glasses Spacer / Nose Pad / 2 Controller Lanyards / USB-C Power Adapter / USB-C to C 2.0 Data Cable / Quick Guide / User Guide / Safety and Warranty Guide

### ⚠️ WARNING Important Health & Safety Notes

- This product is designed and intended to be used in an open and safe indoor area, free of any tripping or slipping hazards. To avoid accidents, remain conscious to the potential confines of your physical area and respect the boundary of your virtual area whenever you see it. Be sure to wear the lanyards when using the Controllers. Make sure that there is enough space around your head and body (at least 2 meters by 2 meters) to stretch your arms to avoid damage or injury to yourself, others, and your surroundings.
- This product is not recommended for children aged 12 and under. It is recommended to keep headsets, controllers and accessories out of the reach of children. Teenagers aged 13 and over must use it under adult supervision to avoid accidents.
- This product is designed to accommodate most prescription glasses. Make sure to wear the VR Headset in a manner in which the VR Headset lenses do not rub or impair your prescription lenses.
- Prolonged use may cause dizziness or eye fatigue. It is recommended to take a break every 30 minutes. Try relieving your eyestrain by looking at distant objects. If you feel any discomfort, stop using the product immediately. If the discomfort persists, seek medical advice.
- Do not expose the optical lenses to direct sunlight or other strong light sources. Exposure to direct sunlight may cause permanent yellow spot damage on the screen. Screen damage caused by sunlight exposure or other strong sources of light is not covered by the warranty.
- This product supports interpupillary distance (IPD) adjustment in system settings. When adjusting, please be aware that with the minimum IPD, it may touch the bridge of the nose. You can adjust the IPD according to your actual interpupillary distance in "Settings" ▶ "Display". Please note that using inappropriate IPD may increase the risk of discomfort.

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- This product has an "Eye Protection Mode", certified by TÜV Rheinland (Germany), which can protect your eyes by reducing blue light in the three color channels using software algorithms. The screen appears yellowish in this mode and you can turn this feature on/off in "Settings" ▶ "Display" ▶ "Color" ▶ "Eye Protection".
- Protect optical lenses during use and storage to prevent damage, such as scratches or exposure to strong light or direct sunlight.

- \* Product and packaging are updated regularly, and the functions and contents of the standalone headset may be upgraded in the future. Therefore, the content, appearance and functionality listed in this manual and product packaging are subject to change and may not reflect the final product. These instructions are for reference only.
- \* Carefully read this user guide before using the product and share this information with any other users, as it contains important safety information. Keep the user guide as reference for the future.

## 6 Degrees of Freedom VR

The device can track your translational and rotational movements in all directions (up/down, left/right, forward/backward, pitch, roll, and yaw). Your movements in the real world will be captured and translated to what you see in the virtual world when using the appropriate content.

Ensure a safe environment before you start your VR experience.

1.

Clear a safe indoor area of at least 2 meters by 2 meters. Keep the room bright, avoid spaces with mainly single-colored walls, glass, mirrors, moving pictures or other similar objects.

2.

Remove the protective film that covers the headset front cameras. Wear the lanyards connected to the Controllers.

3.

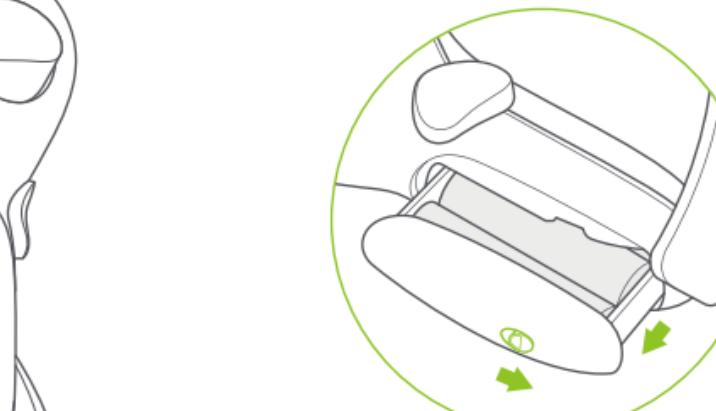
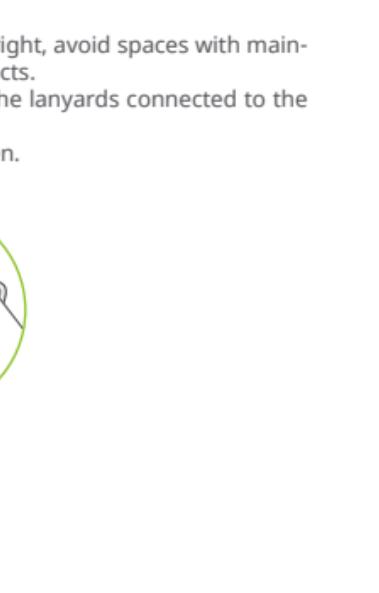
Set up your environment by following instructions on the VR Headset screen.

### ⚠️ WARNING

This product can not guarantee your safety with guardian system, you will need to always pay attention to the surrounding safety.

## ① Install Batteries

Pull the tab to remove the insulating paper.



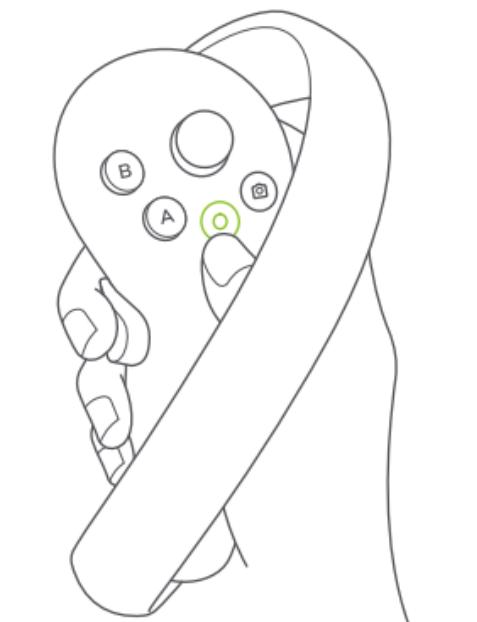
## Quick Guide

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Note: 5V AA alkaline batteries should be used.

