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# BEAM MOBILE

## User Guide

Follow these step-by-step instructions for quick and easy assembly.

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# 1. WHAT'S IN THE BOX?

Inside the box, you'll find all the essential components and accessories needed to get started with your product, carefully packed for easy setup and use.



Main Unit X1



Column X1



Spacer X1



Wheel Base X1

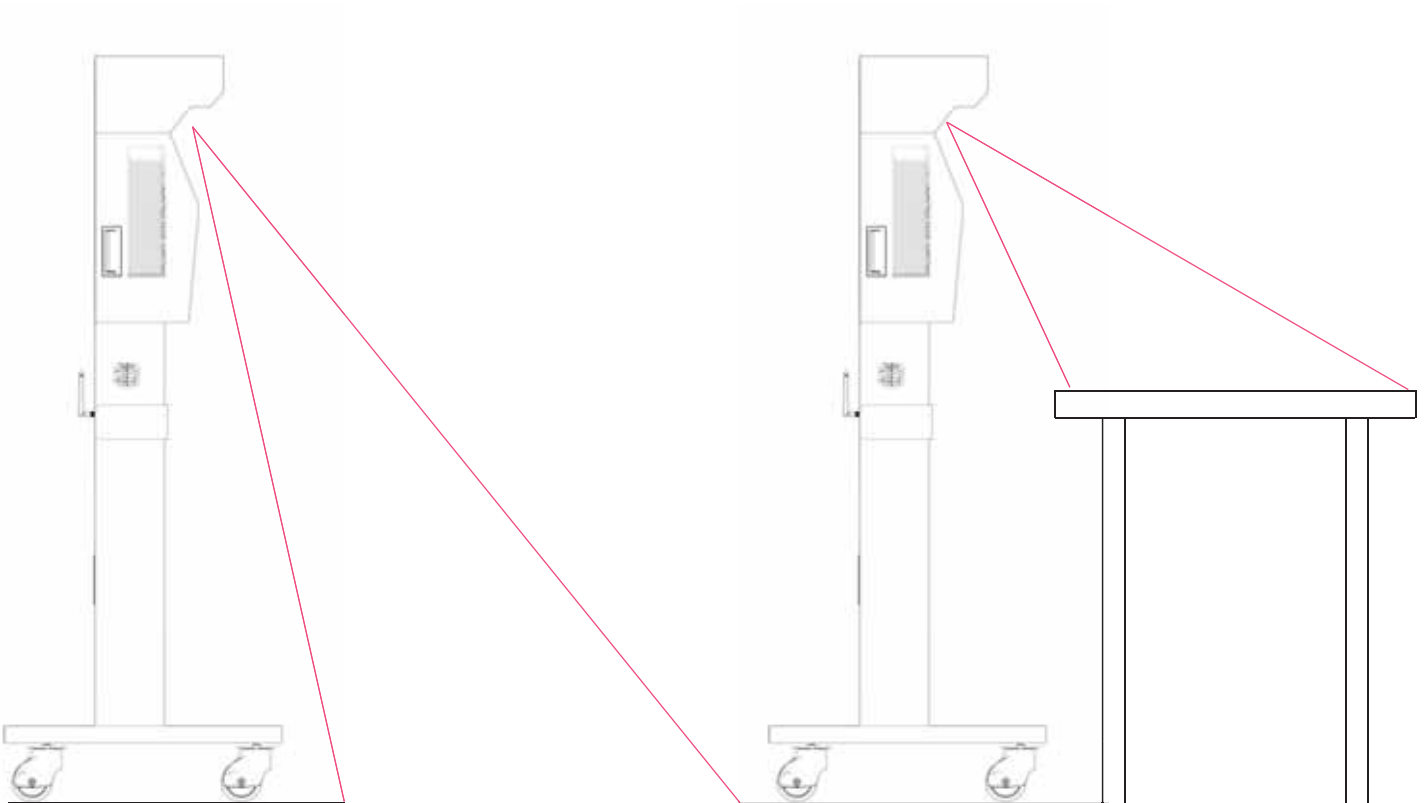


14 mm Ratchet Wrench X1

## 2. PLAYMODES

Floor Projection

Table Projection

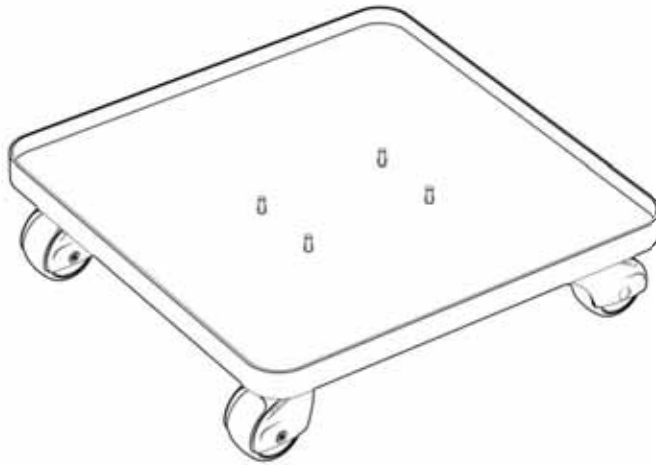


## 3. PROJECTION SIZES

	Metric	Imperial
Floor	320 x 200 cm	10'5" x 6'5"
Table	130 x 80 cm	4'3" x 2'6"

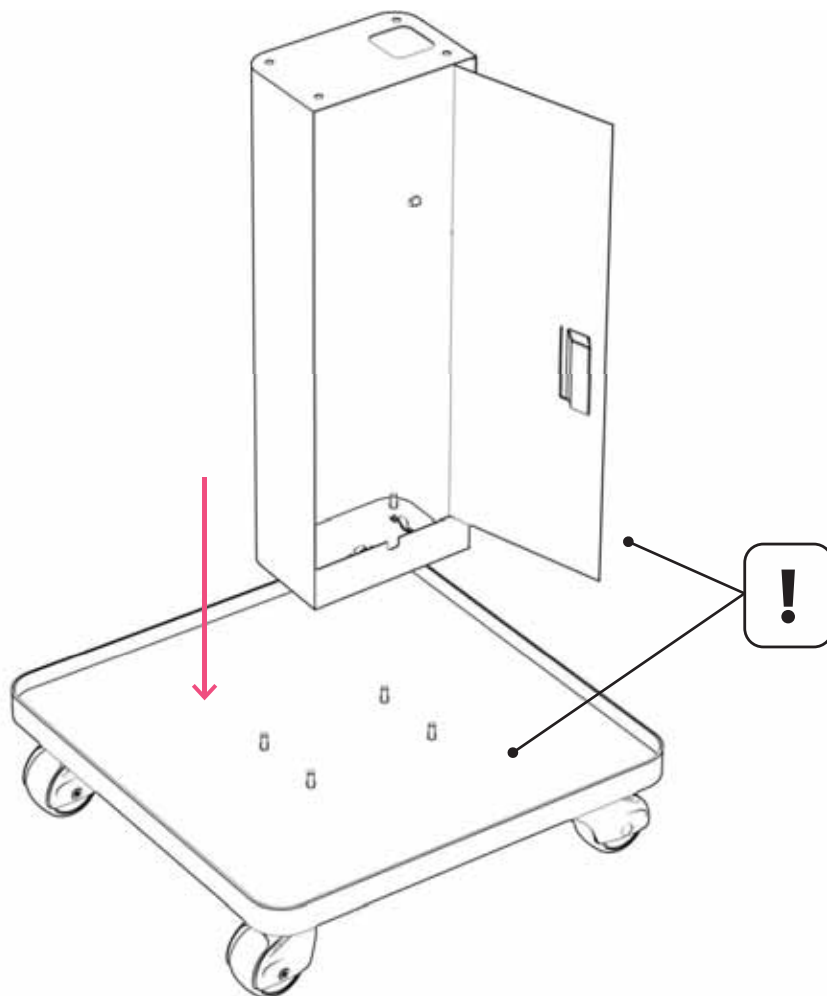
## 4. ASSEMBLY

1. Place the wheel base on a flat surface and lock all 4 wheels.

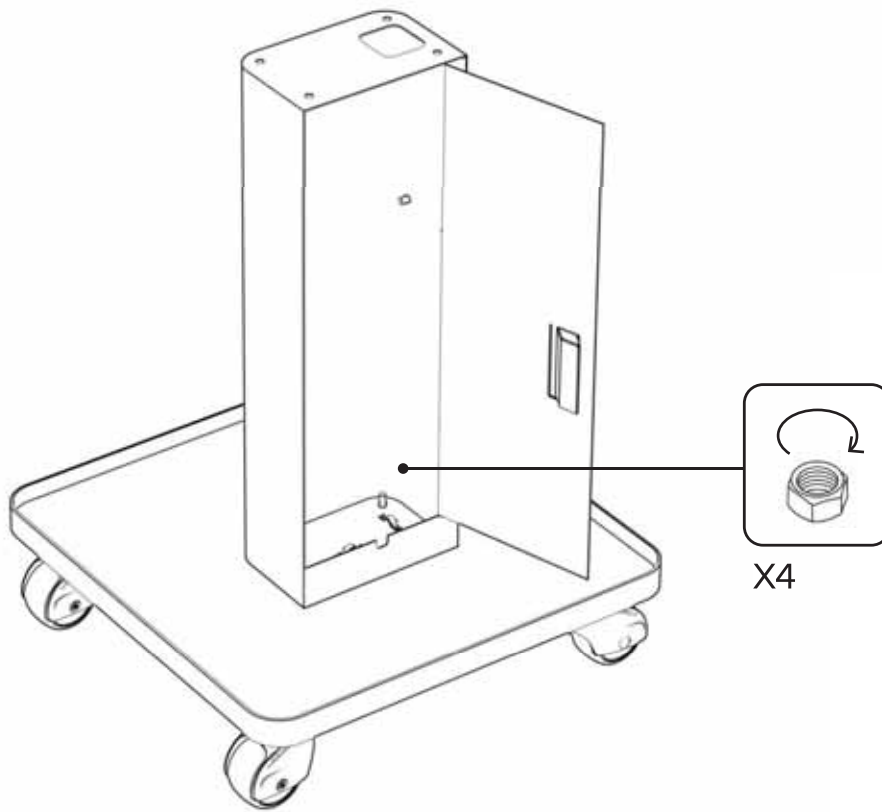


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2. Place the column on the wheel base with the door facing the shorter side. This is critical in order to maintain the product weight distribution.

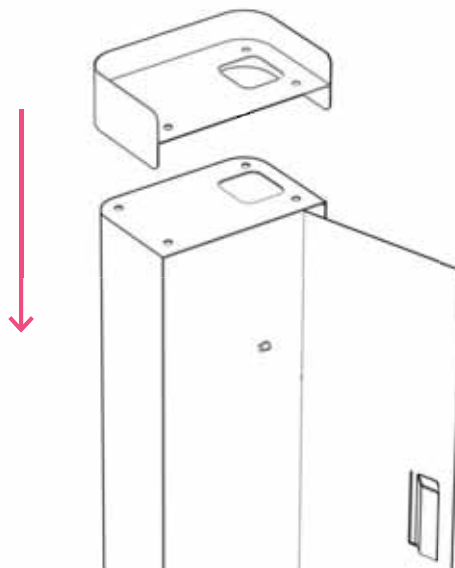


3. Tighten the four nuts at the base of the column with the provided tool.



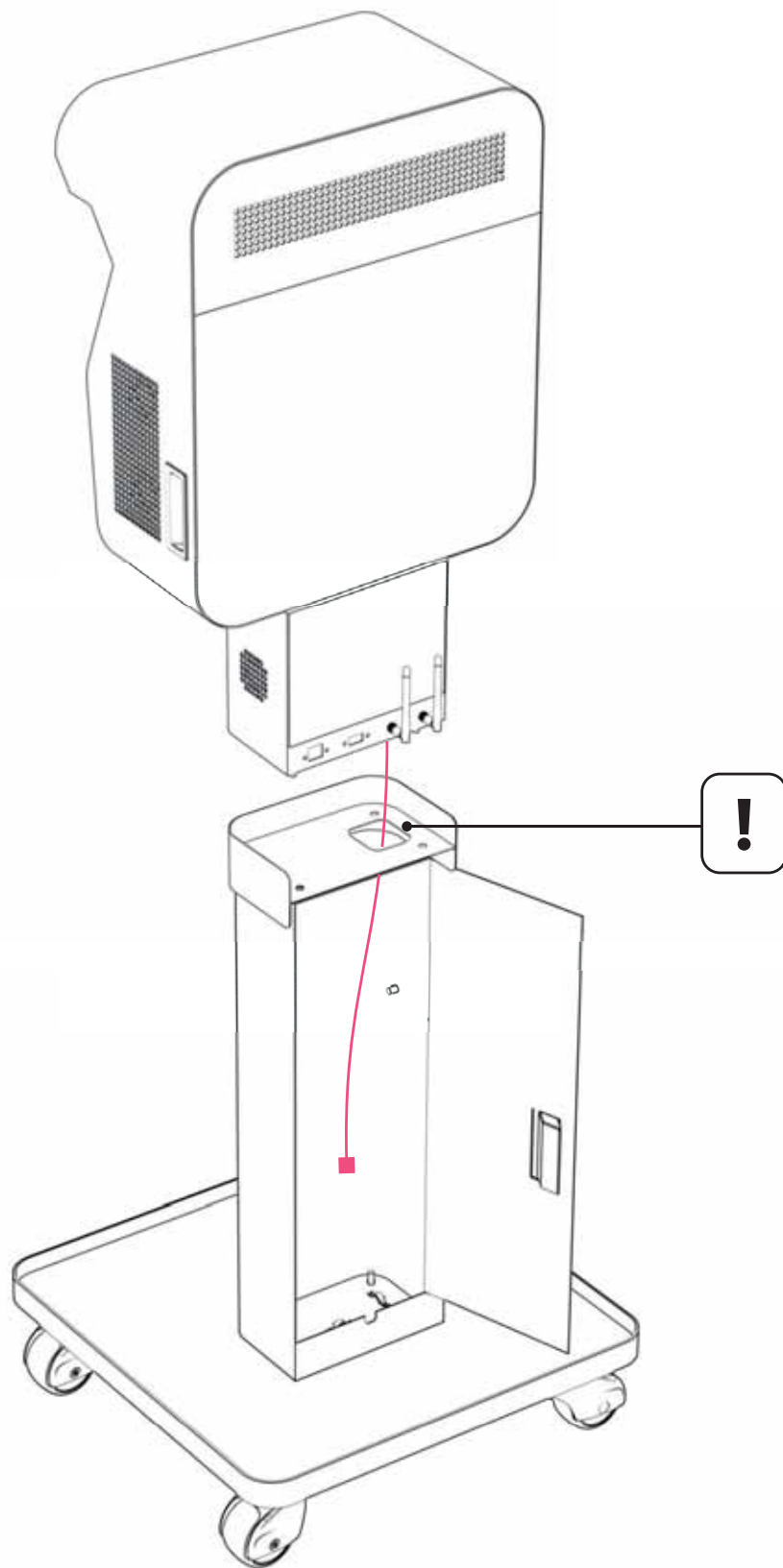
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4. Position the spacer on top of the column. Ensure that the holes are aligned with those in the column.

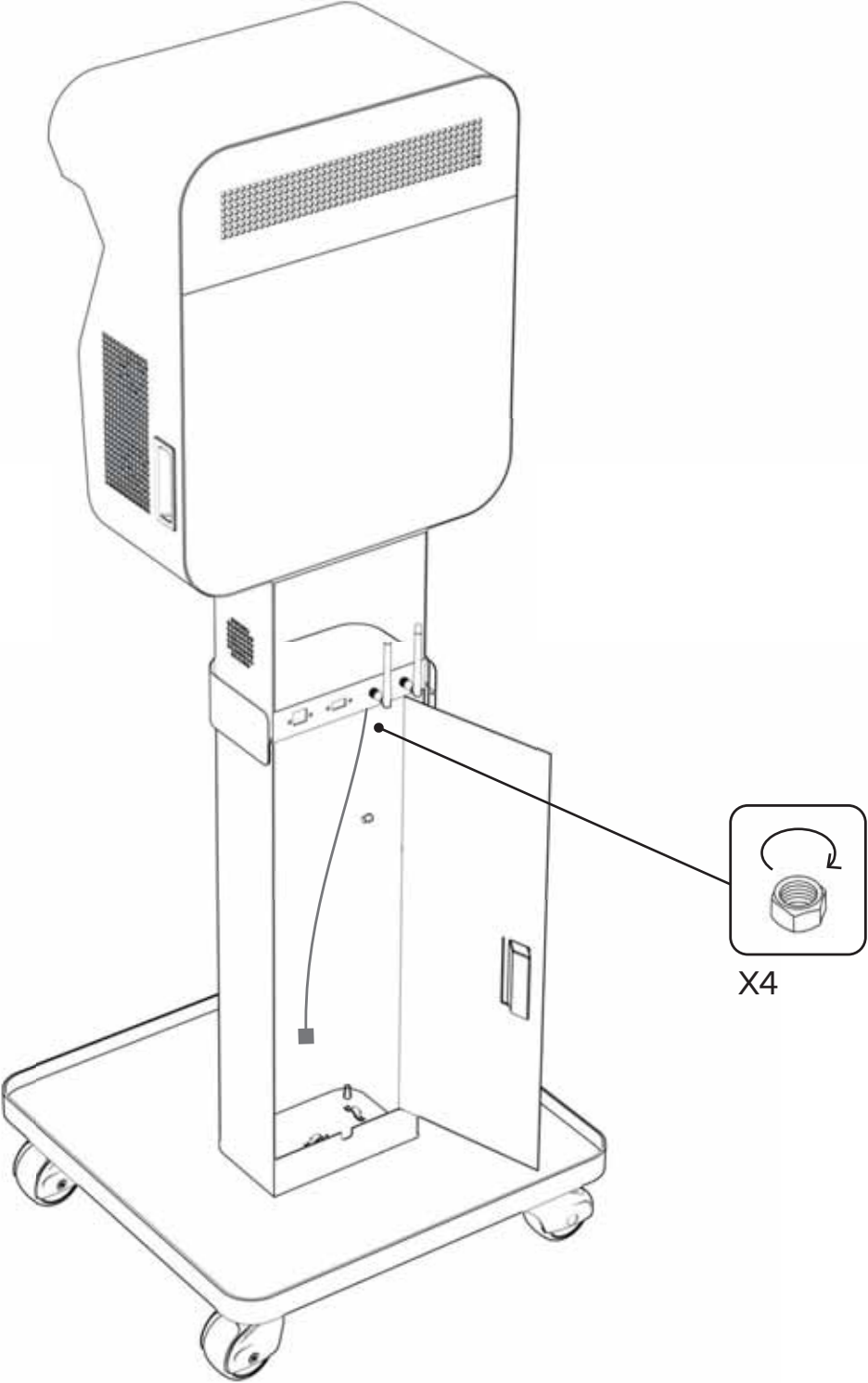




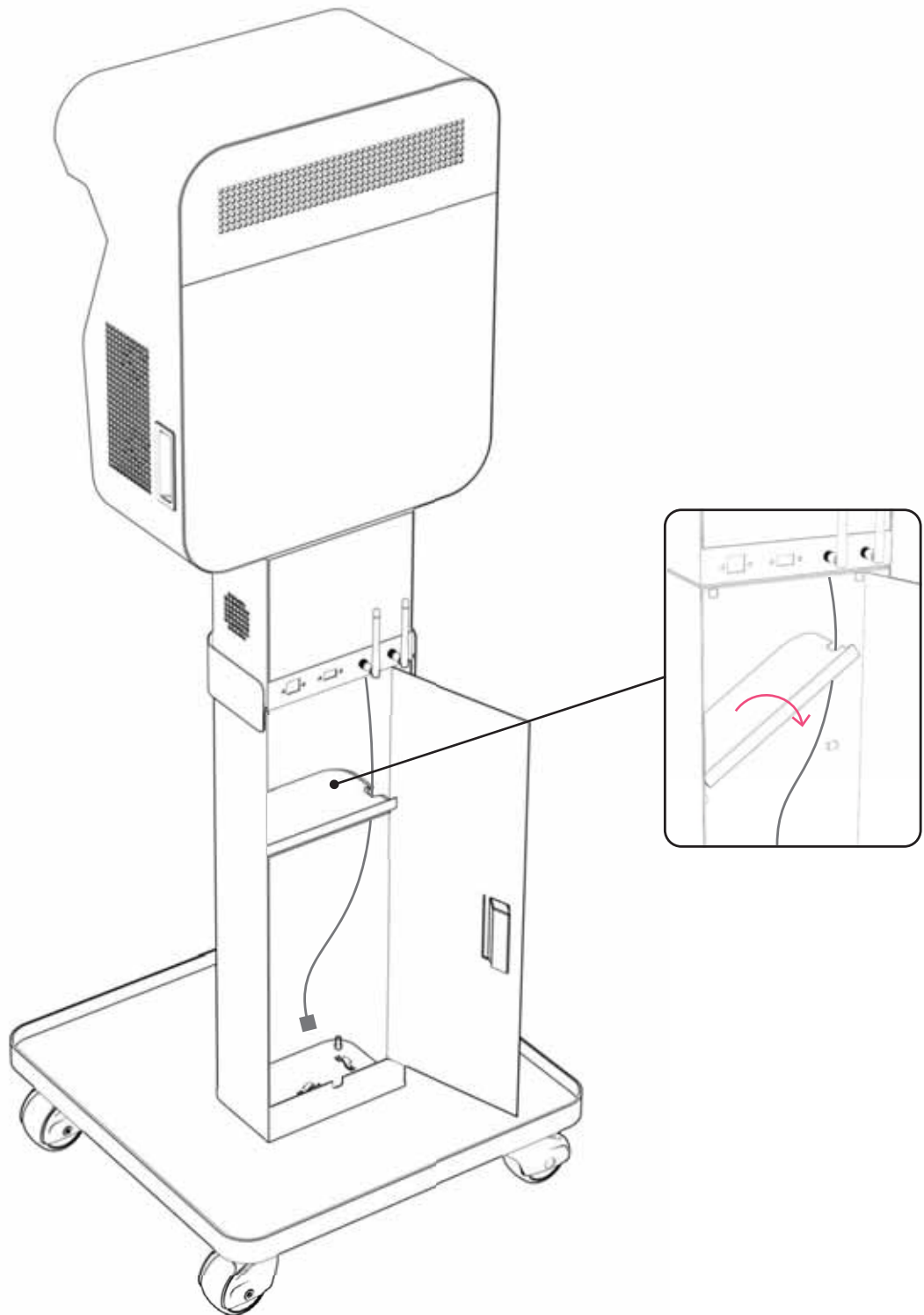
5. Thread the power cord through the opening in the top of the column, then place the main unit on top of it.



