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ZHIYUN-EN-v1.00

ZHIYUN

SMOOTH-Q5 Ultra

User Guide

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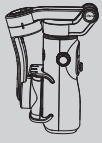
Contact Card

Packing list

The product package comes with the following items. If there are any missing items, please contact ZHIYUN or your local distributor.

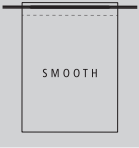


Master unit x 1

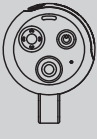
Tripod x1

USB Type-C data cable x1

Quick Start Guide x1



Storage bag x1

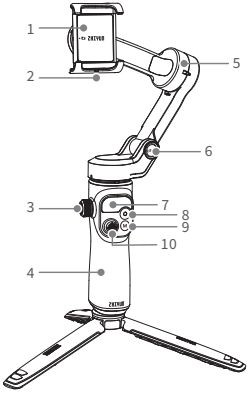


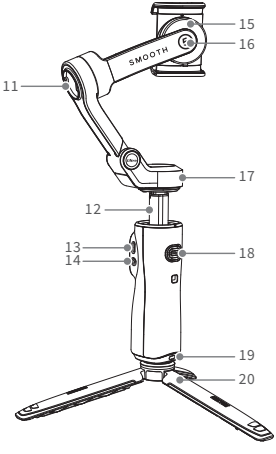
Controller x1*

AI tracker x1*

"*" indicates that the accessory is included only in the SMOOTH-Q5 Ultra smartphone stabilizer COMBO kit.

Getting to know the SMOOTH-Q5 Ultra



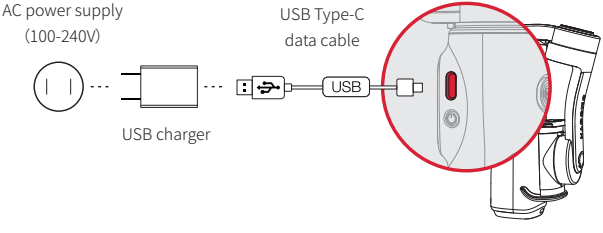


1. Phone Holder
2. AI tracker mounting position
3. Wheel
4. Gimbal grip
5. Tilt axis motor
6. Foldable arm hinge
7. Display
8. Photo/Video Button
9. MODE key
10. Stabilizer Joystick
11. Controller storage slot
12. Extension pole
13. USB-C port
14. Power Button
15. Roll Axis Motor
16. Built-in fill light
17. Pan Axis Motor
18. Trigger button
19. Wrist Strap Hole
20. Tripod

Charging and Battery

The SMOOTH-Q5 Ultra uses a built-in battery. Before first use, fully charge the SMOOTH-Q5 Ultra to activate the battery and ensure proper product operation.

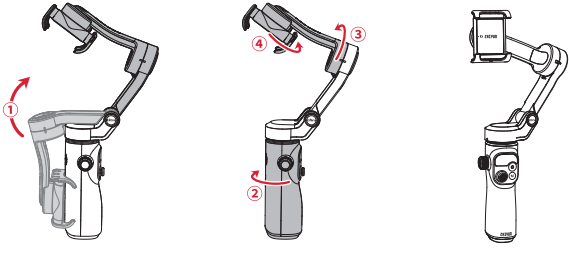
Charging Method: Use the standard USB Type-C data cable to connect the device to a USB charger. The SMOOTH-Q5 Ultra supports a maximum charging power of 5W. During charging, the battery icon on the screen flashes; when the green battery icon remains steady, charging is complete.



① USB charger not included.
② Please charge the SMOOTH-Q5 Ultra when it is powered off.

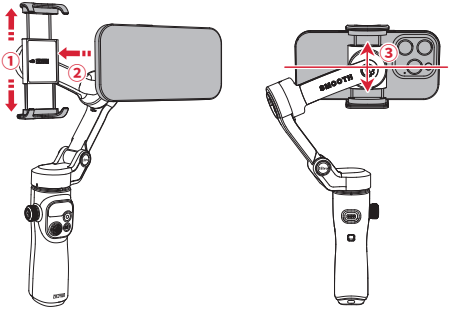
Install the Smartphone

1. Unfold the SMOOTH-Q5 Ultra as shown in the figure below.



Refer to the illustrations and pay attention to the rotation directions of the three axes to avoid damaging the mechanical limits.

2. Install the smartphone into the phone clamp as shown in the illustration. Ensure the phone camera is oriented correctly to avoid blocking the lens. Adjust the phone clamp up or down so that the phone remains vertical when stationary.

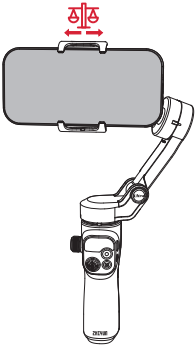


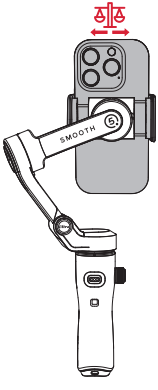
① When installing the phone, make sure it is securely placed in the phone clamp, with the back of the phone pressed firmly against the clamp's panel to ensure a stable installation.

② Before powering on the SMOOTH-Q5 Ultra, it's necessary to install the smartphone and adjust its balance. If the device detects that no smartphone is installed once powered on, the motor will emit a beep and automatically enter standby mode.

