# MarsCat
## Usage Instruction

—

使 用 指 导 说 明

**MarsCat**
Model: MARS-1001

**Before using MarsCat read all instructions and cautiionary markings in this manual**

- Do not expose the product to rain or moisture to reduce fire or shock hazard.
- Do not place the product in or near fire, such as near a fireplace.
- Do not leave the product in a car in hot weather.
- Do not store or use the product in a hot and humid place such as in a sauna bath.
- Do not disassemble, crush or pierce the product.
- Do not expose the product to excessive shock such as dropping from a high place.
- Do not expose the product to high temperatures above 60 °C (140 °F).

**To reduce the risk of fire or electric shock, carefully follow these instructions.**

⚠ **Notice**

For specific use, please check the **official website**:
https://www.elephantrobotics.com/en/mars-en/#tutorials

# 1. Product Structure

The following picture illustrates the parts, controls and charging station of MarsCat.

## 1.1 MarsCat (Model: MARS-1001)
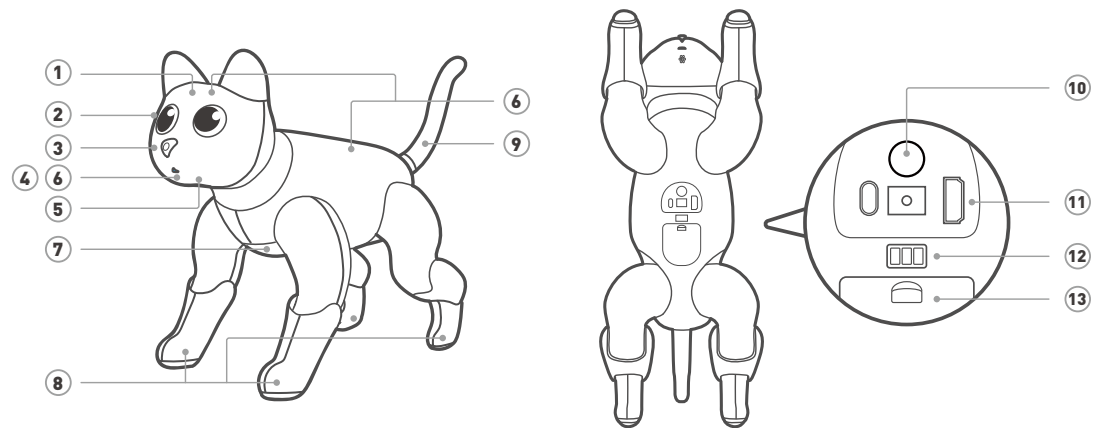


| ① Head | ⑥ Touch Sensor | ⑩ Power Button |
| --- | --- | --- |
| ② Eyes | ⑦ Loudspeaker | ⑪ Interface: Type-C, DC JACK(charging port), HDMI |
| ③ Camera | ⑧ Paw | ⑫ Wireless Charging Pins(used for Charging Station) |
| ④ ToF Sensor | ⑨ Tail | ⑬ Model Name Label(the model, serial number and certifications) |
| ⑤ Microphone | | |

## 1.2 Charging Station
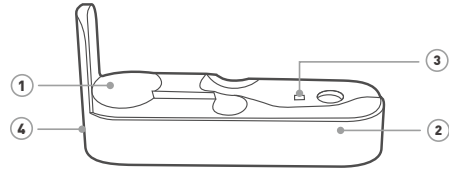


① Support Stand(where MarsCat's head rests)
② Charging Stand
③ Charge Connector
④ Supply Terminal

## 2. Note on Use

### 2.1 On handling MarsCat
· Do not use MarsCat on an unstable place or a place from which MarsCat may fall off to avoid a physical injury or a malfunction of MarsCat.
· Do nott place fragile or dangerous objects around MarsCat to avoid property damage or a freak accident.
· Note that Elephant Robotics will not be responsible for any damage or loss caused by such fall or collision.

