

RFR900 / RFR900S

USER Manual



BLUEBIRD



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User's Guidance

Device type	User's guidance
Class B Device (Household Information & Communication)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type Registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

Revision History

Revised Version	Revised Date	Revised Details
1.0.0	1 November 2017	First version released.
1.0.1	30 November 2017	Updated the service center information.
1.1.0	8 March 2019	Updated RFR900S information.

Contents



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User's Guidance

Revision History

Contents

1 About This Manual

2 Safety Information

2.1 Symbols	2
2.2 Device	2
2.3 Environment	3
2.4 Battery and Charging	3
2.5 Frequency Interference	3

3 Overview

3.1 Package Contents	4
3.2 Your Device	6
3.2.1 Side View (Left)	6
3.2.2 Side View (Right)	7
3.2.3 LEDs	8

4 Getting Started

4.1 Charging the Battery	9
4.1.1 Installing the Battery	9
4.1.2 Removing the Battery	10
4.1.3 Charging the Battery	10
4.2 Turning the Device On and Off	12
4.2.1 Resetting the Device	13
4.2.2 Updating the Firmware	14
4.3 Connecting with a Mobile Device	14
4.3.1 Attaching a Mobile Device	14
4.3.2 Connecting via Bluetooth	15

5 Using the Device

5.1 Reading Tags	17
5.2 Scanning Barcodes using the RFR900	17
5.3 Scanning Barcodes using the RFR900S	18
5.4 Using Batch mode	20

Appendix A Device Specification

Appendix B Accessories

Appendix C Troubleshooting

Appendix D Safety Regulatory

Appendix E Warranty and Support

1 About This Manual



The RFR900/RFR900S provides high quality feature for Radio Frequency Identification (RFID) and barcode scanning. This user manual is designed to help users effectively operate the device paired with a Bluetooth® wireless technology enabled host device (such as a mobile computer and/or smartphone).

- Please read this manual carefully before using the device for safe and proper use.
- This device may only be used in countries where it is sold.
- The components and colors of this device in this manual may differ from the actual product.
- Features and specifications are subject to change without prior notice.
- Some screens or illustrations used in this manual may differ from the actual screens of the device.
- Except where noted, mobile device illustrations used in the manual are the EF400 model.

2 Safety Information



2.1 Symbols

This manual uses the following symbols to indicate hazards and additional information.

Symbol	Name	Description
	Warning	Indicates situations that could cause injury to yourself or others.
	Caution	Indicates situations that could cause damage to your device or other equipment.
	Note	Indicates additional information that can help you get the most out of the device.



Please read this safety precaution information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries.

2.2 Device



- Do not press the Power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- Do not use your device in an explosive danger zone.
- If your device becomes wet, do not put your device in heaters, microwaves, etc. to dry it. There is a risk of explosion or malfunction.



- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- Backup the data and information from your device. Your data may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- Avoid using or storing this device at extreme temperatures. This device is designed to work at temperatures between -20°C and 60°C (-4°F and 140°F), and humidity level between 5% and 95%.

2 Safety Information



2.3 Environment



- Do not use the device while driving or operating heavy machinery. Doing so may result in death or serious injury.
- Do not use the device in locations with combustible goods. Doing so may result in an explosion.



- Do not use the device in dusty or hot locations. Doing so may damage the device.
- Do not expose your device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Do not use the device in humid locations. Doing so may damage the device and void the warranty.
- Do not keep the device close to air conditioner vents. Corrosion within the device may occur due to condensation from changes in temperature.
- Do not allow children to play with the device.

2.4 Battery and Charging



- Improper battery use may cause fire, explosion, or other hazard.
- If the battery is removed due to impact, heat, submersion, or other damage, there is a risk of explosion. Keep away from children and animals.
- Do not allow the battery's contacts to touch things like necklaces, coins, or electric conductors. Do not give any impact with sharp objects. There is a risk of explosion.



- Use only the approved battery and charger. Using an incompatible battery or charger may cause device malfunction or other damage, such as fire.
- When you are not using the device for a long period, take out the battery and keep the device and the battery in a dry, cool place. Also, charge the battery at least once a year. If you keep it without charging for a long time, it may cause device malfunction.

2.5 Frequency Interference



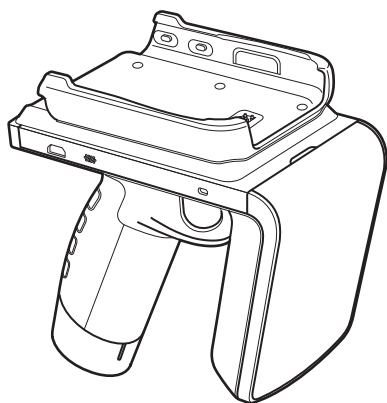
- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The magnetic field of the device can damage their magnetic strips.



3.1 Package Contents

RFR900

The package includes:



RFR900 device



Battery



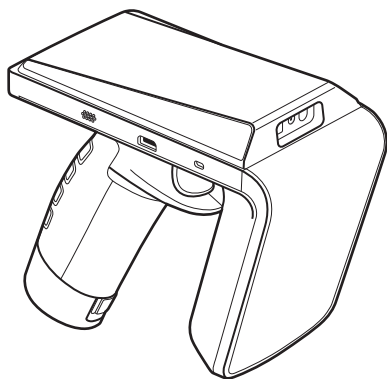
Wrist strap

3 Overview



RFR900S

The package includes:



RFR900S



Battery



Wrist strap



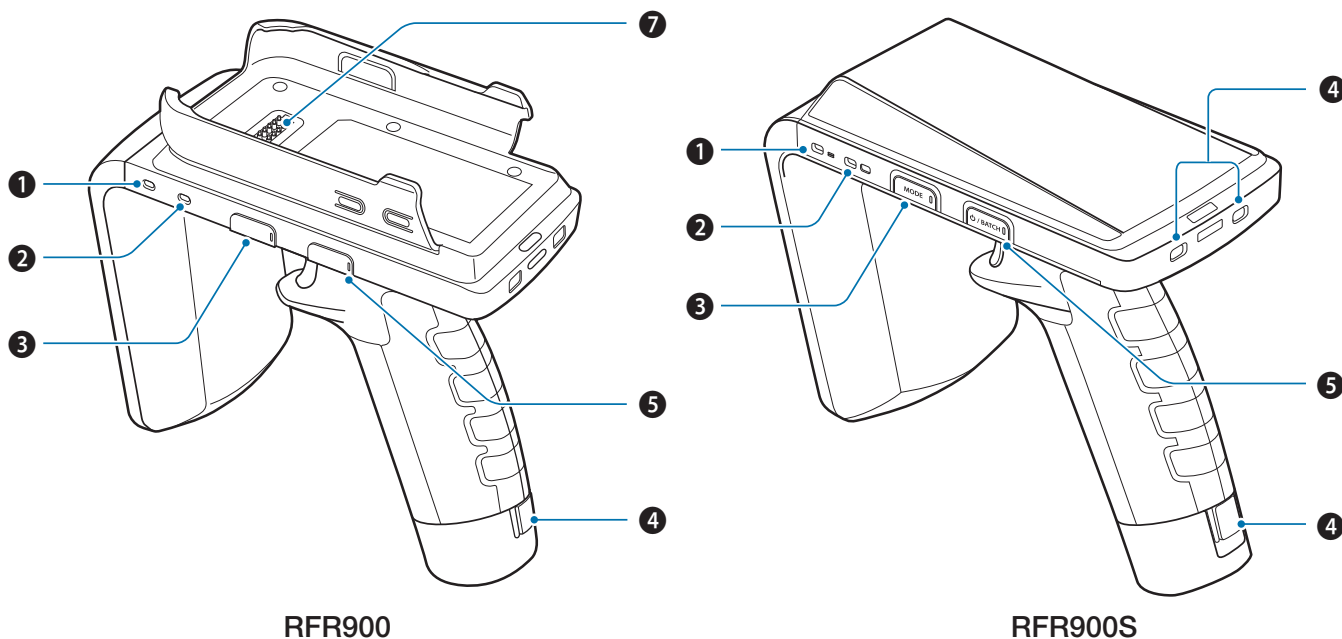
- The illustrations may differ from your actual items.
- To purchase additional accessories, contact your sales representative.
- You can download the User Manual from www.bluebirdcorp.com. The paper version may be available in some regions.

