

CAANOO
PLAY FORWARD



The Extreme Network Game Console 


Thank you for purchasing CAANOO

All GPH Co.,Ltd. products have been designed in accordance with strict company and international quality standards, subject to rigorous quality and reliability testing.

For safe and correct use of CAANOO, read this manual before use.

As this manual contains the warranty document, please keep it safe.

COPYRIGHT

GPH Co., Ltd and the GPH logo  **GPH** are registered brands of the GPH Co. Ltd. which are protected under Korean and international laws.

CAANOO and the CAANOO logo  are registered brands of the GPH Co. Ltd.

Device Name (Model Name): Portable Game Device (CAANOO)

Certified Company Name: GPH Co.,Ltd.

Certification Number: GPX-CAANOO-CA100/CA101(B)

Manufacturer: GPH Co.,Ltd.

Country of Manufacture: Republic of Korea

Intro

- 02 CONTENTS
- 04 Safety Precautions
- 07 Overview

Chapter 1. Preparation

- 08 Checking the Package Contents
- 09 CAANOO at a Glance
- 11 Charging the Battery

Chapter 2. Basic Operations

- 12 Turning ON/OFF and Hold Function
- 13 Main Screen
- 14 Calibrating the Touchscreen
- 15 Using an SD card
- 16 Connecting to a PC
- 17 Disconnecting from a PC
- 18 Saving a File
- 19 Using the PC Manager
- 23 Introducing FunGP Store
- 24 Introducing FunGP Developer' s Center
- 25 Using the Stylus and Wrist Strap

Chapter 3. Games

- 26 Playing Games

Chapter 4. APPS

- 27 Apps

Chapter 5. Explorer

- 28 Using the Explorer

Chapter 6. Multimedia

- 29 Watching Movies
- 30 Movies Menu
- 31 Movies Options
- 32 Listening to Music
- 32 Music Menu
- 34 Music Options
- 35 Viewing Photos
- 36 Photos Menu/Options
- 37 Photo Auto Pivot Function
- 38 Reading an E-books
- 39 E-books Menu
- 40 E-books Options

Chapter 7. Settings

- 41 USB Disc
- 42 Wireless LAN
- 43 Brightness
 - Vibration
 - Time
- 44 Language
 - Test Mode
 - Touch Calibration
- 45 Device Information
 - Factory Reset

Chapter 8. Additional Information

- 46 Firmware Updates
- 47 Specifications
- 48 Trouble Shooting
- 49 Menu Tree
- 50 Customer Support And Service
- 52 Warranty

Safety Precautions

For the safety of users and correct use of CAANOO, read the following carefully before using CAANOO. We are not liable for any damages or accidents caused by the user follow these safety precautions.



Danger Ignoring these instructions may cause accidents or damage.



Prohibited

- Do not use CAANOO while driving. You could cause a traffic accident.
- Refrain from using earphones while doing outdoor activities (including exercising and walking). You could cause an accident.
- Do not handle CAANOO with wet hands. You could cause an electric shock or malfunction.
- Do not use CAANOO for prolonged periods at high volume. It could lead to loss of hearing.
- Do not use CAANOO continuously for prolonged periods. Take a 15 minute break for every hour of use.



Essential

- Be careful to avoid paper cuts while handling CAANOO box and operation manual.
- As the LCD is susceptible to breakage when subjected to external shock or pressure, be very careful when using CAANOO.
Broken LCDs can cause injury to eyes or hands.
Broken LCDs can be replaced by an authorized service provider upon payment.
- To protect eyes, use CAANOO in a bright location whenever possible.
Staring at the LCD for prolonged periods in a dark environment may cause eye strain.
- Make sure to disconnect CAANOO from the PC during storms. Lightning strikes may cause a risk of fire.
- Stop using CAANOO immediately if it is not operating correctly or malfunctioning.
Take it to the nearest authorized service provider.



Warning Ignoring these instructions may cause product damage.



Prohibited

- Do not immerse CAANOO in water or store in a humid environment for prolonged periods. CAANOO may be classified as damaged by liquid or moisture and not eligible for free warranty service.
- The warranty shall not cover such damage as written below
- Do not store CAANOO in places too hot or cold. Extreme temperatures could cause deformation, internal damage, and malfunction of the LCD.
- Do not place CAANOO near magnets or magnetic fields as this could cause malfunction.
- Do not drop CAANOO or subject it to physical shock. This is a direct cause of malfunction and CAANOO may not be eligible for free warranty service during the warranty period.
- Do not use CAANOO in places where the use of electronic devices is prohibited (airplanes or hospitals).



Essential

- Be very careful when using strong solvent detergents or chemicals on the surface of CAANOO as this could cause discoloration. Use a soft cloth to wipe clean immediately after contact.
- CAANOO may not function correctly during extreme summer and winter temperatures. Be aware that the recommended temperature range for stable operation of CAANOO is 0°C – 40°C.
- Make sure the USB cable is correctly orientated or it could cause damage to the PC or CAANOO.
- Avoid high static environments when using CAANOO. This could cause damage or malfunction of CAANOO.
- Be careful to prevent any foreign material from getting into CAANOO.



Caution Ignoring these instructions may cause product malfunction.

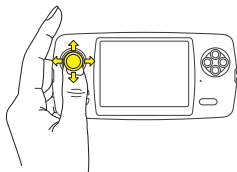


Essential

- When connecting to a PC, use only the motherboard USB port or the USB port of the USB host card. External USB hubs may not function correctly (e.g. keyboard, monitor, external USB hubs, etc.).
- Modifying the firmware may cause malfunction and CAANOO may not be eligible for free warranty service.
- Do not shake or spin CAANOO using the strap. CAANOO may cause a missile risk if the strap breaks. Impact may also cause CAANOO to malfunction.
- If you have previously experienced of seizures caused by flashing lights or patterns, consult a doctor prior to using CAANOO.

Overview

The following icons are used to show product operation of CAANOO throughout this manual.



Using the Touchscreen

Tap the touchscreen to select an icon (indicated in green).

E.g.)



Using the Joystick

Press the center or move in the direction of the yellow arrows to activate the Joystick.

E.g.)



Caution

Indicates a potentially hazardous situation.



