



GLIDiC TW-4000s
【TOMORROW X TOGETHER Model】

User's Guide

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Quick Start Guide (1/11)

Before Use

To enjoy music under the best conditions, select earbuds that fit your ears.



XXS



XS



S*



M



L

*: Attached to the earbuds.

Notes

Read this guide before using the product.

This guide describes information on screens and procedures for a general smartphone. The display and procedure may vary depending on your device or environment. Also refer to the user's manual of your device.



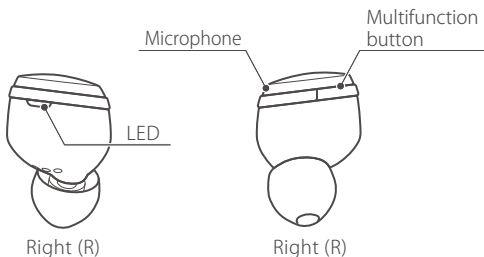
CAUTION

- The charging case is not splash/sweat-proof. Do not get the case wet or place the wet earbuds in the charging case. Stop using this device immediately if it gets wet.
- The sound quality may change once a microphone or speaker gets wet with water. In this case, wipe the device with a dry cloth or let it dry.

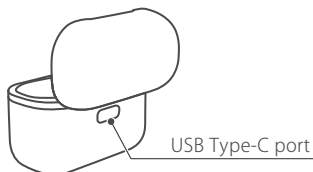
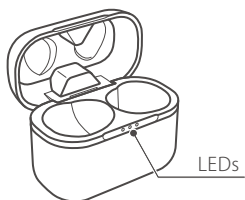
Quick Start Guide (2/11)

Included Items

● Earbuds (left/right) × 1



● Charging case × 1



Note) A USB AC adapter or a PC with a USB port is required for charging the case.

Quick Start Guide (3/11)

Included Items (Continued)

● Ear tips (XXS/XS/S/M/L) × 2

● Charging cable × 1

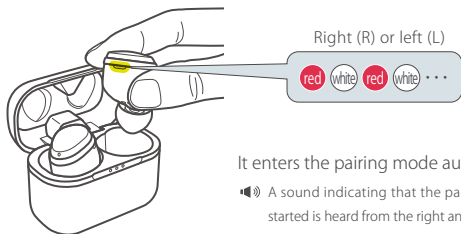
● Quick Start Guide/Warranty × 1

Pairing (Connect) to a Device

① Place the earbuds in the charging case.

② Remove the earbuds from the charging case again.

Note) Follow this procedure for pairing for the first time even when using only either right or left earbud.



It enters the pairing mode automatically.

🔊 A sound indicating that the pairing mode has started is heard from the right and left earbuds.

③ Use a compatible device for pairing.

<Operation example on a smartphone>

Note) The procedure and display may vary depending on your environment.

Note) The earbud name may be displayed as "Headset" on the Bluetooth setting screen.

1. Select **Settings** on your home screen.

2. Select **Bluetooth**.

3. Turn **On Bluetooth**.

Pairing (Connect) to a Device (Continued)

4. Select **GLIDiC TW-4000s ○○○ Ver*** on the list.

*: "○○○" varies depending on a product.

When the device is paired, such as "Connected" is displayed on the screen on the compatible device, and the blinking of the LED indicator changes from red/white to white only.

🔊 The sound indicating the completion of pairing is heard from the earbuds.

5. Tap **Pair** once a message prompt for pairing is displayed.

Note) This may not be displayed in some cases.

Subsequently, the left or right earbud is reconnected automatically when both the left and right earbuds are removed from the charging case. The left or right earbud can be used monaurally when either is removed from the charging case.

④ Configure "Tile" function used to detect the earbuds.

Note) This can be configured later.

About Tile

When the earbuds are lost, you can output sound from the earbuds through your smartphone or spot where Bluetooth communication was last connected on a map of the Tile application. Even the left or right earbud can be detected when lost.

Pairing (Connect) to a Device (Continued)

1. Install the Tile application from App Store/ Google Play.
2. Once your account is registered, tap + on the upper left of the top screen of the application, select **GLIDiC**, and navigate the screen to register **TW-4000s**.

Note) You are required to agree on the Statement of Use and Privacy Policies for Tile Application.

Note) Some Tile functions are pay services.

