

BM3350N

BM3350N-2

Full Colour Video Monitor



User Guide

This guide contains important information.
Please keep it for future reference.

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Important safety instructions

The applied nameplate is located at the bottom of the baby unit's base.

When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. **CAUTION:** Do not install the baby unit at a height above 2 metres.
4. This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could cease operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
5. Do not use this product near water. For example, do not use it next to a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
6. **CAUTION:** Use only the battery provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. The battery cannot be subjected to high or low extreme temperature and low air pressure at high altitude during use, storage or transportation. Disposal of battery into fire or a hot oven, or mechanically crushing or cutting or the battery can result in an explosion. Leaving the battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas. Battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Dispose of used battery according to the information in **The RBRC seal**.
7. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.



Power adapter information:

Parent unit output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EAU05100
Baby unit output: 5V DC 600mA.
VTech Telecommunications Ltd.
Model: VT05EAU05060
Ten Pao International Ltd.
Model: S003ATS0500060



Rechargeable battery information:

Zhuhai Great Power Energy Co., Ltd.
Li-ion battery, 3.6V, 2600mAh, 9.36Wh;
Model: ICR18650-2.6Ah-3.6V-1S1P

8. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
9. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
10. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
11. Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
12. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
13. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
14. Do not overload wall outlets or use an extension cord.
15. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
16. This product should not be placed in any area where proper ventilation is not provided. Slots and openings in the back or bottom of this product are provided for ventilation. To protect them from overheating, these

openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register.

17. Never push objects of any kind into this product through the slots because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
18. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
19. You should test the sound reception every time you turn on the units or move one of the components.
20. Periodically examine all components for damage.
21. There is a very low risk of privacy loss when using certain electronic devices, such as baby monitors, cordless telephones, etc. To protect your privacy, make sure the product has never been used before purchase, reset the baby monitor periodically by powering off and then powering on the units, and power off the baby monitor if you will not use it for some time.
22. Children should be supervised to ensure that they do not play with the product.
23. The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

SAVE THESE INSTRUCTIONS

Cautions

1. Use and store the product at a temperature between 0°C and 40°C.
2. Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
3. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
4.  **Warning—Strangulation Hazard—** Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (0.9m) away). Do not remove this tag. 
5. Never place the baby unit(s) inside the baby's crib or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or a blanket.
6. Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices): Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless devices at least six inches from the pacemaker.
- Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket, when it is turned ON.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless devices.

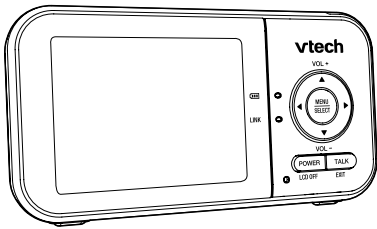
Electromagnetic fields (EMF)

This VTech product complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user's manual, the product is safe to be used based on scientific evidence available today.

