

Disclaimer and Warnings

Thank You for your purchase of AirREX Suspension system / ODINSUS Suspension system. The information in this document affects your safety and your legal rights and responsibilities. Read this entire document carefully to ensure proper configuration before use. Failure to read and follow instructions and warnings in this document may result in serious injury to yourself or others, or damage to AirREX / ODINSUS product or damage to other objects in the vicinity. This User manual and all other collateral documents are subject to change at the sole discretion of AirREX / ODINSUS. For up-to-date product information, visit [www.airrex-global.com](http://www.airrex-global.com) and click on the product page for this product.

AirREX digital air suspension		
Official website	Facebook	Instagram
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ODINSUS digital air suspension			
Facebook	<a href="http://www.facebook.com/odinsusworld">www.facebook.com/odinsusworld</a>	Instagram	<a href="http://www.instagram.com/odinsus_global">www.instagram.com/odinsus_global</a>

By using this product, you hereby signify that you have read this disclaimer and warning carefully and that you understand and agree to abide by the terms and conditions herein. You agree: 1. You are solely responsible for your own conduct while using this product, and for any consequences thereof. 2. To use this product only for purposes that are proper and in accordance with all applicable laws, rules, and regulations and all terms, precautions, practices, policies and guidelines AirREX / ODINSUS has made and may make available. AirREX / ODINSUS accepts no liability for damage, injury or any legal responsibility incurred directly or indirectly from the use of this product. The user shall observe safe and lawful practices including, but not limited to, those set forth in this User Manual. \* AirREX is a trademark of PIN HSIU TECHNOLOGY CO., LTD. And its affiliated companies (AirREX Global, AirREX digital air suspension system, and AirREX suspension). Names of products, brands, etc., appearing in this manual are trademarks or registered trademarks of their respective owner companies. \* ODINSUS is a trademark of PIN HSIU TECHNOLOGY CO., LTD. And its affiliated companies (ODINSUS Global, ODINSUS digital air suspension system, and ODINSUS suspension). Names of products, brands, etc., appearing in this manual are trademarks or registered trademarks of their respective owner companies. \* Actual product may vary due to different country/area.

**Warning**

Basic capability of machine operation and safety sense is necessary for end user. Keep this product out the reach of children. Please do not modify or disassemble the product under any circumstances. AirREX/ODINSUS is not responsible for any damaged product and personal safety if the product is disassembled by yourself. Do not use other product with products not provided or recommended by AirREX/ODINSUS. Before installation:1.Please present a valid receipt and contact the shop or dealer you purchased from as soon as possible if wrong application, missing or damaged for product were sent. 2. No responsibility for causing any accident, damage or death by incorrect installation, assembling, misuse and modification, or negligence this instruction manual. 3. Please read the entire instructions and manual prior to starting the installation. AirREX/ODINSUS takes no responsibility for 1. Causing any accident, damage or death by incorrect installation, assembling, misuse and modification, or negligence this instruction manual. 2. Any violation of driving law and regulation. Check local vehicle laws and regulations before installation. 3. Any accident, damage or death by distracted driving.

Product Use Precautions

- ◆ No violation of driving law and regulation
  - ◆ No installation of racing or competition vehicle.
  - ◆ No intended act or negligent act to damage product.
  - ◆ No violation of public order act.
  - ◆ Please follow the manual to install.
  - ◆ Check local vehicle laws and regulations before installation, illegal installation is no accepts by AirREX / ODINSUS.
  - ◆ Check car model and year before installation, no installation if car model and year is unknown. Order return is not available for wrong order specification except defect of product.
  - ◆ Please present a valid receipt and contact the shop or dealer you purchased from as soon as possible if wrong application, missing or damaged for product were sent.
  - ◆ Immediately discontinue use and consult your physician before resuming if you experience any of the following health problems or symptoms:
    - ◇ Dizziness
    - ◇ Tiredness or absent-minded
    - ◇ Sleep deprivation
    - ◇ Altered vision
    - ◇ Eye of muscle twitches
    - ◇ Loss of awareness and disorientation
    - ◇ Sudden unexpected syndrome
    - ◇ Any involuntary movement of convulsion
    - ◇ Uncomfortable or painful
  - ◆ Keep out the reach of children.
  - ◆ Do not directly touch the host system, connecting wires or any accessories that may cause electric shock in wet or thunderstorm weather.
  - ◆ Do not place any foreign objects or even your hands etc (like shock absorber, bag, chassi,tire,or wheel arch) during operation of the product.
- \* AirREX / ODINSUS is no responsibility for causing any accident, damage or death by incorrect installation, assembling, misuse.

