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VM350
VM350-2

Full Color Video Monitor



vtech
Quick start guide



For more support information

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1101 1101 VM350 V.0501 V.1

Technical specifications table with columns: Feature, Value, and Unit.

Frequency control	CPS/RT controlled PLL synthesizer	
Transmit frequency	Parent unit: 2405 - 2475 MHz Baby unit: 2405 - 2475 MHz	
Channels	32	
LCD	5" Color LCD (1600x1200 pixels)	
Maximum power (output)	Parent unit: 0.5W (EIRP) Baby unit: 0.5W (EIRP)	
Maximum effective range	Parent unit: 300m (open field) Baby unit: 100m (open field)	
Power requirements	Parent unit: 5V DC Baby unit: 5V DC	
Parent unit battery	3.7V 2200mAh Li-Ion battery	

TECHNICAL SPECIFICATIONS

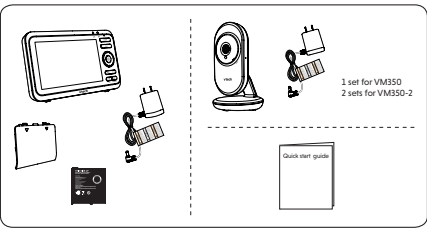
IMPORTANT SAFETY INSTRUCTIONS

- The applied flameless is located at the bottom of the baby unit base.
- When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury.
- Follow all warnings and instructions marked on the product and its accessories.
- CAUTION:** Do not install the baby unit at a height above 2 meters.
- This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could create operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
- Do not use this product near water. For example, do not use it near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
- CAUTION:** Use only the batteries provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. The batteries cannot be subjected to high or low extreme temperature and low air pressure at high altitude during use, storage or transportation. Disposal of batteries into fire or a hot oven, or mechanically crushing or cutting or the batteries can result in an explosion. Leaving the batteries in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas. Batteries subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Dispose of used battery according to the information in the RBC seal.
- Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product. Use only adapters and batteries listed below.
- Power adapter information:
Vtech Telecommunications Ltd.
Model: VTS05050AD (Parent unit)
- Rechargeable batteries information:
ZHONGSHAN TANMAG BATTERY CO., LTD.
Model: VTS05050AD (Parent unit)
- The power adapters are intended to be correctly oriented in the parent unit. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use the power cords before replacing batteries.
- Do not cut or cut off the power cords where the cords may be walked on or compressed.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
- Do not overload wall outlets or use an extension cord.
- Do not place this product on an unstable table, shelf, stand or other unstable surface.
- This product should not be placed in any area where proper ventilation is not provided. Do not block openings in the back or bottom of the product as provided for ventilation. If product vents from overheating, those openings must not be blocked by plugging the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or open flame.
- Never push objects of any kind into this product through the openings because they may reach dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subjected to power.
- You should test the sound reception every time you turn on the units or move one of the components.
- Periodically examine all components for damage.
- There is a very low risk of privacy loss when using certain electronic devices, such as baby monitors, certain telephones, etc. To protect your privacy, make sure the product has never been used before purchase, reset the baby monitor by pressing of and then powering on the units and power off the baby monitor if you will not use it for some time.
- Children should be supervised to ensure that they do not play with the product.
- The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

SAVE THESE INSTRUCTIONS

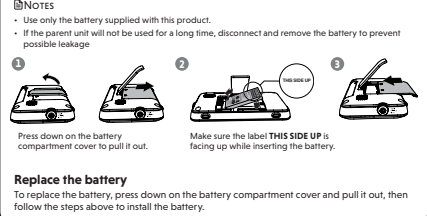
- Use and store the product at a temperature between 32°F and 104°F.
 - Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source. Batteries should not be exposed to excessive heat such as bright sunlight or fire.
 - Warning - Strangulation Hazard - Children**
Do not use the product with any strings, ribbons, or other items that could be used to strangle a child. Do not use the product with any items that could be used to strangle a child.
 - Other electronic products may cause interference with your baby monitor. If you are using a baby monitor, please keep it away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.
- Precautions for users of implanted cardiac pacemakers**
Cardiac pacemakers (pumps) only to digital cordless devices: Wireless Technology Research, LLC (WTR), an independent research entity, and a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers, supported by the U.S. Food and Drug Administration. WTR recommends to physicians that:
• Should keep wireless devices at least 6 inches from the pacemaker.
• Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket when it is turned ON.
WTR's evaluation did not identify any risk to standards with patients from other persons using wireless devices.
Electromagnetic fields (EMF)
This Vtech product complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, this product is safe to be used based on scientific evidence available today.

WHAT'S IN THE BOX



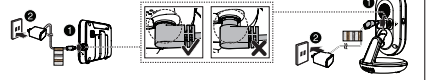
1 CONNECT THE BABY MONITOR

Install the battery
The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, make sure you use both battery and AC power at the same time. With the battery alone, the parent unit can cordlessly run for a short time only.



