
TASER® AXON™, AXON Flex™ and SYNAPSE™ Evidence Transfer Manager (ETM): Warnings, Instructions, and Information

These safety warnings are for your protection, as well as, the safety of others. Disregarding this information could result in serious injury, system malfunctions, or loss of data.

Read and Obey. Read, study, understand, and follow all instructions, product manuals, warnings, information, training bulletins, and TASER International, Inc. (TASER) training materials before using the TASER AXON system, AXON Flex system, and ETM. Failure to comply could result in serious injury, system malfunctions, or loss of data.


Obey Applicable Laws. Use the TASER AXON and AXON Flex system only in accordance with applicable federal, state, and local laws and other regulations or legal requirements.


These warnings are effective February 20, 2012, and supersede all prior revisions. The most current warnings are online at www.TASER.com.


Scope and Purpose

This document presents important safety warnings, instructions, and information intended to reasonably minimize hazards associated with the use of the TASER AXON and AXON Flex systems and ETM.

Within this document certain safety signals and signal words are used to call attention to safety messages.

 The safety alert symbol is used to alert users to potential injury hazards. ALWAYS obey all safety messages that follow this symbol to reasonably minimize the risk of death or serious injury when the product is used and to enhance safe operation of the product.

 **WARNING** The signal word WARNING indicates a hazardous situation which, if not avoided or heeded, could result in death or serious injury. It is intended to direct the user's attention to hazards that may not be obvious, but may be reasonably mitigated by heeding training and instructions, or avoiding certain actions, circumstances, or behaviors, thereby improving the safety of the product. WARNINGS may be followed by instructions and information integral to the WARNING.

 **CAUTION** The signal word CAUTION indicates a potentially hazardous situation which, if not avoided or heeded, could result in minor or moderate injury. It is intended to direct the user's attention to hazards that may not be obvious, but may be reasonably mitigated by heeding training and instructions, or avoiding certain actions, circumstances, or behaviors, thereby improving the safety of the product. CAUTIONS may be followed by instructions and information integral to the CAUTION.

Safety Information: ETM Use

WARNING

Failure to follow these safety instructions could result in fire, electric shock, damage, system malfunctions, or personal injury:

Tilting and Falling Risk. Never rock or tilt the ETM, which can fall over and cause serious injury or death. There is also risk of the ETM falling over when improperly lifted. Improper lifting can cause serious personal injury or damage to the ETM. Movement of the ETM should only be performed by qualified personnel.

Excessive Weight Hazard. Use 2 or more capable people to move and install the Full Bar ETM rack. Failure to do so can result in back or other injuries.

Electrical Warnings. To reasonably reduce the risk of fire, electric shock, or injury to persons when using the ETM, follow basic precautions, including the following:

- Plug into a grounded 3-prong outlet.
- Do not remove the ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power and verify power disconnect before servicing.
- Keep flammable materials and vapors, such as gasoline, away from the ETM.
- Keep the ETM away from sources of static electricity. Static electricity can cause damage to the ETM or cause the device to malfunction.
- In the event of electrostatic discharge or intermittent power fluctuation to the ETM, power will need to be cycled to the device to regain full functionality.

CAUTION

Failure to maintain the ETM as instructed may cause the system to malfunction or fail to function properly or optimally. Follow and comply with the following instructions to reduce the risk of injuries and malfunction, including failure or loss of data:

Anchor the ETM

Securely anchor the ETM (for example, to the floor, wall, or other hard and stable surface) using appropriate hardware. 1-, 2- and 3-bar ETMs for the AXON system (each bar holds 3 bays for the AXON Tactical Computers (ATC)), should be securely placed on a flat surface. The AXON Flex ETM, which is a separate piece of hardware, should be securely placed on a flat surface; it also may be mounted on a wall. The following are guidelines for ETM installation:

- ETM Installation must comply with your local and other applicable building and electricity regulations.
 - ETM should be installed in an environment with redundant power and redundant HVAC.
 - Exposed electrical cords could be a tripping hazard.
 - For best performance, the ambient temperature near the ETM should be between 32 °F [0 °C] and 104 °F [40 °C].
 - Leave adequate space around all sides of the ETM for proper ventilation.
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- Leave adequate space in front of the ETM for people to maneuver around the ETM without bumping into it.
 - The ETM must be installed to allow for future removal from the enclosure if service is required. Do not seal the ETM into the cabinetry. Doing so will make future servicing difficult. TASER will not be liable for any costs associated with removing or replacing a sealed-in product, nor for repairing any damage that may be incurred by doing this.
 - If mounted on a wall, the AXON Flex ETM should be secured to wall studs, or secured with drywall or concrete anchors, as applicable.

Indoor Use Only. The ETM is manufactured for indoor use only. Install the ETM indoors, away from excessive moisture or heat, dust, direct sunlight, water, or other negative environmental factors.

Avoid Water and Wet Locations

Do not install the ETM near or around water or water pipes.