Air Suspension · Setting Guide And Safety Precautions

Product Information and Pre-Installation Notice

- AirREX’ s shock absorber / ODINSUS’ s shock absorber is manufactured according to the dimensions and specifications of the (OEM) original manufacturer’ s design.
- The dampers and spring rates of AirREX shock absorberr / ODINSUS’ s shock absorber are different from factory stock suspensions.
- Please do not disassemble the shock absorber and wiring of controller system under any circumstances. AirREX / ODINSUS is not responsible for any damaged product and personal safety if the product is disassembled by yourself.
- There is high pressure nitrogen inside the shock, please keep it away from fire or flame to avoid of explosion.
- AirREX / ODINSUS reserves the right to make changes to specification shown herein or add improvements without any further notice.
- Please read the entire instructions and manual prior to starting the installation and **this manual belongs to the final user.**
- The installation of AirREX / ODINSUS air suspension kit should be installed by a qualified technician who is certified..
- When installing the shock absorber, please make sure the thread depth of the cylinder is sufficiency into the lower bracket in order to avoid loosening, loss of threads or deformation can damage the air strut and causing any accident or injury.

- Make sure the actual height of the vehicle chassis while adjusting driving height by using air pressure, in order to ensure the driving safety and avoid of any damages to the chassis parts if ride height lowered.
- Make sure there is no interference between front wheels and vehicle body when steering turning while using air suspension to adjust the ride height. In order to ensure driving safety and prevent any damages to the tires or the vehicle.
- Take special attention when dismantling the brake system. We highly recommend this be done by a certified technician.
- Never install this product to any vehicle model which specifications is unsuitable for this product, in order to avoid any damage to the product or vehicle parts.
- AirREX / ODINSUS takes no responsibility for causing any accident, damage or death by incorrect installation, assembling, misuse and modification, or negligence this instruction manual.

**Installation Notice**

- The installation of AirREX / ODINSUS air suspension requires the routing of air line which is connected from air inlet of air strut to the control system box, make sure to leave enough air line for the control system box in the trunk of vehicle, longer hose can be trimmed to the required length of air line to connect with the control system box.
- Never bend the air line and always keep it away from any heat generating in the chassis of vehicle and the body part which may cut or crush the air line when installing. Using extra protection to air line where it can be damaged.
- The AirREX / ODINSUS control system box should be connected to the power supplied by vehicle. The red line for positive and black for negative. Make sure the polarity of battery to prevent damage to the PCB of control system box due to incorrect currents.
- For the official power cable provided to connect to the battery, if any damage to the product or any incidents occur due to the use of an incorrect power cable, AirREX / ODINSUS will not assume any responsibility." \*

AirREX		ODINSUS
Classis system : 10AWG	REX system : 6AWG	Tyr system : 10AWG

- The controller's connection to the battery's positive power requires the installation of the official provided amperage fuse. Do not install a fuse with less or more amperage than what's officially provided, as this might lead to damage to the product or vehicle parts." \*

