



Product Care Guide

**For Hand-portable Radios, Mobile Radios,
Consoles and Accessories**

Original Instructions: ENGLISH
Document Number: PD-T201406
Issue: 5.0

Copyright

© Sepura Limited 2002– 2022 All rights reserved.

No part of the information contained herein and the other referred documents may be copied, distributed or transmitted by any means to any other party without prior written permission of Sepura Limited. The distribution of this document may require a Non-Disclosure Agreement (NDA) between Sepura Limited and their agents or customers. This document, the referred documents and the described product are considered protected by copyright according to the applicable laws.

Disclaimer

Although every reasonable effort has been made to ensure the accuracy of the information contained herein and any other referred document, this should not be construed as a commitment on the part of Sepura Limited and the liability of Sepura Limited for any errors and omissions shall be limited to the correction of such errors and omissions. Sepura Limited welcomes any comment and feedback as a way to improve any delivered documentation. The information contained herein has been prepared for the use of appropriately trained personnel, and it is intended for the purpose of the agreement under which the information is submitted. Any party using or relying upon this information assumes full responsibility for such use and in no event shall Sepura Limited be liable to anyone for especial, collateral, incidental, or consequential damages in connection with or arising out of the use of this information. The information or statements given in these documents regarding the suitability, capacity or performance of the mentioned hardware or software products cannot be considered binding but shall be defined in the agreement made between Sepura Limited and the customer.

Trademarks

The Sepura logo and some product branding logos and names are registered trademarks of Sepura Limited. All other trademarks appearing in this document are the property of their respective owners.

Contact Details

Sepura Limited
9000 Cambridge Research Park
Beach Drive, Waterbeach
Cambridge, CB25 9TL
United Kingdom
www.sepura.com

Contents

General Information	1
Product Warranty	2
Validity of the Warranty	2
Care of the Product during Operation	3
Daily Operation	3
Preventing Cosmetic and Physical Damage	3
Cleaning the Hand-portable Radio.....	4
Cleaning External Surfaces	4
Cleaning Audio Accessory Connectors on the Radio.....	5
Cleaning around the Battery Compartment	5
Cleaning the Keypad	6
Specialist Cleaning.....	7
Contamination.....	7
Sanitising a Hand-portable and Mobile Radio.....	7
Sanitising an Ultra RSM or Ultra CSM	8
Cleaning after Exposure to Salt Water.....	8
Routine Maintenance	10
External Surfaces	10
Antenna	10
Navi-Knob.....	11
Keypad.....	11
Battery	12
Audio Accessory Connectors.....	13
Storage	14
Storing Hand-portable Radios	14
Storing Batteries.....	14
Product Returns	15
Special Notes about Returning the Product to a Service Centre.....	15
Notices.....	16
Safety Information	16
Regulatory	16

General Information

Sepura radios are designed to international standards for environmental and operational compliance and do not require regular servicing; however, if you want your product to continue to operate correctly and reliably it would be beneficial to implement a routine maintenance programme.

Improper use may result in the product being unnecessarily damaged. If the product is distributed to radio operators, then a program educating them on the proper use and care of the product would be beneficial.

This document provides some basic care guidelines for radio operators and routine maintenance procedures that should be implemented as part of a maintenance programme. The procedures in this guide are applicable to the following products:

- SC21 Series hand-portable radio
- SC20 Series hand-portable radio
- STP9000 series hand-portable radio
- STP8X series hand-portable radio
- STP8000 series hand-portable radio
- SRH3900 hand-portable radio
- Hand Based Console (HBC), HBC2 & HBC3
- Sepura Colour Console (SCC / SCC2 / SCC3)
- Ultra RSM and Ultra CSM
- SBP8300 / SCP8300 / SEP8300 Basic hand-portable radio
- SBP8000 / SCP8000 / SEP8000 hand-portable radio
- SBM8000 / SCM8000 / SEM8000 mobile radio

For all other products, please contact your service provider or Sepura for information on cleaning and maintaining the product in good working condition.

Not all of the procedures in this guide may be applicable to your product.

