



www.mypidion.com

Handheld PDA
BM180

User's Manual

- Please read the following warnings before using the product.
- Shapes and colors of the images shown in this manual may differ from the actual products.
- Contents of the manuals may differ based on the software version of products or conditions of the wireless provider.

- This user manual is protected by copyright.
- This user manual has been created by the Bluebird Inc. We have done our best not to create typos, editing errors, and leaving out any information. Please understand if there are any inconveniences.
- This product's program is legally protected. Illegal copying, transmitting, or erasing of the program is prohibited.
- This product's partial functions might have problems from the environment, user program, and other machines.
- The radio equipment can't be used for life saving services because there is possibility to have radio interference and failure.

REGISTERED TRADEMARK



BLUEBIRD

BLUEBIRD is an emerging global brand, striving to lead the market in performance and mobility. Their products represent reliability, innovation, and innovative technology. BLUEBIRD is a registered trademark from the global brand of Bluebird Inc. and is copyright protected.

User's guidance

Device type	User's guidance
Class B Device (Household Information and Communication Device)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

※ Please read warnings and cautions before use.

FCC (Federal Communications Commission)

This device complies with Part 15 of the FCC's Rules. Operation is subject to the following two Conditions:

1. This device may not cause harmful interference, and
2. This device must accept ant interference received, including interference that may cause undesirable operation.

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

The antenna must be installed such that 0 cm is maintained between the antenna and users, and the transmitter module may not be co-located with any other transmitter or antenna.

End users cannot modify this transmitter device. Any Unauthorized modification could void the user's authority to operate this device.

Part 15.105 (B)

Note : 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 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.

Modifications not expressly approved by the manufacturer could void the user's authority to operated the equipment under FCC rules.

FCC 15.407 (g) states

Manufacturers of U-NII devices are responsible for ensuring frequency stability such that an emission is maintained within the band of operation under all conditions of normal operation as specified in the users manual.

Since this is an Indoor Only device (required for this band) you do not need to worry about the extreme frequency Stability over wide temperatures, but you can show that the frequency Generation portion of this device (from the schematic) has its own stated stability that would never allow the device to generate emissions or part of the spectrum outside of the authorized band (can be determined by looking at the Occupied BW plots to see how much margin to the band edge is available).

If the devices in the future use the other higher frequency UNII bands, and the devices can be used outdoors, you may need to provide details of stability over a much wider temperature range (depending on the use conditions stated in the manual).

Most compliance for this requirement is stated from the specification of the frequency generation portion of the device and not necessarily through additional testing.

CE

Hereby, Bluebird Inc. declares that this BP50 is in compliance with the essential requirements and other relevant provisions of directive 1999/5/EC.

Use only power supplies listed in the user manual.

Adaptor Info

- Manufacturer : Phihong (Switching Power Supply)
- Model : PSAC15R-050
- Input : 100-240~0.4A, 50~60Hz
- Output : 5V / 3.0A

Warning label (IEC 60417-6044)

To prevent possible hearing damage, do not listen at high volume levels for long periods.



Contents

Notice before using device	5
Precautions before using battery	7
About the product	
1. Checking components	9
2. Checking names of parts	10
3. Buttons	11
Learning basics	
1. Battery	12
1-1 Insert the battery	12
1-2 Remove the battery	14
2. How to use cards	14
2-1 Insert the SAM card	15
2-2 Insert the MicroSD card	15
2-3 Insert the Micro SIM card(Optional)	16
2-4 Removing the card	16
3. Charging the battery	17
3-1 Direct charging	17
3-2 Cradle charging	18
4. Turning on	19
Using the barcode reader	
1. Using the barcode scanner	20
2. Scanning Barcodes	20
Card reader	
1. MSR card reader (MSR models only)	21
2. NFC card reader	21
Device specifications	22
Q & A	23
Service Center	24
Warranty Certificate	26

Notice before using device

- This device is qualified for the standard of the safety of human body against electromagnetic wave. For your own safety, please use certified devices provided by headquarter.

If not the case, we cannot guarantee your safety.

- Do not press power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.

- Do not remodel, take apart, or repair the device. Please refer to your customer service center.

If not the case, you will not be able to get your free repair service.

- Please follow instructions when using the battery.

- Do not use your device at an explosive danger zone.

- In case your device is wet, do not put your device in heaters, microwaves, or etc to dry- there is a risk of explosion or it can be the cause of malfunction.

(Please note there is a label in the device that changes color when it gets wet. In this case you will not be able to get your free repair service.)

- Do not use your device when boarding a plane or inside of hospitals.

- Please backup the data and information from your device.

During the repair or upgrade, there is a slight possibility of your data being erased.

(Ring tones, text/voice message, characters will be reset.)

- Please refrain from using your device while driving. If you are in an unavoidable situation, stop your vehicle or use your hand free kit.

- Do not use in places of high temperature and high humidity. The following can be the causes of malfunction: getting wet from the rain, spilling drinks, and taking it in with you at the sauna (high temp.)

