

Safety and Regulatory Information

IMPORTANT SAFETY INSTRUCTIONS

Read This Before You Begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

- It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Do not use this product near water: for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device due to lightning and power surges.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

SAVE THESE INSTRUCTIONS

CARING FOR THE ENVIRONMENT BY RECYCLING



When you see this symbol on an ARRIS device, do not dispose of the product with residential or commercial waste.

Recycling your ARRIS Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.

Federal Communication Commission Interference Statement

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

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

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 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.

FCC DECLARATION OF CONFORMITY

ARRIS Enterprises, LLC, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SBR-AC1900P Wireless Router complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

IMPORTANT NOTE:

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 30cm between the radiator & your body.

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

Country Code selection feature to be disabled for products marketed to the US/CANADA

Operation of this device is restricted to indoor use only

Industry Canada statement:

This device complies with Industry Canada's licence-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.

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:

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This radio transmitter (IC: 6670A-SBRAC1900P) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio (IC: 6670A-SBRAC1900P) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Software License, Warranty, Safety, and Regulatory Information
SURFboard SBR-AC1900P Wireless Router

Antenna		Peak gain (dBi)				
Type	Connector	2400 ~ 2483.5MHz	5150 ~ 5250MHz	5250 ~ 5350MHz	5470 ~ 5725MHz	5725 ~ 5850MHz
Dipole	I-pex	3.29	--	--	--	--
Dipole	I-pex	3.86	--	--	--	--
Dipole	I-pex	3.66	--	--	--	--
Dipole	I-pex	--	4.3	4.3	4	4
Dipole	I-pex	--	3.2	3.2	2.9	2.8
Dipole	I-pex	--	3.5	3.5	4.3	4.3

Caution:

(i) 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;

(ii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;

(iii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and

(iv) the worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in Section 6.2.2(3) shall be clearly indicated.

Operations in the 5.25-5.35GHz band are restricted to indoor usage only.

Avertissement:

(i) les dispositifs fonctionnant dans la bande de 5150 à 5250MHz 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;

(ii) pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis pour les dispositifs utilisant les bandes de 5250 à 5350MHz et de 5470 à 5725 MHz doit être conforme à la limite de la p.i.r.e.;

(iii) pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5725 à 5850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;

Radiation Exposure Statement:

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 30cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

contrôlé. Cet équipement doit être installé et utilisé à distance minimum de 30cm entre le radiateur et votre corps.

WIRELESS LAN INFORMATION

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

The IEEE 802.11 Standard on Wireless LANs (Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers

The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



RESTRICTIONS ON THE USE OF WIRELESS DEVICES

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

SECURITY WARNING: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see the user guide for your device for instructions or visit the ARRIS website at

www.arris.com/consumer.

SOFTWARE LICENSE

SURFboard SBR-AC1900P Wireless Router
ARRIS Enterprises, LLC ("ARRIS")
3871 Lakefield Drive, Suwanee, GA 30024

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE ("LICENSE") CAREFULLY BEFORE YOU INSTALL, DOWNLOAD, OR USE ANY APPLICATION SOFTWARE, USB DRIVER SOFTWARE, FIRMWARE, AND RELATED DOCUMENTATION ("SOFTWARE") PROVIDED WITH THE ARRIS DATA PRODUCT (THE "DATA PRODUCT"). BY USING THE DATA PRODUCT AND/OR INSTALLING, DOWNLOADING, OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND ARRIS. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

THE SOFTWARE AND (II) RETURN THE DATA PRODUCT AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION, AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

The Software includes associated media, any printed materials, and any "on-line" or electronic documentation, as well as any updates, revisions, bug fixes, or drivers obtained by you from ARRIS or your service provider. Software provided by 3rd parties may be subject to separate end-user license agreements from the manufacturers of such Software.