Product Warranty

Sepura radios are manufactured to meet strict international design standards and guidelines for environmental and operational compliance. To meet these standards, the product undergoes rigorous testing, including drop, bump, shock, vibration and other environmental tests, ensuring Sepura radios are fit for purpose.

Fair wear and tear occurs during normal usage and it is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate use of non approved Sepura accessories, harsh-treatment, or negligent acts. Fair wear and tear is not damage caused by:

- Use outside of a product's normal operational limits
- Continued use of a product that is showing signs that it is in need of repair
- Contamination, submergence, ingress, drop, impact, humidity, temperature or vibration outside the product's stated parameters
- Use of incompatible cleaning agents
- Storage outside the product's specified parameters
- Solar or particle radiation
- Electrostatic, electrical and magnetic stress
- Incorrect fitting of accessories or spare parts
- Unauthorised or improper repair, configuration, programming of the product
- Continued use of a product requiring an essential hardware or software update
- Failure to regularly maintain and clean the product as appropriate for the environment in which it is used
- Use in abnormal working conditions

When a product is received for repair, it is inspected and the general condition assessed before any servicing work is undertaken. Where the condition of the product is deemed to be non-fair wear and tear, and not covered by the standard warranty, repairs to the product will be charged to the customer. Not covered by the standard warranty are products that have been tampered with or show signs of unauthorised repair or damage caused by misuse, abuse or accidental dropping.

If the product develops a fault during the warranty period, contact your service provider or Sepura Customer Returns (customer.returns@sepura.com) for information about warranty repairs. For information on how to return the product to Sepura for repair, see "Product Returns" on page 15.

Validity of the Warranty

The radio is supplied with a warranty label that is placed over one of the screws securing the rear casing to the front cover assembly.

IF THIS STICKER HAS BEEN REMOVED OR TAMPERED WITH, THE WARRANTY WILL BE RENDERED INVALID.

Any radio that has been tampered (warranty label damaged or removed) must be returned to Sepura. Customers returning a tampered product will be charged (fees payable) for the re-inspection of the product and application of a new warranty label.

Only Sepura approved Service Centres can repair internal parts of the radio.

Care of the Product during Operation

It is the responsibility of the operator to take any necessary precautions to reduce the potential risk of damage to the product. Some accidental damage may not be covered by the product warranty and may affect your radio's safety compliance ratings. See Product warranty on page 3.

Daily Operation

Always ensure that the radio is in good operational condition and operating correctly before entering any environment that has a potential risk to personal safety.

The radio should be used in its normal operating position when hand-held, worn on the body or secured within a cradle.

Sepura hand-portable radios are designed to be worn on the body (chest) or attached to a belt, either around the waist or across the chest. Bodyworn operation will improve accessibility to the radio during operation and potentially reduce the risk of damage caused by the radio being accidentally dropped. When body-worn, the radio must always be secured using a Sepura approved attachment. Ensure the antenna is at least 2.5 cm (1 in.) away from the body when transmitting.

Do not exceed the operational conditions for your radio and battery.

Prolonged exposure to extreme temperatures (over 55°C or 131°F), for example behind glass in direct sunlight (such as the windscreen of a vehicle), may cause damage to the product casing and the battery.

Care should be taken to avoid mechanical impact.

Preventing Cosmetic and Physical Damage

Protect the hand-portable radio from cosmetic or physical damage. Penetrating scratches may invalidate your radio's safety compliance ratings.

Use a protective case to prevent cosmetic damage to the radio casing. A protective case may also potentially extend its working life. Careful consideration should be taken to select a suitable protective case for the radio when it is used in harsh environments.

Sepura provides a range of protective cases that are designed for bodyworn operation and have various attachment options.

Cleaning the Hand-portable Radio

It is recommended that the product is cleaned at the end of each shift to ensure that working parts remain clean and free from dust and debris. When cleaning the radio, always check for signs of damage or worn parts. Any worn or damaged part must be replaced.

Before cleaning, always power off and remove the antenna, battery, audio accessories and carrying aids (belt clips). Refer to the product User Guide for information on removing and fitting audio accessories.



Warning! Always obey your local health and safety procedures when using potentially harmful cleaning solutions.



Warning! Always wear appropriate Personal Protective Equipment (PPE) provided by your employer.