In these cases, you cannot receive your free repair service.

- Do not place credit cards, phone cards, bankbook, and tickets next to the device.

The magnetic forces of the device can damage the information of listed item.

- Please avoid impacts or vibrations. When the device is not in use, unplug the power cord and place it at a safe place where it won't drop.

- Do not place your device at a dusty place. Keep your power cord away from any heating devices. Unplug the power cord when cleaning. If there are any dusts or residue clean the power cords pins thoroughly.

- When a battery is not in use for a long time, please charge and store it at room temperature. Even for fully charged battery, the lifetime can be decreased because of its own properties of voltage decrease.

- Do not paint your device. It can damage your screen or your device's exterior.

Also, the paint can peel off and it triggers allergies. If there is allergic reaction, please find medical advice.

NOTIFICATION avant l'utilisation de l'appareil

Cette information est pour votre propre sécurité. S'il vous plaît respecter les précautions suivantes.

Cet appareil est qualifié pour la norme de la sécurité du corps humain contre la vague électromagnétique

Pour votre propre sécurité s'il vous plaît utilisez les appareils fournis par le siège

Si ce n'est pas le cas on ne peut pas garantir votre sécurité

N'appuyez pas sur le bouton d'alimentation sur l'appareil s'il est mouillé, ou ne touchez pas l'adaptateur ou le cordon d'alimentation avec les mains mouillées, il y a un risque de choc électrique.

Ne pas remodeler démonter, ou bien réparer l'appareil. S'il vous plaît reportez à votre service clientèle du centre.

Si ce n'est pas le cas, vous ne serez pas capable d'avoir votre service de réparation gratuit.

S'il vous plaît suivez les instructions lors de l'utilisation de la batterie.

Ne pas utiliser votre appareil dans une zone de danger explosif.

Dans le cas où votre appareil est humide, ne la mettez pas dans les radiateurs, micro-ondes, ou etc pour la sécher- il ya un risque d'explosion ou il peut être la cause de dysfonctionnement.

Veuillez noter qu'il y a une étiquette dans l'appareil qui change de couleur quand il est mouillé. Dans ce cas, vous ne serez pas capable d'avoir votre service de réparation gratuit.

Ne pas utiliser votre appareil lors de l'embarquement d'un avion ou à l'intérieur des hôpitaux.

Veuillez sauvegarder les données et les informations de votre appareil.

Lors de la réparation ou de mise à jour, il ya une faible possibilité que votre données seront effacés.
(Sonneries, messages textes/vocaux des personnages seront réinitialisés.)

Veuillez ne pas utiliser votre appareil pendant la conduite. Si vous êtes dans une situation inévitable, arrêtez votre véhicule ou d'utiliser votre kit main libre.

Ne pas utiliser dans des endroits de haute température et une humidité élevée. Les éléments suivants peuvent être les causes de dysfonctionnement: Etre mouiller par la pluie, boissons renversants, et le prendre avec vous dans le sauna (haute température).

Dans ces cas, vous ne pouvez pas recevoir votre service de réparation gratuite.

Ne placez pas de cartes de crédit, cartes de téléphone, livret bancaire et des billets à côté de l'appareil. Les forces magnétiques de l'appareil peuvent endommager les informations d'article énumérée.

Veuillez éviter les impacts ou des vibrations. Lorsque l'appareil n'est pas utilisé, débranchez le cordon d'alimentation et mettez le dans un endroit sécurisé ou il ne tombera pas.

Ne mettez pas votre appareil dans un endroit poussiéreux. Gardez votre cordon d'alimentation à l'écart de tout appareil de chauffage. Débranchez le cordon d'alimentation lors du nettoyage. S'il y a des poussières ou résidus nettoyer les broches de cordons d'alimentation à fond.

Quand la batterie n'est pas utilisée pendant une longue période, veuillez chargez la et stockez la à la température ambiante Même pour batterie complètement chargée, la durée de vie peut être réduite à cause de ses propres propriétés de baisse de tension.

Ne peignez pas votre appareil. Il peut endommager votre écran ou l'extérieur de votre appareil, aussi la peinture peut s'écailler et il déclenche les allergies.S'il ya réaction allergique, veuillez trouver un conseil médical.

Precautions Before Using Battery



These are safety precautions in order to prevent a dangerous accident.
Please use the battery correctly and carefully observe the instructions.

- If the battery is taken apart by impact, applied heat, submersion, or hole-drilling, there is a risk of a dangerous explosion. Please keep away from children and animals.
- Leaving the battery in the vehicles under direct sunlight or any enclosed space with hot temperature can deform or break down the battery.
- Please do not make any improper contact on battery contact pin with necklaces, coins or any electric conductors. Do not give any impact by sharp object. There is a risk of explosion.
- Please use only the designated battery for the device.
If the original battery is not used, the life of the device may decrease and there is a risk of explosion. (In this case you cannot receive the free repair service)
- When charging the battery, you must use the supplied standard power adapter.
If the original adapter is not used, the battery life may decrease and may explode.
(In this case you cannot receive the free repair service)
- Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.

