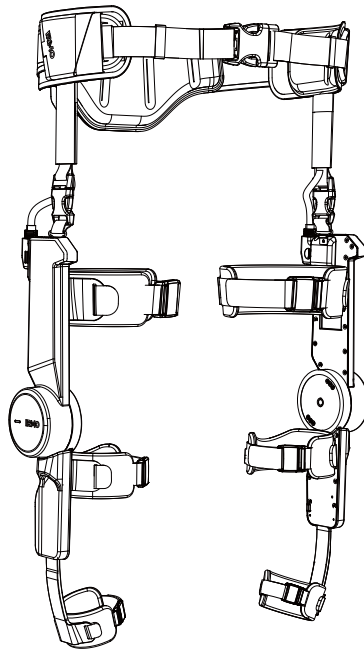




Vision Perception Exoskeleton Product User Manual



Model: M1 Neo/M1 Pure/M1 Pro/M1 Ultra

Read this manual carefully before use and keep it in a safe place for future reference.

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1 Safety Information

1.1 Safety Information

Read all instructions before use – Keep this manual for future reference.
IRMO M1 is a consumer-grade assistive device and is **NOT** a medical device. It is not intended to diagnose, treat, cure, or prevent any disease.
Consult a physician before use if you have:
·An implanted electronic medical device (e.g., pacemaker)
·Severe osteoporosis or risk of fracture
·Blood clotting disorders
·Recent surgery (follow your doctor’s advice)

1.2 Non-suitable User Population

× Non-suitable or need to consult a doctor
• Muscular dystrophy / muscle wasting disease • Severe neuromuscular weakness (e.g., advanced ALS, multiple sclerosis) • Unable to stand or walk independently • Severe balance impairment (recommend using with crutches/walker) • User with implanted electronic device (consult a licensed physician)

1.3 Usage Restrictions

Age: For adults aged 18 years and above only.
Environment: Do not immerse in water or use in heavy rain.
Activities: Suitable for walking, hiking, and daily use. Not recommended for skiing, jumping, or high-impact sports.
Weight limit: Maximum user weight: 120 kg / 265 lbs. Maximum height: 195 cm / 77 inches.

2 What’s in the Box

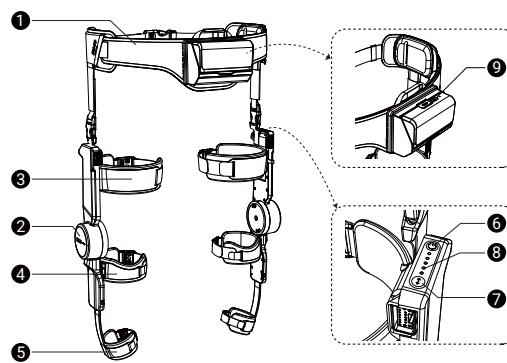




Item	Quantity	Remarks
IRMO M1 main unit	1 set	1 left leg, 1 right leg
Waist belt	1	
Thigh strap	2	Left/right legs
Calf strap	2	Left/right legs
Ankle strap	2	Left/right legs
Lithium-ion battery	1	64.8Wh each
USB-C charging cable	1	65W fast charge
Manual	1	
Optional battery	1 (optional)	

3 Product Overview

3.1 Parts Description



No.	Part	Function
1	Waist belt (with control unit, hip)	Main support, fixed to the hip
2	Main unit (left/right)	Provides knee assistance
3	Thigh strap (left/right)	Fixed to the thigh
4	Calf strap (left/right)	Fixed to the calf
5	Ankle strap (left/right)	Fixed to the lower calf
6	Power button	Power on/off, start/resume/pause movement, check battery
7	Level button	Switch/view assistance level
8	Status indicator	Shows battery/level/status
9	USB-C charging port (on battery)	Charges the battery

