

OKAI

<https://www.okai.co>

OKAI ES520

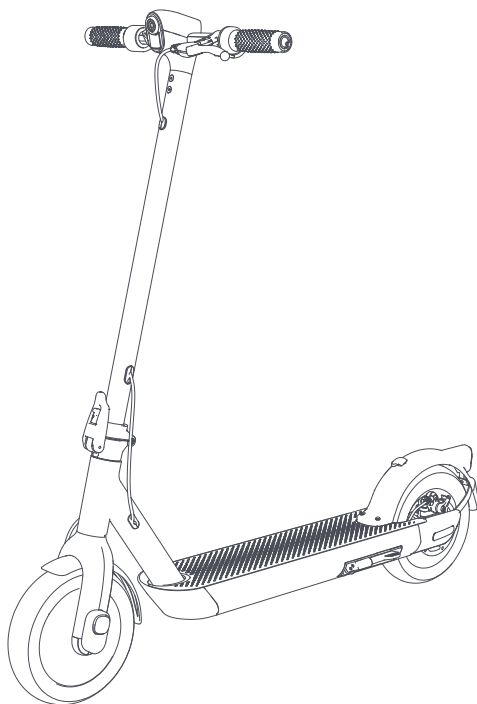


- EN Instruction Manual
- FR Manuel d'instructions
- DE Bedienungsanleitung
- RU Руководство пользователя
- IT Manuale di istruzioni
- ES Manual de instrucciones
- PL Instrukcja użytkowania

1. Introduction	02
2. Legal Purpose.....	03
3. Safety Instructions	
3-1. General Safety Instructions.....	03
3-2. Battery Safety Instructions.....	05
3-3. Safety Instructions For Battery Charger.....	05
4. Product Data	
4-1. Technical Data.....	06
4-2. Complete Electric Scooter And Parts List.....	08
5. How to Use	
5-1. Operation Steps For First Use.....	09
5-2. APP Support.....	15
5-3. Riding Preparation.....	15
6. Interpretation of Error Codes.....	16
7. Maintenance, Cleaning and Care.....	17
8. Handling.....	18
9. Explanation Of Error Codes.....	19
10. Warranty policy.....	20

Thank you for Purchasing OKAI electric scooter.

We hope you may use the OKAI electric scooter safely and securely. Please read the user manual before riding since it could be a little bit dangerous to ride an electric scooter and keep it in a safe place for future reference. If you lend the OKAI electric scooter to others, you must also share the user manual for safe operation together. Failure to follow this user manual may cause serious damage to the product. In order to ensure the better readability, the OKAI electric scooter mentioned in the following text is called a “Product”.



·The electric scooter is a sports and entertainment tool, rather than a means of transportation. However, once you drive it into a public area (if it is allowed by your regional and national laws and regulations), it will also have the attributes of a means of transportation. Therefore, there are possible safety risks of all vehicles. Driving in strict accordance with the instructions set forth in this manual will protect you and others to the greatest extent, and ensure that you will comply with national and provincial traffic laws and regulations.

·You also need to understand that once you drive an electric scooter on public roads or in other public places (if it is allowed by your regional and national laws and regulations), even if you fully comply with this manual, you may still face risks caused by illegal driving / improper operation of others or vehicles. Just like walking or riding a bicycle, you may also be injured by other vehicles; like all vehicles, the faster you drive an electric scooter, the longer the braking distance you need. Emergency braking on some smooth grounds may also cause imbalance or even falling due to slipping of wheel. Therefore, it is very important to be vigilant, maintain a proper speed, and keep a reasonable safe distance from other people and vehicles during driving. Please stay alert and drive the scooter at a low speed in unfamiliar places.

·Please respect the pedestrians' right-of-way when using the product. Please avoid frightening pedestrians, especially children.

·When driving the electric scooter in countries and regions where there are currently no national standards or regulations, please be sure to meet the safety requirements for drivers set forth in this manual. OKAI will not bear any direct and joint liabilities for all financial losses, personal injuries, accidents, legal disputes, and all other adverse events that cause conflicts of interest caused by violation of the use indicated in this manual.

·Please do not lend the electric scooter to those who cannot operate it to avoid injury. Whenever you lend the electric scooter to a friend, please be responsible for his or her safety, teach him (her), and tell him (her) to wear the protective equipment.

·Please conduct a basic inspection of the electric scooter before using it each time. If you find that there are obvious loose parts, significant reduction of battery life, excessive tire wear, abnormal noise or malfunction of the steering, please stop using it immediately and do not force it to work.

3. Safety Instructions

This section lists the safety instructions that you should follow when using this product.

3-1 .General Safety Instructions

It may be dangerous to use this product! Learn to use the product step by step and spend enough time practicing. Please follow all the tips and warnings set forth in this manual to reduce risks but cannot eliminate all risks. Therefore, even if you have enough practices, guidance or expertise, you may still lose control, collide or fall over, which may cause serious consequences.

