

# WF-1000XM3

## BC-WF1000XM3/WF-1000XM3L/1000XM3R

# SERVICE MANUAL

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### Revision of Information:

This information may be changed or updated at any time without any prior notice. Please confirm that this information is up-to-date before using it.

### CAUTION

Danger of explosion if battery is incorrectly replaced.  
Replace only with the same or equivalent type.

### 注意

如果电池更换不当会有爆炸危险  
只能用同样类型或等效类型的电池来更换

### IMPORTANT NOTE:

WF-1000XM3 sold in Korea and Taiwan area are replaced rather than repaired.

For Korea and Taiwan area, refer to the separately issued service manual dedicated for the Korean and Taiwan area models.

Information on Korean and Taiwan area models are not included in this service manual.

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Sony Home Entertainment &  
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# WF-1000XM3

## BC-WF1000XM3/WF-1000XM3L/1000XM3R

# SERVICE MANUAL

Ver. 1.0 2019.06



Photo: Headset (R-ch)

Photo: Charging case

Photo: Headset (L-ch)

*US Model*  
*Canadian Model*  
*AEP Model*  
*UK Model*  
*E Model*  
*Australian Model*  
*Chinese Model*  
*Tourist Model*  
*PX Model*

- All of the units included in the WF-1000XM3 (WF-1000XM3L/WF-1000XM3R/Charging case) are required to repairing of this unit. Check in advance that you have all of the units.

### IMPORTANT NOTE:

WF-1000XM3 sold in Korea and Taiwan area are replaced rather than repaired.  
 For Korea and Taiwan area, refer to the separately issued service manual dedicated for the Korean and Taiwan area models.  
 Information on Korean and Taiwan area models are not included in this service manual.

### COMPONENT MODEL NAME (WF-1000XM3)

Headset	L-ch	WF-1000XM3L
	R-ch	WF-1000XM3R
Charging case	BC-WF1000XM3 (See Note)	

**Note:** The charging case for US, CND, E, AUS, JE, PX, RU and LA models are not written as "BC-WF1000XM3". The charging case is written as "WF-1000XM3".

### SPECIFICATIONS

#### Headset

**Power source:**  
 DC 3.7 V: Built-in lithium-ion rechargeable battery  
 DC 5 V: When charged using USB

**Operating temperature:**  
 0 °C to 40 °C (32 °F to 104 °F)

**Rated power consumption:**  
 1 W (Headset), 3 W (Charging case)

**Usage hours:**  
 When connecting via the Bluetooth device  
 Music playback time: Max. 6 hours (NC ON), Max. 6 hours (Ambient Sound Mode), Max. 8 hours (NC OFF)  
 Communication time: Max. 4 hours (NC ON), Max. 4 hours (Ambient Sound Mode), Max. 4.5 hours (NC OFF)  
 Standby time: Max. 9 hours (NC ON), Max. 8.5 hours (Ambient Sound Mode), Max. 15 hours (NC OFF)  
 Note: Usage hours may be shorter depending on the Codec and the conditions of use.

**Charging time:**  
 Approx. 1.5 hours (Headset)  
 (About 90 minutes of music playback is possible after 10 minutes charging.)  
 Approx. 3.5 hours (Charging case)  
 Note: Charging and usage hours may be different depending on the conditions of use.

**Charging temperature:**  
 5 °C to 35 °C (41 °F to 95 °F)

**Mass:**  
 Approx. 8.5 g × 2 (0.3 oz × 2) (Headset)  
 Approx. 77 g (2.8 oz) (Charging case)

**Included items:**  
 Wireless Noise Canceling Stereo Headset (1)  
 USB Type-C™ cable (USB-A to USB-C™) (approx. 20 cm (7.88 in.)) (1)  
 Long hybrid silicone rubber earbuds (SS (1 line) (2), S (2 lines) (2), M (3 lines) (attached to the unit at the factory) (2), L (4 lines) (2))  
 Triple-comfort earbuds (S (orange) (2), M (green) (2), L (light blue) (2))  
 Charging case (1)

#### Communication specification

**Communication system:**  
 Bluetooth Specification version 5.0

**Output:**  
 Bluetooth Specification Power Class 1

**Maximum communication range:**  
 Line of sight approx. 10 m (30 ft)<sup>1)</sup>

**Frequency band:**  
 2.4 GHz band (2.4000 GHz - 2.4835 GHz)  
 (AEP, UK)

**Operating frequency:**  
 Bluetooth: 2,400 MHz - 2,483.5 MHz  
 NFC: 13.56 MHz

**Maximum output power:**  
 Bluetooth: < 10 dBm

(CH)  
**频率波段:**  
 2.4 GHz波段 (2.4000 GHz - 2.4835 GHz)  
**频率范围:**  
 2400 MHz - 2483.5 MHz  
**发射功率:**  
 ≤ 20 dBm (EIRP)

**Compatible Bluetooth profiles<sup>2)</sup>:**  
 A2DP / AVRCP / HFP / HSP

**Supported Codec<sup>3)</sup>:**  
 SBC / AAC

**Transmission range (A2DP):**  
 20 Hz - 20,000 Hz (Sampling frequency 44.1 kHz)

<sup>1)</sup> The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.

<sup>2)</sup> Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.

<sup>3)</sup> Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

#### System requirements for battery charge using USB

**USB AC adaptor**  
 A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

#### Compatible iPhone/iPod models

iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPod touch (6th generation)  
 (As of May 2019)

WF-1000XM3/1000XM3L/1000XM3R

# WIRELESS NOISE CANCELING STEREO HEADSET

BC-WF1000XM3

# CHARGING CASE

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## SECTION 1 SERVICING NOTES

The **SERVICING NOTES** contains important information for servicing. Be sure to read this section before repairing the unit.

### ADVANCE PREPARATION WHEN REPAIRING

All of the units included in the WF-1000XM3 (WF-1000XM3L/WF-1000XM3R/Charging case) are required to repairing of this unit. Check in advance that you have all of the units.

### DESTINATION ABBREVIATIONS

The following abbreviations for model destinations are used in this service manual.

- Abbreviations
  - AEP : European area, East European area, CIS area (Moldova) and Middle East area (Israel) models
  - AUS : Australian (Oceania area) model
  - CH : Chinese model
  - CND : Canadian model
  - E : Middle East area (Except for Israel), South East Asian area (Except for India), East Asian area (Except for China, Korea, Taiwan area) and African area models
  - JE : Tourist model
  - LA : Latin American area model
  - RU : Russian (CIS area: Except for Moldova) model

#### IMPORTANT NOTE:

WF-1000XM3 sold in Korea and Taiwan area are replaced rather than repaired.

For Korea and Taiwan area, refer to the separately issued service manual dedicated for the Korean and Taiwan area models.

Information on Korean and Taiwan area models are not included in this service manual.

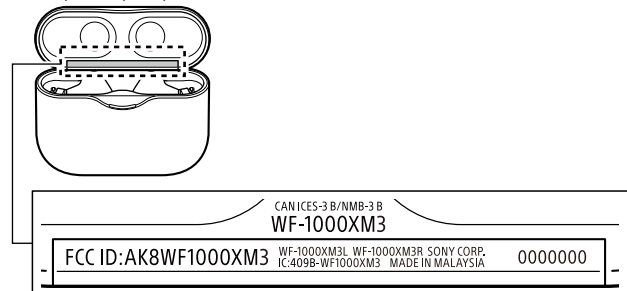
### MODEL IDENTIFICATION

When identifying the destination of this unit, referring to the writing contents on the model number label etc. on the inner side of the charging case.

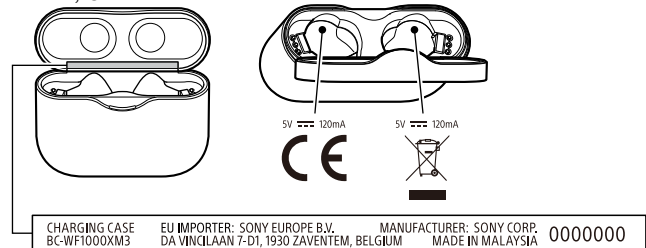
**Note 1:** Writing contents of the model number label may be changed in the midway of production.

**Note 2:** Can not identifying the destination by referring to the main unit of the left and right headset (WF-1000XM3L/1000XM3R).

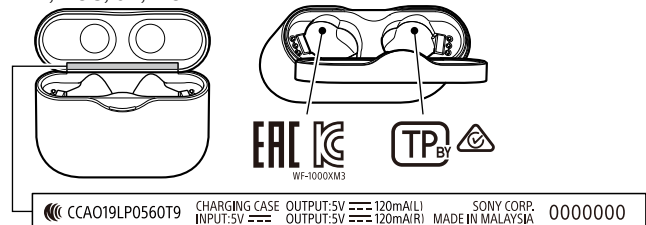
US, CND, PX, LA



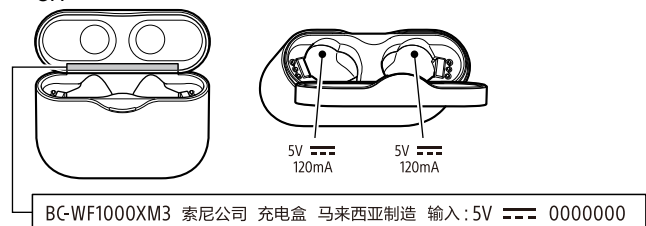
AEP, UK



E, AUS, JE, RU



CH



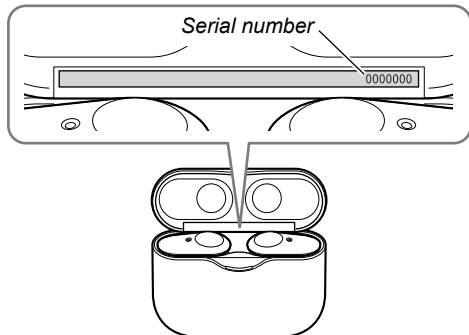
### COLOR VARIATIONS

(B) Black, (S) Platinum Silver

**SERIAL NUMBER CHECKING METHOD**

When checking the serial number, open the charging case lid and refer to the position shown in the figure below on the model number label engraved on the inside of the hinge.

**Note:** Serial numbers are not written on the left and right headset (WF-1000XM3L/1000XM3R).

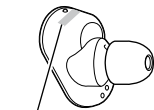


**THE EACH UNIT MODEL NAME CHECKING METHOD**

When checking the model name of each unit, refer to the figure below.

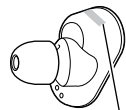
**Note:** The model name of the charging case is written as “BC-WF1000XM3” only for AEP, UK and CH models. Other destination models are written as “WF-1000XM3”.

