

Fusion 5G

*High-performance 7-Band 5G/4G Cell Phone Signal
Booster Kit for Home, Cottage, or Small Office*

User Guide



Congratulations – you have purchased the most advanced spectrum-rich home and small office booster available in Canada. Fusion 5G is the ONLY home cell phone signal booster in Canada that amplifies 7 frequency bands, including bands B66 & B7 of the high-capacity 5G wireless spectrum. It provides ultra-fast 5G data speeds, more reliable signal and consistent connectivity for multiple devices on all Canadian carriers, including Telus, Bell and Rogers.

If you have any questions during setup, please reach out to our US-based experienced support technicians:

Call: 1-888-365-6283 Email: support@surecall.com | Visit: <https://ca.surecall.com/support/>



Watch installation, optimization and troubleshooting techniques on our SureCall YouTube channel



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Stay up to date with all things SureCall

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OVERVIEW

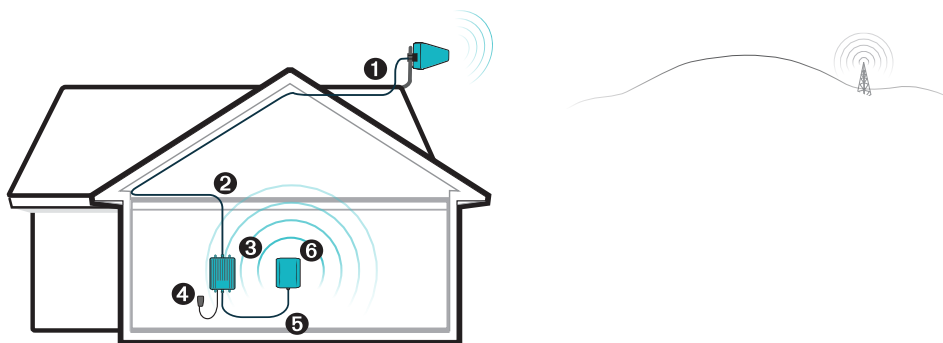
Why indoor signal can be weak

There are several obstacles that can contribute to the poor reception you receive in your home:

- Distance to your carrier's cell phone tower
- Obstructions caused by terrain and foliage
- Building materials like low-E glass, metal and concrete

How it works

1. The high-gain outside antenna captures even the weakest cell signal, from the cell tower where it is aimed.
2. The antenna sends the signal to the booster through coax cable.
3. The booster amplifies the cell signal and rebroadcasts the signal indoors via the inside antenna to all mobile devices within range.
4. The system also works in reverse amplifying outgoing signal back to the tower.



How the SureCall Fusion 5G Booster Works

Package contents

Unpack all package contents. For missing or damaged items, contact your reseller.


Turn over the signal booster and record the model and serial number for reference:

Serial #: _____

Purchase Date: _____


Keep the carton and packing material to store the product in case you need to return.

1




Outside Yagi
Antenna:
(SC-531W)

2




Outside Cable
(50 ft; RG-11)

3




Fusion 5G
Booster

4




Power Supply
(SC-AC-
12V3.8A-B)

5



Inside Cable (20
ft; SC-240)


6



Inside Panel
Antenna:
(SC-548W)


Optional accessories

Looking to upgrade your SureCall booster? Boost your signal even further with these best-selling accessories:




SC-LP-75

Lightning arrestor prevents damage from electrical surges



SC-MOUNT-JBAR


Adjustable 20-inch mounting pole for outdoor antenna



SC-RG11-100

100 ft of RG-11 cable*

* Note: Longer cable is helpful only if it allows the outside antenna to be placed where a stronger signal is measured.

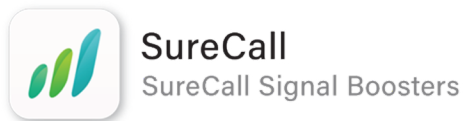
 **WARNING:** Do not collocate antennas or operate the outdoor antenna with any other antenna or signal booster.

SureCall Easy Install Bluetooth App

Use the SureCall mobile app to help with two important aspects of your Fusion 5G signal booster setup; proper aiming of the outside antenna and ensuring adequate separation between outside antenna and inside antenna(s).

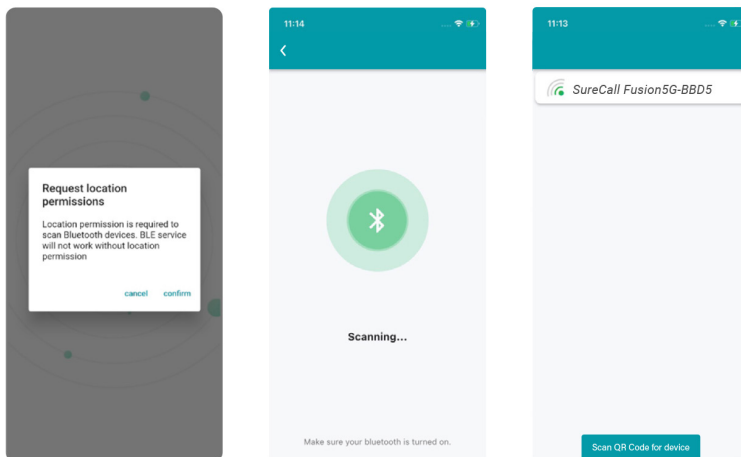
Download the SureCall app in the Google Play or Apple's App Store

Just search, "SureCall"



Pairing your device to Bluetooth

- Scan for your Fusion 5G device by allowing Bluetooth location permissions
- The app will display your device when the unit is in range
- Locate the found device and pair

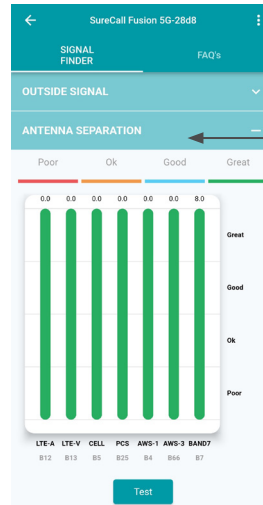


Getting to know the SureCall app

Using the app to wirelessly connect to your booster provides you with real-time feedback while positioning both components of your booster system. Once you've downloaded the app and paired it with your booster, you will need to create a 'soft install' (page 12) before utilizing the readings found in your app



When testing for the best placement and angle for your outside antenna, see "OUTSIDE SIGNAL" tab on the app.