Connect the baby monitor

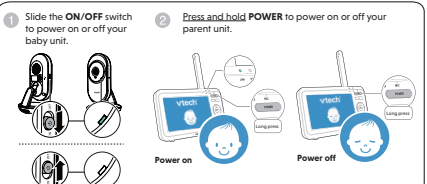
- Notes**
- Use only the power adapters supplied with this product.
 - Make sure the baby monitor is not connected to the switch controlled electric outlet.
 - Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of baby monitor, so do not connect them to any ceiling, under-the-table, or cabinet outlets. Otherwise, the adapters may not properly connect to the outlets.
 - Make sure the parent unit, the baby unit and the power adapter cords are out of reach of children.



Charge the parent unit battery

- When you have connected and turned on the parent unit, the battery will be charged automatically.
- Notes**
- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid.
 - It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.
 - The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

2 POWER ON OR OFF THE BABY MONITOR



3 POSITIONING THE BABY MONITOR

CAUTION
Keep the baby unit out of the reach of your baby. Never place or mount the baby unit inside the baby's crib or playpen.



CAUTION
The default volume of your parent unit level 4, and the maximum volume is level 7. If you experience high-pitched screaming noise from your baby monitor while positioning:
- Make sure your baby unit and parent unit are more than 3 feet (1 meter) apart. OR
- Lower the volume of your parent unit.



NOTE
To avoid interference from other electronic devices, place your baby monitor at least 3 feet (1 meter) away from devices such as wireless routers, microwaves, cell phones and computers.

4 STATUS CHECK

Once you power on both your baby unit and parent unit, your parent unit displays image from the baby unit, and the LINK LED light turns on.



BASIC OPERATION - PARENT UNIT

Adjust speaker volume
Press **VOL+ / VOL-** to adjust your parent unit speaker volume.

Zoom
Press **@** to zoom in or out.

Talk to your baby unit
Press and hold **TALK** and speak to your parent unit. Your voice is transmitted to the baby unit. Release **TALK** when finish talking and hear your baby again.

Turn off the screen
Press and hold **LCD ON/OFF** to switch off the screen. You can still hear sound from the baby unit. Release **TALK** when finish talking and hear your baby again.

TIP
Press any keys on the parent unit to turn on the screen again.

OVERVIEW - BABY UNIT

Use the menu
Press **MENU** to enter the menu, choose a menu item, or save a setting. You can use the parent unit for advanced settings or operations, such as play or stop the baby unit lullaby, or to adjust the baby unit sound sensitivity.

While in the menu:
- Press **<** or **>** to scroll among the menu options.
- Press **MENU** to select an item, or to save a setting.
- Press **▲** or **▼** to scroll among the sub-menus, or to adjust a setting.
- Press **◀** to return to the previous menu options without changing the current setting.
- Press **Q** / **EXIT** to return to live video.

OVERVIEW - PARENT UNIT

- LCD display
- Antenna
- LED lights
- Microphone
- POWER
- TALK
- Arrow keys
- MENU/SELECT
- POWER key
- VOL- / VOL+
- VIEW / LCD ON/OFF
- @ / EXIT
- Speaker
- Battery compartment cover
- Stand

OVERVIEW - BABY UNIT

- Pair hole
- POWER LED light
- Microphone
- Camera
- Infrared LEDs
- Light sensor
- ON/OFF switch
- Speaker
- Power jack
- Wall mount holes

NEED HELP?

For operations and guides to help you using your video monitor, and for latest information and supports, go and check the online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.

- Go to <http://help.vtechphones.com/vm350> or <http://help.vtechphones.com/vm350-2>; OR
- Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.
- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.

You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.

PARENT UNIT ICONS

Main menu	Sub-menu	Main menu	Sub-menu
Brightness	Adjust the parent unit's LCD brightness.	Alert tones	Set the parent unit to beep when the battery is low.
	Set the parent unit to beep when the link between the parent unit and the baby unit is lost.		
Camera settings	Baby unit speaker volume	Monitoring mode (For VM350-2 only)	Set the confirmation tone on or off when selecting an option in the menus.
	Adjust the baby unit's speaker volume.		Set the parent unit to beep when the baby unit detects sounds while in Split mode (For VM350-2 only).
Temperature	Single mode	ON/OFF	Turn on/off sound activation
	Split mode		Set the parent unit to beeps whenever the room temperature detected by the baby unit falls outside of the set temperature range.
Lullaby	Patrol mode	VOX (Voice Activated Alert) Sensitivity	Set the minimum temperature.
	Play/Stop lullaby		Set the maximum temperature.
Play/Stop lullaby	Select one of the soothing sounds, or white noise.	Temperature display	Set temperature display in Fahrenheit (°F) or Celsius (°C)
	Select one of the five melodies.		Set timer to stop playing the selected melody or soothing sound.

