

eero router setup guide

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Intro- (Thank you for purchasing)

Thank you for purchasing the eero router. This User Manual is designed to take you through installation and setup. It also includes warranty terms, compliance, and returns information. This manual may be updated from time to time, so please check back for updates.

Package contents (Hardware, brackets, screws, etc)

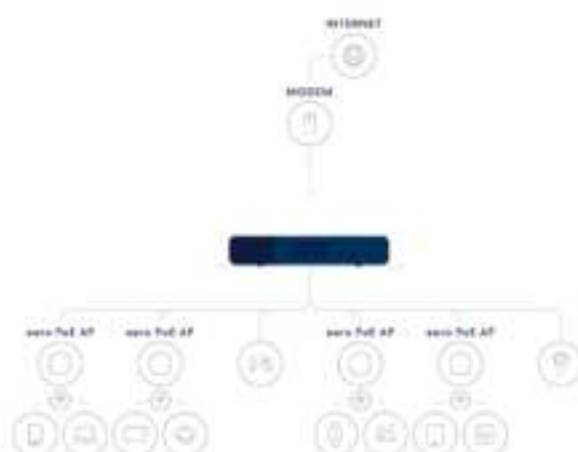
- 1 eero router
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System requirements (Android/MacOS)

Internet connection, modem, Ethernet cable, and smartphone.

eero router is powered via an eero 140W or 45W USB-C external power adapter (sold separately).

Recommended network topology



Hardware overview LEDs (colors, blinking, etc)

System LED:

The system LED functions are strongly derived from other eero products, as defined in the [LED Indicator PRD](#).

eero router startup states

	State	LED Behavior
1	HW Startup	 Breathing white
2	SW Startup	 Breathing white
3	Nodelib - no network	 Breathing blue
4	App control GW	 Solid Blue
5	Multiple nodes detected	 Solid green
6	Nodelib - network confirmed w/ cloud	 Solid white

Setup Error States

	State	LED Behavior
1	No internet - GW on mesh	 Solid Red
2	No internet - leaf on mesh	 Solid Red
3	GW ethernet not connected	 Solid Red

Normal Operation

	State	LED Behavior
1	HW Startup	 Solid white
2	SW Startup	 Breathing white
3	Internet connected	 Solid white
4	ISP outage (Internet lost)	 Solid red
5	OTA update	 Blink green

Normal Operation Error States

	State	LED Behavior
1	No internet - GW	 Solid red
2	No internet - leaf	 Solid red
3	Under-powered	 Rapidly blinking yellow
4	Thermal shutdown	 Breathing Red

2.5 GbE Ports LEDs:

Startup:

	State	LED Behavior
1	Startup	Breath RGB

Operation:

	State	LED Behavior
1	Nothing plugged in	 No Light
2	Admin down	 Solid Blue
3	PoE Issue	 Flashing Blue
4	10/100 Mbps Speed	 Solid Yellow
5	1000 Mbps Speed	 Solid Green
6	2500 Mbps Speed	 Solid Cyan
7	Reserved	 Solid Red

10 GbE Ports LEDs:

Startup:

	State	LED Behavior
1	Startup	Breath RGB

Operation:

	State	LED Behavior
1	Nothing plugged in	 No Light
2	Admin down	 Solid Blue
3	10/100 Mbps Speed	 Solid Yellow
4	1000 Mbps Speed	 Solid Green
5	2500 Mbps Speed	 Solid Cyan
6	5000 Mbps Speed	 Solid White
7	10000 Mbps Speed	 Solid Fuschia
8	Reserved	 Solid Red

Hardware installation

To install the eero router in a rack system, we recommend using the custom designed 1U Server Shelf for eero router. Here are the five steps for installation:

Step 1	Step1: Take out 4 rubber feet  Remove the four rubber feet. (The feet are not reusable once removed.)
Step 2	Step2: Fixing Crane on shelf by 4 screws.  Attach the eero router to server shelf with the four provided screws.
Step 3	Step3: Put PSU on shelf and limitation x and y direction by feature.  Place the Power Supply on the server shelf in the designated area.

Step 4



Attach power adapter cable to cable management guide using the cable management band.

Step 5



Insert the USB-C connector to power the device.

Creating a new account and a new network

For this installation, we'll need you to create an eero account separate from your existing Professional Installer account. If you already have a personal account, you can skip this step.

Step 1:

Download the eero app for iOS or Android:

Download the free eero app – you can find it on the Apple App Store or Google Play. eero supports both iOS and Android.

You will not be able to set up your system on a web browser.

Step 2:

Create an eero account

To begin setting up your new eero network, you will need an eero account first. You will need to enter your phone number and email address. By default, we'll send a verification code to your email address, but you can opt to receive it via text message instead. Enter this code on the verification screen of the app to create your account.



If you have an existing professional installer account and need to create a separate, non-installer account, please log out of your current account from the eero App. This can be done from Settings -> Account -> Logout

Once logged out of your professional installer account, please select the option to create a new account. Use an email address and phone number not affiliated with your professional installer account as the account credentials.

