



## TV and accessories product information

Your TV and accompanying accessories (collectively, the "Device") allow you to stream online entertainment. A Roku account and internet connection are required to activate the Device. No fee or payment is required to activate the Device. When you sign up for a Roku account, you will be asked to provide your contact information and a payment method so that you can easily rent movies or sign up for additional services. Your authorization is required for any such charges. There are no equipment rental fees for owning a Device. However, a paid subscription or another form of payment may be required to access specific channels or content. Channel availability is subject to change and varies by country. Check with each channel provider for specific bandwidth requirements to stream SD, 720p, 1080p HD, 4K and HDR (if the Device supports 4K and/or HDR) content. 4K, HDR and other video and audio performance technologies require a compatible TV and content.

Your use of the Device is subject to Roku's Terms of use and privacy policy. For a full description of terms that apply to the Device and your Roku Account, visit [www.roku.com/legal](http://www.roku.com/legal). Use of the Device constitutes your agreement with the applicable TV Terms of Use available at [roku.com/legal](http://roku.com/legal) and the Limited Warranty set forth below. If you disagree and you are within the allowable time period for returns under the return policy applicable to your Device, you may return the Device to the place where you obtained it for a refund, subject to the terms of the applicable return policy.

### Care and maintenance

- Do not allow liquid, small particles or other foreign objects to get into the Device.
- Do not expose the Device to liquid, smoke, steam or moisture.
- Do not expose the Device to high temperatures or direct sunlight.
- Install the Device away from any source of heat or appliances creating strong magnetic or electric fields.
- Do not cover the vents at the back or sides of the Device. Leave sufficient space around it to allow adequate ventilation.

- Do not expose the Device to high humidity. Moving the Device from a cold place to a warm one can cause condensation which may damage the Device. Condensation may also form if directly exposed to the breeze from an air conditioner. If this happens, relocate the Device. Let the condensation evaporate before reconnecting power to the Device.
- Intended for indoor use only.
- Clean the screen using a soft, dry cloth to remove dust.
- Do not use chemicals to clean the Device, including its screen; such as window cleaners, household cleaners, aerosol sprays, solvents, ammonia, abrasives or cleaners containing hydrogen peroxide, acetone (including nail polish remover), toluene or alcohol.
- The Device screen is made of glass and may break if the Device is dropped or hit. If the LCD panel is broken, do not touch the liquid in the panel. This may cause skin inflammation. If this occurs, rinse affected area in water and contact your doctor or medical professional.
- Do not place the Device in an enclosed cabinet; it may interfere with the wireless signal or cause overheating.
- Do not attempt to open or repair the Device yourself. Disassembling the Device may cause damage not covered by your warranty.
- Switch off the Device and remove the plug from the outlet if you are not going to be using the Device for a long period of time.
- Only charge the remote with the included USB charging cable and a compatible 5V USB adaptor (not included). From empty, the rechargeable remote, in optimal conditions, will charge in <5.5 hours. A blinking LED light animation indicates that remote is charging. Rechargeable remotes are only included with some TV models.

## LCD panel issues

In some cases, the LCD panel of the Device may not perform optimally due to technical limitations or improper use. Such issues are not the result of manufacturing defects and therefore are NOT COVERED BY YOUR WARRANTY, including the following:

- Pixels stuck on (bright) or off (dark) or a small number of missing picture elements.
- Electromagnetic interference caused by nearby devices.
- Permanent ghost images caused by a field (nonmoving) pattern being displayed for long periods of time. Never leave the Device on for long periods of time while it is displaying the following formats or images:
  - Fixed images, such as stock tickers, video game patterns, TV station logos and websites.
  - Special formats that do not use the entire screen such as letter box media which results in black bars on the top and bottom of the screen.

## Health and safety information

### Warning: Stability Hazard

To avoid injuries from the Device falling, safety precautions should be followed, including:

- Use furniture, cabinets, stands or mounting methods that can safely support the Device.
- Ensure the Device is not overhanging the edge of furniture.
- Do not place the Device in an unstable location.
- Do not place the Device on cloth or other materials that may be located between the Device and supporting furniture.
- Do not place the Device on furniture (for example, cupboards or bookcases) without anchoring both the furniture and the Device to a suitable support.
- Educate children about the dangers of climbing on furniture to reach the Device or its controls.
- Place cords and cables connected to the Device so they cannot be tripped over or pulled.

