

# Roku® Streaming Player

## Important Product Information

### Introduction

The Roku streaming player which accompanies this Important Product Information ("Player") allows you to stream online entertainment to your TV. A Roku account is required to activate your Player. When you sign up for a Roku account, you will be asked to provide your contact information and a payment method so that you can easily rent movies or sign-up for additional services. Your authorization is required for any such charges. There are no equipment rental fees for owning a Player. However, a paid subscription or other form of payment may be required to access some channels or content. Channel availability is subject to change and varies by country. Check with each channel provider for specific bandwidth requirements to stream SD, 720p, 1080p HD, 4K and HDR (if your player supports 4K and/or HDR) content.

### Safety Precautions

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

- Observe all warnings, precautions and 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 has been damaged, cracked or punctured, or 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 remote using any vigorous or forceful motions or gestures.
- The remote control and the headphones are not toys. If your Player comes with a remote control and/or headphones, keep them both out of reach of children under the age of six.
- The product packaging may include plastic bags, cable ties and fasteners. Dispose of these properly and keep them out of reach of children, as they could present a choking hazard.
- 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 or accessories to liquid, 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.
- Permanent hearing loss may occur if the Player or earpieces are used at high volume. To prevent possible hearing loss, limit the amount of time you use the Player or any earpieces at high volume.
- Do 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.
- Do not drop, crush or disassemble the Player.
- Do not attempt to repair your Player yourself. Disassembling the Player may cause damage not covered by the warranty.

### Important Tips About Battery Handling

**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.

**Dispose 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 [www.roku.com/support](http://www.roku.com/support). There is a risk of explosion if a battery is replaced by an incorrect type.

### Voice Search

For players and geographies which support voice search, please see the End User License Agreement and Privacy Policy for further information located at [www.roku.com/legal](http://www.roku.com/legal).

### The License Agreement

The applicable software license terms for the Player is at [www.roku.com/legal](http://www.roku.com/legal). **Use of the Player constitutes your agreement to those license terms and the limited warranty set forth below for your country.** If you disagree and you are within the allowable time period for returns under Roku's return policy (if purchased from Roku) or the applicable return policy of the authorized distributor (if purchased from such distributor), you may return the Player to the place where you obtained it for a refund, subject to the terms of the applicable return policy.

### Limited Warranty & Warranty Service Process

#### US Only

#### Limited Warranty

For any Player purchased and delivered to end users in the US, Roku warrants the Player hardware against defects in materials and workmanship for a period of one (1) year from the date of purchase by the original purchaser (as shown by the date on the applicable sales receipt) if used in accordance with the user documentation provided with the Player; provided that, this warranty shall be available only to the purchaser who originally purchased the Player from Roku or from one of its authorized resellers or distributors. If Roku determines the Player's hardware is defective, Roku will either repair the Player or replace it with a new or rebuilt unit, at Roku's option. If the applicable warranty period has expired, 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 warranty does not cover software, apps, programs, installation, set up or issues related to the service provided by your Internet service provider, channel providers or content providers, including but not limited to, service disruption and changes in service terms, offerings or format. This warranty excludes damages due to acts of God, accident, misuse, abuse, negligence, commercial use, modification of your Player, or damages caused by other devices, improper operation or maintenance, voltage fluctuations 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). Roku does not assume any responsibility for any data or information stored on any media or hardware of the Player delivered or sent for repair.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS SECTION A SETS FORTH ROKU'S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS WARRANTY; REPAIR OR REPLACEMENT OF YOUR PLAYER SHALL NOT RESET OR EXTEND THE ORIGINAL WARRANTY PERIOD; AND UPON REPAIR OR REPLACEMENT OF YOUR PLAYER, ANY EXPRESS OR IMPLIED WARRANTY WHICH YOU HAVE AGREED TO DISCLAIM FOR THE ORIGINAL PLAYER SHALL ALSO BE DISCLAIMED WITH RESPECT TO THE REPAIRED OR REPLACED PLAYER. THE LIMITATIONS ABOVE ARE SUBJECT TO APPLICABLE LOCAL LAWS AND YOU MAY HAVE ADDITIONAL RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

#### Warranty Service Process

Warranty service requests for your Player must be made within the applicable warranty period. You must first obtain a return merchandise authorization ("RMA") number from Roku Customer Support. RMA numbers expire thirty (30) days from issuance. Roku may attempt to troubleshoot the 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 accessory could result in delay and/or an invoice to you or credit to Roku for the missing accessory.

**Important:** When submitting a RMA, please provide the following information with your request: (a) product name and serial number, (b) problem description, (c) software version (see Player's "settings" menu), (d) date and place of purchase, and (e) return shipping address (P.O. boxes are not accepted). Additional troubleshooting tips and Roku Customer Support is at [www.roku.com/support](http://www.roku.com/support) for Players sold in the US.

#### **Automatic Software Updates**

Roku reserves the right to automatically update the software on the Player from time to time in its sole discretion, including adding, changing or removing channels, functionalities and features

(including but not limited to, changing the user interface or the manner in which you are able to access content via the Player). For further information please see [www.roku.com/support](http://www.roku.com/support).

## **Additional Legal Notices**

### **US ONLY**

#### 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 US 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.

Roku Express operates in the 2.4GHz - 2.4835 GHz band.

Roku Streaming Stick, Roku Streaming Stick+ and Roku Ultra operates in the 2.4GHz - 2.4835 GHz and 5.15GHz - 5.25 GHz bands. These devices are restricted to indoor use when operating in 5.15GHz and 5.25 GHz bands.

### **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 a minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. 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.

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