

User Manual

Smart Link Series

F10G-5S-BTW

F15G-5S-BTW

F20G-5S-BTW

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Package Content

Product Image			
Product Name	4K Smart Link	10K Smart Link	15K Smart Link
Model	F10G-5S-BTW	F15G-5S-BTW	F20G-5S-BTW
Indoor Cable	30ft Low-loss HiBoost 200 Cable	30ft Low-loss HiBoost 200 Cable	50ft Low-loss HiBoost 400 Cable
Outdoor Cable	50ft Low-loss HiBoost 200 Cable	50ft Low-loss HiBoost 200 Cable	50ft Low-loss HiBoost 400 Cable
Indoor Antenna	Wide-Band Flat Panel Antenna		
Outdoor Antenna	Wide-Band Directional Panel Antenna		
Available Indoor Antenna Expansion Kits			
HiBoost Omni Antenna Kit	X	X	✓
HiBoost Panel Antenna Kit	X	X	✓
2-Way Splitter	X	X	✓

NOTE: Available accessories can be purchased through your Dealer.
For a list of available accessories please visit www.hiboost.com.

Introduction

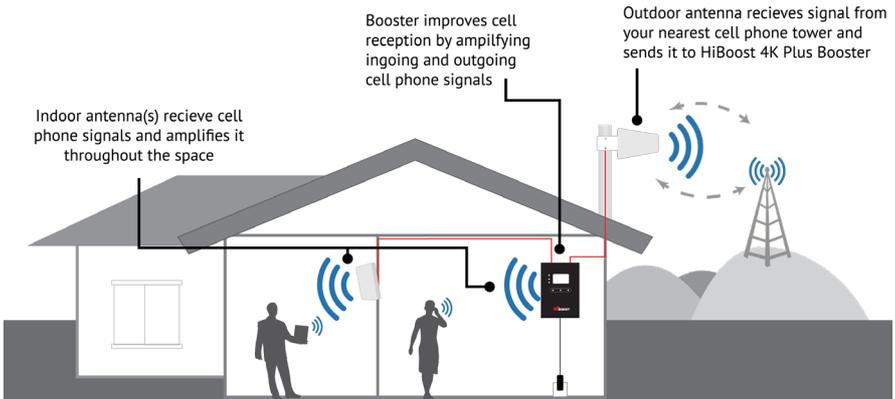
Thank you for purchasing HiBoost's Smart Link Signal Booster. The Smart Link Series is a collection of precision engineered products that improve cell reception inside homes and businesses by amplifying incoming and outgoing cell phone signals. Smart Link technology allows you to monitor the status of your chosen enabled booster (4K, 10K, and 15K) from your mobile device using our exclusive Signal Supervisor App.

If you have any issues installing your Smart Link Series product, please contact HiBoost USA.

info@hiboostusa.com
972-870-5666
www.hiboost.com

Warning: Un-authorized antennas, cables, and/or coupling devices are prohibited by new FCC rules. Please contact FCC for details: 1-888-CALL- FCC.

How Smart Link Booster's Work



Pre-Installation Instruction

The Smart Link booster unit and antennas must be strategically placed in order to provide maximum coverage for your home or office.

The Signal Supervisor app allows you to optimize and remotely monitor Smart Link enabled booster via bluetooth or Wi-Fi.

NOTE: Smart Link enabled boosters must have access to the internet via an active Wi-Fi connection. If you do not have an active Wi-Fi connection, use the alternate installation method via Bluetooth. If you have neither, please reference page 12 to the manual installation method using the LCD display.

A “soft installation” is recommended before you permanently mount any equipment for your purchased booster system. This technique will simplify the installation process by allowing you to identify any possible installation issues beforehand.

Initially, you will need to connect all the provided components together in each location where the equipment will be installed. The booster system can then be turned on and tested.

NOTE: Please **DO NOT** permanently install any equipment or cabling yet.

Professional Installation Tips:

- Completely read the installation manual beforehand.
- Gather all necessary tools, materials, and accessories.
- Perform a “soft installation.”
- Locate the best location for the indoor and outdoor antennas with the Signal Supervisor App.
- Ensure your indoor and outdoor antenna are well located, for strong signal performance from your booster.

