Safety, Regulatory, & Legal

Comment: (The "safe, smart, protected" tag line below is used for IUGs ONLY.)

safe, smart, protected

Battery Use & Safety

Comment: (Use this version of the statement for products with user removable batteries.) (ALL regions)

Your mobile device uses a removable battery.

Warning:

- Don't use tools, sharp objects, or excessive force to insert or remove the battery. This may damage the battery and may cause burning and injury.
- Don't try to take apart or fix your battery. This may damage the battery and may cause burning and injury.
- Don't crush, bend, or expose your battery or mobile device to heat or liquid. This may damage the battery and may cause burning and injury.

Battery Charging

Comment: (ALL regions)

Charge your Motorola mobile device using a compatible Motorola charger, another brand class 2 Limited Power Source USB charger that complies with USB 1.1 or 2.0 and complies with EN301489-34, EN60950-1 or equivalent, or a high-power USB port on a PC. Chargers that do not comply with these standards may be unsafe, and may cause slow charging, product damage, or reduced device performance.

- Your mobile device will not charge if the temperature is too high or low.
- Only use Motorola-approved batteries, which contain safety circuitry and are designed to give the best performance in your Motorola mobile device.

Third Party Batteries

Comment: (Use this statement for products with user removable batteries.) (ALL regions)

Using a non-Motorola battery may present a risk of fire, explosion, leakage, or other hazard. Motorola's warranty doesn't cover damage to the mobile device caused by non-Motorola batteries. For a list of Motorola accessories, visit **www.motorola.com/us/consumers/Accessories/accessories,en_US,sc.html** (in English only).

To help you identify authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate safety protection), Motorola provides holograms on its batteries. You should confirm that any battery you purchase has a "Motorola Original" hologram. If you see a message on your

mobile device such as **Invalid Battery** or **Unable to Charge**, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and try charging it again;
- If the message remains, contact a Motorola authorized service center.

Driving Precautions

Comment: (PRINT version) (ALL regions, except BRAZIL)

Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations.

Driving Precautions

Comment: (ONLINE version) (ALL regions, except BRAZIL)

Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations.

While driving, ALWAYS:

- Keep your eyes on the road.
- Use a handsfree device if appropriate or required by law in your area.
- Enter destination information into a navigation device **before** driving.
- Use voice activated features (such as voice dial) and speaking features (such as audible directions), if available.
- Concentrate on driving, and stop using the device if you can't concentrate.

Pull over safely before using your mobile device to send messages, surf the web, or use other applications.

Driving Precautions

Comment: (BRAZIL only)

Responsible and safe driving is your primary responsibility when behind the wheel of a vehicle. Using a mobile device or accessory for a call or other application while driving may cause distraction, and may be prohibited or restricted in certain areas—always obey the laws and regulations on the use of these products.

While driving, NEVER:

- Make or answer calls.
- Type, read, enter or review texts, emails, or any other written data.
- Surf the web.
- Input navigation information.
- Perform any other functions that divert your attention from driving.

While driving, ALWAYS:

- Keep your eyes on the road.

- Enter destination information into a navigation device **before** driving.
- Obey all local laws and regulations for the use of mobile devices and accessories in the vehicle.

Seizures, Blackouts, Eyestrain, & Discomfort

Comment: (ALL regions)

Prolonged use of any device may cause discomfort in hands, fingers, arms, neck, and other parts of your body, and may cause eyestrain and headaches. It is good practice to 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.

Caution about High Volume Usage

Comment: (ALL regions)

Warning: Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the sound, the less time is required before your hearing could be affected. To protect your hearing:

- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears, or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.

Children

Comment: (ALL regions)

Keep your mobile device and its accessories away from small children. These products are not toys and may be hazardous to small children. For example, a choking hazard may exist for small, detachable parts.

Supervise access. If a child does use your mobile device and accessories, monitor their access to help prevent loss of data or unexpected charges for data or application purchases.

Glass Parts

Comment: (ALL regions)

Some parts of your mobile device may be made of glass. If the glass breaks, don't attempt to service the device yourself. Stop using your mobile device until the glass is replaced by a qualified service center.

Allergens

Comment: (This statement is used for all handset products, regardless of materials used.) (ALL regions)

Motorola Mobility avoids using known allergens in our products. From time to time, trace amounts of an allergen may be added during manufacture of a mobile device or device component that could cause discomfort for some individuals. This approach is common for many types of products. We recommend that you monitor any products that may be in prolonged contact with your skin, and remove them if you experience skin irritation.

Use & Care

Comment: (Non-rugged products only.) (ALL regions)

To care for your Motorola mobile device, please observe the following:

- **Liquids:** Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids.
- **Drying:** Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer.
- **Extreme heat or cold:** Don't store or use your mobile device in temperatures below -10°C (14°F) or above 60°C (140°F). Don't recharge your mobile device in temperatures below 0°C (32°F) or above 45°C (113°F).
- **Dust and dirt:** Don't expose your mobile device to dust, dirt, sand, food, or similar materials.
- **Cleaning:** To clean your mobile device, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.
- **Shock and vibration:** Don't drop your mobile device or expose it to strong vibration.
- **Protection:** To help protect your mobile device, always make sure that any available connectors, compartments and removable covers are closed and secure, and avoid carrying it with hard objects such as keys or coins.