### 2.2 To avoid injury
· Do not put your hands or fingers in gaps around MarsCat's movable parts.
· Do not lift, swing or twist around MarsCat by only grasping its head, tail or any movable parts.
· Do not pull MarsCat's tail hard. Noted that it's designed for safety that MarsCat's tail come off from the body when it's forcefully pulled.
· If MarsCat's tail comes off from the body, please put the detached tail to the protruded base component, and then push the tail toward MarsCat's body to let the component go into the receptacle hole of the tail.
· Do not use MarsCat on a hard or slippery floor, MarsCat may fail to sit up or move forward. It is recommended that you use MarsCat on a wooden floor or a carpet with short threads.
· Keep MarsCat's movable parts free of anything that can restrict their movements, such as a sticker or a ribbon.
· Do not lubricate MarsCat's movable parts.

· Do not allow a strong physical impact (e.g. dropping MarsCat) or exert excessive force (e.g. putting a heavy object on MarsCat) on MarsCat to avoid the risk of malfunction.
· Do not leave MarsCat in a place subject to extremely high/low temperatures or high humidity. MarsCat's operating temperature range is from 5 °C to 35 °C (41 °F to 95 °F). Use of MarsCat in an extremely cold or hot place where the temperature falls below or exceeds the range may cause a malfunction of MarsCat.

### 2.3 On cleaning
· When MarsCat or the charging station is soiled with small particles and dust, gently wipe them off with a dry, soft cloth.
· Do not use any volatile agent, such as alcohol or paint thinner, to avoid damaging the surface.
· If residues of dust or fingerprints are found on MarsCat's camera or sensor covers, do not touch them with bare hands. Instead, blow them off with a commercially available blower or wipe them off with a soft cloth.

### 2.4 Moisture condensation
· If MarsCat is brought directly from a cold place to a warm place, moisture may condense inside or on  the surface of it and cause a malfunction of MarsCat.
· If moisture condensation has occurred, leave MarsCat without turning on the power. Turn on the power until moisture condensation leave or you can wipe MarsCat with a dry cloth.

### 2.5 Heat generation
· MarsCat and the supplied power adapter may generate heat while they are in use. Heat generation is caused by the operation of internal electric circuits or the electric current that flows during battery charge and does not indicate a malfunction.
· The amount of heat generated by MarsCat depends on its activity.
· When MarsCat or the supplied power adapter is extremely hot to the touch when compared to its usual state, unplug the charger and stop charging.

## 2.6 On handling the charging station

· To let MarsCat charge its battery on its own on the charging station (self-charging) and get up from there, do not place objects, which may disturb MarsCat's activities, around the charging station.
· Choose an open bright place without direct sunlight to place the charging station and avoid a place subject to high room temperatures of 35 °C　(95 °F) and higher.
· Do not touch the charge connector with bare hands to avoid causing a bad contact.
· Do not exert force on the charging station, for example, step on or kick the charging station.
· Do not allow the charging station to be exposed to water or spill any type of liquids.

## 2.7 On charging the battery of MarsCat

· The supplied battery model is INR18650MJ1-2S2P, exclusively designed for MarsCat. If you need to purchase a new one, please visit our official website: **https://www.elephantrobotics.com/.**
· Charge the battery under the condition where the ambient temperature is within the range from 5 °C to 35 °C (41 °F to 95 °F). If the temperature is out of this range, the battery may not be fully charged.
· While you are charging the battery or using MarsCat, MarsCat's body temperature may rise. This does not indicate a malfunction of MarsCat.
· Even if you do not intend to use MarsCat for an extended period of time, charge the battery every 3-6 months to keep it from deteriorating.
· If MarsCat has not been used for an extended period of time, it may take more time to charge the battery.

## 2.8 On Handling the Power Adaptor

· Elephant Robotics provide supplied power adapter consistent with buyers' location
· Use the supplied power adapter with the charging station. Use of any power adapter other than the supplied one will cause a malfunction of MarsCat.
· For connecting the power adapter to a power outlet that is easy to access.
· Any problem happens during charging, immediately unplug the power cord from the power outlet to cut the power supply.