Replacing an existing network

To replace an existing network, open the eero App and tap the blue plus sign located on the top right corner of the home screen, then select "Add or Replace eero Devices." It's recommended to start with replacing non-gateway nodes first, simply follow in-app instructions replacing each node. Once all non-gateway nodes have been replaced, proceed to replace the Gateway eero.

When replacing the Gateway eero, we recommended unplugging your modem from power for 2 minutes to prevent potential issues with obtaining an IP address. Additionally, make sure the Gateway eero is plugged directly into your ISP connection, do not place a switch between the Gateway and the Modem or ONT, even if planning to use the network in bridge mode.

Safety Notices

Safety and Compliance

IMPORTANT PRODUCT AND SAFETY INFORMATION

[TRIANGLE WARNING] FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

Do not expose your device or adapter to liquids. If your device or adapter gets wet, carefully unplug all cables without getting your hands wet and wait for the device and adapter to dry completely before plugging them in again. Do not attempt to dry your device or adapter with an external heat source, such as a microwave oven or a hair dryer. If the device or adapter appears damaged, discontinue use immediately. Use only accessories supplied with the device to power it. To avoid risk of electric shock, do not touch your device or any wires connected to your device during a lightning storm.

Install your power adapter or power source into an easily accessible location near the equipment that will be plugged into, or powered by, the power source.

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

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your device in accordance with your local laws and regulations. For information about recycling your device, go to eero.com/legal/compliance

Additional safety, warranty info, privacy policy, terms of service, compliance, recycling, and other important information regarding your device can be found at eero.com/legal

FCC COMPLIANCE INFORMATION

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

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.

To access e-labeled information on the eero App, the user can select an individual eero device from the main screen; select "Advanced", then select "Regulatory". Device Regulatory Screen displays all necessary regulatory verbiage for this particular device, including FCC ID and applicable warning statements.

The party responsible for FCC compliance is

eero LLC, 660 3rd Street, 4th Floor, San Francisco, CA 94107 USA

If you wish to contact eero, email support@eero.com or phone in the US or Canada at +1-877-659-2347

Product Specs (en-US)

PRODUCT SPECIFICATIONS

Device name: eero router

Model: U010001

Wired and Power over Ethernet

Two auto-sensing 10 GbE ports

Eight auto-sensing PoE-capable 2.5 GbE ports

802.3bt class 5

Smart Home, Certifications, and Parental Controls

Alexa Smart Home Hub

Bluetooth Low Energy, Zigbee, Thread

Works with Alexa

Certified for Humans

Device & Profile Pausing

Guest Network

Management Tool and Additional Services

eero iOS & Android mobile applications

Remote Network Management

eero for Professional Installers*

eero for Business*

eero for Service Providers*

Warranty and Support

1-year limited warranty

Contact 1-877-659-2347 or support.eero.com

Additional Specifications

Compute

Quad A73 Processors, 2GB RAM, 4GB Flash

Dimensions

9.8 x 5.3 x 1.8 inches (1.7in. without feet) 250 x 134 x 45mm (43mm without feet) Actual size may vary by manufacturing process.

Operating temperature

32° to 104°F (0° to 40°C)

Electrical requirements

100–240V AC for USB-PD supply. 45W external or 140W external USB-PD Type C

Electrical ratings

45W USB-PD: 15.0V=3.0A

No PoE output

140W USB-PD: 28.0V=5.0A

PoE output: 57Vdc, 0.3A max per conductor, 45W max per port, 97W total

Legal Disclaimer

eero router is subject to the performance disclaimers found at eero.com/pro-installers Small business support available with eero for Business. eero for Business may not be available in all countries. eero router has not been authorized as required by the rules of the Federal Communications Commission. eero router is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained. *eero Plus, eero for Professional Installers, eero for Business, and eero for Service Providers each require a separate subscription.

Trademark (en-US)

©2023 Amazon.com, Inc. or its affiliates. Amazon, eero, and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

Limited Warranty (en-US)

LIMITED WARRANTY

eero LLC ("eero") warrants to the original purchaser of an eero device ("Product") from Amazon.com, eero.com, or an authorized reseller of eero that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from an authorized reseller (a) for new, unopened Products, or (b) for eero-approved factory refurbished Products (as applicable, the "Warranty Period").

1. Remedies

If a hardware defect arises and a valid claim is received by eero within the Warranty Period, eero will exchange the defective original Product ("Original Product") with a new or refurbished replacement Product that is the same version or a later version of the Product ("Replacement Product"). If eero, in its sole discretion, determines it is not reasonable to replace the defective Product, eero may refund to you the purchase price paid for the Original Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. This Limited Warranty is only valid in the jurisdictions where the Products are sold by Amazon.com, eero itself, or through an authorized reseller or agent, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any Replacement Product will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

2. How to obtain warranty service

To obtain warranty service, you must contact our customer service team via the contact information listed on our website at eero.com or via email addressed to support@eero.com and obtain a Return Merchandise Authorization ("RMA") from our customer service team. eero, in its reasonable discretion, may choose to ship your Replacement Product(s) before receiving your Original Product back from you, and **you must return your Original Product(s) to eero within 30 days of receiving a RMA from eero.** You will not be charged for the Replacement Product(s) as long as (i) you return the Original Product(s) to us prior to or within 30 days after the delivery date of your Replacement Product order, and (ii) the problem you reported with the Original Product(s) proves to be covered by the terms of this Limited Warranty.

