

Safety and Warranty Guide



∞ Meta Quest

Meta Quest 3S

Health and Safety Warnings

[⚠️ WARNING] Follow all warnings and instructions to reduce risk of injury/discomfort/damage, including those provided during device and Meta account setup. Meta Quest headset: **Settings > Health and Safety Info and Warnings**, Meta Horizon mobile app: **Menu > Health and Safety**; Online: > meta.com/quest/warnings

- Keep this pamphlet for reference; share with anyone using your Meta Quest.
- Follow all warnings and instructions for apps, content, and accessories.

i Meta Quest includes headset and authorized controllers, operating system, apps, charging dock, cables, power adapter, and accessories.

Limitations on Use

- **Do not use in hazardous situations, situations where your attention is needed, or while impaired.** > **Prohibited Use**
- **If you are pregnant, elderly, have binocular vision abnormalities, mental disorders, a heart condition, or have any other serious medical condition, consult a doctor before use.**
- **NOT ALL CHILDREN ARE READY TO USE META QUEST (especially younger or smaller-sized children)** particularly if headset cannot be adjusted to fit well. Injuries and negative effects may result from children's use, including muscle/eye strain. Keep away from children that you determine should not use Meta Quest. Not a toy. > **Guidance and Limitations on Children's Use** > meta.com/quest/parent-info
> meta.com/quest/safety-center/parental-supervision
- **Do not use if any part is damaged.** Contact Meta Quest Support. > meta.com/help/quest

i Meta account required. Minimum Meta account age: 10 (varies by region), other terms apply. Applicable terms > meta.com/quest/terms; Parent's info page > meta.com/quest/parent-info

Ensure Proper Fit

- **Before each use, ensure correct fit and clear vision to reduce risk of discomfort/injury/damage.** Use authorized hand/wrist straps unless content requires otherwise. Loose controllers could become projectiles and lead to injury/damage. > **Getting the Right Fit**

Risks of Use

- **Your headset limits field of view and hearing.** Be aware of your surroundings and use caution to avoid collisions, trips/falls, and injury/damage. Select a safe activity space before using and avoid hazards, like people, pets, stairs, or overhead objects. If using outside, pay attention to other outdoor hazards, like trees, traffic, and uneven surfaces. > **Your Surroundings, Activity Space and Virtual Content**

 **Navigation safety features** help you understand physical surroundings during use. These work best in a well-lit space with walls and surroundings that let your Meta Quest track your movement.

» **Interacting with the Physical World**

- **Passthrough** lets you see some surroundings while using Meta Quest; **virtual boundaries** help you stay in a cleared activity space while in immersive content; **object identification** helps you keep track of physical objects while using your Meta Quest.

- **Seizure risk.** Light flashes/patterns in content may trigger seizures/other related symptoms. Stop use and consult a doctor if you experience severe dizziness, seizures, eye or muscle twitching, or black out while using, or if you have experienced seizures or related symptoms.
» **Seizure Risk**
- **Stop use if discomfort or other symptoms arise.** Do not resume until full recovery. If symptoms related to balance/coordination persist, avoid activities where they are needed until recovered. If discomfort/other symptoms continue after you stop, or if they are serious, talk to a doctor before continuing use. Extended use without breaks may increase risk of injury/damage or other adverse effects. » **Discomfort and Other Physical Symptoms**
- **Skin irritation.** Stop use if you notice irritation, pressure, itching, swelling, other discomfort, or changes in appearance. Cleaning and adjusting fit may reduce/resolve symptoms. Consult a doctor if symptoms continue. Pre-existing conditions such as acne, rosacea, and melasma may appear or worsen with use. » **Skin irritation** » Help Center
» meta.com/help/quest/cleaning