3 Overview



3.2 Your Device

3.2.1 Side View (Left)

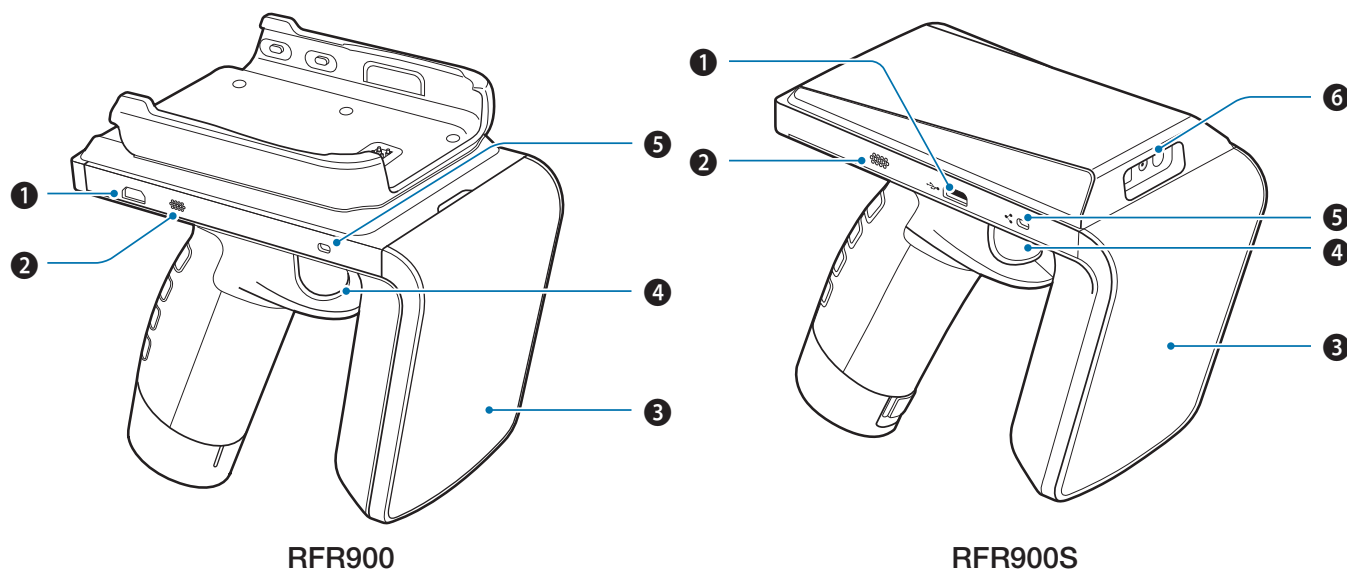


No.	Name	Description
❶	Transmit/read LED	Indicates the status of code reading and transmission. The transmit and read LED blinks green when data is being successfully transferred to the host device, or blinks red if any error occurs.
❷	Battery LED	Indicates the battery status. The battery LED blinks orange when the battery is charging and turns green when the battery is fully charged.
❸	RFID/barcode switch button Mode button	Switches between RFID mode and Barcode mode. • RFID mode: Off, Barcode mode: Green Enters Bluetooth pairing mode when pressed and held.
❹	Battery release button	Releases the battery from the handle.
❺	Power button	Turns the device on or off, or enters Sleep mode.
❻	Device connector	Connects to a mobile device.

3 Overview



3.2.2 Side View (Right)



No.	Name	Description
❶	Micro USB port	Allows a micro USB cable to connect to the device and charge it.
❷	Speaker	Emits sounds.
❸	RFID antenna	Receives RFID data.
❹	Trigger	Scans bar codes or reads tags.
❺	Status LED	Indicates the device status. The status LED turns green when a device is not attached, or turns off when a device is attached.
❻	Barcode scanner	Scans barcodes by emitting a red laser when you press the related button.

3 Overview



3.2.3 LEDs

LED	Status		Description
	LED	Beeper	
Status	Green	Emits three ascending beeps	Power on
Battery	Orange Flashes continuously Blinks once every second		When the battery is charging
	Green	-	When the battery is fully charged
	Orange	-	Battery level is 10–20 % when power adapter is not connected
	Red		Battery level is 5–10 % when power adapter is not connected
	Red	Emits a descending beep	Battery level is 0–5 % when power adapter is not connected
	Red Flashes continuously		Cannot charge the battery
Transmit/ read	Off	-	The trigger is not pressed
	Green Blinks once	-	Reading and transmission was successful
	Red Flashes continuously Blinks once every second	Emits a descending beep	Reading and transmission failed
RFID/ barcode switch	Green	-	Barcode mode is active
	RFR900: Off	RFR900: -	RFID mode is active
	RFR900: Green Blinks once every second	RFR900S: Emits a ascending beep	
Power mode	Blue	-	Batch mode
	Off	-	Sleep mode Power off

4 Getting Started



Follow the steps below to start using your RFR900/RFR900S with a mobile device.

