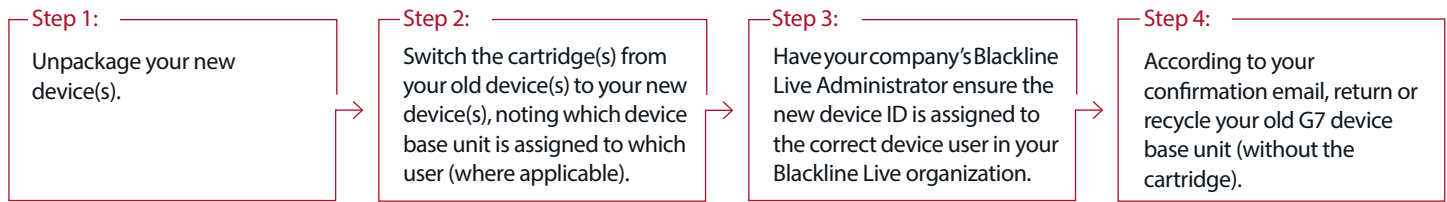


BLACKLINE 3G G7 DEVICE UPGRADE PROGRAM

You have received a new G7 device base unit(s) because telecommunications providers in the USA are decommissioning 3G towers. As such, some older models of Blackline devices will not provide the connectivity needed for monitoring.

To ensure your device(s) can connect to the network, you must:



PREPARING YOUR DEVICE FOR USE

Your new device is the base unit only (no cartridge), so you will need to switch the cartridge from your old device to your new device before you can use it. Do not turn on your new device until you have completed these steps.

NOTE: You MUST complete these steps for all devices with cartridges prior to returning or recycling the old devices.

To switch the cartridge:

1. Power off your old G7.
2. Using a Phillips #1 screwdriver, remove the screws on each side of the cartridge.
3. Pull up on the cartridge to remove it from the old base unit.
4. Slide the cartridge onto the new base unit, ensuring the cartridge is lined up on the guide rails and fits into place.
5. Replace the screws removed in step 2 on each side of the cartridge on the new base unit.

CAUTION: Risk of damage to equipment. Always use a manual (not electric) screwdriver when removing or installing the cartridge to avoid damaging the device's plastics.

6. Calibrate your device.

NOTE: If you have an O₂ sensor, it may automatically enter an extended stabilization period of up to 20 minutes after installing your cartridge on the new device. Wait until this stabilization period is complete before calibrating.

7. If applicable, have your company's Blackline Live Administrator confirm that your new device(s) has been assigned correctly in Blackline Live and then distribute the device(s) accordingly.



RETURNING/RECYCLING OLD DEVICES

NOTE: You must remove the cartridge from your old device base unit(s) before proceeding with the instructions in this section.

Refer to the confirmation email you received from our Customer Care team for instructions on whether you should return or recycle your old device(s). If your email requests that you recycle your old device(s), please ensure you do so responsibly.

NOTE: Cartridges cannot be recycled. Please return them to Blackline Safety if requested.

If your email requests that you return your devices:

1. See the confirmation email containing the shipping instructions, RMA number, battery label and commercial invoice for returning your G7 base unit(s) and/or G7 Bridge(s). If you have received your new device(s) and did not get the confirmation email, please contact our Customer Care team at 1-877-869-7212 or support@blacklinesafety.com.
2. Prepare your shipment according to the instructions and contact the courier to collect your device(s).

LEARN MORE

Visit support.BlacklineSafety.com for more information on G7 cartridges and devices, and the 3G G7 Device Upgrade Program.

CUSTOMER CARE

For technical support, please contact our Customer Care team.

North America (24 hours):

Toll Free: 1-877-869-7212 | support@blacklinesafety.com