

# 1、 Problem with connectivity/The left and right headphones are not paired / the headphones cannot be connected to the device/only one earbud connect the phone

Hello customer,

Thanks for your contact. We sincerely apologize for your inconvenience.

Could you please help to fully charge the earbuds and then reset the earbuds? (See the attachment)

(See the reset video link, T10 and T8 have the same reset steps)

<http://www.tozostore.com/t8guide/>

There are 3 steps for the reset steps:

--1-- Before reset, please **delete the ALL TOZO Bluetooth records** (include [TOZO-T10-L] and [TOZO-T10-R]) at your phone, then turn off the Bluetooth at your phone.

--2-- The two earbuds have to **reset at a same time**. (With press for 5 seconds to **turn off earbuds**, release the hand, then press **both** earbud's button at a same time and hold for **15 Seconds** until **purple light flash twice**, reset done.)

--3-- After reset done, please press both earbuds for **3 seconds** to turn on both earbuds, then you can turn on your phone's Bluetooth and connect the **[TOZO-T10-R]** at your phone again.

[Reset step: With the earbuds turned off, press both earbud's button at a same time and hold for 10 Seconds, don't move out your finger within 10s, until you see the **purple light**.]



Best regards

TOZO Customer Service

## 2、 Problems with single(left or right) earbud broken / stopped working / stopped charging / different volume on both sides

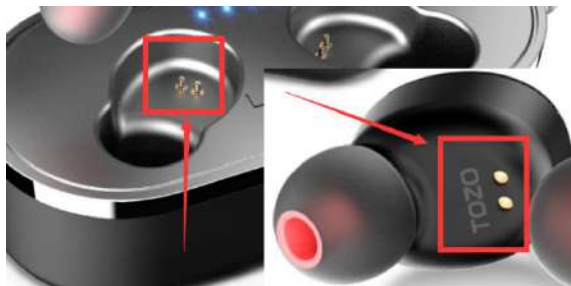
Hello customer,

Thanks for your contact.We sincerely apologize for your inconvenience.

**Please refer the following method 1 , method 2 and method 3.**

**---method 1---**When the headphones are in the ear, the sweat from the workout can linger in the metal, blocking connection with the charging case.

Could you please kindly check the metal connection of the headphones for dirt,wiping the metal strip(**see attachment below**) and try to charge again?(**NOTE:You can use dry soft cloth, paperclip or paper towels to wipe**)



**---method 2---**Please fully charge the battery case first ( **without putting the earbuds in**).

After the carrying case is fully charged (Four blue led on the case turned on),could you please kindly put the left earbuds at the Right side of the case to test again ?

And please press the earbuds down for a while to check if there are any led light from buds.

And please put the Right one on the left side of the case to confirm if it is the battery case issue.

**---method 3---** Lots of the issue can be resolved by reset steps. (See the reset video link, T10 and T8 have the same reset steps)

<http://www.tozostore.com/t8guide/>

Thanks for your understanding and great efforts.

Waiting for your kind reply

Best regards

TOZO Customer Service

### 3、 Problem with losing/being stolen/being washing a single headset or the charging case

Hello customer,

Thanks for your contact.We sincerely apologize for your inconvenience.

So sorry, our warranty does not cover this situation :water damage.Lost.Damage caused by human factors.

Hope below link could help you.

T10/T8 charge case/earcaps:<http://www.tozostore.com/product-category/electronics/bluetooth-earbuds-parts/>

T10 L ear bud: [https://www.amazon.com/TOZO-T10-L-Charging-Bluetooth-Earbuds/dp/B07RWGY26W/ref=sr\\_1\\_1?crd=SK0W633UBMYO&keywords=tozo+t10l&qid=1574759124&srefix=tozo+t10+l%2Caps%2C403&sr=8-1](https://www.amazon.com/TOZO-T10-L-Charging-Bluetooth-Earbuds/dp/B07RWGY26W/ref=sr_1_1?crd=SK0W633UBMYO&keywords=tozo+t10l&qid=1574759124&srefix=tozo+t10+l%2Caps%2C403&sr=8-1)

T10 R ear bud: [https://www.amazon.com/TOZO-T10-R-Charging-Bluetooth-Earbuds/dp/B07RXS2YSL/ref=sr\\_1\\_2?keywords=tozo+t10+r&qid=1574759221&sr=8-2](https://www.amazon.com/TOZO-T10-R-Charging-Bluetooth-Earbuds/dp/B07RXS2YSL/ref=sr_1_2?keywords=tozo+t10+r&qid=1574759221&sr=8-2)

Thanks for your kind understanding.

Best regards

TOZO Customer Service

### 4、 Headphones will fall off due to improper size

Hello customer,

Thanks for your contact.We sincerely apologize for your inconvenience.

Could you please click below FQA link to watch more using skills video about the wireless Earbuds and try three different models of earcaps to confirm if which can fit:

<http://www.tozostore.com/t10guide/>

If they all could not fit,maybe you need mini earcaps.

Please provide your **order number & seller's name** or **provide a screenshot of the order detail(see attachment)** from Amazon so that we can further follow up on your issue.

And please **provide your full address** so that we can send you the mini earcap ASAP.



Best regards.

TOZO Customer Service

## 5、Problems with waterproof

Hello ,

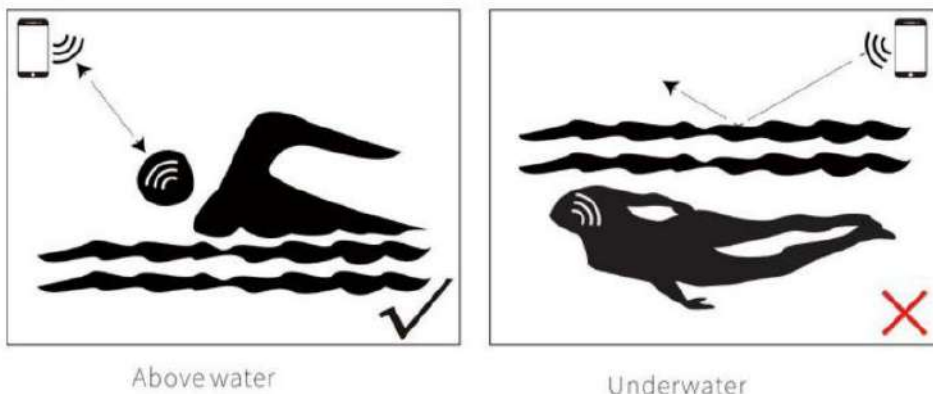
Thank you for your message.

As stated in the instructions, waterproof for daily life, and you cannot dip it into water.(See the attachment)

## Waterproof

Waterproof for daily life (you cannot dip it into water), you can wear it on when showering, swimming, washing face, exposing in the rain, having a bath, but cannot dive.

Please note this when you swimming (as illustrate):



You could take the ear cap off, then blow the earbuds body with a hair dryer (not too close), and put the ear cap and the earbuds body on the table and let it cool down. After a few days, try again.

If the problem not resolve, please let us know, we will assist you further.

Best regards.

TOZO Customer Service