1) Instructions regarding replacement batteries if the batteries are replaceable by the user.

2) A lithium ion battery pack shall be marked with the following or equivalent:

"CAUTION: Risk of Fire and Burns. Do Not Open, Crush, Heat Above (50°C). Follow Manufacturer's Instructions."

This wording or equivalent shall also be included in the instructions packaged with the battery pack.

Precautions avant l'utilisation du batterie



Ce sont des mesures de Securities afin d'éviter un accident grave.

Veuillez utiliser la batterie correctement et soigneusement Respectez les consignes.

Si la batterie est démontée par l'impact La chaleur appliquée, submersion, ou le perçage de trous, il ya un risque d'une explosion dangereuse. Veuillez garder loin des enfants et des animaux.

Laissez la batterie dans les véhicules sous lumière directe du soleil ou tout espace clos avec la température chaude peut se déformer ou briser la batterie.

Veuillez ne pas faire de mauvais contact sur la batterie, Contact broche avec des colliers, des pièces ou des conducteurs électriques. Ne donnez pas d'impact par un objet pointu Il ya un risque d'explosion.

Veuillez utiliser uniquement la batterie désignée pour l'appareil Si la batterie d'origine n'est pas utilisée la durée de vie de l'appareil peut être diminué et il y'aura un risque d'une explosion

(Dans ce cas vous ne pouvez pas recevoir le service de réparation gratuite)

Lorsque vous rechargez la batterie vous devez utiliser l'adaptateur secteur fourni en standard Si l'adaptateur d'origine n'est pas utilisé, la durée de vie de la batterie peut diminuer et pourrait exploser. (Dans ce cas, vous ne pouvez pas recevoir le service de réparation gratuite)

Risque d'explosion si la batterie est remplacée par un type incorrect.Jetez les piles usagées selon les instructions.

1) Les instructions concernant les batteries de rechange si les batteries sont remplaçables par l'utilisateur.

2) Un pack de batterie lithium-ion doit être marqué avec le suivant ou son équivalent:

"ATTENTION : Risque d'incendie et de brûlures. Ne pas ouvrir, écraser, chaleur au-dessus (50 ° C). Suivez les instructions du fabricant.

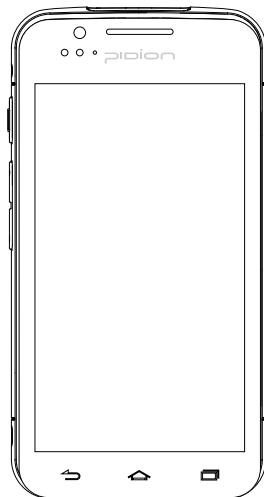
« Instructions ».

Cette formulation ou équivalent doivent également être inclus dans les instructions fournies avec la batterie.

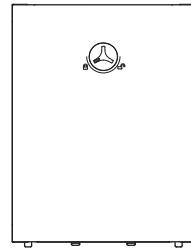
About the product

1. Checking components

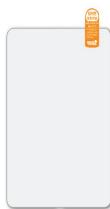
The images in this User's Manual may not reflect the color and shape of the actual product. Please contact the Customer Care Center if you wish to purchase any additional or optional products.



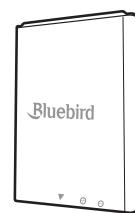
BM180 Main set



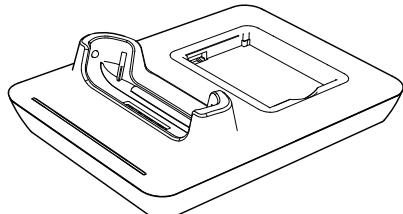
Battery Cover



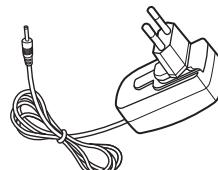
LCD Protect Film(Optional)



Battery



Cradle(Optional)



Adaptor (Optional)

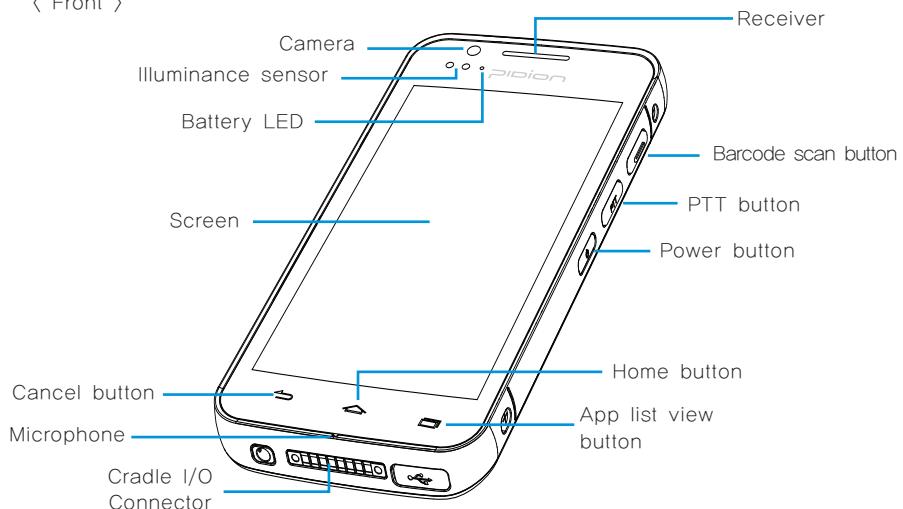


USB Cable (Optional)