Safety Information: AXON System and AXON Flex System Use



Failure to follow these safety instructions could result in fire, electric shock, damage, system malfunctions, or personal injury:

Operating Safely. Be careful and attentive while using the AXON or AXON Flex systems alone or with the HeadCam or AXON Flex camera while operating a vehicle, riding a bicycle, operating other conveyance, when dealing with potentially violent individuals, or handling a hazardous or potentially hazardous situation. If you use the AXON or AXON Flex systems while operating a conveyance, keep in mind the following guidelines:

- Give full attention to driving or riding and to the road. Using a mobile device while driving or riding may be distracting.
- Get to know the AXON and AXON Flex systems and their features.
- Position the ATC and Com Hub or AXON Flex controller and AXON Flex camera within easy reach.
- Do not take notes, look up information, or perform any other activities that require or distract your attention while operating the conveyance.

HeadCam and AXON Flex Camera Safety. If the camera system causes headaches or discomfort discontinue use or find an alternative way to wear the equipment. Never wrap wires around your neck.

Avoiding Hearing Damage. Hearing damage, impairment, or loss may occur and may be permanent if the HeadCam or AXON Flex camera is used at high volume. Set the volume to a safe and comfortable level. Be advised that you can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing.

Choking Hazards. The AXON and AXON Flex systems contain small parts, which may present a choking hazard. Keep the AXON and AXON Flex systems and their accessories away from small children.

Repetitive Motion. When you perform repetitive activities such as typing on the ATC or a mobile phone, you may experience occasional discomfort in your hand, wrist, arm, shoulder, neck, or other part of your body. Take frequent breaks and if you have discomfort during or after use, stop use and see a physician.

Navigating Safely. If your AXON or AXON Flex system has applications that provide maps, digital compass headings, directions or location-based navigation assistance, these applications should only be used for basic navigation assistance and should not be relied on to determine precise locations, proximity, distance, or direction. Maps, digital compass, directions, and location-based applications provided by TASER depend on data collected and services provided by third parties. These data services are subject to change, may not be available in all geographic areas, or may not be accurate, resulting in maps, digital compass headings, directions, or location-based information that may be unavailable, inaccurate, or incomplete. Compare the information provided on the AXON or AXON Flex system to your surroundings and defer to posted signs to resolve any discrepancies.

Handling the TASER AXON or AXON Flex Systems. Do not drop, cause to strongly impact, disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign objects into the AXON or AXON Flex system components. Replace the battery only in accordance with the manufacturer's instructions.

Potentially Explosive Atmospheres. Electric sparks in a potentially explosive area could cause an explosion or fire, resulting in serious injury or even death. Areas with a potentially explosive atmosphere are often, but not always, marked clearly. Potential areas may include: fueling areas (such as gas stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where you would normally be advised to turn off your vehicle engine.

Exposure to Radio Frequency Energy. The AXON and AXON Flex systems contain radio transmitters and receivers. When powered on, the AXON and AXON Flex systems receive and transmit radio frequency (RF) energy through its antenna. The AXON and AXON Flex systems are designed and manufactured not to exceed limits for exposure to RF energy set by the Federal Communications Commission (FCC) of the United States, Industry Canada (IC), and the recommendations of the Council of the European Union.

Radio Frequency Interference. Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although the AXON and AXON Flex systems are designed and manufactured to comply with regulations governing radio frequency emission in countries such as the United States, Canada, and the European Union, the wireless transmitters and electrical circuits in the AXON and AXON Flex systems cause interference in other electronic equipment.

Use Only TASER-Approved Components, Batteries, and Accessories. The AXON and AXON Flex systems are sophisticated electronic systems. In order to reasonably provide proper function, only TASER-approved components, batteries, and accessories are to be used with the systems. Use of anything other than TASER-approved components, batteries, or accessories will void the warranty, may cause malfunction, and may put the user or other person at risk of injury.

Avoid Using Sharp Objects on the ATC's LCD Screen. Using sharp or pointy objects such as a pen or paperclip could cause damage to the ATC's LCD screen. The LCD touch screen is intended for touch with a human finger.

Safety Information: ATC and AXON Flex Controller Batteries



To prevent potential injuries, leaking, overheating or explosion of batteries, please be advised to take following precautions:

Battery Acid Contact with Skin or Eyes. In case the battery acid gets into the eyes due to the leakage of battery, do not rub the eyes. Rinse the eyes with clean running water, and seek medical attention immediately. Battery acid's contact with the eyes or skin could cause serious injury, including a loss of eyesight.

Extreme Temperatures. Do not expose the battery to excessive heat, cold, or water. Do not use or leave the battery near a heat source or at a very high temperature (for example, fire, heater, in strong direct sunlight, or in a vehicle in extremely hot weather). Otherwise, the battery may overheat, cause a fire, or its performance will be degenerated and its service life will be shortened.

Static Electricity. Keep the battery away from sources of static electricity. Static electricity can cause damage to the battery, which could result in serious injury.

Recharging. When recharging, use the ETM or battery charger specifically for that purpose. Do not reverse the position (+) and negative (-) terminals. Do not connect the battery to an electrical outlet.