Then get real-time feedback on your booster placement. See "ANTENNA SEPARATION" tab on the app to verify there's enough separation between the components.

Perform a soft install

Create a soft installation by positioning the components in their approximate locations. Place the outside Yagi antenna on your roof or wherever you find the best signal. Place the Flare Booster in the center of area where signal is needed and connect the components with the provided cable through an open window.

Once the main components are connected, power up and pair your device with the booster using the SureCall Easy Install Bluetooth app.

Refrain from securing your cable, drilling any holes, etc. until you complete and test the installation of the system.

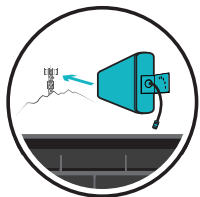
Taking signal measurements with your phone

Cell phone bars are an approximation of your signal that varies by phone and carrier. Viewing measurements in decibel[1] milliwatts provides a more accurate reading. In most cases the units are reported in RSRP (LTE & 5G signals) and will generally fall between -80 dBm (strong) and -130 dBm (very weak). If you are connected over 3G or HSPA the decibels units are reported in RSSI and the units will generally fall between -50 dBm (strong) and -100 dBm (very weak).

PLEASE NOTE, To achieve optimal performance for your booster, it is vital to take care choosing antenna placement and antenna alignment. The coverage area that the booster provides is directly related to the strength of incoming signal received by the outdoor antenna. Mounting the outside antenna where the signal is the strongest provides the best results. If signal is extremely weak where the outside antenna is installed, indoor coverage will be limited. See the instructions to measure decibels on your phone.

BEFORE INSTALLATION

IMPORTANT. BEFORE YOU BEGIN.

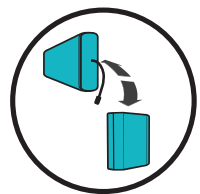


IDENTIFY THE AREA OF STRONGEST OUTSIDE SIGNAL.

Since booster performance is largely determined by the signal strength received by your outside antenna, it is important to identify the location of best signal for placement of your antenna.

The best location is generally found on the side of your home that faces your nearest cell tower and as high as possible -- where the antenna can 'see' your cell tower. Better signal received by your outside antenna means better booster performance inside. Conversely, the weaker your outside signal, the more limited your coverage will be indoors.

If you're unsure of the direction of your carrier's closest cell tower, see page 11 on Finding your closest cell tower for suggestions.



DO NOT RELY ON CELL PHONE BARS AS AN ACCURATE MEASURING TOOL

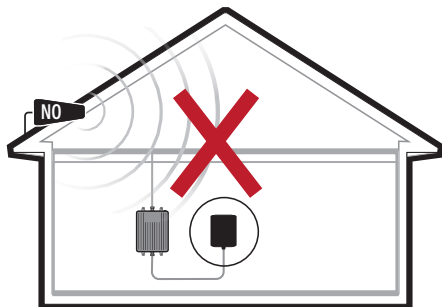
Cell phone bars are an approximation of your signal that varies by phone and carrier. Placing your phone in test mode or downloading an app that shows your signal in decibels (dB) is more accurate. For help using this feature on your device, see "Taking signal measurements with your phone" on page 7.

During planning, installation and testing, take multiple readings several minutes apart. Also, verify that you can place and hold a call.

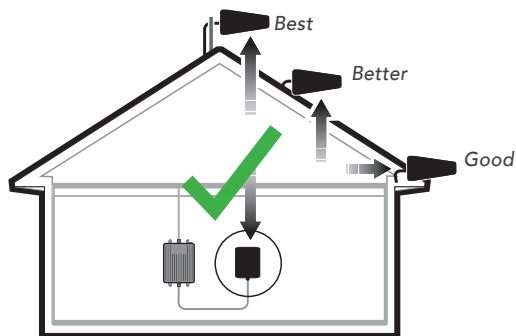


BETTER ANTENNA SEPARATION MEANS BETTER PERFORMANCE

Maintain a distance of at least 25 vertical feet or up to 50 feet of horizontal distance, especially if sufficient vertical separation cannot be achieved. Also, make certain the antennas are aimed away from one another.



Antenna Placement



Antenna Aiming

Measuring signal will be helpful to (1) identify the location outside with the strongest signal for placement of your outside antenna and (2) to measure indoor signal strength during installation and testing of your system.

