

Legal, safety, and regulatory

Legal information. This guide provides important legal, safety, and regulatory information that you should read before using your product. For the complete legal information, from the home screen swipe up and tap **Settings** > , then type **Legal information**, or visit www.motorola.com/device-legal.

Contact us: For metropolitan areas and national capitals, call 4002-1244. For other locations, call 0800-773-1244.

Electrical Requirements: For electrical requirements, visit: www.motorola.com.mx/requisitos-electricos (refer to the web manual).

Water repellent. Your phone is not waterproof. For more about your phone's water-repellent design and care, swipe up and tap **Settings** > **Help**.

Regulatory information (e-label). To view regulatory information for this phone, from the home screen swipe up and tap **Settings** > , then type **Regulatory labels**, or visit www.motorola.com/device-legal.

Charging and battery safety. To prevent possible burning and injury, the battery in your phone should only be removed by a Motorola-approved service center or similar skilled personnel.

If your phone becomes unresponsive, press and hold the Power button until the screen goes dark and your phone restarts. Charge your phone using a compatible Motorola charger (may be sold separately). Use of other chargers is not recommended and may impair the charging performance. Don't charge your phone in temperatures below -20°C (-4°F) or above 45°C (113°F). Chargers that do not comply with applicable national standards may be unsafe, with risk of death or injury, and may cause slow charging or product damage. To view applicable standards and to learn more, see the "Legal information" section of this guide, or visit www.motorola.com/device-legal.

Driving precautions. Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations. For more, see the "Legal information" section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Seizures, blackouts, eyestrain & discomfort. This device may display flashing images or make loud sounds. For more, see the "Legal information" section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Medical devices. This device may interfere with pacemakers and other medical devices. For more, see the "Legal information"

section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Extreme heat or cold. Don't use your phone in temperatures below -20°C (-4°F) or above 45°C (113°F). Don't store/transport your phone in temperatures below -20°C (-4°F) or above 60°C (140°F).

Operational warnings. Obey all local restrictions when using mobile devices in public areas, such as hospitals, airplanes, or schools.

- **Potentially explosive areas:** Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.

Turn off your phone before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.

- **Symbol key:** Your charger, phone, battery (if user-removable), phone display, user's guide, or packaging may contain symbols, defined as follows:

 Important safety information follows.	 For indoor use only.
 Don't dispose of your battery or phone with your household waste.	 Don't dispose of your battery or phone in a fire.
 Listening at high volume to music or voice through a headset or headphone may damage your hearing.	 The package and paper products that came with your phone should be recycled.

Warning about high volume usage. To prevent possible hearing damage, do not listen at high volume levels for long periods. When your headset volume reaches the high volume threshold, a warning shows. Tap **OK** to dismiss it, or wait one to five seconds, then press the Volume Up button to dismiss the alert and enable the volume to continue to be adjusted.



Disposal & recycling. For help recycling products and packaging responsibly, visit www.motorola.com/recycling.



Usage. This phone supports apps and services that could use a lot of data, so make sure your data plan meets your needs. Contact your service provider for details. Certain apps and features may not be available in all countries.

Warranty. This product is covered by Motorola's limited warranty. To review the warranty on your phone, swipe up and tap **Settings** > , then type **Legal information**, or visit www.motorola.com/device-legal. You may also obtain a copy of the

warranty by contacting Motorola at: Motorola Mobility LLC, Attention Customer Service—Warranty Request, 222 West Merchandise Mart Plaza, Chicago, IL 60654.

Applicable to Australian consumers only: 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.

Arbitration & opt-out. Except where prohibited by law, any controversy or claim arising out of or relating to any Motorola product will be resolved by binding arbitration, instead of in court, unless you opt-out. To opt out, send a written rejection notice within 30 days of purchase that includes your name, address, phone number, phone, and phone serial number, and tells Motorola that you are rejecting this Arbitration provision to: Motorola Mobility LLC, 222 West Merchandise Mart Plaza, Attn: Arbitration Provision Opt-Out, Chicago, IL 60654 or arbitrat@motorola.com. To locate your phone's serial (IMEI) number, from the home screen swipe up and tap **Settings** > , then type **IMEI**. For more information on this arbitration provision, on your phone, swipe up and tap **Settings** > , then type **Legal information**, or visit www.motorola.com/device-legal.

