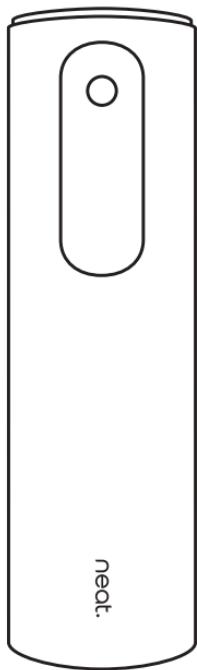


# Warranty & Safety Information



neat.center

# Limited Warranty

## UNITED STATES AND CANADA

BY USING THIS PRODUCT, YOU AGREE TO BE BOUND BY ALL THE TERMS OF THIS WARRANTY. BEFORE USING THIS PRODUCT, PLEASE READ THIS WARRANTY CAREFULLY. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE PRODUCT AND, WITHIN THIRTY (30) DAYS OF THE DATE OF PURCHASE, RETURN IT IN ITS ORIGINAL CONDITION (NEW/UNOPENED) FOR A REFUND TO THE MANUFACTURER.

THIS WARRANTY IS A VOLUNTARY MANUFACTURER'S WARRANTY. IT IS IN ADDITION TO AND DOES NOT REPLACE CONSUMER RIGHTS AFFORDED TO CONSUMERS BY THE LAW OF ANY SPECIFIC COUNTRY. CONSUMERS HAVE THE CHOICE TO CLAIM UNDER THIS WARRANTY OR UNDER THEIR CONSUMER RIGHTS. ADDITIONAL INFORMATION IS SET OUT IN OUR TERMS AND CONDITIONS [www.neat.no/terms-and-conditions/](http://www.neat.no/terms-and-conditions/).

### How Long This Warranty Lasts

Neatframe Limited ("Neat") warrants the product on the terms set forth below for one (1) year from the date of original purchase, unless you have purchased extended warranty coverage, in which case the warranty will last for the period specified with the extended warranty as demonstrated by the receipt or invoice.

### What This Warranty Covers

Neat warrants that this product will be reasonably free of defects in materials and workmanship when the product is used for its intended purposes in accordance with Neat's electronic and/or printed user guides and manuals. Except where restricted by law, this warranty applies only to the original purchaser of a new product. The product must also be in the country where it was purchased at the time of warranty service.

We may make changes to these terms at any time. However, the terms which apply to your order will be those in force at the time you submitted your order to us.

### What This Warranty Does Not Cover

This warranty does not cover: (a) cosmetic damage; (b) normal wear and tear; (c) improper operation; (d) improper voltage supply or power surges; (e) signal issues; (f) damage from shipping; (g) acts of God; (h) customer misuse, modifications or adjustments; (i) installation, set-up, or repairs attempted by anyone other than an authorized service center; (j) products with unreadable or removed serial numbers; (k) products requiring routine maintenance; or (l) products sold "AS IS", "CLEARANCE", or by non-authorized retailers or resellers.

### Responsibilities

If Neat determines that a product is covered by this warranty, Neat will (at its option) repair or replace it or refund the purchase price to you. There will be no charge for parts or labor during the warranty period. Replacement parts may be new or recertified at Neat's option and sole discretion.

Replacement parts and labor are warranted for the remaining portion of the original warranty or for ninety (90) days from warranty service, whichever is longer.

## **How to Get Warranty Service**

You may visit [www.neat.no](http://www.neat.no) for additional help and troubleshooting or you can email [support@neat.no](mailto:support@neat.no) for assistance. If you need warranty service, you must obtain a pre-authorization prior to sending your product to the service center. The pre-authorization can be secured through the website at [www.neat.no](http://www.neat.no). You will be required to supply proof of purchase or a copy of proof of purchase to show that the product is within the warranty period. When you return a product to our service center, the product must be shipped in its original packaging or in packaging that affords an equal degree of protection. Neat is not responsible for transportation costs to the service center but will cover return shipping to you.

## **ALL USER DATA AND DOWNLOADED APPLICATIONS STORED ON A PRODUCT WILL BE DELETED IN THE COURSE ALL SHIP-IN WARRANTY SERVICE.**

Your product will be restored to its original state. You will be responsible for restoring all applicable user data and downloaded applications. Recovery and reinstallation of user data and downloaded applications is not covered under this warranty. In order to protect your personal information, Neat recommends that you clear all personal information from the product before it is serviced, regardless of the servicer.