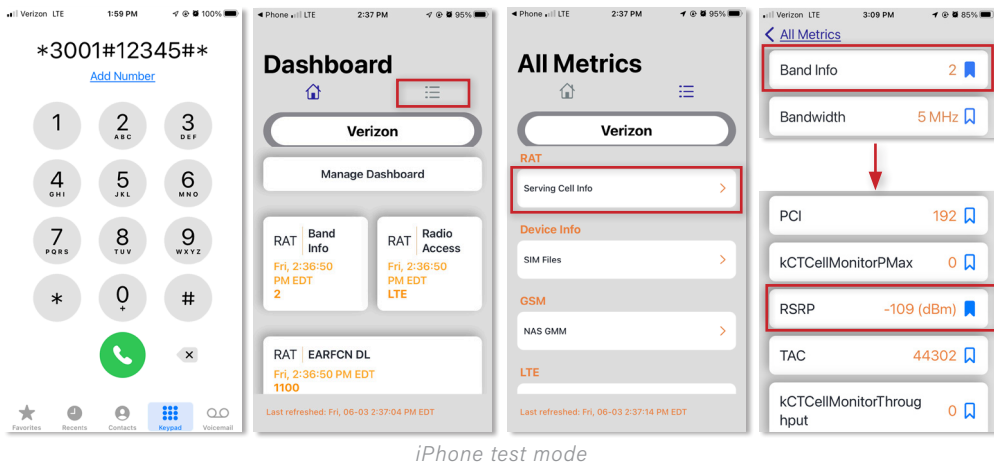
During installation and testing, always take multiple readings several minutes apart. Also, take note of the band number related to each reading for accurate comparisons.

NOTE, signal measurements are displayed alongside their measurement scale. RSRP is one scale commonly used, as is RSSI. For more information, see "Signal measurement scales" on page 10.

FOR IPHONE dBm signal measurements, use the methods below.

1. First turn off your Wi-Fi
2. Dial *3001#12345#* then press the call button.
3. The field test screen will appear. Once open, the menu navigation varies depending on the iOS version.
4. Navigate to "Cell Info" in the menu
5. The measurement that reads "RSRP" is your cellular signal strength in decibel-milliwatts.
6. Note Band number

If you're using an earlier version of iOS or looking for more detailed information, we have more instructions available here: www.surecall.com/ca/support



FOR ANDROID devices: Download the app "LTE Discovery" in the Google Play store.

1. Note band number
2. LTE/5G (measurement in RSSI or RSRP)



Android app "LTE Discovery"

Signal measurement scales

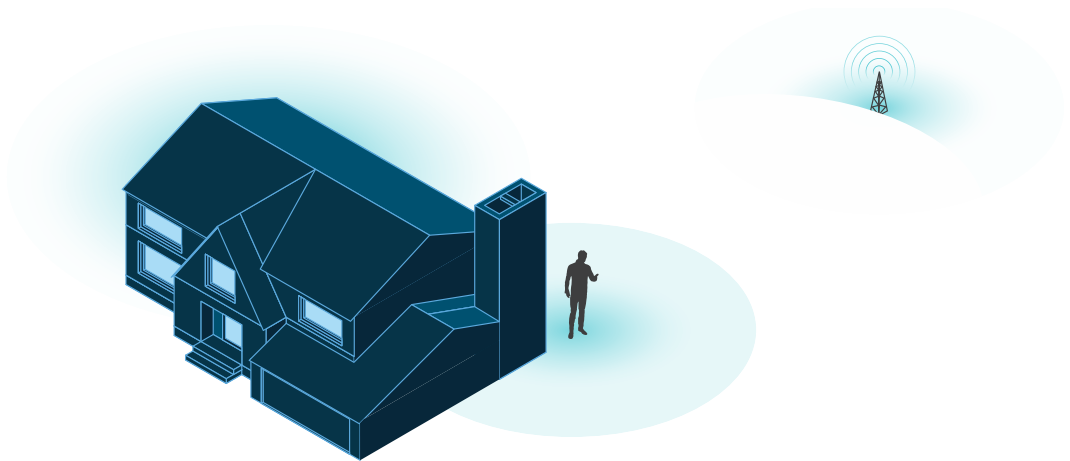
The relationship between RSRP and RSSI is approximate and depends on the channel bandwidth, noise floor and channel loading. The chart below displays the approximate equivalent of all four measurements:

	Signal Power (dBm)		Signal Quality (dB)	
	RSRP Phone in LTE	RSSI Phone in HSPA	RSRQ Phone in LTE	SINR Phone in HSPA
Very Edge	-125	-102	-25	3
Average	-110	-85	-20	10
Good	-95	-70	-12	15
Best	-80	-55	-8	20

Finding your closest cell tower

Since performance is largely determined by the signal received by the outdoor antenna, it is important to know the direction in which you will aim your directional outside antenna before installation.

The best location for your outside antenna is generally found on the side facing your nearest cell tower and as high as possible -- where the antenna can 'see' your cell tower.



Finding your strongest outside signal

If you're not sure of the location of your nearest cell tower, there are resources available. You may utilize crowd-sourced cell tower resources such as sites like www.cellmapper.net

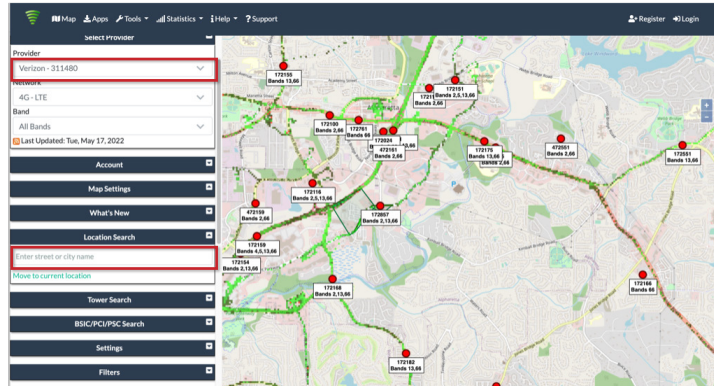
See below for brief instructions on utilizing cellmapper.net



WARNING: Do not collocate antennas or operate the outdoor antenna with any other antenna or signal booster.

