



Product and Regulatory Guide, Limited Warranty & Agreement

## LIMITED HARDWARE WARRANTY & AGREEMENT (WITH BINDING ARBITRATION AND CLASS ACTION WAIVER IN THE U.S.)

By purchasing or using your Microsoft Product, you agree to the Manufacturer's Limited Hardware Warranty & Agreement at [support.microsoft.com/warranty](https://support.microsoft.com/warranty). Please read the summary on page 9. If you do not agree to it, do not set up or use your Microsoft Product and return the Microsoft Product to Microsoft or your retailer for a refund.

**If you live in (or are a business with your principal place of business in) the United States, please read the binding arbitration clause and class action waiver at [aka.ms/hw-warr-arbitration](https://aka.ms/hw-warr-arbitration) and the summary on page 12. It binds you and Microsoft and affects how disputes concerning your Microsoft Product, its price, advertising, marketing, communications, your purchase transaction, billing, or the Manufacturer's Limited Hardware Warranty & Agreement are resolved.**

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## CLEANING & USAGE INSTRUCTIONS

Always handle your device with care to maintain its appearance. To clean, wipe the outer surface with a soft, lint-free cloth.

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 ***This symbol identifies safety and health messages in this guide.***

 **WARNING: Read safety and health information**

Microsoft products are developed to be safe and effective. Please read this guide for important safety and health information about your device and for the terms of the Limited Warranty that applies to your device. The guide is intended to help you be more comfortable and productive while using this device. Failure to follow the instructions for proper set up, use, and care for your device can increase the risk of serious personal injury, death, or property damage.

You can find additional support at [support.microsoft.com](https://support.microsoft.com) or on the Surface App for Surface devices.

 **NOTICE: Read use instructions**

Failure to properly set up, use, and care for this product can increase the risk of damage to your device. Read this guide and keep all printed guides for future reference. For replacement guides, go to [www.microsoft.com/hardware](https://www.microsoft.com/hardware) or refer to the Microsoft Help and Support section for contact information.

**NOTICE: Heat related concerns for wearable devices**

Your device may become very warm during normal use. It complies with the user-accessible surface temperature limits defined by the International Standards for Safety (IEC 60950-1 and IEC 62368). To reduce heat-related concerns, follow these guidelines:


- Use CAUTION when operating your device with a pillow, blanket or other soft material contacting the device, because the material can block the airflow which may result in the device overheating.
- If your device gets uncomfortably warm, remove it and take a break.
- If your device is used for long periods, its surface can become very warm. While the temperature may not feel hot to the touch, if you maintain physical contact with the device for a long time, your skin might suffer a low-heat injury.
- Never place the power supply unit (PSU) for your device on furniture or any other surface that might be marred by exposure to heat since the surface of the PSU may increase in temperature during normal use.

**CAUTION: Device stability**

Do not place your device on uneven or unstable surfaces. Be sure to hold it securely when it is carried and not via an accessory, cable, or cord. Failure to hold your device securely could cause it to fall or hit a person or object, which could damage your device, damage other property, or cause personal injury.

**WARNING: Choking hazard**

This device may contain small parts that may be a choking hazard to children under 3 years. Keep small parts away from children.

**WARNING: Keep out of the reach of small children**

Your device and its accessories are not toys. Do not allow small children to play with them because children could hurt themselves or others or damage your device. Keep your device and all its parts and accessories out of the reach of small children.

**WARNING: High-risk use**

Your device is not designed or intended for use in any application or situation where failure of any kind of the device could lead to death, serious bodily injury, or severe environmental damage ("high-risk use"). If you elect to use your device for a high-risk use, you do so at your own risk.



### **CAUTION: Skin irritation**

This device is made of materials commonly used in wearable consumer electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities. To reduce the risk of skin irritation:

- Clean your device regularly.
- Avoid using lotions or other products under the portions of the device that contact your skin.
- Do not wear over injured skin.
- Where applicable, tighten the adjustment until snug, but not uncomfortably tight.
- If your skin becomes irritated, stop using device.

If symptoms are severe or persist, consult your physician.



### **CAUTION: Hearing safety**

Frequent or extended exposure to loud noise or sounds when using a headset or headphones can cause temporary or permanent hearing loss. Individual susceptibility to noise-induced hearing loss and potential hearing problems varies. Also, the sound volume produced by a device may vary depending on the nature of the sound, device settings, and the headset or headphones used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings, and equipment.

