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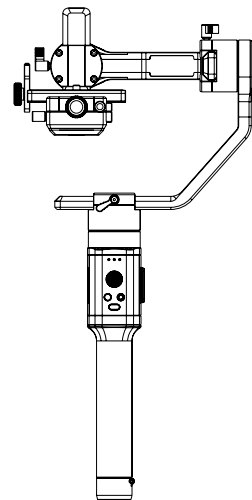


E-IMAGE
Official QR Code



HORIZON ONE

V2.0
2019.05



—— www.eimagevideo.com ——

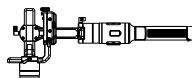
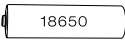
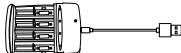
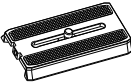
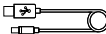
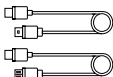
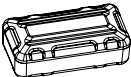
HORIZON ONE Stabilizer User Manual

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Packing list

The product package comes with the following items. In case that any item is found missing, please contact EIMAGE or your local selling agent.

	3-Axis Camera Stabilizer x1		Extend Tripod x1
	18650 Battery x4		Battery charger x1
	Quick Release Plate x1		Shoulder Strap x1
	Heighten Plate x1		Accessories x1
	Type-c Cable x1		Canon Camera Control Cable x2
	Sony Camera Control Cable x1		Panasonic Camera Control Cable x1
	Carrying Case x1		User Guide x1

Disclaimer and Warning

Thank you for using EIMAGE HORIZON ONE. The information contains herein affects your safety and your legal rights and responsibilities. Read this entire document carefully to ensure proper configuration before use. Failure to read and follow the instructions and warnings herein may result in serious injury to you or bystanders, or damage to your device or property.

EIMAGE reserves the right of final explanation for this document and all relevant documents relating to HORIZON ONE, and the right to make changes at any time without notice. Please visit www.eimagevideo.com for the latest product information. By using this product, you hereby signify that you have read this document carefully and that you understand and agree to abide by the terms and conditions herein. You agree that you are solely responsible for your own conduct while using this product, and for any consequences thereof. You agree to use this product only for purpose that are proper and in accordance with all terms, precautions, practices, policies and guidelines EIMAGE has made and may make available.

EIMAGE accepts no liability for damage, injury or any legal responsibility incurred directly or indirectly from the use of this product. Users shall observe safe and lawful practices including, but not limited to, those set forth herein.

EIMAGE is the trademark of NINGBO EIMAGE STUDIO EQUIPMENT GROUP CO., LTD (hereinafter referred to as "EIMAGE") and its subsidiaries. All product names or marks referred to hereunder are trademarks or registered trademarks of their respective holders.

Glossary

The following terms are used throughout the product literature to indicate various levels of potential harm when operating this product.

WARNING: Procedures, which if not properly followed, may incur property damage, grave accident, or serious injury.

CAUTION: Procedures, which if not properly followed, may incur property damage and serious injury.

NOTICE: Procedures, which if not properly followed, may incur property damage or minor injury.

WARNING

This is a sophisticated product. It must be operated with caution and common sense and requires some basic mechanical ability.

Please read the ENTIRE User Guide to become familiar with the features of this product before operating. Failure to operate the product correctly can result in damage to the product or personal property and cause serious injury. This product is not intended for use by children without direct adult supervision. DO NOT use with incompatible components or in any way otherwise as mentioned or instructed in the product documents provided by EIMAGE. The safety guidelines herein contain instructions for safety operation and maintenance. It is essential to read and follow all of the instructions and warnings in the User Guide, prior to assembly, setup or use, in order to operate the product correctly and avoid damage or serious injury.

FCC Warning Statement

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

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.

Safety Operation Guidelines

CAUTION:

1. HORIZON ONE is a high-precision control device. Damage may be caused to HORIZON ONE if it is dropped or subject to external force, and this may result in malfunction.
2. Make sure the rotation of the gimbal axes is not blocked by external force when HORIZON ONE is turned on.
3. HORIZON ONE is not waterproof. Prevent contacts of any kind of liquid or cleaner with HORIZON ONE. It is recommended to use soft dry cloth for cleaning.
4. Protect HORIZON ONE from dust and sand during use.

WARNING:

To avoid fire, serious injury, and property damage, observe the following safety guidelines when using, charging, or storing your batteries.

Battery Instruction

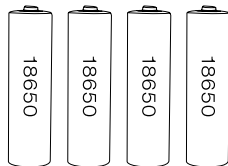
Battery Specifications

Name: 18650 Li-ion battery
Model: 18650
Quantity: 4pcs
Capacity: 2200mAh
Voltage: 3.7V

Notice:

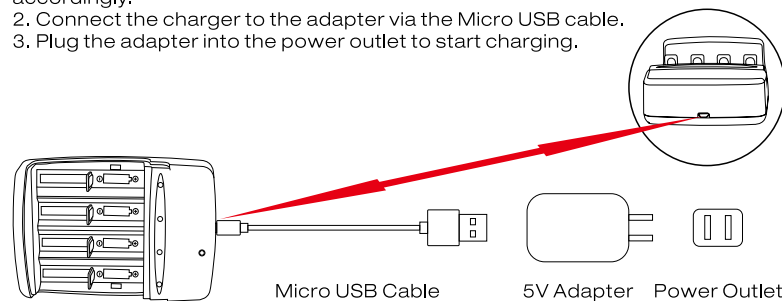
1. Please read the disclaimer and warning herein before using.
2. The charger is used for HORIZON ONE 18650 batteries only.
3. Please take out the batteries for long time unused.
4. Please full charge the batteries before using the gimbal.