If eero does not receive the Original Product(s) within 30 days after the delivery date of your Replacement Product order, or if eero determines that the problem with your Original Product(s) is not covered by this Limited Warranty, eero will charge the costs of shipping the Replacement Product(s), the costs of any prepaid delivery labels previously emailed to you, and the then-current standard price for the applicable Replacement Product(s) to your credit card or the original form of payment used at the time that you placed your original order. If eero does not have access to your prior payment information, eero will send you an invoice for the amount due.

All Original Product(s) must be returned to the address specified by eero in either their original packaging or packaging providing an equal degree of protection, together with proof of purchase. To ensure successful delivery, you are required to return Original Product(s) using the prepaid return delivery label provided to you by eero. It is your responsibility to retain a copy of the delivery label with the applicable tracking number issued by an agent of the carrier as proof that possession of the returned Original Product delivery was transferred to the carrier. By sending the Original Product(s) to eero, you agree to transfer ownership of the Original Product(s) to eero.

If your claim is valid based on this Limited Warranty, eero shall bear the shipping costs associated with return of the Original Product and delivery of the Replacement Product to you. Any Product that is returned to eero without a valid warranty claim or without an RMA may be rejected, returned to you at your cost (subject to prepayment) or kept for 30 days for your pick-up and then disposed of at eero's sole discretion.

3. Exclusions

This Limited Warranty does not apply to a Product or part of a Product that has been altered or modified (e.g., to alter functionality or capability) by anyone who is not an authorized

representative of eero or that is used outside the permitted or intended uses described by eero, with a power supply other than (a) the eero power supply (USB-C) or, (b) for those eero Products specified in writing as capable of being powered via a power over ethernet (PoE) source, a standards-compliant, non-defective PoE PSE ((a) or (b) as applicable, a "Compliant Power Supply"), or with an eero mobile application that has been altered or modified by anyone who is not an authorized representative of eero. In addition, this Limited Warranty does not apply to: (a) damage caused by use of the Product with commercially available non-eero products that have been altered or modified by you or a third party other than the manufacturer of such Product; (b) damage caused by accident, abuse, misuse, spillage of food or liquid, or other external causes; (c) damage caused by operating the Product outside the permitted or intended uses described by eero in its mobile application or in the help section of the eero website or with improper voltage or a power supply other than a Compliant Power Supply; (d) damage caused by service performed by anyone who is not an authorized representative of eero; or (e) damage caused by alteration or modification of the eero mobile application. This Limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

4. Limitations

This Limited Warranty only applies to the Product(s) manufactured by or for eero that can be identified by the "eero" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) eero products and services other than the Product or (b) software, even if packaged or sold with the Product or embedded in the Product. See eero.com/legal/tos for details of your rights with respect to its use. eero does not warrant that the operations of the Product will be uninterrupted or error-free. eero is not responsible for damages arising from failure to follow instructions relating to the Product's use.

No eero reseller, agent or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

5. Implied warranties and conditions

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR CONDITION, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY

GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

6. Limitation of damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, EERO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF EERO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY. IN SOME JURISDICTIONS, THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS "LIMITATION OF DAMAGES" SECTION MAY NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION.

7. Governing law

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

8. National statutory rights

Consumers in some jurisdictions may have legal rights under applicable national legislation governing the sale of consumer goods, including, without limitation, EU national laws implementing EC Directive 1999/44. These rights are not affected by the warranties in this Limited Warranty.

9. Warranty Provider

If you purchased your Device:	This Warranty is provided by:
From eero.com , Amazon.com , or from authorized resellers located in the United States.	eero LLC 660 3rd Street, 4th Floor San Francisco, CA 94107 USA

Safety and Compliance (en-CA)

IMPORTANT PRODUCT INFORMATION

SAFETY INFORMATION

[TRIANGLE WARNING] FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

MAINTAINING YOUR EERO ROUTER

Do not expose your Device or adaptor to liquids. If your Device or adaptor gets wet, carefully unplug all cables without getting your hands wet and wait for the Device and adaptor to dry completely before plugging them in again. Do not attempt to dry your Device or adaptor with an external heat source, such as a microwave oven or a hair dryer. If the Device or adaptor appear damaged, discontinue use immediately. Use only accessories supplied with the Device to power your Device. To avoid risk of electric shock, do not touch your Device or any wires connected to your Device during a lightning storm.

Only handle your Device with clean hands. Clean the Device with a soft cloth that is slightly damp with water and a touch of rubbing alcohol; be careful not to wipe it with anything abrasive or to use any harsh chemicals. Don't expose your Device to steam, extreme heat or cold. For example, do not install your Device near any heat sources such as space heaters, heater vents, radiators, stoves, or other things that produce heat.

Only use the included power adapter with your Device. Do not force the power adaptor into a power outlet. If the power adaptor or cable appears damaged, discontinue use immediately. Do not plug multiple electric devices into the same wall socket. Overloading a socket can cause it to overheat and may result in a fire.

