NEO

GAMING LAPTOP

ARDOR GAMING

Contents

Intended Use 4
Safety Precautions 4
Rechargeable Battery Guidelines (Li-pol/Li-ion) 5
Low-Temperature Operation Warning 6
Safe Operating Conditions 7
Device Diagram 8
Package Contents 9
Operating Instructions 9
Troubleshooting Guide 11
Cleaning and Maintenance 11
Specifications 12
Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal 16
Warranty Information 16
Additional Information 16

ARDOR GAMING NEO Laptop
User Manual

Dear Customer,

Thank you for your trust!

Our team fully shares your passion for gaming, which is why we put every effort into making your experience with our gaming accessories unforgettable. We wish you many new victories and the brightest impressions ahead!

Intended Use

A laptop is a portable personal computer that offers a high degree of autonomy thanks to its built-in input and output devices (touchpad, keyboard, and display) and an integrated rechargeable battery.

A laptop can perform the same tasks as a desktop computer, including processing and storing data, connecting to wireless networks, playing multimedia files (audio and video), and running various applications and games.

Safety Precautions

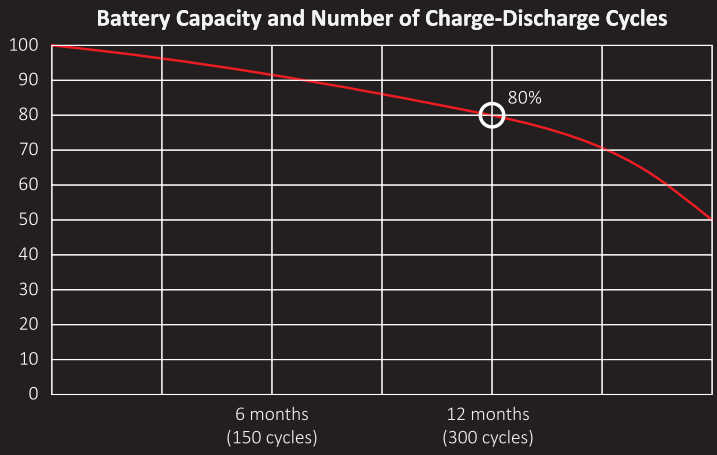
- Do not expose the device to excessively high or low temperatures, dust, moisture, direct sunlight, strong vibrations, or intense electromagnetic radiation.
- Place the device only on flat, stable surfaces. Do not position it near the edge of a table.
- Do not use the device near water sources. Never place it under running water or immerse it in water.
- Do not use the device in areas with high humidity.
- Do not use the device during thunderstorms to prevent electric shock or short circuits.
- Do not use the device in areas with strong magnetic interference, as this may cause malfunctions.
- Do not expose the device to direct sunlight for extended periods.
- Do not route the power cord under furniture, appliances, or carpets. Do not cover it with fabric, rugs, or other objects. Position the cord away from walkways to prevent tripping.
- The device is not intended for use by children or persons with reduced physical, sensory, or mental capabilities unless they are supervised by a person responsible for their safety. Do not allow children to play with the device.
- Use a soft cotton cloth to clean the device housing. Do not use chemicals, as they may damage the device.
- To prevent electric shock, do not disassemble the device yourself. The device contains no user-serviceable parts. Maintenance and repairs must only be performed by qualified personnel at an authorized service center.
- Do not block the device's ventilation openings.
- Use only the accessories supplied with the device. Using other accessories may pose a risk to life and health and may void your right to free warranty service.
- The device is not intended for commercial use.

Rechargeable Battery Guidelines (Li-pol/Li-ion)

Dear Customer, please note that this device uses a lithium-based rechargeable battery as its power source. Please carefully read the information below to help extend the life of your battery and prevent undesirable consequences during its operation.

Battery Capacity and Charge-Discharge Cycles

During prolonged storage and use, the rechargeable battery (hereinafter referred to as «the battery») tends to lose its charge and capacity. After 300 charge-discharge cycles (approximately one year of device use), the battery capacity may decrease to 80% of its nominal value. After 400 charge-discharge cycles, the battery capacity may decrease to 60% of its nominal capacity. Partial capacity reduction within these limits and time frames is natural battery wear and is not considered a defect.



Natural Battery Wear

The battery loses charge even when stored separately from the device. The self-discharge rate is approximately 5% per month. Due to their design, rechargeable batteries have a limited service life and gradually degrade regardless of whether they are in use. This degradation accelerates at higher temperatures and when the charge level deviates from the «optimal» storage level, which is generally considered to be 40%. In other words, if the battery is not in use, it is advisable to keep the charge level between 40% and 50%.

