

Enterprise Full Touch Handheld Computer

# S70

EXPLOSION-PROTECTION

QUICK  
GUIDE



BLUEBIRD



Click here for more information!



INTEGRATED  
PRODUCTIVITY  
SYSTEMS

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## User’s Guidance

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| Device type   | User’s guidance  |
|---|--|
| Class B Device<br>(Household Information & Communication) | This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as potentially explosive atmospheres. |
| Type Registration   | This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.   |

## E-Label

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Users are able to access the 'E-Label information' in no more than three steps in a device's menu. The actual steps are : Settings > System > Regulatory labels.

# 1 Safety Information



## 1.1 Symbols

This manual uses the following symbols to indicate hazards and additional information.

| Symbol | Name    | Description  |
|--------|---------|--|
|        | Warning | Indicates situations that could cause injury to yourself or others.                |
|        | Caution | Indicates situations that could cause damage to your device or other equipment.    |
|        | Note    | Indicates additional information that can help you get the most out of the device. |

Please read this safety precaution information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries.

## 1.2 Device



- Do not press the Power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- If your device becomes wet, do not put your device in heaters, microwaves, etc. to dry it. There is a risk of explosion or malfunction.



- Do not scratch the device's touchscreen. Use only your fingers or a compatible pen. Never use an actual pen, or any other sharp object on the touchscreen.
- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- You may not be able to use this wireless device in basements, open fields, skyscrapers, or other places where the signal is weak.
- Backup the data and information from your device. Your data, such as ringtones, texts, and voice messages, may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- This device is designed to work at ambient temperatures  $-20\text{ }^{\circ}\text{C} \leq T_a \leq +50\text{ }^{\circ}\text{C}$ .
- Do not dry wipe or clean devices in potentially explosive atmosphere!
- Do not open device and replace or charge battery in potentially explosive atmosphere.
- Use suitable clothing and shoes with respect to the danger of hazardous electrostatic charges.
- Avoid heat influences outside the specified temperature range.
- do not expose device to caustic/aggressive liquids, vapours or spray In the case of malfunction or damaged enclosure, remove the device immediately from the potentially explosive atmosphere and bring it to a safe place.

# 1 Safety Information



## 1.3 Environment



- Do not use the device while driving or operating heavy machinery. Doing so may result in death or serious injury.



- This device is designed not to exceed surface temperature over 100°C, and T5 level.
- Bluebird suggest not to expose device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Do not use the device in humid locations. Doing so may damage the device and void the warranty.
- Do not keep the device close to air conditioner vents. Corrosion within the device may occur due to condensation from changes in temperature.
- Do not allow children to play with the device.

## 1.4 Charging



- Rechargeable battery packs are designed and constructed to the highest standard within the industry.



- Use only the approved charger. Using an incompatible charger may cause device malfunction or other damage, such as fire.
- When storing batteries for one year or longer, the charge level should be verified at least once a year and charged to half charge, or else it may cause device malfunction.
- Bluebird recommend to replace the battery when a significant loss of run time is detected.

## 1.5 Distraction



In some situations, using your device may distract you and cause serious injuries and damages. For example, avoid talking on the phone or texting while driving or riding a bicycle. It is strictly prohibited by law in some jurisdictions. If you cannot avoid using your device while driving, stop your vehicle or use hand-free kit.

## 1.6 Frequency Interference



- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The magnetic field of the device can damage their magnetic strips.



- Please Make sure and do no forget to apply rubber cover on the Type C port at the Bottom when using this device in Hazardous Area.



## 2 Regulatory Information



All Bluebird devices are designed to be compliant with the rules and regulations in locations they are sold and will be labeled as required.

Any changes or modifications to Bluebird equipment, not expressly approved by Bluebird, could void the user's authority to operate the equipment.

### 2.1 Health and Safety Recommendations

#### 2.1.1 Ergonomic Recommendations

In order to avoid or minimize the potential risk of ergonomic injury, always follow good ergonomic workplace practices. Consult with your local Health and Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

#### 2.1.2 Restricted Use Locations

Remember to observe restrictions and obey all signs and instructions on the use of electronic devices in restricted use locations.

#### 2.1.3 Safety in Hospital and Aircraft

Wireless devices emit radio frequency energy that can interfere with medical equipment and aircraft operations. You should turn off wireless devices whenever you are asked to do so in hospitals, clinics, healthcare facilities, or by airline staff. These requests are made to prevent potential interference with sensitive equipment

#### 2.1.4 Vehicle Installation

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (including safety systems). Check with the manufacturer or its representative regarding your vehicle. Ensure the equipment is installed to avoid driver distractions. You should also consult the manufacturer about any equipment that has been added to your vehicle.

Position the device within easy reach. User should be able to access the device without removing their eyes from the road.

