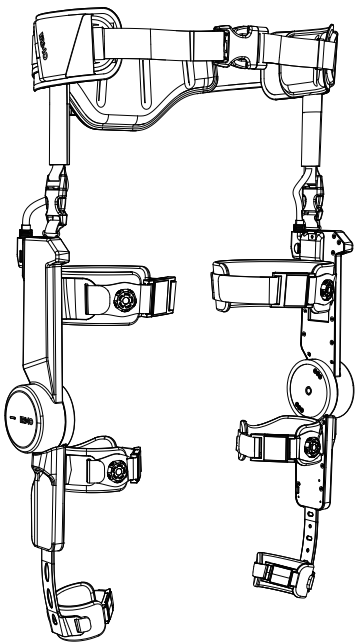
IRMO

Vision Perception Exoskeleton Product User Manual



Model: M1 Neo/M1 Pure/M1 Pro/M1 Ultra

Read this manual carefully before use and keep it in a safe place for future reference.

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1 Safety Information

1.1 Safety Information

Read all instructions before use – Keep this manual for future reference.
IRMO M1 is a consumer-grade assistive device and is **NOT** a medical device. It is not intended to diagnose, treat, cure, or prevent any disease.
Consult a physician before use if you have:

- An implanted electronic medical device (e.g., pacemaker)
- Severe osteoporosis or risk of fracture
- Blood clotting disorders
- Recent surgery (follow your doctor's advice)

1.2 Contraindications & Precautions

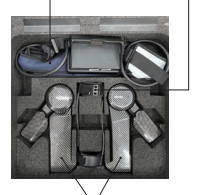
- Do not use, or consult a physician before use, if you have any of the following conditions:
- Muscular dystrophy or muscle-wasting diseases
- Severe neuromuscular weakness (e.g., advanced ALS, multiple sclerosis)
- Inability to stand or walk independently
- Severe balance impairment (Note: Use with crutches or a walker is recommended)

1.3 Usage Restrictions

Age: For adults aged 18 years and above only.
Water Resistance: Do not immerse in water or use in heavy rain.
Intended Use: Suitable for walking, hiking, and daily use. Not recommended for skiing, jumping, or high-impact sports.
User Size Restrictions: Maximum weight: 120 kg / 265 lbs. Maximum height: 195cm / 77 inches.

2 In the Box

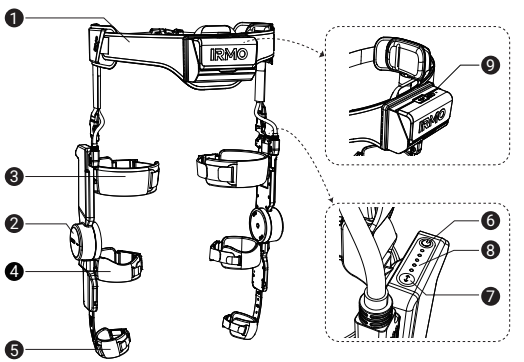




Item	Quantity	Remarks
IRMO M1 main unit	1 set	1 left leg, 1 right leg
Waist belt	1	-
Thigh strap	2	Left/right legs
Calf strap	2	Left/right legs
Ankle strap	2	Left/right legs
Lithium-ion battery	1	64.8Wh each
USB-C charging cable	1	65W fast charge
Manual	1	-
Optional battery	1 (optional)	-

3 Product Overview

3.1 Device Overview



No.	Part	Function
1	Waist belt (with control unit, hip)	Main support, fixed to the hip
2	Main unit (left/right)	Provides knee assistance
3	Thigh strap (left/right)	Fixed to the thigh
4	Calf strap (left/right)	Fixed to the calf
5	Ankle strap (left/right)	Fixed to the lower calf

No.	Part	Function
6	Power button	Power on/off, start/resume/pause movement, check battery
7	Level button	Switch/view assistance level
8	Status indicator	Shows battery/level/status
9	USB-C charging port (on battery)	Charges the battery

