

Quick Start Guide

You're just a few steps away from seamless wifi.

Already have an existing eero network? Tap (+) in the top right corner of your app to add new devices.

1

Download

Get the eero app for iOS or Android at **eero.com/app**

2

Unplug

Disconnect your modem and anything connected to it.

3

Begin

With the modem unplugged, open the app and follow along.

4

Discover

Visit the Activity tab in your app to see how eero Secure blocks threats.



Download on the
App Store



GET IT ON
Google Play

856-00065-A 40JX



Meet eero Secure

Home wifi just got more secure.

eero Secure helps keep your personal information, connected devices, and network protected. Once your eero devices are all set up, your 30-day free trial begins.



Advanced security

Prevent accidental visits to malicious sites and protect your connected devices.



Ad blocking

Get rid of annoying ads and pop-ups, all while improving load times for ad-heavy sites.



Parental controls

Easily block websites for family-safe browsing, streaming, and social media use.

Upgrade to eero Secure+.

Get the full protection of eero Secure—plus access to our favorite, top-rated security apps. Learn more and subscribe to eero Secure+ at **eero.com/secure**



Encrypt.me

Use a VPN to browse the web privately, even on public wifi.



1Password

Safely create, store, and share unique passwords in one central place.



Malwarebytes

Scan, clean, and protect your devices from viruses and ransomware.

eero

856-00082-A 40HD



Warranty, Safety, and Legal

IMPORTANT PRODUCT INFORMATION SAFETY INFORMATION



FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

- Do not expose the adapter or cable to liquids.
- If the adapter or cable appears damaged, discontinue use immediately.
- If your device or adapter gets wet, carefully unplug all cables without getting your hands wet and wait for the device and adapter to dry completely before plugging them in again.
- Do not attempt to dry your device or adapter with an external heat source, such as a microwave oven or a hair dryer.
- Use only accessories supplied with the device to power your device.
- To avoid risk of electric shock, do not touch your device or any wires connected to your device during a lightning storm.
- Small parts contained in your device and its accessories may present a choking hazard to small children.
- For safety, compliance, and other information regarding any networking equipment or computer connected to your Device, please consult the user manual and other information provided by the manufacturer.
- Install your power adapter in an easily accessible electrical outlet located near the equipment that will be plugged into or powered by the adapter.

RECYCLING YOUR DEVICE PROPERLY

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle your Device in accordance with your local laws and regulations. For information about recycling your Device, go to **amazon.com/devicesupport**

ADDITIONAL SAFETY & COMPLIANCE INFORMATION

Additional safety, compliance, recycling, and other important information regarding your Device can be found at **eero.com/legal/compliance**

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. For our return policy, warranty info, privacy policy, terms of service, and more, visit **eero.com/legal**

The party responsible for FCC compliance is eero LLC 660 3rd St., 4th Floor
San Francisco, CA 94107 USA

If you wish to contact eero, email **support@eero.com**

PRODUCT SPECIFICATIONS

Device name: eero 6

Model: N010001

Wifi connectivity

Wi-Fi 6 dual-band concurrent 2:2 (802.11ax), compatible with older wifi standards

Wired connectivity

Two auto-sensing gigabit Ethernet ports for WAN and/or LAN connectivity

Processor, memory, and storage

Quad-core processor, 1.2 GHz, 512 MB RAM, 4 GB flash storage

Network security and services

WPA3, WPA2, profiles, cloud connectivity: TLS v1.2+, AES, SHA-256, RSA, DHCP, IPV6, NAT, VPN passthrough, UPnP, port forwarding, and static IP

Smart home connectivity

802.15.4 radio (Zigbee, Thread)
Bluetooth LE 5.1

Required for setup

Supported iOS or Android device and internet service (with cable or DSL modem, if required). See eero.com/requirements

Electrical rating

100–240V AC, 50–60Hz

Temperature rating

Operating: 0°C–40°C

Storage: -25°C–60°C

Operating humidity: 0%–90%, non-condensing

Operating altitude: <3000m

Dimensions

3.9 in x 3.8 in x 2.4 in

(99.4 mm x 97 mm x 61.4 mm)

PRODUCT SPECIFICATIONS

Device name: eero 6 extender

Model: Q010001

Wifi connectivity

Wi-Fi 6 dual-band concurrent 2:2 (802.11ax), compatible with older wifi standards

Processor, memory, and storage

Quad-core processor, 1.2 GHz, 512 MB RAM, 4 GB flash storage

Network security and services

WPA3, WPA2, profiles, cloud connectivity: TLS v1.2+, AES, SHA-256, RSA, DHCP, IPV6, NAT, VPN passthrough, UPnP, port forwarding, and static IP

Required for setup

eero router, supported iOS or Android device and internet service (with cable or DSL modem, if required). See eero.com/requirements

Electrical rating

100–240V AC, 50–60Hz

Temperature rating

Operating: 0°C–40°C

Storage: -25°C–60°C

Operating humidity: 0%–90%, non-condensing

Operating altitude: <3000m

Dimensions

3.9 in x 3.8 in x 2.4 in
(99.4 mm x 97 mm x 61.4 mm)

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LIMITED WARRANTY

eero LLC ("eero") warrants to the original purchaser of an eero device ("Product") from Amazon.com, eero.com, or an authorized reseller of eero that the Product shall be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of retail purchase by the original purchaser from an authorized reseller (a) for new, unopened Products, or (b) for eero-approved factory refurbished Products (as applicable, the "Warranty Period").