Note) For details on Tile, see below.



<https://www.tile.com>

? Paired a Device Mistakenly

See "[Deleting Pairing Information \(Reset\)](#)" on the right to reset the pairing and redo the pairing operation.

? Do Not Know the Pairing Procedure for Your Device

The procedure varies depending on your device. Refer to the user's manual of your device.

Quick Start Guide (7/11)

Hearing a Secret Voice

Press the Multifunction button during music playback or on standby (while connected) to hear a secret voice.

Note) The secret voice is randomly played back for each operation.

Secret Voice	Left (L)	Right (R)
Stream sound	—	Triple press*

*: Triple press the left or right earbud when you want to use only a single earbud.

Phone Call

Use the Multifunction button to control.

Phone Call	Left (L)	Right (R)
Answer a call	Press either once	
End/decline a call	Long press either	
Microphone mute ON/OFF	—	Press once during a call*

*: Press the left or right earbud once when you want to use only a single earbud.

Using Ambient Sound Hearing Function

This function can be controlled with the Multifunction button during music playback or a call, or on standby (connecting).

Note) This function is not available when you are using a single earbud.

Note) You will hear faint noise while in this mode.

Note) Not all of the background sounds can be heard. The sound may not be heard if the set volume of the music etc. is loud.

Ambient Sound Hearing	Left (L)	Right (R)
ON/OFF	Press once	—

Quick Start Guide (8/11)

Playing Music and Volume Control

Use the Multifunction button to control.

Note) The operation depends on your device or OS.

Music	Left (L)	Right (R)
Play/Stop music	—	Press once
Skip forward* ¹	—	Long press(2sec.)
Skip backward* ²	Long press(2sec.)	—

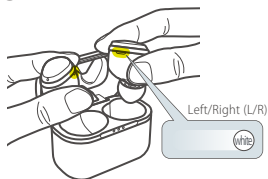
*1: Skip forward jumps to the cue of the next track.

*2: Skip backward jumps to the cue of the previous (or in playback) track.

Volume	Left (L)	Right (R)
Volume up	—	Double press
Volume down	Double press	—

Powering On/Off the Earbuds

● Power on



Remove the earbuds from the charging case.

● Power off



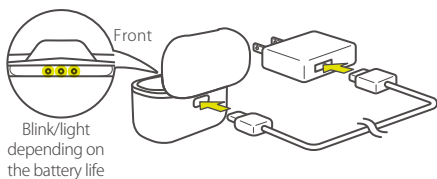
Place the earbuds in the charging case.
Note) Close the case after checking the earbuds are properly placed.

Charging the earbuds starts.

Charging the Case/Earbuds

● Charge the Charging Case

Connect the charging cable to the back of the case.

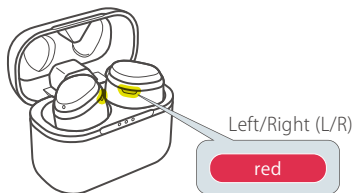


Note) You can charge the case and the earbuds simultaneously by storing the earbuds in the charging case.

Note) The LED indicators turn off when the charging case is fully charged.

● Charging the Earbuds

Place the earbuds in the charging case.



Note) The LED indicators turn off when the earbuds are fully charged.

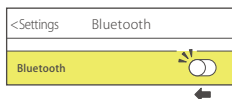
Reconnecting/Disconnecting

● Reconnecting a Device

Subsequently, the earbuds are reconnected automatically when they are removed from the charging case, however, if they are not reconnected, follow the operation below in the relevant device.

Example: Select **Settings** then **Bluetooth**. Select **GLIDiC TW-4000s** ○ ○ **Ver** from the list displayed.

● Disconnecting a Device



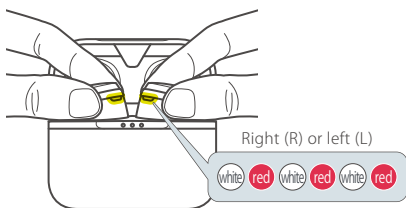
Go through the disconnecting procedure on your mobile device.

Example: Select **Settings** then **Bluetooth**. Set **Bluetooth** to **Off**.

Deleting Pairing Information (Reset)

Reset the earbuds when the earbuds do not operate properly or you want to delete pairing information from the earbuds.