Here are a few common-sense recommendations to minimize your exposure to loud noises or sounds when using a headset or headphones with your device:

- Minimize your time listening to loud sound. All of the sound you are exposed to each day adds up. At maximum volume, listening to music or other content on your device with a headset or headphones can permanently damage your hearing in 15 minutes. If you are exposed to other loud sounds also, it takes less time listening at high volumes to cause hearing damage.
- The more time you spend exposed to loud sounds, the more likely you are to damage your hearing. The louder the sound, the less time that is required to damage your hearing.
- Always turn the volume on your device down before plugging a headset or headphones into your device. Set the volume loud enough to hear clearly in quiet surroundings, and no louder.
- Do not increase the volume after you start listening. Your ears can adapt over time so that high volume sounds normal, but the high volume could still damage your hearing.
- Do not increase the volume to block outside noise. The combination of outside noise and sound from your headset or headphones can damage your hearing. Sealed or noise-canceling headphones can reduce outside noise so that you don't have to turn up the volume.
- If you can't understand someone nearby speaking normally, turn down the volume. Sound that drowns out normal speech can damage your hearing. Even with sealed or noise-canceling headphones, you should be able to hear nearby people speak.
- To minimize the potential for hearing damage, keep the volume low enough that you can carry on a

conversation with people nearby.

- Headphones and headsets can attract dangerous objects like staples and paper clips. Always check your headset or headphones before use.
- Use of a headset or headphones while driving may be prohibited or restricted in your area; check your local laws and regulations for further information.

Finally, be aware of hearing loss symptoms. It's a good idea to have your hearing checked regularly by an audiologist. Stop using a headset or headphones with your device and have your hearing checked if:

- You experience any hearing loss symptoms
- You hear ringing in your ears
- Your speech sounds muffled, dull, or flat

 **WARNING: Parts of this device are magnetic**

Parts of your device are magnetic and may attract metallic items. To reduce the potential risk of sparks and resulting damage to your device, other objects, and/or possible personal injury, verify the electrical connection areas are free of metallic objects before interconnecting devices or charging connectors. Do not place magnetically sensitive devices, credit cards, other magnetic storage media near your device to reduce the potential for magnetic interference between your device and other devices, possible disruption of medical device operation, or corruption of magnetically stored data.

 **WARNING: Be aware of your surroundings**

To reduce the potential risk of injury or death due to distractions, use caution when listening to headphones or headsets while engaging in activities that require your undivided attention. Do not use your headphones or headset while driving or operating machinery.

Using your device alone or with headphones or a headset (even if used only in one ear) while driving a vehicle or cycling is not recommended and may be prohibited in your community.

Always keep the volume on your headphones or headset low enough to hear people talking, sounds that might alert you to hazardous conditions, and better protect your hearing.

 **WARNING: Wireless devices aboard aircraft**

Before boarding any aircraft or packing a wireless device in luggage that will be checked, remove the batteries from the wireless device (if removable) or turn the wireless device off (if it has an on/off switch).

Listen for the in-flight announcement that tells you if you can use your device during a flight. In-flight wireless use is at the discretion of the airline.

 **WARNING: Personal medical devices**

Radio-frequency emissions and magnetic fields from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although your device is designed,

tested, and manufactured to comply with regulations governing radio frequency emission in countries such as the United States, Canada, the European Union, and Japan, the wireless transmitters and electrical circuits in the device may cause unintentional interference in other electronic equipment.

Persons with pacemakers should always take the following precautions:

- The American Heart Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.
  - If you use your mobile device with a case or holder select one without metallic parts.
  - Do not carry your device in a chest pocket.
  - If you have any reason to suspect that interference is occurring immediately turn off your device.
- If you use a medical device other than a pacemaker, consult the device manufacturer or your physician for information and instructions about the use of other electronic devices near your medical device.



### **WARNING: Cleaning**

The risk of fire, shock or damage to your Microsoft device during cleaning might be reduced by taking the following precautions:

- Unplug all cables and turn your device off before cleaning.
- Only clean the exterior of your device.
- Clean your device with a dry cloth.
- For devices with fans, vents, ports or similar openings:
  - Gently clean the exterior surface of the fan, vent or other opening to remove any dust buildup.
  - Do not insert objects into the fan, vents, ports, or other opening.
- Do not attempt to clean connectors through immersion in liquids. Only gently wipe and dry with a clean cloth.