1. Maximum speed allowed: 25km/h; speed limit for German Version: 20km/h.
2. Pregnant women, the disabled, and those who suffer heart, head, back or neck diseases (or have undergone operations on these parts) should not use this product.
3. Do not use this product after taking alcohol, sedatives or psychoactive drugs, so as not to affect your judgment.
4. Keep a distance of at least 1m from pedestrians, other vehicles and any obstacles.
5. This product can only be used when the environment permits it and the personal safety of bystanders is guaranteed.
6. Pay attention to the obstacles in front places and those far away, the unobstructed view will be helpful for safe use!
7. This product may be used by only one person. It is forbidden to use this product with others. Don't make sharp turns when driving the scooter at high speed.
8. Avoid sudden acceleration or sudden braking; do not lean your body for acceleration.
9. Excessive forward or backward is strictly prohibited.

10. Do not misuse this product. Do not use this product on roadsides, ramps, in skate parks, empty swimming pools, or any place similar to sliding plates.
11. Do not use this product to cross obstacles, slopes, ice or snow, nor climb up or down steep slopes, stairs or escalators. Do not expose this product in the rain.
12. Do not use this product in places where the depth of the puddle exceeds 2cm, because water may enter the motor.
13. Don't jump on this product. Don't try to use this product to do any acrobatics or juggling.
14. In order to avoid distraction when driving the scooter, please do not wear earphones, earplugs, make or answer calls, take pictures or videos or do any activities that are not related to driving, so that you may monitoring the external environment well while driving the scooter.
15. Be sure to hold both handles when riding.
16. Do not use this product at night or in places with poor light.
17. When you encounter pedestrians or other obstacles, check if you can pass safely.
18. Please use this product and its accessories at an appropriate temperature. Pay attention to the temperature requirements for battery charging.
19. Please always wear personal protective equipment (to protect wrists, knees, head and elbows) suitable for your weight and size to avoid injury. In working areas, local laws or regulations may have minimum requirements for helmets. In addition, it is suggested that safety mirrors be worn.
20. Do not hang this product with other products or vehicles.
21. When being not used, this product should be parked with the kickstand.
22. Any load added to the handle will affect the stability of the scooter.
23. Accessories and additional parts not approved by the manufacturer should not be used.
24. **Warning!** The braking distance will be extended under humid conditions.
25. Before using the scooter, check whether its steering system is adjusted correctly, all connecting elements (such as the folding system) are properly tightened, and the brakes and wheels are in good condition.
26. **Warning!** If any mechanical parts are subject to great external pressure and wear, different materials and parts may react differently to wear. If a part exceeds the expected service life, it may suddenly break, which may cause injury. Cracks, scratches and discoloration in the area affected by external pressure indicate that the part has exceeded its service life and should be replaced in time.
27. **Warning!** Please keep the plastic cover away from children to avoid suffocation.
28. Please spend enough time practicing how to use this product, so as to avoid accidents caused by lack of skills.
29. If training is required, the seller may provide corresponding training tutorials.
30. When you are approaching pedestrians or cyclists, you may flip / turn the bell for reminding them.
31. When passing a protected passage, please get off and walk through it.
32. Pay attention to protect your own safety and the safety of others in all cases.
33. Do not use this product for other purposes such as carrying people and objects.
34. Using the brake for a long time may cause heating, and thus do not touch it.
35. Regularly check all kinds of bolts, especially the axle, folding system, steering system and brake shaft.
36. If sharp edges appear during use, please remove them in time to avoid injury.
37. It is prohibited to refit this product, including steering tubes, steering sleeves, steering rods, folding mechanisms and rear brakes.
38. when riding, the noise should not exceed 70dB.
39. When using the product, users must wear shoes.
40. This appliance can be used by children aged from 14 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
41. This appliance contains batteries that are not replaceable.
42. The appliance is only to be used with the power supply unit provided with the appliance.
43. According to French traffic rules, reflective clothing and helmet is strongly required during cycling.
44. Traffic in the city has many obstacles to cross such as curbs or steps. It is recommended to avoid obstacle jumps. It is important to anticipate and adapt your trajectory and speed to those of a pedestrian before crossing these obstacles. It is also recommended to get out of the vehicle when these obstacles become dangerous due to their shape, height or slippage.

45. Get closer to your seller so he can refer you to an appropriate training organization.
46. Avoid high traffic areas or overcrowded areas.
47. In any case, anticipate your trajectory and your speed while respecting the code of the road, the code of the sidewalk and the most vulnerable.
48. Notify your presence when approaching a pedestrian or cyclist when you are not seen or heard.
49. Power-off the vehicle during charging.
50. Do not divert the use of the vehicle.
51. The self-tightening nuts as well as the other self-tightening fastenings may lose their efficiency and that they may need to be retightened.
52. In order to prevent theft of scooter, it is recommended that the user be equipped with a physical lock.