AirREX		ODINSUS
Classis system : 40AMP	REX system : 80AMP	Tyr system : 40AMP

- Some vehicles may need to use the original upper mounts which need to be removed from the (OEM) original shock absorber and to be install with air strut. Take attention when removing the bolt of upper mounts, the spring must be compressed by tool until the spring has allowed space from upper mounts. When moving the tool with evenly and slowly, then release the spring carefully and remove the shock absorber.
- Please use the original upper mounts or the mounts provided by AirREX / ODINSUS. AirREX / ODINSUS takes no responsibility for any product damage or any event due to the use of upper mounts made by others to work with AirREX / ODINSUS air strut.
- Do not damage the piston rod during installation, it may cause air leakage or oil leakage if damaged.
- Please ensure that the orientation and position of the air strut is consistent with the original one while installing.
- Do not use **air wrench** when disassembling, install upper mounts or nuts of air spring, as excessive torque may cause threads damaged or breakage of screws or bolts. AirREX / ODINSUS takes no responsibility for any damages by improper use the air tools.
- **Torque Standard of Screw : M8==>61(kgf.cm) ∙ M10==>122(kgf.cm) ∙ M12==>2115(kgf.cm) ∙ M14==>350(kgf.cm)**
- Inflate the air spring to min 20psi before lowering down the vehicle from the jack after the product has been installed, and then adjust the ride height accordingly. The air spring may be crushed or damaged if the vehicle is lowered down without inflating the air spring.
- In some vehicles the air spring and the shock absorbers are individual. Inflate the air spring slowly, and make sure the air springs enter the position of spring holder properly. Do not place your hand or any object around the range of the moving direction of the air spring to avoid personnel injury or damage to the product or vehicle.
- After adjusting the length of the shock absorber, please use the wrench to tighten the spring plate and the lock rings. If there' s any of part not locked well, it will cause noise and damage.
- Make sure the brake line and ABS line are well fixed and the lower brackets are locked tightly. Failure to do it, will cause damage of air strut and jeopardize the driving safety.
- Make sure the routing of air line and control system box is free from rubbing, bending, cutting, loosening or high temperature problems. And ensure the air line won' t be pulled when the shock absorbers are operating.

**Post-Installation Notice before use**

- AirREX / ODINSUS is not responsible for the installation against any local laws or regulations.
- Please adjust the ride height of the vehicle according to the local traffic regulations.
- AirREX / ODINSUS doesn' t recommend adjusting ride height while driving. AirREX / ODINSUS is not responsible for any accident, injury, damage or casualty as a result of operating this product while driving.
- Check the screws, nut and bolts regularly to ensure all of them are well locked. Inspect and clean dust and rocks in the air spring and piston rod regularly, but never use organic solvents to wipe rubber to extend the lifetime of all parts.
- Please remove the dust and sand from the shock body and thread first if need to re-adjust the height of the vehicle, the shock absorber may be stuck during the height adjustment because of the dust or sand.
- Make sure all parts and related body parts are well locked, air line and wiring are in correct locations after installed. It may cause the noises or driving danger if fail to re-check and tighten all bolts and nuts.
- Using air pressure to adjust the ride height of the vehicle, when the controller shows high pressure, the ride height of the vehicle is high, and vice versa.
- Please drain the water out from reservoir tank in the control system box regularly. Open the acrylic cover, you will find a red drain valve, please connect the air line to drain water from the reservoir tank.
- Please keep the engine running during operating this product. Park the vehicle on flat ground when using air pressure to adjust the ride height to prevent different height at the same air pressure. It is allowable as long as the air pressure figures within 5 psi between left and right side. Within this range, it won' t cause the different height of the vehicle for left and right side.
- The best ride height of this product is 4~6cm from the minimum height as left illustrated. Out of this range, it will cause uncomfortable riding and not good for normal driving.

**Precaution for AirREX / ODINSUS digital air suspension system**

- Please reconfirm that you have read this user and installation manual in detail, and operate and install in accordance with all items.
- Please start the vehicle when operating this product continuously to avoid exhaustion of battery power due to continuous use.
- The vehicle must be parked on a flat and level ground when adjusting the height, so that the pressure reading and the actual height will not deviate.
- When operating this product continuously, be careful not to keep the air compressor operating continuously for more than 15 minutes. After continuous use, the air compressor needs to be suspended for about 10 minutes before continuing to operate to extend the service lifetime of the product.

