

# Hub / Gateway

Quickstart Guide



# **ATTENTION**

**Please setup and register this device FIRST!**

**In order to receive alerts, the Hub must be used in conjunction with a Sensor (sold separately) and the Skyhawk CE smartphone app.**

**See the specific Sensor user's manual for additional information on connecting your devices.**

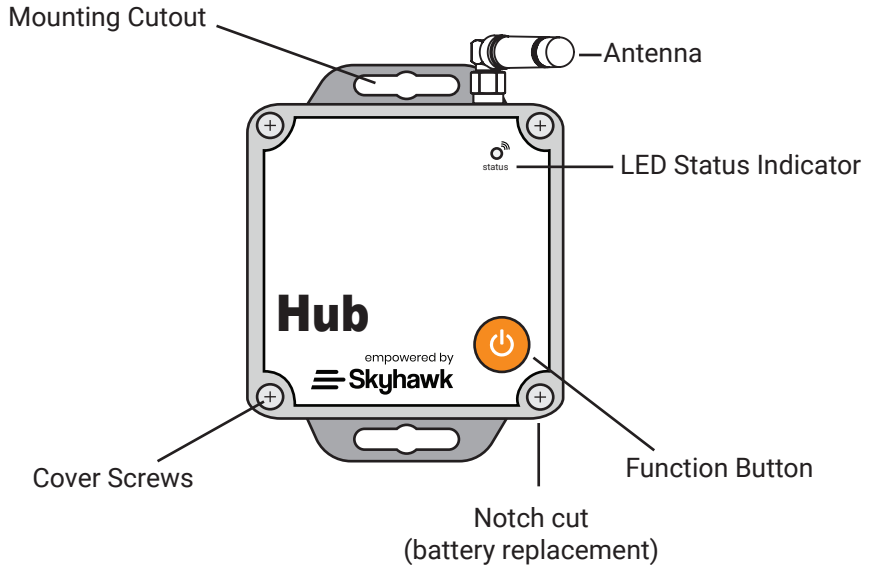
Need to download the **Skyhawk CE App?**



# Table of Contents

Device Overview .....	4
Status Lights .....	5 - 6
Activate Hub .....	7 - 8
Start-Up Operation .....	9
Shutdown Operation .....	10
Battery Replacement .....	11
Product Support .....	12
Limited Product Warranty .....	13 - 15
Regulatory Information .....	16

# Device Overview



# Device Status Lights

Powering On



Powering Down



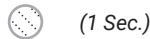
Device Connect Success Indicator



Device Connect Failure Indicator



Firmware update, Solid White



RF Event Trigger



Cell Tower connection



 Blink  Rapid Flashing

# Device Status Lights

While unit is ON and not being triggered the status LED will flash every 10 seconds:

Battery Good

 *(Rapid flash once)*

Battery below 4.5V

 *(Rapid flash once)*

Not Registered

 *(Rapid flash once)*

# Activate Hub

1

Open Skyhawk CE App



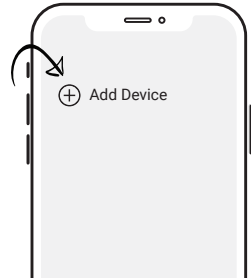
2

Open Main Menu



3

Select Add Device

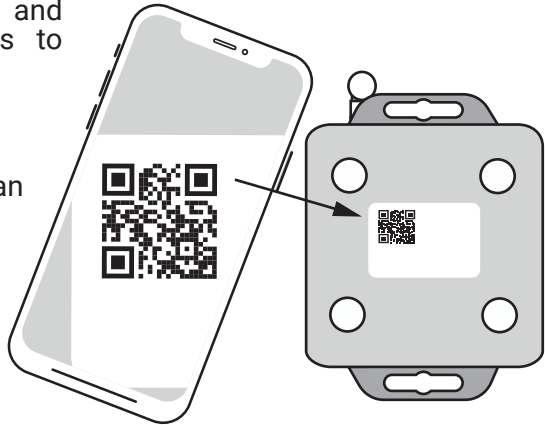




# Activate Hub

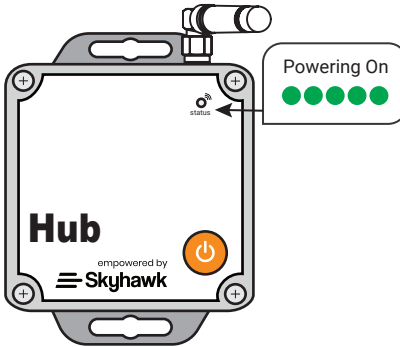
**Scan the unique QR code located on the back of the device** and follow all in-app instructions to finish activating your Hub.