Cleaning External Surfaces



Caution! Do not use chemicals, aerosols or abrasive cleaners. Chemical coatings must not be applied to any part of the radio or battery.

Use a lint free anti-static soft cloth to clean all the external surfaces, including the screen. Use the cloth to clean the area around each key on the keypad to remove any dust and debris that collects around the edges of the key.

Use a soft brush to remove any dust or debris from the area around the base of the Navi-knob or Navi-keys, and the antenna.

On the back of the radio, use a soft brush to clean the area around the battery and all other areas where dust and debris can collect.

To remove stubborn contaminants from the external surfaces, use a damp cloth soaked in a mild detergent and warm water. Do not use a sponge with an abrasive surface.

Cleaning Audio Accessory Connectors on the Radio

Connectors require periodic cleaning, but not necessarily daily cleaning, to ensure that the contacts are clean and the connector is maintained in good working condition.

Clean the connectors using a soft brush or a lint free anti-static soft cloth either dry or soaked in a mild detergent. If a mild detergent is used, ensure that the connector is left to dry completely before refitting an accessory or operating the radio.

Always refit covers to any connector that is not use with an audio accessory. Note that the SC20 and SC21 Series radios do not have a cover fitted to the Digital Accessory Connector (sDAC) at the base of the radio.



Caution! STP8X series Radios. When fitting the RuSC cover, tighten the screw on the cover to 0.15 Nm using the 3 mm A/F Hexagon Driver supplied with the radio. If you are fitting an accessory to the RuSC, tighten the screw on the accessory connector to 0.25 Nm. Do not over tighten.

Cleaning around the Battery Compartment

Power **off** the radio and remove the battery.

Use a soft brush to remove any dust and debris around the battery compartment.

Clean the battery contacts using a dry lint free anti-static soft cloth or soft brush. Do not use a damp cloth or wet cloth on the battery compartment contacts.

Check that the card compartment is correctly closed and secure. The compliance and safety rating of the radio is only maintained when the compartment is correctly secured.

- For compartments secured by a screw, tighten the screw using a PH00 screwdriver. Do not over-tighten. Any damage caused by over-tightening the screw is not covered under the product warranty.
- For screw-less compartments, press down on either side of the cover until it latches closed and is secure.



Note: SC21 Series radios are manufactured without a cover for the smartcard compartment. Carefully lift the card holder retainer and using a soft brush remove any dust and debris from the smartcard compartment. Clean the smartcard contacts using a dry lint-free anti-static soft cloth or soft brush. Ensure that a Smartcard or a 'dummy' Smartcard is fitted. Secure the smartcard holder retainer.

Refit the battery. Ensure that it fits securely. If the battery does not fit securely, check:

- That the Smart/microSD card compartment is secured correctly.
- The battery is not damaged or swollen.

Cleaning the Keypad

The keypad should be cleaned regularly using a soft brush to clear dust and debris from around each key.

Use a damp cloth soaked with a mild detergent to clean the external surfaces. Dry the radio with a clean lint free cloth.

Clearing Heavy Debris from the SC20 Keypad and Audio Ports

Heavy debris, such as clay or mud, can be cleared from keypad and audio ports on the SC20 radio by gently under warm running water. A soft brush can be used to clear the debris from around the keys and audio ports.

Gently shake the radio to clear any water from behind the keypad. Dry the radio with a clean lint free cloth. Do not dry the radio using a microwave oven or other heating device.



Tip! If the audio ports are blocked with heavy debris, tap the radio against the back of your hand whilst rinsing under running water. If the ports remain blocked contact your service provider or Sepura.

Specialist Cleaning

Sometimes the radio may be subjected to conditions that require additional cleaning such as salt water, mud, body fluids and foul substances such as sewage. If your radio has been subjected to contamination, seek advice from your local Health and Safety authority.

Contamination



Caution! Always read the instructions for using the sanitising product carefully and obey all safety instructions relating to use. Regular use of this sanitising product may degrade the hard coat protection of the radio keypad.

If the radio becomes contaminated, for example with blood or other body waste products, it must be decontaminated by a 'specialist decontamination' company. Sepura does not provide facilities to decontaminate any of its products.