##### Safety on the Road

Give your full attention to driving. Obey the laws and regulation on the use of wireless devices in the areas where you drive.

The wireless industry reminds you to use your device / phone safely when driving.



In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

## 3 Overview



### 3.1 Package Contents

The package includes:

#### S70



S70 Device and Battery

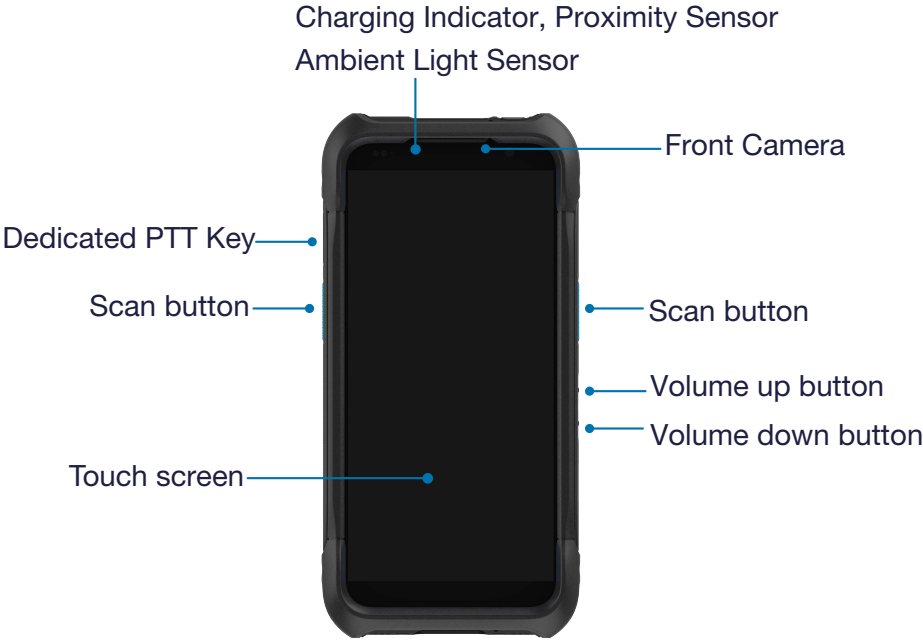


The illustrations may differ from your actual items.



## 3.2 Your Device

### 3.2.1 S70 Front View



### 3.2.2 S70 Rear View



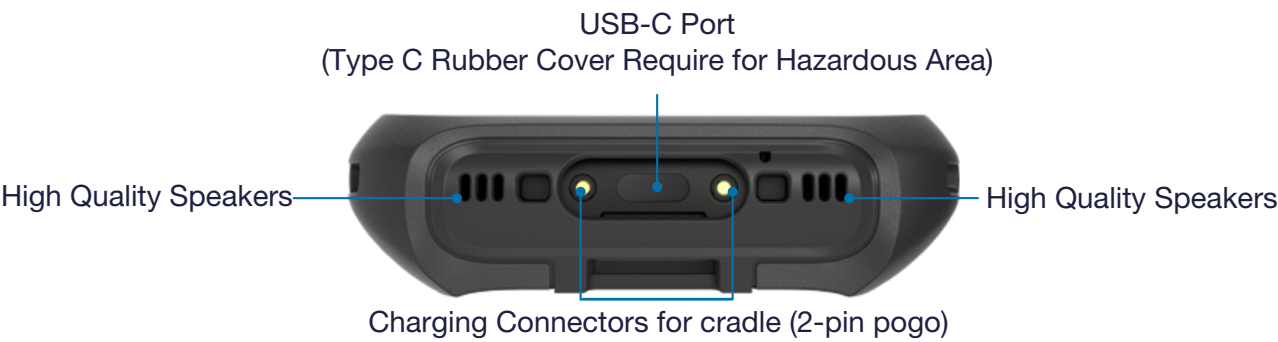


## 3.2.3 Top and Bottom

### S70 Top View



### S70 Bottom View





### 4.1 Installing the Cards

#### 4.1.1 Inserting a Nano SIM card

- 1 Push the battery latches to remove the battery



- 2 Remove the SIM and Micro SD Cover



- 3 Insert the nano sim card into the card slot.





### 4.1.2 Inserting a Micro SD Card

- 1 Push the battery latches to remove the battery



- 2 Remove the SIM and Micro SD Cover



- 3 Insert the Micro SD card into the card slot.





## 4.2 Battery

### 4.2.1 Installing the Battery

1 Insert the bottom part of the battery into place



2 Push the top section of the battery



### 4.2.2 Removing the Battery

Push both battery latches to open the battery cover.

 Before removing the battery, turn off the power. Failure to do so may cause damage to the device.