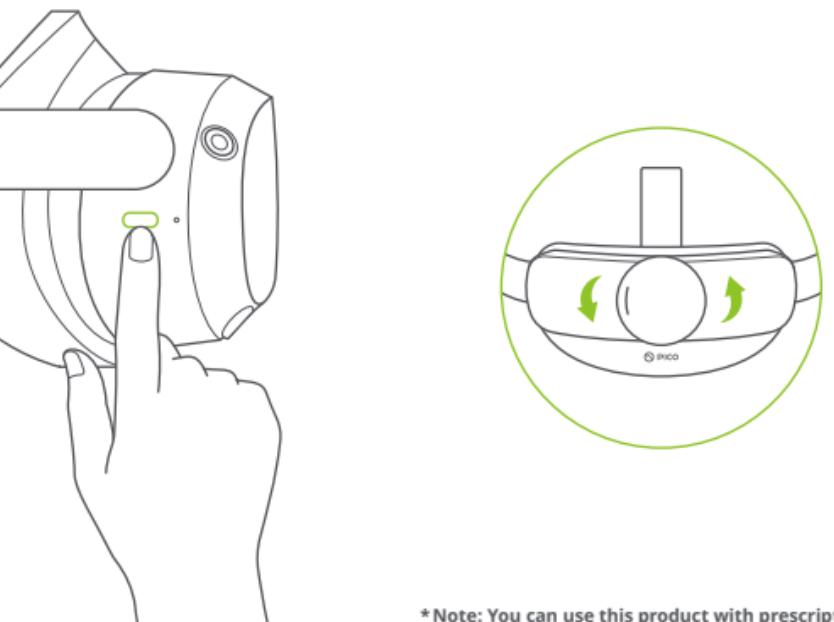
## ② Power on the Controller

First Start: The Controller will start automatically after removing the insulating paper.  
Others: Short press the Home button for 1 second until the status indicator flashes blue.



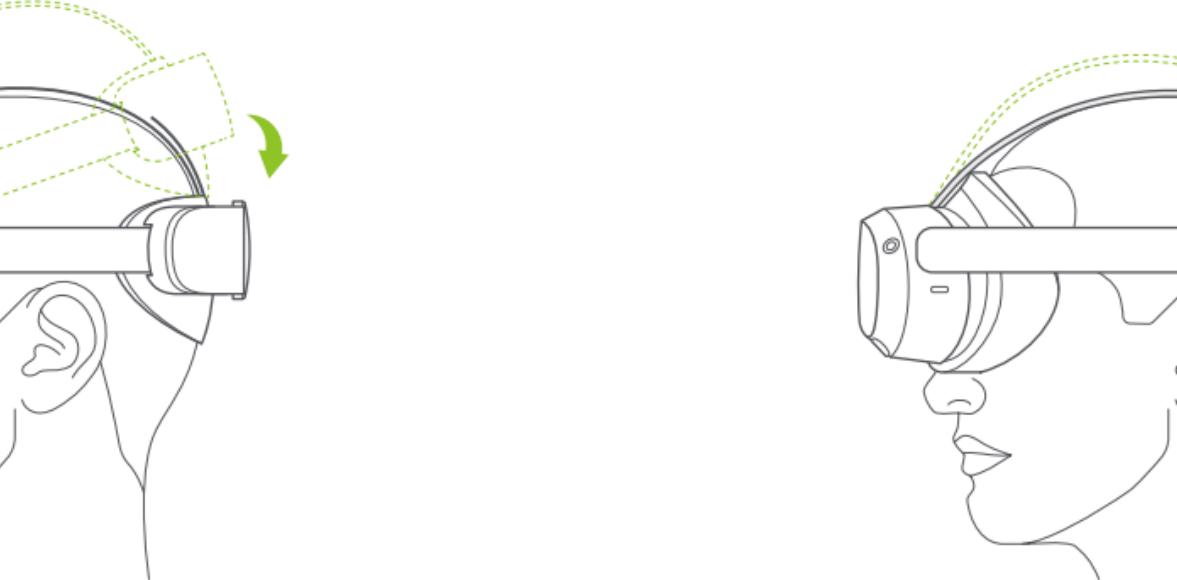
## ③ Power on the VR Headset

Long press the Power button for 2 seconds until the status indicator turns blue.



## ④ Wear Your Headset for a Comfortable Fit and View

Adjust the strap dial to turn the strap so that the back of your head rests on the padding. Fine-tune the length and position of the strap to give a clear view.



\*Note: You can use this product with prescription glasses or lenses insert.

## ⑤ Fine-tune the Top Strap

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Fine-tune the head strap to reduce pressure on the forehead.

In System Setting, go to "Setting" ▶ "Display" ▶ "Adjust IPD", tap "+" or "-" button to slightly adjust IPD until the picture is clear.



