**STOP!**

If you have any problems with this product, please contact our technical support team before returning it to the store.

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**TECHNICAL SUPPORT**

Customer Service: 888-988-0488  
Technical Support: 888-689-4088  
Email: service@j5create.com  
Live Chat: www.j5create.com/livechat  
Support Ticket: tickets.j5create.com

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**SOPORTE TÉCNICO**

Número gratuito: +1-888-988-0488  
Horario de atención: Lun-Vier. 10:00-19:00 U.S.A.-E.S.T  
Email: service@j5create.com

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**TECHNISCHER SUPPORT**

Kostenloser Anruf: +1-888-988-0488  
Sprechstunden: Mon.-Frei. 10:00-19:00 U.S.A.-E.S.T  
E-mail: service@j5create.com

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**SUPPORT TECHNIQUE**

Numero gratuito: +1-888-988-0488  
Heures d'ouverture: lun.-ven. 10:00 - 19:00 U.S.A.-E.S.T  
Email: service@j5create.com

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**Limited Warranty**

**j5create** offers a limited 1-year warranty. User's wear & tear damage is not included. The user shall call or email **j5create** customer service with the defect information of the product and obtain a return authorization number. Users are responsible for one way return freight cost. We will take care of one way freight back. In order to obtain a return authorization number, users should have the following information handy when calling or emailing the service team:

1. A copy of the original purchase invoice to verify your warranty
2. A product serial number
3. A description of the problem
4. Customer’s name, address, and telephone number

**j5create** does not warrant that the operation of the product will be uninterrupted or error-free. **j5create** is not responsible for damage arising from failure to follow instructions relating to the product’s use. This warranty does not apply to:

- Consumable parts, unless damage has occurred due to a defect in materials or workmanship.
- Cosmetic damage, including but not limited to scratches, dents and broken plastic on parts.
- Damage caused by use with non-**j5create** products.
- Damage caused by natural disasters, such as fire, earthquake, lighting strike, typhoon etc.
- Damage caused by human misuse, lost, accident, abuse, misuse or other external causes.
- Damage caused by operating the product outside the permitted or intended uses described by **j5create**.

If such a situation occurs, **j5create** will calculate the cost of materials and repair for your reference. This warranty is given by **j5create** in lieu of any other warranties expressed or implied.

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**Regulatory Compliance**

**FCC**

This equipment has been tested and found to comply with FCC Part 15 Subpart B and Canada Standard IES-03 Issue 5, Class B. ANSI C82.4:2009

Operations is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

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**CE**

This equipment is in compliance with the requirements of the following regulations:

- IEC61000-4-8: Edition 2.0 2008-12
- IEC61000-4-4: Edition 3.2 2010-04
- IEC61000-4-4: Edition 3.0 2012-04
- IEC61000-4-11: Edition 2.0 2004-09

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**C-Tick**

This equipment is in compliance with the requirements of the following regulations:

- AS/NZS CLSPR 22-2009/Amdt. 1/2010

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