Left side headset



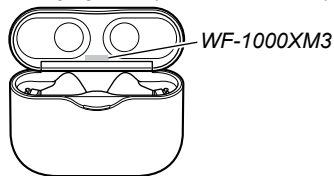
WF-1000XM3L

Right side headset

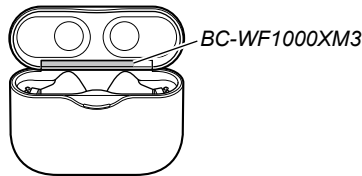


WF-1000XM3R

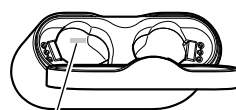
Charging case (US, CND, PX, LA)



Charging case (AEP, UK, CH)



Charging case (E, AUS, JE, RU)



WF-1000XM3

**OPERATION CHECK OF THE NFC FUNCTION AFTER COMPLETING THE REPAIRS**

After completing the repairs of this unit, follow the procedure below to check normal operation of the NFC.

**Preparation:**

- NFC compatible device (smartphone or music player etc.)

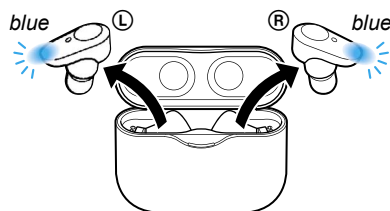
**Procedure:**

1. Turn on the NFC function of the NFC compatible device. (For details, refer to the instruction manual of your NFC compatible device. The figure below is a reference example)



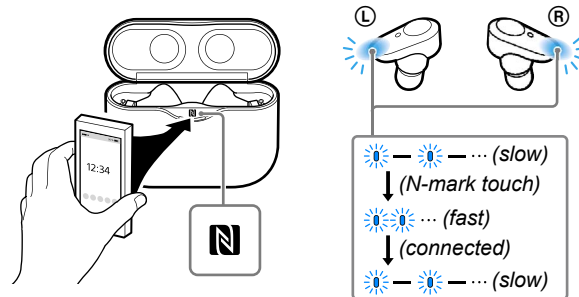
2. Remove the left and right headset from the charging case. (The unit power is turns on (blue flashing) automatically)

**Note 1:** If it is already removed the left and right headset from the charging case and the power is off, put it in the charging case again and remove it.



3. Touch the N-mark part of the NFC compatible device to the N-mark part of the charging case, the blue flashing changes from slow to fast, and the connection is completed.

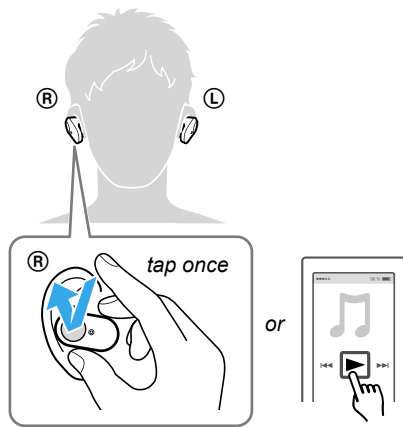
(After connection is complete, the blue flashing is return to slow)  
**Note 2:** If the screen of the NFC compatible device is locked, please unlock it and then touch it.



– Continued on next page –

4. Attach the left and right headset to your ears. Then the audio playback from the NFC compatible device, and check that the sound is output from the left and right headset.

**Note 3:** Sound is not output just by attaching a headset on one side. Be sure to attach the left and right headset.



5. Touch the N-Mark part of the charging case with N-Mark of the NFC compatible device again to disconnect the connection, and complete the operation check.

**Note 4:** Before returning the product to the customer, refer to "INITIALIZING METHOD" on page 7 and delete the Bluetooth device pairing information.

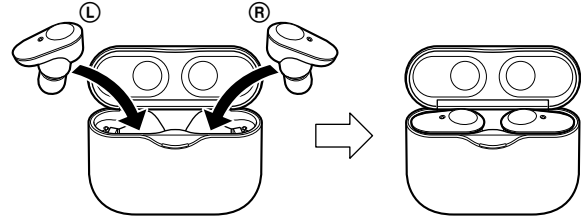
## RESETTING METHOD

If this unit does not operate properly, perform the reset.

**Note 1:** Even if this work is performed, device pairing information is not deleted. Also, other settings are retained.

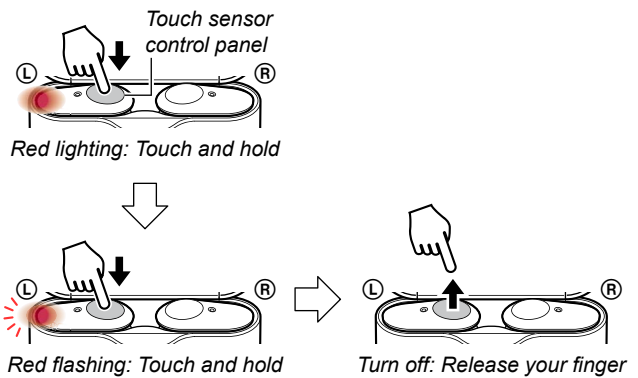
### Resetting procedure:

1. Attach the left and right headset to the charging case.



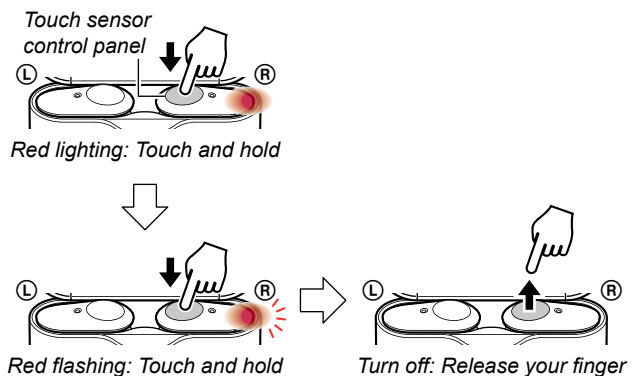
2. Touch and hold the touch sensor control panel on the left side headset (WF-1000XM3L), and the indicator changes from red lighting to red flashing, then check the indicator is turn off and the then release your finger.

**Note 2:** It takes about 20 seconds to touch and release the touch sensor control panel.



3. Touch and hold the touch sensor control panel on the right side headset (WF-1000XM3R), and the indicator changes from red lighting to red flashing, then check the indicator is turn off and the then release your finger.

**Note 3:** It takes about 20 seconds to touch and release the touch sensor control panel.



4. The reset is complete.

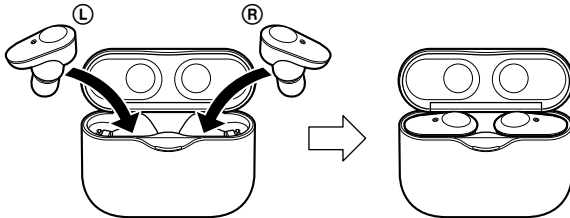
**INITIALIZING METHOD**

After completing the repair, be sure to initialize this unit according to the following procedure.

**Note 1:** When this work is performed, all device pairing information is deleted and settings return to factory defaults.

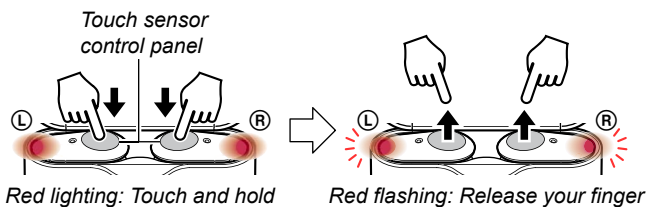
**Procedure:**

1. Attach the left and right headset to the charging case.



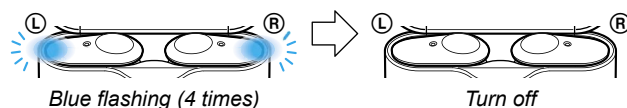
2. Touch and hold the touch sensor control panel on the left and right headset simultaneously, and the indicator changes from red lighting to red flashing, then release your finger while red flashing state.

**Note 2:** It takes about 10 seconds to touch and release the touch sensor control panel.



3. The left and right headset indicator automatically changes from red flashing to 4 times of blue flashing, and when the indicator is turn off, initialization is complete.

**Note 3:** When this operation is performed, it might not be able to connect to iPhone or PC. In that case, delete the registration of this unit on iPhone or PC, register the device again.

**ABOUT REPAIR OF EACH UNIT**

All units included in this unit can not be disassembled and repaired. Refer to the following according to the unit which has broken respectively.

**Note:** It is necessary to disassemble the charging case only when repairing and replacing the left side headset (WF-1000XM3L).

- Left side headset : REPAIRING AND REPLACING OF THE LEFT SIDE HEADSET (WF-1000XM3L) (refer to the following)
- Right side headset : REPAIRING AND REPLACING OF THE RIGHT SIDE HEADSET (WF-1000XM3R) (refer to page 9)
- Charging case : REPAIRING AND REPLACING OF THE CHARGING CASE (refer to page 10)

**REPAIRING AND REPLACING OF THE LEFT SIDE HEADSET (WF-1000XM3L)**

The left side headset (WF-1000XM3L) will be replaced in the state of the finished product. It can not be repaired by disassembling the left side headset (WF-1000XM3L).

Also, if you replaced the left side headset (WF-1000XM3L), necessary to disassemble the charging case and replace the CASE NFC board at the same time.

When replacing the left side headset (WF-1000XM3L), perform the work for according to the following procedure.

**Note 1:** The repair parts of the left side headset (WF-1000XM3L) are including the CASE NFC board (with NFC sheet, adhesive sheet NFC) paired with the new WF-1000XM3L besides the new WF-1000XM3L.

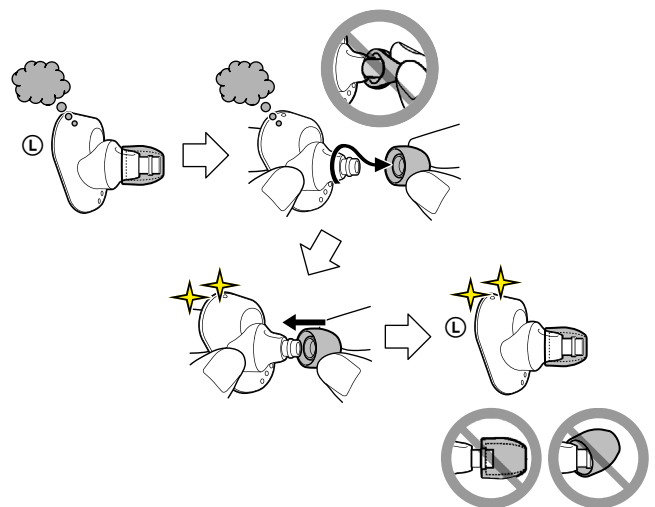
**Check in advance:**

- Check that you have all of the left and right headset (WF-1000XM3L, WF-1000XM3R) and charging case, included in the WF-1000XM3.
- Be sure to check that there are no WF-1000XM3 in the surroundings (within about 50 cm). If using WF-1000XM3 in the surroundings (within about 50 cm), it may connect to another WF-1000XM3.

**Replacing procedure of left side headset (WF-1000XM3L):**

1. Replace the broken left side headset with the new left side headset.

**Note 2:** Change the long hybrid silicone rubber earbud or triple-comfort earbud to new WF-1000XM3L from the broken WF-1000XM3L.



