

User's Guide

TRENDNET[®]



AC1200 Dual Band WiFi EasyMesh™ Remote Node
AC1200 Dual Band WiFi EasyMesh™ Kit (2-Pack)

TEW-832MDR / TEW-832MDR2K

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Product Overview



TEW-832MDR



TEW-832MDR2K

Package Contents

TEW-832MDR package includes:

- TEW-832MDR (Remote Node)
- Quick Installation Guide
- Power adapter (12V DC, 1A)
- Wall mount screws

TEW-832MDR2K package includes:

- 2 x TEW-832MDR (1 x Main, 1 x Remote)
- Quick Installation Guide
- 1 x Network cable 0.5m (1.6 ft.)
- 2 x Power adapter (12V DC, 1A)
- Wall mount screws

If any package contents are missing or damaged, please contact the retail store, online retailer, or reseller/distributor from which the product was purchased.

Features

TRENDnet's AC1200 WiFi EasyMesh Kit is designed to blanket your home or small office in seamless WiFi coverage. The AC1200 WiFi EasyMesh System provides ample coverage for up to a 4,000 square foot home. For larger homes, simply add additional AC1200 WiFi Mesh Node to the system for expanded WiFi coverage.

The WiFi EasyMesh Kit uses an intuitive app-based installation process, making setup a breeze using our TRENDnet WiFi Mesh app. In minutes, you'll have your AC1200 WiFi EasyMesh System up and running providing whole home WiFi coverage.

Mesh Made Simple

The mesh WiFi system uses an intuitive app-based installation process, making setup a breeze with the TRENDnet MESHnet mobile app

Whole Home WiFi Coverage

The AC1200 Dual Band WiFi EasyMesh Node provides ample coverage for up to a 4,000 square foot area. For larger homes, simply add additional AC1200 WiFi EasyMesh Nodes (TEW-832MDR) to the system for expanded WiFi coverage

Seamless Smart WiFi Roaming

All EasyMesh nodes broadcast a single WiFi SSID that provides seamless roaming capabilities. The system intelligently calculates wireless roaming parameters, and dynamically adjusts in real time to provide optimum signal coverage to connected clients

Easy WPS Push Button Expansion

To expand coverage easily, add more AC1200 WiFi EasyMesh Nodes (TEW-832MDR) to the system by using the convenient WPS push button sync method

Band Steering

With band steering technology, the mesh WiFi system alleviates network congestion by automatically balancing client connections between the 2.4GHz and 5GHz bands

Auto Optimizing

Detects and selects the best path to send data traffic to the desired destination, and provides better resilience to node failures

Targeted Beamforming

Beamforming increases real-time performance by directing stronger wireless signals to your specific location. Beamforming improves wireless range, reception, and throughput

Monitor Mesh Signal Status

The TRENDnet MESHnet mobile app allows you to monitor each WiFi mesh node's mesh signal status

Intelligent Self-healing Mesh

The EasyMesh kit detects any Mesh node disconnections and intelligently takes action to remedy the issue

Parental Controls

Limit access to specific websites, and control access to the network for connected devices

Guest Network

Create an isolated WiFi network for guest internet access

LED Signal Indicator

LED signal indicator helps in locating an EasyMesh node by showing mesh signal quality in real-time

Gigabit Ports

1 x Gigabit WAN Port, 1 x Gigabit LAN Port

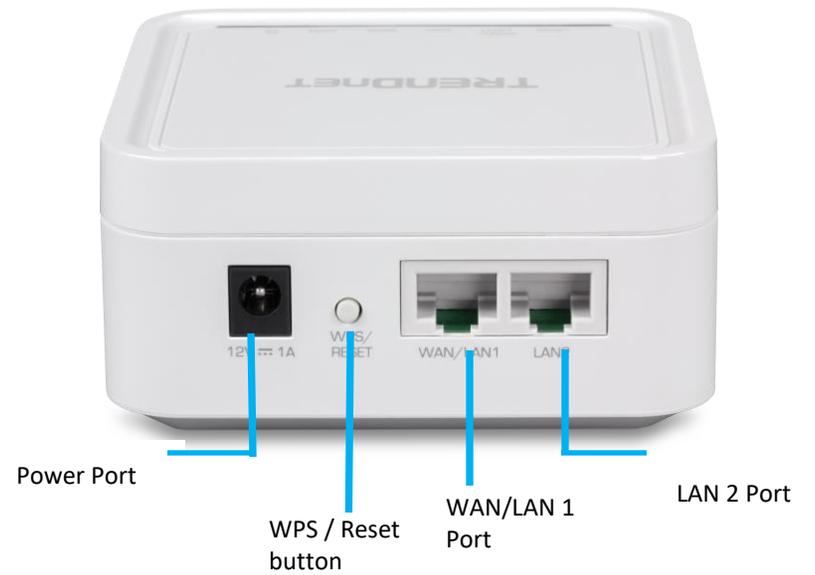
IPv6

Mesh WiFi system supports IPv6 network

*Maximum wireless signal rates are referenced from IEEE 802.11 theoretical specifications. Actual data throughput and coverage will vary depending on interference, network traffic, building materials, and other conditions. For maximum performance of up to 867Mbps, use with an 867Mbps 802.11ac wireless adapter. For maximum performance of up to 400Mbps, use with a 400Mbps 802.11n wireless adapter. Multi-User MIMO (MU-MIMO) requires the use of multiple MU-MIMO enabled wireless adapters.