Use & Care

Comment: (Rugged products only.) (ALL regions)

Your mobile device is designed to resist damage from exposure to certain rugged conditions, as stated in your product information. However, to help care for your mobile device, avoid prolonged or extreme exposure to those conditions and please observe the following:

- **Protection:** To help protect your mobile device, always make sure that any available connector, compartment and removable back covers are closed and secure, and avoid carrying it with hard objects such as keys or coins.
- **Drying:** Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer.
- **Cleaning:** To clean your mobile device, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.

Operational Warnings

Comment: (Use this statement for products with user removable batteries.) (ALL regions)

Obey all posted signs when using mobile devices in public areas.

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 mobile device before entering such an area, and do not remove, install, or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

Symbol Key

Your battery, charger, mobile device, device display, user's guide, or packaging may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Don't dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Don't dispose of your battery or mobile device with your household waste. See "Disposal & Recycling" for more information.
	For indoor use only.
	Listening at high volume to music or voice through a headset or headphone may damage your hearing.
	Only use your charger indoors.

Radio Frequency (RF) Energy

Comment: (Note that the second sub-section is region and country specific, as described in the comments.)
(ALL regions)

Exposure to RF Energy & Device Operation

Your mobile device contains a transmitter and receiver of RF energy. It is designed to comply with regulatory requirements concerning human RF exposure.

For optimal device performance, and to stay within the RF exposure guidelines:

- Hold your mobile device normally at your ear when talking on it.
- When using the mobile device next to your body (other than in your hand or against your head), maintain a distance of 0.5 cm from your body to be consistent with how the mobile device is tested for compliance with RF exposure requirements.
- If you use your mobile device with a non-Motorola accessory case or holder, make sure the accessory maintains the required separation distance and has no metallic parts.

World Health Organization (WHO) Advice

Comment: (ASIA, applies to India only)

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a handsfree accessory to keep the mobile device away from the head and body during phone calls, or reduce the amount of time spent on the mobile device.

Note: Motorola includes this guidance as a precaution, per the requirements of the Government of India. The scientific consensus is that there are no known RF health effects from the use of mobile devices.

Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so, such as hospitals or health care facilities.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Medical Devices

If you use an implantable pacemaker or defibrillator, or other medical device, consult your healthcare provider and the device manufacturer's directions before using this mobile device.

Persons with a pacemaker or defibrillator should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the pacemaker or defibrillator when the mobile device is turned ON.

- Use the ear opposite the pacemaker or defibrillator to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

Radio-frequency energy — France

Comment: (EMEA, applies to France only)

According to the World Health Organization, "many studies have been carried out over the last twenty years to evaluate the risks that cell phones present to health. Up to now, the negative impact on health of using cell phones has not been proven" (Leaflet No. 193). In accordance with French regulations, we are obliged to include the following recommendations regarding precautionary measures: you can limit your exposure to radio-frequency energy a) by using your cell phone in areas with good network coverage, or b) 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 cell phone away from their abdomen. It is also recommended that adolescents keep their cell phones away from the lower part of their abdomen.

Regulatory Information

Comment: (REGULATORY STATEMENT) (Include this statement in guides that do not contain the SAR statement and/or other regulatory statements [CE, FCC, IC].) (ALL regions)

Your Motorola mobile device is designed to comply with national regulatory requirements and international standards. For full compliance statements and details, please refer to the regulatory information in your product guides.

Electronic Label

Comment: (NOTE that this statement now applies to all regions) (ALL regions)

Your mobile device may use an electronic label that provides some regulatory information about the device. To see the electronic label, tap Apps → **Settings** * **About phone** → **Regulatory information**.

European Union Directives Conformance Statement

Comment: (REGULATORY STATEMENT) (Include this statement in guides that are intended to contain the regulatory statements for the product [typically the printed LG].) (ALL regions, except Greece, Spain, and Turkey)
Comment: (Note that some products will have a DIFFERENT NB number [format CExxxx, where xxxx is the

NB number]. In these circumstances, update the CE graphics as needed to create PRODUCT SPECIFIC versions.)

The following CE compliance information is applicable to Motorola mobile devices that carry one of the following CE marks (numbers vary by device):

CE

CE 0168

CE 0168 ⓘ

Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives

For products that support Wi-Fi 802.11a/ac (as defined in your product information): Outside the United States, this device is restricted to indoor use when operating in the 5.15 to 5.35 GHz (802.11a/ac) Wi-Fi frequency band. The following gives an example of a typical Type name:

You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at **www.motorola.com/rtte** (in English only). To find your DoC, enter the Type name from your product's label in the "Search" bar on the website.