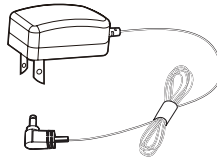
Install and Setup

What's in the box - BM3350N | BM3350N-2

BM3350N Parent Unit

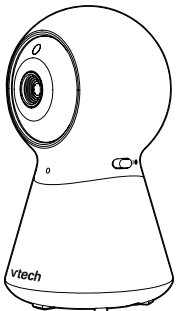


Parent Unit

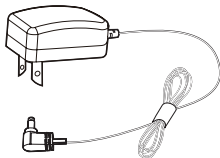


Parent Unit adapter

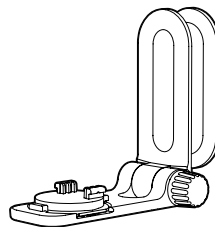
BM3350N Baby Unit



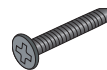
Baby Unit



Baby Unit adapter



Wall mount



x 2



x 2

Anchor

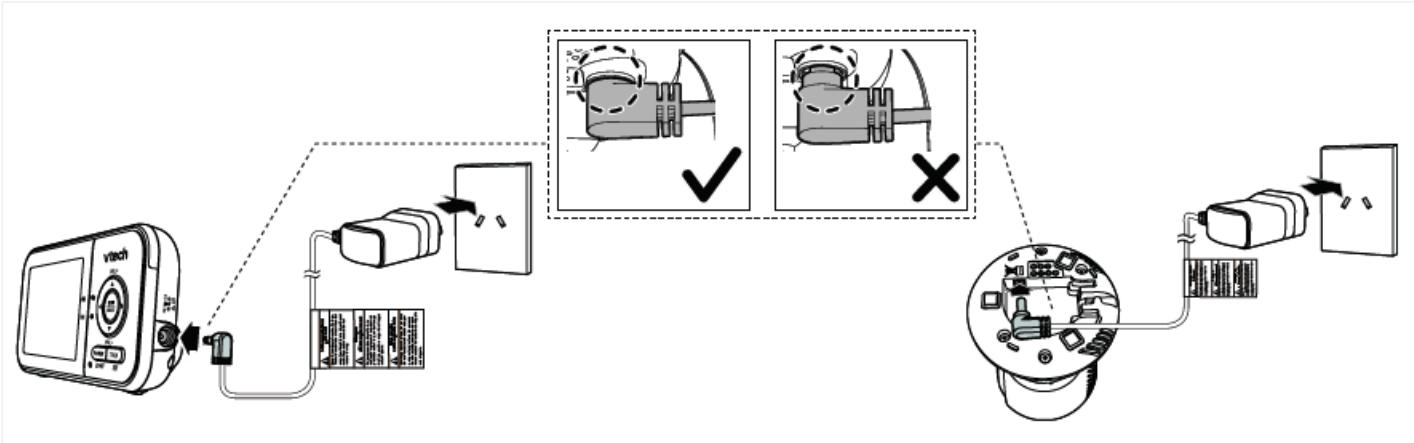
Documentation



Connect and charge the baby monitor - BM3350N | BM3350N-2

NOTES

- The rechargeable battery in the parent unit is built-in.
- Use only the power adapters supplied with this product.
- Make sure the baby monitor is not connected to a switch-controlled electric outlet.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of baby monitor, so do not connect them to any ceiling, under-the table, or cabinet outlets. Otherwise, the adapters may not properly connect to the outlets.
- Make sure the parent unit, the baby units and the power adapter cords are out of reach of children.



The battery icon indicates the battery status (see the following table).

BATTERY INDICATORS	BATTERY STATUS	ACTION
The screen displays  . The  light flashes.	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid  .	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

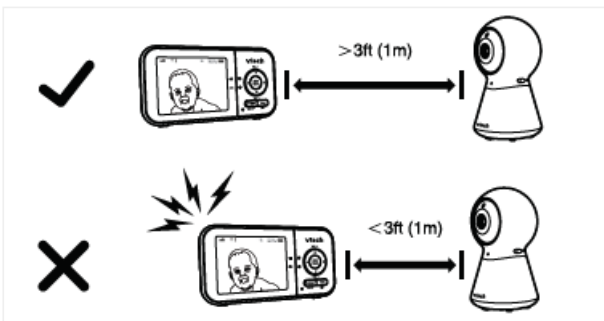
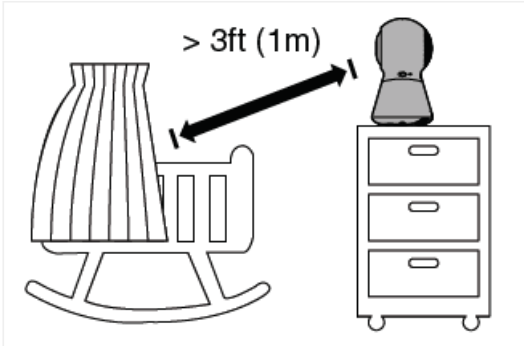
NOTES

- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid .
- It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.
- The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

Position the baby monitor - BM3350N | BM3350N-2

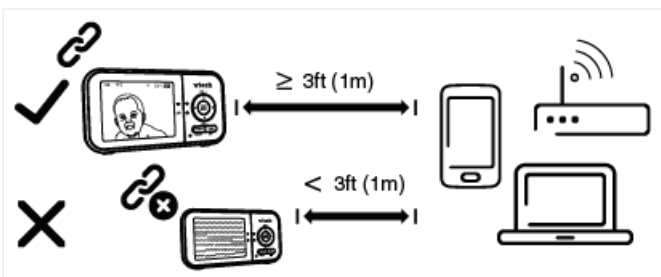
⚠ CAUTION

- Keep the baby unit out of the reach of your baby. Never place or mount the baby unit inside the baby's crib or playpen.



⚠ CAUTION

- The default volume of your parent unit is level 3, and the maximum volume is level 5. If you experience high-pitched screeching noise from your baby monitor while positioning:
 - Make sure your baby unit and parent unit are more than 1 metre apart, OR
 - Lower the volume of your parent unit.



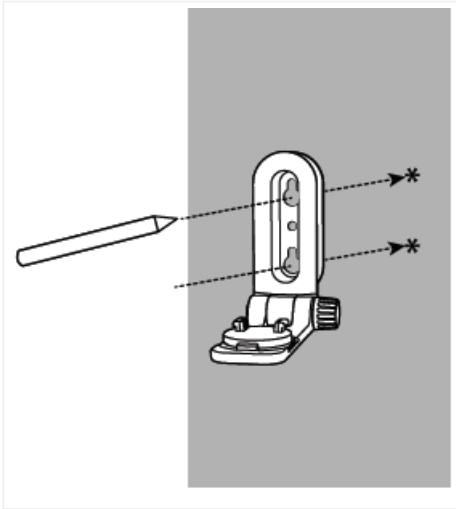
📄 NOTE

- To avoid interference from other electronic devices, place your baby monitor at least 1 metre away from devices such as wireless routers, microwaves, cell phones and computers.