Hardware Safety

- **Contains a rechargeable lithium-ion battery.** Do not use if battery/charger/adaptor is damaged as this could lead to explosion, fire, or other hazard and result in injury/damage. If fluid leaks, avoid skin/eyes. If contact occurs, wash affected area with water and seek medical attention. » **Batteries, Charging and Temperature,** » **Electric Shock**
- Keep charging points clean and dry to avoid overheating. Periodically check for corrosion. Stop use and contact Meta Quest Support if present.
» meta.com/help/help/quest/cleaning
- To prevent burns or discomfort, stop use if too hot. Use special care if you have a condition that affects heat detection.
- Unauthorized/modified/hacked hardware, software, or accessories may lead to injury/damage, including damage that may not be covered under warranty. » **Your Meta Quest** » **Meta Quest Care and Handling** » **Electric Shock**

Electromagnetic Fields

- **Contains magnets and electromagnetic components that may interfere with nearby medical devices.** Consult doctor/manufacture before use or keep away from medical devices (example: pacemaker, hearing aids). Stop use if interference occurs. » **Magnetic Components**
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Compliance and Regulatory Information

Headset Model Number: P97

Controller Model Number: V6P, S2Y

Regulatory compliance marks are located on the strap arms of the headset or under Settings > [] > []

Recycle your unwanted devices in accordance with all applicable laws and regulations. In some areas, the disposal of certain electronic devices is strictly regulated. Refer to meta.com/legal/quest/compliance/ for information on how to recycle your device.

Regulatory Information - US

FCC Compliance Statement: This device and its related accessories comply 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.

FCC Caution: Changes or modifications to a device by the user that are not expressly approved by the party responsible for compliance could make the device no longer comply with the FCC Rules and void the user's authority to operate the equipment. Devices shall not be used for control of or communications with unmanned aircraft systems.

FCC Radiation Exposure Statement

This product complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

Regulatory Information - Canada

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: (1) this device may not cause interference; and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-003(B)/NMB-003(B)

This device is restricted to indoor use. Operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems. Devices shall not be used for control of or communications with unmanned aircraft systems.

ISED Radiation Exposure Statement

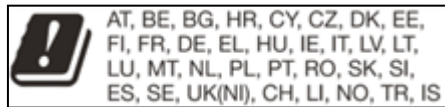
This EUT is in compliance with SAR for general population/uncontrolled exposure limits in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209.

Regulatory Information - EU and UK

Meta Platforms Technologies, LLC hereby declares that this product is in compliance with the essential requirements and the other relevant provisions of Directive 2014/53/EU. For the full declaration of conformity, see meta.com/legal/quest/compliance/.

Meta Platforms Technologies, LLC hereby declares that this product is in compliance with the Radio Equipment Regulations 2017 (SI 2017/1206). For the full declaration of conformity and PSTI statement of compliance, see meta.com/legal/quest/compliance/.

To view the Statement of Compliance prepared for this product in accordance with the Product Security and Telecommunications Infrastructure (“PSTI”) Act 2022 and the PSTI (Security Requirements for Relevant Connectable Products) Regulations 2023 (S.I. 2023/1007), see meta.com/legal/quest/compliance/.



Restrictions or Requirements in the EU and UK

This device is restricted to indoor use when operating in the 5.150 to 5.350 GHz frequency range.

This device is restricted to indoor use when operating in the 5.945 to 6.425 GHz frequency range, including in trains with metal-coated windows and aircraft. Outdoor use, including in road vehicles, is not permitted.

Power Adapter Specifications

Manufacturer's name for external power supply:	Meta Platforms Technologies, LLC
Address:	1 Hacker Way, Menlo Park, CA 94025, USA
Model Identifier:	MA0120 (EU), MA0121 (UK)
Input Voltage:	100-240 VAC

Input frequency:	50-60 Hz
Output Voltage:	5V, 9V
Output current:	3A(5V), 2A(9V)
Output power:	18W
Average active efficiency:	84.04% (5V), 87.04% (9V)
Efficiency at low load (10%):	80.93% (5V), 80.81% (9V)
No-load power consumption:	31mW