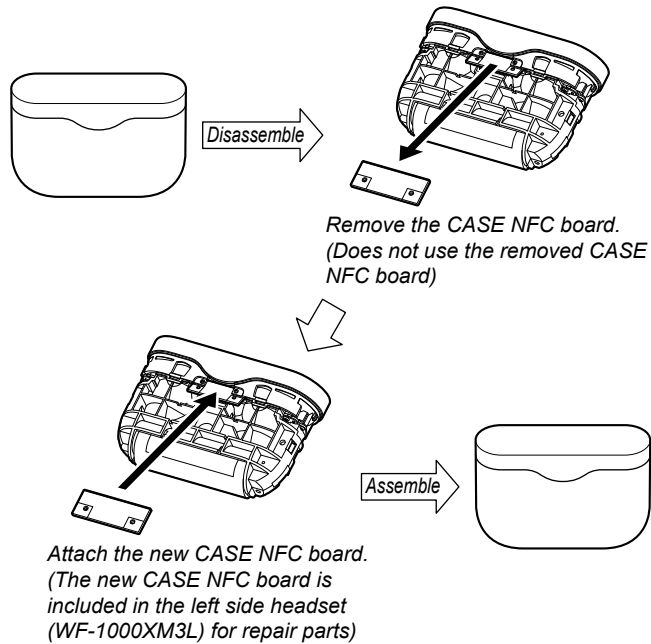
– Continued on next page –

2. Refer to “2. DISASSEMBLY” on page 19, disassemble the charging case and replace the inside CASE NFC board with the new CASE NFC board and assemble as it was before.

(The figure below is an image figure)

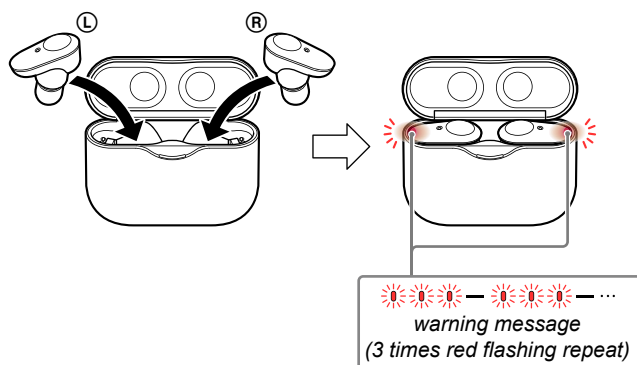
**Note 3:** The repair parts of the left side headset are including the CASE NFC board (with NFC sheet, adhesive sheet NFC) paired with the new WF-1000XM3L besides the new WF-1000XM3L.

**Note 4:** If you disassemble the charging case in order to replace the CASE NFC board, reuse the removed parts other than CASE NFC board (with NFC sheet, adhesive sheet NFC), adhesive sheet hall for fixing the case inner block and ornament hinge.



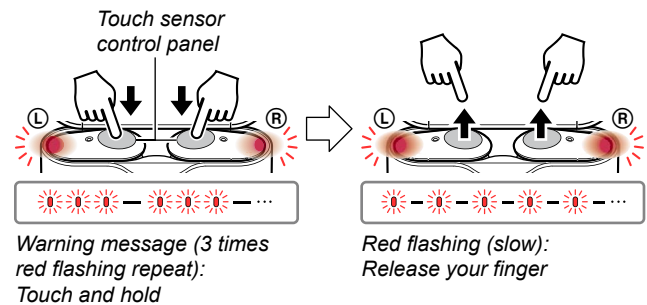
3. Attach the left and right headset to the charging case.

**Note 5:** The left and right headset will display a warning message (3 times red flashing repeat), but proceed to the next step as it is.



4. Touch and hold the touch sensor control panel on the left and right headset simultaneously, and the indicator changes from warning message (3 times red flashing repeat) to red flashing (slow), in this state release your finger.

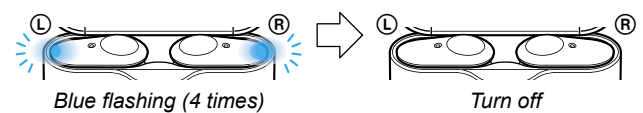
**Note 6:** It takes about 10 seconds to touch and release the touch sensor control panel.



5. The left and right headset indicator automatically changes from red flashing to 4 times of blue flashing, and when the indicator is turn off, pairing of left and right headset is complete.

**Note 7:** When this operation is performed, it might not be able to connect to iPhone or PC.

In that case, delete the registration of this unit on iPhone or PC, register the device again.



6. Check the operation of this unit and complete the left side headset replacement work.

# WF-1000XM3

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## REPAIRING AND REPLACING OF THE RIGHT SIDE HEADSET (WF-1000XM3R)

The right side headset (WF-1000XM3R) will be replaced in the state of the finished product. It can not be repaired by disassembling the right side headset (WF-1000XM3R).

When replacing the right side headset (WF-1000XM3R), perform the work for according to the following procedure.

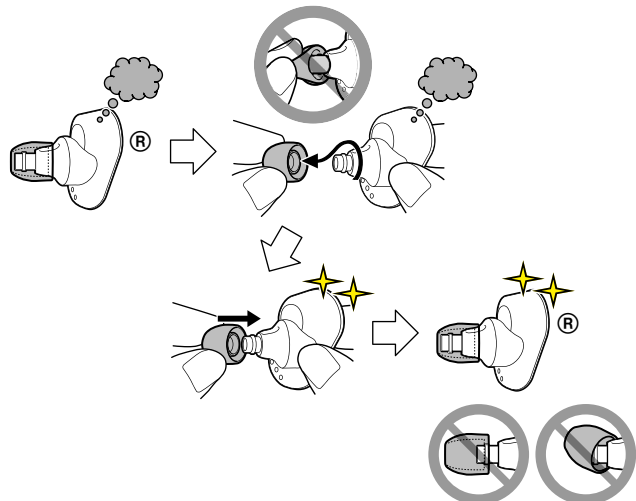
### Check in advance:

- Check that you have all of the left and right headset (WF-1000XM3L, WF-1000XM3R) and charging case, included in the WF-1000XM3.
- Be sure to check that there are no WF-1000XM3 in the surroundings (within about 50 cm). If using WF-1000XM3 in the surroundings (within about 50 cm), it may connect to another WF-1000XM3.

### Replacing procedure of right side headset (WF-1000XM3R):

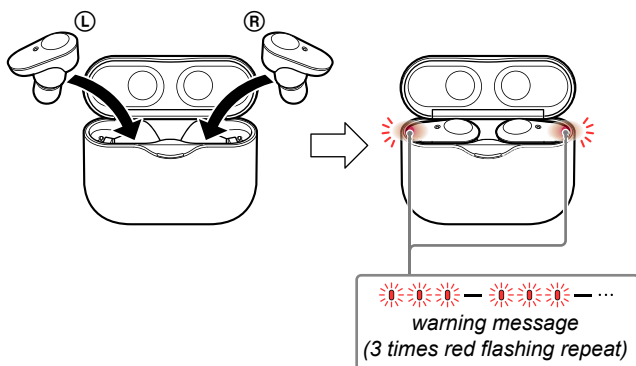
1. Replace the broken right side headset with the new right side headset.

**Note 1:** Change the long hybrid silicone rubber earbud or triple-comfort earbud to new right side headset (WF-1000XM3R) from the broken right side headset (WF-1000XM3R).



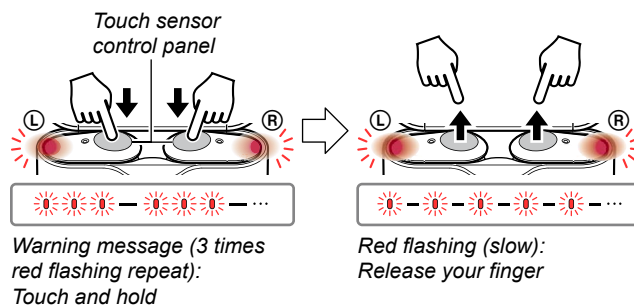
2. Attach the left and right headset to the charging case.

**Note 2:** The left and right headset will display a warning message (3 times red flashing repeat), but proceed to the next step as it is.



3. Touch and hold the touch sensor control panel on the left and right headset simultaneously, and the indicator changes from warning message (3 times red flashing repeat) to red flashing (slow), in this state release the your finger.

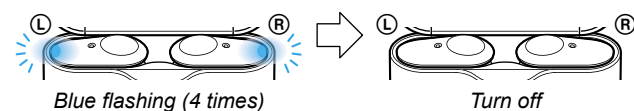
**Note 3:** It takes about 10 seconds to touch and release the touch sensor control panel.



4. The left and right headset indicator automatically changes from red flashing to 4 times of blue flashing, and when the indicator is turn off, pairing of left and right headset is complete.

**Note 4:** When this operation is performed, it might not be able to connect to iPhone or PC.

In that case, delete the registration of this unit on iPhone or PC, register the device again.



5. Check the operation of this unit and complete the right side headset replacement work.

**REPAIRING AND REPLACING OF THE CHARGING CASE**

The charging case will be replaced in the state of the finished product. It can not be repaired by disassembling the charging case.

When replacing the charging case, perform the work for according to the following procedure.

**Check in advance:**

- Check that you have all of the left and right headset (WF-1000XM3L, WF-1000XM3R) and charging case, included in the WF-1000XM3.
- Be sure to check that there are no WF-1000XM3 in the surroundings (within about 50 cm). If using WF-1000XM3 in the surroundings (within about 50 cm), it may connect to another WF-1000XM3.

**Preparation:**

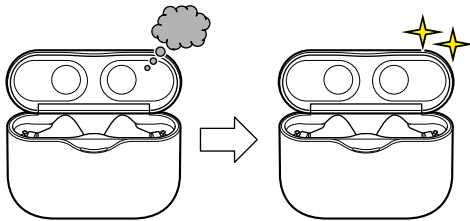
- Windows PC with the Bluetooth function
- NFC compatible smartphone that installed the NFC Tag Data Writing Application

**Note 1:** For the NFC Tag Data Writing Application, refer to “BLUETOOTH INFORMATION WRITING METHOD” on page 11.

**Note 2:** Confirm the method of obtaining the NFC Tag Data Writing Application and its latest version with the each service headquarters.

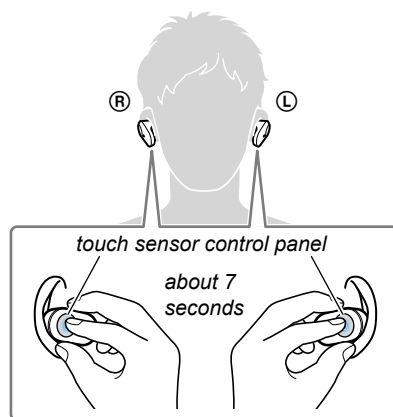
**Replacing procedure of charging case:**

1. Replace the broken charging case with the new charging case.



2. Attach the left and right headset to your ears, then touch and hold the touch sensor control panel on the left and right headset simultaneously for about 7 seconds to entering the pairing mode state.