FAILURE TO USE COMMON SENSE AND HEED THE ABOVE WARNINGS WILL INCREASE THE RISK OF SERIOUS INJURY OR EVEN DEATH, SO BE CAREFUL!

3-2. Battery Safety Instructions

The battery should not be exposed to excessive heat such as sunlight, fire or the like, otherwise there will be a risk of explosion!

If this product is not used for more than 30 days, please fully charge the battery.

Fully charge the battery every 90 days, otherwise the battery will conduct self-discharge and be damaged.

If the battery emits a strong smell or becomes hot, stop using the product immediately. Do not open the product casing and don't try to disassemble the battery by yourself.

Please dispose of the battery correctly and safely.

3-3. Safety Instructions For Battery Charger

- Please use the original battery charger provided with the product for charging.
- The battery charger is not suitable for children under 14 years old, people with mental disorders, those who are disabled, etc., unless they use this product under the supervision or guidance of their guardians.
- Check again whether the power plug and cable are damaged. If so, they must be replaced by the manufacturer, its service agent or a person with similar qualification to avoid dangers.
- Before cleaning, storage and transportation, disconnect the battery charger from the power source and allow it to cool down.
- Protect electrical components from moisture. When the battery charger is cleaned or used, do not immerse it in water or other liquids to avoid electric shock. Do not put the battery charger in water. When being charged, this product must be placed in a well-ventilated place. After the battery is fully charged, immediately disconnect the charger from the power source.
- Regularly check whether the battery charger is damaged. The damaged battery charger must be repaired before use. Do not use the battery charger that has been exposed for a long time or damaged.
- Do not connect the damaged product to the battery charger. Risk of electric shock!
- Do not disassemble the battery charger. Repairs must be performed by reliable after-sales service personnel. Incorrect assembly may cause fire or electric shock.
- Do not use the charger near flammable and explosive items, otherwise there is a risk of fire and explosion.
- Please check the technical data before connecting the battery charger to the power source. Improper use may cause fire! The battery charger should be used indoors only.
- Do not misuse the battery charger. The battery charger is only suitable for this product, Otherwise it may cause fire or electric shock.
- Make sure that the battery charger and the charging port are connected properly and not blocked by foreign objects.
- Keep the charging port clean, dry, and free from dust and humidity. Do not put any objects on the battery charger, and don't cover it, otherwise it will cause the battery to overheat. Do not place the battery charger near any heat source.
- Be sure to place the power line in places where no one may trip, step on, or damage it, Otherwise there will be a risk of material damage and personal injury.
- Do not disconnect the battery charger from the power source by pulling the power line. Please pull out the plug manually.
- Do not charge non-rechargeable batteries.

4-1. Technical data

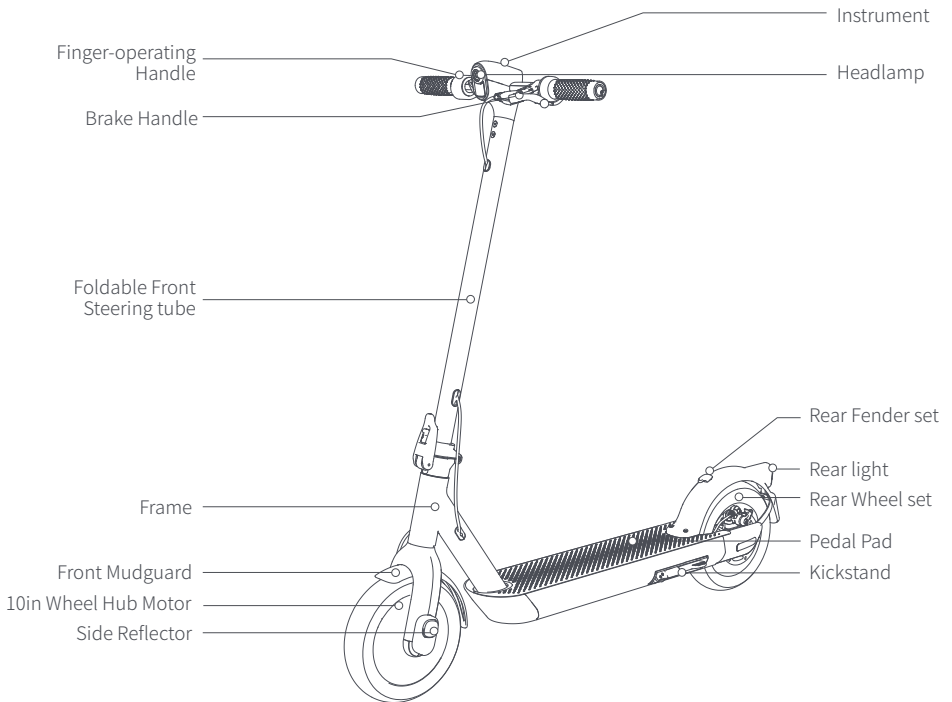
Items	Contents	ES520	ES520A	ES520B
Parameters	Unfolding: Length, width, height	1183mm*520mm*1194mm	1183mm*520mm*1194mm	1183mm*520mm*1194mm
	Folding: Length, width, height	1183mm*520mm*523mm	1183mm*520mm*523mm	1183mm*520mm*523mm
	N.W.	16.9KG	16.9KG	16.9KG
	Maximum Speed	25KM/H	20KM/H	25KM/H
	Max. Range*	55km	55km	45km
	Maximum Slope	24%	24%	24%
	Applicable Terrain	Pavement road	Pavement road	Pavement road
	Operating Temperature	-10~40°C	-10~40°C	-10~40°C
	Storage Temperature	-20~50°C	-20~50°C	-20~50°C
	Water-proofing Level	Finished product IP55	Finished product IP55	Finished product IP55
	Charging Time	<7H	<7H	<7H
	Rated voltage	36V	36V	36V
	Maximum Charging Current	2A	2A	2A
Battery parameters	Battery Management System	Overcharge/temperature/overdischarge/short circuit/over-current protection	Overcharge/temperature/overdischarge/short circuit/over-current protection	Overcharge/temperature/overdischarge/short circuit/over-current protection
	Number of Batteries	1 PCS	1 PCS	1 PCS
	Rated Capacity	13400mAh,482.4Wh	13400mAh,482.4Wh	10400mAh,374Wh
Motor parameters	Max Torque	25N.m	25N.m	25N.m
	Rated Voltage	36V	36V	36V
	Rated Power	300W	300W	300W
	Maximum Power	600W	600W	600W
	Motor Pntrl Mode	FOC	FOC	FOC