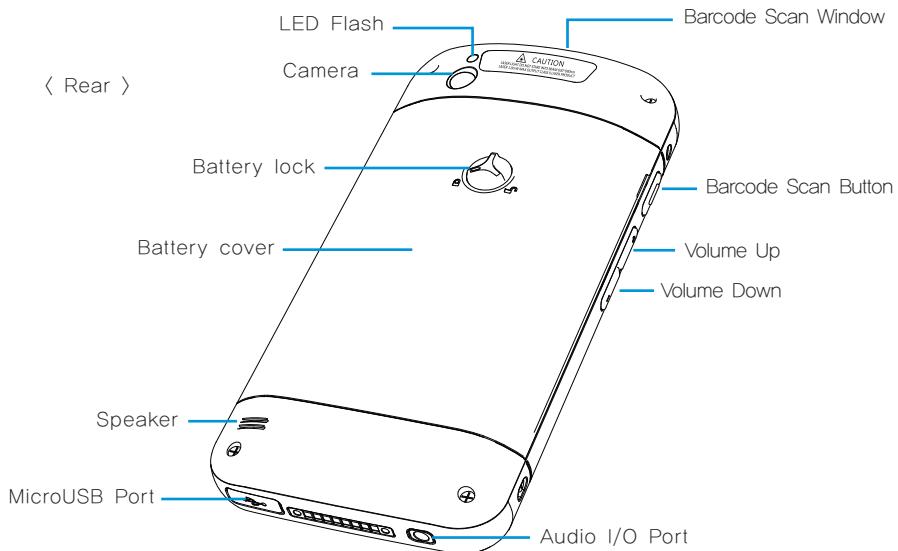
About the product

2. Checking names of parts

⟨ Front ⟩



⟨ Rear ⟩



About the product

3. Buttons

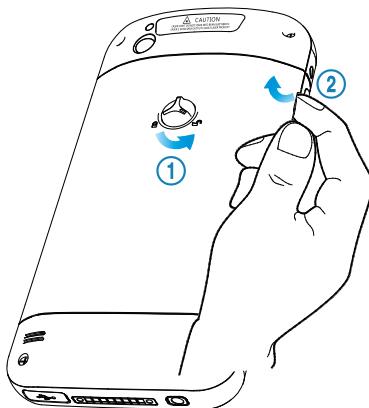
Button	Function
1. Power button	Press and hold to turn the device on or off.
2. App list view button	View a list of apps running.
3. Home button	Press to return to the Home screen.
4. Cancel button	Tap to return to the previous screen.
5. Volume button	Press to adjust the device volume.
6. PTT button	PTT(Push-To-Talk) Function.

Learning Basics

1. Battery

1-1 Insert the battery

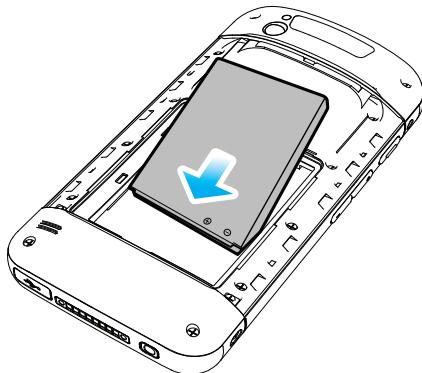
A



① Turn the battery lock.

② Remove the battery cover.

B



Push the battery to the direction of the arrow.



WARNING

- Be careful not to damage your fingernails when you remove the back cover.
- Do not bend or twist the back cover excessively. Doing so may damage the cover.

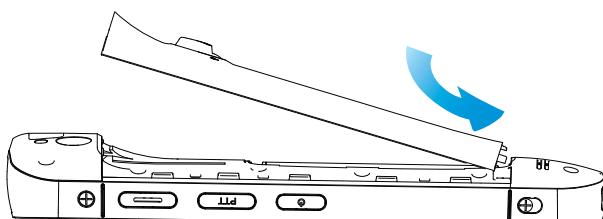


WARNING

- Veillez à ne pas abîmer vos ongles lorsque vous retirez le couvercle arrière.
- Ne pas plier ou tordre le couvercle arrière trop. Cela pourrait endommager le couvercle.