(Voice guidance of “Bluetooth pairing” is heard from the left side headset, and it entering the pairing mode)



3. Connect with the PC with the Bluetooth function.

**Note 3:** In order to check the Bluetooth address, it is necessary to connect the PC and this unit. It is also possible to display the Bluetooth address, by the Bluetooth connect to the walkman (NW-S series or NW-A series etc.) with Bluetooth function. In this example, describes how to display Bluetooth address using the PC.

**Note 4:** For the Bluetooth connection method of the PC, refer to the manual of the PC to be used.

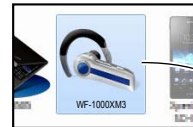


4. Display the device information of this unit connected via Bluetooth on the screen of a PC. Then open the “Properties”, check the Bluetooth address of this unit, and take a memorandum the Bluetooth address.

**Note 5:** The figure below is a reference example. The display method of Bluetooth address may be different depending on Windows OS. If your using PC's OS is Windows 8.1, open the “Control Panel → Device and Printers” in this order, right click the icon showing the model name (WF-1000XM3) of this unit and open its “Properties”.

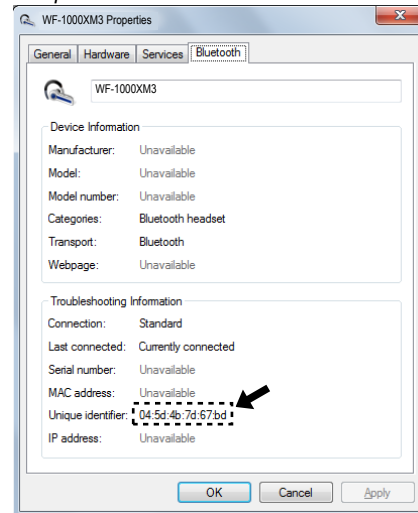
**Note 6:** Check the device name carefully so as not to confuse Bluetooth address with other devices, and take a memorandum.

“Device and Printers” screen on PC



Right click and select the “Properties”.

“Properties” screen



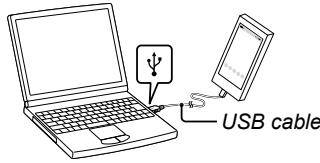
5. Write the Bluetooth information recorded in step 4 to the charging case using NFC compatible smartphone that installed the NFC Tag Data Writing Application. (Refer to “BLUETOOTH INFORMATION WRITING METHOD” on page 11)

– Continued on next page –

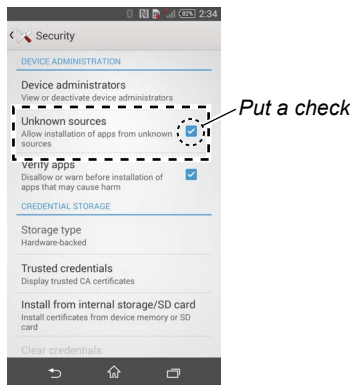


**Procedure:**

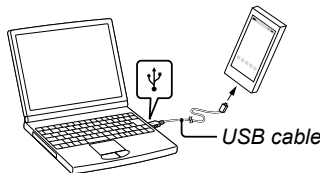
1. Prepare the NFC Tag Data Writing Application on the PC.  
**Note 1:** Be absolutely sure that the NFC Tag Data Writing Application supports your model and that it is the latest version.
2. Using the USB cable for the smartphone, connect the smartphone and the PC, and transfer the NFC Tag Data Writing Application to the smartphone.



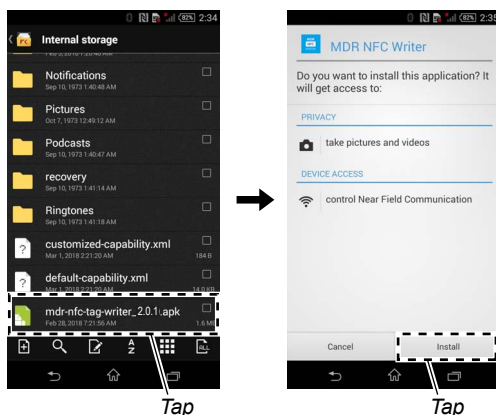
3. When tapping the “Settings” → “Security” on the screen of the smartphone, and check the “Unknown sources” checkbox.  
(The figure below is a reference example)  
**Note 2:** Depending on the version of Android OS, this setting may not exist. In that case, skip this step and proceed to the next step.



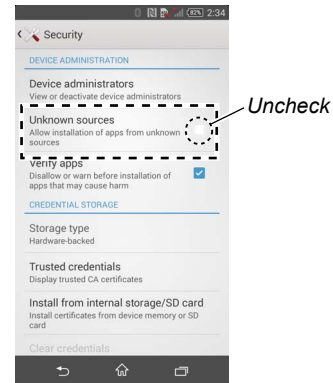
4. Disconnect the smartphone from the PC.



5. Use the file manager application to open the saved location of the NFC Tag Data Writing Application on the smartphone.
6. Tap on the NFC Tag Data Writing Application to open it, and install the NFC Tag Data Writing Application to the smartphone.  
(The figure below is a reference example)



7. When tapping the “Settings” → “Security” on the screen of the smartphone, and uncheck the “Unknown sources” checkbox.  
(The figure below is a reference example)  
**Note 3:** Depending on the version of Android OS, this setting may not exist. In that case, skip this step and proceed to the next step.



8. Complete install of NFC Tag Data Writing Application.  
(The figure below is a reference example)



This completes the Installing the NFC Tag Data Writing Application.  
Please proceed to the “2. Writing the NFC Tag Data” on page 13.

**2. Writing the NFC Tag Data**

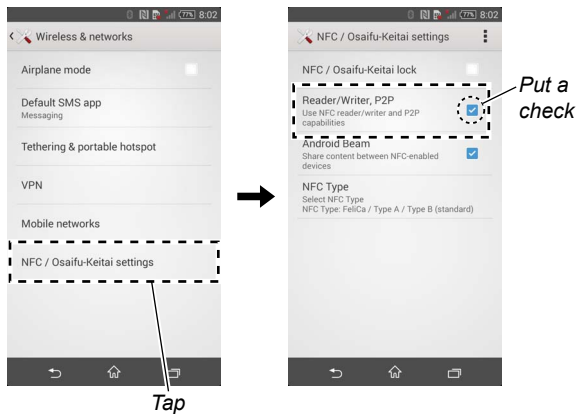
Write NFC tag data (Bluetooth information) to the CASE NFC board inside the charging case.

**Procedure:**

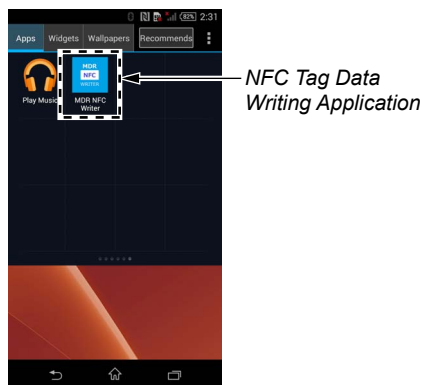
1. Prepare the Bluetooth address (BD\_ADDR) recorded in step 4 of “REPAIRING AND REPLACING OF THE CHARGING CASE” on page 10.
2. Open the “NFC setting” from “Settings” on the smartphone screen and turn on the NFC function of the smartphone.

(The figure below is a reference example)

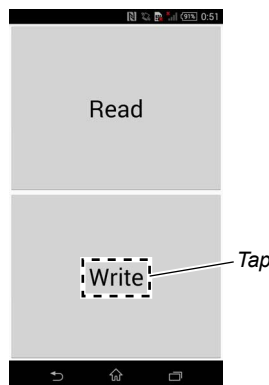
**Note 1:** Locations and names with settings may differ depending on the version of Android OS. Refer to the instruction manual of smartphone for more details.



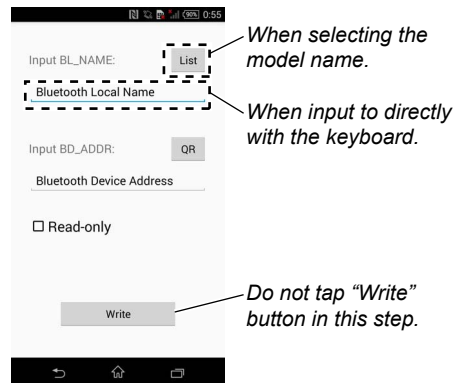
3. Start the NFC Tag Data Writing Application on the smartphone. (The figure below is a reference example)



4. Tap the “Write” button.

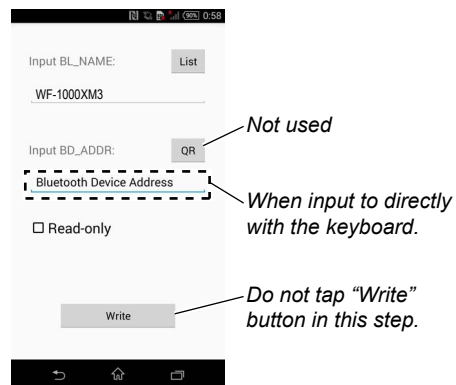


5. Tap the “List” button and select the model name of the applicable to this unit from the list, or tap the “Bluetooth Local Name” to input the model name with the keyboard on the smartphone.

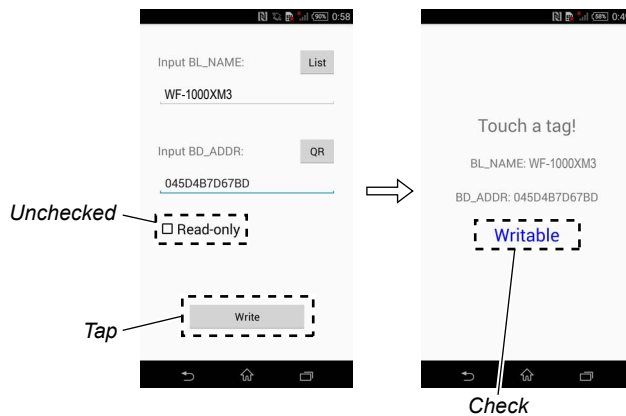


6. Tap the “Bluetooth Device Address” and input the Bluetooth address prepared in step 1 directly with the keyboard on the smartphone.

**Note 2:** In the case of this unit, “QR” button is not used.



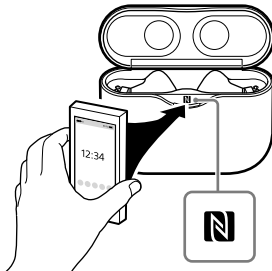
7. Check the “Read-only” checkbox is unchecked, and tap the “Write” button and check that “Writable” is displayed.