Items	Contents	ES520	ES520A	ES520B
Brake	Braking Distance	Less than 10m in case of double braking	Less than 4.4m in case of double braking	Less than 10m in case of double braking
	Brake Mode	The front wheel adopts electric brake, while the rear wheel adopts disc brake.	The front wheel adopts electric brake, while the rear wheel adopts disc brake.	The front wheel adopts electric brake, while the rear wheel adopts disc brake.
Tire	Tire Size	Front and rear wheel: 10in	Front and rear wheel: 10in	Front and rear wheel: 10in
	Tire Material	Vacuum Tire	Vacuum Tire	Vacuum Tire
Charger	Output Power	84W	84W	84W
	Input Voltage	100-240V	100-240V	100-240V
	Output Voltage	42V	42V	42V
	Output Current	2A	2A	2A
Rider	Maximum Load	120KG	100KG	120KG
	Recommended Age	14 years old above	14 years old above	14 years old above
	Height Required	140-200cm	140-200cm	140-200cm
Features	Riding Mode	Non-zero start (front wheel driven)	Non-zero start (front wheel driven)	Non-zero start (front wheel driven)
Packaging	Packaging Mode	1 set	1 set	1 set
	Gross Weight	23.3KG	23.3KG	23.3KG
Bluetooth	Frequency Band(s)	2.4000-2.4835GHz	2.4000-2.4835GHz	2.4000-2.4835GHz
	Max.RF Power	20mW	20mW	20mW

* Specifications are subject to change without prior notice.

*Range :tested under the condition of full power, 75 kg load, 25 °C ambient temperature, driving at 60% of the maximum speed on the flat road.

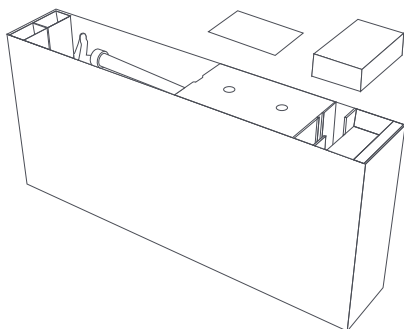
4-2.Complete Electric Scooter And Parts List



5-1 Operation Steps For First Use

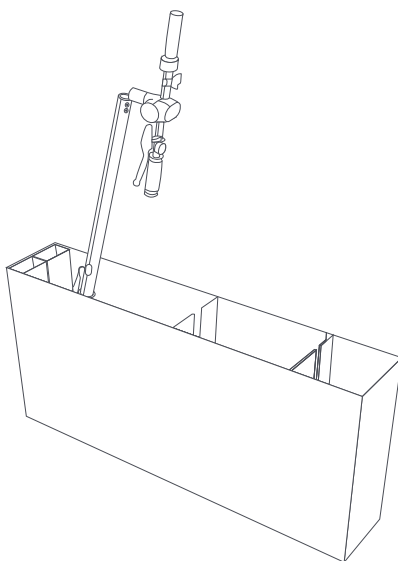
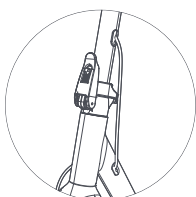
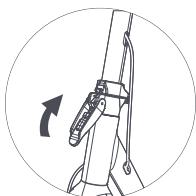
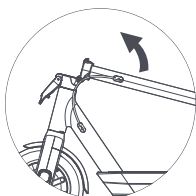
This section provides information on how to use the product correctly. For the safety of users and the service life of the product, please follow the instructions below.

