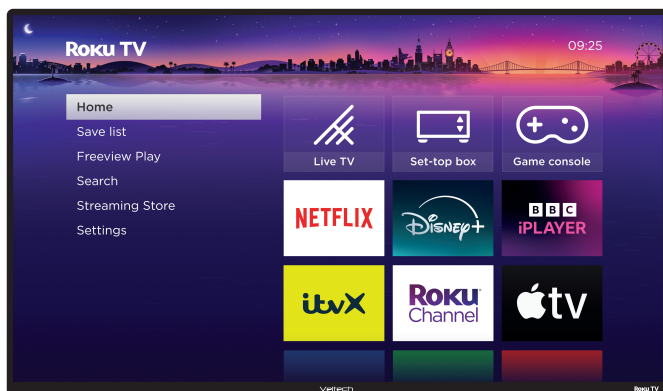


Veltech • Roku TV

# Quick Start Guide



**Veltech Roku TV**  
**VR43UX230**



# WARNING AND PRECAUTION



Figures and illustrations in this Operation Manual are provided for reference only and may differ from actual product appearance. Product design and specifications may be changed without notice.

## Safety instructions

Before you use this device for the first time, please read the following instructions and heed all warnings, even if you are familiar with handling electronic devices. Keep this manual safe for future reference. Keep it near the product. If you sell the device or pass it on, it is essential that you also hand over this manual.



This symbol and the signal word **“Danger”** indicate a hazardous situation which will lead to death or serious injuries if not avoided.



This symbol and the signal word **“Warning”** indicates a hazardous situation which could lead to death or serious injuries if not avoided.



This symbol and the signal word **“Caution”** indicate a hazardous situation which could lead to minor or moderate injuries and damage to property if it is not avoided.



This symbol indicates further information on the topic.



### Warning: Children and persons with disabilities

Children and persons with disabilities may not be able to comprehend the potential risks. Therefore, children and persons with disabilities should never be allowed to use electrical devices unsupervised. Batteries and small parts represent potential choking hazards. Therefore, keep the batteries in a safe place. Seek medical attention immediately if a battery is swallowed. Keep the packaging away from children and persons with disabilities. There is a risk of suffocation.



### Caution: Risk of hearing damage

Using headphones at extremely high volume levels can cause permanent damage to the hearing. Reduce the volume before connecting the earphones. You can then increase it to a comfortable level.



### Caution: Disconnecting from the mains power

- The device still uses electricity in standby mode. In order to prevent the device using any electricity, the power plug must be pulled out from the mains socket. In order to be able to pull out the power plug quickly in the event of an emergency, the device must be positioned to guarantee free access to the mains socket.
- If you do not plan to use the device for an extended period, for example, when you go on holiday, pull out the power plug from the mains socket. This eliminates any fire risks. The same applies in the event of thunderstorms. Disconnect the device from the mains and disconnect the antenna plug.



### Warning: Batteries

- **Risk of death!** Store batteries out of the reach of children. If a battery is swallowed, seek medical attention immediately!
- Make sure that batteries are always inserted with the correct polarity.
- Do not attempt to recharge the batteries and do not throw the batteries into a fire.
- Do not mix battery types (old and new or carbon and alkaline, etc.).
- Keep the batteries away from heat and direct sunlight (even when they are in the remote control). Otherwise, there could be a risk of explosion or fire!
- Do not attempt to open or modify the batteries. Leaking battery acid can cause injuries. If it comes into contact with the skin or eyes, rinse immediately with lots of water and seek immediate medical assistance.
- Remove any batteries which have leaked immediately. Use suitable gloves to prevent injuries.
- If you do not plan to use the device for an extended period, please remove the batteries. Improper use could cause explosions or leaks.



### Caution: Cables

Always handle the cables by the connector and do not pull on the cables themselves. Make sure that you never place heavy objects on the cables and do not place the device itself on a cable. Never tie a knot in a cable or bend it, especially near the plug and at the connection jack, and never tie it to other cables. All cables must be laid so that nobody can trip over them or be obstructed by them. When using adapters or extension cables, make sure that they comply with the applicable safety standards. Do not try to open or modify the cable.