3.2 Technical Specifications

Model	M1 Neo	M1 Pure	M1 Pro	M1 Ultra
Main Unit Net Weight	0.81kg/1.79lbs	0.81kg/1.79lbs	0.93kg/2.05lbs	0.94kg/2.07lbs
Main Unit Deployed Dimensions	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in
Main Unit Folded Dimensions	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in
Housing Material	Aluminum Alloy + ABS	Aluminum Alloy + ABS	Aluminum Alloy + Carbon Fiber	Aluminum Alloy + Carbon Fiber + Titanium Alloy
Battery Life / Endurance	4h	6h	8h	8h
Ingress Protection (IP) Rating	IP43	IP54	IP54	IP54
Operating Temperature	Rec.:0°C-40°C Lim. :-20°C-60°C	Rec.:0°C-40°C Lim. :-20°C-60°C	Rec.:0°C-40°C Lim. :-20°C-60°C	Rec.:0°C-40°C Lim. :-20°C-60°C
Camera Detection Range	Single Side: 5m²/53.82sq.ft Coverage	Single Side: 5m²/53.82sq.ft Coverage	Single Side: 5m²/53.82sq.ft Coverage	Dual Side: 8m²/86.11sq.ft Coverage
Night Vision	×	×	×	√
LiDAR Detection Range	10m/32.81ft	10m/32.81ft	10m/32.81ft	10m/32.81ft
Sensors	6-axis IMU	9-axis IMU	9-axis IMU	9-axis IMU

Model	M1 Neo	M1 Pure	M1 Pro	M1 Ultra
EMC/Storage Capacity	64GB	64GB	64GB	64GB
RAM (Random Access Memory)	4GB	4GB	4GB	8GB
Motor Peak Power	680W/0.91hp	800W/1.07hp	1000W/1.34hp	1000W/1.34hp
Peak output torque	15N·m/11.06lb-ft	15N·m/11.06lb-ft	18N·m/13.28lb-ft	18N·m/13.28lb-ft

4 Quick Start Guide

4.1 Prepare the IRMO App

Download the IRMO App:

Option 1: Scan the QR code

Google Play Store App Store

Option 2: Search for "IRMO" in the app store

Note:

Follow in-app instructions to register and activate your IRMO. Watch the tutorial videos to complete setup. Each device can be connected to only one account at a time. Disconnect from any previous accounts before you connecting the device to a new one.

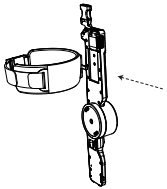
4.2 Assembly

1. Check Accessories

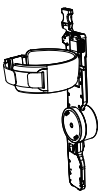
Take out the device and verify all accessories are present. Refer to Device Overview.

2. Install Thigh Straps (Pay attention to the L and R marks on each strap)

(1) Align the quick-release buckle on the strap with the one on the upper part of the appropriate leg, then insert vertically.

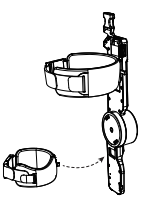


(2) You will hear a click when it is locked in. Gently pull the strap to confirm it is securely fastened.

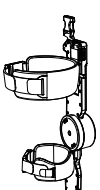


(3) Repeat with the other thigh strap.

3. Install Calf Straps (Pay attention to the L and R marks on each strap)
(1) Align the quick-release buckle on the calf strap with the one on the on the lower part of the appropriate leg, then insert vertically.

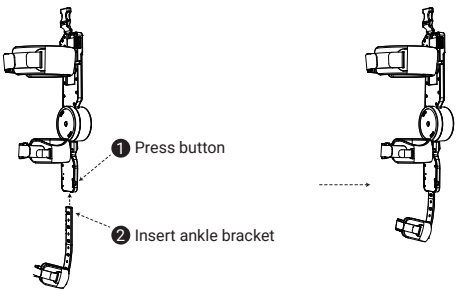


(2) You will hear a click when it is locked in. Gently pull the strap to confirm it is securely fastened.



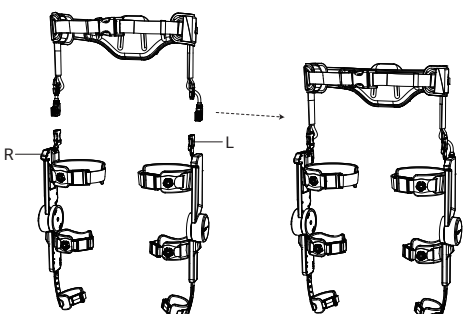
(3) Repeat with the other Calf Strap.