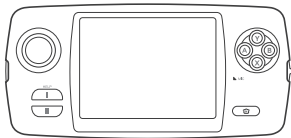
Note

Indicates supplementary information for the described feature.

1. Preparation

Checking the Package Contents

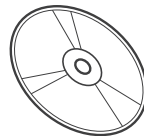
Check that you have all of the following items.



Main unit



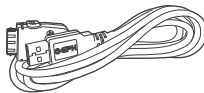
Stylus pen



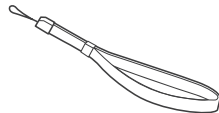
Installation CD (with manual)



Quick start guide



USB cable



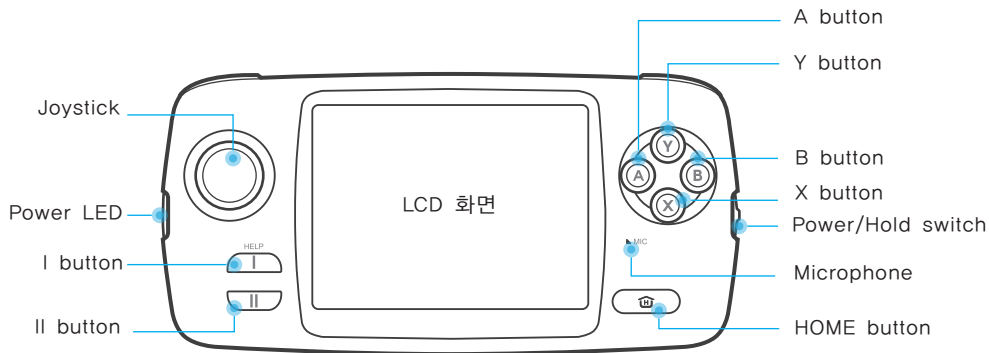
Wrist strap



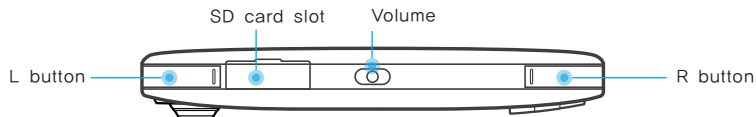
CAANOO at a Glance

Familiarize yourself with following device components.

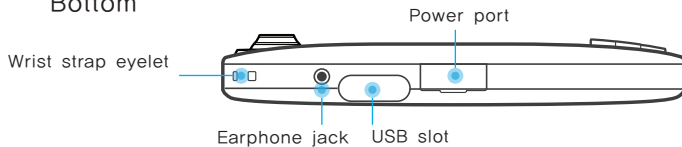
Front



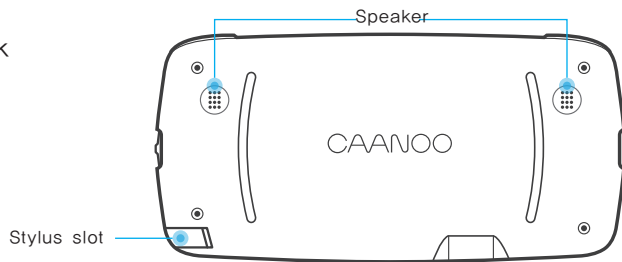
Top



Bottom




Back



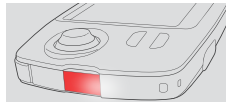
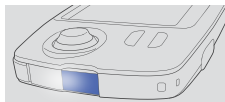
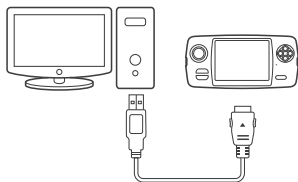
Charging the Battery

You can connect CAANOO to a PC using the included USB cable.

 When using CAANOO for the first time, you must charge the battery fully before use.

Connect to a PC

The battery takes up to 4 hours to charge fully.



The LED changes to red (purple if CAANOO is ON) while CAANOO charges.
The red LED turns off when fully charged.

The LED flashes blue to indicate low power.
Charge CAANOO immediately.

If CAANOO is out of use for a long time, fully charge it before use.

CAANOO can not be charged with an external USB hub
(keyboard, monitor, external, etc.,) when connected to a PC.
Charge with a motherboard USB port.

Charging the battery frequently can extend the battery life.


Fully Charged Battery Duration

Gameplay: Up to 5 hours

Video playback: Up to 5 hours

Music playback: Up to 8 hours

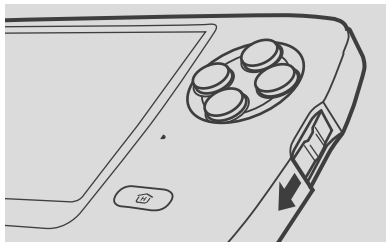
* Time may vary depending on
LCD brightness and volume settings

 Dead batteries must be replaced and discarded by an authorized service provider.
(Refer to p.50, 51 for battery replacement services.)

2. Basic Operations

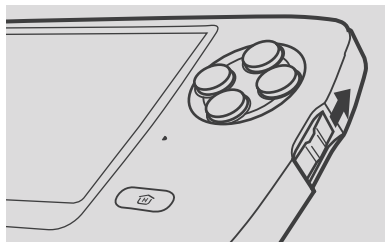
Turning ON/OFF and Hold Function

You can use the power switch to turn the power ON/OFF, and enable the HOLD function.



Power Switch

Slide the power switch down and release to turn on the system – the LED changes to blue. Slide and hold the power switch down for over 3 seconds to turn off the power – the LED goes off.



Hold

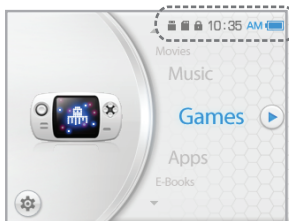
Slide the power switch up to set the system to Hold mode. Hold mode freezes the buttons and touchscreen. Slide the power switch down to the central position to disable Hold mode.



Icon displays on the top of the main screen during Hold mode.

Main Screen

You can access basic operations from the main screen. Press the HOME button to return to the main screen.



	Settings		Wireless LAN
	Hold		Battery
	SD Card		USB Drive
09:35	Time		



Up/Down : Selects a function
Push : Run/Execute

I button:
Displays Button Help.



