

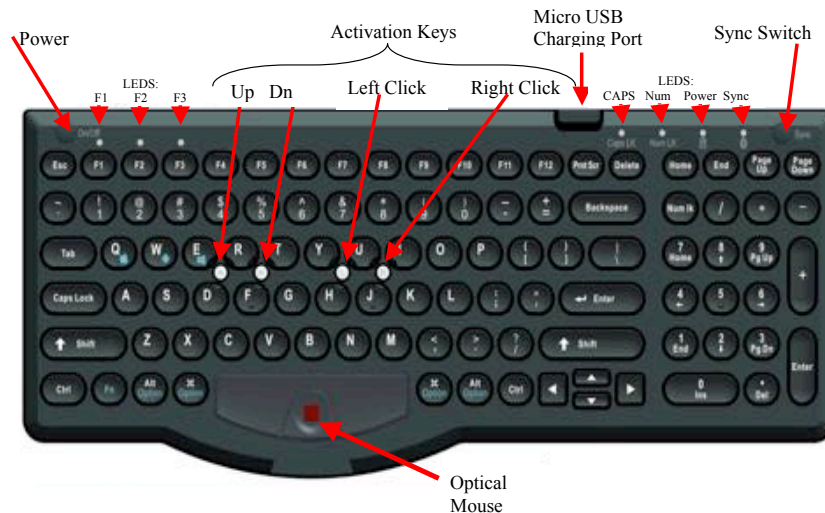


Model: BT1311
R17

Operation Manual

I. Quick Start

Welcome: Thanks for purchasing a full-size Bluetooth multi-platform keyboard with thumb controlled **falcon™** (optical mouse in the spacebar and finger tip activation buttons) on board. You are invited to read this Operation Manual to get the most from this new keyboard. This Operation Manual is also available for download at falconkeyboard.com.



What is in the Box?

- Bluetooth keyboard with 'falcon™' mouse
- Universal Serial Bus (USB) charging cable (standard USB to micro USB)
- Operation Manual with Quick Start instructions

Falcon Enterprises
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San Diego, CA 92127
866-450-8932 (tel) • 858-408-4571 (fax) • falcon@falconkeyboard.com • <http://falconkeyboard.com>

Getting Started

• Charging the Battery

Charge the internal battery from a standard powered USB port (PC or powered USB hub) or mobile device power source not exceeding 5.0 VDC, using the USB charging cable provided with your keyboard, through the micro USB charging port until red battery light turns green.

• Syncing with your *falcon™* keyboard with your Bluetooth device

This multi-platform keyboard, is capable of being operated with any personal computer (PC), iPad, iPhone, Android or Windows Phone or Tablet equipped with Bluetooth chip set. The synced device must support the "Bluetooth HID" (Human Interface Design) profile. Microsoft Windows, Android, OSX and iOS should work whereas the Blackberry will not.

If you plan to have more than one device synced (or paired) to the same keyboard, select **Fn+F1, F2 or F3** before starting the syncing operation so you can assign that device to the appropriate channel (F1, F2 or F3). Note: F1 is the default channel and the first device will be paired using that channel if a channel is not selected. The blue LED above the **F1, F2 or F3** (determined by channel in use) key should slowly flash to indicate when the keyboard is connected.

Syncing with your iPad, iPhone, iMac, or other Apple device:

Use the following steps to sync the keyboard:

1. Turn on your keyboard using the upper left hand Power button.
2. Turn on the Apple device to be paired. Open System Preferences (OSX) or Settings (iOS) on the Apple device.
3. Select (click on or touch select) Bluetooth.
4. Turn Bluetooth on (button turns green in iOS).
5. Press the "Sync" switch on the upper right hand corner of the keyboard.
6. The blue "Bluetooth" LED should start flashing indicating that it is "Now Discoverable".
7. "FALCON" should show up under the Devices listed on the Bluetooth Devices screen with the notation "Not Paired" (iOS) or "Pair" (OSX).
8. Select (click on or touch select) "FALCON" (iOS) or "Pair" (OSX).
9. A "Bluetooth Pairing Request" will appear with a 4 or 6 digit number along with the words "Enter the code "XXXX" on "FALCON" followed by the RETURN or ENTER key".
10. Type the number on your keyboard in the primary number line on the QWERTY portion of the keyboard only and then press "Enter". Be sure to press "Enter" to complete syncing. The keyboard blue "Bluetooth" LED should turn solid to indicate it has paired successfully with the Apple device.