Please use provided EIMAGE 18650 batteries only.



Charging Procedure

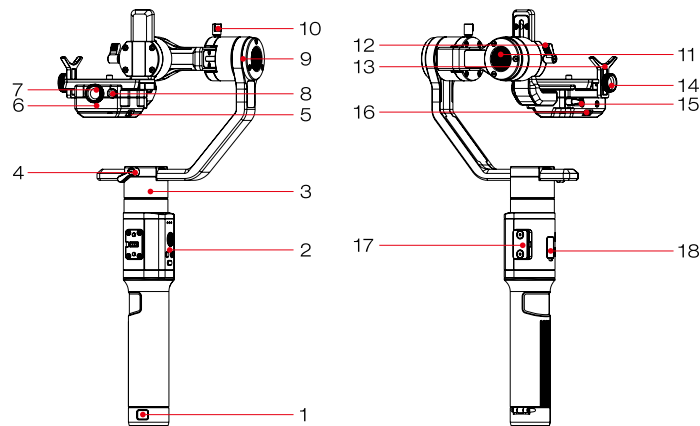
1. Insert the batteries into the charger in the right direction (positive/negative end) accordingly.
2. Connect the charger to the adapter via the Micro USB cable.
3. Plug the adapter into the power outlet to start charging.



1. Due to different chargers, the charging may fail when the power is under charged (like when the current of adapter is below 1000mA); Adapter with higher current capacity is recommended;
2. The USB port along side the stabilizer does not support charging to batteries.

1. Please use qualified standard 5V/ ≥ 2000 mA adapter for battery charging; Charging time depends on the maximum output current of the adapter.
2. The stabilizer comes standard with high-discharge-rate dedicated batteries. Please use and charge batteries provided or approved by EIMAGE only.
3. Please make sure all four batteries are fully charged. Either under charged battery can lead to the failure of the stabilizer.

3-Axis Camera Stabilizer



1. Battery compartment button
2. Control Panel (see more on Page 13)
3. Pan Axis Motor
4. Pan Axis Locking Knob
5. Camera Control Interface
6. Camera Platform
7. Mounting Plate Thumb Screw
8. Safety Lock
9. Roll Axis Motor

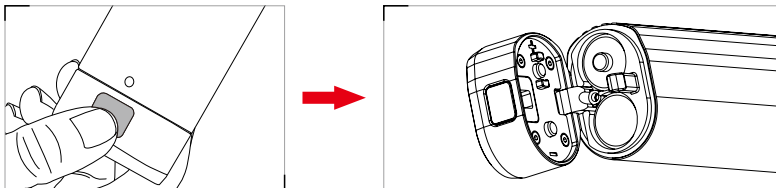
10. Roll Axis Locking Knob
11. Tilt Axis Motor
12. Tilt Axis Locking Knob
13. Lens Support
14. Thumb Screw
15. Plate Base Thumb Screw
16. Type-C Expansion Port
17. Expansion Port
18. Type-C Firmware Upgrade Port

HORIZON ONE Interface Description

Port	Output Voltage	Output Current	Function	Note
5. Camera Control Interface	5V	1A	1. The camera control interface is connectable to camera control cable (see more on page 15- EIMAGE Camera Control Cable Description) 2. It can also be used as a USB charging port for Sony mirrorless cameras.	Canon, Nikon and Panasonic cameras do not support USB charging.
16. Type-C Expansion Port	8V	2A	The Type-C Expansion Port can be used for charging Follow Focus Motor and cameras like Canon 5D series (Accessories like Follow Focus will continue to be updated)	\
18. Type-C Firmware Upgrade port	\	\	The Type-C Firmware Upgrade port can only be used for firmware upgrade, and can neither be used for power input nor output	\

Battery Installation

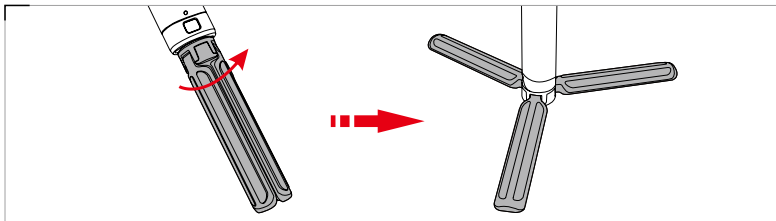
Open the battery compartment by pressing the button at the bottom and insert the 4 pcs 18650 batteries in the right direction (positive/negative end), then close the battery compartment.



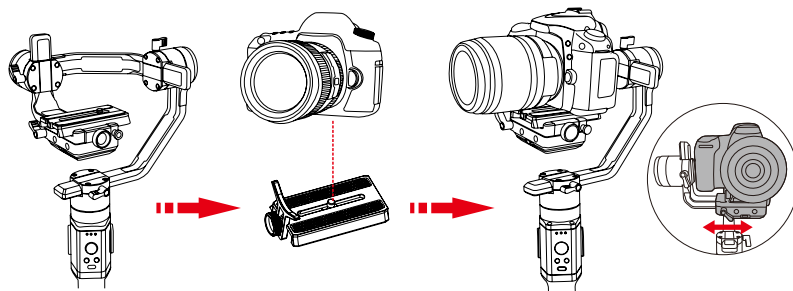
Please use and charge batteries provided or approved by EIMAGE only, in case of accidents.

Attaching The Tripod

Get the tripod ready and tighten it to the 1/4"-3/8" threaded hole at the bottom of the stabilizer, then unfold the tripod on a flat surface.



