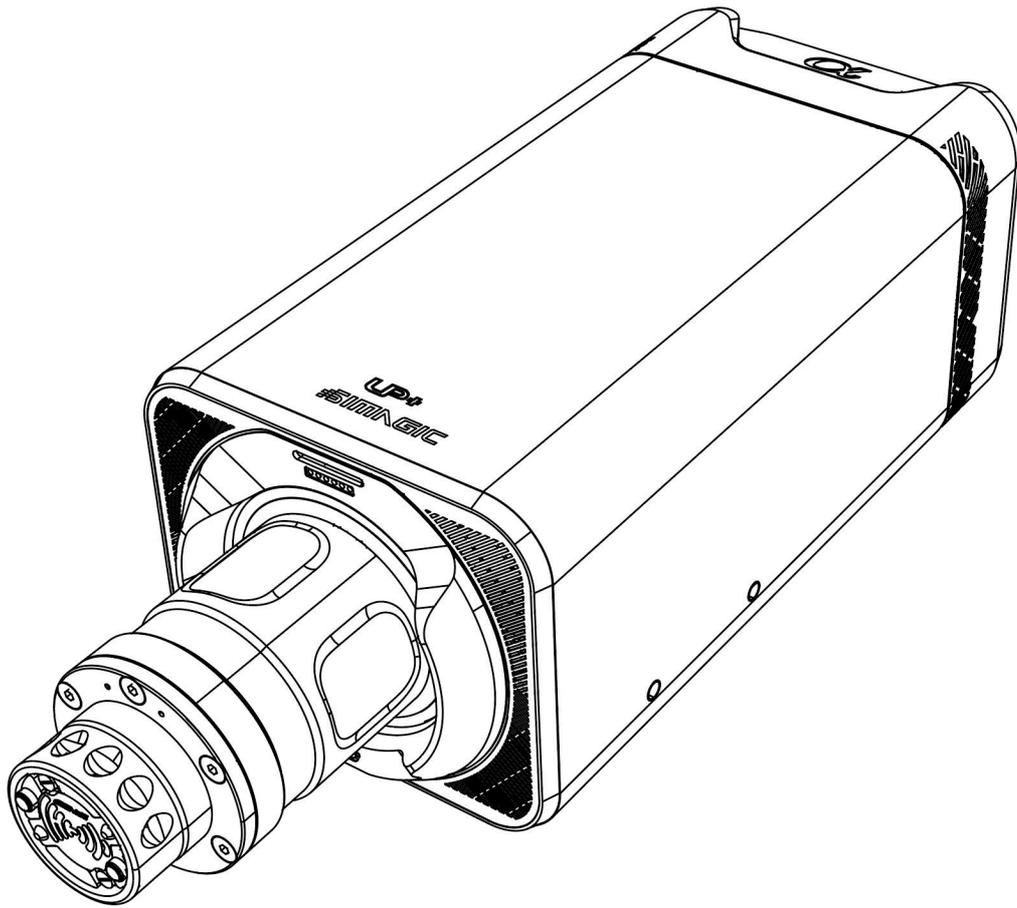


SIMAGIC
KEEP RACING



α EVC ULTRA

28Nm Wheelbase

USER MANUAL

Contents

1.Introduction

1.1 Overview	03
1.2 Specifications	04
1.3 Package Contents	05
1.4 Certification Information	06

2.Instructions for Use

2.1 User Tutorial	07
2.2 Function Overview	08
2.3 Installation Guide	09
2.4 Product Adjustment	13
2.5 Product Dimensions	14

3.Software Configuration Guide

3.1 Safety Instruction	15
3.2 Connection Verification	16
3.3 SimPro Manager Software Overview	18
3.4 Software Features	19
3.5 Troubleshooting	23

4.Important Information

4.1 Safety Information	24
4.2 Warranty Description	26

5.Legal Notices and Trademark

5.1 Trademark Information	28
5.2 Contact Us	29

Thanks for choosing SIMAGIC. We can't wait to see you out on track. Before using your new Alpha EVO Ultra 28Nm wheelbase, please review this manual for essential information around installation, safe usage practices, and more.

KEEP RACING!

1.Introduction

1.1 Overview

Product Identification

Model: Alpha EVO Ultra

Serial Number (S/N): The SIMAGIC product serial number (S/N) is an essential credential for after-sales service and technical support. Please keep it properly for future reference. The S/N consists of 10 or 14 digits and is clearly printed and affixed to both the product packaging label and the product body.

Designed by: SHEN ZHEN SIMAGIC TECHNOLOGY CO.,LIMITED

Manufacturer: Speed sim industry (Shenzhen) Co. LTD

- **Address:** Building 10, DCC Cultural and Creative Park, South China City, Pinghu Street, Longgang District, Shenzhen, China
- **Email:** support@simagic.com

Contact Information within EU:

- **Address:** Bureau 450, 37 passage du Ponceau, Paris, France 75002
- **Tel:** +33-170613157
- **Email:** admin@mega-lages.com

MADE IN CHINA

Date of Manufacture: Please refer to the label on the product, packaging, or nameplate. Scan the serial number on the package for confirmation.

Alpha EVO Ultra 28Nm Wheelbase

Born for extremes, refined to push to the absolute limit.

- **28Nm Direct Drive Wheelbase:** For pros and peak performance.
- **Ultra-Low Inertia Tech :** Lightweight rotor, instant, detailed FFB.
- **Ultra-Fast Force Feedback:** 28Nm torque with low inertia, lightning-fast response.
- **Zero-Cogging Tech:** Smooth, uninterrupted FFB.
- **21-Bit Encoder:** Ultra-precise input detection.
- **DFDF Algorithm:** Optimized force feedback fidelity.
- **Third-Party Ready:** Compatible with third-party wheels.
- **Instant Dash Access:** Snap on, no extra needed.
- **Built-In Extender:** CAN, CAN FD, and USB supported. 11 ports for full expandability.
- **Hyper Cool:** Advanced cooling system for 100% torque.
- **Next-Gen SimPro Manager:** Supports personalized halo, one-click sharing, and unlimited racing titles.

1.2 Specifications

Product Name	Alpha EVO Ultra Wheelbase
Product Model	Alpha EVO Ultra
Motor Type	Ultra-Low Inertia Motor
Max Torque(Nm)	28Nm
Power Input	AC 100-240V 50/60Hz 7.0A, AC 200-240V 50/60Hz 4.0A(CE), AC 120V 60Hz 7.0A(UL)
Power Output	DC 48V 11.5A MAX(550W)
Control Frequency	20KHz
Processor Frequency	180MHz
Wireless Module	Bluetooth 2.4 GHz, 2402-2480 MHz, -20 dBm to 4 dBm
Signal Connection	CAN FD/CAN/USB
Side Mount Bracket	Optional
Front Mount Bracket	Optional
Mounting Holes	M6x10 Threaded Holes
Material	ABS/Aluminum Alloy
Dimensions	359x130x110mm
Net Weight	11kg
Included Accessories	Installation Kit, Cable Kit, Kill Switch, Power Supply Unit
Optional Accessories	MagicDash 4, Multifunctional Desk Fixture (T-LOC), Mounting Brackets (MB-A), Side Mount Bracket (MB-S), Front Mount Bracket (MB-F), SIMAGIC Quick Release (QR50), SIMAGIC Quick Release (QR70), SIMAGIC QR Adapter (QR-A)

* Specifications subject to change without notice

1.3 Package Contents

Alpha EVO Ultra 28Nm Wheelbase (Accessories) Includes:

Installation Kit:

- Button Head Socket Cap Screw M6-10 x 6
- Button Head Socket Cap Screw M6-16 x 6
- Allen Key (4mm) x 1

Kill Switch Installation Kit:

- Kill Switch x 1
- Half Thread Hex Socket Cap Screw M6-45 x 4
- T-Slot Nut M6 x 4
- Allen Key (5mm) x 1

Cable Kit:

- Power Cable x 1
- USB (A-B) Cable (2m) x 1
- USB (C) Cable (2m) x 1
- Cable RJ45-RJ11 (2m) x 1

Power Supply Module:

- Power Supply Unit x 1

1.4 Certification Information



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.