Visit website www.cellmapper.net

1. Find your location on the map
2. Select your provider



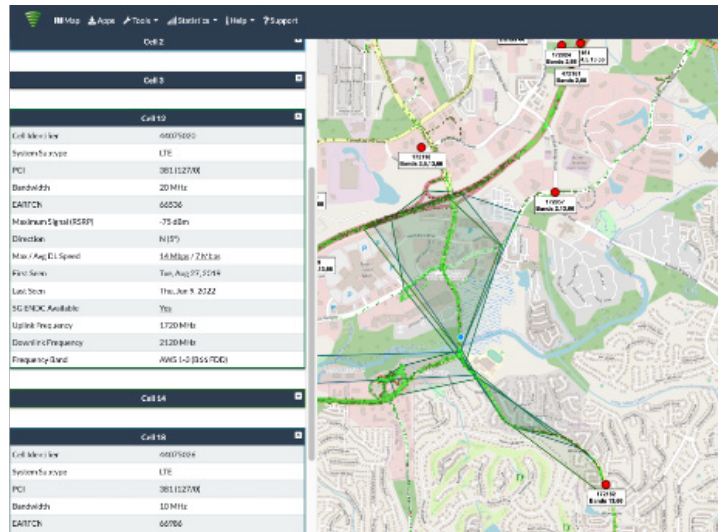
3. Find your cell tower by clicking on the red or green dots on the map closest to your home.

Once selected, detailed information of each base station is shown to the left, including the communication standards and frequency band and block.

The shaded area represents the coverage area for that base station.

4. Locate the closest base station with signal coverage facing the direction of your home and note the direction in relation to your home.

Note: While your home may or may not be located inside a shaded coverage zone indicated on the map.



Soft install

Prior to securing the location of any booster components, a "soft install" is recommended as adjustments may be needed to optimize performance.

Refrain from securing your cable, drilling any holes, etc. until you complete and test the installation of the system.

Tools needed

- Ladder
- Drill
- ~1-2" diameter pole for mounting outside antenna (if needed, SC-MOUNT-JBAR can be purchased separately)
- Recommended: Surge protected power strip and cable clips

Grounding the outside antenna

SureCall recommends all outside antennas be properly grounded. See "Optional accessories" on page 5.

Power requirements

This booster uses 12v input voltage (power supply part: SC-AC-12V3.8A-B). DO NOT use the booster with a higher or lower voltage power supply. This can damage the booster, cause personal injury, and void your warranty.

Use of a power strip with surge protection is strongly recommended.

Cable guidelines

The provided cable is 50 ft of RG-11 (part SC-RG11-50). Longer 100 ft (part SC-RG11-100) is available if needed. Remember, a longer cable is helpful only if it allows you to place the outside antenna in a location where you measure stronger signal.

Routing cable

SureCall recommends that cable connected to the outside antenna run straight down and away from the outside antenna, not wrapped or draped near it. When securing the cable, be sure to remove any kinks or loops.

Route cable along and through a wall that leads closest to the location of the booster.

SureCall recommends that cable entering the home from an exterior wall use appropriately rated sealant/caulking at the point of entry.

Following completion of install, weatherproof the exterior coax connections with sealing tape.

INSTALLATION

Before installation, review all the information in this manual.

Prior to securing the location of any booster parts, a "soft install" is recommended as adjustments may be needed to optimize performance.

Installation overview

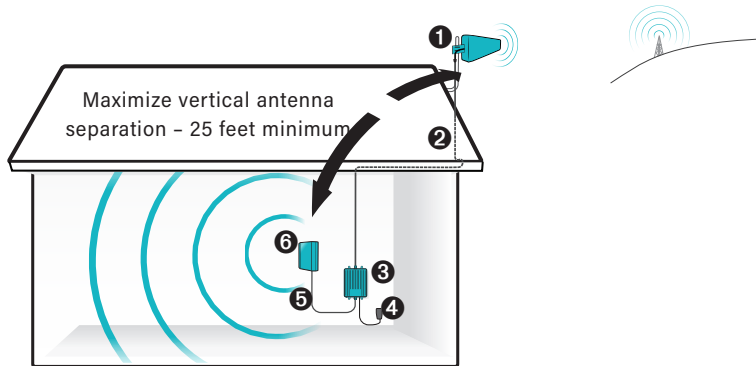
Step 1. Find the outside area with the strongest signal.

Step 2. Install the outside antenna **1** **2** in the area identified in step 1.

Step 3. Install the Inside antenna **6** **5** and booster **3**.

Step 4. Connect power **4** and turn on.

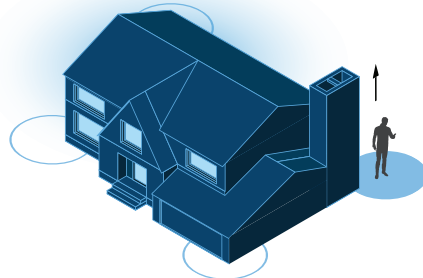
Check System and Optimize Installation, if needed



Installation overview

Step 1: Find area outside with strongest signal

Identify the outside location with the strongest signal for placement of your outdoor antenna. Maximum performance is achieved when the antenna is aimed toward the strongest signal source. If you know the direction of your provider's tower, point the antenna in that direction. If you are unsure of the location, see "Finding your closest cell tower" on page 11

