Model: UCK-G2

Quick Start Guide
Introduction

Thank you for purchasing the Ubiquiti Networks® UniFi® Cloud Key Gen2. This Quick Start Guide is designed to guide you through installation and also includes warranty terms.

Package Contents

UniFi Cloud Key Gen2

System Requirements

• Mobile App: Latest version of the UniFi App (available on the App Store® and Google Play™).

• Web Browser: Latest Google Chrome browser (Other browsers may have limited functionality.)

TERMS OF USE: All Ethernet cabling runs must use CAT5 (or above). It is the professional installer’s responsibility to follow local country regulations, including operation within legal frequency channels, output power, indoor cabling requirements, and Dynamic Frequency Selection (DFS) requirements.
Network Topology Requirement

A DHCP-enabled network (for the UniFi Cloud Key to obtain an IP address)

Sample Network Diagram

Remote Access to UniFi Controller
# Hardware Overview

## Top Panel

![LED](image.png)

### LED

<table>
<thead>
<tr>
<th>Color</th>
<th>State</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>White</strong></td>
<td>Solid</td>
<td>Device is ready to be configured</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>Device is booting up</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Device is initializing/deinitializing</td>
</tr>
<tr>
<td></td>
<td>Heartbeat</td>
<td>Firmware update in process</td>
</tr>
<tr>
<td><strong>Blue</strong></td>
<td>Solid</td>
<td>Device is configured and ready</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>Main power has been lost and device is counting down.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If power is restored within 10 seconds, the device will return to its previous state. If power is not restored within 10 seconds, the device will safely shutdown.</td>
</tr>
<tr>
<td></td>
<td>Slow</td>
<td>Client connected to device via Bluetooth (BLE)</td>
</tr>
<tr>
<td><strong>Off/White/Blue</strong></td>
<td>Flashing</td>
<td>Device is in recovery mode.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The LED will cycle through a pattern at one-second intervals, between off, white, and blue.</td>
</tr>
</tbody>
</table>
# Front Panel

![Front Panel Icon](image)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>UniFi SDN Controller name</td>
</tr>
<tr>
<td>🌍</td>
<td>Current WAN bandwidth usage</td>
</tr>
<tr>
<td>🐜</td>
<td>Status of SDN Cloud Access</td>
</tr>
<tr>
<td>🔍</td>
<td>Number of managed UniFi Access Points</td>
</tr>
<tr>
<td>📊</td>
<td>Number of client devices on the network</td>
</tr>
</tbody>
</table>
Back Panel

**Reset Button** The *Reset Button* serves two functions:

- **Restart** Press and release the *Reset* button quickly.
- **Restore to Factory Default Settings** Press and hold the *Reset* button for more than five seconds, until the status LED begins flashing white.

**Power Button** Press to turn the Cloud Key Gen 2 on or off.

**USB Type C Power Port** Used for power if PoE is not available. Quick Charge 2.0 or Quick Charge 3.0-compliant USB power adapter is required.

**microSD Slot** Optional slot used for external backup (microSD card not included).

**Ethernet Port** Connects to a gigabit switch port on your LAN. Power can be provided by an 802.3af PoE switch, such as the UniFi PoE Switch.
Side Panel

**Rack-Mount Notch**  Secures the Cloud Key Gen2 into the docking bay of the optional Rackmount Accessory, model CKG2-RM (sold separately). The Rackmount Accessory allows you to install the Cloud Key Gen2 in a standard 19" rack.

Bottom Panel

**13-Pin Connector**  Connects the Cloud Key Gen2 to the optional Rackmount Accessory, model CKG2-RM (sold separately). The CKG2-RM has a docking bay for the Cloud Key Gen2 and allows you to install it in a standard 19" rack.
Hardware Installation

1. Connect an Ethernet cable (not included) to the Ethernet Port.

2. Connect the other end of the Ethernet cable to a port on a network switch, such as a UniFi PoE Switch.

Powering the UniFi Cloud Key

Use an 802.3af-compliant switch, such as a UniFi PoE Switch, or a USB power source (not included).

UniFi Switch

The UniFi Cloud Key can be powered by a UniFi PoE Switch or other 802.3af-compliant switch.
Optional Rackmount Accessory

**Note:** If using the optional Rackmount Accessory (sold separately), remove the protective film from the *Rackmount Connector* before attaching to the rackmount.