Use Only the Original Charger

The battery's charge and discharge capability is controlled by its built-in Battery Management System (BMS). Forced «fast charging» modes using external chargers for Li-ion batteries are strictly not recommended, as charge and discharge currents are limited. Li-ion batteries do not have a so-called «memory effect». You can start charging or discharging the battery from any charge level.

Most devices have charge and discharge limits—the controller may prevent the battery charging if, for example, the charge is already above 90%. It will also prevent the battery from fully discharging, protecting the cells from damage. Even if the device is powered from the mains, the Li-ion battery should undergo a full charge/discharge cycle at least once a month (until the «low battery» warning appears). Never let the battery discharge completely. A Li-ion battery degrades quickly if stored in a discharged state for a prolonged period. If this happens, charge it immediately. If the battery remains in a discharged state for two weeks or more, irreversible capacity loss occurs in the cells, which will ultimately lead to battery failure.

Observe the Temperature Requirements

Batteries must be stored in a charged state at temperatures between +15 °C and +35 °C with normal humidity. Batteries do not perform well during prolonged operation in very high (above +40 °C) or very low (below -10 °C) ambient temperatures. Do not leave the battery in direct sunlight.

Do Not Disassemble, Burn, or Use Damaged Batteries

Under no circumstances should you attempt to disassemble the battery or charge its individual cells. For repair or maintenance, please contact an authorized service center. Puncturing or crushing the cells can cause an internal short circuit, leading to fire and explosion. Melting of lithium due to high temperatures can also cause an explosion. If the seal is broken, water or condensed atmospheric moisture can enter the cell, potentially triggering a reaction that releases hydrogen and causes a fire. You can check the current battery status using the battery indicator, which is available on almost all devices (please check its location and operation method at the time of purchase).

CAUTION!

- Be careful — damaged batteries may release harmful substances.
- If the battery is replaceable (removable), and you discover problems with its performance, contact a service center (see the warranty period in the warranty information). If the battery is built-in (an integral part of the device), the warranty applies to the device itself. You should also contact a service center. The sooner a malfunctioning battery is taken in for repair, the better the chances of restoring it at minimal cost.
- Battery operating time depends on many other factors, and the actual operating time may differ from the stated value.
- Rechargeable batteries have a limited number of charge cycles and may eventually need replacement (see the limited warranty conditions for the battery in the warranty information). Battery operating time depends on the usage mode and settings.

Low-Temperature Operation Warning

- The optimal temperature range for using the device is 0°C to +35°C.
- We do not recommend using the device at temperatures below 0°C or above +35°C, as this may result in the following:
  - Displays may experience distorted color reproduction, slower response times, and a sharp increase in contrast — the screen may simply «go black»; at a certain temperature, the image «freezes» — becomes stationary, even though the device is still functioning.
  - Most displays regain their normal functions after warming up, but severe cooling can cause displays to fail.
  - Batteries are not designed for use at low temperatures.
  - A device with an overcooled battery may shut down spontaneously, regardless of how recently it was charged.
  - You can restore battery functionality (at least partially) by warming the device to room temperature.
  - Energy consumption in the cold, numerous freeze/thaw cycles, and severe battery overcooling — all of these significantly reduce the maximum battery capacity of the device.
- When the device is deeply cooled (below -20 °C) and then warmed up, condensation may form on the internal components.
- Repeated condensation can oxidize metal circuit elements, potentially causing the device to fail.
- When cooled, the device's internal components, the display and body, become more brittle and vulnerable to damage when frozen.

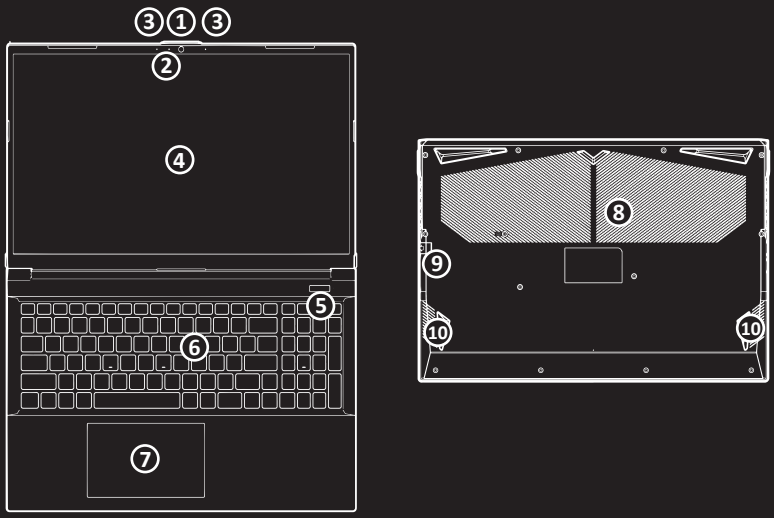
To avoid the effects of overcooling:

