

# Warranty and Safety

ring



22-004562-01

## IMPORTANT PRODUCT INFORMATION



**SAFETY INFORMATION: FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.**

**WARNING:** Electrical shock hazard. Disconnect power to installation area at your circuit breaker or fuse box before beginning installation. Always use caution when handling electrical wiring. Installation by a qualified electrician may be required in your area. Refer to your local laws and building codes before performing electrical work; permits and/or professional installation may be required by law.

**WATCH FOR SMALL PARTS.** The device and accessories may present a choking hazard to small children and pets. Keep them out of reach of small children and pets.

Your device can withstand outdoor use and has been tested to withstand water projected through a 6.3mm nozzle at a volume of 12.5 liters per minute and a pressure of 30 kPa at a distance of 3 meters for at least 3 minutes. However, your device is not intended for underwater use. To protect against electric shock, do not intentionally submerge or immerse your device, battery, or adapter (not included) in water or expose your device or adapter to other liquids. Do not spill any food or beverages on your device, battery, or adapter. Do not attempt to clean or polish your device, battery, or adapter with or expose your device, battery, or adapter to oil, lotion, or other abrasive substances. Do not expose your device, battery, or adapter to salt water or other conductive liquids. Do not expose your device, battery, or adapter to pressurized water, high velocity water, or extremely humid conditions (such as a steam room). If your device, battery, or adapter gets wet, carefully unplug all cables without getting your hands wet and wait for it to dry completely before plugging it in again. Do not attempt to dry your device, battery, or adapter with an external heat source, such as a microwave oven or a hair dryer. To avoid risk of electric shock, do not touch your device, battery, or adapter or any wires connected to your device during a lightning storm while your device, battery, or adapter is plugged in. If your device, battery, or adapter appears to be damaged, discontinue use immediately.

Outside of the Quick Release Battery Pack, your device does not contain any serviceable or replaceable parts. Do not open the housing or disassemble the device. Protect your device from direct sunlight. Install the device at dry locations and protect it against rain and humidity. Handle your device and its accessories with care. Your device or its accessories may have pointed edges which can lead to scratches, cuts, or other physical injury.

Use only accessories supplied with your device, or specifically marketed for use with your device, to power your device. Use of third-party accessories may impact your device's performance. In limited circumstances, use of third-party accessories may void your device's limited warranty. In addition, use of incompatible third party accessories may cause damage to your device or the third-party accessory. Read all safety instructions for any accessories before using with your device.



### BATTERY SAFETY

**HANDLE WITH CARE.** Your device contains a rechargeable lithium-ion polymer battery and should be replaced only by a qualified service provider. Do not disassemble, open, crush, bend, deform, puncture, or shred the device or the battery in your device, or otherwise attempt to access the battery in your device. Do not modify or remanufacture the battery, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids, expose to fire, explosion or other hazard. Only use the battery for the system for which it is specified. 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 come into contact with battery terminals. Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, do not attempt repair. Contact Ring Customer Service for assistance.

Only use approved Li-Ion batteries designed and manufactured to work with your Ring device. The use of other batteries could cause injury to yourself, others and/or damage your Ring device. Do not attempt to open or interfere with the battery pack, doing so could cause injury to yourself, others and/or your Ring device. Do not dispose of your batteries in fire and do not expose your batteries to extreme heat. Only charge your batteries inside a building, in a dry state and use the supplied charging cable. The chemicals used within your Li-Ion battery are hazardous and harmful to the environment when not properly disposed of. Always dispose of used batteries in accordance with your local applicable laws and regulations. Do not dispose of used batteries in your household waste. For more information where to recycle and dispose of used batteries contact the retailer you purchased the product from or your local authorities.

If a battery leaks, remove all batteries and recycle or dispose of them in accordance with battery manufacturer's recommendations. If fluid from the battery comes into contact with skin or clothes, flush with water immediately.

Protect the device from direct sunlight. Install the device at dry locations and protect it against rain and humidity. Avoid having your device come in contact with salt water.



### SAFELY CONNECTING YOUR RING BATTERY DOORBELL PLUS TO YOUR HOME'S ELECTRICAL WIRING

If you install the Ring Battery Doorbell Plus where a doorbell is already in use and you connect the Ring Battery Doorbell Plus to your home's doorbell electrical wiring, you must turn off the existing doorbell's power source at your home's circuit breaker or fuse and test that the power is off BEFORE removing the existing doorbell, installing the Ring Battery Doorbell Plus, or touching electrical wires. Failure to turn off circuit breaker or fuse so could result in FIRE, ELECTRIC SHOCK, or OTHER INJURY or DAMAGE.

More than one disconnect switch may be required to turn off the equipment before servicing. To test whether you have successfully de-energized your existing doorbell's power source, press your doorbell several times to confirm that the power is off.

If the electrical wiring in your home does not resemble any of the diagrams or instructions provided with Ring Battery Doorbell Plus, if you encounter damaged or unsafe wiring, or if you are unsure or uncomfortable in performing this installation or handling electrical wiring, please consult a qualified electrician in your area.

