



astro ULTRA

INSTALLATION GUIDE

SAFETY CONCERNS

The purpose of the Safety Concerns section is to ensure the safety of users and prevent property damage. Please read this document carefully for proper use.

Conventions



Warning

Provides information or instructions that you should follow in order to avoid personal injury or fatality.



Caution

Provides information or instructions that you should follow in order to avoid a service failure or damage to your Astro Ultra.



Note

Indicates additional information for reference.



Check

Provides the operator with checkpoints for stable system operation.

Symbols



Caution

Indication of a general caution.



Restriction

Indication for prohibiting an action for a product.



Instruction

Indication for commanding a specifically required action.

WARNING

Power



Insert the power plug firmly.



Use only the adapter provided.



Do not touch the main body, power cable or power plug with wet hands.



Do not connect multiple devices to a single outlet simultaneously.



If video / audio cable generates heat after connection, pull out the power plug and contact customer service immediately.

Installation / Maintenance



Install the product in an area with good ventilation.



Do not install in humid or dusty areas, and avoid installing near heating devices.



Keep flammable substances or sprays away from the Astro Ultra.



Do not place heavy objects on the Astro Ultra.



Do not cover the top.



Pull out the power plug during thunderstorms or when not used for a prolong period of time.



In case of unusual noise, smell or smoke, unplug the Astro Ultra from electric outlet and contact customer service.



CAUTION

Power



Connect your TV after powering off the TV and Astro Ultra by pulling out the power plugs.



Do not insert the power plug before connecting the power cable to the Astro Ultra.



The socket outlet should be installed near the TV and Astro Ultra. The socket outlet should be easily accessible.



Before connecting to the power source, ensure the socket and the plug are properly grounded with earth cable termination.

Installation/Maintenance



Install the Astro Ultra correctly by complying to the instructions in the user guide.



The Astro Ultra must not come in contact with liquid. Water filled objects such as vases, must not be placed on top of the Astro Ultra.



Do not spray water directly on the Astro Ultra and do not use chemical solvents such as wax, mosquito spray, alcohol or detergent.



Do not place the Astro Ultra on unstable surface.



Risk of electric shock, DO NOT OPEN.



Do not attempt to disassemble, repair or remodel. No user serviceable parts inside.



The Astro Ultra will only work with the satellite signals. Please do not connect it to any normal or terrestrial antenna output.



Wipe the product with a soft and dry cloth when cleaning.

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BEFORE USE

Key Features of Astro Ultra

Ultra High Definition (UHD) Video Display

Supports ultra high resolution video output of up to 2160p, enabling you to enjoy clear and ultra sharp video.

Dolby Digital Audio and Dolby Atmos

Produces realistic digital sound by connecting the product to a Audio Video Receiver (AVR) / Soundbar through the optical output, which supports Dolby Digital Audio and Dolby Atmos.

7-Day EPG Guide

Using the TV Guide, you can check the programme information and broadcasting schedule of a desired channel.

Video On Demand

Catch any missed programme and access the latest and popular movies and TV Shows just by connecting your Astro Ultra to the Internet through network cable.



If the Astro Ultra is powered off by pulling out the power cord, make sure the front LED is completely turned off before powering it on back again.



Not every HDMI ® port on the UHD TV supports HDMI ® 2.0, hence please ensure that the Astro Ultra is connected to the right HDMI ® 2.0 on the UHD TV to ensure full compatibility with 4K UHD and HDR content.

Package Content

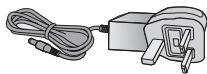
Please make sure the following items are included in your product package box.



Astro Ultra



1.5 metre HDMI cable



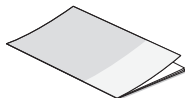
Power Adapter & Cable



Astro Ultra Remote & Batteries (AAA x 2)



Astro SIM Card



Installation Guide

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BEFORE USE

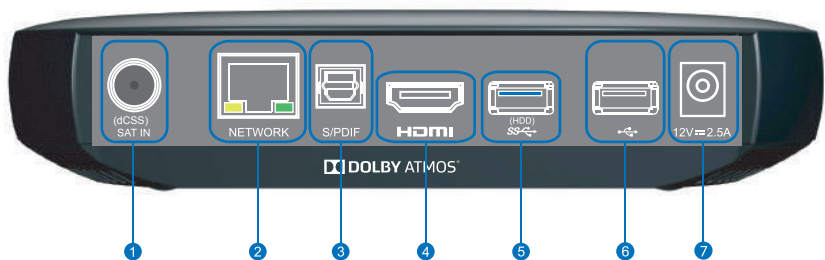
The Astro Ultra

Front Panel



Name	Function
1 LED Bar	To indicate the status of Astro Ultra: Magenta: On Orange: Standby Mode Blinking: Loading / Software Update Blink Once: Remote Control Indicator
2 Power Button	To put the Astro Ultra into standby mode or wake up from standby.
3 Remote Button	Reserved for future usage.
4 SIM card slot	The slot to insert the Astro SIM card.
5 microSD card slot	Reserved for future usage.