Your Device may get warm during normal use. To reduce the effect of the warming, place your Device on a heat resistant surface.

OTHER SAFETY CONSIDERATIONS

- Small parts contained in your Device and its accessories may present a choking hazard to small children.
- For safety, compliance and other information regarding any networking equipment or computer connected to your Device, please consult the user manual and other information provided by the manufacturer.
- Install your power adaptor into an easily accessible socket-outlet located near the equipment that will be plugged into, or powered by, the adaptor.

Innovation, Science and Economic Development Canada (ISED) Compliance

This Device contains a licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This Device may not cause interference. (2) This Device must accept any interference, including interference that may cause undesired operation of the Device.

Information Regarding Exposure to Radio Frequency Energy

This equipment complies with IC RSS-102 RF exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

CAN ICES-003 (B)/NMB-003 (B)

To access e-labeled information on the eero App, the user can select an individual eero device from the main screen; select "Advanced", then select "Regulatory". Device Regulatory Screen displays all necessary regulatory verbiage for this particular device, including IC ID and applicable warning statements.

RECYCLING YOUR DEVICE PROPERLY

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of, or recycle your Device in accordance with your local laws and regulations. For information about recycling your Device, go to amazon.com/devicesupport

ADDITIONAL SAFETY & COMPLIANCE INFORMATION

Additional safety, compliance, recycling and other important information regarding your Device can be found at eero.com/legal/compliance

Product Specs (en-CA)

PRODUCT SPECIFICATIONS

Device name: eero router

Model: U010001

Wired and Power over Ethernet

Two auto-sensing 10 GbE ports

Eight auto-sensing PoE-capable 2.5 GbE ports

802.3bt class 5

Smart Home, Certifications, and Parental Controls

Alexa Smart Home Hub

Bluetooth Low Energy, Zigbee, Thread

Works with Alexa

Certified for Humans

Device & Profile Pausing

Guest Network

Management Tool and Additional Services

eero iOS & Android mobile applications

Remote Network Management

eero for Professional Installers*

eero for Business*

eero for Service Providers*

Warranty and Support

1-year limited warranty

Contact 1-877-659-2347 or support.eero.com

Additional Specifications

Compute

Quad A73 Processors, 2GB RAM, 4GB Flash

Dimensions

9.8 x 5.3 x 1.8 inches (1.7in. without feet) 250 x 134 x 45mm (43mm without feet) Actual size may vary by manufacturing process.

Operating temperature

32° to 104°F (0° to 40°C)

Electrical requirements

100-240V AC for USB-PD supply. 45W external or 140W external USB-PD Type C

Electrical ratings

45W USB-PD: 15.0V=3.0A

No PoE output

140W USB-PD: 28.0V=5.0A

PoE output: 57Vdc, 0.3A max per conductor, 45W max per port, x 97W total

Legal Disclaimer

eero router is subject to the performance disclaimers found at eero.com/pro-installers Small business support available with eero for Business. eero for Business may not be available in all countries. eero router has not been authorized as required by the rules of the Federal Communications Commission. eero router is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained. *eero Plus, eero for Professional Installers, eero for Business, and eero for Service Providers each require a separate subscription.

Trademark (en-CA)

©2023 Amazon.com, Inc. or its affiliates. Amazon, eero and all related marks are trademarks of Amazon.com, Inc. or its affiliates.

Limited Warranty (en-CA)

LIMITED WARRANTY

eero LLC ("eero") warrants to the original purchaser of an eero device ("Product") from Amazon.com, eero.com, or an authorised reseller of eero that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from an authorised reseller (a) for new, unopened Products, or (b) for eero-approved factory refurbished Products (as applicable, the "Warranty Period").

1. Remedies

If a hardware defect arises and a valid claim is received by eero within the Warranty Period, eero will exchange the defective original Product ("Original Product") with a new or refurbished replacement Product that is the same version or a later version of the Product ("Replacement Product"). If eero, in its sole discretion, determines it is not reasonable to replace the defective Product, eero may refund to you the purchase price paid for the Original Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. This Limited Warranty is only valid in the jurisdictions where the Products are sold by Amazon.com, eero itself, or through an authorised reseller or agent, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any Replacement Product will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

2. How to obtain warranty service

To obtain warranty service, you must contact our customer service team via the contact information listed on our website at eero.com or via email addressed to support@eero.com and obtain a Return Merchandise Authorization ("RMA") from our customer service team. eero, in its reasonable discretion, may choose to ship your Replacement Product(s) before receiving your Original Product back from you, and **you must return your Original Product(s) to eero within 30 days of receiving a RMA from eero.** You will not be charged for the Replacement Product(s) as long as (i) you return the Original Product(s) to us prior to or within 30 days after the delivery date

of your Replacement Product order, and (ii) the problem you reported with the Original Product(s) proves to be covered by the terms of this Limited Warranty.

If eero does not receive the Original Product(s) within 30 days after the delivery date of your Replacement Product order, or if eero determines that the problem with your Original Product(s) is not covered by this Limited Warranty, eero will charge the costs of shipping the Replacement Product(s), the costs of any prepaid delivery labels previously emailed to you, and the then-current standard price for the applicable Replacement Product(s) to your credit card or the original form of payment used at the time that you placed your original order. If eero does not have access to your prior payment information, eero will send you an invoice for the amount due.