Signal Supervisor App Set-Up

Before installing the Signal Supervisor app, please have the booster unit and power supply nearby. This will make the installation process easier because it allows you to monitor your booster as you install your outdoor antenna. Make sure that the Bluetooth feature on your mobile device is enabled before you attempt to pair or "register" your booster with your mobile device.

NOTE: If you do not have access to the Signal Supervisor application with bluetooth or Wi-Fi, please review how to manually install the booster using the LCD Display.

Step 1: Download the Signal Supervisor App

- The application is available for download through Apple's App Store or Google Play.
- After installing the Signal Supervisor app, power up the booster in order to pair your mobile device with the booster.

Step 2: Create a New Account and Log-In

- Launch the app on your mobile device.

The app will ask if you would like to receive notifications. On the lower left-hand corner of the screen, select New Here? Sign Up!

- Select **Choose Server** > Select **HiBoost Server**
- Select **Email Address** > Enter email address
- Select **Send Code** > Do this last, skip to the next line
- Select **Password** > Enter a password

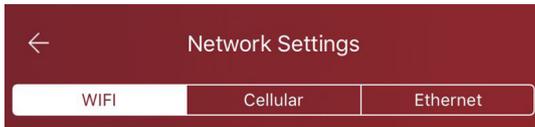
Read and accept the terms of use at the bottom of the screen.

- Select **Send code** > An activation code will be sent to your email address.

NOTE: Enter the code within one minute. If you fail to receive a code within one minute, repeat the procedure by selecting Send code again.

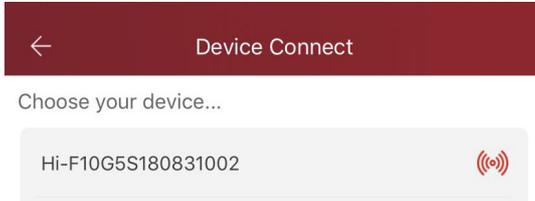
Step 3: Connect Smart Link Booster to App via Bluetooth and WiFi

- Once you have completed entering the required information on the “Sign Up” screen, the Sign Up button will change from gray to red. After selecting Sign Up, the app will open to the home screen. At the bottom of the screen select **Tools > Register Device > Via Bluetooth**. You will be prompted with a list of detected blue tooth devices. Please scroll through the list and find your bluetooth device. Please find your device by referencing the your serial numbers on your box.



Choose a Network...

- Selecting your device from the “Device Connect” screen will take you to the “Network Settings” screen. At the top, select Wi-Fi before selecting your network from the list below. Enter your Wi-Fi password when prompted, then select **Join**.



- Selecting “Join” will take you to the “Device Settings” screen. Once you have entered a “Device Name”, “Device Location” and “Device Region”, the Register button at the bottom of the screen will change from gray to red.
- Select Register. When the device registration is complete the screen will display “Register Success”.
- Selecting Done will take you to the “Tools” screen/tab. You should now register, click your device and your booster can be monitored through your Wi-Fi network.
- Additionally, if you do not have WiFi, you can directly Select **Local Monitoring > Via Bluetooth** to local control. (Bluetooth capabilities will have a limitation of 30ft.)

NOTE: Please see the troubleshooting section of this manual for more information on making manual adjustments to your booster’s performance.

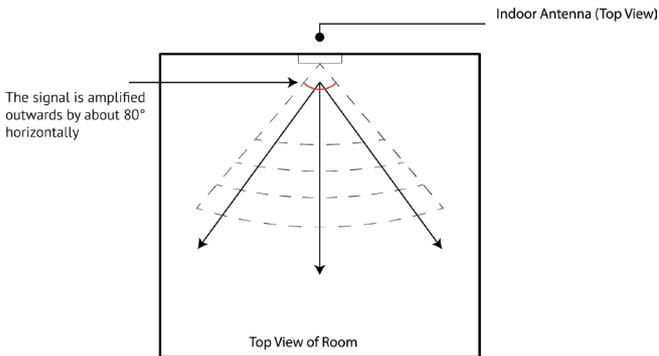
Smart Link Installation (Signal Supervisor App Method)

Step 1: Booster Installation

It is very important that you have a working system before permanently mounting your booster and antennas. The booster is designed for indoor use only and can be wall mounted with the bracket provided. Connect the flat panel indoor antenna to the booster's indoor port. Push the antenna connector firmly into the antenna jack on the booster and turn the connector sleeve in a clockwise direction until it is tight

Step 2: Indoor Antenna Installation

Before permanently installing the entire booster system, please place the connected indoor antenna in the room you plan to permanently install. The indoor antenna placement can be adjusted later after you have permanently installed the outdoor antenna.



