

SlingStudio Warranty, Safety, Regulatory and Legal Information

This is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service.

Limited Warranty

What Does This Warranty Cover?

This warranty only covers defects in materials and workmanship of SlingStudio hardware products purchased or leased from Sling Media or its authorized resellers or partners and extends only to the original user of such products. This warranty does not cover any Sling Media software provided with your SlingStudio or other third-party hardware or software. Your use of any such third-party hardware or software will be governed by the terms and conditions of any such third-party hardware or software license agreement accompanying such third-party hardware or software; or as agreed to when you set up an account for your SlingStudio product. This warranty is valid only in the United States.

How Long Does the Coverage Last?

If your SlingStudio hardware product was purchased from an authorized reseller or directly from Sling Media, your SlingStudio hardware product is warranted to be free of defects in materials and workmanship for one (1) year from the original date of purchase. If you are leasing your SlingStudio from an authorized Sling Media partner or from Sling Media directly, your SlingStudio hardware product is warranted for one (1) year from the date your lease began, unless a different period is specified in your lease agreement or other agreement pursuant to which you obtain your SlingStudio hardware product.

What will Sling Media Do?

If your SlingStudio hardware product is defective and the defect is covered by this warranty, Sling Media will repair or replace it with the same product, or another product with similar features. Any replacement product may be from refurbished stock. Where a replacement product is offered, the warranty will continue from the date of original purchase or lease.

How Do You Get Warranty Service?

Returns:

1. Please contact the Sling Media technical support team at 1-877-759-3745 to verify eligibility.
2. If the Sling Media technical support agent determines that you should return your SlingStudio hardware product, that technical support agent will provide you with a Return Material Authorization (RMA) number and the address of the Sling Media Returns Center. Returns sent to the Sling Media Returns Center or to the corporate offices without an RMA number will be rejected.
3. Returned products must be packed properly to prevent damage.
4. Whether or not your product is covered by this warranty, you will be responsible for the cost of shipping the product to the Sling Media Returns Center.

Advance Replacement Option:

1. When you call for warranty service, the Sling Media technical support team may also give you the option of providing your valid credit card number to receive an advance replacement of your SlingStudio hardware product.
2. If Sling Media offers this option and you choose to take advantage of it, a credit card authorization will be required for the cost of a replacement unit for your SlingStudio hardware product. The Sling Media representative will inform you of the amount at the time you request this option.
3. A replacement product, which may be from refurbished stock, will be sent to you at Sling Media's expense. A prepaid return shipping label will be included with the replacement product. You must use the prepaid return shipping label to return your product to Sling Media.
4. The hold on your credit card will be released when Sling Media receives the returned product.
5. If the product you are to return is not received by the Sling Media Returns Center within thirty (30) days after the replacement is shipped to you, your credit card will be charged for the cost of the replacement product.
6. Sling Media may at any time choose not to offer or to change this Advance Replacement option.

What Does This Warranty Not Cover?

You may only exercise this warranty from the country in which you purchased or leased your SlingStudio hardware product. Sling Media will not send repaired or replacement products to addresses outside the country in which you purchased your SlingStudio hardware product. If your SlingStudio hardware product is not covered by this warranty, Sling Media may offer to provide out-of-warranty service to you at Sling Media's then-current rates, which includes the cost to ship a refurbished unit to you that has the same or similar features. Out-of-warranty service and support can be reached at 1-877-759-3746. This warranty does not cover the following:

- Installation or setup of your SlingStudio product. If you are eligible for technical support under Sling Media's technical support policies, Sling Media can help answer your questions about the setup and installation of your SlingStudio product.
- Cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, improperly tampering or opening the product, repair or alteration other than by Sling Media or an authorized service provider of Sling Media, use of accessories not recommended by Sling Media, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, nor shipping damage if the equipment was not packed and shipped in the manner prescribed.
- This warranty does not cover Sling Media software or any non-Sling Media hardware or software provided, bundled with or purchased with your SlingStudio product. Your use of any such non-Sling Media hardware or software will be governed by the terms and conditions of any warranty or other agreement accompanying such non-Sling Media hardware or software.

TO THE EXTENT PERMITTED BY LAW, REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. SLING MEDIA SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON YOUR SLINGSTUDIO HARDWARE PRODUCT, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, YOUR SLINGSTUDIO HARDWARE PRODUCT. IN SOME STATES AND JURISDICTIONS, THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL SLING MEDIA'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR YOUR SLINGSTUDIO HARDWARE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON YOUR SLINGSTUDIO HARDWARE PRODUCT IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SLING MEDIA RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF IT DETERMINES THAT ANY OF THE EXCEPTIONS DESCRIBED ABOVE HAVE CAUSED YOUR SLINGSTUDIO HARDWARE PRODUCT NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO THE SERIAL NUMBER, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL

ALSO BE VOID IF THE SLINGSTUDIO HARDWARE PRODUCT HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

This warranty gives you specific legal rights, and you may have other rights, which vary from state to state in the United States. To the extent that this limited warranty is inconsistent with local law, this warranty shall be deemed modified to be consistent with such local law.

Important Safety Instructions

- Keep your SlingStudio dry. It must not be exposed to rain, moisture, dripping or splashing.
- Only connect the original power adapter. Other power adapters may damage the circuitry and cause a fire risk.
- The power adapter gets warm when in use. Place it in an open, well ventilated area and do not cover it.
- The power adapter must only be used indoors. To use the SlingStudio outdoors, power it from the dedicated rechargeable SlingStudio Battery (available separately).
- Do not use other sources of battery power. Only use the designated SlingStudio Battery that is specifically for use with SlingStudio.
- Install and operate SlingStudio with a minimum separation distance of 20cm between it and all persons to maintain electromagnetic field exposure within permitted limits.
- Keep plastic packaging and any small parts away from babies and children.
- Keep this document for future reference.

Lightning

For added protection of this product during a lightning storm, or when it is left unattended and unused for long periods, unplug it from the wall outlet.

Servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel. Contact your local office for servicing information.

Damage requiring service

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power-supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the product.

- If the product has been exposed to rain or water.
- If the product does not operate normally by following the operating instructions. Adjust only those controls covered by the operating instructions. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
- If the product has been dropped or damaged in any way.
- When the product exhibits a distinct change in performance.

Replacement parts

When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or parts that have the same characteristics as the original part. Unauthorized substitution may result in fire, electric shock or other hazards.

Explanation of symbols

Note: Markings are located on the bottom surface of the SlingStudio.



Power button



Read the instructions



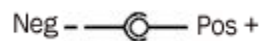
The equipment has additional insulation and does not need to be grounded



Alternating Current (AC)
Direct Current (DC)



Indoor use only



Connector polarity indication

Federal Communications Commission and IC Notices

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

To ensure compliance with FCC/IC rules only use good-quality screened USB and HDMI cables.

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 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.

SlingStudio must be installed and operated with a minimum separation distance of 20cm between it and all persons. This equipment complies with the FCC radiation exposure guidelines for an uncontrolled environment.

Note that high-power radars are allocated as priority users in the 5.25-5.35GHz and 5.65-5.85GHz bands. These radars could cause interference or in extreme cases damage to this equipment.

This device complies with Industry Canada's license-exempt RSSs. 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.

Effective Date: The Effective Date of this Warranty is October 1, 2016.