

**使用手册**  
**MANUAL**

# 注意事项

## Warnings & Cautions

请阅读该手册全部内容，以便了解重要的安全信息。

**Be sure to read the entire document for important safety guidelines.**



**Air 不是儿童玩具。**

**Air is NOT a toy for children.**



**不要过度将镜腿外张，光学系统可能因此受损。**

**Do NOT force the temples to open beyond the designed range. This might cause optical malfunctions.**



**不要在 Air 上倒或喷洒液体，或将 Air 暴露在滴水、泼水中。如需清洁，请将眼镜布用中性、温和的清洁剂蘸湿，擦拭镜片和镜腿。**

**Do NOT spray or pour liquid directly on Air, or expose Air to dripping or splashing. To clean, dampen a cloth with a neutral and soft cleaner and wipe down the lenses and temples.**

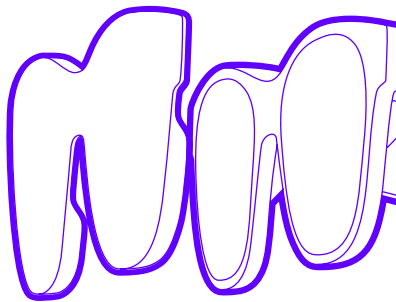


**产品需远离火源或发热源。**

**Keep the product away from fire and heat sources.**

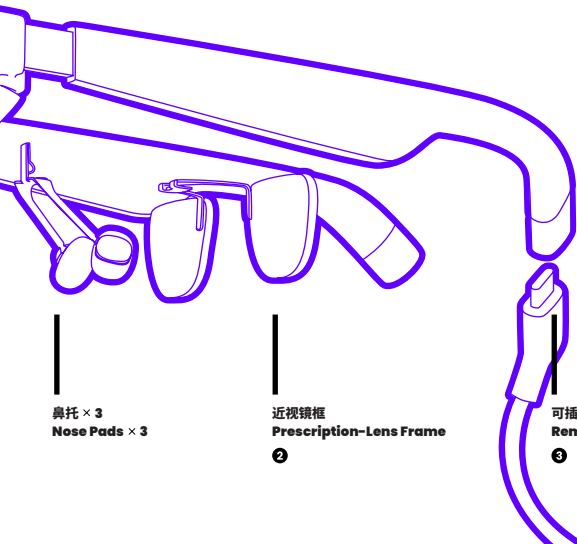
# 了解你的 Air

## Get to Know Your Air



遮光镜片  
Light Shield  
❶

Nreal Air



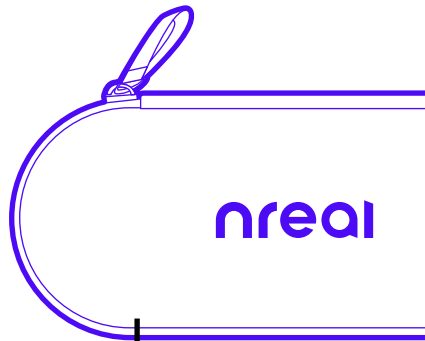
鼻托 × 3  
Nose Pads × 3

近视镜框  
Prescription-Lens Frame

②

可插拔连接线  
Removable Cable

③



眼镜盒  
Glasses Case

可调镜腿  
**Adjustable Temple**

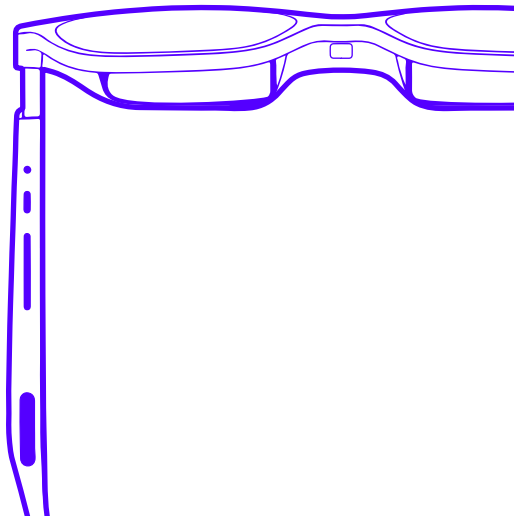
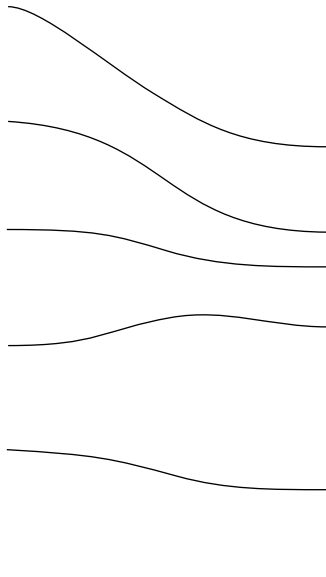
麦克风  
**Microphone**

显示开关  
**Display On/Off**

④

亮度按钮  
**Brightness Button**

立体声扬声器  
**Spatial Sound Speaker**



- ❶ 遮光镜片呈现的沉浸式体验会完全遮挡住视野和实际环境。请务必建立和维护安全的使用环境。

The light shield produces an immersive experience that completely blocks your field of view and physical surroundings. Please be responsible for creating and maintaining a safe environment.

- ❷ 如有需要，请使用在当地验光师处验配的近视镜片。

Add your own prescription lenses at your local optician's (if required).

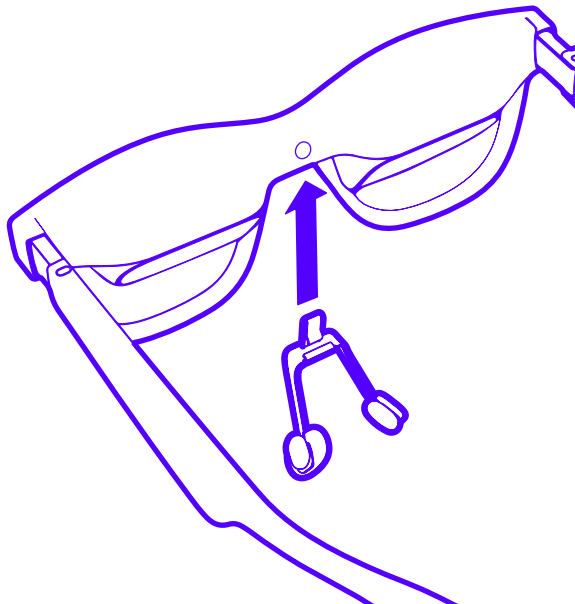
- ❸ Air 不含电池，此连接线不能用于充电。请勿使用其他连接线。如需更换连接线，可从 Nreal 和我们的官方分销商处购买。

The cable is not for charging as Air does not have a battery. Do not use any other cable than the one provided. If you want a replacement, you can purchase the cable through Nreal and our official distributors.

- ❹ 轻击一下便可关闭 Air。

One click to turn off your Air.

