

## Software License, Warranty, Safety, and Regulatory Information

### SURFboard® SBV5120 VoIP Cable Modem

**WARNING:** TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. THE UNIT MUST NOT BE EXPOSED TO DRIPPING OR SPLASHING. DO NOT PLACE OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, ON THE UNIT.

**CAUTION:** THIS PRODUCT WAS QUALIFIED UNDER TEST CONDITIONS THAT INCLUDED THE USE OF THE SUPPLIED CABLES BETWEEN SYSTEMS COMPONENTS. TO ENSURE REGULATORY AND SAFETY COMPLIANCE, USE ONLY THE PROVIDED POWER AND INTERFACE CABLES AND INSTALL THEM PROPERLY.

**CAUTION:** DIFFERENT TYPES OF CORD SETS MAY BE USED FOR CONNECTIONS TO THE MAIN SUPPLY CIRCUIT. USE ONLY A MAIN LINE CORD THAT COMPLIES WITH ALL APPLICABLE PRODUCT SAFETY REQUIREMENTS OF THE COUNTRY OF USE. **CAUTION:** TO REDUCE THE RISK OF FIRE, USE ONLY NO. 26 AWG OR LARGER UL LISTED OR CSA CERTIFIED TELECOMMUNICATION LINE CORD.

**CAUTION:** INSTALLATION OF THIS PRODUCT MUST BE IN ACCORDANCE WITH NATIONAL WIRING CODES AND CONFORM TO LOCAL REGULATIONS.

**CAUTION:** DO NOT OPEN THE UNIT. DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

**CAUTION:** CHANGES AND MODIFICATIONS NOT EXPRESSLY APPROVED BY MOTOROLA FOR COMPLIANCE COULD VOID USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

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

- Read all of the instructions listed here and/or in the user manual before you operate this equipment. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions as described in the user documentation that comes with the product.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this equipment.
- Do not use this product near water—for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the product.
- Place this equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place unit to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this equipment on a stable surface.
- Postpone cable modem installation until there is no risk of thunderstorm or lightning activity in the area.
- *Avoid using a telephone (other than a cordless type) during an electrical storm.* There may be a remote risk of electric shock from lightning. For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet, and disconnect the cable system. This will prevent damage to the product due to lightning and power surges.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.
- Do not cover the device, or block the airflow to the device, with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the unit with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.
- Avoid damaging the cable modem with static by touching the coaxial cable when it is attached to the earth grounded coaxial cable TV wall outlet.
- Always first touch the coaxial cable connector on the cable modem when disconnecting or re-connecting USB or Ethernet cable from the cable modem or the user's PC.
- Operate this product only from the type of power source indicated on the product's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check local codes for possible special disposal instructions.
- Disconnect the phone wire (RJ-11) and unplug the power cable before removing the cover.
- Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in safe operating condition.

#### SAVE THESE INSTRUCTIONS

Be sure that the outside cable system is grounded, so as to provide some protection against voltage surges and built-up static charges. Article 820-20 of the NEC (Section 54, Part I of the Canadian Electrical Code) provides guidelines for proper grounding and, in particular, specifies the CATV cable ground shall be connected in the grounding system of the building, as close to the point of cable entry as practical.

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### FCC Compliance Class B Digital Device

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Canada - Industry Canada (IC)

This Class B digital device complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### FCC Declaration of Conformity

According to 47CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, Motorola, Inc. Broadband Communications Sector, 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares under sole responsibility that the product identifies with 47CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR 2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47CFR, Paragraph 15.101 to 15.109.

### International Declaration of Conformity

We,

Motorola, Inc.  
Connected Home Solutions  
101 Tournament Drive  
Horsham, PA, U.S.A.

declare under our sole responsibility that the

SURFboard VoIP Cable Modem

to which the declaration relates is in conformity with one or more of the following standards:

EN55022	EN55024	EN60950
CISPR 22	CISPR 24	
IEC 60950 3 <sup>rd</sup> Edition		

the following provisions of the Directive(s) of the Council of the European Union:

EMC Directive 89/336/EEC  
Low Voltage Directive 73/23/EEC  
Directive 93/68/EEC

<i>Models</i>	<i>Standards</i>
SBV5120	FCC Part 15, ICES-003, UL-C-UL 60950 3 <sup>rd</sup> Edition
SBV5120, SBV5120E, SBV5120 Diagnostic, SBV5120E Diagnostic	EN55022, EN55024, CISPR 22, CISPR 24, IEC 60950 3 <sup>rd</sup> Edition, EN60950

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### SURFboard® SBV5120 VoIP Cable Modem

Motorola, Inc., Connected Home Solutions ("Motorola")  
101 Tournament Drive, Horsham, PA 19044

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#### WARRANTY INFORMATION

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*What additional provisions should I be aware of?* Because it is impossible for Motorola to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, Motorola does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. MOTOROLA IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE.

*How long does this Limited Warranty last?* Contact your Service Provider for details.

*What you must do to obtain warranty service.* For Product customer service, technical support, warranty claims, questions about your internet service or connection, contact your Service Provider. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

*What you must do to obtain warranty service.* To take advantage of this Limited Warranty or to obtain technical support, you must call the Motorola toll-free phone number (below). Motorola's sole and exclusive obligation shall be to repair or replace any Cable Data Product or Software that does not meet Motorola's Limited Warranty. All warranty claims must be made within the applicable Warranty Period. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

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