HiBOOST® Boost Your Bars

User Manual

Home Mobile Signal Booster

Home Lite

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Irving, TX 75063
(972) 870-5666
support@hiboost.com
www.hiboost.com

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Package Content

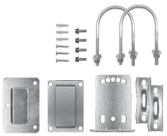
Signal Booster

Outdoor Antenna

1*32.8′ Outdoor Cable(NM-SMAM)

1*16.4′ Outdoor Cable(SMAF-SMAM)

Power Supply

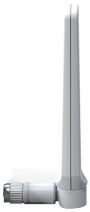


Accessories for main parts

are all provided

Waterproof Tape

to protect connections



Indoor Whip Antenna

Through-Window-Cable

SMA-Male to SMA-Female

No drilled hole

Note: Available accessories can be purchased through 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.

Introduction

Thanks again for purchasing HiBoost cell phone Booster. The Home Lite is a collection of precision-engineered products that improve cellular reception inside of homes and businesses by amplifying incoming and outgoing cell phone signals.

HiBoost cell Booster's exclusive cloud-based Signal Supervisor mobile application and LCD display allow users to monitor the live status of HiBoost cell phone signal boosters directly from the LCD display or remotely from a mobile device anywhere at any time.

If there are any issues while installing a HiBoost cell phone signal booster, please contact the HiBoost technical support team through the following options:

Create a ticket or chat via SignalSupervisor app

(972) 870-5666 (M-F from 9 am – 5 pm CST)

support@hiboost.com

www.hiboost.com

App Introduction

The SignalSupervisor app enables users to view supported frequency bands and their amplified power data (gain), ensuring optimal booster configuration.It also offers installation assistance for quick and accurate setup of the signal booster.

1.1 App Functions

Remote Monitoring: View device status in real-time and remotely switch frequency

Documentation Access: Access product specifications and installation videos for corresponding products (excluding industrial products).

Online Technical Support: Seek technical assistance from customer service via work orders or online chat.

Community Interaction: Share user experiences, post product reviews, and engage in interest group discussions.

Installation Assistance: Maximize device effectiveness by adjusting indoor and outdoor antennas based on output power changes.

1.2 Device Details

On the device details page of the app, users can view the supported frequency bands, gain, output power parameters, and check the device's usage status.

Note： The SignalSupervisor app strictly protects user privacy and does not collect any personal information. It is solely used for viewing device status, assisting with installation, and obtaining technical support, without accessing any personal information from users, ensuring the security and confidentiality of user data.

Gain: Refers to the degree to which the device amplifies the signal. The higher the gain, the better the signal transmission distance and quality.

Output Power: Refers to the size of the signal coverage area. The higher the output power, the greater the coverage area and signal strength.

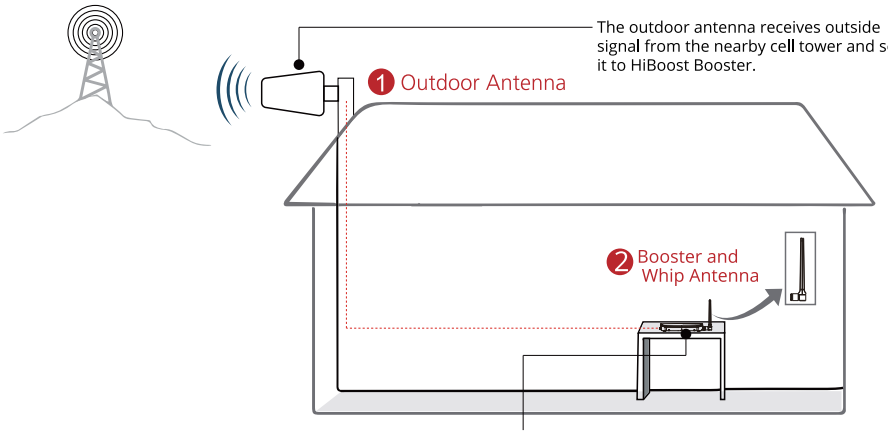
LTE700: This refers to the frequency band used by the repeater station. For more details, please refer to the table on page 8.

