

Important Product Information Guide

TTE Technology, Inc. (“TTE”) Limited Warranty

All LCD/LED Models.
What you'll warranty covers: Defects in materials or workmanship to the original owner of this TCL Roku TV product when purchased as new from an Authorized Dealer of TCL brand products in the United States and packaged with this warranty statement.

TCL Roku TV (Consumer Use)

For how long a year your shirchase:
 • One (1) year from date of purchase for parts and labor for non-commercial use.

TCL Roku TV (Commercial Use)

For how long a year your shirchase:
 • Six (6) months from date of purchase for parts and labor for commercial use.
 • Commercial use includes, but is not limited to, the use of this product in a commercial or business environment, the use of this product in an institution or for institutional purposes, or other commercial purposes including rental purposes.

What to do:

• At TTE's discretion, (1) pay an Authorized TCL Service Center for both labor charges and parts to repair your television, or (2) replace your television with a new or refurbished/remanufactured equivalent value product. The decision to repair or replace will be made solely by TTE. See "How to get service."

TCL to get service:

- Call 1-877-300-8837 (for mainland 48 States), or 1-877-800-1269 (for AK, HI, and Puerto Rico).
- Please have your original purchase receipt or proof of purchase (bill of sale or receipted invoice), the unit's date of purchase, place of purchase and model/serial number ready. The model/serial number information can be found on the back of your unit.
- A representative will troubleshoot your problem over the telephone. If it is determined that your unit requires service, the service location will be at the sole discretion of TTE based upon the TTE Limited Warranty Statement.
- At the sole discretion of TTE, television screen sizes 32" and smaller will either be repaired at an Authorized TCL Service Center or directly shipped to a new or refurbished/remanufactured unit. At the sole discretion of TTE, television screen sizes 33" through 55" or larger will either be repaired at an Authorized TCL Service Center or repaired in-home.
- If repaired at an Authorized TCL Service Center, TTE is not responsible for transportation costs to the Authorized TCL Service Center. However, TTE will pay for return shipping. TTE will provide instructions for packaging and shipping the unit.
- Proof of purchase in the form of a bill of sale or receipted invoice from an Authorized Dealer which is evidence that the product is within the warranty period must be presented to obtain warranty service.
- **PRE-AUTHORIZATION MUST BE OBTAINED BEFORE (1) SENDING ANY PRODUCT TO AN AUTHORIZED TCL SERVICE CENTER, OR (2) OBTAINING ANY IN-HOME REPAIR/REPLACEMENT/RENTAL SERVICES.**

What your warranty does not cover:

- Customer instruction. (Your Owner's Manual describes how to install, adjust, and operate your unit. Any additional information should be obtained from your Authorized Dealer).
- Installation and related adjustments, or damage resulting from installation.
- Damage resulting from non-approved installation methods.
- Signal reception problems not caused by your unit.
- Damage from misuse, abuse, neglect, normal wear and tear, cosmetic damage, mishandling, faulty installation, or power line surges.
- Markings or images on the television's panel resulting from viewing fixed images (including but not limited to certain 4:3 images on wide screen televisions, or data or images in fixed screen locations from banners, video games, or certain broadcast networks).
- Batteries.
- A television that has been modified or incorporated into other products.
- A unit purchased or serviced outside the USA.
- A unit sold in "As-Is," "Factory Reconditioned," "Factory Re-Certified," or "Refurbished" condition or with faults.
- Acts of nature or God, such as but not limited to earthquake or lightning damage.
- Special, incidental or consequential damages.

Product registration:

Please register your TCL Roku TV purchase on-line at www.tclusa.com. It will make it easier to contact you should it ever be necessary. Registration is not required for warranty coverage.

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Legal disclaimer

Please note—your access and use of streaming content and channels via the TCL Roku TV are governed by the Roku End User Agreement. For the avoidance of doubt, the content disclaimer set forth herein shall refer to all content and channels accessible and available on the TCL Roku TV, including those available via the Roku® streaming platform, as well as broadcast cable.

Due to the various capabilities of the TCL Roku TV, as well as limitations in the available content available therein, certain features, applications, and services may not be available on all TCL Roku TVs, or in all territories. Some features on the TCL Roku TV may also require additional peripheral devices or membership fees that are sold separately. Please visit the TCL Roku, Inc. website for more information on the TCL Roku TV and content availability. The services and availability of content on the TCL Roku TV are subject to change from time to time without prior notice.

All content and services accessible through the TCL Roku TV belong to third parties and are protected by copyright, patent, trademark and/or other intellectual property laws. Such content and services are provided solely for your personal noncommercial use. You may not use any content or services in a manner that has not been authorized by the content owner or service provider. Without limiting the foregoing, you may not modify, copy, republish, upload, post, transmit, translate, sell, create derivative works, exploit, or distribute in any manner or medium any content or services displayed through the TCL Roku TV.

You expressly acknowledge and agree that your use of the TCL Roku TV is at your sole risk and that the entire risk as to satisfactory quality, performance and accuracy is with you. The TCL Roku TV and all third party content and services are provided "as is" without warranty of any kind, either express or implied. TCL and Roku expressly disclaims all warranties and conditions with respect to the TCL Roku TV content and services, either express or implied, including but not limited to, warranties of merchantability, of satisfactory quality, fitness for a particular purpose, of accuracy of quiet enjoyment, and non-infringement of third party rights. TCL and Roku do not guarantee the accuracy, validity, timeliness, legality, or completeness of any content or service made available through the TCL Roku TV and does not warrant that the TCL Roku TV content or services will meet your requirements, or that operation of the TCL Roku TV will be uninterrupted or error-free. Under no circumstances, including negligence, shall TCL or Roku be liable, whether in contract or tort, for any direct, indirect, incidental, special or consequential damages, attorney fees, expenses, or any other damages arising out of, or in connection with, any information contained in, or as a result of the use of the device, or any content or service accessed by you or any third party, even if advised of the possibility of such damages.

Third party services may be changed, suspended, removed, terminated or interrupted, or access may be disabled at any time, without notice, and TCL and Roku makes no representation or warranty that any content or service will remain available for any period of time. Content and services are transmitted by third parties by means of networks and transmission facilities over which TCL and Roku have no control. Without limiting the generality of this disclaimer, TCL and Roku expressly disclaims any responsibility or liability for any change, interruption, disabling, removal or suspension of any content or service made available through the TCL Roku TV. TCL, Roku, the content providers, or the service providers may impose limits on the use of or access to certain services or content, in any case and without notice or liability. Any questions or requests for service relating to the content or services made available on the TCL Roku TV should be submitted to the respective cable content or service provider or as described in the TCL Roku TV User Guide.

In the event of a conflict between the Roku End User Agreement and the terms set forth in this Legal Disclaimer, the Roku End User Agreement shall prevail and control in all circumstances.

Battery Information

1. For best results, use alkaline type batteries.
2. Install only new batteries of the same type in your product.
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not use Rechargeable (Nickel Cadmium) or (Nickel Metal Hydride) batteries.
6. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium) or (Nickel Metal Hydride) batteries.
7. Do not dispose of batteries in fire.
8. Batteries should be recycled or disposed of as per state and local guidelines.