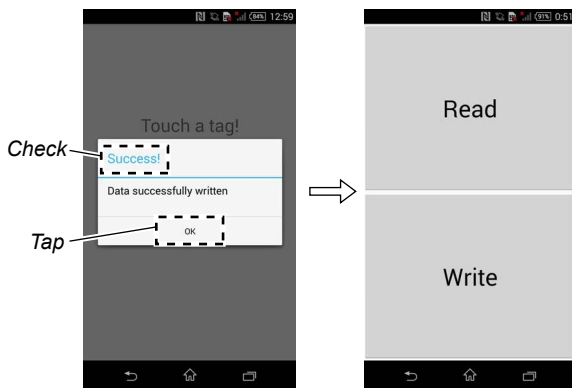
– Continued on next page –

8. In the state of step 7, touch the N-mark part of the smartphone to the N-mark part of the charging case.

**Note 3:** Be sure to touch the new charging case of repair parts. If you touch the charging case other than the one for repair, such as the charging case before replacement, an error will be displayed in the next step.



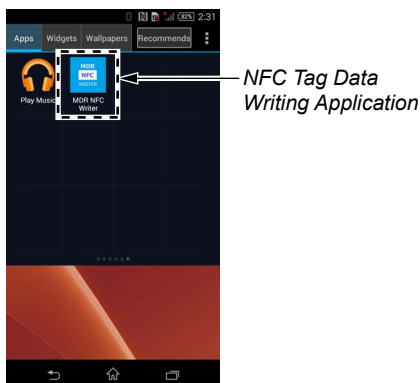
9. Check that “Success!” is displayed on the screen of the smartphone and tap “OK” button.



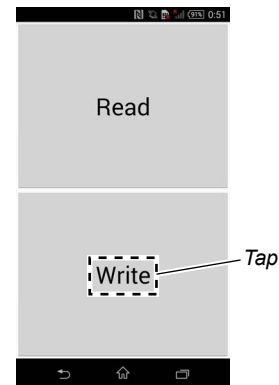
**Note 4:** When “Success!” is not displayed, refer to “3. Error Display” on page 16.

**Note 5:** In the step 8, if you touch the charging case other than the one for repair, such as the charging case before replacement, an error will be displayed. In this case, restart from step 8 again.

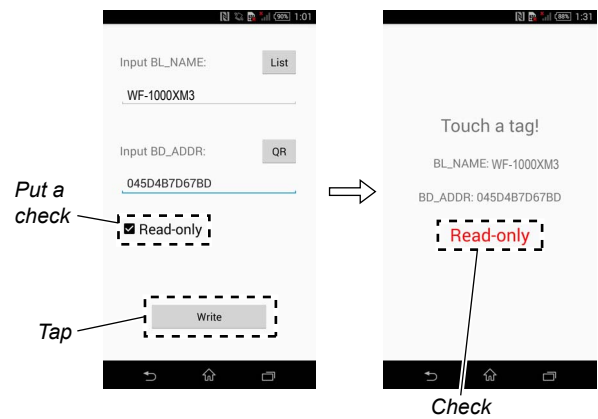
- 10. End the NFC Tag Data Writing Application.
- 11. Check the operation of connecting smartphone and this unit with NFC function.  
(Refer to “OPERATION CHECK OF THE NFC FUNCTION AFTER COMPLETING THE REPAIRS” on page 5)
- 12. Start again the NFC Tag Data Writing Application.  
(The figure below is a reference example)



13. Tap the “Write” button.

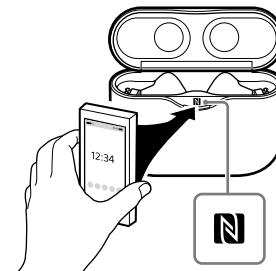


14. Check the “Read-only” checkbox is checked, and tap the “Write” button and check that “Read-only” is displayed.



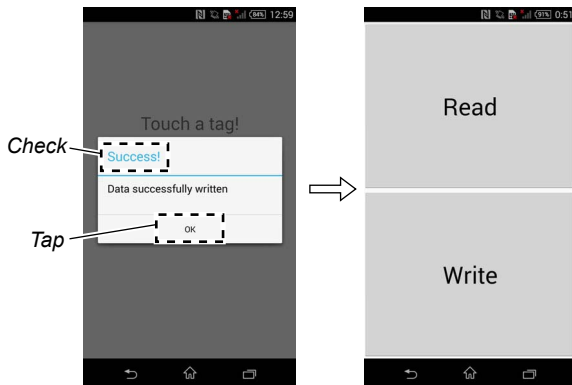
15. In the state of step 14, touch the N-mark part of the smartphone to the N-mark part of the charging case.

**Note 6:** Be sure to touch the new charging case of repair parts. If you touch the charging case other than the one for repair, such as the charging case before replacement, an error will be displayed in the next step.



– Continued on next page –

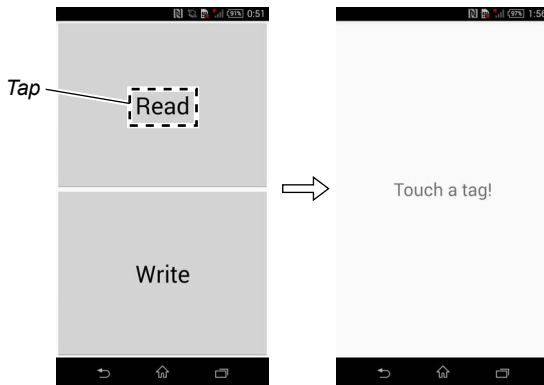
16. Check that “Success!” is displayed on the screen of the smartphone and tap “OK” button.



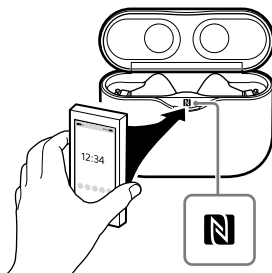
**Note 7:** When “Success!” is not displayed, refer to “3. Error Display” on page 16.

**Note 8:** In the step 15, if you touch the charging case other than the one for repair, such as the charging case before replacement, an error will be displayed. In this case, restart from step 15 again.

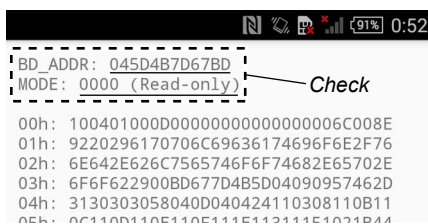
17. Tap the “Read” button.



18. In the state of step 17, touch the N-mark part of the smartphone to the N-mark part of the charging case.



19. Check that “BD\_ADDR” displayed on the screen of the smartphone matches the Bluetooth address checked in step 1 and the “MODE” column is “0000 (Read-only)”.



20. End the NFC Tag Data Writing Application.

21. Check the operation of connecting smartphone and this unit with NFC function.

(Refer to “OPERATION CHECK OF THE NFC FUNCTION AFTER COMPLETING THE REPAIRS” on page 5)

22. Complete writing the NFC tag data.

Refer to the following as necessary.

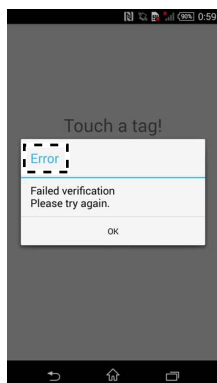
“3. Error Display” (page 16)

“4. Check Method of the NFC Tag Data” (page 17)

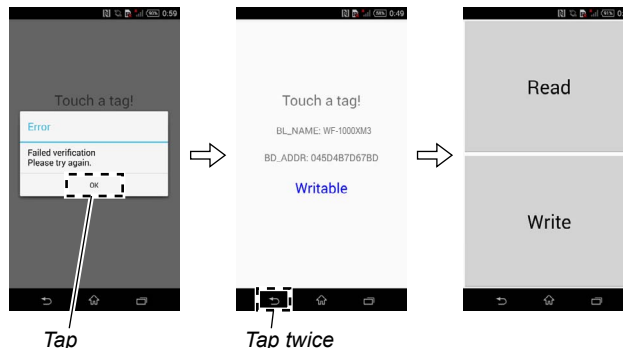
“5. The Factor that One Touch Connection (NFC function) is Impossible” (page 18)

**3. Error Display**

When the writing of the NFC tag data has failed, “Error” is displayed on the screen of the smartphone. When “Error” is displayed, operate according to the procedure below.

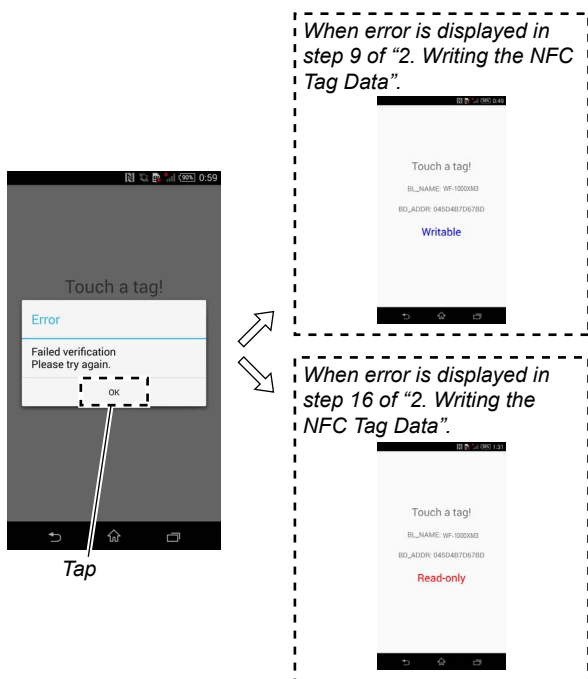


- If “Error” is displayed again in step 9 or step 16 of “2. Writing the NFC Tag Data” on page 14, after tapping “OK” button on “Error” display screen, tap “>” (or “<” etc.) twice and return to the first screen. (The figure below is a reference example of an error case in step 9 on page 14)

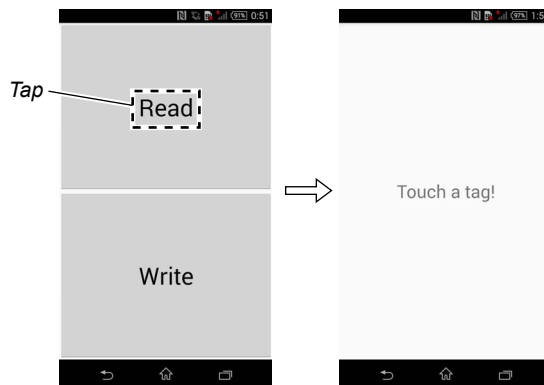


**Procedure:**

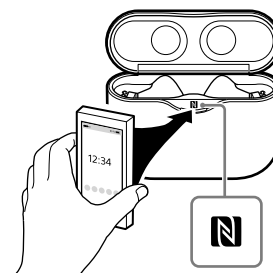
- Tap “OK” button of “Error” display screen.



- Tap the “Read” button.

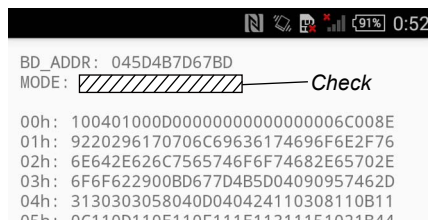


- In the state of the above step 4, touch the N-mark part of the smartphone to the N-mark part of the charging case.



