



Product Safety, Regulatory and
Warranty Information Guide



WARNING

IMPORTANT Please read the following information carefully before using your ZOLEO device. Failing to follow instructions and warnings may compromise the safety of the product and may result in personal injury and/or equipment damage. The full ZOLEO user manual can be downloaded from zoleo.com/manuals.

SOS CONFIGURATION

The ZOLEO device requires an active airtime subscription to transmit messages (including SOS alerts). To activate, visit zoleo.com/activate.

CONNECTIVITY

Cellular and satellite devices operate using radio signals and communication networks. Because of this, the connection cannot be guaranteed at all times or under all conditions. Therefore, you should never rely solely upon any wireless device for essential communications.

USAGE

- DO NOT disassemble your ZOLEO device. There are no user serviceable parts inside.
 - DO NOT leave your ZOLEO device in a vehicle or location with high temperatures where excessive heat can damage the device and/or battery.
 - DO NOT store your ZOLEO device in temperatures ranging from below -20°C (32°F) or above 60°C (140°F).
 - ONLY charge your ZOLEO device in temperatures ranging from 0°C (32°F) to 45°C (113°F).
 - DO NOT drop the ZOLEO device as the impact could cause damage to the housing or internals.
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CHILDREN

Keep out of the reach of young children. The ZOLEO device is not a toy. Do not allow children to play with your ZOLEO device or its accessories. They could hurt themselves or others. It may contain small parts that could become detached and create a choking hazard.

DRIVING

Full attention should always be given to driving. Local laws and regulations restricting the use of electronic and wireless devices while driving must be observed. The mounting of the device must not obstruct the driver's view of the road. A vehicle air bag inflates with great force. **DO NOT** place objects, including both the device or associated accessories, in the area over the air bag or in the air bag deployment area. If the device is improperly installed and the air bag inflates, serious injury could result.

AIRCRAFT

Airline regulations prohibit using ZOLEO while in the air. Check and comply with the policy of your airline regarding the use of your device while the aircraft is on the ground. Make sure the ZOLEO device is turned off when travelling on an aircraft.

PACEMAKERS

Wireless devices may adversely affect the operation of some implanted cardiac pacemakers and other medically implanted equipment. Pacemaker patients should be aware that the use of ZOLEO device in close proximity to a pacemaker might cause the pacemaker to malfunction. If a minimum distance of 15 cm (6 in) is kept between ZOLEO and a pacemaker, the risk of interference is reduced. If you have any reason to suspect interference is occurring, immediately switch off your ZOLEO device. Contact your cardiologist for more information.

EXPLOSIVE ATMOSPHERE/ BLASTING AREAS

As with any wireless phone, turn **OFF** your ZOLEO device where blasting work is in progress. Observe all restrictions and follow any regulations or rules. Failure to do so could result in serious injury or death.

Turn your device **OFF** in areas with a potentially explosive atmosphere. Obey all signs and instructions. Sparks from your device in such areas could cause an explosion or fire. Note that such areas are often, but not always, clearly marked. They include, but are not limited to:

- Fueling areas such as gasoline stations;
- Fuel or chemical transfer or storage facilities;
- Areas where fuel odors are present (for example, if a gas/propane leak occurs in a car or home);

- Areas where the air contains chemicals or particles, such as grain, dust, or metal powders;
 - Any other area where you normally would be advised to turn off your vehicle engine.
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BATTERY

A lithium-ion, non-user replaceable battery is used in your ZOLEO.

If the following guidelines are not followed, the battery may have a shortened life span or may present a risk of damage to your ZOLEO device and/or injury.

- DO NOT disassemble, modify, puncture or damage your ZOLEO device or battery.
- DO NOT attempt to remove the non-user replaceable battery.
- Your ZOLEO device should not be exposed to fire, explosions or other hazards.

Prior to a long period of storage or inactivity, your ZOLEO should be charged to at least 80%.

RADIO FREQUENCY RADIATION SAFETY NOTICE

ZOLEO is a radio transmitter and receiver that meets international standards for exposure to radio waves. When communicating with the satellite network or via Bluetooth with a smart device, it emits low levels of radio frequency energy. Your ZOLEO device is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the United States, Industry Canada (IC) and the European Union and other countries. If you wish to reduce your RF exposure, you can limit the amount of time you use ZOLEO device and your mobile phone and increase the distance between ZOLEO/mobile phone and your body when you use it.

NOTICES

FCC COMPLIANCE

FCC ID: **2ATHQZL1** Contains FCC ID: **Q639603N**

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.

Modifications: Any unauthorized modifications or attachments made to this device and may violate FCC regulations and void your authority to operate the device.

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA NOTICE STATEMENTS

IC: 25141ZL1 Contains IC: 4629A-9603N

This device complies with Industry Canada (ISED 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.
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CE DECLARATION OF CONFORMITY

Hereby, ZOLEO Inc. declares that the radio equipment type ZOLEO is in compliance with Directive 2014/53/EU. The complete text of the Declaration of Conformity can be found in the user manual at zoleo.com/manuals.