Rear Panel

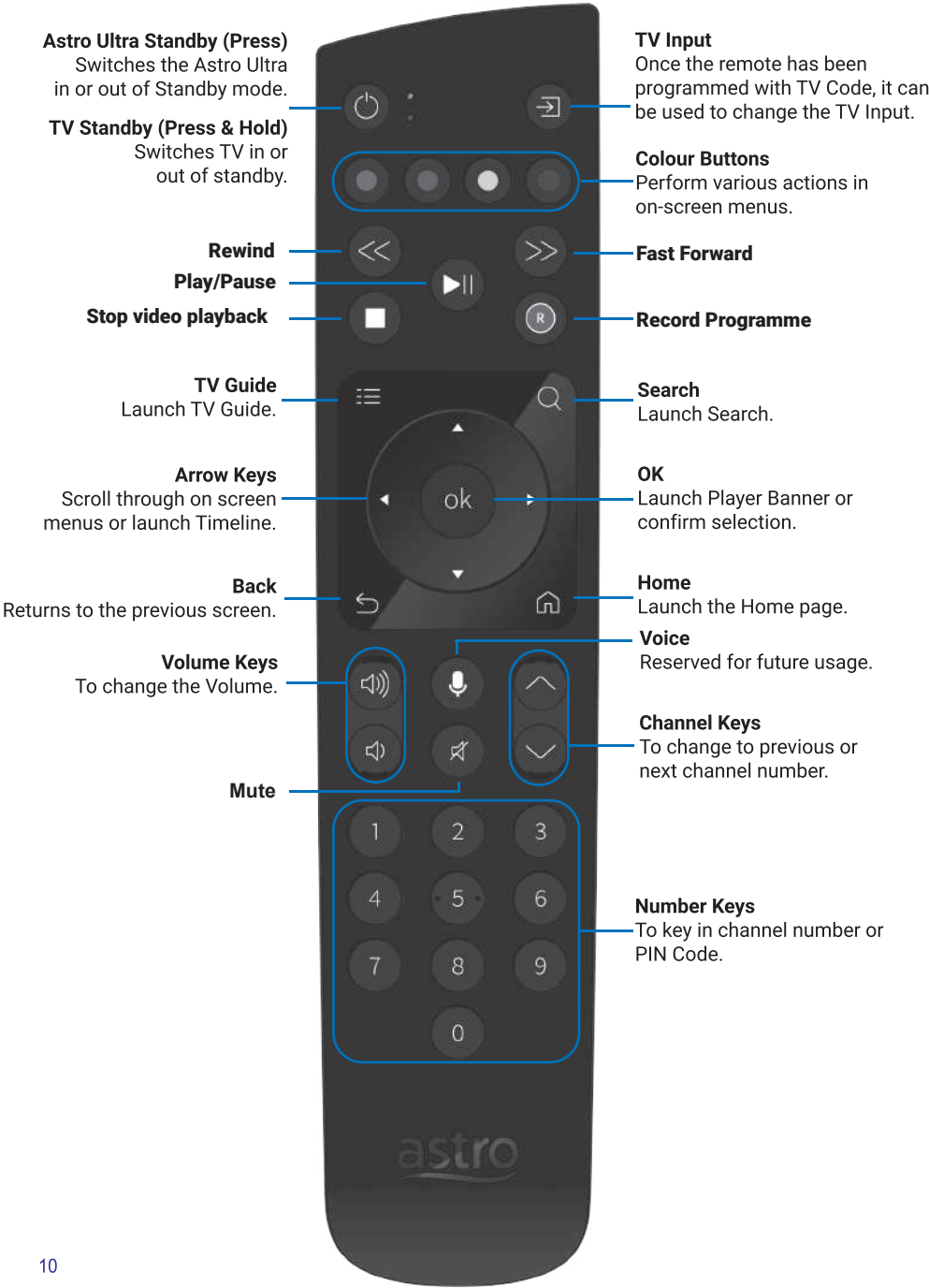


Name	Function
1 (dCSS) SAT IN	F-type Satellite input. Connects to the dCSS / SatCR satellite feed.
2 Network	Connect to a broadband Internet connection.
3 S/PDIF	To output digital audio signal to an AVR / Soundbar via a optical cable.
4 HDMI (Dolby Atmos®)	Connect to your TV using a HDMI cable. This is can also used for digital audio signal (Dolby Atmos) output as well.
5 USB 3.0	Connect to an external HDD for PVR storage.
6 USB 2.0	Reserved for future usage.
7 POWER	To connect to the external power adapter.

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BEFORE USE




Astro Ultra Remote






Astro Ultra Remote Settings

Controlling Your TV With Your Astro Ultra Remote

You can use your Astro Ultra remote to control some of your TV's features:



- turn your TV on/off by pressing the  button for 1 second or longer.
- adjust the TV volume by pressing the **vol+**, **vol-** and  button.
- select TV input by using the  button

How to Configure Your Astro Ultra Remote

1. Press and hold the  button for 3 seconds until the LED flashes twice in Green.
2. Enter the 2-digit TV Code for your TV brand (see table below) within 10 seconds, the LED will flash twice in Green.
3. Press OK button to activate the configuration and the LED will flash twice in green, or press back button to cancel the TV configuration.
4. Press **vol+**, **vol-** and  and  to check if everything is working correctly for your TV.

TV Brand	TV Code
Samsung	10
LG	11
Sony	12
Panasonic	13
Toshiba	14
Sharp	15
Philips	16
JVC	17
Hitachi	18
Haier	19
Hisense	20
TCL	21
Skyworth	22
Xiaomi	23

How to Reset Your Astro Ultra Remote

Press and hold the  and  button for 3 seconds until the LED flashes 4 times in Red. All settings in the remote will be reset to factory settings.

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BEFORE USE

INSTALLATION

The section describes how to install the Astro Ultra (GX-AS620SM).

Operation

The table below shows the related operating environment.

Item	Description
Operating Temperature	5 - 45° C
Operating Humidity	10 - 80%, non-condensing.
Rated Voltage, Frequency	VAC 100 - 240 V, 50/60 Hz.
Rated Power Consumption	Max. 30W.
Dimension (W x D x H)	190 mm x 190 mm x 42 mm.
Weight	0.48 kg (Astro Ultra only).