### Product Specifications

**Device Name:** Ring Battery Doorbell Plus

**Model Number:** 5F77E9

**Electrical Rating:** Can connect to a doorbell system supplying 8-24VAC, 50/60Hz, 40VA (max) for continuous charging and internal doorbell control

**Temperature Rating:** -5°F to 120°F (-20.5°C to 48.5°C)

### RECYCLING YOUR DEVICE PROPERLY

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of, or recycle, your device in accordance with your local laws and regulations. For information about recycling your device, go to [amazon.com/devicesupport](https://amazon.com/devicesupport).

## TERMS OF SERVICE AND WARRANTY

By purchasing or using the product, you agree to the Terms of Service found at [ring.com/terms](http://ring.com/terms) (http://ring.com/terms). For information on our warranty, Theft Protection, and Ring Protect plans, visit [ring.com/legal](http://ring.com/legal)

## FOR CONSUMERS IN THE UNITED STATES

### FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment 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 equipment 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 equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment 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.

Pursuant to Section 15.21 of the FCC rules, changes or modifications to a Product by the user that are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device meets the FCC Radio Frequency Emission Guidelines. Information on the product is on file with the FCC and can be found by inputting such Product's FCC ID (which can be found on the device) into the FCC ID Search form available at [fcc.gov/oet/ea/fccid](http://fcc.gov/oet/ea/fccid)

The party responsible for FCC compliance is:  
Ring LLC, 12515 Cerise Ave, Hawthorne, CA 90250 USA

### FCC Radiation Exposure Statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. The output power of the radio technology used in the Products is below the radio frequency exposure limits set by the FCC. This device should be installed and operated with a minimum distance of 20cm between the radiator and your body.

## FOR AUSTRALIAN AND NEW ZEALAND CONSUMERS

### TERMS OF SERVICE AND WARRANTY

By purchasing or using the product, you agree to the Terms of Service found at [ring.com/au/en/terms](http://ring.com/au/en/terms). For more information on our warranty and any other applicable policy, see [ring.com/au/en](http://ring.com/au/en).

### ONE-YEAR LIMITED WARRANTY FOR RING DEVICES

If you purchased your Ring devices and accessories (the "Device") from Ring, Amazon or from authorised resellers, the Warranty for the Device is provided by Ring LLC, 12515 Cerise Avenue, Hawthorne, CA 90250, United States ("Ring"). The provider of this warranty is sometimes referred to herein as "we".

When you purchase a new or Certified Refurbished Device, we warrant the Device against defects in materials and workmanship under ordinary consumer use for one year from the date of original retail purchase. During this warranty period, if a defect arises in the Device, and you follow the instructions for returning the Device, we will at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, (ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced, or (iii) refund to you all or part of the purchase price of the Device. This limited warranty applies, to the extent permitted by law, to any repair, replacement part or replacement device for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Devices for which a refund is given shall become our property. This limited warranty applies only to hardware components of the Device that are not subject to accident, misuse, neglect, fire or damage from other external causes, alteration, or repair.

Instructions. For specific instructions about how to obtain warranty service for your Device, please contact Ring community support at: [support.ring.com](http://support.ring.com) or call 61 2 8294 9169 or 1 300 205 983 (Australia) or 64 9887 9871 (New Zealand).

In general, you will need to deliver your Device in either its original packaging or in equally protective packaging to the address specified by Customer Service. Before you deliver your Device for warranty service, it is your responsibility to remove any removable storage media and back up any data, software, or other materials you may have stored or preserved on your Device. It is possible that such storage media, data, software or other materials will be destroyed, lost or reformatted during service, and we will not be responsible for any such damage or loss.

**LIMITATIONS. TO THE EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, AND WE SPECIFICALLY DISCLAIM ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND AGAINST HIDDEN OR LATENT DEFECTS. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE.**

SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. WE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY. IN SOME JURISDICTIONS THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLECT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS "LIMITATIONS" SECTION DOES NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION AND THE UNITED KINGDOM.

This limited warranty gives you specific rights which are in addition to the statutory rights to which you may be entitled under applicable law.

## FOR AUSTRALIAN CONSUMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or

damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure, provided repair facilities and parts for the goods are available.

Subject to any rights that you may have under the Australian Consumer Law, you may be required to bear the expense of claiming under this limited warranty, including the cost of returning the Device.

## FOR NEW ZEALAND CONSUMERS

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. You are entitled to a repair, replacement, or refund if the goods we provide to you are not of acceptable quality, are not fit for a particular purpose made known by you to the consumer or represented by Ring, or do not correspond with what is advertised by Ring. Ring does not undertake that repair facilities and parts will be available for our goods. You are also entitled to reject the goods and receive a refund or replacement from Ring if the failure of the goods to comply with guarantees in the Consumer Guarantees Act cannot be remedied, or the failure is of substantial character. In addition, you may be entitled to compensation for reasonably foreseeable loss or damage. The above terms do not apply to goods purchased for commercial use.

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