3.2 technical specifications

Model	M1 Neo	M1 Pure	M1 Pro	M1 Ultra
Main Unit Net Weight	0.81kg/1.79lbs	0.81kg/1.79lbs	-	-
Main Unit Deployed Dimensions	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in	420x102x55mm / 16.54x4.02x2.17in
Main Unit Folded Dimensions	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in	287x189x55 mm / 11.30x7.44x2.17in
Housing Material	Aluminum Alloy + ABS	Aluminum Alloy + ABS	Aluminum Alloy + Carbon Fiber	Aluminum Alloy + Carbon Fiber + Titanium Alloy
Battery Life / Endurance	4h	6h	8h	8h
Ingress Protection (IP) Rating	IP43	IP54	IP54	IP67
Operating Temperature	Rec.:0°C-40°C Lim.: -20°C-60°C	Rec.:0°C-40°C Lim.: -20°C-60°C	Rec.:0°C-40°C Lim.: -20°C-60°C	Rec.:0°C-40°C Lim.: -20°C-60°C
Camera Detection Range	Single Side: 5m²/53.82sq.ft Coverage	Single Side: 5m²/53.82sq.ft Coverage	Single Side: 5m²/53.82sq.ft Coverage	Dual Side: 8m²/86.11sq.ft Coverage

Specifications	M1 Neo	M1 Pure	M1 Pro	M1 Ultra
LiDAR Detection Range	10m/32.81ft	10m/32.81ft	10m/32.81ft	10m/32.81ft
Sensors	6-axis IMU	9-axis IMU	9-axis IMU	9-axis IMU
EMC/Storage Capacity	64G	64G	64G	64G
RAM(Random Access Memory)	4G	4G	4G	8G
Motor Peak Power	680W/0.91hp	800W/1.07hp	1000W/1.34hp	1000W/1.34hp
Peak output torque	15N-m/11.06lb-ft	15N-m/11.06lb-ft	18N-m/13.28lb-ft	18N-m/13.28lb-ft

4 Quick Start Guide

4.1 Prepare the IRMO App

Download the IRMO App:

Option 1: Scan the QR code



Google Play Store



App Store

Option 2: Search "IRMO" in the app store

① Note:

Follow the in-app instructions to register and activate your device. You can watch the tutorial videos in the App to complete the first-time setup. Each device can be connected to only one account at a time. Please disconnect the previous account before you connect the device to a new one.

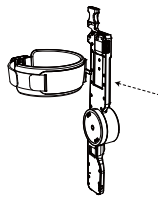
4.2 Assembly

1. Check Accessories

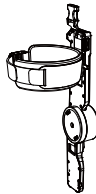
Take out the device and verify all accessories are complete. Refer to Component Description.

2. Install Thigh Straps(Please distinguish left and right. You may refer to the L/R marks on the device or straps.)

(1) Align the quick-release buckle on the thigh strap base with the quick-release base on the upper part of the right leg unit, then insert vertically.

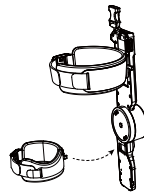


(2) A click sound indicates successful locking. Gently pull the strap to confirm it is securely fastened.

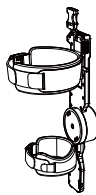


3. Install Calf Straps(Please distinguish left and right. You may refer to the L/R marks on the device or straps.)

(1) Align the quick-release buckle on the calf strap base with the quick-release base on the upper part of the right leg unit, then insert vertically.

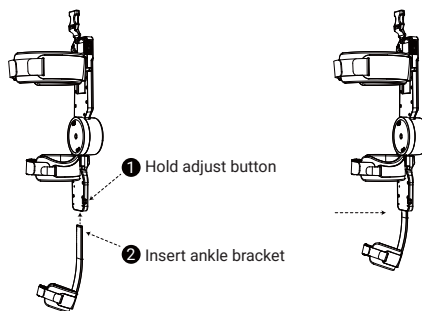


(2) A click sound indicates successful locking. Gently pull the strap to confirm it is securely fastened.



4. Install Ankle Strap(Please distinguish left and right. You may refer to the L/R marks on the device or straps.)

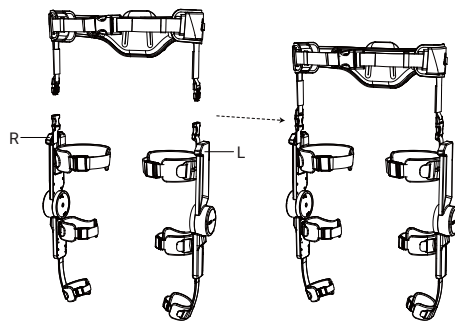
(1) Press the side button of the device, insert the rack into the opening at the lower part of the right leg unit. Ensure the rack teeth face inward and engage with the internal gear and locking mechanism.