When the radio has been decontaminated, a Certificate of Decontamination is issued.

Sepura does not accept ANY contaminated products for servicing or disposal WITHOUT being cleaned and decontaminated before shipping. Contaminated products are only accepted for servicing or disposal when accompanied by a Certificate of Decontamination. See "Product Returns" on page 15.

Sanitising a Hand-portable and Mobile Radio

To sanitise a Sepura hand-portable and/or mobile radio:

- A soft brush can be used to remove visible debris and stubborn contaminants.
- Use a damp cloth soaked with a diluted mild detergent to clean the external surfaces. Do NOT use chemical aerosol or abrasive cleaners.
- Radios that are IP67 rated, such as the SC20, SC21, STP9000, and the intrinsically safe STP8X Series, can be rinsed under gently running water with a mild detergent. The battery and antenna MUST be fitted to the radio before rinsing under running water.
- Shake the radio to remove excess water from behind the keypad before drying.
- Dry the radio with a clean lint free cloth and then sanitise the radio using Clinell® universal sanitising wipes.
- A cloth moistened with 70% Iso-propyl alcohol (IPA) solution can be used to clean the SC20 or SC21 models.
- Allow the radio to dry before operating.



Caution! Do not dry the radio/accessory using a microwave oven or with any other heating device. Always read the instructions for using the sanitising product carefully and obey all safety instructions relating to use. Regular use of this sanitising product may degrade the hard coat protection of the radio keypad. The use of sanitising products other than those recommended may affect the radio/accessory's material properties. Damage resulting from the use of an unapproved sanitiser is not classed as 'fair wear and tear' and is not covered by Sepura's warranty.



Warning! PERSONAL SAFETY. Always obey your local health and safety procedures when using potentially harmful cleaning solutions. Appropriate Personal Protective Equipment (PPE) should be worn when cleaning the radio/accessory. If your radio/accessory has been subject to contamination, seek advice from your local Health and Safety Authority.

Sanitising an Ultra RSM or Ultra CSM

To sanitise Ultra RSM or Ultra CSM products:

- A soft brush can be used to remove visible debris and stubborn contaminants.
- Use a damp cloth soaked with a diluted mild detergent to clean the external surfaces. Do NOT use chemical aerosol or abrasive cleaners.
- Because the products are IP67 rated, they can be rinsed under gently running water with a mild detergent.
- Shake the product to remove excess water before drying.
- Dry the product with a clean lint free cloth and then sanitise the product using Clinell® universal sanitising wipes.
- A cloth moistened with 70% Iso-propyl alcohol (IPA) solution can be used to clean the Ultra RSM or Ultra CSM.
- Allow the product to dry before operating.



Caution! Do not dry the radio/accessory using a microwave oven or with any other heating device. Always read the instructions for using the sanitising product carefully and obey all safety instructions relating to use. Regular use of this sanitising product may degrade the hard coat protection of the radio keypad. The use of sanitising products other than those recommended may affect the radio/accessory's material properties. Damage resulting from the use of an unapproved sanitiser is not classed as 'fair wear and tear' and is not covered by Sepura's warranty.



Warning! PERSONAL SAFETY. Always obey your local health and safety procedures when using potentially harmful cleaning solutions. Appropriate Personal Protective Equipment (PPE) should be worn when cleaning the radio/accessory. If your radio/accessory has been subject to contamination, seek advice from your local Health and Safety Authority.

Cleaning after Exposure to Salt Water

Salt water is corrosive and may damage the radio. If your radio is exposed to a salt water environment or you are working in an area with high salt laden humidity, for example when operating aboard a boat or within the vicinity of the sea in a harbour, using a protective case may reduce the risk of product damage.

Only the STP9000, SC20, SC21 and STP8X Series radios and the Sepura Colour Console 2 /Sepura Colour Console 3 (SCC2 / SCC3) are designed for use in salt water and salt mist environments. **For all other radios, contact with salt water and salt mist should be avoided.**

A cover or an approved accessory must be fitted to the Rugged Accessory Connector (RAC/sRAC/RuSC) located on the side of the radio, to protect the connector whilst operating in salt water environments.

