

Electric Surfboard

Model: Formosa F1

Firmo International Co., Ltd.

User Manual V1.0

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Because this product is a fast-moving product, it is not recommended for children under 16 years of age.

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1 Introduction

Thank you for choosing Formosa F1 electric surfboard, which has leisure, sports and life-saving functions. Our goal is to make water sports more exciting. Formosa F1 is an easy-to-use water sports and leisure product. It makes the water sports equipment from the traditional wave waiting, into a powerful electric auxiliary product, without waiting for the wave.

Our products feature advanced innovative battery systems and excellent underwater propulsion technology, aiming to achieve the highest performance in technology and design. Every Formosa F1 undergoes extensive testing before leaving our production line.

We want to make sure you stay safe while using Formosa F1, so please read it carefully so that you can use it correctly. Our focus is on security and a user-friendly experience.

If you have any comments or questions about the design or use of our products, please feel free to contact our customer service department at support@twformosa.com. We hope you have a lot of fun while using Formosa F1.

wish all the best

2. Important safety and operating information

2.1. Danger warning: Careless operation may cause injury to yourself or others. Therefore, please pay attention to the relevant instructions in this manual.

We guarantee that our product design achieves the highest known safety and, as with all electrical products, necessary measures should be observed during the handling process to reduce hazards. In addition, the suction port of the water inlet may inhale hair, body parts or scattered objects.

As long as follow our recommendations to use the safety standard user manual. To ensure safety, please read this user manual
Before use, please read and follow the accompanying instructions carefully.

Ignoring the instructions in this manual or using Formosa F1 incorrectly may cause malfunctions, equipment operation problems, damage or personal injury. For any damage caused by conflict with this operation manual, Formosa F1 does not assume any responsibility.

2.1.1 General safety instructions

Children under the age of 16 are not allowed to operate Formosa F1. Make sure that only healthy and experienced surfers can use it. Do not use Formosa F1 when tired or under the influence of alcohol, drugs or drugs. The use of Formosa F1 during pregnancy is prohibited.

After each use, please rinse with fresh water, especially after using it in sea water. Be sure to place the battery in a non-flammable Charge in an explosion-proof bag. Please make sure that there is enough battery power left to return to shore or water. Do not open the battery box (do not loosen the screws of the battery). Protect the battery from mechanical damage.

If the battery box is damaged:

1. Do not use the battery again, and do not charge it. So as to avoid the danger of fire.
2. If the electrolyte leaks from the damaged battery, please avoid skin contact and breathing of its gas. If you come into contact with electrolyte leaking from the battery (such as skin or eyes), please rinse the affected area thoroughly with clean water. Contact the doctor immediately.
3. Please contact our service center for advice on proper disposal of damaged batteries.

Please charge the battery only in an ambient temperature of 0°C (32°F) to 45°C (113°F). Please note that starting in 2009, lithium batteries with a capacity of more than 100 Wh (per unit) will no longer be used as carry-on items on passenger aircraft.

Do not stick body parts, clothes or other objects near the water inlet of Formosa F1. Do not wear loose or running clothes or equipment to avoid being sucked into the water inlet due to inhalation.

People with long hair or those who have long hair nearby should use Formosa F1 with extreme caution. Long-haired users should wear a hair band or a swimming cap when using Formosa F1. Note that the water from the suction port may be sucked into loose parts or clothing.

2.2. Warning about the risk of damage

This section contains important instructions for handling the following content, in addition to these instructions, please read and follow Complete operating manual to prevent damage to your Formosa F1.

2.2.1 How to use Formosa F1 correctly

- Never open any cover of Formosa F1 in water.
- After use, be sure to take Formosa F1 out of the water and wash it.

3. Parts and technical specifications

3.1 Parts

Depending on the packaging you ordered, the following other parts are available:

- Tow wheels for surfboards
- Explosion-proof bag used when charging the battery
- Spare screws
- Rope and iron plate for connecting wireless accelerator
- Connect to the foot rope of the kill switch
- Rudder
- Screw glue

3.2 Technical specifications

Propulsion power (watts): maximum not more than 1500 watts

Battery capacity (in watt hours): 3528 watt hours

Number of battery packs: 1

Status of battery module for transportation: UN38.3 approved

Battery type: Lithium ion

Related voltage (Volt): Rated 51.8V

Battery working/storage temperature: -20°C to +60°C (-4°F to +140°F)

Battery charging/storage temperature: 0°C to +45°C (-32°F to +113°F)

Total weight including battery:

Length of Formosa F1: 1980mm (6'6") Width: 650mm (2'2") Height: 170mm (6.7")

Battery life at maximum speed (in minutes):

Charger: In order to ensure the safety of charging, the company does not encourage fast charging, so as to avoid the danger of rapid battery heating caused by fast charging during charging. Therefore, the company uses a charging rate of 20% of the capacity. Please always pay attention when charging. Charging status

4. Use Formosa F1 correctly

4.1. Introduction

This section applies to the correct use of Formosa F1. Please follow each step carefully to start normal use of your Formosa F1.