(2) Adjust the overall length of the device by pulling the rack according to your leg length. Confirm the locking mechanism holds the rack firmly without slippage.

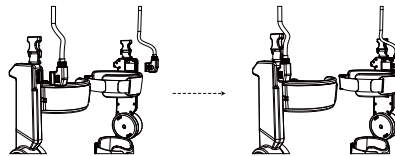
5. Install Main Units & Waist Belt

Attach the left and right main units to the waist belt via buckles (please distinguish left from right).



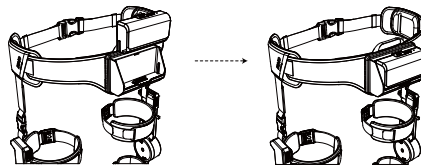
6. Connect Cables

Securely connect the cables between the waist compartment and main units.



7. Install Battery

Insert the battery into the slot on the rear side of the waist belt.

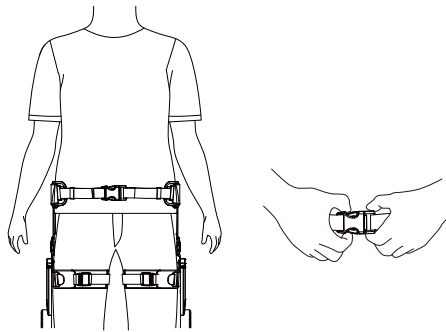


4.3 Product Wearing

Refer to in-app tutorials for wiring diagrams and operation videos.

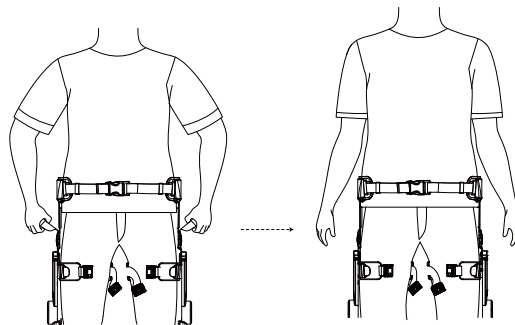
1. Wear the Waist Belt

Adjust and fasten the waist belt, aligning the buckle top edge with your navel.



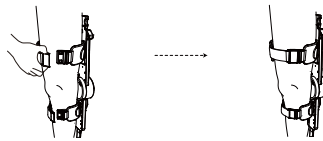
2. Align & Secure

Adjust belt and main unit straps to align device joints with knees. Tighten the waist belt to prevent slippage.



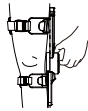
3. Fit Weak/Left Leg

Loosely attach and fix the thigh and calf straps for temporary positioning.



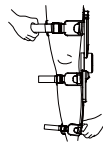
4. Fine Calibration

Adjust strap lengths to level device joints with knees and position main units on the outer thighs.



5. Fully Tighten Straps

Secure the thigh and calf straps tightly. Adjust the ankle telescopic rod to place and fasten the ankle strap above the ankle.



6. Fit the Other Leg

Repeat the above steps to install the device on the opposite leg.



Safety Warning

Improper device fitting may cause malfunctions, falls and personal injuries during high-intensity operation. Always fit the device correctly and confirm stable, accurate positioning before use.