Coverage Performance: In the app, “Super" indicates that the current repeater station's coverage performance is satisfactory, with a strong and stable signal; “Good " indicates that the coverage performance is somewhat lacking and may require adjustment or optimization to improve signal quality.

How HiBoost booster works

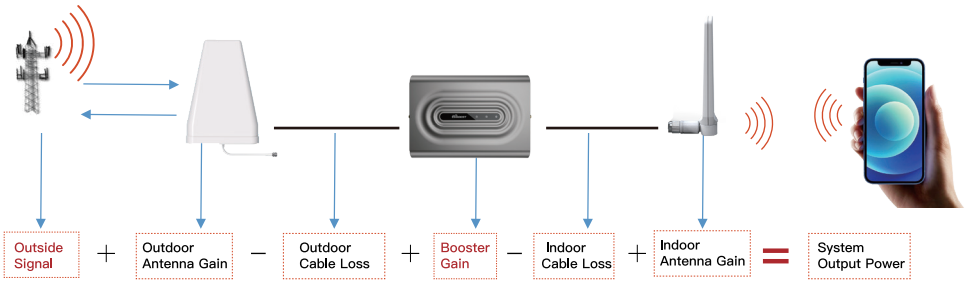
General Working Principle:

※ Please do spend some time to read it fully, as it is crucial to get full bars for your rooms.



Installation mode: Desktop

Working Principle in Formula



Out of the Formula:

Outside Signal: To be received by outdoor antenna from cell tower

Outdoor Antenna Gain: The gain of outdoor antenna

Outdoor Cable Loss: The loss of the outdoor cable

Booster Gain: The actual working gain of the booster

Indoor Cable Loss: The loss of the indoor cable

Indoor Antenna Gain: The gain of indoor antenna

For example:

-65dBm + 11dBi - 4.5dB + 60dB - 2dB + 7dBi = 6.5dBm (System Output Power)

Since the figures in **Black** color are fixed when you finish the purchase, thus the **RED** figures of

1. Outside Signal

2. Booster Gain will play a vital role in reaching the best output power during the install, especially when we know the FCC limits the booster system values.

So the user guide is focused on:

1. Getting the best outside signal.
2. Keeping the maximum booster gain.

More notes on how to keep the maximum booster gain

The loop back from the outdoor antenna to the indoor antenna will reduce the gain, so the principle to keep the maximum booster gain is to avoid the loop back from the outdoor antenna to the indoor antenna.

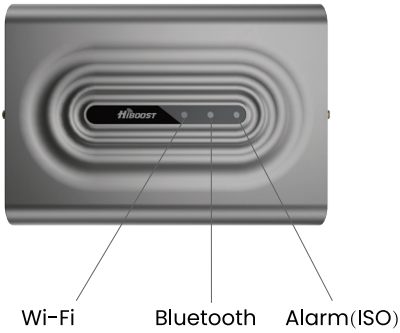
1) Increase the distance between the outdoor and indoor antenna, generally the same vertical distance generates more loss than horizontal, and to follow easily, a Typical Required Distance Between Outdoor and Indoor Antenna Over 30 feet (10 meters) horizontal distance or 13 feet (4 meters) vertical distance.

2) The outdoor and indoor antennas should face opposite directions(panel antenna)

3) Use barriers between the indoor and outdoor antenna.

※ Please note: This separation is not an absolute mandate. The idea is to isolate the outdoor antenna from the indoor antenna.