4.2. Formosa F1 wireless handle LED & power button operation mode:

First press the "Power ON" button to wake up the battery

a). Handle power display: short press for 0.5 seconds to display the blue LED (power status) display for 5 seconds and then turn off the light

b). The highest speed setting:

Long press for 2 seconds to enter the maximum speed setting mode (LED shows red light), the light number 5-4-3-2-1-5-4-3-2-1 (every 0.7 seconds) will display in turn, release the power button After displaying the selected number of lights (shown for 2 seconds and then turn off the lights) determine its maximum speed, each light speed 5 lights-100% 4 lights-85% 3 lights-70% 2 lights-55% 1 light-40%

Long press for 2 seconds will display the highest speed light, if you want to set, press for 2 seconds to enter the setting mode

c). If there is no action for 30 minutes, the system resets back to the default value, which is 100%, and automatically shuts down

d). Abnormal condition: The speed is below the middle value of the lowest speed defined by the system, and there is no change in 5 seconds, it will show 5 red light flashes 20 times every 0.5 seconds and then automatically shut down

e). When the battery is low: the last light continues to flash once every 0.7 seconds

f) The handle attached is a Ni-MH 4th battery. Please take it out and charge it when the battery is low. If you replace it with an alkaline battery, it may cause a misjudgment and the battery will end early. Please consider it carefully.

4.3. Kill Switch Safe Stop Switch

1. The "safety stop switch" is composed of a device on the foot rope and a round plastic box located near the end of the surfboard by the principle of magnetic attraction.

2. In order to prevent the user from falling into the water at a high speed, the machine will stop running immediately when the user falls into the water and leaves

the connection between the foot rope and the board.

5. Maintenance after using Formosa F1

-Maintenance of Formosa F1

After operating in salt water or brackish water, please take out the battery box and wash all parts of the surfboard thoroughly with fresh water, and put it in a cool place after drying and wiping.

6. The use and maintenance of the battery

Your FORMOSA F1 uses lithium-ion batteries, which need to be handled with care. We hope you will use FORMOSA F1 products safely for a long time. Please read this manual carefully and follow the instructions below to prevent accidents and injuries.

6.1 Use of battery

Whenever you use Formosa F1, please always check and take care not to break the box or have any small cracks on the box. If you find this, you must stop using it, because it may cause electric shock and dangerous battery short circuit, or even cause water to enter the battery box and cause damage. If you expose it to a high-temperature environment, it will shorten the life of the battery and cause danger during use. When not in use, do not place Formosa F1 in direct sunlight, and store the battery box in a cool environment.

6.1.1 Installation and extraction of battery box

-Battery box installation: Take the round rods at both ends with both hands and put them directly into the big groove on the surfboard. Note that the connector under the battery box should be aligned with the connector under the groove, and then press the round rod down after putting it in. can.

-Extraction of the battery box: Use both hands to extract the round rods at both ends. You need to pick up the round rods with your fingers. You don't need to loosen any screws, just lift it up.

6.1.2 Ensure that the battery is used correctly.

-If the battery is not stored in a too hot environment, the battery life will be longer. Heat can damage the battery.

- Do not use the battery box at a temperature above 60°C (140°F).

-Please make sure that the FORMOSA F1 is completely dry before inserting or unplugging the battery case.

-Do not short-circuit the battery or battery connector.

-If the battery appears to be damaged or cannot be fully charged, the battery must be replaced.

-If the battery life is significantly shortened, the battery should be replaced.

6.2 Charging the battery

To ensure that the battery is charged correctly, please read the following:

- Be sure to make sure the charger is dry before use.
- Charge the battery within 24 hours after use, and charge the battery at least once every 3 months.
- Please fully charge the battery before using FORMOSA F1.
- Only use the charger that comes with the FORMOSA F1 package.
- Do not charge the battery at a temperature higher than 45°C (113°F).
- Be sure to connect the charger to the battery first, and then plug the charger into the power source.
- After charging, please disconnect the power first, and then disconnect the battery from the charger.
- When charging, please put the battery case in an explosion-proof bag to reduce possible risks.
- Do not charge the battery near water.
- The charger will become hot when in use, so it takes time to pay attention to the charging status when charging.