There is an optional UniFi Rackmount Accessory (sold separately) that can mount the Cloud Key Gen2 in a standard 19” rack.

To install the Rackmount Accessory, follow these instructions:

1. Attach the Rackmount Accessory to the rack using four *Mounting Screws*. (If the rack has square slots, then use *Cage Nuts* with the *Mounting Screws.*)
2. Connect an Ethernet cable (not included) to the *Ethernet Port* on the front of the Rackmount Accessory.

3. Connect the other end of the Ethernet cable to a port on a compatible PoE switch, such as a UniFi PoE Switch.

4. Remove the pre-installed sticker from the 13-pin connector.
5. Insert the Cloud Key Gen2 into the docking bay once the following three conditions are met:
   a. The 13-pin connector is face up
   b. The LCD screen is face forward
   c. There is no Ethernet cable connected to the Ethernet Port on the Cloud Key Gen2

**Warning:** To prevent creating a loop or other unfavorable behavior on the network, only one Ethernet connection should be used. Do not use the Ethernet port on the Cloud Key Gen2 and the Rackmount Accessory simultaneously.
Setting Up UniFi SDN via App

Download and install the UniFi SDN app to configure the Cloud Key Gen2.

Note: Ensure that Bluetooth is enabled on your mobile device. You will need to set up the Cloud Key Gen2 with your mobile device and be within 1.5 m (5') from where it is installed.

1. Launch the app and tap the + icon to add a new controller.
2. Once detected, the app will automatically connect to the Cloud Key Gen2 and the LED will begin to flash blue. If more than one controller is detected, swipe through the app screens horizontally until you locate the correct Cloud Key Gen2. Then tap **Set up this controller**.

3. Once connected, the corresponding Controller Setup screen will appear. Enter a name for the UniFi SDN controller and select the appropriate **Country** and **Time Zone** information. When you are finished, tap **Next**.
4. When the *Cloud Controller Access* screen appears, select the services you wish to enable by tapping the toggle switch to on, for each of the following items: *Enable Cloud Access*, *Allow Local Login with SSO*, and *Enable UniFi Protect*. When you are finished, tap **Next**.

**Note:** To ensure continuous accessibility to the Cloud Key Gen2 once setup is complete, turn the Cloud Access option on. *Enable Cloud Access*, along with *Allow Local Login with SSO*, will only be available if the Cloud Key Gen2 has access to the internet during setup.
5. When the *Adopt Devices* screen appears, tap the device (or devices) you wish to adopt. To skip the adoption process, tap **Finish** and proceed to step 8.

6. Once you’ve selected one or more UniFi Access Points to adopt, an additional step will be added to the setup process allowing you to create a wireless network. Tap **Next** to continue.
7. When the *Add Wireless Network* screen appears, tap the toggle switch to on and create a wireless network name and password. When you are finished, tap **Finish**.

**Note:** You may also create an optional guest network by tapping the *Enable Guest Access* toggle switch to on and following the on-screen instructions.

8. Leave the app open until the configuration process is complete.
9. Installation is now complete. When the **Setup Complete** screen appears, tap **Done**.

10. The Cloud Key Gen2 will now appear in the list of available controllers.
Chrome Instructions

Use the Chrome web browser to set up your Cloud Key Gen2.

1. Ensure that your host system is on the same Layer-2 network as the Cloud Key Gen2.

2. Launch the Chrome web browser and type the IP address of your Cloud Key Gen2 into the address field. Press `enter` (PC) or `return` (Mac).

   ![https://192.168.1.8](https://192.168.1.8)

**Note:** The IP address of your controller can be found on the front panel LCD of your Cloud Key Gen2.

3. When the following splash screen appears, click **Launch**, under *UniFi SDN*, to set up your UniFi SDN controller.
Setting Up UniFi SDN

1. When the *UniFi Setup Wizard* screen appears, select your country and timezone and click **Next**.

2. Select each of the devices you would like to configure and click **Next**.

3. If configuring a UniFi access point during setup, a *Configure WiFi* screen will prompt you to create a wireless network name (SSID) and password. If you want to skip this step and set your access point up at a later time, click **Skip**.
4. On the **Controller Access** screen, create an admin account for the SDN controller and click **Next**.