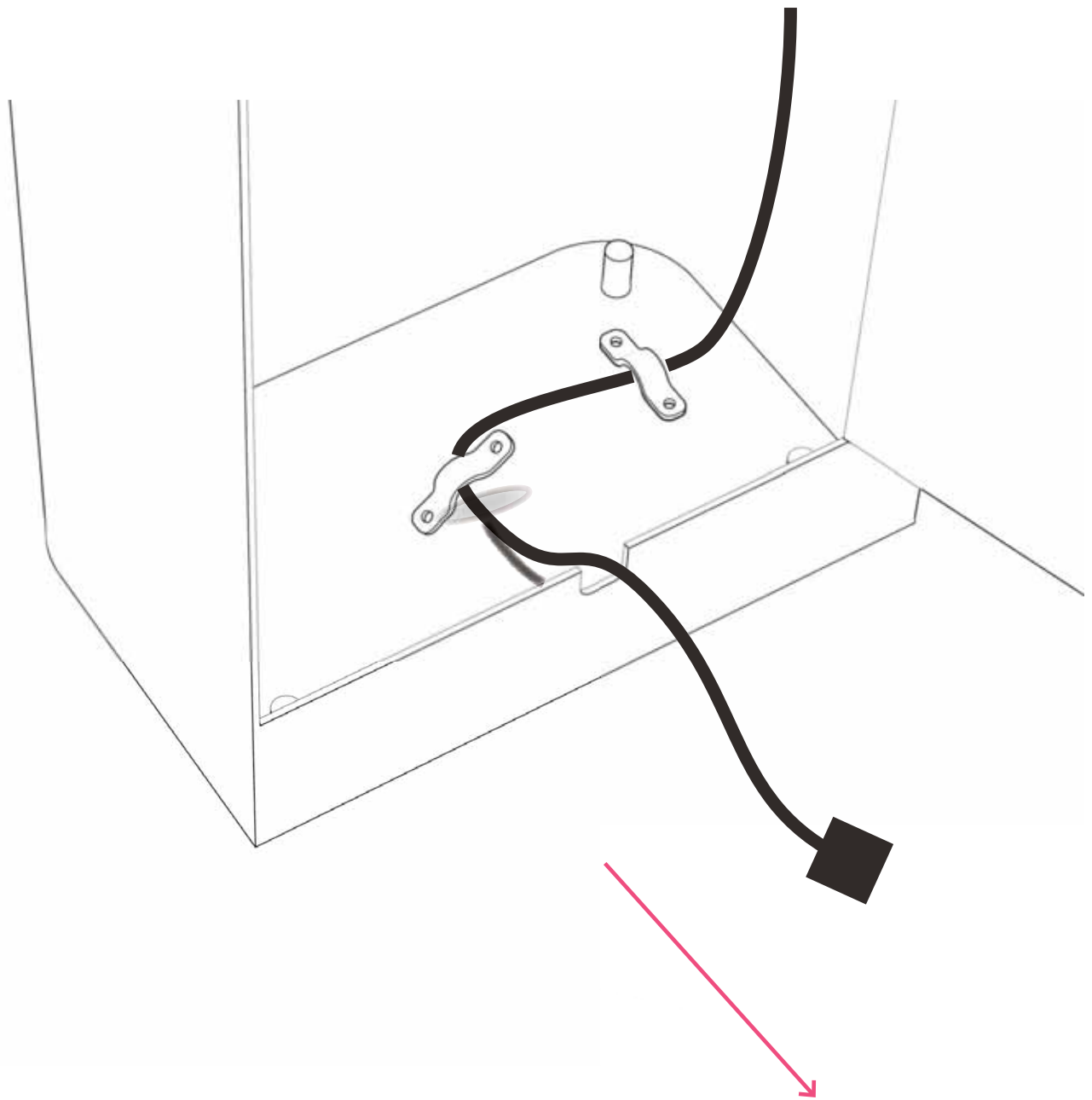
6. Tighten the four nuts at the base of the main unit with the provided tool.



7. Place the shelf on the designated hooks, ensuring the power cord fits through the opening.



8. Secure the power cable to the base and pull it out through the opening.

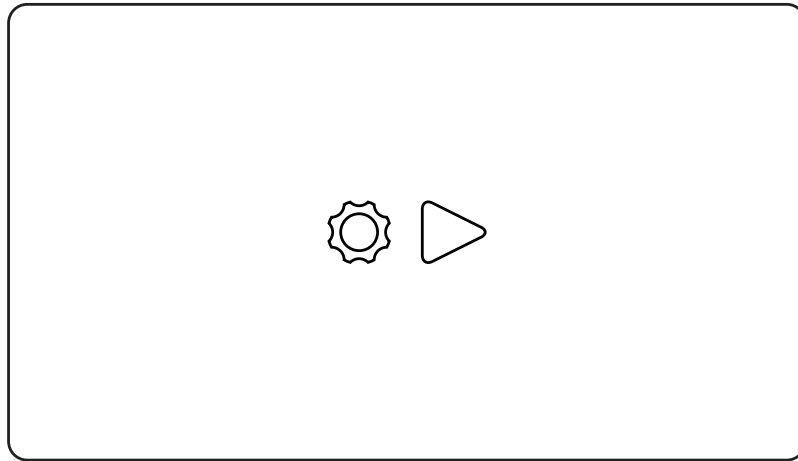


## 4. ASSEMBLY / TECHNICAL REQUIREMENTS FOR INSTALLING

- 1. Projector Placement:** Make sure to put the wheel brakes for the Beam mobile down before use and lift them back up before moving the device. Use your feet only to operate the brakes.
- 2. Power Supply:** Ensure that a standard power outlets are available for regular operation next to the device and make sure that power cables are properly managed to avoid tripping hazards or entanglement.
- 3. Network Connection:** A wired network connection is highly recommended for optimal performance. If a wired connection is not possible, a wireless network can be used, provided there are no security restrictions.
- 4. Floor Condition:** The floor should be light-colored and non-reflective to ensure clear projection. If necessary, place a PVC mat or sticker in the area where the system projects to enhance visibility.
- 5. Lighting Conditions:** The room should be dark and free from direct light on the play area. Use curtains to block out any light and create a suitable environment for projection.
- 6. Obstruction-Free Area:** Ensure the play area is clear of any obstacles to prevent interference with the projection and to maintain a safe environment.
- 7. Ventilation:** Make sure the room is well-ventilated to prevent overheating of the projector and to ensure comfortable use.
- 8. Surface Quality:** Ensure the projection surface is smooth and even. Any irregularities on the surface might affect the quality of the projected content.

## 5. STARTUP

Plug the device into a power outlet and press the red power button on the remote. To get started, follow the setup instructions on the projected display.



## 6. WARNINGS AND PRECAUTIONS

We consistently inspect and evaluate product performance throughout the production process to ensure that every product we manufacture meets the highest standards and fulfills customer expectations.

- **Partial Eye Damage** The Beam equipment has a high brightness level. Do not look directly into the Beam lens when the lamp is on, and avoid standing in front of it to prevent the light from shining directly into your eyes. Keep the device out of children's reach, as exposure to the light may cause eye damage.
- **Risk of Suffocation** The accessories are packaged in plastic bags. To avoid any risk of suffocation, keep the plastic bags away from young children.
- **No Self-Servicing** If you notice any fault with this product, do not attempt to service it yourself. Refer all repairs to qualified service personnel. The Beam contains high electrical voltages when in use, which can cause severe injury. Only trained professionals should handle repairs.

## 7. DISCLAIMER

### IMPORTANT SAFETY INSTRUCTIONS

For safety purposes, follow all instructions listed below when setting up and using the Beam.

- ⚠ Do not place heavy objects on the Beam, and do not stand, lean or climb on it.
- ⚠ Do not touch the antenna or reach inside the device.
- ⚠ Engage the wheel brakes on the Beam Mobile before use, and release them before moving the device. Use only your feet to operate the brakes..
- ⚠ For those using a ceiling-mounted Beam, install the unit at a safe height that won't endanger anyone passing underneath. Ensure it's securely fastened to the ceiling, avoid throwing objects at it, and prevent any attempts to hang from it.
- ⚠ Do not use the projector when the play area is wet, dirty, or overcrowded to avoid injury.
- ⚠ When uploading your own content, ensure it is appropriate and free from copyrighted or prohibited materials.
- ⚠ Use of the projector may cause dizziness or seizures in individuals with epilepsy or other medical conditions. If you experience any discomfort, stop using the projector immediately and seek medical advice.
- ⚠ Children should use the projector under adult supervision to ensure safety.
- ⚠ Do not disassemble the lamp or expose it to any impact.
- ⚠ Unplug the Beam during lightning storms.
- ⚠ Do not place the Beam on an unstable stand or table.
- ⚠ Ensure the power cord is protected from being walked on or pinched near the plug. If you notice any damage to the cord, stop using the device immediately.
- ⚠ Do not mount near any heat generating sources such as stoves, cookers, radiators, etc.
- ⚠ Never block the ventilation openings, and avoid using the device near water.



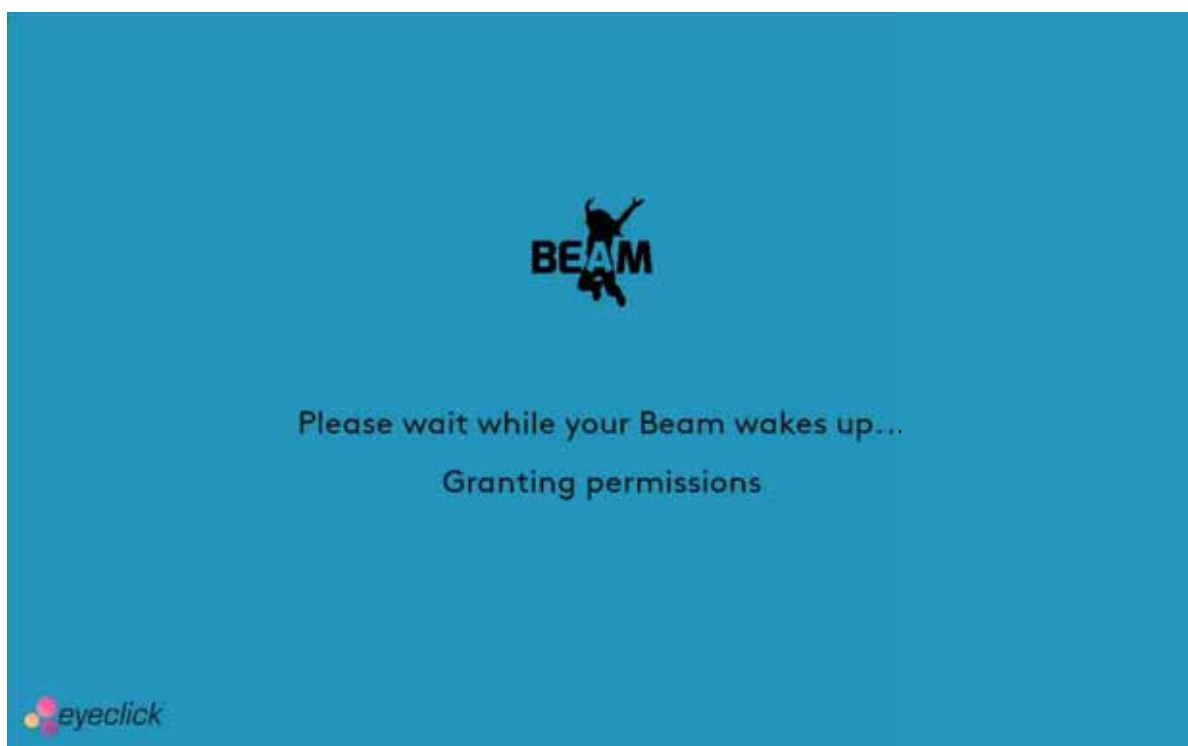
- ⚠ Do not place any source of open flame (like a lit candle) on or near the Beam.
- ⚠ Before you move the Beam, ensure power is turned off, and all cables and plugs are disconnected from their various outlets.
- ⚠ Never use anything other than the lens cover to block the Beam's lens. Avoid leaving the cover closed during operation, as this can cause equipment damage or fire.
- ⚠ If you intend to use the Beam outside its country of purchase, ensure you use the right power cord for that country.
- ⚠ Never use the apparatus outside the required temperature range of 41 to 104 °F (5 to 40 °C) at an altitude of 7500 feet (2286 m) or less, or 41 to 95 °F (5 to 35 °C) at a higher altitude.
- ⚠ Do not use the Beam where flammable or explosive gases are present.
- ⚠ Ensure you leave at least 2 feet (60cm) of space between two Beam devices while in use. This will allow for proper ventilation.
- ⚠ Do not cover the slots and openings in the Beam case. They provide proper ventilation and prevent overheating.
- ⚠ Do not use or expose the Beam in extremely humid environments or in the rain.
- ⚠ Do not use or keep the Beam in a closed vehicle, direct sunlight, or warm environment.
- ⚠ Always refer servicing of the Beam to qualified service personnel under the following condition:
  - If liquid or an external object gets into the Beam.
  - If it has been exposed to rain or a hot object.
  - If it has fallen to the ground.
  - If the power cord is damaged or frayed.
  - If there is a noticeable change in performance.
  - If smoke, unusual odors, or strange noises are emitted from the Beam.
- ⚠ Do not touch the Beam plug during an electrical storm. If you do, you may receive an electric shock.
- ⚠ If the Beam lamp breaks, take care to avoid inhaling any gases released from the lamp. Prevent any glass fragments from entering your eyes or mouth, and seek immediate medical attention if this occurs.

- ⚠ Do not place the Beam on loose papers or operate it on a soft surface such as a rug, sofa, etc.
- ⚠ During ceiling or wall installation or adjustments, do not use adhesive to prevent screw loosening, and avoid using oil or lubricants. These substances could cause the Beam to fall from its installation point, potentially cracking the Beam case and causing injury or equipment damage.
- ⚠ The Beam should be mounted or installed by experienced technicians using the mounting hardware designed for this purpose.
- ⚠ Regularly clean the vent and air filter, as a clogged vent or filter can block the airflow needed to cool the Beam. Avoid using canned air, as it may leave a residue.
- ⚠ Use only the specified power source for the Beam. Using an incorrect power source can result in a fire hazard. If you're uncertain about the correct power source, consult your dealer or power provider.
- ⚠ Never open or remove the Beam cover, as it may expose you to dangerous voltages and other hazards. Always unplug the Beam from the power outlet and let it cool down before cleaning.
- ⚠ To clean, use a dry cloth or moist cloth for stubborn dirt. Do not use an aerosol cleaner or any cleaner containing a liquid element (benzene, alcohol, etc.)
- ⚠ Do not cover the Beam with a blanket, tablecloth, or curtain during setup. And if you are setting it up near a wall, leave at least 7.9 inches (20cm) between the wall and projector.
- ⚠ The plug is a delicate part of the Beam and must be handled with care. Make sure to:
  - Insert the plug firmly into the power outlet.
  - Avoid touching the plug with wet hands.
  - Do not overload the power outlet, power strips, or extension cord.
  - Hold the plug itself, not the cord, when disconnecting.
  - Ensure the power outlet is free of dust before plugging in.
- ⚠ Never store the Beam outdoors for an extended period.

## 8. ONBOARDING

### TURNING ON YOUR DEVICE FOR THE FIRST TIME

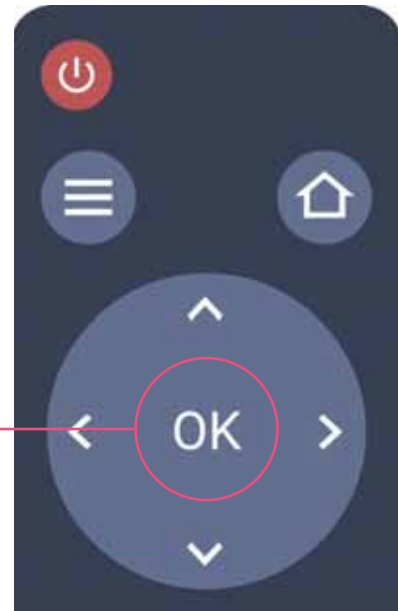
It may take up to **10 minutes** for the projection to power up for the first time



## 8. ONBOARDING

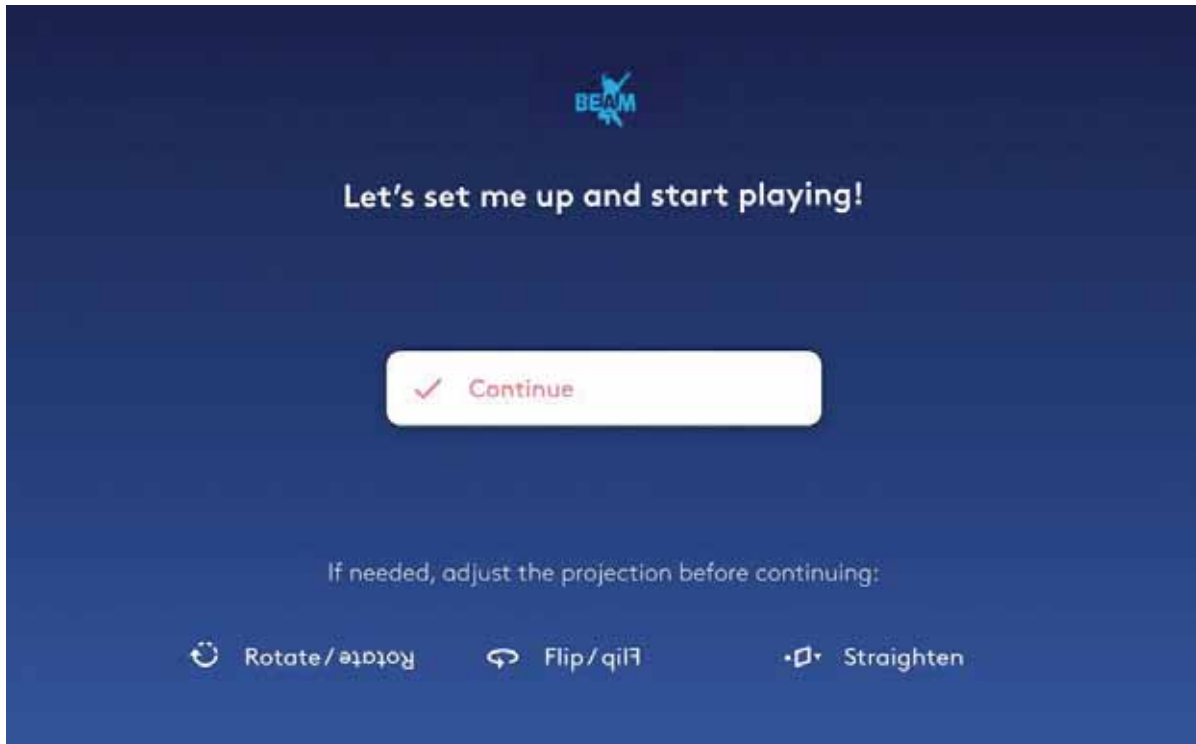
Next you'll be presented with an overview about how to use your remote control.