Once paired, the notation on the Bluetooth Devices screen should change to "Connected". The keyboard should remain paired and connect automatically when used with that Apple Device. There may be a slight delay in connecting on subsequent uses if the keyboard is not constantly in use or the Apple device goes to sleep or is powered down.

Note: The *falcon™* on board will not provide cursor pointing action with a unit that does not support cursor movement (iPhone or iPad).

Syncing or Pairing to an Android Device (Phone or Tablet): Use the following steps to sync the keyboard:

1. Turn on your keyboard using the upper left hand Power button.
2. Turn on the Android device to be paired.
3. Go to “Settings” on the Apps screen of the Android Device.
4. Under “Settings”, turn on “Bluetooth”, and select the “Bluetooth” App. Then select “Search for Devices”.
5. Press the “Sync” switch on the upper right hand corner of the keyboard. The blue “Bluetooth” LED should start flashing.
6. When the Android device displays “Available Devices, touch to pair”... Touch the screen.
7. A 4 or 6 digit number will appear. Type that number on your keyboard, in the primary number line on the QWERTY portion of the keyboard only, and then press “Enter”. Be sure to press “Enter” to complete syncing. The keyboard blue “Bluetooth” LED should turn solid to indicate it has paired successfully with the Android device.

Once paired, the notation on the Bluetooth Devices screen should change to “Paired”. The keyboard should remain paired and connect automatically when used with that Android device. There may be a slight delay in connecting on subsequent uses if the keyboard is not constantly in use or the Android device goes to sleep or is powered down.

Syncing or Pairing with a Windows Laptop or Desktop Computer or Windows Phone:

The specific method to sync the keyboard depends on the Bluetooth implementation installed on your device. For Bluetooth adapters (dongles) with third party Bluetooth software, follow the instructions for your software version. For factory installed Bluetooth follow the help instructions for your version of Windows. In general, the steps to follow are:

1. Turn on your keyboard using the upper left hand Power button
2. Turn on the Windows device to be paired.
3. Open the Bluetooth control panel or the Device and Printer control panel depending on the implementation on your PC.
4. Select “Search for Devices”.
5. Press the “sync” button on the upper right hand corner of the keyboard. The “sync” LED should start flashing.
6. When the Bluetooth control panel or the Device and Printer control panel displays “FALCON” or a new device appears, select the appropriate item.
7. In the window that opens, click on the “Connect” button.
8. A 4 or 6 digit number will appear. Type that number on your keyboard, in the primary number line on the QWERTY portion of the keyboard only, and then press “Enter”. Be sure to press “Enter” to complete syncing. The keyboard blue “Bluetooth” LED should turn solid to indicate it has paired successfully with the Windows device.

Once paired, the status on the Bluetooth Devices screen should change to “Connected”. The keyboard should remain paired and connect automatically when used with that Windows device. There may be a slight delay in connecting on subsequent uses if the keyboard is not constantly in use or the Windows device goes to sleep or is powered down.

II. Operating Instructions

LED Displays:

- F1, F2, F3 LED’s flash blue when sync channel is in use (only one will blink at a time indicating the keyboard is connected to a device).
- Caps LED at top edge of keyboard shows green when CAP Lock key has been depressed and keyboard is active and connected to a device.
- Num LED at top edge of keyboard shows green when Num Lk key has been depressed and the keypad is active and connected to a device.
- Power LED flashes red to show low battery.
- Power LED flickers green 3 times when starting up.
- Power LED flickers green periodically when keyboard is working.
- Bluetooth LED flashes blue when keyboard is in sync mode and is available for syncing to a device.
- Bluetooth LED is solid blue when the keyboard has successfully synced with another device during sync operations.
- Bluetooth LED is off during normal operation.