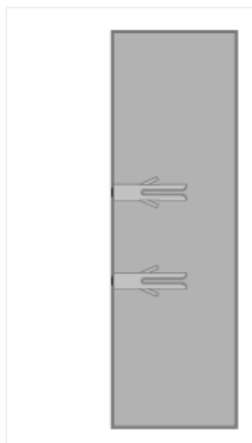
Wall-Mount (Optional) - BM3350N | BM3350N-2

NOTES

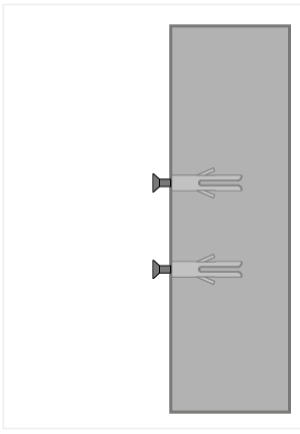
- Check for reception strength and camera angle before drilling the holes.
 - The types of screws and anchors you need depend on the composition of the wall. You may need to purchase the screws and anchors separately to mount your camera units.
1. Place the wall mount bracket on a wall and then use a pencil to mark two holes in parallel. Remove the wall mount bracket and drill two holes in the wall (7/32 inch drill bit).



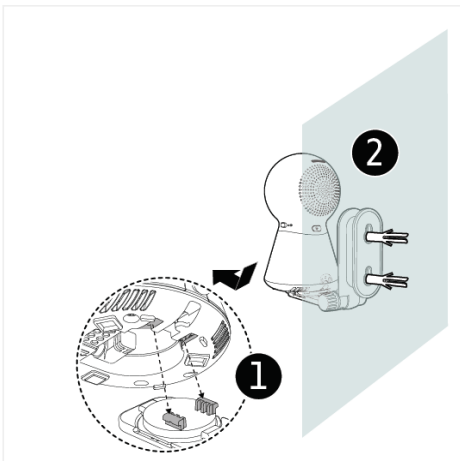
2. If you drill the holes into a stud, go to step 3.
 - If you drill the holes into an object other than a stud, insert the wall anchors into the holes. Tap gently on the ends with a hammer until the wall anchors are flush with the wall.



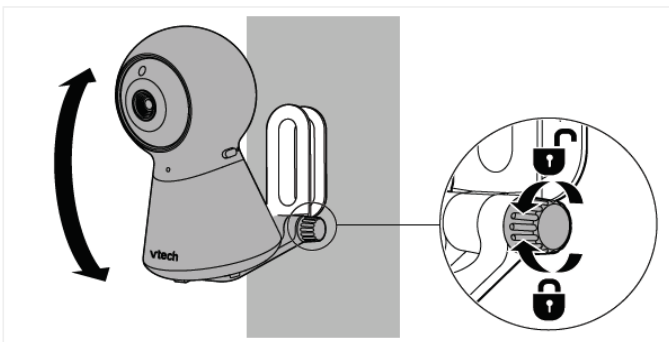
3. Insert the screws into the holes and tighten the screws until only 1/4 inch of the screws are exposed.



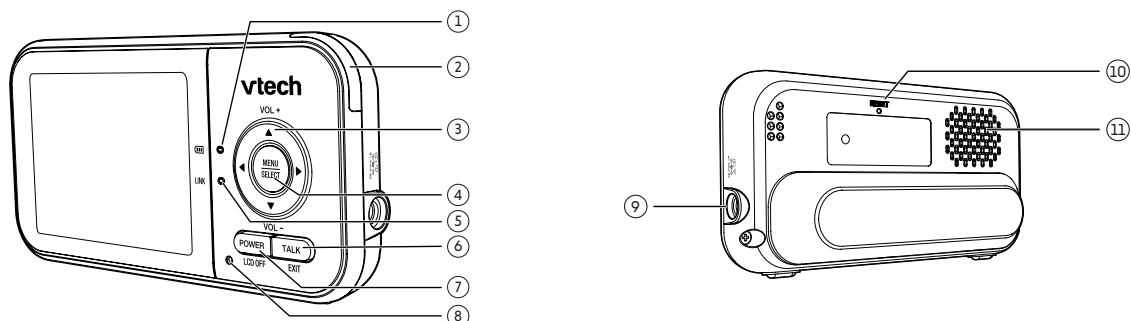
4. Place the camera unit on the wall mount bracket, and then slide it forward until it locks into place. Align the holes on the wall mount bracket with the screws on the wall, and slide the wall mount bracket down until it locks into place.



