

SMART POS / ANDROID ALL-IN-ONE PAYMENT

SP500

USER Manual



BLUEBIRD



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User's Guidance

Device type	User's guidance
Class B Device (Household Information & Communication)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type Registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

Revision History

Revised Version	Revised Date	Revised Details
1.0.0	12 December 2018	First version released.

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User's Guidance

Revision History

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1 About This Manual



The SP500 provides high quality features as a smart terminal using Bluebird's creative ideas and technological expertise. This user manual is designed to help users effectively operate the device.

- Please read this manual carefully before using the device for safe and proper use.
- This device may only be used in countries where it is sold.
- The components and colors of this device in this manual may differ from the actual product.
- Features and specifications are subject to change without prior notice.
- Content may vary by software version or by service provider.
- Apps and features may vary by country or region.
- Certain features of this device may have performance issues due to user environment, programs in use, or peripheral device usage. Bluebird is not liable for any issues caused by third-party apps or accessories.
- Modifying the device's operating system or installing software from unknown sources may cause device malfunction or data loss. Improper or unauthorized use of the device is a violation of the Bluebird license agreement and void your one-year limited warranty.

2 Safety Information



2.1 Symbols

This manual uses the following symbols to indicate hazards and additional information.

Symbol	Name	Description
	Warning	Indicates situations that could cause injury to yourself or others.
	Caution	Indicates situations that could cause damage to your device or other equipment.
	Note	Indicates additional information that can help you get the most out of the device.



Please read this safety precaution information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries.

2.2 Device



- Do not press the Power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- Do not use your device in an explosive danger zone.
- If your device becomes wet, do not put your device in heaters, microwaves, etc. to dry it. There is a risk of explosion or malfunction.



- Do not scratch the device's touchscreen. Use only your fingers or a compatible pen. Never use an actual pen, or any other sharp object on the touchscreen.
- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- You may not be able to use this wireless device in basements, open fields, skyscrapers, or other places where the signal is weak.
- Backup the data and information from your device. Your data, such as ringtones, texts, and voice messages, may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- Avoid using or storing this device at extreme temperatures. This device is designed to work at temperatures between -10°C and 50°C (14°F and 122°F), and humidity level between 5% and 95%.

2 Safety Information



2.3 Environment



- Do not use the device while driving or operating heavy machinery. Doing so may result in death or serious injury.
- Do not use the device in locations with combustible goods. Doing so may result in an explosion.



- Do not use the device in dusty or hot locations. Doing so may damage the device.
- Do not expose your device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Do not use the device in humid locations. Doing so may damage the device and void the warranty.
- Do not keep the device close to air conditioner vents. Corrosion within the device may occur due to condensation from changes in temperature.
- Do not allow children to play with the device.

2.4 Battery and Charging



- Improper battery use may cause fire, explosion, or other hazard.
- If the battery is removed due to impact, heat, submersion, or other damage, there is a risk of explosion. Keep away from children and animals.
- Do not allow the battery's contacts to touch things like necklaces, coins, or electric conductors. Do not give any impact with sharp objects. There is a risk of explosion.



- Use only the approved battery and charger. Using an incompatible battery or charger may cause device malfunction or other damage, such as fire.
- When you are not using the device for a long period, take out the battery and keep the device and the battery in a dry, cool place. Also, charge the battery at least once a year. If you keep it without charging for a long time, it may cause device malfunction.

2.5 Distraction



In some situations, using your device may distract you and cause serious injuries and damages. For example, avoid talking on the phone or texting while driving or riding a bicycle. It is strictly prohibited by law in some jurisdictions. If you cannot avoid using your device while driving, stop your vehicle or use hand-free kit.

2.6 Frequency Interference

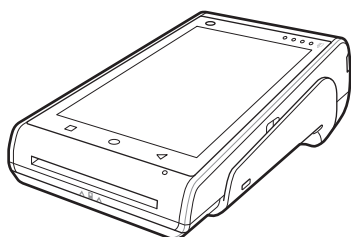


- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The magnetic field of the device can damage their magnetic strips.

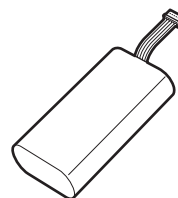


3.1 Package Contents

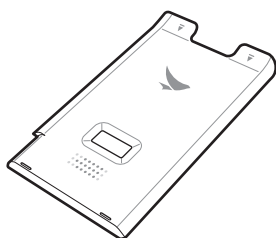
The package includes:



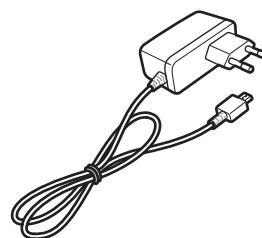
SP500 device



Battery



Battery cover



Power adaptor

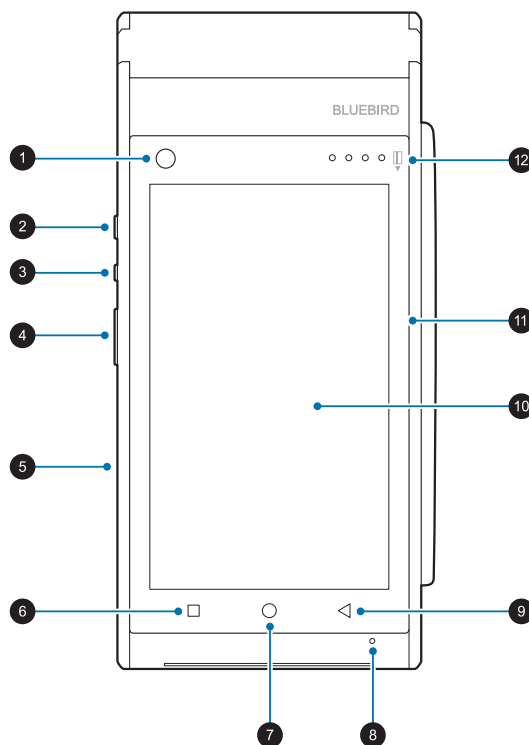


- The illustrations may differ from your actual items.
- To purchase additional accessories, contact your sales representative.
- You can download your User Manual from www.bluebirdcorp.com.