The height above the floor of the indoor antenna can be varied to provide the best performance. A mounting distance of 4 ft to 6 ft above the floor is typical. The indoor antenna and the booster need to be separated by a minimum distance of 10 ft. The indoor and outdoor antennas need to be separated by a minimum distance of no less than 20 ft.

NOTE: Please remember that these two antennas cannot face each other.

(The panel antenna coverage area is a sector and has a tilted angle. The signal is amplified from the front of the indoor antenna at a horizontal angle of 80 degrees and vertical angle is 70 degrees. Please choose the best place to install the indoor antenna as per above instruction.

Key Concepts:

- Indoor antenna location will affect booster performance and signal coverage
- Separate the indoor antenna and booster by a minimum distance of 10 ft
- Separate the indoor and outdoor antenna by a minimum distance of 20 ft
- Do not face indoor and outdoor antennas towards each other
- The booster unit is designed for indoor installation only

Step 3: Outdoor Antenna Installation

Connect the directional outdoor antenna to the booster's outdoor port. Push the antenna connector firmly into the antenna jack on the booster and turn the connector sleeve in a clockwise direction until it is tight.

After you connect the outdoor antenna, power on the booster and carry the connected antenna to your roof.

NOTE: Make sure the outlet is not on a switch or dimmer as this will cause the booster to malfunction.

How to use the Signal Supervisor App

The Signal Supervisor App will help you locate the best location to install the outdoor antenna. Turn on your application once on your roof.

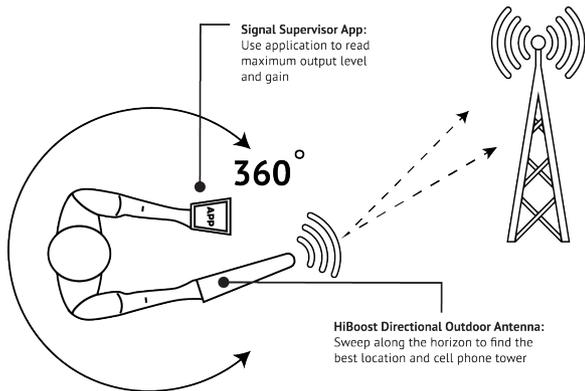
The outdoor antenna will perform best when it is installed above the highest point on your roof. Cell signal reception is strongest when the outdoor antenna is in "line of sight" and pointed directly at the closest cell tower. Please locate the nearest cell phone tower.

NOTE: To find cell towers located closest to your location, consult the following websites: www.antennasearch.com and www.cellreception.com.

Test several locations on your roof to determine the best location and aim your outdoor antenna in the best position. The Signal Supervisor app will assist you in reading signal strength during your tests. It is suggested that you repeat each test at each location, to ensure that the results are accurate. In some cases, your closest tower may not be ideal if it is in an area that receives a high volume of traffic.

Key Concepts:

- Test several locations on your roof to determine the best location and aiming
- Repeat your testing to confirm your results
- Installed antenna above highest point on your roof for best performance
- Proper installation of the outdoor antenna is key to the performance of the booster
- An improperly installed outdoor antenna will degrade coverage inside your office or home



Temporarily fix the outdoor antenna on your roof and point it to the nearest cell tower. Look at the gain and output power value displayed on the Signal Supervisor App. Slowly rotate the direction of the antenna until the app shows maximum power. Once this is achieved, the location and aim of the outdoor antenna is good. The outdoor antenna receives the strongest signal when the booster's downlink output power reaches its highest level in each band.

Go to your App and find the **Device Tab > Your Device > Device Detail > RF Control Parameters**. This should take you to a screen that shows different bands that individual carriers operate on below.