Balance adjustment

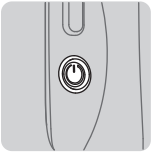
When the smartphone is in landscape mode, adjust its position left or right until it remains level with the ground when stationary.
When the smartphone is in portrait mode, adjust the position of the phone clamp from side to side until the phone remains level with the ground when stationary.





The phone's balance has a significant impact on the SMOOTH-Q5 Ultra's battery life. If the smartphone is unbalanced, the device may still operate, but it will consume more power, and the stabilizing torque will be reduced.

Control Buttons /Interface Description

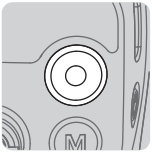


Power Button

Press: Check the gimbal's battery level (when powered off).

Press and hold: Power on/off.

Press the button eight times: Cancel the phone Bluetooth pairing.



Photo/Video Button

Press: Take a photo in photo mode in the ZY Cami app.
In video recording mode in the ZY Cami app, start or stop recording.

Press twice: Switch between photo and video modes in the ZY Cami app.

Press the button three times:
Switch between the front and rear cameras in the ZY Cami app.

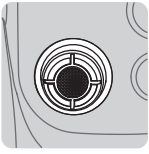
Press and hold: Take burst photos (only for certain phones using the native camera app, and only if the phone supports burst shooting via the volume button).

MODE key

Press: Switch operating modes (PF–F–POV–L–V).

Press twice: Switch to the previous operating mode.

Press and hold: Enter or exit gimbal motor sleep mode.

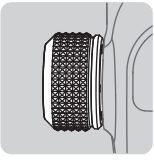


Stabilizer Joystick

Push the joystick up, down, left, or right:
Control the gimbal's rotation.
Press the button three times:
Enable or disable the AI tracker's false recognition prevention mode (when enabled, the gimbal will only track the target without recognizing gestures).

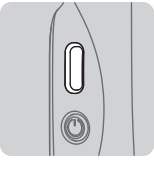
Trigger button

Press: Enable or disable Smart Follow in the ZY Cami app.
Turn AI tracking on or off (when the AI tracker is connected).
Press twice: Recenter the gimbal.
Press the button three times:
Switch between landscape and portrait modes.
Press and hold: Switch to GO mode; release to return to the previous operating mode.



Wheel

Press: Adjust the built-in fill light to three brightness levels (when the fill light is on).
Press and hold: Turn on/off the built-in fill light.
Rotate: Adjust zoom in the ZY Cami app or in some native phone camera apps.



USB-C port

Use this port to charge the gimbal or connect it to a computer for firmware updates.

Screen Icon Function Definitions

Icon	Status	Function
	White steady light	Gimbal in PF mode
	White steady light	Gimbal in F mode
	White flashing light	Gimbal in GO mode
	White steady light	Gimbal in POV mode
	White flashing light	Gimbal in V mode
	White steady light	Gimbal in L mode
	Rapid red flashing	Remaining battery less than 5%
	Red steady light	Remaining battery between 5% and 20%
	Yellow steady light	Remaining battery between 20% and 60%
	Green steady light	Remaining battery more than 60%
	Green steady light	Gimbal connected to phone via Bluetooth
	White flashes and then turns off	AI tracker/controller connected to gimbal
	White steady light	AI tracking enabled
	White breathing light	Anti-misrecognition mode enabled (tracks target only; gesture recognition disabled)

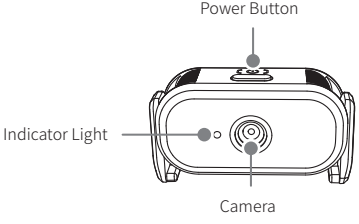
Icon	Status	Function
	Four white icons light up and turn off in sequence	Power on/off
	Four white icons breathe flash simultaneously	Standby state
	Four white icons flash in sequence	Upgrading firmware...
	Four white icons flash rapidly at the same time	Firmware update failed.

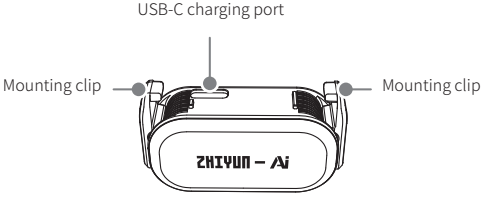
After connecting your phone to SMOOTH-Q5 Ultra via Bluetooth in the phone's settings, you can control the phone's native camera without connecting to the ZY Cami app (applicable to phones that support taking photos with the volume button; no Bluetooth password required). Visit the ZHIYUN official website at www.zhiyun-tech.com to check the SMOOTH-Q5 Ultra Phone Compatibility List for the latest information.

AI Tracking Instructions

The AI tracker can recognize hand gestures and perform automatic target tracking without app connection. Gesture recognition can also be used to control the gimbal and camera.

Getting to know the AI Tracker





Power Button

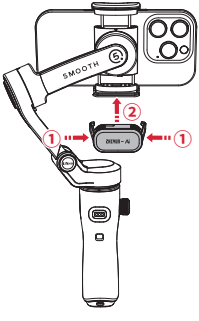
Press and hold: Turn on/off the AI tracker.