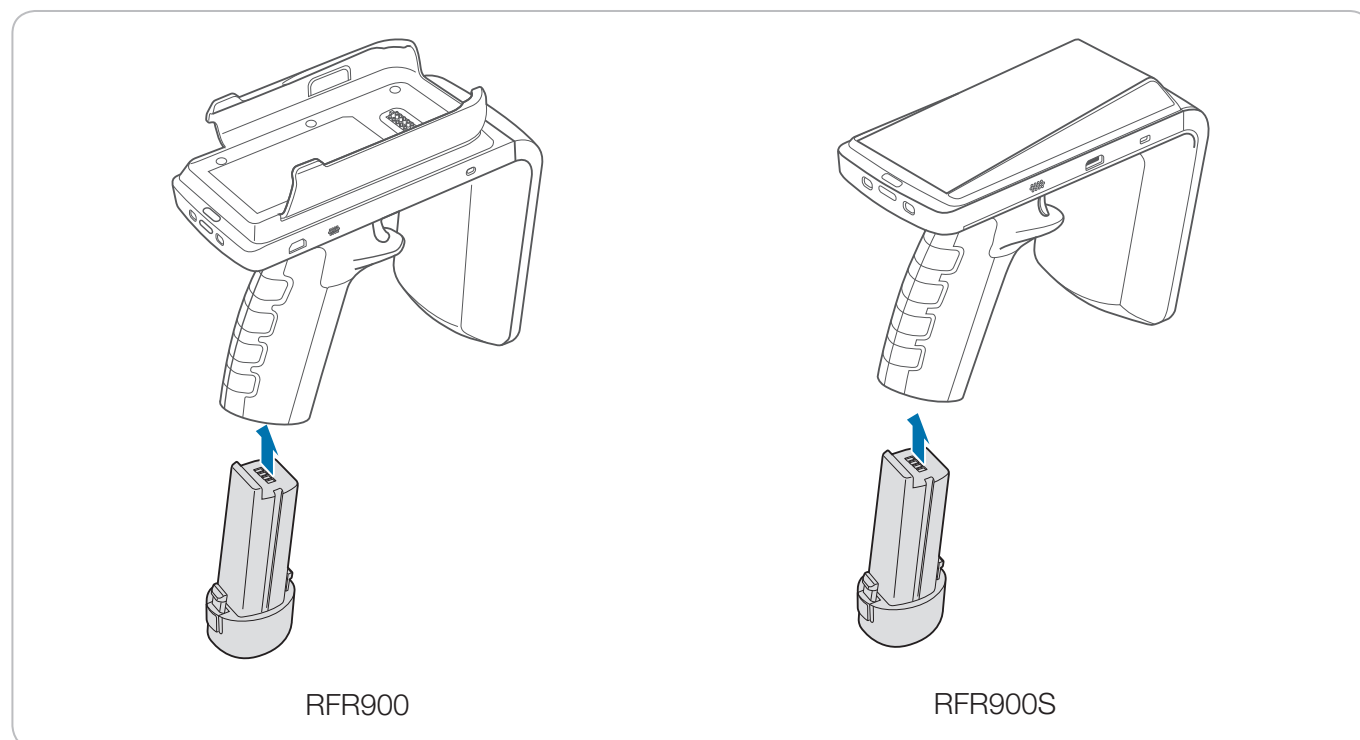
- Charge the battery. (see *page 9*.)
- Turn on the device. (see *page 12*.)
- Connect to a mobile device directly or via Bluetooth. (see *page 15*.)
- Install an essential app (For details, see *the corresponding app for Windows or Android*.)

4.1 Charging the Battery

The RFR900/RFR900S uses a lithium-ion rechargeable battery. Insert the provided battery before charging the device.

4.1.1 Installing the Battery

Insert the battery into the handle.



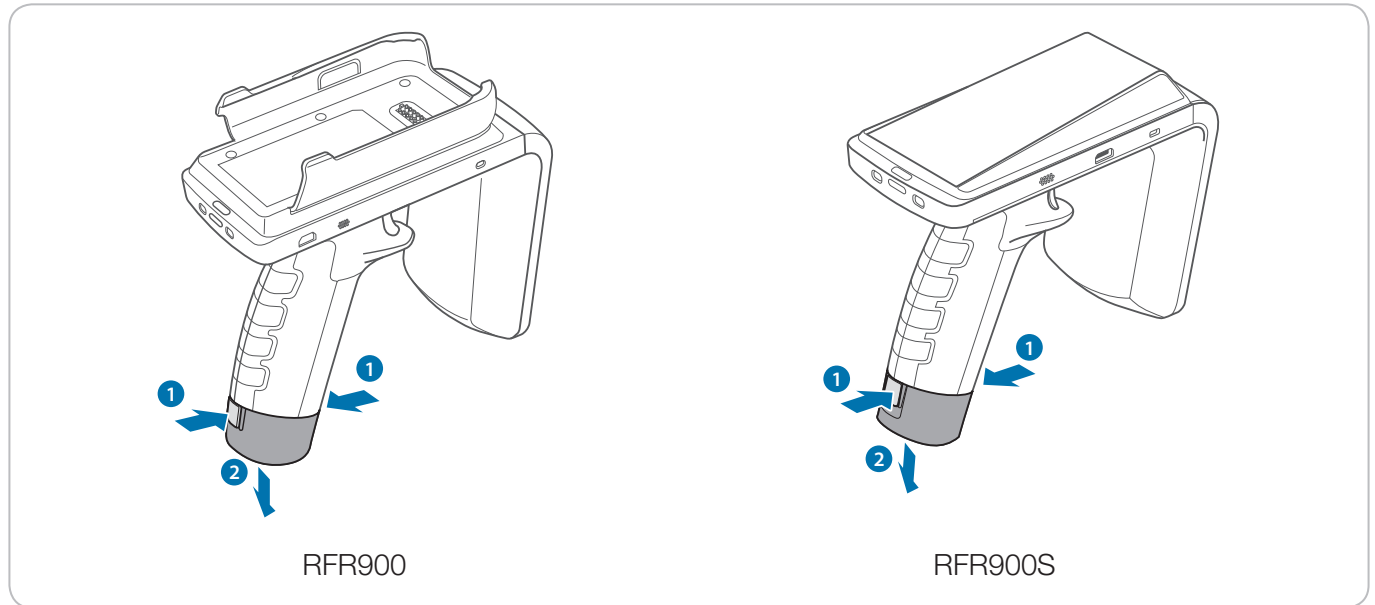
Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions"

4 Getting Started



4.1.2 Removing the Battery

Press the battery release buttons on the lower part of the handle and pull the battery out.



Before removing the battery, turn off the power. Failure to do so may cause damage to the device.

4.1.3 Charging the Battery

The device can be charged with a charger. You can also charge the battery by connecting it to your computer with the provided micro USB cable. Check the device's battery status on the installed app.

- When the battery level is low, the battery LED will be orange.
- When the battery level is extremely low, the battery LED will be red.
- When the battery level is charging, the battery LED will blink orange.
- When the battery level is fully charged, the battery LED will be green.



