

SKU列表

服务费

一代耳机 仅供H8TT

- Service Fee - AirPods, 1st Gen, Left, T1 代码1GLT1
- Service Fee - AirPods, 1st Gen, Left, T2 代码1GLT2
- Service Fee - AirPods, 1st Gen, Left, T3 代码1GLT3
- Service Fee - AirPods, 1st Gen, Right, T1 代码1GRT1
- Service Fee - AirPods, 1st Gen, Right, T2 代码1GRT2
- Service Fee - AirPods, 1st Gen, Right, T3 代码1GRT3
- Service Fee - Charging Case, 1st Gen, T1 代码1GCT1
- Service Fee - Charging Case, 1st Gen, T2 代码1GCT2

二代耳机 仅供LX2Y

- Service Fee - AirPods, 2nd Gen, Left, T1 代码2GLT1
- Service Fee - AirPods, 2nd Gen, Left, T2 代码2GLT2
- Service Fee - AirPods, 2nd Gen, Left, T3 代码2GLT3
- Service Fee - AirPods, 2nd Gen, Right, T1 代码2GRT1
- Service Fee - AirPods, 2nd Gen, Right, T2 代码2GRT2
- Service Fee - AirPods, 2nd Gen, Right, T3 代码2GRT3
- Service Fee - Charging Case, 2nd Gen, T1 代码2GCT1
- Service Fee - Charging Case, 2nd Gen, T2 代码2GCT2

二代无线充电仓版本 仅供JMMT

- Service Fee - AirPods, 2nd Gen, Left, T1 代码2GLT1
- Service Fee - AirPods, 2nd Gen, Left, T2 代码2GLT2
- Service Fee - AirPods, 2nd Gen, Left, T3 代码2GLT3
- Service Fee - AirPods, 2nd Gen, Right, T1 代码2GRT1
- Service Fee - AirPods, 2nd Gen, Right, T2 代码2GRT2
- Service Fee - AirPods, 2nd Gen, Right, T3 代码2GRT3
- Service Fee - Wireless Charging Case, 2nd Gen, T1 代码2GWCT1
- Service Fee - Wireless Charging Case, 2nd Gen, T2 代码2GWCT2

Pro耳机 仅供LKKT/0C6L

- Service Fee - AirPods Pro, Left, T1 代码PROLT1
- Service Fee - AirPods Pro, Left, T2 代码PROLT2
- Service Fee - AirPods Pro, Left, T3 代码PROLT3
- Service Fee - AirPods Pro, Right, T1 代码PRORT1
- Service Fee - AirPods Pro, Right, T2 代码PRORT2
- Service Fee - AirPods Pro, Right, T3 代码PRORT3

序列号后四位

1. H8TT=一代耳机

2. LX2Y=二代耳机

3. JMMT=无线充电二代耳机

2/3共享耳机头SKU，充电仓需要单独SKU

4. LKKT/0C6L=PRO耳机

SKU列表

押金

一代耳机 仅供H8TT

Replacement Deposit - AirPods, 1st Gen, Left, RFB 代码1GLRFB

Replacement Deposit - AirPods, 1st Gen, Right, RFB 代码1GRRFB

Replacement Deposit - Charging Case, 1st Gen, RFB 代码1GCRFB

二代耳机 仅供LX2Y

Replacement Deposit - AirPods, 2nd Gen, Left, RFB 代码2GLRFB

Replacement Deposit - AirPods, 2nd Gen, Right, RFB 代码2GRRFB

Replacement Deposit - Charging Case, 2nd Gen, RFB 代码2GCRFB

二代无线充电仓版本 仅供JMMT

Replacement Deposit - AirPods, 2nd Gen, Left, RFB 代码2GLRFB

Replacement Deposit - AirPods, 2nd Gen, Right, RFB 代码2GRRFB

Replacement Deposit - Wireless Charging Case, 2nd Gen, RFB 代码2GCRFB

PRO耳机 仅供LKKT/0C6L

Replacement Deposit - AirPods Pro, Left, RFB 代码PROLRFB

Replacement Deposit - AirPods Pro, Right, RFB 代码PRORRFB

Replacement Deposit - Charging Case, AirPods Pro, RFB 代码PROCRFB

序列号后四位
1. H8TT=一代耳机
2. LX2Y=二代耳机
3. JMMT=无线充电二代耳机
2/3共享耳机头SKU，充电仓需要单独SKU
4. LKKT/0C6L=PRO耳机

We need your serial number to get started.

