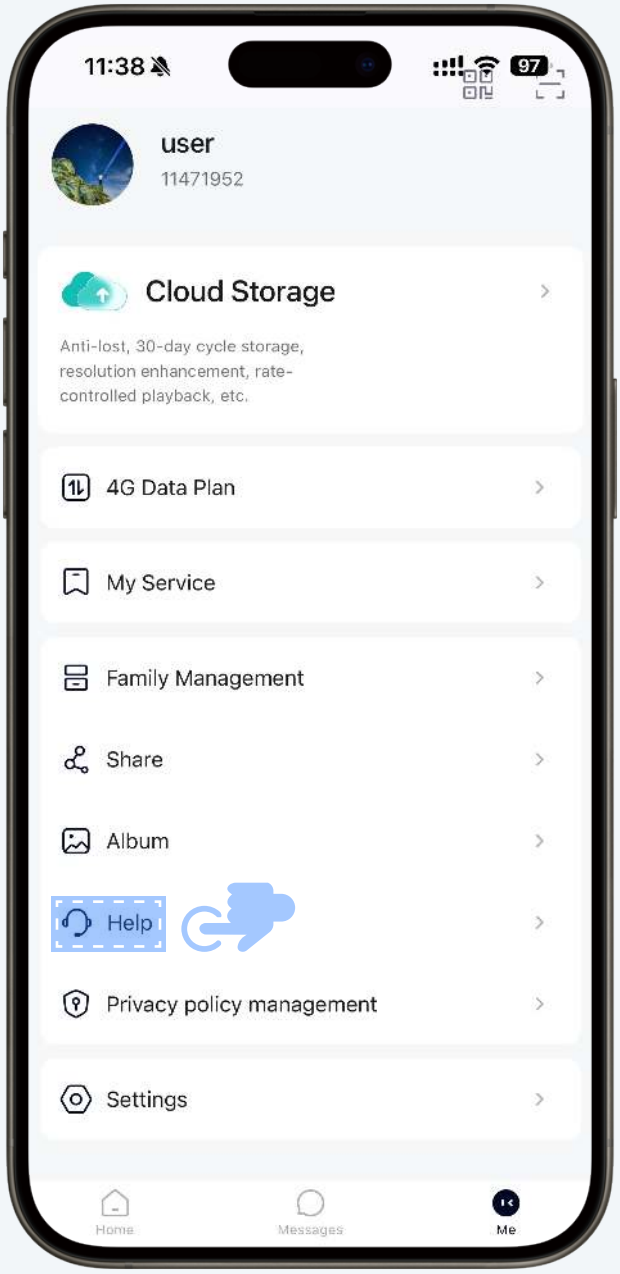
Got questions about the product?

You can find answers and FAQs in our app.

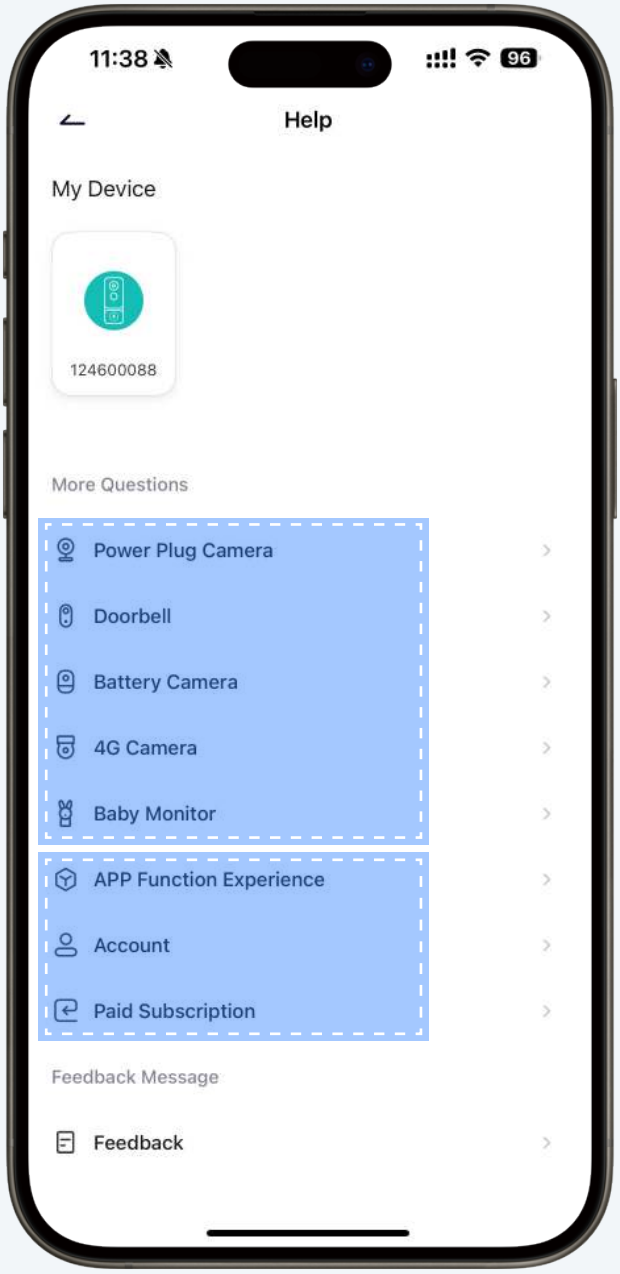
Step 1

Open our app, click on [help] to enter



Step 2

Select the corresponding product to enter, or non-product issues (e.g., App, account, paid subscription)



If you encounter a product malfunction and cannot find the corresponding problem, you can try clicking "Restart" in the app and pressing the "Reset" button on the device to perform a factory reset. This can resolve 99% of product bugs.

If the problem persists after resetting, please contact us with a video of the product and your order number.
We will definitely resolve the issue to your satisfaction.
Our email address is siterwell_us@163.com