Mounting The Camera

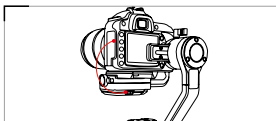


Before mounting the camera, please make sure the battery and memory card are installed already, lens cap is removed.

The HORIZON ONE is turned off during installation.

1. Release the plate and attach it to your camera using provided 1/4 " screw. Secure the camera as firmly as possible.
2. Install the lens support by gently pushing it up, then tighten the thumbscrew. (If the lens is long and heavy)
3. Slide the mounting plate into the gimbal until the safety lock engages.
4. Slide the camera back and forth to reach a rough balance, tighten the plate locking thumbscrew.
5. Move the camera as close as possible to the tilt motor, tighten the camera base locking knob.

Connecting Camera Control Cable



In the case of Canon camera(see more on Page 27--Camera Setting Screen), connect the control cable to the port on the camera platform with the Mini USB end, and then the other end to the left-side port on the camera.

Please make sure the stabilizer is powered off or in standby mode when connecting the camera control cable in case of malfunctioned rotation.

EIMAGE Camera Control Cable Description(see more on page 38--Camera Compatibility List)

Camera brand	Canon	Sony	Panasonic	Nikon
Camera model	Canon EOS cameras with Mini USB interface	Sony camera with	GH3/GH4/GH5	D850
Camera Control Cable model	Mini-001	MULTI-001	CTIA-001	UC-E22
Camera Control Cable interface	Mini USB (10 pin) to Mini USB(5 pin)	Mini USB (10 pin) to MULTI USB	Mini USB (10 pin) to DC2.5MM	Mini USB (10 pin) to MULTI USB
Photo	✓	✓	✓	✓
Video	✓	✓	✓	✓
Auto Focus	✓	✓	✓	✓

Currently supported camera models:

Sony: A7 S / A7 SII / A7 RII / A7R III / A7M3 / A9

Canon: 5D Mark II, III, IV / 6D / 6D2 / 60D / 70D / 80D.

*Some cameras may fail to take pictures due to slow or failing focusing in complex environments such as weak light, manual focus mode is recommended when using camera control function. (Auto Focusing is turned on selectively)

*When using the camera control function, it is recommended to turn off the camera's automatic view (SONY) or image recognition (Canon) and other functions to reduce the system delay.

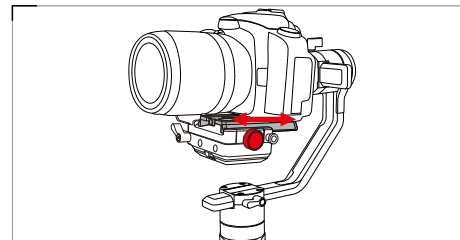
*Before using the camera control function, please select the correct camera mode in APP for the stabilizer.

*To ensure that the stabilizer correctly identifies the camera, power on the stabilizer first after the Camera Control Cable is connected, then power on the camera.

*The time interval of start and stop recording controlled by the gimbal is 3 second.(Only refer to Sony Camera)

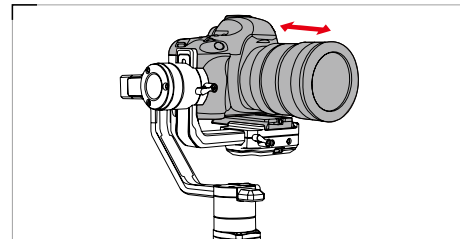
Please make sure the camera is properly mounted and balanced, otherwise the stabilizer may fail to start or operate normally.

Level Adjustment on Tilt Axis



Loosen the thumb screw on the quick release plate so that it can slide forward or backward.

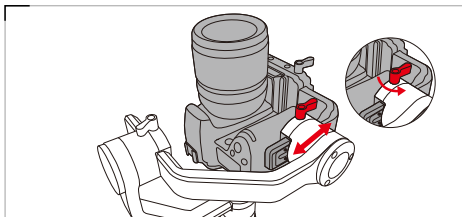
Level Adjustment on Tilt Axis



Hold the horizontal arm on the tilt axis with one hand and adjust the position of the camera to find a level balance where the camera can stay still and almost level with its lens facing front, complete this step by tightening up the camera mounting thumb screw.

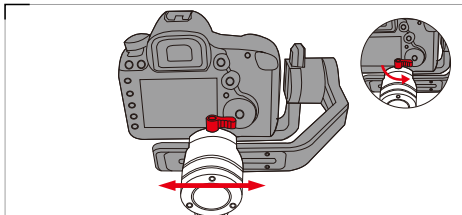
The balance status of the stabilizer will greatly affect the run time. If the camera blocks the thumb screw, the thumb screw can be pulled out and then rotate.

Balance Adjustment on Tilt Axis



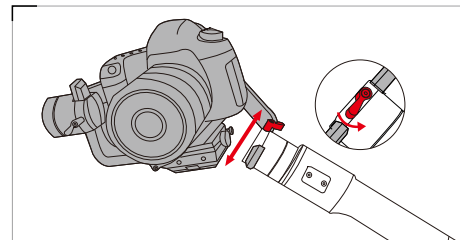
Loosen the thumb screw ; Adjust the tilt axis until the camera can stay still with the lens facing up (i.e. the camera stays still and vertical to the ground), complete this step by tightening up thumb screw.