5. You can maximize your camera unit's viewing angles by tilting the wall mount bracket. Hold the camera unit, and then rotate the knob in anticlockwise direction. This will loosen the joint of the wall mount bracket. Tilt your camera unit up or down to adjust to your preferred angle. Then, rotate the knob in clockwise direction to tighten the joint and secure the angle.

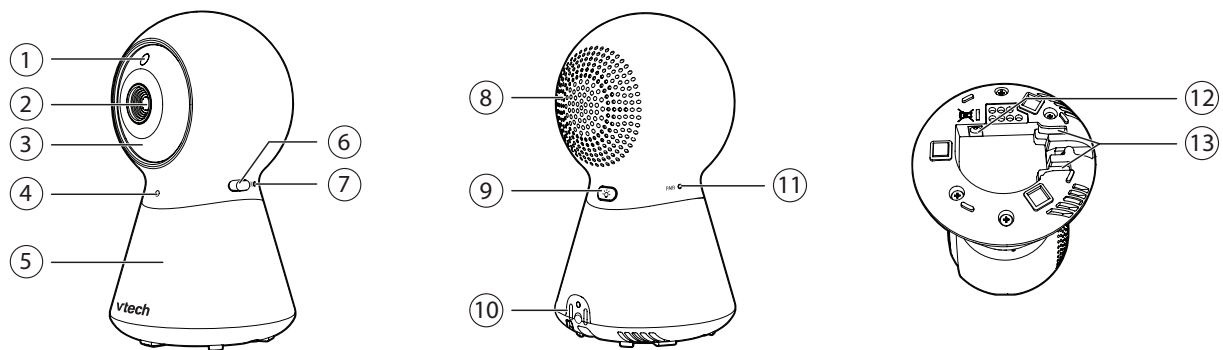


Parent unit Overview - BM3350N | BM3350N-2



1	Battery LED light
2	3-level sound indicator light
3	• Arrow keys • ▲ VOL+ / ▼ VOL-
4	MENU/SELECT
5	LINK LED light • On when the parent unit is linked to the baby unit. • Flashes when the link to the baby unit is lost.
6	TALK/EXIT • <u>Press and hold</u> to talk to the baby unit. • While in a submenu, press to exit.
7	POWER/LCD OFF
8	Microphone
9	Power jack
10	RESET • Force reboot the parent unit.
11	Speaker

Baby unit Overview - BM3350N | BM3350N-2



1	Light sensor
2	Camera
3	Gloss lens
4	Microphone
5	Night light
6	On/Off switch
7	On/Off LED light • On when the baby unit is turned on and is paired to the parent unit. • Flashes when the baby unit is not being viewed; or when the link to the parent unit is lost.
8	Speaker
9	🌙 Night light on/off key
10	Temperature sensor
11	Pair key
12	Power jack
13	Slots for wall mounting

Operation

Parent unit icons - BM3350N | BM3350N-2

Status icons

	Connection status •  or  displays when strong signal strength is detected between the baby unit and the parent unit. •  or  displays when moderate or low signal strength is detected between the baby unit and the parent unit.
	Patrol mode • Displays when the parent unit is in PATROL mode (For BM3350N-2 only).
	Current view status • Displays the baby unit number of the baby unit that is being viewed.
	Zoom • Displays when the current image on the parent unit has zoomed in.
	Night vision • Displays when the baby unit being viewed has activated the night vision feature.
	Lullaby • Displays when a lullaby is playing.
	Talkback • Displays when talking back to the baby units from the parent unit.
	Night light • Displays when the baby unit's night light is turned on.
	• Displays when the night light Auto-on feature is activated, but not yet triggered by sound.
	• Displays when the baby unit's night light has been triggered to turn on automatically by sound.
	Mute alert • Displays when the parent unit speaker volume is set to zero. • Displays when the parent unit is talking to the baby unit.
	Real-time temperature • Displays the real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. 57°F or 14°C).
	Battery status •  animates when the battery is charging. •  displays solid when the battery is fully charged. •  displays when the battery is low and needs charging.

Main menu icons

Main menu	Sub-menu		
Volume			
			Volume Adjust the Parent unit's speaker volume.
Settings			
			Brightness Adjust the parent unit's LCD screen brightness level.
			Screen off timer The parent unit display will dim to conserve energy after your chosen amount of time of inactivity.
			
Temperature			
			Set temperature display in Fahrenheit (°F) or Celsius (°C).
			Set the minimum/maximum temperature.
			- Turn on/off temperature alert tone. - Set the parent unit to beep whenever the room temperature detected by the baby unit falls outside of the set temperature range.
Sound Detection			
			Sound-activated screen - When it is on, and the baby unit detects no sound, the parent unit screen stays off to save power. Once a sound is detected, the parent unit screen and speaker turns on automatically, and you can see and hear your baby. The parent unit will then turn off again after 50 seconds of no sound detection.  NOTE - When the parent unit screen is off and it receives alerts, for example, link lost between parent unit and baby unit, or battery is low, the parent unit screen and speaker will turn on for 10 seconds.
			VOX (Voice Activated Alert) Sensitivity You can choose to hear sounds from the baby unit all the time, or to only hear sounds that exceed a certain level. Adjust the microphone sensitivity of your baby unit, the higher the sensitivity level, the more sensitive the baby unit is in detecting sounds to be transmitted to the parent unit. See Sound sensitivity and sound activation section.