LED Indicator Lights



LED STATUSINDICATORS		
Alarm(ISO)LED	solid blue	normal
	1s flashing blue	slight Self-oscillation
	0.5s flashing blue	Self-oscillation
	solid red	Input voltage is not enough
Bluetooth LED	solid blue	bluetooth disconnected
	1s flashing blue	bluetooth connected
Wi-Fi LED	solid blue	wifi disconnected
	slow flashing blue	wifi connected

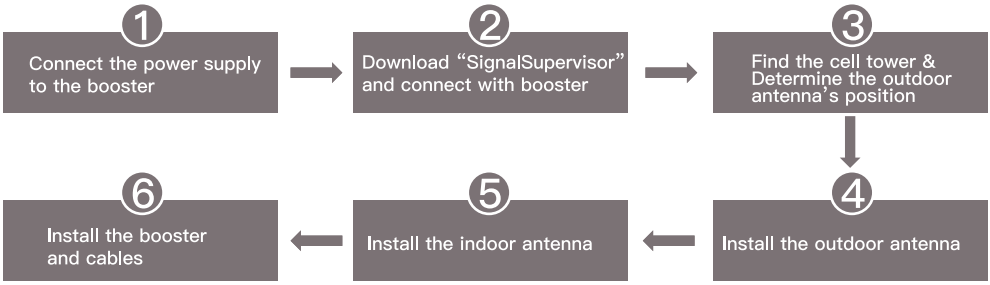
Bands contained in the Gauges on Signal Supervisor

Gauge	Band	Uplink	Downlink
LTE700	12/17	698-716MHz	728-746MHz
	13	776-787MHz	746-757MHz
CELL800	5	824-849MHz	869-894MHz
PCS1900	25/2	1850-1915MHz	1830-1995MHz
AWS2100	4	1710-1755MHz	2110-2155MHz

Please focus on the gauge that contains the band you are using.

APP Assisted Installation

Flow chart of APP Assisted Installation



Step 1: Connect the Power Supply to the Booster

Power Supply

Booster

Step 2: Download Signal Supervisor APP and connect the booster

Download the Signal Supervisor App, register ID and booster.

1) Search “Signal Supervisor” on Google Play/ App Store, or scan the above QR Code to download.

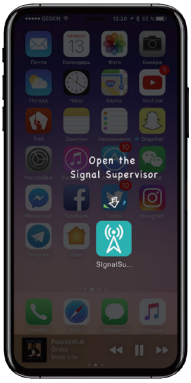
2) Register on the Signal Supervisor APP.

3) Power on the booster

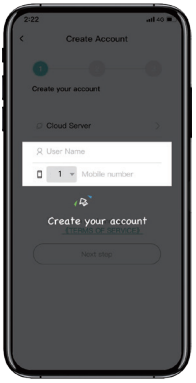
* The Bluetooth/WiFi antenna is of built-in type,

* There is no need to connect outdoor or indoor antennas at this moment.

4) Click “Add Device” to register the booster into the APP. And we recommend WiFi connection because the Bluetooth connection can’t go beyond 30ft. Check more steps about the App uses as below.



1



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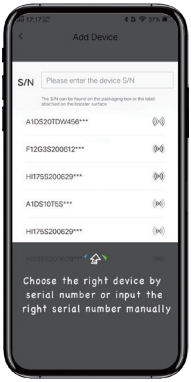
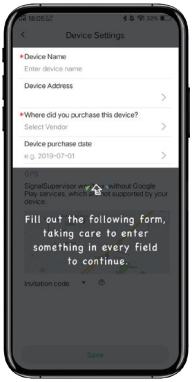


5



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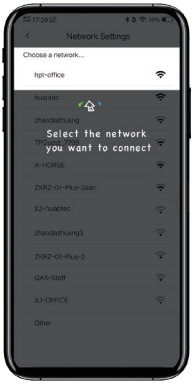


8

Bands contained in the Gauges on Signal Supervisor

Gauge	Band	Uplink	Downlink
LTE700	12/17	698-716MHz	728-746MHz
	13	776-787MHz	746-757MHz
CELL800	5	824-849MHz	869-894MHz
PCS1900	25/2	1850-1915MHz	1830-1995MHz
AWS2100	4	1710-1755MHz	2110-2155MHz

Please focus on the gauge that contains the band you are using.

Remark: Due to the variety of phone models and the WiFi router types, there is a situation, though it is rare, where the booster cannot be linked to the Signal Supervisor app successfully. If such situation is encountered:
* Or please use another cell phone or change a WiFi router if you insist an app assisted installation.