The Software is never sold. ARRIS licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. ARRIS and its 3rd party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all of the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

(1) Loan, distribute, rent, lease, give, sublicense, or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above. (2) Copy or translate the User Guide included with the Software, other than for personal use. (3) Copy, alter, translate, decompile, disassemble, or reverse engineer the Software, including, but not limited to, modifying the Software to make it operate on non-compatible hardware. (4) Remove, alter, or cause not to be displayed any copyright notices or startup message contained in the Software programs or documentation. (5) Export the Software or the Product components in violation of any United States export laws.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation, or aircraft communications; or in design, construction, operation, or maintenance of any nuclear facility. ARRIS AND ITS 3RD PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.

Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks, and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing, shall at all times remain with ARRIS and its 3rd party licensors. ARRIS retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music, and text incorporated therein, is owned by ARRIS or its 3rd party licensors and is protected by United States copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly prohibited by such laws and treaty provisions. Nothing in this License constitutes a waiver of the rights of ARRIS under United States copyright law.

This License and your rights regarding any matter it addresses are governed by the laws of the Commonwealth of Pennsylvania, without reference to conflict of laws principles. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.

ARRIS is not responsible for any 3rd party software provided as a bundled application, or otherwise, with

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

the Software.

U.S. GOVERNMENT RESTRICTED RIGHTS

The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/ manufacturer is ARRIS Enterprises, LLC, 3871 Lakefield Drive, Suwanee, GA 30024.

WARRANTY INFORMATION

SURFboard® SBR-AC1900P Wireless Router

ARRIS Enterprises, LLC ("ARRIS")

Retail Purchasers: If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that (A) the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and (B) with respect to Software, (i) the media on which the Software is provided will be free from defects in material and workmanship under normal use, and (ii) the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues (A) for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and (B) for the Product (excluding Software), for a period of two (2) years from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free phone number **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

Cable Operator or Service Provider Arrangements. If you **did not** purchase this Product directly from ARRIS or from an ARRIS authorized retail reseller, ARRIS does not warrant this Product to you, the end-user. A limited warranty for this Product (including Software) may have been provided to your cable operator or Internet Service Provider ("Service Provider") from whom you obtained the Product. Please contact your Service Provider if you experience problems with this Product.

General Information. The warranties described in this Section shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. ARRIS' warranties apply only to a Product that is manufactured by ARRIS and identified by ARRIS owned trademark, trade name or product identification logos affixed to the Product. ARRIS does not warrant to you, the end user, or to anyone else that the Software will perform error free or without bugs.

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 for 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.

ARRIS IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS" ANY SOFTWARE SUPPLIED BY 3RD PARTIES. EXCEPT AS EXPRESSLY STATED IN THIS SECTION ("WARRANTY INFORMATION"), THERE ARE NO WARRANTIES OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR THE WARRANTY AGAINST INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE. Some states do not allow for

Software License, Warranty, Safety, and Regulatory Information

SURFboard SBR-AC1900P Wireless Router

the exclusion of implied warranties, so the above exclusion may not apply to you.

What additional provisions should I be aware of? Because it is impossible for ARRIS to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, ARRIS does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. ARRIS IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

IN NO EVENT SHALL ARRIS BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS), OR FROM ANY BREACH OF WARRANTY, EVEN IF ARRIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ARRIS' LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

These matters are governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods.

Retail Purchasers Only. If you purchased this Product **directly** from ARRIS or from an ARRIS authorized retail reseller, please call the ARRIS toll-free number, **1-877-466-8646** for warranty service or technical support. Technical support charges may apply.

Cable Operator or Service Provider Arrangements. If you **did not** purchase this Product directly from ARRIS or from an ARRIS authorized retail reseller, please contact your Service Provider for technical support.



© ARRIS Enterprises, LLC. 2016 All rights reserved.

No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, LLC ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change.

ARRIS, SURFboard, and the ARRIS logo are trademarks or registered trademarks of ARRIS Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the product(s) described in this manual at any time.