### **NOTICE: Third-party compatibility**

Some third-party accessories may be incompatible with your device or are potentially counterfeit, so we strongly recommend that you purchase and use original Microsoft or Microsoft-licensed devices or accessories only. Use of incompatible or counterfeit accessories, batteries, and charging devices could result in damage to your device and pose a possible risk of fire, explosion, or battery failure leading to serious injuries, damage to your device, or other serious hazards.



### **WARNING: Radiofrequency interference**

Although your device has been tested for safety and compatibility, it contains a radio that could affect other electronic equipment or medical devices (such as pacemakers) under certain circumstances, causing them to malfunction and result in possible injury or death.

- Turn off your device in any location where instructed to do so.

- Follow all crew instructions while on an aircraft. Turn off your device and/or turn on airplane mode as instructed by the crew, including for any wireless devices packed in your luggage. Consult airline staff or the crew about using your device in flight.
- Follow all the facility rules and posted instructions in areas where cellular or wireless network use is prohibited.



### **WARNING: Airbag avoidance**

Do not place your device or other objects on or near the airbags in vehicles equipped with airbags. Objects placed on or near an airbag may cause serious personal injury or death if the airbag deploys.



### **WARNING: Potentially explosive atmospheres**

Do not store or carry flammable liquids, gases, or explosive materials in the same compartment your device, its parts, and/or accessories.

Turn off your device, and do not remove or install battery chargers, AC adapters, or any other accessory for your device when you are in an area with potentially explosive atmospheres. Areas with potentially explosive atmospheres are often, but not always, posted and may include fueling areas or fuel service stations; below decks on boats or other vessels; fuel and/or chemical transfer and storage facilities; and areas where flammable chemicals or particles, such as grain dust or metal powders have collected in the air. In such areas, sparks can occur and cause an explosion or fire.



### **WARNING: Battery safety**

Your device contains non-user replaceable, rechargeable batteries. Improper use or misuse of the batteries can damage your device or its accessories; may result in fire or explosion; or cause injury, death, or other property damage.

Battery electrolyte (internal fluid) is caustic and may be toxic. It can cause burns and may be harmful or fatal if swallowed. To reduce the risk of damage to your device or injury due to improper battery handling or use:

- Charge your device's internal batteries with the charger or according to the instructions provided with your device only. Using an improper charging method may result in fire or explosion.
- Do not heat, open, puncture, mutilate, or dispose of your device or its battery in fire.
- Do not leave your device in direct sunlight for an extended period. Doing so may cause damage or melt the battery.
- Do not immerse your device in water.
- Do not use your device if it has become wet. Do not attempt to dry your device with a hair dryer, in a conventional oven, or in a microwave oven.
- Do not recharge your device near a fire or in extremely hot conditions.
- Dropping your device, especially on a hard surface, can damage the device and its battery. We

recommend that you seek professional assistance to inspect your device if you believe damage has occurred.

- Do not use a device with visible damage. If your device appears to be damaged or has signs of battery expansion such as signs of bulging, immediately set it aside. Contact [support.microsoft.com](https://support.microsoft.com) or a nearby Microsoft Store for assistance, or your local municipality for recycling and disposal information.
- Do not open a device experiencing battery expansion or attempt to force your device's enclosure back into place.
- Do not compress, puncture, or tear an exposed battery pouch in a device experiencing battery expansion. The battery pouch may slowly deflate, releasing gas and small amount of electrolyte material which has a noticeable odor.
- Using a device with a damaged battery can cause electrical shorts, overheating, and other component failures.

Microsoft recommends that you seek professional assistance for all other device repairs, and that you use extreme caution if undertaking do-it-yourself repairs. Opening and/or repairing your device can present electric shock, device damage, fire, and personal injury risks, and other hazards. Assistance and information from Microsoft for device repair and other services is available at [support.microsoft.com/devices](https://support.microsoft.com/devices).

### **CAUTION: Cable and cord safety**

Exposed device cables and cords pose a potential tripping hazard. Arrange all cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk through the area. Do not allow children to play with cables and cords. To avoid damaging the cords and cables:

- Protect cords from being walked on or crushed.
- Protect cords from being pinched or sharply bent, particularly where they connect to a wall power (mains) outlet, the power supply unit, and your device.
- Do not jerk, knot, sharply bend, stretch, or otherwise abuse the power cords. Do not wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.
- When positioning your device or PSU make sure that the cords are not bent sharply and that the connectors are not pushed against a wall or hard surface.
- Do not expose power cords to heat sources.
- Do not allow pets or children to bite or chew on power cords.
- When disconnecting the power cord, pull on the plug—do not pull on the cord.
- Inspect your power cords and cables regularly. If a power cord or cable becomes warm, frayed, cracked or damaged in any way, stop using it immediately. We recommend that you replace your damaged power cord with a genuine Microsoft replacement power cord or cable.
- Unplug your charging cable or cord during lightning storms or when unused for long periods of time.