When operating in these environments the STP9000, SC20 and SC21 Series radios must be customised with the **Connector Protector** feature. This feature protects the Digital Accessory Connector (DAC/sDAC) at the bottom of the radio from corrosive damage and the feature must be enabled before entering a salt water environment. Refer to the product user guide for more information on enabling this feature on the radio.

Cleaning the SC21 Radio



Caution! Do NOT use chemical aerosol or abrasive cleaners.

Use a damp cloth soaked with a mild detergent to clean the external surfaces.

Dry the radio with a clean lint free cloth.



Caution! Do not dry the radio using a microwave oven or with any other heating device.

Cleaning the SC20, STP9000, STP8000 and STP8X Series Radios



Caution! Do NOT use chemical aerosol or abrasive cleaners.

The SC20, STP9000, STP8000 and the STP8X series radios are rated IP67 and therefore can be rinsed under gently running water with a mild detergent. Use a soft brush to remove stubborn contaminants.

The battery and antenna MUST be fitted to the radio before rinsing under running water. Shake the radio to remove excess water from behind the keypad before drying.



Caution! Do not dry the radio using a microwave oven or with any other heating device.

Routine Maintenance

To ensure the radio is kept in good working condition, it is recommended that regular inspections are performed to check for damaged or worn parts. Any part of the product that is damaged must be replaced with new parts to ensure that the product remains within its safety compliance ratings.

Contact your service provider or Sepura for information about the user replacement spare parts.



Warning! All radios. Risk to personal safety. If any part of the radio is damaged, fit new parts to ensure that the radio operates correctly and maintains its safety compliance ratings. If you are not certain whether the damage to your radio will invalidate the radio's safety compliance ratings, contact your service provider or Sepura.

External Surfaces

Periodic visual inspections of the product are recommended to check for any damage or wear to external parts, including penetrating scratches. Some accidental damage may not be covered by the product warranty and may affect the product's safety compliance ratings.

It is important to check the casing for any penetrating scratches or cracks. Penetrating scratches or cracks will invalidate the safety compliance ratings of the product. Surface scratches, those that do not penetrate the casing, are unlikely to affect the operation or compliance ratings of the product. Cosmetic and physical damage may be prevented by using a protective case.

Ensure that all the keys on the keypad, connectors, buttons and knobs function correctly and are in good working condition.

On the back of the radio ensure that a bung is fitted to the External Antenna Connector (if applicable). The bung is often removed when the radio is used with a car kit that has an external antenna connection. If the radio is not used with a car kit, replace the bung.

On the back of the radio or front panel of a mobile radio, check that all screws on the rear casing are fitted and secure. Replace any missing screws and washers.

Antenna



Warning! STP8X series radios. Risk to personal safety. Only fit Sepura approved intrinsically safe antennas to the STP8X series radios. Fitting of a non-approved antenna may damage the product and will result in the non-compliance with regulatory requirements and product safety ratings.



Warning! Never touch the antenna when the radio is transmitting, this may cause a minor burn to the skin.

The radio must be fitted with an antenna at all times during operational periods. Transmitting without an antenna may damage the radio.

Only use Sepura approved antennas designed for use with this radio.

Perform the following checks:

Power **off** the radio.

1. The antenna should be inspected regularly for any damage. If the antenna shows any signs of wear, cracks or other damage, it must be replaced immediately. Only use Sepura approved antennas designed for use with the radio.

2. Ensure that the antenna is fitted correctly and there is a good seal between the antenna and the antenna connector on the radio.
3. Ensure that the area at the base of the antenna is clean and free from dust and debris.

Navi-Knob

The Navi-knob on the radio is used to adjust the volume and change the talkgroup selection.

Perform the following checks:

1. Check that the Navi-knob is rotating freely.
2. Check that the volume is adjusted when the Navi-knob is rotated.

Keypad

The keypad should be kept clean and in good working condition. **Perform the following checks:**

Power **on** the radio.

1. Press the context keys and ensure they are functioning correctly and activate a response on the radio.
2. Check that the alpha-numeric keys are working correctly. The easiest way to check that the keys are working is to create a text message. Press each key and ensure that the response is correct. Press **Cancel** to delete the message when the test is complete.