Continue by pressing the **OK button** on your remote control.



## 8. ONBOARDING / ADJUST PROJECTION

If needed, adjust the projection before selecting the **Continue** button.



Use the **arrow buttons** on your remote control to move to one of the adjustment options:

 **Rotate projection 180°**

 **Flip projection**

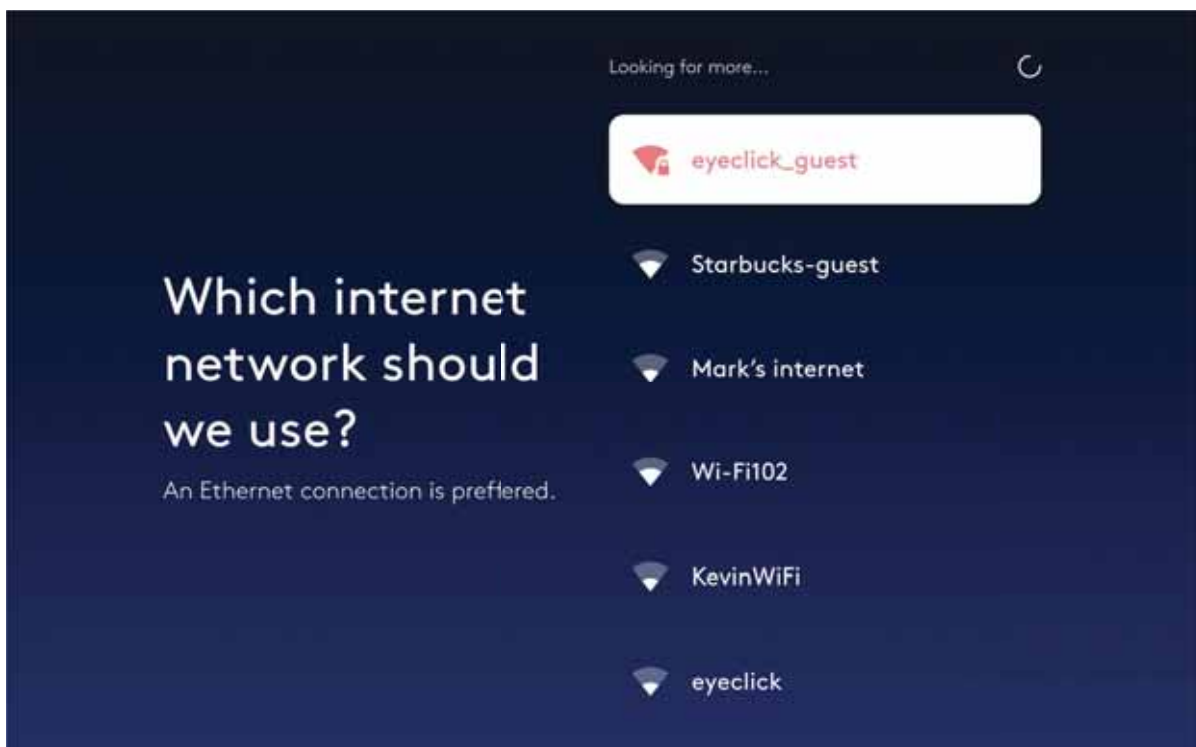
 **Adjust Projection Keystones**

If the projection is skewed, straighten it by moving its corners.

## 8. ONBOARDING / INTERNET

You must have an available internet connection to complete your device's initial activation.

Select a network from the list and enter a password if one is required.



### ETHERNET CONNECTION

Connecting your device to the internet via a physical Ethernet cable is preferred.

The device will skip this step if it is already connected.

## 8. ONBOARDING / UPDATE

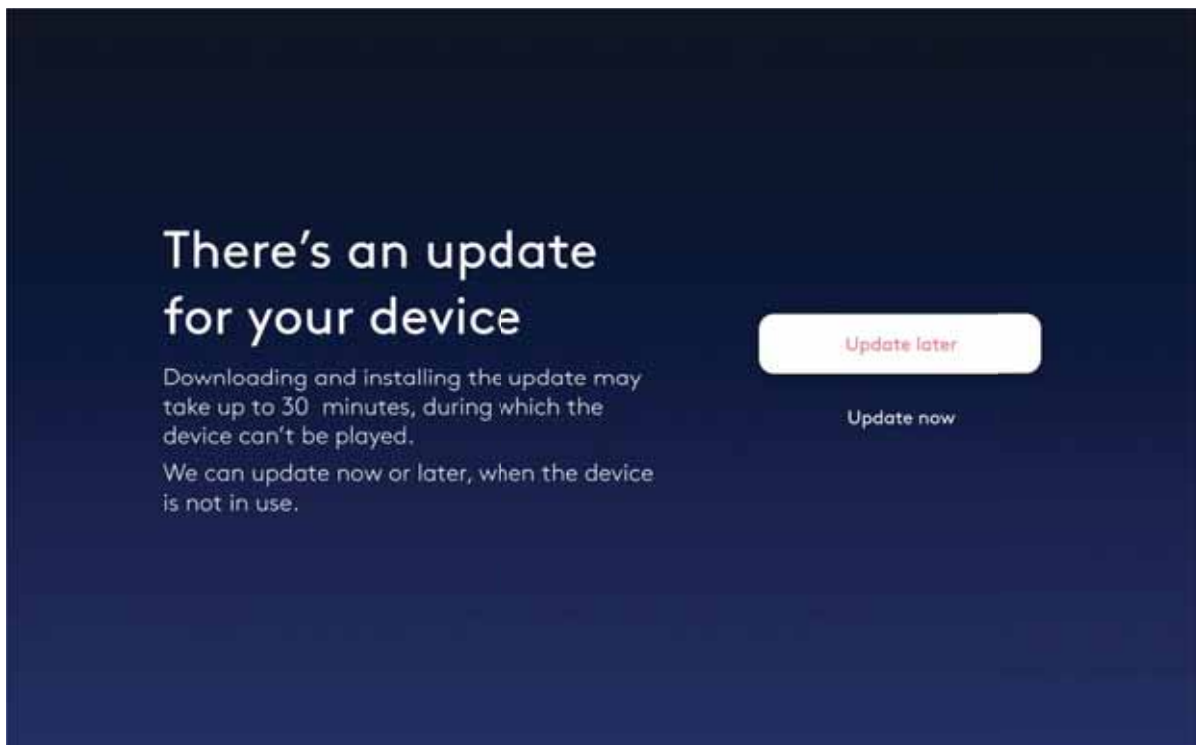
Your device might have an update available for it. If so, please select one of these two options:

### UPDATE LATER

The device will wait until it's in sleep mode to download and install the update.

### UPDATE NOW

Downloading and installing the update might take up to 30 minutes. Please don't disconnect your device from power or internet during the update.



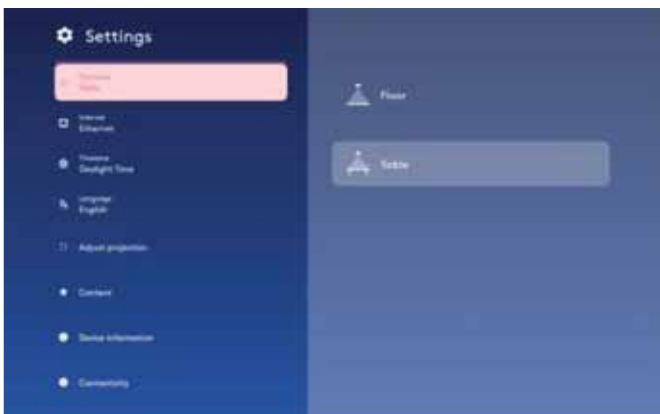
## 8. ONBOARDING / PLAYMODE

Please select what surface your device is projecting on. You can always change it later.

### Please note

Each playmode requires physically adjusting the Beam mobile to point at the wanted surface direction.

Once you select a playmode you'll be presented with instructions.





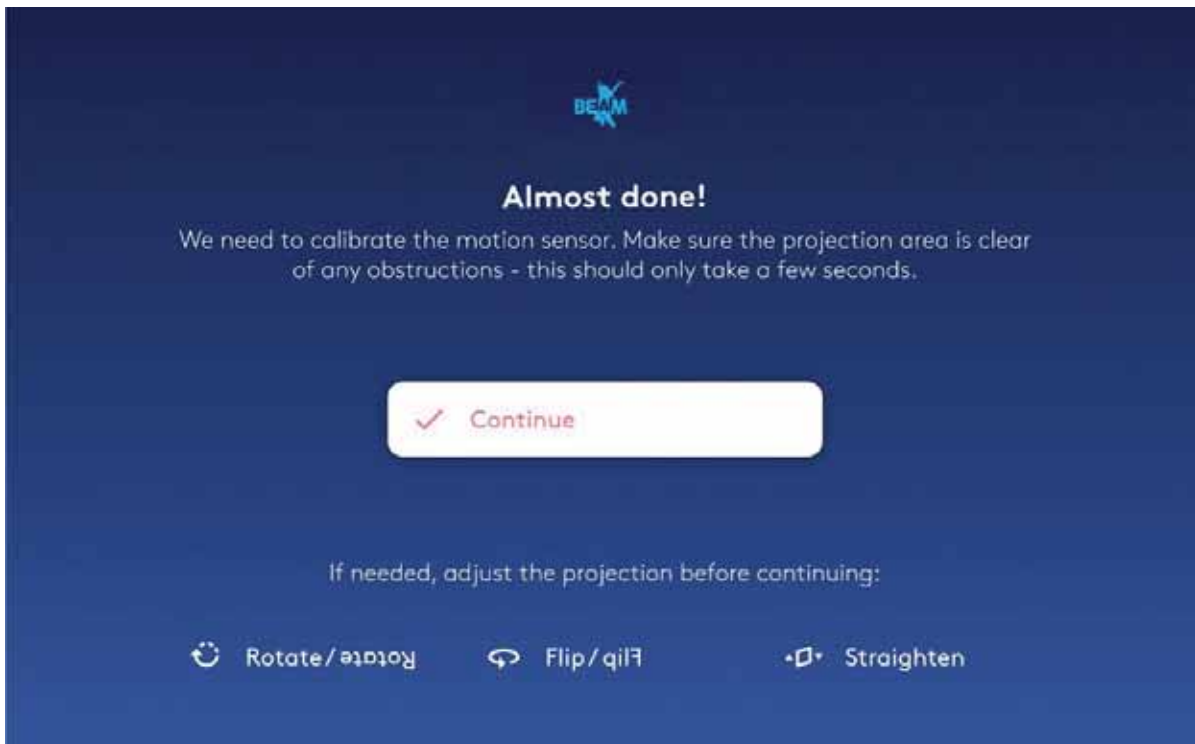
## 8. ONBOARDING / PLAYMODE

Your device will need to calibrate its motion sensor once you've selected a playmode.

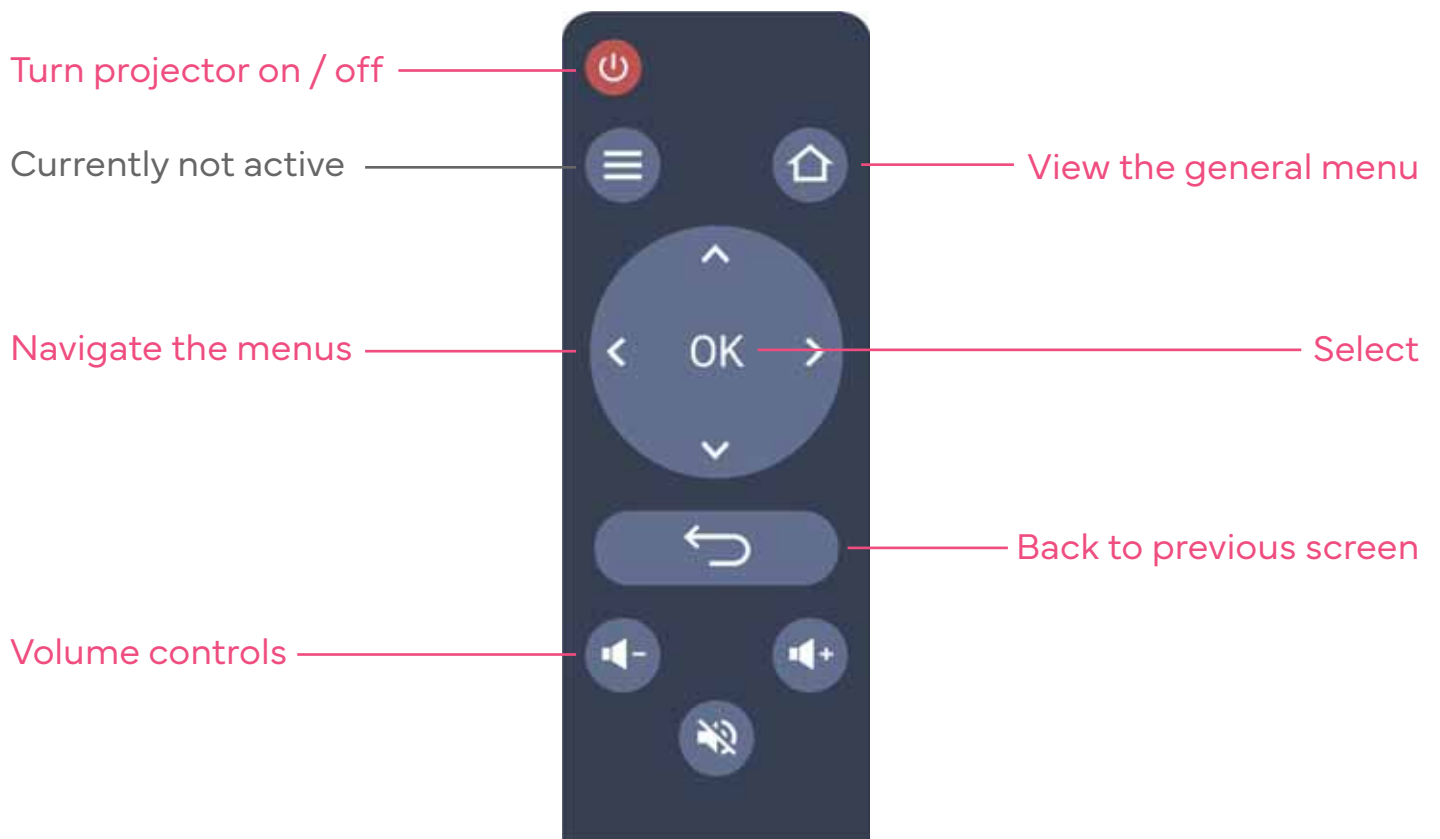
If needed, re-adjust the projection using the options below before selecting the Continue button.

### Please note

Make sure the projection area is clear of any obstructions during the calibration.



## 9. REMOTE CONTROL



## 10. LED LIGHT STATUS

The LED light reflects the status of the projector

**Flashing white light** - projector turned on

**Pink light** - Projector on, system ready for use

**White light** - Sleep mode

**Lights off** - Projector on and system off

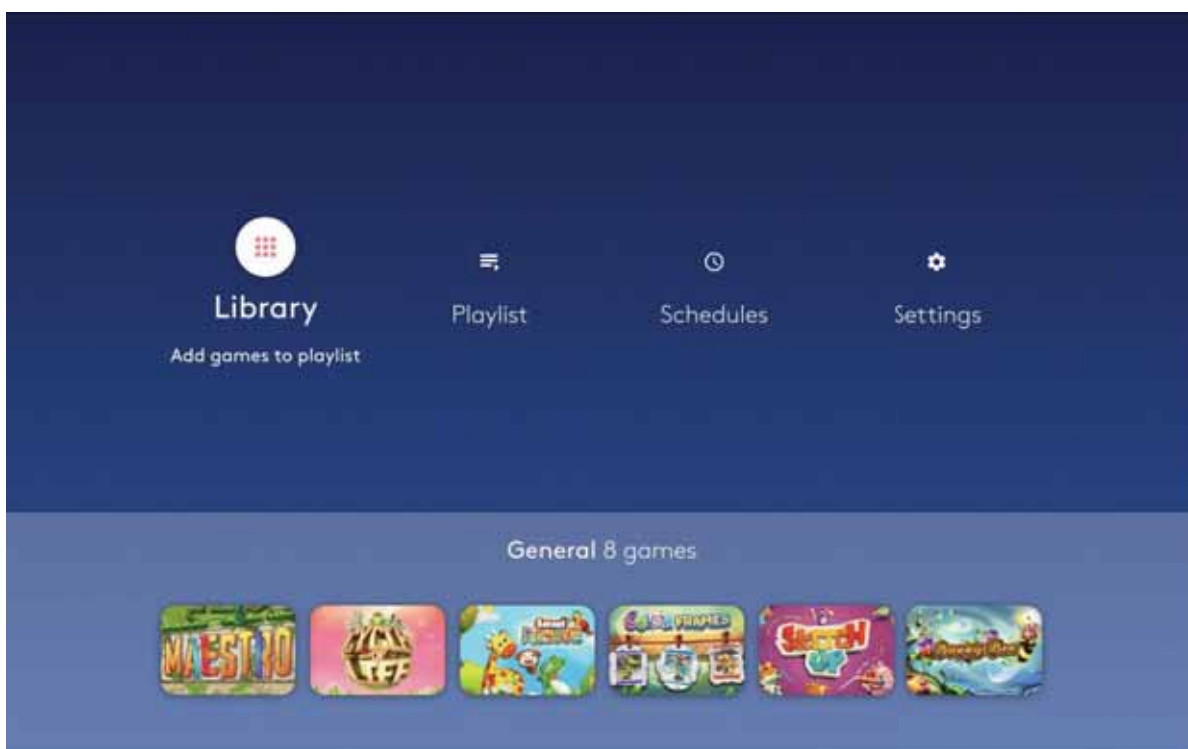
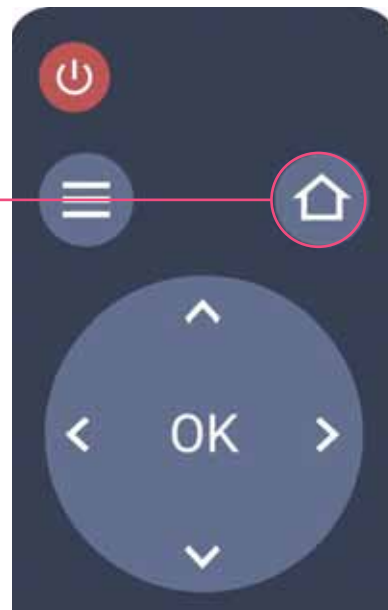
**Red light** - Error



# 11. GENERAL MENU

This is the general menu.