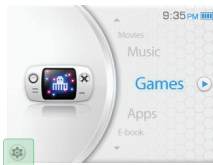
B button:
Runs the selected function.

X button:
Cancels the selected operation
or returns to the previous screen.

HOME button:
Returns to the main screen

Calibrating the Touchscreen

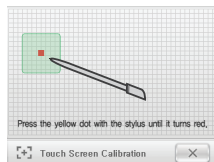
The touchscreen requires calibration when using CAANOO for the first time or after updating the firmware.



Tap the Settings icon at the bottom left of the main screen.



Tap the Touch Calibration icon on the Settings screen to start the Touch Calibration process.

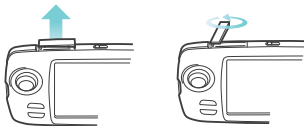


Follow the instructions – touch the yellow box until it changes to red.

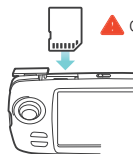
Using an SD Card

Enjoy games, applications, media files using an SD card.

Inserting an SD Card



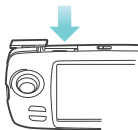
Pull and swivel the slot cover.



Push in until fully inserted.

⚠ Check the orientation of the SD card.

Removing an SD Card



⚠ Do not remove the SD card while playing a game or movie – this can cause critical damage to both CAANOO and SD card.

Open the slot cover and insert the SD card in the direction of the arrow.



SD card is not included and must be purchased separately.

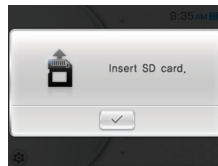
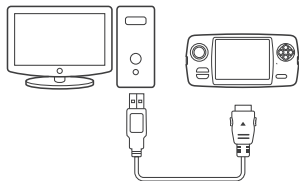
We recommend the following SD cards of proven compatibility: SANDISK, TRENSCEND, TOSHIBA, A-DATA. When formatting a SD card, choose FAT16 for SD type (under 2GB) and FAT32 for SDHC type (over 2GB).

Connecting to a PC

You can connect CAANOO to a PC to move/copy games and multimedia data.

Connect CAANOO to a PC with the USB cable.

The following message appears if you connect the USB cable to your PC without inserting a SD card.
If you see this message remove the USB cable from



The touchscreen displays the following when connection is successful.
You can then check the state of CAANOO (or external memory) using the PC.



Do not remove the SD card while connecting the PC
– this can cause critical damage to both PC and SD card.



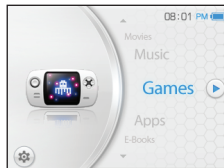
SD card is not included and must be purchased separately.
Folders are created automatically they do not on the SD card.

Disconnecting from a PC

Removing CAANOO while data transfer is in progress can cause problems to CAANOO or external storage device. Always safely disconnect CAANOO from the PC before you detach it.

Disconnecting at CAANOO

Tap disconnect on the touchscreen  or press the  button.



Disconnecting at the PC

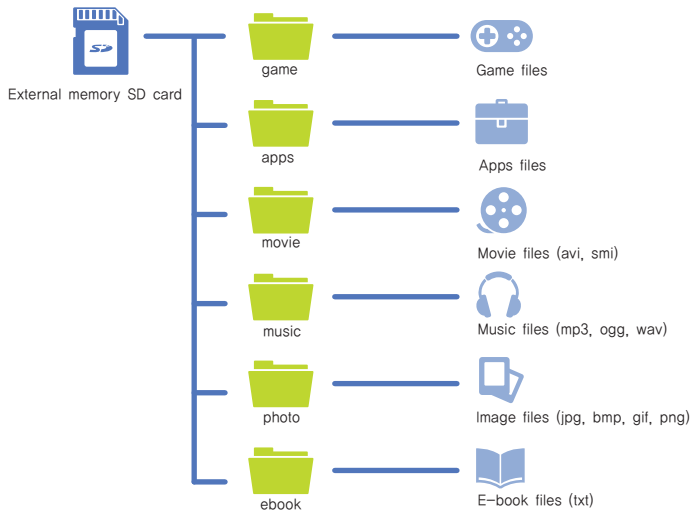
Click 'Safely remove hardware' icon in the system tray.

Click 'Safely remove large USB storage device' pop-up.

Make sure the 'Safe to remove hardware' pop-up shows and then detach CAANOO.

Saving a File

You can run games, applications and various multimedia files downloaded from FunGP after saving them in appropriate folders.



💡 SD card is not included and must be purchased separately.
Folders are created automatically they do not on the SD card.

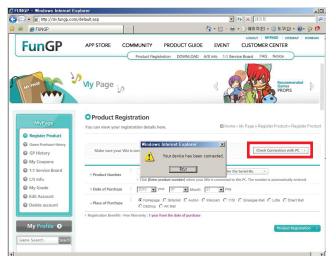
Using the PC Manager

You can download files easily using the PC Manager.

Preparation

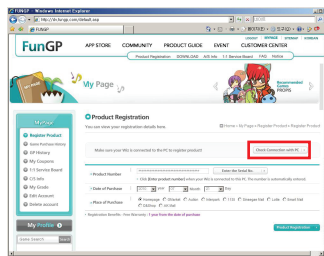
Connect your CAANOO to a PC with internet access (Refer to p.16 'Connecting to a PC').
Go to the FunGP website (<http://www.fungp.co.kr>).

Register your CAANOO on the FunGP/My Page/Product Registration menu.



Check Connection with PC >

Click "Connect to PC" button to check CAANOO is connected correctly.



Enter the Serial No. >

Click "Enter Serial No." button to enter CAANOO information automatically.



Actual website and software images may vary from the images shown.

The PC Manager only operates on PCs with internet access and requires login by a registered FunGP member.

Using the PC Manager

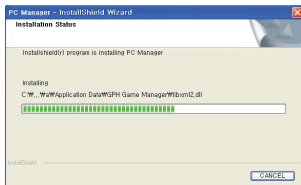
You can download files easily using the PC Manager.

Logging in to the PC Manager

Install and run the PC Manager.

http://www.fungp.co.kr/download/GPH_PCManager_eng.zip

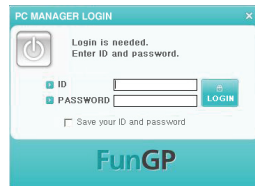
Login to the PC Manager with your FunGP member account details.