3.2 Your Device

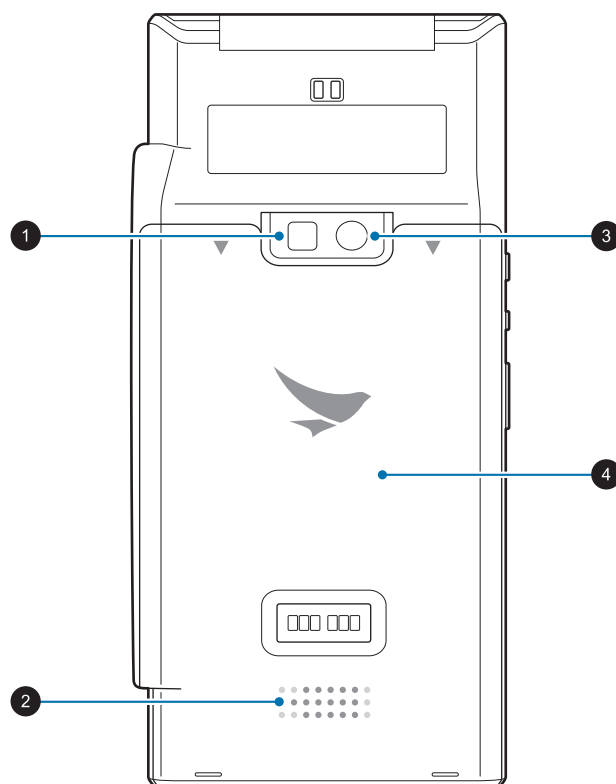
3.2.1 Front



No.	Name	Description
❶	Front camera	Takes photos and QR/barcode scanning (Optional)
❷	Power button	Turns the device or screen on or off. You can lock the device by turning off the screen.
❸	Function key	Functions as the volume up button. You can also change the functions of the button.
❹	Function key	Functions as the volume down button. You can also change the functions as the barcode scan button.
❺	Micro USB port	Connects to the power adapter to charge the device.
❻	Menu button	Displays more option menus. If you press this button, the apps you previously opened will be listed. Tap any app to open it.
❼	Home button	Returns to the Home screen.
❽	Microphone	Captures sound for video recording and speech recognition.
❾	Back button	Returns to the previous page or menu.
❿	Touchscreen	Displays apps and acts as a multi-touch interface.
⓫	Magnetic card reader	Swipe a card's magnetic stripe through the reader for payment.
⓬	LED	The 4 virtual LEDs will light sequentially during the transaction.



3.2.2 Back

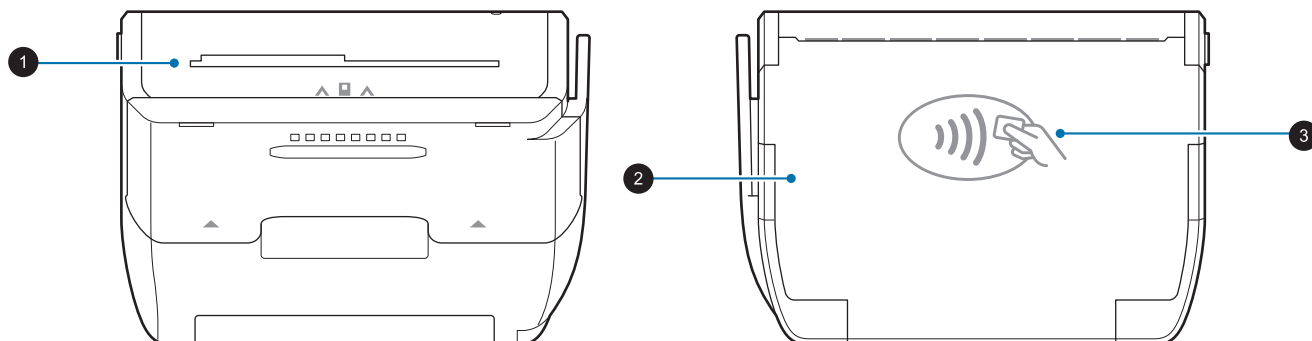


No.	Name	Description
❶	Flash	Illuminates your surroundings when using the camera and related apps.
❷	Speaker	Emits sound.
❸	Rear camera	Takes photos and 1D/2D barcode scanning.
❹	Battery cover	Protects the battery and inner part of the device.

3 Overview



3.2.3 Bottom and Top



No.	Name	Description
❶	Chip card reader	Insert the chip of a smart card for payment.
❷	Printer door	Used to open or close the paper slot.
❸	Contactless card reader	Tag a card for payment. (Available only for the model with the NFC feature.)

4 Getting Started



4.1 Cards

There are two slots for SAM, mini SIM cards, and one micro SD in the inner compartment on the back of your device.

- A SAM card is required for secured transactions that are made through your device. It validates the device and the credit cards. It also includes the company information.
- A micro SD card is required for external storage.
- A mini SIM card is required for using mobile services.



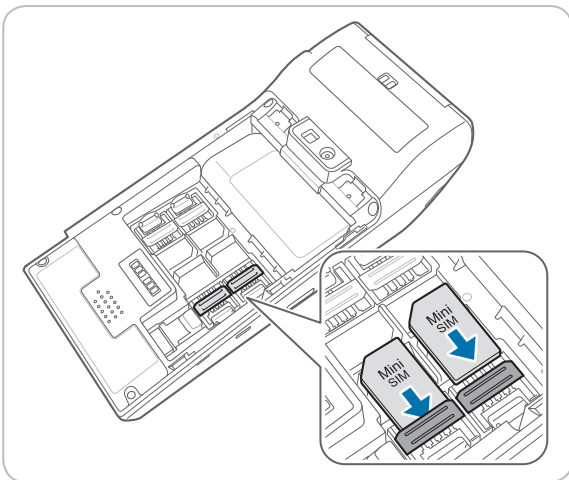
All cards should be purchased separately if necessary. The specifications may differ according to country where the device is purchased. Contact your sales representative for more information.

