Pimax Crystal

User Guide

Contents

1. In The Box

Crystal Standard SKU	Crystal	1 unit	Crystal HMD with original cover and 35PPD lens installed
	Controller	1 pair	Functions with the Standard Faceplate and MR Faceplate
	5M DP Cable	1 unit	For Direct connection between HMD and PC
	Charging Sheath	1 unit	Used to Charge Batteries without the HMD
	Rechargeable battery	2 piece	6000mAh capacity per battery. Batteries are removable and swappable.
	Replaceable lens	1 pair	Second set of lenses, tighter FOV but higher clarity. Made of Glass.
	Type-c Cable	2 unit	For Charging the Controllers or the Charging Sheath
	Screwdriver+screw	1 unit	Matches the screws used to secure the lenses to the HMD. Used to Change Lenses
	After-sales service card	1 copy	An after sales service card…...what else do you want to know about it?

⚠️ **CAUTION READ CAREFULLY**

There is no power block included in the package with this device. If a power block is required, a power block or adapter with accepts a USB Type C cable and provides (5V3A/9V2A) meeting your local certification requirements should be purchased to ensure functionality and longevity of the device and batteries.

2. Important Health & Safety Notes

• This Product Is Designed And Intended To Be Used In An Open And Safe Indoor Area, Free Of Any Tripping Or Slipping Hazards. To Avoid Accidents, Remain Conscious To The Potential Confines Of Your Physical Area And Respect The Boundary Of Your Virtual Area Whenever You See It. Be Sure To Wear The Lanyards When Using The Controllers. Make Sure That There Is Enough Space Around Your Head And Body (At Least 2 Meters By 2 Meters) To Stretch Your Arms To Avoid Damage Or Injury To Yourself, Others, And Your Surroundings.

• This Product Is Not Recommended For Children Aged 12 And Under. It Is Recommended To Keep Headsets, Controllers And Accessories Out Of The Reach Of Children. Teenagers Aged 13 And Over Must Use It Under Adult Supervision To Avoid Accidents.

• Do Not Expose The Optical Lenses To Direct Sunlight Or Other Strong Light Sources. Exposure To Direct Sunlight May Cause Permanent Yellow Spot Damage On The Screen. **Screen Damage Caused By Sunlight Exposure Or Other Strong Sources Of Light Is Not Covered By The Warranty.**

• This Product Is Designed To Accommodate Most Prescription Glasses. Make Sure To Wear The VR Headset In A Manner In Which The VR Headset Lenses Do Not Rub Against Or Impair Your Prescription Lenses. If Your Prescription Lenses Do Not Fit, Contacts Can Also Be Worn Inside The Device.

• This Product Supports Both Manual And Auto IPD Adjustments. Please Pay Great Attention When Manually Adjusting The IPD. When Set To The Minimum IPD The Sides Of The Lens Barrel May Touch The Bridge Of The Nose. This Is Normal. Please Note That Using An Inappropriate IPD May Increase The Risk Of Discomfort.

• Prolonged Use May Cause Dizziness Or Eye Fatigue. Eye Strain Caused By Prolonged Use Will Typically Subside As You Become Accustomed To Wearing The Headset Over Multiple Sessions. We Recommend Occasional Breaks To Allow Your Eyes To Properly Rest. In The Majority Of Cases This Will Relieve Your Eye Fatigue. If You Feel Any Discomfort, Stop Using The Product Immediately. If The Discomfort Persists, Seek Medical Advice.

• Our Product And Packaging Are Updated Regularly, And The Functions And Contents Of The Standalone Headset Mode May Be Upgraded In The Future. Therefore, The Content, Appearance And Functionality Listed In This Manual And Product Packaging Are Subject To Change And May Not Reflect The Final Product. These Instructions Are For Reference Only.

3. Operation Guide

3.1. Product Details (In Box)

- Pimax Crystal
- Controllers
- Battery
- Charging Sheath
- 5M DP Cable
- Replaceable lenses

3.2. PC VR

3.2.1. PC Performance Requirements

GPU	NVIDIA®GeForce RTX 2070 and above
CPU	Intel® Core™ i5-12500/ AMD Ryzen™ 7 3700X and above（Avoid using CPU with integrated GPU）
RAM	16GB and above

For more detailed system requirements, please refer to the official website：https://pimax.com/crystal/

3.2.2. Switching To PCVR Mode
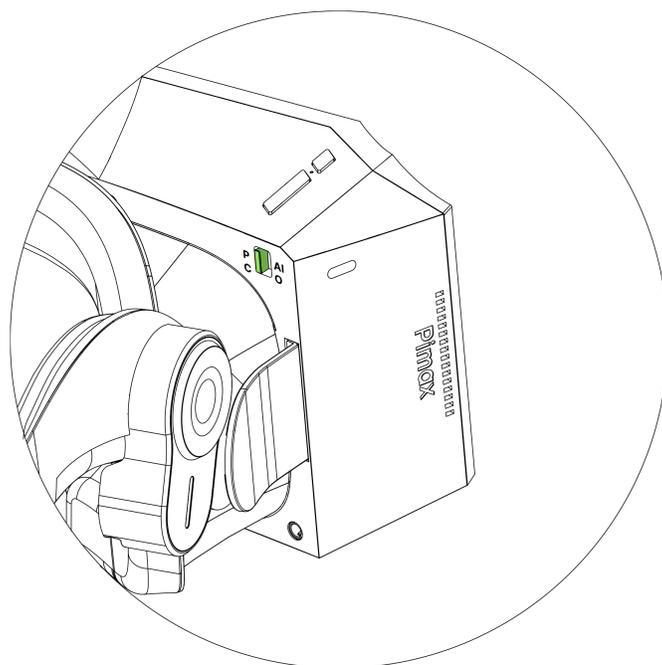
　　※　If you switch modes while the headset is on, the headset will restart automatically. This is normal.

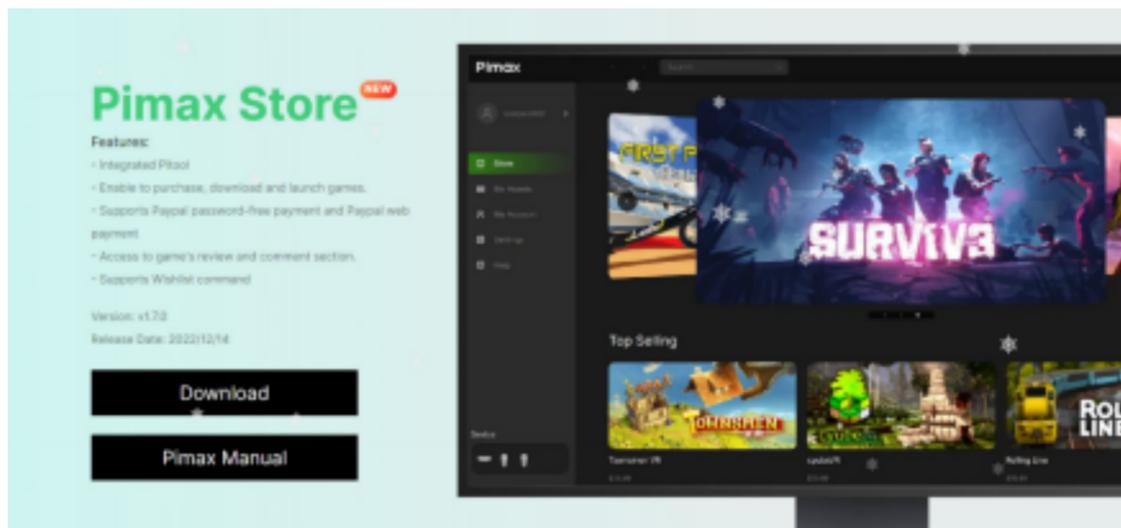# 3.2.3. How To Download And Use The Pimax Play