PARENT UNIT ICONS (CONT'D)

Status icons

Connection status

- Strong signal strength.
- Moderate signal strength.
- Low signal strength.
- Weak signal strength.

Split mode (For VM350-2 only)

Patrol mode (For VM350-2 only)

Current view status

- The baby unit number that is being viewed when in:
 - Single CAM mode.
 - Patrol mode (For VM350-2 only).
 - Split mode (For VM350-2 only).

Night vision - On

Zoom - On

Lullaby - On

Two-way talk

- Displays when the parent unit is talking to the baby unit.

Real-time temperature

- Displays when the parent unit is detecting a baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. 57°F or 14°C).

Temperature alert tone - On

Status icons

9-level sound indicator

- Indicates low sound level detected by the baby unit.
- Indicates moderate sound level detected by the baby unit.
- Indicates high sound level detected by the baby unit.

Mute alert

- Displays when the parent unit speaker volume is set to off.
- Displays when the parent unit is talking to the baby unit.

Battery status

- animates when the battery is charging.
- battery is fully charged.
- battery is low and needs charging.

Alert icons

- Displays when parent unit's battery is low and needs charging.
- Displays when connection between parent unit and baby unit is lost.
- Displays when sound is detected at a baby unit when in Split view.
- Baby unit detects temperature reaches or exceeds the set maximum.
- Baby unit detects temperature is at or lower than the set minimum.

SOUND SENSITIVITY AND SOUND ACTIVATION

Adjust sound detection sensitivity

You can turn on **Sound activation** and adjust the **VOX sensitivity** to detect sounds and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit detects sounds that exceed certain levels, the parent unit screen will turn on and the baby unit starts transmitting the sounds to the parent unit, and you can see and hear your baby.

If you turn off **Sound activation**, you will hear sounds from the baby unit all the time, even when the parent unit screen is switched off.

If you have turned on sound alert, the parent unit beeps when the baby unit detects sounds while in **Split mode** (For VM350-2 only).

VOX SENSITIVITY LEVEL	Level 5 (Highest)	Level 4 (High)	Level 3 (Medium)	Level 2 (Low)	Level 1 (Lowest)	
DESCRIPTION	(Default setting) The parent unit screen and speaker turn on for very small sounds, including background noises from your baby's room.	The parent unit screen and speaker turn on for loud babbling and louder sounds from your baby. The parent unit remains quiet when your baby sleeps soundly.	The parent unit screen and speaker turns on for loud crying or screaming sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screaming sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screaming sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screaming sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.

Sound activated screen and audio

When **Sound activation** is on, the parent unit screen stays off to save power when the baby unit detects no sound.

Once the baby unit detects sounds that are louder than the chosen sound sensitivity level, the parent unit screen and speaker turn on automatically. The parent unit will then turn off again after 50 seconds of no sound detection.

NOTE

- If you have muted the parent unit speaker, only the parent unit screen will turn on when a sound is detected.

NIGHT VISION

The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit being viewed detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and appears on the screen.

NOTES

- It is normal if you see a short white glare on your parent unit screen as the baby unit is adapting to the dark environment.
- When the infrared LEDs are on, the images are in black and white. This is normal.

TIP

- Depending on the surroundings and other interfering factors, like lightings, objects, colors and backgrounds, the video quality may vary. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

DIM MODE

The parent unit display will dim to conserve energy after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.

10 min inactivity

Press any buttons

FOR VM350-2 ONLY

Status check - Two baby units

If you are viewing baby units 1 and 2, the **POWER LED light** of baby unit 1 turns on. As baby unit 2 is not being viewed, its **POWER LED light** flashes.

NOTE

- If you power on only one baby unit, you may see the parent unit displaying 1 and then 2 and the LINK LED light flashing.
- Press **VIEW** in **Single CAM** or **Patrol mode** to switch to the baby unit you have powered on.

Change different views - Single CAM

In **Single CAM** or **Patrol mode**, press **VIEW** switch between the image of baby units 1 and 2.

Change different views - Patrol

Select **Patrol** as your monitoring mode to alternately view the image from baby units 1 and 2 every 10 seconds.

Change different views - Split

Select **Split** as your monitoring mode to view the images from both baby units at once.

MOUNT THE BABY UNIT ON DRY WALL (OPTIONAL)

Items to purchase

You will need to purchase the following items separately to mount your baby unit:

- 2 screws
- 2 anchors

NOTE

- The types of screws and anchors you need depend on the composition of the wall.