### Warning: Screen

Do not apply any pressure to the screen and keep sharp objects away from the surface of the screen. A broken screen represents a risk of injury. Wear gloves to collect the broken parts and consult the customer services department where necessary.

If any liquids escape from the broken display, wipe them carefully with a dry cloth. Where safety gloves while doing so and note the following:

- If the fluid is swallowed, first rinse the mouth and throat out with water and then drink plenty of water. Contact a doctor immediately!
- If the fluid gets into the eye, rinse it out with plenty of clean water. Contact a doctor immediately or seek medical attention.
- If comes into contact with the skin, wipe it off with a clean cloth and rinse with plenty of clean water. Consult a doctor where applicable!

Dispose of the broken screen according to local environmental regulations.



### Warning: Repairs

Never open the housing of the device. Failure to do so could result in potentially fatal electrocution.



Repairs are required if this device has fallen or otherwise been damaged in any way, for example, if the device housing is damaged, if liquids or objects have penetrated the device or if it has been exposed to rain or moisture. Repairs are also required if the device is not working perfectly.

If smoke develops or the device produces unusual noises or smells, power it off immediately and disconnect it from the mains power. If this occurs, the device should not be used before it has been inspected by authorised service personnel. All repair work must be carried out by qualified personnel.



### Warning: Cleaning

Make sure the device is unplugged from the mains power before cleaning. Failure to do so could result in potentially fatal electrocution.



Only use a clean, dry cloth for cleaning and never use any corrosive liquids (alkalis, assets, thinners, solvents, etc.).

## Place of installation and operating environment

The following measures support the proper functioning of the device and extend its service life:

- Only position the device on a stable, flat surface and do not place any objects on the device. The device is suitable not for use in rooms with a high temperature or humidity (e.g. bathrooms) or with high levels of dust (e.g. workshops).
- The device is very large and heavy. It must only be placed on fitted furniture which is sufficiently strong to support it and wide enough that the device does not protrude beyond the edges of the furniture. Alternatively, it can be wall-mounted. To do this, use a suitable mounting frame and follow the recommendations of the manufacturer.
- Make sure there is free circulation of air (do not place the device on shelves, on a thick carpet, on a bed, or anywhere that obstructs the ventilation slots, and leave at least 10 cm clearance on all sides).
- Do not expose the device to direct heat sources (e.g. heaters).
- Do not expose the device to direct sunlight or bright artificial light.
- Avoid contact with water sprays or drips and aggressive fluids and never operate the device near water. It is especially important that it is never immersed (do not place any recipients containing liquids, such as drinks or vases, on or near the device).
- Never place the device in the immediate vicinity of magnetic fields (e.g. loud-speakers).
- Under the environment with electrostatic discharge, the sample may malfunction and need user reset to recover sometimes.

- **CAUTION!** Keep candles and open flames away from this product at all times in order to avoid the risk of fire.
- Do not allow foreign bodies to penetrate into the device.
- Do not subject the device to major temperature fluctuations, as this can cause condensation and short-circuits.
- Do not subject the device to excessive shocks or vibrations.
- Only connect the TV set to a properly installed, easily accessible mains socket whose mains voltage corresponds to that on the rating plate.

## Intended use of the product

This is a consumer electronics device. It is used to receive TV via an antenna, satellite antenna or cable TV network and to play back multimedia files from the Internet and USB mass storage devices. It may only be used for private purposes and not for industrial or commercial applications. It is not intended for medical, life-saving or life-preserving applications.

Only use connecting cables and external devices which are compatible with the product in terms of safety, electromagnetic compatibility and shielding.



This device fulfils all the standards and directives required for CE Conformity. In the case of unauthorised modification or conversion of the device, compliance with these standards is no longer guaranteed. The manufacturer is not liable for any damage or faults caused as a result.

