

End User License Agreement and Safety Requirements

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BATTERY PACK: ARRIS warrants the original purchaser ("Customer") that the battery pack, if included, will be free from defects in workmanship and materials, under normal use, for one (1) year from the ship date of this product.

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EXCLUSIONS

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Should a covered problem occur during the warranty period and you notify ARRIS, your sole exclusive remedy shall be, at ARRIS' sole option and expense, to repair or replace the affected Product or Software. If ARRIS cannot reasonably repair nor replace, then ARRIS may, in its sole discretion, refund the purchase price paid for the impaired Product. Replacement products or parts may be new, recon-

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ditioned or comparable versions of the impaired item. ARRIS warrants any replaced or repaired product, part, or software for a period of ninety (90) days from shipment, or through the end of the original warranty, whichever is longer.

OBTAINING WARRANTY SERVICE: Customer may contact the ARRIS Repair Services center within the applicable warranty period to obtain warranty service authorization number by sending an email to support@arrisi.com. Dated proof of original purchase will be required. Product or parts shipped by Customer to ARRIS must be sent postage paid and packaged appropriately for safe shipment. ARRIS is not responsible for Customer products received without a warranty service authorization and may be rejected. Repaired or replacement products will be shipped to Customer at ARRIS' expense. All products or parts that are replaced become the property of ARRIS. The repair and replacement process for products or parts in locations outside the United States will vary depending on Customer's location and Service Provider.

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Safety Requirements

ARRIS Telephony Modems comply with the applicable requirements for performance, construction, labeling, and information when used as outlined below:

Caution: Connecting the Telephony Modem to the home's existing telephone wiring should only be performed by a professional installer. Physical connections to the previous telephone provider must be removed and the wiring must be checked; there must not be any voltages. Cancellation of telephone service is not adequate. Failure to do so may result in loss of service and/or permanent damage to the EMTA.

- The Telephony Modem is designed to be installed directly into a telephone.
- Connecting the Telephony Modem to the home's existing telephone wiring should only be performed by a professional installer.
- Do not use product near water (i.e. wet basement, bathtub, sink or near a swimming pool, etc.), to avoid risk of electrocution.
- Avoid using and/or connecting the equipment during an electrical storm, to avoid risk of electrocution.
- Do not locate the product within 6 feet (1.9m) of a flame or ignition source, to avoid damage or injury from battery explosion.
- Do not locate the equipment within 6 feet (1.9 m) of a flame or ignition source, to avoid damage (i.e. heat registers, space heaters, fireplaces, etc.).
- Use only power supply and power cord included with the equipment.
- Equipment should be installed near the power outlet and should be easily accessible. The RF drop cable's shield must be grounded at the building/residence either close to the point of entrance or at the point of attachment. It should be grounded as close as practical to the building/residence AC ground to minimize grounding connector length and thereby limit the potential voltage differences between the cable TV coaxial cable and other grounding systems. Refer to the individual country's National Electric Code for further details.
- In areas of high surge events or poor grounding situations and areas prone to lightning strikes, additional surge protection may be required (i.e. PF11VNT3 from American Power Conversion) on the AC, RF, Ethernet and Phone lines.
- When the embedded multimedia terminal adapter (EMTA) is connected to a local computer through the Ethernet cable, the computer must be properly grounded to the building/residence AC ground network. All plug-in cards within the computer must be properly installed and grounded to the computer frame per the manufacturer's specifications.