· To avoid the risk of heat generation or a malfunction of the adapter, unplug the power cord from the power outlet after the charging is completed.
· The supplied power adaptor is exclusively designed for MarsCat's charging station. It should not be used with any other electric devices.
· To purchase a new one, please visit our official website: **https://www.elephantrobotics.com/.**

## 2.9 On handling the SD card

· Do not take SD card out.
· If you want to read or transfer data, please use USB access to the file. For details, please visit our official website to consult relevant information: **https://www.elephantrobotics.com/.**

## 2.10 On data compensation

· In the event that your data is not recorded and thus unavailable for retrieval due to some reasons, such as a malfunction of MarsCat or a communication error, please be advised that Elephant Robotics assumes no liability for compensating lost data.

## 3. Network

· To protect user privacy, the use of MarsCat does not require a network.
· Users can operate MarsCat offline.

## 4. MarsApp

· MarsAPP is available for MarsCat via Bluetooth. MarsApp is a software developed for MarCat. Through MarsApp, you can better interact with MarsCat and learn more about it.
· For download or update MarsAPP, it can be done by your phone. By updating the system software, you can add new features to MarCat, improve user experience of MarCat, and enhance security of MarCat. Please use the dedicated app, MarsApp, to keep your MarCat updated.
· For the detailed introduction and use of MarsAPP, please refer to the User Guide on the official website.

## 5. Specifications

| | | | | |
|---|---|---|---|---|
| Name: | MarsCat | | Speaker: | 1 Speaker, 1 Microphone |
| Model: | MARS-1001 | | Sensors: | Capacitive touch sensor |
| Age to use: | 12+ | | Switches: | 1 Power Button |
| Joints: | 16 (Head x 2, Legs: 4(LEGS)x3(-Joints), Tail x 2) | | Interface: | Type-C (USB), DC JACK (charging port), HDMI |
| Material: | Plastic + Glass(eye)+ Rubber(Ear, Neck and Paw) | | Communications* | BLUETOOTH |
| Color: | White, Black, Grey, Ginger | | Power Consumption: | Approx. 20W |
| Size: | Lie Down: 388(L)x268(W)x240(H) Without Tail / 578(L)x268(W)x-240(H) With Tail | | Battery: | 7.4V, 6800mAH |
| | Stand: 372(L)x200(W)x329(H) Without Tail / 503(L)x200(W)x-329(H) Without Tail | | Battery Duration: | 2 Hours Active Motion, 3~4 Hours Regular Motion |
| Weight: | 2.9KG | | Recharge: | Charging Station / power adaptor; 8.4V/2A(Max) |
| MicroProcessor: | Raspberry PI 3 B(wifi) - Quad-Core ARM Cortex-A53 CPU, 1GB RAM | | Recharge Duration: | 3 Hours |
| Display: | 20LEDs(EYES), 128x128px, 1.5 Inch | | Accessories: | Type-C USB,4 Changeable Paws |
| Camera: | 5M Pixel Camera, 72 degree | | Toys: | Toys: Cat teaser, Cat Ball and Toy Fish |

## 6. Warranty Service

The service terms is only applicable to users who purchased MarsCat in the official store of Elephant Robotics or other stores authorized by Elephant Robot.

If you need after-sales service, please contact the customer service first to confirm the relevant details. After confirmation, please fill in warranty card in the last page in detail and complete the after-sales process under the guidance of customer service.

### 6.1 Receipt & Return

Please make sure that your package is signed for by yourself, and confirm whether the product and its color, quantity or other items are damaged or not. Any problem encountered please contact the customer service at the first time.

Return service is limited to goods not opened within 7 days after the receipt date of logistics of the products.