Balance Adjustment on Roll Axis



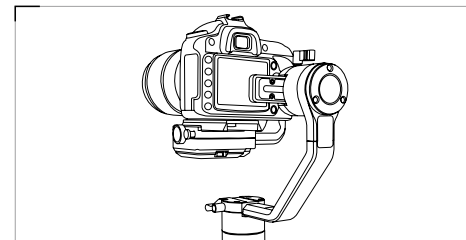
Loosen the thumb screw on the roll axis. Adjust the roll axis until the camera can stay still while keeping the horizontal arm level. Complete this step by tightening up thumb screw.

Balance Adjustment on Pan Axis

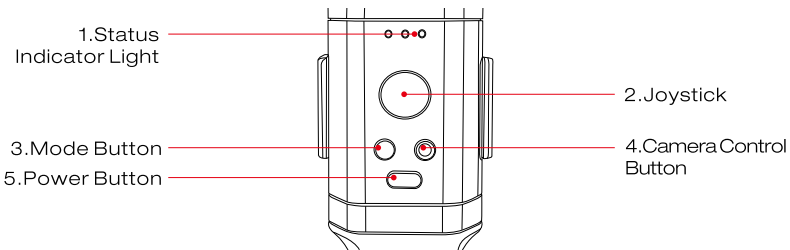


Loosen the thumb screw on the pan axis. Adjust the pan axis until the camera can stay still while keeping the vertical arm level when turned to the right/left side. Complete balance adjustment by tightening up all thumb screws.

If the camera installed is too light that it's impossible to achieve balanced adjustment, you can install the heighten plate on the mounting plate to finish balance installation.



Control Panel Description

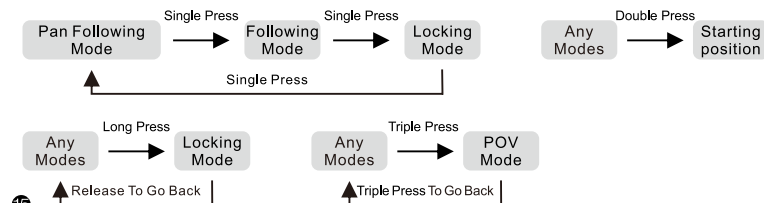


1. Status Indicator Light (Light 1, Light 2, Light 3)
When mode switches, Light 1 - Pan Following Mode;
Light 2 - Following Mode;
Light 3 - Locking Mode.

2. Joystick 

Four-way direction control of the camera/lens.

3. Mode Button 

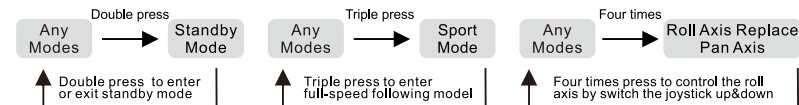


4. Camera Control Button 



5. Power Button 

● Long press for 3 seconds to power on/off.



● Single press to view the battery level

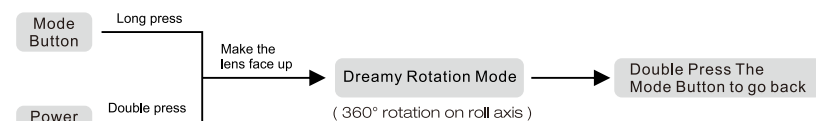
One indicator light on means 30%~60% power. 

Two indicator lights on means 60%~90% power. 

Three indicator lights on means 90%~100% power. 

★ When one indicator light flashes quickly, means less than 30% power.

Combination use of buttons



Please make sure the camera is well balanced, otherwise it can not move at a uniform speed.

EIMAGE - Panasonic Camera Control Function Description (Need to switch to video mode)

Please refer to the Camera Setting Screen in APP Operation on page 27 to choose the right option for your camera.

1. Shutter release: Halfway press 4 "Camera Control Button" to realize auto focus and take single shots by long press.
2. Video recording: Fully press 4 "Camera Control Button" to start or end video recording.

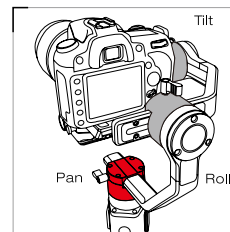
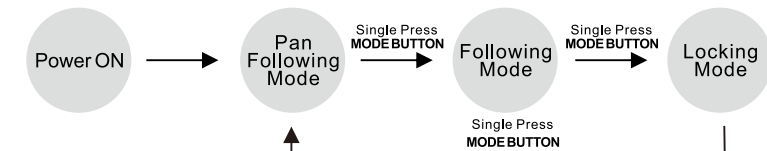
EIMAGE - Sony Camera Control Function Description (No need to switch to video mode)

Please refer to the Camera Setting Screen in APP Operation on page 27 to choose the right option for your camera.

1. Shutter release: Halfway press 4 "Camera Control Button" to realize auto focus and take single shots by long press.
2. Video recording: Fully press 4 "Camera Control Button" to start or end video recording.

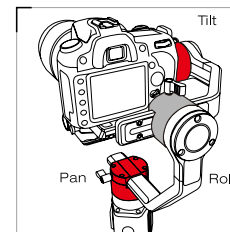
1. For Sony and Panasonic mirrorless camera with EVF, Real-time Preview is not needed.
2. When mounting a Sony camera to the stabilizer, make sure to power on the stabilizer before the camera, otherwise the stabilizer may fail to control the camera.
3. When powering on the stabilizer, please hold the camera with one hand in case of malfunctioned rotation.
4. When powering on, avoid shaking of the stabilizer which may lead to start-up failure.
5. For a Canon camera, the button works the same way as Sony's.