You can get here from any screen or game by pressing the **home button** on your remote control.



# 11. GENERAL MENU

## Library

View and manage all the games available for your device.

## Playlist

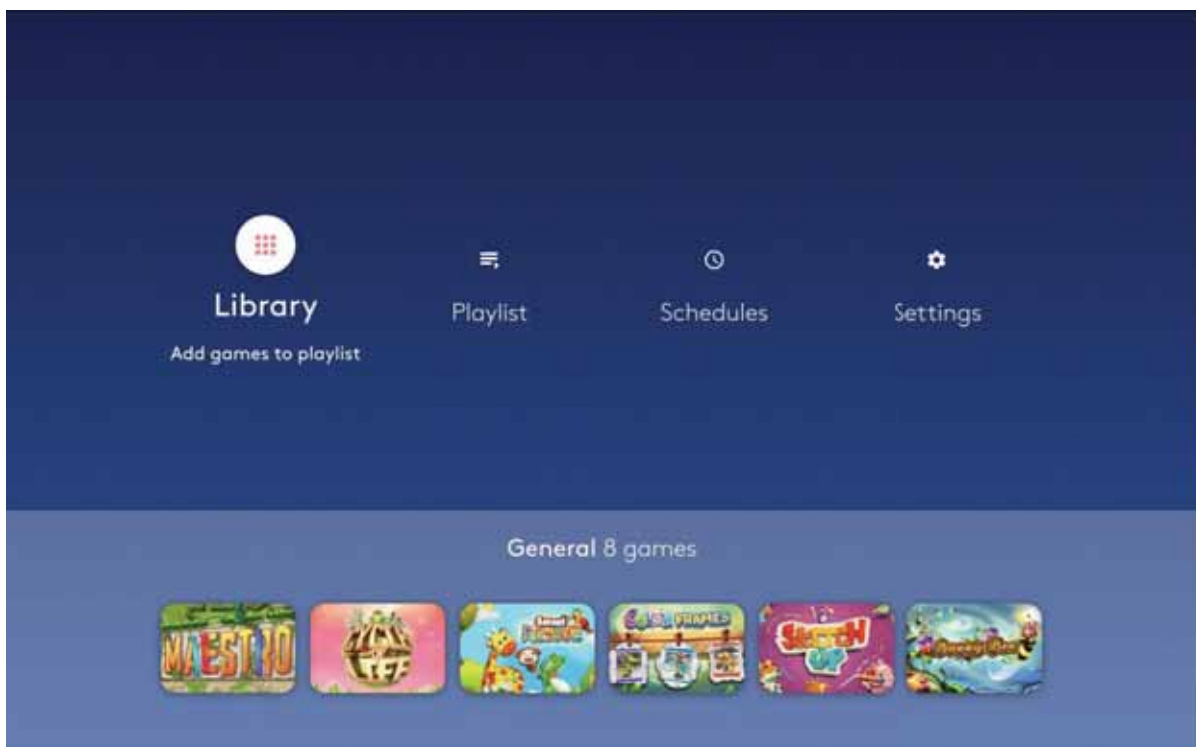
Play and control your playlists.

## Schedules

Set the times during which your device will automatically operate or enter sleep mode.

## Settings

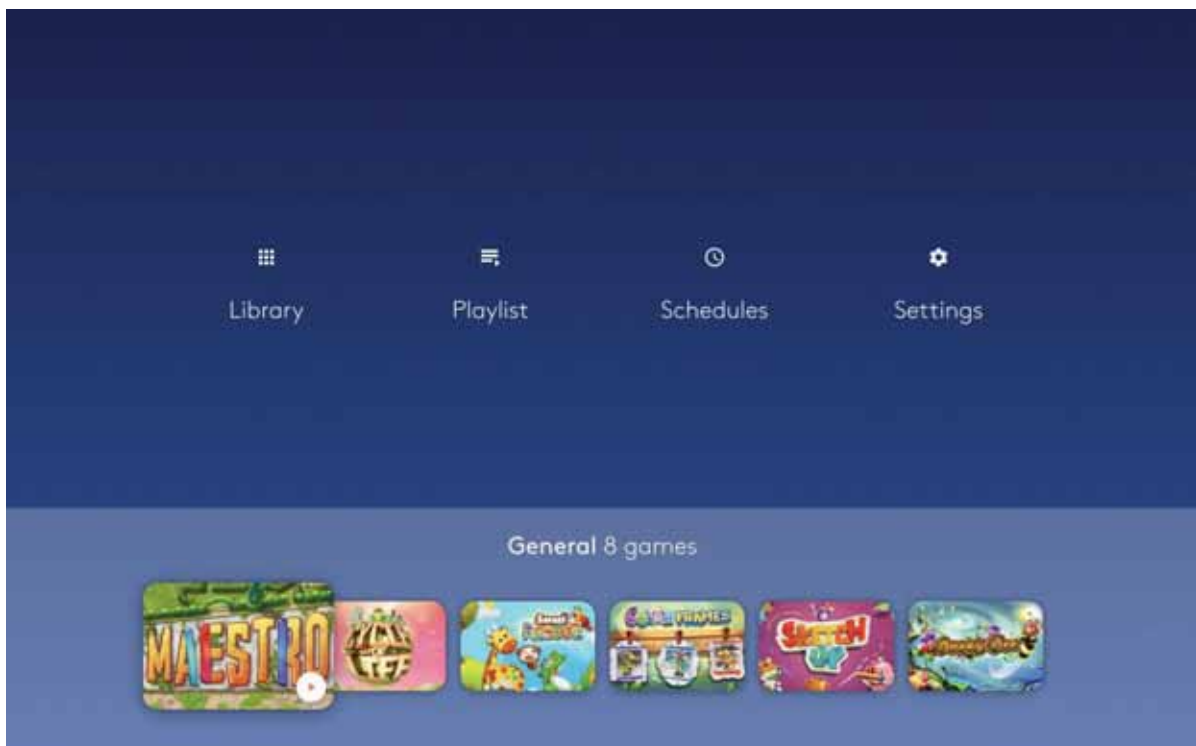
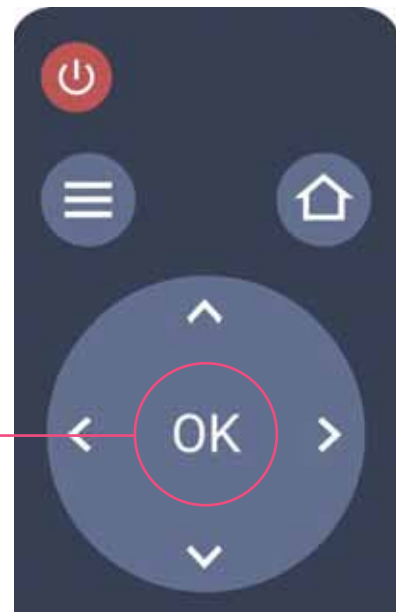
View and edit your device settings.



## 11. GENERAL MENU

You can also view the currently set playlist and start playing it.

To do so, simply go to the game you want to start playing the playlist from, and select it with the **OK button** on your remote.



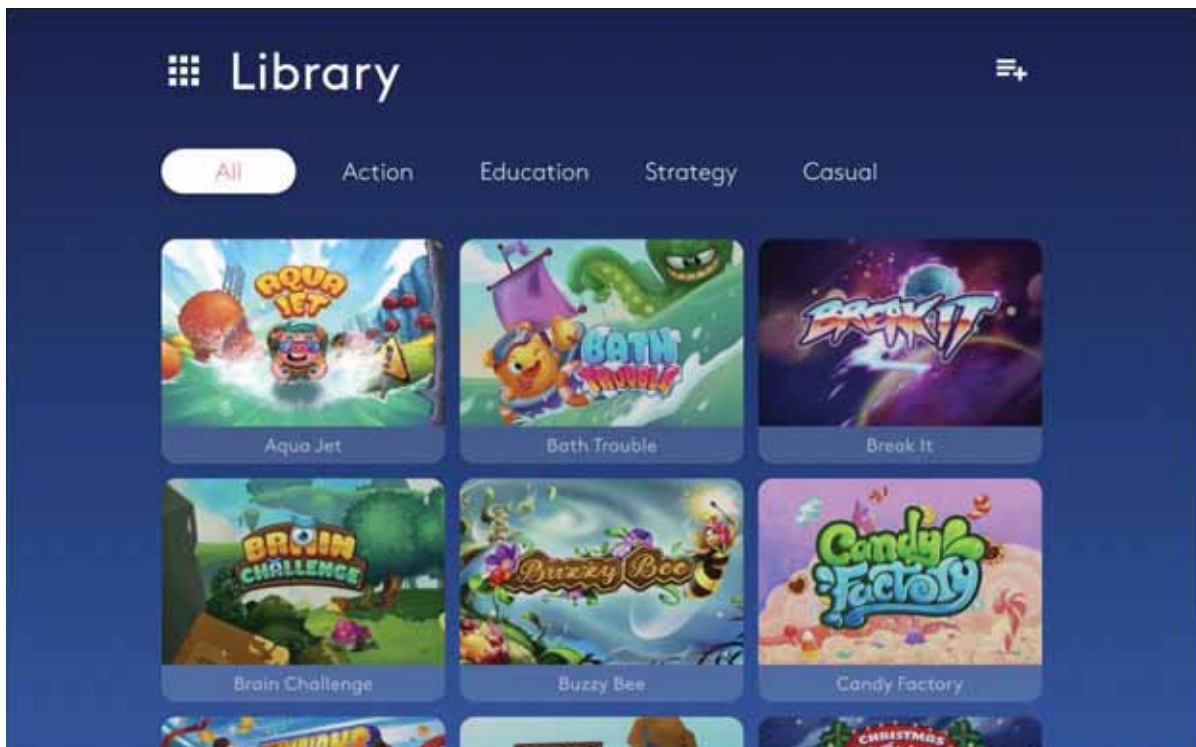
## 12. LIBRARY

The Library contains all the games **available for your device**.

Here you can **add games to your playlist**, where you may play them.

You can **filter** the games list using the tags above it. Move to the desired tag and select it with the OK button on your remote.

The list will **refresh** to only include games fitting that tag.



### Add all games to the playlist

Select the **add all** icon at the top right corner to add all the games on the list to your playlist.

## 12. LIBRARY

Use the **arrow buttons** on your remote to browse the games. Select a specific game with the OK button.

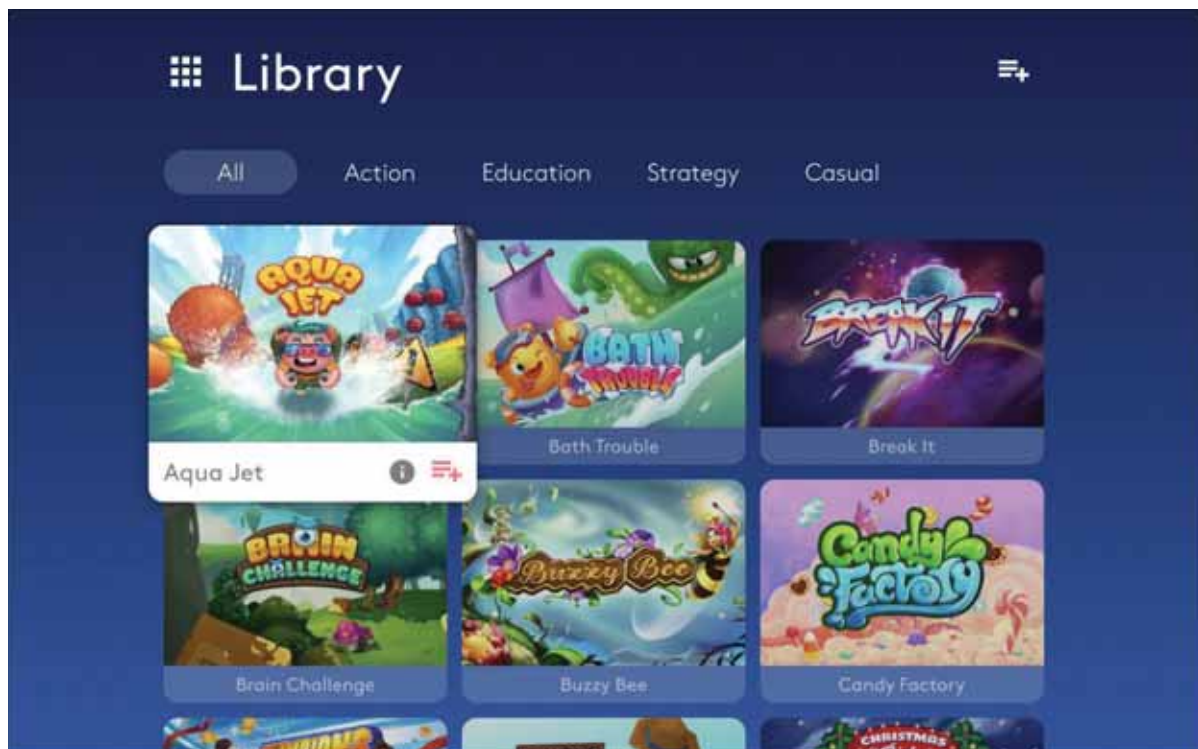
Once a game is selected, you can:

### Add the game to the playlist

You can add the same game to a playlist multiple times.

### View game information

Access the game's information and details.





## 12. LIBRARY / GAME INFORMATION

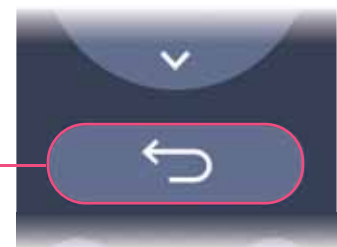
Here you'll see the game name, amount of players, the game's tags and description.

Select the **Add icon** to add the game to your playlist.

You can also select one of the game's tags to **filter the library** according to that tag and show you similar games.



To **exit** the game information, press the **back button** on your remote control.

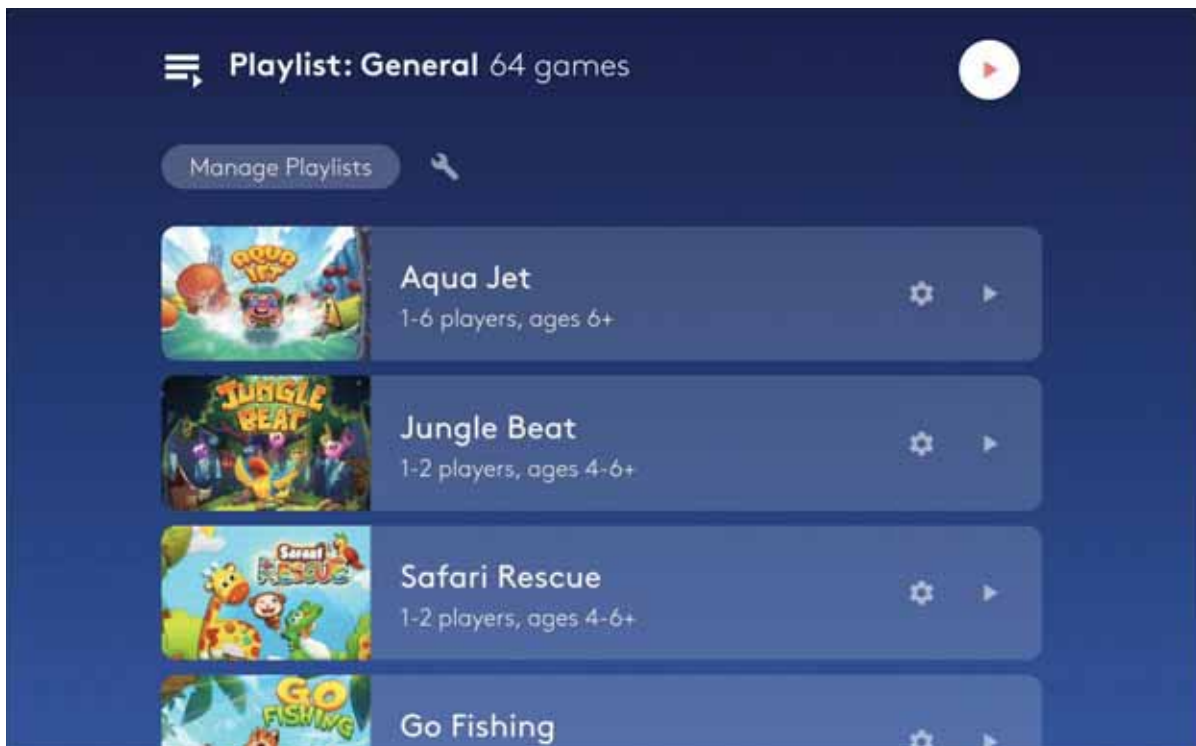


## 13. PLAYLIST

### Please note

You can only play games that have been **added to the playlist**.

If the Library has **all the games** available, the Playlist shows you which games you've **selected to play**.



### ▶ Play

To start playing, select the Play button at the top right corner. If you want to start playing a specific game simply scroll down and select its Play button.

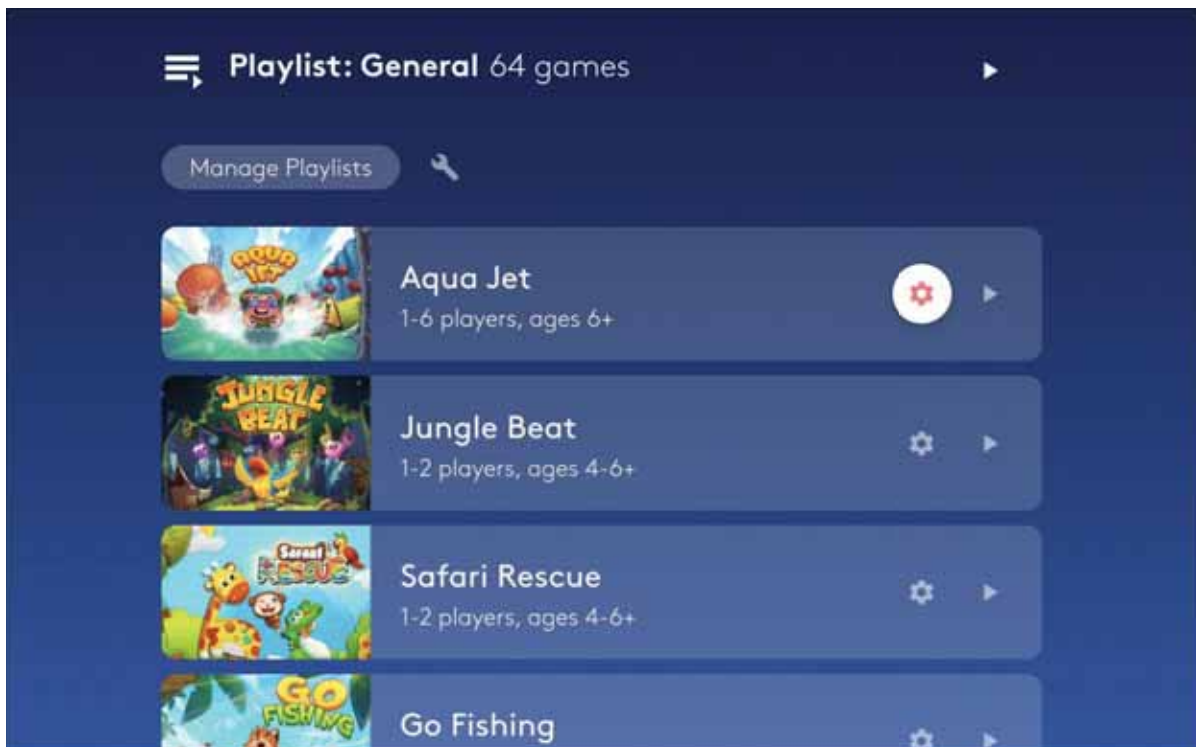
## 13. PLAYLIST / GAME SETTINGS

### ▶ Game Settings

Some games also have their own settings.