Radio Frequency Bands and Maximum Radio Frequency Power

Headset: Wi-Fi (2400-2483.5 MHz: <20 dBm; 5150-5250 MHz: <23 dBm; 5250-5350 MHz: <20 dBm; 5470-5725 MHz: <20 dBm; 5725-5850 MHz: <14 dBm; 5945-6425 MHz: <23 dBm); GFSK (2402-2478 MHz: <14 dBm); Bluetooth (2402-2480 MHz: <15 dBm)

Controllers: GFSK (2402-2478 MHz: <13 dBm)

RF Exposure Information

This device meets the EU requirements (1999/519/EC) and the International Commission on Non-Ionizing Radiation Protection (ICNIRP) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

How to activate and deactivate wireless network ports

- WiFi: Settings > Wi-Fi > on/off toggle
- Bluetooth: Settings > Bluetooth > on/off toggle

For more information, go to: meta.com/legal/quest/compliance/

The crossed out wheeled bin symbol on your device and batteries means that these items must not be disposed of with household waste and should be collected separately for proper treatment and disposal. Please contact your local authorities or waste disposal services for details on your nearest authorized collection point.

Limited Warranty Information

Limited warranty found at meta.com/legal/limited-warranty or by request at address below.

The limited warranty for Australian purchasers is also provided below.

Meta Platforms Technologies Limited Warranty (the “Warranty”) - Australia

Warranty provider: Meta Platforms Technologies, LLC of 1601 Willow Road, Menlo Park, CA, 94025 (“Meta”, “we”, or “us”).

Warranty recipient: You, as a customer who has purchased a Product (as defined below) either from us or an authorized retailer or reseller (“you”) in Australia. This Warranty does not apply to products purchased from any other source. For a list of authorized retailers and resellers, please visit meta.com/retailers.

Purpose and interpretation: This Warranty gives you specific legal rights if there is a problem with your Product (as defined below). If you are a consumer, *this Warranty is in addition to, and does not affect any rights you have under, the consumer guarantee provisions of the Australian Consumer Law*.

Scope: This Warranty covers defects in materials and workmanship of the Meta product(s) contained in the original packaging (the “Product”). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the “Warranted Functionality”) during the Warranty Period. If the Product needs Meta software or services to achieve the Warranted Functionality, we will make software and services available during the Warranty Period. We may update, modify or limit such software and services in our sole discretion provided we continue to maintain (or exceed) the Warranted Functionality.

Product registration is not required for coverage under this Warranty.

In addition, 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 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.

Duration: The duration of the Warranty is 1 year from the date of purchase or delivery of the Product, whichever is later (the “Warranty Period”). Your rights under the consumer guarantee provisions of the Australian Consumer Law may extend for a reasonable period beyond the Warranty Period.

If you have a problem: If your Product is defective, you may be entitled to a remedy under the consumer guarantee provisions of the Australian Consumer Law as outlined above or you may make a claim under this Warranty. If you make a claim under this Warranty, Meta Store Support will (at our choice) either repair or replace it, or update software or services, so that the Product substantially meets the Warranted Functionality, or provide a whole or partial refund of the price paid for the Product if none of these options are appropriate. You may contact Meta Store Support at meta.com/help. Replacements may be a new, refurbished or remanufactured product, or a product that has similar functionality.

A pre-addressed shipping label will be provided if you need to send your Product in for service. You

must enclose proof of purchase unless we verify your purchase in advance. You may be required to pay shipping costs in circumstances where your Product is not covered by this Warranty.

Unless we agree with you otherwise, the following will govern how we will provide the service under this Warranty:

When we receive the Product and it has a defect covered by this Warranty, we will repair or replace the Product to provide the Warranted Functionality, and return the repaired Product or replacement to you at our cost. We may not return the original Product in circumstances where another remedy is provided by us. When a Product or its part is replaced, such replacement becomes your property, and the replaced Product or its part becomes the property of Meta. If we provide a refund for the Product, then the Product becomes the property of Meta at the time you receive the refund. We cannot guarantee that we will be able to repair the Product without risk to or loss of programs or data, and that any replacement product will contain any data stored on the original Product. Any repaired or replaced product will be covered by this Warranty for the remainder of the original Warranty Period or 90 days following receipt of the replacement or repaired product, whichever is greater.