The device is CE certified and meets the requirements of the European Union Directive 2014/53/EU on radio equipment.



本機器は、民間情報処理装置障害自主規制協議会（VCCI）のクラス B 情報通信機器の基準を満たしており、家庭及びそれに類する生活環境での使用に適しています。



These symbols indicate that you must follow the Waste Electrical and Electronic Equipment (WEEE) and Waste Battery and Battery Regulations when disposing of the device, its batteries and accumulators, and its electrical and electronic accessories. According to the rules, this equipment must be disposed of separately at the end of its service life. Do not dispose of the device, its batteries and accumulators, or its electrical and electronic accessories together with unsorted municipal waste, as this will harm the environment. To dispose of this equipment, it must be returned to the point of sale or turned in to a local recycling facility. You should contact your local household waste disposal service for details.



This device complies with the requirements for the restriction of hazardous substances (RoHS) in electrical and electronic equipment as stipulated in Directives 2011/65/EU and 2015/863. The content of hazardous substances including lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBBs), polybrominated diphenyl ethers (PBDEs) and four phthalates in its homogeneous materials is below the statutory limit values.



The device complies with the requirements of Regulation (EC) No. 1907/2006 concerning Registration, Evaluation, Authorization and Restriction of Chemicals (REACH).



This product complies with the requirements of the Australian and New Zealand Radiocommunications Act (RCM), meeting Electromagnetic Compatibility (EMC) and electrical safety standards.



The product has passed all evaluation procedures established in the technical regulations of the Customs Union and complies with the norms of the Customs Union countries.

2. Instructions for Use

2.1 User Tutorial

Thank you for purchasing the SIMAGIC Alpha EVO Ultra 28Nm Wheelbase. Before setting up the product, carefully read all the documentation that came with the package.

- For information about firmware upgrades, please check <https://simagic.com/pages/download-center>
- * The related files are game adaptation files developed by SIMAGIC for SIMAGIC-compatible devices. To safeguard users' legal rights and interests, please download all files through SIMAGIC's designated channels.
- Please visit SIMAGIC official website (<https://simagic.com/pages/product-tutorial>) for tutorial videos showcasing different product setup options and usage techniques. Learn more about the development behind our products.
- Please visit <https://simagic.com/pages/telemetry-support> to access the list of games supported by this product. Note that using this product in non-supported games may result in certain functions not working as intended.



This product is intended for indoor use only.

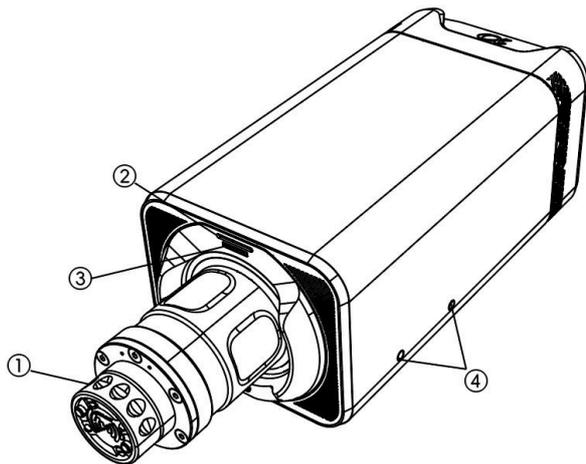


Recommended ages: 15 and above

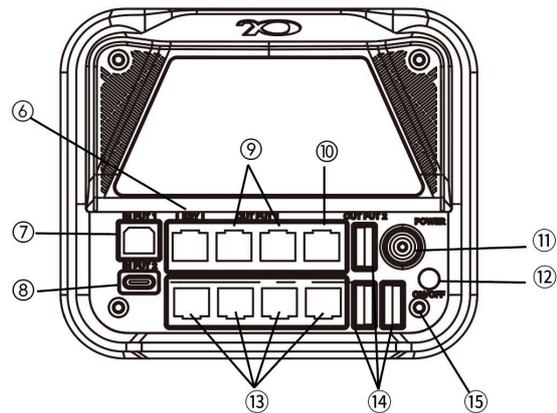
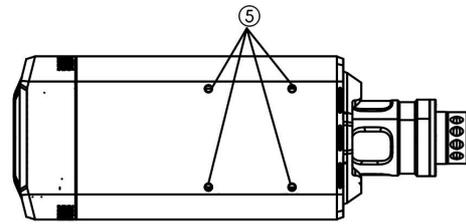


2.2 Function Overview

2.2.1 Wheelbase

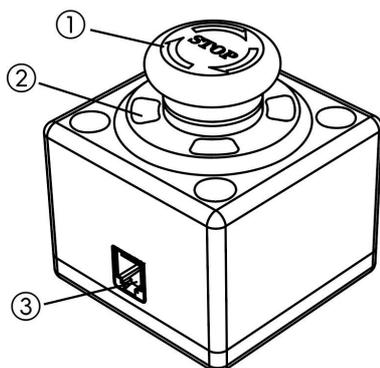


- ① Magnetic Socket
- ② Magnetic Dash Mount Slot
- ③ Magnetic Dash Contact
- ④ Side Mounting Hole



- ⑤ Bottom Mounting Hole
- ⑥ RJ45 Port (CAN FD)
- ⑦ Input Interface (B)
- ⑧ Input Interface (C)
- ⑨ RJ45 Port (CAN FD & Expansion Devices)
- ⑩ RJ45 Port (CAN FD & Kill Switch)
- ⑪ Power Interface
- ⑫ Power Switch
- ⑬ RJ45 Port (CAN FD)
- ⑭ USB-A Port (CAN)
- ⑮ Power Indicator

2.2.2 Kill Switch



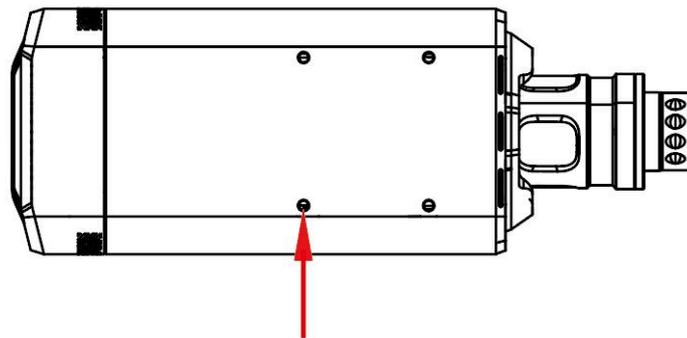
- ① Button
- ② Indicator
- ③ RJ11 Port

2.3 Installation Guide

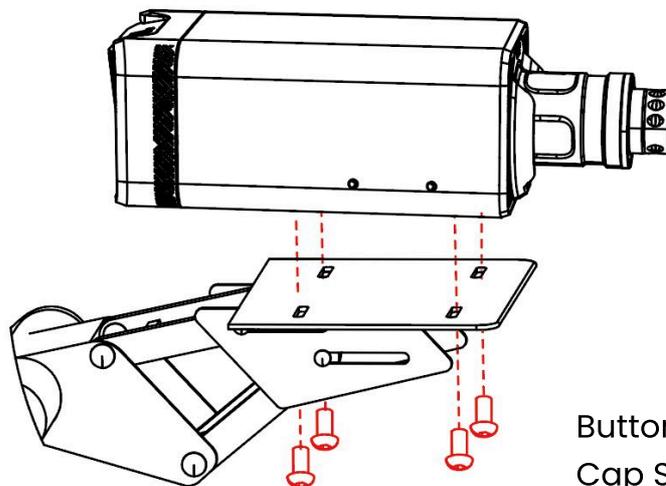
This section provides instructions for setting up and initializing your wheelbase.

*Please avoid using the product without proper mounting, as your wheelbase may shift during operation and could potentially cause injury.

2.3.1 EVO Ultra Bottom Mounting Rig Method



The threaded hole side should face downwards.

