

# **Roku Player**

Important Product Information

## The License Agreement

Use of the Roku player (“**Player**”) requires you to establish an account on Roku’s website and consent to the terms and conditions provided in connection with your account setup. If you do not agree to these terms and conditions and you are within the allowable time period for returns under the applicable return policy, you may return the Player to the place where you obtained it for a refund, subject to the terms of such return policy. You should perform a factory reset on the Player before you return it. For instructions on how to reset your Player, please visit our website.

## Safety Precautions

This product has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock or personal injury. To help ensure accident-free operation, follow these guidelines:

- Observe all warnings, precautions & instructions.
- Regularly inspect the AC power adapter for damage.
- Stop use, unplug the AC power adapter from the electrical outlet and disconnect any other cables immediately if the Player functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- For more information on product safety and troubleshooting, please go to [www.roku.com/support](http://www.roku.com/support).

## Use and Handling

- Do not operate the Roku remote using any vigorous motions or gestures.
- Keep the Player and accessories, including cable ties and fasteners, out of the reach of small children.
- Do not touch the Player or connected cables during an electrical storm.
- Do not allow liquid, small particles or other foreign objects to get into the Player or accessories.
- Do not expose the Player to smoke or steam.
- Do not expose the Player or accessories to high temperatures, high humidity or direct sunlight.
- Do not place the Player or the remote on the floor or in a place where they may cause someone to trip or stumble.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Place your player within range of your wireless network.
- Do not place your player in an enclosed cabinet; it may interfere with the wireless signal.
- Do not place anything on top of your player; it may cause the player to overheat.



## IMPORTANT tips about battery handling!

**Inserting batteries:** When inserting batteries, be sure to insert each battery negative (-) side first, pushing it into the coil and then into the compartment. Never insert batteries positive (+) side first.

**Replacing batteries:** Always replace dead batteries with two brand-new batteries from the same manufacturer. Never use damaged batteries.

**Disposal of batteries:** Always dispose of batteries following federal guidelines or local ordinances. Do not dispose of used batteries in an open fire.

**Warning signs:** If your remote gets warm/hot during use, discontinue use and contact Roku Customer Support immediately at [roku.com/support](http://roku.com/support). There is a risk of explosion if battery is replaced by an incorrect type.

## Limited Hardware Warranty

Subject to the additional terms and conditions set forth below, Roku provides this Limited Warranty:

- Only to the person or entity that originally purchased the Player from Roku or from one of its authorized resellers or distributors; and
- One (1) year limited hardware warranty for Players purchased and delivered to the end user within the United States.

## Limited Warranty

Roku warrants the Player hardware against defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase (“**Warranty Period**”). If Roku determines that the Player’s hardware is defective, Roku will either repair the unit or replace the unit with either a new or rebuilt Player, at its option. If the Warranty Period has expired or is otherwise not applicable (see **Scope and Limitation on Warranty** below), we will return the Player to you at your cost and expense. More information about this warranty can be found at [www.roku.com/support](http://www.roku.com/support). **THE FOREGOING SETS FORTH ROKU’S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS LIMITED WARRANTY.**

## Return and Warranty Service Process

Please access and review Roku’s online help resources at [support.roku.com](http://support.roku.com) before seeking warranty service. Returns for your new Player must be within the 30-day return period (if purchased directly from Roku’s website) or in accordance with the return policy period of the applicable retailer from which you purchased the Player. Warranty service requests for your new Player must be within the original product warranty period. You must first obtain a Return Merchandise Authorization (RMA) number from Roku Customer Support by visiting our website or contacting 888-600-7658. RMA numbers expire 30 days from issuance. Roku may attempt to troubleshoot a warranty-related problem prior to issuing a RMA number. Please be prepared to provide additional

information upon request. Once a RMA number is obtained, you must ship your Player, freight prepaid, together with proof of purchase and all accessories, in either the original packaging or packaging affording an equal degree of protection, to the Roku authorized distribution facility identified by Roku Customer Support. Failure to return any of the accessories could result in a delay and/or result in an invoice to you or credit to Roku for the missing accessories.

**Important:** When submitting a RMA, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) software version (located in the Settings menu), (e) date of purchase, (f) place of purchase (reseller or online place of purchase), and (g) return shipping address (P.O. boxes are not accepted).

## Scope of and Limitation on Warranty

The warranty on the Player is limited to the repair or replacement of defective units as described in the Limited Warranty section above. This warranty does not cover customer training or education, installation, set up adjustments, or signal reception problems. This warranty also does not cover any issue related to the service provided by your Internet service provider or content providers, including but not limited to, service disruption, changes in service terms, changes in offerings, changes in format, or technical problems. This warranty does not cover damage due to acts of God, accident, misuse, abuse, negligence, cosmetic damage, normal wear and tear, commercial use or modification, or to any part of, your Player. This warranty does not cover damage caused by other devices, improper operation or maintenance, connection to improper voltage supply or attempted repair by anyone other than a facility authorized by Roku to service your Player. This warranty does not cover consumables (such as fuses and batteries).

## Legal Notices

### Federal Communication Commission Interference Statement

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

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IEEE 802.11b or 802.11g operation of this product in the U.S.A. is firmware-limited to channels 1 through 11. **Wireless Radio Use:** This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

## IMPORTANT NOTE:

### FCC Radiation Exposure Statement:

This equipment complies with FCC 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 operated in conjunction with any other antenna or transmitter.

### Note to US model owner:

**To comply with US FCC regulation, the country selection function has been completely removed from all US models.**

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

[www.roku.com](http://www.roku.com)

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