The freight or other risks incurred in return shall be borne by the customer.
• Customers are responsible for paying the cost or other expenses to ship it back to Elephant Robotics, not including the cost of re-delivery.
• Customers assume all risk of loss or damage to the Product while in transit.

### 6.2 Warranty Clauses

• Customers should provide purchase the invoice and warranty card as the warranty certification when a warranty is being asked.
• Elephant Robotics will be responsible for the hardware faults of products caused by the normal using during the warranty period.
• The warranty period starts from the date of purchase or the receipt date of the logistics.
• The faulty parts from the products will be owned by Elephant Robotics, and the appropriate cost will be charged if necessary.

| Electronic Accessories (including servos) | |
| --- | --- |
| Warranty Period | Warranty Services |
| < 90 Days | customer shall bear the return cost and Elephant Robotics shall provide maintenance services and offer bear the shipping cost. |
| ≥ 90 Days | customs shall bear the freight |

## 6.3 Non-Warranty Clauses

Neither of the following circumstances, even within the warranty period could have warranty services.

· Failure to use in accordance with the regulations caused product damage
· The user cannot provide the relevant certificate such as purchase proof/ warranty card or the relevant certificate is altered
· The faulty parts belong to the consumption materials (such as the shell, the natural consumption wear and aging of the pads)
· Faulty or damage caused by accident or by human
· Products that change(replace) components without authorization.
· Products that are scratched, defaced, rusted, oxidized or artificially damaged during transport.

## 6.4 Special Statement

· The freight or other risks incurred in warranty shall be borne by the customer.
· The cost or other expenses to ship it back to Elephant Robotics (not including the cost of re-delivery)
· All risk of loss or damage to the Product while in transit
Our company is not responsible for any direct or indirect losses caused during the usage of products normally (including damage to user' s data records or other tangible or intangible assets).

## 6.5 Extended warranty service

For extended warranty service, you can refer to the paid warranty service of MarsCat on the official website: www.elephantrobotics.com

### ⚠ Users Notice

1. Please remember to store and copy your user data before sending it to repair, because the data and other Settings may not be retained after repairment.

2. Since our MarsCat are precision electronic products, customers shall return the product in a safe and reliable packing and transportation method to avoid further damage due to transportation. We suggest that the customer apply for transportation insurance. For the loss caused by transportation or other force majeure during the transportation, our company will not bear the compensation.

3. The repair period will be determined by logistics and the degree of damage to the returned product and will be informed to the customer upon receipt of the repaired item.

Note: Our company reserves the right to interpret and modify the warranty card by law.

**MarsCat火星仿生猫**
型号：MARS-1001

## ⚠ 警告

**在使用本产品之前，请阅读本手册中所有说明及警告提示。**

- 为减少火灾或电击危险，请勿将产品暴露在雨中或潮湿的地方。
- 请勿将产品放在火中或靠近火处，如壁炉附近，也不要将产品放入微波炉中。
- 请勿在炎热天气将本产品留在车内。
- 请勿将本产品储存或使用在炎热潮湿的地方，如桑拿浴中。
- 请勿拆卸、压碎或刺穿产品。
- 请勿将产品暴露在过度的冲击下，如从高处跌落。
- 不要将产品暴露在超过60℃(140℃F)的高温下。