- ① Place the earbuds in the charging case and press and hold the Multifunction buttons on both earbuds (L/R) for five seconds.



- ② Delete pairing information on your paired mobile device (if it is already paired).

Example:

Tap **Settings** > **Bluetooth** > **GLiDiC TW-4000s ○○○ Ver**, then tap **Forget This Device**.

- ③ Follow "**Pairing (Connect) to a Device**" on the left to connect the relevant device.

It takes a while after reset until the earbuds enter the pairing mode. After the left and right earbuds are removed from the charging case, place the earbuds close to each other and wait until the right or left earbud starts blinking in red and white, indicating that the device has entered the pairing mode.

Other Operations (1/3)

Pairing Multiple Devices

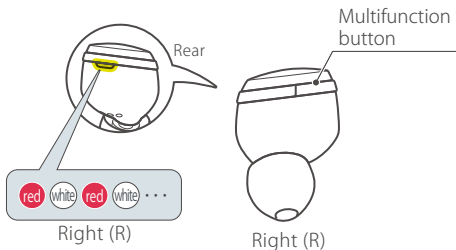
You can pair up to eight devices to the earbuds. When you make a phone call or listen to music with the earbuds, you can connect one of those devices.

● Pairing procedure for the first (initial) device

See "[Pairing \(Connect\) to a Device](#)"

● Pairing procedure for other device

- ① Press and hold the Multifunction button on the right or left earbud for more than 5 sec. while the earbud is on standby.



The pairing mode starts.

- 🔊 A sound indicating that the pairing mode has started is heard from the right and left earbuds.

Note) The device that was connected will be disconnected.

- ② Go through the pairing procedure on your mobile device. The procedure is the same as that for the first device.

Follow the procedure ③ in "[Pairing \(Connect\) to a Device](#)".

- ③ Follow the steps below to switch the connected device.

- ③-1. Follow the steps in "[Pairing \(Connect\) to a Device](#)" in this guide on the device you want to disconnect.

- ③-2. Follow the steps in "[Reconnecting/Disconnecting](#)" in this guide on the device you want to connect.

Other Operations (2/3)

Siri/Voice Control Functions

Use the Multifunction button to use the function when music is suspended or on standby (connected) on mobile devices that support Siri or other voice control functions.

Note) Turn Siri on in **Settings** on your iPhone/iPad when Siri does not start up.

Voice Control	Left (L)	Right (R)
Start/End	—	Press four times

Reduce Latency of Voice (Low Latency Mode)

Activate this function during music playback or standby when you want to reduce latency of stereo voice transmission, including playing games or watching movies, etc

Low Latency Mode	Left (L)	Right (R)
ON/OFF	Triple press	—

Note) This function is not available when using either earbud only. A secret voice is heard if this mode is activated when using either earbud.

Note) Once the function is activated, the earbud consumes more battery. The sound may be interrupted.

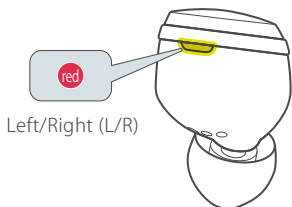
Other Operations (3/3)

Checking the Earbud Battery Level

● Check with the LED indicator

If the battery level is low, the LED indicators that light/blink in white will light/blink in red.

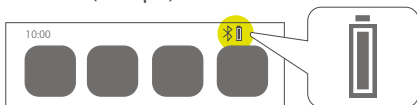
Note) They will blink red and white alternately in pairing mode or during reset.



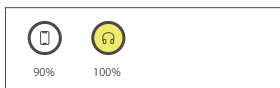
● Checking with smartphone/tablet

Note) For some smartphones/tablets only.

• Status bar (example)































• Widget/control center (example)



Specifications (1/2)

LED Indicators

● Earbuds










System status	LEDs
Charging	 red On
Power on	 Blink once slowly
Timeout*1	 Blink once slowly
In pairing mode*2	    ... Blinking
Pairing complete*2	   Blink three times
Standby w/o connection	    ... Blinking
Standby with connection	 $\xrightarrow{5\text{ sec.}}$  ... Blink every 5 sec.
In a call/playback	 $\xrightarrow{4\text{ sec.}}$  ... Blink every 4 sec. slowly
Calling in	  $\xrightarrow{2\text{ sec.}}$   ... Blink every 2 sec.
Reset complete	      Blink six times

*1: The earbuds time out and turn off either three minutes after entering pairing mode or about three minutes after disconnecting from your mobile device.