### 4.2.3 Charging the Battery




1 Connect the USB-C cable to the USB-C Cable port. The port is located on the bottom section of the S70 device.

- The battery charging image appears on the screen.

2 Connect the USB-C to A cable to the power adapter and then plug the power adapter into a power outlet.

### 4.2.4 Charging Indicators

#### Charging/Notification LED Charging Indicators

| Status      | LED   | Indication              |
|-------------|---|-------------------------|
| Off         |  | Device is not charging. |
| Solid Red   |  | Device is charging.     |
| Solid Green |  | Charging complete       |



### 4.2.2 Removing the Battery

Push both battery latches to open the battery cover.



Before removing the battery, turn off the power. Failure to do so may cause damage to the device.

### 4.2.3 Charging the Battery

1 Connect the USB-C cable to the USB-C Cable port. The port is located on the bottom section of the S70 device.

- The battery charging image appears on the screen.

2 Connect the USB-C to A cable to the power adapter and then plug the power adapter into a power outlet.



### 5.1 Turning the Device On or Off

#### 5.1.1 Turning the Device On

Press and hold the Power button for a few seconds. The Power button is located on the top section of the S70 device.



#### 5.1.2 Turning the Device Off

- 1 Press and hold the Power button for a few seconds.
- 2 Tap **Power off**.




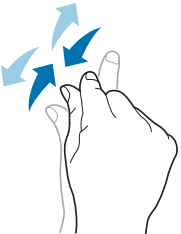



- To turn the screen on or off, press the Power button.
- Registering the accounts without turning on the Wi-Fi may incur extra charges depending on your data plan.



## 5.2 Using the Touchscreen

Use finger gestures to use the touchscreen effectively.

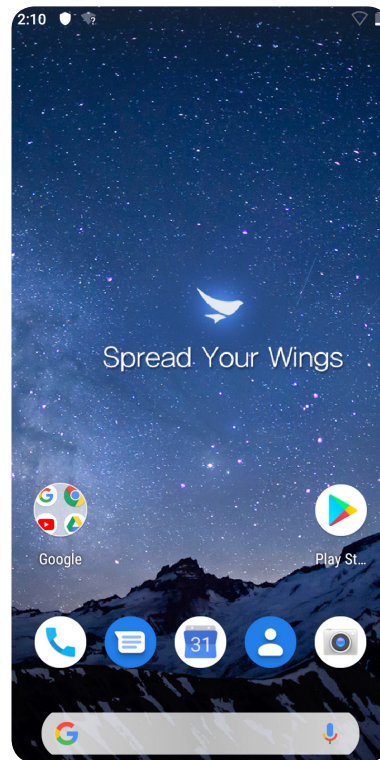
- ⚠ Do not touch the screen with any sharp objects.
- Do not apply too much pressure to the touchscreen.

| Gesture   | Name           | Description  |
|---|----------------|--|
|    | Tap            | Briefly touch an item to open, launch, or select it.   |
|   | Zoom in or out | Place two fingers on the screen and spread them apart to zoom in. Pull the fingers together to zoom out. You can also double-tap the screen quickly to zoom in or out. |
|  | Tap and hold   | Touch an item or the screen for a few seconds to access more detailed menus or options.  |
|  | Swipe          | Touch the screen and quickly flick in any direction to scroll through menus or pages.  |
|  | Drag           | Touch an item or the screen for a few seconds and move your finger around the screen to move the item or move through screens.   |

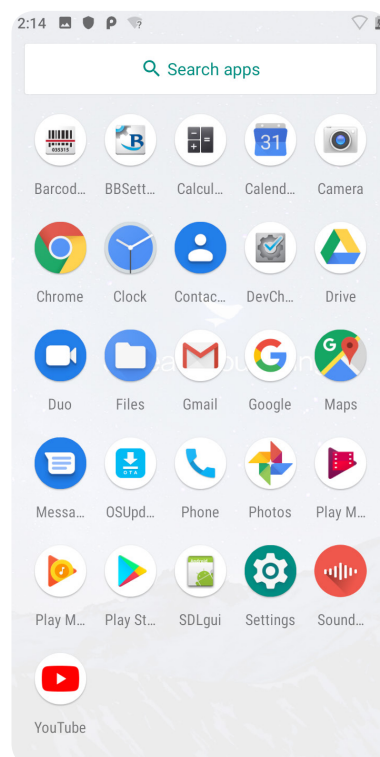


## 5.3 Using the Home Screen

The Home screen is the starting point for all apps and features. It displays icons, shortcuts, and widgets for apps.





Drag upward from the bottom of the screen. Applications will be displayed on the screen. To view other pages, swipe left or right.