When using and installing the Astro Ultra:

The Astro Ultra must be used under the specified environment. Otherwise, it may shorten the life or damage the product.

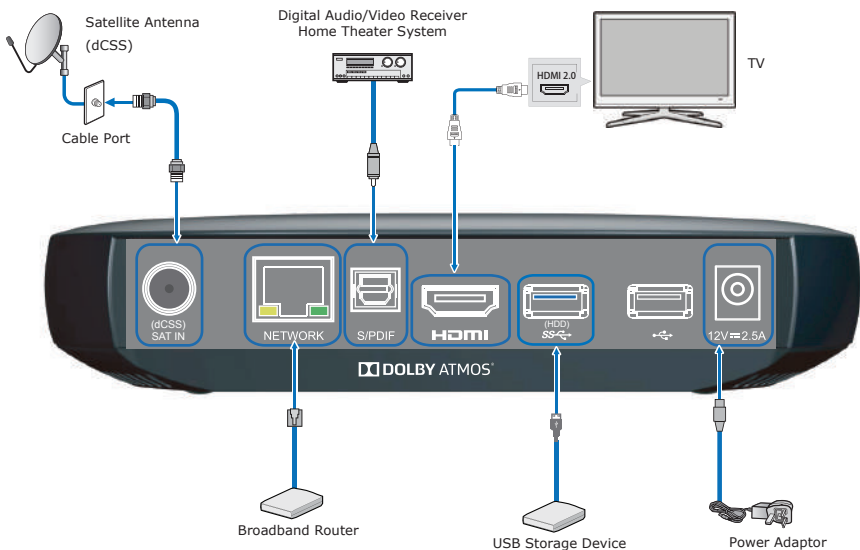


When connecting Astro Ultra to the peripherals.

If excessive heat is produced from HDMI or optical audio cables upon connection to the Astro Ultra, remove the cables and contact the customer service.

Peripheral Device Connection

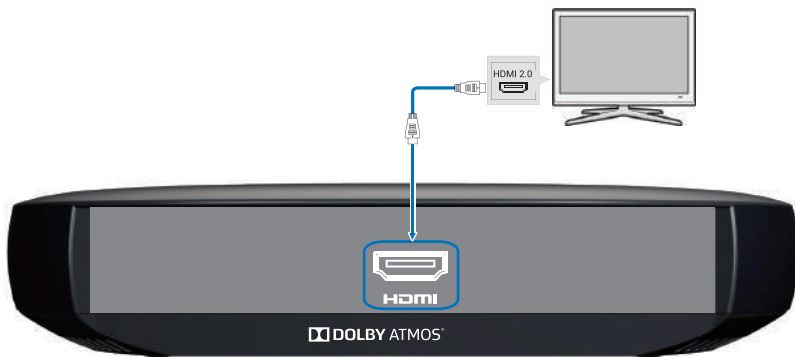
This section describes how to connect the cable and each peripheral device to the Astro Ultra.



(The product image may differ from the actual product.)

HDMI Video Connection

This section describes how to connect the Astro Ultra to a TV with an HDMI port.



Connect the **HDMI**® port on the rear of the Astro Ultra to the **HDMI**® port of the TV using a standard HDMI cable. To ensure full compatibility with 4K UHD and HDR content, please ensure the **HDMI**® port on the TV supports **HDMI**® 2.0.



High Definition Multimedia Interface 2.0 (HDMI®)

The **HDMI**® 2.0 port is a video-audio integrated port to provide 4K Ultra High-Definition and High Dynamic Range (HDR) content to a UHD TV.

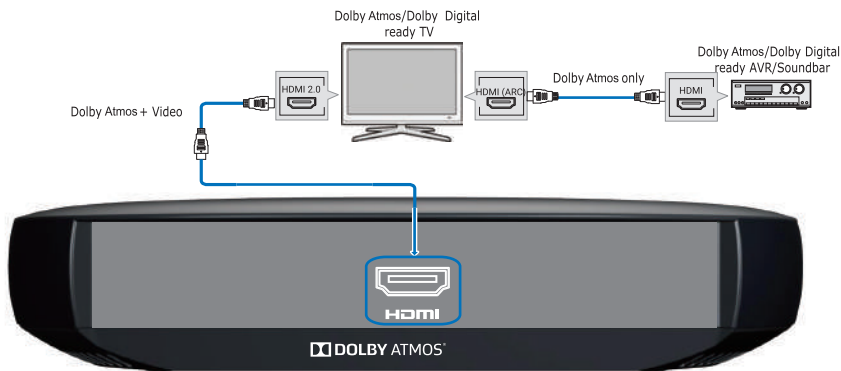


If the TV does not output the right resolution, please check the TV settings and the Astro Ultra Video Resolution settings. If the condition persists, try different HDMI ports on the TV and please ensure the HDMI port supports HDMI® 2.0.

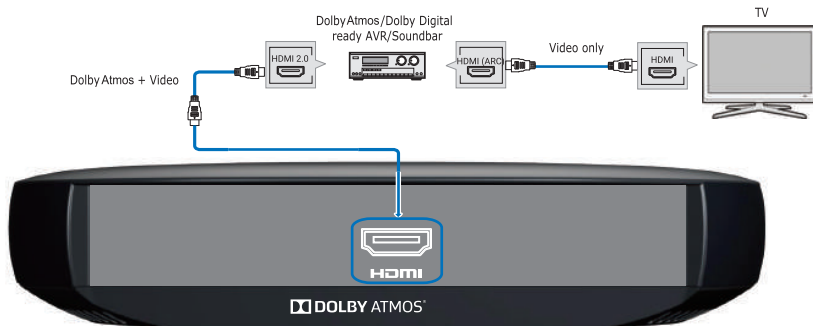
Digital Audio Connection via HDMI (For (Dolby Atmos and Dolby Digital Plus Audio))

This section describes the recommendation on how to connect the Astro Ultra to Dolby Atmos/Dolby Digital Plus ready TV, digital audio video receiver (AVR) or soundbar.