5. Confirm your SDN settings and click **Finish**. To update any of these settings, click **Back** to visit a previous section and make the necessary changes. When you return to this screen, click **Finish**.

6. Enter the login credentials for your UBNT account and click **Enable Cloud Access**. If you do not have an account, click **Register Now** and follow the on-screen prompts to create one.
Accessing UniFi SDN

1. Launch the Chrome web browser and type the IP address of your Cloud Key Gen2 into the address field. Press **enter** (PC) or **return** (Mac).

   ![Accessing UniFi SDN](https://192.168.1.8)

2. When the splash screen appears, click **Launch** under **UniFi SDN**.

3. Enter the username and password credentials associated with your UBNT or cloud access account and click **Sign In**.

4. The **Dashboard** screen provides a visual representation of your network’s status and displays basic information about **Devices** and **Clients**, including latency and throughput.
### Controller Sections

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🕒</td>
<td>The <strong>Dashboard</strong> screen provides a visual overview of your network’s status, including latency and throughput information for each client and device.</td>
</tr>
<tr>
<td>📈</td>
<td>The <strong>Statistics</strong> screen provides a visual representation of the clients and network traffic on your managed UniFi SDN network.</td>
</tr>
<tr>
<td>🌐</td>
<td>The <strong>Map</strong> section allows you to create maps (either upload custom images of your location(s) or use Google Maps™) for a visual representation of your SDN network and also view your system topology.</td>
</tr>
<tr>
<td>🎯</td>
<td>The <strong>Devices</strong> screen displays a list of UniFi devices managed by your SDN controller.</td>
</tr>
<tr>
<td>🌐</td>
<td>The <strong>Clients</strong> screen displays a list of clients connected to UniFi devices managed by your SDN controller.</td>
</tr>
<tr>
<td>💡</td>
<td>The <strong>Insights</strong> screen lists detailed information about local and surrounding wireless networks, client and device statistics, security and connection detail, and other controller access information.</td>
</tr>
<tr>
<td>📋</td>
<td>The <strong>Release Notes</strong> window provides information and details on the incorporated changes and/or updates to the latest UniFi SDN controller software.</td>
</tr>
<tr>
<td>📋</td>
<td>The <strong>Events</strong> screen provides a list of all events and activity taking place on your network, including errors and warnings.</td>
</tr>
<tr>
<td>📣</td>
<td>The <strong>Alerts</strong> window provides a list of alerts and events occurring on your network.</td>
</tr>
<tr>
<td>💾</td>
<td>The <strong>Settings</strong> screen provides detailed information about your UniFi SDN controller and allows you to add/change/update the site configuration.</td>
</tr>
<tr>
<td>📤</td>
<td>The <strong>Live Chat Support</strong> screen provides access to a UniFi professional support representative available via live chat 24/7.</td>
</tr>
</tbody>
</table>

**Note:** For further details on any section, refer to the complete UniFi User Guide, available online at [www.ubnt.com/download/unifi](http://www.ubnt.com/download/unifi)
<table>
<thead>
<tr>
<th>Specifications</th>
<th>UCK-G2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dimensions</strong></td>
<td>27.10 x 46.80 x 119.75 mm (1.07 x 1.84 x 4.71&quot;)</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>172 g (6.07 oz)</td>
</tr>
<tr>
<td><strong>Enclosure</strong></td>
<td>Aluminum</td>
</tr>
<tr>
<td><strong>Management Interface</strong></td>
<td>UniFi App; UniFi Controller</td>
</tr>
<tr>
<td><strong>Networking Interface(s)</strong></td>
<td>(1) 10/100/1000 Ethernet Port</td>
</tr>
<tr>
<td><strong>Buttons</strong></td>
<td>(1) Power; (1) Reset to Defaults</td>
</tr>
<tr>
<td><strong>Power Supply</strong></td>
<td>802.3af PoE or USB-C 5VDC, Minimum 1A</td>
</tr>
<tr>
<td><strong>Max. Power Consumption</strong></td>
<td>5W</td>
</tr>
<tr>
<td><strong>Operating Temperature</strong></td>
<td>0 to 35°C (32 to 95°F)</td>
</tr>
<tr>
<td><strong>Operating Humidity</strong></td>
<td>20 to 80% Noncondensing</td>
</tr>
<tr>
<td><strong>Certifications</strong></td>
<td>CE, FCC, IC</td>
</tr>
</tbody>
</table>
Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use accessories specified by the manufacturer.

