realme

Important Information Guide

realme Handset Warranty Information

I: Service Terms

Thank you for using realme handset. We will provide our product with comprehensive warranty services in accordance with applicable national lawsand regulations. In case of any conflict between the following policies and the National Policies, or Commissions, the national policies shall prevail.

1. Within 24 months from the purchasing date, in the event that performance failure occurs from normal use, consumer can claim for maintenance. The accessories such as charger, data cable, earphone have a 12-month warranty.

2.Please be sure to keep the purchase invoice when claiming for warranty.

3. Valid purchase invoice: the invoice shall indicate the serial and/or IMEI number of the device.

4. A valid warranty card and invoice is essential for protecting your warranty rights. If you lose the valid invoice and /or warranty card and are unable to provide us with a photocopy of them, we will provide your device with a 24-month warranty service beginning from the 90th day after the manufacture date of the device.

5. Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc).

⚠ Note: Warranty service will only be provided in the specific country where the realme product was originally purchased.

In Australia:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

II: Warranty Instructions and Conditions

1. Your warranty (please refer to the Warranty Information Card) is only valid under normal use of your device. All man-made damages and any of the following conditions are out from free warranty, but a repair can be still implemented at your own cost:
   A. The warranty period has expired;
   B. Damage caused by human factors, including damages caused by usage under improper operating environment and the failure to the user manual;
   C. The customer disassembles, repairs or modifies the device without the Company's authorization or has it repaired by an unauthorised repairer that is not included in the Company's approved repair network;
   D. Damage caused by a force majeure (such as floods, fires, earthquakes and lightning);
   E. The user is unable to provide the warranty card and valid proof of purchase or the product model and IMEI do not match or are altered.
   F. Natural wear and tear of the product (such as casing, keypad, display screen, antenna and other accessories).
   G. Faults, damages or defects not caused by the company;
   H. Barcode and warranty labels are damaged and unrecognizable.
2. Others
   A. External damages (including wear, tear, and scratches) are not entitled to the warranty service;
   B. Faults caused by the Internet and wireless information service providers (operators) are not covered by the warranty;
   C. Our warranty does not cover services verbally promised by the dealer which violate principles set forth on the warranty policy. For products that meet the manufacture warranty service, you can bring or send your device to realme service centre for assessment. If any accessory is faulty, the faulty accessory will be replaced.
3. If any of our product requires repair after liquid infiltrated the device or it is seriously damaged by human factors, the customer will be notified by realme service centre with a quote price;
4. All components, parts and accessories replaced during the warranty period shall become the property of the Company.

III: Considerations for Sending the Device for Repair and Collecting It

1. When completing the realme Mobile Phone Repair Form, the customer must fill in valid information in clear handwriting as required (name, address, phone number and fault symptoms);
2. Before sending your device for repair, please backup all information and data you have saved on the device (such as contacts, text messages and pictures) before you delete them to prevent loss or damage during the testing and inspection process. In any circumstances, realme Customer Service Centre and the staff will not be held responsible or obligated to backup or recover your information and data, or accept responsibility for any consequence arising from the loss, damage or leakage of your information and data. Please ensure the legality of the information and data you have saved. To respect your privacy, we will not transmit, backup or examine your information and data(unless they are necessary for us to provide you with services), and we reserve the right to refuse to provide services for illegal content;
3. The Customer shall collect the device by presenting the realme Repair Service Form . In case the Customer loses the Customer Copy, the Customer shall go through the loss reporting procedures with his/her personal ID or valid proof of identity before collecting the mobile phone.

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Warranty Card

User Information

User Name :

Phone No. :

User Address :

Zip Code :

E-mail :

Product Information & Dealer Information

Model/Color/IMEI :

Dealer's Name :

Date of purchase (DD/MM/YY) :

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Warranty Card

User Information

User Name :

Phone No. :

User Address :

Zip Code :

E-mail :

Product Information & Dealer Information

Model/Color/IMEI :

Dealer's Name :

Date of purchase (DD/MM/YY) :

Statement

'The Important Information Guide and Warranty Card' contains information regarding safety, operation and customer service. Before using the realme handset, please read all the instructions and the security information below, and keep it for backup. More detailed instructions are kept in this product as an electronic file. Please read the built-in instructions on the realme handset. For the latest information, please visit http://www.realme.com.