4. Install Ankle Straps (Pay attention to the L and R marks on each strap)
(1) Press the button on the side of the leg. Insert the extender into the opening on the bottom of the leg. Check that teeth on the rack face inward, engaging with the inner gear and locking mechanism.

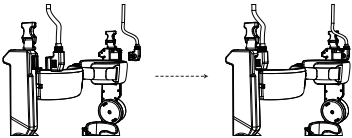


(2) Adjust leg length according to your legs by by adjusting rack length. Check that the locking mechanism holds the rack firmly and does not slip.

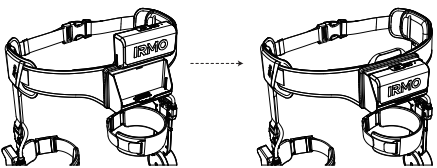
5. Attach Legs to Waist Belt
Attach the left and right legs to the waist belt using the buckles (Pay attention to left and right).



6. Connect Cables
Connect the cables between the waist and the legs.



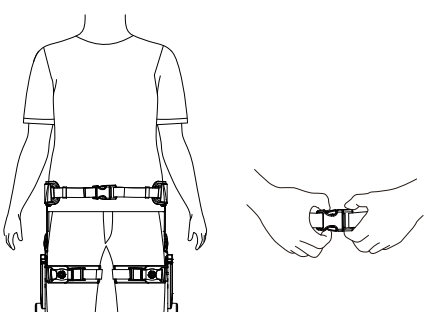
7. Install Battery
Insert the battery into battery compartment on the back of the waist belt.



4.3 Putting on IRMO

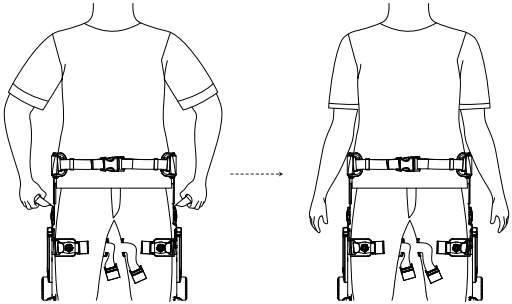
Refer to in-app tutorials for wiring diagrams and operation videos.

1. Wear the Waist Belt
Aligning the top edge of waist belt the buckle with your navel and tighten in place.



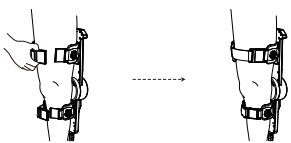
2. Aligning the Legs

Adjust the waist-connector straps to position the device motor center two-finger-widths above the human knee joint.



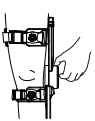
3. Initial Fitting

Loosely attach and thigh and calf straps.



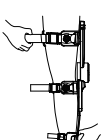
4. Fine Calibration

Adjust strap lengths to position the device motor center two-finger-widths above the human knee joint.



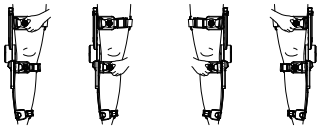
5. Fully Tighten Straps

Tighten thigh and calf straps. Adjust the ankle bracket, if necessary, to put the anke strap above the ankle.



6. Fit the Other Leg
Repeat the above for the other leg.

7. Adjustment/Locking Knob
After putting on the device, tighten or loosen the adjustment knobs as needed. (On both sides, rotate the knobs downward and outward to tighten them, and rotate them in the opposite direction to loosen them.)

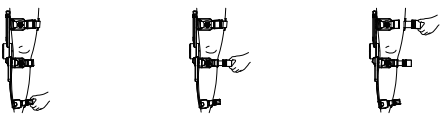


Safety Warning
Improper fit may cause malfunctions, falls and injury during high-intensity operation. Always check for correct fit before use.

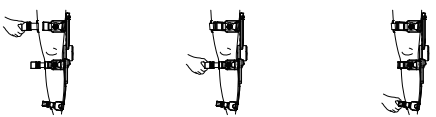
4.4 Taking off IRMO

Power off the device before removal.