4.4 Doffing Guide

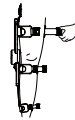
(1) Loosen ankle strap



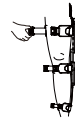
(2) Loosen calf strap



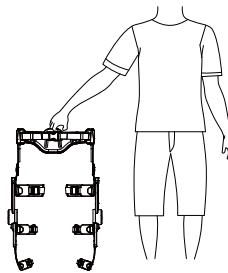
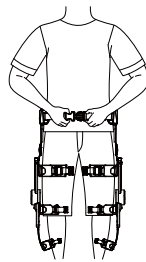
(3) Loosen thigh strap



(4) Repeat for the other side

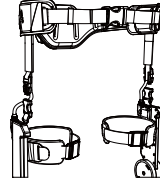
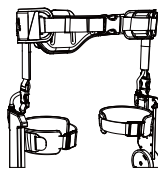


(5) Unfasten belt, support unit

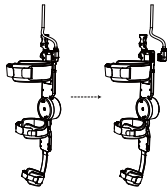


4.5 Disassembly Guide

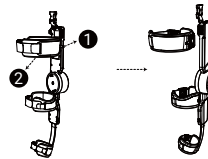
(1) Remove belt & main unit straps



(2)Unplug cable connector

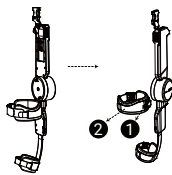


(3)Detach thigh straps



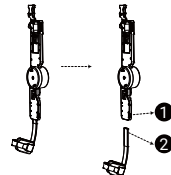
- ① Hold adjust button
- ② Pull down

(4)Detach calf straps



- ① Hold adjust button
- ② Pull out

(5)Detach ankle straps



- ① Hold adjust button
- ② Pull out ankle bracket

5 How to Use

On top of the right main unit, there are five indicator lights and two buttons for device control, displaying battery levels, modes, updates, and malfunction information.



	Action	Function
 Power button	Single press	Power on / Check battery level
	Double press	Start / Pause / Resume movement
	Long press	Power off
 Level switch button	Single press	View / Switch assistance level
	Double/long press	No response

No response	Effect	Function
Battery indicator(on the main body)	● ● ● ● ● ●	Battery remain 80%~100%
	● ● ● ● ● ○	Battery remain 60%-80%(80% involved)
	● ● ● ● ○ ○	Battery remain 40%-60%(60% involved)
	● ● ● ○ ○ ○	Battery remain 20%-40%(40% involved)
	● ○ ○ ○ ○ ○	Battery below 20%
Gear indicator	● ○ ○ ○ ○ ○	Blinking status stands for Gear 0 with no power assistance Steady status stands for Gear 1 with minimum power assistance
	● ● ○ ○ ○ ○	Gear 2
	● ● ● ○ ○ ○	Gear 3
	● ● ● ● ○ ○	Gear 4
	● ● ● ● ● ●	Gear 5 with maximum power assistance
Pause	○ ○ ○ ○ ○ ○	5 White lights blinking: system paused
Firmware update	○ ○ ○ ○ ○ ○	5 White running light indicates firmware updating status Solid white light indicates update completes
Fault	● ● ● ● ● ●	5 Red lights blinking indicates some fault detected
	● ● ● ● ● ●	5 Orange lights blinking indicates unable to connect to App

5.1 Power On

- Single press the power button: All 5 white lights turn on simultaneously, and the device automatically enters startup self-check. The battery light blinks during this process (usually takes 5~13 seconds).
- When selfcheck is complete, the 5 white lights blink, indicating the device is ready to use (Please wait for the five white lights to blink before use).

① Mode memory:

The device automatically returns to the previously-used mode when turned on.

5.2 Start to use

- Double press the power button: Prepares to start movement (Keep your legs straight for this operation, otherwise, assistance/cushioning will not function properly).
- The device enters the last used mode (if first use, enters Eco mode), default

Gear 0.

5.3 Pause

- Double press the power button: pauses movement (Use this operation to pause power assistance when needed.
- When 5 white lights start blinking, the device is successfully paused and goes to gear 0.)

5.4 Resume

- Double press the power button: Resumes movement (Keep your legs straight for this operation, otherwise, assistance/cushioning will not function properly).
- The device enters the last used mode, default Gear 0.

5.5 Check Battery Level

- Single press the power button: Check battery level. The battery indication stays for 1 second. To check again, press again.
- Battery indication: When battery remains above 20%, the lights show green; when battery goes under 20%, the first light turns red to remind you to charge.

5.6 Adjust Assistance Level

- Single press the Gear button: View/switch assistance level. Cycles from 0 to 5 and back to 0.
- Gear indication: Blue lights indicate gears. Gear 0 (no assistance): first light blinks. Gear 1 (light assistance): first light steady on. Gear 2: first and second lights steady on, and so on. Gear 5 (maximum assistance): all 5 lights steady on.

