



BM15AP

BedMate 15" Android Powered Low-Voltage Television
Operation and Installation Manual



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Safety Instructions

WARNING!

To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture and this apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Do not use this LCD TV Monitor near water. For example: avoid placing it near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, etc.

This apparatus shall be connected to a mains socket outlet with a protective earthing connection.

The mains plug of this apparatus must remain readily operable.

Advertisement:

Pour réduire le risque du feu ou de décharge électrique, n'exposez pas cet appareil à la pluie ou à

l'humidité. L'appareil ne sera pas exposé à l'égoutture ou l'éclaboussement et aucun objet remplis de

liquides, tels que des vases, ne seront placés sur l'appareil.



WARNING
RISK OF ELECTRIC SHOCK
DO NOT OPEN

WARNING
TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with a arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

REGULATORY INFORMATION

This equipment generates, uses and can radiate radio frequency energy, and if not installed in accordance with this instruction manual, 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 follow measures:

1. Increase the separation between the equipment and receiver.
2. Consult the dealer or an experienced radio/TV technician for help.

CAUTION

Do not attempt to modify this product in any way without written authorization from HealthCare Information, LLC. Unauthorized modification will void the warranty of the product.

CAUTION

Use only UL Listed arms with the BedMate15AP.

CAUTION

Use only the following UL Listed power supplies with the BedMate15AP.

PS10, PSI, WM-PSI-LB-ER, WM-PSI-LB, WM-PSI-SB, PSI 120/24, WM-PS-LB120/24E, WM-PS-LB120/24E, WM-PS-SB120/24E, WM-PS-SB120/24I

COMPLIANCE

The party responsible for this product's compliance is:

HealthCare Information, LLC, 113 Commerce Blvd., Loveland, OH 45140, USA. Phone 513-271-8100

IMPORTANT SAFETY INSTRUCTIONS

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water.
- 6) Clean only with dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat source such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produces heat.
- 9) Do not defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12) Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

IMPORTANT SAFEGUARDS FOR YOU AND YOUR NEW PRODUCT

YOUR NEW PRODUCT HAS BEEN MANUFACTURED AND TESTED WITH YOUR SAFETY IN MIND. HOWEVER, IMPROPER USE CAN RESULT IN POTENTIAL ELECTRICAL SHOCK OR FIRE HAZARDS. TO AVOID DEFEATING THE SAFEGUARDS THAT HAVE BEEN BUILT INTO YOUR NEW PRODUCT, PLEASE READ AND OBSERVE THE FOLLOWING SAFETY POINTS WHEN INSTALLING AND USING YOUR NEW PRODUCT, AND SAVE THEM FOR FUTURE REFERENCE. OBSERVING THE SIMPLE PRECAUTIONS DISCUSSED IN THE MANUAL CAN HELP YOU GET MANY YEARS OF ENJOYMENT AND SAFE OPERATION THAT ARE BUILT INTO YOUR NEW PRODUCT.

Included with Model #BM15AP:

- o BedMate Android Powered 15" television #BM15AP
- o Attached Media Mount
- o Remote*
- o Quick start guide*

BM15AP Low Voltage television

LCD GenIII Remote Control



M15AP Quick-Start Guide

*Quantity varies per order. May be packaged separately.