Falcon™ Specifications, Certifications and Limited Warranty:

See Appendix A for Specifications.
See Appendix B for Certifications.
See Appendix C for Limited Warranty

Problems syncing with devices:

See Appendix C for devices without built in Bluetooth for advice on Bluetooth adapters (dongles) and additional troubleshooting advice for solving problems syncing.

Problems with Waking up a Desktop PC or Mac:

See Appendix D for advice for waking up a Desktop PC or Mac.

Two-touch Switching Between PC, Tablet, and Smart phone:

- By pressing just two keys you can instantly switch between typing an email on your Windows PC, taking notes on your Apple iPad or replying to a text on your Android smart phone. This keyboard lets you create and communicate more easily on more devices.
- If the 3 devices have all paired successfully, you can press **Fn+F1**, **Fn+F2**, or **Fn+F3** to switch from one device to another.

Post Syncing Operation:

- If the keyboard turns off during periods of non-use, it can be awakened by pressing any key. The keyboard will become active again after the keyboard re-connects. An active connection is indicated by the flashing F1, F2 or F3 LED depending upon which sync channel is in use.
- If the keyboard is turned off, it should reconnect automatically when it is turned on again.
- Use the "Bluetooth" Control Panel, Device and Printer, Settings, or System Preferences screen to remove any unwanted pairings if interference with them is occurring.

falcon™ Operation:

- The *falcon™* is a built-in Optical Mouse that allows the user to move the cursor on the monitor almost identical to using a normal mouse. Instead of moving the mouse over a surface to move the cursor, the edge of the thumb or tip of a finger, is moved over the 'lens' in the space bar to move the cursor. By moving the edge of the right or left thumb over the cursor port at the space bar, the cursor is moved.
- The Optical Mouse along with the four small white Activation Keys are used to perform the exact same functions provided by a normal computer mouse (Left click, Right click, Scroll up, Scroll down, etc.).
- When the cursor is over the spot desired, that item can be activated by using the index finger of the right hand to press the small white key just above the "H" key (Left Click). The middle finger can be used on the small white key just above the "J" key (Right Click) to pull down menus. Scroll up and down can be operated with the left hand index and middle finger respectively on the small white keys just above the "D" and "F" keys. By holding down both the Left and Right Click buttons, the thumb can be used to rotate an object (CAD use) on the monitor. By holding down both the up and down scroll buttons, the thumb can be used to zoom the object.

NOTE: The software application being used on the connected device has to have the zooming or rotation feature for it to work with the *falcon™*.

Right or Left Hand:

- The activation keys can be set for either right or left hand operation. Normally, the right two activation keys mimic the left-right click keys on a normal mouse. The left two activation keys provide scroll up and down operation. The activation keys can be reversed by pressing **Fn+R+L** at the same time. Pressing **Fn+R+L** again returns to normal.
- A new right hand user of the *falcon™* may find it easier to use the Left Hand Keyboard Operation setup so that the left hand can be used for Left and Right click while the right hand thumb is used to move the cursor without worrying about the right hand finger activation of selection keys.

Helpful Hints:

- The use of a mouse, thumb pad, or track ball is habit forming. To get the most from the *falcon™*, hide your mouse where it cannot be reached and disable the track ball or thumb pad. *You will have to form a new habit in the use of your thumb or finger tip to become proficient with the falcon™ and avoid reaching for the mouse or thumb pad every time you want to move the cursor.*
- A right handed beginner may find that it is easier to have the left hand operate the select and pull down activation keys rather than doing it with the right hand as the thumb is maneuvering the cursor. Press **Fn+L+R** at the same time to switch back and forth for left or right hand operation.
- Either the edge of the right or left thumb or a finger tip moving horizontally over the space bar mouse lens can be used to move the cursor.
- The LEDs located above F1, F2, F3 flash blue when paired successfully with a Bluetooth component. If up to three devices have been paired successfully, you can press **Fn+F1**, **Fn+F2**, or **Fn+F3** to switch from one device to another.
- Precise location of the cursor on the monitor can be assisted by varying the DPI (dots per inch-the accuracy of the picture being taken). Changing from 400, 600, or 1200 DPI is performed by pressing **Fn + S** together. Repeating **Fn + S** steps through each DPI setting in order. A very slight movement of the thumb or finger on the lens can show the change in movement speed from one DPI step to the next.
- If the keyboard goes to sleep during periods of non-use, it can be restated by pressing any key.
- If the keyboard is turned off by pressing the Power Key or if the Battery is discharged, the keyboard should reconnect automatically when it is turned on again (after recharging the battery if necessary).