A. Connection to a TV (Dolby Atmos Ready) > AVR / Soundbar (Dolby Atmos Ready)



B. Connection to AVR / Soundbar (Dolby Atmos Ready) > TV



When connecting Astro Ultra to digital audio devices such as TV, AVR or Soundbar:

Astro Ultra to Dolby Atmos ready audio devices, please configure the following setup in Astro Ultra:
Settings > HDMI Audio > Dolby Atmos – Dolby Digital Plus or Auto

Astro Ultra to Dolby Digital ready audio devices, please configure the following setup in Astro Ultra:
Settings > HDMI Audio > Dolby Audio – Dolby Digital or Auto

Astro Ultra to a non-Dolby audio devices, please configure the following setup in Astro Ultra:
Settings > HDMI Audio > Stereo (PCM) or Auto

For more details, kindly refer to page 26 on HDMI Audio Mapping.



HDMI Audio Return Channel (ARC)

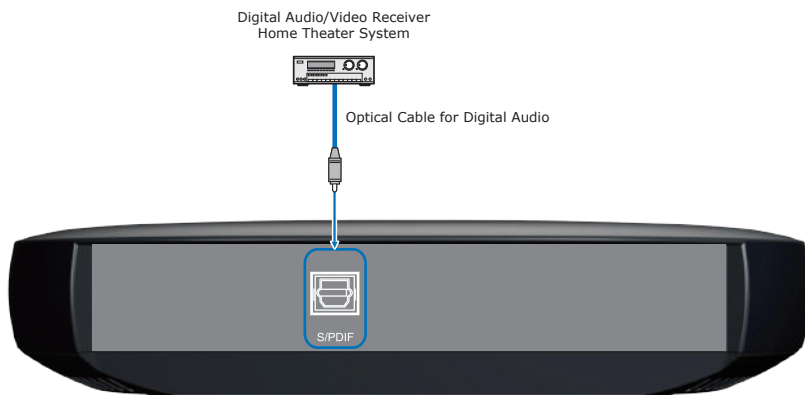
The Audio Return Channel enables a TV, via a single HDMI cable, to send audio data “upstream” to an AVR, soundbar or surround audio controller, increasing user flexibility and eliminating the need for any separate S/PDIF audio connection

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INSTALLATION

Digital Audio Connection via S/PDIF (For Dolby Digital Audio)

This section describes how to connect to a digital audio video receiver via optical S/PDIF.



Using the optical cable for digital audio, connect the **S/PDIF** port at the rear of the Astro Ultra to the **Digital Audio In (Optical Input)** port of a Dolby Digital audio video receiver.



When a digital audio output is used, please adjust the volume of the audio video receiver instead of the Astro Ultra.



When connecting Astro Ultra to digital audio devices such as TV, AVR or Soundbar:

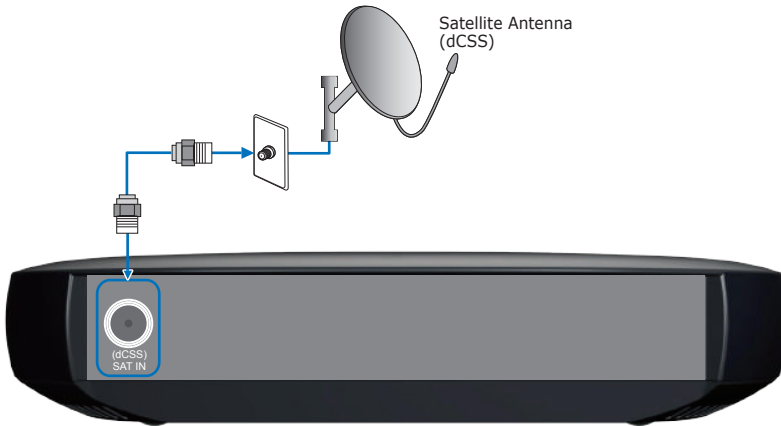
Astro Ultra to Dolby Digital ready audio devices, please configure the following setup in Astro Ultra:
Settings > S/PDIF Audio > Dolby Audio – Dolby Digital

Astro Ultra to a non-Dolby audio devices, please configure the following setup in Astro Ultra:
Settings > S/PDIF Audio > Stereo (PCM)

For more details, kindly refer to page 27 on S/PDIF Audio Mapping.

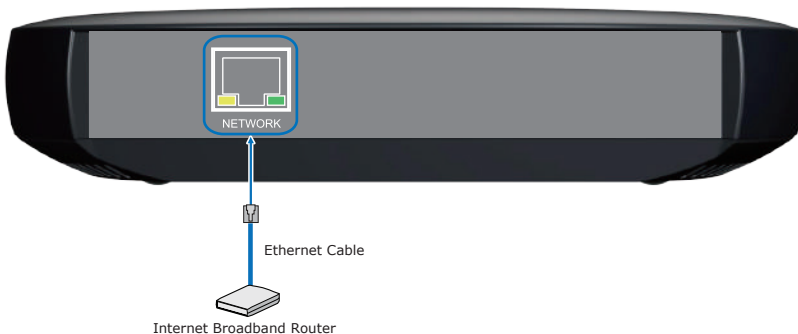
Satellite Antenna Connection

This section describes how to connect to a satellite antenna. Connect the coaxial cable connected to a satellite antenna with dCSS satellite feed to the (dCSS) SAT IN port on Astro Ultra.