1. Open the upper cover of the package and take out the product manual, charger and other parts.

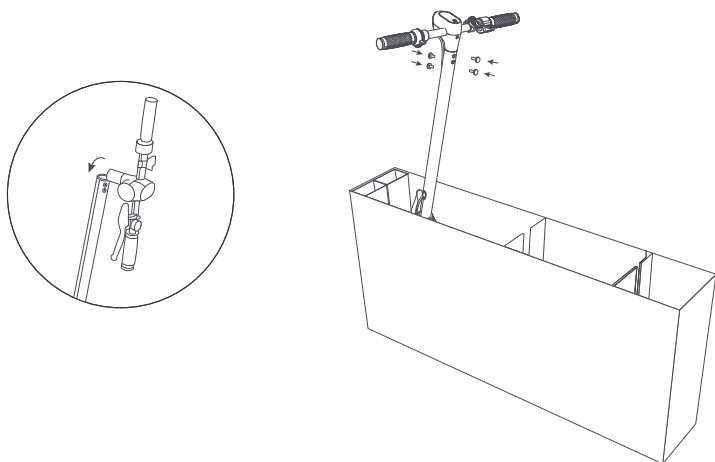


Quick guide *1
Product manual *1
Scotter *1
Charger *1
T-shaped wrench *1
Screw *5
Tyre valve extension pipe* 1

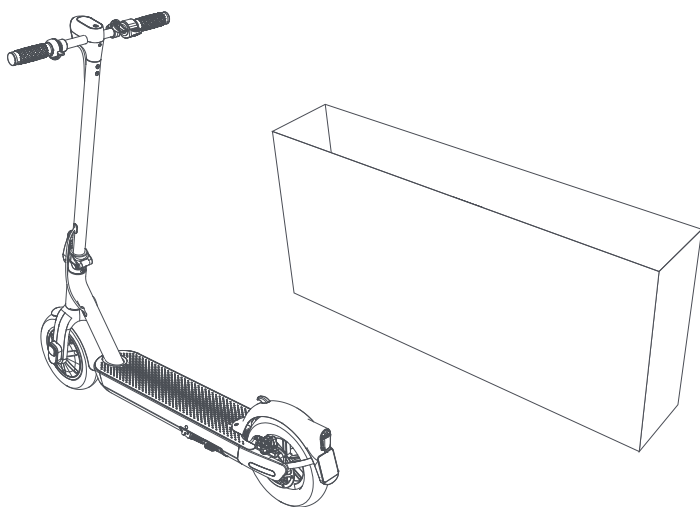
2. Take out the fixed paper card above, lift up the stand tube and lock the folder tightly.



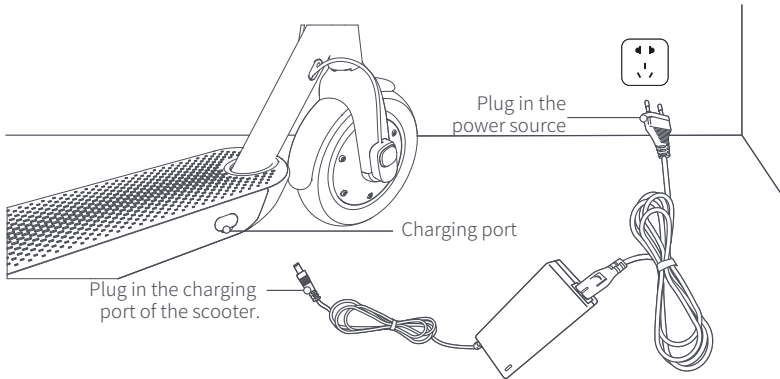
3. Put the head of the scooter into the stand tube and align the screw holes to tighten the screws.



4. Take out the fixed paper card and the scooter.



5. Uncover the protective cover of the charging port, connect the charger, and plug in the power source to charge and activate the scooter.



6. Brake handle:

Squeeze the brake handle which will control both the disc brake and the electromagnetic brake. Press the throttle to accelerate the scooter.