4.1.1 Installing the Cards

To insert the cards, the battery cover must be removed first. For information on how to remove the battery cover, refer to *Installing the Battery on page 10*. Before installing a card, make sure you are using the correct slot.

To insert the mini SIM cards

Align a mini SIM cards with the slot. Make sure that the gold contacts on the card are facing down. Slide the card into the slot. It will click when it is properly inserted.



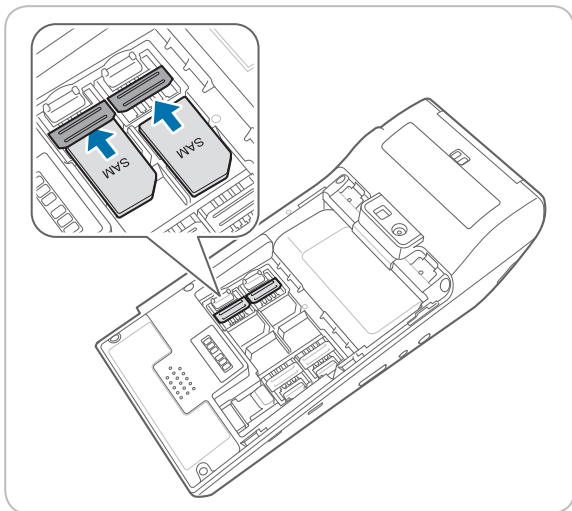
Using dual SIM cards allows you to choose between SIM cards for different mobile networks. Also, it allows you to use two independent mobile services, such as one for business calls and the other one is for personal calls.

4 Getting Started



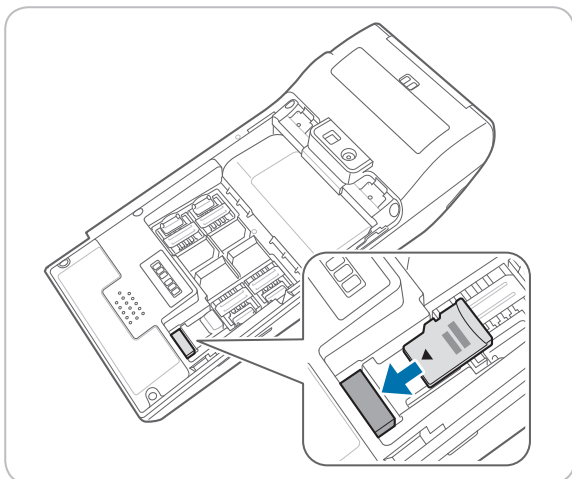
To insert the SAM cards

Align a SAM card with the slot. Make sure that the gold contacts on the card are facing down. Slide the card into the slot. It will click when it is properly inserted.



To insert the micro SD card

Align a micro SD card with the slot. Make sure that the gold contacts on the card are facing down. Slide the card into the slot. It will click when it is properly inserted.



4.1.2 Removing the Cards

To remove the cards

- 1 Push the inserted card once.
The card will release with a click sound.
- 2 Pull the card out to remove it.

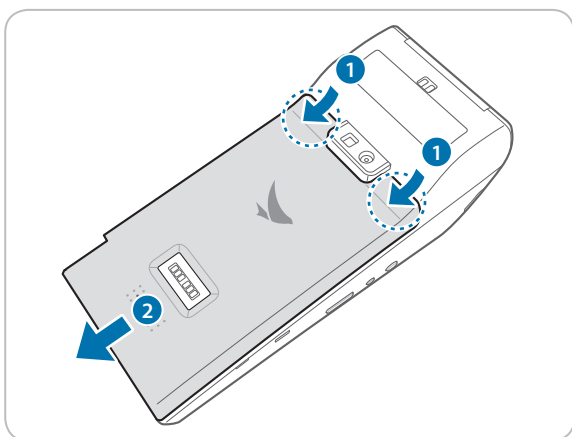


4.2 Battery

SP500 uses a 2,600 mAh Lithium-ion rechargeable battery. Install the provided battery before charging the device.

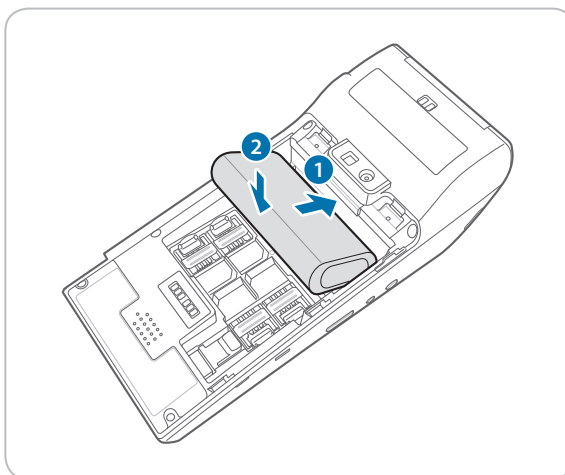
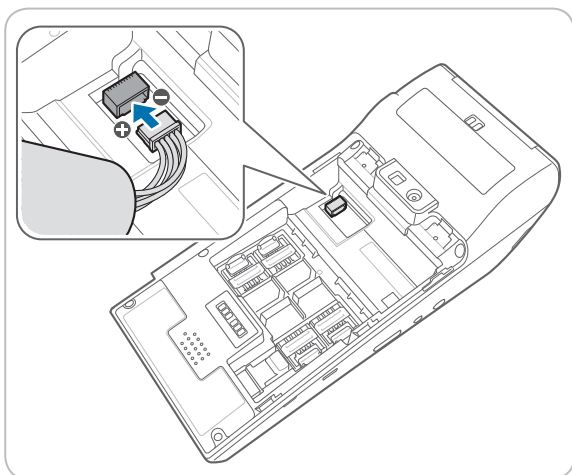
4.2.1 Installing the Battery

- 1 Push the ▼ part down with pressing the top of the battery cover.