### 5.4 Connecting to a Wi-Fi Network

Connecting to a Wi-Fi network is an easy way of accessing the Internet. When you are out, you can connect to Wi-Fi networks in public places.

- 1 On the Home screen, tap  >  **Wi-Fi**.
- 2 Make sure to turn Wi-Fi on.
- 3 Tap the network you want to join.
- 4 If necessary, enter the password for the network and tap **CONNECT**.

To disconnect the network connection, turn Wi-Fi off.

 Your device periodically checks for and notifies you of available connections. The notification appears briefly at the top of the screen.

### 5.5 Connecting to a Bluetooth Device

You can connect wirelessly to various Bluetooth-compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to Bluetooth-compatible phones or to your computer.

On the Home screen, tap  >  **Bluetooth**.

Because devices with Bluetooth wireless technology communicate using radio waves, they do not need to have a direct line of sight. However, they must be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions, such as walls or from other electronic devices.

-  Paired devices can be connected to your device when Bluetooth turns on.
-  Other devices can detect your device only if the Bluetooth settings view is open.

 Do not accept the requests from unknown devices and also do not try to pair with an unknown devices. This helps to protect your device from harmful content.



### 5.6 Battery Hot Swap

-This device supports Battery Hot Swap function.

-Battery Hot Swap is a function to replace the battery with a spare battery while using the device without Power Off.

Battery hot swap operation procedure:

- 1 Turn the off LCD by pressing the power button.
- 2 Push the battery latches to remove the battery
- 3 After replacing the battery, place the battery into place.
- 4 To use the device, press the power button and check that the LCD is turned on.



- Before hot swap, turn the LCD screen off by using the Power button.
- The hot swap battery required for this function keeps charging while the device is turned on, and it stops when fully charged.
- When you use the device for the first time, it is recommended to use the device after charging it in the Power On mode for at least 3 hours.



- Do not use Hot Swap within 3 minutes of the initial booting of the device.
- After removing the battery used for Hot Swap, replace it with a fully charged spare battery within 2 minutes.
- In case that the battery is not replaced for 2 minutes after removing the battery for Hot Swap, the device will automatically power off to prevent discharge of the hot swap battery. At this time, you need to be careful as data loss may occur.
- Do not replace SIM, SAM, or MicroSD Card while Hot Swap is in progress.
- Re-run at least 15 minutes later after running Battery Hot Swap.

## 6 Device Specification



### 6-1 Physical Characteristics

|                        |  |
|------------------------|--|
| Dimensions (W x H x D) | 174 x86.3(Grip :80.75) x 26 (Grip : 19.6) mm   |
| Weight                 | 340g with standard battery   |
| Display                | 6.0" FHD+ (1080 x 2160)  |
| Imager Window          | Corning® Gorilla® Glass 5  |
| Touchpanel             | Dual mode capacitive touch with stylus or bare or gloved fingertip input or conductive stylus (sold separately), water droplet rejection; fingerprint resistant anti-smudge coating  |
| Backlight              | LED backlight  |
| Power                  | Rechargeable Li-Polymer, BOS™ PowerManager for realtime battery management;<br>Standard capacity 5000mAh / 19.25 Watt hours;<br>Extended capacity 7000mAh / 26.95 Watt hours;<br>*Fast charging & Hot Swap battery mode (All SKUs) |
| Hot swap               | Supported  |
| Expansion Slot         | User accessible MicroSD supports up to 2TB   |
| SIM / SAM              | WWAN SKU Only : 1 nano SIM; 1 eSIM   |
| Interface              | Rear : 8-pin communication connector<br>Bottom : USB-C 3.1 OTG w/ DP mode<br>2-pin Charging Connector  |
| Notification           | Audible tone; multi-color LEDs; Scan LED; vibration; Haptick Feedback  |
| Keypad                 | On-screen keypad and Enterprise Keyboard; power button; volume up/down buttons; dual-action side scan buttons; Dedicated PTT Button; button of trigger handle via Back I/O.  |
| Voice and Audio        | Three microphones with noise cancellation ; vibrate alert; High-quality Dual speaker phone PTT headset USB-C support; Bluetooth wireless headset support, SWB & FB audio cellular circuit switch voice; HD voice;                  |
| PTT Hot Key            | Supports Dedicated PTT Button  |

## 6 Device Specification



### 6-2 Performance Characteristics

|                  |  |
|------------------|--|
| CPU              | Qualcomm Snapdragon™ QC6490 octa-core, 2.7GHz          |
| Operating System | Android 12;<br>upgradeable to Android 16               |
| Memory           | 6GB RAM / 64GB UFS Flash;<br>8GB RAM / 128GB UFS Flash |