Legal disclaimers. Features, services and applications are network dependent and may not be available in all areas; additional terms/charges may apply. Product specifications and other information contained in this guide are believed to be accurate at the time of printing. Motorola reserves the right to correct or change any information without notice.

ANATEL and Specific Absorption Rate (SAR). This product is approved by ANATEL in accordance with the regulated procedures for assessing the conformity of telecommunications products, and meets the applied technical requirements, including the exposure limits of the Specific Absorption Rate for radio frequency, electric, magnetic and electromagnetic fields. This product meets the applicable RF exposure guidance (SAR guideline) when used normally against your head or, when worn or carried, at a distance of 5 mm from the body. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons, regardless of age and health.



For more information about your phone's SAR (Specific Absorption Rate), visit www.motorola.com/sar. Click on



the Brazilian flag, then choose your phone from the list.

To view additional information, visit www.motorola.com/rfhealth.

"This equipment is not entitled to the protection from harmful interference and may not cause interference with duly authorized systems." www.anatel.gov.br

This product contains lithium ion batteries approved by ANATEL. In accordance with ANATEL rules, the respective approval seal will be applied in the manual for products where the battery is not accessible by the final user.

SAR information (on e-label). To view specific absorption rate (SAR) values for this phone, from the home screen swipe up and tap **Settings** > , then type **Regulatory labels**, from your phone's dialpad, type ***#07#**, or visit www.motorola.com/sar.

French Repairability Index. This device complies with the French Repairability Index Decree. The repairability index of this device is available at <https://www.motorola.fr/repairability>.

RoHS statement. RoHS compliant as per India E-waste (Management) Rules.

Government of India. The Government of India requires the following information to be provided:

- Use a wireless handsfree system (headphone, headset) with a low power Bluetooth emitter.
- Make sure the mobile device has a low SAR value.
- Keep your calls short or send a text message (SMS) instead. This advice applies especially to children, adolescents, and pregnant women.
- Use the mobile device when the signal quality is good.
- People having active medical implants should preferably keep the cell phone at least 15 cm away from the implant.

Vietnam RoHS. Products sold in Vietnam, on or after September 23, 2011, meet the requirements of the Vietnam Circular 30/2011/TT-BCT ("Vietnam RoHS").

Battery. Your battery is marked with a recycle symbol like this one. For more information, visit <http://www.baj.or.jp/>.



Li-ion00

Near-field Communication (NFC). Your phone might support NFC. To find out and to turn NFC on/off, swipe up and tap **Settings** > , then type **NFC**. For more information, refer to **Settings** > **Help**.

Allergens. Trace amounts of an allergen maybe added during manufacture of a phone or device component that may cause discomfort for some individuals. This approach is common for many types of products. We recommend that you monitor any products that maybe in prolonged contact with your skin, and avoid contact if

you experience skin irritation.

Location services. Your mobile device can provide location information to applications, using sources including GNSS (GPS, AGPS, Galileo, GLONASS and Beidou, depending on the device specification) and Wi-Fi. GNSS systems use government-operated satellites that are subject to changes in national policy by the governments operating them that may affect the performance of location services technology on your mobile device. AGPS (Assisted Global Positioning System) uses your wireless service provider's network to improve performance. Airtime, data fees, and/or additional charges may apply in accordance with your service plan.

Phones transmit location-based information when connected to a wireless network or when using other location technologies like GNSS. If you use applications that require location-based information such as driving directions, your phone will provide location information to them. These applications may share location information with third parties, including your wireless service provider, applications providers, Motorola, Lenovo, and other third parties providing services.