Security information

This handset is suitable for working in an environment of 0°C to 35°C. Temperature for storage should be between -20°C and 45°C. Excessively high or low temperatures can affect the use of handset and even damage the mobile phone and battery. When using this handset, please avoid places near telephone, television, radio, and office automation machines. Please charge this handset in an environment between 5°C and 35°C, so as not to reduce battery performance and standby time. If the handset has a flash charging function, it may not be able to enter the flash charging mode when the temperature is below 15°C or over 35°C.

The operating system of this product supports official system updates. If the user rooted the ROM system of any third party or modified the system file by cracking, it may lead to security risks of the system. realme will not provide any support nor take any responsibility for the final use in these cases.

Battery precautions in use

- Please do not weld battery terminals. Otherwise, it may cause battery leakage, overheat, explosion and fire.
- Please do not press or pierce the battery with hard objects (for example needle or other sharp objects), to avoid damage, battery leak, overheating or fire.
- Battery liquid may be harmful if contacted with skin or clothes, your skin might be hurt. Please immediately wash it with water, or go to hospital at once to seek medical help if necessary.
- If there are any abnormalities like high temperature, discoloration, distortion, bulging, leakage, etc. during operation, charging or preservation, please cease to use the device.
- Do not expose the battery liquid to eyes. It might cause potential blindness. When happens, wash your eyes immediately or go to the hospital if serious.
- Do not disassemble or modify the battery, as it may cause battery leakage, overheating, explosion or fire.
- Do not place or use the battery near fire, heater or other high temperature places. Otherwise, it may cause battery leakage, overheat, explosion or fire.
- If there is battery leakage or strange smell, please immediately move it from open flame in order to avoid fire or explosion.
- Please keep the battery away from moist or wet areas from moisture. Otherwise, it may cause battery overheat, fuming and corrosion.
- Do not place the battery directly in sunlight, or other high temperature areas. Otherwise, battery leakage and overheating may descend battery performance descend and affect battery life. Keep the battery in a well-ventilated area.
- Do not use the battery or connect it with a high-voltage power supply, otherwise it may cause a short circuit or burst.
- The battery can be charged and discharged hundreds of times at least, but it will eventually wear out.
- Do not dispose the battery as household waste. Dispose the battery according to local regulations.
- Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

⚠ Warning: Please do not charge the battery over 12 hours.

Other matters of attention

- Adapter shall be installed near the equipment and shall be easily accessible.
- If any part of the product is cracked or damaged, discontinue use immediately and contact the realme Service Center.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.

CE certification information (SAR)

This device was tested for typical body-worn operations with the back of the handset kept 0.5cm away. To maintain compliance with RF exposure requirements, use accessories that maintain a 0.5cm separation distance between the user's body and the back of the handset.
The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided.

If you are using pacemaker, hearing aid, cochlear implant or other device, please use the phone according to the doctor's advice.

EU Declaration of Conformity (DoC)

Hereby, Realme Chongqing Mobile Telecommunications Corp., Ltd. declares that this wireless device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: https://www.realme.com/global/support/eu-declaration.

Notice:

Observe national and local regulations where the device is used. This device may be restricted for use, depending on the local network.
The operation frequency in 5150-5350MHz of Wi-Fi 5G are restricted to indoor usage only.

Please check Radio Waves Specifications in the Quick Guide to see whether this product supports Wi-Fi 5G or not.

Waste Electrical and Electronic Equipment (WEEE)

This symbol means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, user has the choice to give his product to a competent recycling organization. Proper recycling of your product will protect human health and the environment.

- realme Mobiles will seek shared responsibility and cooperation from customers in reducing the environmental impact of their products.
- realme Mobiles will comply with all the applicable laws related to WEEE management.

FCC Regulations:

This mobile phone complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) this device must accept any interference received, including interference that may cause undesired operation.

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment oÿ and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit diÿerent from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

FCC Note:

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

RF Exposure Information (SAR)
This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.
During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of XX mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value.
This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.
The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR.
The SAR limit set by the FCC is 1.6W/kg.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.
The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2AUYFRMX3081.
For this device, the highest reported SAR value for usage against the head is x.xxx W/kg, for usage near the body is x.xxx W/kg.
While there may be diÿerences between the SAR levels of various phones and at various positions, they all meet the government requirements.
SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this device and your body.RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

5G WIFI statement
The device is restricted to indoor use when operated in 5150MHz~5350MHz to reduce the potential for interference.