Only use accessories recommended by the manufacturer. Do not use this device for purposes other than those indicated and do not modify it in any way. Always comply with the regulations and laws of the country in which you are operating the device.

## Explanation of other symbols

The following symbols can be found on the device itself:



This symbol means there is potentially life-threatening high voltage inside the device. For this reason, you should never open the housing. There are no user serviceable parts inside.



Protection Class II: This symbol means that the TV set has double insulation and is subject to the electro technical protection Class II.



This symbol means the TV set must be connected to an alternating current network.



This symbol means that the remote control is supplied with direct current.

## Disposal

### Waste electric and electronic equipment



The crossed out wheeled bin symbol on this product indicates that it is subject to European Directive 2012/19/EU. All electrical and electronic devices must be disposed of separately from household waste at official disposal centres. Proper disposal of old devices prevents damage to the environment or your health. You can find out more about the proper disposal of your old device from your local council, the disposal centre or the shop where you bought the product.

## Packaging



Protect the environment and separate the materials in the packaging before disposing of it. Cardboard packaging can be taken to paper recycling centres or public collection points for recycling. Any film or plastic contained in the packaging should be taken to your public collection points for disposal.

## Batteries

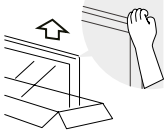


Do not dispose of any batteries in with the domestic waste. Return them to a collection point for old batteries.

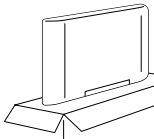
# PREPARATION

## Unpacking and Installation

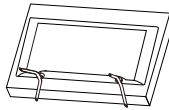
1. Open the package and remove the cushion.



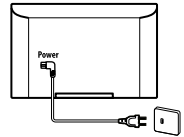
2. Take out the TV and the stands.



3. Install the TV stands.



4. Plug the power cord into a power outlet.



## Package contents



TV set



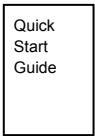
Stand



Remote control



2 batteries type AAA, 1.5V



Quick Start Guide



4 Screws for TV Stand



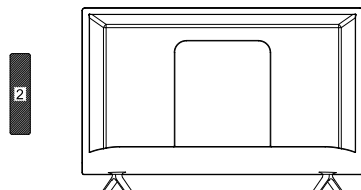
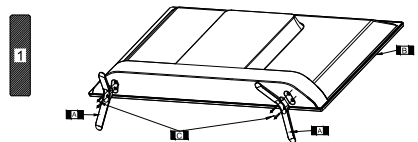
Power Cord  
(Some models may vary)

## Stand assembly

**Step 1:** Take out the TV and carefully put it (screen downward) on a stable and flat table with a soft cloth or cushion on it.

**Step 2:** Please check to make sure there are the same mark (R/L) on the TV back and the correct stand. This step is not available for the stands without any mark on it, or not available for the TV with one stand only.

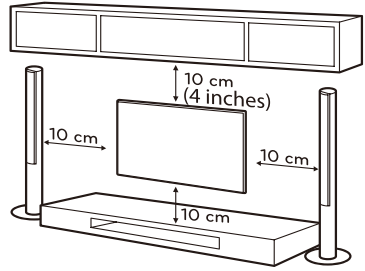
**Step 3:** Fix the stands to the TV by using the matching screws provided in the box. The stands may vary depending on the region or model.



Note: The pictures are only for reference.

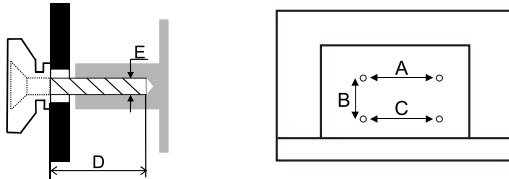
# Mounting on a Wall

An optional wall mount can be used with your television. Consult with your local dealer to purchase the recommended wall mount bracket. Carefully attach the wall mount bracket at the rear of the TV. Install the wall mount bracket on a solid wall perpendicular to the floor. If you are attaching the TV to other building materials, please contact qualified personnel to install the wall mount. Detailed instructions will be included with the wall mount. Please use a wall mount bracket where the device is adequately secured to the wall with enough space to allow connectivity to external devices.