MODE SWITCH



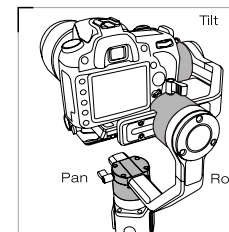
Pan Following Mode

The camera pans left/right following the movement of the stabilizer while the tilt and roll axes are locked. Push the joystick up/down allows manual control of the tilt axis. Push the joystick left/right allows manual control of the pan axis. The tilt axis can be manually positioned by default in this mode.



Following Mode

The camera pans and tilts following the movement of the stabilizer while the roll axis is locked. Push the joystick up/down and left/right allows manual control of the tilt axis and pan axis. Both axes can not be manually positioned in this mode.

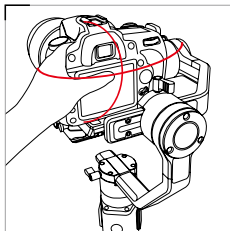


Locking Mode

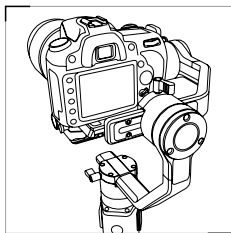
This mode locks movement of all three axes to keep the camera fixed on a shooting direction. Push the joystick up/down and left/right allows manual control of the tilt axis and pan axis. Tilt and Pan axes can be manually positioned in this mode.

Manual positioning of camera

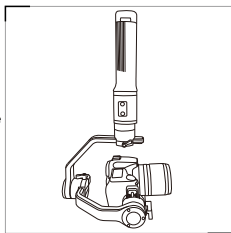
Under Pan Following Mode and Locking Mode, you can manually rotate the camera to a certain angle, then loosen your grip and the camera position will be fixed. Tilt axis angle can be manually adjusted under Pan Following Mode. Tilt axis angle and Pan axis angle can be manually adjusted under Locking Mode.



Bottom Up Mode Operation



Top Down Mode



Bottom Up Mode

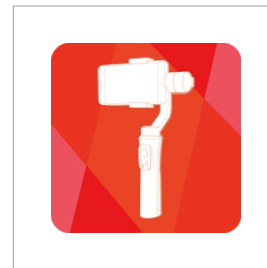
Please ensure balanced installation of the camera under top down mode and do not rotate or shake the handle while initiating the bottom up mode (as seen in graph).
Note: The size of the camera and its balance condition when mounted may affect the successful access to Bottom Up mode. For certain camera models, balance should be adjusted after access to Bottom Up mode.

APP Download and Installation

For iOS: Download the APP by searching "3-Axis Gimbal" in APP Store (iOS 9.0 above required).

For Android: Download the APP by searching "3-Axis Gimbal" in Google Play or from the "CONTACT US--APP Download" page on E-IMAGE's official website www.eimagevideo.com. (Android 5.0 above required).

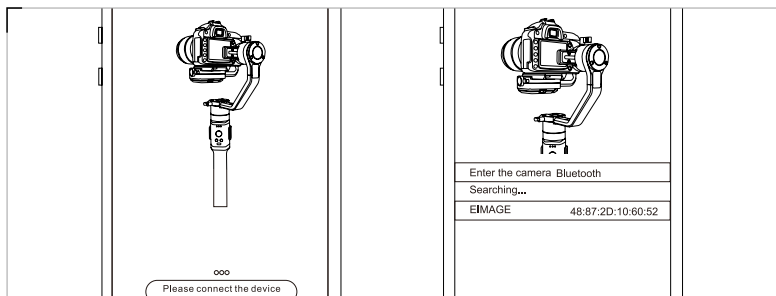
"E-IMAGE" icon below for reference.



The E-IMAGE APP is subject to regular update without notice.

Connecting the Stabilizer to Smartphone

1. Power on the Stabilizer and turn on the Bluetooth in settings of your smartphone.
2. Tap E-IMAGE's APP icon to open and switch to HORIZON ONE screen, click on the bottom to connect the stabilizer.
3. The interface lists devices that can be searched nearby, choose the device starting with HORIZON ONE.(the next four numbers is machine serial number, which can help you tell from other devices)



Control Screen

Stabilizer controls panel via Bluetooth.

Shortcut operation key introduction:

Bluetooth signal: view or reconnect the gimbal.

Yaw & Pitch: remote control the movement of yaw axis and pitch axis.

Roll: remote control of roll axis movement.

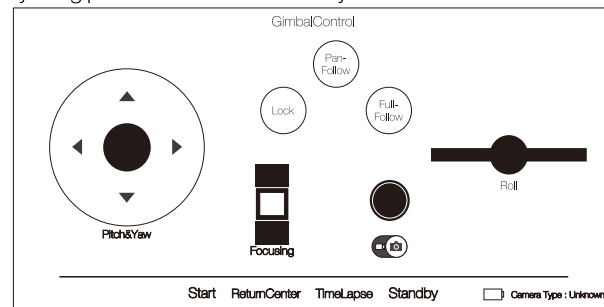
Photo/Video: switch between the stabilizer's photo and video modes.

Start: long press to activate the Gimbal.

Return center: the Gimbal can soon back to the starting position. (the Tilt Axis and Roll Axis return to the horizontal position, and the pan axis returns to the mechanical zero position)

Time-lapse: click to enter the Time-lapse screen quickly.

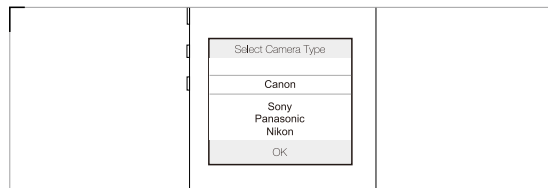
Standby: long press to enter the Standby Mode.