Please contact our tech support if you have difficulties in installation, and we will provide the best solution for you.

Step 3: Find the cell tower & Determine the outdoor antenna's position

3.1 Find the band you are using

For Android

Download NetWork Cell Info Lite in the Google store and open it.
It can be seen from the example picture that the frequency band is band 13.
(According to the form before, you need to pay attention to Gauge LTE700)

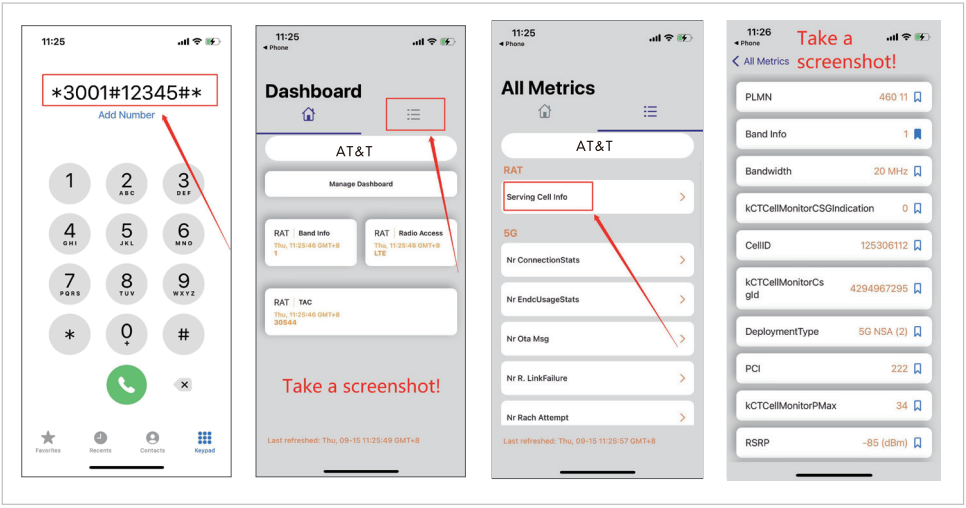
Then click MAP. You can see your phone connecting to a tower, and you can try aiming your outdoor antenna at it. But sometimes this is not accurate. You could also move to Step 3.2 to find the tower

Note: Please take screenshots at this stage.

For ios

(1)Dial *3001#12345#*

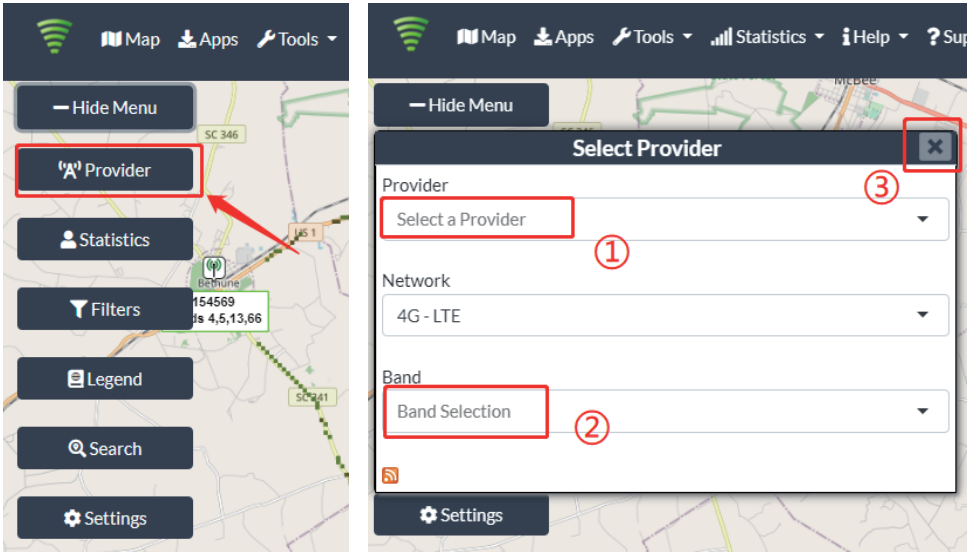
(2)Follow the instructions, take the screenshot as required.



