

SAVANT

IMPORTANT PRODUCT INFORMATION

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IMPORTANT SAFETY INFORMATION

▲ Warning

- Risk of Electric Shock. Install in accordance with all regional, national, and local electrical codes.
- Risk of Serious Injury, Death, or Property Damage or Loss. Install and use properly—as described in this and other products documents – to avoid danger of injury, death, or property damage or loss.
- Risk of Serious Injury, Death, or Property Damage or Loss. If you are unsure about any part of these instructions, consult Customer Service or a qualified dealer.
- Risk of Overheating. To reduce the risk of overheating and possible damage to other equipment, install and use properly as described in this and other product documents.
- For the Savant Lamp Control: Prior to changing a light bulb or performing any other maintenance to the light fixture, turn off the lamp controller via the Savant App or unplug the lamp itself from the Savant Lamp Control.

▲ Caution

- This product generates heat during normal operation
- Charging your device: Please use only the Savant power adapter and USB charging cable packed with and intended for use with your Savant product. Other power adapters and accessories may damage your device. Do not use a power adapter and cable intended for other models of Savant products. Do not use a power adapter or cable that has frayed or otherwise been damaged.

IMPORTANT SAFETY INFORMATION Continued

Your Savant product is an electronic/electrical device. Follow the same basic safety procedures and cautions you would follow with any electrical device.

- Your Savant device, USB cables, and adapters are not waterproof. To avoid risk of electric shock, overheating, melting, burns or other injury or damage, keep the device and all accessories away from water and other liquids.

Do not use the cable if either end of the cable gets wet or is exposed to liquid spray or excessive moisture. Do not expose your Savant device, cables, and power adapter to food or any liquids, or to wet or damp conditions.

- Use or modification of this product in a manner not expressly approved by Savant voids your warranty. Further, Savant is not liable for any damage incurred with the misuse of this product. See "Limited Warranty"

▲ Cleaning

- To clean the outside of your Savant product, please use a dry, soft, lint-free or micro-fiber cloth to wipe any dust off from the surface of your device. Do not use any spray or liquid cleaners, or any aerosol sprays, solvents, or abrasives, which may damage the device.
- For the Savant Remote only: To clean the touchscreen of your Savant Remote, first power off the remote and then use a dry, soft, lint-free or micro-fiber cloth to wipe clean the display. Avoid using any spray or liquid cleaners on the screen.

FEDERAL COMMUNICATION COMMISSION INTERFERENCE 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.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement 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.

- This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:
 - this device may not cause interference, and
 - 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:
 - l'appareil ne doit pas produire de brouillage, et
 - l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.
- This device complies with RSS-310 of Industry Canada. Operation is subject to the condition that this device does not cause harmful interference.
- Cet appareil est conforme à la norme RSS-310 d'Industrie Canada. L'opération est soumise à la condition que cet appareil ne provoque aucune interférence nuisible.

Radiation Exposure Statement This equipment complies with IC 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.

Déclaration d'exposition aux radiations Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

- This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter, except tested built-in radios. The County Code Selection feature is disabled for products marketed in the US/Canada.
- Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faites des radios intégrées qui ont été testées. La fonction de sélection de l'indicatif du pays est désactivée pour les produits commercialisés aux États-Unis et au Canada.

Caution

- 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;
- the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
- the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.
- 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.

Avertissement Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment:

- les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5 250-5 350 MHz et 5 470-5 725 MHz doit se conformer à la limite de p.i.r.e.;
- le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5 725-5 825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.
- De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

NEW PRODUCT LIMITED WARRANTY

Scope

This document contains terms and conditions of use by the end user/purchaser and the limited warranty obligation of Savant Systems, LLC ("Savant") for hardware products ("Product") purchased through an authorized Agent of Savant ("Agent") or directly from Savant. Separate software licensing and support agreements are available from your Savant Authorized Agent. The installation and use of the Products, including any and all Savant components indicate that the end user/purchaser agrees to be bound by these terms. All Savant Products are sold with a basic limited warranty.