Optional Accessories available from Healthcare Information



Outreach articulating arm
Model # OUTREACH-V2



Wall Mounted Power Supply
Model # WM-PS-LB120



Individual Power Supply
Model # PSI-120/28



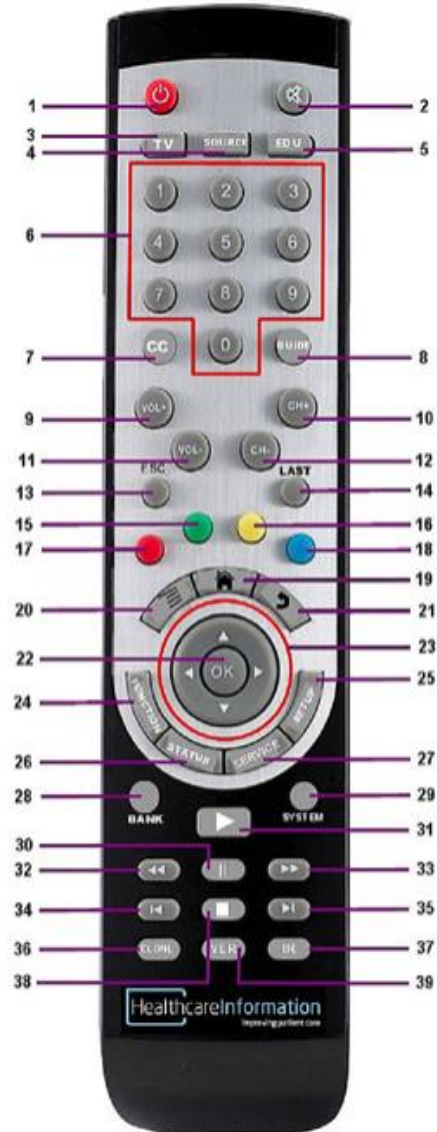
10 Bed Power Supply
Model # PS10-AC



Integrated RF Amplifier
Model # P-AMP

IR Remote Control

1. Power
2. MUTE
3. TV
4. SOURCE
5. EDU
6. NUMBER BUTTONS
7. CLOSED CAPTION MODE
8. GUIDE
9. VOL+
10. CH+
11. VOL-
12. CH-
13. ESC
14. LAST
15. GREEN APP
16. YELLOW APP
17. RED APP
18. BLUE APP
19. ANDROID HOME SCREEN
20. ANDROID MENU
21. ANDROID BACK
22. OK
23. NAVIGATION
24. FUNCTION CODE
25. SETUP MENU
26. STATUS
27. SERVICE MENU
28. BANK CONTROL
29. SYSTEM MENU
30. PAUSE
31. PLAY
32. REWIND
33. FAST FORWARD
34. REWIND CHAPTER
35. FORWARD CHAPTER
36. CLONE
37. IR BAND
38. STOP
39. VERSION INFO



Installation

Before installing, carefully read the “important Safeguards” section on page 5.

Do not apply power to the set until the installation is completed. Use only UL listed Hospital Grade Power Cords.

Install this Television on an arm that has been properly mounted according to the arm and mount manufacturer’s instructions. Make sure that the arm is locked into its retracted position. If the arm cannot be locked into its retracted position, raise the outer arm to its highest position to install the television.

If hanging the television on a wall, make sure that the wall mount used is rated to carry the full weight of the television. All HCI televisions utilize standard VESA mounting patterns. Follow the directions that come with mount.

Failure to follow these steps could result in bodily injury.



Remove the side panels from the nose of the arm. There are two screws holding each side panel in place.



Remove the safety screw and the lock plate from the BedMate Stem.

Install the BedMate television onto the arm, make sure that the groove in the stem is tight in the lock screw.



Install the lock plate on the stem. Make sure that the lock plate is tight over the lock screw, and tighten down the safety screw.

Connect the coax cable from the television to the coax cable from the arm using the supplied coupler. Slightly wrench tighten both coax connectors to the coupler just enough that you cannot undo the connection by hand.

DO NOT OVER TIGHTEN. 1/16 TO 1/8 TURN PAST FINGER TIGHT IS ENOUGH.

Make the network connection (optional) . Gently tuck wires inside arm, and close cover. Plug in the power supply and proceed to television setup.