Setting Screen

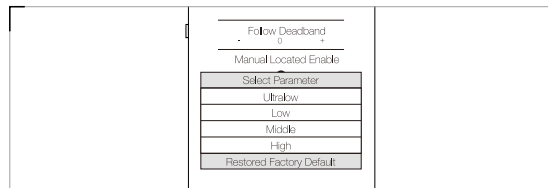
Allows adjustment of various parameter settings of the stabilizer. Mainly camera brand selection and Gimbal setting

1.Camera Setting Screen: enable to select the camera model that needs to be connected. (see more on page 15-EIMAGE Camera Control Cable Description)
The supported camera models and functions are in continuous development, try out to discover more at our official website.

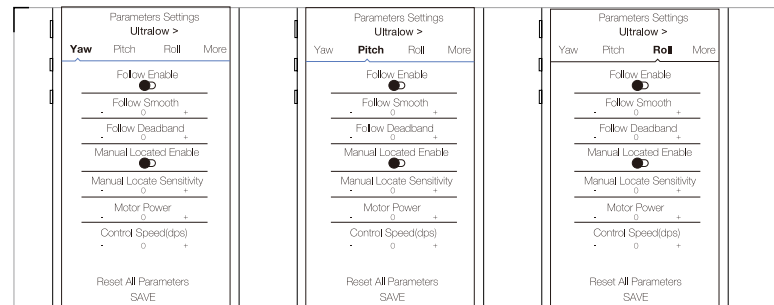


2.Gimbal Setting Screen: The Gimbal parameter can be adjusted by camera model (4 levels: Ultralow/Low/Medium/High)

On the premise of well mechanical balance and without shaking, the higher the better, factory default is Ultralow. The recommended parameters that are compatible with the camera models and lens will be updated later.



Setting Screen



- 1.Ultralow:click to select the recommended parameters according to the camera weight and center of gravity.
- 2.Reset: reset all parameters including the tilt axis, pan axis, roll axis and Dreamy Rotation Mode.(Remember to save after reset)
- 3.Save: after adjusting the parameters, please make sure to click the save button to solidify the parameters into the gimbal.

The three axes in the middle of the Setting Screens can be adjusted separately. Here, take the pan axis parameter as an example.

1.Follow enable: a switch that controls the current axis following function, note the distinction with the three shortcut following modes(locking mode, pan following mode and following mode).
The following functions of the three axes can also be matched freely if you want more creative shooting.

Setting Screen

2. Follow smooth: (0~100) the larger the more sensitive it is.

3. Follow deadband: here refers the size of an area in the middle that does not respond to external actions under following mode. It is recommended to set about 5.

4. Manual locate enable: controls whether the current axis can be manually positioned.

5. Manual locate sensitivity: the larger the less sensitive, it is recommended to set about 5. (If it is too small, the external resistance under strong action may be mistaken for manual positioning, which may cause unnecessary trouble)

6. Motor power: (0~100) represents the output force of the current motor.

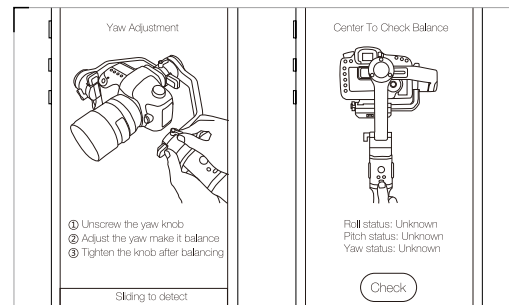
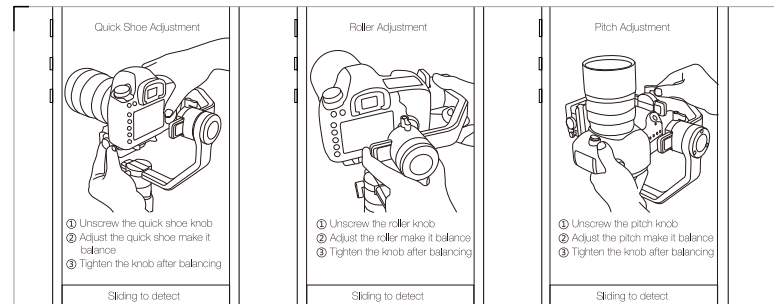
7. Control speed: this value sets the maximum speed that an external control can achieve. (Units: dps) (The external control here includes: the joystick on the stabilizer and APP virtual joystick)

Dreamy Rotation Mode (360° rotation on Roll axis)

Dreamy Rotation speed: This value is used to adjust the maximum speed controlled by the joystick under Dreamy Rotation Mode. (Units: dps)

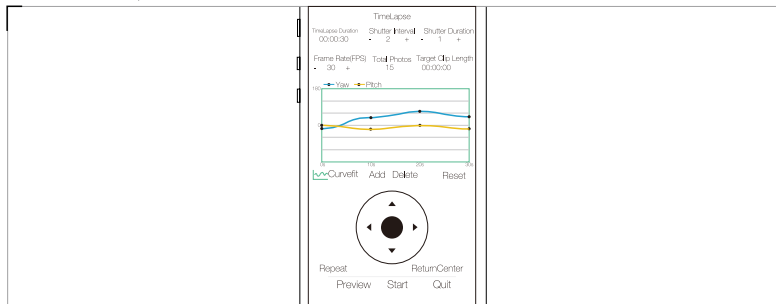


Balance Inspection



Time-lapse screen

Time-lapse screen is as follow, and the updated version of time-lapse will be introduced later. (Includes camera control and multi - axis linkage with external focus control)



At present, the time-lapse mainly controls the tilt axis and pan axis.