- When error occurs in step 9 of “2. Writing the NFC Tag Data” on page 14, operate the procedure from step 8 on page 14 again. When error occurs in step 16 of “2. Writing the NFC Tag Data” on page 14, operate the procedure from step 15 on page 14 again.

- Check that the “MODE” column is other than “0000 (Read-only)”.



**Note:** If “MODE” column is displayed as “0000 (Read-only)”, NFC tag data can not be written. Prepare another new charging case again, and start to all over again writing the NFC tag data. (The charging case indicated as “0000 (Read-only)” can not be used)

#### 4. Check Method of the NFC Tag Data

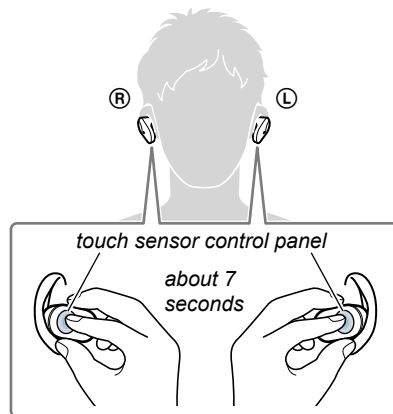
If you want to check the NFC tag data of this unit after completing writing NFC tag data, check to the following procedure.

##### Preparation:

- Windows PC with Bluetooth function
- NFC compatible smartphone that installed the NFC Tag Data Writing Application

##### Procedure:

1. Attach the left and right headset to your ears, then touch and hold the touch sensor control panel on the left and right headset simultaneously for about 7 seconds to entering the pairing mode state.  
(Voice guidance of “Bluetooth pairing” is heard from the left side headset, and it entering the pairing mode)



2. Connect with the PC with the Bluetooth function.

**Note 1:** In order to check the Bluetooth address, it is necessary to connect the PC and this unit. It is also possible to display the Bluetooth address, by the Bluetooth connect to the walkman (NW-S series or NW-A series etc.) with Bluetooth function. In this example, describes how to display Bluetooth address using the PC.

**Note 2:** For the Bluetooth connection method of the PC, refer to the manual of the PC to be used.

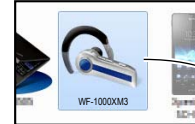


3. Display the device information of this unit connected via Bluetooth on the screen of a PC. Then open the “Properties”, check the Bluetooth address of this unit.

**Note 3:** The figure below is a reference example. The display method of Bluetooth address may be different depending on Windows OS. If your using PC's OS is Windows 8.1, open the “Control Panel → Device and Printers” in this order, right click the icon showing the model name (WF-1000XM3) of this unit and open its “Properties”.

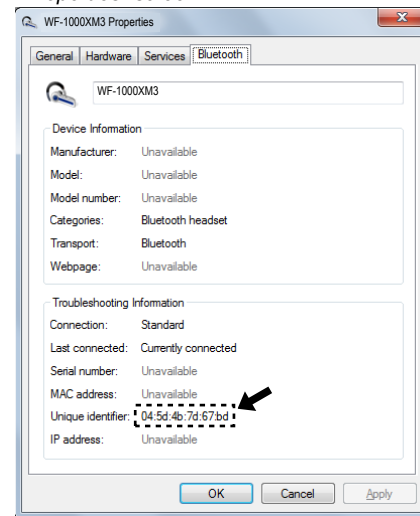
**Note 4:** Check the device name carefully so as not to confuse Bluetooth address with other devices.

“Device and Printers” screen on PC



Right click and select the “Properties”.

“Properties” screen



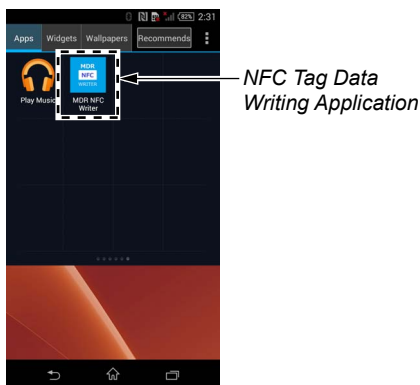
4. Open the “NFC setting” from “Settings” on the smartphone screen and turn on the NFC function of the smartphone.  
(The figure below is a reference example)

**Note 5:** Locations and names with settings may differ depending on the version of Android OS. Refer to the instruction manual of smartphone for more details.

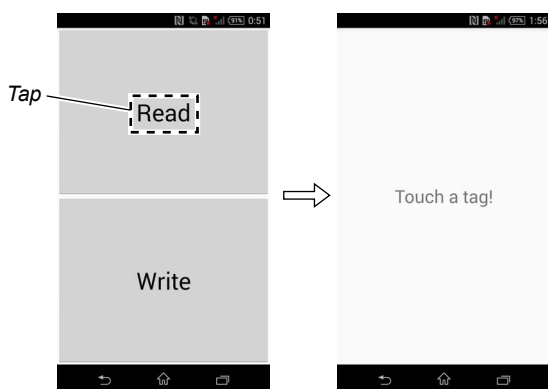


– Continued on next page –

- Start the NFC Tag Data Writing Application on the smartphone.  
(The figure below is a reference example)

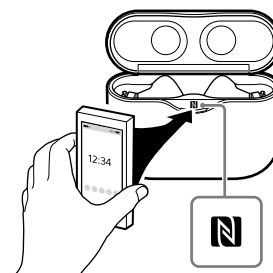


- Tap the "Read" button.

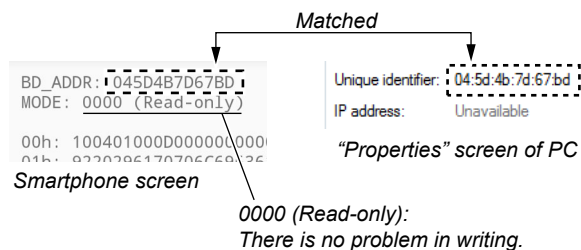


– Continued on upper right –

- In the state of step 6, touch the N-mark part of the smartphone to the N-mark part of the charging case.



- Check that the alphanumeric characters of "BD\_ADDR" displayed on the screen of the smartphone matches the Bluetooth address displayed on the PC in step 3.  
In addition, if "0000 (Read-only)" is displayed in the "MODE" column of the screen of the smartphone, NFC tag data has been written without any problem and can not be changed.



- Select the device (WF-1000XM3) displayed on the PC, right click and select "Remove device" from the displayed menu and delete the device (WF-1000XM3).

**Note 6:** When another WF-1000XM3 is connected to the PC by Bluetooth connection, a new device (WF-1000XM3) will be added.  
If there are plural devices (WF-1000XM3), you may erroneously reference and write the Bluetooth address of another WF-1000XM3. Therefore, delete the existing device before adding a new device.

- End the NFC Tag Data Writing Application on the smartphone.  
Also, end the "Properties" screen of the PC, and the check of the NFC tag data is completed.

**5. The Factor that One Touch Connection (NFC function) is Impossible**

The four following factors are considered as the factor that one touch connection (NFC function) is impossible.

Guess and check the defective factor by each checking result.

**Note:** The four failure factors are examples.

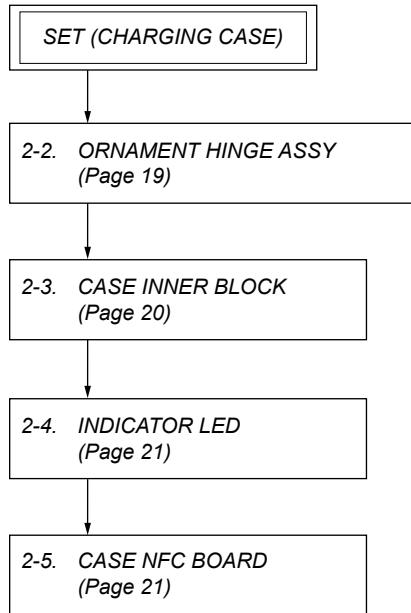
	Factor	Bluetooth manual connection check by user	NFC tag data check	Bluetooth manual connection check by servicing	NFC one touch connection check with smartphone
1	WF-1000XM3L (L-ch) defect	NG	—	NG	NG
2	CASE NFC board defect	OK	NG	OK	NG
3	NFC tag data writing failure	OK	NG	OK	NG
4	Smartphone trouble	OK	OK	OK	NG

## SECTION 2 DISASSEMBLY

- This set can be disassembled in the order shown below.

### 2-1. DISASSEMBLY FLOW

**Note:** It is necessary to disassemble the charging case only when repairing and replacing the left side headset (WF-1000XM3L). This section only describes how to remove the CASE NFC board. For details, refer to “REPAIRING AND REPLACING OF THE LEFT SIDE HEADSET (WF-1000XM3L)” on page 7.

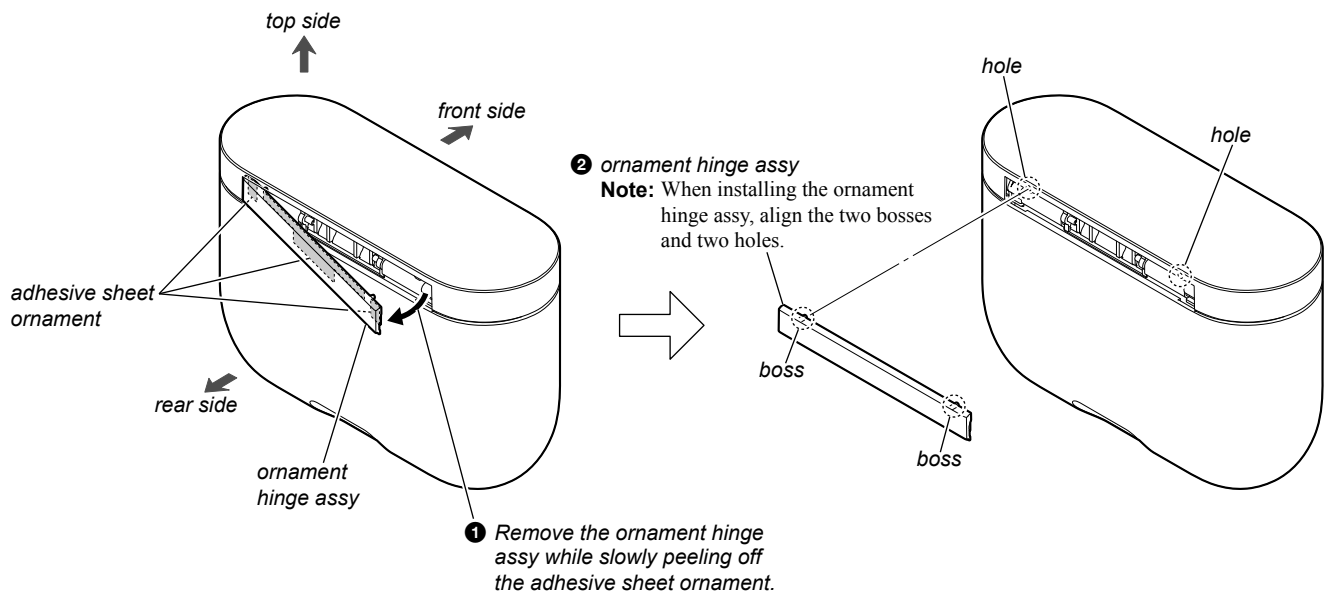


• JIG  
When disassembling the unit, use the following jig.

