

# 用户手册

## User's Manual

尊敬, 亲爱的客户, 您好!

首先感谢您对我们的信任, 最终选择和购买我们的产品, 茫茫人海中, 我们相识并形成交易, 这是给予了我们最珍贵的信任, 对此我们深感荣幸和格外的珍惜!

如果您对我们的产品满意, 请分享给您的亲朋好友, 同事也请您留意在购买的销售平台产品主页中, 是否有好评送赠品的相关活动, 我们热枕期待您的参与, 望您在评价中点亮所有的星星, 成为我们客服的明灯。

我们是视您的评价为企业持续发展的生命! 如果您对我们的产品有任何的疑问或帮助需求, 请根据我们公布的电话、QQ等联系方式, 尽快给我们联系, 让我们能够有机会及时有效的为您提供帮助, 再给我们好评, 我们将非常感谢您的包容与支持!

真心祝愿您和您的家人永远健康, 快乐。全体同仁期待您的再次光临!

## 电脑保修条款说明

### 一、保修服务方式

#### 1.产品在线技术支持服务

- A. 用户可以联系购买的销售平台在线客服或者拨打我们的客服热线
- B. 用户可以通过在线客服或者电话、QQ等联系我们提供技术交流或支持。

#### 2.产品检测与维修服务

若用户遇到的问题无法通过上述描写的技术支持服务方式解决, 可以将快递至销售平台提供的售后服务中心, 由工程师为其进行检测与维修服务。

- A. 用户请在送修钱江存储设备的资料先自行备份, 我们电脑仅负责的检测和维修, 对于送修过程中因任何因素造成的造成资料遗失, 本公司不予负责, 请理解支持!
- B. 对于已经超过免费维修范围的电脑, 我们将按照收取相关检测及维修费用。
- C. 超过免费保修期的电脑, 经过工程师检测后因故不同意维修的, 用户需支付检测费用。

注: 无论您通过何种方式来寻求技术支持服务, 请明确告知使用的产品型号、产品序列号、购买的所在平台、购买时间、详细的故障现象等, 以便于厂家、工程师能更加准确快速判断出故障的原因。'

### 二、三包凭证说明

- 1. '七日' 规定: 产品自您收到商品的次日起 (遇到法定节假日顺延, 包括双休日) 七天内, 发生性能故障, 消费者可以选择退货、换货或维修。
- 2. '十五' 规定: 产品自售出之日起15日内, 发生性能故障, 消费者可以选择换货或维修。

### ⓘ 注意:

凡有下列情况之一者, 不属于三包范围内

- 1. 超过三包有效期内
- 2. 未按照产品使用的要求说明使用、维修、保管而造成的损失;
- 3. 非承担三包的修理者拆动造成损失的;
- 4. 无有效三包凭证及有效购买凭证 (能够证明商品在有效期内的除外);
- 5. 擅自三包凭证;
- 6. 三包凭证上的产品型号或编号或编号与商品实物不符合的;
- 7. 使用盗版软件造成损害的;
- 8. 使用过程中感染病毒造成损坏;
- 9. 因不可抗力造成损坏的。

温习提示: 保修条例仅适用中国

### ⓘ 小贴士:

使用一段时间后出现系统变慢或者报错的情况:

- 1. 定期检查系统盘所在地的硬盘空间;
- 2. 定时进行软件清理, 不用的软件最好卸载;
- 3. 频繁的安装、删除软件或程序, 建议卸载软件和程序时, 一定要遵照相应的说明进行;
- 4. 定期经常做些磁盘维护;
- 5. 病毒造成系统使用缓慢或出现异常报错, 定期查杀病毒, 慎重安装软件, 都是有效避免的方法;

如何避免‘流氓软件’给你上网带来的困扰?