1. Set the camera parameters according to the current environment.
2. Connect the camera to the stabilizer using the camera control cable.
It is recommended to readjust the mechanical balance after proper connection.
3. Set the shutter interval , photo interval, frame rate and the total shooting time.
4. Select the shooting path: confirm a keyframe and click to add, after all key frames are selected, tap “preview” to confirm and click to start time-lapse photography.
5. The gimbal will stop at the last key frame position after shooting.

Time-lapse screen

6. The gimbal has two moving modes: sharp mode and smooth mode, that is the path form of gimbal movement.

7. Quit: stop the running of time-lapse photography.

8. Repeat: automatically load and repeat the last movement.

Calibration Screen

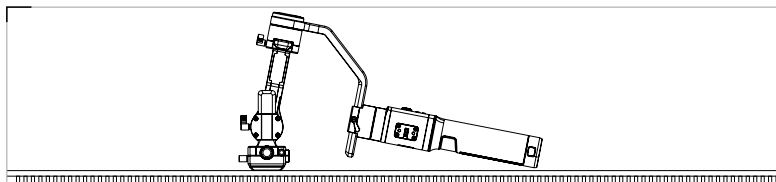
Calibration is required when deviations are found in the 3 axes and the leveling of the camera.

When do you need to calibrate the stabilizer?

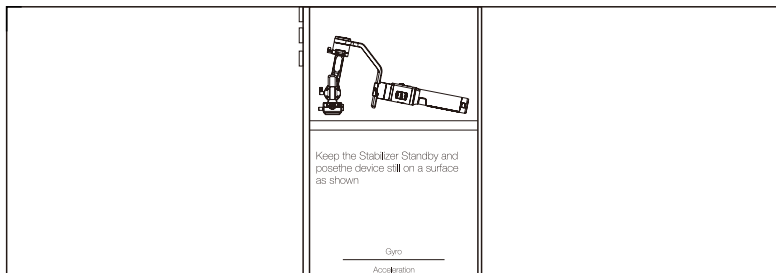
Please calibrate the stabilizer when necessary to ensure normal use.

When	How
1. Slight deviation is found in the tilt angle of the camera in level position after startup. 2. Slight deviation is found in the roll angle of the camera in level position after startup. 3. Frequent small angle correction is found when the camera is in level position while the stabilizer stays still. 4. Slight deviation is found in level position after the initialization of the stabilizer. 5. Stabilizer unused for a long time. 6. Too large temperature difference between operation environments.	Gyro Acceleration

Initialization Method

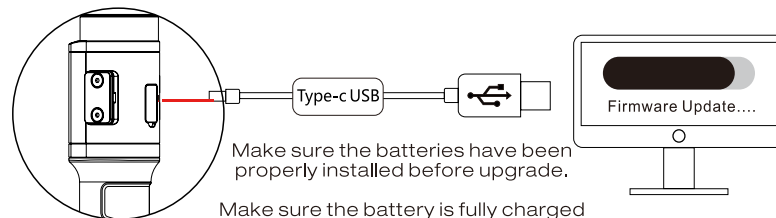


1. Correctly install the batteries.
2. Hold the camera mounting plate with one hand, long press the Power button to start up the stabilizer; Double press the Power button to enter the standby mode (holding the camera mounting plate through the whole process in case of start-up failure).
3. Complete the calibration procedure following onscreen illustrations. (Make sure the stabilizer is posed still on a flat surface).

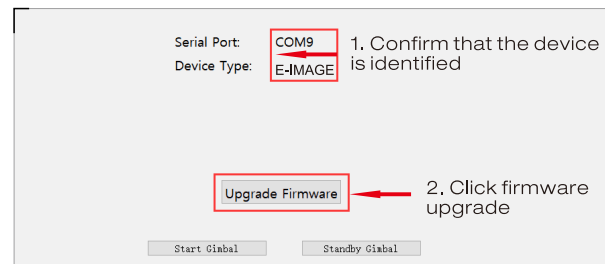


If the angle deviation still persists after the initialization, please try again following the procedure.

Firmware Upgrade

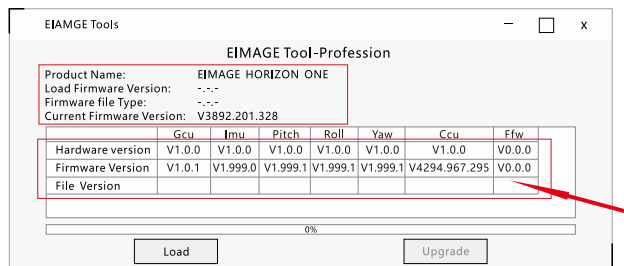


1. Press and hold the Mode Button, press the Power button with another hand to enter the Boot mode (the three indicator lights keep flashing synchronously).
2. Connect the stabilizer to your computer via Type-C USB cable, power on the computer, and the following screen appears.



Firmware Upgrade

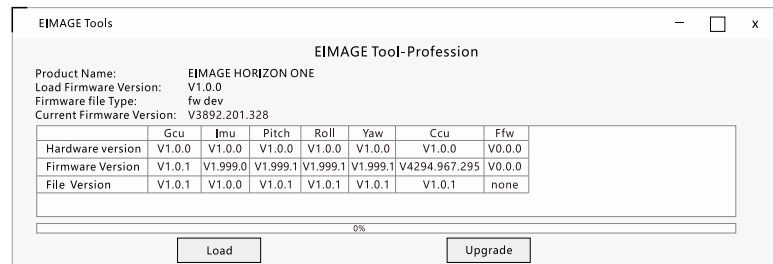
Enter the upgrade interface, as shown in the figure below, confirm that it is online (whether the Hardware version is displayed).