The ZOLEO communicator includes the following RF transmitters:

Transmitter	Nominal Frequency	Transmitted Power
Iridium 9603N Satellite Transceiver	1616-1626.5 MHz	1.479W
Bluetooth Low Energy (BLE)	2400-2483.5 MHz	10mW

Information about the ZOLEO recycling program and WEEE, RoHs, REACH can be found in the user manual at zoleo.com/manuals.

ZOLEO Inc. ("ZOLEO") gives this express warranty (along with extended warranty endorsements, where applicable) in lieu of all other warranties, expressed, implied or statutory, including (without limitation), warranties of merchantability and fitness for a particular purpose. This constitutes ZOLEO's sole warranty and obligation with regards to its products, and provides the Customer's sole remedy, except where other legal rights may exist in their country, state or province of residence. For more information about the terms applicable to ZOLEO Products and Services, please consult the ZOLEO Service Terms and End User License Agreement (EULA).

Limited Warranty

ZOLEO products are warranted to be free from defects in materials or workmanship for two (2) years from the date of purchase by the original owner. ZOLEO will at its sole option, repair or replace (with new, rebuilt or refurbished) any components that fail in normal use at no charge to the Customer, and where applicable will reimburse Customer for any transportation costs. "Normal use" includes updating software and/or firmware of ZOLEO products within a reasonable time from when updates are made available. Failure to perform these updates may invalidate this warranty.

This warranty does not extend to:

- cosmetic damage, such as scratches, dents, stains and discoloration;
- consumable parts, such as batteries, unless damage has occurred due to a defect in the product's materials or workmanship;
- damage caused by particulate ingress, extreme humidity, accident, flood, fire, or other acts of nature or external causes;
- damage due to modification, maintenance or repair of products that have been altered or repaired by anyone except ZOLEO;
- damage due to use of accessories not supplied by ZOLEO for the same product;
- damage due to being connected to a defective or incompatible cable or power supply;
- tampered products (e.g. warranty seal has been removed or physical proof of attempt to repair).

This limited warranty does not apply to, and ZOLEO is not responsible for, any degradation of performance of ZOLEO products due to their proximity to any electronic/electrical product that utilizes terrestrial broadband network operating frequencies that are close to any Global Navigation Satellite System (GNSS) such as Global Positioning Service (GPS). Use of similar devices may affect reception of GNSS signals.

To the maximum extent permitted by applicable law, ZOLEO expressly disclaims all liability and responsibility for any special, indirect, or consequential damages or any further loss of any kind whatsoever resulting from the use of our product. The Customer's sole and exclusive remedy and the limit of ZOLEO's liability for any loss whatsoever, shall not exceed the purchase price paid by the Customer for the product to which a claim is made.

ZOLEO reserves the right to deny warranty claims if the product has been obtained and/or used against the laws of any country it is used in, has been previously reported as lost or stolen by the original purchaser, or has not been properly maintained and/or updated regularly (e.g. firmware updates) by the Customer. ZOLEO will not accept responsibility for any invoiced goods or services that are not covered by a ZOLEO written purchase order, invoice, or receipt from ZOLEO or a ZOLEO-authorized reseller. Under no circumstances does ZOLEO agree to pay labor or other related expenses associated with the troubleshooting and/or repair of our product without prior specific written authorization.

These Limited Warranty Terms and Conditions may be modified from time to time at ZOLEO's sole discretion. Please refer to the most updated warranty terms at www.zoleo.com/warranty.

Making a Warranty Claim

ZOLEO products purchased within the last 90 days that have NOT been activated should be returned to the original retailer in their original packaging for an exchange or refund. Customers may otherwise request a Return Merchandise Authorization (RMA) online at <https://www.zoleo.com/warranty-replacement-claim/>. Proof of purchase may be required.

ZOLEO reserves the right to charge Customer if:

- the original ZOLEO product is not returned (NR) within 30 days following receipt of the replacement ZOLEO product;
- where we have determined there is no fault found (NFF), which includes any product where the warranty is not applicable as described herein; or
- where the 2-year limited warranty on the original ZOLEO product has expired.

Charges for No Return (NR), No Fault Found (NFF), and out-of-warranty repairs will be according to our current published fee schedule. Repaired or replaced devices have a 90-day warranty. If the device is still under original warranty, then the new warranty is 90 days or until the expiration of the original 2-year limited warranty, whichever is longer.

AUSTRALIA CUSTOMERS:

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.

ZOLEO Inc. is located at 7A Taymall Avenue, Toronto, Ontario M8Z 3Y8 Canada. In North America, call +1.647.559.2626. For Asia Pacific, Australia and New Zealand call +61 3 8588 4550. For UK and EU call: +44 1926 352 044.

Additional contact numbers may be found at www.zoleo.com/contact-us.



Count on your connection.™

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Designed in Australia. Manufactured in Malaysia.

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