You can view and adjust them by selecting the **Games Settings icon**.

A game in multiple playlists can have different settings in each playlist.

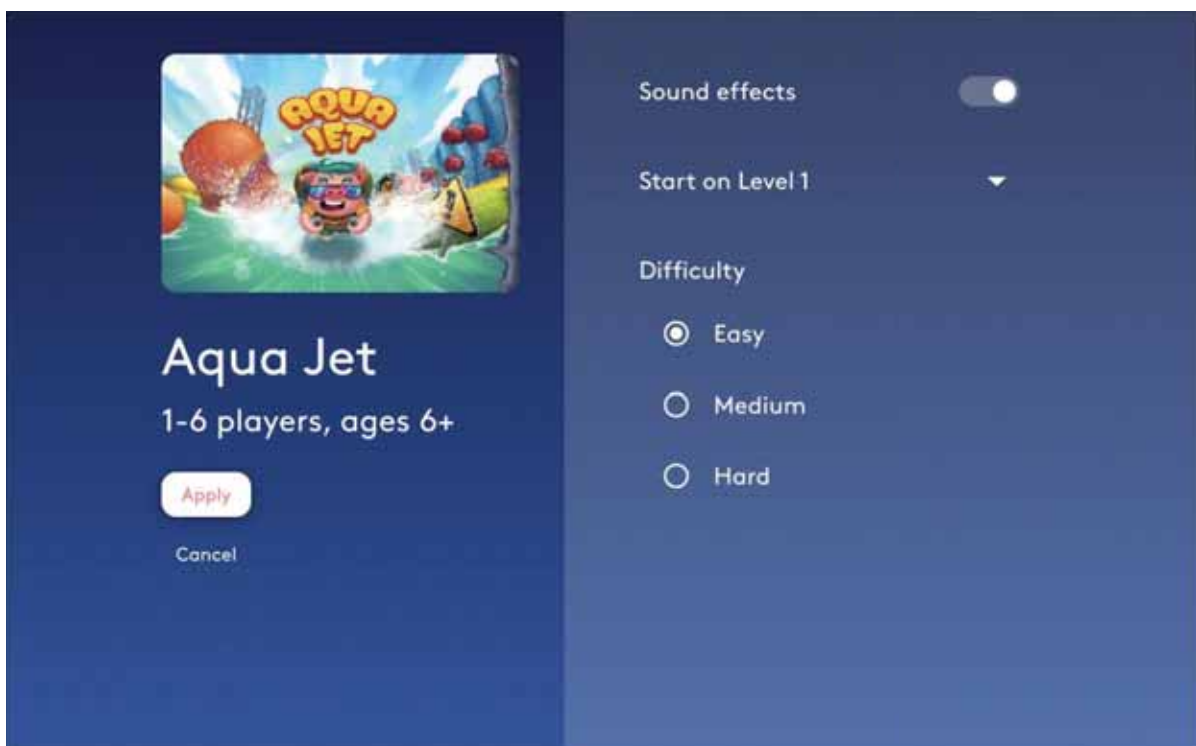


## 13. PLAYLIST / GAME SETTINGS

Different games may have **different settings options**, like enabling or disabling sound effects, starting at a later stage, or choosing a difficulty level.

Select **Apply** once you're done to return to the Playlist.

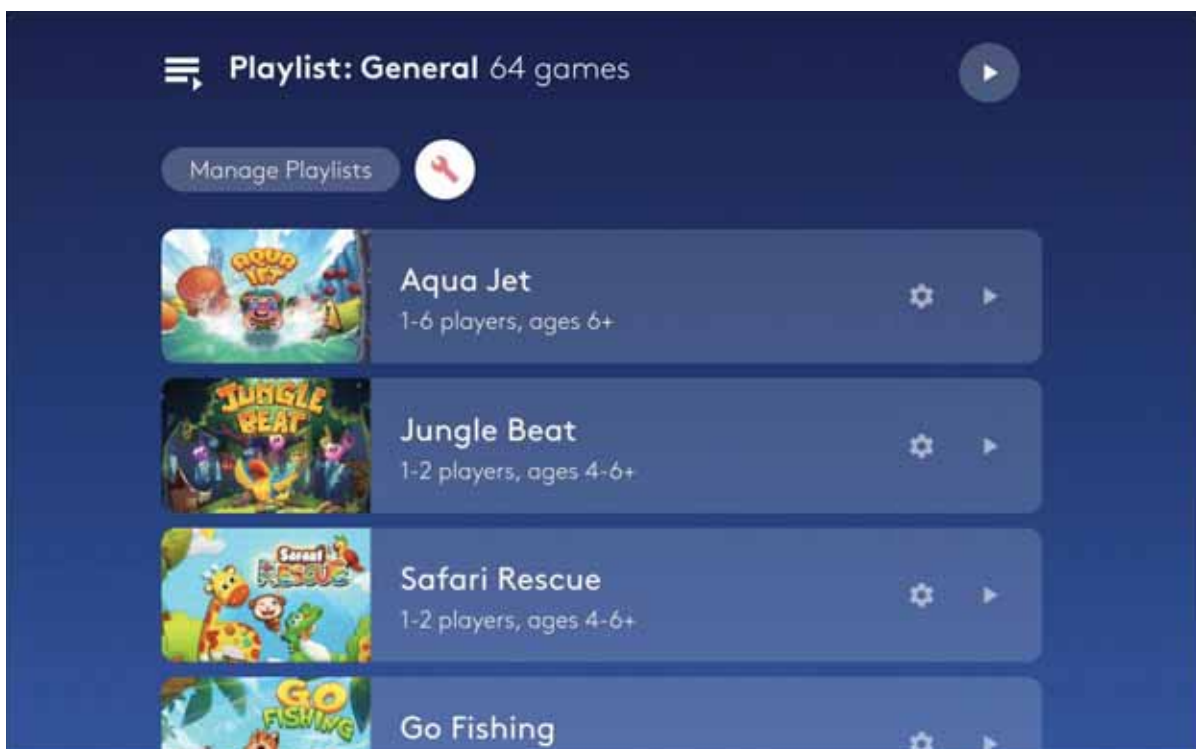
Selecting **Cancel** will exit this screen and reset any changes you've made.



## 13. PLAYLIST / EDIT PLAYLIST

### 🔧 Game Settings

You can edit the settings of a game in the playlist, but you can also edit the **playlist settings** by selecting the **Edit icon** above the games.



## 13. PLAYLIST / EDIT PLAYLIST

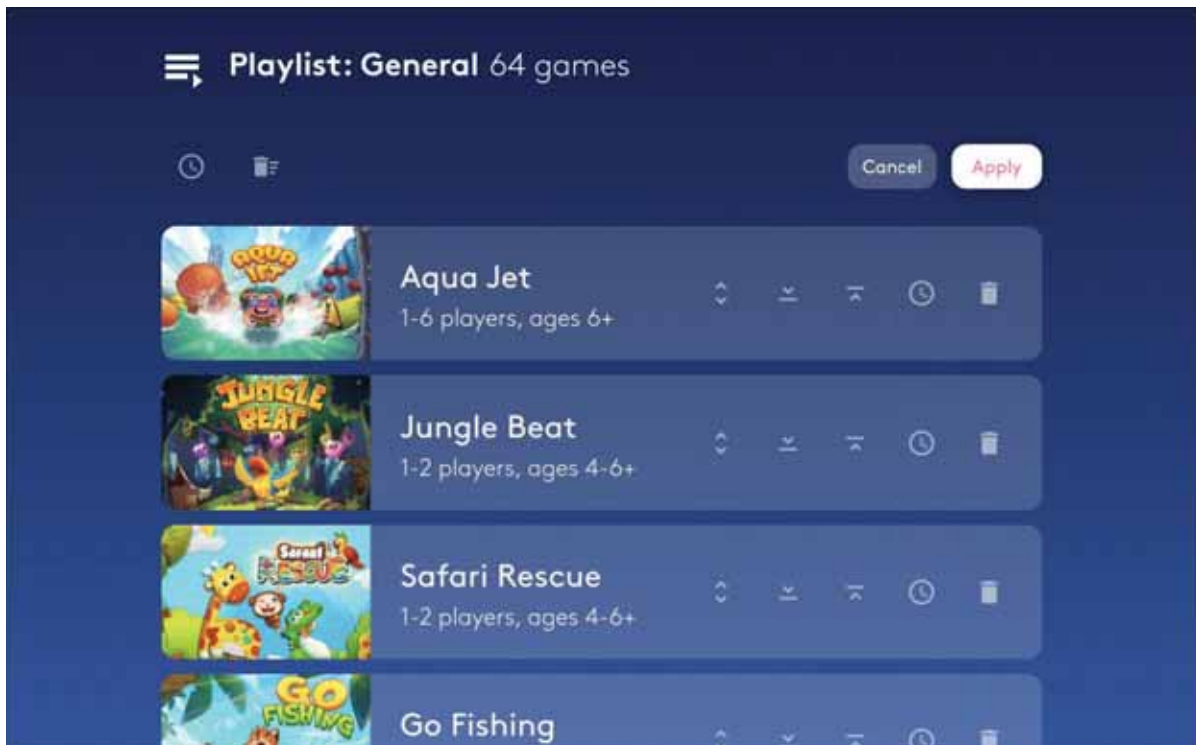
The **options** above the games list change when you enter **Edit Playlist** mode.

### **Playlist duration**

Select the Duration icon above the list to set how long you want each game to play for, before moving to the next game.

### **Remove all**

Select the **Trash icon** above the list to remove all the games from this playlist.



## 13. PLAYLIST / EDIT PLAYLIST

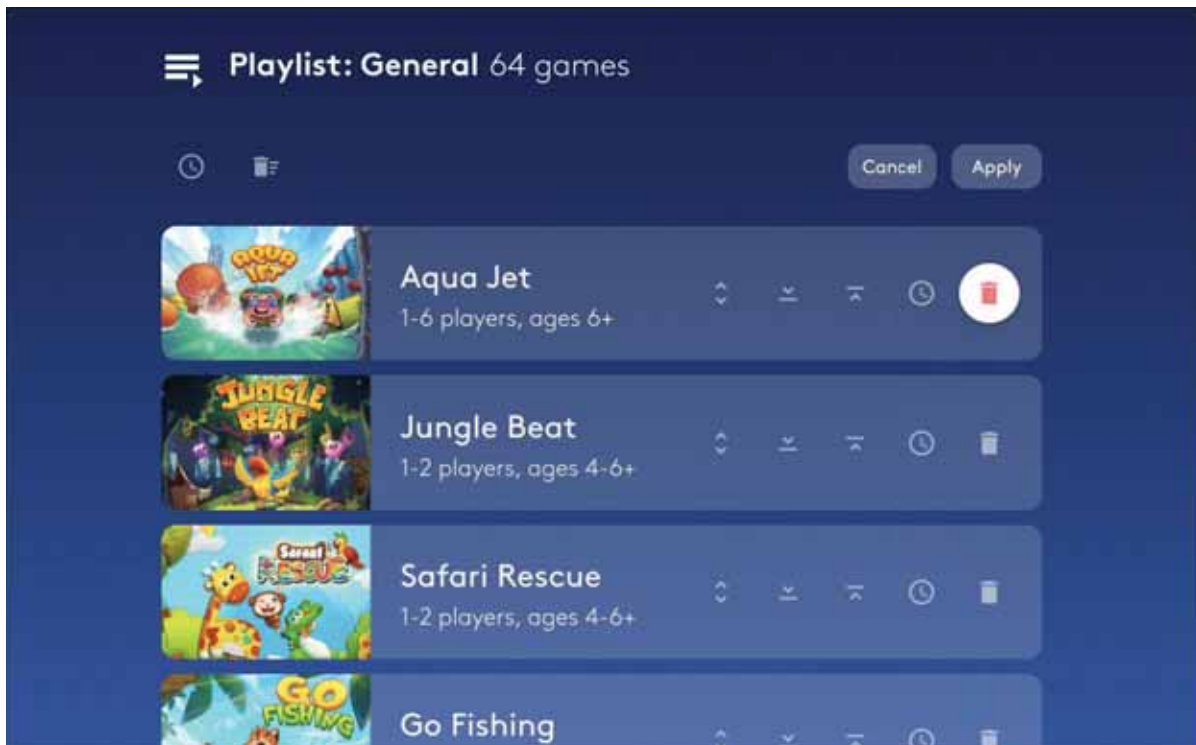
The **game cards** in the list also have options for those **specific games**.

### Remove game

Remove this game from the playlist.

### Game Duration

Set the duration of this game.



## 13. PLAYLIST / EDIT PLAYLIST

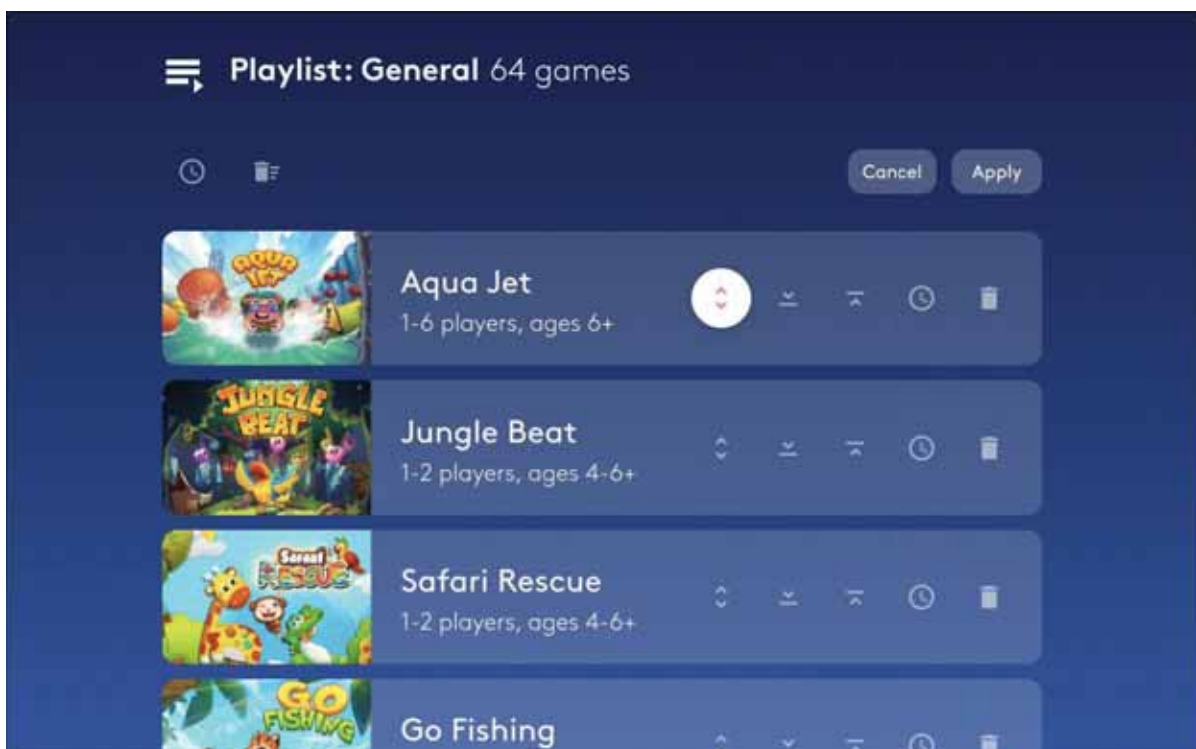
You can also sort and arrange the order of the games in the list through the controls on their cards.

⤴ Move to top

⤵ Move to bottom

↕ Move game

When the icon is highlighted, use the **Arrow buttons** to move the game **up** or **down** the list.

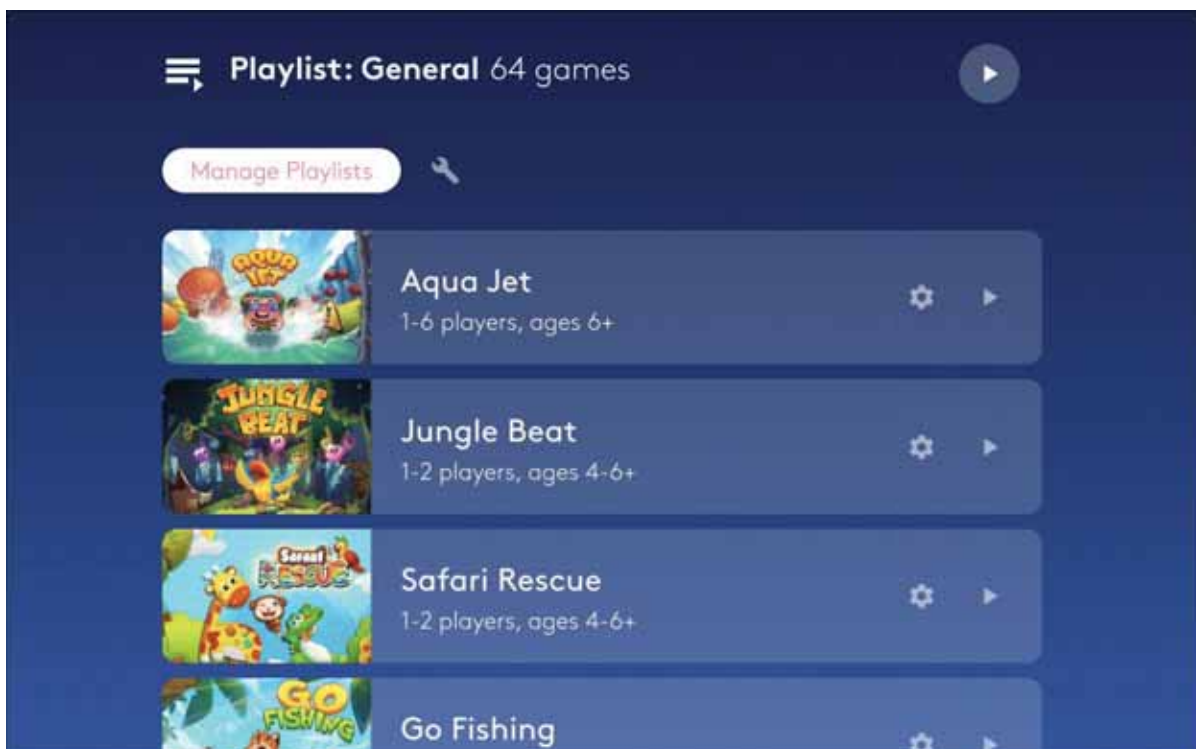


Select Apply once you're done, or Cancel to reset any changes you've made.



## 8. PLAYLIST / MANAGE PLAYLISTS

Your device can have **several playlists** - for different users, events, or games. Select the **Manage Playlists** button to view all your playlists.



