Gateway Label

The gateway label is located on the bottom of your SBG6900-AC.

To receive high-speed Internet service, your service provider may request the Media Access Control (MAC) address (see **HFC MAC ID**) and serial number (see **S/N**) listed on the gateway label (see below).

If the label is not attached, please refer to the bottom of your gateway.

You may need the following gateway label information to activate your gateway and set up a wireless network connection:

- **Model** - Gateway model name

- **SSID** - Default name of your wireless network. Recommended that you change the network name or add additional wireless networks.

- **WI-FI SECURITY KEY** - Needed to access a wireless network using a secure gateway. Recommended that you change the network name which is needed to add additional wireless devices to your wireless network.

- **S/N** - Gateway serial number. Your service provider may require this number to activate your gateway.

- **HFC MAC ID** - Your service provider may require the Media Access Control (MAC) number to activate your gateway.

Notes

Write your additional wireless network names and passwords here for future reference:

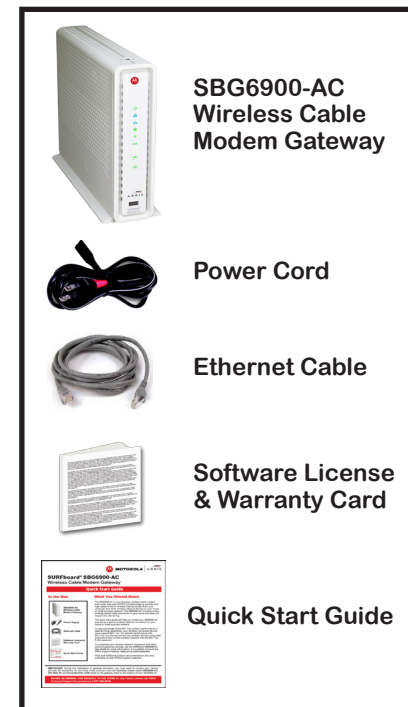| |
|---|
| SSID #1: |
| Wi-Fi Security Key #1: |
| SSID #2: |
| Wi-Fi Security Key #2: |
| SSID #3: |
| Wi-Fi Security Key #3: |
| SSID #4: |
| Wi-Fi Security Key #4: |
| Additional SSID: |
| Add'l Wi-Fi Security Key: |

ARSVD01607-b 03/2015

SURFboard® SBG6900-AC
Wireless Cable Modem Gateway

Quick Start Guide

In the Box

SBG6900-AC Wireless Cable Modem Gateway

Power Cord

Ethernet Cable

Software License & Warranty Card

Quick Start Guide

What You Should Know

The SBG6900-AC is a combination wireless cable modem and router that uses DOCSIS 3.0 technology to provide ultra high-speed wired or wireless Internet access from your computer and other wireless network devices on your home or small business network. The SBG6900-AC connects to the existing coaxial cable connection in your home and does not require any new wiring.

This quick start guide will help you install your SBG6900-AC and set up a secure wireless network connection on your home or small business network.

To take advantage of the 802.11ac wireless performance or beamforming capabilities, your wireless connected devices must support 802.11ac. For optimal performance with 802.11ac, you should connect any wireless devices using older networking protocols to the 2.4 GHz wireless network (not the 802.11ac 5 GHz wireless network).

To customize your wireless network connection and other advanced gateway settings, see the *SURFboard SBG6900-AC User Guide* for more information. It is available online at the ARRIS Support website: **www.arris.com/consumer**.

Frequently asked questions (FAQs) and additional product documentation are also available on the ARRIS Support website.

IMPORTANT! During the installation or gateway activation, you may have to contact your service provider for assistance. To save time, make sure you have the **Gateway model name (SBG6900-AC)**, **HFC MAC ID**, and **Serial Number (S/N)** listed on the gateway label on the bottom of your SBG6900-AC.

BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646**

Install the Gateway

1. Connect the coaxial cable from the cable wall outlet or RF splitter (optional) to the **Cable** connector on the rear of your SBG6900-AC. Use your hand to tighten each connector.

2. Connect the Ethernet cable to the **Ethernet** port on your computer and to an **Ethernet** port on the rear of your SBG6900-AC.

3. Connect the power cord to the **Power** port on the rear of your SBG6900-AC and then plug it into an electrical wall outlet.