- 1. 必须注意在安装某些软件的过程中某些插件, 如果不是您所需要用的不要选中安装
- 2. 在浏览一些网站的时候, 有时会跳出‘您是否要安装xxx之类的对话框’在不能确定这个即将安装的软件是什么来路之前, 最好点击‘否’

### 确保您的网络交易顺畅安全:

- 1. 网上支付为了有限降低此类风险, 建议确保您安装并启用正版杀毒软件和微信INTERNET防火墙, 需要注意的是定期检查上述软件是否已经为最新版本;
- 2. 更新WINDOWS操作系统, 安装补丁程序, 防止系统漏洞, 定时进行系统安装的UPDATE或及时安装补丁程序;
- 3. 安装正版杀毒软件, 并确保定期升级;
- 4. 登录正规网站, 留意网址, 避免登录克隆网站的威胁;
- 5. 安装认证, 设定长字位密码, 建议使用银行提供的各种安装认证工具;

### 防止冒雨天气对您的电脑造成伤害:

遇雷暴或者雷雨天气, 如果没有关闭电脑, 同时拔下电源线、网线、等往往会造成主板、网卡、等器件的损坏, 严重的烧坏电脑器件, 给您带来更大的损失; 发生雷雨或台风时, 请尽量避免使用电脑或其他电子设备, 以备安全。

### 计算机的清洁:

如需为屏幕进行清洁时, 绝对精致使用酒精、洗衣粉等清洁剂等一切有腐蚀性的溶剂, 应该用质地柔软的湿布或者干布擦拭, 一定要避免机内进水; 在开机状态尽量能避免对主机进行擦拭、晃动等动作, 以免导致产品损坏。

### 📖 有毒、有害物质或元素情况一览

依据中国政府针对‘电子信息产品污染控制管理办法’为控制和减少电子信息产品废弃后对环境造成的污染, 促进生产和销售低污染电子产品, 保护环境 and 人体健康, 仅提供产品可能含有有害物质如下:

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
电路板组件	X	0	X	0	0	0
金属外壳	X	0	0	X	0	0
塑料外壳	0	0	0	0	0	0
紧固件	0	0	0	X	0	0
电源	0	0	0	X	0	0
安装硬件	0	0	0	X	0	0
电缆	X	0	0	0	0	0
连接部件	X	0	0	X	0	0

0: 表示该有毒有害物质在该部件所有均质材料中的含量在SJ/T11363-2006标准规定的限量要求以下  
X: 表示该有毒有害物质在该部件的某一均质材料中含量超出SJ/T11363-2006标准规定的限量



此电子信息产品在说明书所诉的使用条件下使用本产品, 含有的有毒有害物质或元素不致发生外泄, 从而对环境造成污染或对人身、财产做成严重损害的期限为10年。

注: 除根据中华人民共和国法规的强制性规定在此作出声明的以外, 公司对电子信息产品环保使用期限不作任何形式的陈述或保证 (无论是明示或默示), 并且不对电子信息产品环保使用期限的任何陈述或保证 (无论是明示或默示) 承担任何责任。

本凭证商品三包的重要依据，请妥善保管!

用户信息	用户姓名		联系电话	
	通讯地址			
	E-mail			
销售信息	经销商地址			
	通讯地址		调试日期	
	联系电话		销售日期	
	贷票号码			

商品维修记录表

送修日期	故障描述	故障处理情况	交验日期	维修人签名

经销商印章

用前须知：

- 1.本产品仅适用于海拔2000米以下非热带地区。
- 2.避免本机跌落地面或受其他强烈冲击。
- 3.不要在过冷、过热、过于潮湿、多尘的环境下长期使用，不要让本机在阳光下暴晒。
- 4.尽量避免在强磁，强静电环境下使用。
- 5.一单有水或其他液体泼洒到本机上，应立即关机，将本机擦拭、晾干后才可使用
- 6.切勿使用任何含化学成分的清洁剂或其他液体擦拭本机，避免因腐蚀和受潮造损坏，如确实有必要清洁，请使用干燥的软布或纸巾擦拭。
- 7.本公司对认为非常的软硬件操作、维修或其他意外情况导致的机内资料损失或删除不承担责任，也不承担由此导致的其他损失。
- 8.请随时备份您的重要资料，避免丢失。
- 9.请不要自行拆卸本机，否则会丢失保修权力。
- 10.产品使用手册及相关软件随时的更新，恕不另行通知如发现与产品使用手册不符，请于实物为准。
- 11.使用错误型号充电器可能会有爆炸危险，务必使用原装充电器。

本产品不带电源适配器销售，消费者应配套购买使用获得3C认证并满足标准要求的电源适配器。

Respect, dear customers, hello!

First of all, thank you for your trust in us, and ultimately choose and buy our products. In the vast crowd of people, we have met and formed a transaction. This is the most precious trust we have given. We are deeply honored and cherished for it!