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## ⑥ Interpupillary Distance (IPD) Adjustment

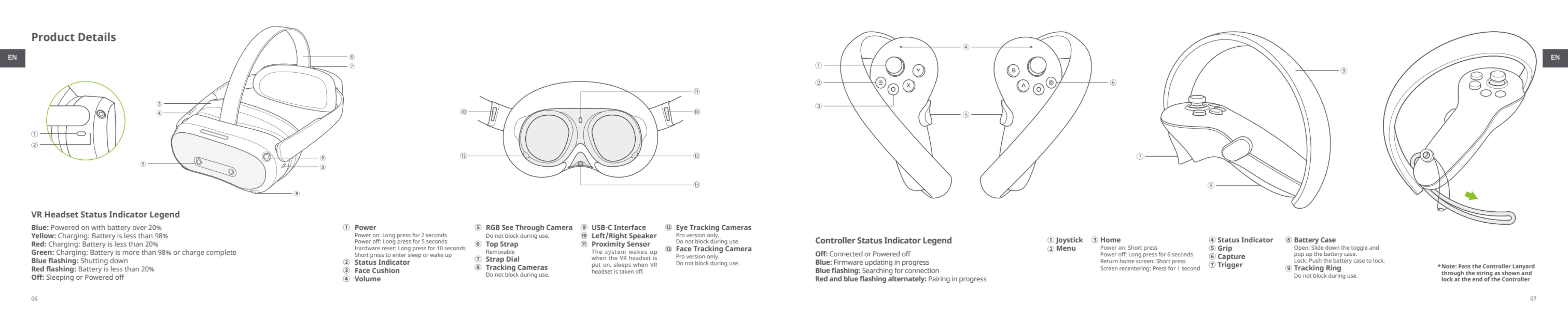
In System Setting, go to "Setting" ▶ "Display" ▶ "Adjust IPD", tap "+" or "-" button to slightly adjust IPD until the picture is clear.



Please note that inappropriate IPD setting may cause ghosting or eyestrain.  
Accurate IPD setting helps you get a clear imaging and ease eyestrain.

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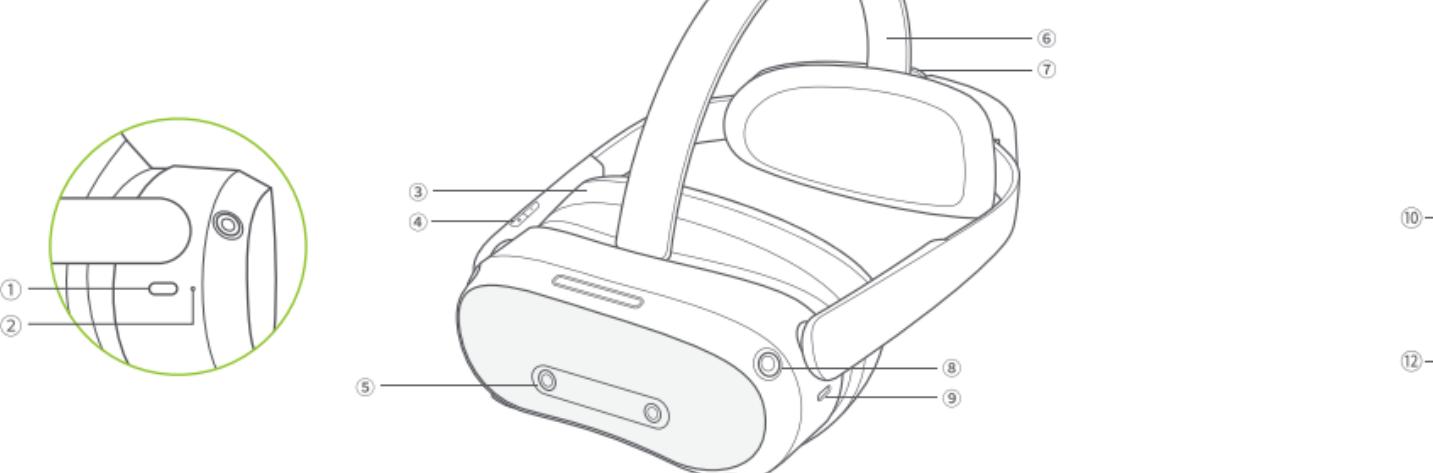


## Product Details

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### VR Headset Status Indicator Legend

**Blue:** Powered on with battery over 20%  
**Yellow:** Charging: Battery is less than 98%  
**Red:** Charging: Battery is less than 20%  
**Green:** Charging: Battery is more than 98% or charge complete  
**Blue flashing:** Shutting down  
**Red flashing:** Battery is less than 20%  
**Off:** Sleeping or Powered off



**① Power**  
Power on: Long press for 2 seconds  
Power off: Long press for 5 seconds  
Hardware reset: Long press for 10 seconds  
Short press to enter sleep or wake up  
**② Status Indicator**  
**③ Face Cushion**  
**④ Volume**

**⑤ RGB See Through Camera**  
Do not block during use.  
**⑥ Top Strap**  
Removable  
**⑦ Strap Dial**  
**⑧ Tracking Cameras**  
Do not block during use.

**⑨ USB-C Interface**  
Do not block during use.  
**⑩ Left/Right Speaker**  
**⑪ Proximity Sensor**  
The system wakes up when the VR headset is put on, sleeps when VR headset is taken off.  
**⑫ Eye Tracking Cameras**  
Pro version only.  
Do not block during use.  
**⑬ Face Tracking Camera**  
Pro version only.  
Do not block during use.

### Controller Status Indicator Legend

**Off:** Connected or Powered off  
**Blue:** Firmware updating in progress  
**Blue flashing:** Searching for connection  
**Red and blue flashing alternately:** Pairing in progress

### Controller Status Indicator Legend

**① Joystick**  
**② Menu**  
**③ Home**  
Power on: Short press  
Power off: Long press for 6 seconds  
Return home screen: Short press  
Screen recentering: Press for 1 second  
**④ Status Indicator**  
**⑤ Grip**  
**⑥ Capture**  
**⑦ Trigger**  
**⑧ Battery Case**  
Open: Slide down theoggle and pop up the battery case.  
Lock: Push the battery case to lock.  
**⑨ Tracking Ring**  
Do not block during use.

### Controller Status Indicator Legend

**Off:** Connected or Powered off  
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**⑨ Tracking Ring**  
Do not block during use.