Install the PC Manager.



Click PC Manager icon to run the PC Manager.



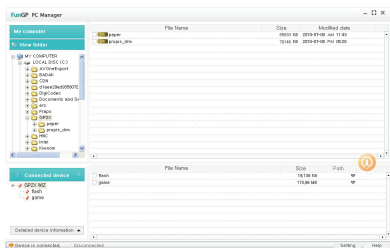
Enter your FunGP membership details to login to the PC Manager.

Using the PC Manager

You can download files easily using the PC Manager.

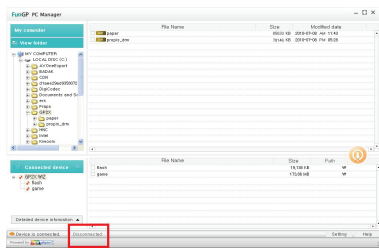
Retrieving Device Information

Click Search Device button to view the information stored on connected CAANOO.



Search device

Click “Search Device” button to retrieve and list device information.



Disconnected

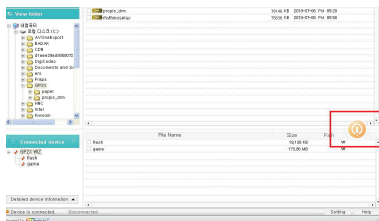
Select a device and click “Disconnect Device” button to remove it from the list.

Using the PC Manager

You can download files easily using the PC Manager.

Transferring Files

Select the folder with the content that you want to transfer to CAANOO.

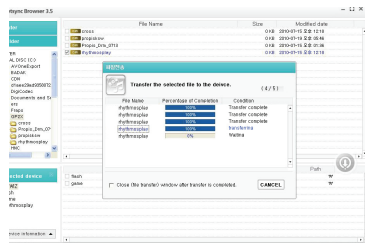


DIR rhythmosplay

Select the folder of the contents to transfer.
(Files downloaded from FunGP are stored in C:\WG2X\folder).
On the lower left pane, select the target folder
where you want to transfer the folder.



PC Manager download website : www.fungp.co.kr

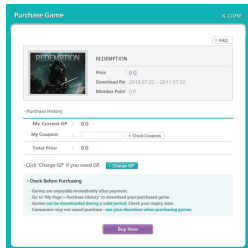


Click "Device Transfer" icon to open the
Transfer Manager window and automatically transfer
the selected files.

Introducing FunGP Store

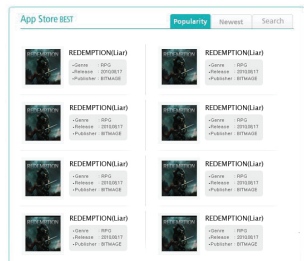
FunGP (<http://www.fungp.co.kr>) is a one-stop online gaming portal where users of CAANOO or Wiz can buy and create games.

Games



Purchase and download games.
Access the online network,
Get reviews, rankings, and previews.

Apps store



Download premium/free games and Apps.
Download games created by other users.
Download various non-game Apps.



SD card is not included and must be purchased at FunGP

Use the FunGP Customer Center (http://www.fungp.co.kr/cu/dp_l.asp) for FunGP and Developer' s Center enquiries

Korean: <http://www.fungp.co.kr>

English: <http://www.fungp.com>

Introducing FunGP Developer's Center

FunGP Developer's Center (<http://dev.fungp.co.kr>) is a user-oriented training center that provides SDK and development support software to game developers who create games exclusively for the CAANOO handheld game console.

Developer Center



Use the FunGP Customer Center for FunGP and Developer's Center enquiries

Korean: <http://www.fungp.co.kr>

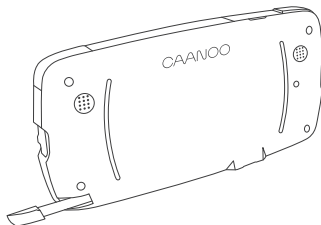
English: <http://www.fungp.com>

Using the Stylus and Wrist Strap

Use the stylus for precise control on the touchscreen.
Wear the wrist strap to prevent the risk of dropping CAANOO

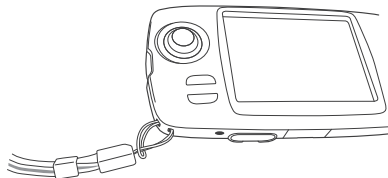
Stylus

The stylus can be kept inside the slot in the back of CAANOO.



Wrist Strap

Attach as shown in the diagram.






Do not pull the strap with excessive force – this can break the strap.

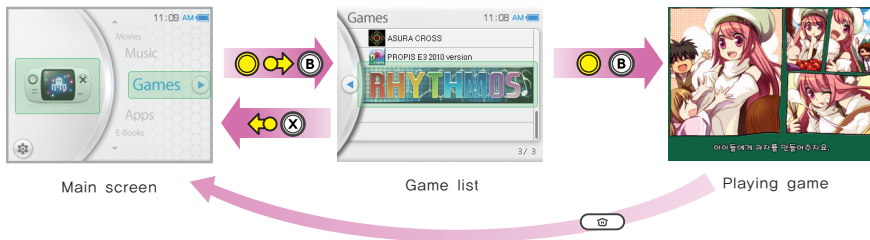
3. Games


Playing Games

You can run games saved in the Games folder and play a variety of bundled, free and downloadable games.

Scroll through the menu to select Games, and then tap the Games icon or move right joystick or press the   button.

Select a game from the Games list and tap it to start the game.
(Press the  button to return to the main screen.)






 The list may vary depending on actual games installed.
Controls differ for each game. Refer to the instructions for each game.