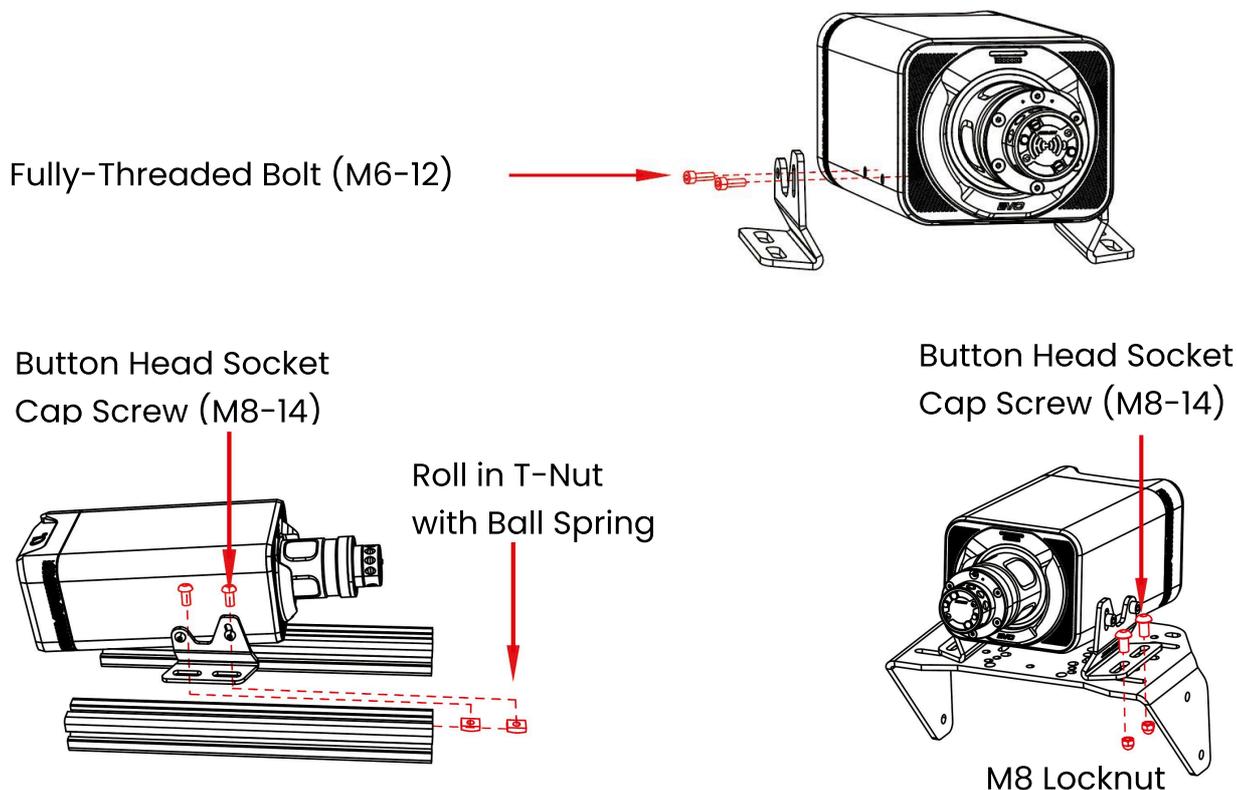


Button Head Socket
Cap Screw (M6-10)

Method of mounting the base using regular rigs.

2.3.2 EVO Ultra Side Mounting Rig Method

Note: Side Mount Bracket (MB-S) is an optional accessory.

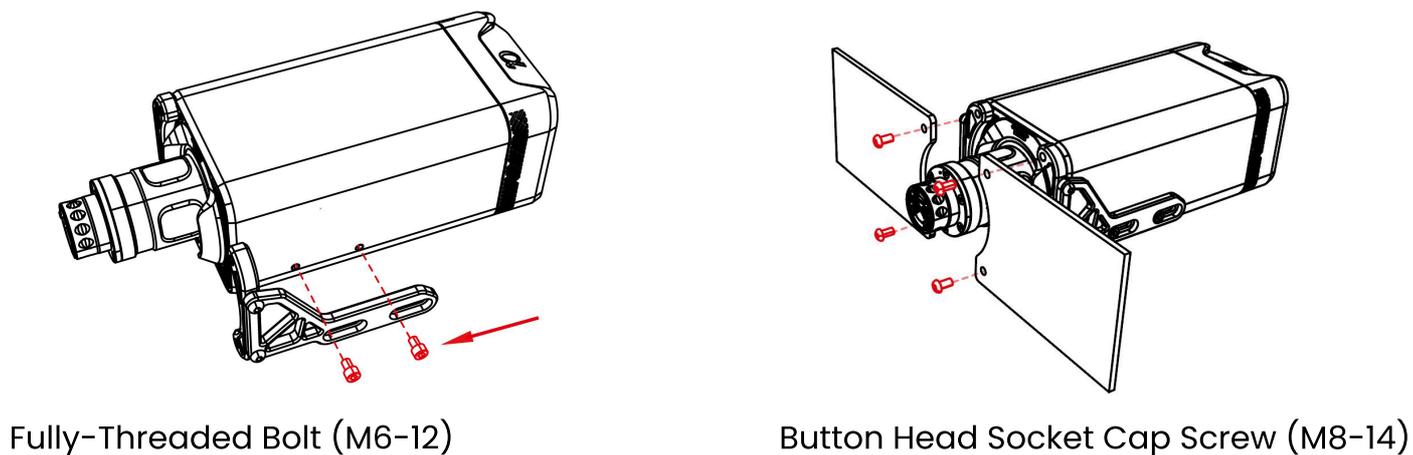


Method of mounting the base using aluminum profiles.

Method of mounting the base using regular rigs.

2.3.3 EVO Ultra Front Mounting Rig Method

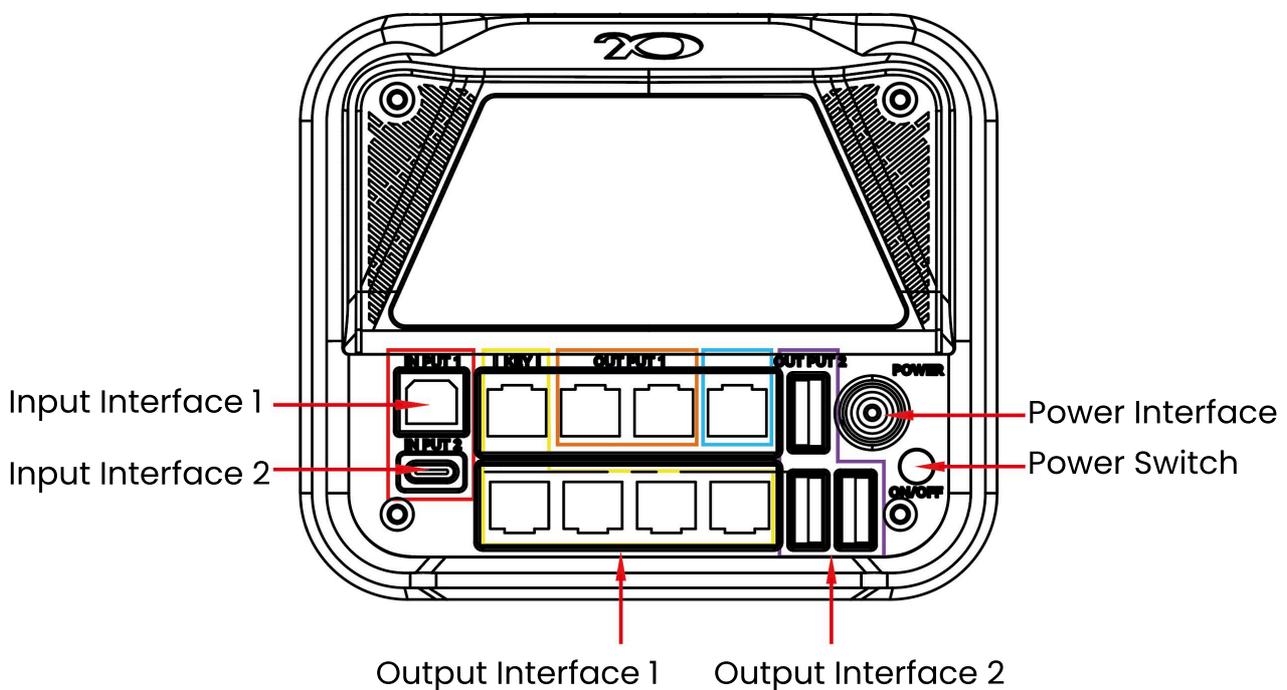
Note: Front Mount Bracket (MB-F) is an optional accessory.