3.2 Find the cell tower

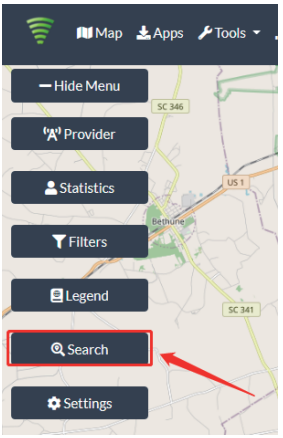
(1) Enter cellmapper.net

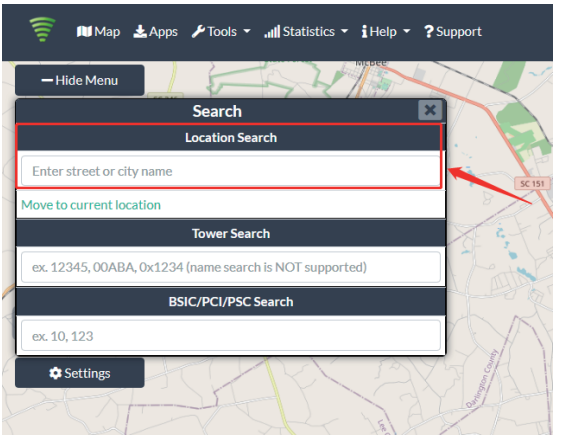
(2) Choose your own carrier and band here.



(3) Then enter the coordinate of where you are trying to install the signal booster, and press Enter key.

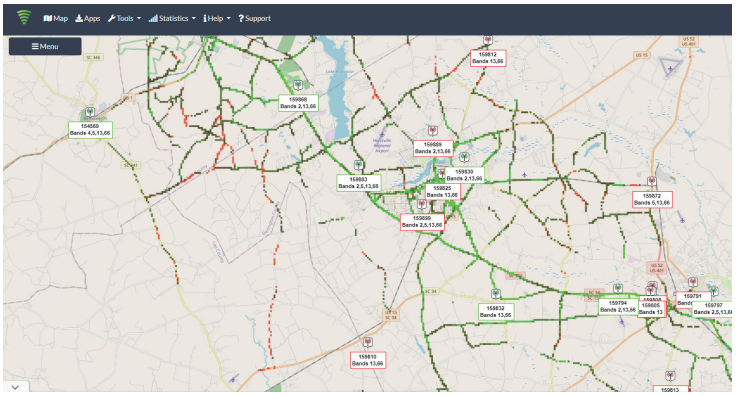
(In fact when you open Cellmapper, the map on the right will automatically locate your area if you've given the site permission to access your location.
If you found tower sites not even displayed on the map, it might because the app intercepts the locations for security reasons.)





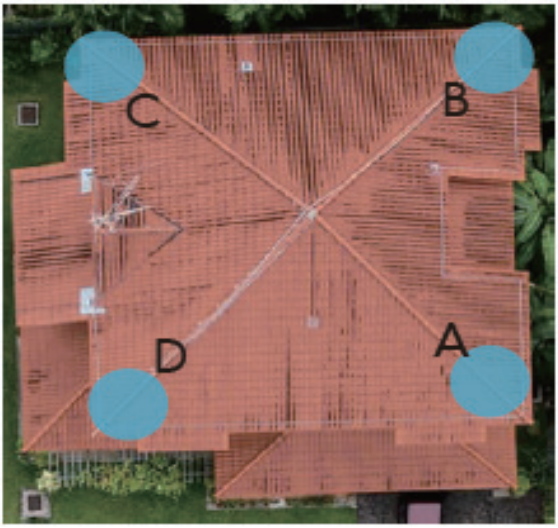
(4) After the map jumps to the location, you can scroll the mouse pulley and zoom it out, then you will see the tower near the location. It would be better to take a screenshot of this page to guide the following installation steps.
Should you have any questions, please contact our tech support.

Note: If you need help finding the tower, please contact our tech support and provide your carrier, band and screenshots taken in the last steps.