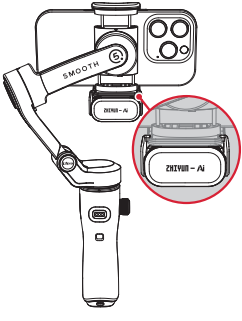
Press the button three times: Enable/disable anti-misrecognition mode (when enabled, tracks the target only and disables gesture recognition).

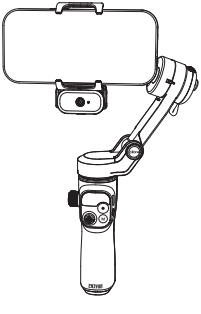
After the AI tracker is turned on, if no control gestures are detected and tracking mode remains off for 10 minutes, it will automatically power off.

Install the AI tracker

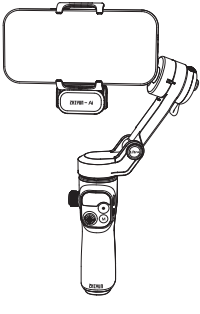
Press the mounting clips on both ends of the AI tracker to open them, and then align it with the AI tracker slot on the gimbal's phone clamp. Release the clips to secure it in place and complete the installation. Simply rotate the tracker 180° to change its orientation and enable front or rear camera tracking.







Front camera tracking



Rear camera tracking

Gesture Recognition Instructions

Action	Gesture	AI Tracker Status	Gimbal Status	Notes
Enable tracking		Green steady light	AI icon white steady light	Both left- and right-hand gestures supported
Disable tracking		Blue steady light		Both left- and right-hand gestures supported
Custom Framing		Green rapid flashing	AI icon white steady light	When the subject does not need to be centered, customize the framing as needed. After the subject moves to the desired position, enable custom framing with a gesture to begin tracking.
Switch to landscape mode		Green rapid flashing	Gimbal changes from portrait mode to landscape mode	
Switch to portrait mode		Green rapid flashing	Gimbal changes from landscape mode to portrait mode	

Action	Gesture	AI Tracker Status	Gimbal Status	Notes
Take photo / Start recording		Blue flashing light	A 3-second countdown before the camera takes a photo or starts recording	1. Both left- and right-hand gestures supported 2. Controls shooting via the ZY Cami app or the phone's native camera
Stop recording		Blue flashing light	The camera stops recording after a 3-second countdown	

Other AI Tracker Status Descriptions

AI Tracker Status	Indicator Light Status	Notes
Powered on but not connected to the gimbal	Blue flashing light	Auto power-off after 1 minute.
Powered on and connected to gimbal, but tracking disabled	Blue steady light	If no control gestures are detected and tracking mode remains off for 10 minutes, the AI tracker automatically powers off.
Anti-misrecognition mode enabled	Green breathing light	When turned on, only track the target without recognizing gestures.
Target lost during tracking	Red steady light	Reacquiring the target resumes normal tracking.
Low battery alert	Red slow flashing light	Battery level below 10%
Charging	Green slow flashing light	
Charging complete	Green steady light	

① The AI tracker can recognize gestures effectively at a distance of 0.5 m to 3 m. (Backlighting, low light, or other complex environments may reduce the recognition distance.)

② The maximum effective tracking distance of the AI tracker is 5 m. (Backlighting, low light, or other complex environments may affect tracking performance.)

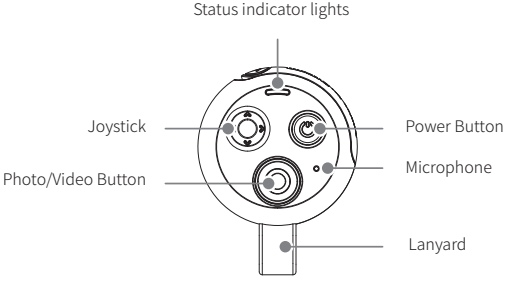
③ The AI tracker will automatically power off 1 minute after being disconnected from the phone clamp or the gimbal.

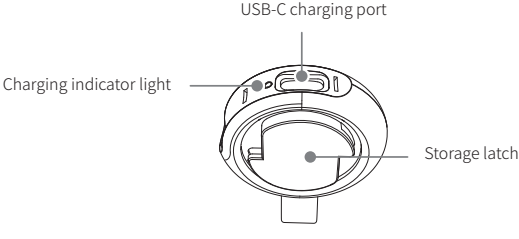
④ After the gimbal powers off, the AI tracker will automatically power off synchronously.

Controller Operation Instructions

Once powered on and automatically connected to the SMOOTH-Q5 Ultra, the controller can remotely operate all gimbal functions.

Getting to know the Controller

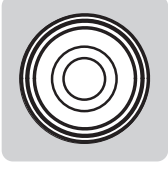




When the controller is powered on, it will automatically shut down if no operation is performed for 10 minutes.

Descriptions of Buttons

Power Button
Press and hold: Power on/off



Photo/Video Button
Press: Take a photo in photo mode in the ZY Cami app.
In video recording mode in the ZY Cami app, start or stop recording.
Press twice: Switch between photo and video modes in the ZY Cami app.
Press the button three times:
Switch between the front and rear cameras in the ZY Cami app.
Press and hold: Take burst photos (only for certain phones using the native camera app, and only if the phone supports burst shooting via the volume button).

Joystick
Push the joystick up, down, left, or right:
Control the gimbal's rotation.
Press twice: Recenter the gimbal.
Press the button three times: Switch between landscape and portrait modes / take a shot.
Press and hold: Motion-sensing gimbal control (rotate the gimbal by changing the controller's orientation).