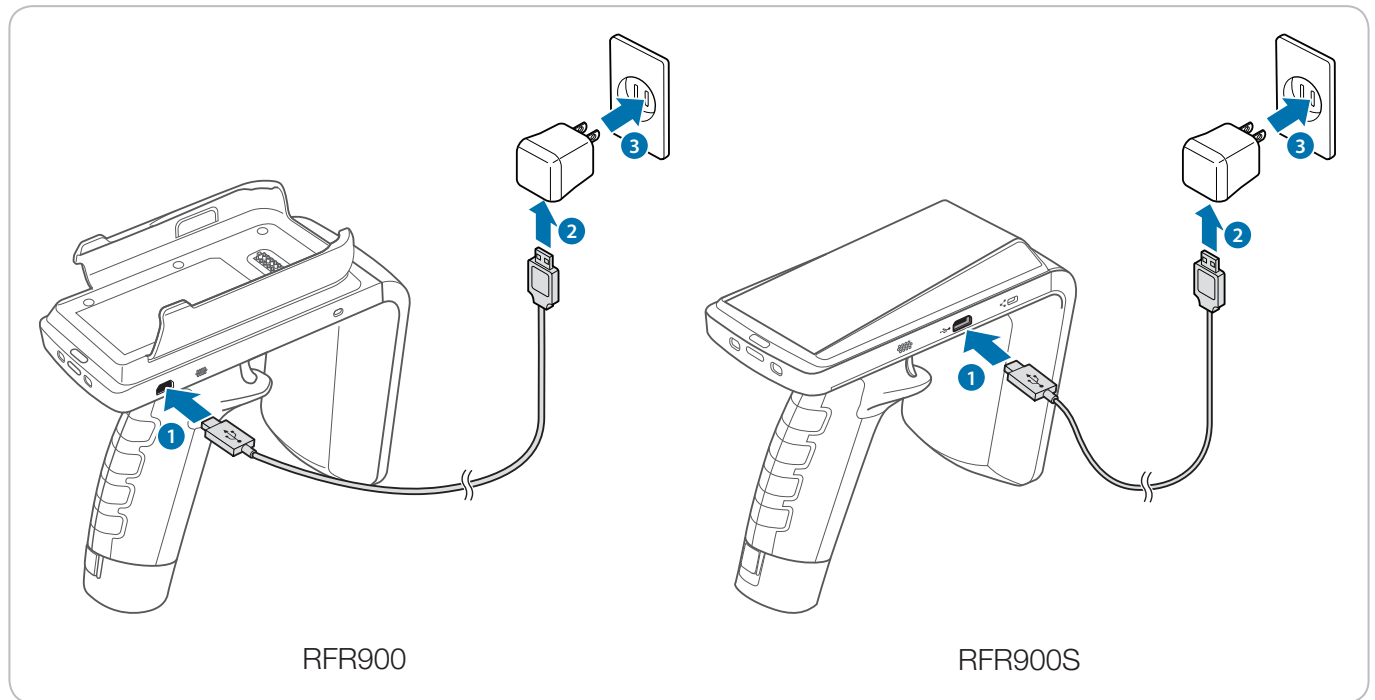
Charge the device before using it for the first time or after not using it for an extended period.

4 Getting Started



To charge with the charger

Plug the micro USB end of the cable into the device's micro USB port. Connect the other end of the USB cable to a power adapter. Plug the power adapter into a power outlet.



When the battery level is extremely low, the device may not turn on. Charge the device and try to turn it on again. You can use the device while charging, but it may take longer to fully charge the device.



- Connect the charger properly. Failure to do so may cause damage to the device.
- The device may become hot when charging. If it becomes hotter than usual, disconnect the USB cable from the device.
- Do not remove the battery before disconnecting the charger. Doing so may cause damage to the device.

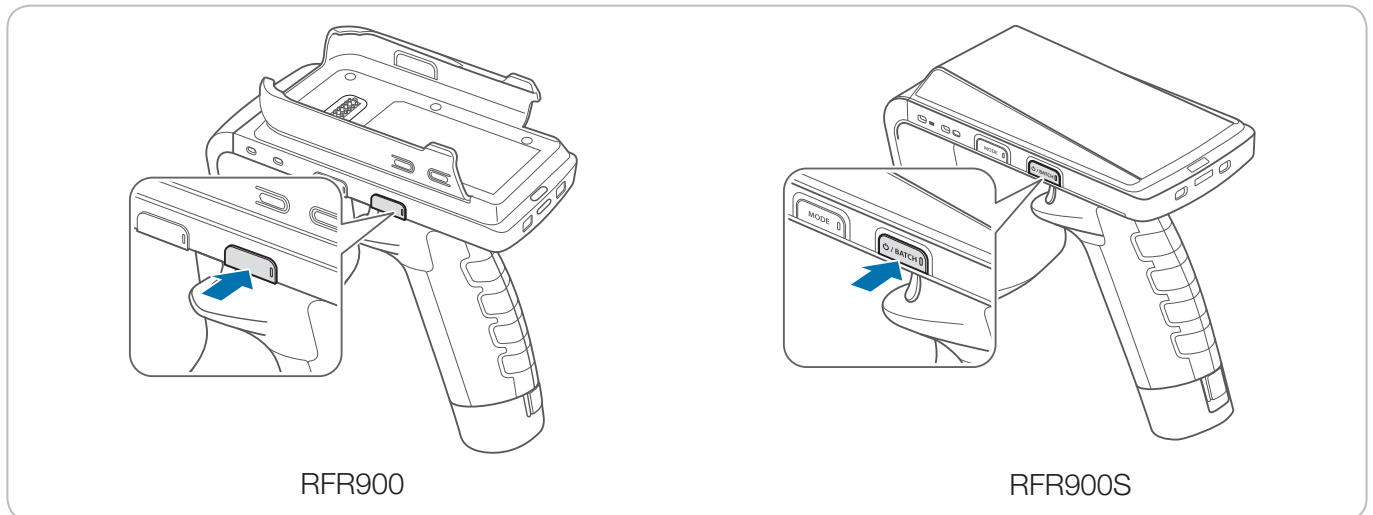
4 Getting Started



4.2 Turning the Device On and Off

To turn on the device, press the Power button.

- The Power LED will be blue.



To turn off the device, press and hold the Power button for a few seconds.



- To enter Sleep mode, press the Power button. If you do not use the device for 3 or more minutes, the device will enter Sleep mode automatically.
- To exit Sleep mode, quickly press the trigger.



Do not turn off the device by removing the battery, as this may damage the device.

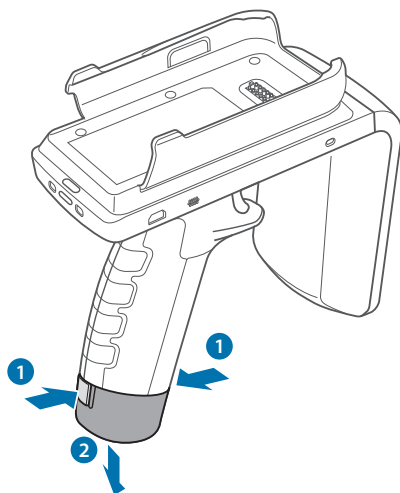
4 Getting Started



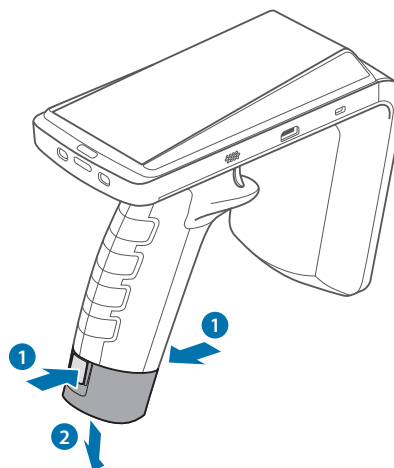
4.2.1 Resetting the Device

If your device is not working properly or freezes due to unknown errors, you can manually restart the device.