All Original Product(s) must be returned to the address specified by eero in either their original packaging or packaging providing an equal degree of protection, together with proof of purchase. To ensure successful delivery, you are required to return Original Product(s) using the prepaid return delivery label provided to you by eero. It is your responsibility to retain a copy of the delivery label with the applicable tracking number issued by an agent of the carrier as proof that possession of the returned Original Product delivery was transferred to the carrier. By sending the Original Product(s) to eero, you agree to transfer ownership of the Original Product(s) to eero.

If your claim is valid based on this Limited Warranty, eero shall bear the shipping costs associated with return of the Original Product and delivery of the Replacement Product to you. Any Product that is returned to eero without a valid warranty claim or without an RMA may be rejected, returned to you at your cost (subject to prepayment) or kept for 30 days for your pick-up and then disposed of at eero's sole discretion.

3. Exclusions

This Limited Warranty does not apply to a Product or part of a Product that has been altered or modified (e.g., to alter functionality or capability) by anyone who is not an authorized representative of eero or that is used outside the permitted or intended uses described by eero, with a power supply other than (a) the eero power supply (USB-C) or, (b) for those eero Products specified in writing as capable of being powered via a power over ethernet (PoE) source, a standards-compliant, non-defective PoE PSE ((a) or (b) as applicable, a "Compliant Power Supply"), or with an eero mobile application that has been altered or modified by anyone who is not an authorized representative of eero. In addition, this Limited Warranty does not apply to: (a) damage caused by use of the Product with commercially available non-eero products that have been altered or modified by you or a third party other than the manufacturer of such Product; (b) damage caused by accident, abuse, misuse, spillage of food or liquid, or other external causes; (c)

damage caused by operating the Product outside the permitted or intended uses described by eero in its mobile application or in the help section of the eero website or with improper voltage or a power supply other than a Compliant Power Supply; (d) damage caused by service performed by anyone who is not an authorized representative of eero; or (e) damage caused by alteration or modification of the eero mobile application. This Limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

4. Limitations

This Limited Warranty only applies to the Product(s) manufactured by or for eero that can be identified by the "eero" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) eero products and services other than the Product or (b) software, even if packaged or sold with the Product or embedded in the Product. See eero.com/legal/tos for details of your rights with respect to its use. eero does not warrant that the operations of the Product will be uninterrupted or error-free. eero is not responsible for damages arising from failure to follow instructions relating to the Product's use.

No eero reseller, agent or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

5. Implied warranties and conditions

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR CONDITION, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

6. Limitation of damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, EERO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF EERO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY. IN

SOME JURISDICTIONS, THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS "LIMITATION OF DAMAGES" SECTION MAY NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION.

7. Governing law

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

8. National statutory rights

Consumers in some jurisdictions may have legal rights under applicable national legislation governing the sale of consumer goods, including, without limitation, EU national laws implementing EC Directive 1999/44. These rights are not affected by the warranties in this Limited Warranty.

9. Warranty Provider

If you purchased your Device:	This Warranty is provided by:
From eero.com , Amazon.com or from authorised resellers located in the United States, or from Amazon.ca or from authorised resellers located in Canada	eero LLC 660 3rd Street, 4th Floor San Francisco, CA 94107 USA

Safety and Compliance (fr-CA)

INFORMATIONS IMPORTANTES SUR LE PRODUIT

INFORMATIONS SUR LA SÉCURITÉ

[TRIANGLE WARNING] LE MANQUEMENT À CES CONSIGNES DE SÉCURITÉ POURRAIT ÊTRE À L'ORIGINE D'UN INCENDIE, D'UNE ÉLECTROCUTION OU D'AUTRES BLESSURES OU DOMMAGES.

ENTRETIEN DE VOTRE EERO ROUTER

Ne pas exposer votre appareil ni l'adaptateur secteur à des liquides. Si votre appareil ou l'adaptateur secteur est mouillé, débrancher soigneusement les câbles sans vous mouiller les mains et attendre que l'appareil et l'adaptateur secteur soient complètement secs avant de les rebrancher. Ne pas essayer de sécher votre appareil ni l'adaptateur secteur avec une source de chaleur externe, comme un micro-ondes ou un sèche-cheveux. Si l'appareil ou l'adaptateur secteur est endommagé, cesser de l'utiliser immédiatement. N'utiliser que les accessoires fournis avec l'appareil pour l'alimenter. Pour éviter tout risque d'électrocution, ne pas toucher votre appareil ni les câbles connectés à votre appareil pendant un orage.

Insérer l'adaptateur secteur dans une prise facile d'accès et située à proximité de l'équipement branché à l'adaptateur secteur ou alimenté par ce dernier.

AUTRES CONSIDÉRATIONS EN MATIÈRE DE SÉCURITÉ

- Les petites pièces contenues dans votre appareil et ses accessoires peuvent présenter un risque d'étouffement pour les enfants en bas âge.
- Pour de plus amples informations sur la sécurité, la conformité et pour d'autres renseignements sur tout équipement réseau ou ordinateur connecté à votre Appareil, veuillez consulter le guide d'utilisation, ainsi que d'autres informations fournies par le fabricant.
- Insérer l'adaptateur secteur dans une prise facile d'accès et située à proximité de l'équipement branché à l'adaptateur secteur ou alimenté par ce dernier.