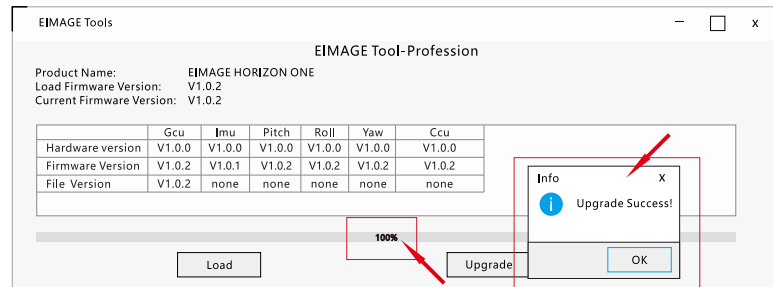
3. Load corresponding firmware(format:EIMAGE HORIZON ONE V1.0.0 user.wf)



Firmware Upgrade



Click upgrade: upgrade progress will appear. After completion, close the software and restart the stabilizer



Product Specifications

	Min.	Standard	Max.	Remarks
Input Vol.	11.2V	14.8V	16.8V	
Operation Current	150mA		7600mA	
Operation Temperature	-10°C	+25°C	+45°C	
Operation Time	12h		18h	Static operation under proper balance
Charging Time		6h		Charging current 4x400mA
Weight		1470g		Excluding batteries
Tilt Angle Range		360°		Unlimited rotation
Roll Angle Range		360°		Unlimited rotation
Pan Angle Range		360°		Unlimited rotation
Following Deviation in Static State	±0.01°		±0.03°	
Following Deviation in Motion State	±0.05°		±0.1°	
Payload	500g		3600g	
Compatible Camera Sizes	The max. horizontal length from the point of camera gravity to the roll axis is 90mm, from the 1/4" threaded hole to tilt axis 90mm, and from gravity point to quick release plate 70mm.			
Product Dimension	192mmx79mmx460mm			

Camera Compatibility List

Brand	Model	Control line	Function	Attention	Firm Version	Development plan
Canon	5D MarkⅡ	Black label Canon Cable (miniUSB10P-miniUSB)	Picture Video Auto-Focusing	1. AF mode, please do not loose the button without focusing on subject successfully, or the camera will be busy on communication. 2. For 5DiI camera, the auto focusing is only available under monitor mode. 3. If using 5D4 camera, please power on camera first, then turn on the gimbal.	V1.05	Adding specification setting and auto focusing.
	5D MarkⅢ				V1.05	
	5D MarkⅣ	Red label Canon Cable (miniUSB10P-microUSB)			V1.06	
	6D	Black label Canon Cable (miniUSB10P-miniUSB)			V1.05	
	6D2				V1.08	
	60D				V1.08	
	70D				V1.08	
	80D				V1.08	
Sony	A7S	Sony Cable (mini USB10P-multi)	Picture Video Auto-Focusing	1. If taking picture or take video, pls make sure the camera is under corresponding mode.	V1.05	
	A7S Ⅱ				V1.05	
	A7R Ⅱ				V1.05	
	A7R Ⅲ				V1.05	
	A7M3				V1.05	
	A9				V1.05	

*Our gimbal could control above cameras directly and through actual testing. For cameras which are not listed on it, maybe some models could be worked.

Camera Compatibility List

Brand	Model	Control line	Function	Attention	Firm Version	Development plan
Panasonic	GH3	Panasonic Cable (mini USB10P-DC2.5mm)	Picture Video Auto-Focusing	1.If taking picture or take video, pls make sure the camera is under corresponding mode.	V1.05	
	GH4				V1.05	
	GH5				V1.05	
Nikon	D850	Nikon Cable (miniUSB10P-miniUSB)	Picture Video Auto-Focusing	1.If taking picture or take video, pls make sure the camera is under corresponding mode.	V1.08	

*Our gimbal could control above cameras directly and through actual testing.
For cameras which are not listed on it, maybe some models could be worked.

Warranty Card

Warranty period Statement:

1. Customers are entitled to replacement or free repair service in case of quality defects found in the product within 7 days upon receipt of the product.
2. Customers are entitled to free repair service for any product proven defective in material or workmanship that results in product failure during normal consumer usage and conditions within one year from the date of purchase.

This warranty does not apply to the following:

1. Products subjected to unauthorized repair, misuse, collision, neglect, mishandling, soaking, accident, and unauthorized alteration.
2. Products subjected to improper use or whose labels or security tags have been torn off or altered.
3. Products whose warranty has expired.
4. Products damaged due to force majeure, such as fire, flood, lightning.

To obtain the warranty service, please follow these steps:

1. If failure or any problem occurs to your product after purchase, please contact a local agent for assistance. If there is no local agent, you can always contact our customer service through email or website.
2. Your local agent or customer service will guide you through the whole service procedure regarding any product issue or problem you have encountered.
3. EIMAGE reserves the right to reexamine damaged or returned products.

Customer Information

Customer Name

Contact No.

Address

Sales Manager

Sales Date

Dealer

Dealer Contact No.

#1 Maintenance Record

Service Date

Signature of Repairman

Cause of Problem

Service Result: ☐ Solved ☐ Unsolved ☐ Refunded/ Replaced