III. Bluetooth Syncing Problems

Device syncing (pairing or connecting) with falcon™

Usually syncing (also called Pairing or Connecting by some operating systems) the falcon™ to your computer, tablet or smart phone is accomplished very easily following the instructions above or on the FAQ page of FalconKeyboard.com. If you have difficulty syncing your keyboard to one or more devices please read the advice below. Since difficulty syncing is more often a problem with older Windows PC, this advice is written for the Windows 7 operating system.

Failure of Bluetooth Syncing: When syncing (pairing or connecting) is not occurring, the 'num lock', 'caps lock' lights will not come on, the F1, 2 or 3 blue LEDs do not flash, and the optical mouse and keys, do not work. Even if the Falcon icon on the 'Device and Printer' screen (or equivalent control panel) shows a symbol such as a Green Arrow, the devices may not be synced unless the device status shows that the devices are paired or connected. The green arrow only shows that the computer is recognizing that the computer's Bluetooth (internal or external dongle) is active and it 'sees' the falcon™. It does not guarantee syncing has occurred. Failure to sync can occur if on entering the pairing code (4 or 6 digits generated by the device control panel) the 'enter' key is not pressed before the falcon™ sync period times out. The wrong device may also be selected for syncing or the installed Bluetooth may not be compatible with the falcon™ keyboard. Windows operating systems sometimes also have difficulty locating and loading the correct driver for the Bluetooth device causing a failure to connect when the falcon™ Bluetooth sync period times out.

Bluetooth Dongles: If your device does not have 'built-in' Bluetooth, you will have to purchase and install a Bluetooth adapter or "dongle" which is inserted in an available USB port and usually requires additional software to download and install. The Bluetooth version installed on the falcon™ keyboard is supposed to be compatible with Bluetooth versions 2.0 through 4.0, however, not all dongles work on all devices. Falcon Enterprises tested several dongles, and found that some would work on some older PCs and laptops, but not on others. This prevents us from saying 'use this one'. Providing a dongle with each falcon™ was considered, but there was no way to tell if they would work on every device. The newer tablets, smart phones, and new PCs work fine as they are more likely to have 'built-in' Bluetooth installed. A test group of 25 individuals with different kinds of computers, tablets and smart phones, ran tests on the falcon™, and none of them reported problems syncing.

Syncing Check List: If you are having a problem with syncing, here are some things you can try.

1. On the falcon™ keyboard, press the power button (upper left corner) making sure that the green power light flashes on upper right keyboard edge, and that the keyboard is charged (if a red power light shows, recharge the keyboard first).
2. Make sure that other Bluetooth components are shut off just in case they are interfering with the falcon™ syncing.
3. If you have Bluetooth devices listed on the 'Devices and Printers' or third party Bluetooth control panel which are not connected or no longer in use with your PC, remove them from the available device list.

4. Try restarting your PC and attempt to sync the falcon™ without as many applications running.
5. Make sure that a wireless 2.4 GHz keyboard or mouse is shut off to avoid interference.
6. Check to see if the falcon™ will sync with other units. If it does, the board is functional. It is down to finding the right dongle match for your equipment.
7. Try a Bluetooth version 3.0 dongle rather than Bluetooth 4.0. The falcon™ is designed to sync with Bluetooth 4.0 and previous versions (3.0, or even 2.0), however, not all PC's are compatible with version 4.0 or higher.