- Do not operate this product while the vehicle is driving, and place the operator in a safe place to avoid accidental touches or distractions.
- The unit of the value displayed by the operator is psi, because 1kg=14.2psi, so it doesn't matter if there is a slight error on the left and right sides, such as 55 on the right and 51 on the left, it will not cause the left and right heights to be different, but if it is on a flat and level ground, the same. However, the difference between the values at altitude exceeds 10 psi, please return to the installation place for inspection.
- Do not use the upper limit height or lower limit height (25%) of the shock absorber to drive the vehicle. For example, if the total stroke of the shock absorber ascending and descending is 10 cm, the upper limit is 7.5 cm, the lower limit is 2.5 cm, and the normal driving height setting is the vehicle Adjusting to the range of 2.5~7.5 cm when stationary. It can let you have the best comfortable riding experience and can extend the service lifetime of the product.
- To avoid the danger caused by spring pop-up: After installing this product, the vehicle must be raised before it is on hydraulic jack, and the pressure in the air spring must be maintained after the height is raised, and the pressure must not be released. Except when it is necessary to remove or disassemble the shock absorber or air spring linkage parts, the air must be released to a pressure-less status. After the installation, must confirm that the air spring is in the correct position and pump the air to the air spring before you can put the vehicle back on the ground from the hydraulic jack.
- Under any circumstances, do not place hands, feet, tools or any objects in all areas that may cause the vehicle to move when the product is actuated, such as around the air spring, between the tires and wheel arches, under the chassis, etc., to avoid causing injury to personnel or any danger.

### Wireless Controller

- ✧ The controller can be placed near the driver's seat according to the user's habit. In order to avoid unexpected safety hazards, the controller must not be used when driving.
- ✧ While driving, the controller can only monitor the pressure status of the air spring, and shall not operate or use it. Please place the controller at a safe place in the car to avoid accidental touch by the driver or passengers, or controller falling, which may cause any accidental touch and endanger driving safety.
- ✧ Our product comprises four independently adjustable air struts. By different car models, front and rear counterweights, and the size of the air springs used in the front and rear will make our product in different function. Therefore, when both the left and right air strut need to be adjusted to the same height, the front wheel and the rear wheel may have different pressure values.

[Caution] : There might be a discrepancy of 5 psi in height, as illustrated. For instance, the pressure difference in the front is 1 psi, while in the back it's 3 psi. However, the vehicle's height is the same on both sides. This situation is acceptable.

### Air Management · Safety Precautions

Main system precautions : Special precautions for installation

1. System configuration : Do not erect or stress the main control box. Please handle with care
2. Electronic disturbance : Do not place near inductioners
3. Installation disturbance : Do not install distributor box butt cable by yourslef, seek assistance from your dealer or a qualified professional.

Installation and system configuration precautions : Please follow the notice below when using this product to extend product life and prevent potential danger

1. Please do not install in non-designated vehicles to avoid fitment issues or damage to both product and car.
2. Do not stand upright to avoid product damage.
3. Please transport and handle with care, do not put heavy object on the product to avoid damage to the product.
4. Do not throw or smash the product or accessories, avoid all impact.
5. Do not allow water to get in contact with the product & accessories.
6. Do not use the product as a storage box to avoid damage the product.
7. Do not stand ,sit, lie down on the product.
8. Do not stack any objects on top of the product.
9. Do not place the body or accessories in any place where people may trip over.
- 10.Please keep well ventilated and avoid exposure to moisture, humidity, high temperature or harsh environment, which may shorten the product life or damage the function.
- 11.Do not place it on long-fiber carpets or anti-slip mats.
- 12.Do not touch the cooling fan blades within the system.
- 13.Do not let dust build up within the main system & ensure its well ventilated.
- 14.Do not place the product too close to a heat source or a place that may generate a fire source to avoid damage to the product or cause fire.
- 15.Do not place the product on an unstable, inclined or unstable platform, as it may cause the product to fall and cause serious damage to the product and human body. It is recommended that you find officially certified professional technician to install and set the product.
- 16.Do not insert fingers or other foreign objects between the gaps of the product to avoid possible harm to the human body or the product.
- 17.Do not let any shape or parts, foreign objects, or liquid fall into the body or accessories. If relevant conditions occur, stop using it immediately and disconnect the power supply.
- 18.Do not disassemble/modify by yourself, causing unpredictable danger and irreparable damage to the product.
- 19.Do not remove any screws or any cover.
- 20.Do not modify, disassemble, change or modify product parts or functions by yourself.
- 21.If the product is abnormal or emits a peculiar smell, please do not try to disassemble or repair the product by yourself. Please turn off the power immediately and unplug the power cord connected to the system. Please contact the nearest official authorized dealer or contact the official customer service.
- 22.When disposing of this product, please follow local laws for proper disposal.
- 23.To avoid unexpected situations, if you do not use the system for a long time, please turn off the power of the host.