Regulatory authorities within the EU may obtain compliance information by writing to: Product Safety and Compliance, Motorola Mobility UK Ltd., Redwood, Crockford Lane, Chineham Business Park, Basingstoke, RG24 8WQ, UNITED KINGDOM.

Safety and Legal Information Technical Specifications

Comment: (REGULATORY STATEMENT) (EMEA, applies to Turkey only)

Form	XXXXXX

Band	XXXXXX
Operating System	XXXXXX
Size	XXXXXX
Screen	XXXXXX
Camera	XXXXXX
Data Transfer	XXXXXX
Sensor	XXXXXX
Memory	XXXXXX
Connection	XXXXXX
Browser	XXXXXX
Messaging	XXXXXX
Video/Audio	XXXXXX
Other	XXXXXX

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

This device, containing all Turkish characters, complies with the ETSI TS 123.038 V8.0.0 and ETSI TS 123.040 V8.1.0 technical specifications as well as AEEE regulations.

Importer Company

Comment: (REGULATORY STATEMENT) (If necessary, replace the following address and telephone numbers with the correct information for your product.) (EMEA, applies to Turkey only)

Brightstar Telekomünikasyon ve Dağıtım Ltd. Şti.

Ayazağa Mah. Cendere Yolu No: 9/10, 34396, Şişli, Istanbul, Turkey

Tel.: +90 212 3322170

Fax: +90 212 3322177

Service Life

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

This device can be operated in the following countries:							
AT	**BE**	**BG**	**CH**	**CY**	**CZ**	**DE**	**DK**

EE	ES	FI	FR	GB	GR	HU	IE
IT	IS	LI	LT	LU	LV	MT	NL
NO	PL	PT	RO	SE	SI	SK	TR

Declaration of Conformity

This device, 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.

FCC Declaration of Conformity

Comment: (REGULATORY STATEMENT) (Rarely used, remove by default. Use this statement for products certified as a Digital Device via the Declaration of Conformity procedure. Contact PS&C to determine whether this statement applies to your device.) (Include this statement in guides that are intended to contain the regulatory statements for the product [typically the printed LG].) (ALL regions)

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This part includes product information, e.g. product name, model number. So this whole part should be moved to LI. What is your ideas?

FCC Part 15 Section 2.1077(a)
Responsible Party Name: Motorola Mobility LLC
Address: 6000 West Sunrise Boulevard, Suite A,
Plantation, FL 33322 USA
Phone Number: 1 (800) 453-0920
Hereby declares that the product:
Product Name: XXXX
Model Number: XXXXXXXXXXXX
FCC ID: XXXXXXXXX
Conforms to the following regulations: FCC Part 15, subpart B, section 15.107(a), 15.107(d) and section 15.109(a)

FCC Notice to Users

Comment: (REGULATORY STATEMENT) (This statement is used for all handset products, irrespective of marking.) (Include this statement in guides that are intended to contain the regulatory statements for the product [typically the printed LG].) (ALL regions)

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, 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 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).

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.

Industry Canada Notice to Users

Comment: (REGULATORY STATEMENT) (Include this statement in guides that are intended to contain the regulatory statements for the product [typically the printed LG].) (NA only)

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-Gen, Section 8.4. This device complies with ICES-003 requirements for Class B ITE (Information Technology Equipment). **C AN IC ES-3 (B)/NMB-3(B)**

For products that support Wi-Fi 802.11a/ac (as defined in your product information): Do not use your device outdoors while connected to an 802.11a/ac Wi-Fi network, or when using Mobile Hotspot or Wi-Fi Direct features in the 5 GHz band. Industry Canada prohibits outdoor use of Wi-Fi devices between 5.15 and 5.25 GHz, as this may cause interference with the Mobile Satellite Service (MSS).

Software Notices

Comment: (REGULATORY STATEMENT) (Include this statement in guides that are intended to contain the regulatory statements for the product - [typically the printed LG].) (ALL regions)

Warning against unlocking the bootloader or altering a product's operating system software: Motorola strongly recommends against altering a

product's operating system, which includes unlocking the bootloader, rooting a device or running any operating software other than the approved versions issued by Motorola and its partners. Such alterations may permanently damage your product, cause your product to be unsafe and/or cause your product to malfunction. In such cases, neither the product nor any damage resulting therefrom will be covered by warranty.

Important FCC information: You must not make or enable any changes to the product that will impact its FCC grant of equipment authorization. The FCC grant is based on the product's emission, modulation, and transmission characteristics, including: power levels, operating frequencies and bandwidths, SAR levels, duty-cycle, transmission modes (e.g., CDMA, GSM), and intended method of using the product (e.g., how the product is held or used in proximity to the body). A change to any of these factors will invalidate the FCC grant. It is illegal to operate a transmitting product without a valid grant.