- **Keep the device warm**. It is not advisable to store the device in bags, briefcases, and other similar places. If the device is in a bag, it is better to keep it in an insulated case. Short-term use of the device at low temperatures is acceptable.
- **Charge the device when it is warm**. Lithium-ion batteries should only be charged at temperatures between +5 °C and +45 °C. When coming in from the cold, allow the device to warm up to room temperature before connecting the charger.
- **Avoid thermal shock**. After returning to a warm room, give the device time to warm up gradually. This will prevent condensation from forming inside the device and protect it from corrosion. Rapid heating near heat sources can cause damage to the screen elements and internal circuits of the device, as well as failure of the device battery.

Safe Operating Conditions

- Follow all instructions and warnings supplied with the laptop.
- Turn off the laptop and disconnect it from the power supply before cleaning it or connecting or disconnecting peripheral devices.
- Place the laptop on a flat, stable surface.
- Do not use liquid, aerosol, or abrasive cleaning agents. Clean the device with a soft cloth slightly dampened with water.
- Do not place the device in locations exposed to vibrations, such as on a washing machine.
- When moving the laptop from a cold environment to a warm one, allow it to reach room temperature. Leave it undisturbed for at least 1 hour at a temperature between +18 °C and +25 °C.
- Do not place the laptop directly against exposed skin, such as your legs or abdomen, while it is operating.
- Keep moisture and liquids away from the laptop and its components. Prevent dust and dirt from entering the device.
- Do not regularly carry the laptop in a tightly packed bag unless the bag is specifically designed for this purpose. Do not carry the laptop while it is turned on.
- Never lift or carry the laptop by its display.
- Keep the laptop at least 15 cm away from appliances that generate strong electromagnetic radiation, such as refrigerators and TVs.
- Do not turn the laptop upside down while it is connected to the charger, as this may damage the cable.
- Slots and openings in the laptop housing are designed for ventilation. Do not block or cover them to ensure reliable operation and prevent overheating.
- Do not allow foreign objects to enter the laptop through openings in its housing.
- Do not use the laptop for extended periods on a bed or soft, thick fabric, as heat may accumulate underneath it.
- Protect the laptop from impacts while it is operating. Even a relatively minor impact may cause serious damage, particularly to the display and hard drive.
- Use only the power adapter supplied with the laptop.
- For safety reasons, never use the laptop in potentially explosive environments.
- Do not insert foreign objects, such as paper clips, into the laptop's connectors.
- Do not place the power adapter on heat-sensitive surfaces.
- To prevent damage to the speakers, do not set the volume so high that the sound becomes noticeably distorted.
- Never turn off or restart the laptop while the hard drive is being accessed, as indicated by the corresponding activity light. Doing so may result in data loss or damage to the HDD.
- Wait at least 5 seconds after turning off the laptop before turning it on again. Turning it on too quickly may cause damage.

Device Diagram



Front view



Left view



Right view



Rear view



1. Webcam
2. Webcam LED indicator (lights up when the camera is on)
3. Built-in microphone
4. Display
5. Power button
6. Keyboard
7. Touchpad with buttons
8. Ventilation openings
9. RJ-45 LAN port
10. Speakers
11. LED indicators
12. Security lock slot
13. USB 3.2 Gen 1 Type-A port
14. USB 2.0 port
15. Microphone jack
16. Microphone/headphone combo jack
17. microSD card reader
18. USB 3.2 Gen 2 Type-C port
19. HDMI port
20. Mini DisplayPort 1.4
21. Power adapter connector

CAUTION! All images and diagrams are provided for reference only and may differ from the actual device.