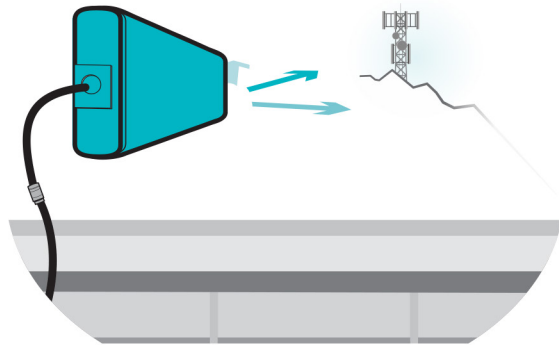
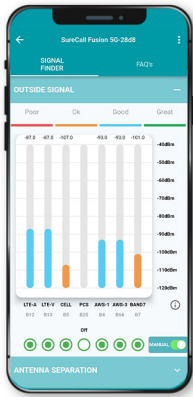


Finding your strongest outside signal

Find area outside with strongest signal with the mobile app

Maximum performance is achieved when the antenna is aimed toward the strongest signal source. Use 'OUTSIDE SIGNAL' tab on the app to help as you locate the best outside signal while considering the following:

The best location is generally found above the roof line – as high as possible on the side of your home facing your carrier's nearest cell tower. If you know the direction of your provider's tower, point the antenna in that direction. If you're unsure, use the app while testing various antenna locations.



Outside Signal

POOR

Little to no signal detected. You'll need to adjust the placement or angle of your outside antenna.

OK

Weak signal, but good enough sign for minimal results. Move or rotate your outside antenna for better results.

GOOD

Received signal is good. You could install your outside antenna in this area.

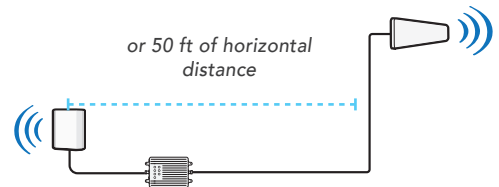
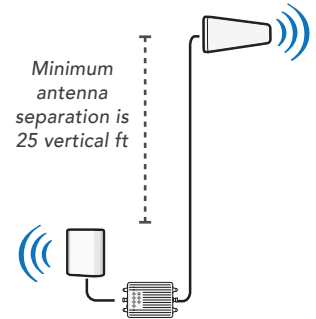
GREAT

Received signal is very strong! Install your antenna at this location once your antenna separation measurement is confirmed

Step 2: Install the outside antenna

Identify Once you have identified the area of strongest signal, choose where you will mount your outside antenna while considering the following antenna placement guidelines.

- Mount at the highest possible location above the roofline – The mounting area must have at least a 3 ft radius clear of obstructions, other radiating elements and metal objects such as pipes or metal siding.
- Maximize antenna separation. Plan at least 25 vertical feet (or at least 50 horizontal feet) of separation between the outside and inside antennas.
- Note that the outside antenna can be mounted to an exterior surface or a 1-2" diameter pole. A mounting pole is available separately (SC-MOUNT-JBAR). PVC piping from your local hardware can also be used.
- Avoid placement near windows, where possible, as it increases the potential for oscillation.
- Ensure the outside antenna is oriented to face away from the inside antenna.
- Mount the outside antenna at the corner or side of the roof which faces your cell tower.
- Avoid placing / aiming the antenna towards materials (such as windows) where the signal may be reflected towards your home.



Maximize antenna separation

Yagi antenna installation

Once you have identified your install location, assemble the u-bolt, bracket, nuts and washers onto a pole (available separately) as shown in the illustration.

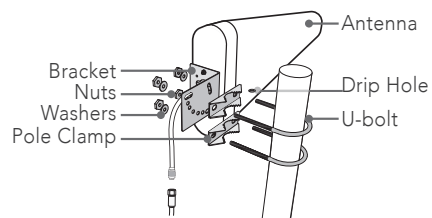
Orient the antenna with the drip hole at the bottom.

Do not fix mounting hardware until the optimum antenna angle is found. Loosely secure the antenna in a manner that allows for rotation during final system testing.

Once the outside antenna is secured to a pipe or pole, connect one end of the provided 50 ft. coax cable to the antenna and route the other end inside near the location of the amplifier.



Yagi mounted on pole



Yagi antenna assembly

Step 3: Mount the inside antenna and amplifier



Inside antenna and mounting hardware



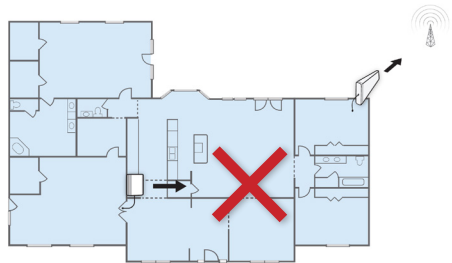
Inside cable; SC-240, 20 ft.



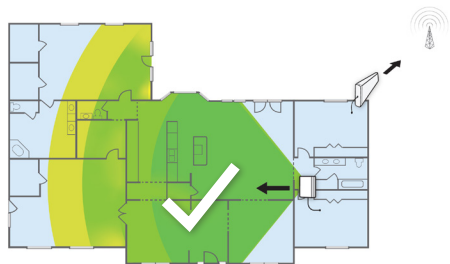
Fusion 5G

Choose a location for inside antenna while considering the following guidelines:

- Antenna location should be mounted facing the area signal is needed – SureCall's inside panel antenna broadcasts in a 120° beamwidth.
- Aim the inside antenna away from the outdoor antenna
- Coverage is limited by Interior building materials between the antenna and your mobile device. The antenna may be concealed behind a wall provided there are no materials that could obstruct signals.
- Maximize isolation between the outside antenna and inside antenna (minimum 25 ft. vertical separation or 50 ft of horizontal separation).