It is recommended to replace the keypad if any of the keys are malfunctioning.

Battery



Warning! STP8X series radios. Risk to personal safety. Only fit a Sepura approved intrinsically safe battery to the STP8X series radios. Fitting of a non-approved battery may damage the product and will result in the non-compliance with regulatory requirements and product safety ratings.



Warning! Only use Sepura approved batteries. Sepura TETRA radios have been tested and certified using Sepura approved batteries. The use of non-approved or clone batteries may damage the product, will result in non-compliance with regulatory requirements, compromise the product safety ratings including SARS, reduce the length of operating time and will invalidate the product warranty.

Rechargeable batteries have a limited number of charge cycles and may eventually need to be replaced. Sepura recommends replacing batteries every two years or after 500 charge cycles.

Always replace batteries with an approved Sepura battery of the correct type for the hand-portable radio.

Only use an approved Sepura charging device to charge the battery, in accordance with the specifications of the charging device.

For more information on handling, charging and storing batteries, read the Product Bulletin Battery Care and Management (document no. MOD-13-1654).

Perform the following checks:

Power **off** the radio and remove the battery.

1. Inspect the battery regularly for any signs of physical damage. If the battery shows signs of swelling, wear or damage, it must be replaced.
2. Check the battery contacts are clean and that the battery compartment is clean from dust and debris.
3. Check the age of the battery. Sepura recommends replacing batteries every 500 charge cycles or when older than 24 months. The age of the battery is identified by the manufacture date code on the battery label.

Refit the battery and ensure that the battery fits securely into the battery compartment.



Note: On radios that have a Smart/microSD card compartment - if the battery does not fit securely, check that the card compartment is correctly closed and secure.

Audio Accessory Connectors

The hand-portable radio has a side and bottom audio accessory connector.

Check that there are no deep penetrating scratches or excessive wear on the connector contacts.

The connector must be replaced if there is obvious signs of damage or excessive wear.

Always refit covers to any connector that is not use with an audio accessory. Note that the SC20 and SC21 Series radios do not have a cover fitted to the Digital Accessory Connector (sDAC) at the base of the radio.



Caution! STP8X series Radios. When fitting the RuSC cover, tighten the screw on the cover to 0.15 Nm using the 3 mm A/F Hexagon Driver supplied with the radio. If you are fitting an accessory to the RuSC, tighten the screw on the accessory connector to 0.25 Nm. Do not over tighten.

Storage

Radios and batteries can be stored for lengthy periods of time under certain conditions. The maximum storage time and the conditions of storage vary between the radio models.

Storing Hand-portable Radios

To keep your radio in good condition whilst it is not in use, store the radio in a cool, dry place. Do not store the radio in extreme temperatures or in direct sunlight.

Before placing the radio into storage:

- Power **off** the radio
- Remove the antenna and fit an antenna dust cover to protect the radio's antenna connector (if available for your product)
- Remove the battery (store batteries separately)
- Remove the Smart/microSD card



Caution! STP8000 series radios only. Open the Smart/microSD card compartment and leave the hinged compartment door open during storage. Storing with the compartment door closed may potentially damage the door seal.

Storing Batteries

The overall charge capacity of a new battery will depend upon its age and how it has been stored prior to coming into operational use.

Failure to store batteries correctly could lead to reduced capacity, reduced battery life and, in extreme circumstances, damage to or complete failure of the battery.

The following guidelines must be followed when storing batteries:

- To achieve best battery performance, store batteries in a cool dry place below +20 °C/68 °F.
- Do not store near heating devices. Avoid direct sunlight. Storing at higher temperatures may reduce the electrical performance of the battery
- Storage of unpacked batteries can cause short circuit and heat generation.
- The temperature limits for storing batteries over periods of time are detailed in the Product Bulletin Battery Care and Management (document no. MOD-13-1654).

Product Returns

Anyone intending to return a product for repair or disposal must contact Sepura before returning the product. Information on the process of returning the product for repair or disposal can be obtained from Sepura by email (returns@sepura.com)(support@powertrunk.com).

Sepura provide the facilities for customers to return products for the following reasons.