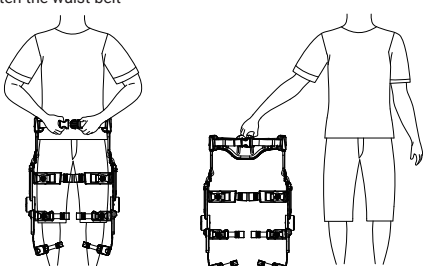
(1) Loosen the ankle strap (2) Loosen the calf strap (3) Loosen the thigh strap



(4) Repeat on the other side

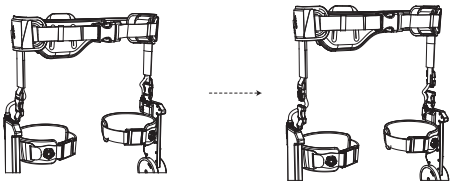


(5) Unfasten the waist belt

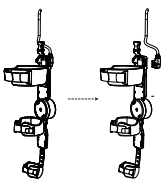


4.5 Disassembly Guide

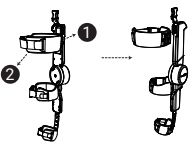
(1) Remove the waist belt & vertical waist belt straps



(2) Unplug the cable connector



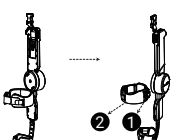
(3) Detach the thigh straps



1 Press the button

2 Pull down

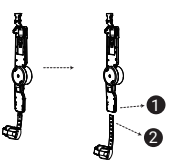
(4) Detach the calf straps



1 Press the button

2 Pull out

(5) Detach the ankle straps



1 Press the button

2 Pull out ankle bracket

5 How to Use

On the control unit there are five indicator lights and two buttons. These allow you to control IRMO and check battery level, modes, updates, and errors.



	Action	Function
Power button	Single press	Power on / Check battery level
	Double press	Start / Pause / Resume movement
	Long press	Power off
Level switch button	Single press	View / Switch assistance level
	Double/long press	No response

	Effect	Function
Battery indicator(on the main body)	🟢🟢🟢🟢🟢	Battery remain 80%–100%
	🟢🟢🟢🟢○	Battery remaining 60%-80%(80%involved)
	🟢🟢🟢○○	Battery remaining 40%-60%(60%involved)
	🟢🟢○○○	Battery remaining 20%-40%(40%involved)
	🔴○○○○	Battery below 20%
Level Indicator	🔵○○○○	Blinking status stands for Level 0 with no power assistance Steady status stands for Level 1 with minimum power assistance
	🔵🔵○○○	Level 2
	🔵🔵🔵○○	Level 3
	🔵🔵🔵🔵○	Level 4
	🔵🔵🔵🔵🔵	Level 5 with maximum power assistance
Pause	○○○○○	5 White lights blinking: system paused
Firmware update	○○○○○	5 White running light indicates firmware updating status Solid white light indicates update completes
Fault	🔴🔴🔴🔴🔴	5 Red lights blinking indicates some fault detected
	🟠🟠🟠🟠🟠	5 Orange lights blinking indicates unable to connect to app

5.1 Power On

· Single-press the power button: All 5 white lights turn on, and IRMO automatically enters a startup self-check. The battery lights blink during this

process (which usually takes 5–13 seconds).

· When the self-check is complete, 5 white lights will flash, indicating IRMO is ready to use (wait for the five white lights to flash before use).

ⓘ **Mode memory:**
IRMO automatically returns to the last used mode when turned on.

5.2 Using IRMO

· Double-press the power button: Prepare to start moving. Keep your legs straight during this step; otherwise, power assistance or cushioning will not work properly.

· IRMO will enter the last used mode (if this is your first time using IRMO, it defaults to Level 0)

5.3 Pause

· Double-press the power button: Pauses movement (use this to pause assistance if necessary).

· When 5 white lights blink, IRMO is paused and has set to Level 0.

5.4 Resume

· Double-press the power button: Resumes movement (Keep your legs straight during this step; otherwise, power assistance or cushioning will not work properly.)

· IRMO will enter the last used mode.

5.5 Check Battery Level

· Single-press the power button: Check battery level. Battery indicator lights will stay lit for 1-second. Press to check again.

· Battery indication: Lights are green when more than 20% of power remains. If power drops below 20%, the first light turns red.

5.6 Adjust Assistance Level

· Single-press the Level Switch button: View/switch assistance level. Cycles from 0 to 5 and back.