### User Environment Characteristics

|                               |  |
|-------------------------------|--|
| Operating Temp                | -20°C to 50°C / -4°F to 122°F  |
| Storage Temp                  | -40°C to +70°C / -40°F to +158°F   |
| Humidity                      | 5% to 95% non-condensing   |
| Drop Spec                     | Multiple 10 ft./3.05 m drops to concrete at room temp per MIL-STD 810H<br><br>Multiple 8 ft./2.4 m drops to concrete over operating temp (-20°C to 50°C/-4°F to 122°F) |
| Tumble Spec                   | 2000 3.3 ft./1.0 m tumbles, meets or exceeds IEC tumble specification.   |
| Sealing                       | IP68 and IP65 per applicable IEC sealing specifications  |
| Vibration                     | 4 g's PK Sine (5 Hz to 2 kHz); 0.04g <sup>2</sup> /Hz<br>Random (20 Hz to 2 kHz); 60 minute duration per axis, 3 axis  |
| Thermal Shock                 | -40° C to 70° C / -40° F to 158° F rapid transition  |
| Electrostatic Discharge (ESD) | +/-15kVdc air discharge<br>+/-8kVdc direct discharge<br>+/-8kVdc indirect discharge  |

### Explosion Protection

|       |  |
|-------|--|
| ATEX  | ⚠ II 3G Ex ic op is IIC T5 Gc<br>⚠ II 3D Ex ic op is IIIC T100°C Dc IP64 |
| IECEx | Ex ic op is IIC T5 Gc<br>Ex ic op is IIIC T100°C Dc IP64                 |
| UKEX  | ⚠ II 3G Ex ic op is IIC T5 Gc<br>⚠ II 3D Ex ic op is IIIC T100°C Dc IP64 |

## 6 Device Specification



### 6-3 Communication Options

|                 |  |
|-----------------|--|
| WWAN Radio      | Worldwide<br>5G FR1: : n1/2/3/5/7/8/12/13/14/20/25/26/28/29/38/39/40/<br>41/48/66/71/77/78/79<br>4G : B1/2/3/4/5/7/8/12/13/14/17/18/19/20/25/26/28/<br>38/39/40/41/42/43/48/66/71<br>3G : B1/B2/B4/B5/B8/B19<br>2G : 900/1800/850/1900<br><br>Supports private networking (LTE/5G)<br>Support CBRS (US B48, Private LTE)<br>Supports 5G mmWave n257/258/260/261 (Optional) |
| WLAN Radio      | IEEE 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/<br>ax;<br>2x2 MU-MIMO; Wi-Fi™ 6E (801.11ax);<br>Wi-Fi certified;<br>Wi-Fi™ 6E Certified;<br>Dual Band Simultaneous;<br>IPv4, IPv6   |
| WLAN Data Rates | 6 GHz: 802.11ax — 20 MHz, 40 MHz, 80<br>MHz, 160 MHz — up to 2402 Mbps<br>5 GHz: 802.11a/n/ac/ax — 20 MHz, 40<br>MHz, 80 MHz, 160 MHz — up to 2402<br>Mbps;<br>2.4 GHz: 802.11b/g/n/ax — 20 MHz up<br>to 286.8 Mbps  |
| WPAN Radio      | Bluetooth V5.0 BLE, Class 2  |

### Accessories

|             |  |
|-------------|--|
| Accessories | <ul style="list-style-type: none"><li>- Direct Charger Kit ( 5V/3A )/ Single-slot charger.</li><li>- Single-slot USB/Ethernet charger</li><li>- Workstation Cradle/ Four-slot charger</li><li>- Four-slot Ethernet charger/ Standard / Extended Battery</li><li>- Four-Slot Battery charger/ Vehicle charger</li><li>- Hand strap/ Conductive Plastic Stylus</li><li>- Fiber tipped stylus/ Stylus tether</li><li>- Soft holster/ Wearable Trigger Ring</li><li>- RFR90x Mount/ Pistol-grip trigger handle.</li><li>- Protective Flim/</li></ul> |
|-------------|--|





Please ask your sales representative for the specifications not listed above or for future upgradeable specifications.



## 6 Device Specification



### 6-4 Explosion Protection Technical Data

| ATEX Zone 2 / Zone 22 |   |                          |
|-----------------------|---|--------------------------|
| SKU                   | S70-A5L**EX   | S70 Explosion Protection |
| Labelling             |  II 3G Ex ic op is IIC T5 Gc<br> II 3D Ex ic op is IIIC T100 °C Dc IP64<br>-20 °C ≤ Ta ≤ +50 °C |                          |
| Test certificate      | EPS 24 ATEX 1 212 X   |                          |

| IECEx Zone 2 / Zone 22 |   |                          |
|------------------------|---|--------------------------|
| SKU                    | S70-A5L**EX   | S70 Explosion Protection |
| Labelling              | Ex ic op is IIC T5 Gc<br>Ex ic op is IIIC T100 °C Dc IP64<br>-20 °C ≤ Ta ≤ +50 °C |                          |
| Test certificate       | IECEx EPS 24.0040X  |                          |

| UKEX Zone 2 / Zone 22 |   |                          |
|-----------------------|---|--------------------------|
| SKU                   | S70-A5L**EX   | S70 Explosion Protection |
| Labelling             |  II 3G Ex ic op is IIC T5 Gc<br> II 3D Ex ic op is IIIC T100 °C Dc IP64<br>-20 °C ≤ Ta ≤ +50 °C |                          |
| Test certificate      | EPS 24 ATEX 1 213 X   |                          |