- 1 Press the battery release buttons on the lower part of the handle and pull the battery out.

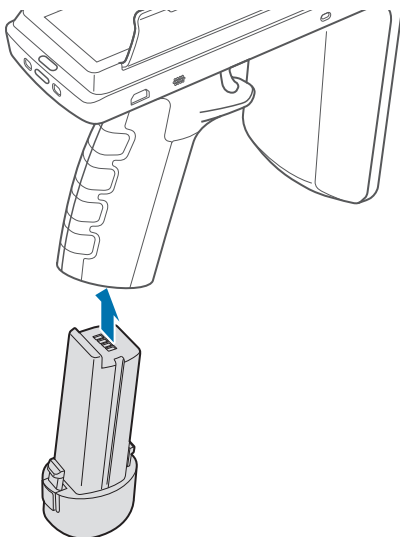


RFR900

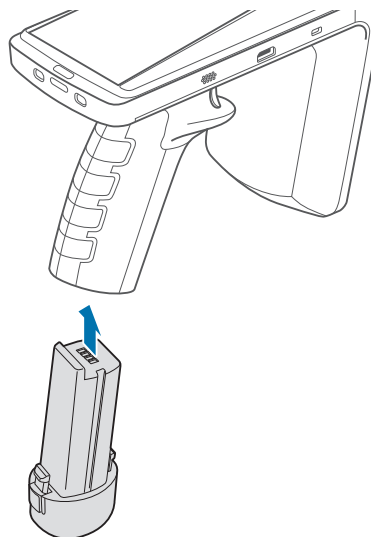


RFR900S

- 2 Reinsert the battery into the handle.



RFR900



RFR900S

- 3 Press the Power button to turn on the device.



The device's data is saved when you perform a reset.

4 Getting Started



4.2.2 Updating the Firmware

If there is a new firmware version, you can download it to your device.

- 1 On your computer, launch an app to update the firmware.
- 2 Connect the USB cable to your computer.
- 3 Press and hold the trigger and plug the micro USB end of the cable into the device's micro USB port.

4.3 Connecting with a Mobile Device

To use the RFR900 with your device, attach it directly or connect via Bluetooth.

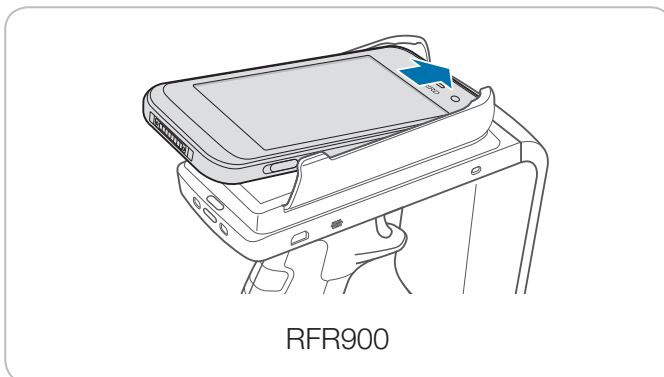
4.3.1 Attaching a Mobile Device

First, check that your mobile device is compatible with the RFR900.

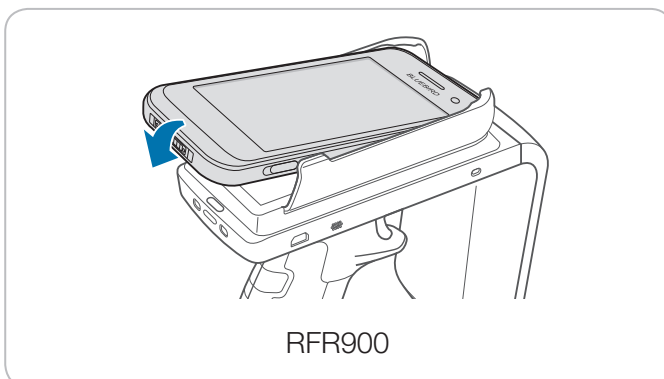


- Do not slide the mobile device into the cradle.
- Attach a mobile device with power off.

- 1 Insert the upper part of the mobile device into the RFR900 with the screen facing up.



- 2 Press the mobile device into the mount until you hear a click.



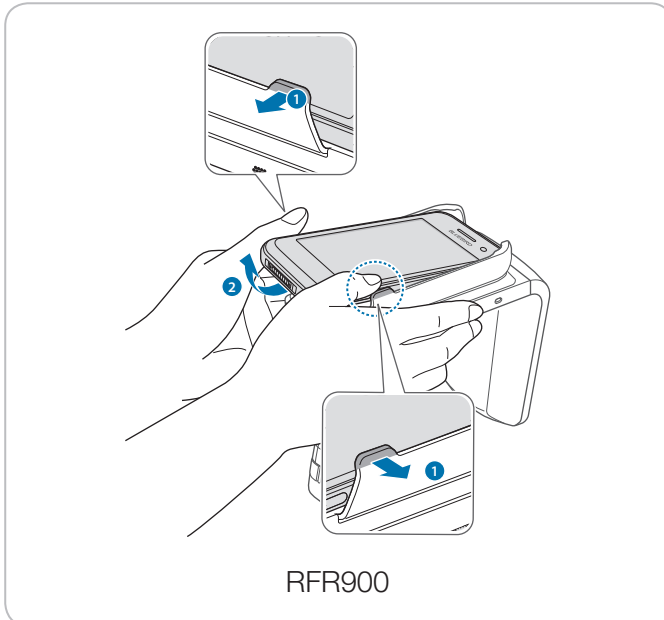
- When the mobile device is properly attached, the status LED will turn off.

4 Getting Started



Removing the Installed Device

- 1 Spread the cradle by pulling the both sides of it.
- 2 Push upward on the lower part of the mobile device and remove it.



The RFR900 is designed to prevent the mobile device from detaching from the RFR900, so removing the mobile device may be difficult.

4.3.2 Connecting via Bluetooth

You can wirelessly connect to a mobile device via Bluetooth. You can read and send data to the connected device via Bluetooth.

Because Bluetooth wireless technology uses radio waves to communicate, devices do not need to have a direct line of sight. However, they must be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions, such as walls or other electronic devices.

Pairing with an Android Device

To pair with an Android device,

- 1 On the mobile device, tap **Settings > Bluetooth**.
- 2 Turn on the Bluetooth feature.
- 3 On your RFR900, press and hold the Mode button for approximately 3 seconds to enter Bluetooth pairing mode.



Do not forcefully press and hold the Mode button. This can damage your device.



If your RFR900 does not pair with another device within 3 minutes, it will exit Bluetooth pairing mode.

4 Getting Started



- 4 On the mobile device, search for discoverable Bluetooth devices.
 - 5 On the Bluetooth device list, tap the RFR900 to pair with it.
 - Your RFR900 emits one short beep and the status LED blinks green fast.
 - 6 Press the trigger once.
 - The mobile device and RFR900 have paired successfully.
-  • Once your mobile device and the RFR900 have paired, they will remain paired until you unpair them.
- Supported Android environment: Android 5.0 or higher.