DO NOT face inside antenna towards the outside antenna



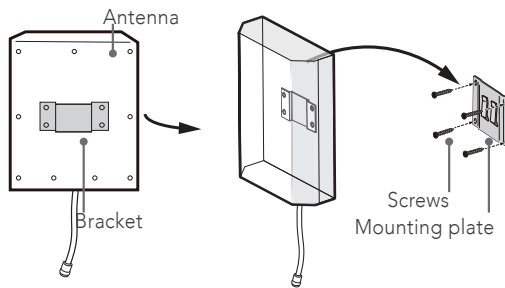
Face inside antenna away from outside antenna

Panel installation

Besides the antenna itself, parts include mounting equipment for a flat horizontal surface

Install the panel antenna as shown in the illustration.

1. Using the plate, mark the position of desired screw placement.
2. Screw the mounting plate into place with the slide panel protruding towards you.
3. Slide antenna onto mounting plate.

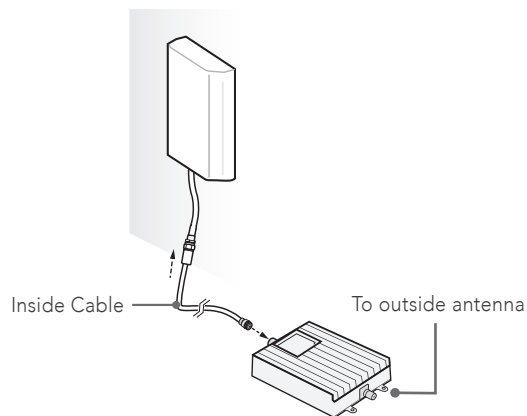


Panel-antenna installation

Cable

Connect the amplifier to the panel antenna using the 20 ft. of cable. Connect the antenna to the port marked "INSIDE".

Next, locate and connect the open end of the 50 ft cable from the outside antenna to the amplifier port marked "OUTSIDE".



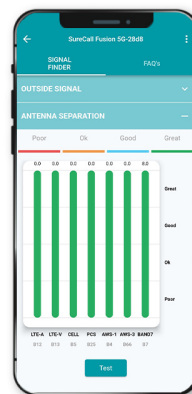
Connecting inside panel antenna to Fusion 5G amplifier

Optimize interior antenna placement with the mobile app

Place the interior in a central location facing the areas where cellular reception is needed. When placing the antenna, note that further separation between the booster and outside antenna will increase booster performance.

Check 'ANTENNA SEPARATION' on the app. The results reflect whether adequate separation between the antennashave been achieved or when insufficient antenna separation is impacting booster coverage.

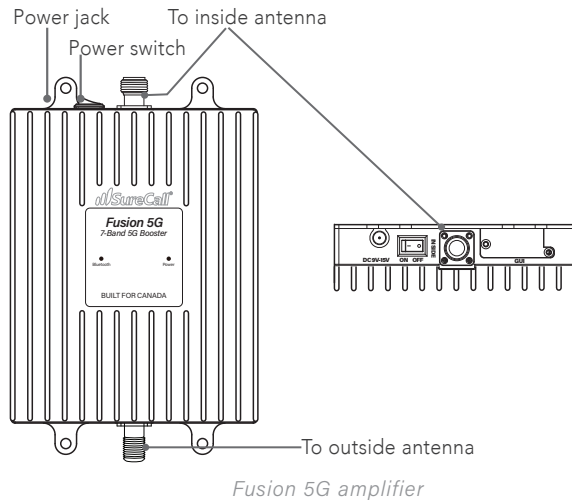
Sometimes it is not possible to get the full 25 ft of vertical separation. In this situation, try moving the inside and outside antennas around to improve separation without reducing the 'Outside Signal' levels on the app.



Step 4: Connect to power

Connect the AC power supply to the booster and plug into a 110V AC power outlet. Once the booster has been completely assembled, turn the booster's power switch on.

Note: If the Power LED does not turn ON, see the Troubleshooting section.



WARNING: This booster should not be used near open fire or flame. Storage and transportation: Store and place in non-extreme room-temperature and dry environment.

BOOSTER TESTING AND OPTIMIZATION

When your system is in place and fully connected, test system performance in locations you have previously experienced poor signal. Verify that you have a reliable connection by taking multiple readings several minutes apart. For instructions on taking measurements with your cell phone, see page 8. Also, verify that you can place and hold a call.

If the signal strength has improved, your booster is working.

Remember, that coverage varies based on outdoor signal level, house construction, and antenna placement. Coverage in adjoining rooms will be reduced by walls and building materials.

Antenna optimization

The Fusion 5G automatically reduces gain (coverage performance) because of insufficient RF separation between the inside and outside antennas. Consider the options listed in this section to resolve issues with inadequate antenna isolation.

- Verify that a minimum distance of 25 vertical feet has been achieved. 50 ft or more horizontal separation may be needed, however, especially where vertical separation is not possible.
- Check for sources of interference such as cellular modems or hotspots.
- Verify neither antenna is placed near a window.
- Ensure that the antennas are aimed away from one another.

- Mount the outside antenna at the corner or side of the roof which faces your cell tower.
- Avoid placing / aiming the antenna towards materials (such as windows) where the signal may be reflected towards your home or office.

Keep in mind, identifying the setup that yields the best possible results for your environment will come from testing -- balancing the elimination of interference and while also receiving the best possible signal.