Location Services

Comment: (This statement is used for all handset products, irrespective of functionality.) (ALL regions)

Motorola mobile devices can provide information about their approximate location to applications, using sources including GPS, AGPS, and Wi-Fi. GPS (Global Positioning System) uses government-operated satellites that are subject to changes implemented in accordance with Department of Defense policy and the Federal Radio Navigation Plan. These changes may affect the performance of location technology on your mobile device. AGPS (Assisted Global Positioning System) uses your wireless service provider's network to improve GPS performance. Airtime, data fees, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details. Your mobile device can also use Wi-Fi signals to determine your approximate location, using information from known and available Wi-Fi networks.

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

Emergency Calls

When you make an emergency call, the cellular network may activate the AGPS technology in your mobile device to tell the emergency responders your approximate location.

AGPS has limitations and **might 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.

Navigation

Comment: (This statement is used for all handset products, irrespective of functionality.) (ALL regions)

If your Motorola mobile device provides navigation features, note that mapping information, directions, and other navigational data may contain inaccurate or incomplete data. In some countries, complete information may not be available. Therefore, you should visually confirm that the navigational instructions are consistent with what you see. All drivers should pay attention to road conditions, closures, traffic, and all other factors that may impact driving. Always obey posted road signs.

Privacy & Data Security

Comment: (ALL regions)

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access:** Keep your mobile device with you and don't leave it where others may have unmonitored access. Use your device'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 mobile device that updates the device's security, install it as soon as possible.
- **Secure Personal Information:** Your mobile device 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 device. You can also backup your personal data to transfer to a new device.

  Note: For information on how to backup or wipe data from your mobile device, go to **www.motorola.com/support**
- **Online accounts:** Some mobile devices provide a Motorola online account. Go to your account for information on how to manage the account, and how to use security features such as remote wipe and device location (where available).
- **Applications and updates:** Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your mobile device's performance and/or have access to private information including account details, call data, location details, and network resources.
- **Wireless:** For mobile devices with Wi-Fi features, only connect to trusted Wi-Fi networks. Also, when using your device as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device.
- **Location-based information:** Mobile devices enabled with location-based technologies such as GPS, AGPS or Wi-Fi, can transmit location-based information. See "Location Services" for more details.

- **Other information your device may transmit:** Your mobile device may also transmit testing and other diagnostic (including location-based) information, and other non-personal information to Motorola or other third-party servers. This information is used to help improve products and services offered by Motorola.

If you have further questions about how using your mobile device may impact your privacy or data security, please contact Motorola at **privacy@motorola.com**, or contact your service provider.

Disposal & Recycling

Comment: (ALL regions, except BRAZIL)

Mobile Devices & Accessories

Please don't dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste. **Warning: Never dispose of batteries, either separately or within a mobile device, in a fire because they may explode.** Mobile devices or electrical accessories should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Or, you may return unwanted Motorola mobile devices and electrical accessories to any Motorola Approved Service Center in your region. For details on approved national recycling schemes and Motorola recycling activities, go to: **www.motorola.com/recycling**.

This product is RoHS compliant.

Packaging & Product Guides

Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

Disposal & Recycling

Comment: (BRAZIL only)

Battery Recycling

Do not dispose of batteries in a fire; they may explode. Proper battery disposal is important to your safety and also to the environment and can be done at various locations, such as stores and service providers, among others

Recycling Mobile Devices and Accessories

Do not dispose of mobile devices or electrical accessories (such as chargers, headphones or batteries) in household waste or by burning.

The appropriate solution is to return mobile devices, batteries or accessories at any authorized Motorola dealer in your region or dispose of them in ECOMOTO program bins, which meet PNRS (Política nacional de resíduos sólidos — Brazilian national solid waste policy) requirements and other current legislation.

To access a list of the locations for safe disposal of mobile devices, batteries and accessories, refer to this page: **www.motorola.com/recycling**. This product is RoHS compliant.

Instructions for Appropriate Environmental Disposal

1. Look for one of the recycling bins. You can check the locations of the bins here: **www.motorola.com/recycling**.
2. Remove the SIM Card and, if necessary, disable your cell phone with the operator.
3. Remove or delete your personal data from the cell phone.
4. Disconnect the cell phone before disposing of it in a recycling bin.

Recycling Packaging

All packaging from Motorola devices can be recycled and can be disposed of at selective collection points. Important: When disposing of your mobile device, battery or accessory in a recycling bin, you acknowledge and agree that you are giving the discarded items, irrevocably, permanently and irreversibly, to the reverse logistics system manager, and that any data that may be stored on the handset and/or accessories will be destroyed in the recycling process, so requests for recovery of this data cannot be met in any circumstances, with the manufacturers and/or third parties appointed by them being completely exempt from any type of liability or duty to provide compensation.

Battery Recycling

Comment: (NA only)

Motorola Mobility participates in the Call2Recycle program. Rechargeable batteries from Motorola products (such as lithium ion batteries) can be recycled free of charge at any of the Call2Recycle's more than 30,000 drop-off locations in the US and Canada. To learn more about the Call2Recycle program and locate a battery recycling location near you, call 1-800-822-8837 toll free or visit **http://www.call2recycle.org/**

China Management Method (China RoHS)

Comment: (Statement required for products sold in the People's Republic of China.) (ASIA, applies to PRC only)

The disclosure table and symbols below are provided in accordance with Section 5 & 6 of the People's Republic of China's "Electronic Industry Marking Standard for Control of Pollution Caused by Electronic Information Products."