**\*Note:** Press the Controller Lanyard through the strings as shown in the diagram of the Controller.

## Operating Instructions

### Headset Control Mode

If the Controller is not connected, you can interact with the home screen by moving your head to direct the crosshairs over your intended selection and clicking the Volume Up/Down button on the VR Headset.

### Switch the pointer of the master Controller

In the home screen, short press the Trigger of the corresponding Controller to switch the pointer of the master Controller.

### Screen re-centering

Wear the VR Headset and look straight ahead, press and hold the Home button of the Controller or VR Headset ( or the Volume Down button of the VR Headset in head control mode) for more than 1 second to re-center the screen.

### Disconnect the Controller

Press and hold the Home button until the status indicator turns red and the Controller vibrates.

### Controllers will automatically shut down to save power in the following cases:

- When the VR Headset enters deep sleep (a while after the VR Headset is taken off)
- When the Controller is unpaired
- When the VR Headset is powered off

### Add a new Controller

If you need to add a new Controller (the VR Headset can only connect one left Controller and one right Controller) or reconnect with an unpaired Controller. Go to "Settings" ▶ "Controller", click on "Pair".

Press and hold the Home button and the Trigger of the Controller at the same time until the red and blue lights of the Controller flashing alternately, and then follow the instructions on the VR Headset screen.

### Sleep / Wake up

**Option 1 (Proximity Sensor)** Take off VR Headset for automatic sleeping: wear the VR Headset for automatic waking up.

**Option 2 (POWER Button)** Press the Power button of the VR Headset for manual sleeping or waking up.

## Hardware reset

### VR Headset reset

If the visual in the VR Headset freezes, or the VR Headset does not respond after short press the Power button, you can press the Power button of the VR Headset for more than 10 seconds to reboot the VR Headset.

### Controller reset

If the virtual Controller, the Home button or any buttons of the Controller doesn't respond, remove and reinstall the battery case to restart the Controller.

### The VR Headset Adjustment

This device has no myopia adjustment function. The VR Headset allows wearing most standard glasses with a frame width of less than 150mm. to install Glasses Spacer to increase the space. You can install or not according to your situation.

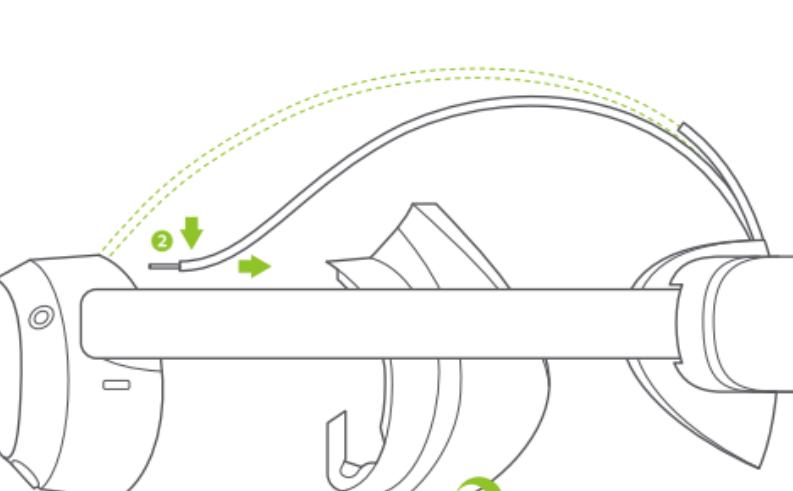
## Install Glasses Spacer

If you have glasses collision with headset lens or pressure on the bridge of nose, please follow the picture to install Glasses Spacer to increase the space. You can install or not according to your situation.

### 1 Disassemble the Face Cushion.

### 2 Install the Glasses Spacer on the Headset.

### 3 Install the Face Cushion on the Glasses Spacer.



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Note: Disassemble the Glasses Spacer

## Product Care

This VR headset features replaceable face cushion and straps. The face cushion and straps are available to purchase separately. Please contact customer service, or a PICO authorized service provider or your Sales Representative.

### Headset (except the lens, face cushion), controller and accessories care

Please use disinfectant wipe (alcohol-based ingredients allowed) or use a microfiber dry cloth to dip in a small amount of 75% alcohol and gently wipe the surface of the product until the surface is wet and wait at least 5 minutes, then dry the surface with a microfiber dry cloth.

**Note:** Please avoid water into the product when cleaning.

### Lens care

- During use or storage, please pay attention to avoid hard objects touching the lens to avoid lens scratches.
- Use an optical lens micro-fiber cloth to dip in a little water or use a non-alcoholic disinfectant wipes to clean the lenses. (Do not wipe the lenses with alcohol or other harsh or abrasive cleaning solutions as this may lead to damage.)

### Face cushion care

Use a sterile wipes (alcohol-based ingredients allowed) or a microfiber dry cloth dipped in a small amount of 75% alcohol to gently wipe the surface and surrounding areas in contact with the skin until the surface is slightly wet and hold for at least five minutes. Then leave to dry before use. (Do not expose directly in sunlight.)

**Note:** The face cushion will have the following effects after repeated cleaning and disinfection. Moreover, hand washing or machine washing is not recommended, as this will accelerate the occurrence of the following phenomena. Please change a new face cushion if any of the following occur:

- Fabric face cushion: color change, surface fluff, soft texture, and increased possibility for eyewear to come in contact with the lenses;
- Leather ( PU ) face cushion : color change, sticky surface hair, decreased facial comfort of face.

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## Regulatory

After powering on the headset, you can go to "Settings"▶"General"▶"About" ▶"Regulatory" on the home page to view the certified supervision product information specific to your region.

### ⚠ Safety Warnings

Please read the following warnings and information carefully before using the VR Headset and follow all guidelines on safety and operation. Failure to follow these guidelines may result in physical injuries (including electric shock, fire, and other injuries), property damage, and even death. If you allow others to use this product, you shall be responsible for ensuring that every user understands and follows all safety and operational instructions.