· Gear indication: Blue lights mean Level 0 (no assistance). First light blinks: Level 1. First light stays on: Level 2. First and second lights stay on : steady on, and so on. Level 5 (maximum assistance): All 5 lights stay on.

5.7 Power Off

· When IRMO is on, press and hold the power button for around 2 seconds. All lights will turn off, assistance stops, and IRMO will power down.

5.8 Firmware Update

· After connecting to WiFi, IRMO will update. During an update, the five white lights will cycle from left to right at about 2 seconds per cycle.

· When the update is complete, lights will switch to a solid white. IRMO will then power off and restart.

5.9 Fault Indicators

· If the device detects an abnormality (such as a motor overload or sensor communication failure), all five lights will turn solid red.
· Once the fault is cleared, the indicator lights will automatically return to their normal status.

5.10 Mode Switching

IRMO M1 supports four modes, which can be switched in the app.

Mode	Total gears	Applicable scenarios	Features
Rest	-	rest, relaxation	Device powered on with no assistance output
Light	5	brisk walking, light jogging	Gentle assistance, focuses on knee protection
Extreme	5	High intensity exercise, pushing physical limits	High response speed, strong dynamic assistance, enhances athletic performance
Training	5	Workout, need to add resistance	Reverse assistance, equipmentfree fitness, improves training efficiency

5.11 Connecting to the App

1. Once the power-on self-check is complete, IRMO is ready to connect to the app.
2. Open your IRMO app and bring your phone close to the IRMO then follow the on-screen Bluetooth pairing instructions.
3. Once successfully connected, IRMO will enter the last-used mode (for first-time use, it defaults to Level 0).
4. Follow the prompts on the IRMO app's dashboard to use IRMO.
5. Auto-Adapt: IRMO has Auto-Adapt enabled by default. To disable it, go to the Settings menu in the IRMO app.

6 Fit & Adjustment

6.1 How to Achieve the Best Fit

· Snug but not tight.
· No pressure points - Readjust if you feel discomfort.
· Joint alignment - The knee motors should align with your knees.

6.2 Common Fit Issues

Problem	Possible Cause	Solution
Device slips down	Waist strap is too loose	Tighten the waist strap
high strap is uncomfortable	Strap is too tight	Adjust the strap to loosen it appropriately
Knee is misaligned/ IRMO hits the ankle	Incorrect Ankle Bracket length	Readjust Ankle Bracket as required
IRMO feels heavy	Weight is not properly positioned	Check waist strap position. It should sit securely on your hips.

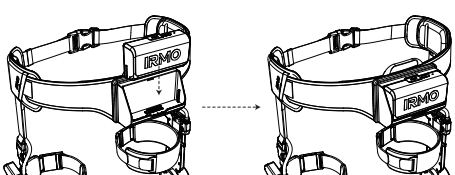
6.3 Gear & Clothing Compatibility

· **Backpacks:** The IRMO M1 is compatible with most hiking backpacks. Check that the IRMO waist belt sits below the backpack's hip belt.
· **Clothing:** Tight-fitting pants or athletic trousers are recommended for maximum comfort. Loose clothing may bunch up or get caught in the straps.

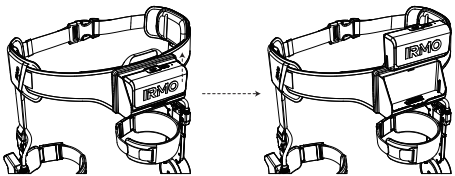
7 Battery and Charging

7.1 Battery Installation and Removal

Installation: Align the battery pack with the compartment and push down until it clicks into place. The battery indicator will light up to confirm that it is securely installed and powered on.



Removal: Press the release button on the back of the compartment and pull the battery pack upward



7.2 Charging Instructions

Item	Description
Charger	A charger is not included. You can use a 65 W adapter to charge the battery. You may charge the battery alone or while it is inserted in the device. **Warning:** If the indicator light is off, replace the charger.
Charging time	Estimated charging time: 1.5-2 hours
Battery indicator	Not docked & no charging: Lights off.
	Not docked & charging: 1. Not full – red blinking 2. Ful – green steady
	Docked & not charging 3. battery <20% : red steady 4. battery >20% : lights off
Charging temperature	0°C to 40°C

(!) Charge in a dry, well-ventilated area. Do not cover the battery or power adapter while charging.