3.3 Determine the outdoor antenna's position

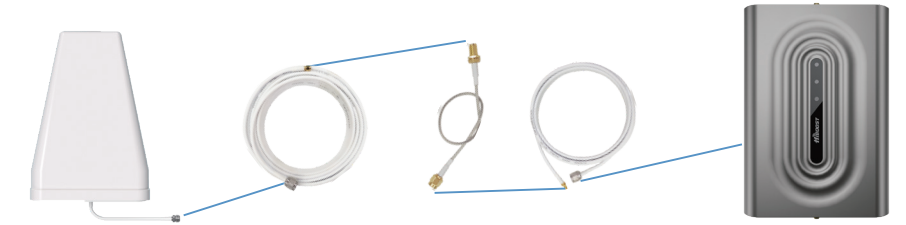
The outdoor antenna is usually placed at one of the 4 ends of the roof. Please choose the position according to the tower's location.
Make sure there are no barriers between the antenna and the tower.



Step 4 Install the outdoor antenna

4.1 Connect the outdoor antenna with the booster

(1) Put the booster near to the location you would like to install in the future, or a place with power outlet temporarily.
(2) Power on the booster and make sure the signal supervisor app links with it smoothly.
(3) Connect the 16.4ft cable with the booster's outdoor port. The booster supports hot plug.
(4) Then connect the window cable with 16.4ft cable and pull the window cable outside and connect it with 32.8ft cable. In case window cable is not needed, connect the 16.4ft cable with 32.8ft cable directly.
(5) Connect the other side of 32.8ft cable with the outdoor antenna.



Notes:

*Please do NOT connect indoor antenna at this moment as it will influence the outside signal finding.

*Please place the booster within 30ft to the possible insatllation location of outdoor antenna if Bluetooth connection is applied. This is to ensure the App can connect to the booster.

4.2 Adjust and fix the Outdoor Antenna

Have your outdoor antenna pointed to the cell tower you found before and observe the reading on the app. Adjust the outdoor antenna accordingly.

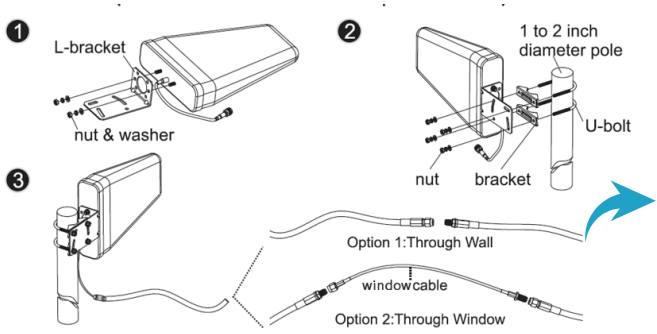
Notes: (1) The output power should be the higher the better.

(2) The full output power for Home Lite is 10dBm. And the full gain is 60dB.

Professional Tips

- Keep in mind that it is normal for the output values may vary dynamically between 1-3 dB.
- To optimize the signal for one carrier, point the outdoor antenna towards the closest cell phone tower designated to that carrier.
- To optimize the signal for more than one carrier, point the outdoor antenna between multiple towers.
- Make sure to slowly turn the antenna while taking the readings so the booster has time to adjust the reading.
- Test and install the antenna at the same height where power outputs and gain values reach the booster's maximum capacity.
- If you can't get a good output power, for instance, the value is below POOR level, it is highly likely that the installation will fail. Please either find a new place with better signal or drop the installation.

4.3 Install the outdoor antenna firmly



The connector of the cable connection part must be glued with black waterproof tape to prevent long-term signal drop and reduce signal loss!

4.4 Reconfirm that the signal on signal gauge

Please **do take following screen shot** for future comparison during indoor antenna installation.