Hardware Product Limited Warranty

Purchases made on or after February 1, 2015 are covered by the following warranty information:

- Savant products have a two (2) year warranty.
- Items purchased as part of a Clearance Program have a 90-day warranty.

NOTE: Warranty excludes misuse, abuse, accidental damage, modifications, improper wiring, improper repair, incorrect repair, and operation outside specified operating temperatures and humidity.

Conditions of warranty service are as follows:

- Warranty claims must be made to Savant or a Savant Authorized Agent.
- Upon receiving a written notice of warranty claim that the specified Product does not meet the warranty set forth in this Agreement, Savant will issue to the Agent a Return Material Authorization ("RMA") number.
- Covered Hardware is tracked by serial number and must be shipped (prepaid) to Savant's repair facility. Original packaging must be utilized to

prevent damage. Repaired material shall be shipped by Savant to the Agent, EXW (Ex Works) SAVANT. Savant's standard time to repair and ship RMA Products is thirty (30) days from receipt at Savant's repair facility. Upon receipt of the RMA Product, Savant shall inspect and test it. If Savant, in its reasonable judgment, determines that the Product is defective, Savant shall, if possible, repair the hardware. At Savant's option, it may choose to replace the covered Product with an equivalent (new or factory refurbished) Product. If the Product is replaced, the returned Product material will become the property of Savant. All factory-repaired Products shall be tested before returning to the Agent.

- The New Product Limited Warranty commences upon the date of shipment from Savant.
- Repaired or replaced Product will be warranted for the remainder of the Products' original Warranty Period, or ninety (90) days, whichever is longer.
- Separate "no trouble found" charges may apply for Product returned under the warranty for repair that is determined to be in good working order. Costs are limited to shipping, handling, testing, and administrative expenses.

Warranty Exclusions

- This warranty does not cover the cost of Product installation, removal, or reinstallation.
- This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall Savant be liable for incidental or consequential damages of any kind.

NEW PRODUCT LIMITED WARRANTY Continued

- This warranty does not cover any Product that has had the serial number in any way tampered with, removed, or altered.
- Savant reserves the right to reject any RMA Product that fails to meet any and all the limitations of the Basic Limited Warranty defined herein.
- The warranty does not include Savant Authorized Agent Services. This includes the following:
 - Savant's assistance in diagnostic efforts
 - Access to Savant's technical support websites, databases, or tools
 - Product integration testing
 - On-site assistance
 - Product documentation updates
- Expendable items, including, without limitation, fuses, light bulbs, motor brushes, or similar consumables
- All Products must be returned in original packaging. Products returned and damaged due to mispackaging will be considered out-of-warranty. Installation kit charges may be applied, if not returned with the defective Product.

Terms And Conditions Of Limited Warranty

The warranties set forth in this document are exclusive and are granted in lieu of all other express and implied warranties (whether written, oral, statutory or otherwise), including but not limited to any implied warranty of merchantability, fitness for a particular purpose or non-infringement. Agents sole and exclusive remedy and savant's sole obligation hereunder, shall be to repair, replace, credit, or refund as set forth above. In no event shall savant, its directors, officers, employees, agents, or affiliates, be liable for any costs or damages arising directly or indirectly from agent's or end user's use of any product including any indirect, incidental, special, exemplary, multiple, punitive, or consequential damages, including lost profits, whether based on contract, tort (including negligence), strict liability, or other legal theory, even if savant, or any of its directors, officers, employees, agents, or affiliates have been advised of the possibility of such damages. In any event, savant's cumulative liability for any and all claims relating to the use of any product shall not exceed the total amount of the purchase price or license fees paid to savant for such product.

In no event shall savant, its directors, officers, employees, agents or affiliates, be liable for any costs or damages caused by reason of any occurrence or contingency beyond its reasonable control, including but not limited to, acts of god, earthquake, labor disputes and strikes, riots, war, novelty of product manufacture, and governmental requirements.

