

3. Warranty & Support

3.1 Disclaimer of warranty and exclusion of liability

The information below explains that a user accepts this Product as sold, including the hardware and software components as created and packaged for sale. If the user changes these parameters through a unique modification, Hatch will not be held responsible for damages or issues that result from these end-user changes.

All Hatch products come with a manufacturer's warranty. Below you'll find an overview of what's covered in your warranty for your mobile device. If you need to make a warranty claim, it's best to contact us, so we can help guide you through the process.

Warranty service:

Mail-in service

Warranty Period:

One (1) year for parts, labor & battery

What is NOT covered by your warranty:

- Damage resulting from accidents, misuse, abuse, alteration, tampering, or failure of the purchaser to follow normal operating procedures outlined in the user's manual;
- Defects or damage due to spillage of food or liquids or wrong usage of electrical supply & voltage;
- Damage, losses, defects, or malfunction as a result of fire, flood or other acts of God also animal or insect infestations;
- Normal wear & tear, corrosion, rusting or stains;
- Defects or damage resulting from testing, operation, maintenance, installation, service, or adjustment not furnished or approved by Hatch, including but not limited to installation of unauthorized software and unauthorized root access, both of which shall void this limited warranty;
- Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.
- General maintenance & routine servicing;
- Claims for damaged or missing parts after 90 days from the date of purchase;
- If any part or parts of the unit are replaced with a part or parts not supplied or approved by us or the unit has been dismantled or repaired by any person other than a Hatch authorized technician;
- Any equipment/product which has its serial number removed or made illegible or tampered.
- Use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installation, repairs, external wiring, connectors not supplied and/or authorized by Hatch, or which damage this product or result in service problems

3.2 Product Support

For support with **Ignite by Hatch software**, please contact Hatch:

support@hatchearlylearning.com

1-800-624-7968 option 4

support.hatchearlylearning.com



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Device Setup Instructions



Starting your Device

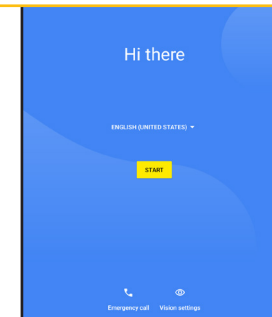
- 1 Use the Power key to turn your device on or off.
- 2 Press and hold the Power key for 2 seconds.
 - To turn the device off, tap Power off and confirm when prompted.
 - To restart your device, tap Restart.

1. Device Setup Wizard

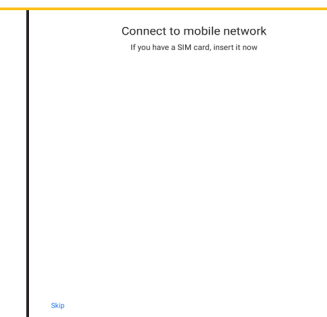
The first time you turn your device on, the Setup Wizard guides you through the basics of setting up your device. Follow the prompts to choose a default language, connect to a Wi-Fi network, set up accounts, choose location services, learn about your device's features, and more.

1.1 Language, new device setup, and Wi-Fi connectivity

- 1 Select your language from the dropdown menu. Touch the Yellow Start button to get started.



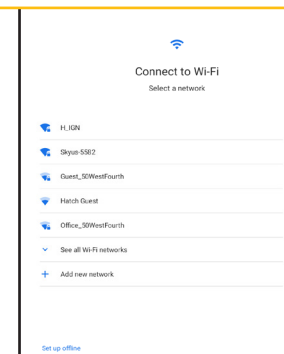
- 2 If you have a SIM card and plan on using it to connect this device with Cellular network, you may insert it now otherwise touch Skip.



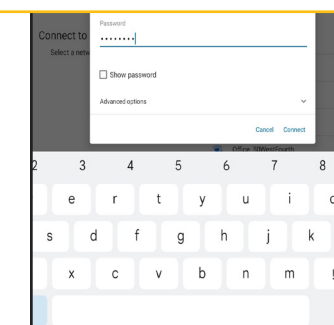
- 3 This device is configured to receive automatic updates from Hatch, Touch **Continue Setup**.