- Do not place items, such as toys or remote controls, near the Device that might tempt children to climb on the top of the Device or furniture on which the Device is placed. Do not place the Device on the floor or in a place where it may cause someone to trip or stumble.
- Do not attempt to support the Device using the included TV stands unless the TV stands have been completely seated in their slots and secured by tightening the included screws or thumbscrews. For further assistance, please go to [go.roku.com/TV](https://www.go.roku.com/TV).

When hanging the Device on a wall:

- Ensure wall mount (not included) is safety certified by an independent laboratory, such as UL, CSA or ETL.
- Use at minimum two people to safely hang the Device.
- Ensure that the wall and wall-mounting accessory can support the weight of the Device.
- Hang the Device on a vertical wall.
- Follow all mounting instructions provided by the manufacturer or supplier of your wall mount and use the mounting hardware, spacers, etc. provided with the wall mount (and also included with some TV models) that are appropriate for your wall construction type and application.
- Roku is not responsible for any damage to the product or other property or injury to yourself or others if you choose to install the wall mount on your own, when a non-VESA or non-specified wall mount is used or if you fail to follow the product installation instructions.

**IMPORTANT:** See VESA mounting information by Model at [go.roku.com/TVmount](https://www.go.roku.com/TVmount)

When using any electrical device, basic safety precautions should be followed, including:

- Observe all warnings, precautions and instructions.
- Check the voltage marked on the Device matches your outlet voltage.
- The Device will continue to draw electricity from the outlet while in standby. Do not leave the Device in standby while unattended for long periods of time.
- Do not operate the remote using any vigorous or forceful motions or gestures.

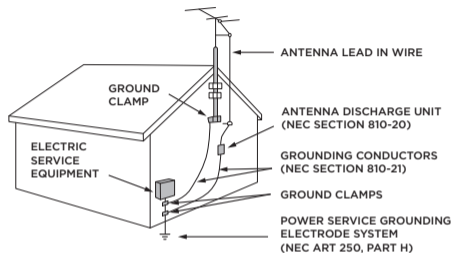
- The Device and included accessories are not toys. Keep the accessories out of reach of children.
- Stop using, unplug from the electrical outlet and disconnect any other cables immediately, if the Device has been damaged, cracked or punctured or if the Device functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- When charging your remote, ensure the charging cable is fully inserted into the power adaptor before you plug the adaptor into a power outlet. Rechargeable remotes are only included with some TV models.
- Do not charge your remote when moisture is present. This may cause fire, electric shock, injury or damage to the remote, other property or you. Rechargeable remotes are only included with some TV models.
- Do not allow prolonged skin contact with a charging cable or connector when the charging cable is connected to a power source; it may cause discomfort or injury.
- Disconnect the Device from the outlet and antenna during electrical storms so that it is not affected by electrical or electromagnetic surges that could damage it.
- Permanent hearing loss may occur if the Device or earpieces are used at high volume. To prevent possible hearing loss, limit the amount of time you use the Device or any earpieces at high volume.



When connecting to cable or an external antenna:

If an outside antenna or cable system is connected to the Device, be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70 and CAN/CSA-B72-M87 (R2018) provide information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode. See the following example:

## EXAMPLE OF ANTENNA GROUNDING AS PER NATIONAL ELECTRICAL CODE, ANSI/NFPA 70



For more information on product safety and troubleshooting, please go to [go.roku.com/TV](http://go.roku.com/TV).



Any electrical device, if used improperly, has the potential for causing fire, electrical shock, property damage or personal injury.



This symbol indicates that high voltage is present in the Device. It is dangerous to make any kind of contact with any internal part of this product.



To prevent the spread of fire, keep candles or other open flames away from this Device at all times.



This equipment is a Class II or double insulated electrical appliance. It has been designed in such a way that it does not require a safety connection to electrical earth.



**Removable remote batteries:** If your Device comes with a remote that requires alkaline batteries, be sure to insert each battery negative (-) side first pushing it into the coil and then into the compartment. Never insert batteries positive (+) side first. If replacing batteries, always replace dead batteries with two brand-new batteries of the same brand. Never use damaged batteries. Do not dispose of used batteries in an open fire. There is a risk of explosion if a battery is replaced by an incorrect type.

**Battery recycling:** Batteries, including rechargeable Lithium-Ion batteries, are subject to disposal and recycling regulations that vary by country and region. Always check and follow your applicable regulations before disposing of any battery. Contact Rechargeable Battery Recycling Corporation ([www.rbcc.org](http://www.rbcc.org)) for the U.S.A. and Canada or your local battery recycling organization.