*2: Only the right or left earbud blinks.

● Charging case

The LED indicator(s) of the charging case lights or blinks either when the case is opened or while charging, depending on its battery level.

System status	LED
Low	   One LED indicator lights/blinks
Medium	   Two LED indicators light/blink
High	   Three LED indicators light/blink

Specifications (2/2)

Compatible Devices

Bluetooth compatible smartphones/tablets, and other Bluetooth devices that support music playback or phone calls.

Specifications

Operating temperature: 5 to 35°C (41 to 95°F)

● Earbuds

Internal battery : Lithium polymer battery 3.8V 40mAh

Bluetooth specifications: Version 5.2

Communication distance: Approx. 10m (32ft.) (Output: Class 2)*

Supported profile : A2DP, AVRCP, HFP, HSP

Supported codec : SBC, AAC

Supported content : SCMS-T

protection

Maximum number of : Up to 8 devices

paired devices

Size : Approx. 16(W) × 24(D) × 19(H)mm
(5/8(W) × 15/16(D) × 3/4(H)in.)

*: Depends on the environment.

● Charging case

Internal battery : Lithium polymer battery 3.7V 180mAh

Interface : USB Type-C port

Size : Approx. 46 (W) × 25 (D) × 36 (H) mm
(1 13/16(W) × 63/64(D)) × 1 27/64(H) in.)

● Charging cable

Interface : USB Type-C connector, USB Type-A connector

Cable length : Approx. 20 cm (7 7/8 in.)

Battery Life

Music playback hours : Approx. 8 hours (approx. 20 hours when used with a charging case)

Phone call duration : Approx. 4 hours

Charging time (earbuds) : Approx. 1 hour
(charging case) : Approx. 1.5 hours

Note) For the factory default. Depends on the environment.

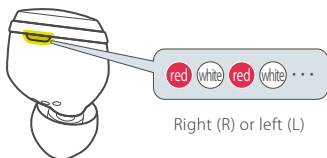
Troubleshooting (1/5)

Cannot Pair a Device

If you cannot pair a device, tap **"Deleting Registration Information (Reset)"**, then follow the procedure in **"Pairing (Connect) to a Device"** and retry pairing the device. During pairing, check ① to ⑤ below in order.

Note) The earbud name displayed on the Bluetooth settings screen may be shown as "Headset".

① Does the LED indicator on the right or left earbud blink red and white alternately?



If it does not, try one of the following depending on the status of the LED indicator.

On/blinking white	<p>The earbud is not in pairing mode. Switch to pairing mode.</p> <p>→ "Pairing Multiple Devices - ●Pairing procedure for other device" procedure ①</p> <p>Note) The earbuds switch to pairing mode a few seconds after they are removed from the charging case for the first pairing or after reset.</p>
Off	<p>The battery is flat. If not, charge the earbuds.</p> <p>→ "Charging the Case/Earbuds"</p>
The LED indicator blinks red and white alternately and turns off	<p>The pairing mode will end in approx. 3 minutes and the power turns off. Switch to pairing mode again.</p> <p>→ "Pairing Multiple Devices - ●Pairing procedure for other device" procedure ①</p> <p>Note) The earbuds switch to pairing mode a few seconds after they are removed from the charging case for the first pairing or after reset.</p>

Cannot Pair a Device

② Is Bluetooth on?



Check that Bluetooth is turned on in the Bluetooth settings screen on your mobile device.

③ Is "GLIDiC TW-4000s ○○○ Ver" displayed?

Check that it is displayed in the Bluetooth settings screen on your mobile device.

If it is not displayed, try the following.

- Bring the earbuds closer to your mobile device.
- Operate in an environment where radio waves from other devices such as a Wi-Fi device, microwave oven, or other Bluetooth device are not present.
- Check if the supported device is ready for detecting a Bluetooth device on the Bluetooth settings screen of the supported device.

④ Can you select **GLIDiC TW-4000s ○○○ Ver** and connect on the Bluetooth settings screen?

If it cannot be paired when selected, place the earbuds in the charging case, turn off Bluetooth on your mobile device, and redo the pairing operation.

⑤ Does it fail to pair even after trying all of the above?