- When removing the battery cover, be careful not to damage your fingernail.
- Do not try to pull the battery cover excessively. It may damage the cover.

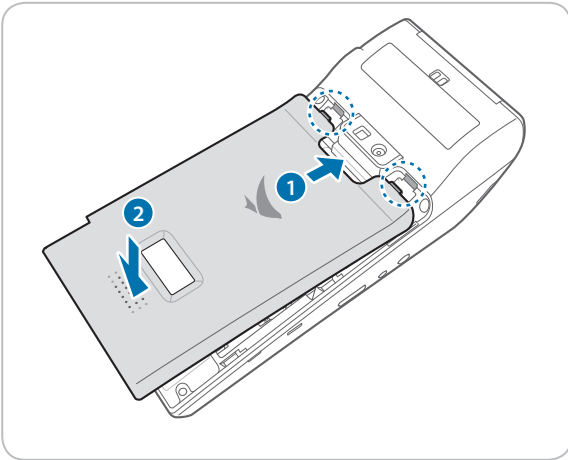
- 2 Connect the cable to the battery connector in the device and then insert the battery into the battery compartment.



4 Getting Started

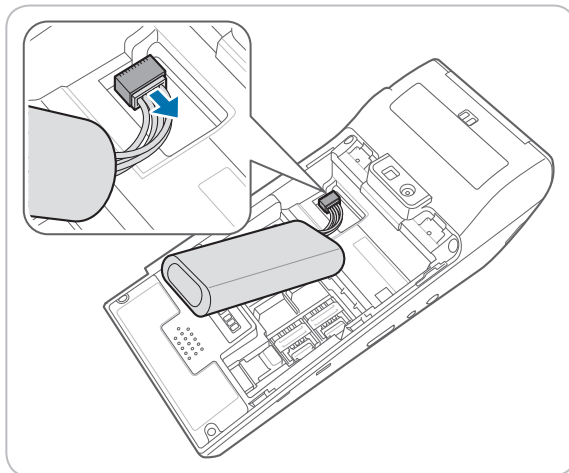
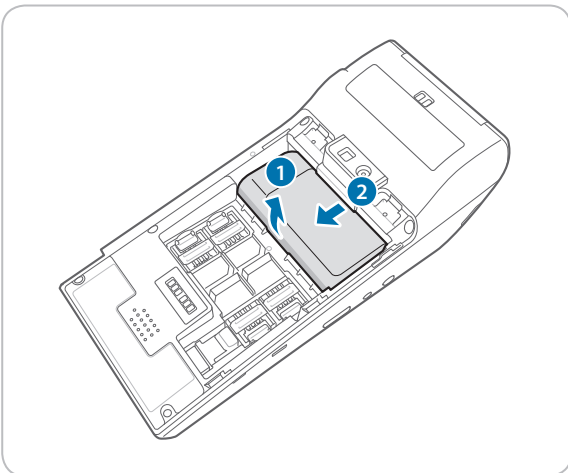


- 3 Replace the battery cover. Put back the battery cover and push it until it locks in place.



4.2.2 Removing the Battery

- 1 Remove the battery cover as described in *Installing the Battery on page 10*.
- 2 Lift the battery out of the compartment as shown in the figure below and remove the cable from the battery connector in the device.



- Before removing the battery, turn off the power. Failure to do so it may cause damage to the device.
- When you pull the battery forcibly, the battery wire may be removed from the connector. Be careful during this work.

4 Getting Started



4.2.3 Charging the Battery

The device can be charged with a charger or a cradle. Check the device's battery status on the status bar. You can also check the battery status on the lock screen.

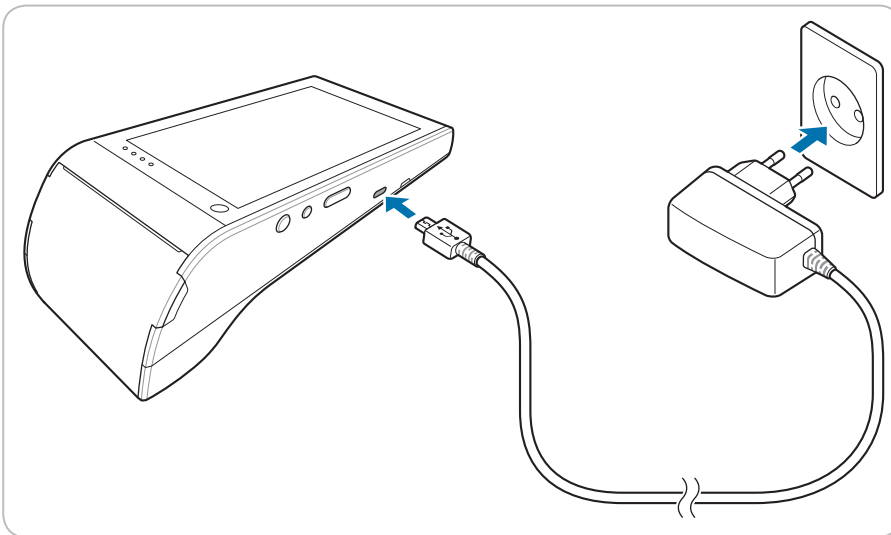
- When the battery is low, the device will emit a sound and display a low power message.



Charge the device before using it for the first time or after not using it for a long time.

To charge with the charger

Plug the micro 5-pin end of the power adaptor into the device's micro USB port. Plug the power adaptor into a power outlet.



When the battery is extremely low on power, the device may not turn on. Charge the device enough and try to turn it on again. You can use the device while charging. But it may take longer to fully charge the device.



- Connect the charger properly. Failure to do so may cause damage to the device.
- The device may heat up when charging. If it gets hotter than usual, stop charging.
- Do not remove the battery before disconnecting the charger. Doing so may cause damage to the device.