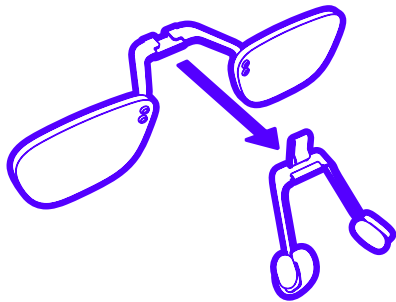
## 鼻托安装 Nose Pad Setup





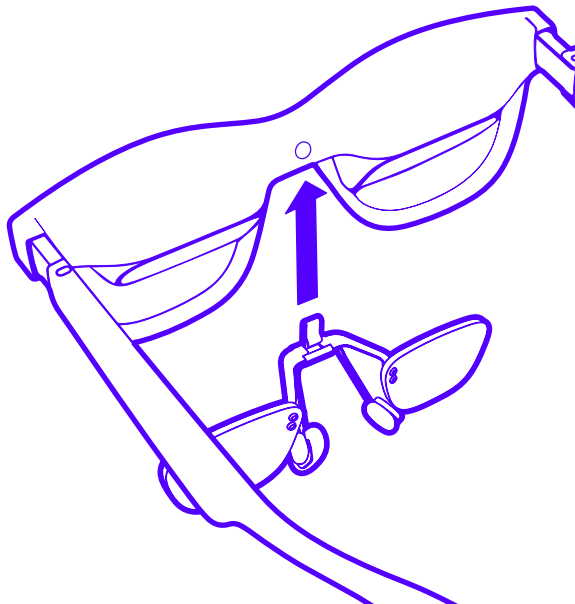
# 近视镜框安装

## Prescription Lenses Setup

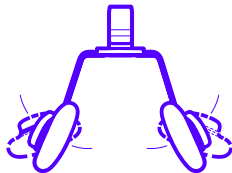
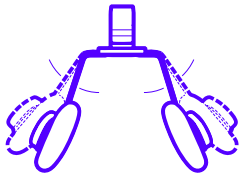
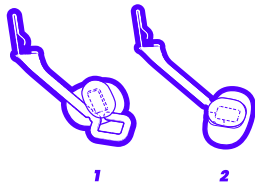
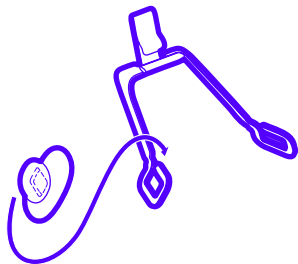


如果您使用近视镜片，请连接镜片和鼻托，然后将它们一起安装到眼镜上。

If you use prescription lenses, connect the lenses and the nose pad, then attach them together to the glasses.

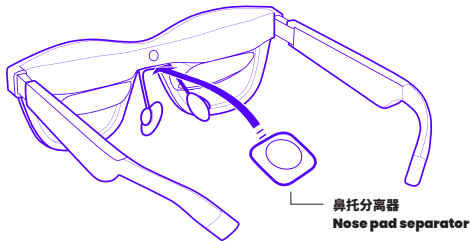


## 鼻托垫片安装 Pad Attachment



# 取出鼻托

## Nose Pad Removal

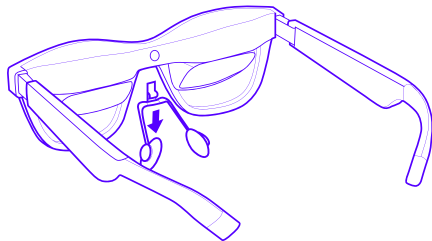


第一步

将鼻托分离器插入 Air 和鼻托之间的缝隙

Step 1

Insert the nose pad separator into the gap between Air and nose pad.



第二步

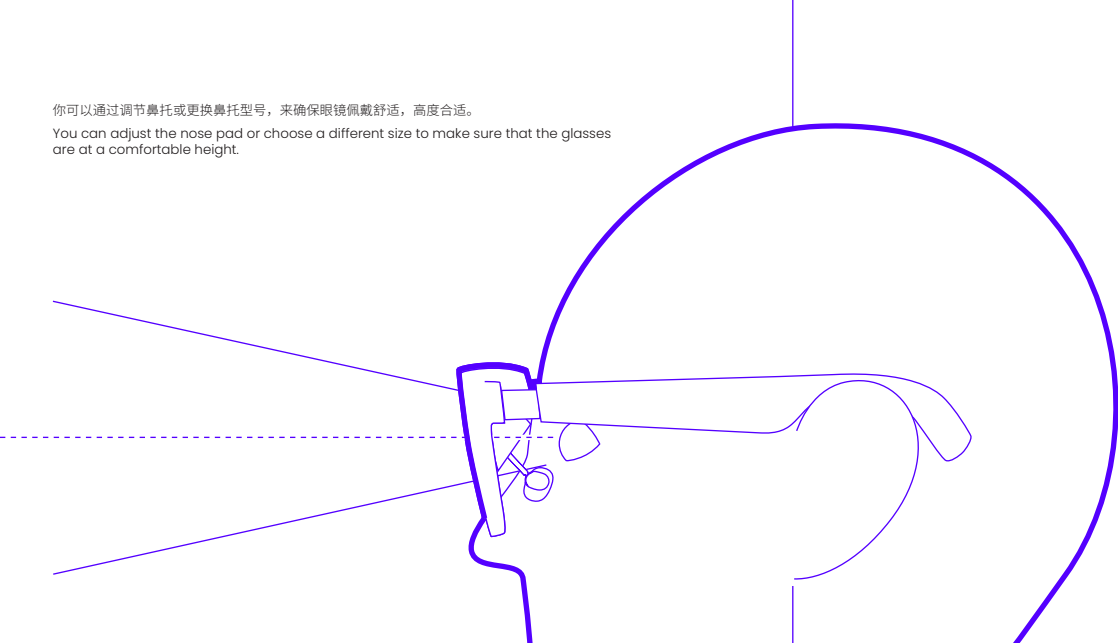
取出鼻托

Step 2

Remove the nose pad.

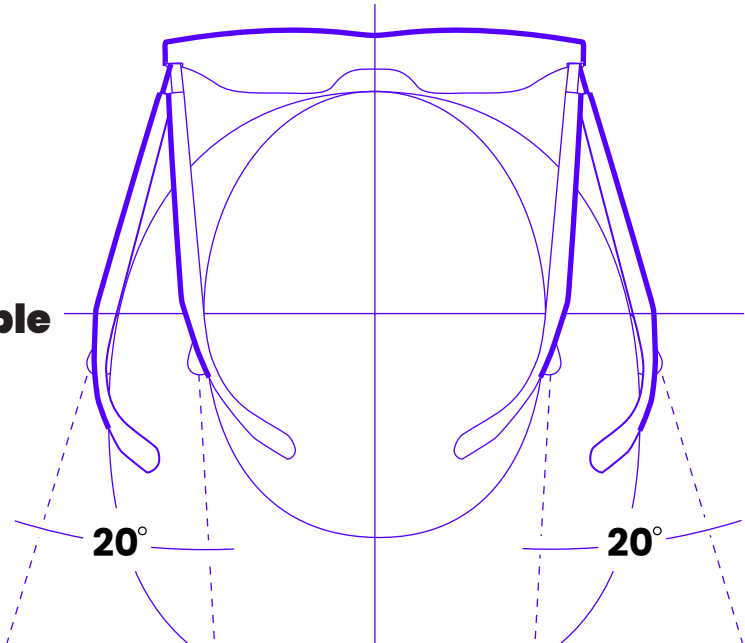
你可以通过调节鼻托或更换鼻托型号，来确保眼镜佩戴舒适，高度合适。

You can adjust the nose pad or choose a different size to make sure that the glasses are at a comfortable height.