Step 1: Confirm That SteamVR Has Been Installed

Step 2: Download And Install The Pimax Play

Pimax Play is a tool necessary for your Pimax headset to connect to a Windows 10/11 computer:

https://pimax.com/downloads-manuals/

Step 3: Register And Log In To The Pimax Play
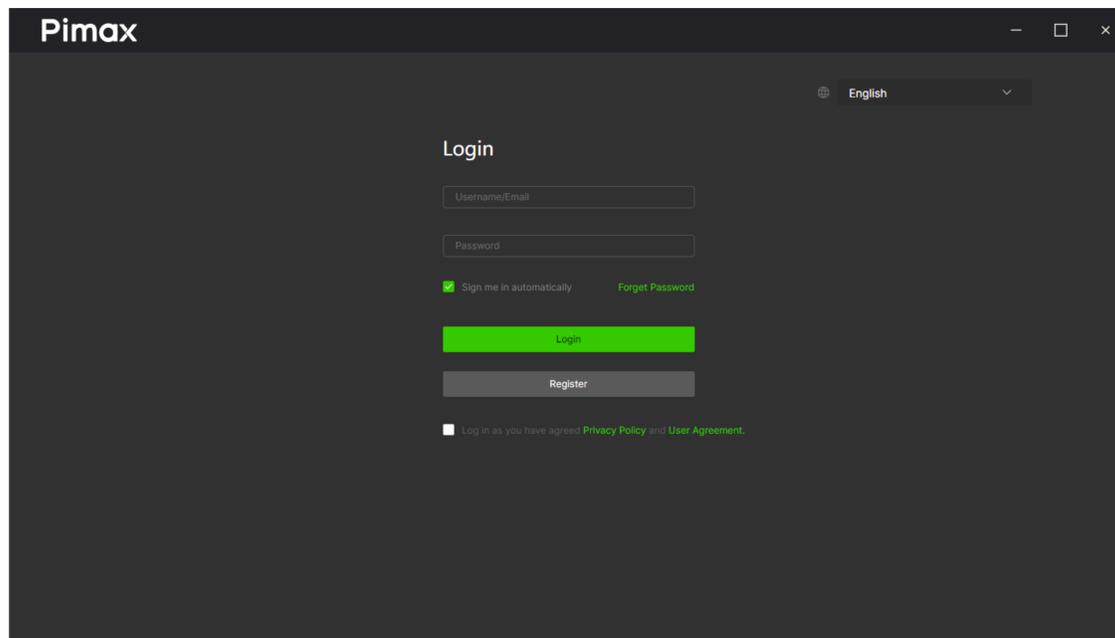
3.2.4. Installing And Replacing The Battery

※ When installing the battery, it is necessary to confirm that the clips have properly engaged with the locking mechanism. This prevents the battery from falling out. To remove the battery grip both depressable clips tightly and gently pull the battery from the casing.

3.2.5. Product Details (PCVR)

01. Volume Button

02. Status Indicator

03. Power Button

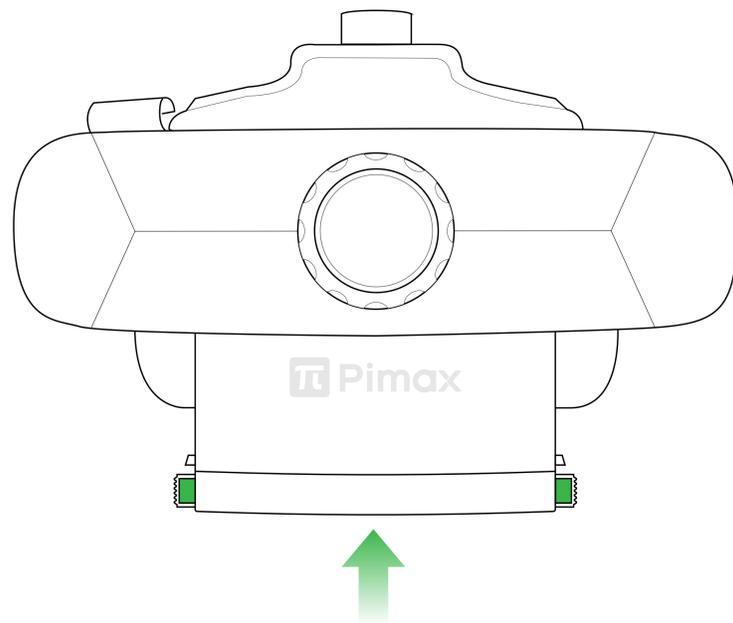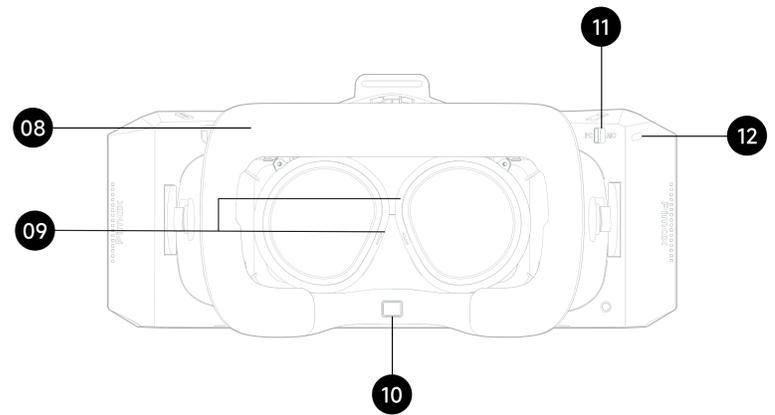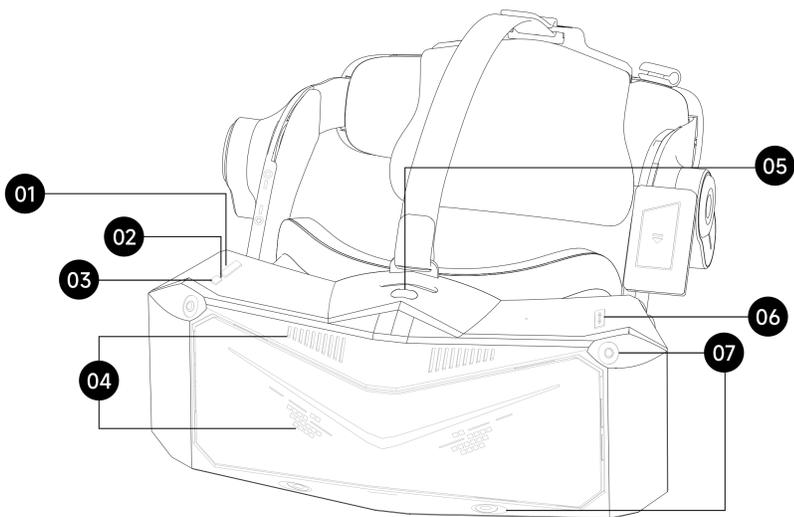Power on: press and hold for 2 seconds
Shutdown: press and hold for 5 seconds
Restart: press and hold for 10 seconds
Sleep mode: Short press in power-on state

04. Vents

05. Mini-HDMI I/O

For connecting wireless modules

06. Interpupulary Distance Adjustment Button

07. Tracking Camera

Do not block cameras when the headset is
in use.

08. Removable Foam Facial Interface

09. Eye Tracking Camera

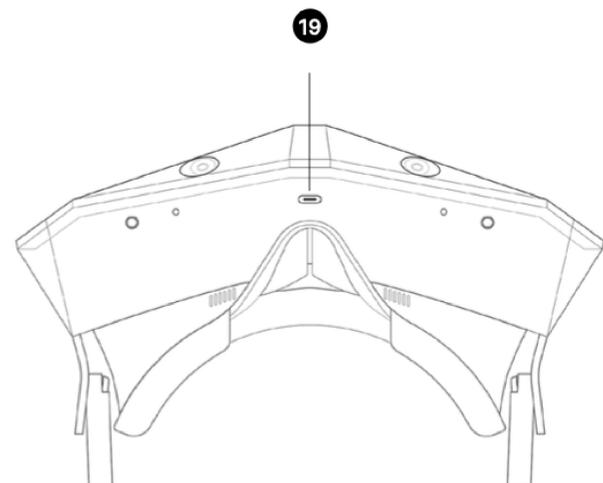Do not block cameras when the headset is
in use.

10. Proximity Sensor

The system wakes up when the VR headset
is put on and sleeps when VR headset is
taken off.

11. PC/AIO Switch

12. Side TYPE-C I/O

Used for charging the headset and data
transmission
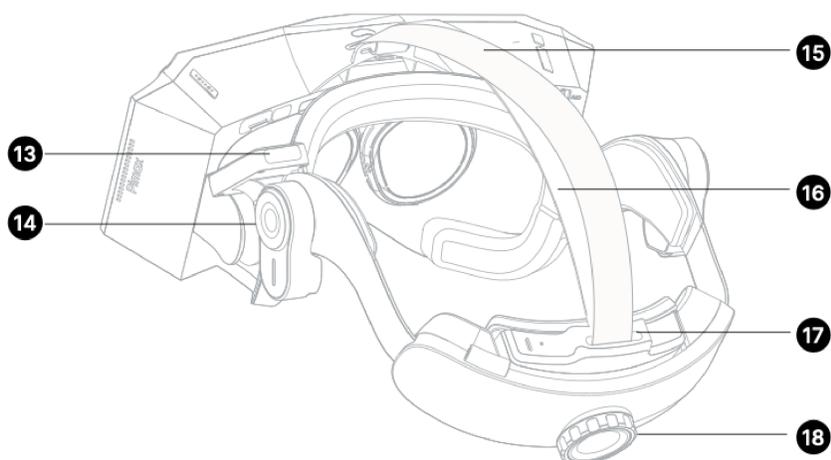
13. DP Extension Cable Port

A more convenient way to connect DP cable.
This extension can be forgone in favor of a
direct connection if the user prefers.