## ⚠ 危险

**为了减少火灾或触电的危险，请仔细按照本手册说明进行操作。**

## ⚠ 注意

有关MarsCat火星仿生猫具体的使用，请查看我们的官网：https://www.elephantrobotics.com/marscat/#tutorials

## ⚠ 版权声明

## 1. 产品构造

以下为MarsCat火星仿生猫身体部位、功能控件以及充电桩的图示说明。

### 1.1 MarsCat 火星仿生猫 (型号: MARS-1001)
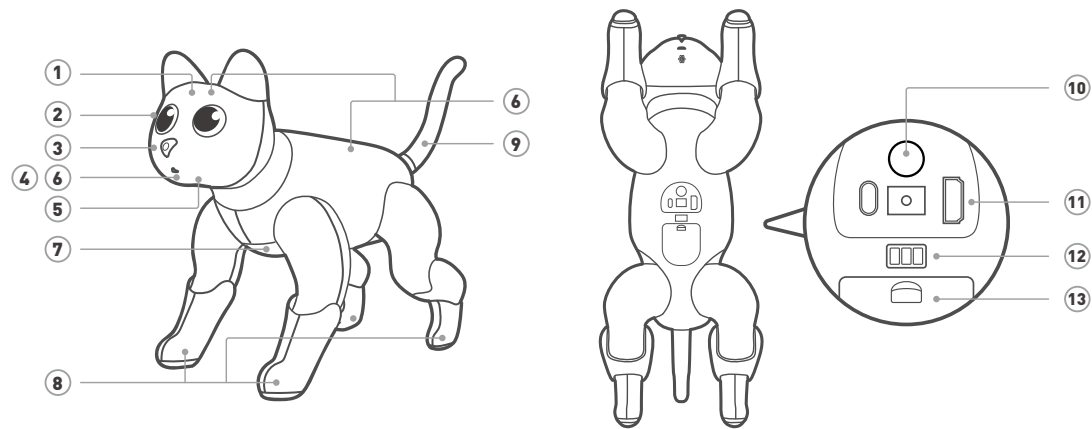


| ① 头 | ⑥ 触摸传感器 | ⑩ 开关 |
|---|---|---|
| ② 眼睛 | ⑦ 扬声器 | ⑪ 接口：Type–C (USB接口), DC JACK (充电线接口), HDMI |
| ③ 摄像头 | ⑧ 爪垫 | ⑫ 无线充电接触片（需连接充电桩使用） |
| ④ 距离传感器 | ⑨ 尾巴 | ⑬ 型号名称标签（型号，序列号和证书） |
| ⑤ 麦克风 | | |

## 1.2 充电桩
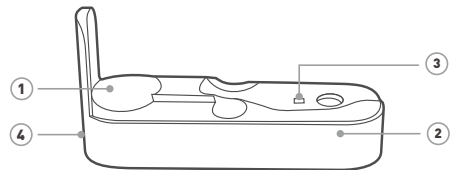


① 支撑站（MarsCat火星仿生猫头部放置的地方）
② 充电站
③ 充电接口
④ 电源接口

## 2. 使用注意事项

### 2.1 如何放置MarsCat火星仿生猫

· 请勿在可能使掉落MarsCat火星仿生猫的地方或表面不稳定的地方使用MarsCat火星仿生猫，这可能会导致MarsCat火星仿生猫受损或出现故障。

· 请勿在MarsCat火星仿生猫周围放置易碎或危险的物体，这可能会导致财产损失或意外事故。

· 请勿在桌上或其他可能会发生坠落的情况下使用MarsCat火星仿生猫，MarsCat火星仿生猫只能在平地使用。请注意，对于因此类跌落或碰撞而造成的任何损坏或损失，大象机器人概不负责。

### 2.2 如何避免造成伤害

· 请勿将手或手指放在MarsCat火星仿生猫活动部件周围的空隙中。

· 请勿在仅握住MarsCat火星仿生猫的头部、尾巴、前后爪、腰部等任何可移动部件时随意抬起、摇晃它们。

· 请勿用力拉扯MarsCat火星仿生猫的尾巴。当用力拉扯MarsCat火星仿生猫的尾巴时，它们会从身体上脱落。这是出于安全考虑的设计，并不表示出现故障。

· 如果MarsCat火星仿生猫的尾巴出现脱落的情况，请将分离的尾巴放在突出的基础部件上，然后将尾巴推向MarsCat火星仿生猫的身体，以使该部件进入尾巴的插孔中。

· 请勿在坚硬或湿滑的地板（如：混凝土或沥青地板）上使用MarsCat火星仿生猫。在此情况下，MarsCat火星仿生猫可能无法正常坐下或向前走。建议您在木地板或短螺纹地毯上使用MarsCat火星仿生猫。