Delete all pairing information from the earbuds and redo the pairing operation.

→ ["Deleting Pairing Information \(Reset\)"](#)

No Sound is Heard

● Is it connected?

Check that your mobile device is connected to "GLIDiC TW-4000s ○○○ Ver" in the Bluetooth settings screen on your mobile device.

If it is not connected, connect the device.

→ ["Reconnecting/Disconnecting"](#)

If "GLIDiC TW-4000s ○○○ Ver" is not displayed on the Bluetooth settings screen, pair the device.

→ ["Pairing Multiple Devices"](#)

● Is the volume on your mobile device loud enough?

Check the volume setting on your mobile device.

● Does the problem only occur with one of the earbuds?

If no sound is heard from one of the earbuds when using both earbuds, place both earbuds in the charging case and remove them again. If no sound is heard even after doing so, delete pairing information and redo the pairing operation.

→ ["Deleting Pairing Information \(Reset\)"](#)

→ ["Pairing \(Connect\) to a Device"](#)

Troubleshooting (4/5)

Earbuds do Not Charge

● Is the charging case charged?

If not, charge the charging case.

→ "[Charging the Case/Earbuds](#)"

● Are the earbuds properly placed in the case?

The LED indicator on the earbuds turns red if they are placed properly.

If they are not lit red, place them again.

● Is the charging port of the earbuds or charging case dirty?

If dirty, lightly wipe it off with a dry cloth.

Ambient Sound Hearing Function Does Not Work

● Not all of the background sounds can be heard.

The sound may not be heard if the set volume of the music etc. is loud.

● You will hear faint noise while in this mode.

Do Not Know What I Can Do with and How to Use the Tile Function

Do Not Know What I Can Do with and How to Use the Tile Function See "How to Configure Tile Function" below for the details of a configuration procedure for the Tile function and a procedure for finding the earbuds.

https://glidic.jp/tw-4000sse/manual/GLIDiC_Tile_manual_en.pdf

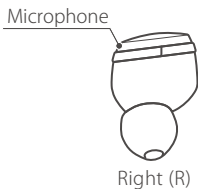
Troubleshooting (5/5)

A Beep Sound Can Be Heard

If a beep sound is heard from the earbuds, press the Multifunction button on the left earbud to turn OFF the ambient sound hearing function.

→ **"Using Ambient Sound Hearing Function"**

- If the sound stops once the function is turned OFF, an acoustic feedback might have occurred. The acoustic feedback happens when a microphone picks up a sound from the earbud's speaker, and is not a failure. Do not cover the microphone because it is likely to happen if the microphone is held by a hand. In addition, it may happen when placing the earbuds in the charging case. Place them in the case after turning the ambient sound hearing function OFF.



- If the sound persists, see **Product Inquiry** to contact us for assistance.




Precautions (1/7)

Safety Instructions

Make sure you follow the safety instructions described here to avoid harm or injury to the user of this device or others.

● Meaning of Indicators

The following indicators show the degree of harm or injury caused by not following the instructions and deviating from the intended use of this device.






 DANGER	Indicates instructions, which, if not followed, may result in death or severe injury* ¹ immediately.
 WARNING	Indicates instructions, which, if not followed, may result in death or severe injury* ¹ .
 CAUTION	Indicates instructions, which, if not followed, may result in minor injury* ² and may cause physical damage* ³ .

*1: A severe injury refers to injuries that will leave permanent damage such as blindness, injury, burns (high and low), electric shock, fracture, poisoning, as well as injuries which require hospitalization/long term hospital visits.

*2: A minor injury refers to injuries such as burns (high and low), electric shock, injuries that do not require hospitalization/long term hospital visits.

*3: Physical damage refers to external damage caused to houses/household belongings and domestic animals/pets.

● Meaning of Pictograms

 Indication	Indicates a mandatory action based on instructions (must-do).
 Prohibition	Indicates a prohibited action (must-not-do).
 No disassembly	Indicates prohibition of disassembly.
 No wet	Indicates prohibition of using this device at where it is splashed with water or getting it wet with water.
 No wet hands	Indicates prohibition of handling the device with wet hands.

DANGER

● For Safety from Fire, Burns, Injuries, and Electric Shock



Indication

Stop using this device immediately when an abnormality such as odor, abnormal sound, smoke, heat, deformation, breakage, expose of core wire, disconnection is seen either during use or storage.