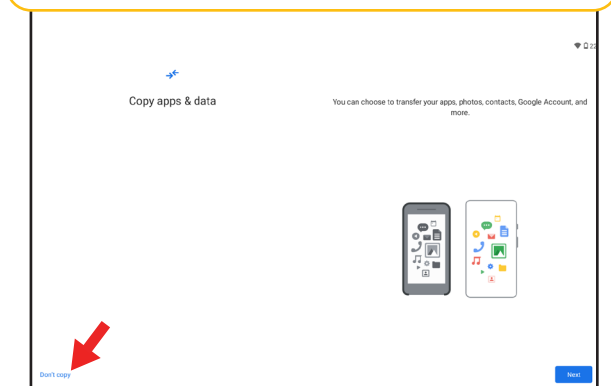
- 4 Select the Wi-Fi network you want to use.



- 5 Type the password for the selected Wi-Fi using the on-screen keyboard.



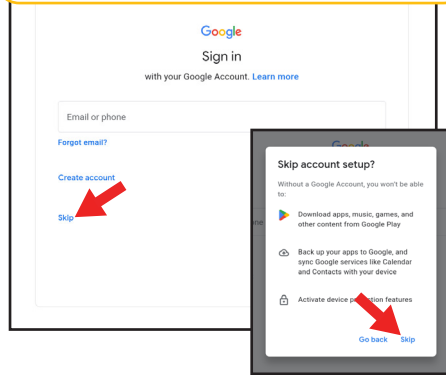
- 6 Touch **Don't Copy** to set as a new device.



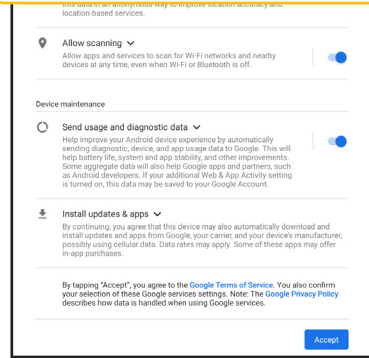
1.2 Google account setup, services, and apps

Skip creating Google account during this setup. This account is NOT needed for the tablet and Ignite app to work. This ensures you are not leaving personal info on a school-owned device.

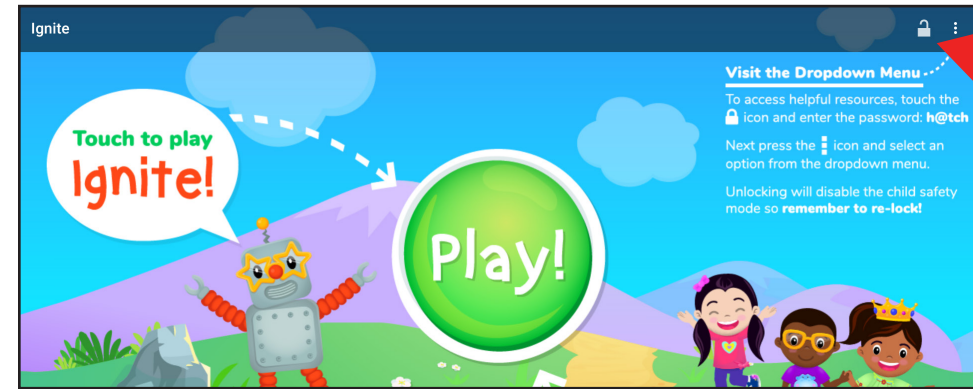
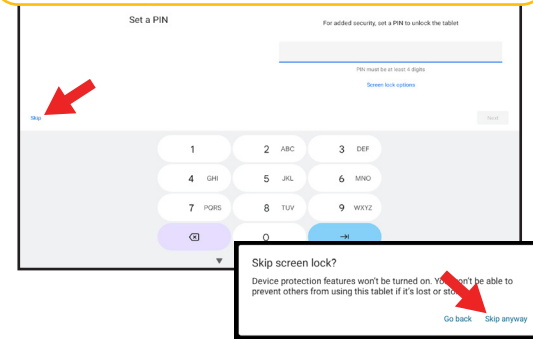
- 1 Skip creating or signing in with a Google account by touching **Skip**. Select **Skip** again on the following pop-up.



- 2 Select **Accept** (defaults are recommended). Read and accept Google Terms of Service.



- 3 Select **Skip** when prompted to set a pin. This enables children to play independently. Select **Skip Anyway** on the following pop-up.



To enable the Child-Safe environment, please make sure to engage the lock.