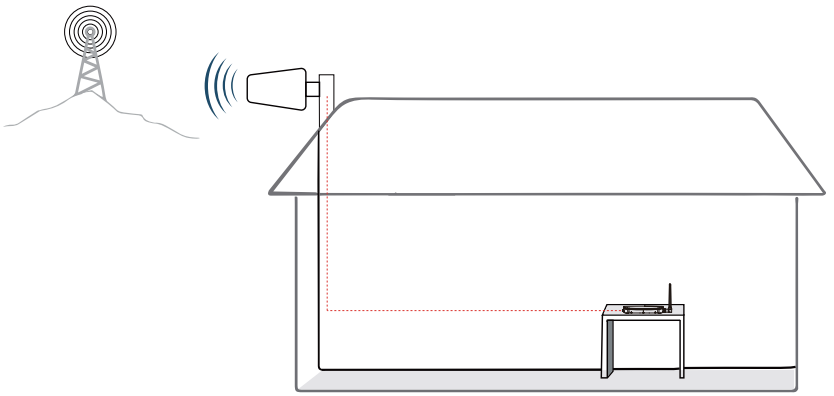
What you are going to be paying attention to here, is the gain values. If you have interference between your indoor and outdoor antennas, then the booster will lower the gain and these values will decrease.

Step 5: Install the Indoor Antenna

5.1 Connect the indoor antenna with the booster

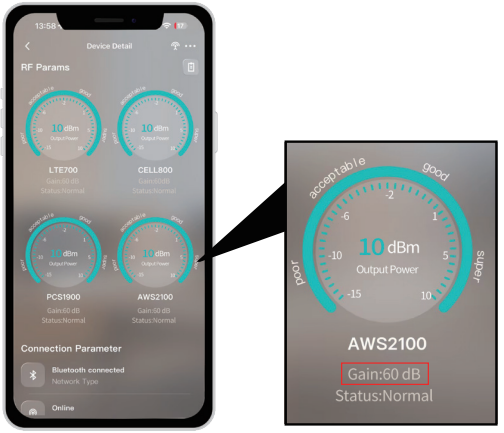
Connect the whip antenna to the Indoor port, and 13 feet lower in elevation, 30 feet separation between indoor whip antenna and outdoor antenna horizontally. (Put the booster where you would like to cover with signal.)

5.2 Install the indoor antenna



Put the signal booster on a dry and cool desktop, and it shall be easily accessible for maintenance.
(As the whip antenna is a kind of omni antenna, it is suggested that the booster should be placed on a desk in the center of the area you would like to cover, rather than on a wall)

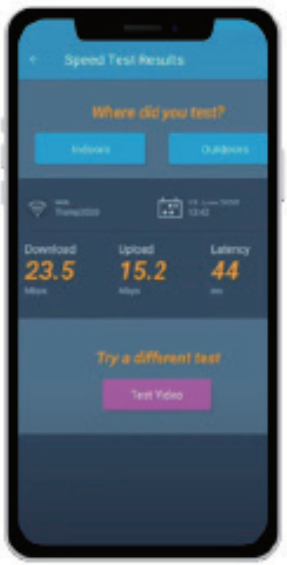
5.3 Adjust the position of the indoor antenna



Note:

Make sure the gain reaches about 60dB. If not, please increase the vertical and horizontal distance between the two antennas or add some barriers.

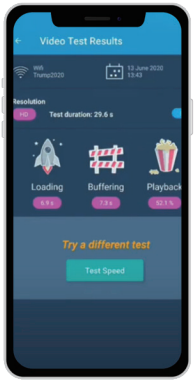
5.4 Signal quality test



You could do the following:

(1)First make sure the signal gauge value is unchanged from that during the outdoor antenna installation.
(2)Do speed tests with the booster on and off, and make a comparison.
(3)Check if the number of signal bars increases.
(4)Make a phone call or send messages and check if the voice and streaming are better.

Now everything is completed and please start to enjoy the mobile services.
If the result is not satisfactory or you want to be better, you may repeat the whole or part of the process to improve.
Should you have any queries during the installation, please kindly contact us via Signal Supervisor App online support.