6.3 Battery storage

To ensure proper storage of the battery, please read the following:

- When not in use, please put the battery and FORMOSA F1 surfboard body in a dry and cool place.
- Please place the battery in a dry and ventilated place, out of the reach of children and keep away from heat sources.
- Do not store the battery at a temperature higher than 45°C (113°F).
- When not in use, do not put the battery into the FORMOSA F1 surfboard body, and prevent children from playing easily.

6.4 Buying batteries

Additional batteries can be purchased separately. For more information, please visit our online store on www.twformosa.com.

7. Warranty and RMA Repair Policy: (Return Merchandise Authorization) Product

Return Authorization

The following details the conditional hardware warranty and maintenance (RMA) procedures provided by Firmo International for its products.

7.1. Warranty

7.1.1. General warranty

- Firmo provides limited hardware warranty services to the original purchasers of its products.
- Subject to the following conditions, restrictions and disclaimers, Firmo guarantees that the product will be free of defects in materials and workmanship during the applicable warranty period (defined below) from the date of shipment from our factory.
- If during the applicable warranty period, the product fails due to defects in materials or workmanship, Firmo agrees to repair or replace any product or part of it that is proven to have such defects.
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7.1.2. Applicable warranty period

Under the general limited warranty conditions, the designated products that fall within the applicable warranty period are as follows:

7.1.3. Standard Warranty

- Standard products: The products manufactured by Firmo are guaranteed for one year from the date of shipment.
- ODM/OEM products: Unless expressly agreed otherwise in the written sales contract, our warranty period is one year from the date of shipment.
- Peripheral and outsourced parts (not manufactured by Firmo): The original manufacturer's warranty period will be applied and transferred to the user.
- The battery installed in the product: one year from the date of shipment.
- Consumable parts other than electrical products and parts: We do not provide any warranty.
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7.1.4. Extended warranty

Once the warranty period is extended, the applicable warranty period is the period agreed with the customer in the contract.

We can provide up to five years of extended warranty service for some products on demand. If customers are interested, please contact our sales team for more detailed information.

7.2 Repairs during the warranty period

Firmo has always strictly tested all its products to ensure the best quality and reliability. In the unlikely event that a customer's product is defective or malfunctions during the applicable warranty period, Firmo will do its best to expedite the repair/replacement schedule.

7.2.1. Definition and process of DOA (Destroy on Delivery)

1. If the product fails within thirty days from the date the customer receives the goods, the product will be considered a DOA.
2. If you receive a DOA product, please report it to Firmo immediately, and we will give priority to it. It is recommended that customers first respond to the problem to our customer service engineer through our sales staff for immediate troubleshooting. Our customer service engineer will first try to troubleshoot the problem through remote communication.
3. Once the customer service engineer confirms that the problem cannot be solved, the engineer will notify the sales staff to prioritize service and speed up the processing.
- 4.

7.2.2. Obsolete products (within the warranty period)

We will continue to provide services for the product until the warranty expires. However, if we can no longer find parts that can be repaired during the warranty period, we will use the direct upgrade version to replace the product, and the remaining warranty period of the original product will continue to apply until the expiration date.

7.2.3. Non-warranty repairs

Any maintenance required for a product whose warranty period has expired or has expired (please refer to the "Exclusion Clause" below) shall be regarded as non-warranty maintenance. All returned products for non-warranty repairs are subject to repair and transportation costs. However, whether the product is repairable or not must also be determined based on whether the required parts are still available and the degree of damage/damage to the product.

For this type of repair, the following regulations will apply:

7.2.4. Charging standards

1. Regardless of whether the returned product can be repaired or not, an inspection fee of \$40 will be charged for each product.
2. In addition to the inspection fee, a repair service fee will be charged separately. This cost will include the parts needed in the repair process and the labor cost of the

maintenance engineer.

3. Customers need to bear the transportation and insurance costs of goods on their own at the same time.

7.2.5. Conditions

1. From the day when the customer receives the goods after shipment from our repair service department, all repaired goods are entitled to a three-month warranty.
2. In view of the degree of damage to the parts and the repaired product, we may not be able to repair the product.
3. Once the customer agrees to the terms and conditions of this policy, we will provide the RMA number immediately.
4. We will provide a repair quotation after completing the inspection of the returned product. After the customer confirms and receives the PO from the customer, we will proceed to repair it immediately.
5. If the customer does not want to repair, or the product is deemed unrepairable, we can assist in scrapping the product or return the product to the customer (the customer is responsible for all costs). However, if we have not received a reply within 60 days from the date of notification, we will assume that the customer has authorized us to dispose of the goods by ourselves.