Pairing with a Windows Device

To pair with a Windows device,

- 1 On the mobile device, tap **Settings > Bluetooth**.
 - 2 Turn on the Bluetooth feature.
 - 3 On your RFR900, press and hold the Mode button for approximately 3 seconds to enter Bluetooth pairing mode.
-  Do not forcefully press and hold the Mode button. This can damage your device.
-  If your RFR900 does not pair with another device within 3 minutes, it will exit Bluetooth pairing mode.
- 4 On the mobile device, search for discoverable Bluetooth devices.
 - 5 On the Bluetooth device list, tap the RFR900 to pair with it.
 - Your RFR900 emits one short beep and the status LED blinks green fast.
 - 6 Press the trigger once.
 - The mobile device and RFR900 have paired successfully.
-  Once your mobile device and the RFR900 have paired, they will remain paired until you unpair them.

5 Using the Device



5.1 Reading Tags

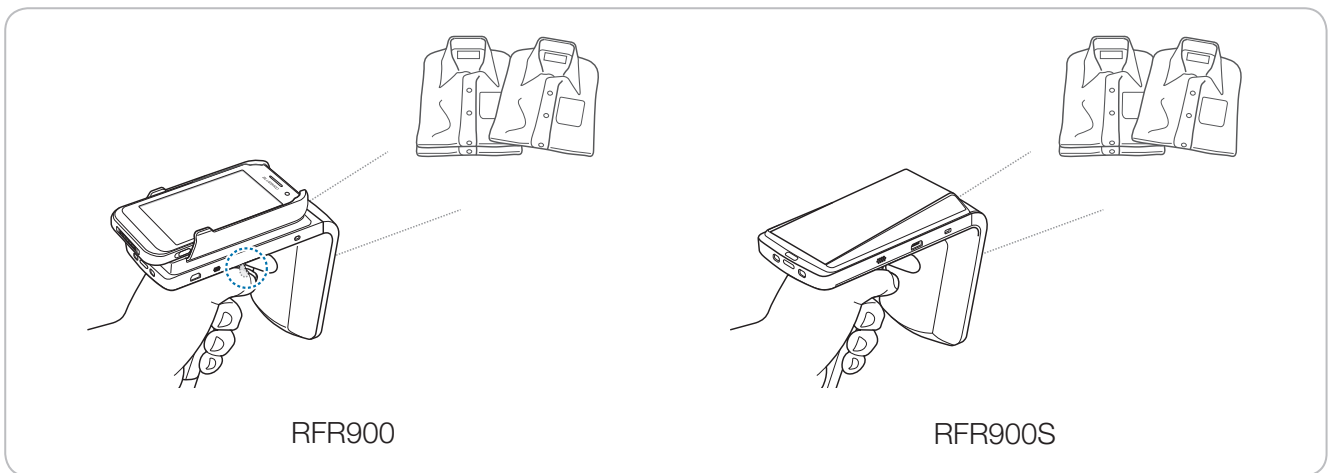
When you turn on RFR900, it is in RFID mode by default.

- 1 Press the RFID/Barcode switch button.



The RFID/Barcode LED is off when RFID mode is active.

- 2 On the connected device, launch the app and start the connection.
- 3 Access the menu to view the scanned tag list.
- 4 Press the trigger.



- 5 Aim the laser at the tag you want to read.
 - When the tag is scanned successfully, you will hear a beep sound and the results will appear on the mobile screen.

5.2 Scanning Barcodes using the RFR900

To use the barcode scanning function,

- 1 Press the RFID/Barcode switch button.



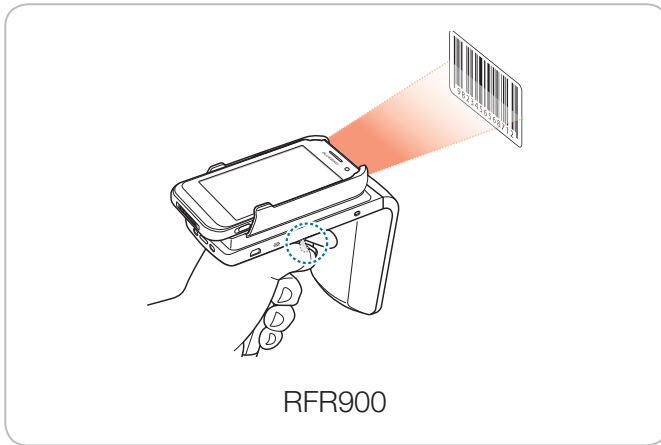
The RFID/Barcode LED turns green when Barcode mode is active.

- 2 On the connected device, launch the app and start the connection.
- 3 Access the menu to view the scanned bar code list.

5 Using the Device



- 4 Press the trigger. The device will emit a red laser.



- 5 Aim the laser at the barcode you want to scan.

- When the barcode is scanned successfully, you will hear a beep sound and the results will appear on the mobile screen.



For the best results, maintain a distance of approximately 10 cm (4 in) when scanning. Aim the laser at an appropriate angle as shown the following image.



Do not stare into the laser. It may injure your eyes.



When the device is turned off then back on, the device switches to RFID mode automatically.

5.3 Scanning Barcodes using the RFR900S



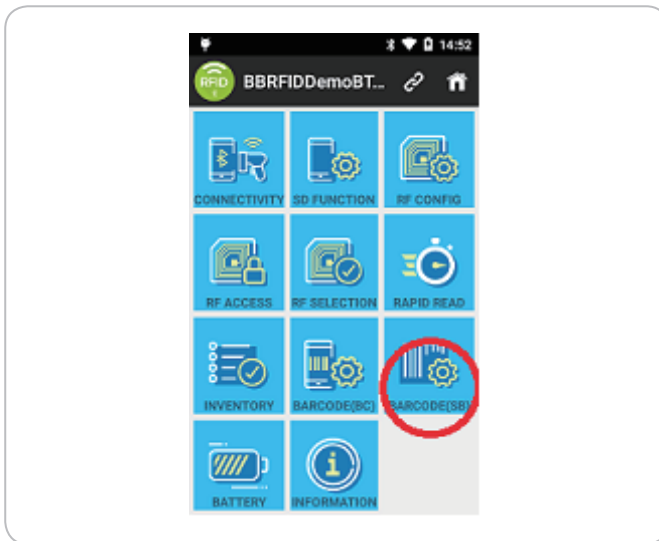
To scan barcodes using the RFR900S, you need to connect it to the EF400 device.

- 1 Connect the RFR900S to the EF400 device using the BBRFIDSample_new app via Bluetooth.