SETUP AND OPERATION

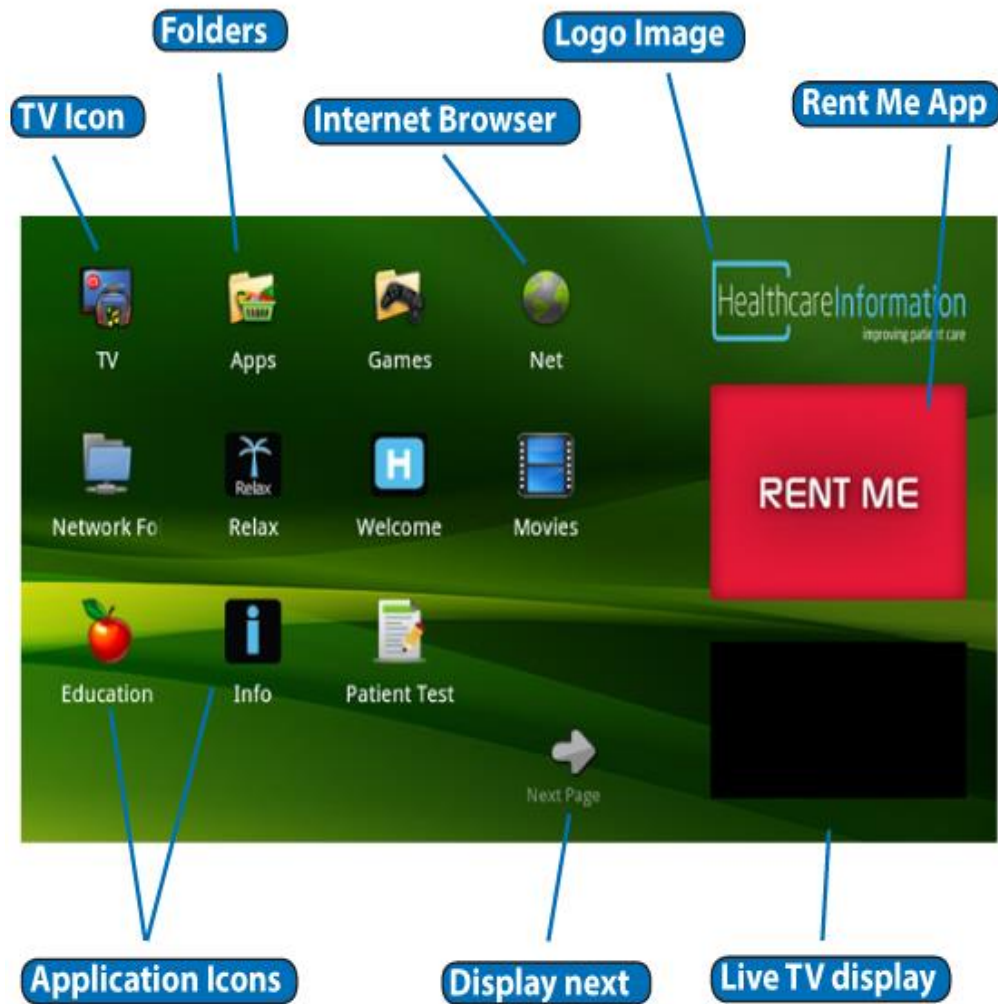
Installing the IR Remote Control Batteries

1. Turn the IR Remote over. Press down on the arrow and slide the battery cover off the bottom.
2. Install the two included AAA batteries. The polarity is indicated on the bottom of the battery compartment. Make sure the batteries are installed correctly.
3. Slide the battery cover back onto the remote and snap into place.

Once the installation is complete and all optional equipment is connected verify the proper power supply is plugged in. Turn the set on by pressing the power button on the front panel or IR remote.



BM15AP Home Screen Components



Once the BM15AP is powered on and has booted you will see the home screen. From here you can either select to watch TV or use the Android interface to:

- Run an app (application)
- Browse the internet
- Play media from local storage (USB) or network storage:
 - Images
 - Videos
 - Audio

By default each time the unit is powered off it will return to the home screen. The TV box in the lower right corner will always display the TV feed unless disabled.

Navigating the Home Screen is done by touching the desired icon on the screen.

- Pressing the "Next Page" or "Previous page" icons will navigate through the multiple screens.
- You can return to the Home Screen by pressing the "HOME" button on the remote.



Watch TV

To watch TV touch the TV display in the lower right corner to display it full screen. You can also select the 'TV' icon on the home screen if it is enabled.

To change channels:

Press the CH+ or CH- on the TV keypad or remote. You can also choose to enter a channel number using the number pad on the keypad or remote. Additionally you can simply swipe your finger across the screen from left to right or right to left. Each time you swipe your fingers across the screen the channel number will increase or decrease depending on the direction you swipe.

Channel Guide

The channel guide is automatically generated when you initially scan for channels. To display the channel guide simply tap the screen once, once the guide is displayed you can swipe up and down to scroll through the listing. To select a channel just press the channel number and TV will change to the selected channel. A blue box is displayed next to the current channel.

Android Settings Options

All of the settings for the Android system and the TV settings are located under the Android settings.

To enter the settings menu of the Android Bedmate, press the Menu button on the front keypad, followed by 1-2-3-6-3-6-3. The settings window will open.