Conformité Innovation Sciences et Développement Économique Canada (ISDE)

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage; (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Renseignements relatifs à l'exposition à l'énergie des radiofréquences

Cet équipement est conforme aux limites d'exposition IC CNR-102 prévues pour des environnements non contrôlés.

Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

CAN ICES-003 (B)/NMB-003 (B)

Pour accéder à l'information étiquetée en ligne dans l'application eero, l'utilisateur peut sélectionner un appareil eero individuel à partir de l'écran principal ; sélectionner « Avancé », puis sélectionner « Réglementaire ». L'écran de réglementation de l'instrument affiche tous les verbiages réglementaires nécessaires pour cet instrument particulier, y compris l'identification de l'IC et les mises en garde applicables.

RECYCLAGE ADÉQUAT DE VOTRE APPAREIL

Dans certaines régions, la mise au rebut de certains appareils électroniques est réglementée. Veuillez à éliminer ou recycler votre appareil conformément aux lois et réglementations locales. Pour en savoir plus sur le recyclage de votre appareil, consultez amazon.com/devicesupport

INFORMATIONS SUPPLÉMENTAIRES SUR LA SÉCURITÉ ET LA CONFORMITÉ

De plus amples informations sur la sécurité, la conformité et le recyclage de votre appareil, et d'autres renseignements importants sont disponibles à l'adresse eero.com/legal/compliance

Product Specs (fr-CA)

SPÉCIFICATIONS DU PRODUIT

Nom de l'appareil : eero router

Modèle : U010001

Wired and Power over Ethernet

Two auto-sensing 10 GbE ports

Eight auto-sensing PoE-capable 2.5 GbE ports

802.3bt class 5

Smart Home, Certifications, and Parental Controls

Alexa Smart Home Hub

Bluetooth Low Energy, Zigbee, Thread

Works with Alexa

Certified for Humans

Device & Profile Pausing

Guest Network

Management Tool and Additional Services

eero iOS & Android mobile applications

Remote Network Management

eero for Professional Installers*

eero for Business*

eero for Service Providers*

Warranty and Support

1-year limited warranty

Contact 1-877-659-2347 or support.eero.com

Additional Specifications

Compute

Quad A73 Processors, 2GB RAM, 4GB Flash

Dimensions

9.8 x 5.3 x 1.8 inches (1.7in. without feet) 250 x 134 x 45mm (43mm without feet) Actual size may vary by manufacturing process.

Operating temperature

32° to 104°F (0° to 40°C)

Electrical requirements

100-240V AC for USB-PD supply. 45W external or 140W external USB-PD Type C

Electrical ratings

45W USB-PD: 15.0V=3.0A

No PoE output

140W USB-PD: 28.0V=5.0A

PoE output: 57Vdc, 0.3A max per conductor, 45W max per port, 97W total

Legal Disclaimer

eero router is subject to the performance disclaimers found at eero.com/pro-installers Small business support available with eero for Business. eero for Business may not be available in all countries. eero router has not been authorized as required by the rules of the Federal Communications Commission. eero router is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained. *eero Plus, eero for Professional Installers, eero for Business, and eero for Service Providers each require a separate subscription.

Trademark (fr-CA)

©2023 Amazon.com, Inc. ou ses sociétés affiliées. Amazon, eero et toutes les marques associées sont des marques d'Amazon.com, Inc. ou de ses sociétés affiliées.

Limited Warranty (fr-CA)

GARANTIE LIMITÉE

eero LLC (« eero ») garantit à l'acheteur initial d'un appareil eero (« Produit ») sur Amazon.com, eero.com ou auprès d'un revendeur agréé eero, que le Produit sera exempt de défauts de matériaux et de fabrication dans des conditions normales d'utilisation pendant une période de un (1) an à compter de la date d'achat au détail par l'acheteur initial auprès d'un revendeur agréé (a) pour les Produits neufs et non ouverts, ou (b) pour les Produits remis à neuf en usine approuvés par eero (le cas échéant, la « Période de garantie »).

1. Recours

Si un défaut matériel survient et qu'une réclamation valable est reçue par eero pendant la Période de garantie, eero remplacera le Produit d'origine défectueux (le « Produit d'origine ») par un Produit de remplacement neuf ou remis à neuf, dont la version sera identique ou ultérieure à celle du Produit (« Produit de remplacement »). Si eero, à sa seule discrétion, détermine qu'il n'est pas raisonnable de remplacer le Produit défectueux, eero pourra vous rembourser le prix d'achat payé pour le Produit d'origine. En cas de défaut, dans la mesure permise par la loi, il s'agit de votre recours unique et exclusif. La présente Garantie limitée est valable uniquement dans les pays où les Produits sont vendus par Amazon.com, eero lui-même ou par l'intermédiaire d'un revendeur ou d'un agent agréé, et est valable dans la mesure permise par les lois en vigueur desdits pays. Tout Produit de remplacement sera garanti pour la durée restante de la Période de garantie initiale ou trente (30) jours, la durée la plus longue étant retenue, ou pendant la période supplémentaire pouvant être prévue par la législation en vigueur dans votre pays.