Product Serial Number can be entered manually if QR code can not be read.



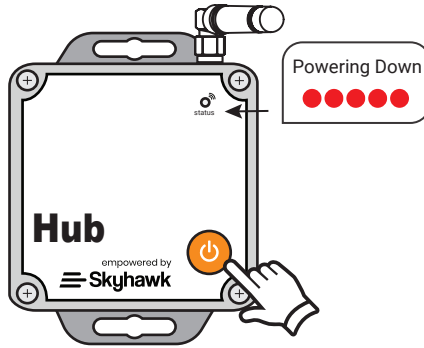
**NOTE:** QR code and serial number can also be found on the original packaging.

# Start-Up Operation



- 1.) Power ON the Hub by pressing and releasing the function button; the status LED will start blinking green.
- 2.) Upon successful completion of the power ON process an alert will be sent to the Skyhawk CE application.

# Shutdown Operation



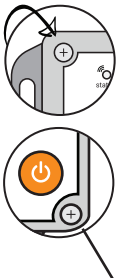
- 1.) Power OFF the Hub by pressing and releasing the function button; the status LED will start blinking red.
- 2.) Upon successful completion of the power OFF process an alert will be sent to the Skyhawk CE application.

# Battery Replacement

**IMPORTANT:** Always replace batteries with 3 new and identical name-brand high quality AA lithium batteries, like an Energizer Advanced or Ultimate Lithium battery should be used.

1

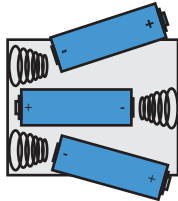
Unscrew/Open  
Hub Case



Notch cutout  
(battery replacement)

2

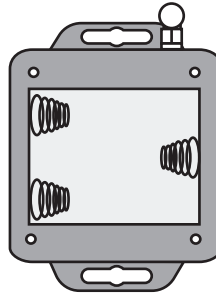
Remove Batteries



(Refer to hardware manual for detailed instructions)

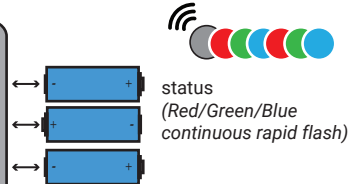
3

Insert New Batteries  
(Following +/- symbols)



4

Close Case > Startup  
Sequence Begins



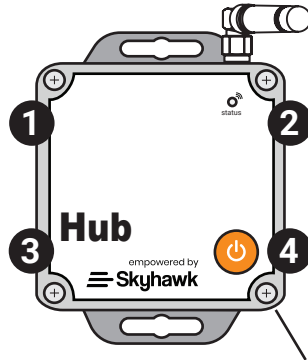
# Battery Replacement

**5**

Device Will Enter  
Sleep Mode

**6**

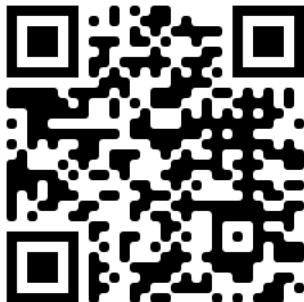
Tighten Screws In "X" Pattern Order,  
1, 4, 3 Then 2 Until Completely Seated.



Notch cut  
(battery replacement)

## Product Support & Manuals

For product support and to download detailed user and product manuals:



[skyhawk.ai/support](https://skyhawk.ai/support)

or

Contact us at 1-800-760-3966

# Limited Product Warranty

THIS LIMITED WARRANTY FOR SKYHAWK PRODUCTS GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY BY STATE, PROVINCE, OR JURISDICTION.