Emergency calls: When you make an emergency call, the cellular network may activate the AGPS technology in your phone to tell the emergency responders your approximate location. AGPS has limitations and may not work in your area. Therefore:

- Always tell the emergency responder your location to the best of your ability; and
- Remain on the call for as long as the emergency responder instructs you.

Phone security. Motorola understands that a safe and secure mobile experience is important to everyone. Because some features of your phone might affect your security, please follow these recommendations to enhance protection of your phone:

- Monitor access. Keep your phone with you and don't leave it where others might have unmonitored access. Use your phone's security and lock features, where available.
- Keep software up to date. If Motorola or a software application/vendor releases a patch or software fix for your phone that updates the phone's security, install it as soon as possible.
- Secure personal information. Your phone can store personal information in various locations, including a SIM card, memory card, and phone memory. Be sure to remove or clear all personal information before you recycle, return, or give away your phone. You can also back up your personal data to transfer to a new phone.

User privacy. Motorola and Lenovo are committed to protecting and appropriately using personal data and user information under our care. To better understand what data Motorola and Lenovo may collect and use, be sure to review the Motorola/Lenovo privacy policies linked within your phone (found at phone set-up and in

Settings). Please also be sure to take advantage of the privacy and security controls and features within your device.

When your product is turned on for the first time and is connected to the Internet, the international mobile station equipment identity (IMEI) number or serial number (SN) of this product and information about the country and city where this product is first activated is registered with Motorola and/or Lenovo, which is a one-time registration. Confirming the mobile phone/tablet's activation facilitates after-sales service to you by verifying the product's authenticity. This registration transmits less than 1KB of data.

Contact center. Japan: 0120-227-217.

NTC requirements. This telecommunication equipment is in compliance with NTC requirements.

Contact centers.

Thailand	1800014078
South Korea	1670-0090
Singapore	8008526007
Philippines	1800 1855 0288
Vietnam	120852302
Malaysia	1800817032
Hong Kong	852-81181717
Taiwan	+0809091130
Australia	1300 138 823
New Zealand	0508 668676

European conformance (CE and UKCA). The following information is applicable to phones that carry a CE or UKCA mark. Contact point: Regulatory Compliance, Motorola Mobility UK Ltd., 25 Templer Avenue, Farnborough, Hampshire, GU14 6FE, UK.

Hereby, Motorola Mobility LLC declares that the radio equipment model as defined in the getting started guide (and box label) supplied with this product:

- Bearing the CE mark is in compliance with Directive 2014/53/EU;
- And bearing the UKCA mark is in compliance with the Radio Equipment Regulations 2017.



The full DoC can be found at www.motorola.com/red.

This phone, containing all Turkish characters, complies with the ETSI TS 123.038 V8.0.0 and ETSI TS 123.040 V8.1.0 technical specifications. It also complies with EEE regulations.

Restrictions of use. This phone should only be used indoor within the EU/EEA/Switzerland/Turkey/UK when operating in the 5250 to 5350MHz and 5945 to 6245MHz (where supported) [Wi-Fi] frequency band.

Exposure to RF energy & phone operation. Your phone contains a transmitter and receiver of RF energy. It is designed to comply with regulatory requirements concerning human RF exposure. For optimal

phone performance, and to stay within the RF exposure guidelines:

- Hold your phone normally at your ear when talking on it.
- When using the phone next to your body (other than in your hand or against your head), maintain a distance of 5 mm from your body to be consistent with how the phone is tested for compliance with RF exposure requirements.
- If you use your phone with a non-Motorola accessory case or holder, make sure the accessory maintains the required separation distance and has no metallic parts.

Note: In accordance with French regulations, the following are precautionary recommendations only. No danger associated with the use of a mobile phone has been observed.