14. Left/Right Loudspeaker

Replaceable earphones

15. Power Cable

※Warning: Do not bend, punch or drag the
cable. Cable damage can cause a variety of
issues.

16. Top Strap

Used to adjust the pressure applied to the
top of the head.

17. Battery Sheath

18. Strap Dial

19. Bottom TYPE-C I/O

Used to connect accessories such as hand
and gesture tracking modules.

VR Headset Status Indicator Legend

- ◯ Off: Sleeping/Powered off/interrupt
- ☀ White flashing: the headset is turning on
  (the light will turn off after 3s)
- 🔵 Blue: Charging (Connect the DP cable)
- 🟡 Yellow: Replace the battery (It will turn off
  after replacement or after shutdown)
- 🔴 Red: Low power
- ◯ White: Charging completed

3.2.6. Controller Functionality And Controls

Status Indicator
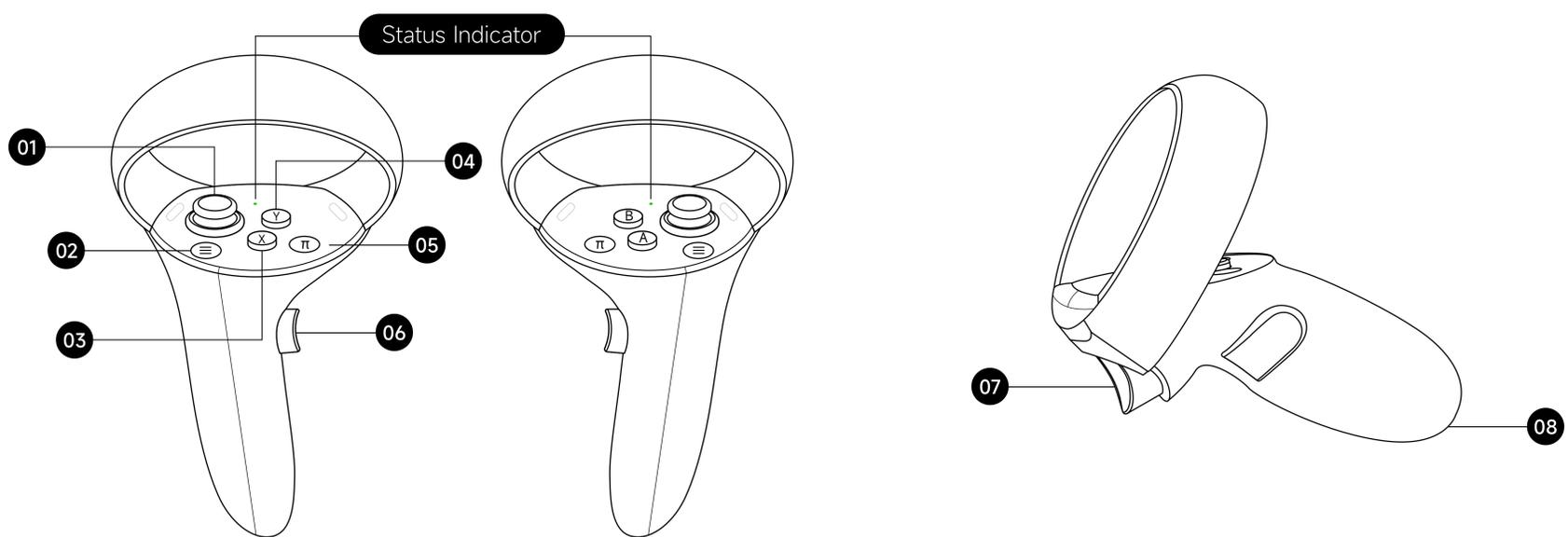
01. Joystick
Push: Turn pages
Press down: The same as Trigger

02. Menu

03. X/A Button
Click: Confirm

04. Y/B Button
Click: Back

05. π Button
Long press(9s):
Reset/initialization of the controller.
After reset, the controller will vibrate once,
and the vibration duration is 2s

Short press(1s):
Turn on/wake up the controller. At the same
time, the controller vibrates continuously for
2 times, each time lasting for 0.5s

06. Grip
Hold: Grab

07. Trigger
Click: The same as the A button. Confirm

08. TYPE-C I/O
Controller charging I/O

Controller Status Indicator Legend

○ Off: Connected or Powered off

🔴 Red flashing: Charging

🔵 Blue flashing: Searching for
connection（Turn off after 60s）

🟢 Green: Paired（Turn off after 30s）

🔴 Red flashing slowly：Low battery

🔵 Blue: Cancel Paired（Turn off after 60s）

○ White: Charging complete

☼ White flashing: Firmware update

🟡 Yellow light: Paired to the PC, not connected to the
base station （the light will turn off after 30s）

3.2.7. How To Connect And Turn On The Headset

Step 1: Connect the DP cable in the package to the corresponding interface of the PC slot, and USB2.0\3.0 to the HUB slots;

**Step 2:** Long press the power button on the right side of the headset to power on the headset;

Step 3: The headset turn on with Pimax Logo;

Step 4: Connect the DP port on the other side to the headset;

Step 5: The logo of the headset in the Pimax PC client light up means connection is successful.

※   For a more detailed guide, please refer to the PimaxClient beginners guide.

USB 2.0/3.0

DisplayPort
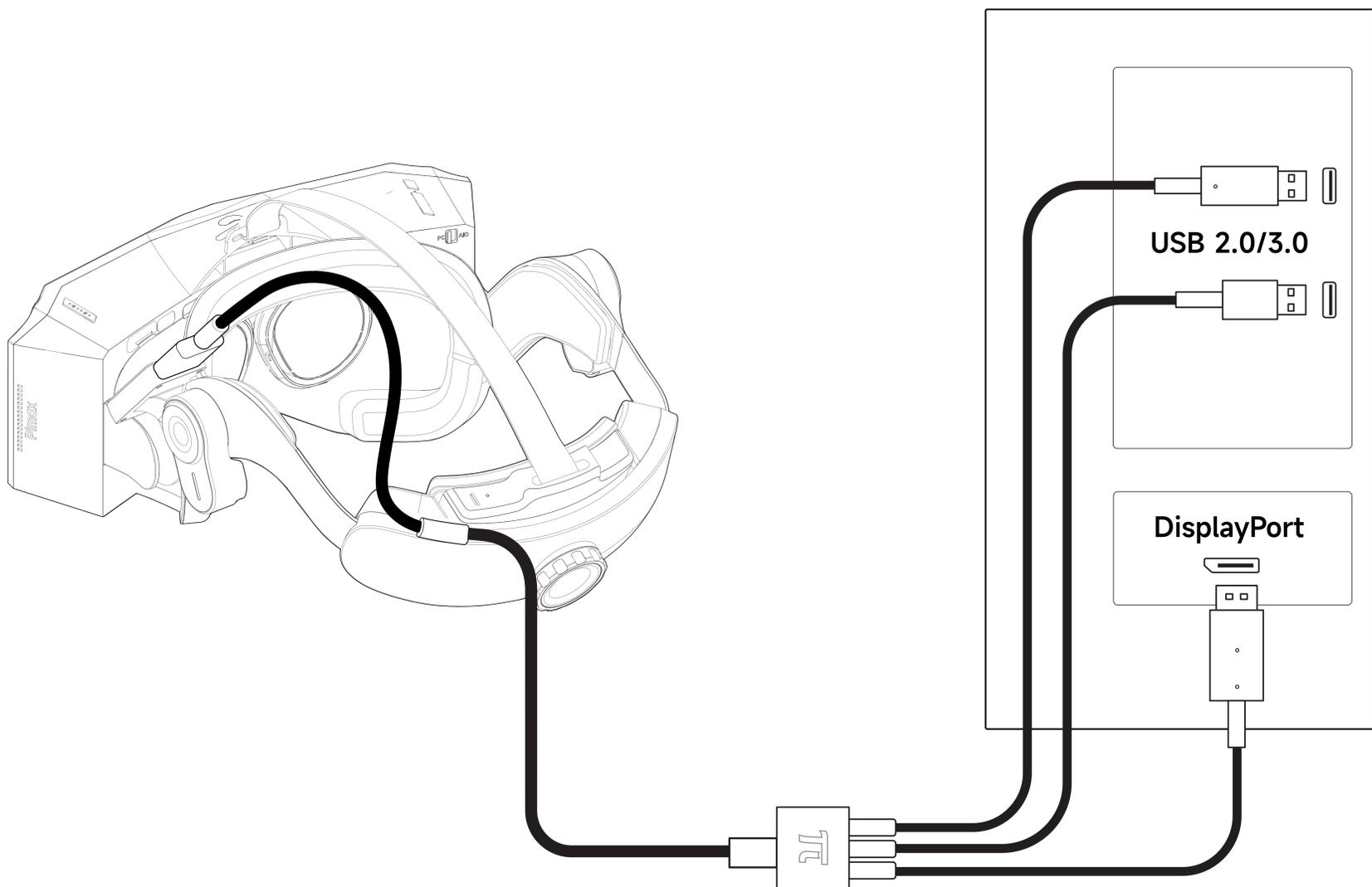
3.2.8. New Controller Pairing (Left And Right Controller Need To Be Paired Separately)

Step 1: Charge the controller for at least 15 minutes before pairing to ensure sufficient power of the controller.