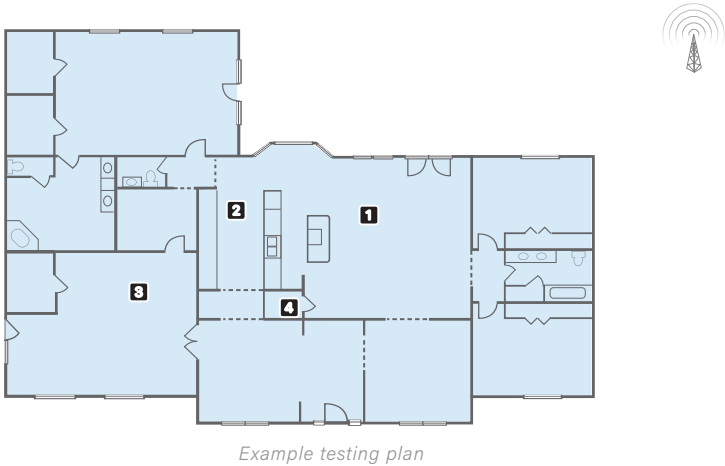
Antenna testing

As a final step, identify the precise antenna angle which provides the maximum possible performance. For this step, it's best to have another person inside to report results. Record your results below.

Rotate the outside antenna around the mast beginning with wide angle measurements then in progressively smaller increments until the peak angle is found. After each turn, power cycle the booster then note the signal reading from the inside antenna's projected area.

Once you've identified the optimum angle, secure the outside antenna in place.

LOCATION	BEFORE	Band #	AFTER, Test 1	Band #	Test 2	Band #	Test 3	Band #



LED Indicators

Note the following information:

- Only the presence of RED / YELLOW LED indicate the presence of an unresolved issue.
- Most issues can be resolved by addressing antenna separation/isolation. See "Antenna optimization" on page 19 for suggestions regarding antenna isolation.

'POWER' LED

During initialization, the LED will briefly flash YELLOW/RED. This is part of normal operation.

LED State	Status	Indication
Solid GREEN	Normal	Normal operation
Solid YELLOW	Alert – Oscillation detected	Automatic Gain Reduction (AGC) has detected antenna isolation (oscillation) issues causing a reduction in gain between 8- 20 dB. Antenna repositioning is needed. Verify that there is sufficient separation between the outside and inside antennas, as well as any potentially interfering objects or antennas.
Solid RED	Alert – Oscillation detected	Indicates that the booster has detected significant oscillation and has caused the booster to shut down. Antenna repositioning is necessary. Verify that there is sufficient separation between the outside and inside antennas, as well as any potentially interfering objects or antennas.

'BLUETOOTH' LED

During initialization, the LED will remain GREEN. This is part of normal operation.

LED State	Status	Indication
Solid GREEN	Normal	Normal operation
Blinking GREEN	Normal	Bluetooth is transmitting and exchanging data with paired mobile device.
No GREEN	Error	Bluetooth inside the booster is not functioning correctly. Please contact tech support.

TROUBLESHOOTING

If you have any questions during setup, please contact our US-based support technicians:

Call: 1-888-365-6283 | Email: support@surecall.com | Visit: <https://ca.surecall.com/support/>

Problem	Resolution
Signal booster has no power	Connect the power supply to an alternate power source. Verify that the power source is not controlled by a switch that has removed power from the outlet. If it remains OFF, contact tech support at: 1-888-365-6283 or support@surecall.com
After completing installation, indoor signal coverage has not improved	Verify that cable connections are tightly fitted to the booster and antennas. Try further separating the booster and antenna. Verify that there is usable signal where the antenna is placed. Note: Bars are not always a reliable measure of signal. The best way to confirm signal coverage is the ability to place and hold a call.

SPECIFICATIONS

Model	Fusion 5G
Uplink Frequency Range (MHz):	698-716 / 776-787 / 824-849 / 1850-1915 / 1710-1755 / 1755-1780 / 2500-2570
Downlink Frequency Range (MHz):	728-746 / 746-757 / 869-894 / 1930-1995 / 2110-2155 / 2155-2180 / 2620-2690
Maximum Gain:	73 dB
Supported Standards:	5G / 4G / LTE cellular standards
Max Conducted Uplink Power:	25.13 dBm
Input Impedance:	Indoor (50 ohm) / Outdoor (75 ohm)
Max Conducted Downlink Power:	12 dBm
AC Input:	Input AC110V, Output DC 9-15V
Maximum Output Power:	1 Watt EIRP
Cable:	RG-11 (outdoor) / SC-240 (indoor)
RF Connectors:	F Female (outdoor) / N Female (indoor)
Power Consumption:	≤ 15W
Operation Temperature:	-4° to +158° F
Dimensions:	7.875 x 5 x 1.188 inches
Weight:	2 lb 3 oz
Certifications:	IC: 7784A-FUSION5G Contains Module IC: 23236-PB03

Note: The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.