2. Comment bénéficier du service de garantie

Pour bénéficier du service de garantie, vous devez communiquer avec notre équipe de service client à l'aide des coordonnées indiquées sur notre site Web à l'adresse **eero.com** ou par courriel à l'adresse **support@eero.com** afin d'obtenir une autorisation de retour de marchandise (« ARM »). eero, à son entière discrétion, peut choisir d'expédier votre ou vos Produits de remplacement avant de recevoir votre Produit d'origine, et **vous devez renvoyer votre ou vos Produits d'origine à eero dans les 30 jours suivant la réception d'une ARM de la part d'eero.** Le ou les Produits de remplacement ne vous seront pas facturés à condition (i) que vous nous renvoyiez le ou les Produits d'origine avant ou dans les 30 jours suivant la date d'expédition de votre demande de Produit de remplacement, et (ii) que le problème que vous avez signalé concernant le ou les Produits d'origine soit couvert par les modalités de la présente Garantie limitée.

Si eero ne reçoit pas le ou les Produits d'origine dans les 30 jours suivant la date d'expédition de votre demande de Produit de remplacement, ou si eero détermine que le problème lié à votre ou vos Produits d'origine n'est pas couvert par la présente Garantie limitée, eero imputera les frais d'expédition du ou des Produits de remplacement, les coûts des étiquettes d'expédition prépayée qui vous ont été envoyées au préalable par courriel, ainsi que le prix standard alors en vigueur pour le ou les Produits de remplacement concernés à votre carte de crédit ou au mode de paiement initial utilisé lors de votre commande initiale. Si eero n'a pas accès à vos renseignements de paiement antérieur, eero vous enverra une facture du montant dû.

Tous les Produits d'origine doivent être renvoyés à l'adresse indiquée par eero dans leur emballage d'origine ou dans un emballage assurant un degré de protection équivalent, accompagnés d'une preuve d'achat. Pour un envoi réussi, vous devez renvoyer le ou les Produits d'origine à l'aide de l'étiquette de retour prépayé qui vous a été fournie par eero. Il est de votre responsabilité de conserver un exemplaire de l'étiquette d'expédition avec le numéro de suivi attribué par un mandataire du transporteur comme preuve que la possession du Produit d'origine renvoyé a été transférée au transporteur. En envoyant le ou les Produits d'origine à eero, vous acceptez de transférer la propriété du ou des Produits d'origine à eero.

Si votre réclamation est valable en vertu de la présente Garantie limitée, eero assumera les frais d'expédition liés au renvoi du Produit d'origine et à l'expédition du Produit de remplacement. Tout Produit renvoyé à eero sans réclamation valable au titre de la garantie ou sans ARM peut être rejeté, vous être renvoyé à vos frais (sous réserve de prépaiement) ou conservé pendant 30 jours pour que vous puissiez le récupérer, puis mis au rebut à la seule discrétion de eero.

3. Exclusions

La présente Garantie limitée ne s'applique pas à un Produit ou à une partie d'un Produit qui a été modifié (par exemple, pour modifier les fonctionnalités ou les capacités) par une personne autre qu'un représentant autorisé de eero ou qui est utilisé de manière non conforme aux utilisations autorisées ou prévues décrites par eero, avec une alimentation autre que (a) l'alimentation eero (USB-C) ou, (b) pour les Produits de eero spécifiés par écrit comme pouvant être alimentés par une source d'alimentation par Ethernet (PoE), une alimentation par Ethernet conforme aux normes et non défectueuse ((a) ou (b) selon le cas, une « alimentation électrique conforme »), ou avec une application mobile eero modifiée par toute personne qui n'est pas un représentant autorisé de eero. En outre, la présente Garantie limitée ne s'applique pas aux : (a) dommages causés par l'utilisation du Produit avec des produits autres que des produits eero disponibles dans le commerce, qui ont été modifiés par vous-même ou par un tiers autre que le fabricant dudit Produit; (b) dommages causés par un accident, une mauvaise utilisation, une utilisation abusive, un

déversement d'aliments ou de liquide ou par d'autres causes externes; (c) dommages causés par une utilisation du Produit non conforme aux utilisations autorisées ou prévues décrites par eero dans son application mobile ou dans la section Aide du site Web d'eero, ou avec une tension incorrecte ou une alimentation autre que l'alimentation électrique conforme; (d) dommages causés par une réparation effectuée par une personne qui n'est pas un représentant autorisé de eero; ou (e) dommages causés par une modification de l'application mobile eero. La présente Garantie limitée est nulle si un Produit est renvoyé sans son étiquette, si son étiquette a été endommagée ou altérée ou encore si le Produit a lui-même été altéré (y compris le retrait non autorisé de tout composant ou couvercle externe).

