

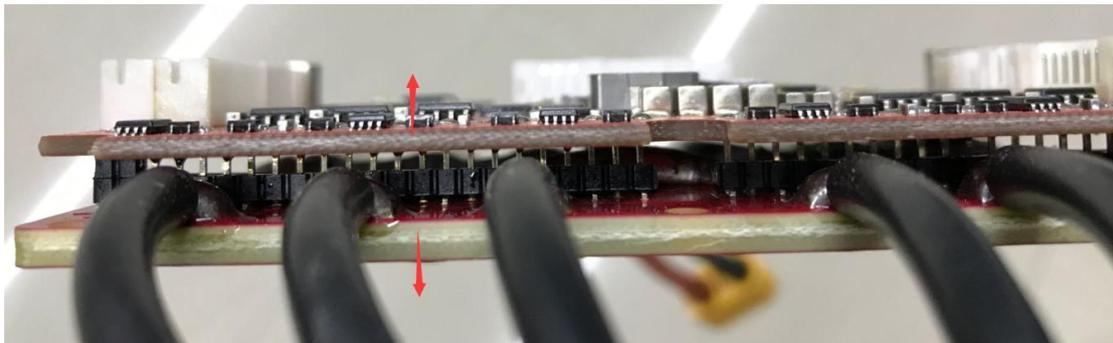
Explanation of Ubox Potential Risk and Solutions

Dear user friend,

Thank you for your love of Ubox. We are a start-up company and we are striving to survive, and trying our best to improve quality and increase productivity.

Ubox adopts a stacked design, which achieves the best current performance, you're experiencing it.

The two PCBAs of Ubox are connected by pin header soldering. We thought that this method was a little more reliable at the time. However, we did not realize that this structure ignored a mechanical problem: the tension between the two PCBs.



There are two sources of this pull:

1. The locking screw force from Power stage and bottom case will cause power stage a slight which will cause the pin headers in the photo to bear uneven tension.
2. Logic stage only uses two fixing screws, the other end of the fixing is provided by the soldered pin header. In the application environment with vibration, the vibration of the Logic stage PCB will bring tension to the pin header.

Under the combined action of these two pulling forces, as the use time increases, the firmness of the soldering tin of the header pins will be affected.

We apologize to those who have purchased ubox.

For above two factors, our solution is:

1. Reduce the Power stage locking screw force. After the screw is locked, it is only used to maintain the position of the PCBA and only provides a slight pressure.
2. Use a thick, highly elastic EVA foam(8mm thick) strip place above the Logic stage PCB, to conduct the pressure from panel to offset the tension between the two PCBs, and combine with the bottom thermal silicone pad to provide fixing force to the PCBA.

Solutions for users:

For ubox shipments after 2021/5/15 (including), we cut in this solution for production. For users who have already purchased, we provide the following solutions:

1. Extend the warranty period of the original warranty policy by half a year (all orders shipping date + 6months, then start official warranty time)
2. For users who are willing to solve this problem by themselves:
 - 2.1 Those in warranty period(follow extended warranty policy), we will provide EV foam

free shipping to you, please check your email one week later with new tracking no.(if you didn't receive the mail, please check if it's spammed)

2.2 For those, run out of warranty(even extend 6months),we provide free foam in our website, the shipping cost is 5USD worldwide.

2.3 Specific hands-on operation guide is in **attachment1**

3. For users who don't want to do it yourself, you can choose to send it back and we will fix it.

3.1 For those still in warranty period, we can only give a maximum of 15 US dollars for shipping return compensation

3.2 For those are not in the warranty period, sorry that we are unable to bear the shipping cost for your return

3.3 If you choose to send it back, please be sure to carefully refer to the tips in **attachment 2**

4. Because we are a start-up company and financial status is not good, we cannot provide a refund because we will go bankrupt after the refund. For those who trust and buy ubox, we apologize to them sincerely. We will do our best to fix ubox for you.

Attachment 1: Guidelines for improvement actions

1. Preparation tools: hexagon socket screwdriver, screw glue, EVA tape(length: 9.5cm, thickness: 8mm)



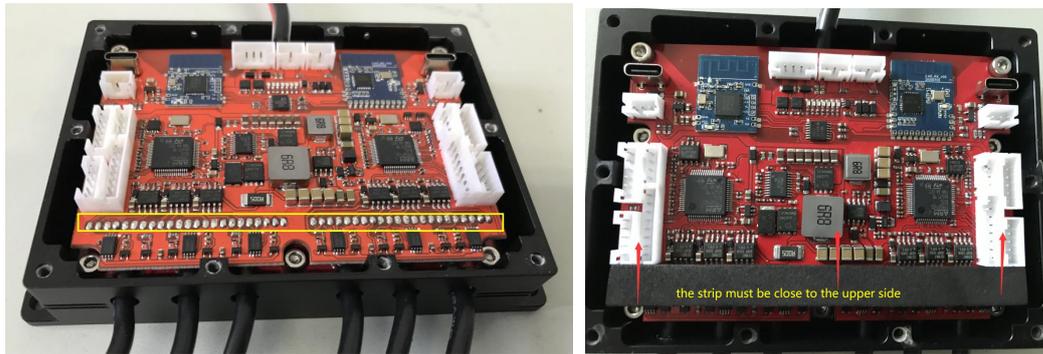
2. Steps

2.1. Disassemble the panel cover screws and all internal screws

2.2. Re-lock the Power Stage screws: slightly dip the screws in the screw glue (the key steps must not be missed), and lock them with the minimum torque. For example, refer to the picture below



2.3 Place the EVA in the following position. Attention: the EVA strip must be close to the edge of the sockets.



2.4 Locking panel cover: first press the position of the EVA rubber strip firmly, cover the panel cover (make sure that the all socket seats are corresponding to the hole position of the panel cover), then lock the panel cover with the EVA end.

2.5 Please use it after testing.

2.6 It is recommended to check whether the EVA tape remains elastic after using it for a period of time. If the elasticity decreases, replace it with a new one.

Attachment 2

Note for returning to the original factory:

1. Please remember that the value of the low declared product is 20 US dollars when mailing. An example of the declaration name is: controller sample. If you declare the original value of the goods, we will refuse to accept imports because we cannot afford to pay for the complicated customs declaration and high import tariffs.
2. Please be sure to write the contact phone number on the outside of the express package to facilitate express delivery after import
3. Please select the courier that can track the logistics number, so that we can follow up the progress of the courier.