Kitting

Component	Prod No. Description	Gain/Loss						Notes
		LTE-A	LTE-V	800MHz	1900MHz	1700MHz\2100MHz	2600 MHz	
Outdoor Antenna*	SC289W-75Ω	3 dBi	3 dBi	3 dBi	4 dBi	4 dBi / 4 dBi	4 dBi	
	SC231W-75Ω	7 dBi	7 dBi	7 dBi	9.5 dBi	9.5 dBi / 9.5 dBi	9.5 dBi	
Outdoor Cable*	RG-11 50FT F-Male Connectors	3.01 dB	3.01 dB	3.14 dB	4.31 dB	4.07 dB / 4.56 dB	4.82 dB	50 Feet or longer
Inside Cable*	SC240-20NN 20Feet	2.06 dB	2.06 dB	2.29 dB	3.56 dB	3.36 dB / 3.76 dB	3.84 dB	20 Feet or longer
Inside Antenna*	SC548W	5 dBi	5 dBi	6 dBi	7 dBi	7 dBi / 7 dBi	7 dBi	Standard Panel
	SC528W	3 dBi	3.5 dBi	3.5 dBi	3.5 dBi	6.5 dBi	6.5 dBi / 6.5 dBi	
	SC121W	1.2 dBi	1.2 dBi	1.2 dBi	3 dBi	3 dBi / 3 dBi	3 dBi	
	SC302W	2.5 dBi	2.5 dBi	3 dBi	5 dBi	4 dBi / 5 dBi	4 dBi	
*All equivalent antennas and cables are suitable for use with the Fusion4Home								

CONSUMER GUIDELINES

This is a **CONSUMER** device

BEFORE USE you must meet all requirements set out in ISED [CPC-2-1-05](#)¹

You **MUST** operate this device with approved antennas and cables as specified by the manufacturer. Antennas **MUST NOT** be installed within 20 cm of any person.

You **MUST** cease operation of this device immediately if requested by ISED or a licensed wireless service provider.

WARNING: E911 location information may not be provided or may be inaccurate for calls served by using this device.

This device may operate in a fixed location only, for in-building use.

CAN ICES-3 (B)/NMB-3(B) (Canada) :

This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. 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 Manufacturer's rated output power of this equipment is for single carrier operation. For situations when multiple carrier signals are present, the rating would have to be reduced by 3.5 dB, especially where the output signal is re-radiated and can cause interference to adjacent band users. This power reduction is to be by means of input power or gain reduction and not by an attenuator at the output of the device.

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.

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

¹ For details on the requirements specified in ISED CPC-2-1-05, visit: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

WARRANTY

Three-year product warranty

To activate your three-year manufacturer's warranty, register at www.SureCall.com/ca/activate

SureCall warrants its products for three years from the date of purchase against defects in workmanship and/or materials. Specifications are subject to change. The three-year warranty only applies to products meeting the latest FCC Certification Guidelines stated on 2/20/2013 and going into effect April 30, 2014. A two-year warranty applies to any products manufactured before May 1, 2014.

Products returned by customers must be in their original, un-modified condition, shipped in the original or protective packaging with proof-of-purchase documentation enclosed, and a Return Merchandise Authorization (RMA) number printed clearly on the outside of the shipping container.

Buyers may obtain an RMA number for warranty returns by calling the SureCall Return Department toll-free at 1-888-365-6283. Any returns received by SureCall without an RMA number clearly printed on the outside of the shipping container will be returned to sender. In order to receive full credit for signal boosters, all accessories originally included in the signal booster box must be returned with the signal booster. (The Buyer does not need to include accessories sold in addition to the signal booster, such as antennas or cables.)

This warranty does not apply to any product determined by SureCall to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages the product's physical or electronic properties.

SureCall warrants to the Buyer that each of its products, when shipped, will be free from defects in material and workmanship, and will perform in full accordance with applicable specifications. The limit of liability under this warranty is, at SureCall's option, to repair or replace any product or part thereof which was purchased up to THREE YEARS after May 1, 2014 or TWO YEARS for products purchased before May 1, 2014, as determined by examination by SureCall, prove defective in material and/or workmanship. Warranty returns must first be authorized in writing by SureCall. Disassembly of any SureCall product by anyone other than an authorized representative of SureCall voids this warranty in its entirety. SureCall reserves the right to make changes in any of its products without incurring any obligation to make the same changes on previously delivered products.

As a condition to the warranties provided for herein, the Buyer will prepay the shipping charges for all products returned to SureCall for repair, and SureCall will pay the return shipping with the exception of products returned from outside the United States, in which case the Buyer will pay the shipping charges.

The Buyer will pay the cost of inspecting and testing any goods returned under the warranty or otherwise, which are found to meet the applicable specifications or which are not defective or not covered by this warranty.

Products sold by SureCall shall not be considered defective or non-conforming to the Buyer's order if they satisfactorily fulfill the performance requirements that were published in the product specification literature, or in accordance with samples provided by SureCall. This warranty shall not apply to any products or parts thereof which have been subject to accident, negligence, alteration, abuse, or misuse. SureCall makes no warranty whatsoever in respect to accessories or parts not supplied by it.

Limitations of Warranty, Damages and Liability:

EXCEPT AS EXPRESSLY SET FORTH HEREIN, THERE ARE NO WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHER WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS, WHETHER EXPRESSED OR IMPLIED, IN LAW OR IN FACT, ORAL OR IN WRITING.

SURECALL AGGREGATE LIABILITY IN DAMAGES OR OTHERWISE SHALL NOT EXCEED THE PAYMENT, IF ANY, RECEIVED BY CELLPHONE-MATE, INC. FOR THE UNIT OF PRODUCT OR SERVICE FURNISHED OR TO BE FURNISHED, AS THE CASE MAY BE, WHICH IS THE SUBJECT OF CLAIM OR DISPUTE. IN NO EVENT SHALL SURECALL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, HOWSOEVER CAUSED.

All matters regarding this warranty shall be interpreted in accordance with the laws of the State of California, and any controversy that cannot be settled directly shall be settled by arbitration in California in accordance with the rules then prevailing of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof. If one or more provisions provided herein are held to be invalid or unenforceable under applicable law, then such provision shall be ineffective and excluded to the extent of such invalidity or unenforceability without affecting in any way the remaining provisions hereof.

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