Power Button:

Press the power button to turn on the product, and press it for about 3s to turn it off;

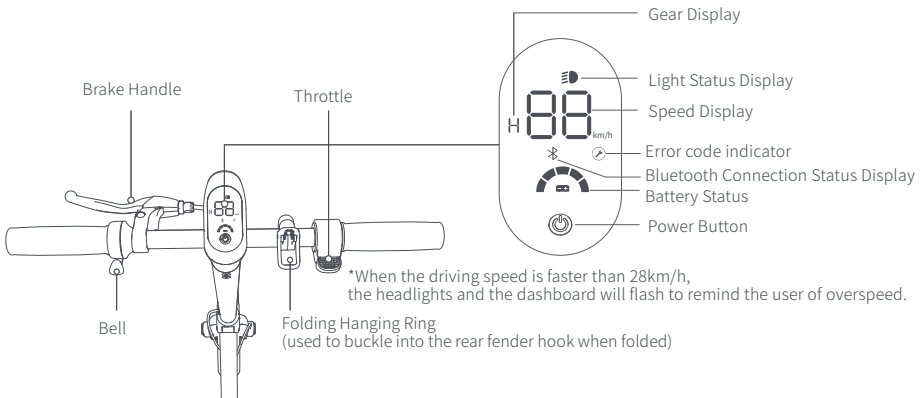
Press the power button to turn on/off the headlight when power-on;

Press the power button twice to switch among E gear (pedestrian mode)/L gear (long range mode) /H gear (sport mode) when power-on; The display will show the max speed after switch successfully.

Press the power button 5 times to switch the speed unit when power-on;

The E gear means the pedestrian mode with the maximum speed of 5km/h, which is suitable for pushing the electric scooter on the sidewalk; the L gear means the long range mode with the maximum speed of 15km/h; the H gear means the sport mode with the maximum speed of 25km/h.

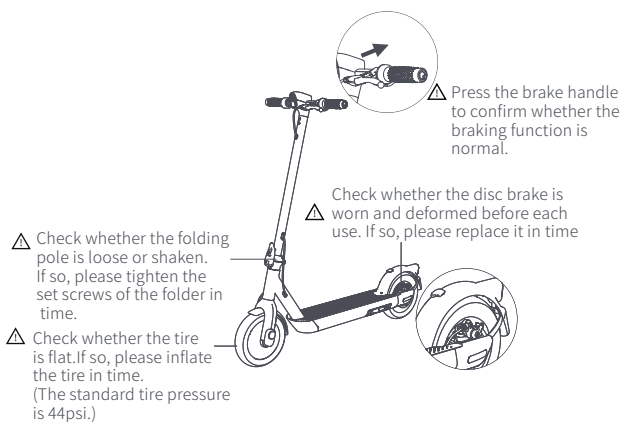
* The maximum speed in Germany is limited to 20km/h.



7. Wear the helmet and protective equipment.

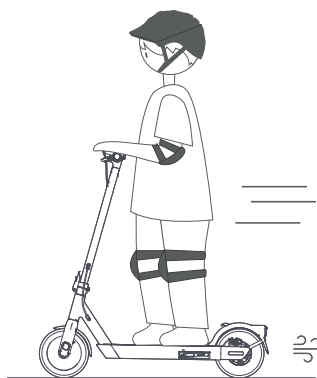
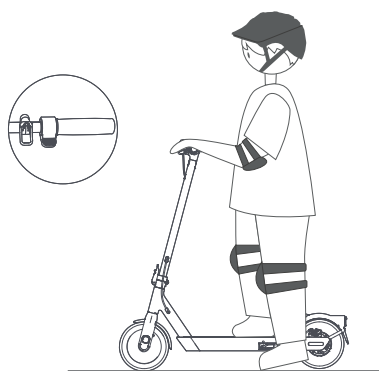


8. Please check the scooter before each use.

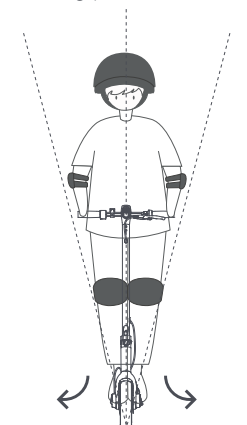


9. After there is an initial speed through pedalling, use the throttle to accelerate.

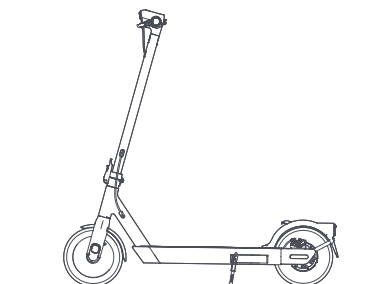
10. Release the throttle to reduce the speed and squeeze the brake bar for braking.



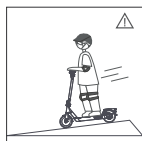
11. If you want to change the center of gravity when turning, please turn the handle slightly.



12. When you need to stop the scooter, release the throttle to reduce the speed, and squeeze the brake handle for braking. Lay down the kickstand and let the scooter lean slightly in the direction of the kickstand to make the kickstand contact the ground, so that the scooter will be stabilized.