· 避免在MarsCat火星仿生猫的活动关节处使用贴纸或色带等任何会限制其运动的物体。

· 请勿在MarsCat火星仿生猫的活动关节处添加润滑剂。

· 请勿强力撞击身体（如：摔落MarsCat火星仿生猫）或用力过大（如：在MarsCat火星仿生猫上放置重物），以免发生故障。

· 请勿将MarsCat火星仿生猫放在温度过高/过低或湿度高的地方。MarsCat火星仿生猫正常的工作温度范围是5℃至35℃（41℉至95℉）。在温度低于或超过温度范围的极冷或极热的地方使用MarsCat火星仿生猫可能会导致MarsCat火星仿生猫出现故障。

### 2.3 如何清理MarsCat火星仿生猫

· 当MarsCat火星仿生猫或充电桩被小颗粒和灰尘弄脏时，请用干燥的软布轻轻擦拭它们。

· 请勿使用任何挥发性试剂，例如酒精或油漆稀释剂，以免损坏表面。

· 如果在MarsCat火星仿生猫的相机或传感器盖上发现灰尘或指纹残留，请勿裸手触摸它们，请用吹风机将其吹干或用软布将其擦干。

### 2.4 关于湿气凝结

· 如果将MarsCat火星仿生猫直接从寒冷的地方带到温暖的地方，水分可能会在其内部或表面凝结，从而导致MarsCat火星仿生猫出现故障。

· 如果发生湿气凝结，请勿直接打开电源。

### 2.5 关于发热

· 使用期间，MarsCat火星仿生猫和随附的充电器可能会发热。发热是由内部电路的操作或电池充电期间流动的电流引起的，并不表示故障。

· MarsCat火星仿生猫产生的热量取决于其活动。

- 当MarsCat火星仿生猫或随附的充电器与正常状态相比摸起来非常热时，请拔掉充电器停止充电。

## 2.6 关于充电桩

- 为了确保MarsCat火星仿生猫能在充电桩上自行对电池充电（自充电）并自主离开充电桩，请勿在充电桩周围放置任何可能干扰MarsCat火星仿生猫活动的物体。
- 选择没有阳光直射的明亮房间放置充电桩，且避免将其放置在35℃（95℉）或更高的室温下。
- 请勿裸手触摸充电接口，以免造成接触不良。
- 请勿对充电桩施加外力，例如，按压或踩踏充电桩。
- 请勿将充电站裸露在水中或其他液体中。

## 2.7 关于电池

- 电池型号为INR18650MJ1-2S2P，由大象机器人专供。如需换新，请访问大象机器人官网查阅相关信息并进行购买 https://www.elephantrobotics.com/。
- 在环境温度介于5℃至35℃(41℉至95℉) 范围内的条件下给电池充电。如果温度超出此范围，则电池可能无法充满电。
- 给电池充电或使用MarsCat火星仿生猫时，MarsCat火星仿生猫的体温可能会升高，这并不表示MarsCat火星仿生猫发生故障。
- 即使您不想长时间使用MarsCat火星仿生猫，也请每3-6个月对电池充电一次，以防止电池老化。
- 如果长时间未使用MarsCat火星仿生猫，则可能需要更多时间为电池充电。

## 2.8 关于充电器

- 将附带的充电器与充电桩一起使用。使用提供的充电器以外的任何充电器都有可能会导致MarsCat火星仿生猫出现故障。
- 请将充电器连接至易于操作的充电器插座。
- 如果充电过程中MarsCat火星仿生猫出现任何问题，请立即拔下电源线，切断电源。
- 为避免充电器发热或发生其他故障，请在充电完成后及时拔掉充电器。

- 随附的充电器专为MarsCat火星仿生猫的充电桩设计，不得与其他任何电子设备一起使用。
- 如需换新，请访问大象机器人官网查阅相关信息并进行购买https://www.elephantrobotics.com/。