Status Indicator Light Description

Controller Status	Indicator Light Status	Notes
Powered on but not connected to the gimbal	Blue flashing light	Auto power-off after 1 minute.
Connected to the gimbal, but no operation performed.	Green steady light	It will automatically power off if no input (via buttons, motion sensing, or voice commands) occurs within 10 minutes.
Gimbal activated but no voice command keyword detected	Green breathing light	
Voice command keyword successfully recognized	Green rapid flashing	
Low battery alert	Red slow flashing light	Battery level below 10% — alert triggered

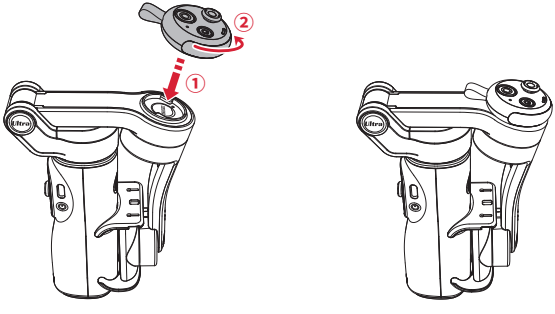
① The controller's effective control distance is 10 m. Complex environments with strong signal interference or many obstacles may reduce this distance.

② After the gimbal powers off, the controller will automatically power off synchronously.

Charging Indicator Light Instructions
Charging: Green slow flashing light.
Charging complete: Green steady light.

Controller storage

When not in use, the controller can be stored on the gimbal's tilt-axis motor.



Voice Control Instructions

The SMOOTH-Q5 Ultra supports voice control, allowing the gimbal to perform actions through voice commands without using your hands. After powering on the controller and automatically connecting it to the gimbal, you can use voice commands to, switch between landscape and portrait shooting, switch gimbal operating modes, take photos or record videos, start or stop target tracking, turn the fill light on or off, and increase or decrease fill light brightness

Gimbal Wake-up Phrase: Hey Cami

Voice commands are grouped into four categories: gimbal control commands, shooting control commands, AI tracking commands, and fill light commands.

Voice Command List

Voice Command Type	Voice Command	Description
Gimbal Control	Landscape Mode	Switch the gimbal to landscape mode
	Portrait mode	Switch the gimbal to portrait mode
	PF mode	Switch the gimbal to PF mode
	F Mode	Switch the gimbal to F mode
	POV mode	Switch the gimbal to POV mode
	L mode	Switch the gimbal to L mode
	V mode	Switch the gimbal to V mode
	GO mode	Switch the gimbal to GO mode
	Return to center	Return the gimbal to initial position
	Rotate clockwise	Rotate the gimbal pan axis clockwise
	Rotate counterclockwise	Rotate the gimbal pan axis counterclockwise
	Rotate upward	Rotate the gimbal tilt axis upward
	Rotate downward	Rotate the gimbal tilt axis downward
	Stop rotating	Stop gimbal rotation
Shooting Control	Take photo	Shoot a single photo
	Start recording	Start recording video
	Stop recording	Stop recording video
AI Tracking Control	Start tracking	Enable face tracking with the AI tracker
	Stop tracking	Disable face tracking with the AI tracker

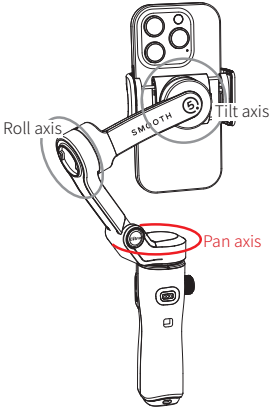
Fill Light Control	Turn on the fill light	Enable the fill light
	Turn off the fill light	Turn off the fill light
	Increase brightness	Increase fill light brightness by one level
	Reduce brightness	Decrease fill light brightness by one level
	Maximum brightness	Set the fill light to the highest level
	Medium brightness	Set the fill light to the medium level
	Minimum brightness	Set the fill light to the lowest level

Operating Modes

The red circle indicates that the motor follows the grip movement to change the angle, while the gray circle indicates that the motor locks the angle and does not follow the grip movement.

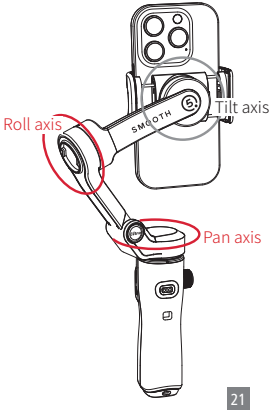
Pan Follow Mode (PF):

The tilt and roll axis motors are locked, and the pan axis motor follows the grip rotation. Push the joystick up/down to adjust the tilt angle, and push it left/right to adjust horizontal pan.



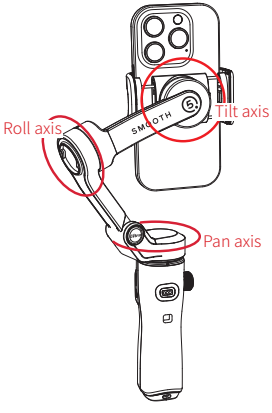
Full Follow Mode (F)

The roll axis motor is locked, and the pitch axis and pan axis motors follow the rotation of the handle. Push the joystick up/down to adjust the tilt angle, and push it left/right to adjust horizontal orientation.