Replacement. The rechargeable battery in the ATC may be replaced by the user. Do not use any battery other than those designated by TASER. Doing so may cause battery explosion, battery leakage, system damage, injury, or fire. The battery in the AXON Flex controller is not designed to be replaced. DO NOT attempt to replace the AXON Flex controller battery.

Handling. To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts. Do not strike or throw the battery against hard surfaces. Do not directly solder the battery or pierce the battery with a nail or other sharp object. Never disassemble, short circuit, or heat batteries or put batteries in a fire. Doing so may cause battery explosion, battery leakage, system damage, injury, or fire.

Abnormal Appearance. If the battery gives off an odor, generates heat, becomes discolored or deformed, or in any way appears abnormal during use, recharging or

storage, immediately remove it from the device or battery charger and place it in a contained vessel such as a metal box.

Disposal. Dispose of the battery properly; contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries. Do not dispose of the battery in fire or heat. The battery may explode if placed in the fire.

 **CAUTION**

Failure to maintain the ATC or AXON Flex controller battery as instructed may cause the battery or system to malfunction or fail to function properly or optimally. Follow and comply with the following instructions to reduce the risk of malfunction, including failure:

Charge the Battery Before Use. The ATC, AXON Flex camera, and AXON Flex controller must be charged and functional prior to use. Be aware that a battery can fail to function, fail to charge, fail to maintain a charge, or deteriorate over time. Properly maintain the battery and ensure that it is fully functional. If the battery is not fully functional, immediately replace it with a fully functional battery.

Cleaning Battery Terminals in the ATC. In case the ATC battery terminals (electrical contacts) are contaminated, clean the terminals with a dry cloth before use. Otherwise power failure or charge failure may occur due to the poor connection between the battery and the electronic circuitry of the device.

Safety Information: Maintenance

 **CAUTION**

Failure to maintain the AXON or AXON Flex system as instructed may cause the system to malfunction or fail to function properly or optimally. Follow and comply with the following instructions to reduce the risk of malfunction, including failure or loss of data:

Charging the ATC, AXON Flex Camera, and AXON Flex Controller. To charge the ATC, AXON Flex camera, or AXON Flex controller, only use the approved TASER chargers, charging cables, or ETM units.

Update Software

The AXON and AXON Flex systems have the capability for software updating through the EVIDENCE.com™ services site. It is important to acquire, update, and maintain the latest software update. Current software may be obtained from www.evidence.com.

Storage. Do not use or store the AXON or AXON Flex systems or their accessories in the following locations, as the device may malfunction under these conditions:

- Anywhere extremely hot, cold, or humid. Never leave exposed to temperatures above 140 °F [60 °C] (such as under direct sunlight, near heaters, or in a vehicle in extremely hot weather) or exposed to temperatures below -4 °F [-20 °C];
- With the battery completely drained; or
- Near strong magnetic fields or mechanical vibrations.

Avoid Exposure to Wet Conditions. If an AXON or AXON Flex component or the ATC or AXON Flex controller battery is drenched or immersed in water, seawater, or other liquid, DO NOT use the component until completing the procedure recommended in the current version of the TASER Instructor Training materials or the product manual. Do not attempt to dry the AXON or AXON Flex system or ATC or AXON Flex controller battery with an external heat source, such as a microwave oven or hair dryer. An AXON or AXON Flex system or ATC or AXON Flex controller battery that has been damaged as a result of exposure to liquids is not serviceable.

Repairing or Modifying. Never attempt to repair or modify the AXON or AXON Flex system yourself except as specifically outlined in the operating instructions. Service should only be provided by TASER or an authorized service provider. Disassembling the AXON or AXON Flex system, including the removal of external screws (except removal of screws to replace the ATC's battery pack) may cause damage that is not covered under the product warranty. For service information, go to: www.evidence.com or www.TASER.com.

Safety Information: Loss of Data



Failure to maintain the AXON or AXON Flex system or ETM as instructed may cause the system to malfunction or fail to function properly or optimally. Recorded content in memory may be destroyed or erased by operating mistakes, unit malfunction, or during repair work. Back up and save important content after each shift and before returning the unit for repair work.

Safety Information: Hazardous Substance



Hazardous Substances. The AXON and AXON Flex systems contain components that contain chemicals known to the State of California and others to cause cancer and birth defects or other reproductive harm. Do not disassemble. Refer to your agency's guidance for proper handling and disposal.

Safety Information: Radio Waves



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

Your wireless device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. Before a



device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

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:


- Reorient 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 TASER International Customer Service for help.

FCC/IC NOTICE: This device meets the body worn human exposure limits found in OET Bulletin 65, 2001, and ANSI/IEEE C95.1, 1992. Proper operation of this radio according to the instructions found in this guide will result in exposure substantially below the FCC's recommended limits. To comply with the FCC and ANSI C95.1 RF exposure limits, this device has been tested for compliance with FCC RF Exposure limits in the typical configuration. The radiated output power of this wireless device is far below the FCC radio frequency exposure limits.

NOTE: Unauthorized modifications could void the warranty and the user's authority to operate the equipment.

RSS 210 Warning Statement: The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site www.hc-sc.gc.ca/rpb.

THIS MODEL DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES

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