- The battery should only be replaced or charged outside of potentially explosive environments.
- Connecting and disconnecting all external connections, opening the housing, or replacing the battery pack while the device is powered is only permitted if it is confirmed that no explosive atmosphere is present.
- The device must be protected against high-impact forces and processes that generate strong charges.
- The manufacturer's safety instructions must be strictly followed.

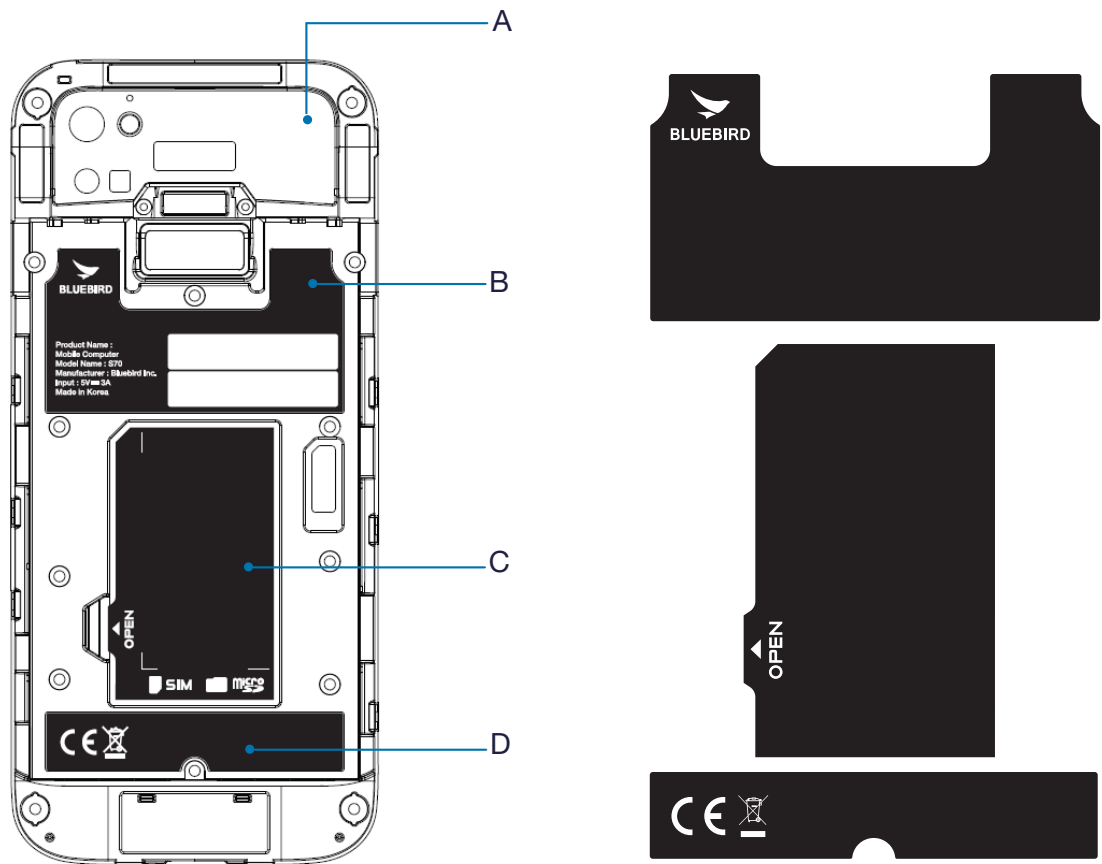
### 6-5 Speical Condition for Safe Use

- The battery pack shall be changed or charge only outside hazardous areas.
- Use only rechargeable Li-ion Battery of type BAT-500003 or BAT-700002.
- Connection or disconnection of the external port is only permitted if the potentially explosive atmosphere is shown.
- The equipment shall be protected from impacts with high impact energy, high electrostatic charge generating processes and excessive UV-light.
- The Display protection film type DUTPR75SF25 is mandatory.