> ※ When the indicator light Flashes Red, it is charging. If the indicator does not flash, re-plug the charging cable or press the π button.

Step 2: Cancel pairing: Press the menu button + π button at the same time until the blue light is on.

> ※ It is paired by default when leaving the factory.

Step 3: Click SET PAIR in the Pimax Play, then press and hold A+B/X+Y until the controller's indicator light begins flashing blue.

Step 4: According to the prompt, and then click PAIR in the Pimax Play.

> ※ • The pairing of controllers needs to be done individually one by one.
>
> • During the pairing process, it is necessary to ensure that the headset is not in sleep mode.

Step 5: Wait for the controller's green indicator light to come on. Once the light comes on the Pimax Play will that the controllers have been paired and the UI should show the controller graphic illuminated in the color green.

3.2.9. How To Adjust The Headset For A Comfortable Fit And View

Step 1: Adjust the strap dial located on the back of the main strap to tighten or loosen the fit.

Step 2: Fine-tune the top headstrap to adjust the headset's vertical position on your face.

Step 3: Fine-tune the length and position of the straps until you are comfortable with the fit and visual experience.

Step 4: The Auto IPD feature will adjust the IPD to the appropriate position.

> ※ You can also adjust the IPD in the "device settings → IPD" on the PimaxClient, enter the value of your IPD, and click "setting" to adjust the IPD to the appropriate position;

Step 5: Press the headband down to the back of the head and tighten the strap dial.

Step 6: Adjust the head strap to reduce pressure on the forehead.
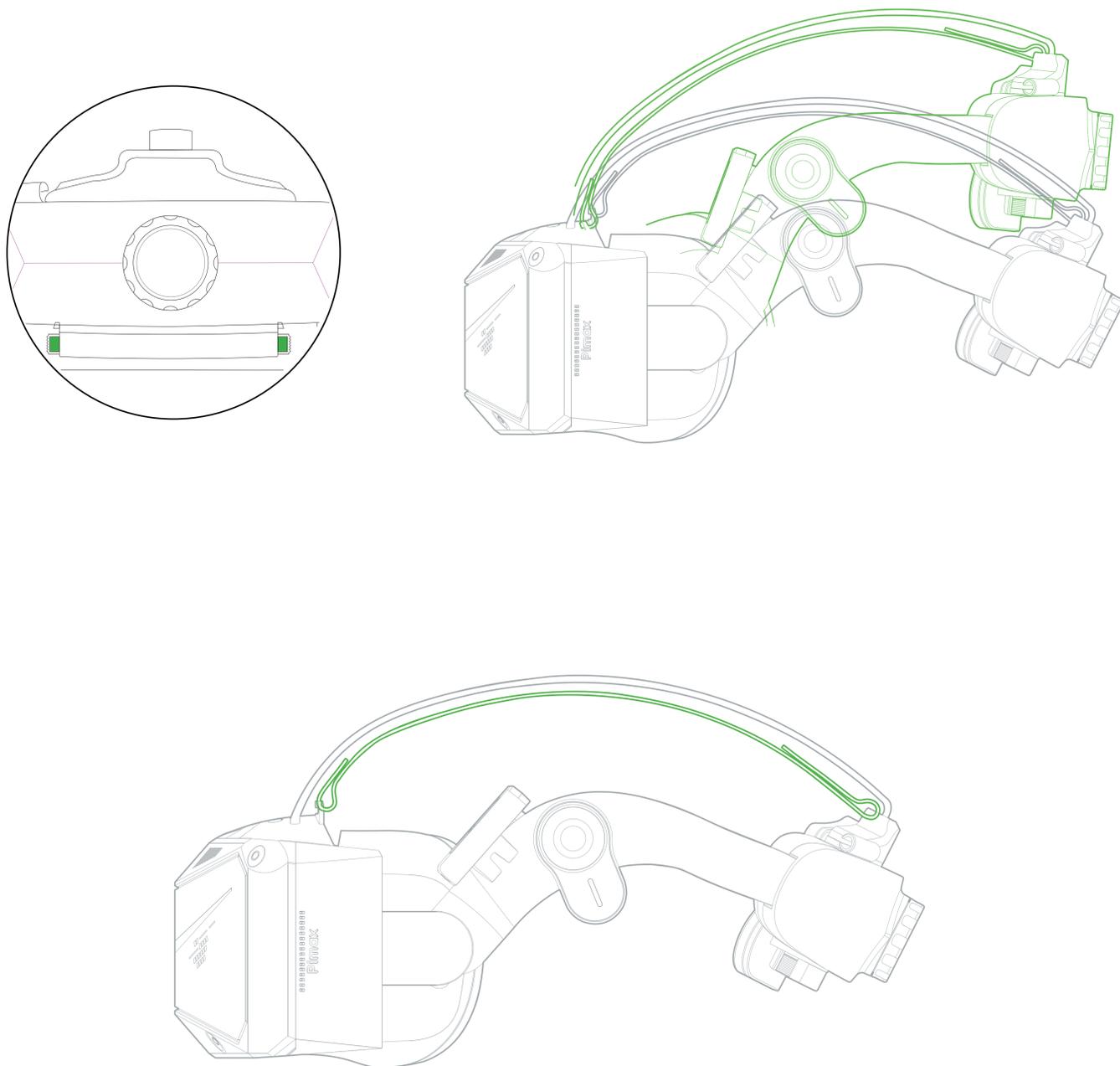
> ⚠ **CAUTION READ CAREFULLY**
>
> 1. Do not forcibly move the lens cylinder to avoid damage!
>
> 2. Please note that improper IPD may cause visual ghosting or eye fatigue. Accurate IPD settings help to obtain clear images and reduce eye fatigue.

3.2.10. How To Update Firmware

Open the Pimax Play on your PC. Navigate to "Device Settings → Check for Updates" in the client. Pimax Play; The system will check the currently installed software and firmware version, and will prompt you to perform an update if there is a new version available on the server.

> ⚠️ **CAUTION READ CAREFULLY**
>
> 1. When updating the device firmware, the headset must be paired with the controllers to perform the OTA update:;
>
> 2. Before updating the firmware, please check the power of the headset and controllers. We that you only perform updates when the power of the headset and controllers More than 3 battery lights;
>
> 3. Please do not unplug the USB cable or turn off the computer when updating the device firmware;

3.3. Standalone VR

3.3.1. Standalone VR System Specifications

Items	Specifications
Screen	3.2 inches * 2
System	Android
CPU	SnapDragon™ XR2
GPU	Qualcomm® Adreno™ 650
RAM	8GB
ROM	256GB
WIFI	Wifi6E 2.4G 5G 6G
Bluetooth	BT5.1
I/O	Type-C * 3, mini-HDMI, DP1.4
Button	Power Button, Volume Button, IPD adjustment Button

3.3.2. 6 Degrees Of Freedom VR

The device can track your translational and rotational movements in all directions (up/down, left/right, forward/backward, pitch, roll, and yaw). Your movements in the real world will be captured and translated to what you see in the virtual world when interacting with appropriate content.

Ensure a safe environment before you start your VR experience.

1. Clear a safe indoor area of at least 2 meters by 2 meters. Keep the room bright, avoid spaces with mainly single-colored walls, glass, mirrors, moving pictures or other similar objects.

2. Remove the protective film that covers the headset's front cameras. Wear the lanyards connected to the Controllers. *Controllers used without Lanyards are at risk of being dropped or thrown during gameplay.

3. Set up your environment by following instructions on the VR Headset screen.

> ⚠️ **CAUTION READ CAREFULLY**
>
> This product can not guarantee your safety even with a guardian system, you will need to always pay attention to the surrounding safety. While a guardian boundary can serve as a guide to help you ensure your own safety, the responsibility to create, maintain, and make use of a safe playspace falls solely on the user.