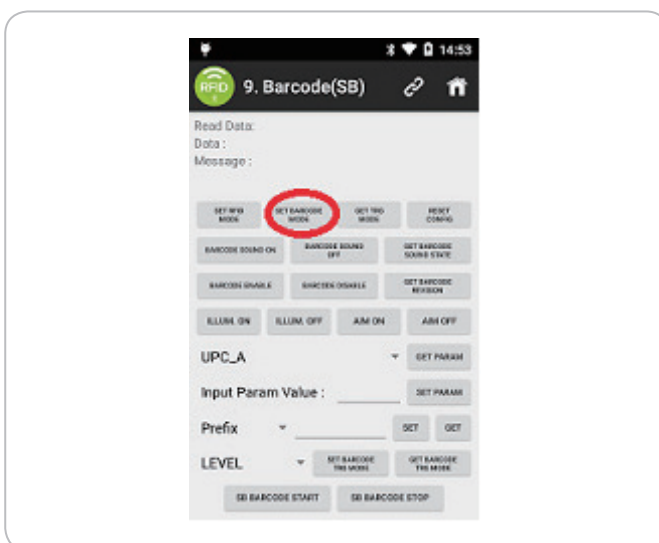
5 Using the Device



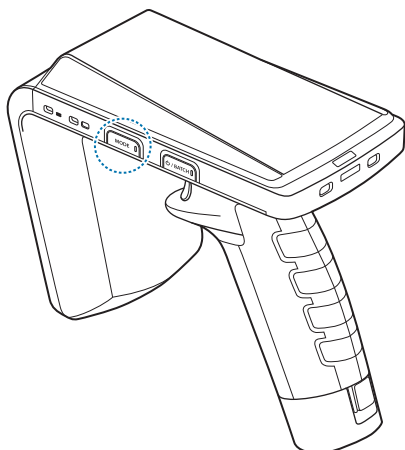
- 2 On the main screen, tap **BARCODE (SB)** to start the barcode scan.



- 3 Tap **SET BARCODE MODE** to convert from RFID to Barcode mode. The Barcode mode screen will appear.



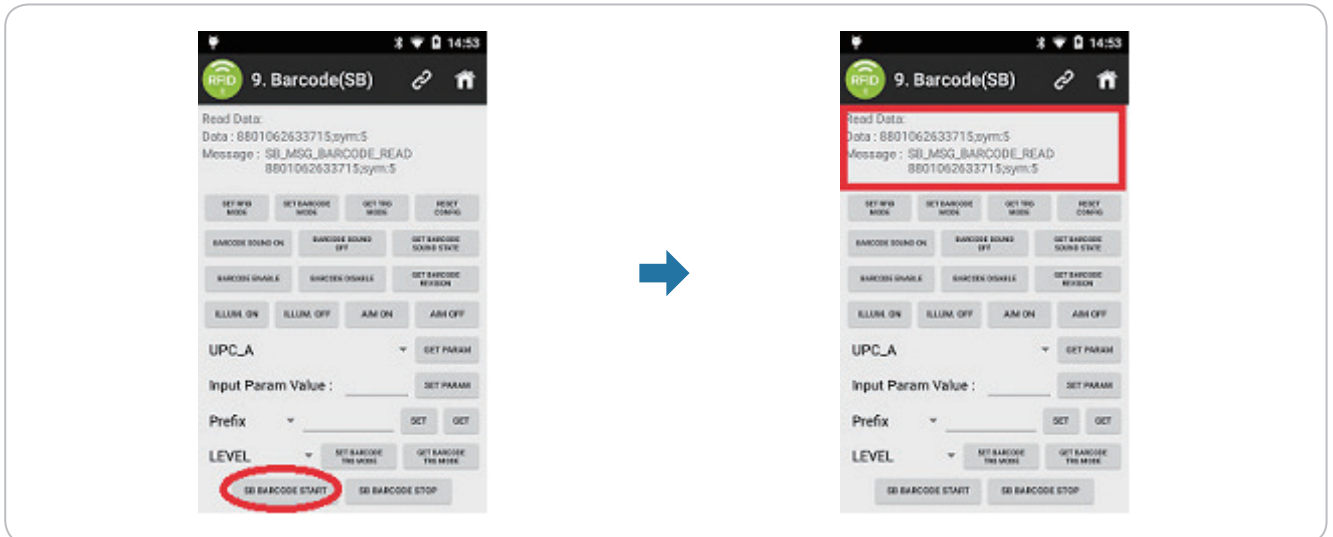
You can also press the **Mode** button on the left of the RFR900S



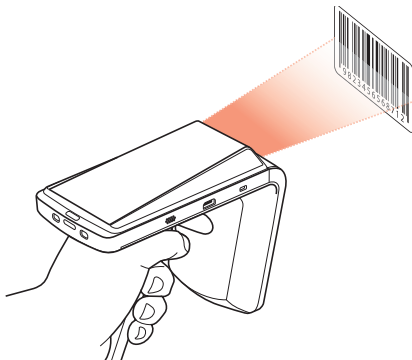
5 Using the Device



- 4 To scan a barcode tag, tap **SB BARCODE START**. The scanned data will be displayed on the top of the screen.



To scan barcodes using your RFR900S, press the trigger. The device will emit a red laser.



- 5 For other settings, check the buttons on the screen and tap as required. For more information on the user input settings, refer to the SDK document provided by Bluebird.

5.4 Using Batch mode

When you turn on RFR900/RFR900S, it is in Batch mode by default.

Batch mode allows you to scan barcodes or read tags consecutively without transferring data to a mobile device immediately. It is recommended to stop scanning and reading before transferring the data via Bluetooth, so this mode is useful for scanning or reading a large volume of barcodes or tags. You can then use the app to transfer data to the mobile device.



Physical Characteristics

Dimensions (H x W x L)	146.2(H) x 70 (W) x 148.7(L) mm
Weight	328 g
Standard battery	Rechargeable Li-ion, 3.64 V, 3,050 mAh
Extended battery	Rechargeable Li-ion, 3.64 V, 4,000 mAh
Interface	USB, Bluetooth
LED	5ea
Key	Power, Mode Change

RFID Characteristics

Antenna Type	Circular Polarization
Frequency Range / RF Output	EU: 865-868 MHz, <27 dBm (ERP) JP1: 916-921 MHz, <30 dBm (ERP) / JP2: 916-924 MHz, 24 dBm (ERP) US: 902-928 MHz, <30dBm (ERP) Russian Federation: 866-868 MHz, 30 dBm (ERP)
Standards Supported	GEN2 V2

User Environment Characteristics

Operating temperature	-20°C to 60°C (-4°F to 140°F)
Storage temperature	-30°C to 70°C (-22°F to 158°F)
Humidity	5% to 95%, non-condensing
Drop	4 ft/1.2 m to concrete
ESD	15kV air / 8kV contact
Tumble	250 1.6 ft/0.5 m tumbles 500 at room temp.

