



# PRODUCT SAFETY AND WARRANTY INFORMATION

## **Important Safety Information**

Keep the mobile hotspot (“Product”) away from dust, water, damp areas, precipitation and humidity. Dust, water, liquids, precipitation and humidity may cause overheating, electrical leakage, and/or Product failure. The Product, battery, charger and AC adapter are not waterproof. Keep them away from liquid, fuels and chemicals. If the product gets wet, do not place the Product in an oven, microwave or dryer, as this will damage the product and could cause a fire or explosion.

Only use the battery and charger approved by the manufacturer. Using other brands may cause battery leakage, overheating, explosion, or even fire. Do not use the Product where it might cause danger.

### **Battery Use**

Handle and store batteries properly to avoid injury or damage. Most battery issues arise from improper handling of removable battery and, particularly, from the continued use of damaged batteries.

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Only authorized service providers shall replace battery. (If the battery is non-user replaceable).
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the mobile hotspot or battery. If the mobile hotspot or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.
- The maximum operating temperature is 45°C.
- The recommended charging and discharging temperature range of the devices is -10~45°.

**Note:** The battery shall only be serviced by the manufacturer.

**CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries in accordance with local regulations. Risk of fire and burns. Do not open, crush, heat above 60°C or incinerate. Follow manufacturer's instructions.

## **Cleaning and Maintenance**

The Product, the battery and the charger are not waterproof. Do not use them in places with high humidity like a bathroom and also avoid spilling any liquids on the Product, battery or charger. Use a soft cloth to clean the Product, the battery and the charger. Do not use alcohol, diluted liquid or benzene to clean the Product.

## **Disposal of Product and Batteries**

Follow local regulations regarding disposal of mobile devices and batteries. In some areas, the disposal of these items in household or business trash may be prohibited. Please follow your local regulations and recycle Product if required. Batteries must be recycled or disposed of properly.

## **Certification Information (RoHS)**

We at Orbic take our social responsibility seriously and are committed to the cause of serving our environment. It is in keeping with these commitments that we are proud to state that Orbic mobile hotspots are RoHS compliant.

## **FCC SAR Warning**

This model mobile hotspot meets the government's requirements for exposure to radio waves.

This mobile hotspot is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government:

The exposure standard for wireless mobile hotspots employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/ kg. Tests for SAR are conducted using standard operating (10 mm) positions accepted by the FCC with the mobile hotspot transmitting at its highest certified power level in all tested frequency bands. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons regardless of age and health.

The FCC has granted an Equipment Authorization for this model mobile hotspot with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model mobile hotspot is on file with the FCC and can be found under the Display Grant section of <https://www.fcc.gov/oet/fccid> after searching on: FCC ID: 2ABGH-R500L5S6 or at <http://www.orbic.us/>

### **FCC Statement**

This Product complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This Product may not cause harmful interference, and
- 2) This Product must accept any interference received, including interference that may cause undesired operation.

### **NOTE 1:**

This Product has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This Product generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this Product does cause harmful interference to radio or television reception, which can be determined by turning the Product off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **NOTE 2:**

Orbic or the manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to the Product. Such modifications could void the user's authority to operate the equipment.

Data transmission is always initiated by software, which is then passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

### **ORBIC LIMITED WARRANTY**

#### **WHO THIS WARRANTY COVERS**

This 12 month limited warranty extends only to the original purchaser of this product within the United States. This warranty is not transferable. This warranty is conditioned upon the proper use of the Product.

## **WHAT THIS WARRANTY COVERS**

Orbic offers you a limited warranty that extends for the first twelve (12) month period to the original purchaser from the date of original purchase with proof of purchase. Without valid proof of purchase, Orbic offers a limited warranty extending fifteen (15) months from date of manufacture, which is coded on the product label ("Warranty Period").

Should the Product, inbox accessories or any part during normal consumer usage and conditions be proven defective in material or workmanship that results in Product failure, such defect(s) will be repaired or replaced (with new or rebuilt parts) at Orbic's discretion, without charge for parts or labor directly related to the defect.

## **WHAT THIS WARRANTY DOES NOT COVER**

1. Warranty claims outside of the Product warranty Period.
2. Damage or defects caused by using the Product other than in the normal course.
3. Defects or damages resulting from accidental, misuse, abnormal use, abnormal conditions, improper storage, unauthorized modifications, unauthorized repair, improper installation, or other acts which are not the fault of Orbic.
4. Defects or damage resulting from excessive force or use of a metallic object when pressing the touch screen.
5. Product with altered, defaced or removed serial number.
6. Damage resulting from use of accessories not approved by Orbic.
7. Damage from exposure to moisture, humidity, excessive temperature or extreme environment.

8. Liquid damage due to not properly sealed/locked accessories, ports and or battery latches of water resistance devices.
9. All surfaces and externally exposed parts that are scratched or damaged due to normal customer use.
10. All software, including operating system software, third-party software, applications, and all other software of any kind.
11. Damage caused by ordinary wear and tear of the Product.
12. Customer abuse or other physical abuse or mistreatment of Product as evidenced by.
  - a. Missing required faceplate.
  - b. Damaged LCD or Lens (e.g., the product is either broken, cracked, smashed, bleeding, etc.);
  - c. IMEI is unreadable electronically or due to missing or altered serial number, IMEI and/or reliance date label so as to affect readability.
  - d. Missing keys beyond normal wear and tear.
  - e. Unapproved Product modification.
  - f. Visible Product surface physical damage resulting in product being smashed, chewed, gouged, burned or melted.
  - g. Liquid damage as evidenced by submission in liquid or any other evidence of liquid ingress, including corrosion of any of the connections and noticeable excessive residue.

## **WHAT ARE THE LIMITS OF ORBIC'S LIABILITY**

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF ORBIC'S RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCT. ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL ORBIC BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS, OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU.

ORBIC MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCT, OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCT DISTRIBUTED BY ORBIC OR OTHERWISE. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT.

Nothing in the Product instructions or information shall be construed to create an express warranty of any kind with respect to the Product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of Orbic regarding the Product or this Limited Warranty.

This Limited Warranty gives you specific legal rights and you may also have other rights that vary from state to state.

**WHAT ARE THE PROCEDURES FOR RESOLVING DISPUTES?**  
**ALL DISPUTES WITH ORBIC ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, CONDITION OR PERFORMANCE OF THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY.** Any such dispute shall not be combined or consolidated with a dispute involving any other person's or entity's products or claim and, specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action. The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by applicable law. The arbitration shall be conducted according to the American Arbitration Association (AAA) Commercial Arbitration Rules applicable to consumer disputes. This arbitration provision is entered pursuant to the Federal Arbitration Act. The laws of the State of New York, without reference to its choice of laws principles, shall govern the interpretation of the Limited Warranty and all disputes that are subject to this arbitration provision. The arbitrator shall decide all issues of interpretation and application of this arbitration provision and the Limited Warranty. This arbitration provision also applies to claims against Orbic's employees, representatives, and affiliates if any such claim arises from the Product's sale, condition, or performance.

## **HOW TO GET WARRANTY SERVICE**

To obtain warranty service, please call the following telephone number from anywhere in the continental United States:

1-877-872-4555