

# LIMITED 1-YEAR WARRANTY



DIRECTV warrants your Certified Restored DIRECTV device and any included accessories against defects in material or workmanship for a period of 12 months after the date of acquisition. Customer must also subscribe to DIRECTV STREAM™ service at the time of the claim.

## Who Is Covered?

You must have proof of acquisition to receive warranty service. A receipt or other document showing that you acquired the product is considered proof of acquisition. THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER ACQUIRER. THIS WARRANTY DOES NOT EXTEND TO COMMERCIAL USERS. THIS PRODUCT IS NOT AUTHORIZED FOR USE OUTSIDE THE UNITED STATES AND ANY SUCH VOIDS THIS WARRANTY.

## What Is Covered?

Warranty coverage begins the day you acquire your Certified Restored DIRECTV STREAM™ service or purchase your DIRECTV STREAM™ device. For 12 months from the acquisition date, at the option of DIRECTV, the DIRECTV STREAM™ device and any included accessories will be repaired or replaced with a new, repaired, refurbished or comparable product (whichever is deemed necessary) if it becomes defective or inoperative. This exchange is done without charge to you for parts and labor. Customer must be within 12 months of original purchase date and must have DIRECTV STREAM™ service at the time of the claim. If DIRECTV cannot reasonably repair or replace the media device then DIRECTV may, at its sole discretion, refund the amount you paid for your DIRECTV STREAM™ device in connection with your DIRECTV STREAM™ service.

All products, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires. After 12 months from the date of acquisition, you pay for the replacement of all parts, if available, and for all labor charges.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## Make sure you return your device...

If DIRECTV determines that it will replace your device under this Warranty, you will be required to return the defective or inoperative device at DIRECTV's expense within 30 days of your Warranty claim. If you fail to return the device per the shipping details provided by the representative handling your Warranty claim within the 30 day time period or return a device that is excluded or not covered by this Warranty (see What is Excluded, below), you give DIRECTV authorization to charge a non-return fee of \$120 on the payment method on file with your DIRECTV STREAM™ service at the time of your claim.

## What Is Excluded?

Your warranty does NOT cover:

Labor charges for installation or setup of the product.

Installation, performance of, or repair of: HDMI cabling or Internet service used with the product.

Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of DIRECTV. Incidental or consequential damages resulting from the product. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. Any modifications or other changes to the product, including but not limited to software or hardware modification in any way other than as expressly authorized by DIRECTV, will void this limited warranty.

Except in the case of hardware or software provided by DIRECTV, installing software modifications, “hacks” or utilizing service access or “back doors” will void this limited warranty.

Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modification. A product used for commercial or institutional purposes.

The continued provisioning of any of the programming and other services delivered through the DIRECTV STREAM™ device including but not limited to television programming, show information, program guide data, and scheduling information.

### **Make Sure You Keep...**

Please keep your receipt or other documentation showing proof of acquisition.

### **To Get Warranty Service**

Warranty service will be provided by DIRECTV. If you believe you need service for your DIRECTV STREAM™ device, go to [directv.com/support/stream](http://directv.com/support/stream). If it is determined that the product needs to be returned for service or exchanged, you will receive a return authorization number. The representative will give you complete shipping details.

### **To Get Out-of-Warranty Service**

To obtain out-of-warranty service, go to [directv.com/support/stream](http://directv.com/support/stream) for information on the possibility of and any costs for repair or replacement of out-of-warranty products.

ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY THE LAW OF ANY STATE OF THE U.S.A., THIS EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF DIRECTV. REPAIR OR REPLACEMENT AS PROVIDED IN THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL DIRECTV BE LIABLE FOR ANY AMOUNT GREATER THAN THE RETAIL PRICE OF THE DIRECTV STREAM™. DIRECTV SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE DIRECTV STREAM™ DEVICE.

SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MANY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.