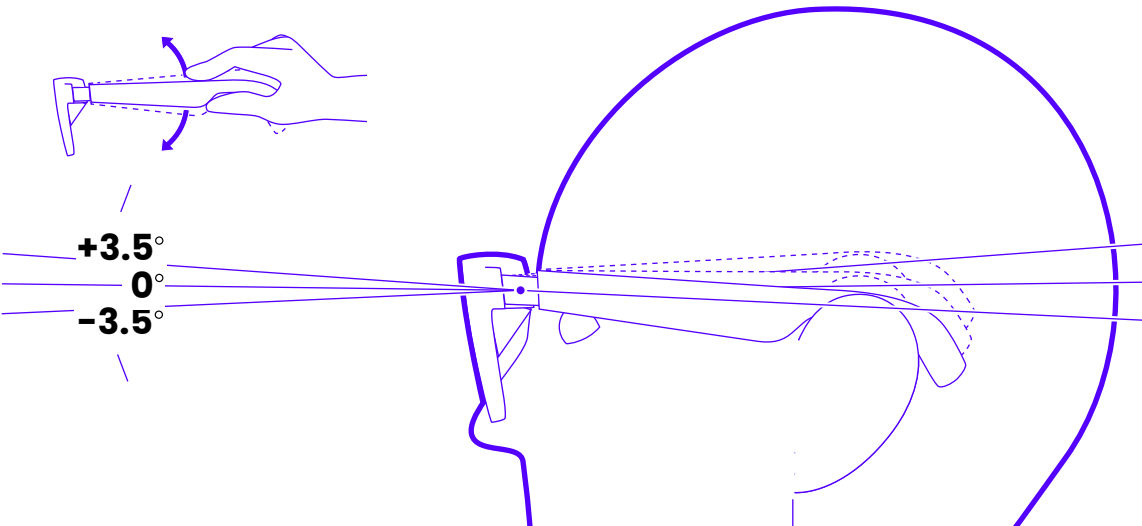
## 可调镜腿 Adjustable Temple

调节范围为 20 度，适合不同头围。  
20-degree range to fit different head sizes.

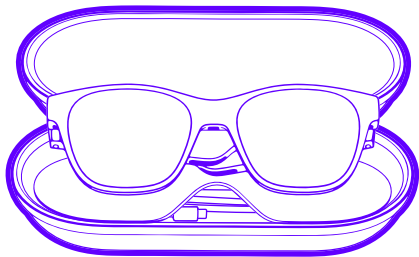


3 档调节范围，帮你找到最佳观看角度。

3-position adjustment for the best gaze angle.

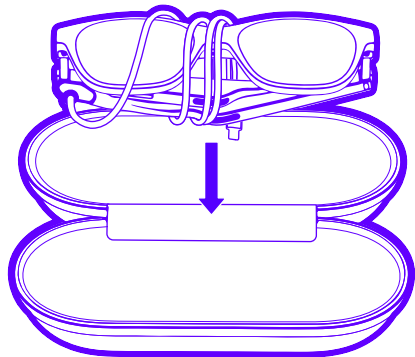
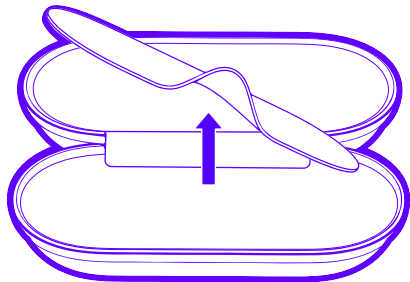


## 收纳方式 Storage Options



**a**





***b***



Air 提供两种显示模式， AR（增强现实）空间（需通过 Nreal APP 获得）， 和空中投屏。请扫二维码查询你的手机是否适配这两种模式。

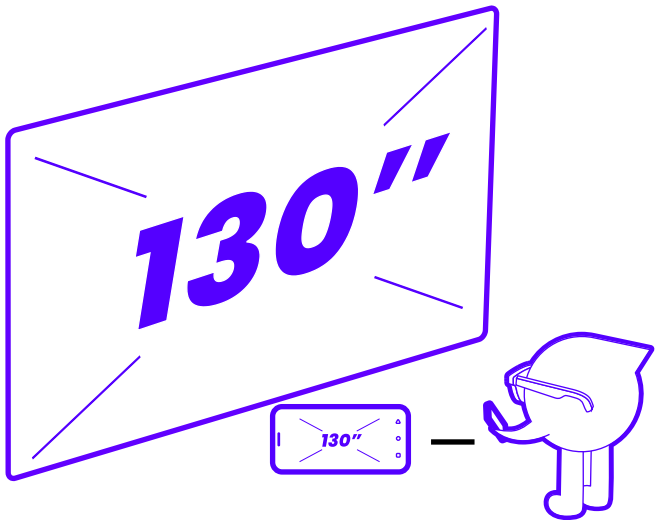
Air provides two display modes, Augmented Reality (AR) Space via our Nreal App, and Air Casting. Please scan the QR code to check which mode(s) your phone supports.

# 空中投屏

## Air Casting

在等效 4 米距离的 130 寸大屏上观看手机内容，正常使用手机即可。

Project your phone's content onto a equivalent 130" screen at 4 meters. To navigate, use your phone as you normally would for all apps.

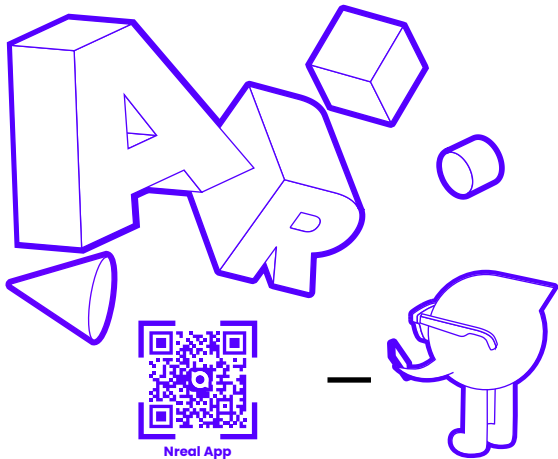


# AR 空间

## AR Space

和朋友一起远程看电影，多屏同时观看多个体育赛事，在三维空间相册中选照片，自由调节屏幕大小（在等效 6 米距离可达 201 寸）。AR 空间用直观的交互方式带来全新的媒体体验。具体体验或展示的内容以您手机本身可展示的内容为准。

Enjoy a movie with your friends remotely, watch multiple sports games simultaneously on different screens, view your photos in a 3D spatial album, while being able to freely adjust the screen size up to 201" at 6 meters. AR Space offers a brand new media experience with intuitive ways of interaction. Content availability subject to licensing restrictions.





获得更多信息

For More Information

**[www.nreal.cn/support](http://www.nreal.cn/support)**

**[www.nreal.cn/faq](http://www.nreal.cn/faq)**

# 免责声明和安全指南

## 免责声明

感谢您购买新款 Nreal 产品。本文档中的信息涉及到您的安全以及您的法定权利和责任。本文档可由闪耀现实（无锡）科技有限公司自行更改。如需获取最新产品信息，请登录 <https://www.nreal.cn> 访问本产品的官方页面。

使用本产品即表示您和您的访客用户已仔细阅读所有免责声明和警告，理解并同意遵守其中的条款和条件。您和您的访客用户同意仅将本产品用于适当的用途，并符合所有适用的当地法律、规则和法规、以及 Nreal 已指定及可能制定的所有条款、注意事项、实践、策略和指南。

Nreal 对您访问或使用第三方内容、或第三方内容中包含的任何内容或功能不承担任何义务或责任，如您未正当使用或未按照上述 Nreal 的条款、指南、注意事项的建议使用而造成的人身、财产的损失对此不承担相关责任。