3.3.3. Switching To Standalone VR Mode
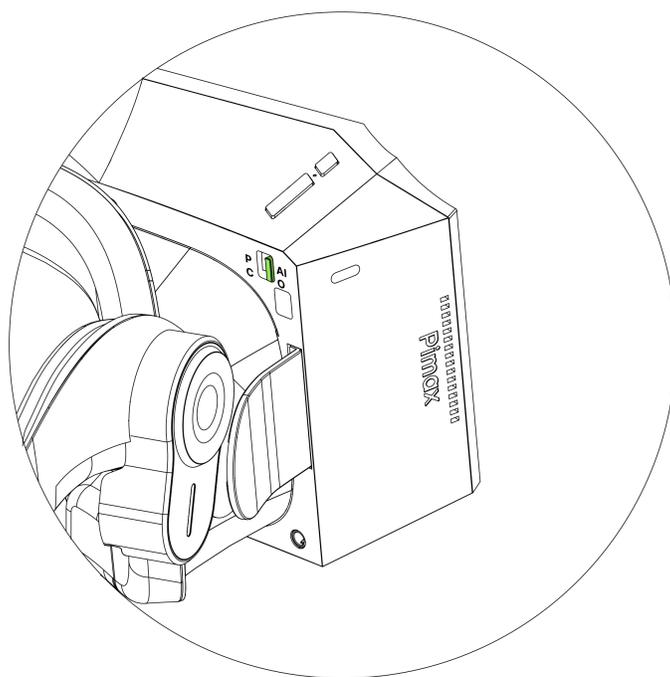
> ※ If you switch between PCVR and Standalone mode while the headset is on, the headset will restart once automatically. This is normal behavior.

3.3.4. Powering On The Controllers

Press and hold the π Button for 2 seconds (blue light/green light always on)
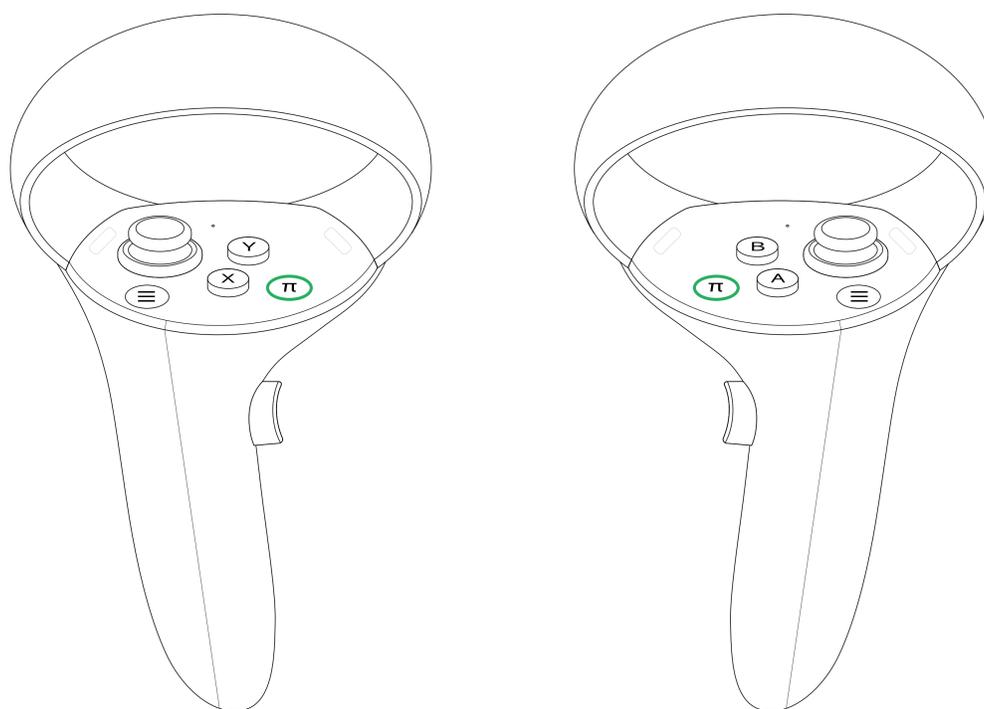
> ⚠ **CAUTION READ CAREFULLY**
> Before turning on the controllers, please charge the batteries for a period of time (>30 minutes) in advance to ensure that the controllers have sufficient power.

3.3.5. Powering On The VR Headset

Press and hold the power button for 2s to turn on the headset.

> ※ The first boot will take a long time to load, please leave the helmet for 10 minutes before use.
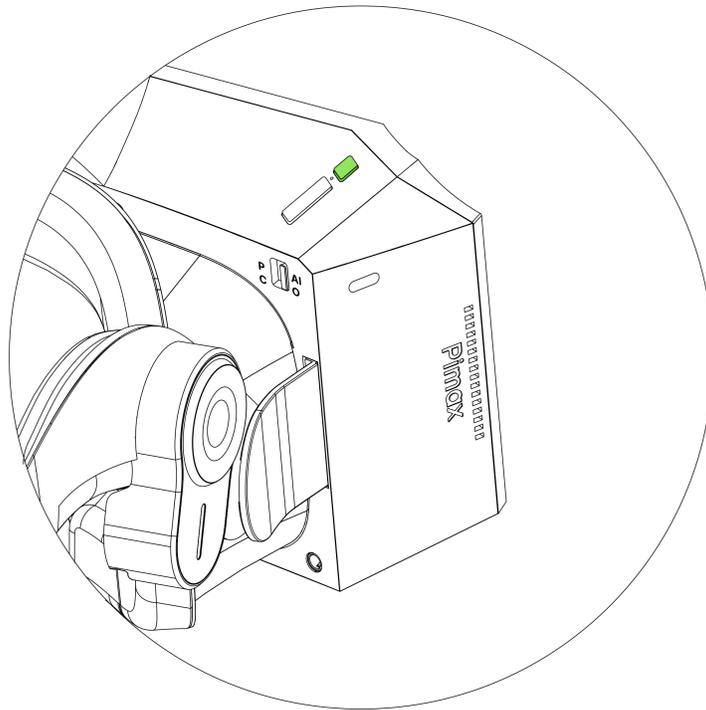
3.3.6. How To Adjust The Headset For A Comfortable Fit And View

Step 1: Adjust the strap dial counter-clockwise to open the strap to it's widest setting.

Step 2: Place the headset on your head, adjusting the position of the headset so that your eyes are in the position of best visual quality.

Step 3: Tighten the rear dial until sufficient pressure is achieved.

Step 4: Adjust the top strap until the headset's vertical position remains at it's optimal location for your eyes.

Step 5: The headset's auto ipd will adjust the lens position automatically to give you the clearest image. Manual adjustments can be made using the ipd adjustment buttons on the top left of the headset.

Step 6: Fine tune both straps and headset position until a comfortable fit is achieved.

> ⚠ **CAUTION READ CAREFULLY**
>
> 1. Do not forcibly move the lens cylinder to avoid damaging the motor mechanism!
>
> 2. Please note that improper IPD settings may cause visual ghosting or eye fatigue. Accurate IPD settings help to obtain clear images and reduce eye fatigue.

3.3.7. Product Details (AIO)
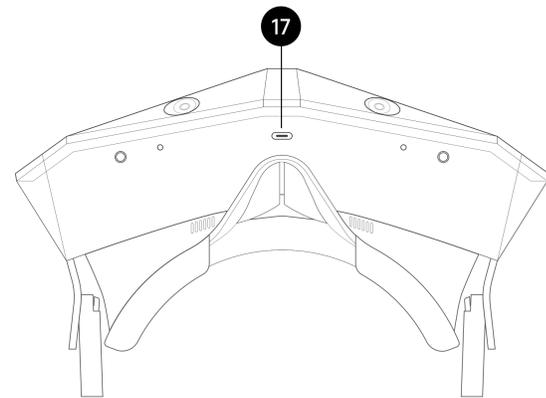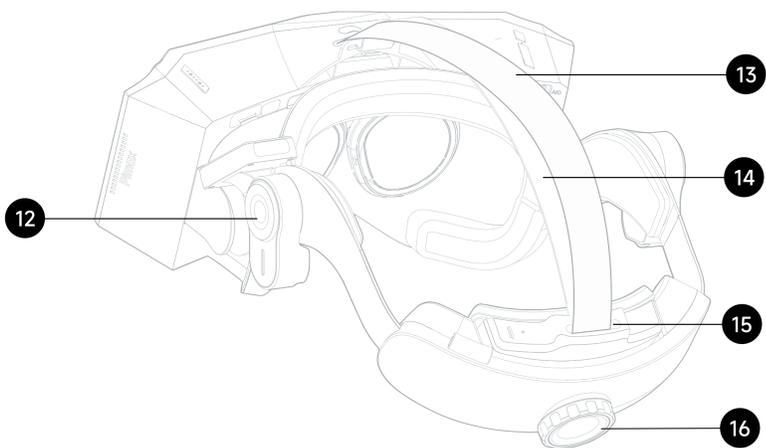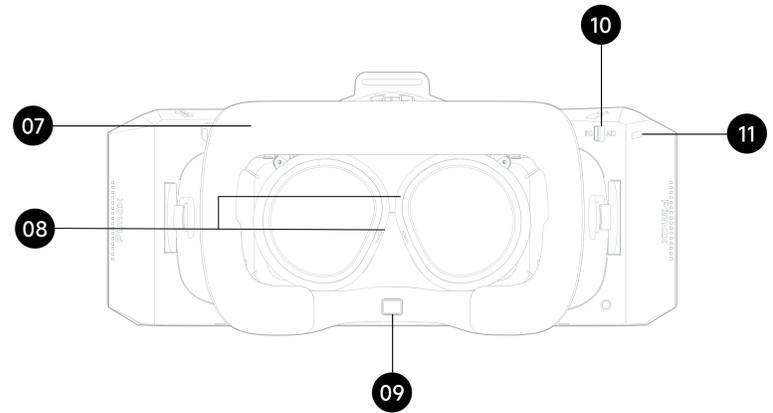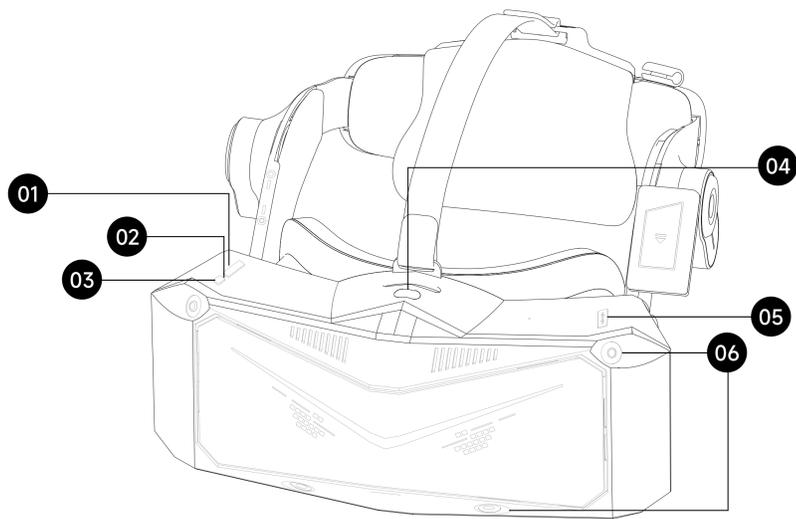
01. Volume Button