7.2.6. Repair report

We will provide a standard maintenance report for each RMA project. If a detailed analysis report is required, we will charge a fee to cover all related costs.

7.3. Authorization for return of repaired products

7.3.1 Description of important matters

- Our RMA service is only applicable to customers who hold the serial number of Firmo products.
- The validity period of the RMA number is 14 working days. Our purchasing department will reject all returned goods without our authorized RMA number. In this case, the returner must bear the responsibility and cost of recycling these goods, and we will not be responsible for the safety and custody of these goods. In addition, if we do not receive a reply from the shipper, we will scrap the item in three months without notice.
- Please do not send back any accessories, manuals and special products of the product. For the return of these items, we will not bear any responsibility or guarantee that these accessories can be returned intact.
- If the customer wishes to send back other equipment related to the repaired product to help us solve the problem, they must be clearly listed on the RMA form one by one.

- In order to facilitate faster repair and troubleshooting, we require customers to describe the product in detail as much as possible, such as (but not limited to) the use of the returned product, the storage method, and the working environment.
- If our engineers cannot replicate the problem described, we will conduct our standard product test on the returned product. If the returned product passes the test and no problems occur, we will consider the project as NPF (no problem found)) Return. We may charge customers an inspection fee of up to US\$40 per project, and customers need to arrange and pay for the return shipping of the product.

7.3.2. Repair product return procedure

3.2.1.

To apply for an RMA number, please visit the e-RMA page on the website (www.twformosa.com) and fill in the application form. We encourage customers to fill out the form as completely as possible to help us expedite the troubleshooting process. Please note that the receipt of the RMA number does not guarantee that the product can be repaired (please refer to the description of point 2 in clause 2.4.2 above).

3.2.2.

If all the items on the RMA application form are within the warranty period in terms of conditions and time limit, we will issue an RMA number to authorize the customer to return these goods. Please note that the RMA number is only valid within 14 working days!

7.3.3. Transportation

3.3.1.

On the shipping invoice, please include the following descriptive text:

"Commodities with no commercial value can only be returned for after-sales service."

3.3.2.

All items returned to us should be packed in their original packaging materials as much as possible. Otherwise, please make sure to pack it appropriately in a package with good cushioning protection, and mark the RMA number on the outer box. All returned goods must be accompanied by a copy of a valid RMA form.

3.3.3.

When the customer returns the goods for repair during the warranty period, the customer must ensure and avoid damage or loss during the delivery of the goods, and must bear the return and insurance costs. The return shipping cost will be borne by us. After the repair is completed, we will return the goods to the customer

through our designated transportation service method.

7.4. Exclusions

In some cases, product failure caused by (for example, but not limited to) misuse, negligence, abuse, accident, incorrect installation or unauthorized repair will invalidate its warranty, so it can only be regarded as For repairs beyond the warranty, we will charge the repair and transportation costs incurred.

7.4.1. Conditions for invalid warranty

- The warranty period has expired
- Damage caused by customers:
 - Replace or modify parts without prior consent.
 - Disassemble by yourself without prior consent.
 - Damage caused by external factors, such as water, current overload, static electricity, accidents, or electric shocks.
 - Damage caused by improper operation, improper use or negligence.
 - Any damage caused by other manufacturers, including those parts that customers require to be integrated into our products.
- The product identification mark or serial number label has been changed or removed.

7.5. Other

This warranty clause is conditional and does not cover products whose warranty has expired. In addition:

- We do not provide any other guarantees (and exclude any other implied guarantees, terms or conditions).
- Even if it is caused by the supply or use of parts, we are not responsible for any other loss or damage (including indirect or indirect loss, financial loss, loss of profit or use, etc.).
- Our liability is limited to the price of the product or component.

7.6. Disclaimer

To the extent permitted by applicable laws, the foregoing content is a complete warranty statement for Firmo products, and replaces all other oral or written guarantees and declarations.

Except for the content specified above, we have not provided any other guarantees, and we hereby declare that other guarantees that conflict with the above statements are invalid.