You can limit your exposure to radio-frequency energy:

- By using your phone in areas with good network reception conditions (for example: display shows four or five bars). Other areas may have poor reception, such as an underground car park, when traveling by train or car, etc.
- By using a hands-free kit to keep your phone away from your head and body. In this latter case, pregnant women are advised to keep their phone away from their abdomen. It is also recommended that adolescents keep their phones away from the lower part of their abdomen.
- By making reasonable use of mobile phones by children and adolescents, for example by avoiding night time communications and limiting the frequency and duration of calls.
- Precautions should be taken by wearers of electronic implants (cardiac pacemakers, insulin pumps, neurostimulators, etc.) concerning in particular the distance between the mobile phone and the implant (20 cm) and the position of the phone, during the call, on the side opposite the implant.

In addition, always follow the local laws and regulations, which govern how you can use mobile devices while driving. Obey all local restrictions when using mobile devices in public areas, such as hospitals, airplanes, gas stations, or schools.

Prolonged use of any device may cause discomfort. Use your device in a safe area with comfortable ambient lighting, and take frequent breaks if you feel discomfort. Seek medical advice if symptoms persist. In rare cases, flashing patterns or lights, for example in video games or movies, may cause seizures or blackouts. If you suffer any seizures or blackouts, or have a history of seizures, stop using your device and seek medical advice.

For the complete legal information, from the home screen swipe up and tap **Settings** > **Q**, then type **Legal information**, or visit www.motorola.com/device-legal.

Importer company. Lenovo Technology B.V. Merkezi Hollanda Türkiye İstanbul Şubesi. Palladium Tower İş Mrk. K.Bakkalköy Mh. Halk Cad. Kardelen Sokak No:2/1 Kat:3. Ofis No: 13 34746. Tel: +90 216 577 01

00 Atasehir Istanbul Türkiye.

Service life. This product has an expected service life of 5 (five) years as determined by the Turkish Ministry of Customs and Trade.

Ukraine radio compliance. Hereby, the manufacturer, Lenovo PC HK Limited, declares that this radio equipment complies with Technical Regulation of radio equipment. The full text of declaration of conformity is available at www.motorola.com/red.

MOTOROLA MOBILITY LLC LIMITED WARRANTY MOBILE PHONES

Motorola Mobility LLC, or its subsidiaries, ("Motorola") warrants to the original consumer purchaser ("you") that the Mobile Phone-accompanying this warranty, and any in-box accessories which accompany it (the "Products"), will be free of substantial defects in material and workmanship for the period noted in the Addendum (see end of section), beginning from the date of original consumer purchase ("Warranty Period") provided that the Products are used for normal consumer purpose.

This warranty only applies to the first purchaser, and begins on the original date of purchase by such first purchaser. In Latin America, any remaining warranty applies to resold products, except resold products that were refurbished, or repaired by an unauthorized service center.

Repairs made by Motorola or its authorized service center under this Limited Warranty ("Warranty Service") are covered for the balance of the original Warranty Period, or for the period noted in the Addendum, whichever is longer. This Limited Warranty covers only a purchase of new Products from Motorola or an authorized reseller or authorized distributor of Motorola Products which are accompanied in-box by this written Limited Warranty. This Limited Warranty is personal to you and not transferable. No retailer or other third party is authorized to make any representations on behalf of Motorola or to modify this Limited Warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY STATE, PROVINCE OR COUNTRY. FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

What will we do if you make a claim under this Limited Warranty?

If you make a valid claim under this Limited Warranty, Motorola, or its

Authorized Service Provider will, at their discretion, either (1) repair the Product using new, used, or reconditioned replacement parts; or (2) replace the Product with a new or 'like new' reconditioned Product that is the same or similar to the warranted Product; or (3) refund the purchase price. Repaired or replaced products will be returned to you in their original factory configuration, plus any applicable software updates, which may affect use and/or compatibility with third party applications (for which Motorola shall have no liability). Any refunded or replaced Product shall become the property of Motorola. To obtain service under this Limited Warranty, the claim should be made in the country where the Product was intended for sale; otherwise repair services are limited to the options available in the country where the service is requested.

What is not covered?