1. **Cleaning and maintenance : During maintenance and cleaning, be sure to disconnect all power-related connections and follow official instructions to avoid unexpected accidents.**

- Cleaning of enclosure, port, and connector(plastic cover of system and accessories)
- 1.1 Wipe with a soft, dry cloth.
  - 1.2 Do not apply insecticides or other volatile substances, included paint thinner, benzene, alcohol.
  - 1.3 Do not wipe with a chemically-treated cleaning cloth.
  - 1.4 Do not allow dust to build up on the vents. When dust accumulates in system vents, remove the dust with a low-powered vacuum cleaner.
2. Do not use when the connectors of the system or the AC power cord are not clean. If used when dirty, the flow of electrical current

may be obstructed.

**Precautions for installation on vehicle :**

**Precautions: In order to avoid threats to personal safety or damage to the product due to incorrect product use, please follow the instructions for product installation.**

**《Pre-installation》**

1. Please consult the professional technician by officially authorized and certified dealer for safe and proper installation information.
2. In order to avoid unexpected product damage, please lay the cloth on a flat table that can bear enough weight and area before installation, and make sure that the cloth is clean and free of any foreign matter.
3. Please confirm whether the product specifications or labels are correct before installation. If there are any parts missing or the product is damaged, please contact the purchase agent as soon as possible with a valid receipt.

**\* If the product is damaged due to improper installation or operation, it cannot be returned or exchanged, and no warranty service is provided.**

**《After-installation》**

To ensure your driving safety, please confirm the followings after installation:

1. Both the product and the vehicle can operate normally. If you have any doubts, please contact the official authorized dealer immediately.
2. Avoid all interference problems: the interference between the product and its own parts/accessories, any object and the car body (pulling, bending, friction, etc.).
3. No leakage of air suspension system.
4. In order to ensure the ride comfort of the vehicle, please check your requirements with the authorized dealer and maintenance dealer when setting the parameters (setting the vehicle body height, air pressure value, damping... etc.)
5. After installation of AirREX / ODINSUS air suspension, be sure to locate the tires of the vehicle to ensure the safety of personnel and the lifetime of product.

**System setting and allocation :**

1. When using the power line and allocation, please avoid the power line from being trampled, squeezed, tangled into lumps, over-bundled, or bent at a large angle to avoid unpredictable dangers caused by damage to the power line.
2. If you will not be using the product for a long time period(for example, during your vacation abroad), please disconnect it from the power supply.
3. The way to cut off the power supply of this product: Turn the power ON/OFF switch to OFF.
4. Please be sure to use the official power line attached to the product. Do not use other power line of unknown specifications or use damaged or frayed power cords, and do not change the type of power line plugs yourself to avoid electric shocks, fires and other disasters.
5. Please be careful not to exceed the total load in the official product instructions.
6. Before moving the product, please turn off the power and unplug the power line.
7. When plugging and unplugging the power cord, please keep your hands dry and hold the plug head. Do not pull the power line, which may damage the power line.
8. Maximum battery endurance : \*As the usage time increases, the battery's endurance may gradually decrease."