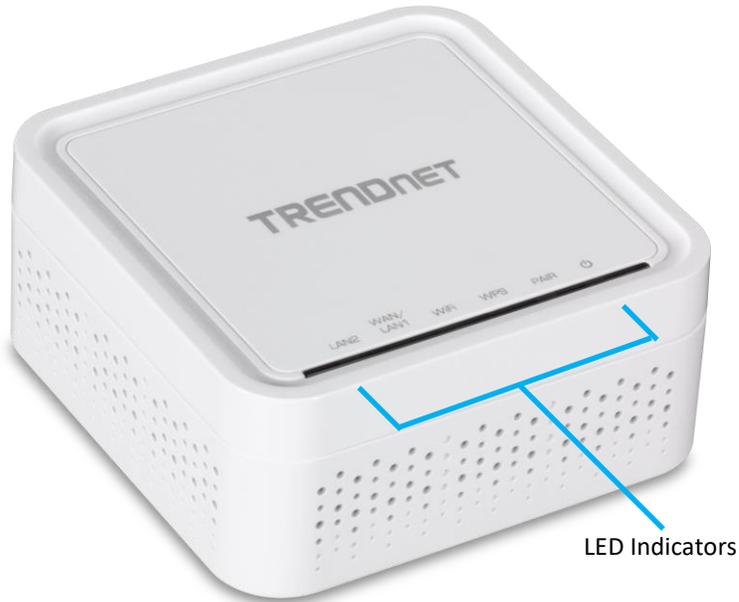
Product Hardware Features

Rear View



Item	Description
Power Port	Connect the included power adapter from your router power port and to an available power outlet.
WPS Button (Wi-Fi Protected Setup) / Reset Button	Push and hold this button for 3 seconds and release to activate WPS. The WPS LED on front panel will blink when WPS is activated. Press and hold this button for 15 seconds and release to reset the unit back to factory default. All the LEDs will blink when reset button has been activated
Gigabit WANLAN 1 Port	Connect an Ethernet cable from your router Internet port to your modem.
Gigabit LAN 2 Port (White)	Connect an Ethernet cable (also called network cable) from your router LAN ports to your wired network device such as a computer.

Front View



Application Diagram



Mesh Made Simple

The WiFi mesh router system uses an intuitive app-based installation process, making setup a breeze using TRENDnet's MESHnet+ app.

Easy WPS Push Button Expansion

Expand coverage with additional EasyMesh nodes using the convenient WPS push button syncing method.

Seamless Smart WiFi Roaming

All EasyMesh nodes broadcast a single WiFi SSID that provides seamless roaming capabilities. The system intelligently calculates wireless roaming parameters, and dynamically adjusts in real time to provide optimum signal coverage to connected clients.



LED Indicator	Description
Power	Solid – The unit is powered on
Pair	Blinking – Device is applying configuration settings. Solid – Device is operating normally.
WPS	Blinking – WPS mode is enabled.
WiFi	Solid – WiFi is activated Blinking – Data is being transmitted over WiFi
WAN/LAN	Solid – A stable connection between the router and the modem Blinking – Data is being transmitted
LAN2	Solid – A stable connection between the router and the device Blinking – Data is being transmitted

Initial Setup

Creating a Home Network

What is a network?

A network is a group of computers or devices that can communicate with each other. A home network of more than one computer or device also typically includes Internet access, which requires a router.

A typical home network may include multiple computers, a media player/server, a printer, a modem, and a router. A large home network may also have a switch, additional routers, access points, and many Internet-capable media devices such as TVs, game consoles, and Internet cameras.

- **Modem** – Connects a computer or router to the Internet or ISP (Internet Service Provider).
- **Router** – Connects multiple devices to the Internet.
- **Switch** – Connect several wired network devices to your home network. Your router has a built-in network switch (the LAN port 1-4). If you have more wired network devices than available Ethernet ports on your router, you will need an additional switch to add more wired connections.

How to set up a home network

1. For a network that includes Internet access, you'll need:
 - Computers/devices with an Ethernet port (also called network port) or wireless networking capabilities.
 - A modem and Internet service to your home, provided by your ISP (modem typically supplied by your ISP).
 - A router to connect multiple devices to the Internet.

2. Make sure that your modem is working properly. Your modem is often provided by your Internet Service Provider (ISP) when you sign up for Internet service. If your modem is not working contact your ISP to verify functionality.
3. Set up your router. See "How to setup your router" below.
4. To connect additional wired computers or wired network devices to your network, see "[Connect additional wired devices to your network](#)" on page 11.
5. To set up wireless security on your router, see "[Wireless Networking and Security](#)" on page 13.

How to setup your router

Refer to the Quick Installation Guide or continue to the next section "[Router Installation](#)" on page 9 for more detailed installation instructions.

Where to find more help

In addition to this User's Guide, you can find help below:

- <http://www.trendnet.com/support> (documents, downloads, and FAQs are available from this Web page)

Router Installation

Before you Install

Many Internet Service Providers (ISPs) allow your router to connect to the Internet without verifying the information fields listed below. Skip this section for now and if your router cannot connect to the Internet using the standard installation process, come back to this page and contact your ISP to verify required ISP specification fields listed below.

1. Obtain IP Address Automatically (Dynamic IP/DHCP)

Host Name: _____ (Optional, if required by ISP for Compatibility)
 Primary DNS Server Address: _____ (Optional)
 Secondary DNS Servers Address : _____ (Optional)
 MTU: _____ (Default: 1500, change if required by ISP)
 MAC Address: ____:____:____:____:____ Clone your PC MAC Address (Optional)

2. Static IP/Fixed IP address

IP Address: _____ (e.g. 215.24.24.129)
 Subnet Mask: _____
 Default Gateway IP Address: _____
 Primary DNS Server Address: _____
 Secondary DNS Servers Address : _____ (Optional)
 MTU: _____ (Default: 1500, change if required by ISP)
 MAC Address: ____:____:____:____:____ Clone your PC MAC Address (Optional)

3. PPPoE Dynamic IP (DHCP) / PPPoE Static IP

Type (Dynamic IP/DHCP or Static IP)
 IP Address (Static IP): _____ (e.g. 215.24.24.129)
 Username: _____
 Password: _____
 Service Name: _____ (Optional)
 DNS Servers Address 1 (Static IP): _____
 DNS Servers Address 2 (Static IP): _____ (Optional)
 Reconnect Mode: Always / On Demand / Manual (Optional)

MTU: _____ (Default: 1500, change if required by ISP)
 MAC Address: ____:____:____:____:____ Clone your PC MAC Address (Optional)

4. PPTP

Type (Dynamic IP/DHCP or Static IP)
 PPTP IP Address: _____ (e.g. 215.24.24.129)
 PPTP Subnet Mask: _____ (e.g. 255.255.255.0)
 PPTP Gateway: _____ (e.g. 215.24.24.1)
 PPTP Server: _____ (e.g. 215.24.24.150)
 Username: _____
 Password: _____
 Reconnect Mode: Always / On Demand / Manual (Optional)
 DNS Servers Address 1 (Static IP): _____
 DNS Servers Address 2 (Static IP): _____ (Optional)
 MTU: _____ (Default: 1500, change if required by ISP)
 MAC Address: ____:____:____:____:____ Clone your PC MAC Address (Optional)
 MPPE (Microsoft® Point-to-Point Encryption) w/ MS-CHAPv2 Enabled: ____ (Yes or No)