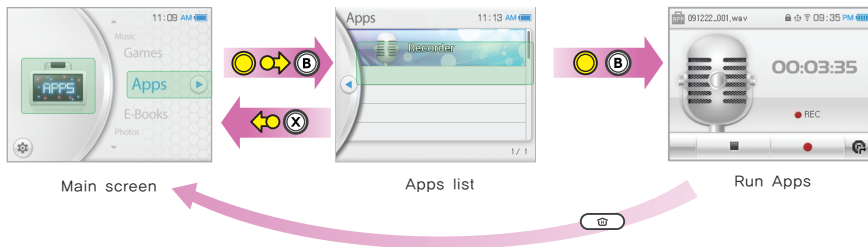
4. APPS

Apps

You can run applications saved in the Apps folder, and download a variety of other applications from FunGP

Scroll through the menu to select Apps, and then tap the Apps icon or move right joystick or press the   button.

Select an App from the Apps list and tap it to start the application. (Press the  button to return to the main screen.)






The list may vary depending on actual Apps installed

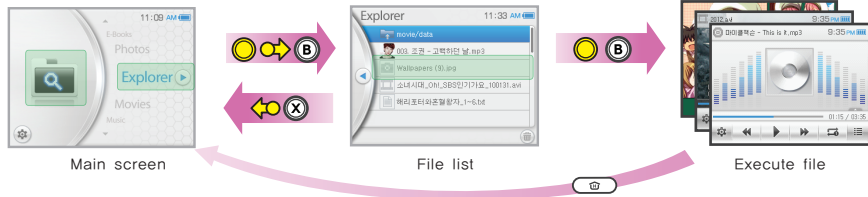
5. Explorer





Using the Explorer




You can use the Explorer to find/open/delete folders and files.

Scroll through the menu to select Explorer, and then tap the Explorer icon or move right joystick or press the   button.

Select a file from the Explorer list and tap it to open the file.
(Press the  button to return to the main screen.)





-  Folder: Tap to view files inside.
-  Games: Tap to start a game.
-  Movies: Tap to start the movie player.
-  Music: Tap to start the music player.


-  Photos: Tap to start the image viewer.
-  E-Books: Tap to start the E-Book viewer.
-  Delete: Select folders or files and tap the Delete icon to delete them. (The confirmation dialog box appears before they are deleted.)

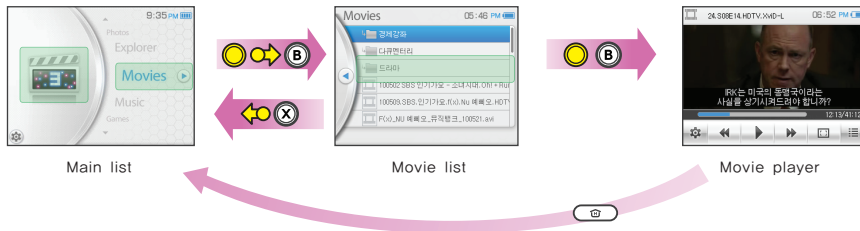
6. Multimedia

Watching Movies

You can play AVI files in the Movies folder.

Scroll through the menu to select Movies, and then tap the Movies icon or move right joystick or press the   button.

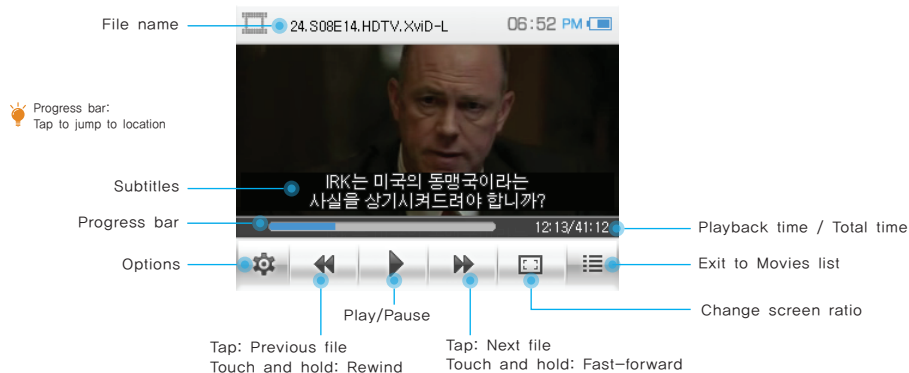
Select a file from the Movies list and tap it to start the movie player. (Press the  button to return to the main screen.)



The movie player resumes playback from the last interrupted position.
This function automatically saves playback information when the movie player is closed.

Movies Menu

Tapping the screen during playback displays the menu buttons.



Choosing a Screen Ratio

Select a preferred ratio for movie playback.



Normal



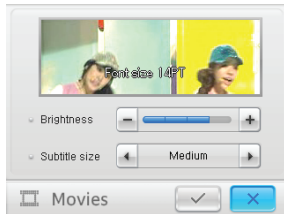
Wide 1



Wide 2

Movies Options

Tapping the Options key on the Movies menu opens a pop-up window.



Brightness

You can set the screen brightness to 4 different levels.

Subtitle Size



You can set the subtitles to Small/Medium/Large.




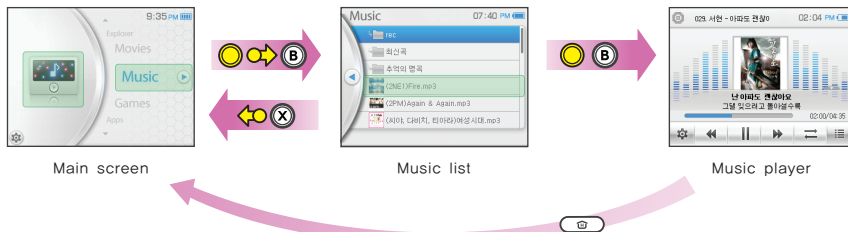
The subtitles function is only available when there is a subtitles file.

Listening to Music

You can play MP3, OGG, and WAV files in the Music folder.