Home

Home-4K

Home

Device Detail

Basic Information

Name Office 1

Model F10G-5S

Location 6210 N Belt Line RdIrving TX 75063

Working Status

Serial ID F10G5S180831002

Fireware v5.1.0.7

Region USA

Network

Type WIFI

RF Control Params

Band	Status	Gain	Output Power
Band12	●	60db	-10dbm
Band13	●	60db	-10dbm
Band5	●	60db	-10dbm
Band25	●	60db	-10dbm

RF Control Params

	Uplink	Downlink
RF Status		
RF Switch		
Frequency	698MHz-716MHz	728MHz-746MHz
RSSI	-	-83 dbm
Output Power	-	-10 dbm
MGC	0 db	0 db
Gain	60 db	60 db
ISO	●	●
Overload	●	●

NOTE: For the 4K/10K/15K Smart Link Booster is maximum downlink output power is 10/12/12 dBm and maximum gain is 60/65/70 dB.

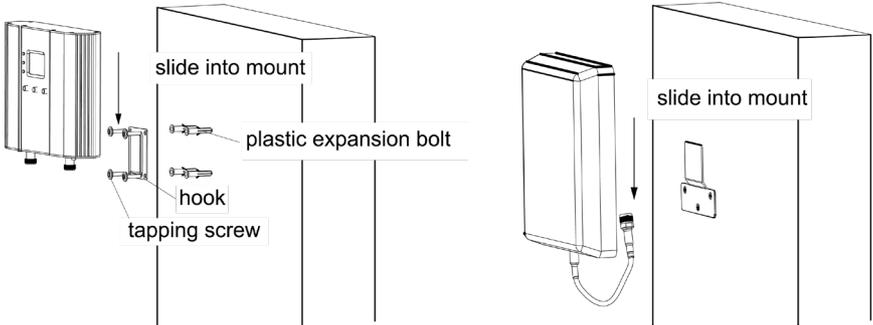
Step 4: Finalizing Installation

After confirming the best installation place of outdoor antenna, check if you have good coverage. You can verify coverage by making phone calls indoors. The ability to place and receive calls that do not drop, is more important than the number of bars displayed on your phone. Once you have confirmed that the system is operating correctly, you can permanently run your coax cables through walls and mount the booster, indoor and outdoor antennas with the supplied hardware once you have determined the ideal location.

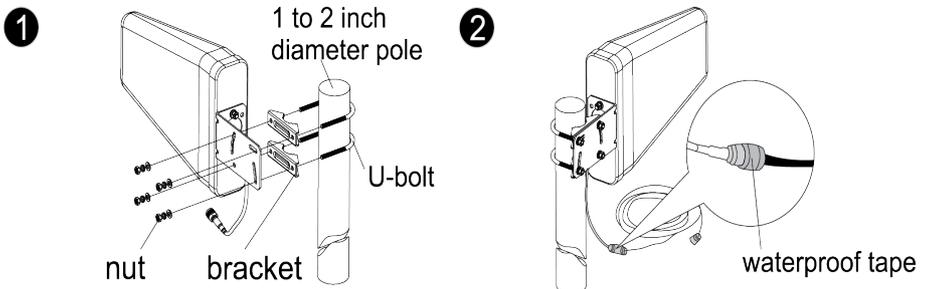
Key Concepts:

- Gently and gradually curve coax cable around corners. Never bend coax cable at a right angle when turning corners.
- Do not allow the coax cable to be crushed, never staple or nail through the jacket of the cable.
- Use electrical tape to seal outdoor connections. Also take care not to damage the center pin on the antenna cable connector.
- If you are routing coax cable through walls protect the connectors by wrapping a cloth rag around the connector and wrapping the cloth and a few inches of the insulation with electrical tape.

The booster and indoor antenna has a wall bracket included in this kit.