TV Setting

Touch 'TV setting' to open the menu option

LED mode

The power LED can be changed to any of the following modes:

On when TV is off-	LED will illuminate when the TV is off only
On when TV is on-	If selected the LED will blink when an IR signal is received.
Off always-	LED will not illuminate unless standby is selected.
Blink when IR received-	LED will illuminate when the TV is on only
On standby LED-	LED will illuminate when the TV is in standby mode

Lock

V Chip settings can be set to block rated content. Options are MPAA, US TV Ratings, Canadian English and Canadian French.

MPAA:

Motion Picture Association of America movie ratings allow content to be blocked based on MPAA ratings

US TV ratings

Content can be blocked based upon TV ratings. Additional content options can be selected:

- 'V' violence
- 'L' language
- 'S' sexual content
- 'D' drug use
- 'ALL' all sub categories are blocked

Canadian English

Content can be blocked based upon Canadian English-language and third-language broadcasters.

Canadian French

Content can be blocked based upon Canadian French broadcast ratings system.

Power on/off time

The TV can be set to power on and/or power on at specific times.

Select 'Enable' to turn the feature on

Press the 'Start time' option and you will see the screen below. Use the + or - keys to set the start time. Press 'Set' when you finish. This is the time the TV will turn on automatically.

Press the 'End time' option to set a power off time. Using the + and - keys select a time for the TV to turn off automatically. Press 'Set' when finished. When you are done setting the times you can press the back key to return to the previous menu.

IR band

The TV has 4 IR bands it can use for IR commands:

Band 1 and Band 2 are used with Healthcare Information remote controls model# REMOTE-III

Band 3 can be used with a universal remote control. Use Magnavox or Sears codes with your universal remote.

Band 4 can be used with a universal remote control. Use Apex codes with your universal remote.

Serial control

Serial Control allows serial communication to other devices via the RJ-12 jack.

Selections are:

OFF – DVD – LodgeNet– HCI

Off	No commands are accepted through the serial port.
DVD	Used to control Healthcare Information HD2600 Videotel DVD player.
LodgeNet	Used for LodgeNet systems.
HCI	Serial control using standard HCI codes.

Channel Search

Touch 'Channel search' to search for TV channels available. Once selected a box will open to choose 'Air' or 'Cable'

Air- Will search for broadcast over the air stations. An antenna may be needed for reception.

Cable- Will search the RF input for available analog and/or digital stations.

Note: Please allow the television time to complete the scan. This may take several minutes. Do not stop the scan until completion.

Edit Home Screen

From here you can edit the look of the Home Screen, and manage apps and folders.

Change logo-	Logo must be located on USB drive first.
Set Rent Me App-	Allows apps to be rented for patient use.
Set Rent Me Icon-	Changes the "Rent Me" App picture.

Change TV View-	Displays either live tv, or static image in tv window.
Change background-	Allows you to change the background image.
Add-	Add an application or folder to the Home Screen.
Clear-	Clears all current settings on the screen.
Save & Exit-	Saves all changes, and exits Home Screen Editor.

Change logo

To change the logo or image displayed on the home screen in the top right corner select 'Change logo'. The image you wish to use must be on a USB drive already inserted into the TV.

A listing of available files on the USB drive will be displayed. Choose the image file you wish to use. Once you have selected a file the logo image will be displayed.

Note: changes will not be saved until you select 'Save & exit'

Set Rent Me app

To change the app that is launched when pressing the 'Rent Me' image on the home screen, select 'Set Rent Me app'. Then choose from the list of available apps.

All available apps are listed, press the app you want then press 'OK'. Press 'Cancel' to close the select box.

Note: changes will not be saved until you select 'Save & exit'

Set Rent Me Icon

The 'Rent Me' image displayed on the home screen can be changed to any image you choose. The image you wish to use must be loaded on a USB drive inserted into the TV first.

Select the image file you wish to use. Once a selection is made the image will be displayed on the home screen.

Note: changes will not be saved until you select 'Save & exit'

Change TV View

You can choose to either display live television or a static image in the TV window of the home screen.

'Show TV' will display the live TV feed in the TV window on the home screen.

'Show Image' will allow you to select a file from the USB drive to display in the window instead of a TV feed.