您必须遵守所使用的第三方软件的所有建议和指南，以避免可能由此产生的危险。

您使用和访问第三方内容时的义务和权利完全由您与这些提供商签订的协议约束。

您必须遵守手机使用警告和指南才能使用眼镜。

有关 Nreal 售后和保修信息，请访问：<https://www.nreal.cn/support>。

## 健康和安全的警告

所有用户应定期查看 Nreal 的健康和安全警告，以了解警告的任何更新。请访问：<https://www.nreal.cn/support>。

使用 Nreal Air 眼镜之前，用户必须通读使用手册并熟悉产品功能和风险。如果未以安全、负责的方式使用本产品，可能导致自身或他人受伤，产品或其他财产损失。

### 用户群体

本产品不是玩具、不是儿童产品、不适合儿童使用、不适用于未满 16 岁的用户，且任何用户均不应与 16 岁以下的儿童共用本产品。


感官受损的用户或容易被灼伤的用户不应使用本产品。

### 建议的使用环境

为降低人员受伤、不适或财产损失的风险，请确保 Nreal Air 眼镜的所有用户在使用您的 Nreal Air 眼镜前均已认真阅读以下警告。

始终由您负责在使用期间建立和维护安全的使用环境。仅在安全环境中使用。使用遮光镜片附件时带来的身临其境的观影体验会完全遮挡真实环境的景象，此时需特别注意安全。

存放本产品的最佳环境温度为 0° C 到 35° C。请勿在潮湿的环境中存放或使用眼镜。Air 眼镜只防汗液或少量的滴水。请不要戴着眼镜游泳或洗澡，或将眼镜浸入水中。如需清洁，请用干燥的眼镜布。

 **警告** 使用产品前，请务必认真检查环境的安全性，否则可能导致严重受伤或死亡。确保路径中没有任何物体或家具、坑洼处、湿滑表面、人员或宠物。请远离楼梯、



阳台、打开的门、窗户和明火。请注意，在室外使用眼镜可能对您的人身安全带来其他不可控、不可预期的危险，如车辆或行人交通、环境噪声或照明条件变化，并会对眼镜功能（如空间追踪功能）产生不良影响。

**▲ 警告** 请勿在需要您完全了解实际环境的情况下或活动（如跑步、室外骑行或驾车）期间使用眼镜。

**▲ 警告** 如果要突然移动或剧烈运动，请勿使用眼镜。

**▲ 警告** 请小心在行驶的交通工具（如汽车，公交车，地铁或火车）上使用眼镜，因为车速改改变和突然移动可能加剧使用 Nreal 眼镜的不良反应（特别是使用 AR 空间时）。

请勿在嘈杂环境中使用本产品，否则可能因分心导致危险或促使您将眼镜音量调至安全水平以上。

**▲ 警告** 请勿在存在外部未知因素的外界环境中使用眼镜，否则可能导致其他危险，甚至会威胁到生命安全。

## ⚠ 有关使用的注意事项

配戴眼镜前，请认真检查眼镜的外观是否损坏，比如镜框，镜片或鼻托是否有裂痕或缺口。如果眼镜已损坏或在任何时间发现眼镜损坏，请勿使用。

要使用近视镜片，请携带近视镜框咨询您当地的验光师。

## ⚠ 健康注意事项

若您生病、疲劳、受酒精或其他药物的影响、或者感觉不适，请勿使用本产品，否则可能会加重您的病情并提高使用风险。

若您存在严重的健康问题（比如心脏病）、影响您安全进行肢体活动的状况、精神疾病（如焦虑症或创伤后应激障碍）或者您是孕妇或年长者，请在使用本产品前先咨询您的医生。

为避免听力受损，请认真遵守智能手机提示的任何音频安全警告。

每次使用眼镜的时间不建议超过 2 小时。每使用 45 分钟，即使未感觉疲劳，也应休

息 10 到 15 分钟。如需要，可提高休息频率或延长休息时间。

### ▲ 注意 视疲劳

使用本产品时，请务必调整显示亮度，以最大限度地减小显示亮度与周围环境的亮度差。在黑暗环境中将显示亮度调至最大，或在明亮环境中将显示亮度调至最小可能损伤视力。

如果您出现视疲劳或眩晕症状，请立即停止使用眼镜。

### ▲ 注意 传染性疾病

佩戴本产品时，本产品会直接接触用户皮肤。多个用户共用产品可能会导致疾病的传播，不建议共用本产品。

为避免传播传染性疾病（如红眼病），请勿与患有传染性疾病，感染或其他疾病（特别是眼部或皮肤疾病）的人员共用眼镜。每次使用前应清洁眼镜，方法为：用中性，温和的清洁剂蘸湿眼镜附带的眼镜布，轻轻擦拭眼镜，并用干燥的无研磨性超细纤维布或眼镜布进行擦干。

### ▲ 注意 不适

使用期间，移动的图像和变化的光线条件可能导致用户眩晕或失去平衡。如果您出现以下任何症状，请停止使用产品并咨询医生：痉挛，丧失意识，抽搐，不自主运动，眩晕，定向障碍，恶心，头晕，嗜睡或疲劳，眼睛疼痛或不适，眼睛疲劳，眼睛抽搐或视力异常（如变形，模糊或复视），出汗过多，唾液增多，平衡感受损，手眼协调能力受损，或其他类似晕动病的症状。请注意，在行驶的交通工具（如汽车，公交车，飞机，火车或船只）中使用本产品可能引发或加重上述症状。使用产品期间定时休息可减轻这些症状并降低健康风险。如果您发现接触产品部位的皮肤出现肿胀，瘙痒，刺痛，或其他不适症状，请停止使用眼镜。如果症状仍未缓解，请咨询医生。如果您发现眼镜的任何位置摸起来发烫或异常发热，请立即停止使用，断开眼镜与手机的连接并使其冷却。

## ⚠ 设备安全

Nreal Air 眼镜不能与任何其他形式的眼镜同时佩戴，否则可能导致眼镜损坏或带来不安全的用户体验。

请勿使眼镜暴露于液体中。如果眼镜暴露于液体中，请立即停止使用。

请避免眼镜掉落。眼镜配备的显示屏采用高度精密的技术制成。请勿抛起、投掷或掉落本产品，或使其受到强烈的外力撞击，以免产品损坏。如果产品掉落、受到挤压或外力撞击，请立即停止使用本产品。

请勿将眼镜与未获得授权的附件或设备共同使用。有关兼容设备的信息，请访问：<https://www.nreal.cn>

请勿拆卸、重新组装、改装、试图自行维修产品或通过未授权机构进行维修，而应立即停止使用此类产品。请勿使用此类产品，并了解此类产品可能导致触电，进而造成严重人身伤害或死亡。

Nreal 对因使用方法不当或不安全而造成的损坏或人身伤害不承担任何责任。

## ⚠ 有关过热的注意事项

使用本产品时，某些部件会直接接触用户皮肤，因此请务必认真阅读并遵守以下说明。请注意，本产品需要大量电力才能工作，因此使用一段时间后可能会发热。

如果产品过热并长时间接触用户皮肤，则存在低温灼伤的危险，如皮肤上出现红斑。

本产品的温度安全警告基于标准 EN563（设备表面温度规定）和 ISO 13732-1（人对表面接触的反应评估方法）。按照相关标准，如果设备的表面温度超过 43°C / 109.4°F，则存在灼伤用户皮肤的危险，产品应通过眼镜显示屏警告用户。

出于安全考虑，如果您在使用产品时收到警告消息，或者觉得产品异常发热，请立即摘下眼镜并断开眼镜与任何设备的连接，直至其完全冷却。请注意，

如果产品仍处于高温状态，产品将自动关闭。

为防止产品过热，不使用产品时，请断开连接手机或计算机的 USB-C 电缆。

请勿将产品放在阳光直射处或热源（如散热器或火焰）附近，否则可能导致产品过热或损坏。

## ⚠ 存放说明

请务必将眼镜放入专用的眼镜盒中，并远离会受到液体，潮气，阳光直射或雨雪影响的位置，否则可能对眼镜造成不可修复的损坏。请将产品放在 16 岁及未满 16 岁的儿童不可触及的位置，以免儿童受伤或产品损坏。