⚠️ **WARNING:** Do not use this product in location that can be submerged by water.

⚠️ **WARNING:** Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer’s label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.

Limited Warranty

UBIQUITI NETWORKS, Inc (“UBIQUITI NETWORKS”) warrants that the product(s) furnished hereunder (the “Product(s)”) shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS’ sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.
Warranty Conditions

The above warranty does not apply if the Product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks’ authorized representatives, or as approved by Ubiquiti Networks in writing;

(II) has been painted, rebranded or physically modified in any way;

(III) has been damaged due to errors or defects in cabling;

(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;

(V) has been damaged or impaired as a result of using third party firmware;

(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or

(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.
Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS’ facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at:

www.ubnt.com/support/warranty

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EXCEPT TO THE EXTENT PROHIBITED BY LOCAL LAW, IN NO EVENT WILL UBIQUITI OR ITS SUBSIDIARIES, AFFILIATES OR SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES (INCLUDING LOST PROFIT, LOST DATA, OR DOWNTIME COSTS), ARISING OUT OF THE USE, INABILITY TO USE, OR THE RESULTS OF USE OF THE PRODUCT, WHETHER BASED IN WARRANTY, CONTRACT, TORT OR OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

Compliance

FCC

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the 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.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This radio transmitter (FCC: SWX-UCKG2) has been approved by FCC.
ISED Canada

CAN ICES-3(A)/NMB-3(A)

This device complies with ISED 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.

This radio transmitter (IC: 6545A-UCKG2) has been approved by ISED Canada.

CAN ICES-3(A)/NMB-3(A)

Le présent appareil est conforme aux CNR d’ISDE 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;
2. L’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

Le présent émetteur radio (IC : 6545A-UCKG2) a été approuvé par ISDE Canada.

Battery Warning

1. Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight.
2. Do not use any cell or battery which is not designed for use with the equipment.
3. Always purchase the battery recommended by the device manufacturer for the equipment.
4. Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer’s instructions or equipment manual for proper charging instructions.

RF Exposure Warning

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be located or operating in conjunction with any other antenna or transmitter, except as listed for this product’s certification.

Les antennes utilisées pour cet émetteur doit être installé pour fournir une distance de séparation d’au moins 20 cm de toutes les personnes et ne doit pas être situé ou opérant en conjonction avec une autre antenne ou un autre émetteur, sauf dans les cas énumérés à la certification de ce produit.
Australia and New Zealand

Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

Country List

AT  BE  BG  CY  CZ  DE  DK  EE  EL  ES  FI  FR  HR  HU
IE  IT  LV  LT  LU  MT  NL  PL  PT  RO  SE  SI  SK  UK

BFWA (Broadband Fixed Wireless Access) members noted in blue

Note: This device meets Max. TX power limit per ETSI regulations.

The following apply to products that operate in the 5 GHz frequency range:

Note: This device is restricted to indoor use only when operating in the 5150 - 5350 MHz frequency range within all member states.

Note: All countries listed may operate at 30 dBm. BFWA member states may operate at 36 dBm.

Note: Operation in the 5.8 GHz frequency band is prohibited in BFWA member states. Other countries listed may use the 5.8 GHz frequency band.
RoHS/WEEE Compliance Statement

English

European Directive 2012/19/EU requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

Deutsch

Español
La Directiva 2012/19/UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

Français
La directive européenne 2012/19/UE exige que l’équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L’élimination et le recyclage en bonne et due forme ont pour but de lutter contre l’impact néfaste potentiel de ce type de produits sur l’environnement et la santé publique. Pour plus d’informations sur le mode d’élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l’endroit où vous avez acheté le produit.

Italiano
La direttiva europea 2012/19/UE richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull’imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l’ambiente e per la salute dell’essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.
Declaration of Conformity

English Hereby, UBIQUITI NETWORKS declares that the radio equipment type UCK-G2 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.ubnt.com/compliance