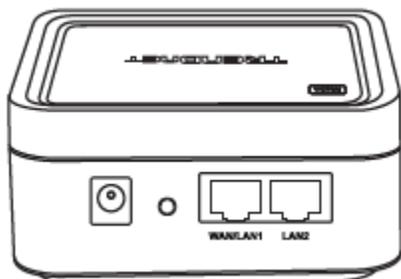
5. L2TP

Type (Dynamic IP/DHCP or Static IP)
 L2TP IP Address: _____ (e.g. 215.24.24.129)
 L2TP Subnet Mask: _____ (e.g. 255.255.255.0)
 L2TP Gateway: _____ (e.g. 215.24.24.1)
 L2TP Server: _____ (e.g. 215.24.24.150)
 Username: _____
 Password: _____
 Reconnect Mode: Always / On Demand / Manual (Optional)
 DNS Servers Address 1 (Static IP): _____
 DNS Servers Address 2 (Static IP): _____ (Optional)
 MTU: _____ (Default: 1500, change if required by ISP)
 MAC Address: ____:____:____:____:____ Clone your PC MAC Address (Optional)
 MPPE (Microsoft® Point-to-Point Encryption) w/ MS-CHAPv2 Enabled: ____ (Yes or No)

Hardware Installation

1. Connect your modem to the mesh router Internet port (blue) and connect the included power adapter.

Note: If you purchased a mesh network kit with multiple units, you can choose any of the units to set up first as the master. The router may take up to one minute to boot up. When the router LED changes from white to orange, this indicates that the router is ready for setup. For the initial setup, do not power on any other units except the single unit to be setup as master.



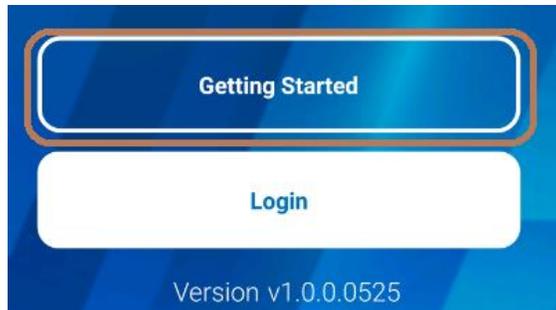
2. Using your mobile device, download and install the TRENDnet Mesh mobile app by scanning the appropriate QR code below for your mobile device.



3. After the app installation is complete, open the TRENDnet Mesh app.



4. Click on the button **Getting Started** at the bottom of the screen to start the router setup wizard and follow the steps to complete the setup.

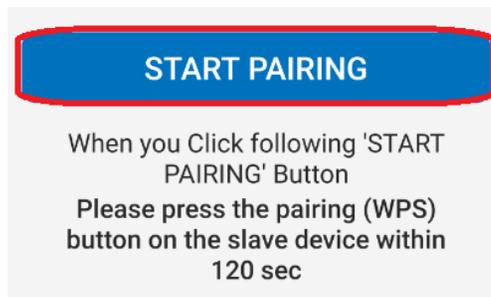
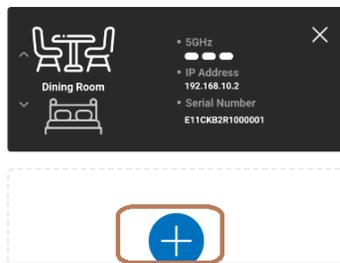


5. When reaching the final step, if setting up one router only, tap **Done** at the bottom of the screen. Connect to the router's wireless network and click **Login** to connect to the router with the new settings.

6. To add an additional node, **Login**, to your mesh network and click the + button towards the bottom of the home screen. Click on **Start Pairing** to initiate the pairing process.

Note: The additional unit may take up to one minute to boot up. When the unit LED changes from white to orange, this indicates that the unit is ready for setup. Please make sure that the location of the additional unit is within at least 3m (9.84 ft.) range of the master router for initial setup.

My Wi-Fi System



7. Push and hold the **WPS/RESET** button for 3 seconds on the new unit. Once initiated, the **WPS/RESET** LED will begin blinking green while pairing to the Mesh network.

Note: Holding the button longer than 5 seconds will reset the unit back to factory defaults

8. The **Pair** LED light will turn solid green when your new **Remote** node is connected with a solid connection.

Note: If the **Pair** LED light is still blinking, please move the **Remote** unit closer to the other Mesh nodes.

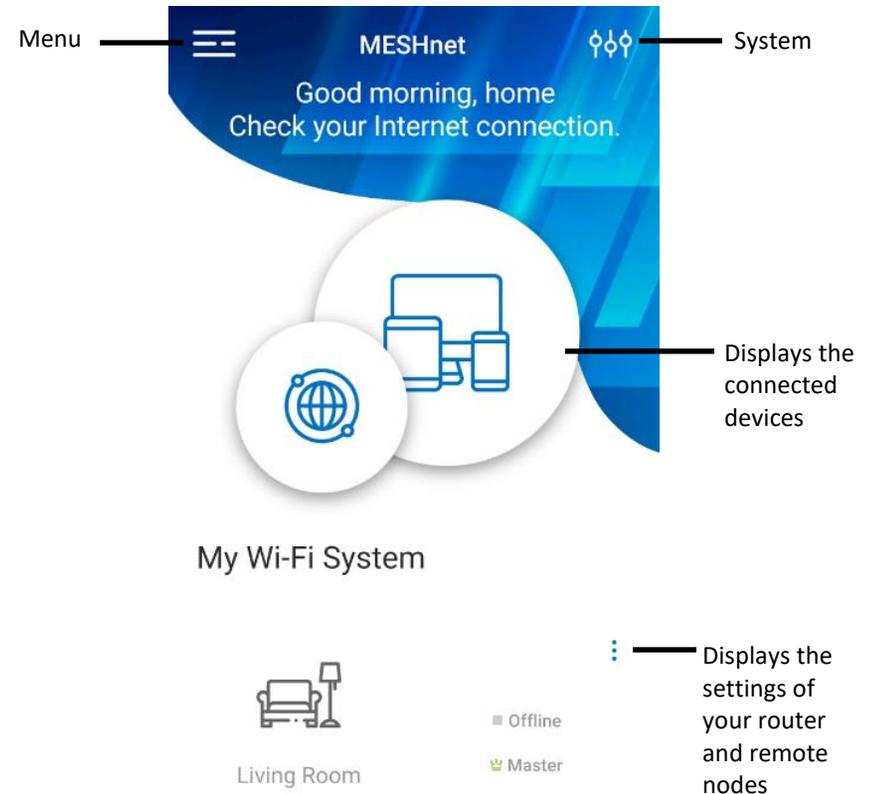
9. Your WiFi mesh network setup is complete.