Do not repair the product after a failure occurs. Doing so may cause short-circuit of connectors or ports.

Stop using this device immediately when there is a leakage from the built-in battery or odor, and keep it away from fire.

Failing to do so may start a fire from the leak liquid or cause an ignite or explosion.

Use this device in an environment in which the ambient temperature range is 5 to 35° C (41 to 95° F).

For the operating temperature range of your device, refer to the user's manual of the relevant device.

Stop charging this device if charging does not stop after a long time.

Failing to do so may cause an overcharge.



Prohibition

Do not place this device close to heating utensils such as microwave ovens or induction cookers, or inside a pressurized container.

Do not charge the device the way other than designated.

Do not use or store this device under the following conditions.

- Places where the temperature gets hot such as near fires or heaters; places in direct sunlight or inside a car.
- Places with high humidity or condensation such as bathrooms, kitchens, or near humidifiers.
- Dusty places.
- Unstable places, including on a wobbling platform or tilting place.
- Covered with a cloth or blanket.

Do not allow conductive objects (necklaces, hairpins, pencil leads, metal straps) to come in contact with this device's connectors or ports and do not carry or place this device with them.

Make sure no dust gets inside. It may cause heat, fire, and explosion.

Precautions (3/7)

Do not stab sharp objects (such as nails) into this device or subject it to excessive shocks with hard objects (such as hammers) or stamping.

It may cause fire, explosion, heat, and battery leakage.

Do not apply heat to this device or throw it in a fire.

It may cause fire, explosion, heat, and battery leakage.



No disassembly

Do not disassemble or modify.



No wet



No wet hands

Do not splash liquids, including juice other than rain/water, salt water, pet urine, skin lotion, soapy solution, or hot or cold water, over the earbuds. In addition, do not immerse them in these liquids or water.

Wipe off rainwater, sweat, or water with a dry cloth on the earbuds before placing them in the charging case. Stop using the device when liquids other than these may be splashed.

The charging case is not splash/sweat-proof. Do not get the device wet with sweat, rain, water, salt water, pet urine, skin lotion, soapy solution, or other chemicals, or do not handle the device with wet hands. In addition, do not place the device near a container that contains liquid, including a vase or flower pot, cup, and cosmetics.

Stop using this device if it gets wet.

WARNING

● For Safety from Low Temperature Burns and Failures



Indication

Before use, check and remove any foreign matter of the earbuds and inside connectors and ports of the charging cable.



Prohibition

Do not use or store this device under the following conditions.

- On beds
- Places easily accessible by infants
- Places nearby pets
- Places where flammable gas may be generated such as gas stations

Precautions (4/7)

Do not touch the device for a long time while charging.

Do not touch the product for a long time if you go asleep unknowingly or put it in your pocket.

CAUTION

● **For Safety from Injuries and Failures**



Indication

Remove the charging cable when not in use.

When inserting the charging cable, check the orientation and insert it slowly. When disconnecting, hold the connector and pull it straight out.

Do not operate mobile devices, make a phone call, or watch the display while driving. Regarding operations of this device while driving, make sure to follow all local applicable laws. Even when no driving, do not use this device in places where it would be dangerous if you are unable to hear ambient sound, such as at railroad crossings, train station platforms, roads, and construction sites.

Do not let children use this device without proper supervision.

● **For Safety from Lost of Sight and Skin Hazard**



Indication

Be careful of sharp edges and objects if this device breaks. If anything leaks from inside the device, do not let it come in contact with your face, hands, skin, or clothes.

If it comes in contact with your skin, rinse it off with clean water immediately. If it comes in contact with your eye or mouth, rinse it off with clean water immediately and seek medical advice.

Stop using this device immediately if you feel any abnormalities of skin due to use this product, and seek medical advice.

● For Safety from Hearing Defect



Indication

Before use, lower the volume of the relevant device.

Stop using this device immediately if you feel discomfort during using the device.



Prohibition

Do not turn the volume up too loud or continue usage for an extended amount of time.