AirREX	
Classis system : 6 hrs	REX system : 10 hrs

9. Please use the official Cable on the system.
10. Do not connect the cigarette lighter for charging.
11. Please check the power line regularly to ensure safe operation and use. If you find any damage, please stop using it immediately and contact the official customer service center.

**Use and handling for controller and display screen :**

1. Do not scratch screen, it will cause the damage of mother board.
2. Please use the supplied USB cable for charging of wireless controller.
3. Do not allow the controller to come in contact with water as water damage will spoil the controller.
4. Do not place the controller and display screen under direct sunlight or strong sunlight. Strong sunlight might damage the controller and display screen, the direct sunlight will affect the display screen to show information.
5. Please follow all warnings and instructions showed on the remote controller and display screen.
6. Please be careful to use the controller and display screen, because the glass film on the LCD screen is very easy to be damaged by knocks or pressure, excessive force, and extreme temperature changes.

**Instruction for controller connecting to system :**

1. Please use it without metal shielding.
7. Remote control signal transmission range: \*Exceeding this range can easily cause signal interruption.

AirREX	
Classis system : 10M	REX system : 10 M

2. Take not that due to magnetic or external interference, wireless connection may be affected.

**System routine maintenance precautions :** Use and handling for air tank: Turn on the drain valve one time for every month.

## Matters Needing Attention (The Remote Control Contains Lithiumion Battery)

\*Applicable to AirREX Classic Series and REX Series remote controllers

Strictly observes the following needing attention. Pin Hsiu Technology Co., Ltd., will not be responsible for any accident occurred by handling outside of the precautions in this specification.

**[Danger !]**

1. Never heat cell or throw it into fire.
2. Never weld a cell directly.
3. Do not use a damaged cell.
4. Never throw cell in liquid such as water 、gasoline or drink etc, also do not wet cell.
5. Prohibition of use cell close to fire or in a car where temperaturare may be above 60°C. Also do not charge / discharge in such conditions.
6. Do not disassemble the cell.
7. Never short-circuit the(+) and(-) terminals with other metals.
8. Do not place cell in a device with the(+) and(-) in the wrong way around.
9. Do not pierce cell with a sharp object such as a needle.
10. Please carefully read the user's manual prior to use to avoid deteriorated performance, even cell leakage, heat, smoke, fire, explosion due to wrong operations.

**[Warning !]**

1. Do not put cell into a microwave oven, dryer, or high-pressure container.
2. Stop charging the cell if charging is not completed within the specified time.
3. Stop using the cell if abnormal heat, odor, discoloration, deformation or abnormal condition is detected during use, charge, or

- storage.
- Keep away from fire immediately when leakage or unpleasant smell is detected.
  - If liquid leaks onto your skin or clothes, wash well with fresh water immediately.
  - If liquid leaking from the cell gets into your eyes, do not rub your eyes. Wash them well with fresh water and go to see a doctor immediately.

[Caution !]

- Before using the cell, be sure to read the user's manual and cautions on handling thoroughly.
- Keep batteries out of reach of children to avoid being swallowed.
- If children use the cell, their guardians should explain the proper handling.
- Batteries have life cycles. If cell powers equipment much shorter time than usual, please replace the cell with a new one.
- While the cell pack is charged, used and stored, keep it away from places/objects with static electric.
- If the terminals of cell become dirty, clean it with dry cloth before using.
- Cell would be over-discharged by its self-discharge characteristics in case the battery is not used for long time. In order to prevent over-discharging, the battery shall be charged periodically to maintain between 3.7V and 3.9V.
- Using the remote control, the operating temperature range is 10~30 °C.
- The battery has a limited product life. Battery life (time of use) declines with repeated use and time. Its product life varies with storage method, usage, environment and other factors.
- If the remote controller is not being used for a prolonged period of time, we recommend charging it once every **3 months** to maintain battery performance.

**Connection Distance** For safety concerns, the recommended connection operation distance is within 10M (actual connection distance is effected by metal case and environment).

