



Additional Information

EQUIPMENT RETURN AND REFUND POLICY

Canary Connect, Inc. ("Canary") provides certain identified products and services (including our Basic, Premium Services and Professional Monitoring, each, a "Product" and collectively, the "Products"). The Products may include a device or other equipment, that we refer to collectively as "Equipment," and we may provide it to you as part of our Products. If you are the original end-user or purchaser, as applicable, of our Products and you are not satisfied with the Equipment for any reason, you may return it in its original condition within sixty (60) days of the original purchase and receive a full refund, except that Canary does not refund shipping costs for international orders.

Only Equipment that has been purchased directly from Canary online can be returned to Canary. Equipment purchased through other retailers must be returned in accordance with their respective returns and refunds policy.

If you wish to cancel an Equipment order or schedule an

Equipment return, please contact support@canary.is with your order details.

The above Equipment Return & Refunds policy does not apply to our Premium Services or Professional Monitoring, which we refer to as "Additional Services." Cancellation terms for Additional Services, including Additional Services with a minimum committed contract period, are included in our Sales Terms and can be summarized as follows:

- Monthly Additional Services plans may be canceled for a full refund only within three (3) days of initial registration.
- Annual Additional Services plans may be canceled for a full refund only within fourteen (14) days of initial registration.
- Additional Services plans with a minimum contract period may be canceled for a full refund only within fourteen (14) days of initial registration if you return your Equipment within such time.
- Canary does not offer refunds on renewals of Additional Services.

CONDITION OF PRODUCTS

All the Equipment we sell is in brand new, open box, or recertified or refurbished condition, as we may determine in our sole discretion at the time we ship the Equipment.

REGULATORY COMPLIANCE INFORMATION

FCC/IC compliance statement. Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 accor-

dance 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.

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

ISED compliance statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
 - (2) This device must accept any interference, including interference that may cause undesired operation of the device.
- L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Supplier's Declaration of Conformity

Unique Identifier

Trade Name: Canary Connect, Inc.

Canary Pro

- **FCC ID:** 2ACDL-C200
- **Model No.** CAN200USBK, CAN200EUBK, CAN200UKBK, CAN200CABK

Canary View

- **FCC ID:** 2ACDL-C200
- **Model No.** CAN500USBK, CAN500EUBK, CAN500CABK

Responsible Party – U.S. Contact Information

US Company Name: Canary Connect, Inc.

Address: 26 Broadway Fl. 22, New York, NY 10004

Telephone number or internet contact information: legal@canary.is

RF Exposure Compliance: This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your

body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

Canary Pro

- **IC:** 12187A-C200
- **Model No.** CAN200CABK

Canary View

- **IC:** 12187A-C200
- **Model No.** CAN500CABK

European Declaration of Conformity: Canary Connect, Inc. ("Canary") declares that this product is in compliance with the essential requirements and other relevant provisions of Directives 1999/5/EC, 2006/95/EC, 2004/108/EC, and 2011/65/EU when installed and used in accordance with the manufacturer's instructions. A copy of the full Declaration of Conformity may be obtained at canary.is/legal.

Canary declares that the radio equipment types CAN200, CAN500 are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: canary.is/legal.

Power Adapter (US)

SHENZHEN TEKA TECHNOLOGY CO., LTD.

Model: TEKA-UCA20US

Input: 100-240V, 50/60Hz, 0.35A

Output: 5.0V, 2.0A

Power Adapter (UK)

SHENZHEN TEKA TECHNOLOGY CO., LTD.

Model: TEKA-UCA20BS

Input: 100-240V, 50/60Hz, 0.35A

Output: 5.0V, 2.0A

Power Adapter (EU)

SHENZHEN TEKA TECHNOLOGY CO., LTD.

Model: TEKA-UCA20EU

Input: 100-240V, 50/60Hz, 0.35A

Output: 5.0V, 2.0A

Canary's compliance notices are accessible on Canary's website at canary.is/legal.

IMPORTANT SAFETY AND HANDLING INFORMATION

Please read this insert in its entirety before operating or using your Equipment. It contains important information concerning the safety, handling, operation, and maintenance of the Equipment. Keep this information for future reference. Should you have any questions about your Equipment, please contact support@canary.is.

Use only Canary-approved power adapter and cables. Only Canary-approved power adapters, cables, and accessories should be used with your Equipment. Use of defective or incompatible parts or accessories with the Equipment may interfere with its functionality, reduce its effectiveness, or

increase the risk of injury from fire or electrical shock. Canary specifically disclaims any liability arising from the use of defective, incompatible, or unapproved parts or accessories. If you would like to purchase a replacement power adapter or cable, please visit canary.is or contact support@canary.is.

Installation. Properly follow all installation and mounting instructions that come with the device or accessories.