2.3.4 EVO Ultra Product Interfaces

Note:

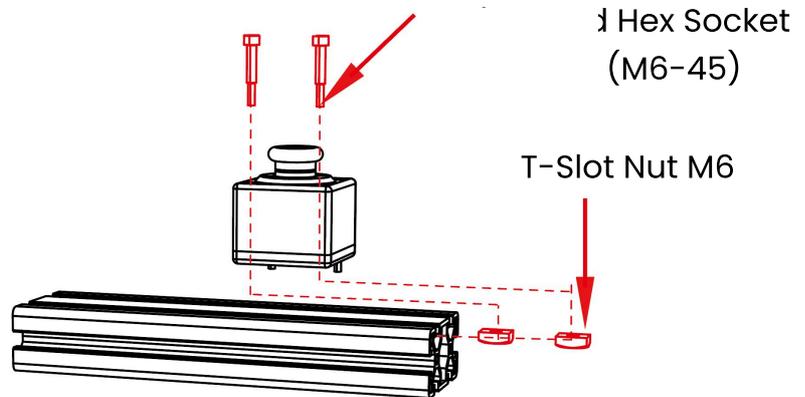
- Some products are equipped with two output terminal cables. Do not connect both Output Interface 1 and Output Interface 2 at the same time.
- Connect Input Interface 1 and Input Interface 2 to the USB ports on the PC. Do not use an external USB hub.



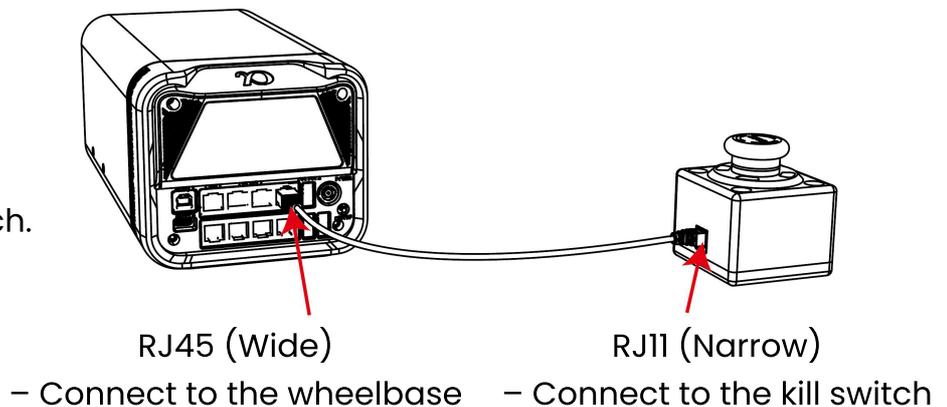
- USB(B) (Input Interface 1) and USB(C) (Input Interface 2) ports for PC connection.
- RJ45 port (Output Interface 1) supporting CAN FD devices and expansion devices: TB-RS Hydraulic Handbrake, P500 Pedals, P700 Pedals, Future Peripheral Products.
- RJ45 port (Output Interface 1) supporting CAN FD devices: TB-RS Hydraulic Handbrake, P500 Pedals, P700 Pedals, Future peripheral products.
- RJ45 port (Output Interface 1) supporting CAN FD devices and the P-STP Kill Switch.
- USB(A) port (Output Interface 2) supporting CAN devices: TB-RS Hydraulic Handbrake, TB-1 Handbrake, DS-8X Shifter, Q1 Sequential Shifter, Q1S Sequential Shifter, P1000 Pedals, P1000-RS Pedals, P1000i Pedals, P1000i-RS Pedals, P1000-F Pedals, P1000-FRS Pedals, P2000 Pedals, P500 Pedals, P700 Pedals.

2.3.5 Kill Switch Installation & Connection

Use 4 x half thread hex socket cap screws (M6-45) to mount the kill switch onto the profile bracket.

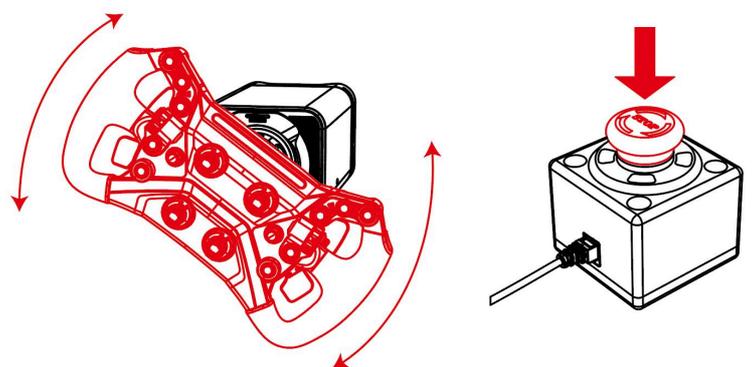


Use the cable to connect the wheelbase and the kill switch.

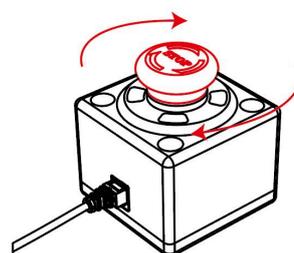


2.3.6 How to Use Kill Switch

When using a high-torque wheelbase, if the steering wheel starts spinning uncontrollably, press the kill switch immediately to prevent potential injury to your hands or body.



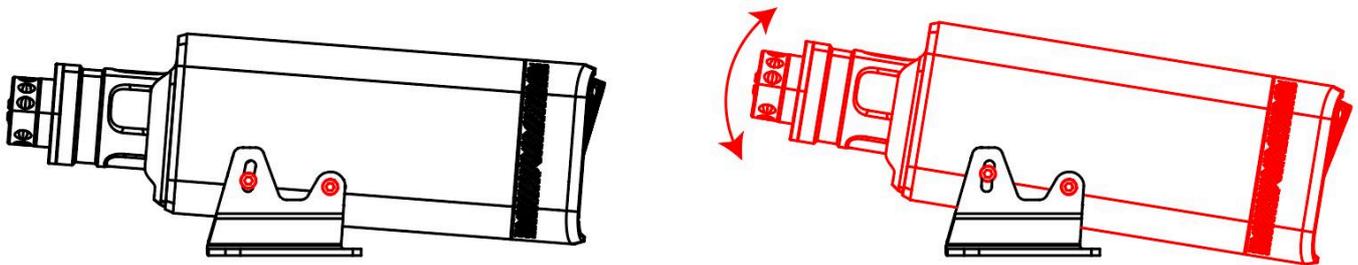
Once the wheelbase has come to a complete stop, rotate the kill switch clockwise to release the emergency stop status and resume normal operation.



2.4 Product Adjustment

2.4.1 Adjustment with Side Mount Bracket

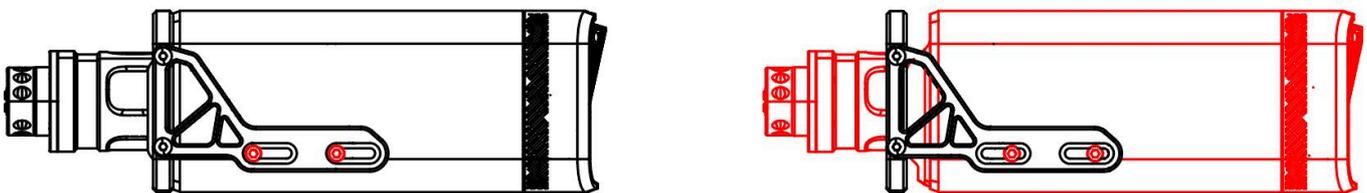
Note: Side Mount Bracket (MB-S) is an optional accessory.