TRENDnet MESHnet Settings

At the login screen, enter the user name and password you created during initial setup and tap **Login**.



The main page displays the tested Internet bandwidth and any additional TEW-830MDR mesh nodes connected to your mesh network.



Devices

The screenshot shows the 'Galaxy-Note' device settings page. Annotations include:

- Star icon:** Reserves the IP address for this device.
- ULTRA button:** Sets QoS Priority level.
- Select the device type:** Select the device type of device (Others).
- IP Address:** IP address of connected device (192.168.10.10).
- Device Name:** Name of connected device (-Galaxy-Note).
- MAC Address:** MAC Address of connected device (6E:1E:2B:A1:B7:4F).
- INTERNET PAUSE button:** Pause internet access for this device.
- Internet Schedule:** Blocks internet access by time for this device.
- Blocked Service:** Blocks internet access to specific web addresses for this device (0 services).

System

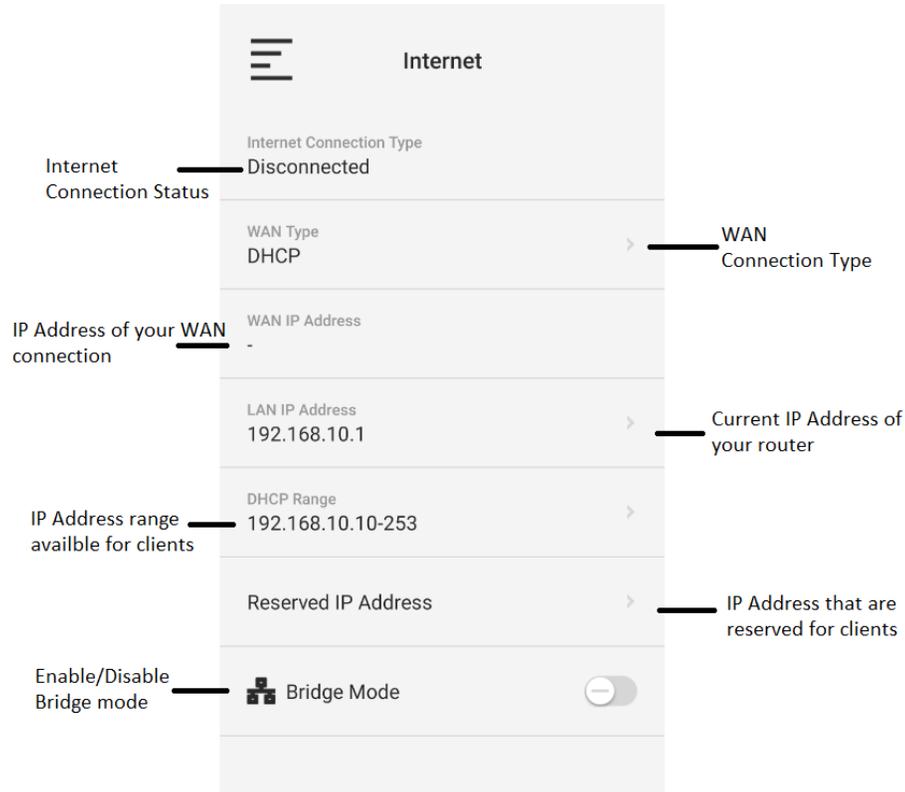
The screenshot shows the 'System' settings page. Annotations include:

- Firmware Update:** Check and updates the firmware of your Mesh units.
- LED Eco Mode:** Turns LED indicators on/off.
- Nickname & Login Password:** Check and change username and password.
- Date & Time:** Displays the current time (1970-01-29 13:21:59).
- Language:** Select the language to be displayed in the app.
- Factory Reset:** Resets all Mesh units back to factory default.
- About:** Information about the device.

Note: When LED indicators are disabled, the power LED will still remain on, on all the Mesh units.

Internet Settings

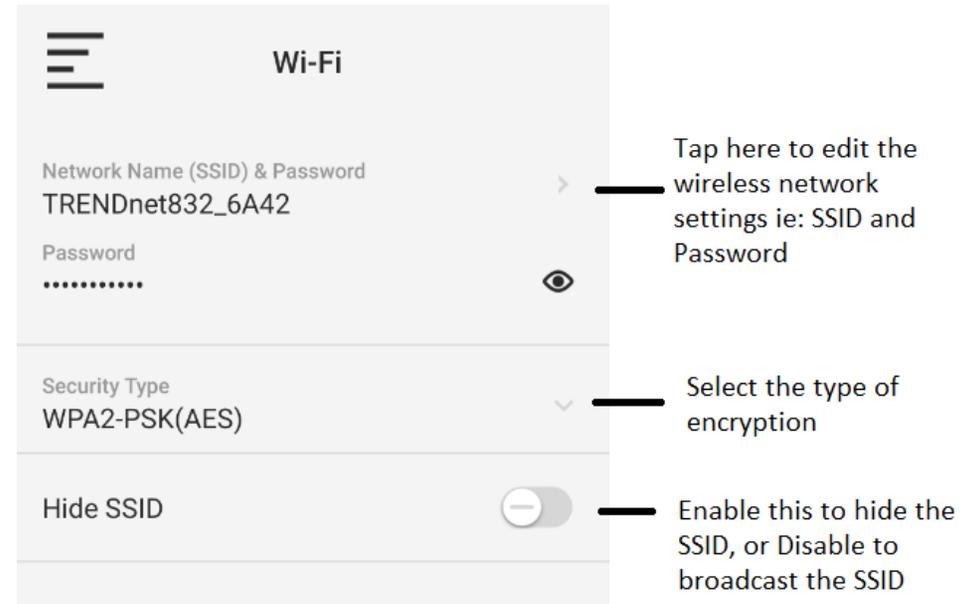
Menu > Internet



WiFi

Menu > WiFi

This section allows customization of your Wireless Network Name (SSID) and Encryption.