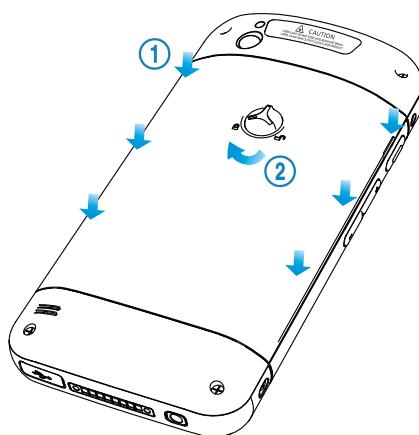
Learning Basics

C



Push down the battery cover.

D



- ① Replace the back cover.
- ② Turn the battery lock.



- Only use the supplied adapter to charge your battery.

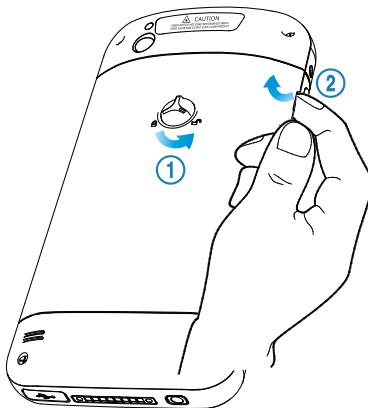


- Utilisez uniquement l'adaptateur fourni pour charger la batterie.

Learning Basics

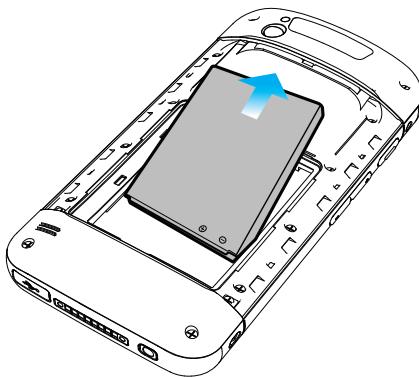
1-2 Removing the battery

A



- ① Turn the battery lock.
- ② Remove the battery cover.

B



Pull out the battery.



• Do not remove the battery before removing the charger. This may damage the device.

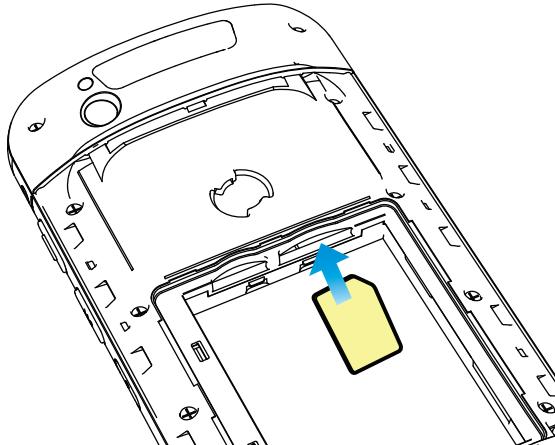


• Ne pas retirer la batterie avant de retirer le chargeur. Cela peut endommager l'appareil.

Learning Basics

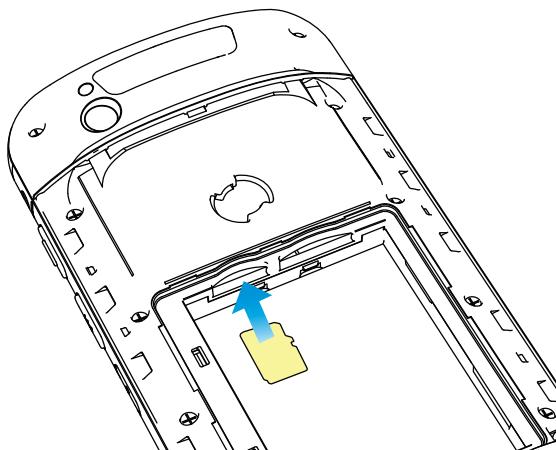
2. How to use cards

2-1 Insert the SAM card



Insert a memory card with the gold-coloured contacts facing downwards.
Push the memory card into the slot until it locks in place.

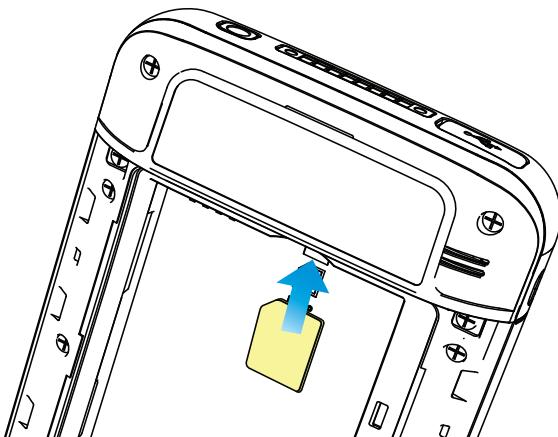
2-2 Insert the MicroSD card



Insert a memory card with the gold-coloured contacts facing downwards.
Push the memory card into the slot until it locks in place.

Learning Basics

2–3 Insert the Micro SIM card (Optional)



Insert a memory card with the gold-coloured contacts facing downwards.
Push the memory card into the slot until it locks in place.