Without your proof of purchase, or if the Product is not covered by this Warranty, we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, keep the Product for collection by you for 30 days before it is disposed of.

Exclusions: except to the extent prohibited by law the following are not covered by this Warranty: defects which relate to (i) normal wear and tear or aging of the Product, such as discoloration or stretching; (ii) damage caused by misuse, accident (which, depending on the specific Product, may consist of accidental physical impact, exposure to liquid, food or other contaminants, etc.), neglect, improper or unauthorized repair or other modification, tampering, or use with unsuitable hardware, software, services or third-party item(s); (iii) consumable parts, such as batteries, the performance of which normally diminishes over time, unless such failure has occurred due to a defect in materials or workmanship; (iv) cosmetic damage, such as scratches, nicks, and dents, unless caused by Meta; (v) use not in accordance with the product documentation; (vi) used or resold products, except with respect to covered Refurbished Products (as defined below) purchased or supplied directly from Meta or an authorized retailer or reseller; (vii) Products purchased from sources (including non-authorized online auctions) other than Meta or authorized retailers or resellers; (viii) non-Meta products; (ix) use in violation of any laws in effect where the Product is used; (x) a Product not currently running the latest version of Meta-issued software; (xi) features or performance parameters pertaining to any software or services beyond the Warranted Functionality; or (xii) any support services or software provided in connection with the Product.

This Warranty does not include any specific guarantees that the Product will be error-free or, regarding uptime or continued availability of data security features of software or online accounts, that any software, firmware or online sites will function uninterrupted or error-free. This limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

This Warranty does not cover data loss; it is your responsibility to regularly back up your data. Any

damages or costs related to data loss, data recovery, removal and installation are not recoverable under this Warranty.

Australian Consumer Law claims: Nothing in this Warranty operates to exclude, restrict or modify any rights or remedies to which you may be entitled under the consumer guarantee provisions of the Australian Consumer Law in relation to the Product. Meta does not otherwise provide any other implied or statutory warranties, conditions or representations regarding the Product or any connected software or online services.

Liability: Subject to your rights under the consumer guarantee provisions of the Australian Consumer Law, except to the extent prohibited by law and regardless of whether Meta was advised of the possibility of such damages, Meta does not assume any liability for any special, indirect, incidental, punitive or consequential damages of any kind whatsoever arising from or in connection with a Product or this Warranty including but not limited to loss of profits or revenues, loss of data, loss of use of the Product or any associated equipment, cost of any replacement goods or substitute equipment, or loss of use during the period that the Product is being replaced or repaired and Meta's liability for any claim arising out of or related to this Warranty shall not exceed the price paid by you for the Product, regardless of the form of action, whether in contract, tort (including negligence), strict product liability or any other cause of action or legal or equitable theory.

Governing law: The laws of Australia govern this Warranty.

Questions and claims process: If you have any questions or a problem with your Product, please visit meta.com/help to get service, contact information and to submit a Warranty claim.

Refurbished Products: This Warranty also applies to Products which have been refurbished by Meta or a third-party authorized by Meta and purchased from Meta or an authorized retailer or reseller ("Refurbished Products"). The Warranty Period for Refurbished Products is one (1) year from the date of purchase or delivery of the Refurbished Product (whichever is later). Refurbished Products may have some minor cosmetic imperfections which are not covered by this Warranty.

Meta Platforms Technologies, LLC
1 Hacker Way, Menlo Park, CA 94025, USA

Meta Platforms Technologies Ireland Ltd.
Merrion Road, Dublin 4, D04 X2K5, Ireland

Meta Platforms Technologies UK Ltd.
10 Brock Street, Regent's Place, London NW1 3FG, United Kingdom

meta.com/help/support

[Accessibility QR Code (meta.com/quest/warnings)]

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