The disclosure table and symbols shown below cover the electronic information product (EIP) supplied.

Description	Hazardous and poisonous elements:					
	顥 (Pb)	⊎ (Hg)	駉 (Cd)	⊶□飀 (Cr6+)	⌐ⓤ疐患 (PBB)	⌐ⓤ€患趪 (PBDE)
o: Indicates any poisonous or hazardous elements within the product are below the limits set by the following standard: SJ/T 11363-2006 **x:** Indicates poisonous or hazardous elements for at least one component within the product are above the limits set by the following standard: SJ/T 11363-2006						
Cellular Phone	x	o	o	o	o	o
Battery	x	x	x	x	x	x
Accessories	x	o	o	o	o	o

The symbol below indicates the EIP and accessories (except battery) are recyclable, and the number denotes the Environmental Friendly Use Period for the EIP.

Hearing Aid Compatibility in the US

Comment: (If necessary, update the menu navigation instructions to locate the hearing aid compatibility feature on the phone.) (NA and Puerto Rico only)

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. For a list of current HAC models, visit **www.motorola.com/hacphones**.

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** * **Calls** → **Hearing aids**.

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.

Software Copyright

Comment: (ALL regions)

Motorola products may include copyrighted Motorola and third-party software stored in semiconductor memories or other media. Laws in the United States and other countries preserve for Motorola and third-party software providers certain exclusive rights for copyrighted software, such as the exclusive rights to distribute or reproduce the copyrighted software. Accordingly, any copyrighted software contained in Motorola products may not be modified, reverse-engineered, distributed, or reproduced in any manner to the extent allowed by law. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola or any third-party software provider, except for the normal, non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Content Copyright

Comment: (ALL regions)

The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright Laws of the United States and other countries. This device is intended solely for copying non-copyrighted materials, materials in which you own the copyright, or materials which you are authorized or legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.

Open Source Software Information

Comment: (Include this statement if the Android phone or accessory smart device uses open source software code. If necessary, update the menu navigation instructions to locate the "Open source licenses" file on the device.) (ALL regions)

To obtain a copy of any source code being made publicly available by Motorola related to software used in this Motorola mobile device, go to **developer.motorola.com** (in English only).

Motorola has created the **developer.motorola.com** website to serve as a portal for interaction with the software community-at-large.

To view additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this Motorola device, go to Apps → **Settings** → **About phone** → **Legal information** * **Open source licenses**. In addition, this Motorola device may include self-contained applications that present supplemental notices for open source packages used in those applications.

Export Law Assurances

Comment: (NA only)

This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

Service & Repairs

Comment: (Android products only - MD handsets) (NA only)

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. You can also contact the Motorola Customer Support Center at 1-800-734-5870 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Comment: (Non-Android products - MD handsets) (NA only)

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. You can also contact the Motorola Customer Support Center at 1-800-331-6456 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Comment: (MD handsets - Regions to localize numbers and URLs) (EMEA, ASIA (except China), TAK)

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. You can also contact the Motorola Customer Support Center at 1-800-331-6456 (United States), 1-888-390-6456 (TTY/TDD United States for hearing impaired), or 1-800-461-4575 (Canada).

Comment: (LA only)

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. You can also contact the Motorola Customer Support Center at 0800 666 8676 (Argentina), 800-201-442 (Chile), 01-800-700-1504 (Colombia), 01 800 021 0000 (México), 0800-100-4289 (Venezuela), or 0-800-52-470 (Perú).

Comment: (BRAZIL only)

If you have questions or need assistance, we're here to help.

Go to **www.motorola.com.br/suporte**, where you can select from a number of customer care options. You can also contact us:

For Metropolitan Areas and National Capital Regions, call 4002-1244

For other locations, call 0800-773-1244

www.motorola.com/br/servicos/sam/pcs/ Comment: (China only)

If you have questions or need assistance, we're here to help.

Go to **www.motorola.com/cn**, where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 400-889-9090 (China).

How to Obtain Service or Other Information

Comment: (ALL devices) (ALL regions)

1. Please access and review the online Customer Support section of Motorola's consumer website prior to requesting warranty service.
2. If the Product is still not functioning properly after making use of this resource, please contact the Warrantor listed at the Motorola website or the contact information for the corresponding location.
3. A representative of Motorola, or of a Motorola Authorized Repair Center, will help determine whether your Product requires service. You may be required to download, or otherwise obtain and accept software updates from Motorola or a Motorola Authorized Repair Center. You are responsible for any applicable carrier service fees incurred while obtaining the required downloads. Complying with the warranty process, repair instructions and accepting such software updates is required in order to receive additional warranty support.
4. If the software update doesn't fix the problem, you will receive instructions on how to ship the Product to a Motorola Authorized Repair Center or other entity.