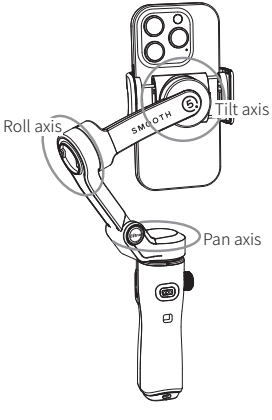
Point of View Mode (POV)

All three motors move when the handle is rotated. Push the joystick up/down to adjust the tilt angle, and push it left/right to adjust horizontal orientation.



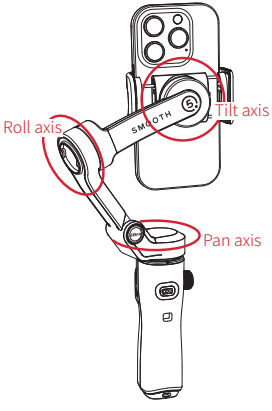
Locking mode (L)

All three motors lock their angles and do not follow the grip rotation. Push the joystick up/down to adjust the tilt angle, and push it left/right to adjust horizontal orientation.



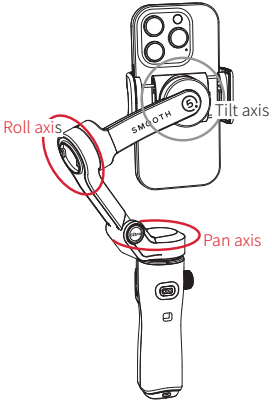
V mode (V):

All three motors move when the handle is rotated. Push the joystick up/down to adjust roll, and push it left/right to adjust horizontal orientation.



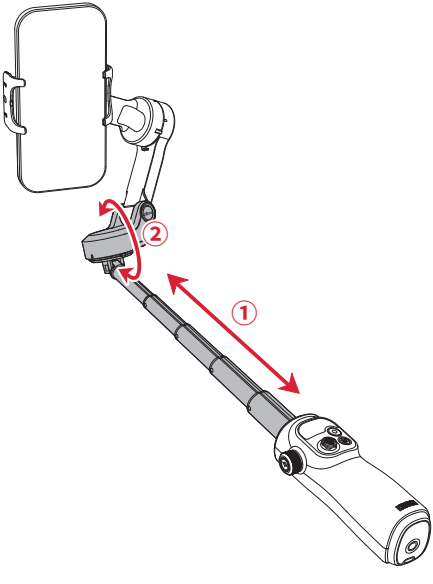
GO Mode

The roll-axis motor is locked, while the tilt- and pan-axis motors quickly follow grip rotation. The joystick has no effect in this mode.



Extension Pole Use

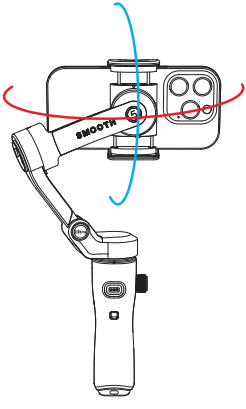
The SMOOTH-Q5 Ultra features a built-in extension pole. Pull the extension pole upward to extend it, and adjust the tilt angle as needed for your shooting requirements.



The extension pole has a maximum length of 215 mm, and the tilt angle can rotate up to 90° . Do not exceed these limits to avoid damaging the SMOOTH-Q5 Ultra.

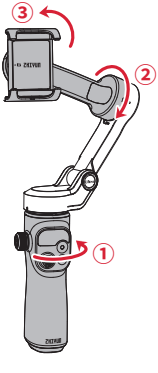
Manual Repositioning

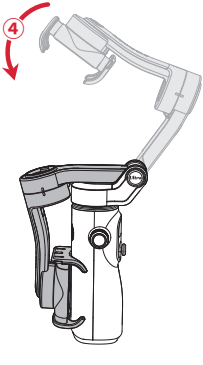
In Pan Follow (PF) mode, Full Follow (F) mode, Point of View (POV) mode, and Full Lock (L) mode, you can manually rotate the phone to the desired angle and hold it for approximately 2 seconds. After releasing, the phone angle will remain fixed (tilt axis and pan axis).



Storage

Rotate the gimbal to the storage position as shown in the figure below.





App Download

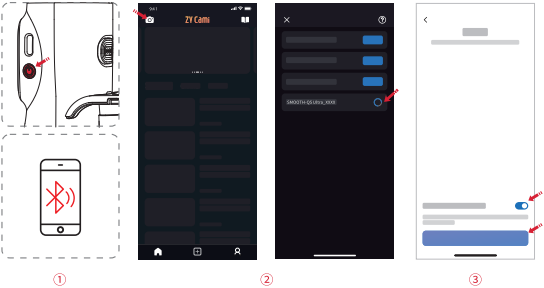
You can directly scan the QR code on the left to download the "ZY Cami" app (Android 7.0 or above, iOS 10.0 or above), or you can search for "ZY Cami" directly in your phone's app store to download it.

① By using the app "ZY Cami", designed specifically for the SMOOTH-Q5 Ultra, you can fully utilize all the functions of this gimbal.

② Please refer to the latest version of the "ZY Cami" app. Updates will not be announced separately.