#### ⚠ WARNING Health and safety warnings

- Ensure that this product is used in a safe environment. By using this product to view an immersive virtual reality environment, users will not be able to see their physical environment. Move only within the safe area that you set: keep your surroundings in mind. Do not use near stairs, windows, heat sources, or other hazardous areas.
- Only use if you are in good health. Consult a doctor before use if you are pregnant, elderly, or have serious physical, mental, visual, or heart problems.
- A small number of people may experience epilepsy, fainting, severe dizziness, and other symptoms caused by flashes and images, even if they have no such medical history. Consult a doctor before using if you have a similar medical history or have ever experienced any of the symptoms listed above.
- Some people may experience severe dizziness, vomiting, palpitations and even fainting when using VR Headsets, playing ordinary video games, and watching 3D movies. Consult a doctor if you have experienced any of the symptoms listed above.
- This product is not recommended for children aged 12 and under. It is recommended to keep headsets, controllers and accessories out of the reach of children. Teenagers aged 13 and over must use it under adult supervision to avoid accidents.
- Some people may be allergic to plastic, PU, fabric, and other materials used in this product.

Long-term contact with skin may result in symptoms such as red-ness, swelling, and inflammation. Stop using the product and consult a doctor if you experience any of the symptoms listed above.

- This product is not meant for extended use over 30 minutes at a time with rest periods of at least 10 minutes between uses. Adjust resting and usage periods if you experience any discomfort.

- If you have a big difference in binocular vision, or a high degree of myopia, or astigmatism or far-sightedness, it is suggested that you wear glasses to correct your eyesight when using VR headset.

- Stop using the product immediately if you experience visual abnormalities (diplopia and sight distortion, eye discomfort or pain, etc.), excessive sweating, nausea, vertigo, palpitations, disorientation, loss of balance, etc or other signs of distress.

- This product provides access to immersive virtual reality experiences some types of content may cause discomfort. Stop using immediately and consult a doctor if the following symptoms occur.

- Epilepsy seizures, loss of consciousness, convulsions, involuntary movements, dizziness, disorientation, nausea, somnolence, or fatigue.

- Eye pain or discomfort, eye fatigue, eye twitching, or visual abnormalities (such as illusion, blurred vision, or diplopia).

- Itchy skin, eczema, swelling, irritation or other discomforts.

- Excessive sweating, loss of balance, impaired hand-eye coordination, or other similar motion sickness symptoms.

Do not operate a motor vehicle, operate machinery, or engage in activities that may have potentially serious consequences until you have fully recovered from these symptoms.

#### ⚠ WARNING Electronic Devices

Do not use this product in locations where the use of wireless devices is explicitly prohibited, as this may interfere with other electronic devices or cause other hazards.

#### ⚠ WARNING Impact on medical devices

- Please comply with the expressly stated prohibition of the use of wireless equipment in medical and healthcare facilities, and shut down the equipment and its accessories.
- Radio waves generated by this product and its accessories may affect the normal operation of implantable medical devices or personal medical devices, such as pacemakers, cochlear implants, hearing aids, etc. Please consult the medical device manufacturer about the restrictions on the use of this product if you use these medical devices.
- Keep a distance of at least 15cm from the implanted medical devices (such as pacemakers, cochlear implants, etc.) when this product and any accessories are connected. Stop using the headset and/or its accessories if you observe a persistent interference with your medical device.

### Operating environment

- Do not use the equipment in dusty, humid, dirty environments, or near strong magnetic fields, in order to internal circuit failure of this product.

- Do not use this equipment during thunderstorms. Thunderstorms may cause product failure and increases the risk of electric shock.

- Operating Temperature: 0-35 °C / 32-104 °F , minimum humidity 5%, maximum humidity 95% RH ( non-condensing). Non-Operation (Storage): -20-45 °C / -4-113 °F, 35% RH

- Altitude not higher than 2000m (air pressure not less than 80kPa).

- Protect your lenses from light. Keep the product away from direct sunlight or ultraviolet rays, such as windowsills, automobile dashboards, or other strong light sources.

- Keep the product and its accessories away from rain or moisture.

- Do not place the product near heat sources or exposed flames, such as electric heaters, microwave ovens, water heaters, stoves, candles or other places that may generate high temperatures.

- Do not apply excessive pressure to the product during storage when in use to avoid damage to the equipment and lenses.

- Do not use strong chemicals, cleaning agents, or detergents to clean the product or its accessories, which may cause material changes that affect the safety of the health. Please follow the instructions in "Product Care" to manage the equipment.

- Do not allow children or pets to bite or swallow the product or its accessories.

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#### **⚠️ WARNING Children's health**

- CHOKING HAZARD: This product may contain small parts. Please place these out of the reach of children or pets and do not leave small children or pets with this product unattended. Children or pets may inadvertently damage the product, swallow small parts, or get entangled with the cable resulting in suffocation or other hazards.

#### **⚠️ WARNING Requirements for accessories**

- Only accessories approved by the product manufacturer, such as power supplies and data cables, can be used with the product.
- The use of unapproved third-party accessories may cause fire, explosion or other damages.
- The use of unapproved third-party accessories may violate the warranty terms of the product and the relevant regulations of the country where the product is located. For approved accessories, please contact PICO Customer Service Center.

#### **⚠️ WARNING Environmental protection**

- Dispose of your headset and/or accessories in accordance with local regulations and government advice. Do not dispose of the headset or accessories in the fire or incinerator, as the battery may explode when overheated. Dispose separately from household waste.
- Please comply with the local laws and regulations on the disposal of the batteries and the headset as an electronic device, at designated waste collection points and separately from household waste.