## 8. PLAYLIST / MANAGE PLAYLISTS

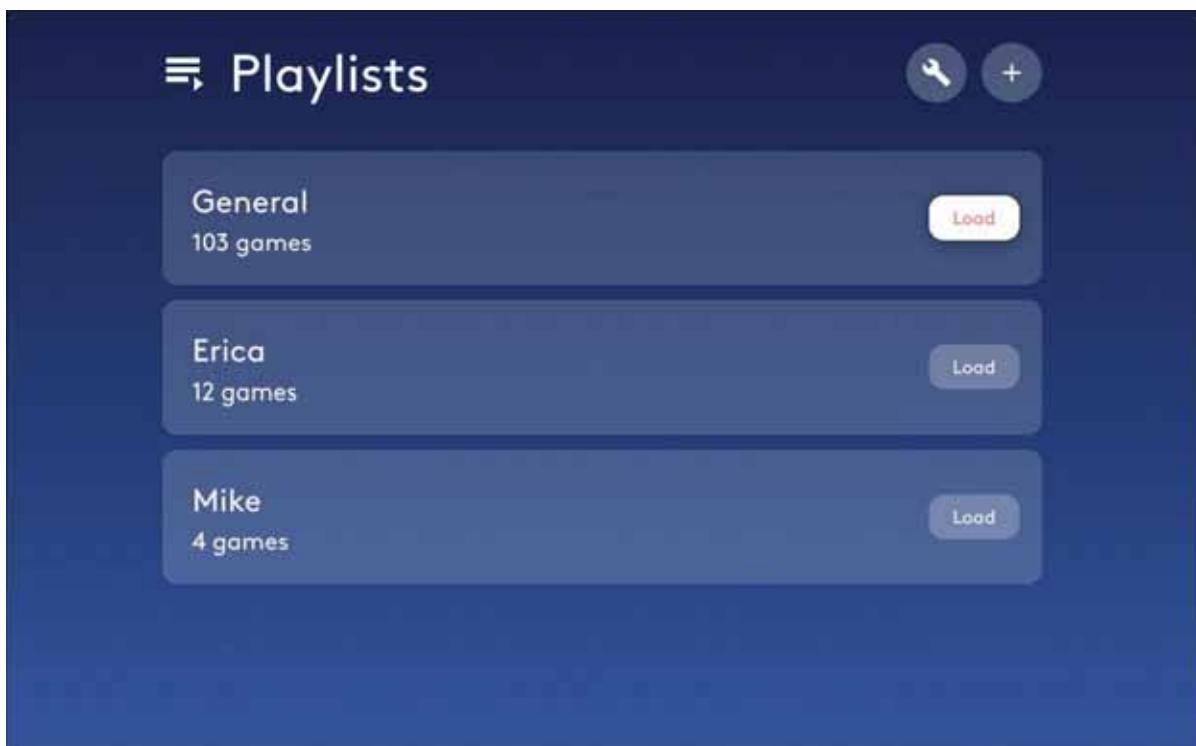
This is your **Playlists list**, showing all the playlists on this device.

Select the **Load button** to load a playlist and set it as the current one.

The **General** playlist is the default one and is always at the **top** of the list.

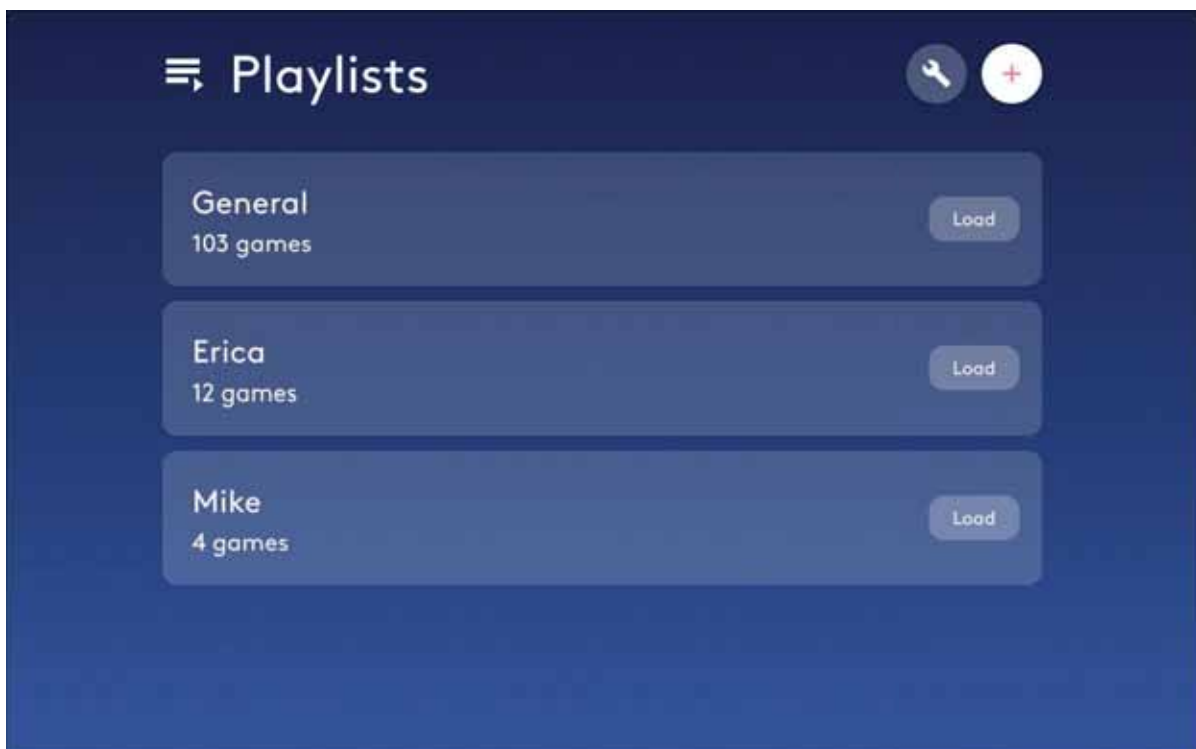
### Please note

**Any changes** you make in the main **Playlist screen** - arranging games, changing duration, etc. - will apply on the currently **loaded playlist** and are **automatically saved**.



## 13. PLAYLIST / MANAGE PLAYLISTS / Create a new playlist

Create a new playlist by selecting the **Add icon** with the OK button on your remote control.



## 13. PLAYLIST / MANAGE PLAYLISTS / Create a new playlist

**Edit** the new playlist's **settings** before selecting the **Save button** to continue.

 **Edit playlist name**

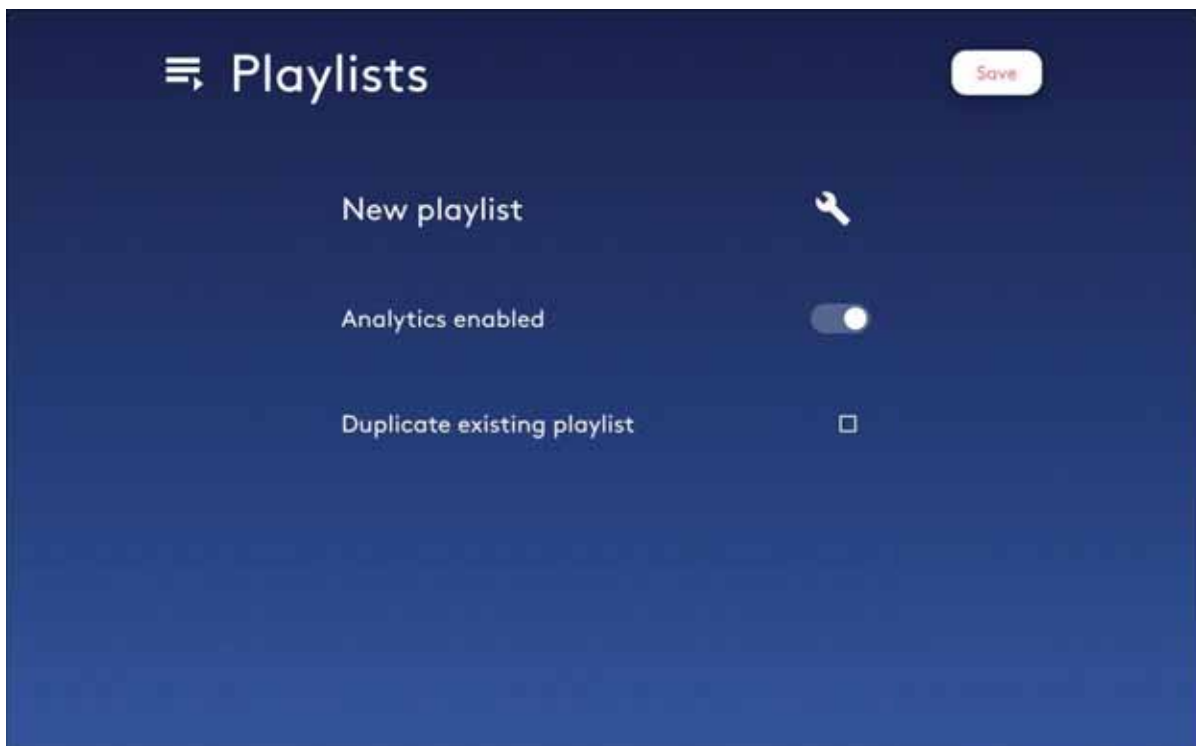
**Enable analytics**

If you have access to **EyeClick Analytics**, you can decide if you want to **track** this playlist.

**Duplicate from another playlist**

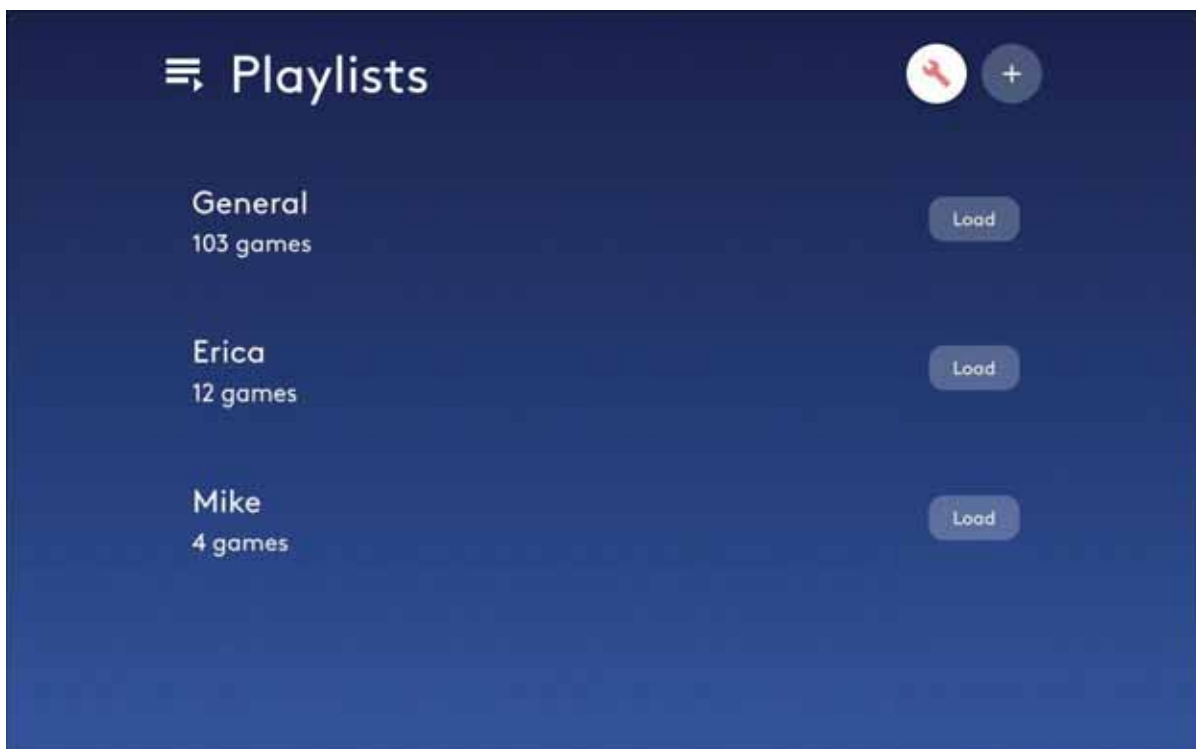
Duplicate all the **games and settings** from **another** playlist to this new one.

Simply check the **checkbox** and **select a playlist** from the drop down menu.



## 13. PLAYLIST / MANAGE PLAYLISTS / Edit Playlist Settings

Edit your **playlist settings** by selecting the **Edit icon** with the OK button on your remote control.



## 13. PLAYLIST / MANAGE PLAYLISTS / Edit Playlist Settings

Select the **Done button** once you've adjusted the settings.

Please note that the **General** playlist cannot be **renamed or deleted**.

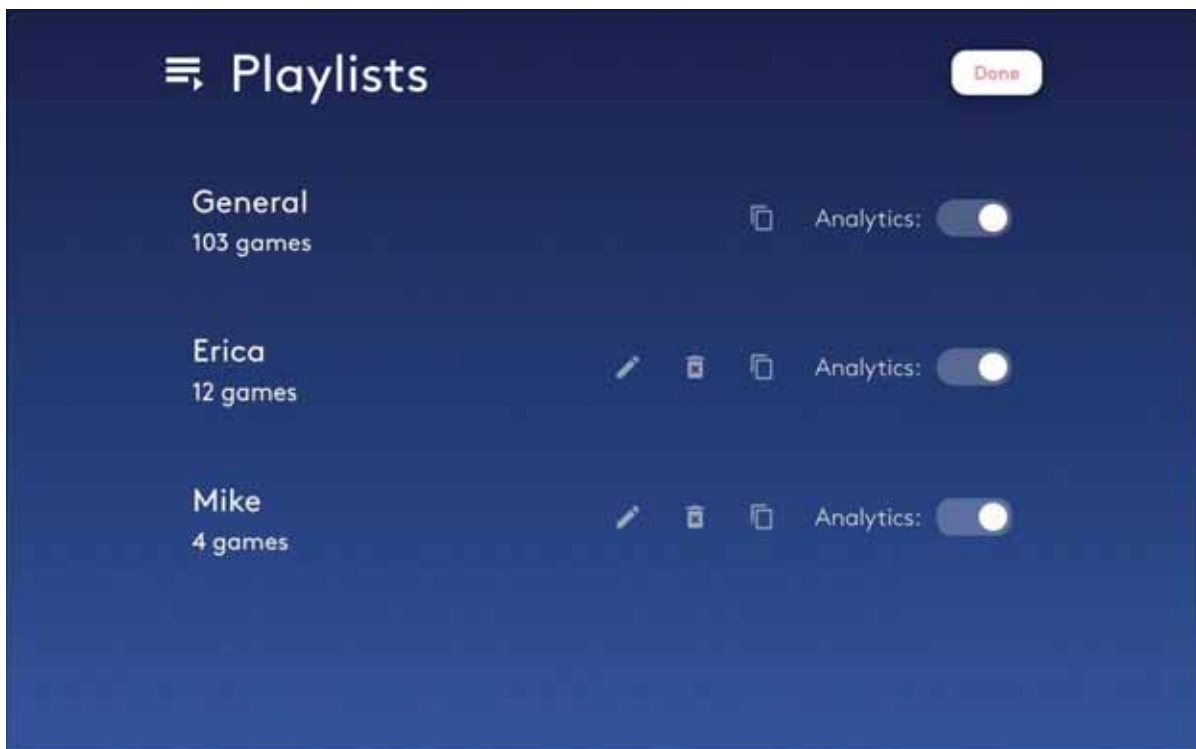
• Enable analytics

📄 Duplicate playlist

Create a **new playlist** with this playlist's **games and settings**.

🗑️ Delete playlist

✎ Rename playlist



## 14. SCHEDULES

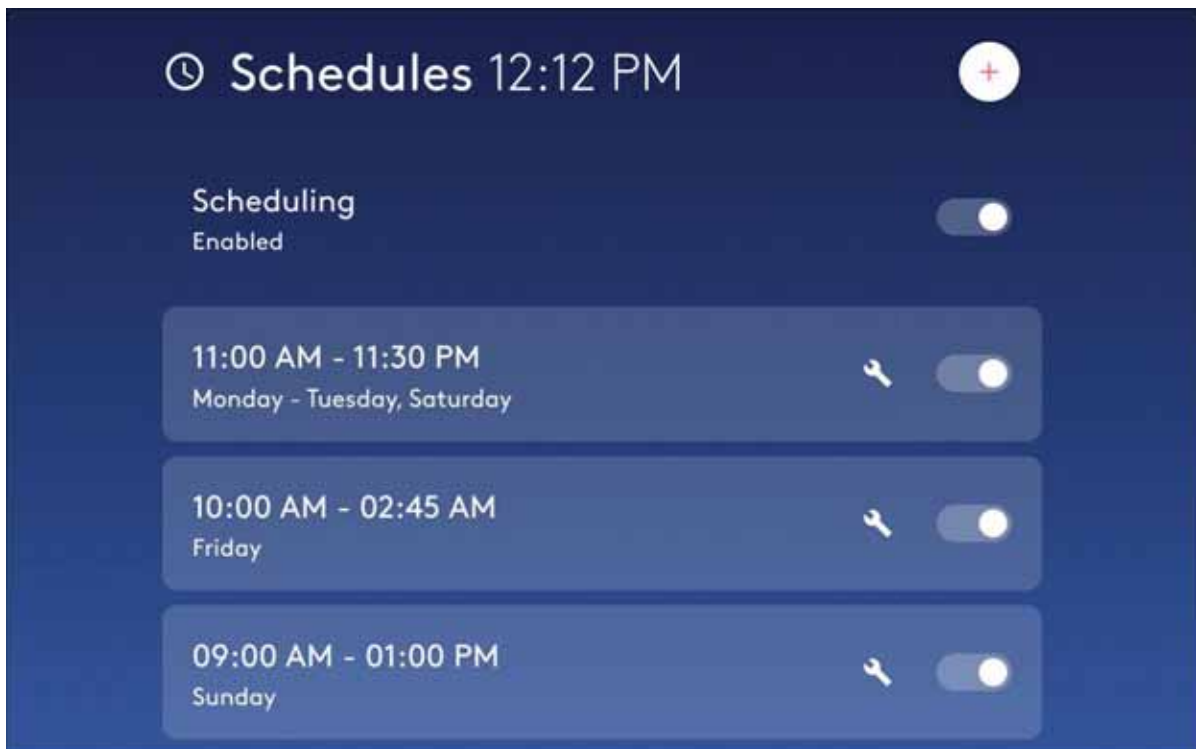
You can set **schedules** to automatically control your device's on/off times.

To create a schedule, go to **Schedules** in the **general menu**.

Any existing schedules will be shown in the **list**, and you can add as **many schedules** as you'd like.

### Please note

Schedules are cumulative. **For example:** If one schedule keeps the device active from **2-4 PM** and another from **3-6 PM**, the device will stay on from **2-6 PM**.



## 14. SCHEDULES

You can disable **scheduling** through the **toggle** above the list.

The device will continue to operate until you turn the projector off using the **power button** on your remote control.

### Please note

Scheduling only affects the **device's projector** - a schedule **cannot load a new playlist**.

The playlist loaded and set when the device entered sleep mode will be the one used when it awakes.





## 14. SCHEDULES

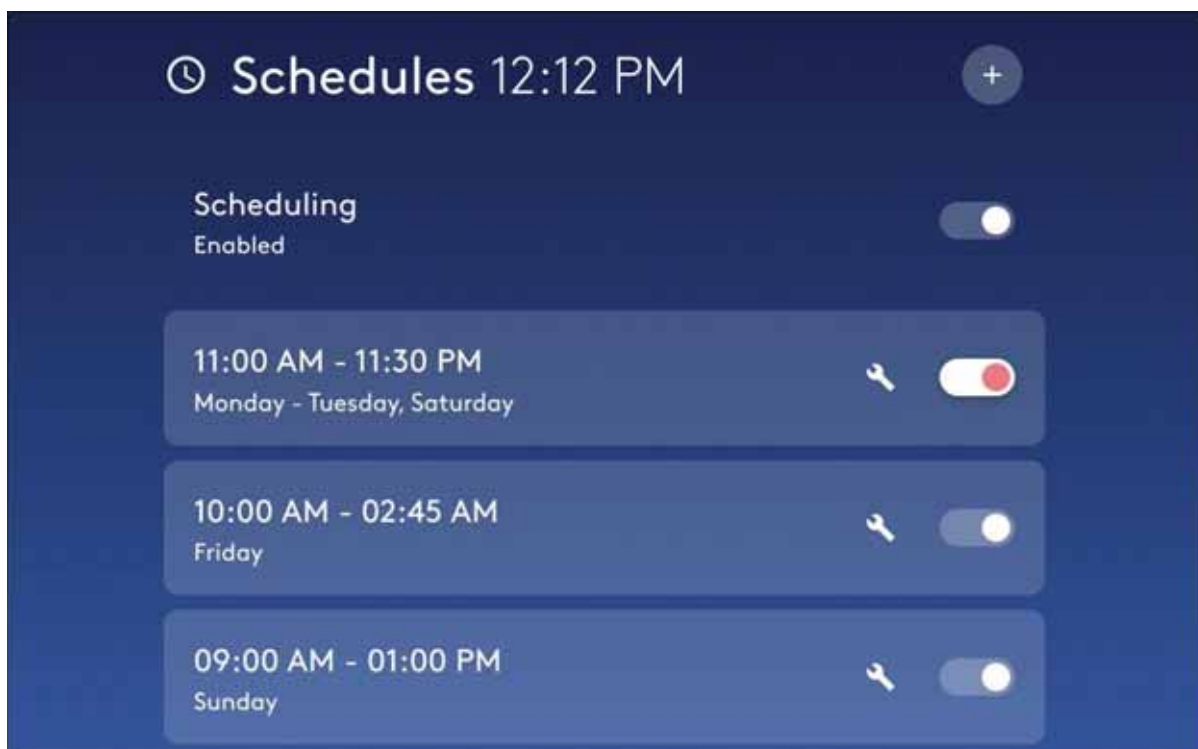
You can also control individual schedules.