We will contact customers in the event that the product cannot be repaired, is not authorized, and the good product is returned, so that the customer can recycle the product by themselves. However, if the customer fails to take the initiative to recycle it within the specified time limit, we will think that the customer no longer needs this product and will directly scrap it.

If all the services we provide cannot solve the problem, under no circumstances will we be responsible for any customer's property or financial losses caused by the use of Firmo's products and any adverse consequences after use.

The following details the conditional hardware warranty and maintenance (RMA) procedures provided by Firmo International for its products.

7.1. Warranty

7.1.1. General warranty

- Firmo provides limited hardware warranty services to the original purchasers of its products.
- Subject to the following conditions, restrictions and disclaimers, Firmo guarantees that the product will be free of defects in materials and workmanship during the applicable warranty period (defined below) from the date of shipment from our factory.
- If during the applicable warranty period, the product fails due to defects in materials or workmanship, Firmo agrees to repair or replace any product or part of it that is proven to have such defects.
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7.1.2. Applicable warranty period

Under the general limited warranty conditions, the designated products that fall within the applicable warranty period are as follows:

7.1.3. Standard Warranty

- Standard products: The products manufactured by Firmo are guaranteed for two years from the date of shipment.
- ODM/OEM products: Unless expressly agreed otherwise in the written sales contract, our warranty period is two years from the date of shipment.
- Peripheral and outsourced parts (not manufactured by Firmo): The original manufacturer's warranty period will be applied and transferred to the user.
- The battery installed in the product: one year from the date of shipment.
- Consumable parts other than electrical products and parts: We do not provide any warranty.

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7.1.4. Extended warranty

Once the warranty period is extended, the applicable warranty period is the period agreed with the customer in the contract.

We can provide up to five years of extended warranty service for some products on demand. If customers are interested, please contact our sales team for more detailed information.

7.2 Repairs during the warranty period

Firmo has always strictly tested all its products to ensure the best quality and reliability. In the unlikely event that a customer's product is defective or malfunctions during the applicable warranty period, Firmo will do its best to expedite the repair/replacement schedule.

7.2.1. Definition and process of DOA (Destroy on Delivery)

1. If the product fails within thirty days from the date the customer receives the goods, the product will be considered a DOA.
2. If you receive a DOA product, please report it to Firmo immediately, and we will give priority to it. It is recommended that customers first respond to the problem to our customer service engineer through our sales staff for immediate troubleshooting. Our customer service engineer will first try to troubleshoot the problem through remote communication.
3. Once the customer service engineer confirms that the problem cannot be solved, the engineer will notify the sales staff to prioritize service and speed up the processing.
- 4.

7.2.2. Obsolete products (within the warranty period)

We will continue to provide services for the product until the warranty expires. However, if we can no longer find parts that can be repaired during the warranty period, we will use the direct upgrade version to replace the product, and the remaining warranty period of the original product will continue to apply until the expiration date.

7.2.3. Non-warranty repairs

Any maintenance required for a product whose warranty period has expired or has expired (please refer to the "Exclusion Clause" below) shall be regarded as non-warranty maintenance. All returned products for non-warranty repairs are subject to repair and transportation costs. However, whether the product is repairable or not must also be determined based on whether the required parts are

still available and the degree of damage/damage to the product.

For this type of repair, the following regulations will apply:

7.2.4. Charging standards

1. Regardless of whether the returned product can be repaired or not, an inspection fee of \$40 will be charged for each product.
2. In addition to the inspection fee, a repair service fee will be charged separately. This cost will include the parts needed in the repair process and the labor cost of the maintenance engineer.
3. Customers need to bear the transportation and insurance costs of goods on their own at the same time.

7.2.5. Conditions

1. From the day when the customer receives the goods after shipment from our repair service department, all repaired goods are entitled to a three-month warranty.
2. In view of the degree of damage to the parts and the repaired product, we may not be able to repair the product.
3. Once the customer agrees to the terms and conditions of this policy, we will provide the RMA number immediately.
4. We will provide a repair quotation after completing the inspection of the returned product. After the customer confirms and receives the PO from the customer, we will proceed to repair it immediately.
5. If the customer does not want to repair, or the product is deemed unrepairable, we can assist in scrapping the product or return the product to the customer (the customer is responsible for all costs). However, if we have not received a reply within 60 days from the date of notification, we will assume that the customer has authorized us to dispose of the goods by ourselves.

7.2.6. Repair report

We will provide a standard maintenance report for each RMA project. If a detailed analysis report is required, we will charge a fee to cover all related costs.

