



Product Safety Recall



Do you own this product?

ANKO Smart Tag

Dates sold: 28/12/2023 – 16/01/2024



Why the product is recalled:

The product does not comply with the mandatory information standard for products containing button/coin batteries.

The product does not include the required warning information.

Hazard: There is a risk of choking, severe internal burn injuries or death to young children if they gain access to the button/coin batteries and swallow or place them inside their body.

Severe or fatal injuries can happen in 2 hours or less.

Consumers may not be aware that the product contains a button battery.



1. Consumers should keep the product out of reach of children.
2. Consumers should contact Kmart to receive the warning information.



Ask our staff to find out more about the recall.

1800 124 125 7 am to 6 pm Monday to Friday.



Purchased from: Kmart stores.

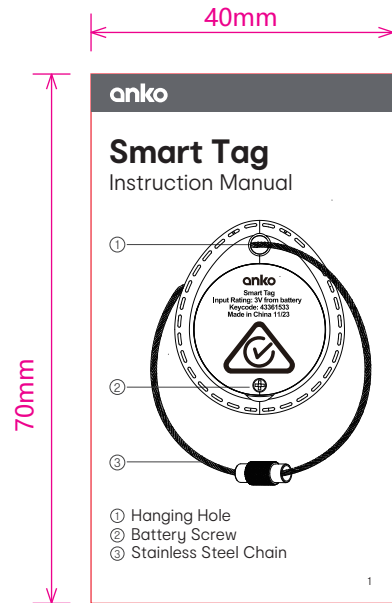


Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone

PRA 2024/20082

See [productsafety.gov.au](https://www.productsafety.gov.au) for Australian product recall information.



Quick Instructions

1. Turn On The Device

Remove the insulation film, the device will release beep sound and turn on.

2. Pair The Device

- Open Apple Find My App on mobile device.
- Hold the device close to your iPhone, tap the items tab, tap (+) and then add Other Item.
- Tap 43361533 to connect.
- Type a name for your device, select an emoji.
- Tap Agree to acknowledge that this item will be linked to your Apple ID.
- Tap Finish.

3. Enable Lost Mode

- Open Apple Find My App, tap the items tab, then tap your item.
- Under Lost Mode, tap Enable.
- Read the instructions, tap Continue and enter a phone number or email address.
- Confirm the information, customise the lost message, and tap activate to complete the setup.

4. Remove The Device

- Open Apple Find My App, tap the items tab, then tap your item, tap Remove item and then tap Remove to complete the operation.

Note: After removing the device in the app, the device will release beep sound, it will not shut down and is in the pairing mode (after turn on the device or remove the device in the app), if there is no pairing within 10 minutes, the device will leave the pairing mode (the device cannot be paired with the Apple Find My App at this time). If you need to pair the device, you need to reload the battery

again, the device will play a beep sound, at this time, the device enters the pairing mode and can be paired with the Apple Find My App again.

Main Functions

1. Locate Your Item

If your missing item isn't nearby, the Apple Find My App can still help you track it down using the Find My network -hundreds of millions of iPhone, iPad (require iOS V14.5 or above) around the world. Nearby devices securely send the location of your missing device to iCloud, then you can see where it is in the Find My App.

2. Play Sound

Open Apple Find My App, smart tag is nearby to the phone (20 meters), tap the items tab, then tap your item. Click Play Sound, and the device will release beep sound, so you can find the item easily.

Instructions:

1. Remove insulation film from the battery on the device (pull tab), the device will be on.
2. Device status confirmation: When the device has not been paired with Apple Find My App, the device will release beep sound; When the device and Apple Find My App are paired and connected, the device emits a "tick" tone once; When the device and Apple Find My App are paired but not connected, the device will play a longer sound; The above situation indicates that the device is in the power on state. If the device has no sound, the device is in shutdown/sleep mode. Please replace battery.
3. When place a new battery, how to perform serial number lookup: Place the side without the logo upside for 5 seconds, then place the product upside down for 5

seconds, repeat the above steps twice, the device will emit the "tick" tone 6 times, and the device enters into a serial number read state.

4. Device turns off: Take the battery out, the device will turn off.

FAQ + TROUBLESHOOTING

1. When Can The Smart Tag Be Located?

When an item is separated from its owner for a period of time, it can be found by other Apple devices (require iOS V14.5 or above) that are part of Apple Find My network, and the owner can start to get the location of the device.

2. How To Confirm Whether The Device Has Been Turned On?

When reload battery, the device will release beep sound, indicating that the device is working. If the device does not ring, the device is off.

3. How Is The Device Designed To Discourage Unwanted Tracking?

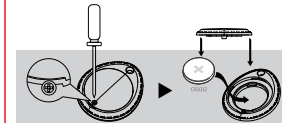
If any Find My network accessory separated from its owner is seen moving with you over time, you'll be notified in one of two ways:
> If you have an iPhone, iPad, Find My App will send a notification to your Apple device. This feature is available on iOS V14.5 or above.
> If you don't have an iOS device or a smart phone, a Find My network accessory that isn't with its owner for a period of time will emit a sound when it's moved. These features were created specially to discourage people from trying to track you without your knowledge.

4. How Is My Privacy Protected?

Only you can see where your item is. Your location data and history are never stored on the item itself. Devices that relay the location of your item also stay anonymous, and that location data is encrypted every step of the way. So not even Apple knows the location of your device or the identity of the device that helps find it.

5. How To Replace The Battery?

- 1) Unscrew the screw from the back of the device, and then open the battery door from the hand button position under the screw.
- 2) Replace the battery with a new one. (Positive polarity upward)
- 3) Assemble the device to restart it.