2–4 Removing the card

Push the card until it disengages from the device, and then pull it out.



- Do not insert a memory card into the Micro SIM card slot.



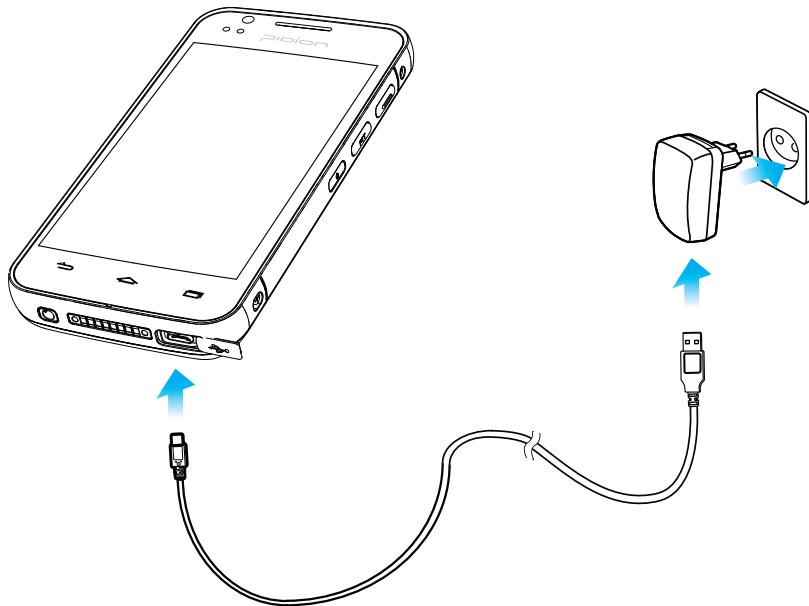
- Ne pas insérer une carte mémoire dans la fente pour carte Micro SIM.

Learning Basics

3. Charging the battery

Charge the battery before using it for the first time.
Use the charger to charge the battery.

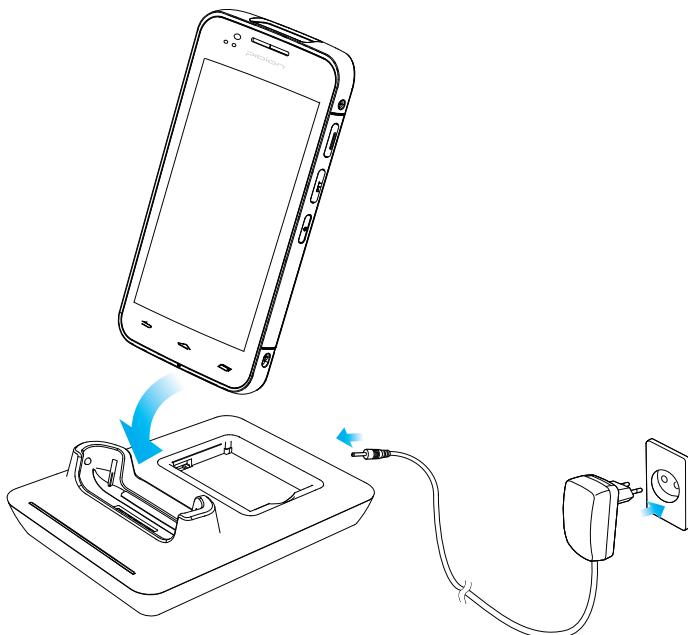
3-1 Direct charging



Plug the small end of the charger into the multi purpose jack of the device,
and plug the large end of the charger into an electric socket.

Learning Basics

3-2 Cradle charging



As you see in the picture, connect the adapter with the power cable to charge the device.

Power Charging Light

Charging	Red
Charged	Green

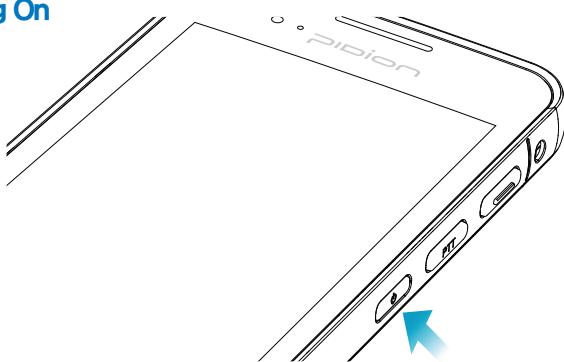


- When the device's battery is low, it may warn you with a ring and a message.
- The charging time can vary depending on the environment. A new battery is only partially charged. Please charge fully before using.



- Lorsque la batterie de l'appareil est faible, il peut vous avertir d'un anneau et un message.
- Le temps de charge peut varier en fonction de l'environnement. Une nouvelle batterie est partiellement chargée. S'il vous plaît recharger complètement avant de l'utiliser.