   This automatically powers ON your SBG6900-AC. Check the front panel LEDs on your SBG6900-AC. During the initial startup, the **Power**, **Receive**, **Send**, and **Online** LEDs will FLASH. Afterwards, check that all four LEDs are lit SOLID green or blue. Both **Wireless** LEDs will light up only when wireless devices are connected. See **Front Panel LEDs** for more information.
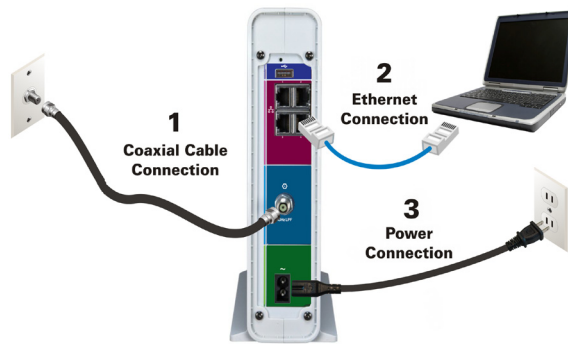
## Test the Gateway Connection

1. Power ON your computer and log in.

2. Contact your service provider to activate (provision) your SBG6900-AC.

3. Open a web browser on your computer, such as Internet Explorer, Google Chrome, Firefox, or Safari.

4. Type a valid URL (such as **www.surfboard.com**) in the address bar and then press **Enter**.

   The ARRIS website should open. If it did not open, please contact your service provider to set up your Internet service or activate your gateway.

Front Panel LEDs

During normal operation, the **Power**, **Receive**, **Send**, and **Online** LEDs on the SBG6900-AC front panel should always be lit SOLID green or blue.

*Note: During startup, the first four LEDs will FLASH and then light up SOLID in sequence. If the **Power** LED does not light up, please first check the gateway power connection before contacting ARRIS. If the other LEDs do not light up correctly, please call ARRIS Technical Support at **1-877-466-8646**.*
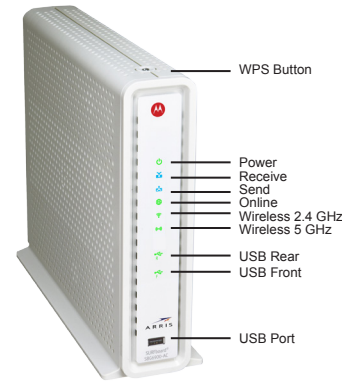
LED Status

POWER	**ON** - Power is properly connected to the gateway
RECEIVE	**ON** - Downstream channel is connected
SEND	**ON** - Upstream channel is connected
ONLINE	**ON** - Gateway is connected to the network
WIRELESS	**FLASH** - 2.4 GHz wireless connection is made between the gateway and wireless device
WIRELESS	**FLASH** - 5 GHz wireless connection is made between the gateway and wireless device
USB Rear & Front	**ON** - USB device is detected after connection to the gateway

Set Up a Wireless Network Connection

Choose one of the following options to set up your wireless network connection. When done, proceed with Test Your Wireless Network Connection below.

- Computer Wireless Network Options
- WPS Pairing Button

A Set Up the Wireless Network on Your Computer

Note: The steps for setting up a wireless network may differ slightly depending on the operating system installed on your computer. The following steps apply to Windows© 7.

1. From the Windows taskbar, click the following in sequential order:

   - **Start** button
   - **Control Panel**
   - **Network and Sharing Center**
   - **Set up a new connection or network**
   - **Connect to a network**

   The Wireless Network Connection window should open.

2. Click on the ARRIS wireless network name for the SBG6900-AC from the list of wireless networks.

   Use the **SSID** name listed on the gateway label.

3. Select **Connect automatically** to set up automatic log on connections for the wireless devices on your home network.

4. Click **Connect** to open the Connect to a Network window.

5. Type your wireless network security code or password in the **Security key** field.

   *Note: Enter the **Wi-Fi Security Key** listed on the gateway label or create your own network password (see the **SBG6900-AC User Guide** for more information on changing the default password).*

6. Select **Hide charcters** to encrypt your wireless network password for security purposes and then click **OK** to complete the wireless network connection.

   The **Successfully added** message should display.

7. Close the Wireless Network Connection window.

B Use the WPS Pairing Button

To use WPS, your computer hardware must support WPS and also have WPA security compatibility.

WPS automatically assigns a random SSID wireless network name and Wi-Fi Security Key to connect your SBG6900-AC and other WPS-enabled wireless devices to your wireless network.

Do the following to connect your WPS devices:

1. Power ON the SBG6900-AC and other WPS-enabled wireless devices that you want to connect to your wireless network.

2. Press the **WPS** button located on the top of the SBG6900-AC.

3. Press and hold the **WPS** button on your WPS-enabled wireless computer or other WPS device for five or more seconds, then release.