Precautions (6/7)

About Radio Waves

- This product has been given a construction and design approval as a radio facility of a radio station for a low electric power data communication system based on the Radio Act. Therefore, no radio station's license is required to use this product. In addition, this product can be used only in the United States.
- This product uses the same frequency band as that used for the following equipment and radio stations:
 - Industrial, scientific, medical equipment
 - A radio station for identifying a mobile object used for a factory's production line
 - A on-the-premise radio station (radio station which requires a license)
 - A specific lower electric power radio station (radio station which does not require a license)
 - An amateur radio station (radio station which requires a license)
- Before using this product, ensure that a on-the-premise radio station for identifying a mobile object, a specific lower electric power radio station and an amateur radio station are not in operation nearby.
- If a harmful radio wave interference for a on-the-premise radio station for identifying a mobile object is emitting from this product, immediately change the location where this product is used or stop using this product.

WARNING



Prohibition

Do not use this product near an equipment which may be seriously affected by improper operation of this product.

Do not use this product at a location where use of radio waves is not allowed, for example, at a hospital or in an aircraft.

Medical devices (e.g., pacemaker) or electronic devices may be affected by the radio waves from this product.

Precautions (7/7)

About this Document and Device

- This product is for use only in the United States. We bear no responsibility for any damages or losses arising from use of, or inability to use, this product outside the United States and provide no technical support or after-service for this product outside the United States.
 - We bear no responsibility for any affects caused by the use of this product.
 - This product and this document are subject to change without prior notice due to such reasons as improvements, etc.
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For Long Use of the Device

The battery life of the lithium ion battery used in this device and the charging case shortens due to usage and the passage of time. Please purchase a new product if the length of time you can use this device drops to less than half even when fully charged. Though the life of this product may vary depending on usage and environment, follow the storage instructions to prevent the device from deteriorating quickly if it is not used for a long time.

- Do not keep this device in a fully charged or no charge state for a long time.
- Remove this device from the charging case and re-place it every three months to confirm that the LED indicator on the earbuds turns on. Charge the device for several tens of minutes if it does not.

Product Inquiry / LIMITED WARRANTY (1/4)

Product Inquiry

For customers in the United States, contact TNK Logistics by GLOBAL BRAND INC.

email: support@globalbrand.co.jp

service time :10:00 a.m. to 5:00 p.m. (JST)

excluding weekend, Japanese national holidays and other special holidays

LIMITED WARRANTY

U.S. only – 1 year

SB C&S Corp. (“SB”), solely for purchases made in the United States, warrants this product against defects in material or workmanship for the original end-use purchaser or the person receiving the product from such a purchaser as a gift (“You” or “Your”) for the time period set forth above from the original date of purchase of the product. SB does not warrant this product for any other person or transferee. For this Limited Warranty to apply, the purchase must have been made directly from SB or a dealer authorized by SB. Pursuant to this Limited Warranty, SB will, at its sole option, replace the product with a new or recertified/refurbished product or part of the same (or similar) model. For purposes of this Limited Warranty, “recertified” or “refurbished” means a product or part that has been returned to its original specifications. **In the event of a defect, these are Your exclusive remedies.** SB does not warrant that the operation of the product will be uninterrupted or error-free. SB will not replace any consumable needed for operation of this product (such as fuses or batteries).

This Limited Warranty covers only the hardware components packaged with the product. It does not cover separate accessories nor does it cover technical assistance for hardware usage. If You purchased an extended service plan, please refer to the service plan for the coverage, duration and terms of service. Extended service plans are not governed by this Limited Warranty.

This Limited Warranty does not cover defects or damage resulting from improper or unreasonable use or maintenance;

failure to follow operating instructions; accident; excess moisture; insects; lightning; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; malfunctions due to PC/peripherals/accessories; or repair of products damaged by any of the foregoing.

This Limited Warranty does not cover products modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, and products purchased from unauthorized dealers.

To obtain warranty service, You must have a dated purchase receipt. SB will not pay Your costs of shipping, insurance or transporting the product to SB, or any import fees, duties and taxes. SB cannot guarantee that it will be able to repair any product under this warranty or make a product exchange without risk to or loss of software or data.

This Limited Warranty does not cover any product sold "AS IS" or "WITH ALL FAULTS", expressly or implied. SB will not replace missing components from any package purchased "Open Box" or "AS IS". This Limited Warranty is valid only in the United States

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DURATION OF THIS LIMITED WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental, punitive, special, exemplary or consequential damages. So, the above limitation or exclusions may not apply to You. This limited warranty gives You specific legal rights and You may have other rights which vary from state to state or jurisdiction to jurisdiction.