Loosen the side screws to adjust the base angle.

2.4.2 Adjustment with Front Mount Bracket

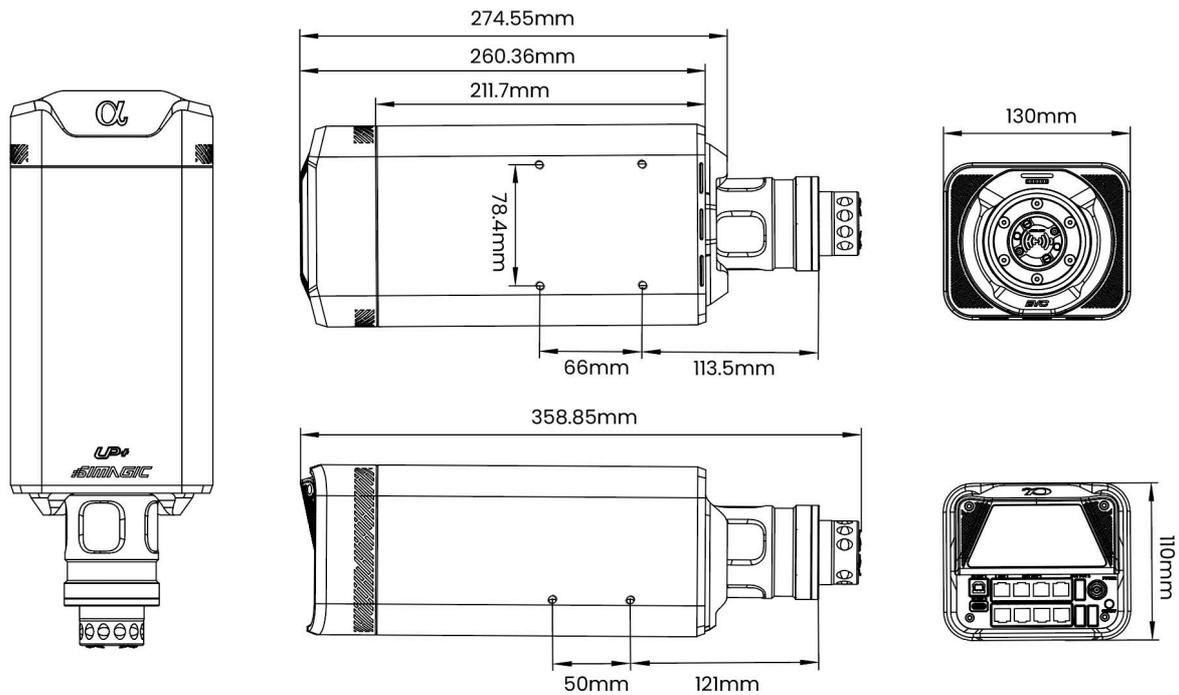
Note: Front Mount Bracket (MB-F) is an optional accessory.



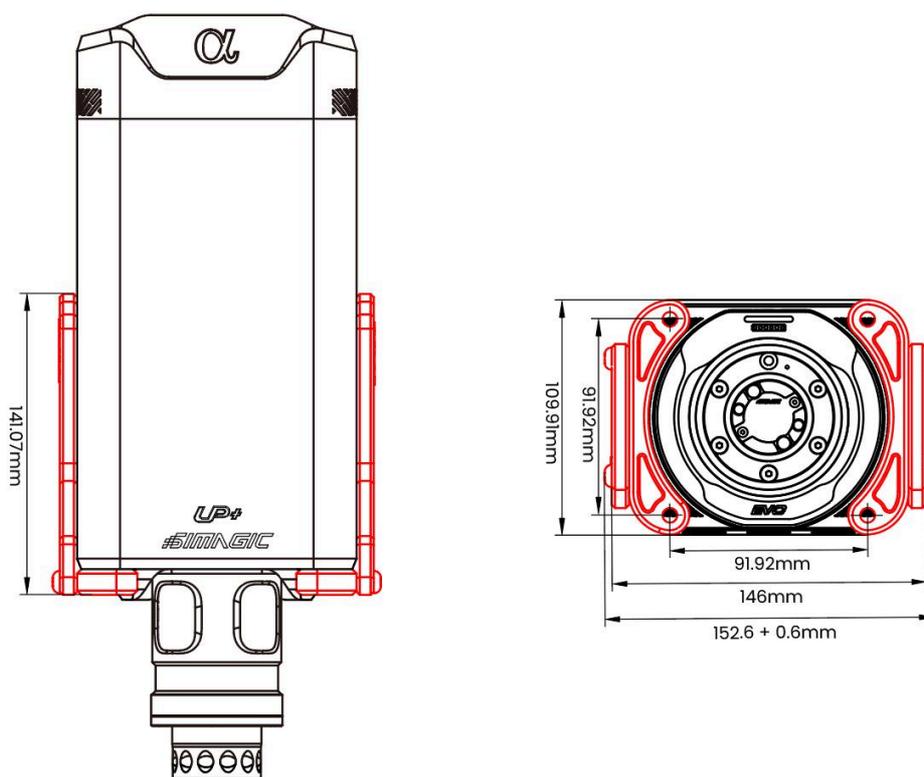
Loosen the side screws to adjust the base position (front and back).

2.5 Product Dimensions

Alpha EVO Ultra



Front Mounting Dimensions (Including MB-F Bracket)



3. Software Configuration Guide

3.1 Safety Instruction

Before configuring the Alpha EVO Ultra, read this section carefully to familiarize yourself with potential hazards.

1. High-Torque Components Info:

- ① Max Torque: 28 Nm
- ② Max Power: 550 W

2. Risk of Entanglement with Rotating Parts:

- ① If wires, ropes, hair, or similar objects get caught around the 4 cm diameter spindle (e.g., device output shaft), pulling force can exceed 100 kg.

3. Wheelbase Surface Temperature:

- ① Surface temperature may reach up to 75°C (167°F).

4. Sudden Rotation or Vibration:

- ① Sudden rotation or vibration may cause the device to move unexpectedly.

5. Please confirm the following before unlocking High-Torque Mode:

- ① The Alpha EVO Ultra wheelbase is designed for professional sim racing use. Using it in non-recommended environments or for unintended purposes is at the user's own risk. Read the User Manual before installation and operation (available at simagic.com).
- ② Before use, securely mount the wheelbase to a rigid platform. Use a compatible desk mount or racing rig designed for the Alpha EVO Ultra. Do not use unverified mounting solutions. Never operate the product without mounting it as instructed in the User Manual.
- ③ Test the **kill switch** before each use.
- ④ Use the **kill switch or power off button** to stop the wheelbase and prevent rotation.
- ⑤ Keep your hands away from a freely rotating steering wheel. If the force feedback becomes too strong to control safely, release both hands and press the **kill switch**.
- ⑥ Keep hair, cables, clothing, and other loose items clear from rotating parts.
- ⑦ Children under the age of 15 must not use the wheelbase in high-torque mode.
- ⑧ Inform other users of the wheelbase about safe operation before use.