Main menu icons

Main menu	Sub-menu	
Lullaby		
		 Select one of the four melodies to play, or stop a lullaby.
		 Lullaby volume Adjust the baby unit's speaker volume when playing the lullaby.
Night Light		
		 Adaptive night light Turn on/off the night light's ability to automatically adjust its brightness based on surrounding lighting conditions.
		 Night light timer Set the timer to turn the night light off.
		 Night light colour Select one of the eight night light colours.
	 Night light On/Off Turn on/off the night light.	
Monitoring Mode (For BM3350N-2 only)		
	 Single-cam mode View the video from your selected baby unit's camera.	
		Patrol mode Monitor your baby in PATROL mode, where the screen will cycle through display videos streamed from all the linked baby unit cameras (For BM3350N-2 only).

Warning icons and messages

 Battery low at Parent Unit	The battery is empty and needs to be recharged.
	Operation is in progress.
 Temperature too high	The temperature detected by the baby unit is higher than the desired temperature alert range.
 Temperature too low	The temperature detected by the baby unit is lower than the desired temperature alert range.
 No Link to Camera	The parent unit is searching for baby units or the link between the baby unit and the parent unit is lost.
	The parent unit is connected to AC power.

Parent Unit Indication Lights

LINK	• On when the parent unit is linked to the baby unit. • Flashes when the link to the baby unit being viewed is lost.
	• On when the parent unit is connected to AC power, or the battery is charging. • Flashes when the parent unit battery is low and needs charging. • Off when the parent unit is disconnected from AC power.

Night vision - BM3350N | BM3350N-2

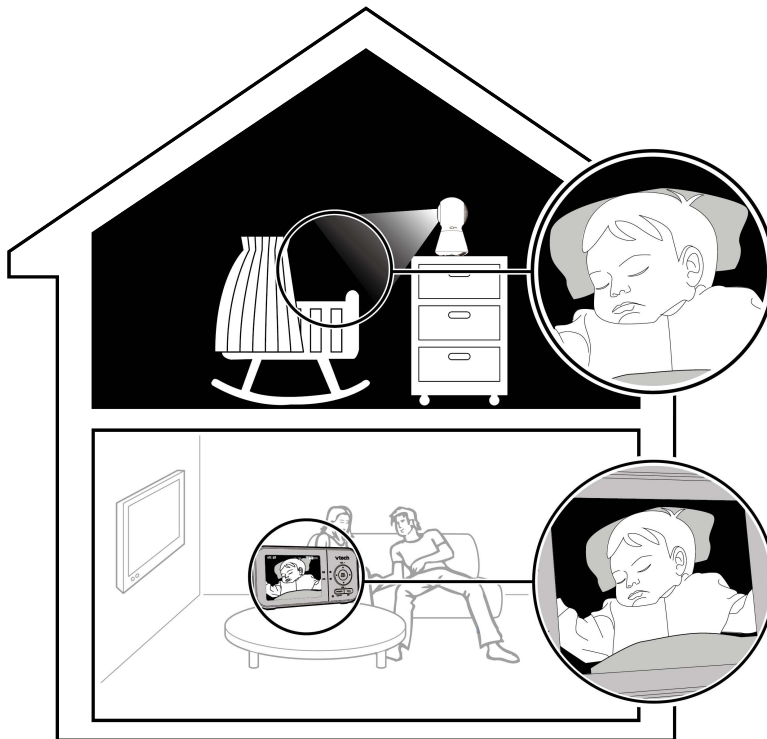
The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit being viewed detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and  appears on the screen.

NOTES

- It is normal if you see a short white glare on your parent unit screen as the baby unit is adapting to the dark environment.
- When the infrared LEDs are on, the images are in black and white. This is normal.

TIP

- Depending on the surroundings and other interfering factors, like lightings, objects, colours and backgrounds, the video quality may vary. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.



Zoom - BM3350N | BM3350N-2

You can zoom in while viewing images from the baby unit.