存放产品时，请确保眼镜腿已折好，不要对镜腿施加过大压力。请务必从眼镜上取下医学镜框并妥善保管。选择合适的鼻托后，请勿频繁插拔，以免造成不必要的磨损。

请勿从镜片的任一侧照射外部光源（如激光或闪光灯），否则可能损坏眼镜。

## 第三方内容

您通过我们眼镜使用第三方提供的服务、应用或内容（简称“第三方内容”）需遵守另外的最终用户协议。倘若这些协议与本服务条款内容存在冲突，则以本服务条款为准。

Nreal 不对您访问或使用第三方内容，或第三方内容所包含的任何内容或功能承担任何责任或义务。您对这些内容的访问或使用权利仅遵照您与这类第三方内容提供商之间的许可。在任何情况下，Nreal 均不应被认为是第三方内容的许可方，授予使用第三方内容的权利，就第三方内容承担任何义务，或是就第三方内容作出任何声明或担保。

## 产品中有害物质的名称与含量

部件名称	有毒有害物质元素					
	镉 (Cd)	铅 (Pb)	汞 (Hg)	六价铬 (Cr6+)	多溴联苯 (PBBs)	多溴二苯醚 (PBDEs)
塑料	○	○	○	○	○	○
金属	○	○	○	○	—	—
铜材	○	×	○	○	—	—
布	○	○	○	○	○	○
镜片	○	○	○	○	○	○
橡胶	○	○	○	○	○	○
线路板	○	○	○	○	○	○
元器件	○	○	○	○	○	○
线材	○	○	○	○	○	○
其他	○	○	○	○	○	○

备注：

本表格依据 SJ/T 11364 的规定编制

- 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。
- × 表示该有害物质至少在该部件的某一均质材料中的含量超过 GB/T 26572 规定的限量要求，并且目前业内无成熟的替代方案，此产品符合欧盟 RoHS 指令环保要求。
- 无规格值。



在本指南中所描述的正常使用条件下，本产品环保使用期限为 10 年。

## 莱茵硬件级低蓝光认证

本产品是全球首款获德国莱茵 TÜV 集团（简称“TÜV 莱茵”）硬件级低蓝光证书认证的 AR 终端产品，在有效减轻蓝光对于视觉潜在影响的同时，能够保证屏幕的色彩。TÜV Rheinland 是领先的眼舒适度认证提供商。了解更多信息，请访问：<https://www.tuv.com/world/en/eye-comfort.html>。

## 联系我们

如果您对上述免责声明和安全警告有任何疑问，请发送邮件至 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)。

# SAFETY GUIDELINES AND IMPORTANT INFORMATION

Congratulations on purchasing your new Nreal Air glasses. This document sets out important information about using the product safely as well as information about the Nreal warranty.

You must ensure that anyone you allow to use your Nreal Air glasses is aware of the health and safety warnings set out in this document. For the latest product information and updates, please go to <https://www.nreal.cn> and visit the official page of this product.

You and your guest users agree to use this product only for purposes that are in accordance with all applicable local laws, rules, and regulations as well as all the terms, precautions, practices, policies and guidelines Nreal has notified to you.

Nreal is not responsible for your use of third-party content, or any content or functions contained in third-party content accessed by you when using Nreal Air glasses. You must comply with all recommendations and guidance relating to such third-party software. Your obligations and rights when using and accessing third party content are solely governed by your agreements between yourself and those providers.

You must also comply with any mobile phone use warnings and guides notified to you by the manufacturer of your mobile phone when using Nreal Air glasses.

Nreal Air aftersales and warranty information is available at: <https://www.nreal.cn/support>.

## Unintended User Groups

The product is not a toy, is not a children's product, is not designed for children, is not intended for users under the age of 16, and should not be shared by any user with children under the age of 16.

This product should not be used by users with sensory impairment or users who are at an increased risk of burns.

## Recommended Use Environment

To reduce the risk of personal injury, discomfort or property damage, please ensure that you and all users of your Nreal Air glasses have read the warnings below carefully before using your Nreal Air glasses.

You are responsible for creating and maintaining a safe environment during use at all times. Use only in a safe environment. Please pay special attention to safety when using the Light shield accessory which produces an immersive video-watching experience that completely blocks out the view of your actual surroundings.

Always check the safety of your surroundings carefully before using the product as failure to do so may cause serious injury or death. Ensure that there are no objects or furniture, uneven, slippery surfaces, people or pets in your path. Please stay clear of stairs, balconies, open doorways, windows and open flames. Please be aware that using the glasses outdoors may bring about additional uncontrollable and unexpected risks to your safety.

such as vehicle or pedestrian traffic, ambient noise or changing light conditions and will also negatively impact the functionality of the glasses such as their spatial tracking capabilities.

Do not use the glasses in situations or during activities that require you to be completely aware of your physical surroundings (such as running, outdoor cycling, walking in an area with motorized vehicle traffic, or operating a vehicle).

Do not use the glasses if sudden or unexpected movements are possible.

Be cautious of using the glasses when travelling as a passenger on moving vehicles such as cars, buses, subways, or trains as changes in speed and sudden movements may increase your adverse reactions to using Nreal Glasses (particularly when using AR Space).

Do not use the product in a noisy environment as this may cause unsafe distractions or prompt you to use a higher volume than necessary which can cause damage to your hearing.

Do not use the glasses where external and unknown factors may present additional and even life-threatening risks.

## Precautions for Use

Before wearing the glasses, please carefully inspect them for any visible damage such as cracks or chips in the frame, the lenses or Nose Pads. Do not use the glasses if they are damaged or become damaged at any time.

If you require prescription lenses, please purchase these from your local optician and ask them to fit them to the Lens Frame provided. If such lenses are not available in your area, please use with prescription contact lenses.

## Health Precautions

Do not use the product if you are sick, fatigued, under the influence of alcohol or other drugs, or are not generally feeling well, as it may exacerbate your condition and the risks of use.

Consult your doctor before using the product, especially if you have pre-existing serious medical conditions (such as a heart ailment), conditions that affect your ability to safely perform physical activities, psychiatric conditions (such as anxiety disorders or post-traumatic stress disorder), sensory impairment or if you are pregnant or elderly.

To avoid hearing loss, please carefully observe and follow any audio safety warnings issued by your smartphone.

It is recommended to not use the glasses for more than 2 hours per session. Take at least a 10 to 15 minute break every 45 minutes, even if you don't think you need it. Please take more regular or longer breaks if needed.

### **⚠ Warning** Eye Strain

When using this product, ensure to adjust the brightness of the display in order to minimize the difference in brightness between the display and surrounding environment. Maximizing display brightness in a dark environment or minimizing it in a bright environment may damage your eyesight.

Immediately discontinue using the glasses if you are experiencing eye strain or dizziness.

### **⚠ Warning** Contagious Conditions

Wearing this product puts it in close contact with the user's skin. Sharing the product among multiple users may facilitate the transmission of

diseases and is therefore not recommended.

To avoid transferring contagious conditions (like conjunctivitis), do not share glasses with persons with contagious conditions, infections or disease, particularly of the eyes or skin. The glasses should be cleaned between each use by wiping them gently with a non-abrasive microfiber cloth or optical lens wipe dampened with a neutral and soft cleaner.