WARNING – KEEP OUT OF REACH OF CHILDREN: This Equipment may contain electrical cords or cables that could pose a strangulation hazard to small children. DO NOT install, place, mount, or hang the Equipment (including any associated power cords or cables) in or near cribs or beds. The Consumer Product Safety Commission recommends that all cords be kept out of reach of babies and young children – at least 3 feet (1 meter) away.

Not a Substitution for Comprehensive Security System. Your Equipment, like any other, cannot offer complete protection for your home or business. Like all practical systems, it has limitations and can be disabled or circumvented by an intruder. Do not rely solely on the Equipment to protect your property, but use it as a part of a comprehensive security solution. You can increase your level of protection through high-quality locks, stronger doors, and guards for your windows. Certain Canary Equipment may contain a siren, bell, horn, or other sound to help ward off intruders; however, not all Equipment includes this feature; please contact our Customer Service team if you need confirmation as to whether your Equipment has this feature.



WARNING: Security system devices cannot prevent the loss of life or property.

Repairing. Do not open your Equipment and do not attempt to repair any Equipment yourself. Disassembling your Equipment

or any individual accessory may damage it, result in loss of water resistance, and may cause injury to you. If your Equipment is damaged or malfunctions, contact Canary. You can find more information about getting service on your Equipment at canary.is.



WARNING: To prevent possible fire, electric shock, overheating, or other injury, do not disassemble or try to repair the device or any accessories yourself.

Not a Substitute for Insurance. Your Equipment is not a substitute for insurance. Property owners, renters, or other occupants must act prudently to prevent or minimize the harmful effects of an emergency situation.

Sensors. Your Equipment may contain sensors that monitor the environment around the Equipment including but not limited to temperature, humidity, and air quality.



WARNING: THIS EQUIPMENT MAY BE CAPABLE OF MONITORING DIFFERENT TEMPERATURES AND AIR QUALITY, BUT IT DOES NOT SERVE AS A SUBSTITUTE FOR SMOKE DETECTORS.

Not a Substitution for Fire Detection. Good fire detection depends on having adequate number of legally compliant smoke detectors placed in appropriate locations. DO NOT REMOVE OR DISABLE SMOKE DETECTORS. DO NOT use this product as a replacement or substitute for careful fire safety practices, including household fire safety audits, and emergency evacuation plans. For more information about fire safety, please consult your local fire department, fire protection organization, and, in the United States, the National Fire Protection Association: www.nfpa.org.

System Failures. Your Equipment has been carefully designed to be as effective as possible. There are circumstances, however, involving fire, burglary, or other types of emergen-

cies where it may not provide protection. Any alarm system of any type may be compromised deliberately or may fail to operate as expected for a variety of reasons, including without limitation:

- Improper or inadequate installation of the Equipment;
- Failure to properly test and evaluate Equipment function before use, and periodically thereafter;
- A power failure or power interruption of any kind (power interruptions of any length are often accompanied by voltage fluctuations, which may damage electronic equipment such as a security system; after a power interruption has occurred, conduct a complete system test to ensure that the Equipment operates as intended); and because certain Canary products operate only by AC power, any interruption, however brief, will render that device inoperative until power is restored;
- Access by an intruder that may enter through an unprotected access point, circumvent a sensing device, evade detection by moving through an area of insufficient cover-

age, disconnect a warning device, or otherwise interfere with or prevent the proper operation of the Equipment;

- Failure of the signal to reach the receiver, including when metal objects are placed on or near the radio path or deliberate jamming or other inadvertent radio signal causes interference; or
- If your cell phone or internet connection is out of service, out of range, or busy for a certain period of time.

Any security system should be reviewed periodically to ensure its features remain effective and that it is updated or replaced if it does not provide the protection expected. Although efforts have been made to make your Equipment as reliable as possible, the Equipment may fail to function as intended due to the failure of a component or other circumstances.



WARNING: Do not place metal objects on or near the Equipment or your WiFi router as it could prohibit the radio signal transmitted from the Equipment from reaching your Wifi router, and cause a system failure.

Equipment Users. A user may not be able to operate the Equipment due to inability to respond to the device in time, unfamiliarity with the correct operation, or permanent or temporary physical disability. All system users must be trained in the correct operation of the Equipment so that they know how to properly respond in case of an emergency.

Motion Detectors. Motion detectors can only detect motion within the designated areas as may be shown in installation instructions. They cannot discriminate between intruders and intended occupants. Motion detectors do not provide volumetric area protection. They cannot detect motion that occurs behind walls, ceilings, floor, closed doors, partitions, or windows. Any tampering whether intentional or unintentional such as masking, painting, or spraying of any material on the lenses, mirrors, windows or any other part of the detection system will impair its proper operation.

Warning Devices: Warning devices such as sirens, bells, horns,

speakers, or strobes may not warn people or wake someone sleeping if there is an intervening wall or door. If warning devices are located on a different level of the residence or premise, then it is less likely that the occupants will be alerted or awakened. Audible warning devices may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners or other appliances, or passing traffic. Audible warning devices, however loud, may not be heard by a hearing-impaired person.