4. Repeat steps 2 and 3 for each additional WPS-enabled wireless device.

Test Your Wireless Network Connection

1. If connected, disconnect the Ethernet cable from your computer and the SBG6900-AC.

2. Open a web browser on your computer.

3. Type a valid URL (such as **www.surfboard.com**) in the web browser address bar and press **Enter.**

Start the Gateway Web Manager

Use the SBG6900-AC Web Manager to set up and manage your wireless gateway and network security configurations. To access the web manager:

1. Open any web browser on your computer, type **192.168.0.1** in the address bar, and press **Enter**.

   Note: The Device Status button is an available option for you to view general product and status information related to your connected gateway without logging in to the web manager.

2. Type the default user name: **admin**.

3. Type the default password: **password**.

4. Click **Login** to open the web manager.

SAFETY AND REGULATORY INFORMATION

Important Safety Instructions

Read This Before You Begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.

- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.

- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.

- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.

- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.

- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.

- Installation of this device must be in accordance with national wiring codes and conform to local regulations.

- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.

- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.

- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.

- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.

- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.

- Place this device on a stable surface.

- Avoid damaging the cable modem with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
- Always first touch the coaxial cable connector on the cable modem when disconnecting or reconnecting the Ethernet cable from the cable modem or user's PC.
- It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Do not use this product near water: for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device due to lightning and power surges.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104º F (40º C).

SAVE THESE INSTRUCTIONS

Note to CATV System Installer — This reminder is provided to call the CATV system installer's attention to Article 820.93 and 820.100 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

Caring for the Environment By Recycling

When you see this symbol on an ARRIS device, do not dispose of the product with residential or commercial waste.

Recycling your ARRIS Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.

Software License, Warranty, Safety, and Regulatory Information
Wireless Cable Modem & Router-SBG6900-AC

FCC STATEMENTS

FCC Interference Statement

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 environment. 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 device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device 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.

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.

FCC CAUTION: Any changes or modifications not expressly approved by ARRIS for compliance could void the user's authority to operate the equipment.

FCC Declaration of Conformity

ARRIS Enterprises, Inc., 3871 Lakefield Drive, Suwanee, GA 30024, declares that the DOCSIS 3.0 Wireless Cable Modem & Router-SBG6900-AC complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 29 cm (11 inches).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

Industry Canada (IC) Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

- This device may not cause interference, and

- This device must accept any interference, including interference that may cause undesired operation of the device.

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

In Canada, RLAN devices are restricted from using the 5600-5650 MHz frequency band.

Caution: To reduce the potential for harmful interference to co-channel mobile satellite systems, use of the 5150-5250 MHz frequency band is restricted to indoor use only.

High power radars are allocated as primary users (meaning they have priority) of 5250-5350 MHz and 5650-5850 MHz frequency bands. These radars could cause interference and/or damage to License Exempt–Local Area Network (LE-LAN) devices.

IC Radiation Exposure Statement

IMPORTANT NOTE: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 34 cm between the radiator and your body.

Avis D'Industrie Canada (IC)

Cet appareil est conforme à la réglementation RSS-210 d'Industrie Canada. Son utilisation est assujettie aux deux conditions suivantes :

- Cet appareil ne doit pas causer d'interférences et

- Cet appareil doit accepter toute interférence reçue, y compris les interférences causant un fonctionnement non désiré.

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

Au Canada, les appareils de réseau local sans fil ne sont pas autorisés à utiliser les bandes de fréquence 5600-5650 MHz.

Avertissement: afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux, les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur.

Les radars à haute puissance sont définis en tant qu'utilisateurs principaux (c.-à-d. prioritaires) des bandes de fréquences 5250-5350 MHz et 5650-5850 MHz. Ces radars peuvent causer de l'interférence ou des dommages susceptibles de nuire aux appareils exempts de licence–réseau local (LAN-EL).

Déclaration de IC Sur L'exposition Aux Rayonnements

Note Importante : cet équipement est conforme aux limites d'exposition aux rayonnements établies par IC pour un environnement non contrôlé. Cet équipement doit être installé et utilisé de manière à maintenir une distance d'au moins 34 cm entre la source de rayonnement et votre corps.

WIRELESS LAN INFORMATION

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers

- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).

Restrictions on the Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

Note: The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.

Security Warning: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see the *SBG6900-AC User Guide* for instructions or visit the ARRIS website at www.arris.com/consumer.

SOFTWARE LICENSE

Wireless Cable Modem & Router-SBG6900-AC
ARRIS Enterprises, Inc. ("ARRIS")
3871 Lakefield Drive, Suwanee, GA 30024

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE ("LICENSE") CAREFULLY BEFORE YOU INSTALL, DOWNLOAD, OR USE ANY APPLICATION SOFTWARE, USB DRIVER SOFTWARE, FIRMWARE, AND RELATED DOCUMENTATION ("SOFTWARE") PROVIDED WITH THE ARRIS CABLE DATA PRODUCT (THE "CABLE DATA PRODUCT"). BY USING THE CABLE DATA PRODUCT AND/OR INSTALLING, DOWNLOADING, OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND ARRIS. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE CABLE DATA PRODUCT AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION, AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

The Software includes associated media, any printed materials, and any "on-line" or electronic documentation, as well as any updates, revisions, bug fixes, or drivers obtained by you from ARRIS or your service provider. Software provided by 3rd parties may be subject to separate end-user license agreements from the manufacturers of such Software.