# 7 Product Labeling



## 7-1 Touch Computer

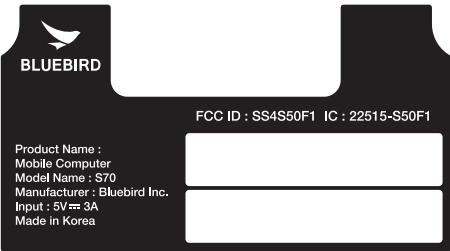


## Label Marking

A - Laser Warning

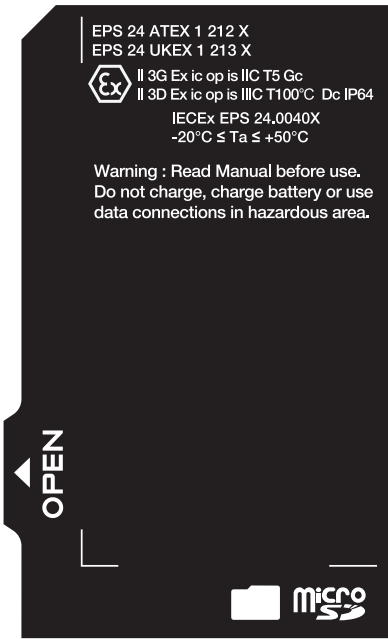


B - Label





## C - Label Marking



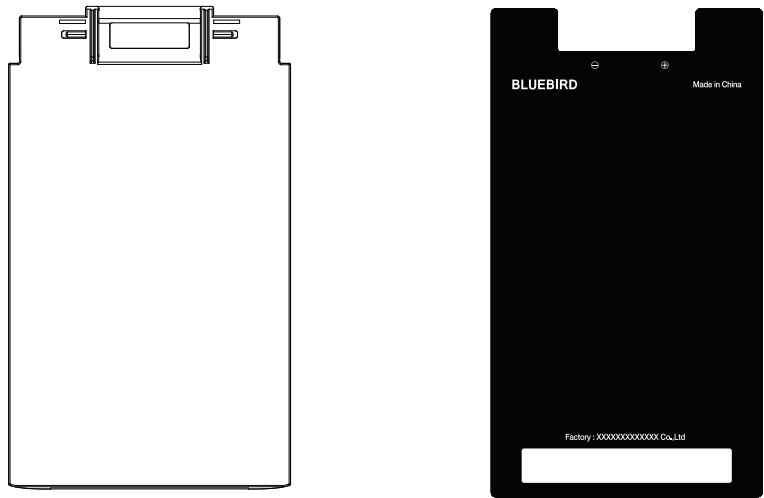
## D - Label



# 7 Product Labeling

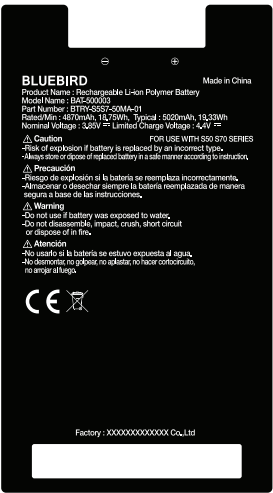


## 7-2 Battery Label



## Label Marking

### A - Standard Battery Marking



### B - Extended Battery Marking





Avoid electrostatic charging in potentially explosive atmosphere.

Danger to life in explosive atmosphere!

- Do not dry wipe or clean the devices.
- Wear suitable clothing and shoes.
- Do not use rubber gloves or similar.



Unintended use endangers explosion protection.

Danger to life in explosive atmosphere!

- Do not make any changes to the Touch Computer
- in the case of functions disturbances or damage to the enclosure, the device should be removed immediately from the potentially explosive atmosphere to a safe place. Remove battery to decommission the device!
- Do not use any battery replicas or batteries from other manufacturers.

### 8-1 Requirement in potentially explosive atmosphere

#### Touch Computer

- The Touch Computer may not be opened.
- Do not use, swap or replace any non-specified components
- Do not retrofit any components to the internal plugs or slots  
Exception is the slot for the microSD-card and the nano SIM cards.
- Protect the Touch Computer from impact!
- Do not expose the Touch computer to caustic/aggressive liquids, vapours, mists!
- Avoid the impact of moisture outside the specifications.
- Avoid thermal impact outside the specified temperature range.

#### Battery

- Please use the Batteries that provided by Bluebird.
- There is a danger of burning if use incorrect battery. Do not expose the battery to temperatures of more than +50°C
- Defective batteries must be disposed of immediately, whereby the provision on battery disposal applicable in the respective region must be observed.
- The battery may explode if it catches fire!
- Do not short circuit the battery!

#### Accessories

- Only install or replace accessories outside the potentially explosive atmosphere.
- Use accessories exclusively which have been tested or certified by Bluebird for this Purpose.
- The end user is free to choose which MicroSD card or Nano SIM card to use, as these components are not specified in the certificate.
- The touch display can be touched with the fingers, gloves or with the optional accessories.