### 🔴 Enable schedule

**Disable** or **enable** a specific schedule by selecting its **toggle**.

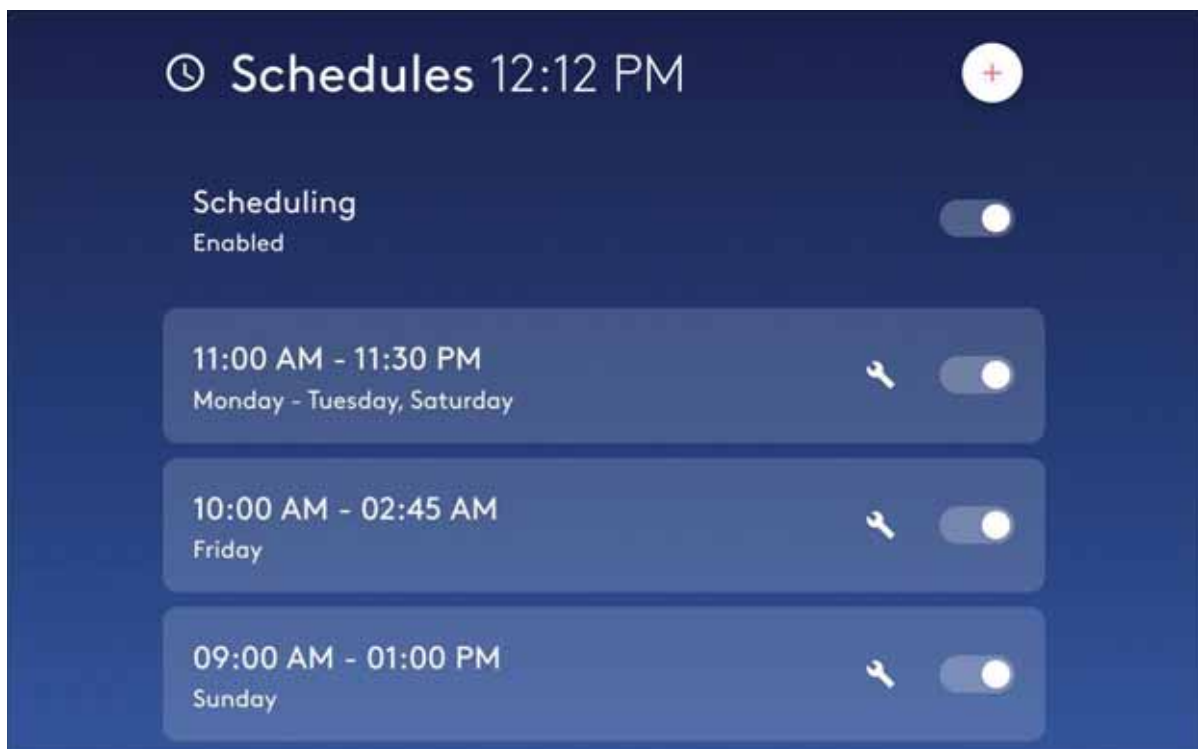
### 🔧 Edit schedule

Select the **Edit icon** to **delete** a schedule or edit its **operating times** and **days**.



## 14. SCHEDULES / CREATE A SCHEDULE

To create a **new schedule**, simply select the **Add icon** at the top right corner with the **OK button** on your remote control.



## 14. SCHEDULES / CREATE A SCHEDULE

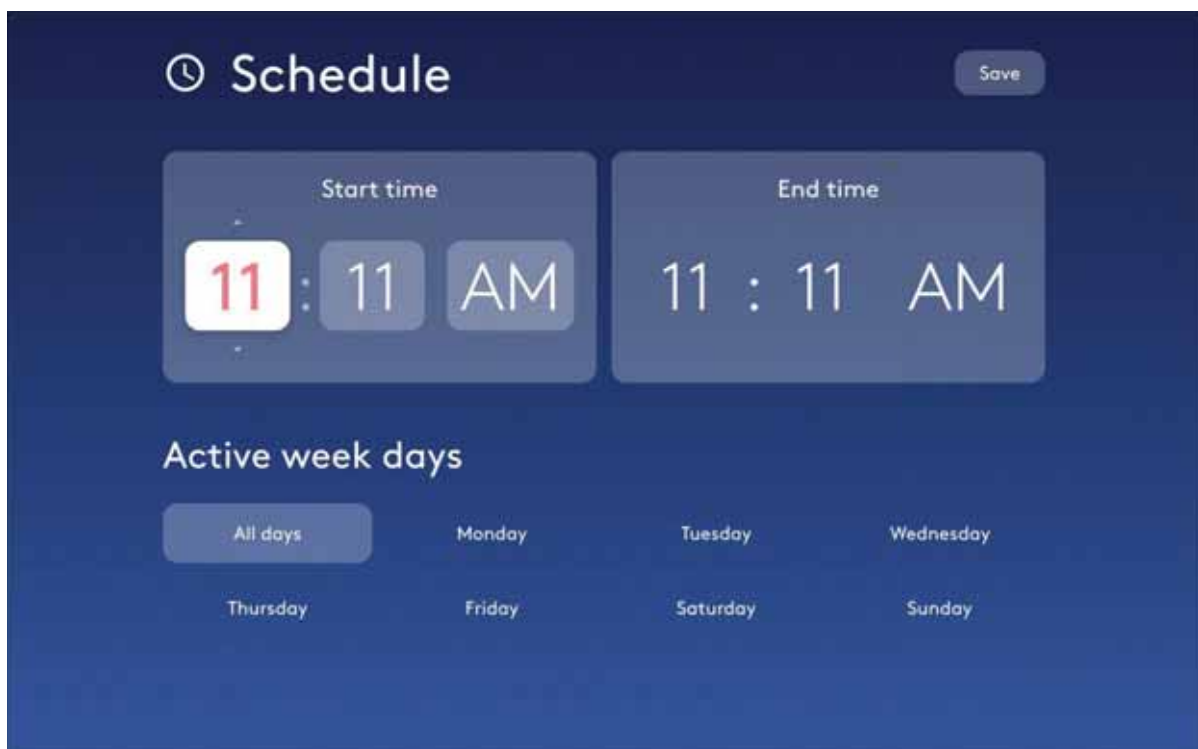
Edit the schedule's **Start** and **End** times, and select the **days of the week** it should run.

The screenshot displays a 'Schedule' configuration interface. At the top left, there is a clock icon and the title 'Schedule'. In the top right corner, there is a 'Save' button. Below the title, there are two large input fields: 'Start time' and 'End time'. Both fields currently display '11 : 11 AM'. Underneath these fields is a section titled 'Active week days'. This section contains eight buttons representing the days of the week: 'All days', 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The 'All days' button is highlighted with a darker background, indicating it is the selected option.

## 14. SCHEDULES / CREATE A SCHEDULE

To edit the **Start** and **End** times:

1. Move to the **time card** and select it with the **OK button** on your remote control.
2. Use the **Up** and **Down arrows** on your remote to change the time.
3. Use the **right** and **left arrows** to move between the hours, minutes and AM/PM.
4. **Exit** the time card using the **Back button** on your remote.



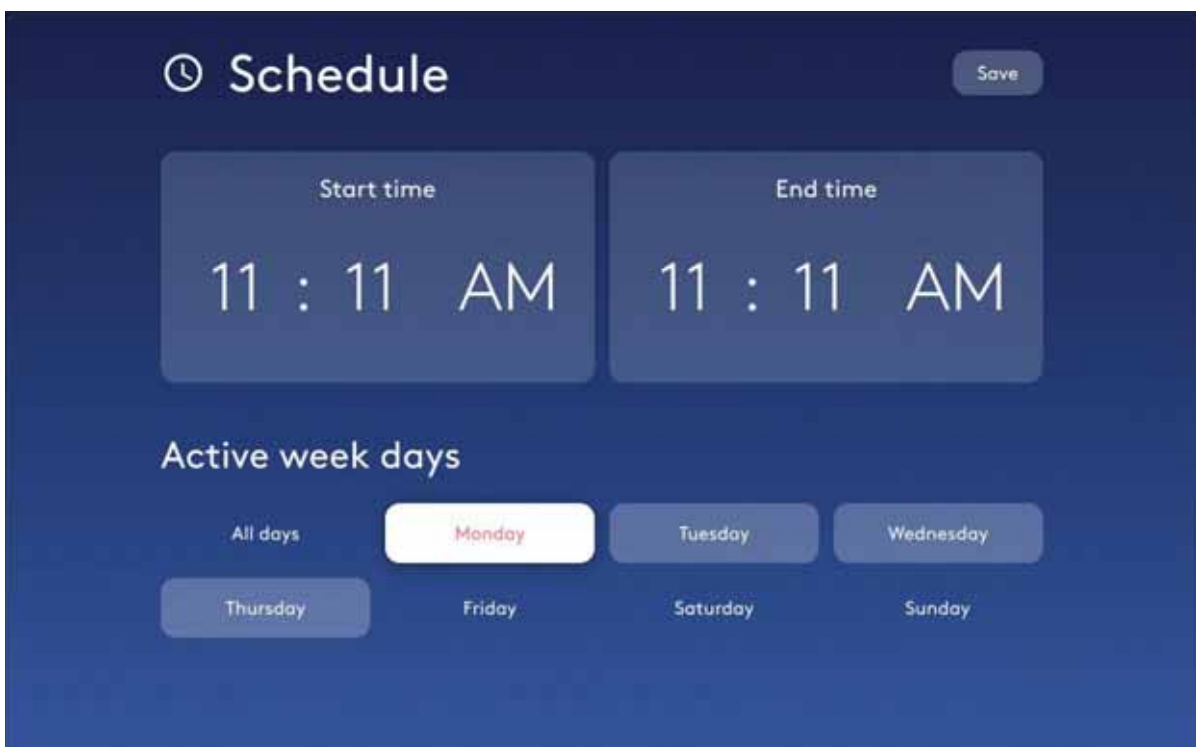
## 14. SCHEDULES / CREATE A SCHEDULE

Select the **days of the week** you'd like the schedule to operate.

New schedules are set to be active during **All days** by default.

Move to the desired day and **select** or **deselect** it using the **OK button** on your remote controller.

Select the **Save button** to finish.



## 15. SETTINGS

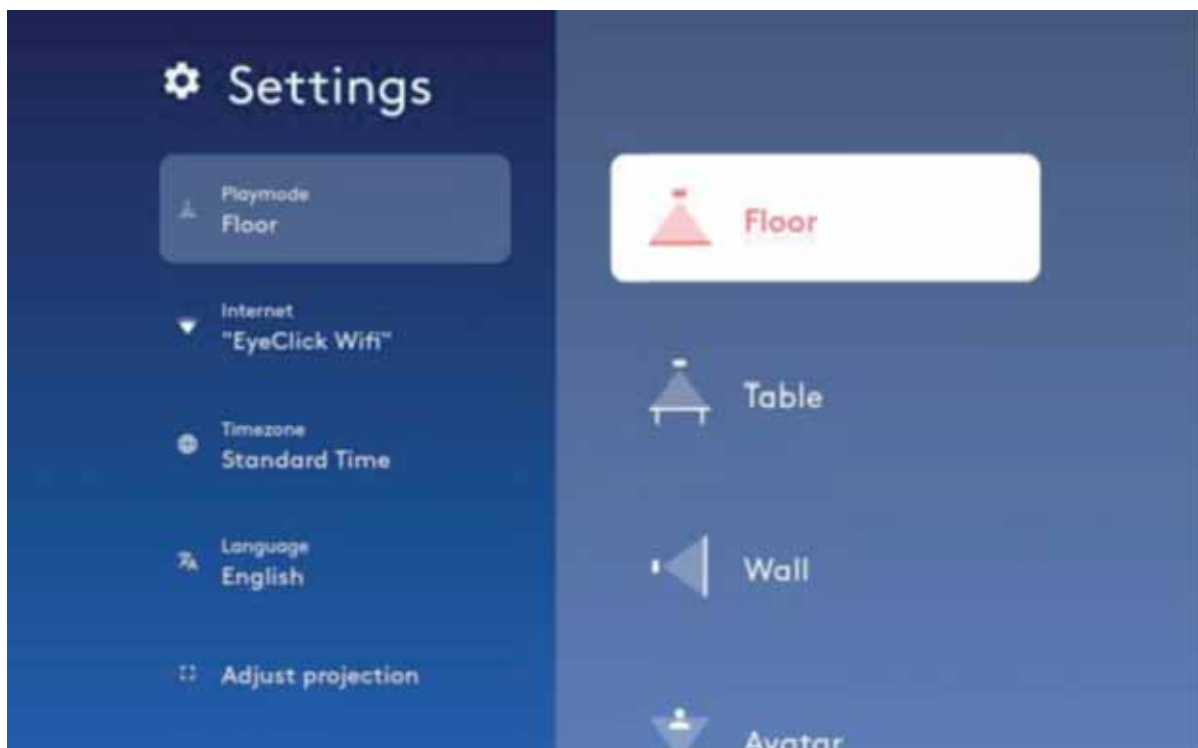
The settings area is divided into 2 sides:

### LEFT SIDE

A **list** of all the subjects and menus under settings. Browse them using the **Up** and **Down arrow buttons** on your remote control and select using the **OK button**.

### RIGHT SIDE

The selected subject's options and information.

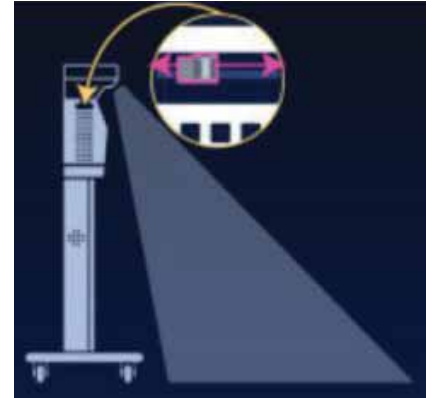


## 15. SETTINGS / PLAYMODE

The mobile unite has 2 projection modes - Floor and table.

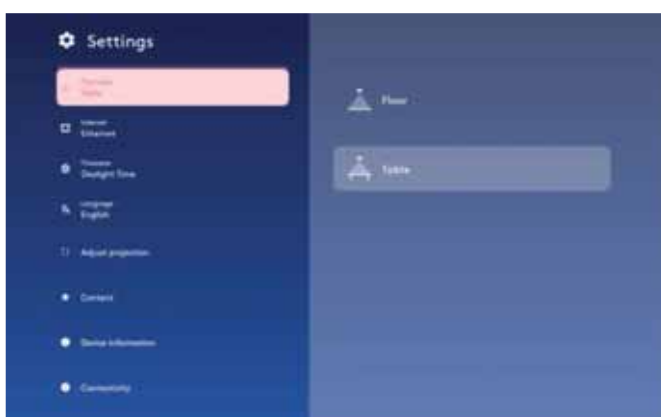
In order to change from one mode to another, follow these steps:

Press the **Settings > Playmode** then Select the preferred projection mode and follow the instructions on display. Be sure to set the **manual focus** by moving the focus switch on the left side of the projector until the display comes into focus.



Select Set Playmode

**Adjust** the projectors display size by moving the scale right or left to fit your surface and set **calibration**. this may take a few minutes make sure the surface is clean from objects and people.



## 15. SETTINGS / INTERNET

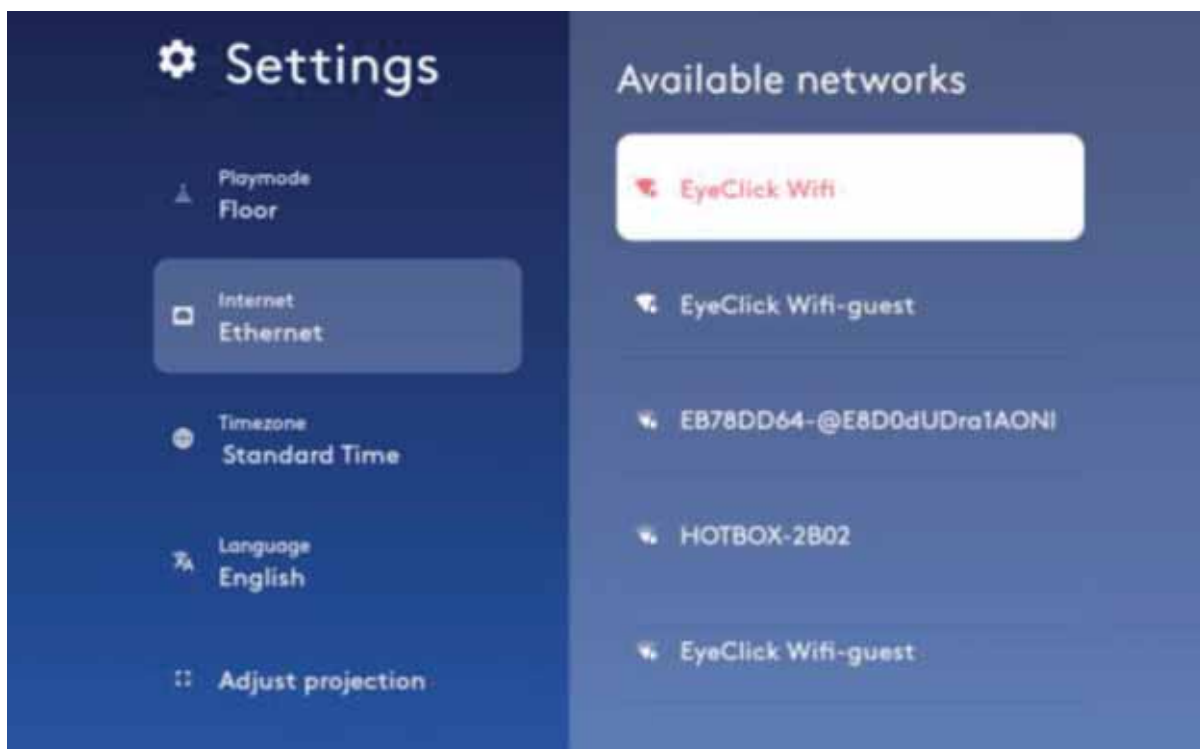
The **currently used** internet network will appear at the **top**.

Browse the **available networks list** using the **arrow buttons** on your remote control and pick a network to connect with using the **OK button**.

### Please note

You may be required to provide a **password** when connecting to an internet network.

A **physical connection** using an **Ethernet cable** is recommended.