#### **⚠ Warning** Discomfort

During use, moving images and varying light conditions may cause dizziness, or loss in balance. Stop using the product and consult your doctor if you experience any of these symptoms: seizures, loss of awareness, convulsions, involuntary movements, dizziness, disorientation, nausea, light headedness, drowsiness or fatigue, eye pain or discomfort, eye strain, eye twitching, or vision abnormalities (such as altered, blurred, or double vision), excessive sweating, increased salivation, impaired sense of balance, impaired hand-eye coordination, or other symptoms similar to motion sickness. Please note that using the product while a passenger in moving vehicles such as cars, busses, airplanes, trains or boats can bring about or exacerbate these symptoms. Take regular breaks from using the product to mitigate these symptoms and health risks.

Stop using glasses if you notice swelling, itchiness, skin irritation or other discomfort of your skin that is in contact with the product. If symptoms persist, please contact a doctor.

If at any point your glasses feel hot to the touch or uncomfortably warm, stop using them immediately, disconnect them from your phone and allow them to cool down.

## Device Safety

This product is not to be worn together with any other form of glasses

as this may damage either pair of glasses or create an unsafe user experience.

Do not expose the glasses to liquid. If the glasses have been exposed to liquid please stop using them immediately.

Avoid dropping the glasses. The glasses are equipped with displays that are made using highly precise technology. Do not throw, toss or drop the product, or otherwise expose it to strong physical impact, to avoid

damaging the product. If the product was dropped, crushed or otherwise exposed to physical impact, please discontinue use of the product immediately.

Do not use the glasses together with unauthorized accessories or devices. For information on compatible devices please visit: <https://www.nreal.cn>.

Do not disassemble, reassemble, modify or attempt to repair the product yourself or via an unauthorized party and discontinue the use of any such products immediately. Do not use any such products and be aware that they may cause electric shock resulting in serious injury or death.

Nreal is not liable for damages or injuries resulting from improper or unsafe use.

The optimal environmental temperature for storing this product is 0°C/32°F to 35°C/95°F. Do not store or use the glasses in a wet or humid environment. The glasses are designed to be sweat and weather resistant against drops of water. Do not swim or shower with your Air glasses, or submerge them under water.

## Precautions for Overheating

As this product has parts that come into direct contact with the user's skin during use, please be sure to read and follow the instructions carefully.

Please note that this product requires a significant amount of power to

operate and as a result may become hot to the touch over time.

If the product overheats and remains in contact with the user's skin for an extended period of time, there is a risk of low-temperature burns such as red spots on the skin.

This product's temperature safety warnings operate on the basis of standards EN563 (devices surface temperature regulation) and ISO 13732-1 (evaluating the human response to contact with the surface). Accordingly, if the surface temperature of the device exceeds 43°C / 109.4°F there is a risk of burns to the user's skin and the product will warn the user via the glasses' display.

For your safety, if you receive a warning message while using the product or if the product feels uncomfortably warm, remove it immediately and disconnect it from any device until it has cooled down completely. Please note that if the product temperature remains at a high level the product will shut down automatically.

To prevent overheating of the product, disconnect the USB-C cable from your phone or computer when you are not using it.

Do not place the product in direct sunlight or near heat sources such as radiators or fires as this may facilitate overheating or damage the product.

## Storage Instructions

Please always store the glasses in the designated glasses case and away from exposure to liquids, humidity, direct sunlight or snow and rain, as this may cause unrepairable damage to the glasses. Keep the product out of the reach of children 16 years and younger to avoid injury to the child or damage to the product.

The optimal temperature for storing this product is 0°C/32°F to 35°C/95°F.

When the product is stored, please ensure that the glasses' temples are

carefully folded and do not apply excessive pressure on them. Please ensure that the prescription-Lens Frame is removed from the glasses and stored safely. Once you have selected the correct Nose Pad please avoid causing unnecessary wear and damage by removing and inserting it frequently.

Do not shine an external light source such as a laser, or flashlight through either side of the lenses as this may damage the glasses.

## Third-Party Content

Your use of services, applications or content provided by third parties through our glasses (referred to as "third party content") is subject to a separate end user agreement. If there is a conflict between these agreements and the content of this Warranty, the terms of this Warranty shall prevail.

Nreal does not have any responsibility for your use of third-party content, or any content or functions contained in third-party content accessed by you when using the Nreal Adapter. Your right to access or use third-party content is limited to the agreement between you and such third-party content providers. Nreal is not a Licensor of third-party content and does not grant you any right to use third-party content, assume any obligations with regard to third-party content, or make any declaration or warranty regarding third-party content under any circumstances.

## WEEE



Remember, you shouldn't throw away waste electrical and electronic products (WEEE) with your normal rubbish. They may contain hazardous substances that are bad for the environment—not to mention human health. If you see this logo, you need to find a local operator that can safely recycle or dispose of your product. Lots of retailers offer in-store take back. And your local council should have a list of places you can bin your WEEE for free.

## FCC

Federal Communication Commission Interference 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 user is encouraged to try to correct the interference by one 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's 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
2. This device must accept any interference received, including interference that may cause undesired operation.

## TÜV Rheinland Certified Low Blue Light (Hardware Solution)

This Product is the world's first AR end-use product to receive the TÜV Rheinland Group ("TÜV Rheinland") Low Blue Light (Hardware Solution). This means this product maintains high color performance while effectively reduces potential impact of blue light on users' eyes. TÜV Rheinland is a leading eye comfort certification provider. For more information, please visit: <https://www.tuv.com/world/en/eye-comfort.html>.

## Contact Us

If you have any questions about these disclaimers and safety warnings, please contact us: [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai).





# Nreal Air 眼镜售后保修政策

Nreal Air 眼镜产品和相关服务是根据本 Nreal Air 眼镜产品保修（“保修”）政策提供的，严格遵守适用法律。接受这些条款、购买我们的产品或使用我们的服务意味着您理解这是一份具有法律约束力的文件，并同意受此处条款和条件的约束。请仔细阅读条款的全部内容。如果您不同意这些条款，请不要使用产品或我们的服务。请注意，本保修不会减少或剥夺您在任何适用法律法规下的任何权利。

本保修仅适用于直接从 Nreal 购买的 Nreal Air 眼镜产品。通过任何其他渠道购买的产品，包括二手购买（即使产品是新的）不在本保修范围内。如果本产品是从第三方卖家处购买的，请参阅卖家对本产品的保修政策。

## 账户信息

要访问和使用服务的某些功能，必须注册一个帐户。通过创建一个帐户，您同意：(i) 提供准确、最新和完整的帐户信息；(ii) 维护您自己的密码安全，不与任何人共享您的密码，并对因未经授权访问您的帐户而产生的任何风险负责；(iii) 如果您发现或怀疑与服务相关的安全问题，立即通过电子邮件通知我们 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)。

## 退货、换货和维修

Nreal 向您提供保修期内规定的有限保修，并且依据下文所述的保修服务条款。如果以下规定的任何时间段短于您所在国家或地区适用法律规定的任何强制性期限，则遵从法律规定的期限。

如果产品有故障或缺陷，并且这不是由不当使用、未能遵守本 Nreal Air 眼镜用户手

册或其他 Nreal 无法控制的外部损坏造成的，您可以选择根据 Nreal 有限保修条款申请退货、换货或维修。

如需退货，请在收货后 7 天内与我们联系。如需换货，请在收货后 15 天内与我们联系。如需维修，请在收货之日起 1 年内与我们联系。

请按照下面“故障检测”下的说明，要求我们提供评估和帮助。通过此程序，Nreal 将评估产品的状况，并通知您产品是否符合保修条款下的退货或换货条件。

在退回产品并根据 Nreal 保修提出索赔时，您必须提供购买凭证。所有退回的物品必须确保在其原始包装中，并与交付给您时的状态相同，没有可见的损坏。您必须退回产品附带的所有组件、配件和任何促销礼品。如果任何组件、备件或促销礼品丢失，我们将不接受您在此条款下的退货。您负责退货中产生的所有费用。