Questions? Go to [www.directv.com/support/stream](http://www.directv.com/support/stream)


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Your DIRECTV STREAM™ device has been designed and manufactured to stringent quality and safety standards. You should, however, be aware of the following important precautions for safe and optimal use of the equipment.

Meaning of symbols printed on the product:

 This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

 This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.

## Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. Use only the power supply (power cord) that came with your DIRECTV STREAM™ device. Failure to use the authorized power supply (power cord) may cause electric shock, fire, bodily injury, and/or property damage. If the power supply (power cord) becomes damaged or needs to be replaced, please contact Customer Service to obtain an authorized replacement.

**WARNING:** To reduce the risk of fire or electronic shock, do not expose this product to rain or moisture. The apparatus should not be exposed to dripping or splashing and no objects filled with liquids, such as vases, should be placed on the receiver.

**CAUTION**



**RISK OF ELECTRIC SHOCK**



**DO NOT OPEN!**

**CAUTION:** To reduce the risk of electric shock, do not remove cover (or back).

No user serviceable parts inside. Refer servicing to qualified service personnel.

**IMPORTANT:** Be sure not to place your DIRECTV STREAM device near anything **WET** or **HOT**.

If this product is rated at 240VAC, a suitable attachment plug should be used.

**CAUTION:** Avoid moisture to reduce the risk of fire or electric shock. The DIRECTV STREAM device should not be used near water (for example, kitchen sink, bathtub, pool, damp basement). Also, never spill liquid on the receiver, and do not place vases or other vessels containing liquid on top of it.

**TIP:** We highly recommend plugging the DIRECTV STREAM device into a surge protector to prevent damage from fluctuations in your power supply.

Ensure proper ventilation—the vent slots on the DIRECTV STREAM device must be left uncovered to allow proper airflow to the unit. Blocking the airflow to the unit could impair performance or damage your receiver and other components.

Do not stack electronic components or other objects on top of the DIRECTV STREAM device. Also, do not stack the receiver on top of a hot component such as an audio power amplifier.

Protect your components from power surges by connecting all the components before plugging any power cords into the wall outlet. Use of a surge protector is also recommended.

Don't overload power outlets or extension cords, which can result in the risk of fire or shock. It's also important to use only the type of power source indicated on the marking label or in this manual.

Never insert objects of any kind into any openings in the DIRECTV STREAM device.

Place it on a flat, hard surface—do not operate the DIRECTV STREAM device on a carpet or other padded surface.

Always unplug your DIRECTV STREAM device before moving it.

Always unplug the DIRECTV STREAM device, TV and other equipment before you connect or disconnect any cables.

The only way to disconnect the DIRECTV STREAM device from the power supply is to remove the power cord. The DIRECTV STREAM device must therefore be installed next to the power point, which must be easily accessible.

**CAUTION:** Electric Shock—never attempt to disassemble the DIRECTV STREAM device yourself; always take it to a qualified service person when repair is required. Opening or removing covers may expose dangerous voltage or other risks, and incorrect reassembly can cause shock when receiver is subsequently used. Attempted self-repair may also void your warranty.

Changes or modifications not expressly approved by the party responsible for compliance (by the warranty or by the manufacturer) could void the user's authority to operate the equipment.

Do not drop your DIRECTV STREAM device, and always move it with care.

Have your DIRECTV STREAM device professionally serviced (do not attempt to service it yourself).

Any changes or modifications in the construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If you move your DIRECTV STREAM device between locations at different temperatures, allow it to reach room temperature before you apply power to it.

Do not pick up or otherwise move your DIRECTV STREAM device while it is connected to the AC power supply. If you want to move your DIRECTV STREAM first disconnect it, then wait at least 30 seconds before continuing.

**CAUTION:** To reduce the risk of fire, use only No. 26 AWG or better telecommunications line cord.

**CAUTION:** Replace remote control batteries with same or equivalent type. There is danger of explosion if batteries are incorrectly replaced.

For your information: The identification sticker can be located on the bottom of your DIRECTV STREAM device.

See product bottom for important safety information.