Insufficient Time. There may be circumstances when the system will operate as intended, yet the occupants or premises will not be protected from the emergency due to inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time to protect the occupants or their belongings.

Testing. Your Equipment should be tested weekly and immediately after a break-in, an attempted break-in, a fire, a storm, an

earthquake, an accident, or any construction activity inside or outside the premises.

ONE YEAR LIMITED WARRANTY

If you have purchased Canary products that include a home security device or a compatible hardware accessory ("Equipment") from one of our retail partners, please contact them directly to arrange an exchange or refund before making a claim under Canary's One Year Limited Warranty.

CANARY OFFERS A ONE (1) YEAR LIMITED WARRANTY ("LIMITED WARRANTY") AS SET OUT BELOW; YOU AGREE TO BE BOUND BY THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER LEGAL RIGHTS THAT VARY BY STATE, COUNTRY, OR PROVINCE. THE DISCLAIMERS, EXCLUSIONS, AND LIMITATIONS OF LIABILITY UNDER THIS LIMITED WARRANTY WILL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW. FOR A FULL DESCRIPTION OF YOUR LEGAL

RIGHTS YOU SHOULD REFER TO THE LAWS APPLICABLE IN YOUR STATE, COUNTRY, OR PROVINCE.

Canary's warranty obligations for this Equipment is limited to the terms set forth below:

Canary warrants this Equipment against defects in materials and workmanship when used normally in accordance with the Equipment's technical specifications and user manual for a period of ONE (1) YEAR from the date of original retail purchase by the end-user or purchaser, except that if you reside in the European Economic Area (EEA) and you purchased your Canary Equipment in the EEA, the warranty period is TWO (2) YEARS from the date of purchase ("Warranty Period").

If during this Warranty Period a defect arises and you submit a valid claim to Canary and follow the instructions for returning the Equipment, we will, at our option, either (i) repair the Equipment using either new or refurbished parts, (ii) replace the Equipment with a new or refurbished Equipment, or (iii) refund the purchase price of the Product that includes the

applicable Equipment. Replacement Equipment assumes the remaining Warranty Period of the original Equipment or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When Equipment is exchanged, any replacement item becomes yours to use and the replaced item remains Canary property. When a refund is given, the Equipment for which the refund is provided must be returned to Canary and it remains Canary property.

To obtain warranty service for any Equipment that is subject to the foregoing warranty, the consumer must notify Canary to obtain a Return Material Authorization ("RMA") and return the defective Equipment together with proof of purchase to the address specified by Canary in connection with the RMA. This Limited Warranty applies only to hardware Equipment manufactured by or for Canary that can be identified by the "Canary" trade name, or logo affixed to them unless that Equipment is covered by a third-party warranty. This Limited Warranty does not apply to: (i) consumable parts, such as

batteries, unless failure has occurred due to a defect in materials or workmanship of the Canary Product itself; (ii) cosmetic damage, including but not limited to scratches, dents and broken plastic; (iii) defects or damage caused by misuse, accident (including, without limitation, collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, testing, or improper storage; (iv) damage caused by operating the Product outside the permitted or intended uses described by Canary; (v) damage caused by use with non-Canary products. This Limited Warranty does not apply to any software, even if packaged or sold with Canary hardware. Canary does not warrant that the operation of the Product will be uninterrupted or error-free.

This warranty applies only to the Equipment included with Canary Products purchased by end-users from Canary or Canary authorized resellers. This warranty is void for purchases made from any other resellers, and Canary offers no warranty for such purchases.

Canary will use reasonable commercial efforts to deliver the Equipment as described. Canary is not responsible for damage arising from failure to follow instructions relating to the Product's use.

Consumers in some jurisdictions may have legal rights under applicable national legislation governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive 99/44. These rights are not affected by the warranties in this Limited Warranty.

No Canary reseller, agent, or employee is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

LOCAL LAW

Personal data and privacy protection laws and regulations may apply to the use of Canary Products. Please ensure compliance before use. Infringers may be prosecuted.

OPEN SOURCE SOFTWARE

Disclosures in connection with Canary's incorporation of certain open-source software into its products are available at: canary.is/legal/open-source.

DISPOSAL OF EQUIPMENT



This symbol on the product indicates that this product shall not be treated as household waste. Instead it shall be sent to the applicable collection point for the recycling of electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. For more information about recycling of this product, please contact your local city office.

Other Languages

This information is available in other languages, including German, French, Italian, Spanish, Portuguese, Dutch, Swedish, Danish, Finnish, and Norwegian: canary.is/legal/insert.



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Designed in New York City. This Canary device was made in China or Vietnam, as indicated on the outside of the original box for this device. Products are covered by patents: canary.is/legal/patent.

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