5.7 Power Off

- When the device is on, press and hold the power button for about 2 seconds: All indicators turn off, movement ends / device powers off.

5.8 Firmware Update

- After successfully connecting to WiFi, the device starts updating. During the update, the five white lights light up sequentially from left to right in a chasing pattern (about 2 seconds per cycle).
- When download and installation are complete, the lights stop blinking and all remain steady white, then the device automatically powers off and restarts.

5.9 Fault Indication

- If the device detects an abnormality (e.g., motor overload, sensor communication failure, etc.), all five lights turn red and stay steady.
- Once the fault is cleared, the indicator lights automatically return to normal

status.

5.10 Mode Switching

The M1 series currently supports four modes, which can be switched via the App interface.

Mode	Total gears	Applicable scenarios	Features
Rest	-	rest, relaxation	Device powered on with no assistance output
Eco	5	brisk walking, light jogging	Gentle assistance, focuses on knee protection
Extreme	5	Highintensity exercise, pushing physical limits	High response speed, strong dynamic assistance, enhances athletic performance
Training	5	Workout, need to add resistance	Reverse assistance, equipmentfree fitness, improves training efficiency

5.11 Connect to App

1. After power-on self-check, the device is ready to connect to the App.
2. Bring your phone close to the device and follow the Bluetooth connection steps in the App.
3. After successful connected, the device enters the last-used mode. On first use, it defaults to Eco mode.
4. Follow the prompts on the App's main control page to perform the desired operations.
5. Scene Adaptation: The device has Scene Adaptation mode enabled by default. To disable it, go to the App settings page.

6 Fit & Adjustment

6.1 How to Achieve the Best Fit

- Snug but not tight.
- No pressure points – Readjust if you feel discomfort.
- Joint alignment – The hip/knee motors should align with your natural joints.

6.2 Common Fit Issues

Issue	Possible Cause	Solution
Device slips down	Waist strap too loose	Tighten the waist strap
Thigh strap uncomfortable	Strap too tight	Adjust the Velcro, loosen appropriately
Knee misalignment / hitting ankle	Improper length adjustment of calf rod	Readjust
Feels heavy	Weight not properly distributed	Check waist strap position (should sit on hip bones)

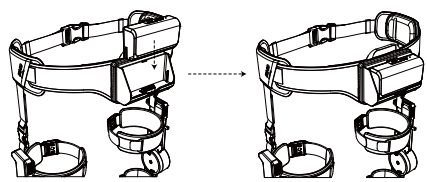
6.3 Compatibility

- **Backpack:** IRMO M1 is compatible with most hiking backpacks. The product's waist belt should sit below the backpack's hip belt.
- **Trousers:** Tightfitting trousers are recommended for maximum comfort. Loose trousers may get caught in the straps.

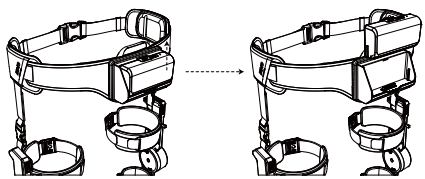
7 Battery and Charging

7.1 Battery Installation and Removal

Installation: Align with the battery compartment and push down until you hear a click. The battery indicator lights up, indicating successful installation and power-on.



Removal: Press the push button at the rear and pull the battery pack upward. Removal: Press the push button at the rear and pull the battery pack upward.



7.2 Charging Instructions	
Item	Description
Charger	A charger is not included. You can use a 65 W adapter to charge the battery. You may charge the battery alone or while it is inserted in the device. Warning: If the indicator light is off, replace the charger.
Charging time	Estimated charging time: 1.5-2 hours
Battery indicator	Not docked&no charging:lights off.
	Not docked&charging: 1. not full – red blinking 2. full – green steady
	Docked & not charging 3. battery <20% : red steady 4. battery >20% : lights off
Charging temperature	0°C to 40°C

① Please charge in a dry, wellventilated place. Do not cover the charger.