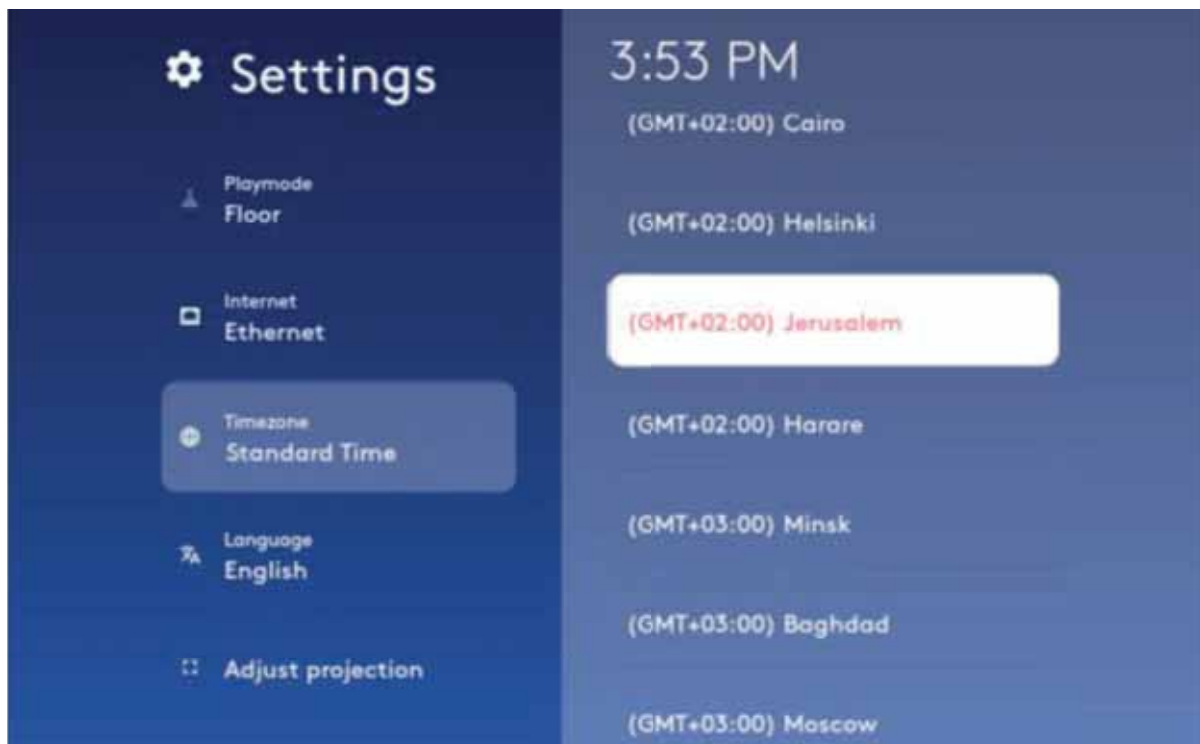




## 15. SETTINGS / TIMEZONE

You can set a different **Timezone** for your device.

Browse the list using the **up** and **down arrows** on your remote control, and select using the **OK button**.



## 15. SETTINGS / ADJUST PROJECTION

You can also adjust the device projection:

### ▢ Adjust Projection Keystones

If the projection is **skewed**, straighten it by moving its **corners**.

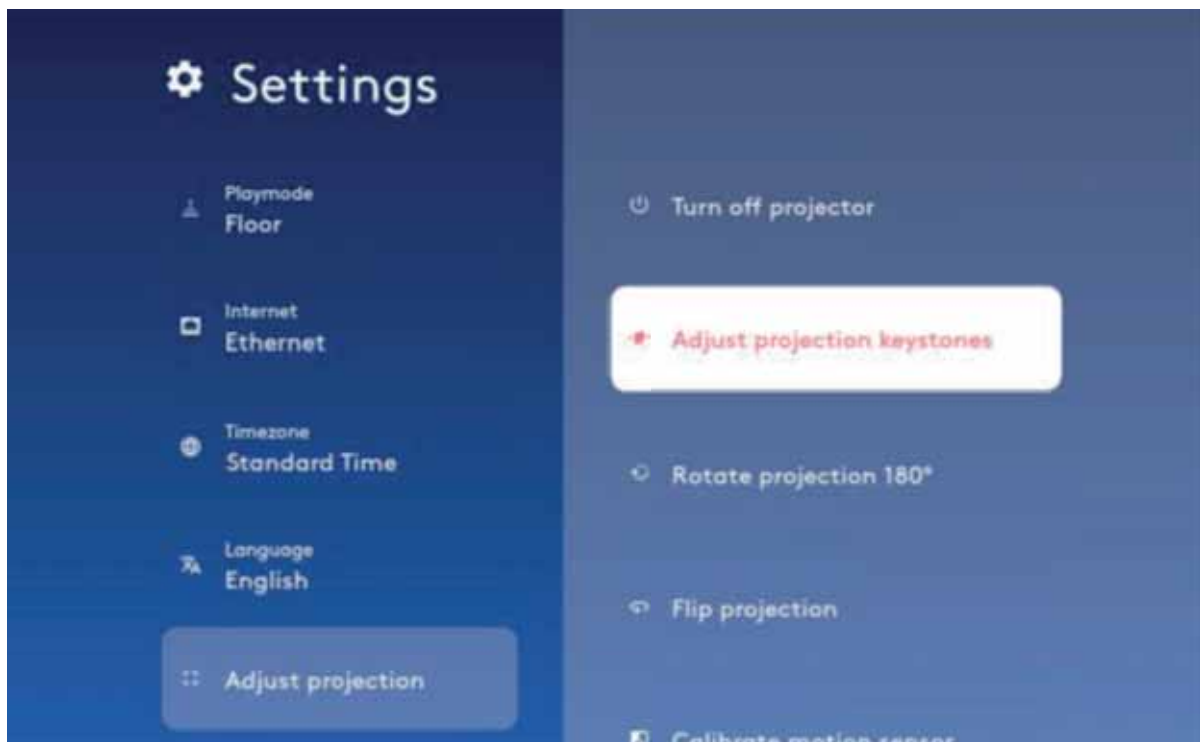
### 🔄 Rotate projection 180°

### 📏 Calibrate Motion Sensor

Run auto-calibration to ensure accurate **responsiveness** during interaction.

### 📐 Fit Projection to Table

Fit the projection to a **rectangular** or **circular** table top. This is **only available** when the device is set to the **Table** playmode.



Please note

**Calibrate** the device's motion sensor after **any adjustment** to the **projection**, projection **surface**, or if the device **doesn't respond** to your movements correctly.

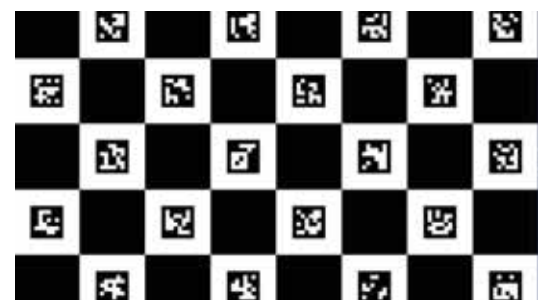
## 15. SETTINGS / CALIBRATION

If the motion sensors are not responding well or any adjustments have been made to the projection display, we will calibrate the devices motion sensors following these steps :

Press the settings button and then Settings> Adjust Projection> Calibrate Motion Sensor > Calibrate



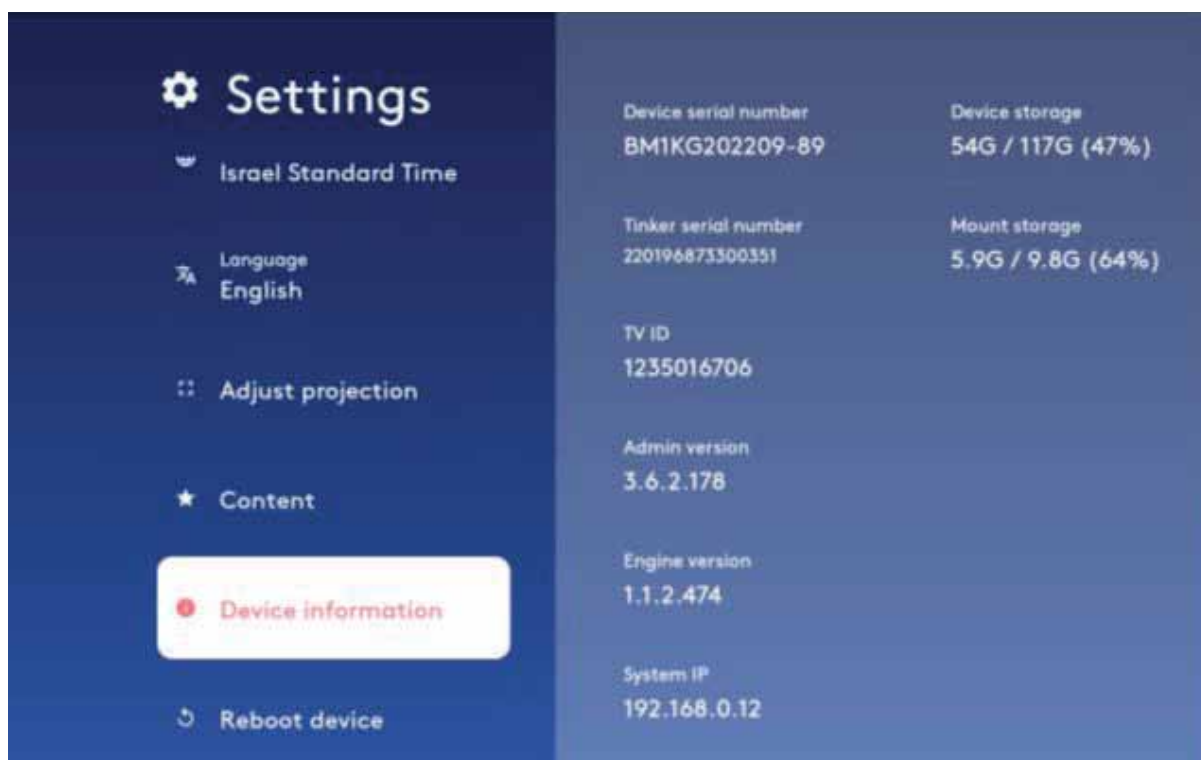
When the Calibration starts a black and white screen will appear, wait a few second until the menu screen reappear. In order for the calibration to work, it is important to keep the surface **clear of objects** and people during the calibration process. For example a chair, table or hand movement can disrupt the calibration process.



## 15. SETTINGS / DEVICE INFORMATION

View **information** regarding your device.

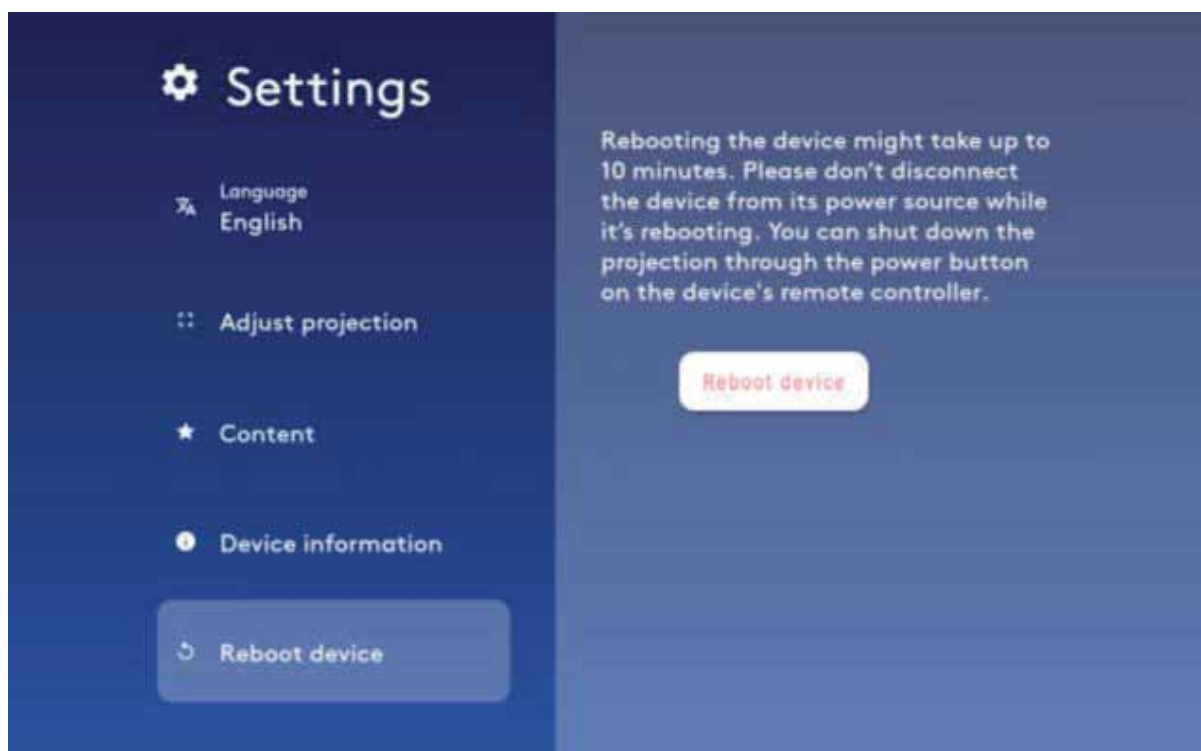
When contacting our **support team**, this is where you might be asked to look.



## 15. SETTINGS / REBOOT DEVICE


If needed, you may **reboot** your device here.

Remember that you can shut off the device's **projector** and enter it into **sleep mode** by simply pressing the **Power button** on your remote control.




## 16. TROUBLESHOOT

### I HAVE NO SOUND

1. The **volume** can be increased by pressing the volume **up button**  , which will display the current volume level in the system, and additional presses will raise the sound to the desired level.
2. To reset the system (see performing a system reset).

### HOW TO EXIT AN ACTIVITY AND RETURN TO THE ACTIVITY



#### SELECTION SCREEN?

1. Pressing the **home** button  will return you to the activity selection screen (either from an activity or from the settings screen).
2. If the home button does not return the game selection menu, a **system reset** must be performed (see performing a system reset).


### THERE IS NO ACCESS TO THE GAMES

If you do not see any games after about a minute from the system startup, you need to perform a **system reset** (see performing a system reset).

### PERFORMING A SYSTEM RESET

1. If necessary, you can reset the system by pressing the **settings** button on the remote.
2. In the menu that opens, click on the **gear icon**  (Settings).
3. Use the arrow buttons to navigate to Reboot device and press the **Reboot device** button  .


### THE TOUCHSCREEN IS NOT WORKING

1. If necessary, you can reset the system by pressing the **settings** button on the remote.
2. In the menu that opens, click on the **gear icon**  (Settings):

- Press the **settings** button on the remote.
- In the menu that opens, click on the **gear icon** (Settings).
- Use the **arrow buttons** to navigate and press **Adjust Projection**.
- Select **Calibrate Motion Sensor** and press OK on the remote. While calibrating, it is important to keep the projection area clear (without objects or people in the projected space). The process should take about a minute (as long as the colored screen is projected). Once completed, you can return to the main menu and use your device as needed.

## **UPDATES ARE NOT BEING RECEIVED FOR THE SYSTEM**

For regular operation and to receive software updates, the system must be consistently connected to the **internet**. You can check if you are connected and connect in a few simple steps:

1. To connect to the internet, you need to enter the **settings** by pressing the settings button on the remote .
2. In the menu that opens, click on the **gear icon** (Settings).
3. Use the **arrow buttons** to navigate to the Internet tab.
4. You can view the status of the connections and, if necessary, select the **WiFi network** you want to connect to and enter the password.

## **THE PROBLEM IS STILL NOT RESOLVED. WHAT SHOULD I DO?**

In order for us to provide quick service, please have the **serial number** of the device ready. With the serial number, the service representative will be able to connect to your device remotely and address the issue.

1. Enter the system settings.
2. Use the arrow buttons to navigate to the **Device Information** tab.
3. Under the title **Tinker Serial Number**, you will find a number that you need to provide to the service representative.

## 17. EYECCLICK PRODUCT WARRANTY

This Warranty constitutes an integral part of EyeClick's ("Company") Purchase Order and supersedes any and all other warranty terms and conditions.

**IMPORTANT:** By using your Company-branded hardware and/or third-party hardware provided by Company and/or Company-branded software ("Company Product" or "Product") you agree to be bound by the terms of the Company limited warranty (the "Warranty") as set out below. Do not use your product until you have read the terms of the warranty. If you do not accept and agree to the terms of the Warranty, do not use the Product.

### WHAT IS COVERED BY THIS WARRANTY

Company warrants the Company Product from the date of delivery for a period of (the "**Warranty Period**"):

#### 1. Hardware:

One (1) year limited Warranty for the Product hardware

**2. Software:** One (1) year Warranty, during which, you shall be entitled to receive access to free software updates released by Company.

After the first year, the Warranty Period may be extended subject to the terms and fees as will be defined by Company at that time. In any case you are and will remain signed up and paying Subscriptions (as defined in the Terms and Conditions of Purchase) which specifically includes warranty and maintenance, the applicable Warranty will be extended automatically for the duration of the paid Subscription. Notwithstanding the aforesaid, the Warranty Period shall apply only when used in the manner for which it was designed, and when conforms substantially to its end-user manual and other documentation delivered with the Product directly or via its app and prevailing at the time of delivery.

### WHAT IS NOT COVERED BY THIS WARRANTY

EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY PROVIDED ABOVE, COMPANY PROVIDES THE PRODUCTS ON AN "AS-IS" BASIS AND MAKES NO WARRANTIES WITH RESPECT TO ANY PRODUCT AND EXPRESSLY DISCLAIMS ANY AND ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF TITLE, MERCHANTABILITY, ERROR-FREE, NON-INFRINGEMENT,



FITNESS FOR INTENDED OR PARTICULAR PURPOSE OR WILL MEET ANY REQUIREMENTS, EXPECTATIONS OR ACHIEVE ANY SPECIFIC RESULTS. The Company does not warrant that the operation of the Company Product will be uninterrupted or error-free. The Company is not responsible for damage arising from failure to follow instructions relating to the Company Product's use, or from maintenance or other services not performed by Company or a Company Authorized Service Provider ("**EASP**"). THIS LIMITED WARRANTY DOES NOT APPLY: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Company Product outside of normal use; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Company or an EASP; (g) to a Company Product that has been modified to alter functionality or capability without the written permission of Company; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Company Product ; (i) to defects caused by unlawful installation of the Company Product not in accordance with its formal Installation instructions, or (j) if any serial number has been removed or defaced from the Company Product.

### **IMPORTANT RESTRICTION FOR COMPANY SERVICE**

The Company may restrict warranty service for its Products to the country where Company or its Authorized Distributors originally sold the Product.

### **YOUR RESPONSIBILITIES**

Before receiving Warranty service, Company or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing the service required and follow Company's procedures for obtaining Warranty service.

Company may install system software updates as part of Warranty service that will prevent the Company Product from reverting to an earlier version of the system software.

### **WHAT WILL COMPANY DO IN THE EVENT THE WARRANTY IS BREACHED?**

If during the Warranty Period you submit a valid claim to Company or an EASP, Company may, at its sole discretion, and as your sole and exclusive remedy, use reasonable commercial efforts to either (i) repair the Company Product or part

using new or previously used parts that are equivalent to new in performance and reliability, or (ii) replace the Company Product or part with a device that is at least functionally equivalent to the Company Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability. Company reserves the right to change the method by which Company may

provide Warranty service to you, and your Company Product's eligibility to receive a particular method of service.

When a Company Product or part is replaced any replacement item becomes your property and the replaced or refunded item becomes Company's property.

## **HOW TO OBTAIN WARRANTY SERVICE**

If in the scope of the Warranty Period - Please contact a Company representative at [USAsupport@eyeclick.com](mailto:USAsupport@eyeclick.com) or an EASP. A Company representative or an EASP will help determine whether your Company Product requires service and, if it does, will inform you how Company will provide it.

## **GENERAL**

No Company reseller, agent, or employee is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be unlawful or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

No waiver of any default or breach, by any party, shall be deemed to be a waiver of any subsequent default or breach, by that party. You may not deduct or set-off for any reason whatsoever.



## CONTACT US

We hope you found this guide informative and helpful.  
If you have any further questions, please don't hesitate to contact us.

✉ [eyeclickusa@eyeclick.zohodesk.com](mailto:eyeclickusa@eyeclick.zohodesk.com)

☎ +1 (914) 219 0279 📞 +1 (650) 582 3535

## THANK YOU!