THIS LIMITED WARRANTY CAN BE FOUND ONLINE AT [WWW.SKY-HAWK.COM/LEGAL](http://WWW.SKY-HAWK.COM/LEGAL) AND IN THE DOCUMENTATION WE PROVIDE WITH OUR PRODUCTS.

COMPANY WARRANTIES THAT DURING THE WARRANTY PERIOD, THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

COMPANY EXPRESSLY LIMITS THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE SKYHAWK PRODUCTS IS LIMITED TO REPAIR, REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

## **Who May Use the Limited Product Warranty?**

This limited warranty extends only to the original purchaser of the Skyhawk Product from the Skyhawk Website or from an authorized Skyhawk Dealer, or to the first person who activates the Skyhawk Product through registration of the Product to their Skyhawk Account ("you"/ "your"). It does not extend to any subsequent owner or other transferee of the Product.

## **What Does the Limited Product Warranty Cover?**

This limited warranty covers defects in materials and workmanship of the Product for the Warranty Period as defined below.

**What Does the Limited Product Warranty NOT Cover?**

THIS LIMITED WARRANTY DOES NOT APPLY, AND IS VOID AND WITHOUT EFFECT AND COMPANY SHALL HAVE NO LIABILITY WHATSOEVER FOR DEFECTS OF SUCH PRODUCT, WHERE:

The Product has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling, abnormal physical stress, abnormal environmental conditions, or use contrary to Seller's installation and maintenance instructions, restrictions on use and/or Important Safety Precautions.

The Product has been reconstructed, repaired, or altered by Persons other than Seller or its authorized Representative; or the Product serial number is missing, or the anti-tampering seal or other anti-tampering device has been broken.

**What Is The Period Of Coverage for the Limited Product Warranty?**

This limited warranty starts on the original date of purchase and lasts for ONE (1) YEAR (the "Warranty Period"). The Warranty Period is not extended if we repair or replace the Product. We may change the availability of this limited product warranty at our discretion, but any changes will not be retroactive.

**What Are Your Remedies Under the Limited Product Warranty?**

With respect to any defective Product during the Warranty Period, Company will, in its sole discretion, repair or replace such Product free of charge (including shipping and handling fees to return the repaired or replacement Product to you) or refund the price paid (including any shipping or handling fees).

**How Do You Obtain Warranty Service?**

To obtain warranty service, you must, during the Warranty Period, first contact Customer Support to notify Company of any defect or failure of the Product and obtain a Return Merchandise Authorization ("RMA") number. No warranty service will be provided without an RMA number. You may, at our discretion, be required to return the Product or destroy the Product and provide proof of destruction. When required to return the Product, you will be provided with shipping instructions and proof of purchase must accompany shipment. Company shall pay for shipping and handling charges in connection with performance of this limited warranty provided that Product is returned by following the shipping instructions provided under authorized RMA along with valid proof of purchase. For additional RMA process details go to [www.skyhawk.ai](http://www.skyhawk.ai)



**Limitation of Liability for Breach of Limited Product Warranty**

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND COMPANY'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED PRODUCT WARRANTY. COMPANY'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE PRODUCT, NOR SHALL COMPANY UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES TO ANY PERSON OR PROPERTY ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, WRONGFUL DEATH, PROPERTY DAMAGE, LOSS OF DATA, LOSS OF REVENUE OR PROFITS, BUSINESS INJURY, BUSINESS INTERRUPTION OR ANY OTHER DIRECT OR INDIRECT DAMAGES, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THE TERMS OF THIS LIMITED WARRANTY FOR SKYHAWK PRODUCTS WILL APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW. FOR A FULL DESCRIPTION OF YOUR LEGAL RIGHTS YOU SHOULD REFER TO THE LAWS APPLICABLE IN YOUR JURISDICTION.

# Regulatory Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation

**RADIATION EXPOSURE STATEMENT:** The device has been found to be compliant to the requirements set forth in CFR 47 Sections 2.1091 for an uncontrolled environment. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and Modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commissions rules.

## **Interference-Causing Equipment Standard**

IC ES 003 : This Class B digital apparatus complies with Canadian ICES-003 Cet appareil numérique de la classe B est conform e à la norme NMB-003 du Canada.

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