### **WARNING: Exposure to radio frequency (RF) energy**

Devices that contain Wi-Fi and *Bluetooth*® radio transmitters have been designed, manufactured and tested to meet the Federal Communications Commission (FCC), Industry Canada and European guidelines for RF exposure and Specific Absorption Rate.

To ensure that your exposure to RF energy generated by the Wi-Fi and *Bluetooth* radios does not exceed the exposure limits set forth by these guidelines, orient devices with display screens such that the display side is not directly in contact with your body (i.e., placing the display side face down on your lap or upper body).

Additional information about RF safety can be found on the FCC website at [www.fcc.gov/oet/rfsafety](http://www.fcc.gov/oet/rfsafety) and the Industry Canada website at [www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html](http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html).



### **WARNING: Usage**

To reduce the risk of fire, shock or damage to your Microsoft device, do not expose your device to rain, snow or other types of moisture. Do not use your device near water or in a damp or excessively humid location (e.g., near a shower, bathtub, sink, or swimming pool, or in a damp basement). To keep your device in prime operating condition:

- Do not use your device near heat sources, food, excessive dirt, dust, oil, chemicals, or in strong direct sunlight.
- Do not place objects on top of your device.
- Use only attachments/accessories specified by Microsoft.
- For devices with fans, vents, ports or similar openings:
  - Do not cover or insert objects into the fan, vents, ports, or other opening.
  - Do not allow dust to build up on the fan, vent or other openings.
  - Do not place your device in narrow or cramped space.
- Do not dry your device with a hair dryer, clothes dryer, conventional, toaster, or microwave oven. If your device becomes wet, gently wipe the exterior with a clean, dry cloth.



### **NOTICE: Handling**

Handle your Microsoft device with care. It is made of metal, glass, and plastic and has sensitive electronic components inside. Your device can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid. If you suspect damage to your device or its battery, discontinue use of your device, as it may cause overheating or injury. Don't use your device with a cracked screen, as it may cause injury. If you're concerned about scratching the surface of your device, consider using a case or cover.

## REGULATORY INFORMATION

This device is not intended for use in machinery, medical or industrial applications. Any changes or modifications not expressly approved by Microsoft could void the user's authority to operate this device. This product is for use with NRTL listed (UL, CSA, ETL, etc.), and/or IEC/EN 60950-1 or IEC/EN 62368-1 compliant (CE marked) Information Technology equipment. No serviceable parts included. This device is rated as a commercial product for operation at +32°F (+0°C) to +95°F (+35°C).

### Disposal of Waste Batteries and Electrical & Electronic Equipment



This symbol on the product or its batteries or its packaging means that this product and any batteries it contains must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of batteries and electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in batteries and electrical and electronic equipment, which could be caused by inappropriate disposal. For more information about where to drop off your batteries and electrical and electronic waste, please contact your local city/municipality office, your household waste disposal service, or the shop where you purchased this product. Contact [weee@microsoft.com](mailto:weee@microsoft.com) for additional information on WEEE and waste batteries. Rechargeable products contain a Lithium-ion Battery.

### For Customers in the United States and Canada

#### Supplier's Declaration of Conformity

Models: 1852, 1916, 1938

Contact information: Microsoft Corporation, One Microsoft Way, Redmond, WA 98052, USA.

Email: [regcomp@microsoft.com](mailto:regcomp@microsoft.com)

This Class B digital apparatus complies with Part 15 of the U.S. Federal Communications Commission (FCC) rules, Innovation, Science and Economic Development Canada (ISED) licence-exempt RSS standards.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** Any changes or modifications to this device not expressly approved by Microsoft could void the user's authority to operate the device.