This Limited Warranty does not cover the following unless they occurred because of a defect in materials or workmanship:

(a) Normal wear and tear due to the normal aging of the Product, including parts that are expected to deteriorate over time, such as batteries, lens liners, or protective coatings.

(b) Cosmetic damage, including scratches, dents, and cracks to the Products.

(c) Damage caused by the use of non-Motorola branded or approved products, accessories or software.

(d) Damage caused beyond the reasonable control of Motorola, including damage caused by (i) accident, abuse, misuse; (ii) operating a Product outside its permitted or intended uses as defined in the Products' User Manual, Quick Start Guide, Online Tutorials, and other documentation provided to you, including use of the Products for commercial purposes; (iii) improper care and handling (e.g. subjecting the Product to temperatures above the temperature for which the Product is approved), abuse or neglect (e.g. broken or bent connectors, ports, or SIM/SD card slots); impact damage (e.g. dropping the Product); (iv) contact with liquids, water, rain, extreme humidity, unusually heavy perspiration, vapor or other moisture; sand, food, dirt or other similar substances (except for Products sold as resistant to such substances), but then only to the extent the damage was not caused by incorrectly securing the phone's protective elements (e.g. failing to properly close a seal), or such protective elements are damaged or missing (e.g. a cracked back cover), or subjecting a Product to conditions beyond its stated specifications or limits (e.g. IPx7, 30 minutes in 1 meter of fresh water); or (v) flood, fire, earthquake, tornado or other acts of God not within Motorola's reasonable control.

(e) Unauthorized service. Defects or damage resulting from someone other than Motorola or a Motorola authorized service center servicing, testing, adjusting, installing, maintaining,

altering, or tampering with the Products.

(f) Products that have been modified in any manner without the written permission of Motorola, including Products (i) with serial numbers or other manufacturer codes that have been removed, altered or obliterated; (ii) with mismatched or duplicated serial numbers; (iii) with broken seals or other evidence of tampering; or (iv) which have been modified to alter functionality or capability, or show evidence of attempts to modify them.

- **WARNING AGAINST UNLOCKING THE BOOTLOADER OR ALTERING A PRODUCT'S OPERATING SYSTEM SOFTWARE: ALTERING A PRODUCT'S OPERATING SYSTEM, WHICH INCLUDES UNLOCKING THE BOOTLOADER, ROOTING A PHONE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS FOR YOUR SPECIFIC PHONE MAY PERMANENTLY DAMAGE YOUR PRODUCT, CAUSE IT TO BE UNSAFE AND/OR MALFUNCTION AND ANY DAMAGE THAT IS CAUSED THEREFROM WILL, UNLESS OTHERWISE STATED BY MOTOROLA, NOT BE COVERED BY THIS LIMITED WARRANTY.**
- **IMPORTANT: IT IS ILLEGAL TO USE THIS PRODUCT IF IT CEASES TO COMPLY WITH THE GOVERNMENT AUTHORIZATIONS THAT APPROVED ITS RELEASE. THEREFORE, YOU MUST NOT MAKE CHANGES TO THE PRODUCT AFFECTING ITS EMISSION, MODULATION, TRANSMISSION CHARACTERISTICS, INCLUDING POWER LEVELS, OPERATING FREQUENCIES AND BANDWIDTHS, SAR LEVELS, DUTY-CYCLE, TRANSMISSION MODES AND THE INTENDED METHOD OF USE OF THE PRODUCT.**

(g) Defects, damages, or the failure of the Product due to any third party communication service or network you subscribe to or use with the Product.

(h) Software, either embedded in, downloaded to, or accompanied with the Products.

- **TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, AND MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. WHERE SUCH STATUTORY OR IMPLIED**

WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY MOTOROLA IN ITS SOLE DISCRETION SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY MOTOROLA OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY.

- TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY, WHETHER IN CONTRACT, TORT OR UNDER OTHER LEGAL THEORY (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCTS, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS; LOSS OF BUSINESS; BUSINESS INTERRUPTION; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA, SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS STORED ON OR USED WITH MOTOROLA PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS); OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR SERVICES PROVIDED UNDER THIS LIMITED WARRANTY. BY MAKING A CLAIM UNDER THIS LIMITED WARRANTY YOU ACKNOWLEDGE THAT YOU UNDERSTAND THE ABOVE DISCLAIMERS OF LIABILITY.
- SOME STATES OR JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE EXCLUSION OR LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, OR THE LIMITATION OR EXCLUSION OF DAMAGES FOR PERSONAL INJURIES CAUSED BY NEGLIGENCE, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE OR JURISDICTION.

My Product needs service, what should I do?

Locate your valid proof of purchase, showing the date of purchase,

you will need it to obtain warranty coverage.

1. Before attempting to diagnose or repair any Product, please back up all software, applications, and other data, including contacts, photos, music, games, which will be erased during the repair process and cannot be reinstalled by Motorola and Motorola shall have no liability therefore.
2. Review the online Motorola customer support website at www.motorola.com for troubleshooting information.
3. If the Product is still not functioning properly after you have followed troubleshooting instructions suggested on this website, please contact Motorola using the contact details provided on the customer support page of www.motorola.com.
4. If your Product is covered by this Limited Warranty, you may be required to download, or otherwise obtain and accept software updates. You are responsible for any third party data costs incurred when obtaining the downloads.

Before we can provide any further support under this Limited Warranty you must first comply with the warranty processes outlined above, and any repair instructions provided by Motorola.

5. **If the software update does not fix the problem, you will receive instructions on how and where to ship the Product for evaluation. You must supply: (i) proof of purchase; (ii) a written description of the problem; (iii) the name of your mobile network service provider, if applicable; and (iv) your home and email address and telephone number. To the extent allowable under applicable law, Motorola reserves the right to charge you for the cost of shipping the Product to and from the authorized service center.**
6. If the Product is not covered by this Limited Warranty (and you do not have any other statutory rights in your place of residence), Motorola will inform you of the availability, price, and other conditions applicable to such out-of-warranty repair of the Product.

Addendum: Warranty periods by country

Country/Region	Warranty Period (Months) Phone/Charger/Earphone/ Non-Removable Battery/ Removable Battery
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Guarantee policy (Mexico only)

This Guarantee Policy represents the only guarantee that applies to personal communication Products and Accessories of the Motorola Trademark that are purchased in Mexico.

Items covered by this Guarantee

It protects the manufacturing defects and hidden defects of the "Products" and "Accessories" (such as batteries, antennas, chargers, wired headphones and wireless phones) of the Motorola trademark, described in the space that for such purpose is established on the back of this Guarantee Policy, which covers all of the parts, components, accessories and labor of Motorola Products, as well as the transportation costs that derive from fulfilling this policy, within its service network.

The Motorola "Products" that this guarantee protects may be: (a) cellular phones, (b) smart phones (pocket computer and cellular phone), (c) beepers, (d) two-way radios, (e) wireless phones.

Motorola, free of charge for you, shall have the option to repair or replace the "Products", "Accessories" and components that present problems and are covered by the Guarantee. Motorola Comercial, S.A. de C.V. shall use used, equally functioning, refurbished, repaired or second hand parts or spare parts to repair the "Product." Software updates shall not be provided.

Duration of the Guarantee

The duration of the guarantee shall be one year starting from the purchase date of the new "Product" or "Accessory" at an authorized establishment.

Procedure for exercising the Guarantee

To demand the fulfillment of this guarantee, the address where the "Product" or "Accessory" was purchased must be sent to the address of the Person Responsible for the "Products" and "Accessories" in Mexico:

Motorola Comercial S.A. de C.V.
Avenida Antonio Dovalí Jaime No 70
Torre A, Piso 14
Colonia Zedec Santa Fe
Alcaldía Alvaro Obregón
México, Ciudad de México, C.P. 01219

Número telefónico: 800 021 0000

or to the address of the authorized service center (which you can consult free of charge by calling 800 021 0000) and presenting the

"Product" or "Accessory" with its parts and components.