Note: The picture is only for reference.

- Disconnect the power before moving or installing the TV. Otherwise electric shock may occur.
- Remove the stand before installing the TV on a wall mount by performing the stand attachment in reverse.
- If you install the TV on a ceiling or slanted wall, it may fall and result in severe injury. Use an authorized wall mount and contact the local dealer or qualified personnel. Otherwise it is not covered by the warranty.
- Do not over tighten the screws as this may cause damage to the TV and void your warranty.
- To prevent injury, this apparatus must be securely attached to the wall in accordance with the installation instructions.
- Use the screws and wall mounts that meet the following specifications. Any damages or injuries by misuse or using an improper accessory are not covered by the warranty.



| Model Size |                   | 43"         |      |
|------------|-------------------|-------------|------|
|            |                   | Top         | Down |
| Screw      | Diameter (mm) "E" | M6          | M6   |
|            | Depth (mm) "D"    | Max         | 16   |
|            |                   | Min         | 16   |
| Quantity   |                   | 2           | 2    |
| A*B*C      |                   | 200*200*200 |      |

**Note:**

1. The pictures are only for reference.
2. For the TV sets with terminals towards the wall, in order to leave enough space to use the terminals, a plastic spacer is needed together with each screw to fix the wall mount. It is a small hollow pillar, the height of which is > 30mm.
3. No matter in what circumstances, please keep the TV panel vertically placed, if any tilt, the tilt angle between panel and vertical plane must not exceed 15° (the rule applies to frameless series product).
4. It is recommended not to use the product in places where there is oil smoke or steam that may damage the material of this product.

## Stability Hazard

The television set may fall, causing serious personal injury or death.

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

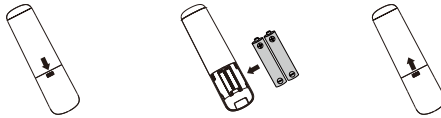
- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.

If your existing television set is being retained and relocated. The same consideration actions as above should be applied.

To prevent injury, this television set must be securely attached to the floor/wall in accordance with the installation instructions.

## Fitting the batteries into the remote control

1. Turn the remote control over with its underside facing upwards, insert a finger into the recess and push the battery compartment cover in the direction of the arrow. Remove the battery compartment cover.

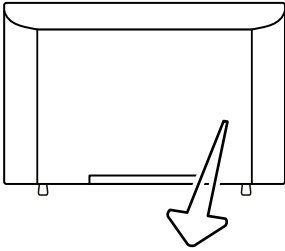


2. Insert the batteries supplied (size AAA, 1.5 V) into the remote control. Make sure that you insert the batteries correctly with the polarity as shown inside the battery compartment.
3. Replace the battery compartment cover and push in the opposite direction to the arrow until it clicks into place.



**Caution:** Remove the batteries from the remote control if you are not going to use the device for an extended period of time. Otherwise, the remote control can be damaged by leaking battery acid.

# TERMINAL CONNECTION



Note:

1. The pictures are only for references.
2. Terminal quantities and names may vary depending on the region or model.
3. External equipments and cables shown herein are not supplied with the TV.

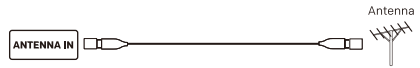
- **AV IN**

Receive analog audio and video signals from external AV devices.



- **ANTENNA IN**

Connect a coaxial cable to receive signals.



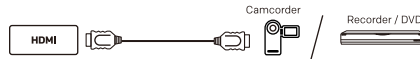
- **USB**

Connect a USB storage device.  
Note: If the TV is restarted on the USB channel, the TV will not automatically re-enter USB playback again.



- **HDMI**

Receive digital video and audio signals from external HDMI devices.



- **DIGITAL AUDIO OUT**

Use an optical cable to output your TV's audio signal to a compatible digital audio receiver.