02. Status Indicator

03. Power Button

    Power on: press and hold for 2 seconds
    Shutdown: press and hold for 5 seconds
    Restart: press and hold for 10 seconds
    Sleep mode： Short press in power-on state

04. Mini-HDMI I/O

    For connecting wireless modules

05. IPD Adjustment Button

06. Tracking Camera

    Do not block when using

07. Foam Mask

08. Eye Tracking Camera

    Do not block when using

09. Proximity Sensor

    After wearing the headset, the system wakes
    up automatically

10. PC/AIO Switch

11. Side TYPE-C I/O

    Used for charging the headset and data
    transmission

12. Speaker System

    Replaceable earphone

13. Power Cable

    ※Warning: Do not bend, punch or drag

14. Top Strap

    Used to adjust the head pressure

15. Battery Sheath

16. Strap Dial

17. Bottom TYPE-C I/O
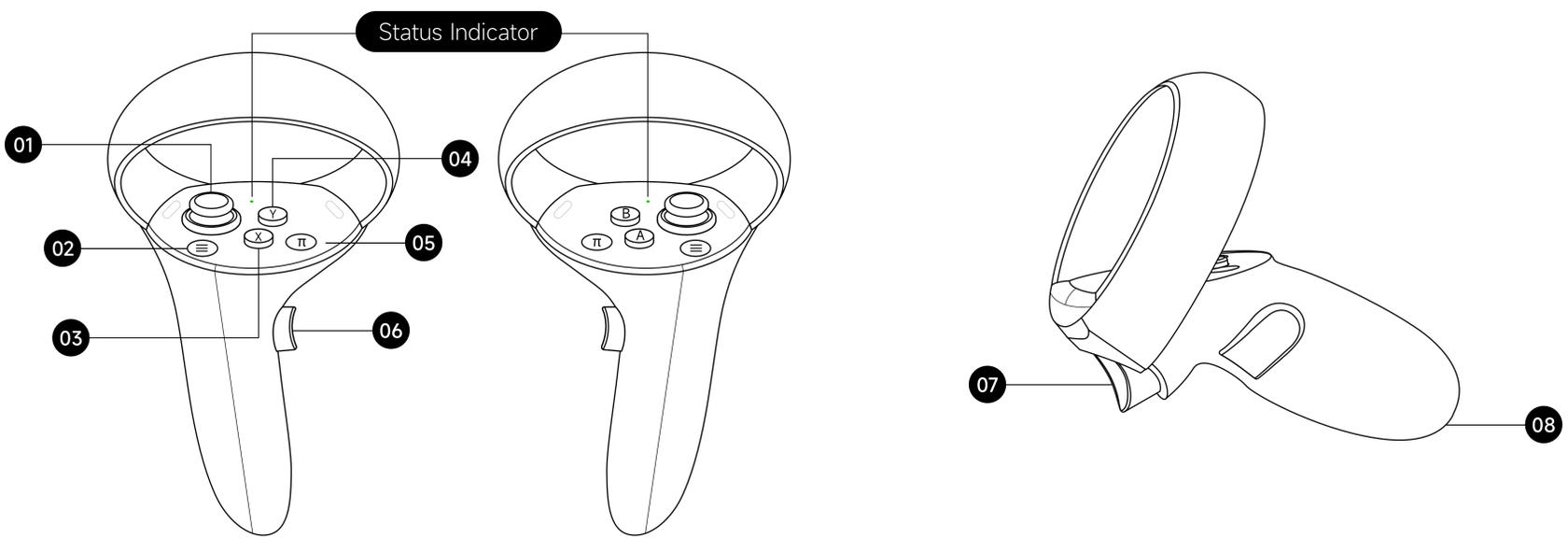
    Used to connect accessories such as hand
    and gesture tracking modules.

Headset Status Indicator

○ Off: Sleeping/Powered off/interrupt

☼ White flashing: the headset is powering
   on (the light will turn off after 3s)

○ White： Charging completed

● Yellow: Replace the battery (It will turn off
   after replacement or after shutdown)

● Red: Low power

● Blue: Charging

01. Joystick

Push: Turn pages
Press down: The same as Trigger

02. Menu

Single-click: Screenshot
Double-click: Screen recording

03. X/A Button

Click: Confirm

04. Y/B Button

Click: Back

05. π Button

Single-click: Reset View

Double-click: Call up shortcut menu
Long press (9s): the controller will reset/turn on. After a reset, the controllers will vibrate once. The vibration duration will last 2s

Short press (1s): the controller starts up/ wakes up from standby, and the controllers will vibrate continuously 2 times. The duration of each vibration is 0.5s

06. Grip

Hold: Grab

07. Trigger

Click: The same as the A button to Confirm

08. TYPE-C I/O

Controller charging I/O

Controller Status Indicator Legend

○ Off: Connected or Powered off

🔴 Green: Paired（Turn off after 30s)

○ White: Charging complete

🔆 Red flashing: Charging

🔴 Red flashing slowly：Low battery

☼ White flashing: Firmware update

🔆 Blue flashing: Searching for connection (Tun off after 60s)

🔵 Blue: Cancel Paired（Turn off after 60s)

🟡 Yellow light: Paired to the PC, not connected to the base station （the light will turn off after 30s)

3.3.8. Operating Instructions

Headset Control Mode

If the Controllers are not connected, you can interact with the home screen by moving your head to direct the crosshairs over your intended selection and clicking the Volume Up/Down button on the VR Headset.

Switching The Pointer Of The Master Controller

On the home screen, short press the Trigger of your left or right Controller to switch the pointer to the corresponding controller. The hand with the pointer is referred to as the master controller.

Screen Re-Centering

Put on the VR Headset and look straight ahead, press and hold the π button of the Controller or VR Headset (or the Volume Down button of the VR Headset in head control mode) for more than 1 second to re-center the screen.

Disconnect The Controller

Press and hold the Home button until the status indicator turns red and the Controller vibrates.

> ⚠ **Controllers Will Automatically Low Power Mode To Save Power In The Following Cases:**
> - When the Controllers are unpaired
> - When the Headset is powered off
> - The controller has been idle for 15 minutes
> - When the Headset enters deep sleep (a while after the VR Headset is taken off)

Pairing A New Controller

If you need to pair a new Controller (the VR Headset can only connect one left Controller and one right Controller) or reconnect with an unpaired Controller.

Go to "Settings" ►"equipment"► "Controller", click on "Pair". Press and hold the"A button+B button"/"X button+Y button"of the controller at the same time until you feel a slight vibration (lasting about 4s), if the status indicator of the controller changes from blue to green, the pairing has been completed successfully.

Sleep / Wake Up The Headset

Option 1 (Proximity Sensor): Take off the VR Headset will initiate the automatic sleep function: putting the Headset on will wake the headset from sleep.

Option 2 (POWER Button): Press the Power button of the Headset for manual sleeping or waking up.