How to Connect

1. Turn on the SMOOTH-Q5 Ultra and Bluetooth on your phone.
2. Open the "ZY Cami" app, tap the "Camera" icon at the top left of the homepage, then enter the device list and select the SMOOTH-Q5 Ultra you wish to connect (the SMOOTH-Q5 Ultra Bluetooth name can be found on the tilt arm, USER ID: XXXX).
3. The SMOOTH-Q5 Ultra must be activated the first time it is connected to the "ZY Cami" app; otherwise, advanced features of "ZY Cami" will not be available. After a successful connection, activation can be completed following the app's instructions. Your phone must be connected to the internet during activation.



① ② ③

Introduction to Main App Functions

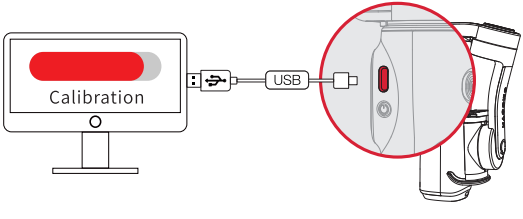
For more information about "ZY Cami" app features, visit the ZHIYUN official website at www.zhiyun-tech.com to view SMOOTH-Q5 Ultra video tutorials.

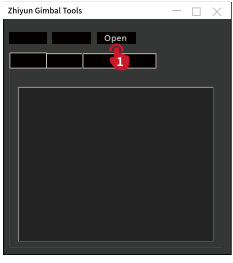
Firmware Upgrade

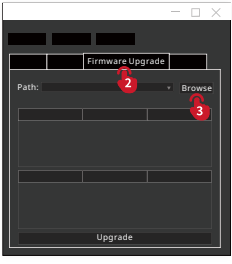
The SMOOTH-Q5 Ultra firmware can be upgraded using either the "Zhiyun Gimbal Tools" calibration and upgrade tool or the "ZY Cami" app.

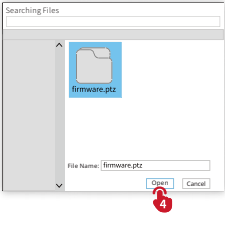
Method 1:

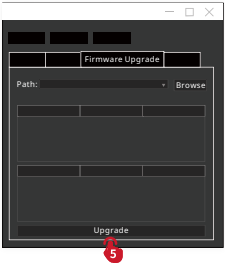
1. Open the ZHIYUN official website at www.zhiyun-tech.com, go to the SMOOTH-Q5 Ultra product page, navigate to the "Download" section, and locate and download the USB driver, ZHIYUN calibration tool, and firmware (USB driver installation is not required for Apple systems).
2. Install the gimbal driver. Extract the downloaded firmware zip file to get a file with a .ptz extension.
3. Use a USB Type-C data cable to connect the SMOOTH-Q5 Ultra's USB-C port to your computer, then power on the gimbal and put it in standby mode.
4. Open the Zhiyun calibration and upgrade tool, "Zhiyun Gimbal Tools", and click "Open Serial Port". Click "Firmware Update", then click "Browse" under "Path" to select the downloaded firmware file (.ptz). Finally, click "Update" at the bottom of the tool to start the upgrade. After the upgrade is complete, the SMOOTH-Q5 Ultra will automatically power off.

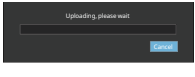












Method 2:

After connecting the SMOOTH-Q5 Ultra to the "ZY Cami" app, if the app prompts you to upgrade the firmware, follow the instructions. A network connection is required during the upgrade. For connection steps between the SMOOTH-Q5 Ultra and "ZY Cami", refer to the "App Usage" section of this manual.

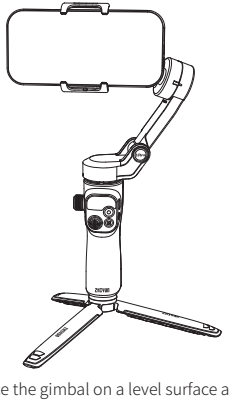
Before upgrading the firmware, please ensure the SMOOTH-Q5 Ultra battery level is above 50%. Do not exit the app or switch it to the background during the upgrade. Follow the app prompts carefully.

Stabilizer calibration

When to calibrate	How to calibrate
1. 1.After the gimbal is turned on, the smartphone pitch angle deviates from the horizontal plane. 2. 2.After the gimbal is turned on, the smartphone roll angle deviates from the horizontal plane. 3. When there are frequent small angle corrections in the horizontal orientation when the camera is still.	Gimbal automatic calibration
1. After automatic calibration, the gimbal still shows a deviation in horizontal angle at startup. 2. The gimbal has not been used for a long time. 3. The operating environment experiences extreme temperature differences.	Six-sided calibration

Gimbal Automatic Calibration Method

1. Mount the SMOOTH-Q5 Ultra onto a tripod and connect it to the "ZY Cami" app.
2. After entering the app, click "Gimbal Settings" and then "Gimbal Auto Calibration". It will automatically perform gimbal calibration, and you can follow the app prompts to monitor progress.

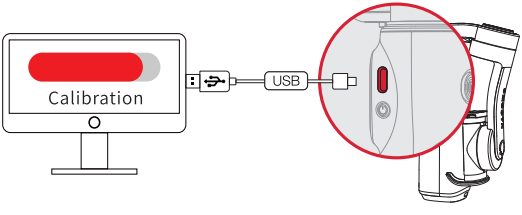


Before starting automatic calibration, place the gimbal on a level surface and do not touch it during the process.