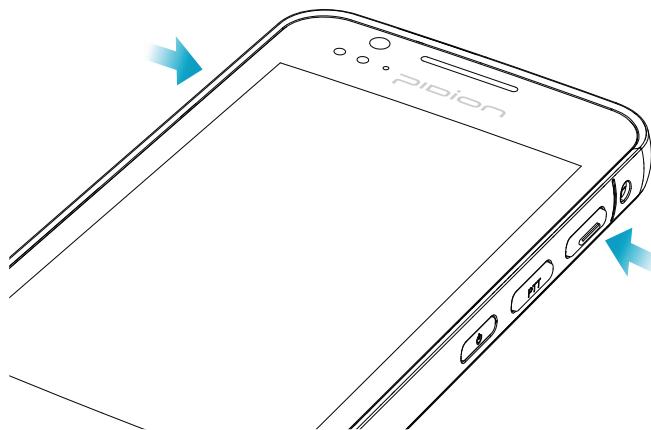
4. Tuning On



- The [Power] button on the side.
- Press the [Power] button shortly due to turn on.

Using The Barcode Reader

1. Using the barcode scanner



Press the [Scan] button either on the side. Then Start to scan barcodes.

2. Scanning Barcodes

In order to scan accurately, you must scan with the correct angle 10cm away.



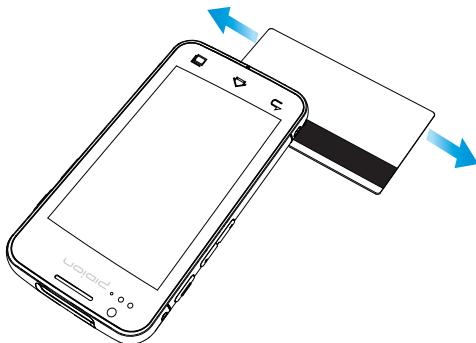
- If you are using Barcodes with special programs, please contact the manufacturing company.



- Si vous utilisez barres avec des programmes spéciaux, s'il vous plaît contacter l'entreprise de fabrication.

Card reader

1. MSR card reader (MSR models only)



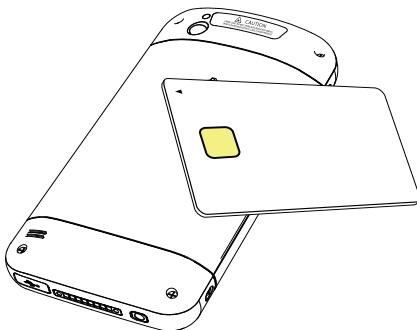
MSR card down in the direction of the arrow shows.

MSR terminal is to the left,

MSR is recognized in bi-directions.

2. NFC card reader

If you touch the picture card as the payment is to NFC.



Device Specifications

Physical Characteristics	
Dimensions (W x H x D)	77.95 x 152.1 x 16.7mm
Weight	261g
Display	5-inch HD Eyelluminate™ Display; 1280 x 720 pixel
STANDARD BATTERY	Rechargeable, 3.7V, 3,000mAh, Li-ion
EXTENDED BATTERY	Optional, Rechargeable, 3.7V, 4,500mAh, Li-ion
Expansion Slot	Customer-accessible MicroSD slot for removable memory cards up to 32G
SIM/SAM Slot	1 SIM (Optional)/ 1SAM (for NFC Applications)
Camera	Main(Rear): 8 Mega pixel Auto focus Camera with LED Flash; Sub(Front): VGA Front Camera for Video Conference
BARCODE SCANNER	2D Imager
GPS	Integrated GPS
Performance Characteristics	
Processor	Powerful Dual Core Cortex-A15 Processor
OS	Optional, Android 4.2; Windows Embedded 8 Handheld
Memory	Optional, 1GB or 2GB RAM; 8GB or 16GB storage
Interface	Docking connector; Micro USB
User Environment Characteristics	
DURABILITY	TankSmith™ Technology;
Operating Temp	-20°C to 60°C / -4°F to 140°F
Storage Temp	-25°C to 70°C / -13°F to 158°F
Humidity	95% non-condensing
COMMUNICATION OPTIONS	
WLAN Radio	Optional, 802.11 a/b/g/n (802.11n 2.4GHz and 5GHz)
WPAN Radio	Optional, Bluetooth Classs II V4.0
PAYMENT OPTIONS	
MSR	Optional, Integrated Magnetic Stripe Reader (MSR)
NFC	Optional, Integrated contactless Card Reader



- Please ask your sales representative for the specs not listed above.



S'il vous plaît demander à votre représentant des ventes pour les spécifications non énumérées ci-dessus.

Q & A

Q Water went into my device. What do I do?

A First, remove the battery from the device and completely dry them in a dry place.

After drying for a good period of time, try to turn it on. If it still does not turn on, the main-board or other parts needs to be replaced.

Please contact to your service center.

Q The BM180 won't turn on.

A The program may be damaged. Please try resetting your device. If it still doesn't work, Please contact the service center.

Q The BM180 won't charge.