- **LAN**

Wired network port.



- **Common Interface (CI)**

CI card port.  
Note: Not in use for UK TV market.



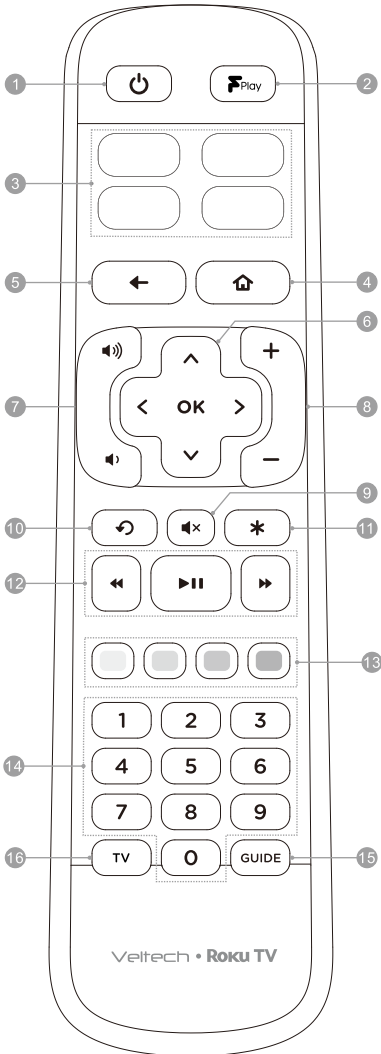
- **HEADPHONE**

Connect headphones or external speakers.



# REMOTE CONTROL

## Definition of the remote control buttons:



1. **POWER (⏻):**  
 \* Use the Power button to turn on or turn off the TV.  
 \* TV will be in active standby for about 15 minutes after a Power button press to turn off the TV. The TV will enter passive standby after this time. On a Power button press to turn on the TV, the TV will resume instantly if in active standby or will take few seconds longer if in passive standby.
2. **Freeview play:** Access Freeview Play.
3. **Application Buttons:** Access specific applications quickly and directly.
4. **HOME (🏠):** Access the home screen.
5. **BACK (←):** Go back to the previous menu or screen.
6. **Navigation Buttons (▲/▼/◀/▶):**  
 Navigate the menu to select the content you need.
7. **Volume Up/Down (🔊/🔊):** Adjust the sound volume.
8. **Channel Up/Down (+/-):** Switch channels.
9. **MUTE (🔇):** Mute or restore the TV sound.
10. **RETURN:** Return back to the previously-viewed channel.
11. **STAR (\*):** Access the menu of TV settings, or access the menu of additional options in a specific screen.
12. **\*\*\*Media player Control Buttons\*\*\***
  - **PLAY/PAUSE (▶||):** Start/Pause the playback.  
 Pause up to 90 minutes of live TV when you connect a 16GB or larger USB to your TV.
  - **Fast Backward (◀◀):** Fast backward the playback.
  - **Fast Forward (▶▶):** Fast forward the playback.
13. **Color Buttons (RED/GREEN/YELLOW/BLUE):**  
 Execute the prompt function in specific mode.
14. **Number Buttons (0~9):**  
 Select a channel directly, or input a number.
15. **GUIDE:** Access the Electronic Program Guide.
16. **TV:** Quickly switch to the Live TV channel.


**Note:**

1. The picture is only for reference.
2. The image, buttons and functions of remote control may vary depending on the region, model or source.


# BASIC OPERATION

## Powering the TV set on and off

### Powering on

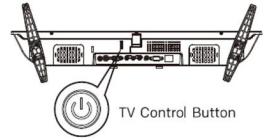
Check that the TV is in standby mode. This means that the power cable must be connected to a working power socket. Then press the Power button on the device or the  button on the remote control to turn on the TV.

### Powering off

To power off the TV, either press the Power button on the device or press the  button on the remote control. If you want to power off the TV completely, please pull out the power cord from the wall outlet.