## **What to Do If You Are Not Satisfied With Service**

If you feel Neat has not met its obligations under this warranty, you may attempt to resolve the issue informally with Neat. If you are unable to resolve the issue informally and wish to file a formal claim against Neat, and if you are a resident of the United States, you must submit your claim to binding arbitration according to the procedures described below, unless an exception applies. Submitting a claim to binding arbitration means that you do not have the right to have your claim heard by a judge or jury. Instead your claim will be heard by a neutral arbitrator.

## **Exclusions and Limitations**

THERE ARE NO EXPRESS WARRANTIES RELATING TO THE PRODUCT OTHER THAN THOSE DESCRIBED ABOVE. TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEAT EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES TO THE WARRANTY PERIOD SET FORTH ABOVE. SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NEAT WILL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF NEAT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IN LIEU OF ANY OTHER REMEDY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER (INCLUDING NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, NO MATTER WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT), NEAT MAY, AT ITS SOLE AND EXCLUSIVE OPTION AND IN ITS DISCRETION, REPAIR OR REPLACE YOUR PRODUCT, OR REFUND ITS PURCHASE PRICE. AS NOTED, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **How the Law Applies**

This warranty gives you specific legal rights, and you may also have other rights, which vary from country to country, state to state and province to province. This warranty applies to the greatest extent permitted by applicable law.

## **General**

No employee or agent of Neat may modify this warranty. If any term of this warranty is found to be unenforceable, that term will be severed from this warranty and all other terms will remain in effect. This warranty applies to the maximum extent not prohibited by law.

## **Changes to Warranty**

This warranty may change without notice, but any change will not affect your original warranty. Check [www.neat.no](http://www.neat.no) for the most current version.

# Legal & Compliance

## Binding Arbitration Agreement; Class Action Waiver (U.S. Residents Only)

UNLESS YOU HAVE HAVE OPTED OUT AS DESCRIBED BELOW, ANY CONTROVERSY OR CLAIM RELATING IN ANY WAY TO YOUR PRODUCT, INCLUDING ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE WARRANTY, A BREACH OF THE WARRANTY, OR THE PRODUCT'S SALE, CONDITION OR PERFORMANCE, WILL BE SUBJECT TO BINDING ARBITRATION under the Federal Arbitration Act ("FAA"). This includes claims based on contract, tort, equity, statute, or otherwise, as well as claims regarding the scope and enforceability of this provision. A single Arbitrator shall decide all claims and shall render a final, written decision. You may choose the American Arbitration Association ("AAA"), Judicial Arbitration and Mediation Service ("JAMS"), or other similar arbitration service provider acceptable to Neat to administer the arbitration. Consistent with the FAA, the appropriate AAA rules, JAMS rules, or other service provider rules shall apply, as determined by the Arbitrator. For AAA and JAMS, these rules are found at [www.adr.org](http://www.adr.org) and [www.jamsadr.com](http://www.jamsadr.com). However, at the election of any party, a court of competent jurisdiction may adjudicate any request for injunctive relief, but all other claims will first be decided by arbitration under this Agreement. This arbitration provision may be severed or modified if necessary, to render it enforceable.

Each party to the arbitration shall pay his, her, or its own fees and costs of arbitration. If you cannot afford your arbitration fees and costs, you may apply for a waiver under the relevant rules.

The dispute will be governed by the laws of the state or territory in which you resided at the time of your purchase (if in the United States). The place of arbitration will be New York, New York or such other location as may be agreed to by the parties to the arbitration. The arbitrator will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. The arbitrator will not award consequential damages, and any award will be limited to monetary damages. Judgment on the award rendered by the arbitrator will be binding and final, except for any right of appeal provided by the Federal Arbitration Act and may be entered in any court having jurisdiction. Except as may be required by law, neither you nor an arbitrator may disclose the existence, content, or results of any arbitration under this warranty without the prior written consent of you and Neat.

ANY DISPUTE, WHETHER IN ARBITRATION, IN COURT, OR OTHERWISE, WILL BE CONDUCTED SOLELY ON AN INDIVIDUAL BASIS. AND YOU AGREE THAT NO PARTY WILL HAVE THE RIGHT OR AUTHORITY FOR ANY DISPUTE TO BE ARBITRATED ASA CLASS ACTION, OR IN ANY OTHER PROCEEDING IN WHICH EITHER PARTY ACTS OR PROPOSES TO ACT IN A REPRESENTATIVE CAPACITY ON BEHALF OF A CLASS OF INDIVIDUALS OR CONSUMERS. NO ARBITRATION OR PROCEEDING WILL BE JOINED, CONSOLIDATED, OR COMBINED WITH ANOTHER ARBITRATION OR PROCEEDING WITHOUT THE PRIOR WRITTEN CONSENT OF ALL PARTIES TO ANY SUCH ARBITRATION OR PROCEEDING.

IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION AGREEMENT AND CLASS ACTION WAIVER, THEN: (1) you must notify in writing within sixty (60) days of the date that you purchased the product; (2) your written notification must be mailed to Neat at 110 E 42nd St, Ste 810 New York, NY 10017, Attn: Legal Department; and (3) your written notification must include (a) your name, (b) your address, (c) the date you purchased the product, and (d) a clear statement that you wish to opt out of the binding arbitration agreement and class action waiver.

# Compliance Information

## Caution

In accordance with the FCC's Part 15 regulations, changes or modifications not expressly approved by Neat could void your authority to operate the equipment.

## FCC Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the user manual(s) or setup instructions posted on [www.neat.no](http://www.neat.no), may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at user expense.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance. For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## EMC Class A declaration

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures to resolve the interference.

## 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.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

## Industry Canada statement

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

This Device complies with Industry Canada License exempt RSS standard(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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage ; (2) l'appareil doit accepter tout brouillage radio électrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil et son antenne(s) ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou émetteur.

- (i) the device for 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.

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

- (i) l'appareil pour fonctionner dans la bande 5150-5250 MHz est réservé à une utilisation en intérieur afin de réduire les risques d'interférences nuisibles à la co-canal systèmes mobiles par satellite;

Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronef sans pilote ni pour communiquer avec de tels systèmes.

Devraient également être informés les utilisateurs que les radars à haute puissance sont désignés comme utilisateurs principaux (c.-à-utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient provoquer des interférences et / ou endommager les appareils LE-LAN.

### Exposure statement

This equipment should be installed and operated with a minimum distance of 20 centimeters / 8 inches between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

Cet équipement doit être installé et utilisé avec une distance minimale de 20 centimètres entre l'antenne et votre corps. Les utilisateurs doivent suivre les instructions d'utilisation spécifiques pour satisfaire à la conformité en matière d'exposition aux RF.

### CE Claim

- Directive 2014/35/EU (Low-Voltage Directive)
- Directive 2014/30/EU (EMC Directive) - Class A
- Directive 2014/53/EU (Radio Equipment Directive)
- Directive 2011/65/EU (RoHS)
- Directive 2012/19/EU (WEEE)

This equipment is compliant with Class A of EN55032. In a residential environment this equipment may cause radio interference.

Our EU Declaration of conformity can be found on [www.neat.no/resources](http://www.neat.no/resources).

The rated limits of frequency bands and transmission power (radiated and/or conduct) applicable to this radio equipment are as follows:

Wi-Fi 2.4G/5G:

2400-2483.5 MHz: < 20 dBm (EIRP)

5150-5350 MHz: < 23 dBm (EIRP)

5470-5725 MHz: < 23 dBm (EIRP)

5725-5875 MHz: < 14 dBm (EIRP)

BT/BLE 2.4G:

2402-2480 MHz: < 20dBm (EIRP)

The WLAN feature or this device is restricted to indoor use when operating in the frequency range between 5150 to 5350 MHz and 5945 to 6425 MHz.

AT	BE	BG	HR	CY	CZ	DK
EE	FI	FR	DE	EL	HU	IE
IT	LV	LT	LU	MT	NL	PL
PT	RO	SK	SI	ES	SE	IS
LI	NO	CH	TR	UK (NI)		

## **National Restrictions**

Wireless products comply with the requirement of Article 10(2) of the RED as they can be operated in at least one Member State as examined. The product also complies with Article 10(10) as it has no restrictions on putting into service in all EU Member States.

**Maximum Permissible Exposure (MPE):** Ensure that at least 20cm separation distance is maintained between the wireless device and the body of the user.

## **Canada 5G Disclosure**

### **Band 1**

The device for the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

### **Bande 1**

L'appareil pour la bande 5150-5250 MHz est destiné uniquement à une utilisation en intérieur afin de réduire le risque de brouillage préjudiciable causé par les systèmes de télécommunication par satellite mobiles dans le même canal.

### **Band 4**

The maximum antenna gain permitting (for devices in the 5725-5825 MHz band) to comply with the E.I.R.P. limits specified for point-to-point and non-point-to-point operation as appropriate.

### **Bande 4**

Le gain d'antenne maximal permettant (pour les appareils de la bande 5725-5825 MHz) de se conformer à la norme E.I.R.P. limites spécifiées pour un fonctionnement point à point et non point à point, selon le cas.

## **Disposal and Recycling**

You must dispose of this product properly, according to local laws and regulations. Because this product contains electronic components and a battery, it must be disposed of separately from household waste. Contact local authorities to learn about disposal and recycling options.