TIPS:

- You must connect the device to the Internet in order to start playing.
- For better focus, have children use headphones when learning on the Ignite app

2. Hatch™ account setup

Before your children can play Ignite you'll need to setup your Hatch account and roster your classes and children.

WHAT YOU'LL NEED:

- ✉ **Your email address and temporary password.** Check your inbox for an email sent from Hatch Insights with the subject: "Welcome to Hatch! Let's Get Started!" which contains a password and a link to log in to Hatch Insights.
- 📍 **Roster Information.** To roster children you'll need their name, birth date, a photo, school and class. To add family members, you'll need their name and email.

We recommend using a computer for the following steps:

- 1 After you've located the email, copy the temporary password and click the "Let's Go!" button in the email to navigate to Hatch Insights.
- 2 At the login screen enter your email and paste the temporary password you copied from the welcome email. Then create a new password.
- 3 Teachers: In Hatch Insights you can follow the steps to set up your classroom(s). Ensure that all children have a photo so that they can login to Ignite. You can request a photo from a family member if you add them to a child's account.

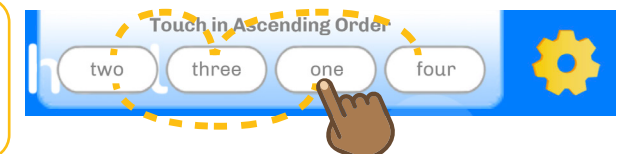
Family Members: In Hatch Insights you'll be able to see your child's progress in Ignite. If your teacher has requested a photo you will receive an email to add a photo in Hatch Insights.

For these steps return to your Hatch Tablet:

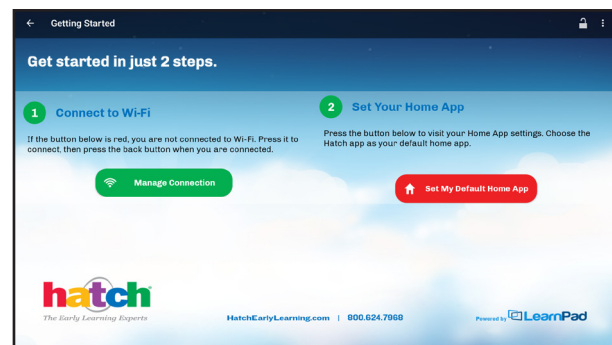
- 4 After rostering your children, launch the Ignite app on your Hatch Tablet. Click Play and login by entering your email and the password you created earlier.
- 5 You should see your children's pictures on the child login screen. Children will tap their photos to begin playing Ignite!

Family Members: REMEMBER TO LOG OUT

To keep your child's information private, remember to log out of Ignite before returning the tablet. Touch the yellow gear and the numbers in order, then touch Log Out.



1.3 Ignite by Hatch™ application installation

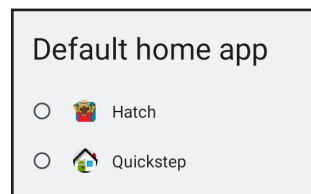


- 1 Connect to Wi-Fi

If the Manage Connection button is red, please touch it to open the Wi-Fi connection guide.

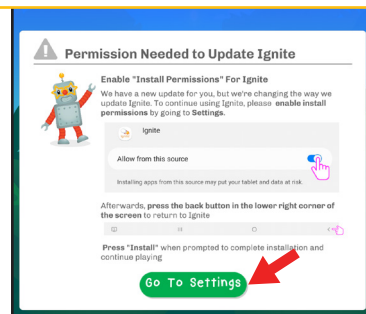
- 2 Set your Home App

Touch the Set your Home App button to set your Home App and Select Hatch.

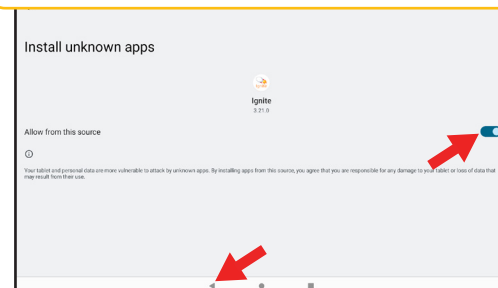


Allow Automatic Updates

- 1 Click the **Go To Settings** button.



- 2 Click the toggle to allow Ignite to automatically install updates. Then click the back button to return to the Ignite App.



- 3 Back in the Ignite app, click **update** on the pop-up. After the update installs click Open to stay in the app.