**Security** Do not operate the controller while driving

**Operations Management**

- Do not swap and operate during remote controller startup (about 2 seconds). Press and hold setting button on the remote controller for 3 seconds to shut down if you need to swap.
- When operating the remote controller, please note whether there are obstacles in the environment to prevent vehicle body damage.
- Do not place the products near heat, under direct sunlight, or in a dusty environment.
- In case that fluids enter the management system or controller, shut down immediately and request service from authorized personnel.
- In narrow spaces, lifting or lowering vehicle body may cause impact, so please take notice of the distance.
- Do not adjust vehicle height on a slope. If you accidentally pressed buttons to adjust vehicle height, please leave your vehicle to check the spacing of four-wheel arches.

**Maintenance** When cleaning the exterior of the machine, first wipe with a slight wet soft cloth, then wipe the exterior surface with a clean soft cloth. Do not use alcohol, petrol or detergents.

**Temperature/Humidity ratio**

Operation temperature	0°C ~ 45°C	Storage temperature	-10°C ~ 40°C
Operation humidity ratio	45% ~ 75%	Storage humidity ratio	45% ~ 75%

**Use and handling for height version product**

- Need to be setting the lowest and highest height before use the height version.
- For better driving experience, its recommend to adjust the pressure or height according to your preference.

**CERTIFICATION** 品秀科技股份有限公司 ( Pin Hsiu Technology ) Acceptance of issuing certificate :



- ◆ ISO 9001:2015
- ◆ AS9100:D / JISQ 9100:2016 / EN 9100:2018
- \* North America : AS9100 / Europe : EN9100 / Japan : JISQ9100

**WARRANTY CLAUSE**

Pin Hsiu Technology Co., Ltd. (hereinafter referred to as “the Company” ) shall provide services pertinent to the maintenance, repair, and replacement of parts for the products purchased by consumers under this Warranty Clause (hereinafter referred to as “This Clause” ).

**I. WARRANTY PERIOD**

Consumers who purchased this product from official dealers are entitles to warranty service for **1 year from the day of purchase** (the date stated on the invoice, receipt, or other forms of proof of purchase) under This Clause.

**II. SUBJECT OF WARRANTY**

The warranty covers products purchased directly from authorized dealers or retailers of the Company only. Products acquired through resale, assignment or other means are not eligible for warranty service under This Clause. We are not responsible in anyway for units that were purchased from unauthorized sources.

**III. SCOPE OF WARRANTY**

**1. The warranty service under This Clause shall be applicable to the following:**

- Product parts not functioning properly after installation within warranty period.
- Damage caused by normal use of the product within the warranty period.

**2. The following is not covered by the warranty service under This Clause:**

- ◆ Product is worn out but the functions remain intact.
- ◆ Failure to follow the user manual that resulted in faulty installation.
- ◆ Purchased from distributors or a third party not authorized by the Company.
- ◆ Unauthorized modification, disassembly of product, change or modification of the parts or functions of the product.
- ◆ Warranty has expired.
- ◆ Installation of products in the wrong types of vehicles.
- ◆ Damages caused by violation of traffic regulations or improper use of motor vehicles.
- ◆ Damage caused by willful act or negligence.
- ◆ Damage caused by natural disaster or accidents.
- ◆ No invoice or proof of purchase could be presented.
- ◆ Installation of product in vehicles professed for racing.

IV. WARRANTY SERVICE

The Company will provide repair or replacement of parts on products referred for repair in conformity with the requirements of This Clause.