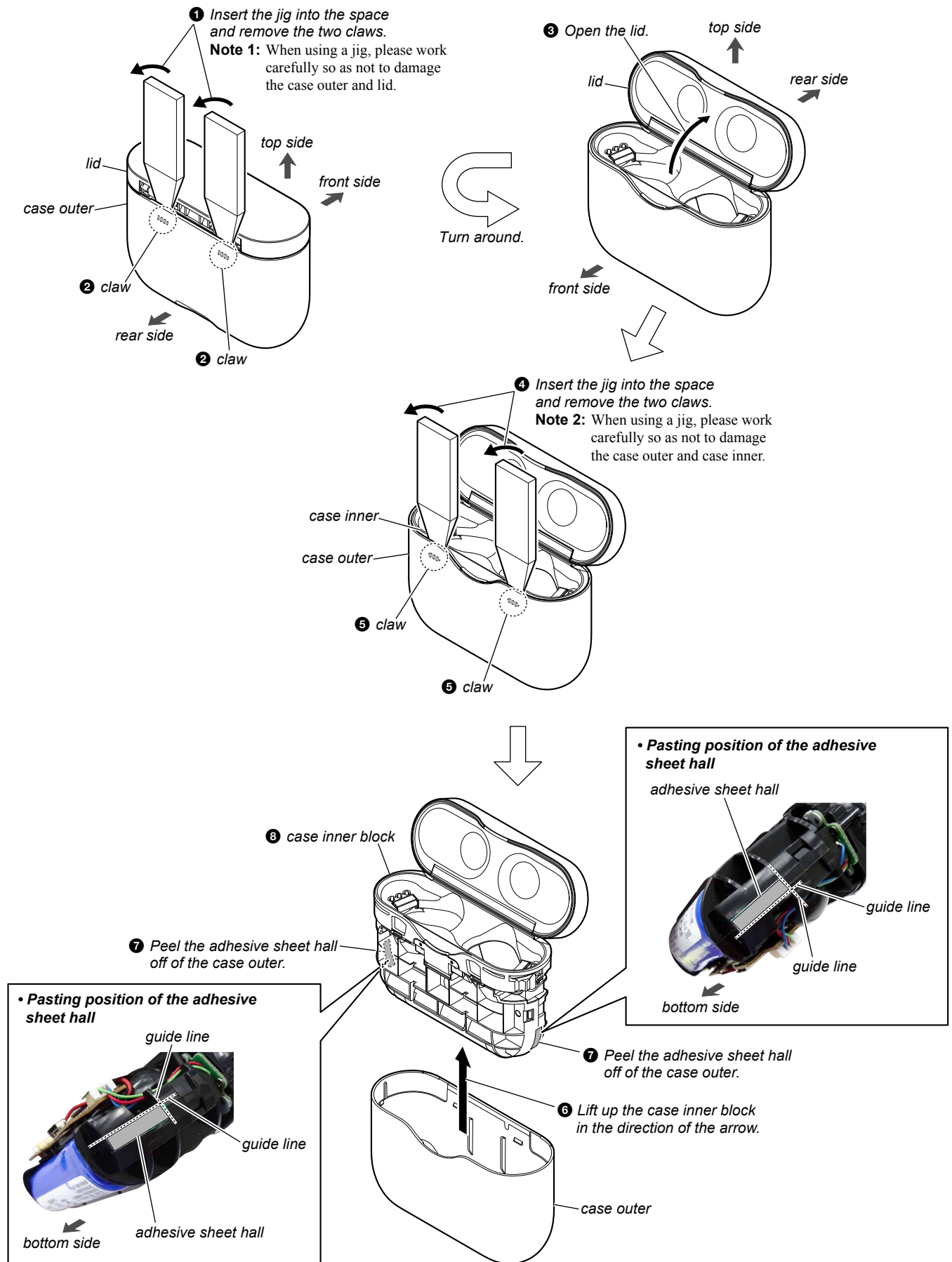
Part No.	Description
9-913-402-33	TOOL FOR DISASSEMBLING