To exercise this guarantee, you must present the "Product" or "Accessory" and this Guarantee Policy duly sealed by the establishment where it was purchased. In the event that this policy was not established on the date in which the "Product" or "Accessory" was purchased, you must present the receipt from this purchase.

Limitations or exceptions of this Guarantee

The guarantee shall not be valid:

- When the "Product" or "Accessory" has been used in conditions different than normal conditions.
- When the "Product" or "Accessory" has not been operated in accordance with the accompanying usage instructions.
- When the "Product" or "Accessory" has been changed or repaired by people who are not authorized by the national manufacturer, importer or respective responsible retailer.

Motorola shall notify the consumer if the service request is covered by this guarantee policy; in the event that it is not covered, Motorola shall inform the consumer of the availability, prices and other conditions that apply to repairing the "Product".

Motorola shall only replace the "Product" or "Accessory", upon turning in the "Product" or "Accessory" purchased. For more information about the "Product" that needs repairs that are not covered by this guarantee, please call 800 021 0000.

Product model:

Product purchase date

Seal of authorized distributor or establishment where Product was purchased:

Note: In other countries, consult the local guarantee laws and regulations and your local Motorola office.

Comisión de Regulación de Comunicaciones (CRC).

To find the CRC approval letter for the phone, visit

<http://www.siest.gov.co/siic/publico/terminal-homologada>.

This phone works with 4G LTE technology and is enabled to operate on the band 4 - AWS and band 7 - 2,600 MH, for more information visit www.motorola.com/support.

Compatible energy efficient power supplies (EU/UK). Motorola products are designed to work with a range of compatible power supplies. You can find a list on the product-specific Declaration of Conformity (DoC) at www.motorola.com/RED. To find energy efficiency information for your power supply, go to www.motorola.com/eu-erp.

Service & Repairs. If you have questions or need assistance, we're here to help. Go to www.motorola.com/support, where you can

select from a number of customer care options.

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Motorola Mobility LLC
222 W. Merchandise Mart Plaza
Chicago, IL 60654
www.motorola.com

SAR

To view the SAR and/or PD values for your phone, visit www.motorola.com/sar.

This product meets the applicable national or international RF exposure guidance (SAR guideline) when used normally against your head or, when worn or carried, at a distance of 5 mm from the body. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons, regardless of age and health.

To view additional information, visit www.motorola.com/rfhealth.

KARTA GWARANCYJNA

Nazwa Produktu

Numer seryjny/ IMEI

Firma Lenovo Technology B.V. oddział w Polsce, ul. Gottlieba Daimlera 1, 02-460 Warszawa, gwarantuje poprawną pracę telefonu komórkowego Lenovo, Lenovo moto, Motorola, Motorola moto lub SmartWatch Moto w okresie 24 miesięcy od daty sprzedaży.

Dowodem udzielonej gwarancji jest wypełniona przez sprzedawcę karta gwarancyjna.

W okresie trwania gwarancji użytkownikowi przysługuje prawo do bezpłatnej wymiany produktu (na model analogiczny lub inny, o nie gorszych parametrach technicznych) w przypadku gdy gwarant stwierdził, że nastąpiła wada niemożliwa do usunięcia poprzez naprawę.

Gwarancja nie obejmuje uszkodzeń powstałych z winy użytkownika (niewłaściwe lub niezgodne z instrukcją użytkowanie produktu, próby samodzielnej naprawy produktu, uszkodzenia mechaniczne oraz wady spowodowane zdarzeniami losowymi).

Wady produktu ujawnione w okresie gwarancji będą usuwane bezpłatnie w terminie nie przekraczającym 14 dni.

Numer seryjny reklamowanego produktu musi odpowiadać numerowi seryjnemu podanemu w karcie gwarancyjnej.