5. To obtain warranty service, as permitted by applicable law, you are required to include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) your address and telephone number. In the event the Product is not covered by the Motorola Limited Warranty, Motorola will inform the consumer of the availability, price and other conditions applicable to the repair of the Product.

To obtain service or other information, please access and review the online Customer Support section of Motorola's consumer website at www.motorola.com.

MOTOROLA MOBILITY LLC GLOBAL LIMITED WARRANTY MOBILE PHONES

Comment: (Use this "Global Warranty" for all regions. Single warranty covers rugged and non-rugged products. Country specific modifications can be made during localization.) (ALL regions)

What does this Limited Warranty cover?

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 a period of 12 months from the date of original consumer purchase ("**Warranty Period**") provided that the Products are used for normal consumer purposes. Repairs made by Motorola or its authorized agent under this Limited Warranty ("**Warranty Service**") are covered for the balance of the original Warranty Period, or 90 days from the date of Warranty Service, 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.

Additional warranty coverage for those Products that contain the ShatterShield™ Display System: The ShatterShield™ display system is made up of 3 separate components; the display, embedded lens, and a consumer-replaceable protective lens. The display and embedded lens are warranted against shattering and cracking for four (4) years from the original date of consumer purchase. The consumer-replaceable protective lens is not covered by this Limited Warranty, but should always be in place to prevent scratches and other damage to the underlying components. All other limitations and exclusions contained in this Limited Warranty (see "**What is not covered**" section below), including scratches and other cosmetic damage,

intentional damage or abuse, and normal wear and tear, apply to the components of the ShatterShield™ display system.

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 will, at its 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 extreme temperatures), 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 or other moisture; sand, food, dirt or 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 DEVICE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS 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 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 THAT.
- 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?

1. Before attempting to diagnose or repair any Product, please backup 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. 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.

Arbitration and Opt-Out

Comment: (ALL regions)

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 as explained below. The arbitration will take place in a location determined by the arbitrator as set forth in these terms (provided that such location is reasonably convenient for claimant), or a different location as may be mutually agreed upon by the parties. The arbitration will be conducted under the rules for commercial disputes set forth in the Comprehensive Arbitration Rules and Procedures of JAMS ("JAMS Rules and Procedures"). Judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The arbitrator shall be selected pursuant to the JAMS Rules and Procedures. The arbitrator will apply Illinois law consistent with the Federal Arbitration Act and applicable statutes of limitations, and shall honor claims of privilege recognized at law. In the event that the claimant is able to demonstrate that the costs of arbitration will be prohibitive as compared to the costs of litigation, Motorola will pay as much of the claimant's filing and hearing fees in connection with the arbitration as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive.

If any part of this arbitration provision is deemed to be invalid, unenforceable or illegal (other than that claims will not be arbitrated on a class or representative basis), or otherwise conflicts with the rules and procedures established by

JAMS, then the balance of this arbitration provision shall remain in effect and shall be construed in accordance with its terms as if the invalid, unenforceable, illegal or conflicting provision were not contained herein. If, however, the portion that is deemed invalid, unenforceable or illegal is that claims will not be arbitrated on a class or representative basis, then the entirety of this arbitration provision shall be null and void, and neither claimant nor Motorola shall be entitled to arbitrate their dispute. Upon filing a demand for arbitration, all parties to the arbitration will have the right of discovery, which discovery shall be completed within sixty days after the demand for arbitration is made, unless further extended by mutual agreement of the parties.

THE ARBITRATION OF DISPUTES PURSUANT TO THIS AGREEMENT SHALL BE IN YOUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. THE ARBITRATOR MAY NOT CONSOLIDATE OR JOIN THE CLAIMS OF OTHER PERSONS OR PARTIES WHO MAY BE SIMILARLY SITUATED.

Your right to reject: If you do not want this Arbitration provision to apply, you may reject it by sending a written rejection notice which describes this Arbitration provision, includes your name, address, phone number, device, and device serial number, and tells Motorola that you are rejecting this Arbitration provision to: Motorola Mobility LLC, 222 West Merchandise Mart Plaza, Suite 1800, Attn: Arbitration Provision Opt-Out, Chicago, IL 60654 or **arbitrat@motorola.com**. A rejection notice is only effective if it is signed and Motorola receives the notice within 30 days of purchase. If you do not reject this Arbitration provision within this 30 day time period, you will not be able to reject it at a later date. If you reject this provision, it does not affect your ability to use your Motorola product. If you do not reject this Arbitration provision, it will be effective as of the date of purchase.

Guarantee Policy (Mexico)

Comment: (MD handsets - Remove non-applicable abuse/misuse para as needed.) (LA 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 and represents any other guarantee contained in the instructions, manuals, guides and/or warnings contained inside the packaging of said Products and Accessories.

I. 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 devices) 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. Prior authorization expressed by the service requester, 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.