Guest Network

Menu > WiFi

Guest Network

- Enable/Disable guest network
- Tap here to edit the wireless network settings for the Guest Network ie: SSID and Password
- Invite other users to the guest network via QR code
- Invite other users to the guest network via text message or e-mail

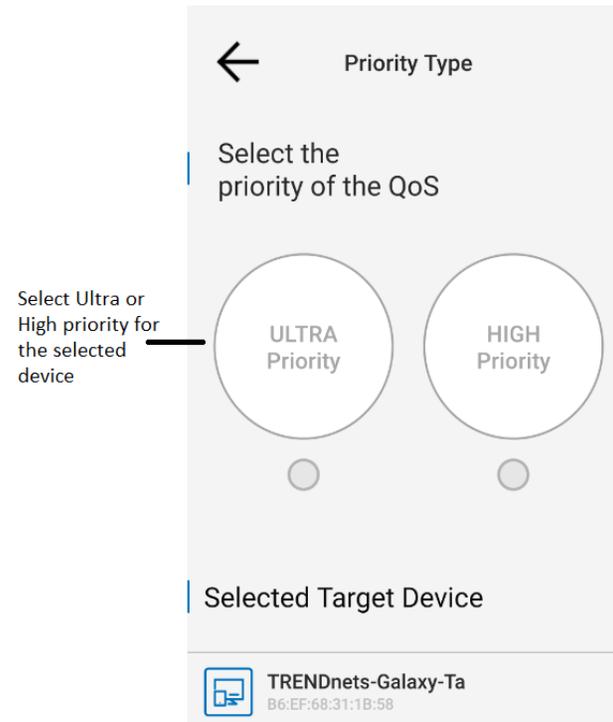
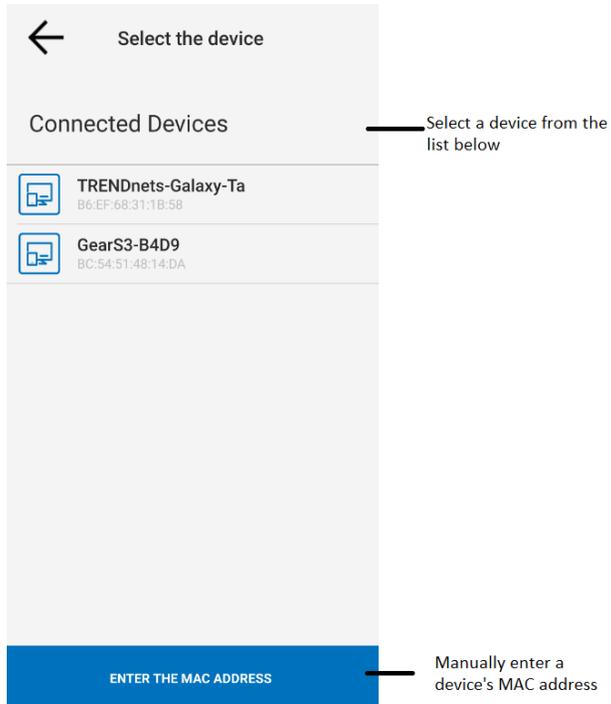
QoS

- Enable/Disable QoS
- Devices with Ultra Priority
- Devices with High Priority
- Add a device Priority

QoS

Menu > QoS

Adding a Device to QoS

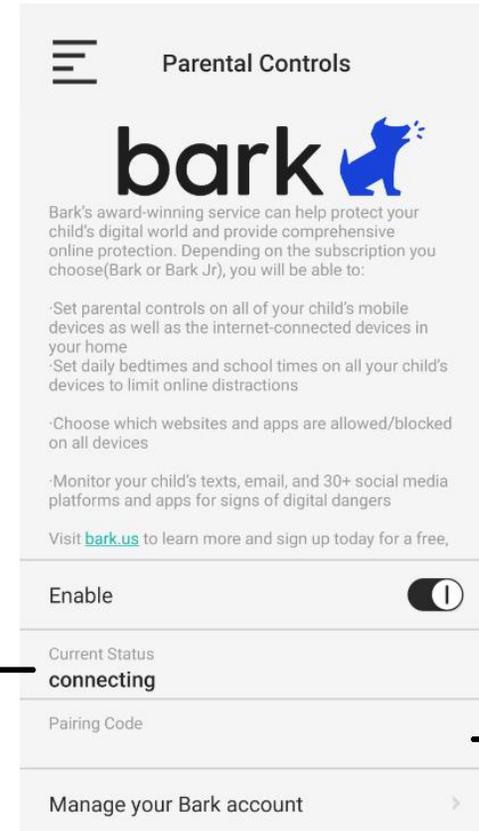


Parental Controls

Menu > Parental Control

Bark web management system allows you to easily setup and monitor the content accessed by devices on your network to maximize Internet bandwidth usage, control, and productivity.

Note: Please make sure to set your router date and time settings correctly to ensure proper functionality of the Bark feature. Subscription based web management filtering content services are available with account sign up. Additional upgrades may be available with an additional cost. Services may be subject to change without notice.