### **9-1 The battery does not charge properly.**

- Ensure that your device and the charging cable are connected and the charging LED is functioning correctly.
- If the battery does not charge completely, it may be dead or defective. Contact our service center. (The warranty period for battery replacement is six months.)

#### **9-1-1 The battery life got shorter.**

When you use network data or peripheral device such as wireless LAN or Bluetooth that require more power, your device may use more battery than usual. If it happens for an extended period of time, your battery may be dead. Then replace it with a new battery.

#### **9-1-2 I dropped the device in water.**

Turn off the device. Place the device in a dry place. Let it dry completely for a considerable period of time, and then turn the device back on. If it does not turn back on, contact our service center.

#### **9-1-3 My device gets too hot to touch.**

It is normal for the device to warm up while it is receiving a poor signal, performing an intense workload, or charging. It should cool down if you stop using the device for a certain amount of time. If the problem continues, contact the manufacturer. It may result in a burst battery or fire.

#### **9-1-4 How do I get the repair service?**

You can contact your local sales representative or you can send the device via a delivery service to Bluebird's Korean headquarters. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, Bluebird will cover the shipping cost.

## 10 Warranty and Support



### 10-1 Customer support

Before asking for after-sales service, please back up the data on the device. We do not back up data from the products sent to the Customer Service Center. Therefore, we assume no responsibility for loss/deletion of data.

#### Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,  
Digital-ro 26-gil 123, Guro-gu, Seoul, Republic of Korea(08390)

- Fax: +82-2-6499-2242
- Email: rma@bluebirdcorp.com
- Hours: 9:30 a.m. - 6:30 p.m. (GMT Time: +9 Hours)



The center is closed on Saturdays, Sundays, and Korean national holidays.

#### Registering for After-Sales Service

- We receive the products for our after-sales service through mail, delivery services and hand delivery only in principle.
- If you bought the product from a party other than Bluebird or an authorized Bluebird reseller, you need to register the product before using our after-sales service.
- Please enclose an evidence of purchase or the product receipt for our after-sales service.
- Please enclose your name, telephone number, address and details of the problem for a prompt service.
- You can ask for our after-sales service by contacting your authorized Bluebird dealer or the Customer Service Center in the head office.
- Do not intentionally damage the label on the product.
- A damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- The warranty will not cover any damage which occurs during delivery. We advise you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for the loss of the product during delivery.



## 10-2 Charged services

- In the following cases, it will be charged when requesting for after-sales service.
  - Service request due to inappropriate use of the device by the customer
  - Loss of PIN number
  - Use of programs that might affect the program (over-clock, forceful changes in the input of the system, personal developments)
- Faults caused by the customer.
  - Defect due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc.)
  - Defect due to a repair or unauthorized technician
  - Defect caused intentionally or by the carelessness of the customer
  - Defect due to the use of fraudulent parts or components
- Other cases
  - Defect due to nature (damage caused by fire, wind, flooding, etc.)
  - Accessories are out of warranty (accessories like battery/charger/cable/adapter, etc. have a warranty of 6 months)
- Regulations for repairs after charged services
  - If the same fault occurs in the part that has been repaired within a 1 month (30 days), the part will be repaired free of charge.



No refunds will be offered in the following situations:

- The product seal has been removed (if applicable).
- The product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (manual, connecting cables, etc).
- DOA (Dead on Arrival) policy  
If your product is DOA (Dead on Arrival), or has malfunction within 30 days of purchase (DOA period), the product will either be exchanged or provided with after-sales service.

# 10 Warranty and Support



## 10-3 Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

- In case of accessories such as batteries, only those that match the sales list managed by the Customer Service Center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the Customer Service Center due to the carelessness of the customer will be fully charged.

|                    |   |
|--------------------|---|
| Name of Product    | Enterprise Full Touch Handheld Computer |
| Name of Model      | S70                                     |
| Date of Purchase   |   |
| Manufacture Number |   |
| Place of Purchase  |   |
| Term of Guarantee  | 1 year from purchase                    |

## 10-4 Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the Bluebird's warranty program.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.



#### **BLUEBIRD CUSTOMER SERVICE**

##### **Operating Hours**

Monday to Friday 9:30 A.M. - 6:30 P.M.  
(GMT Time: +9 Hours)  
The center is closed on Saturdays,  
Sundays, and Korean national holidays.

##### **Customer Service Center**

#1103, Gplus Kolon Digital Tower 11F,  
Digital-ro 26-gil 123, Guro-gu, Seoul,  
Republic of Korea(08390)

Bluebird constantly strives to bring utmost  
satisfaction to all our customers.