II. 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.

III. 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.
Paseo de los Tamarindos No. 100, Piso 1, Oficina 101
Col. Bosques de las Lomas
Del. Cuajimalpa
C.P. 05120, México, D.F.
Número telefónico: 01 800 021 0000

or to the address of the authorized service center (which you can consult free of charge by calling 01 800 021 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.

IV. Limitations or Exceptions of this Guarantee

The guarantee shall not be valid:

- When the "Product" or "Accessory" had been used in conditions different than normal conditions.
- When the "Product" or "Accessory" had not been operated in accordance with the accompanying usage instructions.
- When the "Product" or "Accessory" had been changed or repaired by people who are not authorized by the national manufacturer, importer or respective responsible retailer.
- Abuse, Misuse, and Accidents: Defects or damage that result from abuse, misuse or accidents, including but not limited to: (a) improper handling, usage, operation or storage (e.g. operating the Product or Accessories outside their permitted or intended uses including as set forth by Motorola in the Products or Accessories specification sheets or other

documentation, or failing to comply with the Products or Accessories usage documentation); abuse/neglect (e.g. broken/bent/missing clips/fasteners/connectors); (b) contact with liquids, water, rain, extreme humidity, heavy perspiration or other moisture, sand, food, dirt or similar substances caused from incorrectly securing the phone's protective elements or subjecting the Products or Accessories to conditions beyond any stated specification or limits; (c) use of the Products for commercial rental purposes; or (d) external causes or acts which are not the fault of Motorola, including but not limited to flood, fire, earthquake, tornado or other acts of God, are excluded from coverage.

Comment: (Abuse & Misuse bullet above applies to RUGGED products only)

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 01 800 021 0000.

Product model.	"Product" purchase date.
Seal of the authorized distributor or establishment where the "Product" was purchased.	

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

The Communications Regulation Commission (CRC - La Comisión de Regulación de Comunicaciones)

Comment: (LA only)

Approval of equipment consists of verification by the CRC of the documentation which certifies that an item of terminal equipment complies with the standards established by the Commission relating to this matter, bearing in mind that terminal equipment that is connected to the country's telecommunication networks must meet certain technical standards to ensure that it does not cause damage or interference to these networks, which in turn guarantees proper service provision by the network supplier to the users with respect to the terminal.

In accordance with Resolution 1762, the Communications Regulation Commission approves mobile terminals (TMC and PCS), stationary table-top and wall-fixed equipment, and satellite equipment.

Therefore, the equipment meets the purposes of approval and can operate on the TMC and PCS networks established in Colombia. In accordance with the provisions of Article 13.1.2 of Resolution CRT 087 of 1997, you are hereby informed that it has been included in the CRC approval register. To find the CRC approval letter for the device, visit **http://www.siust.gov.co/siic/publico/terminal-homologada**.

CRC Information for Colombia (CRC - Comisión de Regulación de Comunicaciones)

Comment: (LA only)

Dear user, the following information is provided in accordance with the regulations on the protection of the users' rights, issued by the Communications Regulation Commission.

1. Always use hands-free devices where possible.
2. Avoid using the equipment while driving.
3. If the phone is being used by children, the elderly, pregnant women and people with compromised immune systems, consult your doctor and the equipment manual.
4. If you use any electronic medical device, make sure that it is protected from external radiofrequency waves.
5. Switch off your phone in areas such as: hospitals, health centers, airplanes, fueling stations, and in the presence of explosive fumes and places where explosions are being performed.
6. Do not allow third parties to use your phone in order to prevent the installation of devices such as spyware or hidden identifiers, which threaten the security of the information stored therein.
7. Efficiently use the chargers, batteries and other components necessary for the proper functioning of your equipment in order to minimize the impact of use on the environment.
8. Use the procedures established by the company for the collection and final disposal of obsolete and disused equipment.

For more information, visit **http://www.crcom.gov.co**.

Information for Chile

Comment: (LA only)

This equipment complies with exemption resolution No. 403 of 2008, and its amendments, from the Telecommunications Undersecretariat regarding electromagnetic radiation.

Copyright & Trademarks

Comment: (Copyright signoff for all guide types, except GSG.) (ALL regions)

Comment: (Address - NA, EMEA, ASIA, TAK)

Motorola Mobility LLC
222 W. Merchandise Mart Plaza
16th Floor
Chicago, IL 60654
www.motorola.com

Comment: (Address - LA only, except BRAZIL)

Motorola Mobility Argentina S.A.
Suipacha 1111 - Piso 18
C1008AAW Buenos Aires
ARGENTINA
www.motorola.com

Comment: (Address - BRAZIL only)

Fabricado por:
Flextronics Internacional Tecnologia Ltda.
Rodovia SP 340 – s/no – Km 128,7F
Bairro Tanquinho – CEP 13820-000
Jaguariúna – SP – Brasil

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Rodovia SP-340 - Km 128,7 - Bairro Tanquinho
CEP 13820-000 - Jaguariúna - SP
Central de atendimento Motorola para capitais
e regiões metropolitanas ligue 4002-1244.
demais localidades ligue 0800 773 1244.
www.motorola.com.br

Comment: (Following - ALL regions)

Certain features, services and applications are network dependent and may not be available in all areas; additional terms, conditions and/or charges may apply. Contact your service provider for details.