For more information about the battery included in the remote and recycling, see: [go.roku.com/batteries](http://go.roku.com/batteries)

**CAUTION:** If your Device comes with a remote that requires alkaline batteries, only replace remote batteries with unused AAA-type, non-rechargeable, carbon-zinc or alkaline batteries. Only install replacement batteries according to labelling on remote. Incorrect installation or use of other battery types may cause leakage, overheating fire or explosion and may result in serious personal injury.

**Warning Signs:** If your remote gets warm/hot during use, discontinue use and contact Roku Customer Support immediately at [support.roku.com](http://support.roku.com). There is a risk of explosion if a battery is replaced by an incorrect type.



The product packaging may include plastic bags, cable ties and fasteners. Dispose of these properly and keep them out of reach of children, as they could present a choking or suffocation hazard.



Do not place anything on top of the Device; it may cause the Device to overheat. Discontinue use if you observe any abnormal increase in temperature on the Device and/or around a battery compartment; or if you get an onscreen message that states, "Your Device is Overheating Warning."

### Technical Specifications

<b>TV</b>	Ambient operating temperature range	0°C to 35°C
	Operating humidity	20% to 80% non-condensing
	Non-operating temperature range	-5°C to 45°C
	Non-operating humidity	5% to 70% non-condensing
<b>Rechargeable remote</b> (only included with some TV models)	Input voltage	5V @ 500mA
	Battery rating	1600mAh, 3.8V nominal
	Ambient operating temperature range	0°C to 35°C
	Non-operating temperature range	-20°C to 60°C

## Regulatory Information

### ISED notice

CAN ICES (B) / NMB (B)

This Class B digital apparatus complies with Canadian ICES-003.

This Device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This Device may not cause interference.
2. This Device must accept any interference, including interference that may cause undesired operation of the Device.

The TV complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. The TV should be installed and operated with a minimum distance of 20 cm between the radiator & your body.

For devices supporting 5GHz band: The device for operation in the band 5150-5350MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems. High power radars are allocated as the primary user of the 5250-5350MHz and 5650-5850MHz bands and these radar stations can cause interference and/or damage to this device. The maximum antenna gain permitted in the 5725-5825MHz band shall comply with e.i.r.p limits specified for point-to-point and non point-to-point operation as appropriate.

## Recycling and disposal

You should NOT dispose of the Device (including the remote) and/or any batteries included with the Device with your household waste. Your Authorized Dealer may take back electronic equipment free of charge. This Device should be handed over to a designated collection point for recycling electrical waste and electronic equipment. Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with electrical waste and electronic equipment. At the same time, your cooperation in the correct disposal of this Device will contribute to the effective usage of natural

resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office waste authority or your household waste disposal service. You are responsible for deleting any personal data on the Device before returning it. More information about the proper disposal of your Device can be found at: [go.roku.com/recycle](https://www.roku.com/recycle).

## ROKU LIMITED WARRANTY TO ORIGINAL PURCHASER FOR ALL ROKU BRAND TELEVISIONS

### What this warranty covers:

- This limited warranty covers manufacturing defects in materials and workmanship encountered in normal use of this Roku brand Device when purchased and delivered new, in the original carton to the original consumer purchaser, from an Authorized Dealer of Roku brand products in Canada and packaged with this warranty statement.

### How long this warranty applies after the original purchase of this Device:

- This limited warranty begins on the original date of purchase or delivery of this Device (whichever occurs later) and is valid for one (1) year thereafter for parts and labour.

### What Roku will do:

- If this Device is found to have manufacturing defects in materials or workmanship during the limited warranty period described above, Roku may, at its sole discretion: (1) attempt to repair this Device through in-home service; (2) pay an Authorized Roku Service Centre for labour and parts to repair this Device; or (3) replace this Device with a new or refurbished/remanufactured Device of equivalent value. The decision to repair or replace this Device will be made solely by Roku.
- Certain Devices may be eligible for in-home service, at Roku's sole discretion based on visible screen size and proximity to an Authorized Roku Service Centre. To be eligible for in-home service, this Device must be unobstructed and safely accessible to service personnel. If during in-home service, repair cannot be completed, it may be necessary for service personnel to remove, repair and return the Device. If in-home service is not available for this Device, warranty service can only

be performed by an Authorized Roku Service Centre and Roku may elect, at our option, to provide for transportation of our choice to and/or from an Authorized Roku Service Centre. Otherwise, transportation to and from an Authorized Roku Service Centre is the responsibility of the purchaser.