If you are satisfied with our products, please share it with your friends and relatives. Colleagues also ask you to pay attention to whether there are activities related to presenting gifts with high praise in the home page of the sales platform products you purchased. We look forward to your participation. We hope that you will light up all the stars in the evaluation and become the bright light of our customer service.

We regard your evaluation as the life of sustainable development of enterprises. If you have any questions about our products or help needs, please contact us as soon as possible according to our published telephone, QQ and other contact information, so that we can have the opportunity to help you in a timely and effective manner, and give us good comments, we will be very grateful for your tolerance and support!

I sincerely wish you and your family health and happiness forever. All my colleagues for seven generations, you are here once again!

Reminder

How to get touch with We service center?

Online supports mainly provides software support and drives support and you can get contact way on the Product page where you buy it.

How to deal with the problems when system works more and more slowly or system errors appears?

- 1.Examine regularay the hardware space to which system disk belongs.
- 2.Clear regularly and unload useless software.
- 3.If install or delete software and program frequently, please unload as required.
- 4.In relavant description.
- 5.Preserve Disk regulary.
6. Another way to avoid is to examine anti-virus software regularly and install Software carefully, for virus often causes slow system speed and unusual errors.

How to avoid troubles from rogue software?

1. Pay more attention to some plug-in while installing software and refuse to install if beyond your need.
2. Words like "Will you instal may showing on the display" while scanning. You'd better click NO before you make sure what it is.

How to make sure the safety and fluency of your transaction online?

- 1.To cut down effectively the risk of online transaction, formal anti-virus Software and Microsoft fire wall are strongly advise. And you should Mean while check whether they are the latest version.
- 2.Update Windows OS, install patch program, and prevent system bug;

- 3.Install mormal anti-virus software and make sure update regularly.
- 4.Log in formal website to avoid safety threat from Clone website;
- 5.Install certificates and set long password, and some safety certificate stool Provided by certain baks are advise;

How to prevent thunderstorm fram damaging your PC?

Thunderstorm may damage motherboard or net card or even burn the equipment Which may cause greater loss if you don't turn off PC with plugging off power Cord or net cable. So to keep safe, please don't use PC or other electronic device When thunderstorm or typhoon comes.

How to clean the PC?

Please mustn't use detergent or caustic solvent or caustic solvent like alcohol and washing powder to clean screen. Please clean with soft, wet cloth. please avoid cleaning or Shaking main body while it is working. This can prevent PC from being hurt.

General View of Poisonous and Harmful Matter or Element

According to terms of 'Control and Management Method on Electronic Product Contamination' you should keep in mind some parts which may contain poisonous or Harmful matter to help control and cut down environment contamination caused by abandoned electronic product and to facilitate the production and sale of low contamination electronic product and to protect both human and environment. Please as Below some parts which may contain poisonous or harmful matter:

Attention before usage:

1. The product can be only used in non-tropical areas below an altitde of 2000 moters.
2. The product should be avoided to fall down on ground or shocked by other violate way.
3. Don't use this product under conditions like over-heat over-cold, over-wet, or over-dusty way. Don't expose it under blazing sun for quite a long time.
4. Try not use product in condition like strong magnetism and static electricity.
5. Once there is water or other liquid sprinking on the product body, please turn off at once and start to use after clen and air it to dry.
6. Please mustn't use any detergent or other liquid which contains mechanical element to clean this product. If in necessary to clean, please use dry cloth or tissue instead.
7. We company claim no responsibility for data loss and deletion and relevant loss cause by factitious and unusual hard ware and software operation, repiring and other accidental circumstances.
8. Please do not torn down product by yourself, or you will lose chance of free warranty.
9. Please do not torn down product by yourself, or you will lose chance of free warranty.
10. We will not notice again the renewal of user manual and relevant software. If there is difference from that in user manual, please in kind prevail.
11. Please use original adapter to charge, for adapter of incorrect model will Cause explosion.

## 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 harm full 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

Specific Absorption Rate (SAR) information:

This Device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. FCC RF Exposure Information and Statement the SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Device has also been tested against this SAR limit. This device was tested for typical body-worn operations with the back of the device kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 0mm separation distance between the user's body and the back of the device. 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 FCC RF exposure requirements, and should be avoided.