- Drill two holes in the wall. If you drill the holes into a stud, go to step 3.
- If you drill the holes into an object other than a stud, insert the wall anchors into the holes. Tap gently on the ends with a hammer until the wall anchors are flush with the wall.
- Align the wall mount holes at the bottom of the baby unit with the screws on the wall. Slide the baby unit down until it locks into place.
- Insert the screws into the holes and tighten the screws until only 1/4 inch of the screws are exposed.
- Adjust the camera angle.

Use a pencil to mark two holes in parallel. Make sure they are the same distance apart as the wall mount holes on the baby unit.

FOR CETL COMPLIANCE ONLY

Measures de sécurité importantes

La plaque signalétique appliquée est à lire au bas du socle de la boîte.

Lorsque vous utilisez votre appareil, vous devez toujours utiliser des mesures de précaution de base afin de réduire les risques d'accidents ou de blessures.

1. CONSERVEZ TOUJOURS LES INSTRUCTIONS ET MISES EN GARDE INSCRITES SUR L'APPAREIL.

2. MISE EN GARDE: N'utilisez pas l'unité du bébé à une température supérieure à 38°C.

3. MISE EN GARDE: Utilisez uniquement les piles fournies. Il est interdit d'utiliser d'autres piles que celles recommandées par le fabricant.

4. MISE EN GARDE: Utilisez uniquement les piles fournies. Il est interdit d'utiliser d'autres piles que celles recommandées par le fabricant.

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LIMITED WARRANTY

What does this limited warranty cover?

The manufacturer of this Vtech Product warrants to the holder of a valid proof of purchase "Consumer" or "you" that the Product and its accessories provided in the sales package ("you") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will Vtech do if the Product is not free from defects in material and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, Vtech's authorized service representative will repair or replace an Vtech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will return defective parts, modules, or equipment. Repair or replacement of the Product, at Vtech's option, is your exclusive remedy. Vtech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If Vtech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either 90 days from the date the repaired or replacement Product is shipped to you or to the time remaining on the original one-year warranty, whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Products that have been subjected to misuse, accident, shipping or other physical damage, improper installation, modification by anyone other than an authorized service representative of Vtech or;
- Products that have been subjected to neglect, misand/or use of water or other liquid intrusion; or
- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of Vtech or;
- Limitations: implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. In no event shall Vtech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment) or for any substitute equipment, and claims by third parties resulting from the use of the Product. Some States/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please return your original sales receipt as proof of purchase.

THE RBRC SEAL

The RBRC seal on the lithium battery indicates that Vtech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The program provides a convenient alternative to placing used lithium-ion batteries into the trash or municipal waste, which may be illegal in your area.

Vtech's participation makes it easy for you to drop off the spent battery at local retailers participating in the program or at authorized Vtech product service centers. Please call 1-800-A BATTERY for information on Li-ion battery recycling and disposal ban/restriction in your area. Vtech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

The RBRC Seal and 1-800-A BATTERY® are registered trademarks of Call2Recycle, Inc.

FCC AND IC REGULATIONS

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) Rules. These requirements are intended 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 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.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the 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.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC rules. The baby unit shall be installed and used only with parts of all persons' body are maintained at a distance of approximately 8 in (20 cm) or more. The transmitter and antenna in the parent unit shall be at least 1 in (2.5 cm) from the user.

The Class B digital apparatus complies with Canadian requirement: ICES Class 3 (B2/NMB-318)

Industry Canada

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSSB. 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.

The term "IC" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

RF radiation exposure statement

This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The baby unit should be installed and operated with a maximum of 8 in (20 cm) between the baby unit and all persons' body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be collocated or operating in conjunction with any other antenna or transmitter. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for all exposures of Human RF Fields.

CALIFORNIA ENERGY COMMISSION BATTERY CHARGING TESTING MODE

This baby monitor meets the California Energy Commission (CEC) regulations for energy consumption. Your baby monitor is set up to comply with the energy conserving standards right out of the box. Follow the instructions to install and charge the battery. The CEC battery charging testing mode is activated while charging. Even if the parent unit is paired to baby units, the CEC battery charging testing mode is activated while it is powered off and charging.

DISCLAIMER AND LIMITATION OF LIABILITY

Vtech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. Vtech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise from the use of this product.

Company: Vtech Communications, Inc.
 Address: 9020 SW Washington Square Road - Ste 555 Tigard, OR 97223, United States
 Phone: 1 (800) 595-9211 in the U.S. or 1 (800) 267-7377 in Canada

Intertek
 3170790
 100% PASSING RATE

Other limitations

This warranty is the complete and exclusive agreement between you and Vtech. It supersedes all other written or oral communications related to this limited warranty and no other warranties for this Product. The warranty expressly describes all of Vtech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification. State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties: including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. In no event shall Vtech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment) or for any substitute equipment, and claims by third parties resulting from the use of the Product. Some States/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please return your original sales receipt as proof of purchase.