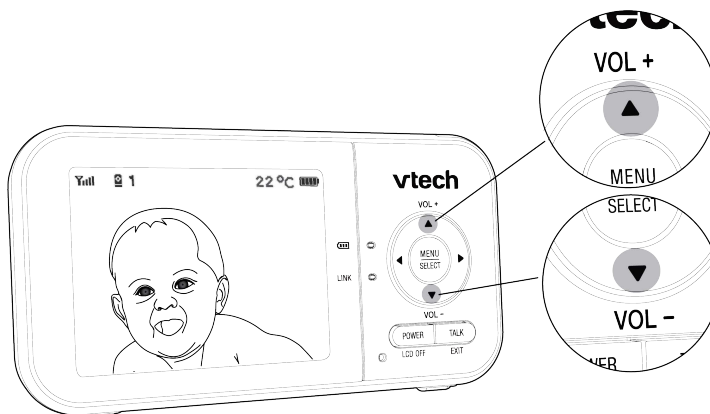
1. Press **MENU** when in idle mode.
2. Choose .
3. Press  or  to zoom in or zoom out, then press **SELECT** to confirm your selection.



Adjust parent unit speaker volume - BM3350N | BM3350N-2

You can adjust the parent unit speaker volume on the parent unit.

Press **VOL+** / **VOL-** to adjust your parent unit speaker volume.



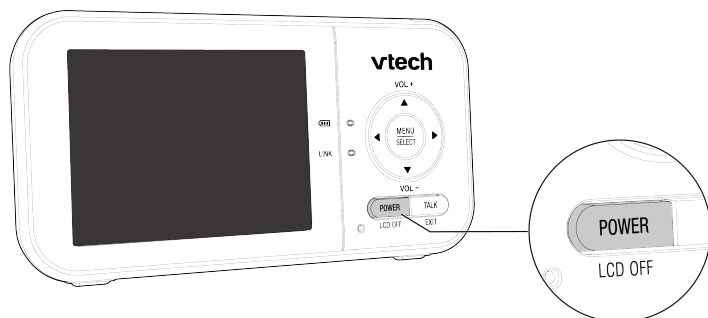
Turn off the screen temporarily - BM3350N | BM3350N-2

You can turn off the LCD screen temporarily in order to save some energy.

- Press **POWER/LCD OFF** to switch off the screen. You can still hear sound from the selected baby unit.

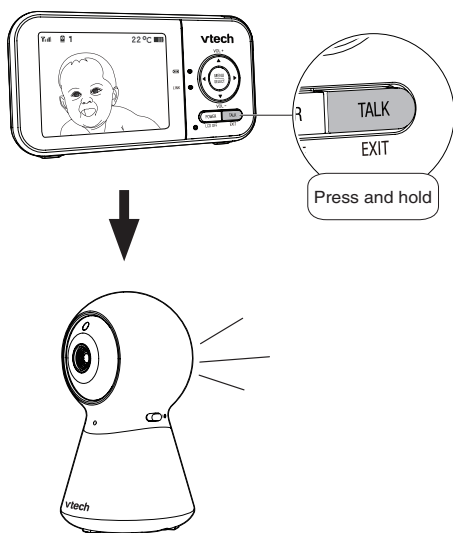


- Press any keys on the parent unit to turn on the screen again.



Talk to your baby unit - BM3350N | BM3350N-2

Press and hold **TALK** and speak to your parent unit. Your voice is transmitted to the baby unit. Release **TALK** when done talking and hear your baby again.



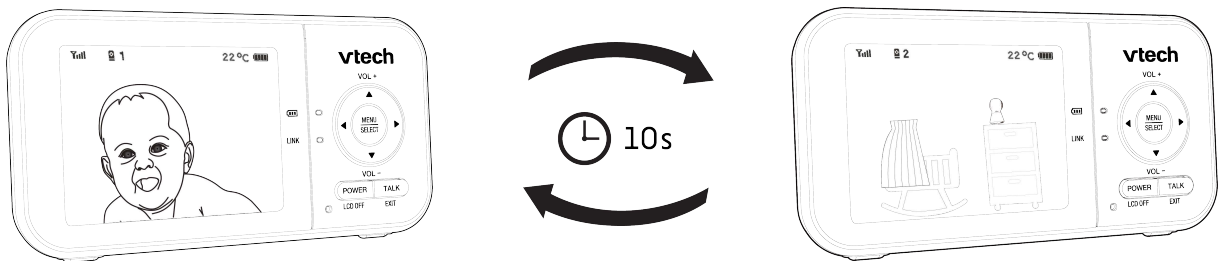
Monitoring mode - BM3350N-2

Every time the parent unit is turned on, it displays a baby unit in **Single CAM** mode. If there are two baby units in your system, you can also monitor your baby in **Patrol**. (For BM3350N-2 only)

Single CAM	The screen displays image of a single baby unit in full screen.
Patrol	A single cam view that transitions to a different baby unit every 10 seconds.