Bluetooth

Version	BT5.1
Freq. Range	2402-2480 MHz, <10 dBm (EIRP)



Physical Characteristics

Dimensions (H x W x L)	146.2(H) x 70 (W) x 134.8(L) mm
Weight	310 g
Standard battery	Rechargeable Li-ion, 3.64 V, 3,050 mAh
Extended battery	Rechargeable Li-ion, 3.64 V, 4,000 mAh
Interface	USB, Bluetooth
LED	5ea
Key	Power, Mode Change

RFID Characteristics

Antenna Type	Circular Polarization
Frequency Range / RF Output	EU: 865-868 MHz, 30 dBm (EIRP) JP1: 916-921 MHz, 30 dBm (EIRP) / JP2: 916-924 MHz, 24 dBm (EIRP) US: 902-928 MHz, 30dBm (EIRP) Russian Federation: 866-868 MHz, 30 dBm (EIRP)
Standards Supported	GEN2 V2

User Environment Characteristics

Operating temperature	-20°C to 60°C (-4°F to 140°F)
Storage temperature	-30°C to 70°C (-22°F to 158°F)
Humidity	5% to 95%, non-condensing
Drop	4 ft/1.2 m to concrete
ESD	15kV air / 8kV contact
Tumble	250 1.6 ft/0.5 m tumbles 500 at room temp.

Bluetooth

Version	BT2.1 EDR supported
Freq. Range	2402-2480 MHz, 3 dBm

Data Capture

Scanning	1D/2D Imager (Only available for the RFR900S)
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Battery

- Standard battery: Rechargeable Li-ion, 3.64 V, 3,050 mAh
- Extended battery: Rechargeable Li-ion, 3.64 V, 4,000 mAh

Carrying Accessories

- Wrist strap



If you want to purchase a handstrap, please ask a sales representative.

Other Accessories

- USB cable
- User manual
- Quick guide



The battery does not charge properly.

- Ensure that your device and the charging cable are connected and the battery LED is functioning correctly.
- If the battery does not charge completely, it may be dead or defective. Replace the battery with a new one. (The warranty period for battery replacement is six months.)

The battery life got shorter.

When you use Bluetooth that require more power, your device may use more battery than usual. If it happens for an extended period of time, your battery may be dead. Then replace it with a new battery.

I dropped the device in the water.

Turn off the device and take out the battery. Place the device and battery in a dry place. Let them dry completely for a considerable period of time, and then turn the device back on. If it does not turn back on, contact our service center.

My device gets too hot to touch.

It is normal for the device to warm up while it is performing an intense workload or charging. It should cool down if you stop using the device for a certain amount of time. If the problem continues, contact the manufacturer. It may result in a burst battery or fire.

How do I get the repair service?

You can contact your local sales representative or you can send the device via a delivery service to Bluebird's Korean headquarters. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, Bluebird will cover the shipping cost.



FCC compliance information

FCC Part 15.19

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.

FCC Part 15.27

Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

SAR

Specific Absorption Rate (SAR) information: The SAR limit of USA (FCC) is 4 W/kg averaged over one gram of tissue. This model (FCC ID: SS4RFR971) has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the Limbs (0 mm separation distance) is 2.042W/kg

Part 15.105

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.

Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

Others

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

End users cannot modify this transmitter device. Any Unauthorized modification could void the user's authority to operate this device.

ISED compliance information

HVIN: RFR971

PMN: RFID Handheld Scanner

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Appendix D Safety Regulatory



L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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 radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This EUT is compliance with SAR for general population/uncontrolled exposure limits (4 W/kg) in ISED RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEC/IEEE 62209-1528. This equipment should be installed and operated with minimum distance 0 mm between the radiator and your Limbs. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites (4 W/kg) d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEC/IEEE 62209-1528. Cet appareil doit être installé et utilisé avec une distance minimale de 0 mm entre l'émetteur et votre membres. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

EU Compliance information



Hereby, Bluebird Inc. declares that the radio equipment type RFR900 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://www.bluebirdcorp.com/>

The Limbs SAR limit of EU is 4 W/kg@10g averaged over one gram of tissue. This model RFR900 has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the Limbs is 2.081 W/kg@10g (0 mm Separation Distance).

European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) directive



According to the European Union's WEEE directive, this symbol means that products sold into EU countries must dispose electrical device and/ or its battery separately from household waste. Disposing of the device separately will help conserve resources and energy and contribute to human health and environment protection.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Rechargeable Batteries

CAUTION

Risk of explosion if battery is replaced by an incorrect type, Dispose of used batteries according to the instructions Disposal of a battery in fire, a hot oven, or by mechanical crushing or cutting can result in an explosion. Leaving a battery in an extremely high-temperature environment can lead to an explosion or the leakage of flammable liquid or gas. Subjecting a battery to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

Manufacturer

Bluebird Inc.

3F, 115, Irwon-ro, Gangnam-gu, Seoul, Republic of Korea



Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

- In case of accessories such as batteries, only those that match the sales list managed by the Customer Service Center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the Customer Service Center due to the carelessness of the customer will be fully charged.

Name of Product	
Name of Model	RFR900/RFR900S
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the Bluebird's warranty program.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.



Customer support



Before asking for after-sales service, please back up the data on the device. We do not back up data from the products sent to the Customer Service Center. Therefore, we assume no responsibility for loss/deletion of data.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul,
Republic of Korea(08390)

- Fax: +82-2-6499-2242
- Email: rma@bluebirdcorp.com
- Hours: 9:30 a.m. - 6:30 p.m. (GMT Time: +9 Hours)



The center is closed on Saturdays, Sundays, and Korean national holidays

Registering for After-Sales Service

- We receive the products for our after-sales service through mail, delivery services and hand delivery only in principle.
- If you bought the product from a party other than Bluebird or an authorized Bluebird reseller, you need to register the product before using our after-sales service.
- Please enclose an evidence of purchase or the product receipt for our after-sales service.
- Please enclose your name, telephone number, address and details of the problem for a prompt service.
- You can ask for our after-sales service by contacting your authorized Bluebird dealer or the Customer Service Center in the head office.
- Do not intentionally damage the label on the product.
- A damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- The warranty will not cover any damage which occurs during delivery. We advise you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for the loss of the product during delivery.



Charged services

- In the following cases, it will be charged when requesting for after-sales service.
 - Service request due to inappropriate use of the device by the customer
 - Loss of PIN number
 - Use of programs that might affect the program (over-clock, forceful changes in the input of the system, personal developments)
- Faults caused by the customer.
 - Defect due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc.)
 - Defect due to a repair or unauthorized technician
 - Defect caused intentionally or by the carelessness of the customer
 - Defect due to the use of fraudulent parts or components
- Other cases
 - Defect due to nature (damage caused by fire, wind, flooding, etc.)
 - Accessories are out of warranty (accessories like battery/charger/cable/adapter, etc. have a warranty of 6 months)
- Regulations for repairs after charged services

If the same fault occurs in the part that has been repaired within a 1 month (30 days), the part will be repaired free of charge.



No refunds will be offered in the following situations:

- The product seal has been removed (if applicable).
- The product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (manual, connecting cables, etc).
- DOA (Dead on Arrival) policy

If your product is DOA (Dead on Arrival), or has malfunction within 30 days of purchase (DOA period), the product will either be exchanged or provided with after-sales service.



BLUEBIRD CUSTOMER SERVICE

Operating Hours

Monday to Friday 9:30 A.M. - 6:30 P.M.
(GMT Time: +9 Hours)
The center is closed on Saturdays,
Sundays, and Korean national holidays.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul,
Republic of Korea(08390)

Bluebird constantly strives to bring utmost satisfaction to all our customers.