1. Remedies

If a hardware defect arises and a valid claim is received by eero within the Warranty Period, eero will exchange the defective original Product ("Original Product") with a new or refurbished replacement Product that is the same version or a later version of the Product ("Replacement Product"). If eero, in its sole discretion, determines it is not reasonable to replace the defective Product, eero may refund to you the purchase price paid for the Original Product. In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. This Limited Warranty is only valid in the jurisdictions where the Products are sold by Amazon.com, eero itself, or through an

authorized reseller or agent, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any Replacement Product will be warranted for the remainder of the original Warranty Period or 30 days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

2. How to obtain warranty service

To obtain warranty service, you must contact our customer service team via the contact information listed on our website at eero.com or via email addressed to support@eero.com and obtain a Return Merchandise Authorization (RMA) from our customer service team. eero, in its reasonable discretion, may choose to ship your Replacement Product(s) before receiving your Original Product back from you, and you must return your Original Product(s) to eero within 30 days after the delivery date of your Replacement Product(s). You will not be charged for the Replacement Product(s) as long as (i) you return the Original Product(s) to us prior to or within 30 days after the delivery date of your Replacement Product order, and (ii) the problem you reported with the Original Product(s) proves to be covered by the terms of this Limited Warranty.

If eero does not receive the Original Product(s) within 30 days after the delivery date of your Replacement Product order, or if eero determines that the problem with

your Original Product(s) is not covered by this Limited Warranty, eero will charge the costs of shipping the Replacement Product(s), the costs of any prepaid delivery labels previously emailed to you, and the then-current standard price for the applicable Replacement Product(s) to your credit card or the original form of payment used at the time that you placed your original order. If eero does not have access to your prior payment information, eero will send you an invoice for the amount due.

All Original Product(s) must be returned to the address specified by eero in either their original packaging or packaging providing an equal degree of protection, together with proof of purchase. To ensure successful delivery, you are required to return Original Product(s) using the prepaid return delivery label emailed to you by eero. It is your responsibility to retain a copy of the delivery label with the applicable tracking number issued by an agent of the carrier as proof that possession of the returned Original Product delivery was transferred to the carrier. By sending the Original Product(s) to eero, you agree to transfer ownership of the Original Product(s) to eero.

If your claim is valid based on this Limited Warranty, eero shall bear the shipping costs associated with return of the Original Product and delivery of the Replacement Product to you. Any Product that is returned to eero without a valid warranty claim or

without an RMA may be rejected, returned to you at your cost (subject to prepayment) or kept for 30 days for your pickup and then disposed of at eero's sole discretion.

3. Exclusions

This Limited Warranty does not apply to a Product or part of a Product that has been altered or modified (e.g., to alter functionality or capability) by anyone who is not an authorized representative of eero or that is used outside the permitted or intended uses described by eero, with a power supply other than the eero power supply, or with an eero mobile application that has been altered or modified by anyone who is not an authorized representative of eero. In addition, this Limited Warranty does not apply to: (a) damage caused by use of the Product with commercially available non-eero products that have been altered or modified by you or a third party other than the manufacturer of such Product; (b) damage caused by accident, abuse, misuse, spillage of food or liquid, or other external causes; (c) damage caused by operating the Product outside the permitted or intended uses described by eero in its mobile application or in the help section of the eero website or with improper voltage or a power supply other than the eero power supply; (d) damage caused by service performed by anyone who is not an authorized representative of eero; or (e) damage caused by alteration or modification of the eero mobile application. This Limited

Warranty is void if a Product is returned with removed, damaged, or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

4. Limitations

This Limited Warranty only applies to the Product(s) manufactured by or for eero that can be identified by the "eero" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) eero products and services other than the Product or (b) software, even if packaged or sold with the Product or embedded in the Product. See eero.com/legal/tos for details of your rights with respect to its use. eero does not warrant that the operations of the Product will be uninterrupted or error-free. eero is not responsible for damages arising from failure to follow instructions relating to the Product's use.

No eero reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

5. Implied warranties and conditions

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES AND CONDITIONS (INCLUDING WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY OR CONDITION, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

6. Limitation of damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, EERO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF EERO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM

OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY. IN SOME JURISDICTIONS, THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS "LIMITATION OF DAMAGES" SECTION MAY NOT APPLY TO CUSTOMERS IN THE EUROPEAN UNION.

7. Governing law

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

8. National statutory rights

Consumers in some jurisdictions may have legal rights under applicable national legislation governing the sale of consumer goods, including, without limitation, EU national laws implementing EC Directive 1999/44. These rights are not affected by the warranties in this Limited Warranty.

9. Warranty Provider

If you purchased your Device:	This Warranty is provided by:
From eero.com , Amazon.com , or from authorized resellers located in the United States	eero LLC 660 Third Street 4th Floor San Francisco, CA 94107 USA

eero

856-00070-A 40KB