## **Export Regulations**

Customer acknowledges that the products, which include technology and software, are subject to customs and export control laws in the United States ("US"). The products may also be subject to the customs and export control laws and regulations of the country in which the products are manufactured and/or received.



# Wiring the Mains Power Supply Plug (UK Only)

## IMPORTANT NOTICE

The mains lead on this equipment is supplied with a molded plug incorporating a fuse. The value of the fuse is indicated on the pin face of the plug and, if it requires replacing, a fuse approved to BSI1362 of the same rating must be used. Never use the plug with the fuse cover omitted if the cover is detachable. If a replacement fuse cover is required, it must be of the same color as the pin face of the plug. Replacement covers are available from Neat. If the fitted plug is not suitable for the power points in your house or the cable is not long enough to reach a power point, you should obtain a suitable safety approved extension lead or consult your dealer for assistance. However, if there is no alternative but to cut off the plug, remove the fuse and then safely dispose of the plug. Do NOT connect the plug to a mains socket as there is a risk of shock hazard from the bare flexible cord.

## IMPORTANT

The wires in the mains lead are colored in accordance with the following code: BLUE – NEUTRAL BROWN – LIVE. As these colors may not correspond to the colored markings identifying the terminals in your plug, proceed as follows: the wire colored BLUE must be connected to the terminal marked with the letter N or colored BLUE or BLACK. The wire colored BROWN must be connected to the terminal marked with the letter L or colored BROWN or RED.

## ⚠ WARNING

DO NOT CONNECT EITHER WIRE TO THE EARTH TERMINAL, WHICH IS MARKED WITH THE LETTER E OR BY THE EARTH SYMBOL, OR COLORED GREEN OR GREEN AND YELLOW.

Hereby, Neatframe declares that the radio equipment type Neat Center is in compliance with the Radio Equipment Regulations 2017 (SI 2017/1206). The full text of the UK declaration of conformity is available at the following internet address: [www.neat.no/resources](http://www.neat.no/resources)

Restriction or Requirement in the UK: 5150 to 5350 MHz and 5945 to 6425 MHz indoor use only.

# Safety Precautions

Follow all instructions to ensure safe installation and connectivity of the equipment.

If permanently mounting the equipment, follow the setup instructions for securely fastening the equipment.

Graphical symbols placed on the equipment are instructional safeguards and are explained below.

**Warning** A serious or fatal injury may result if instructions are not followed.

**Caution** Personal injury or damage to properties may result if instructions are not followed.

**CAUTION** RISK OF ELECTRIC SHOCK. DO NOT OPEN.

**CAUTION:** TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL.



This symbol indicates that this product has included important literature concerning operation and maintenance.



Identifies electrical equipment designed for indoor use.



AC voltage: Rated voltage marked with this symbol is AC voltage.



DC voltage: Rated voltage marked with this symbol is DC voltage.

# Electricity and Safety

## Warning

- Do not use a damaged power cord or plug, or a loose power socket.
- Do not use multiple products with a single power socket.
- Do not touch the power plug with wet hands.
- Insert the power plug all the way in so it is not loose.
- Connect the power plug to a grounded power socket.
- Do not bend or pull the power cord with force. Be careful not to leave the power cord under a heavy object.
- Do not place the power cord or product near heat sources.
- Clean any dust around the pins of the power plug or the power socket with a dry cloth.
- Stylus pen batteries should not be exposed to excessive heat such as sunshine, fire, or the like. Dispose of used battery promptly and correctly, according to local environmental laws and guidelines in force.

## Caution

- Do not disconnect the power cord while the product is being used.
- Only use the power cord provided by Neat with the product.
- Do not use the power cord provided by Neat with other products.
- Keep the power socket where the power cord is connected unobstructed.
- The power cord must be disconnected to cut off power to the product when an issue occurs.
- Hold the plug when disconnecting the power cord from the power socket.

## Warning

**Stability Hazard:** Never place Video conferencing device in an unstable location. Video conferencing device may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the Video conferencing device.
- ALWAYS use furniture that can safely support the Video conferencing device.

- ALWAYS ensure the Video conferencing device is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the Video conferencing device or its controls.
- ALWAYS route cords and cables connected to your Video conferencing device so they cannot be tripped over, pulled or grabbed.
- NEVER place a Video conferencing device in an unstable location.
- NEVER place the Video conferencing device on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and Video conferencing device to a suitable support.
- NEVER place the Video conferencing device on cloth or other materials that may be located between the Video conferencing device and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the Video conferencing device or furniture on which the Video conferencing device is placed.

If the existing Video conferencing device is going to be retained and relocated, the same considerations as above should be applied.