



PRODUCT SAFETY & WARRANTY INFORMATION

IMPORTANT SAFETY INFORMATION

Keep the mobile hotspot (“Product”) away from dust, water, damp areas, precipitation, humidity. They 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 it 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 a 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 hazards.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Only authorised service providers shall replace the 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 40°C.
- The recommended charging and discharging temperature range of the device is 0 ~ 40°C.

CAUTION: There is a risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries in accordance with local regulations. There is also a risk of fire and burns. Do not open, crush, heat above 60°C or incinerate. Follow the 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 the 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 products are RoHS compliant.

Specific Absorption Rate (SAR) Safety

This device has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are designed for the safety of all persons and follows scientific guidelines which include safety margins.

- The radio waves exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the device transmitting at its highest certified power level in all tested frequency bands.

- This device is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy.
- This device is in compliance with Specific Absorption Rate (SAR) for general population or uncontrolled exposure limits (2.0 W/kg and 4.0 W/kg) specified in Council Recommendation 1999/519 EC, and has been tested in accordance with the measurement methods and procedures specified in EN 62209-1:2016 and EN62209-2:2010+AMD1:2019.
- This product was tested and recorded the maximum SAR value was 1.344 W/kg for the body, 3.119 W/kg for the limbs.
- This device meets RF exposure guidelines when used in the normal position at least 5mm away from the body.

When a carry case, belt clip or holder is used for body-worn operation, it should not contain metal and should position the product at least 5mm away from the body. Ensure the above separation distance instructions are followed.

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

ORBIC LIMITED WARRANTY

WHO THIS WARRANTY COVERS

This 24 month limited warranty extends only to the original purchaser of this product within the country of sale. 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 twenty four (24) month period to the original purchaser from the date of original purchase with proof of purchase.

Should the Product, in box 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 accidents, misuse, abnormal use, abnormal conditions, improper storage, unauthorised modifications, unauthorised 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 resistant 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:
 - Missing required faceplate;
 - Damaged LCD or Lens (e.g., the product is either broken, cracked, smashed, bleeding, etc.;
 - IMEI is unreadable electronically or due to missing or altered serial number, IMEI and/or reliance date label so as to affect readability;
 - Missing keys on keypad beyond normal wear and tear;
 - Unapproved Product modification;
 - Visible Product surface physical damage resulting in product being smashed, chewed, gouged, burned or melted;
 - 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.

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 authorised 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 country to country.

AUSTRALIAN CUSTOMERS:

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. For major failures with the service, you are entitled to:

Cancel your service contract with us, and refund for the unused portion, or reimbursement for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does amount to major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to reimbursement for any other reasonably foreseeable loss or damage from a failure in the goods or service.

In today's digital age, where harmful content is easily accessible, Orbic is committed to prioritising the online safety of our customers and their families. We urge you to stay informed and report any inappropriate behaviour or sites to Australia's eSafety, here:

<https://www.esafety.gov.au/report>

Join us in creating a safer online environment for all.

HOW TO GET WARRANTY SERVICE

Please see our website

<https://www.orbic.us>