Display current status of Bark

Enable/Disable Bark controls

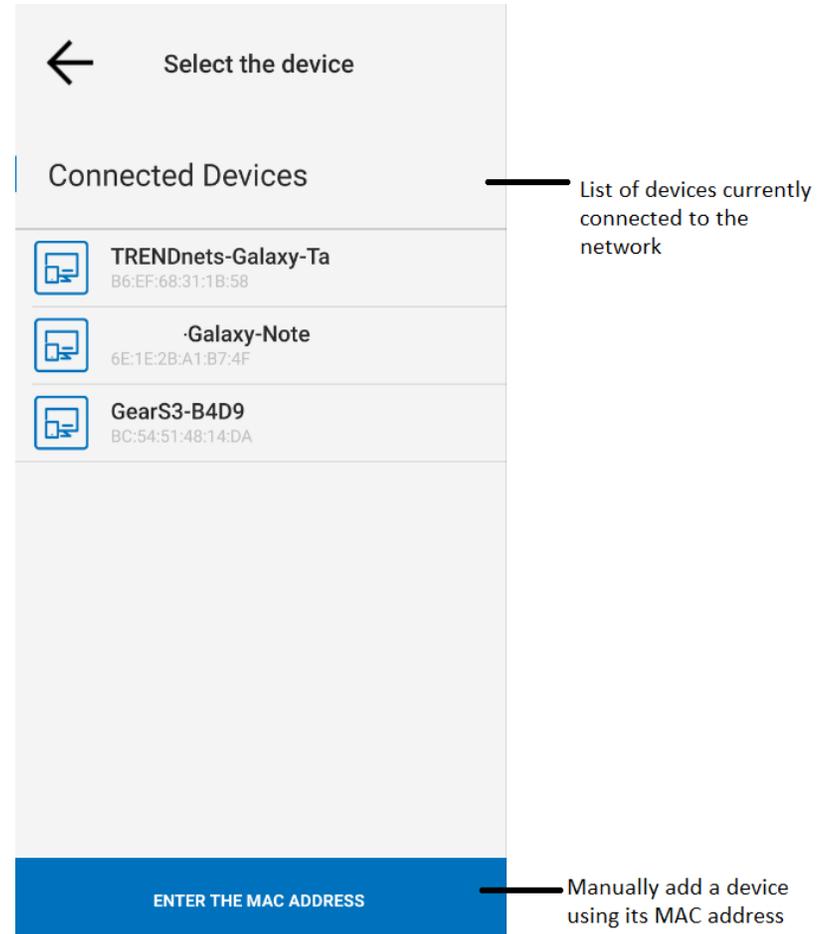
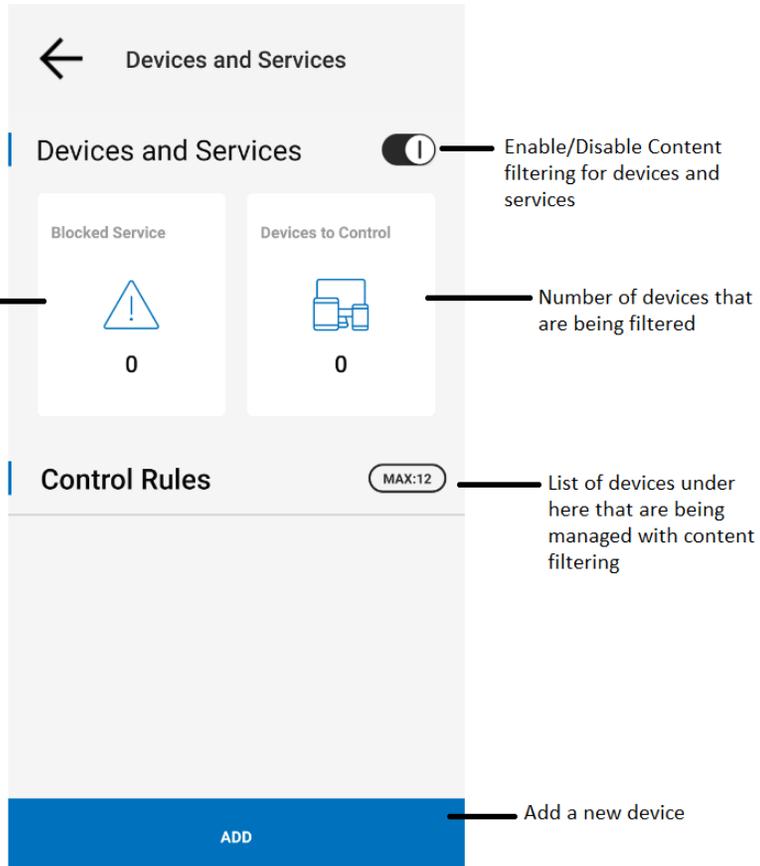
Pairing code is used to link your Bark account to your router. The Pairing Code can be obtained after signing up with Bark Services

Note: Clicking on **Manage your Bark account** will open up a browser and take you to Bark's website.

Content Filtering

Menu > Content Filtering

Devices and Services



Block Service

Select the Service 00/20

- Social Network
- blogger.com
- facebook.com
- flickr.com
- instagram.com
- linkedin.com
- tumblr.com

Number of services added to the Block List

Select from a list of services to add to the Block List.

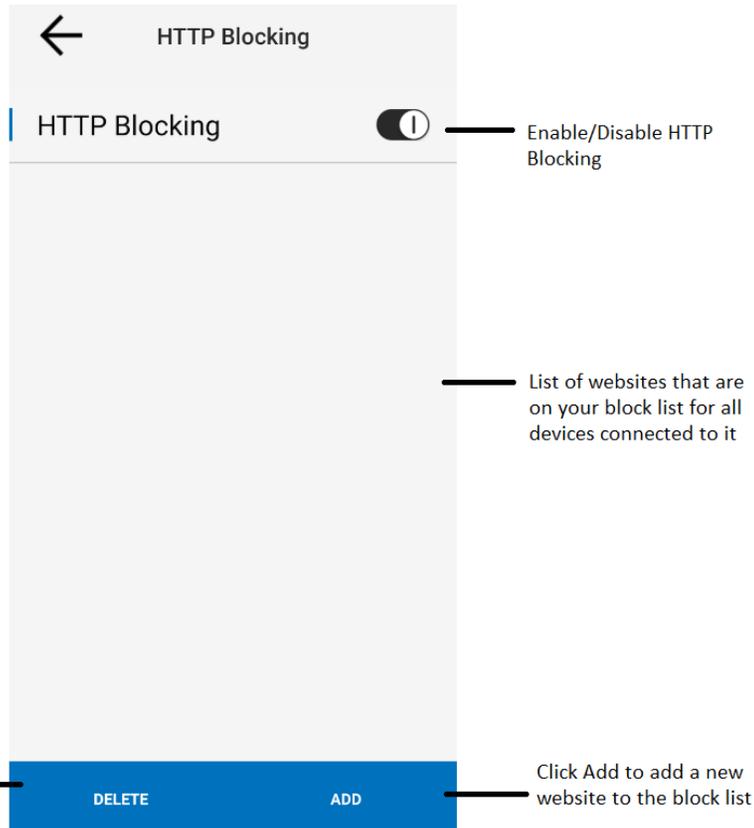
Internet Schedule

BLOCKED

	SUN	MON	TUE	WED	THU	FRI	SAT
ALL DAY	Shaded						
00:00	Shaded						
01:00	Shaded						
02:00	Shaded						
03:00	Shaded						
04:00	Shaded						
05:00	Shaded						
06:00	Shaded						
07:00	Shaded						
08:00	Shaded						
09:00	Shaded						
10:00	Shaded						