7.3. Authorization for return of repaired products

7.3.1 Description of important matters

- Our RMA service is only applicable to customers who hold the serial number of Firmo products.
- The validity period of the RMA number is 14 working days. Our purchasing department will reject all returned goods without our authorized RMA number. In this case, the returner must bear the responsibility and cost of recycling these goods, and we will not be responsible for the safety and custody of these goods. In addition,

if we do not receive a reply from the shipper, we will scrap the item in three months without notice.

- Please do not send back any accessories, manuals and special products of the product. For the return of these items, we will not bear any responsibility or guarantee that these accessories can be returned intact.
- If the customer wishes to send back other equipment related to the repaired product to help us solve the problem, they must be clearly listed on the RMA form one by one.
- In order to facilitate faster repair and troubleshooting, we require customers to describe the product in detail as much as possible, such as (but not limited to) the use of the returned product, the storage method, and the working environment.
- If our engineers cannot replicate the problem described, we will conduct our standard product test on the returned product. If the returned product passes the test and no problems occur, we will consider the project as NPF (no problem found)) Return. We may charge customers an inspection fee of up to US\$40 per project, and customers need to arrange and pay for the return shipping of the product.

7.3.2. Repair product return procedure

3.2.1.

To apply for an RMA number, please visit the e-RMA page on the twformosa website (www.twformosa.com) and fill in the application form. We encourage customers to fill out the form as completely as possible to help us expedite the troubleshooting process. Please note that the receipt of the RMA number does not guarantee that the product can be repaired (please refer to the description of point 2 in clause 2.4.2 above).

3.2.2.

If all the items on the RMA application form are within the warranty period in terms of conditions and time limit, we will issue an RMA number to authorize the customer to return these goods. Please note that the RMA number is only valid within 14 working days!

7.3.3. Transportation

3.3.1.

On the shipping invoice, please include the following descriptive text:

"Commodities with no commercial value can only be returned for after-sales service."

3.3.2.

All items returned to us should be packed in their original packaging materials as

much as possible. Otherwise, please make sure to pack it appropriately in a package with good cushioning protection, and mark the RMA number on the outer box. All returned goods must be accompanied by a copy of a valid RMA form.

3.3.3.

When the customer returns the goods for repair during the warranty period, the customer must ensure and avoid damage or loss during the delivery of the goods, and must bear the return and insurance costs. The return shipping cost will be borne by us. After the repair is completed, we will return the goods to the customer through our designated transportation service method.

7.4. Exclusions

In some cases, product failure caused by (for example, but not limited to) misuse, negligence, abuse, accident, incorrect installation or unauthorized repair will invalidate its warranty, so it can only be regarded as For repairs beyond the warranty, we will charge the repair and transportation costs incurred.

7.4.1. Conditions for invalid warranty

- The warranty period has expired
- Damage caused by customers:
 - Replace or modify parts without prior consent.
 - Disassemble by yourself without prior consent.
 - Damage caused by external factors, such as water, current overload, static electricity, accidents, or electric shocks.
 - Damage caused by improper operation, improper use or negligence.
- Any damage caused by other manufacturers, including those parts that customers require to be integrated into our products.
 - The product identification mark or serial number label has been changed or removed.

7.5. Other

This warranty clause is conditional and does not cover products whose warranty has expired. In addition:

- We do not provide any other guarantees (and exclude any other implied guarantees, terms or conditions).
- Even if it is caused by the supply or use of parts, we are not responsible for any other loss or damage (including indirect or indirect loss, financial loss, loss of profit or use, etc.).
- Our liability is limited to the price of the product or component.

7.6. Disclaimer

To the extent permitted by applicable laws, the foregoing content is a complete warranty statement for Firmo products, and replaces all other oral or written guarantees and declarations.

Except for the content specified above, we have not provided any other guarantees, and we hereby declare that other guarantees that conflict with the above statements are invalid.

We will contact customers in the event that the product cannot be repaired, is not authorized, and the good product is returned, so that the customer can recycle the product by themselves. However, if the customer fails to take the initiative to recycle it within the specified time limit, we will think that the customer no longer needs this product and will directly scrap it.

If all the services we provide cannot solve the problem, under no circumstances will we not be responsible for any customer's property or financial losses caused by the continually use of Firmo products and any adverse consequences after use.

The customer is responsible for complying with all regulations for international air transportation (IATA) and road transportation, especially the transportation regulations for lithium-ion batteries, as well as any customs/duty regulations. The company will not treat any customer who violates these regulations on international transportation