#### **⚠️ WARNING Hearing protection**

- Do not use high volume for extended periods of time to prevent possible hearing damage.
- When using headphones, use the minimum volume required to avoid hearing damage. Prolonged exposure to high volume may cause permanent hearing damage.



#### **⚠️ WARNING Flammable and explosive areas**

- Do not use the equipment near fuel stations or hazardous areas containing flammable articles and chemical agents. Follow all graphic or text instructions when in possession of the product around these areas. Operating the product in these hazardous sites poses risk of explosion or fire.
- Do not store or transport the product or its accessories in the same container as flammable liquids, gases, or substances.

#### **⚠️ WARNING Transportation safety**

- Do not use the product when walking, cycling, driving, or situations that require full visibility.
- Take caution if using the product as a passenger in a motor vehicle, as irregular movement may increase the risk of motion sickness.

#### **⚠️ WARNING Charger safety**

- Only charging devices provided in the product package or specified as an approved device by the manufacturer should be used.
- When charging is completed, disconnect the charger from the equipment and unplug the charger from the power outlet.
- Do not operate the equipment, charger or cable with wet hands to avoid short circuits, failure, or electric shock.
- Do not use the charger if wet.
- If the charging adapter or cable is damaged, discontinue using to prevent the risk of electric shock or fire.

#### **⚠️ WARNING Battery safety**

- ##### **VR Headset**
- VR Headsets are equipped with non-removable internal batteries. Do not attempt to replace the battery, as doing so may cause battery damage, fire, or human injury. The battery can only be replaced by PICO or PICO authorized service providers.

- Do not disassemble or modify the battery, insert foreign objects, or immerse in water or other liquid. Handling the battery as such can cause chemical leakage, overheating, fire, or explosion. If the battery appears to be leaking material, avoid contact with skin or eyes. In case of material contact with skin or eyes, immediately rinse with clear water and seek medical advice.

- Do not drop, squeeze, or puncture the battery. Avoid subjecting the battery to high temperatures or external pressure, which may result in corruption and overheating of the battery.

- Do not connect the metal conductor with the two poles of the battery, or contact the terminal of the battery, so as to avoid short circuit of the battery and physical injury such as burns caused by overheating of the battery.

- Please contact PICO or PICO authorized service providers to replace the battery when the standby time of your device is obviously shorter than the normal time. Replacement of a battery with an incorrect type may defeat a safeguard.

#### **Controller**

- Your controllers contain AA batteries. Please keep them away from children under 3 and pets.
- Promptly recycle or dispose of used batteries in accordance with all applicable laws and regulations.
- Batteries in controller are replaceable. Do not mix old and new batteries. Replace all batteries of a set at the same time.
- Batteries in controller are 1.5V alkaline AA batteries. Do not charge the battery to avoid battery leak, overheating, fire or explosion.
- Do not drop, squeeze, or puncture the battery. Avoid subjecting the battery to high temperatures or external pressure, which may result in corruption and overheating of the battery.
- In the event of battery leak, in case of material contact with skin or eyes, immediately rinse with clear water and seek medical advice.
- Remove batteries before storage or for long period of non-usage. Exhausted batteries may leak and damage your controller.

#### **⚠️ CAUTION VR Product Care**

- Do not use your product if any part is broken or damaged.
- Do not attempt to repair any part if your product yourself. Repairs should only be made by an PICO authorized servicer.
- Do not expose your headset and controllers to moisture, high humidity, high concentrations of dust or airborne materials, temperatures outside the operating range or direct sunlight to avoid damage.
- Keep your headset, controllers, charger, cables and accessories away from pet to avoid damage.

#### **⚠️ CAUTION No Direction Sunlight on Lense**

- Do not expose the optical lenses to direct sunlight or other strong light sources. Exposure to direct sunlight may cause permanent yellow spot damage on the screen. Screen damage caused by sunlight exposure or other strong sources of light is not covered by the warranty.



## Regulatory Information

### EU/UK Regulatory Information

The SAR limit adopted by Europe is 2.0W/kg averaged over 10 grams of tissue. The highest SAR value for this device type when tested at the Head is 0.125W/kg. The highest SAR value for this device type when tested at the Limbs is 1.653 W/kg. Hereby, Qingdao Chuangjian Weilai Technology Co.,Ltd. declares that this device (VR All-In-One Headset, Model: A9210) complies with the essential requirements and other relevant provisions of Directive 2014/53/EU, as well as the UK Radio Equipment Regulations SI 2017 No. 1206. The full text of EU/UK declaration of conformity is available at the following address: <https://www.picoxr.com/global/legal/compliancecompliance>

### VR Headset:

Frequency Range(BT): 2400-2483.5MHz Max Power(BT): 10 dBm  
 Frequency Range(WiFi): 2400-2483.5 MHz, 5150-5350 MHz, 5470-5725 MHz, 5725-5850MHz 5945-6425MHz  
 Max Power(WiFi): 2400-2483.5 MHz: 20 dBm; 5150-5350 MHz: 23 dBm; 5470-5725MHz: 23dBm; 5725-5850MHz: 13.98 dBm 5945-6425MHz:23 dBm; nRF: 2400-2483.5MHz, Max Power: 10 dBm

### Controller:

Frequency Range (2.4GHz): 2400-2483.5 MHz Max Power: 10 dBm

### Disposal and recycling information

The crossed-out wheeled bin symbol on your product, battery, the literature or packaging reminds you that all electronic products and batteries must be taken to separate waste collection points at the end of their working lives; they must not be disposed of in the normal waste stream with household garbage. It is the responsibility of the user to dispose of the equipment using a designated collection point or service for separate recycling of waste electrical and electronic equipment (WEEE) and batteries according to local laws. Proper collection and recycling of your equipment helps ensure electrical and electronic equipment (EEE) waste is recycled in a manner that

conserves valuable materials and protects human health and the environment, improper handling, accidental breakage, damage, and/or improper recycling at the end of its life may be harmful to health and environment. For more information about where and how to drop off your EEE waste, please contact your local authorities, retailer or household waste disposal service or visit the website <https://www.picoxr.com>

5GHz band (W52,W53) and 6GHz band (LPI): Indoor use only (except communicate to W52 high power radio).