6. What Is The Find My Network? And How Does It Work?

The Apple Find My network provides an easy, secure way to locate compatible personal items on a map using Apple Find My App on your iPhone, iPad. Simply pair your compatible product with Apple Find My App to view it right alongside your Apple devices. If your item ever goes missing, you can put it in Lost Mode to display a message and contact information to anyone who might find it. The Find My network is encrypted and anonymous, so no one else, not even Apple can view its location.

7. If The Insulation Film Is Removed Or The Battery Is Replaced, Apply More Pressure To The Battery Door To Ensure It Is Closed Correctly. The Smart Tag Will Not Operate If It Is Not Closed.

8. There Is No "Items" in Apple Find My App.

The mobile phone system needs to be upgraded to iOS V14.5 or above, then Apple Find My App supports the items function. Please upgrade the mobile phone system version.

9. After Naming The Smart Tag You Added To Apple Find My, It Cannot Be Successfully Paired And An Error Message Is Displayed. (Refer To Page 3).

Exit the Apple Find My App and reset the Smart Tag by inserting and remove the battery 5 times in a row, this will complete a factory reset. The device will release beep sound. Add the Smart Tag to the Find My App again.

10. When Playing Sound On The Smart Tag Via The Find My App, The Mobile Phone Prompts That It Is Playing, But The Device Doesn't Play Sound.

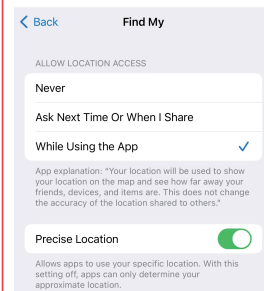
First, check whether the Smart Tag plays a sound normally. Try by turning the Smart Tag off, then on again. This is done by removing the battery, then reinstall it. If there is a sound made by the Smart Tag, the device is working normally. Try restarting the mobile phone and then try Playing Sound again via the Find My App.

11. The Apple Find My Device Location Hasn't Updated For a Long Time.

The location of Smart Tag displayed is not real-time, and updates approximately every 20 minutes. There needs to be an Apple device with its Bluetooth turned on nearby (within approx. 20 metres) to achieve this. It's not always the same Apple device relaying location).

12. How To Turn On The Precise Location On iPhone?

- > Go to Settings
- > Privacy & Security
- > Select Location Services
- > Select Apple Find My App
- > Turn Precise Location on



*Note: The Smart Tag does not support Ultra Wide Band Technology. If the Tag is out of the phone's wireless connection distance it will connect through the Find My Network. Follow the Find My App map to the closest tag location. The Tag's final location can be found by clicking "Play Sound" when within the wireless connection distance (10-20m).

13. There Are No Alerts From The Find My App When Your Paired Tag Is Left Behind.

A notification from your mobile device's Find My App for leaving your tag behind requires the paired tag to be kept close by for a duration of time (within 20 metres). A notification will be triggered when your tag and mobile device have been separated by distance (generally 200-300 metres).

14. When Attempting To "Play Sound" On Your Connected Tag, But Your Phone Prompts "Please Move Around To Establish a Link", When The Tag And Phone Are Together.

Remove the Tag from the Find My App connected list, then pair again.

Regulatory Safety Information



Do not use if the compartment is not secure. Swallowing may lead to serious injury or death in as little as 2 hours due to chemical burns and potential perforation of the oesophagus. Dispose of used button batteries promptly and safely. Flat batteries can still be dangerous. Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened, do not use if compartment is not secure. Risk of fire and burns. Do not recharge, disassemble, heat (-20C +70C) or incinerate. Rated voltage 3V. Battery capacity 220mAh.



WARNING: BUTTON CELL BATTERIES ARE HAZARDOUS (NEW OR USED). KEEP AWAY FROM CHILDREN. BUTTON CELL BATTERIES CAN CAUSE SEVERE OR FATAL INJURIES IN 2 HOURS OR LESS IF THEY ARE SWALLOWED OR PLACED INSIDE ANY PART OF THE BODY. IF YOU SUSPECT YOUR CHILD HAS SWALLOWED OR INSERTED A BUTTON CELL BATTERY CALL THE 24HOUR POISONS INFORMATION CENTRE IN AUSTRALIA ON 13126 OR IN NEW ZEALAND 0800 764 766 OR CONTACT YOUR COUNTRY'S EMERGENCY DEPT. USED BATTERIES MUST BE DISPOSED OF IN THE GARBAGE OR A BATTERY RECYCLE FACILITY.

Regulatory Safety Information

Without permission, any company, firm or user shall not alter the frequency, increase the power, or change the characteristics and functions of the original design of the certified lower power frequency electric machinery.

The application of low power frequency electric machineries shall not affect the navigation safety nor interfere a legal communication, if an interference is found, the service will be suspended until improvement is made and the interference no longer exists. The foregoing legal communication refers to the wireless telecommunication operated according to the telecommunications laws and regulations. The low power frequency electric machinery should be able to tolerate the interference of the electric wave radiation electric machineries and equipment for legal communications or industrial and scientific applications.

Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards. Apple, Apple Find My, Apple Watch, Find My, iPhone, iPad, iPadOS, Mac, macOS and watchOS are the trademarks of Apple Inc. iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

尺寸: 70x40mm

材料: 80g书写纸

颜色: 双面四色印刷+1个专色

(PMS Cool GRAY 10C)

工艺: 风琴折

备注: 红色裁切线不要印刷出来



CMYK PROCESS



PMS COOL GREY 10C



PMS 294C



DIELINE - CUT