Quick Troubleshooting Guide

OVERLOAD					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	>=8dBm	Alarm light flashing and Power light solid red	Outdoor signal is too strong	Have your outdoor antenna pointed slightly away from the cell tower
CELL800	<60dB	>=8dBm			
PCS1900	<60dB	>=8dBm			
AWS2100	<60dB	>=8dBm			

LOOP BACK					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	<8dBm	Alarm light flashing and Power light solid red(strong loop back) or green(slight loop back)	Inadequate separation of the indoor and outdoor antennas	1、Increase vertical and horizontal distance. 2、Add barriers(e.g. walls) Please try these solutions until the gain reaches or is over 60dB.
CELL800	<60dB	<8dBm			
PCS1900	<60dB	<8dBm			
AWS2100	<60dB	<8dBm			

POOR SIGNAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	--/NEGATIVE	Alarm light OFF and power light solid green	Input signal is too weak	1、Try adjusting the outdoor antenna to the best direction 2、Try adjusting the outdoor antenna to another cell tower 3、Try increasing the height of the outdoor antenna and make sure there are no barriers between the tower and the outdoor antenna Please try these solutions until the output power reaches or is over -5dBm.
CELL800	>=60dB	--/NEGATIVE			
PCS1900	>=60dB	--/NEGATIVE			
AWS2100	>=60dB	--/NEGATIVE			

Normal but No Boosted Signal					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light OFF and power light solid green	1、The band is not supported 2、The Signal is from other Carriers	Check the band you are using again. If it stays at band66, get into the 'detail'/ 'Setting' of gagues on Signal Supervisor and switch off RF switch of AWS2100, then adjust the outdoor antenna again. It would be better if there are two persons and one can stay near the indoor antenna to check if the signal is boosted.
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

NORMAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light OFF and power light solid green		
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

Technical Specifications

Item					
Working Band	Band 12 / 17	Band13	Band 5	Band 25/2	Band 4
UL Frequency Range(MHz)	698-716	776-787	824-849	1850-1915	1710-1755
DL Frequency Range(MHz)	728-746	746-757	869-894	1930-1995	2110-2155
Supported Standards	5G DSS, LTE, HSPA+, EVDO, WCDMA, GSM				
Max. Gain	60 dB				
Max Output Power	DL 10 dBm				
MGC (Step Attenuation)	≥ 25 dB / 1 dB step				
Noise Figure	≤ 6 dB typ				
I/O Port	SMA-Female				
Inpedance	50 ohm				
Power Supply	Input AC 100-240V, 50/60 Hz, Output DC 12V/1.5A				
Power Consumption	≤ 18W				
Environment	-25℃ to+55℃ (<85% RH)				
Environment Conditions	IP40				
Dimensions	7.3 x 5.3 x 1.4 in / 186 x 134 x 35 mm				
Weight	≤ 1.68 lbs / 0.76 kg				
Certification	FCC / ISED				

Notes: Support 5G only that's been or will be deployed in current 4G by DSS (Dynamic Spectrum Sharing) by carriers.

Authorized Accessories List

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 with50' 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 with50'5D 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
2Omni 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

Notes: Unauthorized use of accessories (power supplies, antennas, cables, etc.) is strictly prohibited.

FCC and IC Statements

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 colocated or operating in conjunction with any other antenna or transmitte.

IC RF EXPOSURE STATEMENT
The devices 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 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. For a complete list of antennas and cables approved for use with these boosters see Authorized Kitting Options

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).
Please follow the link to access the CPC-2-1-05:

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.

Return and Warranty Policies

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 within 30-days with proof of purchase. Please contact the customer support team.

3-Year Warranty: Signal boosters and kits are warranted for 3 years. We will repair or replace the unit and will cover the cost of delivery back to consumers located within the continental US and Canada. We will only cover shipping to our office if the booster was delivered to you recently, and was delivered defective.

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 us. RMA numbers may be obtained by contacting customer support at 972-870- 5666 or support @hiboost.com

This warranty does not apply to any signal boosters or kits determined by us to have been subjected to tampering, misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties.

We are not liable for any Signal Supervisor application network connectivity issues. The cell phone signal 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 of the products that are packaged with other 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.