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# Zeeko Handheld Unlocking Device - User Manual



Protected innovative design



## Signal Blocking:

Blocks phone, Wi-Fi, Bluetooth, GPS



## Fire Protection:

External and battery fire-safe



## Military-Grade Fabric:

for rugged durability



## Zeeko Safe Locking System:

Secure, tamper-proof locking



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## USER INSTRUCTIONS

### Basic Explanation



The handheld device comprises of a **magnet to unlock the pouch**

### How to Use:



## WARNINGS

### Warning: Pinch Hazard – Strong Magnetic Field

The Zeeko Unlocking Device contains a **high-strength magnet**, which can **forcefully attract ferromagnetic objects** from a short distance (6mm-8mm). This may present a **pinching hazard**, particularly if children attempt to handle or remove the magnet.

The Zeeko Unlocking Device has a **strong magnet** that can **pull metal objects quickly**, which may **trap fingers** and cause injury.

**Only use** the Pouch and Unlocking Device **as instructed**.

**The Magnet is not a toy** and should not be removed from the Unlocking Device.



*To reduce this risk:*

- **Keep the magnet out of children's reach.**
- **Avoid placing hands or fingers** near the magnet's attraction zone.
- **Follow all installation and safety instructions** carefully.



## Warning: Magnetic Interference Hazard



### To avoid damage:

- **Keep magnetic cards away** from the Unlocking Device Security Lock.
- **Ensure your phone remains at the bottom of the pouch** while unlocking.
- **Do not place the pouch near electronic devices** that may be affected by strong magnetic fields.

Failure to follow these precautions may result in **loss of data, phone malfunction, or card deactivation**.



## MAINTENANCE INSTRUCTIONS

### Surface Cleaning:

- Use a **dry cloth** to wipe off dust and dirt.
- Avoid **chemical cleaners** that may damage the finish.



## TROUBLE SHOOTING INSTRUCTIONS

| Issue                                  | Possible Cause                       | Solution                                      |
|--|--------------------------------------|---|
| Unlocking Device does not release lock | Weak magnet or incorrect positioning | Adjust pouch placement near Unlocking Device. |
| Unlocking Device is unstable           | Unstable surface                     | Place locking device on a flat surface.       |



## REPAIR INSTRUCTIONS

### Introduction

The Unlocking Device is an integral part of the Zeeko Phone Blocking Pouch system, used to store mobile phones securely in schools. If the Unlocking Device experiences operational issues, follow these steps for troubleshooting and repair.

#### **Safety Precautions**

- Use only authorised replacement parts and tools to maintain compliance with safety regulations.

### Common Issues and Solutions

#### ***Misalignment Between Magnet and Locking Mechanism***

**Issue:** The unlocking magnet may not engage correctly with the internal locking mechanism of the pouch, if not positioned precisely.

- Solution: Confirm correct positioning of pouch to unlocking device.

#### ***Inconsistent Unlocking Performance***

**Issue:** Variation in unlocking success due to weak magnetic strength.

- Solution: Only use the Zeeko supplied unlocking devices.
- Regularly test devices to confirm consistent strength.

#### ***Loss or Misplacement of Handheld Unlockers***

**Issue:** Handheld devices can be misplaced by school staff.

- Solution: Maintain a log for tracking issued devices.



## TRAINING

To learn more about the Zeeko Phone Blocking Pouch go to [www.zeeko.ie](http://www.zeeko.ie) or contact Zeeko at **01-9060291** to book your training session.



## STORAGE AND HANDLING

### Storage Conditions

- Store the Unlocking Device in a dry, well-ventilated area away from direct sunlight and extreme temperatures.
- Keep the Unlocking Device in a locked storage area when not in use to prevent unauthorised access.

### Handling Guidelines

- Avoid dropping or placing heavy objects on the Unlocking Device to prevent structural damage.



## END-OF-LIFE DISPOSAL AND RECYCLING

### Metal Components

- Can be recycled at metal recycling facilities.

### Magnet Components

- **Ferrite Magnets:** Can often be recycled as general ferrous material at scrap metal facilities.



### Disposal Guidelines

- **Avoid incineration** of any magnet.
- **Repurpose where possible** - magnets can often be reused in various applications, such as DIY projects, educational kits, or new products.

## SUPPORT

For further support, contact Zeeko at **support@zeeko.ie** or call **01-9696708**.



## EU COMPLIANCE

Zeeko hereby declares that Unlocking Device is in compliance with **EU2023/988 General Product Safety Regulation**. A copy of the Declaration of Compliance is available from Zeeko, NovaUCD, University College Dublin, Belfield Innovation Park, Belfield, Dublin 4, Ireland, D04 V2P1.



# WARRANTY

## Product Warranty Agreement

Note\* At any time during the 2 year warranty period a full refund will be offered due to faults with the product

### 1. Introduction

This warranty ("Warranty") is provided by Caraglass Ltd T/A Zeeko ("the Company") to all schools ("the School(s)") that purchase mobile phone security pouches and unlocking devices ("the Products") from the Company. This Warranty outlines the terms and conditions under which the Company guarantees the quality, performance, and delivery of its Products.

### 2. Warranty Coverage

The Company warrants that all Products supplied to Schools will:

- Be free from material defects in workmanship and materials for a period of two (2) years from the date of delivery.
- Conform to the specifications outlined in the purchase agreement.
- Be fit for the intended purpose.

### 3. Defective Goods Handling at Delivery

In the event that any Product is found to be defective upon delivery:

- The School must notify the Company in writing, identifying the defect.
- The Company will arrange for the defective Product to be collected within two (2) working days of notification at the Companies' cost.
- The Company will replace the defective Product or provide a full refund of the purchase price at no additional cost to the school. A new two-year warranty period will apply to the replaced Product.
- The Company will replace the defective Product or provide a full refund of the purchase price at no additional cost to the school.

### 4. Returns and Refund Policy

At any time during the warranty period the Company will accept returns and repair, replace or provide a full refund under the following conditions:

- The Product is found to be faulty or was incorrectly supplied.



- The Company will cover the cost of return shipping for faulty or incorrect Products.
- A new two-year warranty period will apply to the replaced Product.

In cases of School error, returns will be accepted subject to reasonable conditions agreed upon between the Company and the School.

- Where the return is agreed, there will be no cost to the school for return.

## 5. Exclusions

This Warranty does not cover:

- Damage resulting from misuse, abuse, or accidents.
- Normal wear and tear due to regular use.
- Modifications or repairs not authorized by the Company.

## 6. Limitation of Liability

The Company's liability under this Warranty is limited to the repair or replacement of defective Products or a refund of the purchase price. The Company is not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the Products.

## 7. Claims Process

To make a warranty claim, Schools must:

- Provide proof of purchase.
- Submit a written claim detailing the defect to Caraglass Ltd T/A Zeeko.
- Cooperate with the Company to facilitate inspection, collection, and replacement of the product.



# ZEEKO

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