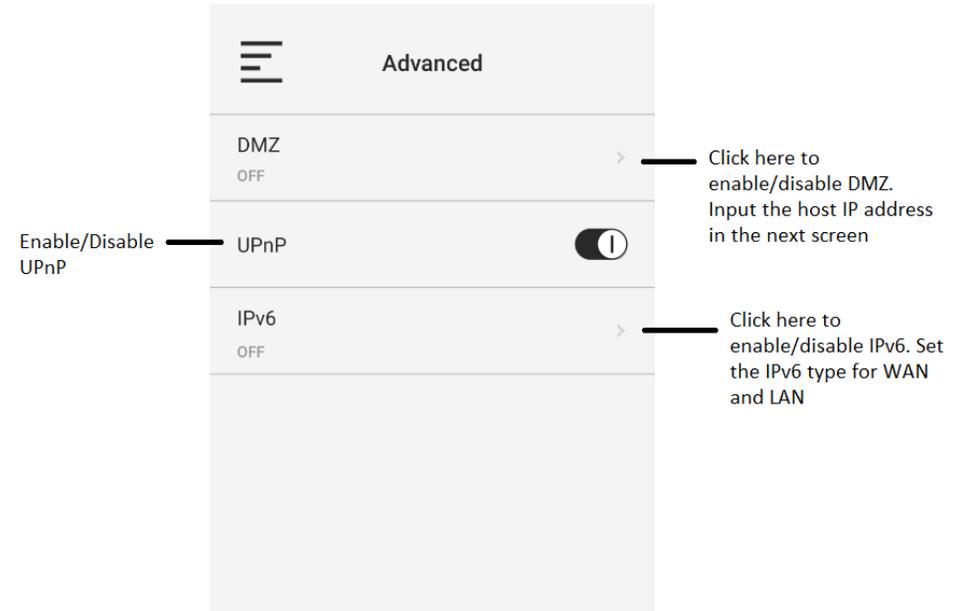
Select the date and time when these services will be blocked. Shaded cells will indicate the time that is blocked.

HTTP Blocking



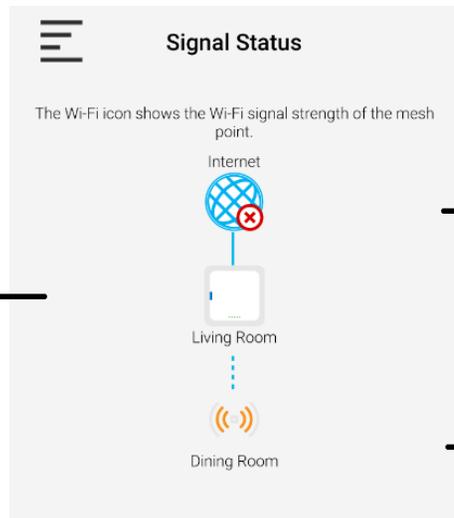
Advanced

Menu > Advanced



Signal Strength

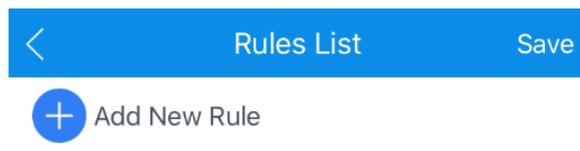
Menu > Signal Status



Displays current network topology between your master unit and your remote units

Shows your current internet connectivity status

Signal strength of your remote units



Tap Save to save the configuration settings.

Tap the previously created example and make sure the check appears to ensure it has been selected.

Block User1

Technical Specifications

Standards

- IEEE 802.3
- IEEE 802.3u
- IEEE 802.3x
- IEEE 802.3ab
- IEEE 802.11a
- IEEE 802.11b
- IEEE 802.11g
- IEEE 802.11n (up to 300Mbps)*
- IEEE 802.11ac (up to 867Mbps)*
- WiFi EasyMesh R1

Device Interface

- 2 x Gigabit Ethernet ports (LAN/WAN or 2x LAN)
- WPS/Reset button
- LED indicators

Special Features

- Multi-User MIMO for increased bandwidth efficiency and better user experience*
- Seamless WiFi roaming
- IPv6 support
- Implicit/Explicit Beamforming
- Band Steering

Access Control

- WiFi encryption: WPA/WPA2-PSK AES
- WiFi Guest network
- Hide WiFi Name/SSID
- Wireless client isolation
- NAT

- Port forwarding
- DMZ host
- UPnP
- DoS prevention
- Allow/deny WAN ping requests
- Parental controls (Set schedules for Internet access or filter by custom websites)

Quality of Service

- Set client device priority (Normal/High priority)
- WMM

Management/Monitoring

- iOS and Android App based management
- Internal system logging
- Manual or online auto firmware upgrade
- Mesh Connection quality display
- Client device list
- Internet speed test
- Router/AP operation modes

Frequency

- 2.4000 – 2.4835GHz (Industrial Scientific Medical Band)
- 5.150 – 5.825GHz (subject to local regulations)

Modulation

- 802.11b: CCK, DQPSK, DBPSK
- 802.11a/g: OFDM with BPSK, QPSK and 16/64-QAM
- 802.11n: BPSK, QPSK, 16-QAM, 64-QAM, 256-QAM with OFDM
- 802.11ac: OFDM with BPSK, QPSK and 16/64/256-QAM

Media Access Protocol

- CSMA/CA with ACK

Antenna Gain

- 2 x 4.2 dBi Internal Antenna

Receiving Sensitivity

- 802.11a: -67 dBm (typical) @ 54Mbps
- 802.11b: -79 dBm (typical) @ 11Mbps
- 802.11g: -67 dBm (typical) @ 54Mbps
- 802.11n (2.4GHz, 20MHz): -66 dBm (typical) @ 300Mbps
- 802.11n (2.4GHz, 40MHz): -63 dBm (typical) @ 300Mbps
- 802.11n (5GHz, 20MHz): -67 dBm (typical) @ 867Mbps
- 802.11n (5GHz, 40MHz): -65 dBm (typical) @ 867Mbps
- 802.11ac: -56 dBm (typical) @ 867Mbps