> ⚠ **CAUTION READ CAREFULLY**
> When the headset wakes up after hibernation, it may experience a temporary position shift, which it will recover from after a moment.

Sleep / Wake Up The Controller

Sleep	Wake Up

① When the headset is working normally, the controllers will enter sleep mode after being idle for 15 minutes
② When one of the following conditions is met, the controllers will sleep immediately:
 	
  1. When the headset is hybernating;
  2. When the controllers are unpaired;
  3. When the headset is turned off.
	① Pick up or touch the controllers to wake them up automatically
	② Short press any button on the controllers to wake them

Hardware Reset

VR Headset reset:
If the visual in the headset freezes, or the headset does not respond after a short press of the Power button, you can press the Power button of the headset for more than 10 seconds to reboot the headset.

Controller reset:
If the controllers have no response to the home button and/or any button or the virtual controllers in the headset is stuck, you can press and hold the π button of the controllers for 9 seconds to reset the controllers.

The VR Headset Adjustment:
This device has no myopia adjustment function. The headset allows wearing most standard glasses with a frame width of less than 150mm.

> ⚠ **CAUTION READ CAREFULLY**
> The virtual security zone reminder function of this product cannot completely guarantee your safety in the set area. Please pay attention to the surrounding security situation at all times

3.3.9. How To Update Firmware

Open the Pimax Client on your PC. Navigate to "Device Settings → Check for Updates" in the client. Pimax Client; The system will check the currently installed software and firmware version, and will prompt you to perform an update if there is a new version available on the server.

⚠️ **CAUTION READ CAREFULLY**

1. When updating the device firmware, the headset must be paired with the controllers to perform the OTA update:;

2. Before updating the firmware, please check the power of the headset and controllers. We that you only perform updates when the power of the headset and controllers all exceed 50%;

3. Please do not unplug the USB cable or turn off the computer when updating the device firmware;
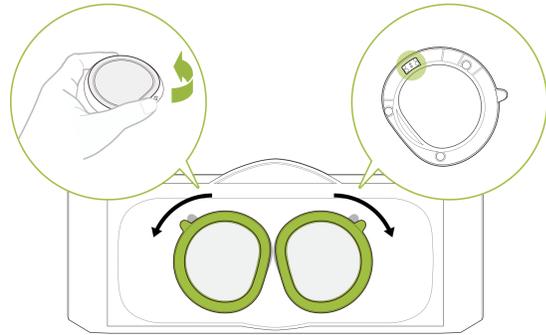
4. Parts Replacement

4.1. Lens Replacement

Step 1: Carefully unscrew and remove the mounting screws on the lens;
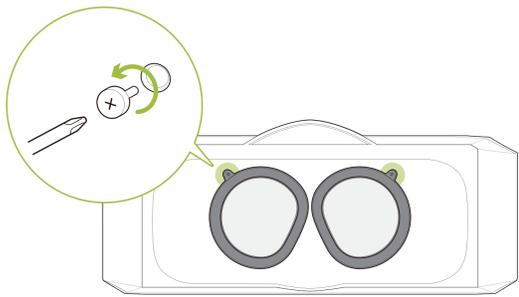
Step 2: Gently grasp the edge of the lens, rotate and lift the lens to remove it;

Step 3: Install the lens to be replaced on the lens barrel, and gently press the edge of the lens bracket to ensure that the installation position is aligned properly;
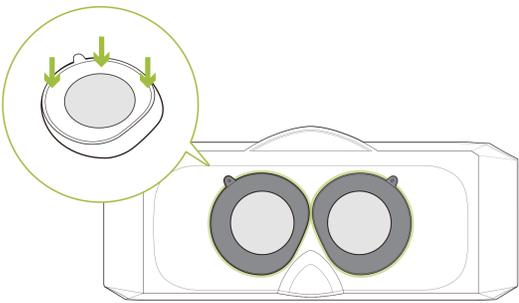
Step 4: Put the mounting screws back into their original position and tighten gently but firmly;
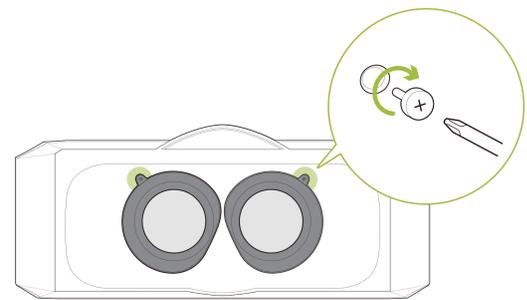
⚠️ **CAUTION READ CAREFULLY**

When replacing the lens, it is necessary to disconnect the power supply of the device, disconnect the DP cable and wear anti-static gloves.

4.2. Faceplate Replacement

Step 1: Remove the Cover;

Step 2: Install and fasten the another Cover to be replaced according to the interface.

⚠ **CAUTION READ CAREFULLY**

When replacing the Cover, it is necessary to disconnect the power supply of the device, disconnect the DP cable and wear anti-static gloves.

4.3. Earphone Replacement

Step 1: Carefully remove the ear foam cover.

Step 2: Unscrew the mounting screws on the head strap.

Step 3: Replace the DMAS Earphones and remount the screws.
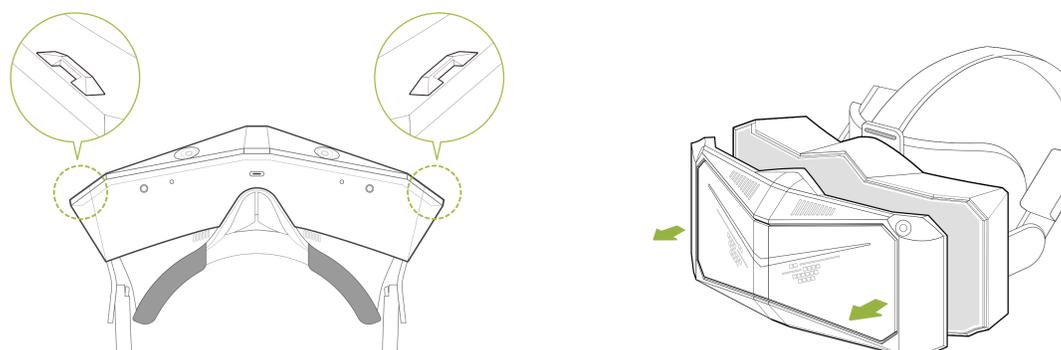

Step 4: Replace the ear foam cover.
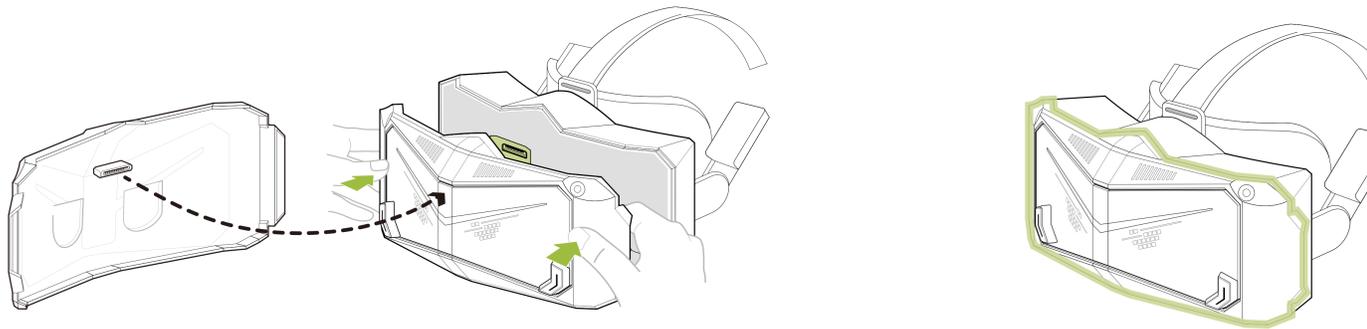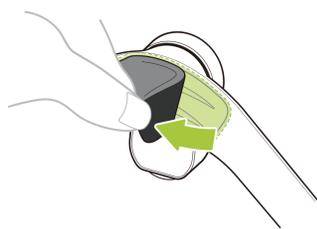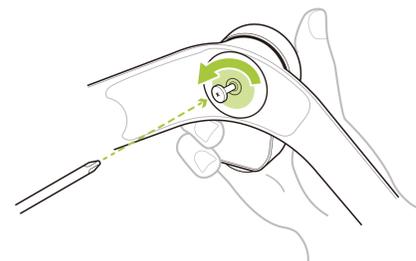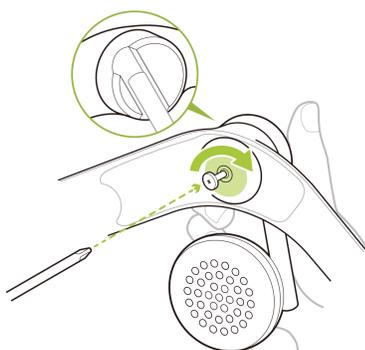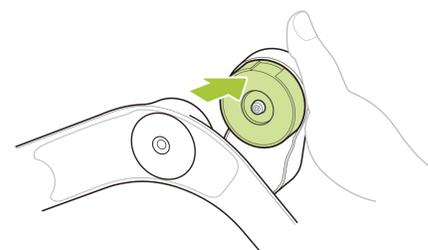

⚠ **CAUTION READ CAREFULLY**

When replacing the Earphones, it is necessary to disconnect the power supply of the device, disconnect the DP line and wear anti-static gloves.

