

## Warranty Card

Dear customer,

Thank you for choosing Telehems product!

To protect your right, please carefully read the following information.

### 1.Commitments of free replace and repair

Product Type	Committed Policy	Service Method
Telehems Key	1-year Limited warranty	Mailing back

See details: [www.telehems.com/legal.jsp](http://www.telehems.com/legal.jsp)

2.The following conditions does not meet the requirement of free repair. The Customer Service Center provides compensated repair. Please note:

- The product or components exceeds the warranty date.
- Unauthorized disassembly, fix or modification caused problems.
- Problems not related to product design, technology, manufacture and quality.
- Unauthorized altering or tearing the bar code.
- Problems caused by force majeure such as hurricane and earthquakes.

- Problems caused by customers during transport.
- Human caused damage or obvious appearance damage.
- Problems caused by not observing the instructions.

### 3.Customer information

Name		Date	
Phone		Model	
Address			
Serial Number			

## FCC Description

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

## FAQ

Q: Can one Key be added to multiple accounts?

A: Yes.

Q: If I delete the Key in the APP, can I still receive message?  
Is the historical message available?

A: You cannot receive live message, but the historical message is available.

Q: What if I add new guardian in the editing page of the Key?

A: The new guardian will receive live message as well.

Learn more: [www.telehems.com/help.jsp](http://www.telehems.com/help.jsp)

## Contact Us

You can contact us and get support with the following methods:

E-mail : [support@telehems.com](mailto:support@telehems.com)

Website : [www.telehems.com](http://www.telehems.com)

Telephone : (510)210-8031

# Telehems

## User Guide

## General Description



Includes:Button,LED

### State Indication

- Power on:Blue LED on for 5 seconds
- Power off:Blue LED blinks 5 times
- Device failure:Red LED always on
- Low power warning:Red LED blinks

## Operation Instructions

Power on:Hold the button in the center for at least 5 seconds until the blue LED is on.

Power off:Hold the button for at least 5 seconds until the blue LED blinks.

Change battery:Button cell(Type CR2025).

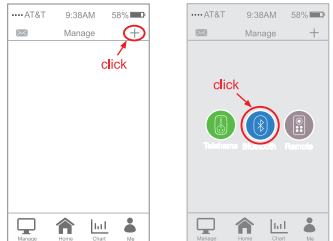


Use sharp objects to open the slot and change the battery

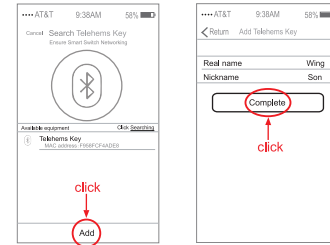
## Add Device

Telehems Key works with F2 Smart Switch and Telehems APP. To add device:

1. Power on the Telehems Key by pressing the button.
2. In the APP main page(must have F2 Smart Switch), click "+" button on the upper right corner.



3. Click "Bluetooth Matching" on the popup options.
4. When "Telehems Key" is discovered, check the "Key" column and click "Add" button.



## Product Specification

Type	HEMS-BK2
Color	White
Size	Φ35x8mm
Weight	11g(include battery)
Preventions	Shakeproof
Battery	CR2025
TX Power	0dBm
TX Distance	20-40meters(radius)
Duration	12 months+

## Warranty Record

Date	Maintenance Content	Maintainer	Customer

HEMS Customer Service

E - mail : support@telehems.com

Website : www.telehems.com

Address : 45401 Research Ave,Suite 208,  
Fremont,CA 94539

