



## Chapter 5

# Finding Additional Assistance

For help using your Kindle Fire, tap the Help & Feedback App located in the Apps library. This app contains Frequently Asked Questions (FAQs), troubleshooting tips, and a Customer Service portal. Please use the Feedback tab to help us improve and evolve our products. We'd love to hear from you!

You can also reach the help pages by tapping the Quick Settings icon  on the Status bar, then More  More, and select Help & Feedback.

Additional help is available on the Kindle Fire Support website at:  
[www.amazon.com/kindlesupport](http://www.amazon.com/kindlesupport)

# Appendix A

## Product Information

### Safety and Compliance Information

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Use Responsibly. Read all instructions and safety information before use.



**FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.**

### Maintaining Your Kindle Fire

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Do not use your Kindle Fire or its accessories in rain, or near sinks or other wet locations. Take care not to spill any food or liquid in your Kindle Fire. If your device does get wet, unplug all cables, turn off the wireless (go to Settings, click on the Wi-Fi icon, and un-check the Wi-Fi box) and let the screen revert to the screen saver. Wait for the device to dry completely before pressing the Power button to wake again. Do not attempt to dry your Kindle Fire with an external heat source, such as a microwave oven or hair dryer. Clean the screen with a soft cloth; be careful not to wipe it with anything abrasive. When carrying your Kindle Fire in a bag or briefcase, keep a cover on to avoid scratches.

Don't expose your Kindle Fire to extreme heat or cold. For example, don't leave it in the trunk of your car in sub-zero or high-heat conditions.

### Servicing Your Device

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If your device needs service, please contact Amazon Customer Support. Contact details can be found at [www.amazon.com/kindlesupport](http://www.amazon.com/kindlesupport)

Faulty service may void the warranty.

### Glass Parts

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The outside cover of your device's screen is made of glass. This glass could break if the device is dropped or receives a substantial impact. If the glass breaks, chips, or cracks, stop using your Kindle Fire and do not touch or attempt to remove the damaged glass.

### Battery Safety

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The rechargeable battery in your Kindle Fire should be replaced only by an authorized service provider. For more information about batteries, go to [www.amazon.com/kindleterms](http://www.amazon.com/kindleterms). Charge the battery only in temperatures that range from 32° to 95° Fahrenheit (0° to 35° Celsius).

## Headphone Safety

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Listening to audio at high volume for extended periods of time can cause hearing damage. To avoid this problem, consider the tips below:

- Keep the volume down.
- Avoid prolonged, continuous listening.
- Wear headphones that isolate the wanted audio from background noise.

## Other Safety Considerations

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A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching video. If you have experienced seizures or blackouts or have a family history of such occurrences, you should consult a physician before playing games or watching videos.

Engaging in repetitive motions such as pressing keys or playing some games may cause you to experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body.

Discontinue use of your device and consult a physician if you experience headaches, blackouts, seizures, convulsion, eye or muscle twitching, loss of awareness, involuntary movement, disorientation, or other discomfort. To reduce risk of these symptoms avoid prolonged use, hold your device some distance from your eyes, use your device in a well-lit room, and take frequent breaks.

Small parts contained in your device and its accessories may present a choking hazard to small children.

Using your Kindle Fire while operating a vehicle is not recommended and may be prohibited or restricted in some areas. If you are in an area where using your Kindle Fire while operating a vehicle is allowed, always give full attention to the operation of the vehicle and stop using your Kindle Fire if it becomes a distraction.

## Wireless Safety and Compliance

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Turn your wireless connection off in areas where wireless use is forbidden or when it may cause interference or danger. Some specific situations are described below. In general, you should not use your Kindle Fire with your wireless connection turned on any place you are not allowed to use a cellular device.

### Turn Off Wireless When Flying

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To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration regulations and many other aviation agencies require you to have permission from a crew-member to use your device's wireless service.

### Using Your Kindle Fire Around Other Electronic Devices

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Kindle Fire generates, uses, and can radiate radio frequency (RF) energy and, if not used in accordance with its instructions, may cause interference to radio communications and electronic equipment. External RF signals may affect improperly installed or inadequately shielded electronic operating systems, entertainment systems, and personal medical devices.

While most modern electronic equipment is shielded from external RF signals, if in doubt, check with the manufacturer. For personal medical devices (such as pacemakers and hearing aids), consult with your physician or the manufacturer to determine if they are adequately shielded from external RF signals.

## **Steps to Minimize Interference**

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If your Kindle Fire does cause interference to radio or television reception (which you can determine by turning your Kindle Fire off and on), you can try to correct the interference by one or more of the following measures: reorient or relocate the receiving antenna for the radio or television; increase the separation between the radio or television and your Kindle Fire; connect equipment and receivers to different outlets; or consult the radio or television manufacturer or an experienced radio/TV technician for help.