Enter your serial number

[How to find your serial number >](#)

Continue

-直接模仿样式：询问客户序列号

-本页的作用：询问序列号是帮助后续决定提供的产品SKU，因为序列号可以判断不同年份发布的产品，避免出现客户不知道自己的产品是什么年代的情况。

序列号判断逻辑：根据客户提供的序列号后四位甄别即

-输入要求：12位，英文字母和数字Only，禁止特殊符号和语言

*此处可以考虑植入机器人检测避免攻击

序列号后四位

1. H8TT=一代耳机

2. LX2Y=二代耳机

3. JMMT=无线充电二代耳机

2/3共享耳机头SKU，充电需要单独仓SKU

4. LKKT/0C6L=PRO耳机

How to find your serial number



- 1. Go to Settings > Bluetooth.
- 2. Find your AirPods in the list.
- 3. Tap the Info button next to your AirPods, and you'll see the serial number.



You can find the serial number on the underside of the lid of your Charging Case or Wireless Charging Case.

If you have the original packaging, you can find the serial number next to the barcode.

-弹出这个辅助页面如果客户在上一页点击： how to find your serial number
-本页建议直接出现在上一页上弹出这个小说明书， 右上角放一个X可以直接关闭

What's happening with your AirPods?



Battery & Charging



Audio & Sound



Physical or Liquid
Damage



Lost or Missing
AirPods

-开始询问客户故障
-这四个大类

What's happening with your AirPods?

X

Battery & Charging

AirPods won't charge

Battery troubleshooting

AirPods battery service

Charging Case battery service

The topic is not listed

-直接模仿样式：大类下面的子问题
-本页建议直接出现在上一页上弹出子页面，
左上角放一个X可以直接关闭

What's happening with your AirPods?



这个故障类别有四个子问题

AirPods won't charge

Charging Case won't charge

AirPods Battery Service

Charging Case Battery Service

What's happening with your AirPods?

第1个子问题

AirPods won't charge



Connect AirPods to known good power resource. Is the indictor light on the charging case on?

Yes

No

Is AirPods connecting to your phone?

You probably have a faulty charging case. Try to charge your AirPods again with a known good charging case.

Yes

No

Go Back 拒绝维修

如果回答NO，看下一页

Which side of your AirPods needs to be replaced?

Left

Right

Both Sides

订购左耳 订购右耳 订购左耳+右耳

T1

T1

T1

What's happening with your AirPods?

第1个子问题

AirPods won't charge



Connect AirPods to known good power resource. Is the indictor light on the charging case on?

Yes

No

Is AirPods connecting to your phone?

No

You probably have a faulty charging case. Try to charge your AirPods again with a known good charging case.

Go Back 拒绝维修

Which side of your AirPods needs to be replaced?

Left

Right

Both Sides

- 订购左耳
- 订购右耳
- 订购左耳+右耳
- T2
- T2
- T2

What's happening with your AirPods?

第2个子问题

Charging Case won't charge



Connect AirPods to known good power resource. Is the indictor light on the charging case on?

Yes

No

订购充电仓

T1

订购充电仓

T1

What's happening with your AirPods?

第3个子问题

AirPods Battery Service

Is AirPods connecting to your phone?

Yes

No

如果回答NO，看下一页

Can you still hear sound from your AirPods?

Yes

Which side of your AirPods needs to be replaced?

Left

Right

Both Sides

订购左耳

订购右耳

订购左耳+右耳

T1

T1

T1

No

Which side of your AirPods needs to be replaced?

Left

Right

Both Sides

订购右耳

订购左耳

T2

订购左耳+右耳

T2

T2

What’s happening with your AirPods?

第3个子问题

AirPods Battery Service

Is AirPods connecting to your phone?

No

Which side of your AirPods needs to be replaced?