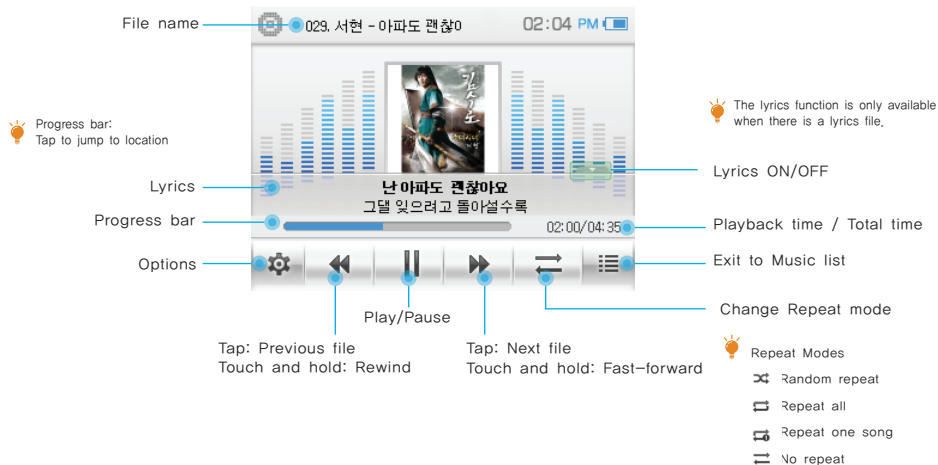
Scroll through the menu to select Music,
and then tap the Music icon or
move right joystick or press the ,  button.

Select a file from the Music list
and tap it to start the music player.
(Press the  button to return to the main screen.)



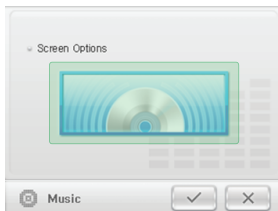
Music Menu

Tapping the screen during playback displays the menu buttons.



Music Options

Tapping the Options key on the menu opens the pop-up window.



Changing Screen Type



You can choose from 5 different skins by tapping the preferred image.


Available Screen Types



Viewing Photos

You can view JPG, BMP, GIF, and PNG files in the Photos folder.

Scroll through the menu to select Photos, and then tap the Photos icon or move right joystick or press the   button.

Select a file from the Photos list and tap it to start the image viewer. (Press the  button to return to the main screen.)



Photos Menu/Options

Tapping the photo viewer screen displays the menu buttons.

Tapping the Options key on the menu opens the options pop-up window.



Tap different areas of the touchscreen to switch to a different file.

Previous file Menu Next file



Option

Set slideshow interval (1~3 sec)

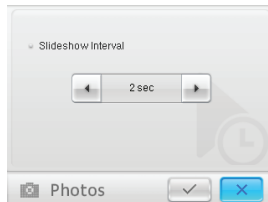
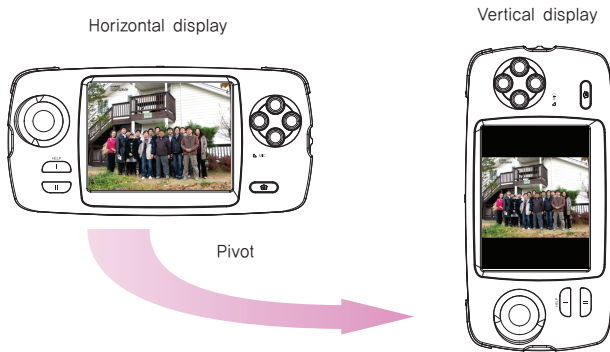







Photo Auto Pivot Function


Recognizes whether CAANOO is orientated horizontally or vertically and pivots the image automatically.

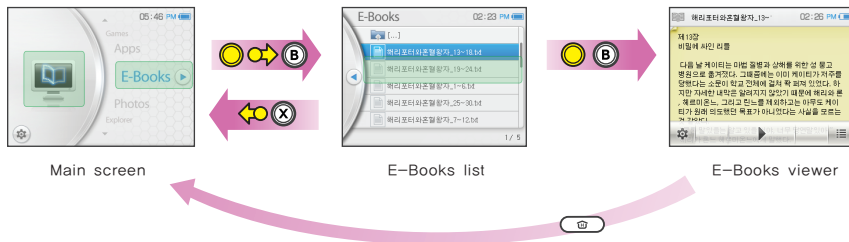



Reading an E-books

You can read txt files in the E-books folder.

Scroll through the menu to select E-Books, and then tap the E-Books icon or move right joystick or press the      button.

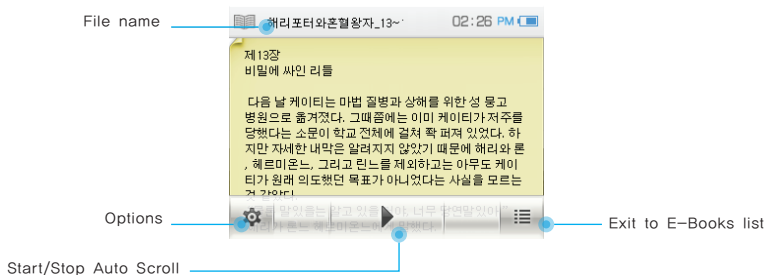
Select a file from the E-Books list and tap it to run the E-Books viewer. (Press the  button to return to the main screen.)



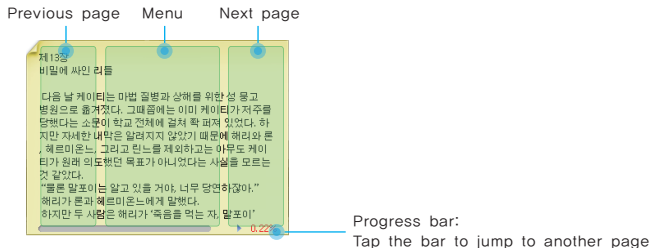
 An interrupted E-Books resumes automatically without showing the E-Books list. This function automatically saves playback information when the E-Books viewer is closed.

E-books Menu

Tapping the E-Books viewer screen displays the menu buttons.

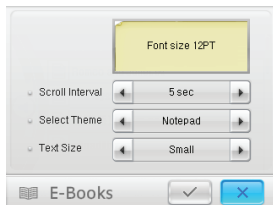


Tap different areas of the touchscreen to switch to a different page.



E-Books Options

Tapping the Options key on the menu opens a pop-up window.



Auto Scroll Interval

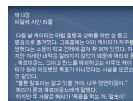
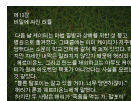
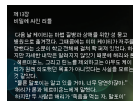
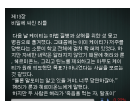
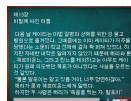
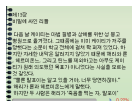
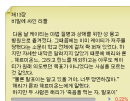
You can set auto scroll to 5 sec / 10 sec / 20 sec / 30 sec, according to your reading preferences.

