

Safety instructions, precautions and care

Your BT Hub is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

Installation and location

- For indoor use only
- Position all parts, including power adapters away from heat and sun (eg away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (eg don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets
- Keep device and cables out of young children's reach
- Only use power adapters provided by BT for this specific device; contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals
- Product may cause scratches or marks if placed on fragile surfaces (eg veneered wood or delicate fabrics); place on a mat if needed
- Don't use near flammable substances or in a flammable atmosphere (eg warehouse or garage)
- Designed for use at room temperatures between 0°C and 40°C

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables
- Dust with a soft dry cloth; don't use water or solvent
- Regularly check that objects don't cover any parts or any vents that could cause overheating
- When not in use, store in a dry place and away from extreme heat or cold

Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section of the user guide
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock
- The device is restricted to indoor use only within Europe, when operating in the 5150 to 5350 MHz frequency range
- This device has been evaluated for and shown compliance with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body
- If you've got a pacemaker please check with your doctor before installation

Need more help? Call our Helpdesk on 0800 111 4567* (any time between 8am and 9pm)

* Calls to our helpdesk made from the UK mainland and mobile networks are free. International call costs vary.

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