Device Indicators

Indicator	Color and Status	Description
		
	Solid orange	The power adapter is connected
	Solid green	The laptop is turned on
	Flashing green	The laptop is in Sleep mode
	Solid orange	The battery is charging
	Solid green	The battery is fully charged
	Flashing orange	The battery level is critically low
	Solid green	The hard drive is being accessed

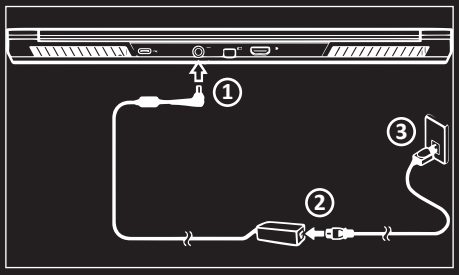
Package Contents

- Laptop
- Power adapter
- USB flash drive with drivers
- User manual

Operating Instructions

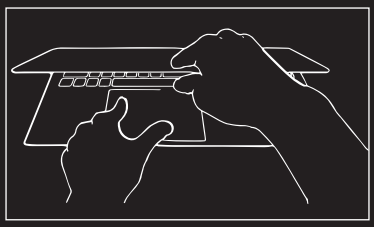
Preparing for Use

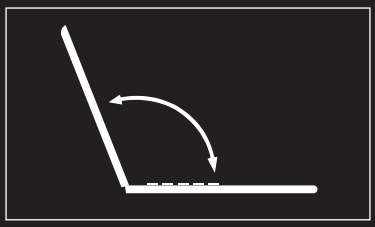
1. Remove all packaging materials from the device.
2. Place the laptop on a flat, stable surface.
3. Connect any peripheral devices you want to use with the laptop, such as a keyboard or mouse.
4. During initial setup, follow the steps below. To protect the laptop during transportation, the battery is locked to prevent the system from turning on until the power adapter is connected.
    - Connect the power cable to the power connector on the rear panel of the laptop.
    - Connect the other end of the cable to the power adapter.
    - Plug the power adapter's power cord into a power outlet. The battery will be unlocked.



5. Using one hand, lift the laptop lid to a comfortable viewing angle (no more than 130°). Support the base of the laptop with your other hand, as shown in the figure.

CAUTION! Never lift the laptop by its lid.





6. Press the Power button to turn on the device.

Keyboard Shortcuts

Fn + ~`	Play/Pause (available in video and audio applications)
Fn + F1	Enable/Disable the touchpad
Fn + F2	Turn the display on/off
Fn + F3	Mute/Unmute audio
Fn + F4	Enable/Disable the microphone
Fn + F5	Decrease volume
Fn + F6	Increase volume
Fn + F7	Open display settings
Fn + F8	Decrease display brightness
Fn + F9	Increase display brightness
Fn + F10	Enable/Disable the webcam
Fn + F11	Enable/Disable Airplane mode
Fn + F12	Enable/Disable Sleep mode
Num Lk	Toggle Num Lock
Fn + Ins Scr Lk	Toggle Scroll Lock
Caps Lock	Toggle Caps Lock
Fn + Esc	Open Control Center
Fn + 1	Switch between automatic fan speed control and full speed
Fn + 3	Switch between power consumption modes
Fn + /	Launch the keyboard lighting control application
Fn + *	Turn the keyboard lighting on/off
Fn + −	Decrease keyboard lighting brightness
Fn + +	Increase keyboard lighting brightness

Troubleshooting Guide

Issue	Possible Cause	Solution
The device does not turn on	The power cord is not connected properly	Make sure the power cord is connected correctly
	The battery is discharged	If the battery is completely discharged, charge it for 1 hour before turning on the device
The screen is very dark	The screen brightness is set to the minimum level	Open the display settings and increase the brightness to above 50%. Alternatively, use Fn + F8/F9 to adjust the brightness
An external storage device cannot be read	The laptop has different types of USB ports	Older USB ports may not recognize high-capacity storage devices or devices with newer connection interfaces. Try another USB port
The camera does not work	The camera is disabled	Enable the camera by pressing Fn + F10
Wi-Fi or Bluetooth does not work	Airplane mode is enabled	Disable Airplane mode by pressing Fn + F11

Cleaning and Maintenance

CAUTION! Before cleaning the device, make sure the laptop is turned off and disconnected from the power supply.

- Never disassemble the device yourself.
- Clean the device housing with a clean, soft cloth slightly dampened with soapy water, or use specialized cleaning products designed for computer equipment.
- Do not use alcohol, acetone, gasoline, or abrasive substances to clean the device.
- Use a soft, dry brush to clean the keyboard.