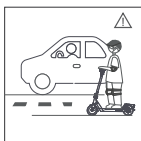
13. Safety warnings



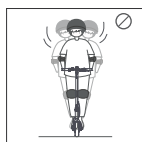
Pay attention to the speed when riding downhill.



Watch out your head.



Pay attention to other vehicles on the road.



Do not shake.



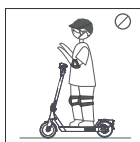
Do not use your mobile phone.



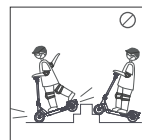
Do not ride the electric scooter on rainy days.



The electric scooter shall not be used for carrying people.



Keep your hands always on the handlebars.



Do not cross large gaps or steps.



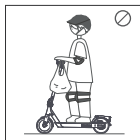
Do not step on the fender.



Do not press the throttle when pushing the electric scooter.

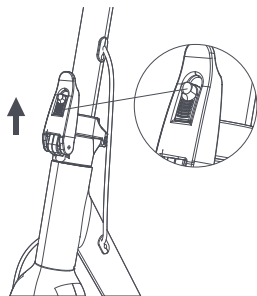


Do not stand with one leg.

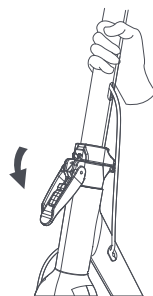


Do not put heavy items on the electric scooter.

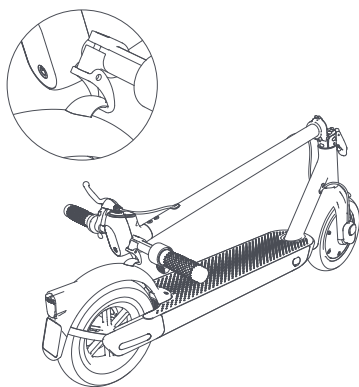
14. Folding Operation



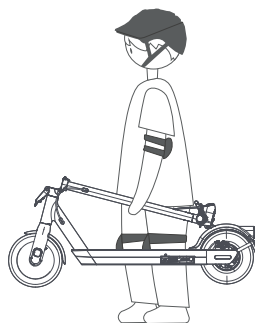
① Slide the sliding buckle on the folding wrench up;



② Break the folding wrench down, and hold the stand tube with your hand to prevent it from falling down;



③ Put down the riser pipe and buckle the head loop into the rear fender hook;



④ Hold the stand tube to lift the electric scooter.

5-2. APP Support



The consumers can't tamper or modify the control unit, drive unit or other parts of power assisting system by using commercially available tools, equipment or parts.

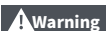
5-3. Riding Preparation

List:

- Wheels - check that they are not damaged or excessively worn.
- Loose parts - make sure that all parts (such as nuts, bolts and fasteners) are safe. The loose parts on the damaged parts should not make any abnormal sound, and they need to be checked before riding each time.
- Operating area - ensure that the operating area is open and flat without any obstacles.
- Laws and requirements - check and comply with any local laws or regulations. When using this product on public roads, you should comply with local laws and regulations.
- Safety equipment - always wear personal protective equipment (to protect wrists, knees, head and elbows). In some regions, local laws or regulations may require to wear helmets.



Do not hold the product with one hand for riding. Don't try any stunts or tricks while riding. You need to wear shoes at all times for riding.



Driving at a medium speed will increase the mileage, when driving at a high speed for a long time, frequent starting, stopping, and frequent idling will reduce the mileage.



Do not touch the brake parts with your hands after continuous braking.

6.Explanation of Error Code

Error number	Error name	Cause	Method of removal
01E	Over-current Protection	The instantaneous output current of the controller is beyond the current limit range (22A).	Recovery after the output current of the controller is less than 22A
02E	Undervoltage Protection	When the battery voltage is lower than $30 \pm 1V$,	1. The fault is removed automatically after charging 2. Replace the battery
03E	Motor Phase Line Failed	Short circuit of motor phase line when unlocking	1. Replace the motor 2. Replace the controller
04E	Motor Shaft Lock Protection	Motor shaft lock or short circuit, or drive failed	1. Release the shaft lock state 2. Replace the motor
05E	Upper MOS Tube Damaged	The drive upper bridge MOS tube is damaged or broken down	Replace the controller
06E	Lower MOS Tube Damaged	The drive lower bridge MOS tube is damaged or broken down	Replace the controller
07E	Motor Hall Failed	Incorrect Hall wiring sequence or poor contact	1. Poor connection, re-plug 2. Replace the motor
08E	Overheated Motor	Motor temperature exceeds normal operating temperature	1. Stop riding, cool down, and wait for the automatic removal of the failure 2. Replace the motor
09E	Handle Failed	Handle Hall failed or poor contact	1. Check the handle wiring and eliminate the poor contact 2. Replace the handle 3. Loosen the handle
10E	Left Brake Handle Failed	Left brake handle Hall failed or poor contact	1. Check the brake handle wiring and eliminate the poor contact 2. Replace the left brake handle
11E	From the instrument to electronic control, central control failed	Poor instrument communication connectors or devices	1. Check the wiring of the instrument and its central control harness plug-in, and eliminate poor contact 2. Replace the instrument
12E	Meter data receiving timeout failed	Poor instrument communication connectors or devices	1. Check the wiring of the instrument and its central control harness plug-in, and eliminate poor contact 2. Replace the instrument 3. Replace the controller
13E	Battery communication failed	Damaged cable/faulty battery pack	1. Check the wire 2. Replace the battery