7.3 Running time reference			
User weight	Walking mode	Hiking mode	Sports mode
60kg	approx. 5 h	approx. 4 h	approx. 3 h
80kg	approx. 4 h	approx. 3 h	approx. 2.5 h
100kg	approx. 3 h	approx. 2.5 h	approx. 2 h

① Actual running time is affected by terrain, temperature, and usage habits.

7.4 Battery Life and Maintenance

Cycle life: ≥300 cycles, capacity retention ≥80%.

Replacement advice: When battery life drops below 60% of its initial value, it is recommended to replace the battery.

Longterm storage: If not used for more than 3 months, keep the battery charge between 40% and 60%, and recharge it every 3 months.

Disposal: Recycle the battery according to local regulations. Do not dispose of in household waste.

7.5 Air Travel

M1 single battery capacity: 64.8 Wh.

Below 100Wh limit – Can be carried on board as carryon luggage.

Recommendation: Insulate the battery contacts with tape and carry the battery with you.

8 Maintenance and Care

8.1 Cleaning

Component	Cleaning method	Frequency
Straps	Hand wash with mild detergent, air dry	Monthly or when soiled
Main unit / actuators	Wipe with a soft damp cloth	After each use
Battery contacts	Wipe with a dry cloth	Monthly
Sensors	Gently wipe the lens with a microfiber cloth	As needed

⚠ Please charge in a dry, wellventilated place. Do not cover the charger.

8.2 Strap Cleaning and Replacement

Lifespan: Recommended replacement every 6–12 months (depending on usage frequency).

Signs of wear: Buckle failure, loose stitching, significant loss of elasticity.

Purchase channels: IRMO official website or authorized dealers.

Replacement method: Refer to the initial setup section.

Cleaning method: Wipe with a soft damp cloth. Do not use a washing machine or tumble dryer. Avoid prolonged sun exposure and high temperatures to prevent fading and deformation.

8.3 Product Storage

Environment: Dry, well-ventilated, away from direct sunlight.

Temperature: -20°C to 65°C.

Long-term storage: Keep the battery at 30% charge and recharge at least every 3 months.

If the device comes into contact with seawater, rinse with fresh water and then store.

9 Troubleshooting

9.1 Common Issues

Issue	Possible Cause	Solution
Cannot power on	Battery dead or not installed properly	Charge, reinstall battery
Cannot connect to App	Bluetooth off, App version mismatch	Turn on Bluetooth, update App
Unusual noise while walking	Straps loose, foreign object in joint	Check strap tightness, clean joint
Weak assistance	Wrong mode, low battery	Switch mode, charge
Battery life significantly reduced	Battery aging, low temperature	Replace battery
Battery level inaccurate	Not calibrated	Fully charge, run until automatic shutdown, then fully charge again
Pressure/discomfort after wearing	Straps too tight, wrong size	Adjust strap tightness, replace with correctly sized accessories
Device automatically powers off	Overheat protection, sudden drop in battery level	Stop use to cool down, check battery status
Buttons unresponsive	Water ingress / dust accumulation, firmware issue	Dry and clean buttons, restart or update firmware

Issue	Possible Cause	Solution
Unsteady or choppy walking motion	Joint dry, excessive resistance	Check if the cable is caught
Left/right units shift inward	Waist belt too loose	Adjust waist belt size so that the belt and leg straps sit on the sides
Charging abnormal / cannot charge	Charging cable damaged, dirty port	Replace charging cable, clean charging port, Change the charger

9.2 Error Codes

Code	Meaning	Solution
10	Motor module main error	Try to power cycle; if unsuccessful, contact aftersales support
20	IMU module main error	Try to power cycle; if unsuccessful, contact aftersales support
30	Radar module main error	Try to power cycle; if unsuccessful, contact aftersales support
40	Camera module main error	Try to power cycle; if unsuccessful, contact aftersales support
50	Bluetooth module main error	Try to power cycle; if unsuccessful, contact aftersales support
60	Button module main error	Try to power cycle; if unsuccessful, contact aftersales support
70	Model module main error	Try to power cycle; if unsuccessful, contact aftersales support
80	Watchdog module main error	Try to power cycle; if unsuccessful, contact aftersales support
90	Application module main error	Try to power cycle; if unsuccessful, contact aftersales support

10 Compliance and Environmental Information

10.1 FCC Statement (USA)

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 harmful 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.