## TV Control Button

Note: The picture is only for reference.

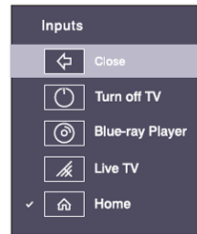


### ■ In standby mode:

Short press TV control button to turn on the TV.

### ■ In working status:

- Long press TV control button and the TV will be in active standby for about 15 minutes. The TV will enter passive standby after this time. On a Power button press to turn on the TV, the TV will resume instantly if in active standby or will take few seconds longer if in passive standby.
- Short press TV control button to open the Inputs menu, then you can short press TV control button to cycle through all items in the order as they are displayed in the Inputs menu.
  - **Close:** Exit the Inputs menu.
  - **Turn off TV:** Turn the TV to standby mode.
  - **Blu-ray Player:** Access the external device connected through HDMI or AV terminal.
  - **Live TV:** Access the Live TV mode.
  - **Home:** Access the home screen.



## Initial Setup

The first time you turn on the TV, a setup wizard will appear on the screen to guide you through all settings in Initial Setup.

**Step 1:** Select the menu language.

**Step 2:** Setup the TV usage environment. If you need to demonstrate the TV in a store, please select "Setup for store use", which will consume more energy. If you need to use the TV at home, please select "Setup for home use".

**Step 3:** Select whether or not to connect the TV to the wired or wireless network.

\* If you don't want to connect the TV to the network in this step, please skip directly to Step 4.

\* If you have connected the TV to the wireless or wired network, you may be asked to select your time zone, and the TV may automatically check for updates.

### <Activate your Roku TV>

After the TV is successfully connected to the network, you will see the activation screen with detailed instructions telling you how to activate your Roku TV using your computer, smartphone or tablet to link to a Roku account. You need a Roku account to activate your Roku TV and access the entertainment across thousands of free and paid streaming channels. **Roku doesn't charge for activation support - beware of scams.** Roku accounts are free and while a valid credit card number is not required to create a Roku account, saving your credit card information makes renting and purchasing entertainment from the Roku channel store fast and convenient.

**Step 4:** Connect your device to the TV through HDMI or AV terminal.

**Step 5:** Select a name for the connected device.

**Step 6:** Initial setup is completed.

**Note:**

1) Settings in Initial Setup may vary depending on the region or model. Please refer to the actual on-screen instructions.

2) If you want to restart the Initial Setup after the first time, please select <HOME →Settings →System →Advanced system settings→Factory reset →Factory reset everything>.

## How to set up your Roku TV™

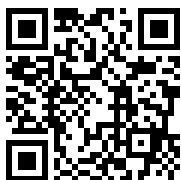
You can find the Roku TV user guide and more details on setting up the TV by scanning the QR code below or by following the link:  
[go.roku.com/tvmanual](http://go.roku.com/tvmanual)



## Roku® mobile app

To control your Roku device with the Roku mobile app, you must connect your mobile device to the same wireless network as your Roku device.

[The Roku App \(Official\) on the App Store \(apple.com\)](#)



[The Roku App \(Official\) - Apps on Google Play](#)



# TROUBLESHOOTING

You can solve most common problems yourself using the solutions below. If the problem persists after checking the suggested solutions, please contact your reseller. Do not attempt to repair the product yourself!

## General problems

### The TV set will not switch on.

- Plug the power cable of the TV set into a working mains socket.
- Replace the batteries in the remote control.
- Unplug the plug of the power cable from the mains socket, wait approx. 15 seconds and plug the power cable back in. The device should then work normally.

### The remote control does not work

- Is there an obstruction between the remote control and the sensor on the TV?
- Replace the batteries.
- Make sure that the remote control sensor is not exposed to direct sunlight.

### No picture

- Are all the connection cables to external signal sources properly connected?
- Is the connection cable to the external signal source damaged?
- Have you selected the correct signal source on the TV set?
- Could you have switched off the picture from the quick menu? Press any button on the remote control.