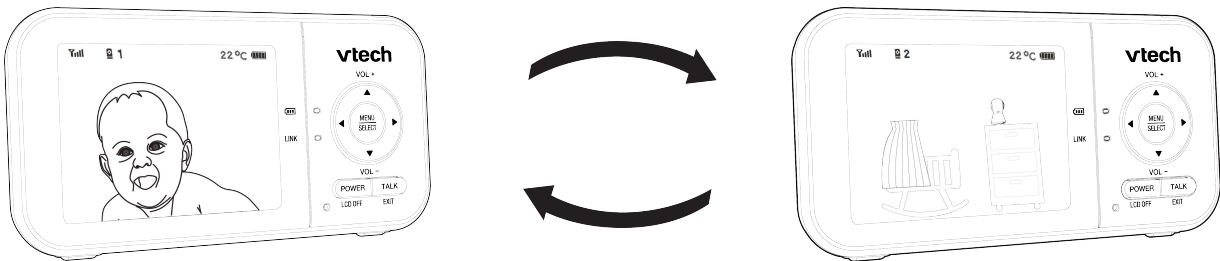
In Single-cam mode:

- Press **MENU** when the parent unit is idle.
 - Press ◀ or ▶ to choose .
 -
1. Press ▲ or ▼ to choose between , ,  and , then press **SELECT** to confirm the baby unit you would like to view.



In Patrol mode:

- Press **MENU** when the parent unit is idle.
- Press ◀ or ▶ to choose .
- Press ▲ or ▼ to choose , then press **SELECT** to confirm your selection.



Play lullabies - BM3350N | BM3350N-2

The video monitor has 4 lullabies to comfort your baby. You can play lullabies on the baby unit by controlling remotely with the parent unit.

1. Press **MENU** when the parent unit is idle.
2. Press  or  to choose .
3. Press  or  to choose , then press **SELECT**.
4. Press  or  to choose a lullaby or a soothing sound, or choose  to stop playing, then press **SELECT** to confirm.

NOTES

- The selected lullaby will play for 30 minutes unless you press  to stop the selected lullaby playing.
- Tune name list:
 - Lullaby **1** = Hot Cross Bun
 - Lullaby **2** = Hush Little Baby
 - Lullaby **3** = White Noise
 - Lullaby **4** = Stream

Configure and Settings

Night light - BM3350N | BM3350N-2

You video baby monitor comes with the night light feature that helps soothing your baby.

To turn on or off the adaptive night light feature:

1. Press  when the parent unit is idle.
2. Press  or  to highlight  (**Night light**).
3. Press  or  to highlight  (**Adaptive night light**), then press .
4. Press  to turn  or  the adaptive night light feature. When this feature is on, the baby unit detects the ambience light. If the room is bright, the night light adjusts itself to be brighter; if the room is dim, the night light adjusts itself to be less bright.

Set timer:

1. Press  when the parent unit is idle.
2. Press  or  to highlight  (**Night light**).
3. Press  or  to highlight  (**Timer**), then press .
4. Press  or  to highlight , ,  or , then press  to confirm. You can also set the night light to automatically turns on when it detects sounds (See **sound activation**). To set the night light auto-on, select .

To select a night light colour:

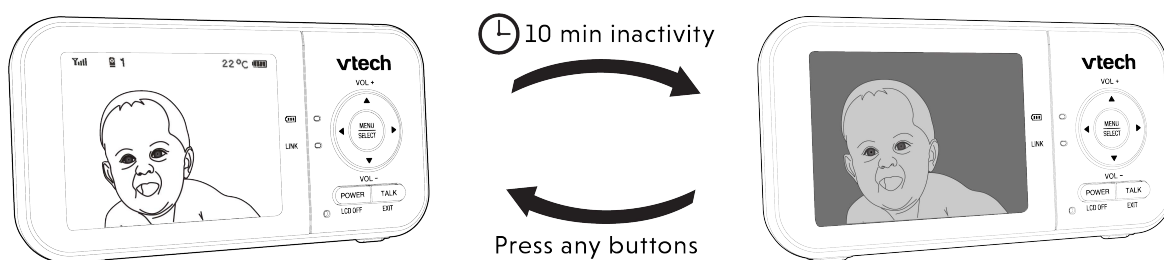
1. Press  when the parent unit is idle.
2. Press  or  to highlight  (**Night light**).
3. Press  or  to highlight  (**Night light colour**), then press .
4. Press  or  to highlight , , , , , ,  or  then press  to select one of the 8 colours.

To turn on or off the night light:

1. Press **MENU SELECT** when the parent unit is idle.
2. Press **◀** or **▶** to highlight  **(Night light)**.
3. Press **▲** or **▼** to highlight  or , then press **MENU SELECT**.

Turn on or off dim mode - BM3350N | BM3350N-2

The dim mode is to help you save the parent unit power. Your parent unit display will dim automatically after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.



NOTE

- While the screen is dimmed, any keypress or alert message will trigger the screen to return to the preset brightness level. After 10 minutes of inactivity, it will resume to dim mode.