Error number	Error name	Cause	Method of removal
15E	Controller Firmware Lost	Controller program upgrade failed	1. Re-update the control program 2. Replace the controller
18E	Handle not Returned	Handle not returned or handle damaged when the product is turned on	1. Return the handle 2. Replace the handle 3. Loosen the handle
19E	The Left brake handle not returned	The left brake handle is not returned or damaged when the product is turned on	1. Return the left brake handle 2. Replace the left brake

7.Maintenance, Cleaning and Care

7-1.Maintenance

Please follow the maintenance SOP provided by our company for the maintenance of this product and its accessories. If SOP needs to be maintained or there are other problems, please contact the seller. If the bearing is damaged, please replace the front wheel or the rear wheel.

7-2.Cleaning

Please turn off the power source before cleaning.

Unplug the battery charger from the product before cleaning each time.

Do not use solvents or abrasive cleaners. Do not use hard brushes, metal or sharp objects for cleaning the product, otherwise the product's appearance and internal structure will be seriously damaged.

Clean the battery charger and this product with a piece of slightly damp cloth. Afterwards, wipe all parts with a piece of dry cloth.



Warning

Do not immerse the product or battery charger in water or other liquids. Do not place the product or battery charger in running water, otherwise there will be a risk of electric shock!

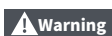


Warning

This product cannot be cleaned with water pressure cleaner.

7-3.Storage and Transportation

- Store the product in a dry and clean place preferably with the original packaging, which should be out of the reach of children.
- During transportation, turn off the product.
- The product can only be transported in its original packaging. Do not throw away the packaging, which may be needed for transportation in the future. During transportation, protect the product (such as by using bungee straps) to prevent it from being impacted or vibrated when it falls or tips over, especially when it is transported in a car.



Warning

This product is provided with a built-in lithium battery. Lithium-ion batteries are regarded as dangerous goods, which may be transported when local regulations permit.



If you plan to take the product to travel by plane or other means of transportation, please check with your transportation company whether it is feasible.

8.Disposal



This mark indicates that this product should not be disposed of with other household wastes throughout the European Union. In order to prevent possible harm to the environment or human health caused by uncontrolled waste disposal, we have the responsibility to recycle these wastes to promote the sustainable reuse of material resources. Please contact the recycling system or the retailer of the product for disposing of the used product. They may recycle this product in an environmental-friendly and safe manner.















Dispose of the battery according to the requirements of environmental protection. Do not throw away the battery and daily garbage together. Contact the recycling system in your community, or the retailer where you purchased the product.



Packaging materials may be transported back to the raw materials for recycling. Dispose of packaging materials in accordance with legal provisions. You may obtain relevant information from the recycling system in your community.

9. Symbols Explanation

DANGER	It indicates high risks. If it cannot be avoided, it will result in death or serious injury.
WARNING	It indicates medium risks. If it cannot be avoided, it will result in death or serious injury.
CAUTION	It indicates low risks. If it cannot be avoided, it will result in death or serious injury.
	This symbol marks additional information and instructions about the product and its use.
	This symbol represents compliance with "EU standards", which means "compliance" with EU directives. The manufacturer makes a "CE" mark to confirm that the product complies with applicable European directives and regulations.
	Please carefully read the user manual before using the product.
	Display of positive and negative electrode.
	This product is a second-class protection product.
	Wear personal protective equipment (PPE).
	The product can be used by only one person at a time.
	The product can be used only on a flat and dry road.
	Do not use this product after taking alcohol, sedatives or psychotropic drugs.
	Minimum age for using the product: 14
	Do not use roads with these symbols.
	detachable supply unit

10.Warranty policy

OKAI

Dear customer, thanks to choose OKAI and become a honorable member of OKAI family. OKAI offers specific consumer warranty benefits which are in addition to, and not instead of, strictly follow the respected local warranty policy. Under the consumer warranty, for the damage with normally using follow the customer guideline, OKAI will repair, replace or refund your product. Unnormal wear and tear, force majeure, abuse or damage by the users negligence or fault are not warranted . For more information about consumer warranty benefits please turn to OKAI' s official website : www.okai.co

To acquire the warranty benefits we suggest you contact the retailer from whom you purchased the product. If you have any troubles, please do not hesitate to contact us via website or email to: nihao@okai.co