7.3 Running time reference

User weight	Walking	Hiking	Sports
60kg	approx. 5 h	approx. 4 h	approx. 3 h
80kg	approx. 4 h	approx. 3 h	approx. 2.5 h
100kg	approx. 3 h	approx. 2.5 h	approx. 2 h

(!) Actual running time is affected by terrain, temperature, and usage habits.

7.4 Battery Life and Maintenance

Cycle Life: 300 cycles (with capacity retention 80%).
Replacement Guide: It is recommended to replace the battery pack when its maximum capacity drops below 60% of its original value.
Long-Term Storage: If IRMO will not be used for more than 3 months, store the battery with a charge between 40% and 60%, and recharge it every 3 months to maintain battery health.
Disposal: Dispose of or recycle the battery in accordance with local environmental regulations. Do not discard it with regular household waste

7.5 Air Travel Guidelines

M1 Single Battery Capacity: **64.8 Wh**.
This battery is below the 100Wh limit and can be taken on board as carry-on luggage.
Recommendation: Insulate the battery contacts with tape and carry the battery with you.

8 Maintenance and Care

8.1 Cleaning

Component	Cleaning method	Frequency
Straps	Hand wash with mild detergent, air dry	Monthly or when soiled
Main unit / actuators	Wipe with a soft damp cloth	After each use
Battery contacts	Wipe with a dry cloth	Monthly
Sensors	Gently wipe the lens with a microfiber cloth	As needed

⚠ **Charge in a dry, well-ventilated place. Do not cover the charger.**

8.2 Strap Cleaning and Replacement

Lifespan: Recommended replacement every 6–12 months (depending on usage frequency).
Signs of Wear: Buckle failure, loose stitching, or significant loss of elasticity.
Where to Buy: IRMO official website or authorized dealers.
Replacement Instructions: Refer to the initial setup section of this manual.
Cleaning Guide: Wipe with a soft, damp cloth. Do not use a washing machine or tumble dryer. Avoid prolonged sun exposure and high temperatures to prevent fading and deformation.prevent fading and deformation.

8.3 Product Storage

Storage Environment: Dry, well-ventilated, and away from direct sunlight.
Temperature: -20°C to 65°C(-4°F to 149°F)
Long-term storage: Keep the battery at 30% charge and recharge it at least every 3 months.
If IRMO has come into contact with seawater, rinse it with fresh water before storage.

9 Troubleshooting

9.1 Common Problems

Problem	Possible Cause	Solution
Cannot power on	Battery dead or not installed properly	Charge, reinstall battery
Cannot connect to App	Bluetooth off, App version mismatch	Turn on Bluetooth, update App
Unusual noise while walking	Straps loose, foreign object in joint	Check strap tightness, clean joint
Weak assistance	Wrong mode, low battery	Switch mode, charge
Battery life significantly reduced	Battery aging, low temperature	Replace battery
Battery level inaccurate	Not calibrated	Fully charge, run until automatic shutdown, then fully charge again
Pressure/discomfort after wearing	Straps too tight, wrong size	Adjust strap tightness, replace with correctly sized accessories
Device automatically powers off	Overheat protection, sudden drop in battery level	Stop use to cool down, check battery status
Buttons unresponsive	Water ingress / dust accumulation, firmware issue	Dry and clean buttons, restart or update firmware

Problem	Possible Cause	Solution
Unsteady or choppy walking motion	Joint dry, excessive resistance	Check if the cable is caught
Left/right units shift inward	Waist belt too loose	Adjust waist belt size so that the belt and leg straps sit on the sides
Charging abnormal / cannot charge	Charging cable damaged, dirty port	Replace charging cable, clean charging port,Change the charger

9.2 Error Codes

Code	Meaning	Solution
10	Motor module main error	Try to power cycle; if unsuccessful, contact aftersales support
20	IMU module main error	Try to power cycle; if unsuccessful, contact aftersales support
30	Radar module main error	Try to power cycle; if unsuccessful, contact aftersales support
40	Camera module main error	Try to power cycle; if unsuccessful, contact aftersales support
50	Bluetooth module main error	Try to power cycle; if unsuccessful, contact aftersales support
60	Button module main error	Try to power cycle; if unsuccessful, contact aftersales support
70	Model module main error	Try to power cycle; if unsuccessful, contact aftersales support
80	Watchdog module main error	Try to power cycle; if unsuccessful, contact aftersales support
90	Application module main error	Try to power cycle; if unsuccessful, contact aftersales support