## TV reception problems

### No picture

- Is the antenna plugged in properly?
- Is the antenna cable damaged?
- Is the antenna cable plug firmly connected?
- Have you selected the correct signal source on the TV set?
- Have you already executed a channel search at your present location?

### Poor picture

- Is the antenna plugged in?
- Adjust the antenna. Tall buildings and geographical obstacles can deteriorate the signal strength or cause ghost pictures.
- Check that the channel is tuned properly.
- Adjust the picture settings, such as brightness, colour, sharpness.

### No sound

- Is the sound muted? Press the **⏸** button.
- Is the volume turned down? Press the **⏪** button.

### No colour

- Adjust the colour setting.
- Check the programme is broadcast in colour.
- Check that the channel is tuned properly.

## Multimedia playback problems

### File is not played back

- Make sure that the USB mass storage device is properly connected to one of the USB ports.
- Check that the USB mass storage device contains compatible files.

## Problems with playback from external devices

### No sound

- Check that the audio cable is properly connected.
- Check whether the audio cable is damaged.
- Make sure that you have selected the correct signal source on your TV set.

### Sound is distorted or humming

- Clean the connector plugs.
- Replace the connection cable to the external device.

## Problems with online services (Roku TV)

### If you are using a cable network connection (LAN)

- Check that the network cable is properly connected.
- Check whether the network cable is damaged.
- Check whether you can access the internet from another device on the network (e.g. a PC).
- It is possible that the server for the selected service is temporarily down. Try again a little later.
- Check the network settings on the TV set.

### If you are using a wireless network

- Check whether you can access the internet from another device on the wireless network (e.g. a smartphone).
- It is possible that the server for the selected service is temporarily down. Try again a little later.
- Check the network settings on the TV set.

# CUSTOMER SERVICE

Veltech UK Co. Ltd.  
Unit 1 Kenfig Industrial Estate  
Margam Port Talbot South Wales  
SA13 2PE  
UK

Service E-mail: [joana@veltech.uk](mailto:joana@veltech.uk)

01493 222222 (UK) | 00359 222222 (EU) | 00359 222222 (Rest of World)

You can also follow and get in touch with us through social media and our official store listed below.



Facebook



Instagram



Official Store

# SPECIFICATION

|   |  |
|---|--|
| <b>Model Size</b>                           | VR43UX230  |
| <b>Dimensions with stand (W x H x D) mm</b> | 969 x 619 x 227  |
| <b>Working voltage</b>                      | 100-240V~ 50/60 Hz   |
| <b>RF aerial input</b>                      | 75 ohm unbalanced  |
| <b>Language of OSD</b>                      | Multiple options   |
| <b>System</b>                               | DVB  |
| <b>Channel coverage</b>                     | DVB-T/T2: 470-790 MHz  |
| <b>Environment</b>                          | Working temperature: 5°C~35°C<br>Working humidity: 20%~80%<br>Storage temperature: -15°C~45°C<br>Storage humidity: 10%~90%, non-condensing |
| <b>Software version (current or above)</b>  | 11.0.0.2037  |

\* The technical data and design may be changed without prior notice.

# RADIO MODULE

| Radio Module Specifications |            |                             |
|-----------------------------|------------|-----------------------------|
| Wireless Network (WLAN)     |            |                             |
| Frequency range             | Radio      | Max. transmission power/dBm |
| 2412 - 2472 MHz             | 2.4G WI-FI | <20 dBm                     |
| 5180 - 5320 MHz             | 5G WI-FI   | <20 dBm                     |
| 5500 - 5700 MHz             | 5G WI-FI   | <20 dBm                     |
| 5745 - 5825MHz              | 5G WI-FI   | <14 dBm                     |
| 2402 - 2480 MHz             | Bluetooth  | <10 dBm                     |

Remark:

- 1) The device complies with RF specifications when the device used at 20 cm from your body.
- 2) The operation frequency in 51 50-5350MHz of Wi-Fi 5G are restricted to indoor usage only.