### Radio and TV Interference Regulations

The Microsoft hardware device(s) can radiate radio frequency (RF) energy. If not installed and used in strict accordance with the instructions given in the printed documentation and/or onscreen help files, the device may cause harmful interference with other radio-communications devices (for example AM/FM radios, televisions, baby monitors, cordless phones, etc.). There is, however, no guarantee that RF interference will not occur in a particular installation. To determine if your hardware device is causing interference to other radio-communications devices, turn off and unplug the device from any external power source. If the interference stops, it was probably caused by the device. If this hardware device does cause interference, try

the following measures to correct it:

- Relocate the antenna of the other radio-communications device (for example AM/FM Radios, televisions, baby monitors, cordless phones, etc) until the interference stops.
- Move the hardware device farther away from the radio or TV, or move it to one side or the other of the radio or TV.
- Plug the device into a different power outlet so that the hardware device and radio or TV are on different circuits controlled by different circuit breakers or fuses.
- If necessary, ask your device dealer or an experienced radio-TV technician for more suggestions. For more information about interference issues, go to the FCC Web site at <http://www.fcc.gov/cgb/consumerfacts/interference.html>. You can also call the FCC at 1-888-CALL FCC to request Interference and Telephone Interference fact sheets.

CAN ICES-3 (B)/NMB-3(B)

### **Exposure to Radio Frequency (RF) Energy**

Models 1852, 1938: This device contains radio transmitters and has been designed, manufactured and tested to meet the Federal Communications Commission (FCC), Innovation, Science and Economic Development Canada (ISED) and European guidelines for RF exposure and Specific Absorption Rate.

Additional information about RF safety can be found on the FCC website at <https://www.fcc.gov/general/radio-frequency-safety-0> and the ISED website at <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html>

### **Device regulatory labels**

Left earbud — Model: 1938 FCC ID: C3K1938 IC: 3048A-1938 CAN ICES-3 (B)/NMB-3(B)

This Class B digital apparatus complies with Part 15 of the U.S. Federal Communications Commission (FCC) rules, Innovation, Science and Economic Development Canada (ISED) licence-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Right earbud — Model: 1852 FCC ID: C3K1852 IC: 3048A-1852 CAN ICES-3 (B)/NMB-3(B)

This Class B digital apparatus complies with Part 15 of the U.S. Federal Communications Commission (FCC) rules, Innovation, Science and Economic Development Canada (ISED) licence-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



## COPYRIGHT

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## SUMMARY OF MANUFACTURER'S LIMITED HARDWARE WARRANTY & AGREEMENT (WITH BINDING ARBITRATION AND CLASS ACTION WAIVER IN THE U.S.)

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Microsoft warrants that the Microsoft Product will not malfunction under normal use conditions for **one year** from the date of original purchase from an authorized retailer. The warranty excludes normal wear and tear, cosmetic damage, damage caused by external causes including being dropped, exposed to liquid, inadequate ventilation, use not in accordance with Microsoft's instructions, hacking, viruses or other malware, and damage caused by repairs or modifications by someone other than Microsoft or a Microsoft-authorized service provider. **If your local law gives you any implied warranty, including of merchantability, its duration is the same as this warranty. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.** To obtain warranty service, first use the troubleshooting tips at [support.microsoft.com](https://support.microsoft.com). If they do not solve your problem, follow the online process at [support.microsoft.com](https://support.microsoft.com). 1-800-MICROSO (642-7676) also gives information on how to get service.

Other exclusions and limitations apply. Please read the entire Limited Warranty & Agreement at [support.microsoft.com/warranty](https://support.microsoft.com/warranty). By purchasing or using the Microsoft Product, you agree to its terms.

**If you live in or, if a business, your principal place of business is in the United States, please read the binding arbitration clause and class action waiver in Section 11 of the Limited Warranty & Agreement at [aka.ms/hw-warr-arbitration](https://aka.ms/hw-warr-arbitration).** It affects how disputes concerning your Microsoft Product, its price, advertising, marketing, communications, your purchase transaction, billing, or the Limited Warranty & Agreement are resolved. It binds you and Microsoft. Parts of the arbitration clause are described below.

**Any dispute not resolved by informal negotiation or in small claims court will be resolved only by individual binding arbitration under the Federal Arbitration Act before a neutral arbitrator whose decision will be final—not before a judge or jury, and not in a class action lawsuit, class-wide arbitration, private attorney-general action, or any other proceeding where someone acts in a representative capacity. Individual proceedings may not be combined without the consent of all parties.** The American Arbitration Association will conduct the arbitration under its Consumer or Commercial Arbitration Rules. Section 11 of the Limited Warranty & Agreement contains the rest of the terms, instructions, and forms for notifying Microsoft of a dispute or commencing arbitration.











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