**Note:** Follow the disassembly procedure in the numerical order given.

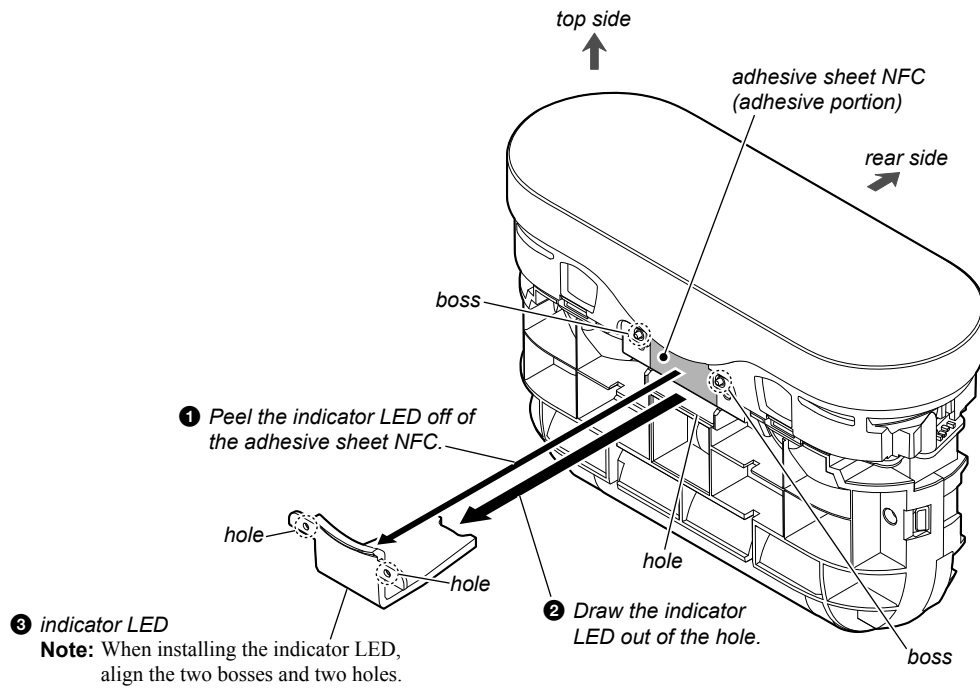
### 2-2. ORNAMENT HINGE ASSY



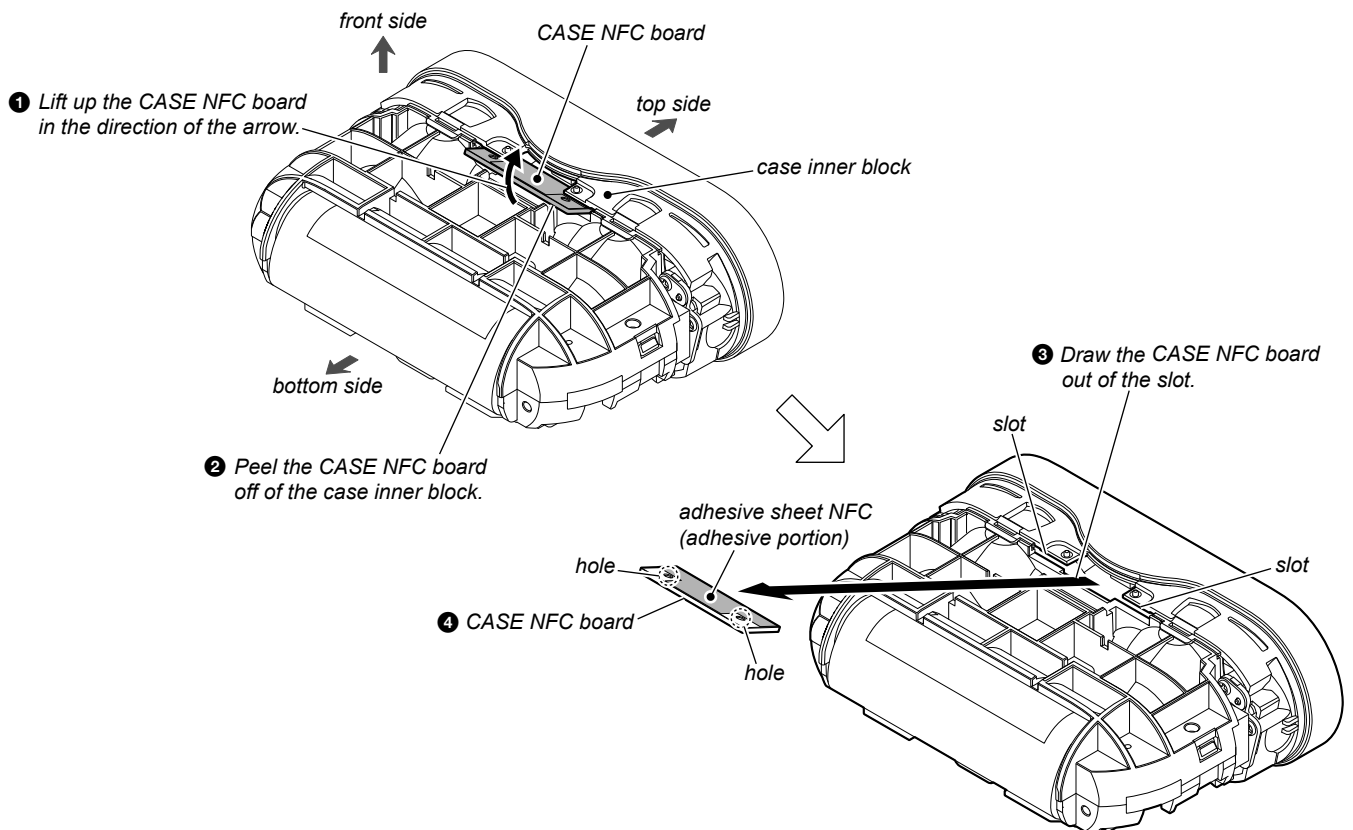
2-3. CASE INNER BLOCK



2-4. INDICATOR LED

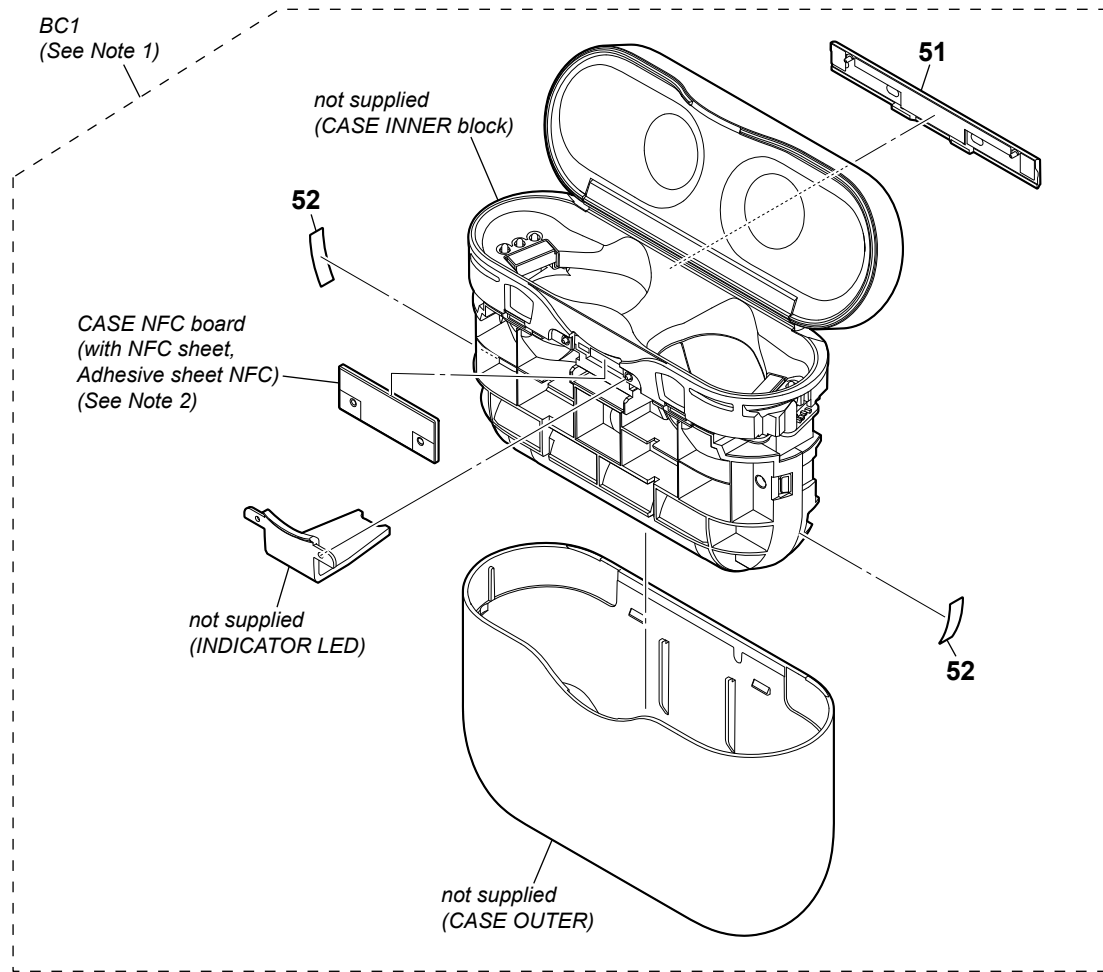


2-5. CASE NFC BOARD





**3-2. CHARGING CASE SECTION**



**Note 1:** When replacing the charging case (Ref. No. BC1), make sure to refer to “REPAIRING AND REPLACING OF THE CHARGING CASE” on page 10.  
Also, when the charging case is replaced, the serial number changes.

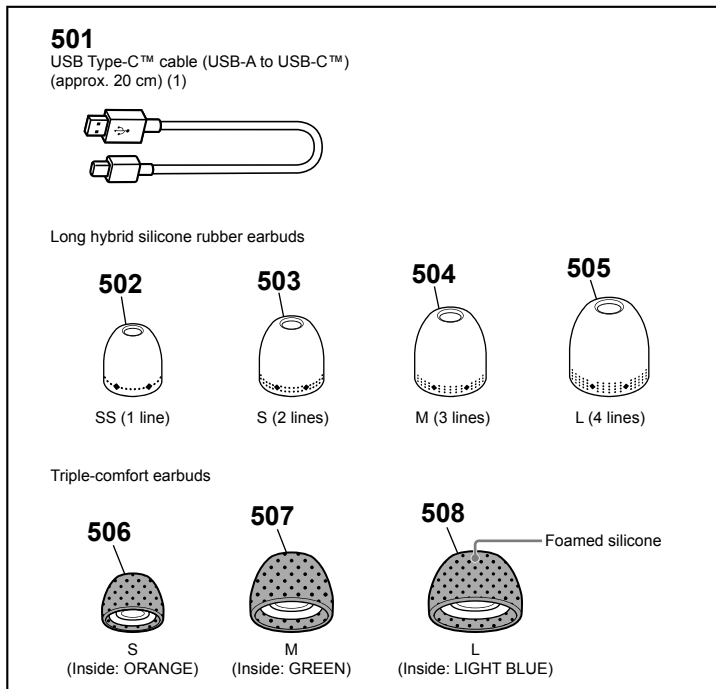
**Note 2:** Only the CASE NFC board can not be replaced.  
When replacing the left side headset (WF-1000XM3L), replace the CASE NFC board (with NFC sheet and adhesive sheet NFC) at the same time as the left side headset (WF-1000XM3L).  
The new CASE NFC board (with NFC sheet and adhesive sheet NFC) are included in the repair parts of the left side headset (WF-1000XM3L). (see page 22)

Ref. No.	Part No.	Description	Remark
51	A5009626A	ORNAMENT HINGE ASSY_BLACK_SV (Including Adhesive sheet ornament) (for Black)	
51	A5009627A	ORNAMENT HINGE ASSY_SILVER_SV (Including Adhesive sheet ornament) (for Platinum Silver)	
52	474407601	SHEET HALL, ADHESIVE	
BC1	A5007301A	BC-WF1000XM3_BLACK_UC_SV (Charging case) (for Black) (US, CND, PX, LA) (See Note 1)	
BC1	A5007304A	BC-WF1000XM3_SILVER_UC_SV (Charging case) (for Platinum Silver) (US, CND, PX, LA) (See Note 1)	
BC1	A5007313A	BC-WF1000XM3_BLACK_CN_SV (Charging case) (for Black) (CH) (See Note 1)	

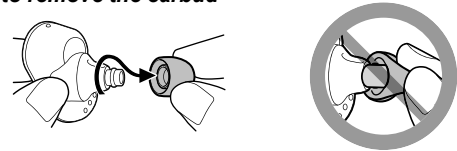
Ref. No.	Part No.	Description	Remark
BC1	A5007316A	BC-WF1000XM3_SILVER_CN_SV (Charging case) (for Platinum Silver) (CH) (See Note 1)	
BC1	A5007319A	BC-WF1000XM3_BLACK_CE7_SV (Charging case) (for Black) (E, AUS, JE, RU) (See Note 1)	
BC1	A5007322A	BC-WF1000XM3_SILVER_E_SV (Charging case) (for Platinum Silver) (E, AUS, JE, RU) (See Note 1)	
BC1	A5007325A	BC-WF1000XM3_BLACK_CE7_SV (Charging case) (for Black) (AEP, UK) (See Note 1)	
BC1	A5007328A	BC-WF1000XM3_SILVER_CE7_SV (Charging case) (for Platinum Silver) (AEP, UK) (See Note 1)	

**SECTION 4**  
**ACCESSORIES**

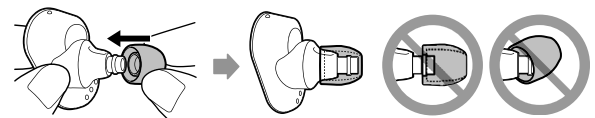
Ref. No.	Part No.	Description	Remark	Ref. No.	Part No.	Description	Remark
	474758312	MANUAL, INSTRUCTION (Except CH)		504	473938801	EAR PIECE, LONG (M) (Long hybrid silicone rubber earbud: size M) (1 piece)	
	474758322	MANUAL, INSTRUCTION (CH)				(3 lines: TRANSPARENT SMOKE BLACK) (for Black)	
	474758412	GUIDE, REFERENCE (ENGLISH, SPANISH, FRENCH) (US, CND, PX, LA)		504	473938831	EAR PIECE, LONG (M) (Long hybrid silicone rubber earbud: size M) (1 piece)	
	474758423	GUIDE, REFERENCE (SIMPLIFIED CHINESE) (CH)				(3 lines: TRANSPARENT BEIGE) (for Platinum Silver)	
	474758433	GUIDE, REFERENCE (ENGLISH, RUSSIAN, ARABIC, TRADITIONAL CHINESE, KOREAN, UKRAINIAN) (E, AUS, JE, RU)		505	473938901	EAR PIECE, LONG (L) (Long hybrid silicone rubber earbud: size L) (1 piece)	
	474758442	GUIDE, REFERENCE (ENGLISH, FRENCH, GERMAN, SPANISH, DUTCH, ITALIAN, PORTUGUESE, DANISH, FINNISH, NORWEGIAN) (AEP, UK)		505	473938931	EAR PIECE, LONG (L) (Long hybrid silicone rubber earbud: size L) (1 piece)	
	474758452	GUIDE, REFERENCE (SWEDISH, POLISH, GREEK, CZECH, HUNGARIAN, BULGARIAN, SLOVAK, SLOVENIAN, ROMANIAN) (AEP, UK)		506	459187601	EAR PIECE (S), TRIPLE COMFORT (Triple-comfort earbud: size S) (1 piece)	
501	191274221	CABLE, USB TYPE-C (USB Type-C™ cable (USB-A to USB-C™) (approx. 20 cm))				(Outside: BEIGE/Inside: ORANGE) (for Platinum Silver)	
502	473938601	EAR PIECE, LONG (SS) (Long hybrid silicone rubber earbud: size SS) (1 piece) (1 line: TRANSPARENT SMOKE BLACK) (for Black)		507	459187501	EAR PIECE (M), TRIPLE COMFORT (Triple-comfort earbud: size M) (1 piece)	
502	473938631	EAR PIECE, LONG (SS) (Long hybrid silicone rubber earbud: size SS) (1 piece) (1 line: TRANSPARENT BEIGE) (for Platinum Silver)		507	459187511	EAR PIECE (M), TRIPLE COMFORT (Triple-comfort earbud: size M) (1 piece)	
503	473938701	EAR PIECE, LONG (S) (Long hybrid silicone rubber earbud: size S) (1 piece) (2 lines: TRANSPARENT SMOKE BLACK) (for Black)		508	459187701	EAR PIECE (L), TRIPLE COMFORT (Triple-comfort earbud: size L) (1 piece)	
503	473938731	EAR PIECE, LONG (S) (Long hybrid silicone rubber earbud: size S) (1 piece) (2 lines: TRANSPARENT BEIGE) (for Platinum Silver)		508	459187711	EAR PIECE (L), TRIPLE COMFORT (Triple-comfort earbud: size L) (1 piece)	
						(Outside: BEIGE/Inside: LIGHT BLUE) (for Platinum Silver)	



**• How to remove the earbud**



**• How to install the earbud**



• Refer to "COLOR VARIATIONS" on page 4 about color variation of the unit.