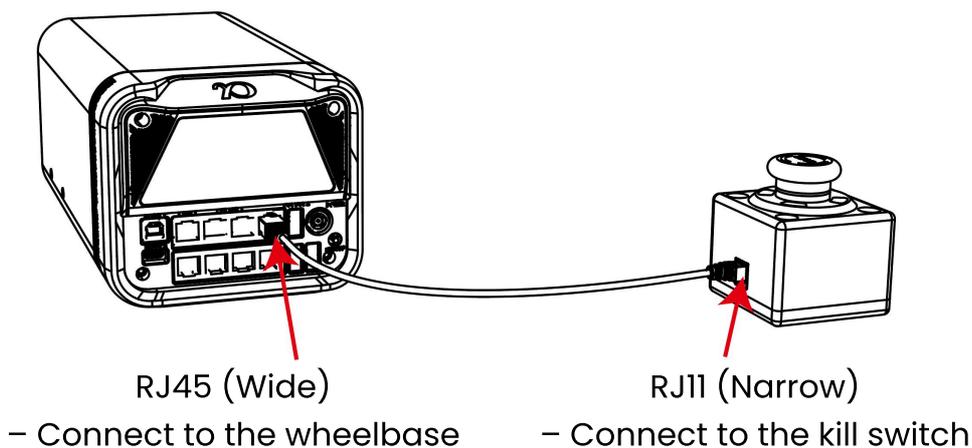
3.2 Connection Verification

Complete the device connections **in the sequence** listed below:

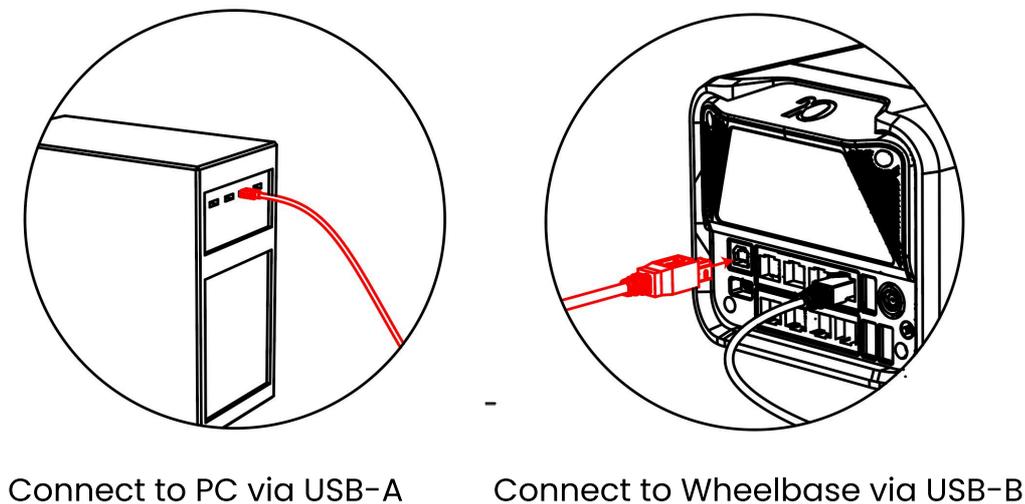
⚠ WARNING :

- ① To avoid equipment damage and prevent personal injury, reconfigure wiring only after the DC power supply has been completely disconnected from the main AC outlet (household wall socket).
- ② Read and fully understand this user manual before operating the product. Before use, ensure the main power switch on the rear panel is OFF and all cables are disconnected.

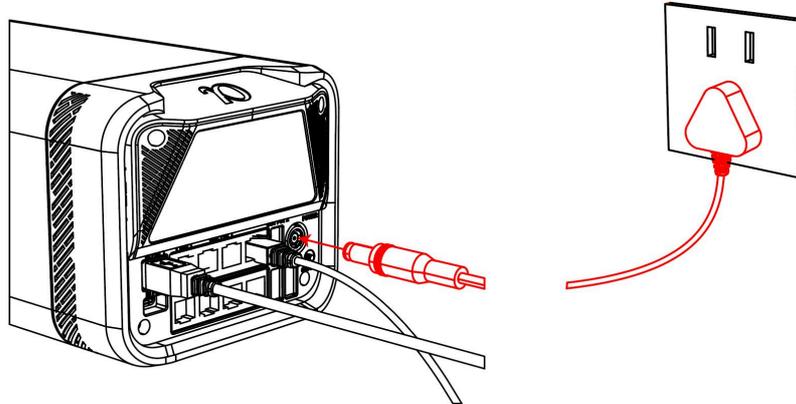
① Use the cable to connect the wheelbase and the **kill switch**.



② Use the **USB-B cable** to connect the wheelbase to the PC.



③ Connect the **power cable** to the **POWER** port on the wheelbase and plug the other end into a power strip.



④ Power On/Off

⚠ WARNING :

During power-on, the halo ring will rotate in red. Do not turn the steering wheel during this process, as it may prevent the wheelbase from initializing properly.

After completing the connection, turn the device on or off by pressing the POWER button (ON/OFF) on the rear panel of the Alpha EVO Ultra wheelbase.

3.3 SimPro Manager Software Overview

SimPro Manager is a device management software designed for SIMAGIC sim racing hardware. It supports steering wheels, wheelbases, pedals, and related expansion devices, allowing users to centrally manage their equipment and perform advanced tuning to fully unlock hardware performance.

Main Features:

- ① **Device Management:** Automatically detects and manages connected SIMAGIC devices.
- ② **Function Configuration:** Configure parameters and enable features by device type.
- ③ **Performance Tuning:** Fine-tune key performance settings such as force feedback and pedal curves.
- ④ **Dashboard Configuration:** Customize dashboard content and layout. (supported on selected devices.)
- ⑤ **Firmware Updates:** Detect and update device firmware online.
- ⑥ **Quick Launch:** Quickly launch installed sim racing titles.

Before using this product for the first time, please install **SimPro Manager**.

Download link: <https://simagic.com/pages/download-center>.

3.4 Software Features

⚠ WARNING :

Alpha EVO Ultra wheelbase comes with pre-installed firmware, which may be outdated. When launching SimPro Manager for the first time, the software may prompt you to update if a newer firmware version is available. Click 'Firmware Update' at the bottom of the device module to start the update. Once completed, the wheelbase will restart automatically.

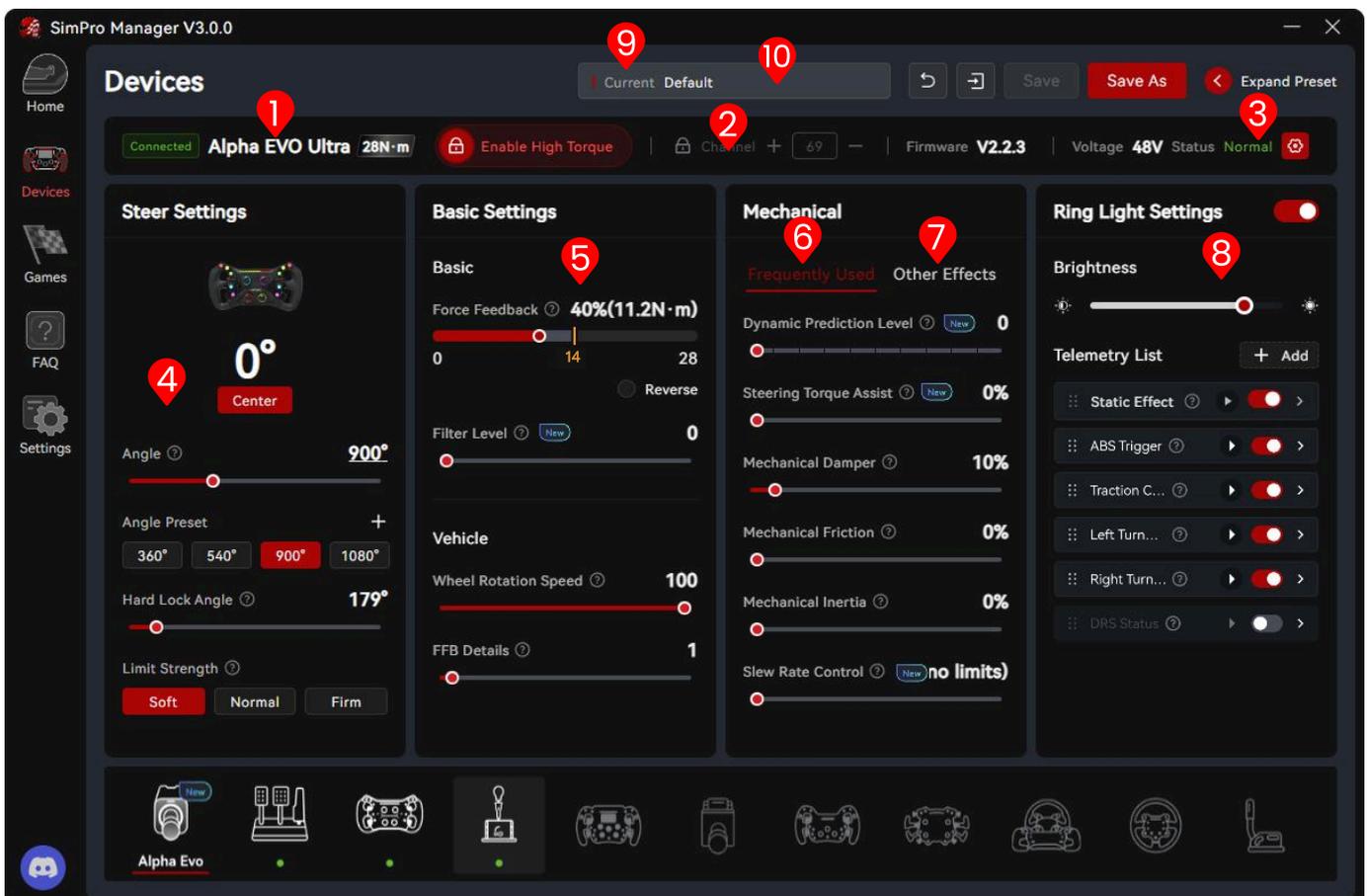
Note:

The software interface shown in this manual is based on the final version released on the official website.

As the software may be updated from time to time, the actual interface may differ from the illustrations in this manual.

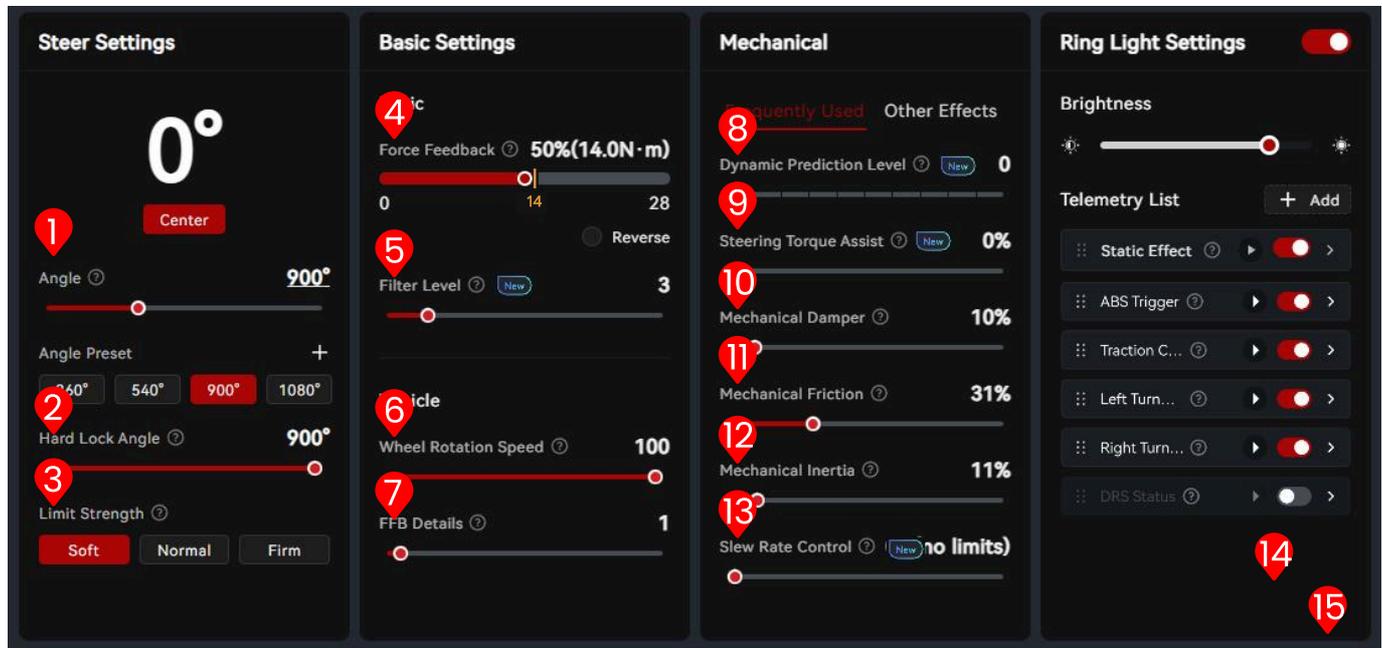
For complete instructions and detailed information on SimPro Manager settings, please refer to the official information released through authorized channels.

The following is an example of the **Main Interface**:



-
- ① **Device Information:** Displays the wheelbase model, firmware version, and other basic information.
 - ② **Channel Settings:** Displays and manages the communication channels currently used by the wheelbase, for wireless connection configuration.
 - ③ **Device Status:** Shows the operating status of the wheelbase, including Emergency Stop, Normal Operation, and Error Codes.
 - ④ **Steer Settings:** Adjust the steering angle range (e.g., 900°, 1080°) and steering response.
 - ⑤ **Basic Settings:** Configure force feedback strength, filter level, and other general parameters.
 - ⑥ **Mechanical Settings:** Adjust simulated mechanical effects such as damping, friction, and centering force.
 - ⑦ **Other Effects:** Fine-tune force feedback signals specific to individual games.
 - ⑧ **Ring Light Settings:** Set the color and brightness of the halo ring to respond to telemetry-triggered lighting effects.
 - ⑨ **Official Presets:** Use SIMAGIC-provided presets for different games or scenarios, ready to use out of the box.
 - ⑩ **Personal Presets:** Save, import, or export custom settings for quick switching.

3.4.1 Parameter Descriptions



- ① **Steering Angle:** Sets the maximum steering rotation angle of the wheel. Recommended values: Karting: 90°; Formula: 270–360°; Rally: 460–540°; Touring; GT Cars: 720–900°; Road Cars: 900–1080°; Modern Trucks: 900–1080°.
- ② **Hard Lock Angle:** Enables a physical steering stop driven by the wheelbase. If the in-game steering limit feels inaccurate, enable this option and set the same steering angle as the wheelbase to achieve a precise hard stop.
- ③ **Limit Strength:** Controls how stiff the steering feels when reaching the steering limit. Higher values result in a harder stop, stronger resistance, and greater rebound force. Recommendation: Use Soft or Normal for most users.
- ④ **Force Feedback:** Controls the overall force feedback output level of the wheelbase (percentage-based).
Recommendations:
Beginners: ~70%
Advanced users: 100%, then fine-tune force feedback within the game.
Note that some games, such as rF2, require inverted force feedback by default.
- ⑤ **Filter Level:** Controls signal filtering. 0 = Off. Higher values reduce high-frequency noise and smooth the signal. Excessive filtering may reduce detail but results in quieter and smoother force feedback. Moderate filtering can help prevent abrupt force feedback spikes.
- ⑥ **Wheel Rotation Speed:** Limits the maximum rotational speed of the steering axis. Other parameters cannot exceed this limit. Note that real racing cars generally do not have extremely fast steering rotation speeds.

⑦ **FFB Details:** Amplifies fine force feedback details from the road surface and vehicle suspension. Higher values provide clearer detail but may introduce slight noise and increase wheelbase temperature.

⑧ **Dynamic Prediction Level:** Predicts the next force feedback state based on previous game data (e.g. vehicle speed, steering angle, road feedback). By pre-calculating and simulating future states, this improves dynamic response and significantly reduces force feedback latency.

Notes: Excessively high values may introduce noise or vibration. This parameter has no effect in iRacing.

⑨ **Steering Torque Assist:** Reduces sustained torque during cornering without affecting overall steering feel or road detail.