Left

订购左耳
T2

Right

订购右耳
T2

Both Sides

订购左耳+右耳
T2

What’s happening with your AirPods?

第4个子问题

Charging Case Battery Service



Connect AirPods to known good power resource. Is the indictor light on the charging case on?

Yes

No

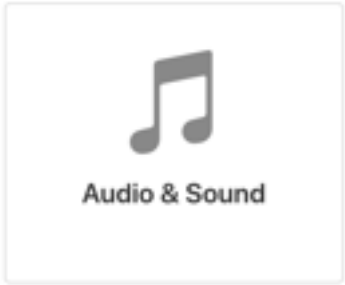
订购充电仓

T1

订购充电仓

T1

What's happening with your AirPods?



这个故障类别有六个子问题

AirPods won't connect **T2**

Unable to hear any sound **T2**

AirPods keep disconnecting **T2**

Microphone Issue **T2**

Crackling, Static, or other sound issues **T2**

Sensor Issues **T2**

以上所有问题直接跳入下面这个问题

Which side of your
AirPods needs to be
replaced?

Left

Right

Both Sides

订购左耳

T2

订购右耳

T2

订购左耳+右耳

T2

What’s happening with your AirPods?



这个故障类别有4个子问题

AirPods physically damaged **T3**

Charging Case physically damaged **T2**

AirPods water damage **T3**

Charging Case water damage **T2**

What's happening with your AirPods?

第1/2个子问题

AirPods physically damaged
AirPods water damage

Which side of your
AirPods needs to be
replaced?

Left

Right

Both Sides

订购左耳

订购右耳

订购左耳+右耳

T3

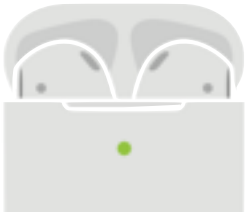
T3

T3

What's happening with your AirPods?

第2/4个子问题

Charging Case won't charge



Connect AirPods to known good power resource. Is the indictor light on the charging case on?

Yes

No

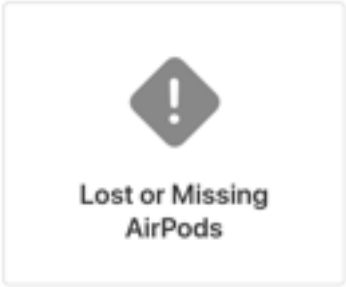
订购充电仓

T1

订购充电仓

T1

What’s happening with your AirPods?



AirPods Missing 

Charging Case Missing 

What's happening with your AirPods?

第1个子问题

AirPods Missing

Which side of your AirPods needs to be replaced?

Left

Right

Both Sides

订购左耳

订购右耳

订购左耳+右耳

T3

T3

T3

What’s happening with your AirPods?

第2个子问题

Charging Case Missing

订购充电仓

T3

We will replace your AirPods

To ensure the best experiences possible, we will send you the replacement product first. We will charge your credit card to secure a deposit for the replacement product, and we will refund it once we receive your returned product.

I am comfortable with that.

I need to think about it.

We will replace your AirPods

Here's your estimated quote:

| | |
|---|---------|
| Service Fee - AirPods, 1st Gen, Tier 1 | \$59.99 |
| Replacement Deposit - AirPods, 1st Gen, RFB | \$59.99 |
| Shipping | \$5.99 |
| Tax | \$5.99 |

| | |
|--------------|-----------------|
| Total | \$131.96 |
|--------------|-----------------|

We will charge a deposit of the product you are replacing so that we can send you the replacement first. Once we receive your returned faulty product, we will **refund** the replacement deposit.

We will replace your Charging Case

Here's your estimated quote:

| | |
|---|---------|
| Service Fee - Charging Case, 1st Gen, Tier 1 | \$59.99 |
| Replacement Deposit - Charging Case, 1st Gen, RFB | \$59.99 |
| Shipping | \$5.99 |
| Tax | \$5.99 |

| | |
|--------------|-----------------|
| Total | \$131.96 |
|--------------|-----------------|

We will charge a deposit of the product you are replacing so that we can send you the replacement first. Once we receive your returned faulty product, we will **refund** the replacement deposit.