5. How To Clean And Care For Your Pimax Headset

1. Cleaning And Caring For The Foam Facial Interface

Using a clean alchohol wipe, or a clean microfiber cloth dipped in a small amount of 75% alcohol solution, gently wipe the surface and surrounding areas in contact with the skin until the surface is slightly wet. Allow to dry for 5 minutes or until completely dry before use.

> ⚠ **CAUTION READ CAREFULLY**
>
> The foam facial interface will begin to exhibit signs of wear and tear after repeated cleaning and disinfection. Hand washing or machine washing is not recommended as it will accelerate the wear and tear. It is recommended to replace the foam occasionally as appropriate.
>
> **Leather PU Foam:** discoloration, stickiness on the surface, and reduced comfort on the face;
>
> **Cloth Foam:** discoloration, surface fuzzing, texture softening, glasses wearing users may have an increased chance of contact with the HMD lenses.

2. Lens Care

During use or storage, please be careful and prevent hard objects from touching the lens. Hard objects may damage the lenses.

Use a clean microfiber cloth, like those used to clean eyeglasses, to gently clean the lenses with a small amount of clean water or dry. Do not rub the lenses in a circular motion. Starting from the center of the lenses push the cloth out to the edge of the lenses to reduce the risk of scratches.

> ⚠ **CAUTION READ CAREFULLY**
>
> Do not use alcohol to clean the lenses, as it may cause damage to the lens coatings).

3. Headset (Excluding Lens, Sponge Mask), Controllers And Accessories Cleaning

Wipe the surface of the product gently with a sterilized wet towel (which can contain alcohol) or a micro-fiber dry cloth dipped in a small amount of 75% alcohol until the surface is wet and kept for more than 5 minutes, and then dry the surface of the product with a micro-fiber dry cloth.

> ⚠ **CAUTION READ CAREFULLY**
>
> Please avoid water entering the product body during cleaning.

6. Supervision

In the standalone mode: check the certification and supervision information of the product in the region of sale in the main menu "Settings → General → About → Supervision" after the headset is turned on.

7. Safety Warnings

To reduce the risk of personal injury, discomfort, or property damage, please ensure that all users of the headset carefully read the warnings below before using the headset.

Before Using The Headset

A comfortable virtual reality experience requires an unimpaired sense of motion and balance. Do not use the headset if you are sick, tired, sleepy, under the influence of alcohol or drugs, hungover, experiencing digestive problems, under emotional stress or anxiety, suffering from cold, flu, migraines, or headaches, or are not generally feeling well, as it may worsen your condition. Consult a doctor before using the headset if you have any conditions that impair your vision or mobility, are pregnant or elderly, have a heart or other serious medical condition, or suffer from seizures, migraines, or psychiatric conditions.

Safe Environment

Pimax Cystal headsets produce an immersive virtual reality experience that may distract you and make it hard to see your actual surroundings.

- Before using the headset, clear the area of obstacles and hazards, people, furniture, and any other items that may prevent you from moving freely. Also, check that you have enough space above and around you so that you can extend your arms while using the headset.

- Remember that any virtual objects that you see do not exist in the real environment, and their size and location are not real. Do not attempt to sit or stand on virtual objects or use them for support.Be aware of any real-world objects that might be located behind virtual objects.

- Never use the headset in situations that require attention, such as while walking, bicycling, or driving. Do not use the headset while in a moving vehicle.

- Remember that while you are using the headset, you may be unaware of people entering the area.

- Do not use the headset near walls, stairs, balconies, windows, open doorways, low ceilings, ceiling fans, light fixtures, breakable items, open flames, heat sources, or any other items that you can collide with or knock down.

- Keep in mind the location of the cables and power cords so that you do not walk on, trip over, or pull on them while using the headset. Do not jerk, knot, or bend the cables or cords.

- Do not handle sharp or otherwise dangerous objects while using the headset.

Discomfort

When using the headset, some people may experience dry eyes, eye strain, eye or muscle twitching, involuntary movements, altered, blurred or double vision, or other visual abnormalities, dizziness, light headedness, disorientation, discomfort or pain in the head or eyes, headaches, impaired balance, impaired hand-eye coordination, excessive sweating, increased salivation, nausea, fatigue, loss of awareness, or seizures and other symptoms of motion sickness.

When you start to use the headset, keep your first sessions short and take regular breaks. If you feel discomfort, stop using the headset and continue only after the symptoms have ended. Do not drive, operate machinery, or engage in other visually or physically demanding activities until you have fully recovered from any symptoms. Consider consulting a doctor if you are not able to see virtual objects clearly and comfortably.

Overuse

Take regular breaks when using the headset. Prolonged use may impact your hand-eye coordination or balance and may cause other negative effects.

Repetitive Stress Injuries

Use the headset in a comfortable position. Do not use excessive force when gripping the headset or pressing the headset buttons. If you experience tingling, numbness, burning, stiffness, throbbing, or other discomfort, stop using the headset and rest until you have fully recovered from any symptoms. If you continue to experience these symptoms, consult a doctor.

Interference With Medical Devices

The headset may emit radio waves, which can affect the operation of nearby electronics, including cardiac pacemakers, hearing aids, and defibrillators. If you use a pacemaker or other implanted medical device, do not use the headset without first consulting a doctor or the manufacturer of your medical device. Maintain a safe distance between the headset and your medical devices and stop using the headset if you observe any interference with your medical device.

Hearing Loss

Excessive exposure to loud sounds can cause hearing damage. When using headphones with the headset, start with the volume at a low level and increase the volume slowly if needed. Do not turn up the volume too high.

Seizures

Some people may experience severe dizziness, fainting, epileptic seizures, or blackouts triggered by light flashes, patterns, or exposure to infrared light sources of an eye tracker even though they have no history of these conditions. If you experience any of these symptoms, stop using the headset and consult a doctor. If you have a previous history with these symptoms, consult a doctor before using the headset. To reduce the likelihood of a seizure, do not use the headset if you are tired.

No Eye Protection

Pimax Crystal headsets do not provide eye protection against impact, debris, chemicals, UV light, other harmful lights, particles, projectiles, or other physical hazards.

Electrical Shock

Do not try to disassemble, open, service, or modify the headset or power supply unit, as this can lead to electrical shock or other hazards and may damage the headset or the power supply unit.

8. Battery Safety

- The headset and controllers contain lithium ion polymer batteries. Do not connect the metal conductor with the two poles of the battery, or touch the end of the battery, so as to avoid short circuit of the battery, burns and other physical injuries caused by overheating of the battery.

- Do not expose batteries to high temperature or around heating equipment, such as sunshine, heater, microwave oven, oven or water heater. Battery overheating may cause explosion.

- Do not disassemble or modify the battery, insert foreign matters, or immerse in water or other liquids, so as to avoid overheating, fire or explosion of battery leakage.

- If the battery leaks, do not contact the skin or eyes with the leaked liquid.

- In case of contact with skin or eyes, please wash immediately with water and go to the hospital for medical treatment.

- Do not drop, squeeze or puncture the battery. Avoid exposing the battery to large external pressure, which may lead to short circuit and overheating inside the battery.

- In case of battery bulge, contact Pimax customer service center to replace the battery as soon as possible.

- ·When the standby time of the device is significantly shorter than the normal time, please contact Pimax customer service center to purchase/replace the battery.

- This device is equipped with replaceable batteries. Please replace them with Pimax standard batteries. Replacing the wrong type of batteries by yourself may cause explosion hazard.

※　Do not disassemble, replace or repair the equipment by yourself, or you will lose the warranty qualification. If you need repair service, please contact customer service or Pimax authorized service provider for repair.

9. Operation Guide

Within the period of validity of the regulation, you can enjoy the right to repair, replace and return goods in accordance with this provision. The above shall be handled with invoices or relevant valid shopping vouchers.
Refer to detailed after-sales regulations: https://pimax.com/return-refund/

⚠️ **Important Tips**

The Following Situations Are Not Within The Scope Of The Regulation

- Damage caused by failure to use, maintain and keep in accordance with the requirements of this product manual;

- Gifts and packaging boxes other than this product;

- Damage caused by disassembly, modification and maintenance of unauthorized service providers;

- Damage caused by fire, flood, lightning and other force majeure;

- The warranty period has expired.