The Software is never sold. ARRIS licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. ARRIS and its 3rd party licensors retain the ownership of the Software.

Software License, Warranty, Safety, and Regulatory Information
Wireless Cable Modem & Router-SBG6900-AC

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all of the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

(1) Loan, distribute, rent, lease, give, sublicense, or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above. (2) Copy or translate the User Guide included with the Software, other than for personal use. (3) Copy, alter, translate, decompile, disassemble, or reverse engineer the Software, including, but not limited to, modifying the Software to make it operate on non-compatible hardware. (4) Remove, alter, or cause not to be displayed any copyright notices or startup message contained in the Software programs or documentation. (5) Export the Software or the Product components in violation of any United States export laws.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation, or aircraft communications; or in design, construction, operation, or maintenance of any nuclear facility. ARRIS AND ITS 3rd PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.

Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks, and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing, shall at all times remain with ARRIS and its 3rd party licensors. ARRIS retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music, and text incorporated therein, is owned by ARRIS or its 3rd party licensors and is protected by United States copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly prohibited by such laws and treaty provisions. Nothing in this License constitutes a waiver of the rights of ARRIS under United States copyright law.

This License and your rights regarding any matter it addresses are governed by the laws of the Commonwealth of Pennsylvania, without reference to conflict of laws principles. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.

ARRIS is not responsible for any 3rd party software provided as a bundled application, or otherwise, with the Software.

U.S. GOVERNMENT RESTRICTED RIGHTS

The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/ manufacturer is ARRIS Enterprises, Inc., 3871 Lakefield Drive, Suwanee, GA 30024.

Software License, Warranty, Safety, and Regulatory Information
Wireless Cable Modem & Router-SBG6900-AC

WARRANTY INFORMATION

Wireless Gateway-SURFboard® SBG6900-AC
ARRIS Enterprises, Inc. ("ARRIS")

Retail Purchasers (SURFboard): If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that (A) the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and (B) with respect to Software, (i) the media on which the Software is provided will be free from defects in material and workmanship under normal use, and (ii) the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues (A) for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and (B) for the Product (excluding Software), for a period of two (2) years from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free telephone number: **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

Cable Operator or Service Provider Arrangements (Touchstone). If you **did not** purchase this Product directly from ARRIS or from an ARRIS authorized retail reseller, ARRIS does not warrant this Product to you, the end-user. A limited warranty for this Product (including Software) may have been provided to your cable operator or Internet Service Provider ("Service Provider") from whom you obtained the Product. Please contact your Service Provider if you experience problems with this Product.

General Information. The warranties described in this Section shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. ARRIS' warranties apply only to a Product that is manufactured by ARRIS and identified by ARRIS owned trademark, trade name or product identification logos affixed to the Product. ARRIS does not warrant to you, the end user, or to anyone else that the Software will perform error free or without bugs.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ARRIS IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS" ANY SOFTWARE SUPPLIED BY 3RD PARTIES. EXCEPT AS EXPRESSLY STATED IN THIS SECTION ("WARRANTY INFORMATION"), THERE ARE NO WARRANTIES OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR THE WARRANTY AGAINST INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE. Some states do not allow for the exclusion of implied warranties, so the above exclusion may not apply to you.

What additional provisions should I be aware of? Because it is impossible for ARRIS to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, ARRIS does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free.

Software License, Warranty, Safety, and Regulatory Information
Wireless Cable Modem & Router-SBG6900-AC

ARRIS IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

IN NO EVENT SHALL ARRIS BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS), OR FROM ANY BREACH OF WARRANTY, EVEN IF ARRIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ARRIS' LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

These matters are governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods.

Retail Purchasers Only (SURFboard). If you purchased this Product **directly** from ARRIS or from an ARRIS authorized retail reseller, please call the ARRIS toll-free telephone number, **1-877-466-8646** for warranty service or technical support. Technical support charges may apply. For online technical support, please visit www.arris.com/consumer.

Cable Operator or Service Provider Arrangements (Touchstone). If you **did not** purchase this Product directly from ARRIS or from an ARRIS authorized retail reseller, please contact your Service Provider for technical support.

ARRIS