- Roku may repair or replace this Device, at our option, with new or reconditioned parts or products if found to have manufacturing defects in materials or workmanship during the limited warranty period specified above. All replaced parts and Devices become the property of Roku and must be returned to Roku. Replacement parts and Devices assume the remaining original warranty or ninety (90) days, whichever is longer.

### **How to get warranty service for this Device:**

- PRE-AUTHORIZATION MUST BE OBTAINED BEFORE (1) SENDING ANY DEVICE TO AN AUTHORIZED ROKU SERVICE CENTRE OR (2) OBTAINING ANY IN-HOME REPAIR/REPLACEMENT SERVICES.
- To request pre-authorization to receive warranty service for this Device, the original purchaser must contact Roku for problem determination and service procedures by submitting a warranty service request at [support.roku.com](https://support.roku.com) or by contacting Roku at [support.roku.com/contactus](https://support.roku.com/contactus).
- Please have your original purchase receipt or proof of purchase (bill of sale or receipted invoice), this Device's original date of purchase, place of purchase and model/serial number ready. The model/serial number information can be found on the back of the Device or from the "About" menu in the TV settings. Upon request, the original dated bill of sale must be presented as proof of purchase to Roku or to an Authorized Roku Service Centre.
- Before authorizing warranty service, a representative will attempt to troubleshoot any problem reported with this Device. If it is determined that this Device requires service under this Limited Warranty, the means and location for service will be determined by Roku in its sole discretion.

### **What this warranty does not cover:**

- Delivery, installation and related adjustments or customer instruction. The Quick Start Guide included with purchase describes how to install, adjust and operate this Device. Additional information is available at [go.roku.com/TV](https://go.roku.com/TV).

- Consumable components such as fuses, batteries or adhesive strips.
- Damage that occurs during shipping, delivery or installation.
- Damage that results from non-approved installation methods, applications and uses of this Device.
- Damage caused by any repair or modifications performed anywhere other than at an Authorized Roku Service Centre.
- Signal reception problems not caused by this Device.
- Damage caused by accidents, misuse, abuse, neglect, normal wear and tear, mishandling, faulty installation, incorrect voltage, power surges, failure to strictly follow any instructions, safety information or warnings accompanying this Device or by products, utilities, services, parts, accessories, applications, external wiring or connectors not supplied by Roku.
- Cosmetic damage, markings or images on the Device's display resulting from viewing fixed images (including but not limited to certain 4:3 images on wide screen televisions or data or images in fixed screen locations from banners, video games or certain broadcast networks) or changes in brightness due to normal aging.
- This Device, if purchased outside Canada, in "As-is," "Factory Reconditioned," "Factory Recertified" or "Refurbished" condition or if purchased as a "Used," "Open Box" or "Demo" Device or if this Device's original product or serial numbers have been altered or removed.
- Damage caused by acts of nature or God, including but not limited to earthquakes, fires, flooding or lightning.
- Uninterrupted or error-free operation of this Device.
- Parts, labour or other costs incurred to repair damage or issues not caused by defective materials or workmanship.

## **Availability of replacement parts, repair services, and maintenance and repair information:**

Roku does not guarantee the availability of replacement parts, repair services, or maintenance and repair information for this Device, as set forth in sections 39 (paragraph 3), 39.1 and 39.2 of the Quebec Consumer Protection Act. For more information, please visit: [go.roku.com/QCinfo](https://www.roku.com/QCinfo).

## **LIMITATION OF WARRANTY**

- THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER VERBAL OR WRITTEN EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON OR CORPORATION WITH RESPECT TO THIS DEVICE SHALL BE BINDING ON ROKU. ROKU SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THIS DEVICE, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF ROKU HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST ROKU BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DEVICE SOLD BY ROKU AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS DEVICE AND NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF ROKU. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS DEVICE, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA.

## **How Local Law relates to this warranty:**

- If you are a consumer that resides in the province of Quebec, the term, non-transferability, exclusion of warranties and limitation of liability and choice of governing law contained in this Limited Warranty

do not limit your rights and remedies under the Quebec Consumer Protection Act, including the right to claim any of the statutory warranties provided under such statute.

- Some provinces and territories do not allow certain limitations, including how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages and such limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights and you may also have other rights guaranteed by the applicable laws in the place of your residence.

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