Text Size

You can set text size to Small / Medium / Large.

Select Background Theme

You can choose from 10 backgrounds. Each background can be viewed in a preview image.



7. Settings

Settings

You can change various settings for CAANOO.

Tap the Settings icon on the main screen.



Tap an icon to open the edit settings window.



USB Drive

You can turn the USB drive function ON/OFF.



USB Drive ON Icon



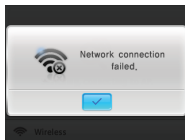
When the File List screen appears, press the II button to alternately display the file list of either the SD card or the USB drive.

USB Memory Support List
SANDISK, LG XTICK

Wireless LAN

A Wi-Fi USB dongle is required to access a wireless network with CAANOO and can be purchased from the FunGP website.

Searching for wireless LAN



No available wireless LAN

Search results



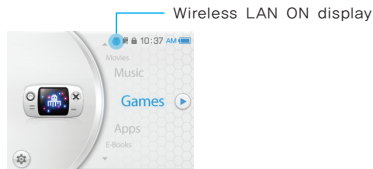
Available wireless LANs,
Signal strength

Connection status Search again Disconnect

Virtual keyboard

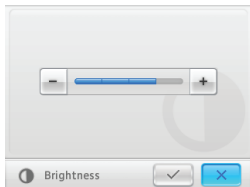


Configuralphanumeric e security settings
before using the virtual keyboard
(Press FN to toggle between and special character keys.)



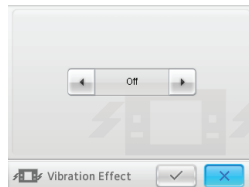
Brightness

You can set the screen brightness to four different levels.



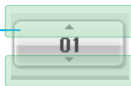
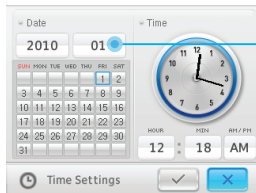
Vibration

You can set the vibration effects to Off/Weak/Moderate/Strong.



Time

You can set the time and date, and check the current time.

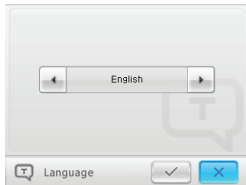


Tap the top to raise the value

Tap the bottom to lower the value

Language

CAANOO supports 8 languages (English/ Korean/ Japanese/ Chinese/ German/ Spanish/ French/ Italian).



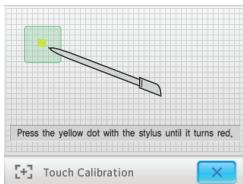
Test Mode

You can test if Joystick and buttons are functioning correctly.



Touch Calibration

You can perform touchscreen calibration when the touch coordinates are out of alignment.



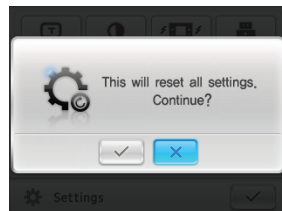
Device Information

You can check CAANOO' s firmware version, model name,serial number, etc.



Factory Reset

You can reset all existing settings to factory defaults.



8. Additional Information

Firmware Updates

Firmware updates add new features. Always make sure your product is updated with the latest version.

1. Decompress the downloaded firmware file and copy it to the root folder of the SD card.
(Whenever possible, please use an empty formatted SD card when upgrading the firmware.)
2. Insert the SD card and turn on the power while pressing and holding the R button.
3. Release the R button when CAANOO displays the upgrade complete.



4. When the update is complete, reboot the system.
5. Perform Touch Calibration after each firmware update – updates reset calibration settings.
6. When the process is complete, delete the files copied to the SD card.
7. If CAANOO displays an error message during an update, reboot and try again. If the problem persists, try again with a different SD card.



A dead battery during a firmware update can damage CAANOO.

Fully charge the battery before updating or connect CAANOO with the USB cable to ensure a stable power supply.



The screen may appear distorted during a firmware update process.

This is temporary and the screen will display correctly after the update is complete.



Always perform Touch Calibration after a firmware update.

Specifications

Specifications and design may change without notice.

I T E M	S P E C.
CPU	Pollux
GPU	3D Accelerator
RAM	DDR SDRAM 128MB
LCD	3.5" QVGA TFT-LCD Touch Screen
Network	Wi-Fi Ready
Storage	SD/SDHC/USB Memory support
Data	USB Device 2.0
Power	5V 500mA
Battery	Li-Poly 1850mAh
I/O	Analog Joystick
	G-Sensor / Dual Vibration Motor / MIC
Sound	3.5" Stereo
USB Host 2.0	USB Memory / USB WLAN support
Ext.	24pin (Charging & Data Transfer)
Movis	AVI, SMI support
Music	MP3, OGG, WAV
Photos	JPG, GIF, PNG, BMP
E-Books	TXT

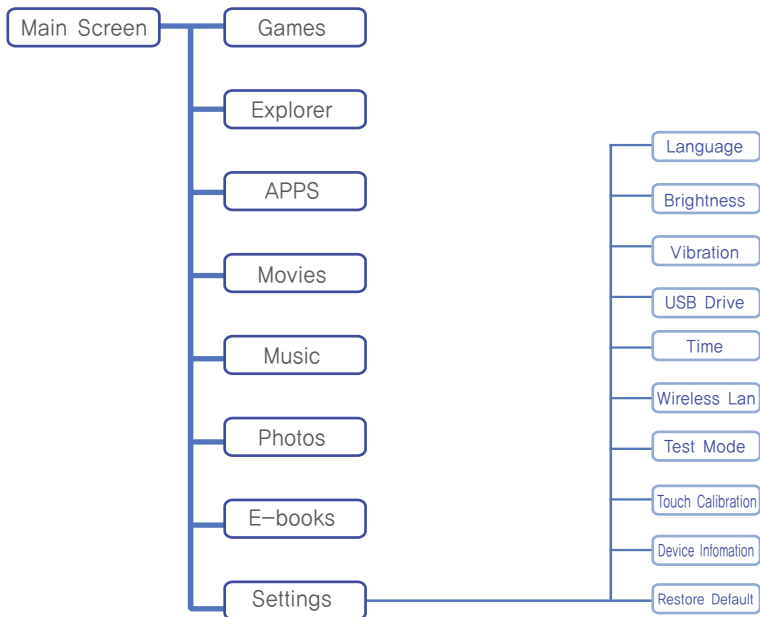
Trouble Shooting

You can use the Power/Hold switch to adjust the power and hold functions.