4. Limitations

La présente Garantie limitée s'applique uniquement aux Produits fabriqués par ou pour le compte de eero, portant la marque, le nom commercial ou le logo « eero ». La Garantie limitée ne s'applique pas (a) aux produits et services eero autres que le Produit ou (b) aux logiciels, même si ceux-ci sont emballés ou vendus avec le Produit ou intégrés au Produit. Visitez eero.com/legal/tos pour obtenir de plus amples renseignements sur vos droits en ce qui concerne son utilisation, eero ne garantit pas que le fonctionnement du Produit sera ininterrompu ou exempt d'erreur. eero n'est pas responsable des dommages résultant du non-respect des instructions relatives à l'utilisation du Produit.

Aucun revendeur, agent ou employé de eero n'est autorisé à modifier, étendre ou compléter la présente Garantie limitée. Si une modalité est jugée illégale ou inapplicable, la légalité ou l'applicabilité des autres modalités ne sera pas altérée ou compromise.

5. Garanties et conditions implicites

SAUF DANS LA MESURE INTERDITE PAR LA LÉGISLATION EN VIGUEUR, LA DURÉE DE TOUTES LES GARANTIES ET CONDITIONS IMPLICITES (Y COMPRIS LES GARANTIES ET LES CONDITIONS DE QUALITÉ MARCHANDE ET D'ADÉQUATION À UN USAGE PARTICULIER) SERA LIMITÉE À LA DURÉE DE LA PRÉSENTE GARANTIE LIMITÉE. CERTAINS PAYS NE PERMETTENT PAS DE LIMITER LA DURÉE D'UNE GARANTIE OU CONDITION IMPLICITE. IL EST DONC POSSIBLE QUE LA LIMITATION CI-DESSUS NE VOUS CONCERNE PAS. LA PRÉSENTE GARANTIE VOUS CONFÈRE DES DROITS SPÉCIFIQUES RECONNUS PAR LA LOI ET VOUS POUVEZ ÉGALEMENT DISPOSER D'AUTRES DROITS QUI PEUVENT DIFFÉRER D'UN ÉTAT À L'AUTRE.

6. Limitation de responsabilité

SAUF DANS LA MESURE INTERDITE PAR LA LÉGISLATION EN VIGUEUR, EERO NE SAURAIT ÊTRE TENU RESPONSABLE DE TOUT DOMMAGE ACCESSOIRE, INDIRECT, SPÉCIAL OU CONSÉCUTIF, OU DE TOUTE PERTE DE BÉNÉFICES, DE REVENUS OU DE DONNÉES, RÉSULTANT DE TOUTE VIOLATION D'UNE GARANTIE OU D'UNE CONDITION EXPRESSE OU IMPLICITE OU EN VERTU DE TOUTE AUTRE THÉORIE JURIDIQUE, MÊME SI EERO A ÉTÉ INFORMÉ DE LA POSSIBILITÉ DE TELS DOMMAGES ET QUELLE QUE SOIT LA FORME D'ACTION, QU'ELLE SOIT CONTRACTUELLE, DÉLICTUELLE (Y COMPRIS LA NÉGLIGENCE), OU EN VERTU DE TOUTE AUTRE THÉORIE JURIDIQUE OU FONDÉE SUR L'ÉQUITÉ. DANS CERTAINS PAYS, LA LIMITATION PRÉCÉDENTE NE S'APPLIQUE PAS AUX RÉCLAMATIONS EN RAISON DU DÉCÈS OU D'UNE BLESSURE, OU À TOUTE RESPONSABILITÉ IMPOSÉE PAR LA LOI POUR DES ACTES VOLONTAIRES ET DE NÉGLIGENCE GRAVE OU OMISSIONS ET PAR CONSÉQUENT, L'EXCLUSION OU LA LIMITATION CI-DESSUS PEUT NE PAS VOUS CONCERNER. CERTAINS PAYS N'AUTORISENT PAS L'EXCLUSION OU LA LIMITATION DE DOMMAGES SPÉCIAUX, INDIRECTS, ACCESSOIRES OU CONSÉCUTIFS, ET PAR CONSÉQUENT, L'EXCLUSION OU LA LIMITATION CI-DESSUS PEUT NE PAS VOUS CONCERNER. LA PRÉSENTE SECTION « LIMITATION DE RESPONSABILITÉ » PEUT NE PAS S'APPLIQUER AUX CONSOMMATEURS DE L'UNION EUROPÉENNE.

7. Loi applicable

La présente Garantie limitée sera régie par les lois de l'État de Californie, aux États-Unis, sans donner effet à aucun conflit de principes de lois qui peuvent fournir l'application de la loi d'un autre pays.

8. Droits nationaux accordés par la loi

Dans certains pays, les consommateurs peuvent avoir des droits reconnus par la loi dans le cadre de la législation nationale en vigueur régissant la vente des biens de consommation, notamment les lois nationales de l'UE transposant la directive 1999/44/CE. Les garanties stipulées dans la présente Garantie limitée ne portent pas préjudice auxdits droits.

9. Fournisseur de la garantie

Si vous avez acheté votre appareil :	La présente Garantie est fournie par :
Sur eero.com , sur Amazon.com , Amazon.ca ou auprès d'un revendeur agréé aux États-Unis ou Canada.	eero LLC 660 3rd Street, 4th Floor San Francisco, CA 94107, États-Unis