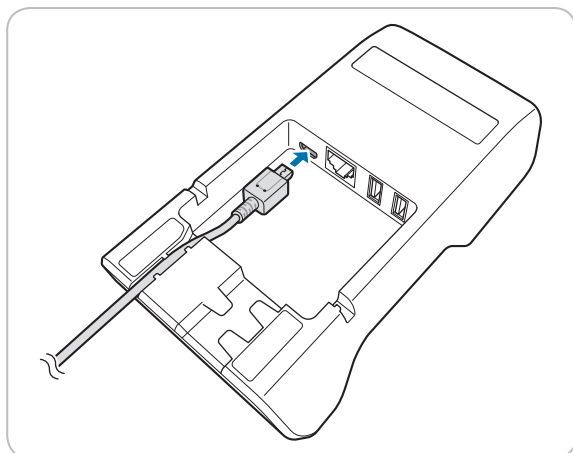
4 Getting Started



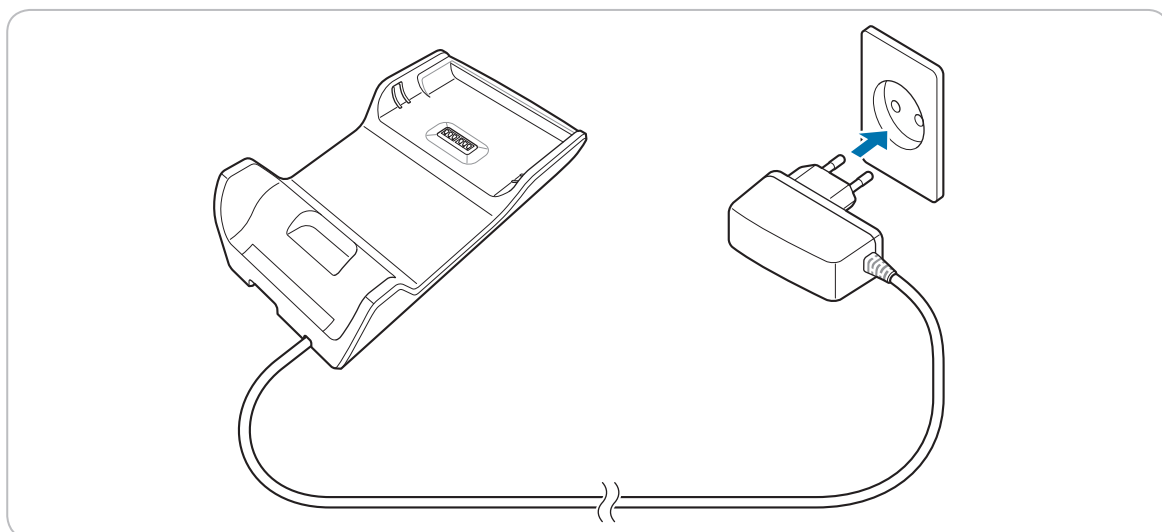
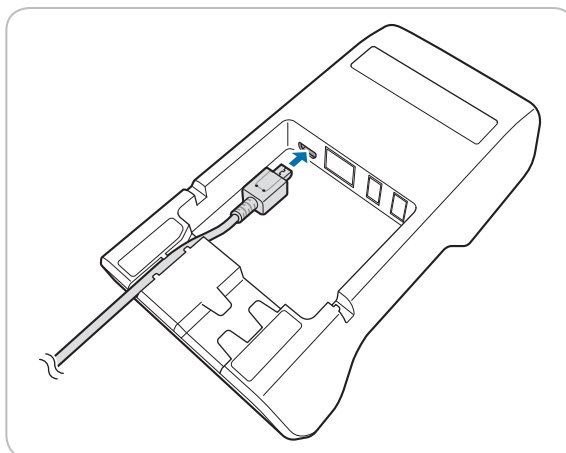
To charge with the cradle

- 1 Connect the power adapter with the cradle, and plug it into a power outlet.

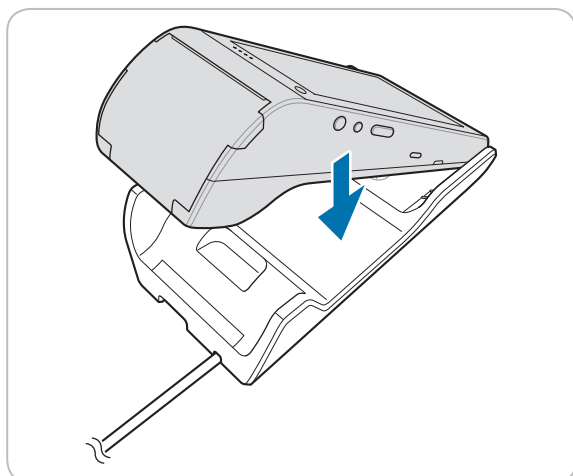
Cradle with Ethernet port



Charge-only cradle



- 2 Place this device on the cradle to start charging.

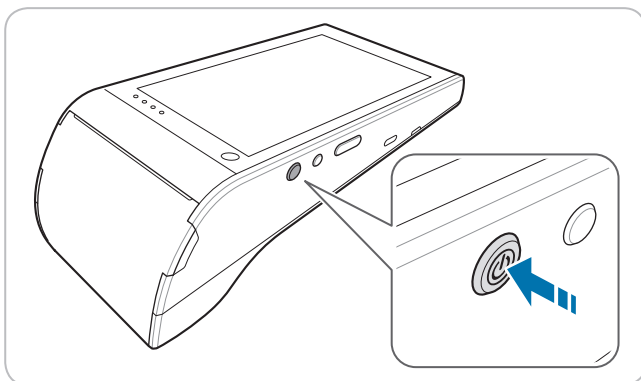




This chapter explains the basics of how to use your Android device.

5.1 Turning the Device On and Off

To turn on the device, press and hold the Power button for a few seconds.



To turn off the device, press and hold the Power button, then tap **Power off**.



- To turn the screen on or off, press the Power button.
- Registering the accounts without turning on the Wi-Fi may incur extra charges depending on your data plan.



Do not turn off the device by removing the battery, as this may damage the device.



5.2 Resetting the Device

If your device does not work properly or freezes due to unknown errors, you can force the device to restart.