Tampered Products

If the warranty seal on the radio is broken, the product is referred to as a 'tampered product'. The radio must be returned to Sepura or an approved service centre for investigation to determine if the tampering has resulted in any damage to the product.

Disposal (electrical waste)

As an environmentally responsible supplier and in accordance with the European regulations directive for Waste Electrical and Electronic Equipment (WEEE), Sepura has processes in place to safely dispose of all the equipment it supplies.

Special Notes about Returning the Product to a Service Centre

The following notes relate to products that are being returned to Sepura or an approved service centre for repair.

Contaminated Products

If the product is contaminated, for example with blood or other body waste, it must be decontaminated by an external company specialising in decontamination . A Certificate of Decontamination is issued when the product is cleaned.

Sepura does not have the facilities to decontaminate products received for repair or disposal. Any contaminated product being returned for repair or disposal must be accompanied by a Certificate of Decontamination. The product must be placed into a clear plastic bag and clearly labelled

"Contaminated Product".

Products Returned with Missing Parts

The radio must be returned to Sepura with all parts fitted, with exception of the battery and antenna. When servicing the product, Sepura will replace any missing parts to ensure that the product is returned to the customer ready for operational use. Any missing parts replaced during the repair and servicing of the product will be chargeable to the customer.

Notices


Safety Information

Read the safety and regulatory information contained in the **Product Safety Guide** (document no. SPR-DOC-00170) supplied with your TETRA product or the safety notice in the user guide supplied with your DMR product.

Sepura products have been tested to meet strict guidelines for personal safety and operational conditions. It is your responsibility to ensure that this product is operated safely at all times, and that local laws governing the use of Radio Frequency (RF) devices are observed.

Regulatory

European Regulations

 Sepura declares that its TETRA radio products are compliant with the essential requirements and other relevant provisions of the European Radio Equipment Directive 2014/53/EU on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC. These products are also compliant with directive 2011/65/EU having been designed and manufactured to the RoHS requirements.

Simplified EU Declaration of Conformity

Sepura declares that the radio equipment types SC21, SC20 and STP9000 series hand-portable radios and SRG3900 and SCG22 mobile radios are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.seapura.com/support/compliance-documents.

Waste Electrical and Electronic Equipment Disposal Information



This symbol on the product or its packaging indicates that this product must not be disposed of as household or commercial waste. Some countries have set up collection and recycling systems for waste electrical and electronic products. By ensuring that this product is disposed of correctly, you will help prevent potentially negative consequences for the environment and human health, and help conserve natural resources. Please dispose of your waste product according to your national and local regulations. Contact your service provider or Sepura for information about disposing of this product in your region of the world.

Disposal of Waste Batteries



Sepura radios are supplied with a rechargeable battery. This symbol on the battery and its packaging indicates that it must not be disposed of with household or commercial waste. Please dispose of your waste batteries according to your national and local regulations. Contact your service provider or Sepura for information about recycling batteries in your region of the world.

Federal Communication Commission (FCC) Regulations

Sepura TETRA radios generate, use and radiate RF energy. Radios that comply with the limits for a Class A digital device, pursuant of part 15 of the FCC rules are identified by an FCC certification ID label (located under the battery). Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment (rule part 15.21). 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.

US and Canada Markets

FCC Radiation Exposure Statement

This radio is intended for use in occupational/controlled applications where users have been made aware of the potential risks for exposure and can exercise control over their exposure. This product is not authorised for general population, consumer or similar use. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

IC RSS Warning

The term "IC:" before the certification/registration number only signifies that the ISED technical specifications were met.

IC Radiation Exposure Statement

This radio is intended for use in occupational/controlled applications where users have been made aware of the potential risks for exposure and can exercise control over their exposure. This product is not authorised for general population, consumer or similar use. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

www.linkedin.com/sepura



www.facebook.com/sepurapl



[@sepurapl](https://twitter.com/sepurapl)



www.instagram.com/sepurapl



www.youtube.com/sepurapl



Contact Details

Sepura Limited.
9000 Cambridge Research Park
Beach Drive, Waterbeach
CAMBRIDGE
CB25 9TL. UK

www.sepura.com