

Post-Purchase Care Instructions for Your Electronic System

Congratulations on your purchase! To ensure the longevity and optimal performance of your electronic system, please follow these care instructions.

By following these care instructions, you can ensure that your system remains in excellent condition and continues to perform optimally. Thank you for choosing our system!

1. Initial Setup

- **Unboxing:** Carefully unbox your system and ensure all components are present.
- **Commissioning:** Make sure that the system and its products are programmed and its operation is tested before handover.
- **Charging:** Fully charge the system and the connected devices for 24h before operational use.
- **Software Installation:** Follow the included instructions to install any necessary software.

2. Regular Maintenance

- **Software Updates:** Regularly check for software updates. These updates often include important security patches and performance improvements. Contact your partner to receive the updates.
- **Battery Care:** The system will protect against complete battery drain. However, do not leave your system uncharged or powerless for more than 1 week.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use harsh chemicals or abrasive materials.

3. Usage Tips

- **Operating Environment:** Install the system in a cool and dry place and keep the operating environment within the allowed humidity and temperature range. Avoid exposing it to extreme temperatures or humidity.
- **Handling:** Handle the device with care. Avoid dropping or subjecting it to strong impacts.
- **Storage:** When not in use, store the device in a protective case or cover to prevent dust accumulation and physical damage.

4. Troubleshooting

- **Restarting:** If the device becomes unresponsive, try restarting it. Refer to the user manual for specific instructions.
- **Customer Support:** If you encounter any issues that cannot be resolved through troubleshooting, contact our customer support team for assistance.

5. Warranty and Repairs

- **Warranty Period:** Your system comes with a country specific warranty from the date of purchase. This period is at least 1 year. This warranty covers manufacturing defects and hardware malfunctions under normal use conditions.
- **Authorized Service Centers:** For repairs, always use Hedengren service centers to ensure the use of correct parts and maintain the warranty.

6. Data Management

- **Backups:** Regularly back up your data to prevent loss in case of system failure.
- **Security:** Use strong passwords and enable security features such as encryption, ssl and VPN connections.

7. Recycling and Disposal

- **Electronic Waste:** When your device reaches the end of its life, do not dispose of it with regular waste. Electronic systems and products contain hazardous materials that can harm the environment.
- **Recycling Programs:** Hedengren participates in local electronic waste recycling programs. Hedengren offers take-back programs for recycling old electronic systems.
- **Battery Disposal:** Properly dispose of batteries according to WEEE waste regulations. Many communities have designated drop-off points for battery recycling.