To reset the device's hardware

Press and hold the Power button for at least 15 seconds.

- The device will restart automatically.



The data on the device is keep saved when you perform the hardware reset.

To select the Factory reset

- 1 While the device is turning off, press the Volume up and Power buttons at the same time to enter the recovery mode.
- 2 Press the Volume up or down button to select **Factory reset** and than press the Power button.
 - All settings and data, including apps and personal content, will initialize, and the factory settings will be restored.



The data on the device is maintained even though you perform the hard reset.

- Before resetting the device, check the battery is charged enough not to make the device turn off suddenly during resetting.
- Back up any data and settings before doing factory reset. After factory reset, all the data in the device will be deleted and the device will be reset to its factory default settings.

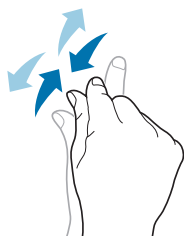


5.3 Using the Touchscreen

Use finger gestures to use the touchscreen effectively.



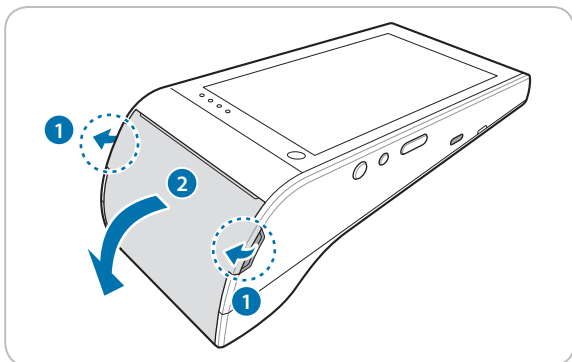
- Do not touch the screen with any sharp objects.
- Do not apply too much pressure to the touchscreen.

Gesture	Name	Description
	Tap	Briefly touch an item to open, launch, or select it.
	Zoom in or out	Place two fingers on the screen and spread them apart to zoom in. Pull the fingers together to zoom out. You can also double-tap the screen quickly to zoom in or out.
	Tap and hold	Touch an item or the screen for a few seconds to access more detailed menus or options.
	Swipe	Touch the screen and quickly flick in any direction to scroll through menus or pages.
	Drag	Touch an item or the screen for a few seconds and move your finger around the screen to move the item or move through screens.

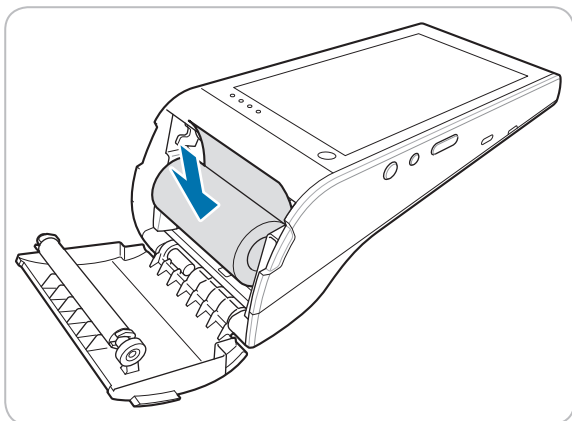


5.4 Installing a Paper Roll

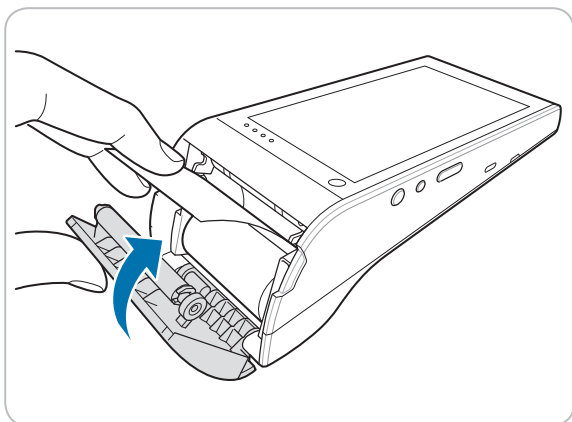
- 1 Open the printer door with holding both grooves of the door.



- 2 Loosen the leading edge of a new paper roll.
- 3 Put the paper roll into the printer tray with the leading edge facing toward the paper output slit.



- 4 Close the cover with holding the leading edge of the paper roll.



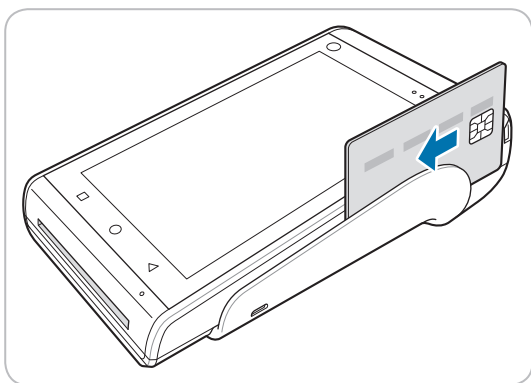


5.5 Making Payment

This device provides three different payment systems.

5.5.1 Using the Magnetic Card Reader

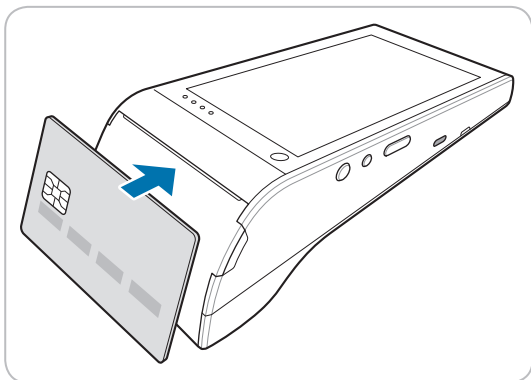
- 1 With the magnetic stripe facing down, place the card against the reader.
- 2 To read the card's magnetic stripe correctly, gently swipe the stripe in the same direction through the card reader.



- 3 Check the application for successful transaction.

5.5.2 Using the Contactless Card Reader

- 1 Tag a card or gently tap it on the surface of the contactless antenna.

