

# Safety and regulatory guide

**htc**

## Please read before proceeding

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THE BATTERY IS NOT FULLY CHARGED WHEN YOU TAKE THE DEVICE OUT OF THE BOX.

## Important health information and safety precautions

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When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire, and damage to the equipment, observe the following precautions.

### Electrical safety

This product is intended for use when supplied with power from the designated battery or power supply unit. Other usage may be dangerous and will invalidate any approval given to this product.

### Safety precautions for proper grounding installation

**CAUTION:** Connecting to improperly grounded equipment can result in an electric shock to your device.

Use USB Cable for connecting with desktop or notebook computer. Be sure your computer is properly grounded (earthed) before connecting this product to the computer. The power supply cord of a desktop or notebook computer has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet which is properly installed and grounded in accordance with all local codes and ordinances.

### Safety precautions for power supply unit

#### ▪ Use the correct external power source

A product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your authorized service provider or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product.

This product should be operated only with the following designated power supply unit(s).

#### AC adapter:

HTC, Model TC NE30W-US, TC NE30W-AU, TC NE30W-EU, TC NE30W-UK

#### ▪ Handle battery packs carefully

This product contains a Lithium-ion polymer or Lithium-ion battery. There is a risk of fire and burns if the battery pack is handled improperly. Risk of explosion if the battery is replaced by an incorrect type. Do not attempt to open or service the battery pack. Do not disassemble, crush, puncture, short external contacts or circuits, dispose of in fire or water, or expose a battery pack to temperatures higher than 60°C (140°F).



**WARNING:** To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 60° C (140° F), or dispose of in fire or water. Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.



#### ▪ Take extra precautions

- Keep the device dry and away from water or any liquid as it may cause a short circuit.
- The smart hub should only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Only use the battery with a charging system that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.
- If the battery leaks:
  - Do not allow the leaking fluid to come in contact with skin or clothing. If already in contact, flush the affected area immediately with clean water and seek medical advice.
  - Do not allow the leaking fluid to come in contact with eyes. If already in contact, DO NOT rub; rinse with clean water immediately and seek medical advice.
  - Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

### Safety precautions for direct sunlight

Keep this product away from excessive moisture and extreme temperatures. Do not leave the product inside a vehicle or in places where the temperature may exceed 60°C (140°F), such as on a car dashboard, window sill, or behind a glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product, overheat the battery, or pose a risk to the vehicle.

### Safety in aircraft

Due to the possible interference caused by this product to an aircraft's navigation system and its communications network, using this device function on board an airplane is against the law in most countries. If you want to use this device when on board an aircraft, remember to turn off your smart hub by switching to Airplane Mode.

### Environment restrictions

Do not use this product in gas stations, fuel depots, chemical plants or where blasting operations are in progress, or in potentially explosive atmospheres such as fuelling areas, fuel storehouses, below deck on boats, chemical plants, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders. Please be aware that sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

### Explosive atmospheres

When in any area with a potentially explosive atmosphere or where flammable materials exist, the product should be turned off and the user should obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised not to use the equipment at refueling points such as service or gas stations, and are reminded of the need to observe restrictions on the use of radio equipment in fuel depots, chemical plants, or where blasting operations are in progress. Areas with a potentially explosive

atmosphere are often, but not always, clearly marked. These include fueling areas, below deck on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

### **Road safety**

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a smart hub while driving (even with a hands free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

### **Safety precautions for RF exposure**

- Avoid using your smart hub near metal structures (for example, the steel frame of a building).
- Avoid using your smart hub near strong electromagnetic sources, such as microwave ovens, sound speakers, TV and radio.
- Use only original manufacturer-approved accessories, or accessories that do not contain any metal.
- Use of non-original manufacturer-approved accessories may violate your local RF exposure guidelines and should be avoided.

### **Interference with medical equipment functions**

This product may cause medical equipment to malfunction. The use of this device is forbidden in most hospitals and medical clinics. If you use any other personal medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your smart hub OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

### **Hearing aids**

Some digital wireless smart hubs may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider, or call the customer service line to discuss alternatives.

### **Electrical safety**

- Accessories
  - Use only approved accessories.
  - Do not connect with incompatible products or accessories.
- Connection to a car
  - Seek professional advice when connecting a smart hub interface to the vehicle electrical system.
- Faulty and damaged products
  - Do not attempt to disassemble the smart hub or its accessory.
  - Only qualified personnel must service or repair the smart hub or its accessory.

### **General precautions**

You alone are responsible for how you use your smart hub and any consequences of its use. You must always switch off your smart hub

wherever the use of a smart hub is prohibited. Use of your smart hub is subject to safety measures designed to protect users and their environment.

- **Avoid applying excessive pressure to the device**

Do not apply excessive pressure on the screen and the device to prevent damaging them and remove the device from your pants' pocket before sitting down. It is also recommended that you store the device in a protective case and only use the device stylus or your finger when interacting with the touch screen. Cracked display screens due to improper handling are not covered by the warranty.

- **Protect your smart hub**

- Always treat your smart hub and its accessories with care and keep them in a clean and dust-free place.
- Do not expose your smart hub or its accessories to open flames or lit tobacco products.
- Do not drop, throw or try to bend your smart hub or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your smart hub or its accessories.
- Do not attempt to disassemble your smart hub or its accessories, only authorized personnel must do so.
- Store your smart hub or its accessories at temperatures between 0° C to 40° C.
- Please check local regulations for disposal of electronic products.
- Do not carry your device in your back pocket as it could break when you sit down.