在保修期内更换产品时，首先，我们的售后服务中心会对产品进行测试，并可能与您联系以获取更多信息。一旦产品经过测试，我们将与您联系并提供以下选项：

- 如果发现产品有缺陷并符合本条款下的换货条件，我们将免费为您维修或换货。更换产品的保修期将从您收到之日起重新开始。
- 如果没有发现缺陷，产品将退回给您，并向您收取运费和手续费。
- 如果我们确定故障是由与 Nreal 无关的外力造成的，您可以使用我们的付费维修服务，或者您可以要求将产品退回给您，并将向您收取运费和手续费。

本 Nreal 保修是对您所在司法管辖区有关消费品销售的法律规定的任何权利的补充，并不影响您的任何权利。

## 维修条款

如果产品在一年保修期内出现质量问题，您将有权获得我们的免费维修服务，但须符合以下条件。

首先，请按照下面“故障检测”下的说明，要求我们提供评估和帮助。如果我们确定产品的状况在保修范围内，我们将免费为您维修处理。

对于已维修的产品，更换的部件质保期为原始保修期内的剩余时间和 30 天（以较长的时间为准）或适用于您所在司法管辖区的额外保修期。您将不会被收取任何费用。

维修或更换可能会涉及使用性能和功能条件等相同的零部件。Nreal 公司或其代理商将已经维修好的且处于良好工作状态的产品或配件退还给您。Nreal 公司根据本有限质保声明条款为您提供保修后，更换之前的任何产品、配件或其零部件将成为 Nreal 公司的财产。

本 Nreal 保修是对您所在司法管辖区有关消费品销售的法律规定的任何权利的补充，并不影响您的任何权利。

## 保修期

保修内容	眼镜	数据线	配件（鼻托、镜片框、遮光罩、收纳盒）
保修期	1 年	1 年	3 个月

\* 保修期根据购买后收货日期开始计算，确认收货日期基于快递签收日期。

## 故障检测

发现产品或配件故障后，应采取以下措施：

1、查阅用户手册或访问官网链接 [www.nreal.cn](http://www.nreal.cn)，获取相关信息以识别和解决问题；

2、如果在参考用户手册或访问官网链接后仍无法解决问题，您可以联系 Nreal 官网“联系我们”的“客户服务”或发送电子邮件给 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) 寻求进一步的帮助和信息。

3、联系 Nreal 时，请通过官网链接的“联系我们”或 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) 邮箱提交正确信息：

a. 您的产品采购订单；

b. 根据采购订单的问题产品序列号 SN；

c. 故障描述和视频或图片；

d. 确保您的地址和联系方式在进行购买后没有发生变化，或提供您准确的当前地址和联系方式；

e. 确保购买产品的原始发票、收据或销售单都保存完整。您根据本有限质保声明提出任何索赔时，您须出示有效的购买证据。若不能提供有效的购买证明，则 Nreal 公司无义务提供本有限质保声明项下的支持服务。

在完成这些步骤后，Nreal 公司将在确认问题后，指示您如何处理货物如何及何时将不良产品或配件退回。您可能须提前承担将产品或配件退回给 Nreal 公司所产生的运输、包装及保险费用，同时您应采取合理的、足够的包装保护措施，避免产品在运输过程中造成任何撞击、压迫或暴力装卸货所致的损害等，如果收到货物后发现由于包装不良导致货物损坏，Nreal 公司不负任何责任；在您寄回任何产品或配件进行维修服务之前，请您务必将设备中的任何机密资料、资讯全部备份并从设备中删除。针对您未备份的任何程式、资料的任何损坏或遗失，Nreal 公司均不负任何责任。

## 保外条款

**请注意！以下情况不在保修范围内**

1、在免费保修期外的产品；

2、无保修卡、发票或保修卡与发票信息不符；

3、恶意损坏保修卡内容、产品信息，包括模糊破坏、自行撕毁、篡改等；

4、粗暴放置、直接阳光曝晒、液体接触、置于潮湿或极度高温或其他严苛环境下

或在环境发生急剧变化下的使用；

5、人为原因造成的损坏：如产品或配件的物理损坏，包括但不限于产品或配件（包括任何屏幕）表面上的裂痕或划痕；

6、未按《用户手册》的要求使用、保养及调整造成的任何损坏；

7、超出正常使用条件，强行使用本产品造成的故障或损伤；

8、将产品与其他有缺陷、不适宜结合使用、或有故障的设备结合使用；

9、未经乙方授权的人员私自拆卸或修理或刷机；

10、不可抗力因素造成的损坏；

11、由于正常损耗所导致的产品或配件磨损；

12、使用未经过乙方认可的配件；

13、违反任何法律或甲方与乙方的协议使用产品；

14、其他非产品本身设计、制造、质量等问题而导致的故障和损坏；

15、由于未按照产品说明书要求安装、电源或外部环境使用产品等非乙方控制的其他原因。

此有限保修为您提供了除适用法律规定的其他权利之外的特定权利。然而，在法律允许的范围内，本保修是 **Nreal** 提供的唯一和独家保修。**Nreal** 拒绝所有其他明示或暗示的保证（包括但不限于对商业销售性、令人满意的质量、特定用途的适用性、所有权和非侵权性的任何保证），**Nreal** 的责任应仅限于原始购买价格。您明确放弃任何意外或间接损害的权利。

## 联系我们

如果您对这些条款或我们的服务有任何疑问，请联系我们：[after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)。



# Nreal Air Glasses Limited Warranty

Nreal Air Glasses products and related services are provided under the terms of this Nreal Air Glasses Product Warranty (the "Warranty") strictly in compliance with applicable laws. Accepting these terms, purchasing our product, or using our services means that you understand that this is a legally binding document and agree to be bound by the terms and conditions herein. Please read the entire contents of the terms carefully. If you do not agree to these terms, please do not use the product or our services. Please note that this Warranty does not reduce or deprive you of any rights under any applicable laws and regulations.

This Warranty only applies to Nreal Air Glasses products purchased directly from Nreal. Products purchased through any other channels, including second-hand purchases (even if the product is new) are not covered by this Warranty. If this product was purchased from a third-party seller, please refer to the seller's warranty policy for this product.

## Account Information

To access and use certain features of the service, an account must be registered. By creating an account, you agree to: (i) provide accurate, up-to-date and complete account information; (ii) maintain your own password security, not share your password with anyone, and be responsible for any risks arising due to unauthorized access to your account; (iii) immediately notify us by email to [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) if you find or suspect a security issue relating to the service.

## Return, Exchange and Repair

Nreal offers to you a limited warranty as set forth within the Warranty Period and in accordance with the terms of warranty service described below. If any time period specified below is shorter than any mandatory time period prescribed by applicable laws of your country or region, the time period prescribed by law applies.

If a product is faulty or defective, and this is not caused by improper use, failure to comply with this Nreal Air Glasses User Manual, or other external damage beyond Nreal's control, you may choose to apply for a return, exchange, or repair under the Nreal Limited Warranty.

For returns, please contact us within 7 calendar days of delivery. For exchange, please contact us within 15 calendar days of delivery. For repair, please contact us within 1 year from the date of delivery.

Please follow the instructions under the "**Making a claim under the Nreal Warranty**" below to request assessment and assistance. Through this procedure, Nreal will assess the conditions of the product and inform you whether the product is eligible for return or exchange under the Warranty.