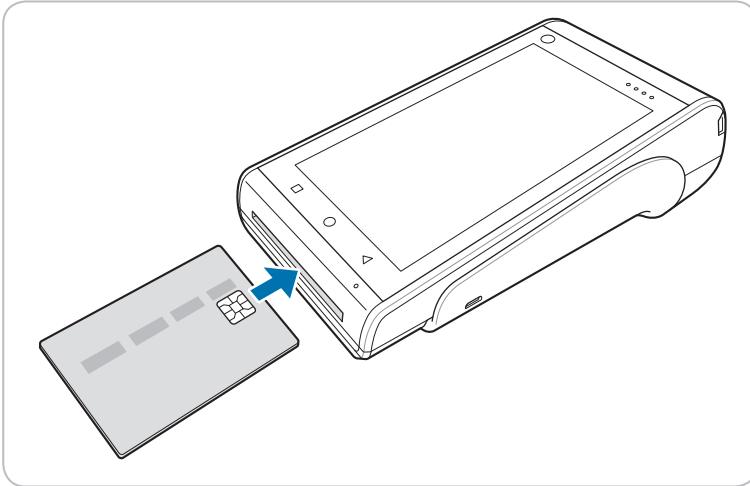


- 2 When payment is finished, the LED turns on.



5.5.3 Using the Chip Card Reader

- 1 Insert the smart card into the chip card reader with the chip facing upward until it seats firmly.



- 2 Remove the card when the transaction is completed successfully.



The smart card transaction procedure may vary depending on the program.



Performance Characteristics

CPU	ARM Cortex A7 1.1GHz Quad Core and Security Processor
Operating System	Android 6.x
Memory	1 GB RAM+ 8 GB FLASH (default) 2 GB RAM + 16 GB FLASH (optional)

Physical Characteristics

Dimensions (W x H x D)	179.5 x 82.7 x 63.9 mm
Weight	450 g
Display	5.0" 1280 × 720 pixels
Touchpanel	Capacitive multi-touch, stylus
Backlight	LED backlight
NIT	350 Nit
Power	7.26V, 2600 mAh (18.87 Wh)
Expansion Slot	1 Micro SD card, supports up to 32 GB
SIM/SAM	Default: 1 SIM / 2 SAM 0 SIM / 2 SAM (WiFi only) Option: 2 SIM / 2 SAM
Interface	Micro-USB OTG 1 / Docking connector
Keypad	Virtual keypad 1 shortcuts, - Default scanner shortcut, user defined 1 ON/OFF key
Voice and Audio	1 Speaker / 1 Microphone



Wireless Wan Data and Voice Communications

Radio Frequency Band	(Optional) <North America> - LTE FDD: B2/B4/B5/B12 - WCDMA: B2/B5 <South America> - LTE FDD: B1/B3/B5/B7/B8/B28, - LTE TDD: B40, - WCDMA: B1/B2/B5/B8, - GSM: 850/900/1800/1900 MHz <EMEA/Korea> - LTE FDD: B1/B3/B5/B7/B8/B20, - LTE TDD: B38/B40/B41, - WCDMA: B1/B5/B8, - GSM: 850/900/1800/1900 MHz <China/India> - LTE FDD: B1/B3/B8, - LTE TDD: B38/B39/B40/B41, - TDSCDMA: B34/B39, - EVDO/CDMA: BC0, - WCDMA: B1/B8, - GSM: 900/1800 MHz <Japan> - LTE FDD: B1/B3/B8/B18/B19/B26, - LTE TDD: B41, - WCDMA: B1/B6/B19
GPS	(Optional - only WWAN) Built-in GPS support A-GPS, GLONASS, BEIDOU

Wireless LAN

Radio	802.11 b/g/n 802.11 a/b/g/n (optional)
-------	---

Wireless PAN

Bluetooth	Bluetooth 4.1 LE
-----------	------------------

Wired LAN

Dial-Up Modem	w/ Docking-station
Ethernet	w/ Docking-station



Data Capture

Scanning	(Default) 5 Mp Auto Zoom Rear Camera - Can Read 1D & 2D Barcodes (Optional) 1D/2D barcode Scanner
Camera	(Optional) Rear: 5 MP with flash, auto focus / Front: optional
NFC	Support
Biometrics	(Optional) Optical Fingerprint

Payment

MSR	Track 1/2/3, Bi-Directional
Contact	ISO 7816, EMV LEVEL 1 & 2, PBOC 3.0
Contactless	(Optional) 13.56MHz, ISO 14443, Type A&B, Felica, Mifare, EMV LEVEL 1&2 compliant
Security	PCI PTS 5.x PED

Printer

Speed	Max 100 mm/second
Size	58 mm width x Ø 40 mm

User Environment

Operating Temperatures	-10°C to 50°C (14°F to 122°F)
Storage Temperatures	-20°C to 70°C (-4°F to 158°F)
Humidity	5% ~ 95% Relative Humidity, Non-Condensing



Please ask your sales representative for the specifications not listed above or for the future upgradeable specifications.



Cradles

- 1 Slot charging cradle kit: one charging slot
- 1 Slot communication cradle kit: one charging slot, Ethernet port



The power adapter, AC power plug and AC power cable require the use of charging cradles.

Batteries/Battery Covers

- Battery: 2,600 mAh
- Battery cover

Vehicle Accessories

- Vehicle charger

Scanning Accessories

- UHF RFID Smart Plug

Other Accessories

- Stylus pen & holder
- Protective film
- Adapter plug or cord
- Power adapter for direct or Cradle charging



The battery does not charge properly.

- Ensure that your device and the charging cable are connected.
- If the battery does not charge completely, it may be dead or defective. Replace the battery with a new one. (The warranty period for battery replacement is six months.)

The battery life got shorter.

When you use network data or peripheral device such as wireless LAN or Bluetooth that require more power, your device may use more battery than usual. If it happens for an extended period of time, your battery may be dead. Then replace it with a new battery.

I dropped the device in the water.