Note: changes will not be saved until you select 'Save & exit'

Change background image

The background image displayed on the home screen can be changed using an image file from a USB stick. It is best to use a larger image for the background.

Select the image file you wish to use. Once a selection is made the image will be displayed on the home screen.

Note: changes will not be saved until you select 'Save & exit'

Add

To add a folder or App to the home screen. Select the 'Add' option, then select 'app' or 'folder'.

Selecting 'app' allows you to add a currently loaded application icon to the home screen. A listing of apps will be displayed.

Select the app you wish to add, a blue highlight will illuminate next to the app once you select it. Select 'Add' and the highlighted app will be added to the home screen. You can select multiple apps if you wish. Once you are finished select "Close".

Selecting folder will allow you to add an empty folder to the home screen. You can select any name you wish to use for the folder.

You may select a default icon or use one of the 3 preloaded styles: app, game or education. Once you press the icon type the folder will be added to the home screen.

Clear

Touching "Clear" will clear the home screen of all apps and folders.

Save & exit

Touching "Save & exit" will save all changes made, and exit out of the home screen editor.

Note: To exit without saving any changes made, touch the back arrow button.

Edit bank

The BM15AP TV has four banks to store active channel lists, inputs, apps and folders. The selected bank determines what channels, inputs, apps and folders the patient can view.

All factory default apps and folders are set active in BANK 1.

Using the bank edit function, the active resources can be enabled or disabled in each bank. Banks can also be copied from one to another. All resources in a bank can also be completely cleared or set.

Note: After adding any apps or folders, the item must be enabled in the Bank editor.

Newly added apps and folders are disabled in each bank by default.

Copy Bank

To copy one bank to another, select 'Copy bank'. Then select the bank to 'copy from' and the bank to 'copy to'. All settings will be copied.

Edit Channels, Apps, Inputs and Folders

To edit individual resources in each bank simply touch the box next to the item in the bank you wish to add or delete it from. A green checkmark indicates an active resource in a bank, an empty box indicates an unused or blocked resource in a bank.

To activate all resources in a bank touch the top box marked 'Bank 1', 'Bank 2', 'Bank 3' or 'Bank 4'. This will clear all items in the selected bank. Touching the box again will activate all items in the bank.

'Clear all' will clear all items in all banks.

You must select 'Save & exit' to save changes.

Change pin code

You can change the security PIN code for the settings menu by selecting 'Change PIN code'. Enter the 4 digit PIN code you wish to use. You will be prompted to confirm your PIN before it is saved.

Forgotten PIN code: you must do a 'Factory Reset' to clear out a PIN code if you are unable to access the settings menu. This will also clear all settings on the TV.

Import/Export Television settings

After setting all channels, banks and applications in one TV you can easily clone those settings to other TVs to save installation time. You will need a USB Drive formatted to FAT32. Insert the USB into an available USB port on the TV.

To Export (Save a clone): select 'Export TV Settings'. Select the source you wish to use. All settings in the TV will be written to the USB drive.

To Import (Load a clone): Select 'Import TV Settings'. Select the source you wish to use. All settings in a valid clone file will be written to the TV. Reboot is required after completion.

Locale

You can change the default language setting by selecting 'Locale'. Select the language you wish to use from the list. Press the 'back' button to return to the previous menu.

Keyboard

The Keyboard settings apply to the onscreen keyboard that is included with the Android system. The default keyboard is Latin. If additional keyboard applications have been added, you can select them from this screen.

Date and Time

Use Date & Time settings to set your preferences for how dates are displayed. You can also use these settings to set your time zone. 12 or 24 hour formats are available for the time setting.

Network

The Network setting allows you to select between Wireless LAN or Ethernet. You can select a static IP address or use a dynamic (DHCP) address. A green checkmark indicates which type of connection is currently being used. Select the connection type you wish to use by touching either 'Wireless LAN' for Wi-Fi connection, or 'Ethernet' if you are using a hard wired Ethernet connection.

Wireless LAN settings

Network notification: Check to receive a notification in the System bar when an open Wi-Fi network becomes available.

Wi-Fi networks: Displays a list of Wi-Fi networks you've previously configured and those detected when the TV last scanned for Wi-Fi networks.