The device is restricted to indoor use only when operating in the 5250 to 5350 MHz, 5945 to 6425 (LPI) frequency range.

	AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES
FI	FR	HR	HU	IE	IS	IT	LI	LT	LU	LV	
MT	NL	NO	PL	PT	RO	SE	SI	SK	TR	UK(NI)	

### US Regulatory Information

#### 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 on 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 device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.

• This device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

#### FCC RF radiation exposure statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A5NV-A9210

FCC: Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

#### Canada Regulatory Information

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

The device is restricted to indoor use only when operating in the 5150 to 5250 MHz frequency range.

L' appareil est réservé à l' intérieur seulement lorsqu'il fonctionne dans la gamme de fréquences 5150 à 5250 MHz.

• The high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

• DFS (Dynamic Frequency Selection) products that operate in the bands 5250-5350 MHz, 5470-5600 MHz, and 5650-5725 MHz.

• The exposure standard for wireless transmitters employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the IC is 1.6 W/kg.

• La norme d'exposition pour l'émetteur est connue sous le nom de taux d'absorption spécifique, ou SAR. La limite SAR fixée par l'IC est de 1,6 W/kg.

• The highest SAR value for the EUT as reported to the IC when tested for use is 3.32 W/kg.

• La valeur SAR la plus élevée pour l'EUT, celle qui elle a été signalée à l'IC lors de l'essai d'utilisation, est de 3,32 W/kg.

IC: 28409-A9210

IC: Devices shall not be used for control of or communications with unmanned aircraft systems

Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronautique sans pilote ni pour communiquer avec de tels systèmes

## PICO Product Limited Warranty

PICO has formulated the after-sales services policy for PICO products in accordance with the relevant laws and regulations on the protection of overseas consumer rights and interests and the relevant policies of PICO. You can return, exchange or repair according to the provisions and terms of this policy.

Please read this limited warranty carefully to understand your rights and obligations. By using your PICO product or accessory, you agree to the limited warranty. The essential warranty statement applies to products officially sold overseas. PICO issues this warranty to you, as a consumer who has purchased a new, covered product from PICO or an authorized retailer ("you"). This warranty is not available to products that were purchased from any source other than PICO or an authorized retailer. This warranty is in addition to any rights which you have under applicable law and does not limit or otherwise reduce those rights.

### Coverage of This Warranty

This warranty covers defects and malfunctions in the new PICO product(s) it accompanies (the "product"). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the "Warranted Functionality") during the warranty period. If and to the extent the product needs PICO software or services to achieve the Warranted Functionality, we will make and keep software and services available during the warranty period. We may update, modify or limit such software and services at our sole discretion so long as we at least maintain the Warranted Functionality.

### Warranty policy

This warranty is in addition to and does not impact or reduce any rights which you may have under applicable law as a consumer and that you are entitled to contact the retailer from whom you purchased the headset in order to avail of your rights under applicable law free of charge.

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Warranty Policy	Description
Free return, exchange and warranty within 7 days	If the quality problem occurs within 7 days from the date of purchase, after being confirmed by PICO inspection, you can choose to refund the payment at the invoice price or replace the product with the same model and specification, or choose free repair.
Free replacement and warranty within 15 days	For quality problems that occur from the 8th to the 15th day (including the 15th) from the date of purchase, after being confirmed by PICO inspection, you can choose to replace the product with the same model and specification, or choose free repair.
Repair within 12 months (in warranty)	If the quality problem occurs during the warranty period, after being confirmed by PICO inspection, you can enjoy free maintenance service.

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## Warranty Service

### Warranty period

This limited warranty continues for one (1) year from the date of purchase or delivery of the product, whichever is later (the "Warranty Period"). However, if you purchase the product from within the EU, UK, without prejudice to your statutory rights, this limited warranty continues for two (2) years from the date of purchase or delivery of the product.

Category	Warranty Period
Headset	12 months
Controller	12 months
Other accessories (data cable, face cushions, glasses brackets, vulnerable components of straps)	3 months
Giveaway, bundled, and/or gift (if applicable) are included	No warranty

## Proof of Warranty

You'll need to verify your warranty status, which can be done by providing any one of the following materials. If the warranty information differs between materials, the information on the invoice (including paper invoice, e-invoice, and invoice copy) will prevail.

Proof Type	Description
Invoice (including paper invoice, E-invoice, or invoice copy)	<ul style="list-style-type: none"><li>- A paper invoice, E-invoice, or invoice copy can be used to verify warranty status preferentially.</li><li>- The PICO will need to verify the invoice validity, before warranty service can be provided.</li></ul>
Warranty check results	If you have lost your valid proof of warranty, such as the invoice or warranty card, please provide the warranty check results from PICO's official website.
Serial Number	<ul style="list-style-type: none"><li>- The product Serial Number (SN) can be used to verify warranty status, if you are unable to provide any of the above materials.</li><li>- The warranty period will start 90 days after the date of manufacture indicated by the product SN.</li></ul>

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## Not Covered by This Warranty