Turn off the device and take out the battery. Place the device and battery in a dry place. Let them dry completely for a considerable period of time, and then turn the device back on. If it does not turn back on, contact our service center.

My device gets too hot to touch.

It is normal for the device to warm up while it is receiving a poor signal, performing an intense workload, or charging. It should cool down if you stop using the device for a certain amount of time. If the problem continues, contact the manufacturer. It may result in a burst battery or fire.

How do I get the repair service?

You can contact your local sales representative or you can send the device via a delivery service to Bluebird's Korean headquarters. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, Bluebird will cover the shipping cost.



FCC compliance information

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

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesirable operation.

Part 15.105 (B)

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.

Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

To comply with FCC RF exposure requirements, a minimum separation distance of 0.20 inches (0.5 cm) must be maintained between the user's body and the back of the device. Any belt-clips, holsters, and similar accessories containing metallic components may not be used. Avoid the use of accessories that cannot maintain 0.20 inches (0.5 cm) distance between the user's body and the back of the device and have not been tested for compliance with FCC RF exposure limits.



IEC 60417-6044



Do not listen to sound at high volume for long periods. It may cause hearing damage. Also, only use compatible receiver, headphones, or earpieces with your device.

CE



Hereby, Bluebird Inc. declares that the radio equipment type SP500 is in compliance with Directive 2014/53/EU. This device can be operated in at least one Member state without infringing applicable requirements on the use of radio spectrum.

To comply with CE RF exposure requirements, the handset must be kept 0.20 inches (0.5cm) from the body without any reference to a particular side or edge.

Any beltclips, holsters, and similar accessories containing metallic components may not be used.

Body-worn accessories that cannot maintain 0.20 inches (0.5cm) separation distance between the user's body and the handset, and have not been tested for typical body-worn operations may not comply with CE RF exposure limits and should be avoided.



This device is compliant with the RED article 10.10 requirement because the information is available on the package.

Regulatory Articles

- **Article 10(2):** Manufacturers shall ensure that radio equipment shall be so constructed that it can be operated in at least one Member State without infringing applicable requirements on the use of radio spectrum.
- **Article 10(10):** In cases of restrictions on putting into service or of requirements for authorisation of use, information available on the packaging shall allow the identification of the Member States or the geographical area within a Member State where restrictions on putting into service or requirements for authorisation of use exist. Such information shall be completed in the instructions accompanying the radio equipment. The Commission may adopt implementing acts specifying how to present that information. Those implementing acts shall be adopted in accordance with the advisory procedure referred to in Article 45(2).

European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) directive



According to the European Union's WEEE directive, this symbol means that products sold into EU countries must dispose electrical device and/ or its battery separately from household waste. Disposing of the device separately will help conserve resources and energy and contribute to human health and environment protection.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.



Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

- In case of accessories such as batteries, only those that match the sales list managed by the Customer Service Center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the Customer Service Center due to the carelessness of the customer will be fully charged.

Name of Product	
Name of Model	SP500
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the Bluebird's warranty program.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.

Manufacturer

Bluebird Inc.

Head Office: (Dogok-dong, SEI Tower 13~14F), 39, Eonju-ro 30-gil, Gangnam-gu, Seoul, Korea, 06292

Factory: (SSang-young IT Twin tower-B 7~8F), 531, Dunchon-daero, Jungwon-gu, Seongnam-si, Gyeonggi-do, Korea, 13216

- Trade name: Bluebird Inc.
- Trade mark:



BLUEBIRD



Customer support



Before asking for after-sales service, please back up the data on the device. We do not back up data from the products sent to the Customer Service Center. Therefore, we assume no responsibility for loss/deletion of data.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul, Republic of Korea(08390)

- Fax: +82-2-6499-2242
- Email: rma@bluebirdcorp.com
- Hours: 9:30 a.m. - 6:30 p.m. (GMT Time: +9 Hours)



The center is closed on Saturdays, Sundays, and Korean national holidays

Registering for After-Sales Service

- We receive the products for our after-sales service through mail, delivery services and hand delivery only in principle.
- If you bought the product from a party other than Bluebird or an authorized Bluebird reseller, you need to register the product before using our after-sales service.
- Please enclose an evidence of purchase or the product receipt for our after-sales service.
- Please enclose your name, telephone number, address and details of the problem for a prompt service.
- You can ask for our after-sales service by contacting your authorized Bluebird dealer or the Customer Service Center in the head office.
- Do not intentionally damage the label on the product.
- A damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- The warranty will not cover any damage which occurs during delivery. We advise you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for the loss of the product during delivery.



Charged services

- In the following cases, it will be charged when requesting for after-sales service.
 - Service request due to inappropriate use of the device by the customer
 - Loss of PIN number
 - Use of programs that might affect the program (over-clock, forceful changes in the input of the system, personal developments)
- Faults caused by the customer.
 - Defect due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc.)
 - Defect due to a repair or unauthorized technician
 - Defect caused intentionally or by the carelessness of the customer
 - Defect due to the use of fraudulent parts or components
- Other cases
 - Defect due to nature (damage caused by fire, wind, flooding, etc.)
 - Accessories are out of warranty (accessories like battery/charger/cable/adapter, etc. have a warranty of 6 months)
- Regulations for repairs after charged services

If the same fault occurs in the part that has been repaired within a 1 month (30 days), the part will be repaired free of charge.



No refunds will be offered in the following situations:

- The product seal has been removed (if applicable).
- The product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (manual, connecting cables, etc).
- DOA (Dead on Arrival) policy

If your product is DOA (Dead on Arrival), or has malfunction within 30 days of purchase (DOA period), the product will either be exchanged or provided with after-sales service.



BLUEBIRD CUSTOMER SERVICE

Operating Hours

Monday to Friday 9:30 A.M. - 6:30 P.M.
(GMT Time: +9 Hours)
The center is closed on Saturdays,
Sundays, and Korean national holidays.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul,
Republic of Korea(08390)

Bluebird constantly strives to bring utmost satisfaction to all our customers.