SAVANT RETURN AUTHORIZATION POLICY AND PROCEDURE

Return Policy Savant System product(s) may only be returned for replacement, credit, exchange, or evaluation with prior authorization from Savant Systems. To obtain authorization, contact the Savant System Technical Assistance Center (TAC). If applicable, this must be done while the Authorized Agent is on-site and the equipment is connected and configured in the manner in which it is expected to operate. To contact TAC, see below.

Return Procedure

Step One: *Create A Ticket on the Dealer Portal*

When Savant Systems products are considered to be installed correctly, yet are non-operational, contact the Savant System TAC for troubleshooting. To contact TAC, follow the steps below:

1. Access the Savant Website: savant.com
2. Click LOGIN
3. Enter Email and Password. and click LOG IN
4. The Support Center Web page opens
5. Select Support Request box
6. The Submit a Ticket window opens
7. Complete the information and click Finish

Note: A valid serial number is necessary for each product.

If TAC is unable to correct the issue and the item needs to be returned for replacement, credit, exchange, or evaluation, the Savant Systems technician will obtain a Return Material Authorization (RMA) number.

Step Two: *Obtain a Return Material Authorization (RMA) Number*

When the Savant Systems technician issues an RMA number, the product(s) may be returned to Savant Systems. Savant Systems only accepts requests for RMA numbers from Authorized Agents.

Advanced Replacement of Product When a product is to be returned and a new product sent out prior to the original product being received, a valid RMA number for the original product is required. Additionally, a new Purchase Order (PO) number must be assigned by the Authorized Agent for the advance replacement product. The new PO number secures the advance replacement product until the original product is returned.

Step Three: *Return Product(s) to Savant Systems*

Authorized returns shipments should be returned to Savant Systems with the following:

- Authorized returns must be shipped freight prepaid and insured with the RMA number clearly written on the outside of the shipping carton. Cartons without clearly identified RMA numbers may be refused at the return facility.
- Original or equivalent packaging must be used to prevent damage.

Ship To:

Savant Systems, LLC
Attention: RMA Department
45 Perseverance Way
Hyannis, MA 02601

Shipping Policy

- Savant Systems pays shipping charges for in-warranty advanced replacements, best method at Savant's discretion.
- If expedited shipping (any service faster than 3-day standard priority) is requested, all charges are the responsibility of the Authorized Agent and will be assessed on the invoice against the provided Purchase Order.
- Authorized Agent pays shipping charges for out-of-warranty advanced replacements.

Product(s) Repair Policy Savant products requiring in-warranty or out-of-warranty repair are typically replaced with a comparable new or refurbished product at the discretion of Savant Systems.

Return Product for Credit Policy Savant Systems accepts returned products at the restocking rates below. Installation Kits must be returned intact or will be invoiced in addition to the restocking fees.

Custom, demo, refurbished, or discontinued (Last Time Buy/Clearance) products may not be returned.

| PRODUCT | PERIOD | RATE |
|--------------------------------------|---------------|--------------------|
| New / Unopened Boxes | 0 - 45 Days | 10% Handling Fee |
| | 46 - 90 Days | 25% Restocking Fee |
| | 91 - 180 Days | 50% Restocking Fee |
| | Over 180 Days | No Credit |
| Opened Boxes / 3rd Party Products | 3 years | 10% Handling Fee |
| | | 60% Restocking Fee |
| | | No Credit |
| Clearance / Last Time Buy | No Return | No Credit |

Replacement products are invoiced at new product purchased price.

Invoice is credited if the original item is returned within 15 days, less out-of-warranty repair costs or charges associated with missing Installation Kit parts.

If original product is not received, terms are assessed against the invoice 15 days after issued.

FOR ADDITIONAL INFORMATION, TUTORIAL
VIDEOS, FAQ'S, OR TO CONTACT CUSTOMER
SERVICE, VISIT SAVANT.COM/SUPPORT

Follow us:   

Savant Systems, LLC. 45 Perseverance Way, Hyannis, MA 02601

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