

## NETGEAR Arlo Outdoor Power Adapter Accessory VMA4700-100AUS Recall FAQs for Australia and New Zealand

### **Q. What power adapter accessory models are affected?**

A. Only the VMA4700-100AUS is affected. Other power adapters are not affected. This is a standalone accessory that is purchased separately from the cameras (Arlo, Arlo Pro and Arlo Go).

### **Q. How can I tell if my NETGEAR product is a VMA4700-100AUS?**

A. The model number is located on a sticker on the bottom of the original packaging.



If you no longer have the original packaging, look for manufacturer's Model Number AD2090120 and P/N 332-10986-01 on the power adapter to confirm.



The following power adapters are included with the Arlo Pro Camera System but are not part of the recall. Note: The power adapters that came with the Arlo Pro Camera System are for indoor use only.



**Q. Why are you discontinuing sales of the outdoor power adapter accessory?**

A. NETGEAR discovered that water may enter the camera via the connection between the outdoor power adapter accessory and camera.

**Q. Have you stopped shipping the product?**

A. Yes, we have stopped shipping the product.

**Q. Does this issue also affect my Arlo Go's power adapter that was included in the box with the Arlo Go?**

A. No. The Arlo Go power adapter is recommended for indoor use only. Please refer to our user manual located at: [https://www.arlo.com/en-us/images/Documents/ArloGo/arlo\\_go\\_um.pdf](https://www.arlo.com/en-us/images/Documents/ArloGo/arlo_go_um.pdf). The power adapter that comes with the Arlo Go camera should only be used with the Arlo Go camera indoors.

**Q. When will the outdoor power adapter accessory again be available for purchase?**

A. You can now purchase the VMA4900-100AUS from your preferred retailer.

**Q. My product seems to be working fine. Can I keep it?**

A. NETGEAR is asking all customers affected by the recall to send back their outdoor power adapter accessory.

**Q. Can I take the outdoor power adapter accessory back to the place I purchased it from?**

A. NETGEAR is asking all customers that are affected by the recall to return the adapters to it. You can arrange to return your adapter by registering the product as outlined below. Once you have registered you will receive further instructions. Do not return your product to your retailer.

**Q. I threw away my original packaging for the outdoor power adapter accessory? Can I still return it?**

A. Yes, you can still return your outdoor power adapter without any of the original packaging.

**Q. How do I return my product?**

A. Go online and register your product at: <https://www.arlo.com/au/products/arlo-pro/vma4700-recall.aspx> (for **Australian consumers**) and <https://www.arlo.com/nz/products/arlo-pro/vma4700-recall.aspx> (for **New Zealand consumers**).

**Q. Will I get a new outdoor power adapter accessory or will NETGEAR send me another product?**

A. You can choose between receiving a refund or a replacement next generation outdoor power adapter.

**Q. Will I have to pay anything to ship my outdoor power adapter accessory back to NETGEAR?**

A. No. The collection and delivery methods will depend on the country you are in. After you register for the recall online, we will send you a confirmation email message with information about the next steps.

**Q. What is an acceptable proof of purchase?**

A. For Australian consumers, a receipt from in store or an online purchase showing the price paid, tax and shipping charges, if applicable. The receipt must show the store's name.

**Q. What happens if I do not have a proof of purchase?**

A. You will receive a refund in the amount of **\$60.00 NZD** or \$42.90 AUD or, alternatively, a replacement adapter.

**Q. What if I purchased more than one outdoor power adapter accessory?**

A. You will need to create a separate refund request for each unit you purchased.

**Q. What will happen after I register for a refund?**

A. You will receive a shipment from our partner, Stericycle Expert Solutions, with a prepaid label and envelope upon registering the correct product to return. Instructions about how to pack and return the outdoor power adapter will be included in the shipment. After we receive and verify that we have received the correct outdoor power adapter, we will send your refund or a replacement to you. If you return the wrong product, we will return it to you without a refund or replacement product. No refund or replacement can be issued until we receive the correct recalled outdoor power adapter accessory.

**Q. How long will it take to process my refund or replacement after you receive my product?**

A. A refund will take four to six weeks to process. For New Zealand consumers, the refund will be provided in the form of credit on a Visa Gift Card or equivalent. The Card can be used just like a standard Visa Credit Card. Additional details will be provided with the Card. Australian consumers will be sent a cheque. Replacement product will be available to ship around mid-June and will be sent then.

**Q. Is there any way I can get more information about the recall?**

A. Yes. For consumers in **New Zealand**, you can review our recall FAQs at <https://www.arlo.com/nz/products/arlo-pro/vma4700-recall.aspx> or call us at 0800 555 182 (New Zealand) anytime. For **Australian** consumers, you can review our recall FAQs at <https://www.arlo.com/au/products/arlo-pro/vma4700-recall.aspx> or call us at 1800 889 320 (Australia) any time. Our call center team members are available 24/7 to answer your calls and help answer any questions you may have about the recall.

**Q. What if I do not receive my refund or replacement?**

A. You call us on 0800 555 182 (New Zealand) or 1800 889 320 (Australia) at any time.