Wireless Channels

- 2.4GHz: FCC: 1–11, ETSI: 1-13
- 5GHz: FCC: 36, 40, 44, 48, 149, 153, 157, 161, 165, ETSI: 36, 40, 44, 48

Power

- Input: 100 – 240V AC, 50 – 60Hz, 1A
- Output: 12V DC, 1A external power adapter
- Max. Consumption: 4.63 W

Operating Temperature

- 0° – 40° C (32° – 104° F)

Operating Humidity

- Max. 90% non-condensing

Certifications

- CE
- FCC

Dimensions (L x W x H)

- 95 x 95 x 50mm (3.75 x 3.75 x 1.97 in.) per unit

Weight

- 116g (4.1 oz) per unit

Warranty

- 3 year

Disclaimers

*Maximum wireless signal rates are referenced from IEEE 802.11 theoretical specifications. Actual data throughput and coverage will vary depending on interference, network traffic, building materials, and other conditions. For maximum performance of up to 867Mbps, use with an 867Mbps 802.11ac wireless adapter. For maximum performance of up to 300Mbps, use with a 300Mbps 802.11n wireless adapter.

Troubleshooting

Q: I typed <http://tew-832mdr> and <http://192.168.10.1> in my Internet Browser Address Bar, but an error message says "The page cannot be displayed." How can I access the router management page?

Answer:

There is no router management page. TEW-832MDR/MDR2K is managed from the app. You can download the app from Apple App Store and also from Google Play store by searching for the app name **MESHnet**.

Q: I am not sure what type of Internet Account Type I have for my Cable/DSL connection. How do I find out?

Answer:

Contact your Internet Service Provider (ISP) for the correct information.

Q: I went through the Wizard, but I cannot get onto the Internet. What should I do?

Answer:

1. Verify that you can get onto the Internet with a direct connection into your modem (meaning plug your computer directly to the modem and verify that your single computer (without the help of the router) can access the Internet).
2. Power cycle your modem and router. Unplug the power to the modem and router. Wait 30 seconds, and then reconnect the power to the modem. Wait for the modem to fully boot up, and then reconnect the power to the router.
3. Contact your ISP and verify all the information that you have in regards to your Internet connection settings is correct.

Q: I cannot connect wirelessly to the router. What should I do?

Answer:

1. Double check that the LED on the router is lit (white) indicating that the router is operating normally without issue..
2. Power cycle the router. Unplug the power to the router. Wait 15 seconds, then plug the power back in to the router.
3. Contact the manufacturer of your wireless network adapter and make sure the wireless network adapter is configured with the proper SSID.

Federal Communication Commission Interference Statement

The device complies with Part 15 of FCC Rules. Operation is subject to the following two

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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Operations in the 5.15-5.25GHz band are restricted to indoor use only.

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.



IMPORTANT NOTE:

Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement

This device complies with ISED's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution :

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(iii) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Avertissement:

(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(iii) lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, énoncée à la section 6.2.2.3, doivent être clairement indiqués. Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20 cm entre le radiateur et votre corps.

Limited Warranty

TRENDnet warrants only to the original purchaser of this product from a TRENDnet authorized reseller or distributor that this product will be free from defects in material and workmanship under normal use and service. This limited warranty is non-transferable and does not apply to any purchaser who bought the product from a reseller or distributor not authorized by TRENDnet, including but not limited to purchases from Internet auction sites.

Limited Warranty

TRENDnet warrants its products against defects in material and workmanship, under normal use and service. Specific warranty periods are listed on each of the respective product pages on the TRENDnet website.

- AC/DC Power Adapter, Cooling Fan, and Power Supply carry a one-year warranty.

Limited Lifetime Warranty

TRENDnet offers a limited lifetime warranty for all of its metal-enclosed network switches that have been purchased in the United States/Canada on or after 1/1/2015.

- Cooling fan and internal power supply carry a one-year warranty

To obtain an RMA, the ORIGINAL PURCHASER must show Proof of Purchase and return the unit to the address provided. The customer is responsible for any shipping-related costs that may occur. Replacement goods will be shipped back to the customer at TRENDnet's expense.

Upon receiving the RMA unit, TRENDnet may repair the unit using refurbished parts. In the event that the RMA unit needs to be replaced, TRENDnet may replace it with a refurbished product of the same or comparable model.

In the event that, after evaluation, TRENDnet cannot replace the defective product or there is no comparable model available, we will refund the depreciated value of the product.

If a product does not operate as warranted during the applicable warranty period, TRENDnet shall reserve the right, at its expense, to repair or replace the defective product or part and deliver an equivalent product or part to the customer. The repair/replacement unit's warranty continues from the original date of purchase. All products that are replaced become the property of TRENDnet. Replacement products may be new or reconditioned. TRENDnet does not issue refunds or credit. Please contact the point-of-purchase for their return policies.

TRENDnet shall not be responsible for any software, firmware, information, or memory data of customer contained in, stored on, or integrated with any products returned to TRENDnet pursuant to any warranty.

There are no user serviceable parts inside the product. Do not remove or attempt to service the product by any unauthorized service center. This warranty is voided if (i) the product has been modified or repaired by any unauthorized service center, (ii) the product was subject to accident, abuse, or improper use, or (iii) the product was subject to conditions more severe than those specified in the manual.

Warranty service may be obtained by contacting TRENDnet within the applicable warranty period and providing a copy of the dated proof of the purchase. Upon proper submission of required documentation, a Return Material Authorization (RMA) number will be issued. An RMA number is required in order to initiate warranty service support for all TRENDnet products. Products that are sent to TRENDnet for RMA service must have the RMA number marked on the outside of return packages and sent to TRENDnet prepaid, insured and packaged appropriately for safe shipment. International customers

shipping from outside of the USA and Canada are responsible for any return shipping and/or customs charges, including but not limited to, duty, tax, and other fees.

Refurbished product: Refurbished products carry a 90-day warranty after date of purchase. Please retain the dated sales receipt with purchase price clearly visible as evidence of the original purchaser's date of purchase. Replacement products may be refurbished or contain refurbished materials. If TRENDnet, by its sole determination, is unable to replace the defective product, we will offer a refund for the depreciated value of the product.

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PWP07172015v3

2020/06/15



Product Warranty Registration

Please take a moment to register your product online.
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