When returning products and making a claim under the Nreal Warranty, you must provide proof of purchase. All returned items must remain in their original packaging in the same condition in which they were delivered to you without visible damage. You must return all components, accessories and any promotional gifts that come with the products. If any components, spare parts, or promotional gifts are missing, we will not accept your return under this term. You are responsible for all expenses incurred in the return.

When exchanging products under the Warranty, first, our after-sales service station will test the products and may contact you for additional information. Once the product has been tested, we will contact you and offer the following options:

-If the product is found to be defective and is eligible for exchange under this term, we will repair or exchange it for you (at our sole discretion) for free. The warranty period of the replaced product will restart from the date when you receive it.

-If no defect is found, the products will be returned to you and you will be charged a shipping and handling fee.

-If we determine the malfunction is caused by external forces unrelated to Nreal, you may use our repair service for a service fee, or you may ask that the product be returned to you and you will be charged a shipping and handling fee.

This Nreal Warranty is in addition to, and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

## Repair Terms

If a product malfunctions within the one-year Warranty Period, you may be eligible for our free repair service subject to the following conditions.

First, please follow the instructions under the **"Making a claim under the Nreal Warranty"** below to request our assessment and assistance. If we determine that the conditions of the product are covered by the warranty, we will handle the repairs for you for free.

For repaired products, the new warranty period for any replacement part is 30 days, or the remaining time within the original warranty period, or any applicable additional warranty period that is mandatory under the laws of

your jurisdiction, whichever is longer. You will not be charged for shipping and handling costs incurred for repairing products under warranty.

Repair or replacement may involve the use of parts that are not the same as the original but with equivalent performance capabilities and functionality. Nreal will return the repaired products in good working condition to you. After Nreal provides you with services under warranty in accordance with the terms of this limited warranty statement, any replaced products or parts will become the property of Nreal.

This Nreal Warranty is in addition to, and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

## Warranty Period

If a product malfunctions within the one-year Warranty Period, you may be eligible for our free repair service subject to the following conditions.

Warranty Scope	Glasses	Type-C Cable	Accessories (nose pad, Lens frame, light shield, storage box)
Warranty Period	1 year	1 year	3 months

\*The warranty period starts when you accept delivery of the product.

## Making a claim under the Nreal Warranty

After discovering faults with products or accessories, you should take the following measures:

1. Refer to the users' manual or visit the official website [www.nreal.cn](http://www.nreal.cn) to acquire relevant information to identify and address the problems;
2. If problems cannot be resolved after referring to the users' manual or visiting the official website, you can contact the "contact us" of Nreal official website or send an email to [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) for further help and information.
3. When contacting Nreal, please submit the correct information through "contact us" of the official website or [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) email:
  - a. Your product purchase order;
  - b. The serial number of the problematic products according to the purchase order;
  - c. The fault description and Video or picture;
  - d. Ensure your address and contact information has not changed after making the purchase, or provide your accurate current address and contact information;
  - e. Ensure that you have the original invoice, receipt or sales slip provided when you bought the product. If you make any claim within the Warranty Period, you should present valid purchase evidence; otherwise, Nreal has no obligation to repair or replace the product under the Nreal Warranty.

After you finish the above steps, after confirming the existence and nature of problems, Nreal will provide information on how to return the defective products. You should pay for shipping, handling and insurance fees and other costs in advance. At the same time, you should package the products returned in a proper way to protect it from any damage caused by collision, compression or violent loading and unloading in the process of transportation. If the product is damaged because of your improper packaging, the product will no longer be covered by the warranty. Before you send back any product, please backup any personal data and confidential information, and delete them from the equipment. Nreal will

assume no liabilities for any damage directly or indirectly caused by the loss or disclosure of your personal data or confidential information if you did not backup or delete them from the returned device.

## Policy for damage or faults not covered by the Nreal Warranty

The following conditions are not covered by the warranty:

1. Claims made after expiry of the Warranty Period;
2. Warranty card, invoice, or proof of purchase is missing, or warranty card or invoice information does not match the proof of purchase;
3. Maliciously damaged warranty card content or product information, including destruction, tearing, tampering, etc.;
4. Rough handling, direct sunlight exposure, liquid contact, storage in humid or extremely high temperatures or other harsh environments, or use during severe environmental changes;
5. Damage caused by external factors: such as physical damage to the product or accessories, including but not limited to cracks or scratches on the surface of the product or accessories (including any screen or lens);
6. Any damage caused by failure to use, maintain and adjust according to the requirements of the "User's Manual";
7. Failure or damage caused by rough handling of this product beyond reasonable use;
8. Any disassembly, repair or flashing privately by persons not authorized by Nreal;
9. Failure caused by circumstances outside Nreal's control;
10. Normal wear and tear of the product or accessories;



11. Any errors in third-party apps not provided by Nreal (Nreal does not guarantee that the operation of any computer or other device that can be connected to Nreal's product or accessories will be error-free);
12. Use of accessories not approved by Nreal;
13. The product has been sold;
14. You have reverse engineered, decompiled, and disassembled the product;
15. Use of products in violation of any laws or against any of your agreements with Nreal;
16. Failures or damage not caused by product design, manufacturing and quality issues

This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws. **TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY NREAL. NREAL DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND NREAL'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. YOU EXPRESSLY WAIVE ANY RIGHT TO INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

## Contact Us

If you have any questions about these terms or our services, please contact us: [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai).



# 保修卡

## 用户信息

用户姓名

地址

手机号（加区号）

Email

## 产品信息

S/N

购买地点

购买日期

制造商：闪耀现实（无锡）科技有限公司

官网：<https://www.nreal.cn>

邮箱：[after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)

电话：400-888-3960（周一至周五 9:30-12:30；13:30-18:30）

## 保修说明

1. 本产品是在严格的质量管控下生产的
2. 产品的退换货只能在购买点进行
3. 正常使用情况下，保修期内非人为的质量问题可以免费维修
4. 请妥善保存此保修卡，避免涂抹和篡改

## 保修以外说明

1. 超过保修期的期限；
2. 人为原因造成的损坏：如物理损坏或进液等；
3. 未经 Nreal 公司授权的人员私自拆动或修理或刷机；
4. 不可抗拒因素造成的损坏；
5. 转售您的产品；
6. 违反任何法律或您与我们的协议使用产品；
7. 其他非产品本身设计、制造、质量等问题而导致的故障和损坏；
8. 其他保外条款请参考售后保修政策。



# The Glasses Limited Warranty

## User Information

User Name

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Address

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Phone Number (Add area code)

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Email

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## Product Information

S/N

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Place of Purchase

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Purchase Date

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Manufacturer: Matrixed Reality Technology Co., Ltd.

Official Website: <https://www.nreal.cn>

Email: [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)

## Guarantee

1. This product is manufactured under strict quality control;
2. Product exchanges and refunds are only possible at the point of purchase;
3. Under normal use, non-artificial quality problems during the warranty period can be repaired free of charge;
4. Please keep this warranty card properly to avoid smearing and tampering.

## Out of warranty

1. The warranty expires;
2. Damage caused by human factors: such as physical damage or liquid ingress, etc.;
3. Personnel not authorized by Nreal will disassemble or repair or brush the machine privately;
4. Damage caused by fire, flood, lightning and other irresistible factors;
5. Resell your products;
6. Use of products in violation of any law or your agreement with us;
7. Failures and damages caused by other non-product design, manufacturing and quality issues;
8. For other out-of-warranty terms, please refer to the Limited Warranty terms.







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[www.nreal.cn](http://www.nreal.cn)