Syncing Instructions for PC: If syncing is still not successful, use the following steps for re-syncing a Windows PC after turning the falcon™ on:

1. Restart your Windows computer. Ensure no applications are running which would slow down your computer excessively. Install or reinstall third party Bluetooth software if using a Bluetooth adapter (dongle).
2. Go to your Windows 'Start' button on your PC and select 'Devices and Printers'. If you have third party Bluetooth software installed, start it or open its control panel. If the 'falcon™' icon is showing, click on it and select 'remove device'. This allows syncing to be restarted.
3. Press **Fn+F1, F2 or F3** keys at the same time on the falcon™ keyboard. This tells the board that you want F1 to be the sync connection linked with your computer. (or F2 or F3, your choice)
4. Now, on the 'Devices and Printers' screen, select 'Add a Device' or perform the equivalent action on the third party Bluetooth control panel.
5. Press the sync button on the upper right corner of the falcon™ keyboard until the blue light flashes. If the 'search' is successful, the 'falcon™' icon should show up on the 'Devices and Printers' screen or Bluetooth control panel. **The presence of the falcon™ icon only means that the device has been identified, it does not mean that it is synced as yet.**
6. Select the falcon icon and select 'next' on the 'Devices and Printers' screen or 'pair' or 'connect' depending on the Bluetooth software installed.
7. Instructions for typing in the sync or pair code (4 or 6 digit number) should be provided-- these have to be typed into the falcon™ keyboard and the falcon™ keyboard 'enter' key pressed. Be sure to enter the pair code in the primary number line on the QWERTY portion of the keyboard only, not the number pad, and then press "Enter". Be sure to press "Enter" to complete syncing. The keyboard blue "Bluetooth" LED should turn solid to indicate it has paired successfully with the Windows PC.
8. It may take a few moments for the syncing to be finished. Be patient while the device driver software is installed. If your device syncs successfully, the caps lock and num lock lights should now be active--and the F1 (or F2, or F3) blue light will flash every so often to show which connection is active. The mouse and keys will be active as well.
9. If the above steps are not successful, repeat the instructions once or twice more. We have yet to have a keyboard board fail to sync as long as the PC is compatible with Bluetooth or has a functioning Bluetooth dongle.

Tablets and Smart Phones: The above hints are similar for a tablet and a smart phone. It is hoped that the rest of your learning period with the *falcon*TM is successful.

IV. My Keyboard will not wake up my Desktop PC

Your device's wakeup response to the *falcon*TM depends on the device and whether it has built-in Bluetooth or uses a Bluetooth adapter (dongle).

Sleep mode is an issue with a Windows PC when using a **Bluetooth adapter (dongle)** as opposed to built-in Bluetooth. The PC's BIOS controls prevent a device connected through a Bluetooth adapter from waking up the PC.

Your options are:

If your device is a Laptop or has a touch screen, you can always wake it up from the built-in keyboard/trackpad or by touching the screen.

Momentarily press the Power Button to wake up the computer (don't press too long or it will go into the shutdown mode).

Turn off the sleep mode in the Power Options control panel. The Display monitor can still be set to go to sleep if desired.

Keep a separate USB mouse connected and use it to wake up the computer when needed.

If you have a **Windows PC or Mac that does have built-in Bluetooth** and you have problems waking up the PC from sleep, the problem may be corrected by changing settings in the appropriate device driver or device control panel. To change the settings do the following:

Windows PC: (note these instructions are specific to Windows 7)

Open the Mouse or Keyboard Control panel from the Start Menu/Control Panels or Start Menu/Devices and Printers (double click on the Bluetooth device to open the device properties window).

Select the Hardware tab and then under Devices select the HID Keyboard Device for the Bluetooth keyboard or the HID Compliant Mouse for the Bluetooth mouse.

Click on the "Properties" button and in the subsequent window click on "Change Settings".

In the subsequent window, select the "Power Management" tab.

Check the box next to "Allow this device to wake the computer."

Click OK to close each window.