FCC Radiation Exposure Statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation statement.

The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This device has been tested to comply with FCC Specific Absorption Rate (SAR) compliance. The highest reported SAR level for usage near the body (0mm) is 1.23W/kg.

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.

Caution!

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

10.2 Canada Statement

Canada Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

10.3 CE Declaration (EU)

IRMO declares that the radio equipment of IRMO M1 series complies with:

- Radio Equipment Directive 2014/53/EU (RED)
- RoHS Directive 2011/65/EU
- WEEE Directive 2012/19/EU

SAR Warning

The SAR limit of Europe is 2.0 W/kg. This device was tested for typical operation with the back of the handset kept 1.5cm from the body. To maintain compliance with RF exposure requirements, use accessories that maintain a 1.5cm separation distance between your body and the back of the handset. 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 RF exposure requirements, and should be avoided. The maximum SAR test value for this device is 1.5 W/kg.

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

5G Indoor Use Restriction Warning

The operation frequency of 5150-5350MHz of Wi-Fi 5G is restricted to indoor usage only.

10.4 WEEE Compliance

This symbol on the product or its packaging indicates that this product shall not be treated as household waste. You are responsible for disposing of your waste equipment at a designated collection point for electrical and electronic equipment recycling.

10.5 Battery Recycling

The battery in this product is recyclable. At the end of its useful life, please take it to a battery recycling facility. Do not dispose of in household waste.

Battery replacement warning

Risk of explosion if the battery is replaced by an incorrect type.

This product contains built-in battery that needs to be removed by a specialist before the product disposal mandatory

Keep the battery away from excessive heat and direct sunlight. Do not place it on heating device such as microwave ovens, stoves or radiators

Battery may explode if overheated. Recommended if possible:

1) Risk of explosion if battery is replaced by an incorrect type.

2) Dispose of used batteries according to the instructions.

10.6 RoHS Compliance

All components comply with the Restriction of Hazardous Substances Directive (RoHS), restricting the content of lead, mercury, cadmium, hexavalent chromium, PBB, and PBDE.

10.7 Packaging Recycling

Packaging materials are recyclable. Please sort and dispose of them in accordance with local regulations.

11 Warranty and Support

11.1 Warranty Policy

Packaging materials are recyclable. Please sort and dispose of them in accordance with local regulations.

11.2 Warranty Coverage

This warranty covers failures or damage caused by material or workmanship defects under normal use.

1. Core components: including motor, control system, frame, joint transmission mechanism, etc.

2. Consumable parts (14day warranty from delivery): including straps, liners, etc.

11.3 Exclusions from Warranty

1. Product-related:

- Normal wear and tear of consumables (e.g., straps, pads) – However, if you believe there is a manufacturing defect or functional issue beyond normal wear, please contact our customer support team.
- Damage caused by accident, misuse, abuse, negligence, unauthorized modification, or improper maintenance
- Natural capacity degradation of the battery
- Cosmetic imperfections
- Issues resulting from using non-IRMO software or accessories
- Any defect or damage caused by failure to follow official instructions or the manual

2. Others:

- Non-quality-related issues
- No valid proof of purchase
- Refunded items
- Out-of-warranty products
- Lost or stolen products
- Free products
- Abuse, misuse, or improper storage
- The IRMO product's serial number has been removed or defaced

11.4 Contact Customer Support

- Website: www.irmo.com
- Email: service@irmoglobal.com
- Live chat: In the IRMO App or on IRMO website
- Service hours: 24/7 online support



Google Play Store



App Store

Scan to download the IRMO APP and explore more AI features
Contact: service@irmoglobal.com



Manufacturer: Shenzhen Shenmo Robot Co., Ltd.
Address: Room 1105B, Building 3, Meinian International Plaza, No. 1115 Nanhai Avenue, Taohuayuan Community, Zhaoshang Subdistrict, Nanshan District, Shenzhen, Guangdong Province, P.R. China