Monitor the temperature - BM3350N | BM3350N-2

Your baby unit monitors the temperature of your baby's room with its built-in temperature sensor. If the detected temperature is out of the preset temperature range, the parent unit will display an alert message.

Set temperature range

You can set the desired room temperature alert range. The minimum temperature can be set between **50°F (10°C)** and **68°F (20°C)**. The maximum temperature can be set between **72°F (22°C)** and **99°F (37°C)**.

1. Press **MENU** when the parent unit is idle.
2. Press  or  to choose .
3. Press  or  to choose , then press **SELECT**.
4. Press  or  to choose  or , then press **SELECT**.
5. Press  or  to choose the desired minimum or maximum temperature, then press **SELECT** to confirm your selection.

Temperature alert tone

You can turn on the temperature alert tone so that the parent unit will activate an alert tone if the detected temperature is out of range.

1. Press **MENU** when the parent unit is idle.
2. Press  or  to choose .
3. Press  or  to choose , then press **SELECT**.
4. Press  or  to choose  or , then press **SELECT** to confirm your selection.

Temperature format

You can choose to display the temperature in **Fahrenheit (°F)** or **Celsius (°C)**.

1. Press **MENU** when the parent unit is idle.
2. Press  or  to choose .
3. Press  or  to choose , then press **SELECT**.
4. Press  or  to choose  or , then press **SELECT** to confirm your selection.

Adjust LCD brightness - BM3350N | BM3350N-2

You can change the brightness of the parent unit screen from Level 1 to Level 5. The LCD brightness is preset to Level 3.

To adjust LCD brightness:

1. Press  when the parent unit is idle.
2. Press  or  to highlight  (**Settings**).
3. Press  or  to highlight  (**Brightness**), then press **SELECT**.
4. Press  or  to adjust the LCD brightness.

Adjust sound detection sensitivity - BM3350N | BM3350N-2

You can turn on **Sound activation** and adjust the **VOX sensitivity** to detect sounds and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit detects sounds that exceed certain levels, the parent unit screen will turn on and the baby unit starts transmitting the sounds to the parent unit, and you can see and hear your baby. If you have turned on the **Night light Auto-on** feature, it will turn on automatically to sooth your baby.

If you turn off **Sound activation**, you will hear sounds from the baby unit all the time, even when the parent unit screen is switched off.

If you have turned on sound alert, the parent unit beeps when the baby unit detects sounds.

VOX SENSITIVITY LEVEL	 Highest	 High	 Medium	 Low	 Lowest
DESCRIPTION	The parent unit speaker is constantly on, and you will hear all sounds (including background noises) from your baby's room.	The parent unit speaker turns on for soft babbling and louder sounds from your baby. It remains quiet when your baby sleeps soundly.	The parent unit speaker turns on for loud babbling and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for crying and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for loud crying or screeching sounds from your baby. It remains quiet when your baby makes soft sounds.

Technical information

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 2405 - 2475 MHz Parent unit: 2405 - 2475 MHz
Channels	32
LCD	2.8" Colour LCD (QVGA 320x240 pixel)
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Parent unit: 3.6V 2600mAh, 9.36Wh Li-ion battery Baby unit power adapter: Output: 5V DC @ 600mA Parent unit power adapter: Output: 5V DC @ 1A

Credits:

The *Background Noise* sound file was created by Caroline Ford, and is used under the Creative Commons license.

The *Stream Noise* sound file was created by Caroline Ford, and is used under the Creative Commons license.

The *Crickets At Night* sound file was created by Mike Koenig, and is used under the Creative Commons license.

The *Heart Beat* sound file was created by Zarabadeu, and is used under the Creative Commons license.

General product care

To keep this product working well and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the product or treating it roughly.
- Clean with a soft cloth.
- DO NOT immerse the parent unit and the baby unit in water and do not clean them under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the parent unit and the baby unit are dry before you connect them to the mains again.

Storage

When you are not going to use the HD video monitor for some time, store the parent unit, the baby unit and the adapters in a cool and dry place.

Customer service and product warranty

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product, please call the TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.

Voluntary Product Enquiry

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase.

VTech does not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge. To make a claim under this Voluntary Product Warranty you must call the TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:

- You provide proof of purchase;
- Your product is suitably packaged (original packaging is not required); and
- You have included all components from the original purchase.

For your records

Date of purchase:

Place of purchase:

Serial number:

For Voluntary Product Warranty purposes, proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:

VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627

Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS – PLEASE CONTACT TECHHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address: tcpsupport_au@vtech.com

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Disposal of batteries and product



The crossed-out wheellie bin symbols on products and batteries, or on their respective packaging, indicates they must not be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.



The chemical symbols Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pb) set out in Battery Directive (2006/66/EC).

The solid bar indicates that the product was placed on the market after 13th August, 2005.



Help protect the environment by disposing of your product or batteries responsibly.