ARBITRATION: YOU AGREE THAT DISPUTES BETWEEN YOU AND SB WILL BE RESOLVED BY BINDING, INDIVIDUAL ARBITRATION, AND YOU ARE WAIVING YOUR RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION OR REPRESENTATIVE PROCEEDING. THIS NOTICE ABOVE DOES NOT APPLY IF: (1) YOU ARE A RESIDENT OF ANY JURISDICTION WHICH DOES NOT ALLOW THIS ARBITRATION AGREEMENT, (2) YOU OPT OUT OF ARBITRATION AS DESCRIBED IN THE "OPT-OUT INSTRUCTIONS" SECTION BELOW, OR (3) EXCEPT FOR CERTAIN TYPES OF DISPUTES DESCRIBED IN THE PARAGRAPH BELOW.

What Happens If We Have A Dispute: If You live in the U.S. or another jurisdiction which allows You to agree to arbitration, You and SB agree that any disputes **shall be resolved exclusively through binding arbitration**, except that each party retains the right: (a) to bring an individual action in small claims court and (b) to seek injunctive or other equitable relief in a court of competent jurisdiction misappropriation, or violation of a party's copyrights, trademarks, trade secrets, patents, or other intellectual property rights. Notwithstanding this arbitration agreement, SB reserves the right to bring an action in any court of competent jurisdiction against You to stop and/or seek compensation for the intentional or willful misuse or abuse of its IP, products, and services. Without limiting the preceding an individual basis in small claims court or other similar court of limited jurisdiction if You provide SB with written notice according to the "Opt-Out Instructions" Section, to the extent the amount at issue does not exceed \$15,000, and as long as such court has proper jurisdiction and all other requirements (including the amount in controversy) are satisfied. If You don't provide SB with an Arbitration opt-out notice within the period described in the "Opt-Out Instructions" Section, You will be deemed to have knowingly and intentionally waived Your right to litigate any dispute except as expressly set forth in clauses (a) and (b) above.

Arbitration Instructions: To begin Arbitration, either You or SB

must make a written demand to the other for arbitration. The Arbitration will take place before a single arbitrator. The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes ("Rules") then in effect (the Rules are available at www.adr.org or by calling AAA at 1-800-778-7879). The filing fees to begin and carry out arbitration will be shared between You and SB, but in no event shall Your fees ever exceed the amount allowable by the special rules for Consumer Disputes provided for by AAA, at which point SB will cover all additional administrative fees and expenses. This does not prohibit the Arbitrator from giving the winning party their fees and expenses of the arbitration when appropriate pursuant to the Rules. Unless You and SB agree differently, the arbitration will take place in the country and state where You live, and applicable federal or state law shall govern the substance of any Dispute during the arbitration. The Federal Arbitration Act will govern the interpretation and enforcement of this Section. The arbitrator's decision will be binding and final, except for a limited right of appeal under the Federal Arbitration Act.

Opt-Out Instructions: IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION PROCEDURE, THEN: (1) You must notify SB in writing within 30 days of the date that You purchased the product; (2) Your written notification must be mailed to SB C&S Corp., 1-7-1 KAIGAN, MINATO-KU, TOKYO, 105-0022 JAPAN, Attn: Customer Support, AND (3) Your written notification must include (a) Your NAME, (b) Your ADDRESS, (c) the DATE You purchased the product, and (d) a clear statement that "YOU DO NOT WISH TO RESOLVE DISPUTES WITH ANY SB ENTITY THROUGH ARBITRATION AND/OR BE BOUND BY THE CLASS ACTION WAIVER." Opting out of this resolution procedure will not affect the coverage of the Limited Warranty in any way, and You will continue to enjoy the benefits of the Limited Warranty.

Governing Law: For purchases made in the U.S., this Limited Warranty is governed by the laws of the State of California, excluding its conflicts-of-law rules. For purchases made in a country other than the U.S., this Limited Warranty is governed by the laws of Japan, excluding its conflicts-of-law rules. If You are resident in a country in which this clause is prohibited by local law, this section does not apply to You, and does not deprive You of the protection of the mandatory provisions of the consumer protection laws in Your country.