Internet Connection via Ethernet

This section describes how to connect Astro Ultra to the Internet via Ethernet cable.

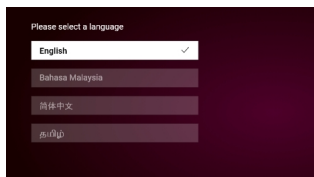


HOW TO INSTALL THE PRODUCT

Satellite Installation

Step 1 - Language Settings

Please select your preferred language and press next to proceed



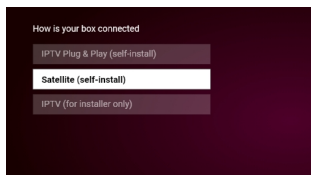
Step 2 - Select TV Resolution

Please select your TV resolution and press next to proceed.



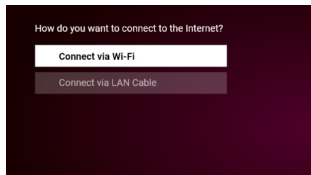
Step 3 - Select Box Installation

If you are installing this box as Satellite, select Satellite and ensure your box is connected to a satellite signal. If you are installing as IPTV Plug & Play or IPTV(for installer), please refer to respective installation step



Step 4 - Connect to your home Wi-Fi or LAN Cable

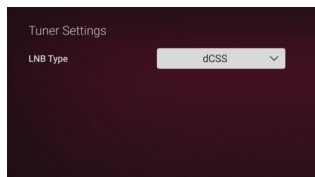
Connect your box to home Wi-Fi or using LAN Cable.



For a new installation, skip this step and connect to your home Wi-Fi or LAN Cable after Astro account is active

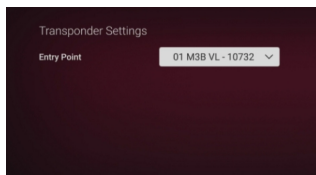
Step 5 - Tuner Settings

Please ensure LNB Type is selected as dCSS and press next to proceed



Step 6 - Transponder Settings

Please select: 01 - M3B VL - 10732 and press next to proceed



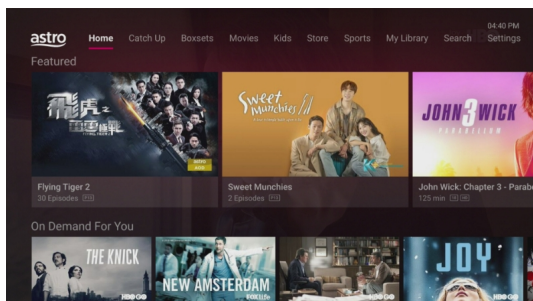
Step 7 - Signal Strength

Please ensure that the signal strength is at least 80 and the signal quality is 100. Press OK when Finish button is highlighted



Astro Channels and Home Screen

If your Astro account is activated, you will see a channel and press Home on your remote to show Home Screen



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INSTALLATION

IPTV Plug & Play Installation

Step 1 - Language Settings

Please select your preferred language and press next to proceed

Please select a language

English ✓

Bahasa Malaysia

简体中文

русский

Step 2 - Select TV Resolution

Please select your TV resolution and press next to proceed.

Please select your TV resolution and press next to proceed

Auto

4K Ultra HD (2160p)

✓ Full HD (1080p)

Full HD (1080i)

HD (720p)

Step 3 - Select Box Installation

If you are installing this box as IPTV Plug & Play, select IPTV Plug & Play. If you are installing as Satellite or IPTV(for installer), please refer to respective installation step

Please select how you want to install your box and press next to proceed

✓ IPTV Plug & Play (self-install)

Satellite (self-install)

IPTV (for installer only)

Step 4 - Connect to your home Wi-Fi or LAN Cable

Connect your box to home Wi-Fi or using LAN Cable.

How do you want to connect to the Internet?

Connect via Wi-Fi

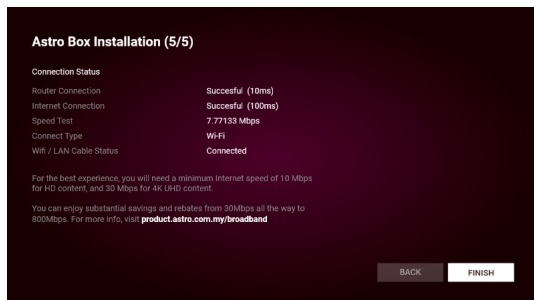
Connect via LAN Cable

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INSTALLATION

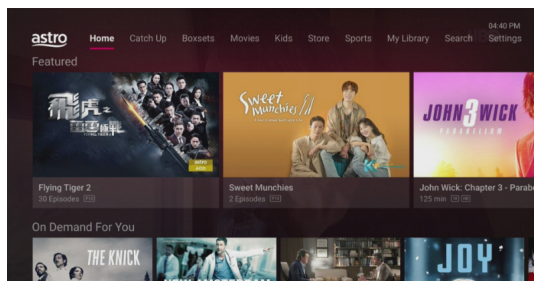
Step 5 - Connection Status

Verify your test connection and press next/finish to proceed



Astro Channels and Home Screen

If your Astro account is activated, you will see a channel and press Home on your remote to show Home Screen



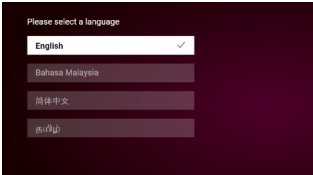
EN

INSTALLATION

IPTV (for installer only)

Step 1 - Language Settings

Please select your preferred language and press next to proceed



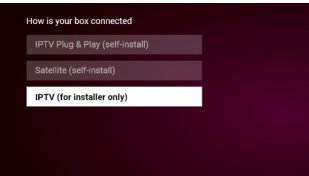
Step 2 - Select TV Resolution

Please select your TV resolution and press next to proceed.