## 2.9 关于SD卡

- 请勿将SD卡取出。
- 如需读取或转移数据，请使用USB访问文件。详情请访问大象机器人官网查阅相关信息：https://www.elephantrobotics.com/。

## 2.10 关于数据补偿

- 如果由于某些原因（例如，MarsCat火星仿生猫故障或通信错误）而未记录您的数据并因此而无法检索，请注意，大象机器人对丢失的数据不承担任何责任。

## 3. 网络

- 为保护用户隐私，MarsCat火星仿生猫的使用不需要网络，用户可离线操作。

## 4. MarsAPP

- MarsCat火星仿生猫可通过蓝牙方式连接MarsAPP。MarsApp是针对MarsCat火星仿生猫专门研发的系统软件，您可通过MarsApp更好地与MarsCat火星仿生猫互动，了解其成长。
- 如需下载或更新MarsAPP可使用手机完成。通过升级系统软件，可以为MarsCat火星仿生猫猫添加新功能，提高用户体验，增强MarsCat火星仿生猫的安全性。请使用专用应用程序MarsApp以保持您的MarsCat火星仿生猫更新。
- 有关MarsCatApp的详细介绍及使用，请在官网查阅《MarsCat火星仿生猫使用指南》

## 5. 产品参数

| 名　称 | MarsCat火星仿生猫 |
|---|---|
| 型　号 | MARS-1001 |
| 使用年龄 | 12+ |
| 关　节 | 16 [头部：2，腿：4(腿)×3(关节)；尾巴：2 ] |
| 材　质 | 塑料 + 玻璃 + 橡胶 |
| 颜　色 | 白，黑，灰，姜黄 |
| 尺　寸 | 躺下：388(L)×268(W)×240(H)无尾巴<br>578(L)×268(W)×240(H)有尾巴<br>站立：372(L)×200(W)×329(H)无尾巴<br>503(L)×200(W)×329(H)有尾巴 |
| 重　量 | 2.9KG |
| 微处理器 | 树莓派3B(wifi)，四核开发板A53CPU，1GB存储器 |
| 显 示 器 | 20LED (猫眼)，128*128px，1.5英寸 |
| 摄 像 头 | 5M Pixel摄像头，72度 |
| 扬 声 器 | 1个扬声器，1个麦克风 |
| 感 应 器 | 电容式触摸传感器 |
| 开　关 | 1个电源开关 |

| 接　口 | Type-C (数据传输)，DC JACK (充电线接口)，HDMI |
|---|---|
| 通　讯 | 蓝牙 |
| 耗　能 | 20W |
| 电　池 | 7.4V，6800mAH |
| 续航时间 | 活跃运动2小时，常规运动3~4小时 |
| 充　电 | 充电桩/充电器；8.4V/2A(Max) |
| 充电时长 | 3小时 |
| 配　件 | Type-C USB，4个可更换的小爪子 |
| 玩　具 | 逗猫棒，小球，布偶鱼 |

## 6. 保修条款

### 6.1 关于签收

· 请确保本人签收，请确认产品自带外包装完好，无破损，商品配件齐全，数量正确后再签收。如发现有任何问题，请及时联系我们。

· 如需退换货，请事先联系客服（淘宝官方店淘宝客服或大象机器人小管家：微信号18123841923）确认退回相关信息。待客服确认后，请详细填写此卡，并随同产品一起寄回。

注：我司在法律允许范围内保留对本产品保修卡解释和修改的权利。

### 6.2 服务对象

本售后服务条款规定服务内容适用于在淘宝、shopify等大象机器人官方或大象机器人授权的合法渠道购买MarsCat火星仿生猫的用户。

### 6.3 保修条款

· 用户如需要产品保修服务需提供相应的单据购买及产品保修卡作为保修凭证
· 凡属于正常使用下由于产品本身质量问题引起的硬件故障，在保修期内，大象机器人将给予免费维修
· 保修起始日期为物流签收日
· 维修更换的配件归大象机器人所有(必要时会收取适当的成本费用)

| 电子件（含舵机） | |
|---|---|
| **保修期限** | **保修服务** |
| < 90天 | 我司免费提供一个新舵机并承担寄送运费(仅一次) |
| ≥90天 | 客户承担寄送往返费用及维修费用 |