Specifications

Trademark	Ardor Gaming							
Model	NEO							
Product code	N15-I5ND602	N15-I5ND603	N15-I5ND604	N17-I5ND605	N15-I5ND607	N15-I5ND608	N15-I5ND609	N17-I5ND610
Operating system	Not preinstalled							
Screen size	15.6″			17.3″	15.6″			17.3″
Screen resolution	1920 × 1080 FHD							
Maximum screen refresh rate	144 Hz							
Brightness	250 cd/m²							
Processor	12th Generation Intel® Core™ i5-12450H, Alder Lake							
Number of CPU cores	8							
CPU frequency	2.0–4.4 GHz							
RAM	16 GB DDR5, 4800 MHz							
Solid-state drive	M.2 NVMe 2280, PCIe 4							
Storage capacity	512 GB	1024 GB			512 GB	1024 GB		
GPU	Nvidia RTX 3050, 6 GB, 75 W				Nvidia RTX 4050, 6 GB, 75 W			
Battery specifications	Type: Li-Pol Capacity: 54 Wh							
Wi-Fi RF characteristics	IEEE 802.11 a/b/g/n/ac/ax; 2400—2483.5 MHz, 5150—5350 MHz, 5650—5725 MHz; 100 mW							
Bluetooth RF characteristics	IEEE 802.15.1; 2400–2483.5 MHz; 100 mW							
Camera	1 MP							
Speaker power	2 W							
Dimensions (W × D × H)	359.5 × 238 × 22.7 mm			396.9 × 262 × 25 mm	359.5 × 238 × 22.7 mm	359.5 × 238 × 22.7 mm		396.9 × 262 × 25 mm

Trademark	Ardor Gaming							
Model	NEO							
Product code	N15-I5ND602	N15-I5ND603	N15-I5ND604	N17-I5ND605	N15-I5ND607	N15-I5ND608	N15-I5ND609	N17-I5ND610
Peripheral connectors	USB 2.0 Type-A × 1 USB 3.2 Gen 1 Type-A × 1 USB 3.2 Gen 2 Type-C × 2 Mini DisplayPort 1.4 × 1 HDMI™ with HDCP support × 1 Microphone/headphone combo jack × 1 Microphone jack × 1 RJ-45 LAN port × 1 Power adapter connector × 1							
Power adapter specifications	Input: 100–240 V ~ 50 Hz Output: 20 V ⎓ 9 A							
Device protection class	III							
Power adapter protection class	I							
Power cord attachment type	X							
IP code	IPX0							
Scope of application	Domestic							

Trademark	Ardor Gaming				
Model	NEO				
Product code	N15-I5ND611	N15-I5ND612	N17-I5ND613	N17-I5ND614	N17-I5ND615
Operating system	Not preinstalled				
Screen size	15.6″		17.3″		
Screen resolution	1920 × 1080 FHD				
Maximum screen refresh rate	144 Hz				
Brightness	250 cd/m²				
Processor	13th Generation Intel® Core™ i5-13420H				
Number of CPU cores	8				
CPU frequency	2.1–4.6 GHz				
RAM	16 GB DDR4, 3200 MHz				
Solid-state drive	M.2 NVMe 2280, PCIe 4				
Storage capacity	500 GB			1000 GB	
GPU	Nvidia RTX 3050, 4 GB, 75 W				
Battery specifications	Type: Li-Pol Capacity: 54 Wh				
Wi-Fi RF characteristics	IEEE 802.11a/b/g/n/ac; 2400—2483.5 MHz, 5150—5350 MHz, 5650—5850 MHz; up to 100 mW				
Bluetooth RF characteristics	IEEE 802.15; 2400–2483.5 MHz; up to 100 mW				
Camera	1 MP				
Speaker power	2 W				
Dimensions (W × D × H)	359.5 × 238 × 22.7 mm		396.9 × 262 × 25 mm		

Trademark	Ardor Gaming				
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Peripheral connectors	USB 2.0 Type-A × 1 USB 3.2 Gen 1 Type-A × 1 USB 3.2 Gen 2 Type-C × 2 Mini DisplayPort 1.4 × 1 HDMI™ with HDCP support × 1 Microphone/headphone combo jack × 1 Microphone jack × 1 RJ-45 LAN port × 1 Power adapter connector × 1				
Power adapter specifications	Input: 100–240 V ~ 50 Hz Output: 20 V ⎓ 7.5 A				
Device protection class	III				
Power adapter protection class	I				
Power cord attachment type	X				
IP code	IPX0				
Scope of application	Domestic				

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The device does not require installation or permanent mounting.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer's and at the consumer's sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- The device must be transported under dry conditions.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device's service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 12 months

Service Life: 24 months

For the up-to-date list of authorized service centers, please visit: https://www.dns-shop.ru/service-center/

Additional Information

Manufacturer: KAPOK Computer (KunShan) Co., Ltd.
No.200, The 2nd Road, Comprehensive Bonded Zone, Kunshan City, Jiangsu Province, China.

Made in China.

The product meets the requirements of the technical regulations of the TR CU (EAEU).

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Production date (mm.yyyy):_____v.1

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