## LICENSE



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI logos are trademarks or registered trademarks of HDMI License Administrator, Inc.











Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation.

## Roku TV

Roku, Roku TV, the Roku logo and the purple d-pad design are the trademarks or registered trademarks of Roku, Inc. in the United States and other countries. All other trademarks and logos herein are the property of their respective owners.

Note:

1. The pictures in this document are only for reference.
2. Design and specifications are subject to change without notice.
3. In dry environment due to static electricity, the product may restart and return to the main OSD interface, USB player interface or the previous source mode. It is normal and please continue to operate the TV as you will.

| Packaging  | Material | Label  |
|--|----------|--|
| Carton box   | PAP 20   |  Paper Collection   |
| Plastic bag (for base, remote control, etc.)         | LDPE 4   |  Plastic Collection |
| Foam pad   | LDPE 4   |  Plastic Collection |
| Foam   | PS 6     |  Plastic Collection |
| Sealing material (packing tape, packing bag for CBU) | HDPE 2   |  Plastic Collection |
| Handle   | HDPE 2   |  Plastic Collection |
| Plastic buckle, handle lining                        | PP 5     |  Plastic Collection |
| Screen protection film, tape                         | PET 1    |  Plastic Collection |



Unit 1 Kenfig Industrial Estate

Port Talbot

SA13 2PE

Tel: +44 (0) 1656 857515

Dear Valued Customer,

This Statement of Compliance document sets out our Product Security and Telecommunication Infrastructure (PTSI) policy. Please take the time to read this notice as it sets out important information relating to the mandated security requirements in relation to Relevant Connectable Products such as your new Veltech Roku TV.

VELTECH UK CO. LTD can confirm that there is no default password system in operation for the use of our products and all passwords are defined by the user. We recommend that if you feel that your privacy is at risk or feel that there is a vulnerability issue, you should call our call centre and discuss this with one of our Customer Service Agents who will aim to deal with your query straight away. Please contact us on 01656 857515 and we will be happy to assist you with a prompt reply.

VELTECH UK CO. LTD, can confirm a Defined Support Period of 4 years beginning in April 2024 and ending in April 2028. We will be reviewing this date regularly and updating this when necessary. Please see the overleaf for a summary of your chosen product: 43" UHD Veltech Roku TV.

Please note that this Statement of Compliance, including the Defined Support Period stated herein, is only applicable to products sold within the UK.

Again, if you have any queries, please do not hesitate to contact us on +44 (0) 1656 857515 and one of our Customer Service Agents will help with your query or concern. This is a free phone number for your convenience.

Thank you for your custom and we hope that you enjoy your Veltech Product that was assembled in the UK.

Kind Regards,

The Veltech UK Compliance Team

**Company Registered in England & Wales, Registered Number: 13738281**

**Company Registered VAT Number: GB 401309451**

**UK PSTI STATEMENT OF COMPLIANCE**

We, VELTECH UK CO. LTD, as a UK Assembly factory, hereby declare, that the below product(s) covered in this document are in conformance with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 ("Security Requirements").

|                           |  |
|---------------------------|--|
| Product Type              | Veltech Roku TV  |
| Model                     | VR43UX230  |
| Description               | 43" UHD Veltech Roku TV  |
| UK Defined Support Period | 4 years (Until 10th December 2028)                                 |
| Manufacturer's Name       | VELTECH UK CO LTD  |
| Manufacturer's Address    | Unit 1, Kenfig Industrial Estate, Port Talbot, SA13 2PE, Wales, UK |

This Statement of Compliance is prepared by or on behalf of the UK manufacturer of the product:

Name: Jonathan G Evans

Title: UK Managing Director

Signature: 

Place: Unit 1, Kenfig Industrial Estate, Port Talbot, SA13 2PE, Wales, United Kingdom

Date 10/12/2024

Please note that this Statement of Compliance, including the Defined Support Period stated herein, is only applicable to products sold in the UK.

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