Power does not switch ON.	Check if the battery is charged. If not charged charge it before use.
Can't charge CAANOO.	Check if cable is connected correctly. If not correctly connected the recharge LED blinks or goes out.
Battery does not last long.	If the ambient temperature is too high or too low, power consumption increases and reduces battery life. Also, playback duration can vary depending on the playing environment.
Hard to see the screen.	Adjust the brightness. Also, the screen might be difficult to see in direct sunlight.
Black dot(s) on the LCD screen.	LCD is produced with highly precise technology, but at times black or bright dots may be found on the screen. This is not a defect. Avoid extreme pressures or shocks to protect the LCD from breakage.
Touchscreen and buttons do not function.	Check if the power switch is in the HOLD position.
No sound.	Make sure that the volume is not "0" , and check if earphones are connected correctly. There is no sound from the speakers while earphones are connected. Also, check if there are any problems with the file.
Unable to play multimedia file.	Check if the file is actually in the selected folder or whether the file itself has any problems.
Can't read SD card.	Check if any foreign matter exists in the SD card slot. Check if the SD card has been inserted correctly. Try removing and reinserting the card.
Unable to connect to wireless LAN.	Check the wireless LAN strength and check if USB Host function is switched ON.
Device rattles when shaken.	Noise can be caused by gaps between the buttons and is not due to defects. However, if CAANOO was subjected to physical shock and the noise has worsened, there may be problems with internal components and it is recommended to visit the Service Center.
No subtitles when playing a movie.	Check if the name of the subtitle file is identical to the name of the movie file.
No lyrics when playing music.	Lyrics function is only activated when the music file contains lyrics.
Noise in the recorded file.	Due to the characteristics of electronic devices, sounds recorded with the internal microphone can be of uneven quality.
Device gets hot.	Device may generate slight heat during recharging or when used for prolonged periods. Please be assured that there is no problem and it is safe to use CAANOO.
File transfer is very slow.	Use the motherboard USB port. Some USB hubs or sub USB ports on the front side of a PC do not support high speed transfer. Also, as delays can occur when the SD card communicates with CAANOO, it is recommended to use a SD card reader for better performance.

Menu Tree

You can view the entire menu structure at a glance.



Customer Support And Service (Europe)

GPH Co. Ltd. places priority on customer satisfaction, and if you find it difficult to visit our Service Center you may also use a parcel delivery service.

Service Center Address

Polytech&Net GmbH,
Ober der Roeth 4, 65824 Schwalbach, Germany

Working Hours

Mon ~ Fri: 09:00 ~ 17:00
The center closes on Saturdays and public holidays.

Telephone Enquiries

+49-6196-652-00-49

Available Services

All defects and malfunctions caused by the manufacturer or natural causes that occur during the period of warranty are eligible for service free of charge.

Back up before requesting for service

All important data stored in the product must be backed up before requesting repairs.

Parcel Delivery Repair Service

When sending the item for repair, enclose the receipt and a detailed description of its problem.
Package the item safely to prevent damage during delivery.
We are only responsible for return postage costs.
(Call the Telephone Enquiries number for professional advice before sending the item.)

Customer Support And Service (Outside Europe)

GPH Co. Ltd. places priority on customer satisfaction, and if you find it difficult to visit our Service Center you may also use a parcel delivery service.

Handling a Defective Product

Consult your dealer before sending the item to the dealer.

Available Services

All defects and malfunctions caused by the manufacturer or natural causes that occur during the period of warranty are eligible for service free of charge.

Back up before requesting for service

All important data stored in the product must be backed up before requesting repairs.

Parcel Delivery Repair Service

When sending the item for repair, enclose the receipt and a detailed description of its problem. Package the item safely to prevent damage during delivery.

We are only responsible for return postage costs.

(Call the Telephone Enquiries number for professional advice before sending the item.)

Warranty

This product has been manufactured with rigorous quality assurance and management processes. GPH Ltd., Co., provides a product warranty as stipulated hereunder. Service requests are handled by GPH Co. Ltd. or designated partners.

1. Period of Warranty (Services free of charge)

- a. Main unit: 1 year from the date of purchase.
- b. Battery/Accessories: 3 months from the date of purchase.
- c. Exceptions.
- d. Warranty shall not apply in the following cases and the customer will be charged for services:
 - 1) If there is no warranty document.
 - 2) If the warranty document does not contain the date of purchase and/or seal from the retailer.
 - 3) If the product number has been rendered illegible.
 - 4) If the product has been subjected to misuse and/or want of care.
 - 5) If the product has been disassembled and/or tampered with.
 - 6) If the damage is due to liquid/moisture/foreign matter.
 - 7) If the product has been damaged while carrying, transporting or was dropped.
 - 8) If the malfunction is due to fire, earthquake, flood, storm, lightning or other force majeure.
 - 9) If the user is liable for the problem for whatever reason.

2. Product Replacement Policy

- a. If the product supplied is different to what was purchased.
- b. If the product has been damaged during delivery.
- c. If a problem persists after the product was repaired 3 times for the same fault during the warranty period.
- d. If a problem occurs after the product was repaired 4 times for different faults during the warranty period.
- e. If the product sent for service has been lost during repair.
- f. If the product requires a critical repair within 10 days of purchase.
 - * When a product is replaced, it is replaced with another item of the same model in 1:1 exchange, and the exchange with another model from either our company or another company is not allowed.

3. Overseas Product Service

- a. This warranty is valid in the Republic of Korea only.
- b. If a product sold for use in Korea requires service while used overseas,
 - our company cannot offer direct service and the customer must bring the product back to Korea for service, or send it through an acquaintance who resides in Korea.
- c. Products exported overseas can be serviced at service centers in respective countries.

Product Name		Model Name	
Date of Purchase		Serial No.	
Purchase Outlet		Sales Price	



CAANOO
PLAY FORWARD