- Product failure or damage caused by failure to install, use, maintain or keep in accordance with the requirements of the instruction manual;
- Screen damage caused by sunlight or UV light exposure or other strong light sources
- Use outdoors; exposure to liquids or sunlight; dampness or extreme thermal or environmental conditions or a rapid change in such conditions; corrosion; or oxidation
- Defects or damage resulting from improper usage, maintenance, not included in this manual
- Deterioration of the cosmetic appearance of the Product or Accessory due to normal wear and tear
- Are subject to accidental user damage, such as parts oxidisation caused by including but not limited to oil stains, sweat stains, high humidity or high temperature use environment, drop-related damage, improper voltage input, excessive pressure, or main board deformation (for a power adaptor, such damage includes cracks, broken pins, severe deformation, broken power cable, and exposed wire core).
- Damage caused by dismantling, modification and repair without PICO or service provider authorized by PICO;
- Consumable parts, such as: AA Battery, Lanyard, Cleaning cloth, Face cushion, Headband, Earphone hole cap, Mounting kit, Mounting pad and protective coatings that are reasonably expected to diminish over time, unless failure has occurred due to a malfunction;
- Damage caused by using pirated software or virus infection during use
- The warranty certificate does not match the product model or the warranty certificate is altered;
- Have a product nameplate, SN barcode, or tamper tape that has been removed, damaged, or made illegible;
- Are subject to force majeure-related damage (fire, earthquake, flood, etc.).
- Gifts and packages other than products and accessory;
- The product has exceeded the valid period of the warranty.

## Quality commitment after maintenance

- In-warranty repair, the replacement of the host or parts to extend the remaining warranty period of the host or enjoy a 90-day limited warranty period (whichever is longer)
- Replaced parts or accessories are covered by a 90-day limited warranty.

## How to Obtain Warranty Service?

You can check the user manual or visit <https://www.picoxr.com> when users encounter a problem during use. If the problem can not be resolved by reference to the user manual and/ or resources available at <https://www.picoxr.com>, you should contact the pico customer service from which you purchased the Product or Accessory for assistance.

In the event of a perceived malfunction in the Product or Accessory, you should contact us and provide the following details and take the following actions:

- Take note of the model and serial number of Product and Accessory;
- Your full address and contact information;
- A copy of the original invoice, receipt or bill of sale for the purchase of the product. You must present valid proof of purchase upon making any claims pursuant to this Limited Warranty.
- You should back up all your personal programs or data and delete them from the product before you return the product to PICO after sales provider, PICO product reseller .
- We will determine if there is a defect or malfunction covered by this warranty. If we find a defect or malfunction covered by this warranty, we will repair or replace the Product to provide the Warranty Functionality, and we will send the repaired Product or a replacement Product. In the event that the Product cannot be repaired or replaced, You may be entitled to a refund.
- Any repaired or replaced product will continue to be covered by this warranty for the remainder of the original warranty Period or ninety (90) days following your receipt of the replacement or repaired product, whichever is greater.

## Return/Replacement/Repair Guide

Service type	The main product and accessories are included	The packaging box is intact	The invoice hasn't been altered	Giveaway, bundled, and/or gift (if applicable) are included
Return	✓	✓	✓	✓
Replacement	✓	✓	✓	—
Repair	✓	—	✓	—

- PICO does not provide global warranty. You can obtain warranty service only in the region where You purchased the Product.
- Please back up and delete your personal data before returning/replacing/repairing the device. PICO will not be held responsible for any data-related loss resulting from its performance of a warranty service, in the event that you have failed to back up, delete, and/or remove such data. PICO will not store any of the personal data on your device for any purpose. PICO will protect your personal privacy, but will not be responsible for the damage or loss of personal data during the repair process. You and fully agree to this . PICO is not responsible for any damage or loss of any program or data that you have not backed up, which you understand and agree.
- When sending for repair, the product must be tested by PICO . If your equipment is identified as defective or faulty by PICO or a PICO authorized service provider, PICO will determine the corresponding maintenance plan and communicate with you to confirm.
- If the product does not comply with the warranty scope stipulated in this policy (for example, beyond the warranty period, the exclusion of the warranty, etc.), PICO will inform you that the product is no longer covered by the warranty and will return it to you free of charge. Alternatively, with your consent to paid repair, we will proceed with repair and charge you the relevant fee and provide a repair report.

## Governing Law

This Limited Warranty will be governed by the law of the country in which the Product and/or Accessories were purchased and the relevant courts of that country will have exclusive jurisdiction in relation to this Limited Warranty. If you live in the UK or EU, you may have additional rights and can bring legal proceedings in the courts of your country of residence.

## Laws and Regulations

Copyright © Qingdao Chuangjian Weilai Technology Co.,Ltd. All Rights Reserved.

This information is for reference only and does not constitute any form of commitment. Products (including but not limited to color, size, and screen display.) shall be subject to physical objects.

## User Software License Agreement

Before using the product, please read the software license agreement carefully. When starting to use the product, you agree to be bound by the license agreement.

If you do not agree to the terms of this agreement, do not use the product and software. For more details about the agreement, please visit: <https://www.picoxr.com/global/legal/terms-of-service>

## Privacy Protection

To learn how we protect your personal information, please visit: <https://www.picoxr.com/global/legal/privacy-policy>

## Product Name:

VR All-In-One Headset | Headset Model: A9210

Controller Model: C1C10

For more information about PICO's products, policy ,and authorized servers, please visit PICO's official website: <https://www.picoxr.com>

Company Name: Qingdao Chuangjian Weilai Technology Co.,Ltd.

Company Address: 3rd Floor, Building 4, Qingdao Research Institute, 393 Songling Road, Laoshan District, Qingdao City, Shandong Province, P.R.China  
For more after-sales information, please visit: <https://www.picoxr.com/global/support/faq>

The product will enter standby mode after xx minutes of taking off VR headset and long press the Power button for 5 seconds. Power consumption in standby mode is less than xxW

The product must be powered by external power supply that meets the following input and output rating:

Input: Contains 230Vac/50Hz

Output: 5V=3A / 9V=3A / 5-19V=2.6A, 50W Max

CLASS 1 CONSUMER LASER PRODUCT

Comply with IEC 60825-1:2014, EN 60825-1:2014+A11:2021, EN 50689:2021.