

## Warranty, Safety and Legal Notices

**What this Warranty Covers.** Ooma agrees to provide a limited warranty to the holder of a valid proof of purchase ("Consumer" or "you") that the Ooma HD2 Handset contained in this package ("Product") is free from material defects in material and workmanship, subject to the exclusions noted below. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America or Canada.

**What Ooma Will Do.** During the warranty period, Ooma or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective in materials or workmanship and returned to Ooma. Ooma, at its option, may use new or refurbished replacement parts to repair the Product, or may replace the Product with a new or refurbished product having the same or similar function.

**How Long this Warranty Lasts.** This limited warranty shall expire one (1) year from the date of the Product purchase. Replacement or refurbished parts and products are warranted for the original Product warranty period. This warranty terminates if you sell or transfer your Product.

**What this Warranty Excludes.** This limited warranty does not cover: (a) the cost of shipping and handling for returned and replacement products, or damage or loss during shipment for warranty service; or (b) any software (which is governed exclusively by the licensing terms of such software); or (c) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to operation instructions, neglect, acts of god, inundation, fire, water or other liquid intrusion, or force majeure; or (d) any Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or (f) any Product whose identifying information has been removed, altered or rendered illegible; or (g) any Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or that is returned without a valid proof of purchase; or (h) any indirect or consequential harm caused as a result of any defect or failure of the Product to properly operate, including without limitation lost data or inability to communicate.

**How to Get Warranty Service.** To obtain warranty service, call Customer Support toll-free at 1-888-711-6662 (USA) or 1-866-929-6662 (Canada) for detailed information, including instructions on how and where to return your Product and on any applicable costs associated with a repair, replacement or exchange. You may be required to provide proof of purchase before obtaining warranty service, and it is your sole responsibility to maintain such proof (e.g., a sales receipt). Returned products that are determined not to be materially defective will be subject to a handling fee. If you disagree with any of our decisions with respect to warranty service, you have the right to contest that decision as permitted under applicable laws and regulations.

**How State Law Applies.** This limited warranty gives you specific legal rights. You may also have other

rights which vary from state to state.

**Limitation on Liability.** THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT FOR THE PRODUCT BETWEEN YOU AND OOMA. NO ONE IS AUTHORIZED TO MAKE MODIFICATIONS TO THIS LIMITED WARRANTY AND YOU SHOULD NOT RELY ON ANY SUCH MODIFICATION. OOMA RESERVES THE RIGHT TO CHANGE ITS LIMITED WARRANTY WITHOUT PRIOR NOTICE FOR FUTURE SALES. OOMA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO ITS PRODUCTS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. MOREOVER, OOMA SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING OUT OF, OR IN CONNECTION WITH, THE LIMITED WARRANTY OR THE USE OR PERFORMANCE OF ANY PRODUCT, WHETHER BASED ON CONTRACT OR TORT, INCLUDING NEGLIGENCE, OR ANY OTHER LEGAL THEORY, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL AGGREGATE LIABILITY BY OOMA FOR DAMAGES OF ANY NATURE, REGARDLESS OF FORM, ACTION OR FORESEEABILITY, SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY YOU TO US FOR THE PRODUCT UPON WHICH LIABILITY IS BASED. SOME STATES AND/OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU. IF SUCH IS THE CASE, TO THE EXTENT PERMITTED BY APPLICABLE LAW, OOMA LIMITS THE DURATION OF ANY IMPLIED WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

### What the FCC wants you to know

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. Privacy of communication may not be ensured when using this device.

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 producing 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.
- Try moving your Ooma Telo and Ooma HD2 Handset away from devices that may generate interference, including: computers, wireless devices and electrical appliances (such as microwaves).

Changes or modifications to this equipment not expressly approved by the party responsible for compliance, or operation of this product in any way other than as detailed to by the User Manual could void the user's authority to operate this equipment.

To insure the safety of many users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended use. This product has been tested and found to comply with the FCC's exposure criteria.

The Ooma HD2 Handset FCC model number is XFT-TELOHS400.

## Industry Canada Notice

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions; (1) this device may not cause harmful 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, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## Safety Information

When using telephone equipment, including the Ooma HD2 Handset, basic safety precautions should always be followed to reduce the risk of fire, electric shock, damage to equipment, loss of property, severe injury to persons or even loss of life, including the following:

- Do not use this equipment and all related accessories near or under water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool, under the rain, do not plunge any parts in water or any other liquid.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use only the charging cradle indicated in this manual and included in the original product box, if necessary order a new replacement charging cradle from Ooma.
- Do not insert the power adapter into an extension cord, receptacle or outlet unless the prongs can be fully inserted, failure to do so may cause electric shock or excessive heat resulting in a fire.
- Do not overload power outlets and extensions cords, otherwise it can result in fire or serious electrical shock.

- To prevent overheating, situate all parts of the product away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat or any area where proper ventilation is not provided.
- Unplug with caution the product from power outlets or USB ports if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
- Do not disassemble the charging cradle, it contains no user-serviceable parts.
- On the Ooma HD2 Handset, the battery cover is removable and the rechargeable batteries may be replaced. Do not disassemble any other part of the Ooma HD2 Handset, it contains no user-serviceable parts.
- Unplug the product from any power outlet or USB port before cleaning. Do not use liquid or aerosol cleaners, use a damp cloth or a microfiber cloth for cleaning.
- Do not allow anything to rest on the Ooma HD2 Handset, its charging cradle, or power adapter.
- Unplug the product from the power outlet if the cable or power adapter prongs are damaged or frayed, if liquid has been spilled onto the product, if the product has been exposed to rain, water or any other liquid, if the internal components of the Ooma HD2 Handset, charging cradle, or its power adapter are exposed.
- Do not use the Ooma HD2 Handset to report a gas leak in the vicinity of the leak as it could ignite the gas.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position, the prongs are not designed to hold the power adapter in place if it is plugged upside down, for example do not use facing down power outlets on a ceiling, under a table or in a cabinet.
- Use only RECHARGEABLE batteries. The batteries must be Ni-MH (Nickel-Metal Hydride) type and AA (R6) size. Do NOT use Alkaline, Manganese, Ni-Cd batteries.
- Do not mix old and new batteries. Batteries must be inserted with the polarities (-) and (+) in correct positions.
- Do not try to open, mutilate or burn batteries. Exposure to or swallowing the ingredients contained within or their combustion products could be harmful. Nickel is a chemical known to state of California to cause cancer.
- Be careful when handling the batteries. Conductive materials such as bracelets, silverware, metallic surfaces may create a short-circuit leading to a battery overheat and would cause burns or release of toxic ingredients.
- Do not intentionally short-circuit the batteries.
- Remove the batteries from the Ooma HD2 Handset before shipping or storing the product.
- Do not throw your old batteries in the trash. Please call 1-800-8-BATTERY (1-800-822-8837), they will provide you with the address of the recycling center nearest to you.

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.