Step 3 - Select Box Installation

If you are installing this box as IPTV(for installer), select IPTV(for installer). If you are installing as Satellite or IPTV Plug & Play, please refer to respective installation step

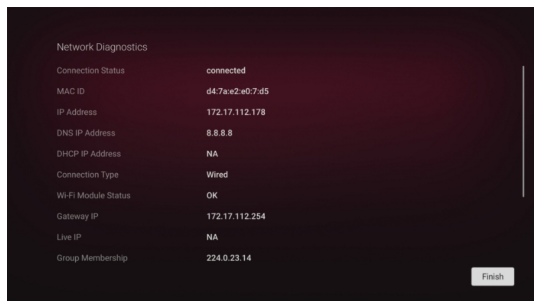


EN

INSTALLATION

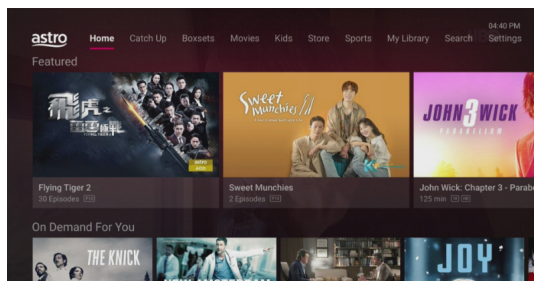
Step 4 - Connection Status

Astro box will connect to IPTV network and press finish to complete installation



Astro Channels and Home Screen

If your Astro account is activated, you will see a channel and press Home on your remote to show Home Screen



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INSTALLATION

TROUBLESHOOTING

This section describes how to handle the problems that may occur while using the Astro Ultra. If the Astro Ultra operation becomes abnormal, please check the following self-troubleshooting guide. If the problem still persists, please contact Astro Customer Service.



Screen

Trouble	Solution
Nothing appears on the TV screen.	<ol style="list-style-type: none">1. Check if the TV and Astro Ultra are powered on.2. Press the  button to turn on the Astro Ultra if it is on standby mode.3. Check the cable connection between the TV and the Astro Ultra.4. Check if the TV is set to the correct HDMI input.
Home screen is not displayed.	<ol style="list-style-type: none">1. Ensure the Astro Ultra is turned on. Press the home button on the Astro remote control unit.2. If the menu screen is not displayed properly, please contact Astro Customer Service.
HDCP Error	<ol style="list-style-type: none">1. Please ensure that the TV is HDMI 2.0 and HDCP 2.2 compliant.2. Try plugging out and reinserting the HDMI cable into the Astro Ultra and the HDMI port on the TV.3. Try reinserting to a different HDMI port on the TV. Please ensure this HDMI port is HDMI 2.0 and HDCP 2.2 compliant.4. Try using a different HDMI cable and repeat Step 2 and 3.5. Try connecting to another TV if the issue persists. If connection works, hence the problem lies in the first TV. Contact your TV manufacturer for further assistance.6. If all methods fail, please contact Astro Customer Service.



Astro Ultra Remote

Trouble	Solution
The Astro Ultra Remote does not work.	<ol style="list-style-type: none">1. Check if the batteries are inserted correctly.2. Ensure that there is no obstacle between the Astro Ultra and the Remote.3. Replace the batteries with new ones and check if the Remote works properly.4. If a Bluetooth pairing is required for the future Astro Ultra software, press and hold the following buttons concurrently for more than 3 seconds to activate the pairing:<ol style="list-style-type: none">a. Astro Ultra: Remote button on the rightb. Remote: Voice key



SIM Card

Trouble	Solution
Astro Ultra unable to detect or recognise your Astro SIM card.	1. Make sure you have the correct Astro SIM card and that it is properly inserted. If the problem persists, please contact Astro Customer Service



General

Trouble	Solution
No sound from TV or audio system.	<ol style="list-style-type: none">1. Ensure that the volume is not 0. You may increase the volume via the Remote.2. Check the cable connection between the HDMI or S/PDIF of the Astro Ultra and the input of your TV or audio system.3. Try increasing your TV or audio system volume. Please ensure that your TV or audio system is not muted.
I cannot remember the PIN code on Astro Ultra.	The default password for the Astro Ultra is '0000'. If you cannot remember the PIN, please contact Astro Customer Service to reset the PIN.

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TROUBLESHOOTING

On-Screen Messages

If any of the following on-screen messages appear, you may attempt the suggested solutions to resolve it before contacting Astro Customer Service.