Repeat the steps for other device (Keyboard or Mouse) so that either can be used wake the computer.

Mac OSX:

Open the Bluetooth control panel in System Preferences and click on the Advanced Button. Select all three options for Bluetooth operation including "Allow Bluetooth Devices to wake this computer." Then click OK and close the control panel.

Appendix A

*falcon*TM Specifications

Item	Specification
Product Name	BT Keyboard with a <i>falcon</i> TM on board
Keys	105
Key Travel	1.6 mm
Key Touch	Soft tactile rubber dome
Dimensions	380 x155 x 12 mm 15"L x 6"W x ½"H
Weight	586 g 21 oz
Interface	Bluetooth ver. 2.0, 3.0 &4.0 (HID)
Frequency	2.4 Ghz
Battery Size	450mAh
Battery	Lithium Ion 3.7 V
Charging Interface	Micro USB
Operation Current (key & light)	~2.6 mA
Standby Current	~4.5 uA
System Requirements	Windows XP, Vista, 7, 8 Max OS X v10.5.8 or later iOS 4.0 or later Android 3.0 or later
Power Consumption	Working: MAX 30mA Sleep: MAX 0.2 mA Power Off: 20uA
Control Distance	10 M
US Patent No.	8803807

• The keyboard operation current is 2mA, and the LEDs current is 2mA. The battery is rated at 400 mA, and there is low battery protection. The keyboard will shut off automatically when the voltage is below 3.0V.

- Generally, the keyboard will keep charge for 400mAh/2.6mA =153H (without LEDs) The keyboard can stand by for a long period of time - 400mAh/4.5uA (more than 3000 days). The keyboard keeps discharging with all the LED lit for 4 hours with 20 hours standby time. This keyboard can be used heavily for approximately 19 days. (400mAh/(2.6*2mA*4H_4.5UA*20H) ~19 days. Turn off keyboard to conserve battery power when not being used.

Appendix B

Certifications

B.1 Federal Communication Commission Interference Statement

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 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 the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

The product comply with the US portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

B.2 Industry Canada statement:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et*
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

Radiation Exposure Statement:

The product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Déclaration d'exposition aux radiations:

Le produit est conforme aux limites d'exposition pour les appareils portables RF pour les Etats-Unis et le Canada établies pour un environnement non contrôlé. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur ou que le dispositif est réglé sur la puissance de sortie la plus faible si une telle fonction est disponible.

Appendix C

Limited Warranty (R7)

Definitions:

1. Product:
The *falcon*™ keyboard
2. Box:
The box used for shipping the *falcon*™ keyboard
3. Warranty:
A representation, especially in writing, made by a seller or company to a purchaser of a product or service that a refund, or replacement will be made if the product or service proves defective within a given time period.
4. Warranty Period:
The time provided by the seller for allowing the buyer to receive a full refund, or a replacement keyboard.
5. Defects:
A defective product is one that does not function correctly because of manufacturer errors or defects. Defects do not include user error, user abuse or damage, customer dissatisfaction, or minor cosmetic flaws that do not affect product functions or performance.
6. Damaged Product:
A damaged product is one showing evidence of accident, misuse, abuse, product modification or neglect, or damage from failure to follow instructions contained in the Operation Manual. Includes performance of repairs by someone not authorized, or any claims based on misrepresentations by the buyer. External causes such as collision with an object, fire, flooding, windstorm, lightning, earthquake, exposure to adverse weather conditions, theft, excessive electrical power fluctuation or improper use of any electrical source. Product purchased from an unauthorized party or dealer may also result in a damaged products. The battery is not covered if it has been charged by a battery charger not specified or approved by supplier for charging the battery, if any of the seals on the battery are broken or show evidence of tampering, or if the battery has been used in equipment other than the *falcon*™ keyboard.
7. Ordinary wear and tear:
Normal use.
8. Shipping damage:
Any damage of a keyboard due to shipping, either to or from the buyer.

What is covered and for how long?