- **Damage requiring service**

Unplug the product from the electrical outlet and refer servicing to an authorized service technician or provider under the following conditions:

- The product has been exposed to rain or liquid, dropped, subject to impact or damaged.
- There are noticeable signs of overheating.
- The product does not operate normally when you follow the operating instructions.

- **Avoid hot areas**

The product should be placed away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

- **Avoid wet areas**

Never use the product in rain, or near washbasins or other wet or high humidity locations. If your product gets wet, do not try to dry the product with the use of an oven or dryer, as this may damage your product.

- **Avoid using your device after a dramatic change in temperature**

When you move your device between environments with very different temperature and/or humidity ranges, condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before using the device.

**NOTICE:** When taking the device from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the device to acclimate to room temperature before turning on power.

- **Avoid pushing objects into product**

Never push objects of any kind into cabinet slots or other openings in the product. Slots and openings are provided for ventilation. These openings must not be blocked or covered.

- **Adjust the volume**

Turn down the volume before using other audio devices.

- **Cleaning**

Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning, but NEVER use water to clean the LCD screen.

- **Small children**

Do not leave your smart hub and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smart hub. Your smart hub contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard. Consult the doctor immediately if the accessories or battery are swallowed.

- **Repetitive motion injuries**

To minimize the risk of RSI, when Texting or playing games with your smart hub:

- Do not grip the smart hub too tightly
- Press the buttons lightly

- **Electrostatic discharge (ESD)**

Do not touch the SIM card's metal connectors.

## Regulatory agency identifications

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For regulatory identification purposes, your product is assigned a model number of 2Q6U200.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 2Q6U200.

The Battery Pack has been assigned a model number of B2Q6U100.

Operating temperature range: 32°F to 104°F (0°C to 40°C)

The Regulatory Compliance Mark (RCM) can be found in Setting → System → Regulatory

## European Union notice

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Products with CE marking comply with the Radio Equipment Directive (2014/53/EU) issued by the Commission of the European Community. This radio equipment operates with the following frequency bands and maximum radio-frequency power:

Maximum Tune-up Conducted Power (dBm)

LTE Band 1: 25dBm

LTE Band 3: 25dBm

LTE Band 5: 25dBm

LTE Band 7: 25dBm

LTE Band 8: 25dBm

LTE Band 20: 25dBm

LTE Band 28: 25dBm

Maximum EIRP (dBm)

802.11 b (2.4G): 20dBm

802.11 g (2.4G): 20dBm

802.11 n HT20/HTC40/VHT20/VHT40 (2.4G): 20dBm

802.11 a (5180-5240MHz) 23dBm

802.11 a (5260-5320MHz) 20dBm

802.11 a (5500-5700MHz) 20dBm

802.11 n HT20/HTC40 (5180-5240MHz) 23dBm

LTE Band 38: 25dBm  
5G NR n78: 22dBm

802.11 n HT20/HTC40 (5260-5320MHz) 20dBm  
802.11 n HT20/HTC40 (5500-5700MHz) 20dBm  
802.11 ac VHT20/VHT40/VHT80 (5180-5240MHz) 23dBm  
802.11 ac VHT20/VHT40/VHT80 (5260-5320MHz) 20dBm  
802.11 ac VHT20/VHT40/VHT80 (5500-5700MHz) 20dBm  
802.11 ad (60GHz): 40dBm  
Bluetooth EDR 20dBm/LE:20dBm

The operation of 5.15-5.35GHz is restricted to indoor use in all EU Member States.



AT	BE	BG	CY	CZ	DE	DK	EE	EL
ES	FI	FR	HR	HU	IE	IT	LT	LU
LV	MT	NL	PL	PT	RO	SE	SI	SK
UK	CH	IS	LI	NO	TR			

## SAR information

Body: 1.104 W/kg@10g

## Body-worn Operation

This device was tested for typical body-worn operations. A minimum separation distance must be maintained between the user's body and the handset, including the antenna:

- 1.5 cm to comply with the RF exposure requirements in Europe

Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

Use only the supplied or an approved antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the smart hub, or result in violation of regulations. Do not use the smart hub with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

Hereby, HTC Corporation declares that the radio equipment type, 2G6U200 is in the compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://www.htc.com/doc>

## Telecommunications & Internet Association (TIA) safety information

### Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a

handheld wireless smart hub and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

Persons with pacemakers:

- Should ALWAYS keep the smart hub more than 15 cm (6 inches) from their pacemaker when the smart hub is turned ON.
- Should not carry the smart hub in a breast pocket.
- Should use the ear opposite the pacemaker to minimize the potential for interference. If you have any reason to suspect that interference is taking place, turn the smart hub OFF immediately.

### WEEE notice

The Directive on Waste Electrical and Electronic Equipment (WEEE), which entered into force as European law on 13th February 2003, resulted in a major change in the treatment of electrical equipment at end-of-life.

The purpose of this Directive is, as a first priority, the prevention of WEEE, and in addition, to promote the reuse, recycling and other forms of recovery of such wastes so as to reduce disposal.



The WEEE logo (shown at the left) on the product or on its box indicates that this product must not be discarded in a landfill. Electronic devices contain substances that may be hazardous to the environment if not properly disposed of. For more information about electronic and electrical waste equipment disposal, recovery, and collection points, please contact your local city center, household waste disposal service, shop from where you purchased the equipment, or manufacturer of the equipment.

### RoHS compliance

This product is in compliance with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and its amendments (EU 2015/863).