On-screen message	Possible cause	Suggested solution
SIM Card is not detected. Please ensure that your SIM card is fully inserted, with chip facing down. (CA 1)	There is no Astro SIM card in the SIM card slot in the Astro Ultra.	Please insert your Astro SIM card into the SIM card slot.
Please insert the correct Astro SIM Card with the arrow facing down. (CA 2)	The SIM card may have been inserted wrongly.	Re-insert the SIM card correctly.
Non Astro SIM Card has been inserted. Please inserted the correct Astro SIM Card with the chip facing down. (CA 25)	The card in your Astro Ultra may not be an Astro SIM card.	Please insert the Astro SIM card, which packed with your Astro Ultra.
This channel is not included in your subscription. To subscribe, please go to CH 200. For Astro First, please go to CH 480 and CH 481 for Astro Best.	Your current subscription does not include this channel.	Contact Astro Customer Service if you are interested in viewing the channel.
We apologise for the service interruption. To resume viewing/service, please contact 03-95433838. (CA 6)	Your SIM card has not been activated or has been deactivated due to suspended account.	Contact Astro Customer Service to activate the card. Ensure that the SIM card is in the SIM card slot. Please make sure the Astro Ultra is powered on with Satellite signal.
Your Ultra Box has been inactive as it was turned off. Please call 03-95433838 to reactivate your box. (CA 10)	Your SIM card has been deactivated due to Astro Ultra not being powered on for weeks.	Leave the SIM card for a couple of hours inside the Astro Ultra. Please make sure the Astro Ultra is powered on with Satellite signal.
You have inserted the wrong SIM card. Please insert the correct SIM card. (CA 14)	You have inserted a SIM card from another Astro Ultra. The Astro Ultra will only work with the SIM card, which came paired with it.	Insert the SIM card, which is paired together with the Astro Ultra.
Service Currently Not Available (SCNA) Channels are temporarily unavailable due to bad weather. Enjoy videos on demand by connecting your box to home Wi-Fi. Go to Home >Settings > Wi-Fi. Enjoy your programmes - rain or shine!	The satellite signal has been interrupted by the rain.	Please try again once the rain stops.
	The satellite input might not be connected properly.	Ensure that the satellite input is connected properly.
	The dish may not be aligned properly.	Have an authorised installer to align the dish properly.

On-screen message	Possible cause	Suggested solution
PVR functionality is not available.	You might be recording a recorded programme.	Please contact Astro Customer Service to enable the PVR functionality.
	Your Astro Ultra starts recording on a previously booked recording.	
	Your PVR subscription is cancelled or expired.	
	You might be recording during review buffer mode.	
You can't record this programme.	You are trying to record a non-recordable programme.	
CAUTION: Formatting the disk will erase all of your recordings and applications. This action cannot be undone.	You have selected the Format Disk option from the Settings menu.	Enter the PIN code and press the ok button on your remote control to format the external hard disk.
Incorrect PIN entered. Please try again.	You have entered a wrong PIN code.	Enter the correct PIN code. Default PIN is 0000.
Failed recording.	This is an information message displayed in My Library due failed recording.	No action required. You may try to reschedule the recording.

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TROUBLESHOOTING

APPENDIX

Product Specifications

Item	Description
Model Name	Astro Ultra
Model Number	GX-AS620SM
Broadcasting Rx Frequency	950 - 2,150 MHz
Broadcasting Rx Level	-25 ~ -65 dBm
LNB Support	dCSS, Max. 500mA / 1 Port
Input Impedance	1 to 45 Msym/s
Video/Audio Concurrent Output Port	HDMI 2.0
Coaxial Digital Audio Output	S/PDIF
USB Port	USB 2.0, 1 Rear Port, 500mA USB 3.0, 1 Rear Port, 900mA
Ethernet Port	RJ-45 10/100 Mbps 1 Port
Rated Voltage, Frequency	VAC 100 – 240 V, 50/60 Hz
Power Consumption	Max. 30 W
Wi-Fi	802.11 a/b/g/n/ac, 4x4 2.4GHz/5GHz dual band
Bluetooth	Bluetooth Low Energy (BLE) v4.2

Dolby Atmos Logo Usage approval



Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, Pro Logic, and the double-D symbol are trademarks of Dolby Laboratories.

HDMI Product Notice



The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

HEVC License

This product is sold with a limited license and is authorized to be used only in connection with HEVC content that meets each of the three following qualifications: (1) HEVC content only for personal use; (2) HEVC content that is not offered for sale; and (3) HEVC content that is created by the owner of the product. This product may not be used in connection with HEVC encoded content created by a third party, which the user has ordered or purchased from a third party, unless the user is separately granted rights to use the product with such content by a licensed seller of the content. Your use of this product in connection with HEVC encoded content is deemed acceptance of the limited authority to use as noted above.

HDMI Audio Output Mapping

Audio Available On Channel	Astro Ultra HDMI Audio Settings	HDMI Audio Output
Stereo (PCM)	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Stereo (PCM)
	Dolby Atmos - Dolby Digital Plus	Stereo (PCM)
	Auto	Stereo (PCM)
Dolby Digital	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Dolby Digital
	Dolby Atmos - Dolby Digital Plus	Dolby Digital
	Auto	<div>Dolby Digital (For Dolby Digital Compatible AVR/Soundbar/TV)</div> <div>Stereo (PCM) (For Non-Dolby Digital Compatible AVR/Soundbar/TV)</div>
Dolby Digital Plus / Dolby Atmos	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Dolby Digital
	Dolby Atmos - Dolby Digital Plus	Dolby Digital Plus
	Auto	<div>Dolby Digital Plus / Dolby Atmos (For Dolby Digital Plus / Dolby Atmos Compatible AVR/Soundbar/TV)</div> <div>Dolby Digital (For Dolby Digital Compatible AVR/Soundbar/TV)</div> <div>Stereo (PCM) (For Non-Dolby Digital Compatible AVR/Soundbar/TV)</div>

S/PDIF Audio Output Mapping

Audio Available On Channel	Astro Ultra S/PDIF Audio Settings	S/PDIF Audio Output
Stereo (PCM)	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Stereo (PCM)
Dolby Digital	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Dolby Digital
Dolby Digital Plus / Dolby Atmos	Stereo (PCM)	Stereo (PCM)
	Dolby Audio - Dolby Digital	Dolby Digital

Open-source Use Announcement

Acknowledgement:

The software included in this product contains copyrighted software that is licensed under the GPL/LGPL etc. You may obtain the complete Corresponding Source code from us for a period of three years after our last shipment of this product by sending email to: marketing@pesi.com.tw

If you want to obtain the complete Corresponding Source code in the physical medium such as CD-ROM, the cost of physically performing source distribution may be charged.