How to perform six-sided calibration

The SMOOTH-Q5 Ultra can be calibrated on six faces using the Zhiyun Gimbal upgrade and calibration tool, "Zhiyun Gimbal Tools".

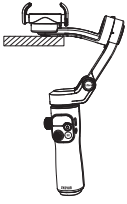
1. Use a USB Type-C data cable to connect the SMOOTH-Q5 Ultra's USB-C port to a computer, and then power on the gimbal and enter standby mode.
2. Open the Zhiyun upgrade and calibration tool, click "IMU Calibration," and follow the image prompts step by step. After successful calibration, a " √ " icon will appear on the tool interface.



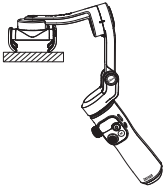
① Refer to the figure below for the steps to complete six-sided calibration. After completing the calibration, restart the gimbal to use it normally.

② The six-sided calibration operation can be understood simply as making the six planes of the phone clamp perpendicular to the horizontal plane.

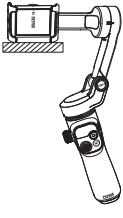
STEP 1



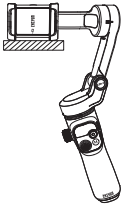
STEP 2



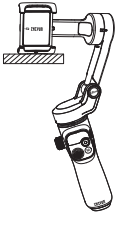
STEP 3



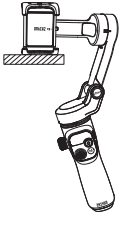
STEP 4



STEP 5



STEP 6



Product model: SM123

Item	Value	Notes
Operating voltage	6.5V-8.8V	
Operating current	0.1A-3A	
Charging Voltage (Input)	5V	
Charging Current (Input)	1A	
Pitch mechanical range	-112°～+ 214°	
Roll mechanical movement range	-95°～ +240°	
Pan Mechanical Range	-220°～ +100°	
Pitch axis controllable angle	-50°～+ 30°	
Roll axis controllable angle	-45°～+ 135°	
Pan axis controllable angle	-210°～+ 90°	
Operating temperature	-10°C -40°C	
Charging Temperature	0°C -40°C	
Battery Capacity	1100mAh/7.4V/8.14Wh	
Battery life	13.5H (let stand horizontally after leveling) 5.5H (display mode+maximum brightness when the fill light is turned on)	Experimental data 1
Charging Time	2H	Experimental data 2
Load Capacity	170-300g	
Clamp Range	60-85mm	

Item	Value	Notes
Phone Thickness	6-10.5mm	
Extension pole length	215mm	
Fill light power	0.5W	
Fill light illuminance	226(lux)	Experimental data 3
Gimbal net weight (bare unit)	390g	
Tripod weight	50g	
Gimbal dimensions (folded)	160*110*52mm	L*W*H
Gimbal dimensions (expanded)	286*128*62mm	L*W*H
Tripod size	140*31mm	D*H
Bluetooth	Bluetooth 5.4	
Operation Frequency	2.4GHz	

AI Tracker Specifications

Item	Value	Notes
Battery Capacity	390mAh/3.7V/1.443Wh	
Camera Resolution	644*484	
Tracking/Gesture Recognition Distance	Tracking: 0.5–5 m Gesture: 0.5–3 m	
Battery Life	3H	Experimental Data 4
Charging Time	2H 50min	Experimental Data 2
Dimensions	52*25.5*17.5mm	L*W*H
Net Weight	20g	

Controller Specifications

Item	Value	Notes
Battery Capacity	90mAh/3.7V/0.333Wh	
Voice/Remote Control Distance	⩽ 10m	
Battery Life	4H	Experimental Data 5
Charging Time	1H 15min	Experimental data 2
Dimensions	51*39*17mm	L*W*H
Net Weight	10g	

Experimental Data 1: This data was obtained at an ambient temperature of 25°C, with an iPhone 15 Pro Max (270 g) mounted and the gimbal leveled. The operating time during use is 5.5 hours, and the operating time when idle is 13.5 hours. Actual operating time may vary due to gimbal usage duration, battery charge and discharge cycles, and battery health. The longer the gimbal is used, the more charge and discharge cycles the battery undergoes, and the lower the battery health, the shorter the operating time will be.

Experimental Data 2: This data was obtained at an ambient temperature of 25°C using a 5W (5V/1A) PD fast charger. The charging time varies according to different environments, and actual results may be different. In addition, the lower the temperature of the charging environment, the smaller the charging current, and the longer the charging time.

Experimental Data 3: This data was obtained at an ambient temperature of 25°C, under indoor lighting below 0.1 lux, at a test distance of 0.3 m with the gimbal fill light at maximum brightness. The measured illuminance was 226 lux. Actual illuminance may vary depending on ambient light conditions.

Experimental Data 4: This data was obtained at an ambient temperature of 25°C with the AI tracker in continuous tracking mode until shutdown. The operating time was 3 hours. Actual operating time may vary due to AI tracker usage duration, battery charge and discharge cycles, and battery health. The longer the

AI tracker is used, the more charge and discharge cycles the battery undergoes, and the lower the battery health, the shorter the operating time will be.