Add Wi-Fi network: Opens a dialog where you can add a Wi-Fi network by entering its SSID (the name it broadcasts), security type, and other properties.

When the wireless connection is turned on, the television will scan for available Wi-Fi networks and display the names of those it finds.

Touch the name of the wireless network you want to connect to.

Secure networks require a password to establish connection. Ask your network administrator for details

Scan for Networks

To scan for available Wi-Fi networks press the 'menu' button on the remote or front keypad and select 'Scan'. All available networks will be displayed.

Advanced Settings

Touch the 'menu' button on the front of the television or on the remote and then select "Advanced" will enter the Advanced Settings menu.

Advanced

Regulatory domain: Allows you to change the channel range the wireless adapter will use. Selections are 11, 13 or 14 channels.

MAC address: The Media Access Control (MAC) address of your wireless adapter.

IP address: Displays the IP address currently assigned to the television.

Use static IP: Select this option to manually assign an IP address and network information to the television.

Note: Touch the name of the network you are connected to display information about the connection.

Ethernet

To select an Ethernet connection touch "Ethernet" to check mark the box and activate the connection.

Once Ethernet is active select 'Ethernet Configuration' to setup the network.

DHCP: if the IP address is assigned by the network using DHCP, verify it is checked and select save. The TV will automatically receive an IP address from the network.

Static IP: Select this option to manually enter the IP address and network information assigned to the television.

Select 'Save' when you are finished

Applications

The Applications screen has three tabs, with lists of applications and their components in each.

Touch an application, process, or service in a list to open a screen with details about it and, depending on the item, to change its settings, stop it or uninstall it.

Touch the Downloaded tab to view the applications you've downloaded or applications installed over your network or by your dealer.

Touch the All tab to view all the applications installed on the TV.

The list includes applications that are bundled with your release of Android and applications installed from other sources. Some applications are crucial to the proper operation for your TV and should not be removed.

Touch the Running tab to view the applications and their processes and services that are running or cached.

Application Info

After selecting an App from the 'Applications' you will see the 'Application Info' screen. From this screen you can choose available options such as:

- Clear defaults- clear any default settings associated with the application

- Clear cache- clear all cache files stored by the application
- Clear data- clear all data stored by the application
- Force stop- force the application to stop all processes
- Uninstall- uninstall the application

Upgrade

The upgrade setting is used to update your TV from an update repository maintained by the manufacturer. If an update is available it will apply updates to the Android operating system.

The TV will ask to check for available updates. Select 'OK' to continue, select 'Cancel' to cancel the process and return to the main settings menu.

Be sure to save your settings to a clone file/Export file on a USB before any updates.

If an update is available you will be prompted to download the file. Select 'OK' to download the update file and continue the process.

Press the 'Download' button. Once the download has completed the update will start. You will see the TV shut down and restart as the operating system updates.

Do not turn the power off during this process.

Information

Information includes information about your television.

Software version

Lists the current firmware installed on the television.

Loader version:

The version number of the OS loader.

Ethernet MAC address

Lists the MAC address for the integrated Ethernet or RJ-45 port.

Wireless LAN MAC address

Lists the MAC address associated with the internal Wi-Fi card.

USB storage

The total amount of USB storage and the amount of storage that is available.

Internal storage

The total available internal storage.

Factory reset

Selecting the 'Factory reset' setting will allow you to clear the TV settings and all user loaded apps. The TV will be returned to the factory or default state. Only the original apps and services will remain after the reset process. All user data will be lost.

To Reset: select 'Factory reset' from the main settings menu. A dialog will appear to confirm you wish to continue. Remember all data will be lost and the device will be returned to its factory state.

To continue select 'OK', the screen will shut off and the device will reboot. There will be no picture until the process is complete. This process generally take 1-2 minutes. Once complete the TV will restart and the home screen will be displayed.

Note: Do not remove power or unplug the TV during this process.

Troubleshooting Tips

Power

Coaxial **cable requirements:**

All cables used in low-voltage television applications must be RG-6 coax with an 18AWG SOLID COPPER CENTER CONDUCTOR. Braid should be at least 60% with foil. Copper braid will allow for longer cable runs. Runs should be limited to 150ft.

Ensure all coaxial fittings and connectors are installed correctly and not damaged, cracked or un crimped.