10 Compliance and Environmental Information

10.1 FCC Statement (USA)

FCC Statement
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement
This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation statement.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This device has
been tested to complied FCC Specific Absorption Rate (SAR)compliance. The highest
reported SAR level for usage near the body (0mm) is 1.23W/kg.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

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

10.2 Canada Statement

Canada Statement
This device contains licence-exempt transmitter(s)/receiver(s) that comply

with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
1) L'appareil ne doit pas produire de brouillage;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

10.3 CE Declaration (EU)

IRMO declares that the radio equipment of IRMO M1 series complies with:
· Radio Equipment Directive 2014/53/EU (RED)
· RoHS Directive 2011/65/EU
· WEEE Directive 2012/19/EU

SAR Warning
The SAR limit of Europe is 2.0 W/kg. This device was tested for typical operation with the back of the handset kept 1.5cm from the body. To maintain compliance with RF exposure requirements, use accessories that maintain a 1.5cm separation distance between your body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided. The maximum SAR test value for this device is 1.5 W/kg.
CAUTION
RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.
5G Indoor Use Restriction Warning
The operation frequency of 5150-5350MHz of Wi-Fi 5G is restricted to indoor usage only.

10.4 WEEE Compliance

This symbol on the product or its packaging indicates that this product shall

not be treated as household waste. You are responsible for disposing of your waste equipment at a designated collection point for electrical and electronic equipment recycling.

10.5 Battery Recycling

The battery in this product is recyclable. At the end of its useful life, please take it to a battery recycling facility. Do not dispose of in household waste.

Battery replacement warning

Risk of explosion if the battery is replaced by an incorrect type.

This product contain build in battery that need to be removed by a specialist before the product disposal mandatory

Keep the battery away from excessive heat and direct sunlight. Do not place it on heating device such as microwave Owen stoves or radiators

Battery may explode if overheated. Recommended if possible:

1)Risk of explosion if battery is replaced by an incorrect type.

2)Dispose of used batteries according to the instructions.

10.6 RoHS Compliance

All components comply with the Restriction of Hazardous Substances Directive (RoHS), restricting the content of lead, mercury, cadmium, hexavalent chromium, PBB, and PBDE.

10.7 Packaging Recycling

Packaging materials are recyclable. Please sort and dispose of them in accordance with local regulations.

11 Warranty and Support

11.1 Warranty Policy

Packaging materials are recyclable. Please sort and dispose of them in accordance with local regulations.

11.2 Warranty Coverage

This warranty covers failures or damage caused by material or workmanship defects under normal use.

1. Core components: including motor, control system, frame, joint transmission mechanism, etc.

2. Consumable parts (14day warranty from delivery): including straps, liners, etc.

11.3 Exclusions from Warranty

1. Product-related:

· Normal wear and tear of consumables (e.g., straps, pads) – However, if you

believe there is a manufacturing defect or functional issue beyond normal wear, please contact our customer support team.

- Damage caused by accident, misuse, abuse, negligence, unauthorized modification, or improper maintenance
- Natural capacity degradation of the battery
- Cosmetic imperfections
- Issues resulting from using non-IRMO software or accessories
- Any defect or damage caused by failure to follow official instructions or the manual

2. Others:

- Non-quality-related issues
- No valid proof of purchase
- Refunded items
- Out-of-warranty products
- Lost or stolen products
- Free products
- Abuse, misuse, or improper storage
- The IRMO product's serial number has been removed or defaced

11.4 Contact Customer Support

- Website: irmoglobal.com
- Email: service@irmoglobal.com
- Live chat: In the IRMO app or on IRMO website
- Service hours: 24/7 online support

Google Play Store App Store

Scan to download the IRMO app and explore more AI features
Contact: service@irmoglobal.com

CE FC RoHS

Manufacturer: Shenzhen Shenmo Robot Co., Ltd.
Address: Room 1105B, Building 3, Meinian InternationalPlaza, No. 1l15 Nanhai Avenue, Taohuayuan Community,Zhaoshang Subdistrict, Nanshan District, Shenzhen, Guangdong Province, P.R. China