A A Make sure the power cable and your device have been properly connected.

Try to clean the charging terminals. If they still do not work, your battery life might be finished or it may be a broken battery.
(The battery warranty lasts for 6 months)

Q How do I get the repair service?

A You can send the device via a delivery service to headquarter. When sending the package, make sure you pay for the shipping fee in advance.

When the repair is finished, headquarter will cover the shipping cost.

Q My battery drains very quickly.

A The battery can be drained quickly when the Wi-Fi or Bluetooth is turned on.

If it drains quickly regardless of using the options above, please purchase another battery.



- If you have done the above and the device still does not work, please contact to the service center.
- After the 1 year warranty the repair service will be charged.



- Si vous avez fait le haut et l'appareil ne fonctionne toujours pas, s'il vous plaît contacter le centre de service.
- Après la garantie de 1 an le service de réparation sera facturé.

Service Center

Before Requesting After-Sales Service

Before asking for after-sales service, please back up the data from the terminal.

We do not back up data from the products received in the Customer Care Center. Therefore, we assume no responsibility for loss/deletion of data.

Bluebird Customer Service

- FAX : +82-2-548-0870
- E-Mail : mookseven@bluebird.co.kr
- Address : Customers service center, SSang-young IT twintower B 703,
Sangdaewon-dong 442-5, Joongwon-gu, Sungnam-si, Keonggi-do,
Korea

Operating hours

• Mon.-Fri. : 9:30 A.M. ~ 6:30 P.M. (GMT Time: +9 Hours)

The center is closed on Saturdays, Sundays and holidays.

Registering for After-Sales Service

- We receive the products for after-sales service through mail, delivery service and hand carry only in principle.
- If you bought the product from any party other than the authorized dealer, you need to register the product before asking for after-sales service.
- Please enclose an evidence of purchasing or the receipt to the product for after-sales service.
- Please enclose the name, telephone number, address and symptom for prompt service.
- You can ask for after-sales service through the dealer or the Customer Care Center in the head office.
- Do not intentionally damage the label on the product.
- Damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- Warranty will not be provided for any damage occurring during delivery. We recommend you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for loss of the product during delivery.

Service Center

Charged Service

1. If it is not a default, it will be charged when requesting for after-sales service.

- Service request due to inappropriate use of the customer
- Loss of a PIN number
- Use of programs that might effect the program
(over-clock, forceful changes in the input of the system, personal developments)

2. Default due to a mistake on the part of the customer

- Default due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc).
- Default due to a repair or unauthorized technician.
- Default caused intentionally or by carelessness of the customer.
- Default due to the use of fraudulent parts or components.

3. Other cases

- Default due to nature (fire, damage due to sea wind, flood damage, etc.).
- Expendable parts have exhausted their life (batteries, antenna, or other component parts).

4. Regulations of treatment after charged service

- If the same default occurs on the part that had been repaired within a 2 months(60 days) period, it will be provided with free of charge repair service.

There will be no returning of goods or repayment upon the following situation

- Removal of the sealing of the product if it had been sealed.
- If the product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (CD, diskette, manual, connecting cables, etc.).
- Damage to the product after 10 days of purchase, the product will either be exchanged or provided with after-sales service (note, returning of goods or repayment is not allowed).



Il n'y aura pas de retour de marchandises ou de remboursement sur la situation suivante

- Suppression de l'étanchéité du produit s'il avait été scellé.
- Si le produit a été endommagé par une utilisation imprudente par le client ou en raison d'une catastrophe naturelle (inondations, la pluie, le feu, etc.)
- Perte de composants de produits ou autre (CD, disquette, manuel, câbles de connexion, etc.)
- Les dommages au produit après 10 jours suivant l'achat, le produit sera soit échangé ou fourni avec le service après-vente (note, le retour de marchandises ou de remboursement n'est pas autorisé).



Warranty Certificate

Thank you for purchasing a product from Bluebird Inc.

- If a circumstance arises where you lose a receipt or the certificate of guarantee, then the term of guarantee will be calculated 3 months (certified by the number of the manufacture, a certificate of inspection) after the date of manufacture.
- In case of accessories (such as batteries), only those that match the sales list managed by the service center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the service center due to the carelessness of the customer will be fully charged.

Name of Product	Handheld PDA
Name of Model	BM180
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty

1. Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the regulations on compensation for damage of customer.
2. Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
3. If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
4. Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
5. Warranty of Bluebird is valid in the countries where the Bluebird products are distributed by Bluebird. (Contract for additional warranty service like field service)
6. Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
7. This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.



Customers Service Center

Hours

Mon. ~ Fri. : 9:30 A.M. ~ 6:30 P.M.
(GMT Time: +9 Hours)

We are not open on Saturday,
Sundays and National Holidays.

Address

Customers service center, SSang-young
IT twin tower B 703, Sangdaewon-dong
442-5, Joongwon-gu, Sungnam-si,
Keonggi-do, Korea

Bluebird constantly strives to bring
utmost satisfaction to all our customers.