1. All *falcon*™ keyboards are tested/examined before the products leave the factory.
2. The factory warrants the *falcon*™ blue tooth keyboard to be free of defects in material and workmanship under normal use and service for a one year period commencing upon the date of receipt by you.

3. If you are not satisfied for any reason, the *falcon*™ keyboard, in its original box, can be returned for a full refund to you if it is received at our shipping point within 30 days of your original receipt.
4. Return shipping by you is free if you contact the Falcon Enterprises customer service and obtain a RMA number and shipping authorization.
5. The *falcon*™ keyboard will be replaced if found to be defective in material, workmanship, and operation, during the 1-year warranty period.
6. This warranty protects you, as the original owner, providing that the product has been purchased from an authorized *falcon*™ dealer/seller. For warranty service outside the United States, see below.
8. The *falcon*™ keyboard will be replaced if the battery fails to recharge during the warranty period.

What is not covered?

1. Damaged keyboard.
2. Unauthorized repairs.

Please make note of the following information and retain for your record.

Product Name _____	Model _____	Serial Number _____
Supplier Location _____		Purchase Price _____
		Purchase Date _____
		Received Date _____

How to obtain service:

1. To return a *falcon*™ keyboard, you must have proof of purchase with billing and shipping information that matches our records (sales receipt, invoice, packing slip, etc.)
2. To request a Return Merchandize Authorization Number (RMA#), call 866-450-8932, email falcon@falconkeyboard.com, or write to: Falcon Enterprises (Attention: Customer Service Department), 17150 Via Del Campo #206, San Diego, Ca 92127. If the return meets the criteria stated above, we will promptly advise you of what action to take to complete a Return Merchandise Authorization form, issue an authorized RMA number and issue return shipping documents.
3. PLEASE DO NOT SHIP YOUR *falcon*™ PRODUCT WITHOUT PRIOR AUTHORIZATION. You are responsible for obtaining an RMA number and shipping authorization label as described above.
4. Return the *falcon*™ keyboard in the original packaging to the address shown on the Shipping Authorization form.

What are Falcon Enterprise's obligations?

1. During the limited 30 day warranty period, provided the product is returned as specified, the keyboard will be inspected upon receipt at the shipping facility. If determined to be undamaged, a full refund will be sent to you or a replacement shipped to you per your request.

2. During the limited 1 year warranty period, and the product will be inspected once it arrives at the shipping facility. If the keyboard is determined to be defective, the buyer will receive a replacement keyboard without additional cost.

What are the limits on Falcon Enterprise's liability?

In no event shall Falcon Enterprises be liable for damages in excess of the purchase price of the product or for, without limitation, commercial loss of any sort; loss of use, time, data, reputation, opportunity, goodwill, profits or savings, inconvenience, incidental, special, consequential or punitive damages, or damages arising from the use or inability to use the product. Some states and jurisdictions do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

International Policy.

1. All *falcon*™ keyboards are tested/examined before they leave the factory.
2. All sales are final. No returns, refunds or exchanges, no exceptions.
3. You are responsible for all customs, duty charges, and fees, in addition to shipping.
4. We are not responsible after the item leaves the warehouse.
5. PayPal is the only accepted method of payment.
6. Please verify that the *falcon*™ keyboard will work in your country prior to purchase.
7. Please verify that your "Ship to Address" is correct on both PayPal and the product order form before placing your order.
8. All packages are shipped within 1 business day (M-F) from payment date, unless otherwise stated.
9. You should use the online shipping calculator to calculate shipping or contact Falcon Enterprises at falcon@falconkeyboard.com with questions.
10. International Shipping disclaimer: If an order is placed and the item is not accepted, denied, canceled or the shipping company/customs/postal system returns the parcel under any condition to us, you will be charged any fees or shipping costs associated with the initial order (from us to you) and the return of the item to the supplier, and will be deducted from the total refund.
11. In transit disclaimer: If an order is canceled by you and the item is in transit, you will be assessed a fee and it will be deducted from the total refund. In addition, the shipping cost will not be refunded to you.

NOTE: We reserve the right to change our return policy at any time without notice.