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This offer is valid to anyone in receipt of this information.

[Opensource Component List]

Component	License	Component	License
Stblinux-4.9-1.4	GPL 2.0	cJSON-r40	MIT License
Systemd-234	GPL 2.0	Expat-2.1.0	MIT License
Busybox-1.27.2	GPL 2.0	json-c-0.12	MIT License
Iptables-1.6.1	GPL 2.0	libcurl-7.57.0	MIT/X License
Squashfs-4.3	GPL 2.0	Libstrophe-0.8	MIT License
dbus-1.12.0	GPL 2.0	Lua-5.1.5	MIT License
wpa_supplicant-2.6	GPL 2.0	Prosody-0.9.10	MIT/X License
libnl-3.2.27	LGPL 2.1	Pugixml-1.7	MIT License
Ciscosafec-3.1.0	LGPL 2.1	openssl-1.0.2k	OpenSSL License
libdbus-c++ 0.9.0	LGPL 2.1	Lighttpd-1.4.39	BSD License
Libusb-1.0.8	LGPL 2.1	ASN1C-0.9.23	BSD License
Qtbase-5.4.1	LGPL 2.1	lwIP	BSD License
Qtdeclarative-5.4.1	LGPL 2.1	libjpeg-turbo1.5.2	IJG License
Qtmultimedia-5.4.1	LGPL 2.1	Android_O-OTT1	Apache 2.0
Qtquickcontrols-5.4.1	LGPL 2.1	zlib-1.2.11	zlib/libpng License
Qtsvg-5.4.1	LGPL 2.1	libpng-1.2.29	zlib/libpng License
Qtwebkit-5.4.1	LGPL 2.1	freetype-2.3.12	FREETYPE License
QuaZip-0.5	LGPL 2.1	Sqlite-3.8.11.1	Public domain

Limited Warranty

Prime Electronics & Satellitics Inc. ("Prime"), warrants this product and/or genuine Prime accessories ("the Product") is free from manufacturing defects in material and workmanship, according to the following terms and conditions:

- 1) The limited warranty for the Product extends for the first twelve (12) months beginning on the date of initial activation of the Product for reception of the television services provided by the television operator Measat Broadcast Network System Sdn. Bhd. ("Astro")
- 2) The limited warranty extends only to Customers who uses the Product in the Territory set forth at the end of this document.
- 3) During the limited warranty period, Prime or its authorized service network will repair or replace, at Prime's option, any defective Product or parts thereof with new or factory rebuilt replacement items, and return the Product to the Customer in working condition. No charge will be made to the Customer for either parts or labour in repairing or replacing the Product. All replaced parts, boards or equipment shall become property of Prime.
- 4) Repaired Product will be warranted for the balance of the original warranty period or for ninety (90) days from the date of repair, whichever is longer.
- 5) Transportation, delivery and handling charges incurred in the transport of the Product to and from Prime or its local and authorized service centre during the limited warranty period will be borne by Prime.
- 6) The Customer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:
 - a) The product has been subject to: lightning, power surges, insufficient voltage, abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, exposure to excessive temperature or other such environmental conditions, unauthorized modifications, unauthorized connections, unauthorized repair including but not limited to use of unauthorized spare parts in repairs, misuse, neglect, abuse, accident, alteration, improper installation, Acts of God, spill of foods or liquids, maladjustment of Customer controls or other acts which are beyond the reasonable control of Prime, including deficiencies in consumable parts unless caused directly by defects in materials or workmanship, and normal wear and tear of the Product.
 - b) Astro or Prime was not notified by Customer of the alleged defect or malfunction of the Product during the applicable limited warranty period.
 - c) The Product serial number or other applied and identifying labels have been removed, defaced or altered.
 - d) The Product was used with or connected to accessories not supplied and/or approved by Prime, not fit for use with the STB or used in other ways than intended.
- 7) If a problem develops during the limited warranty period, the Customer should take the following step by-step procedure:
 - a) The Customer shall contact the Customer Contact Center at the numbers furnished on the back of this card and/or with the original Product. Alternatively return the Product to the nearest authorized service centre for repair or replacement processing.
 - b) The Customer will be billed for any parts, labour and other related charges not covered by this limited warranty.
 - c) In certain instances Prime reserves the right to refer the Customer to Astro before service may be provided.
 - d) If the Product is returned to Prime after the expiration of the warranty period, Prime's normal service policy shall apply and the Customer will be charged accordingly.
- 8) Any implied warranty of merchantability, or fitness for a particular purpose or use, shall be limited to the duration of the foregoing written warranty. Otherwise, the foregoing warranty is the customer's sole and exclusive remedy and is in lieu of all other warranties, express or implied. Prime shall not be liable for incidental or consequential damages or a loss of anticipated services, benefits or profits, work stoppage or loss or impairment of data arising out of the use or inability to use the product.
- 9) The benefits conferred by this limited warranty are in addition to all other rights and remedies under any applicable mandatory legislation as may be in the Territory.
- 10) Prime neither assumes nor authorizes any authorized service centre or any person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty.
- 11) All warranty information, Product features and specifications are subject to change without notice.
- 12) The Territory in which this limited warranty is in force, subject to Clause 3 above, is the country of Malaysia and Brunei