Check coax cable for bends, breaks or tears in the outer casing.

Check for exposed braiding.

Verify power supply is functioning and breaker has not been tripped.

No cable splitters should be present between the power supply unit and the BedMate unit.

TV signal

Check to ensure the channel lineup has been programmed to the television and active in the Bank.

Ensure all coaxial fittings and connectors are installed correctly and not damaged, cracked or un crimped.

Check coax cable for bends, breaks or tears in the outer casing.

Check for exposed braiding.

Verify RF amplifiers (if used) are powered and functioning.

Try another cable input if possible from another line.

Android

Your TV should automatically boot to the Android screen when plugged into power and powered on. You should see the 'Healthcare Information' logo at initial startup.

To reboot Android OS:

Disconnect power to the BedMate unit for 10 seconds then plug back into power. This requires unplugging the coax cable or unplugging the power to the main power supply.

Remote

Check the IR band that the television is set to. The television should be set to IR 1 to function with the remote.

Use a new set of batteries.

Make sure there is nothing obstructing the IR window.

Network

Make sure you are using the proper network connection. Wireless or Ethernet.

If using Wireless, check to make sure you are connected to a wireless access point.

Check the "Advanced" settings to check for an IP address.

If using Ethernet, test your cable connection to the television.

Check the "Ethernet configuration" to check for an IP address.

Apps

Make sure the desired app is checked in the Banks.

To stop an App press the Menu button, then select the exit option.

To force an App to stop, select "Applications" in the setup menu, select the App, and select "Force stop".

Product Specifications

Cabinet

Color Standard color – Grey

Dimensions

17 3/4" W x 13 5/8" H x 3 5/8" D
Weight 8 lbs
Shipping Weight 15 lbs.
VESA Pattern 75mmX75mm

Video Enhancements

Screen sizes (active area) 13" x 9.1"
Display type LED Back-lit LCD
Display resolution (native) FHD 1280 x 720
Color depth 16.7m colors
Aspect ratio 16:9 wide screen
Luminance (brightness) 250 cd/m2
Contrast ratio 1000:1
Viewing angle 178 degrees vert/horz
Response time 8 ms
Digital progressive scan Yes

Inputs

Input signal ATSC, NTSC, Clear QAM, RJ45
Physical inputs Composite, USB, VGA, HDMI, RJ45
Display modes ATSC, NTSC, HDTV
Communication USB, Ethernet, WIFI, Serial

Power

Source 24VDC, 28VAC
Consumption Mode 1: 300ma, Mode 2: 300ma, Mode 3: 600ma

Digital Media Support

Video Format MPEG-1, MPEG-2, MPEG-4, WMV, WMV-HD, AVI
Photo Formats jpg, bmp, png, gif
Music Formats mp2, mp3, wma, wma-pro

HCI-tv.com | 113 Commerce Blvd Cincinnati, Ohio 45140 | 800.783.8105 | sales@HCI-tv.com

HCI Television Product Limited Warranty

HCI warrants, to the original purchaser only that all new HCI televisions (excluding any equipment manufactured by others and included in HCI shipment) are free from defects in material for a period of two years from the date of shipment.

The dealer your product was purchased through must receive notice of a defect or malfunction occurring during the warranty period, HCI will repair or replace goods returned to its Loveland, Ohio office, at its discretion, free of charge to the original purchaser, the whole or any component part of any product manufactured by HCI found to be defective.

As a condition to obtaining warranty service, notification must be given to the dealer the product was purchased through within at least 10 days after defect is first observed. Repair of product requires it to be shipped to HCI in Loveland, Ohio. All shipping and freight charges to HCI shall be paid for by the customer and will not be accepted without a Return Authorization Number (RA#). The dealer can provide you information on how to obtain the RA#.

This warranty does not apply to any HCI products subjected to improper use, negligence or accident; nor to tampering, alterations, or repairs by others, without HCI's written prior notice. For more information pertaining to this warranty, please contact the dealer you purchased your product from.

HCI's liability under this warranty is limited to repair or replacement of defective products and parts as provided above. HCI shall not be liable for incidental or consequential damages.

FCC NOTE:

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.

THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS OR CHANGE TO THIS EQUIPMENT. SUCH MODIFICATIONS OR CHANGE COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

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.