⑩ **Mechanical Damper:** Controls steering damping. Adds a sense of rubber-like resistance and viscosity to the steering feel.

⑪ **Mechanical Friction:** Controls friction during steering. Higher values increase resistance and require more force to turn the wheel. Proper friction settings enhance steering stability and perceived quality.

⑫ **Mechanical Inertia:** Adds weight to the steering feel. Higher values make the steering feel heavier during driving.

⑬ **Slew Rate Control:** Adjusts the dynamic response speed of force feedback signals (slew rate). Higher values result in smoother, softer force feedback and are suitable for filtering harsh curb effects or rough road surfaces, without reducing grip perception or detail. (0 = No limit)

⑭ **Brightness:** Slide right to increase brightness and left to decrease brightness, adapting to different lighting environments.

⑮ **Add Lighting Effects:** Configure telemetry-based lighting effects for the ring light. Different vehicle states can trigger corresponding lighting behaviors, including steady light, flashing, and flashing color changes, providing intuitive visual feedback of vehicle status.

3.5 Troubleshooting

Status	Indicator
Normal	Your Custom LED
Emergency Stop	Red
Fault	Purple

If the device malfunctions, please contact the official service center. Repairs should be performed by qualified personnel.

4. Important Information

4.1 Safety Information

In order to achieve maximum safety while using your products, We suggest that you adopt the following guidelines:

* Storage and Operating Conditions:

Operating Temperature	0°C~40°C
Humidity	20% – 80% RH, Non-Condensing.
Storage and Usage	For indoor use only. Avoid direct sunlight. If the device is moved from a cold outdoor environment indoors, leave it unused for 2 hours to allow condensation to dissipate before powering on.

This product is designed to operate under the conditions specified above. Operating outside these conditions may cause certain functions to malfunction or affect overall performance.

Before using the product, ensure it has adjusted to the recommended indoor temperature if it was exposed to extreme heat or cold.

- ⚠ This product is intended for sim racing only.
- ⚠ Should you have trouble using the product properly and troubleshooting does not work, unplug the power and go to your local distributor for support. Do not attempt to service or fix the product yourself at any time.
- ⚠ To prevent fire or shock hazard, never expose the products to rain or moisture.
- ⚠ Only use the power and/or accessories included in the package, and/or purchase accessories made and/or approved by the manufacturer.
- ⚠ Use only a standard AC wall outlet with protective grounding to avoid product damage or electric shock.
- ⚠ When terminating use, please turn off the buttons and power equipment to prevent accidents.
- ⚠ Unplug the unit during a lightning storm or if it will not be used for a long period of time.
- ⚠ This device contains no user-serviceable parts. Disassembly may result in a risk of electric shock. Do not take apart the phone (doing so will void your warranty), component replacements must be carried out or authorized by SIMAGIC's official repair center.

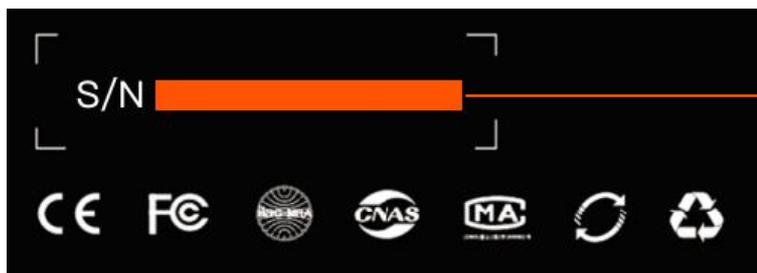
When using the simulator, please pay attention to the following:

- ⚠ This product is not intended for use by children under 14 years of age.
- ⚠ First-time users or those experiencing the device should be guided by the device owner.
- ⚠ This product operates with a high-torque direct-drive motor. Keep limbs, hair, loose clothing, cables, and accessories away from rotating parts (quick-release mechanism) during operation. Strong force feedback may cause serious crushing injuries, muscle damage, or fractures.
- ⚠ Kill Switch is a legally required safety device. Before starting any driving simulation, ensure that the Kill Switch is connected and placed within the operator's reach. Under no circumstances, if control of the device is lost, should you delay pressing the Kill Switch.
- ⚠ Users with a history of epilepsy, heart disease, or who have a pacemaker should consult a qualified physician before using this device. Certain patterns may trigger seizures with no prior history. If you experience any symptoms, please stop using the product immediately and consult a doctor.
- ⚠ When using a high-torque base, the peak force feedback may cause hand injuries. If the feedback is too strong, release your hands immediately and adjust the feedback intensity parameters promptly to prevent potential accidents.
- ⚠ The equipment contains moving parts, pinch points, and sharp edges that may cause personal injury. Operate with caution to prevent pinching, bruising, kicking, smashing, or other bodily injuries.
- ⚠ It is recommended to limit the force feedback gaming time from 20 to 40 mins to avoid health risks from excessive use.
- ⚠ Users should refrain from driving a real car for at least 1 hour after finishing the game.
- ⚠ If any abnormalities are detected, stop using the device immediately and seek assistance from SIMAGIC's official or authorized service center.
- ⚠ Please follow SIMAGIC's official website and public platforms for the latest product information.

4.2 Warranty Description

Warranty Terms

For wheelbases, steering wheels, and pedals purchased on or after July 15, 2023, SIMAGIC provides a warranty period of 24 months from the original date of purchase. During the warranty period, if there are issues with the machine's components, materials, or craftsmanship under normal use and maintenance, and the problem is confirmed after inspection, the company will provide free repairs and replacement parts. SIMAGIC product's Serial Number (S/N) will serve as the primary identifier for after-sales support. You can locate the S/N on the product packaging and the product itself, attached via a sticker on the product surface. Simply provide the 10 or 14-digit S/N to our customer service team or SIMAGIC distributor when applying for after-sales service, and they will assist you promptly.



Your product's serial number can be found on the label sticker of wrapping

*Consumer Law. This Limited Warranty gives you specific legal rights, and you may have other rights that vary by your country, province or state, as applicable. Other than as permitted by law, SIMAGIC does not exclude, limit or suspend other rights you may have. For a full understanding of your rights, you should consult the laws of your country, province or state, as applicable.

SIMAGIC establishes dealer terms and consumer product warranty terms, requiring official partners such as dealers and agents to provide consumers with standardized SIMAGIC warranty services to safeguard consumers' legal rights.

SIMAGIC adheres to a service spirit that is responsible for users and ensures user confidence, striving to create the ultimate user experience. Regarding these warranty terms, if adjustments are necessary, we regret that specific notifications may not be provided.

Please refer to the latest content released through official channels such as the official website. Please avoid causing damage to the machine intentionally. Do not deviate from the guidance of official or officially authorized personnel when performing non-normal hardware or system operations on the machine. For detailed usage instructions, please visit <https://simagic.com/pages/product-tutorial>.

Disclaimer

The Limited Warranty does not apply to any:

- a) Failure to provide proof of purchase for the product or an order number, or if there is reason to believe that they have been forged or altered.
- b) The warranty claim is made in a country or customs area other than where the product was originally purchased.
- c) Damage caused to the product by disassembly or modification of its structure without written authorization from SIMAGIC.
- d) Products purchased from a retailer other than SIMAGIC's official online store.
- e) Cosmetic damage, including but not limited to scratches, dents, and plastic damage at ports, unless the damage is caused by defects in materials or workmanship.
- f) Damage caused by not adhering to SIMAGIC's product usage and operation specifications, or by modifying or disassembling the product.
- g) Damage caused by using third-party components or products that do not meet the specifications of SIMAGIC's hardware products.
- h) Defects caused by normal wear and tear or normal aging of the product.
- i) The serial number on SIMAGIC's product has been removed or altered.
- j) If SIMAGIC receives information from relevant authorities that the product has been stolen, and the user cannot prove in any way that they are the authorized user of the product.
- k) Damage caused by accidents, lightning strikes, corrosion, fire, liquid contact, earthquakes, or other external causes.

5. Legal Notices and Trademark

5.1 Trademark Information



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5.2 Contact Us



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