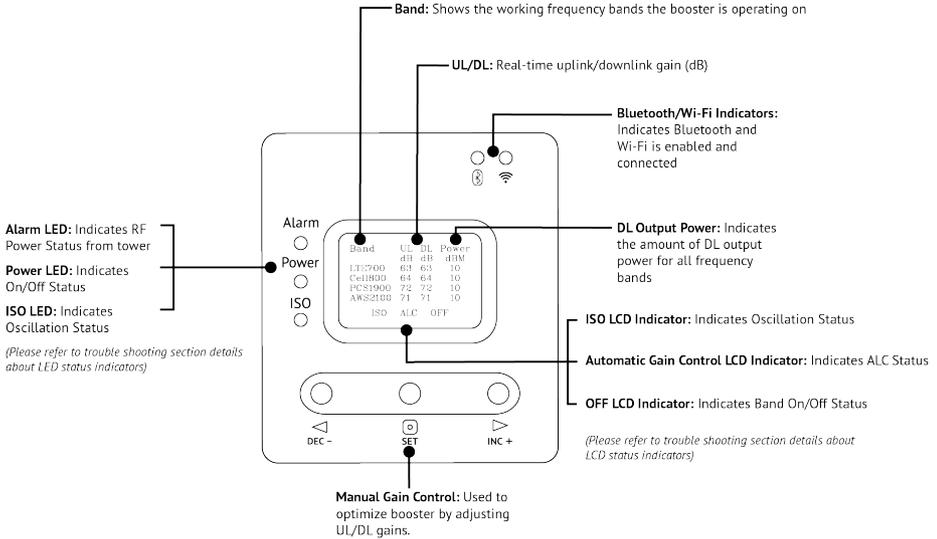


The outdoor antenna can be fixed to the antenna mount pole using the pole brackets included in this kit.



Smart Link Installation (LCD Display Manual Method)

This is a backup method that can be used when the Wi-Fi and Bluetooth is unavailable. Before you use this method to install your booster, please take a moment to familiarize yourself with the LCD Display, LED Status Indicators and Control Buttons on your booster.



LED/LCD STATUS INDICATORS	
Alarm LED	Indicates RF Power Status from tower
Power LED	Indicates ON/OFF Status
ISO LED	Indicates Oscillation Status
Manual Gain Control	Used to optimize booster by adjustment of UL/DL
OFF LCD Indicator	Indicates Band ON/OFF Status
Automatic Gain Control	Indicates ALC Status
ISO LCD Indicator	Indicates Oscillation Status
DL Output Power	Real time Uplink/Downlink Gain In dB
Bluetooth/Wi-Fi Indicator	Indicates Bluetooth and Wi-Fi are Enabled
UL/DL	Realtime Uplink and Downlink Gain
Band	Shows working frequency bands the booster is operating on

How to Set-Up Booster Manually

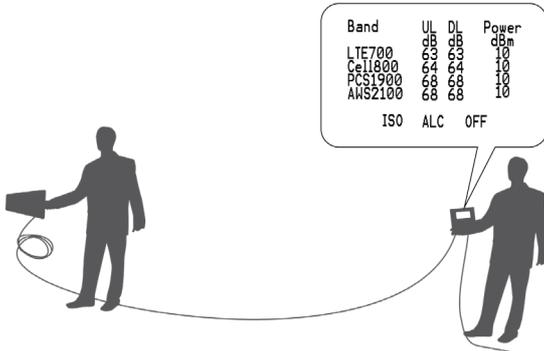
In order to do this efficiently, you can need to have a second person helping you.

Step 1: Connect the outdoor antenna to the booster's outdoor port.

Step 2: Fix the outdoor antenna on the roof of the building and point it to the nearest cell tower.

Step 3: Look at the gain and output power value displayed on the booster's LCD. The outdoor antenna receives the strongest signal when the booster's downlink output power reaches its highest level in each band.

NOTE: If the LCD display shows maximum gain and power, and there are not any alarms (no ISO, ALC, OFF legend flashing and no quick flashing green or red in LEDs), it means the present location is the best for ensuring that the booster has maximized performance.



For the 4K/10K/15K Smart Link Booster is maximum downlink output power is 10/12/12 dBm and maximum gain is 60/65/70 dB.

NOTE: These showed values may vary dynamically at times between 1-3 dB which is normal due to outdoor signal conditions.

The booster has self-adaptive smart Automatic Level Control (ALC) and Isolation Gain Processing (ISO). These controls are sufficient to keep the booster working properly. When the ALC or ISO is adjusting the gain at a very high rate and either ALC or ISO LED is flashing more than once, a manual adjustment might be required to maintain proper coverage from the booster. Please refer to our troubleshooting section and contact our customer support.