### 6.4 非保修条款

**属下列情况之一者，即使在保修期内，也不能提供保修服务：**

·未按照规定使用造成损坏的产品
·用户无法出示相应的购买单据/产品保修卡等凭证或相关凭证被涂改
·属于消耗材料（外壳、爪垫等部件的自然消耗、磨损及老化）
·因意外因素或人为因素造成的故障或损坏
·其他非产品本身设计、技术、制造、质量等问题而导致的故障或损坏
·未经授权私自更改（更换）组件的产品
·产品线路划伤、污损、锈蚀、氧化或在运输过程中人为损坏的产品
·由于不可抗拒的外力因素如：地震、雷击等造成损坏的产品

### 6.5 特别说明

·因产品保修所产生的费用及其他风险需由客户承担
·因产品退回到大象机器人公司所产生的运费及其他费用（不含重新寄送的费用）
·产品在运输途中丢失或损坏的所有风险

以上无论何种原因导致用户无法正常使用大象机器人产品而造成的任何直接或间接损失我司均不承担任何责任（包括用户数据记录或其他有形或无形资产的损害）。

### 6.6 返修服务流程

当产品在使用过程中发生故障时，请按照具体的流程进行操作。返修服务流程可在大象机器人官网《MarsCat火星仿生猫使用指南》中查询
官网链接：www.elephantrobotics.com

### 6.7 返修服务流程

如需延长保修服务周期，可以参考官网《MarsCat火星仿生猫使用指南》中的付费保修服务
官网链接：www.elephantrobotics.com

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### ⚠ 用户须知

1. 请尽量在送修前存储拷贝用户数据，因为在维修后可能造成数据和其他设置不可保留

2. 由于我司产品MarsCat火星仿生猫属于精密电子产品（客户返还产品时注意采用安全可靠的包装和运输方式，以避免由于运输造成更加严重的损坏。建议客户办理运输的保险，对于运输途中由于运输原因或其他不可抗拒原因造成的损失，我司将不承担赔偿，敬请谅解。

3. 维修期将通过物流及返还的产品受损程度来定，会在收到返修物品后告知客户。

本服务条款最终解释权属于深圳市大象机器人科技有限公司

# WARRANTY CARD 产品保修卡

**Customer Information** (Required)：

Name _____ Phone _____ E-mail _____

Address _____ Date of Purchase _____

**Product Information**：

Product Name _____ MarsCat _____ Product Model _____ MARS-1001 _____

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**用户信息**（必填）：

姓名 _____ 联系电话 _____ 电子邮件 _____

地址 _____ 购买日期/物流签收日 _____

**产品信息**：

产品名称 _____ MarsCat火星仿生猫 _____ 产品型号 _____ MARS-1001 _____

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│    粘 贴 序 列 号        │
└─────────────────────────┘
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# CONTACT US

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Website: www.elephantrobotics.com

Shop: https://shop.elephantrobotics.com
Twitter: MarsCat@elephantrobotic
Facebook: https://www.facebook.com/ElephantRobotics
Youtube:https://www.youtube.com/channel/UC68l2RaRF2Mp8fzpCTzNBfA

**联系方式：**

欢迎可以通过邮件与我们直接联系：support@elephantrobotics.com

您也可以登录大象机器人官网查找更多信息：www.elephantrobotics.com

**深圳市大象机器人科技有限公司**

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邮箱：support@elephantrobotics.com
电话：+86(0755)-8696-8565（工作日9:30-18:30）
网址：www.elephantrobotics.com