## **Watch for Signs**

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There are some places where RF signals could constitute a hazard, such as health care facilities, and construction sites. If you are not sure, look around for signs indicating that two-way radios or cell phones should be turned off.

In addition, turn off and do not charge your device if you are in any area with a potentially explosive atmosphere, as sparks in such areas could cause an explosion or fire. Such areas are usually, but not always, clearly identified, and include areas where you would normally be advised to turn off your vehicle engine.

## **FCC Compliance Statement**

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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.

This Device 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. However, there is no guarantee that interference will not occur in a particular installation.

This Device meets the FCC Radio Frequency Emission Guidelines and is certified with the FCC as the FCC ID number found on the back of the Device.

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

## **Information Regarding Exposure to Radio Frequency Energy**

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Your Device is designed and manufactured not to exceed the emission limits for exposure to RF energy set by the Federal Communications Commission of the United States (FCC). Information on your Device is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/](http://www.fcc.gov/oet/ea/) after searching on the FCC ID for your Device, which can be found on the back of the Device.

## IEEE 1725 Battery Safety Statement

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- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Avoid dropping the device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

## EU Declaration of Conformity

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Hereby, Amazon Fulfillment Services, Inc., declares that this device is in compliance with the essential requirements and other relevant provisions of RTTE Directive 1999/5/EC. A copy of the EU Declaration of Conformity is available at: [www.kindle.com/kindlefire\\_doc](http://www.kindle.com/kindlefire_doc)



## Recycling Kindle Properly

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In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your Kindle Fire in accordance with your local laws and regulations. For information about recycling Kindle Fire, go to [www.amazon.com/kindle-recycling](http://www.amazon.com/kindle-recycling)

## Product Specifications

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**Display** — 7" diagonal display, 1024 x 600 high-resolution display, 16 million colors.

**Audio** — 3.5mm stereo headphone jack, built-in stereo speakers.

**Power** — AC power adapter and rechargeable lithium polymer battery.

**Connectivity** — USB 2.0 (micro-B connector). 802.11b/g/n wi-fi.

**Operating temperature** — 32°F to 95°F (0°C to 35°C).

**Storage temperature** — 14°F to 113°F (-10°C to 45°C).

**Wi-Fi** — 802.11b/g/n

## LEGAL TERMS

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Please read the terms found at: [www.amazon.com/kindlefireterms](http://www.amazon.com/kindlefireterms)

## ONE-YEAR LIMITED WARRANTY

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This Warranty for the Kindle Device (the "Device") is provided by Amazon Fulfillment Services, Inc., 410 Terry Ave. North, Seattle, WA 98109-5210, United States. However, if this Device was sold by Amazon EU S.à r.l. or an authorized reseller of Amazon EU S.à r.l. then this Warranty is provided by Amazon EU S.à r.l. a société à responsabilité limitée duly incorporated and validly existing under the law of the Grand-Duchy of Luxembourg, having its registered office at 5, rue Plaetis, L-2338 Luxembourg (RCS Luxembourg no. B 101818, Share capital EUR 37500, Trading authorization no. 104408). The provider of this warranty is sometimes referred to herein as "we."

We warrant the Device against defects in materials and workmanship under ordinary consumer use for one year from the date of original retail purchase. During this warranty period, if a defect arises in the Device, and you follow the instructions for returning the Device, we will, at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, (ii) replace the Device with a new or refurbished Device that is equivalent to the Device that is to be replaced, or (iii) refund to you all or part of the purchase price of the Device. This limited warranty applies, to the extent permitted by law, to any repair, replacement part or replacement device for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Devices for which a refund is given shall become our property. This limited warranty applies only to hardware components of the Device that are not subject to accident, misuse, neglect, fire or other external causes, alterations, repair, or commercial use.

Instructions. For specific instructions about how to obtain warranty service for your Device, please contact Customer Service using the contact information provided in this guide. In general, you will need to deliver your Device in either its original packaging or in equally protective packaging to the address specified by Customer Service. Before you deliver your Device for warranty service, it is your responsibility to back up any data, software, or other materials you may have stored or preserved on your Device. It is possible that such data, software or other materials will be lost or reformatted during service, and we will not be responsible for any such damage or loss.

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## Additional Information

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You can find the Kindle License Agreement and Terms of Use, One-Year Limited Warranty, User's Guide, and other limited warranty and Kindle information at [www.amazon.com/kindlesupport](http://www.amazon.com/kindlesupport)

## Patent Notices

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The Kindle Fire device and/or methods used in association with the Kindle Fire device may be covered by one or more patents or pending patent applications.

MPEG Layer-3 audio decoding technology licensed from Fraunhofer IIS and Thomson.

## Copyright and Trademark Notices

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