Quick Troubleshooting Guide

Eliminate Flashing ISO LCD Display Indicator and Quick Flashing Green, Quick Flashing Red ISO LED Indicator problems:

1. Adjust the outdoor antenna direction, keeping it away from the indoor antenna. Restart the booster.
2. Increase the vertical or horizontal distance between the outdoor antenna and the indoor antenna. Restart booster.
3. Use barriers such as walls to increase the isolation between antennas. Restart booster.
4. Change the indoor antenna type to an antenna with a more directional antenna pattern. Orient the indoor antenna and the outdoor antenna so they are not pointing at each other.
5. Reduce the booster's downlink gain using the manual gain controls. Keep the uplink gain value and downlink gain value the same. Restart booster.

NOTE: Uplink gain must be equal to or not less than 5dB below the downlink gain to avoid interference with the local carrier's cell site network.

Target: The ISO issues are solved when the ISO LED is "Green" or "Slow Flashing Green" or no flashing ISO legend.

Eliminate poor coverage problems when Power "--" Legend on LCD and Alarm LED is Green

1. If the signal has not been improved, please check below:
 - The weak downlink signal leads to the low output signal level. Change the direction or position of the outdoor antenna. You may also try replacing the outdoor antenna with a higher gain antenna to increase the incoming signal
 - Check to see if it is necessary to add more indoor antennas. Barriers such as walls can block the signal indoors. You should also check the booster to make sure the power is maximized. Try installing more indoor antennas or replace the booster with a higher powered one
2. If the signal in a small section of the building hasn't been improved, try the following:
 - Check to see if the indoor antenna is installed correctly. Try moving the antenna to improve coverage
 - Try adjusting the direction the indoor antenna is pointing

Other Troubleshooting Issues

You may reference the chart below to identify the current status of your booster. If you are having issues with any of the following LED status indicators, please contact our technical support at info@hiboostusa.com or give us a call at **972-870-5666**.

LED STATUS INDICATORS		
LED	STATUS	INDICATION
Alarm LED	GREEN	Below full output power
	SLOW FLASHING GREEN	Full output power
	QUICK FLASHING GREEN	Output power is too high
	QUICK FLASHING RED	Booster will automatically shut off due to excessive DL signal from tower
Power LED	GREEN	Normal
	OFF	DC Power Problem
ISO LED	GREEN	Indicates oscillation status
	SLOW FLASHING GREEN	Slight loop back or self-oscillation
	QUICK FLASHING GREEN	Deep loop back or self-oscillation
	QUICK FLASHING RED	Booster is automatically shutting off

Authorized Accessories List

These accessories are approved by the FCC to be used with all Smart Link boosters:

Outdoor Antenna & Cable Kit Options

Kit 9-5050

Yagi 9dbi Antenna & 50' 5D Cable

Kit 11-100400

Yagi 11dbi Antenna & 100' 400 Cable

Kit 11-7550

Yagi 11dbi Antenna & 75' 5D Cable

Kit 11-100500

Yagi 11dbi Antenna & 100' 5D Cable

Kit 10-3050

Panel 10dbi Antenna & 30' 5D Cable

Kit 10-50400

Panel 10dbi Antenna & 50' 400 Cable

Kit 10-5050

Panel 10dbi Antenna & 50' 5D Cable

Kit 10-75400

Panel 10dbi Antenna & 75' 400 Cable

Kit 10-100400

Panel 10dbi Antenna & 100' 400 Cable

Kit 10-7550

Panel 10dbi Antenna & 75' 5D Cable

Kit 10-10050

Panel 10dbi Antenna & 100' 5D Cable

Kit 9-50400

Yagi 9dbi Antenna & 50' 400 Cable

Kit 9-75400

Yagi 9dbi Antenna & 75' 400 Cable

Kit 9-100400

Yagi 9dbi Antenna & 100' 400 Cable

Kit 9-7550

Yagi 9dbi Antenna & 75' 5D Cable

Kit 9-10050

Yagi 9dbi Antenna & 100' 5D Cable

Kit 7-3050

Panel 7dbi Antenna & 30' 5D Cable

Kit 7-50400

Panel 7dbi Antenna & 50' 400 Cable

Kit 7-5050

Panel 7dbi Antenna & 50' 5D Cable

Kit 7-75400

Panel 7dbi Antenna & 75' 400 Cable

Kit 7-100400

Panel 7dbi Antenna & 100' 400 Cable

Kit 7-7550

Panel 7dbi Antenna & 75' 5D Cable

Kit 7-10050

Panel 7dbi Antenna & 100' 5D Cable

Kit 5-30400

Omni 5dbi Antenna & 30' 400 Cable

Kit 5-3050

Omni 5dbi Antenna & 30' 5D Cable

Kit 5-50400

Omni 5dbi Antenna & 50' 400 Cable

Kit 5-5050

Omni 5dbi Antenna & 50' 5D Cable

Kit 5-75400

Omni 5dbi Antenna & 75' 400 Cable

Kit 5-10400

Omni 5dbi Antenna & 100' 400 Cable

Kit 5-7550

Omni 5dbi Antenna & 75' 5D Cable

Kit 5-10050

Omni 5dbi Antenna & 100' 5D Cable

Indoor Antenna & Cable Kit Options

Kit 72-5050-50

2 Panel 7dbi Antenna with 50' 5D N male & 2-Way Splitter

Kit 52-5050-50

2 Whip 5dbi Antenna & 50' 5D Cable & 2-Way Splitter

Kit 102-5050-50

2 Panel 10dbi Antenna with 50' 5D N male & 2-Way Splitter

Kit 103-7550-50

3 Panel 10dbi Antenna & 75' 5D Cable & 3-Way Splitter

Kit 104-7550-50

4 Panel 10dbi Antenna & 75' 5D Cable & 3 2-Way Splitter

Kit 73-7550-50

3 Panel 7dbi Antenna & 75' 5D Cable & 3-Way Splitter

Kit 74-7550-50

4 Panel 7dbi Antenna & 75' 5D Cable & 3 2-Way Splitter

Kit 3-30400

Omni 3dBi Antenna with 30' 400 Cable

Kit 3-5050

Omni 3dBi Antenna & 50' 5D Cable

Kit 3-7550

Omni 3dBi Antenna & 75' 5D Cable

Kit 3-10050

Omni 3dBi Antenna & 100' 5D Cable

Kit 3-30400

Omni 3dBi Antenna with 30' 400 Cable

Kit 3-50400

Omni 3dBi Antenna & 50' 400 Cable

Kit 32-50400-50

2 Omni 3dBi Antenna & 50' 400 Cable & 2-Way Splitter

Kit 33-50400-50

3 Omni 3dBi Antenna & 50' 400 Cable & 3-Way Splitter

Kit 34-50400-50

4 Omni 3dBi Antenna & 50' 400 Cable & 3 2-Way Splitter

FCC RF EXPOSURE STATEMENT

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IC RF EXPOSURE STATEMENT

The device is compliance with RF exposure limits. The minimum distance from body to use the device is 20 CM.

Le présent appareil est conforme aux conformité ou aux limites d'intensité de champ RF. La distance minimale du corps à utiliser le dispositif est de 20 CM.

This is a **CONSUMER** device.

BEFORE USE, you **MUST REGISTER THIS DEVICE** with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider.

In Canada, **BEFORE USE**, you must meet all requirements set out in ISED CPC-2-1-05.

You **MUST** operate this device with approved antennas and cables as specified by the manufacturer. Antennas **MUST** be installed least 20 cm (8 inches) from (i.e., **MUST NOT** be installed within 20 cm of) any person.

You **MUST** cease operating this device immediately if requested by the FCC (or ISED in Canada) or a licensed wireless service provider.

WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

This device may be operated **ONLY** in a fixed location (i.e., may operate in a fixed location only) for in-building use.

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 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:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment 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.

Changes or modifications not expressly approved by HiBoost could void the user's authority to operate the equipment.

Note: For a complete list of antennas and cables approved for use with these boosters see Authorized Kitting Options page 14.