Experimental Data 5: This data was obtained at an ambient temperature of 25°C with the controller connected to the gimbal. Simulating normal use, the joystick was operated every 8 minutes until shutdown. The operating time was 4 hours. Actual operating time may vary due to controller usage duration, battery charge and discharge cycles, and battery health. The longer the controller is used, the more charge and discharge cycles the battery undergoes, and the lower the battery health, the shorter the operating time will be.

All the data in this guide was gathered from internal experiments from ZHIYUN' s laboratories. The data may differ to some extent under different scenarios so please refer to the actual use of the SMOOTH-Q5 Ultra.

Thank you for purchasing this product. The content mentioned herein relates to your safety as well as your legal rights and responsibilities. Please read this document carefully before using this product to ensure it is properly configured. Failure to follow the instructions and warnings in this document may cause injury to you or others, or damage to this product or other surrounding property. This document and all related documents of this product are subject to the final interpretation of Guilin Zhishen Information Technology Co., Ltd. (hereinafter "ZHIYUN"). Updates may be made without further notice. Please visit the official website www.zhiyun-tech.com for the latest product information.

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Reading Tips

Legends: Hints and Tips Important

Warnings

Read the ENTIRE User Guide to become familiar with the features of this product before operating. Failure to operate the product correctly can result in damage to the product or personal property and cause serious injury. This is a sophisticated product. It must be operated with caution and common sense and requires some basic mechanical ability. Failure to operate this product in a safe and responsible manner could result in injury or damage to the product or other property. This product is not intended for use by children without direct adult supervision. DO NOT use with incompatible components or in any way otherwise as mentioned or instructed in the product documents provided by ZHIYUN. The safety guidelines herein contain instructions for safety, operation and maintenance. It is essential to read and follow all of the instructions and warnings in the User Guide, prior to assembly, setup or use, in order to operate the product correctly and avoid damage or serious injury.

Safe Operation Guidelines

1. This product is a high-precision control device. Dropping it or subjecting it to impact may cause damage and lead to abnormal operation.
2. Ensure the gimbal is free to rotate after powering on.
3. This product is not waterproof. Do not expose it to any liquids; use a soft, dry cloth for cleaning.
4. Protect this product from dust and sand during use.

Warranty Period

1. Customers are entitled to replacement or free repair service in case of quality deficits found in the product within 15 days upon receipt of the product.
2. Customers are entitled to free repair service from ZHIYUN for any product proven defective in material or workmanship that results in product failure during normal consumer usage and conditions within the valid warranty period, which is 12 months counting from the date of selling. However, warranty period varies by product component and country of purchase. Please contact our after-sales service team on ZHIYUN official website or your place of purchase for detailed warranty information.

Warranty Exclusions

1. Products subjected to unauthorized repair, misuse, collision, neglect, mishandling, soaking, accident, and unauthorized alteration.
2. Products subjected to improper use or whose labels or security tags have been torn off or altered.
3. Products whose warranty has expired.
4. Products damaged due to force majeure, such as fire, flood, lightning, etc.

Warranty Claim Procedure

1. If failure or any problem occurs to your product after purchase, please contact a local agent for assistance, or you can always contact ZHIYUN's customer service through email at info@zhiyun-tech.com or website at www.zhiyun-tech.com.
2. Your local agent or ZHIYUN's customer service will guide you through the whole service procedure regarding any product issue or problem you have encountered. ZHIYUN reserves the right to reexamine damaged or returned products.

Customer Information			
Customer Name:		Phone Number:	
Address:			
Sales Information			
Sales date:		Product Serial Number:	
Distributor Name:			
Distributor' s Contact Number:			
First Maintenance Record			
Service Date:		Repairman Signature:	
Cause of Problem:			
Service Result:	☐ Solved	☐ Unsolved	☐ Refunded/Replaced

Website

Weibo

Vimeo

Google+

Facebook
(Zhiyun Support)

Facebook
(Zhiyun Tech)

Youku

Youtube

WeChat

Instagram

Tel: +86 400 900 6868
USA Hotline: +1 808-319-6137,9:00-18:00 GMT-7,Mon-Fri
Europe Hotline: +49 (0) 61018132180,10:00-17:00 GMT+1,Mon-Fri
Web: www.zhiyun-tech.com
E-mail: info@zhiyun-tech.com
Address: 09 Huangtong Road, Tieshan Industrial Zone, Qixing District, Guilin, 541004, Guangxi, China

Certificate of Quality

This product is confirmed to meet quality standards and permitted for sale after strict inspection.

QC Inspector: _____ QC PASS 检 02

For full product information, please visit ZHIYUN's official website: Content on www.zhiyun-tech.com is subject to update without notice.

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All product names or brands referred to hereunder may be trademarks or registered trademarks of their respective holders.
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FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.
This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

- English: "
This device complies with Industry Canada licence-exempt RSS standard (s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device."

- French:"
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil nedoit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

Toute modification non approuvé explicitement par le fournisseur de licence de l' appareil peut entraîner l' annulation du droit de l' utilisateur à utiliser l' appareil.

IC Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d' exposition au rayonnement IC:
Cet équipement est conforme aux limites d' exposition au rayonnement IC fixées pour un Environnement non contrôlé. Cet équipement doit être installé et exploité Avec une distance minimale de 20cm entre le radiateur et votre corps.

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