

Troubleshooting Guide

Document No.	TSG-RMA2419-01	Version	1.0
Date	May 2025	Prepared by	Compliance Team
Reviewed by	QA Lead	Approved by	Compliance Officer

1. Global Product Metadata

Brand	realme
Product	realme Buds 3 (3.5mm Audio Jack)
Model	RMA2419
EAN-13	6941764462700
Color	Black
Country of Origin	China
Manufacturer	Jiangxi Lianchuang Hongsheng Electronic Co., Ltd., No. 818, Yaohuxi 6th Road, High-Tech Industries Development Zone, Nanchang, Jiangxi, China 330096
Importer/Responsible (India)	Realme Mobile Telecommunications (India) Private Limited, 3rd Floor, Tower B, Building Number 8, DLF Cyber City, Gurugram-122002, Haryana, India
Customer Care (India)	service@realme.com 18001022777
Month/Year of Manufacture	May 2025
MRP (Incl. of all taxes)	INR 999.00
Pack Contents	Earphone x1; User Guide x1; Eartips S x1 pair, M x1 pair (pre-installed), L x1 pair
Warranty	6 months (manufacturing defects only)

1.1 Legal and Contact Details

Legal Name	Realme Mobile Telecommunications (India) Private Limited
Headquarter/Registered Office Address	3rd Floor, Tower B, Building Number 8, DLF Cyber City, Gurugram-122002, Haryana, India
CIN	U32301HR2018PTC076011
Website	www.realme.com/in
Customer Care - Phone	18001022777
Customer Care - Email	service@realme.com
Customer Care - Address	Realme Mobile Telecommunications (India) Private Limited, 3rd Floor, Tower B, Building Number 8, DLF Cyber City, Gurugram-122002, Haryana, India
Grievance Officer - Name	Dilip Parmar



Grievance Officer - Designation	Customer Escalation Specialist
Grievance Officer - Phone	9711012312
Grievance Officer - Email	grievance.officer@realme.com
Grievance Officer - Address	Realme Mobile Telecommunications (India) Private Limited, 3rd Floor, Tower B, Building Number 8, DLF Cyber City, Gurugram-122002, Haryana, India

EAN-13



Symptom	Likely Cause	Solution
No sound	Plug not fully inserted; device muted	Reinsert; increase volume; test on another device
One side silent	Debris in mesh; cable strain	Clean mesh; if unresolved, initiate warranty
Mic not working	Non-CTIA jack; splitter required	Use CTIA adapter or TRRS-to-dual-TRS splitter
Distorted audio	Very high device volume	Reduce volume; test with different source
Poor bass	Wrong eartip size; leaky seal	Switch to larger eartips; reseal earbuds
Button not responding	Device limitation	Use on-screen controls; check adapter compatibility

Revision History

Version	Date	Description	Author/Approver
1.0	May 2025	Initial release	Compliance Team / Compliance