W przypadku wystąpienia wady użytkownik powinien dostarczyć produkt w opakowaniu chroniącym go przed uszkodzeniem pod adres gwaranta; serwisu gwaranta lub do firmy, która dokonała sprzedaży produktu, wraz z ważną kartą gwarancyjną i dowodem zakupu.

Gwarancja jest ważna z prawidłowo wpisanym numerem seryjnym produktu, datą sprzedaży, potwierdzoną pieczęcią i podpisem sprzedawcy. Jakiegokolwiek zmiany (poprawki, skreślenia itp.) dokonane na karcie gwarancyjnej mogą spowodować unieważnienie udzielonej gwarancji.

W przypadku braku zgodności rzeczy sprzedanej z umową, kupującemu z mocy prawa przysługują środki ochrony prawnej ze strony i na koszt sprzedawcy, a gwarancja nie ma wpływu na te środki ochrony prawnej.

Gwarancja obowiązuje wyłącznie na terytorium Rzeczypospolitej Polskiej. Gwarant nie ponosi odpowiedzialności za utratę danych spowodowaną nieprawidłowym użytkowaniem produktu.

Data sprzedaży Pieczęć i podpis sprzedawcy

Data przyjęcia do serwisu	Data odbioru	Rodzaj uszkodzenia	Pieczętka Punktu Serwisowego

UWAGI:

Lab entry
10 Nov 2023

Autoryzowane Centrum Serwisowe

SBE Polska / ul. Puławska 34 / 05-500 Piaseczno
<https://sbe-online.pl/>



Legal information

Legal and safety

Regulatory information

RF information

Regulatory notices

Arbitration and opt-out

Warranty

Open source licenses

Motorola Terms and Conditions

Google legal





FCC notice

The following statement applies to all products that bear the FCC logo and/or FCC ID on the product label.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions

DONE



← Motorola legal

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate 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

DONE



Motorola legal



Motorola legal

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 off 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 the receiver.
- Connect the equipment to an outlet on a circuit different from that to which

DONE





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- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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. See 47 CFR Sec. 15.19(a)(3).

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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. See 47 CFR Sec. 15.19(a)(3).

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

► Legal & safety

▼ Regulatory ID/Markings

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hearing aid compatibility in the US

In the US, specific hearing aid compatibility (HAC) performance ratings can help clarify how certain wireless phones and hearing aids may perform together. HAC compliant wireless phones are capable of working with hearing aids that have a minimal immunity rating of at least 2. The immunity rating indicates how susceptible a hearing aid is to picking up interference from a digital wireless phone. It can rate the performance of the hearing aid for either microphone and/or telecoil coupling. Some hearing aids are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The US performance rating system for HAC compliant wireless phones is as follows:

The "M" (microphone) indicates that the product has been tested and rated for acoustic coupling. The "T" (telecoil) represents that the product has been tested and rated for inductive coupling. The higher the "M" or "T" rating, the less likely the hearing aid user will experience interference when the hearing aid is set to the respective microphone or telecoil mode. The highest values to date are 3 and 4 (e.g., "M4" or "M3/T3").

To determine if a product is rated for HAC, please look for the HAC rating or logo on the phone's packaging.



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Results will vary depending on the user's hearing aid and hearing loss. If your hearing aid happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs. To couple the device to your telecoil equipped hearing aid, switch your hearing aid to the "T" or telecoil setting. Then, enable the 'Hearing Aid' mode feature on your motorola phone with the following sequence: Apps > Phone > Menu > Settings > HAC mode settings.

motorola mobility hearing aid compatible phones have been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Contact your service provider or motorola for information on hearing aid compatibility. If you have questions about return or exchange policies, contact your service provider or phone retailer.

current HAC models*

market name	Model number(s)	M rating	T rating**	C63.19 version
moto g	XT2117-1,			

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Hearing aid compatibility (US)



Learn more at www.motorola.com/hacphones or see "hearing aid" in the User Guide.

Was this information helpful?

Yes

No

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