FCC 27.50(d)(4)Statement: Fixed, mobile, and portable (handheld) stations operating in the 1710-1755 MHz band are limited to 1 watt EIRP. Fixed stations operating in the 1710-1755 MHz band are limited to a maximum antenna height of 10 meters above ground.

FURTHER INFORMATION ON SIGNAL BOOSTER END-USE REGISTRATION

The following links are the currently active contacts for booster registration with U.S. wireless providers:

<https://www.uscellular.com/uscellular/support/fcc-booster-registration.jsp>

https://www.sprint.com/legal/fcc_boosters.html

<https://www.verizonwireless.com/solutions-and-services/accessories/register-signal-booster/>

<https://support.t-mobile.com/docs/DOC-9827>

<https://securec45.securewebsession.com/attsignalbooster.com/>

IC Statement: This device complies with Innovation, Science and Economic Development Canada ICES-003 Compliance Label: CAN ICES-3 (B)/ NMB-3(B).

Le présent appareil est conforme Innovation, science et développement économique Canada ICES-003 Étiquette de conformité: CAN ICES-3 (B) / NMB-3 (B).

Link to CPC-2-1-05

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

Technical Specifications

RF Parameter		Uplink	Downlink
Frequency Range	700MHz Band 12/17	698~716 MHz	728~746 MHz
	700MHz Band 13	776~787 MHz	746~757 MHz
	800MHz Band 5	824~849 MHz	869~894 MHz
	PCS1900 Band 25/2	1850~1915 MHz	1930~1995 MHz
	AWS2100 Band 4	1710~1755 MHz	2110~2155 MHz
Band width	700MHz Band 12/17	18 MHz	
	700MHz Band 13	11 MHz	
	800MHz Band 5	25 MHz	
	PCS1900 Band 25/2	65 MHz	
	AWS2100 Band 4	45 MHz	
Max. Gain	4K SL	60dB	
	10K SL	65dB	
	15K SL	70dB	
Max. output power	4K SL	17~24dBm	10dBm
	10K SL	17~24dBm	12dBm
	15K SL	17~24dBm	12dBm
MGC (Step Attenuation)		>25 dB / 1 dB step	
Electrical Parameter		Standard	
Power Supply		Input AC 100~240 V, 50~60 Hz, Output DC 12 V / 3 A	
Input & Output Impedance		50 ohm	
Mechanical Parameter		Standard	
I /O Port		N-Female	
Dimensions	4K SL	4.7*7.8*1.4 inch/120*198*34mm	
	10K SL &15K SL	8.6*6.5*2 inch/218*165*50mm	
Weight	4K SL	≤4.0 lbs/1.8kg	
	10K SL &15K SL	≤5.0 lbs/2.2kg	

Returns and Warranty Policies

30-Day Money-Back: All HiBoost products are protected by a 30-day money-back guarantee. If for any reason the performance of any product is not acceptable, the product may be returned to the reseller with a dated proof of purchase.

3-Year Warranty: HiBoost signal boosters and kits are warranted for 3 years. Customers can choose to return the signal boosters and kits directly to the manufacturer at the purchaser's expense with a dated proof of purchase and a Returned Material Authorization (RMA) number supplied by HiBoost. HiBoost will repair or replace the unit and will cover the cost of delivery for consumers located within the continental U.S and Canada.

This warranty does not apply to any signal boosters or kits determined by HiBoost to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties. We do not recover any Signal Supervisor application network connectivity issues. The cell phone booster relies on a strong, continuous and reliable connection to the internet in order to communicate with the cell phone application. For all Signal Supervisor Application related issues, please check your network strength and call our technical support. Failure to use a surge protected AC power strip with at least a 1000 Joule rating will void your warranty. Damage caused by lightning is not covered by this warranty.

All HiBoost products that are packaged with other HiBoost accessory products are intended for resale and used as a single integrated system. Such product kits are required to be sold to the end users or subsequent reseller as packaged. RMA numbers may be obtained by contacting Technical Support at 972-870- 5666.





HiBoost
6210 N Belt Line Rd., Ste. 110
Irving, TX, USA 75063
Phone/Fax: (972) 870-5666
E-mail: info@hiboostusa.com
Website: www.hiboost.com