V. WARRANTY PROCEDURE

1. Contact any of the business locations of the Company, authorized dealers or service stations:
- (1) Pin Hsiu Technology: AirREX brand / ODINSUS brand.
- (2) Authorized dealers listed on the official website.
2. Present a valid invoice, receipt, or other forms of proof of purchase to the aforementioned units.
3. Fill in the following information or other information required by the Company before sending an e-mail to [airrex@airrex.com.tw](mailto:airrex@airrex.com.tw)
- (1) Name, address, and telephone number.
- (2) Invoice number or the name of authorized dealer, or installation service provider.
- (3) Product serial number and product name.
- (4) Specify if the service is in warranty (within 12 months from the day of purchase) or out of warranty service.
- (5) Content of nonconformity (explain in words or by photos).
- (6) Information of motor vehicle.
4. On receiving the product, the Company will determine if the sent product meets the requirements under This Clause on the basis of the actual condition of the product and will provide the relevant repair or replacement.
5. The time required for the completion of the aforementioned procedure will vary according to actual needs. The Company cannot promise the exact number of days for the service.
6. If the product was found to not fall within the scope of warranty under This Clause, the Company may charge the consumer for the inspection and repair, delivery or other necessary expenses incurred.
7. Consumers shall pay for the freight for the delivery of the product to the service center. The Company will pay for the return freight if the product referred for service is confirmed to be under warranty.

VI. DISCLAIMER

The content of This Clause shall constitute the entire content of the warranty service provided by the Company on this product and shall substitute expression of intent verbally or tacitly made unless the Company agreed otherwise in writing. The Company disclaims any responsibility of guarantee beyond This Clause. Likewise, no dealer, retailer, or third party has the right to act on behalf of and in the name of the Company in making promises in any form, and under no circumstances shall the Company be bound by such promises. Any expense incurred from the purchase, installation, shipment, or use of products by consumers (including the cost of human resources and freight) or any other necessary expenses shall be borne by the consumers whether the products are covered by warranty or not, unless This Clause specified otherwise that the Company shall be responsible.







Consumers may have problem on the use of products or other related matters, shall seek assistance from the Company or the Company disclaims any damage to the products thereof. Unless the law provides otherwise, the Company disclaims any obligation for any damage, direct or indirect, or collateral to the consumers or a third party deriving from the products, including but not limited to: physical injury, health, reputation, good will, operation, property, investment, and profit. Likewise, the Company disclaims any responsibility for the damage to other equipment deriving from this product.

SECOND HAND PRODUCT

1. As related information is restricted by the TERMS AND CONDITIONS of second hand distributors, we cannot provide any responsibility and guarantee on second hand products.
2. With regard to detail information of related products including product condition, price, function, configuration, equipment etc. of second hand products, please liaise with second hand distributors to confirm.
3. With regard to the warranty of second hand product, we will base on the purchase date of the starting time of ex-factory of the aforementioned product on the product card as the basis of judgment. Our product has one year product warranty. Before installation, please confirm whether it is used according to the provision of the local law and we do not admit illegal installation and use. Please confirm the vehicle type and year first before installation. After installation if vehicle and year do not conform to product specification and it is not due to our assembly error, replacement may not be made. In addition, upon discovery of error in the product specification or wrong labeling, shortage of parts or damaged product, please bring along the valid receipt and liaise with the second hand distributor whom you purchase from.

CONTACT US Monday through Friday (except holidays) : 08:00-12:00 · 13:00-17:00

If you encounter an issue that cannot be resolved while using the product, please contact our official customer service at your earliest convenience. Thank you for your support and cooperation

ONLINE CUSTOMER SERVICE	
 LINE : @yvn5175z	 Messenger : AirREX digital air suspension system
AirREX digital air suspension	
 FB : <a href="https://www.facebook.com/airrexglobal">www.facebook.com/airrexglobal</a>	 IG : <a href="https://www.instagram.com/airrex_global">www.instagram.com/airrex_global</a>
ODINSUS digital air suspension	
 FB : <a href="https://www.facebook.com/odinsusworld">www.facebook.com/odinsusworld</a>	 IG : <a href="https://www.instagram.com/odinsus_global">www.instagram.com/odinsus_global</a>

CUSTOMER CONTACT CENTER		
E-MAIL : <a href="mailto:airrex@airrex.com.tw">airrex@airrex.com.tw</a>	TEL : 886-47-557663	FAX : 886-47-558122

\* The image shown here is indicative only. If there is inconsistency between the image and the actual product, the actual product shall govern.