All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of printing. Motorola

reserves the right to change or modify any information or specifications without notice or obligation.

Note: The images in this guide are examples only.

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Caution: Motorola does not take responsibility for changes/modification to the transceiver.

Comment: (BT ID is NOT required in the guide when the ID is provided on the BT SIG website OR the product/box.) (ALL regions)

Comment: (BT ID and Product ID are only used for product specific guides.)

Bluetooth ID: XXXXXXX

Product ID: Motorola X (Model XXxxx)

Manual Number: 68XXXXXXXX-X

Comment: (insert the following icon in IUGs only.) (NA only)

dusd1
2016-11-04 08:53:09

The Bluetooth ID and Product ID, Manual Number are product-specific issue, and should be moved to LI.

Copyright & Trademarks

Comment: (Copyright signoff for GSG use only.) (ALL regions)

Certain features, services and applications are network dependent and may not be available in all areas; additional terms, conditions and/or charges may apply. Contact your service provider for details.

All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

Note: The images in this guide are examples only.

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Comment: (BT ID is NOT required in the guide when the ID is provided on the BT SIG website OR the product/box.) (ALL regions)

Bluetooth ID: XXXXXXX

Product ID: Motorola X (Model XXxxx)

Manual Number: 68XXXXXXXX-X

Comment: (The ANATEL registration statement is product-specific content required for products sold in BRAZIL. Update the barcode graphic as needed to create the barcode for your product.) (BRAZIL only)

ANATEL

MODEL: XXXXXX

Anatel: XXXX-XX-XXXX

dusd1

2016-11-04 10:35:31

This part should be moved to LI. Am I right?

This part is product-specific information. Should be moved to LI.

dusd1

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This product is certified by ANATEL, in accordance with the procedures established by Resolution 242/2000, and it fulfills all applicable technical requirements, including the exposure limits of the specific absorption rate relating to radio-frequency electric, magnetic and electromagnetic fields, in accordance with Resolution nos. 303/2002 and 533/2009.

"This device operates in a secondary capacity, meaning that it is not designed to protect against harmful interference, even of stations of the same type, and it cannot cause interference with systems operating in a primary capacity."

Only use original Motorola accessories. For information regarding the batteries, chargers, accessories, and absorption rate approved for this product by Anatel, please visit: **www.motorola.com/suporte**, select "Cell phones" and download the manual entitled "Batteries, Chargers, Accessories and Absorption Rate," or call Motorola's help desk.

www.anatel.gov.br

Electrical Requirements

Comment: (Product-specific content required for products sold in Mexico. Update the content as required for your product. For GSG use only) (LA only)

Battery: X,X XXX
Adapter: XXXX
Entrance: XXXX
Exit: X,X XXXX
Car Charger: XXXX
Entrance: 1XXXX
Exit: XXXX

Information on Chargers for Argentina

Comment: (LA only)

Class II devices, which are identified with the symbol ⧈ have plugs with two flat, unearthed pins. Therefore, all of their parts have double insulation or reinforced insulation. DO NOT REMOVE this insulation by using an adapter or by replacing the plug with one that has two cylindrical pins, as it is compatible with earthed electrical outlets. FOR YOUR SAFETY, your installation must be fitted with an earth conductor. Otherwise, perform the modification with specialist personnel.

Safety, Regulatory, & Legal

Where is my legal, safety and regulatory information? In order to provide you with better access to this important information, we've made the materials accessible from the phone's settings menu and on the web. Please review these materials prior to using your device. To access the materials from a connected phone, go to **Settings > Legal information**, and select a topic. To access the materials on the web, 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.

Disposal & Recycling: Battery Recycling. Do not dispose of batteries in a fire; they may explode. Proper battery disposal is important to your safety and also to the environment and can be done at various locations, such as stores and service providers, among others.

Recycling Mobile Devices and Accessories. Do not dispose of mobile devices or electrical accessories (such as chargers, headphones or batteries) in household waste or by burning.

The appropriate solution is to return mobile devices, batteries or accessories at any authorized Motorola dealer in your region or dispose of them in ECOMOTO program bins, which meet PNRS (Política nacional de resíduos sólidos — Brazilian national solid waste policy) requirements and other current legislation.

To access a list of the locations for safe disposal of mobile devices, batteries and accessories, refer to this page: www.motorola.com/recycling.

This product is RoHS compliant.

Instructions for Appropriate Environmental Disposal

1. Look for one of the recycling bins. You can check the locations of the bins here: www.motorola.com/recycling.
2. Remove the SIM Card and, if necessary, disable your cell phone with the operator.
3. Remove or delete your personal data from the cell phone.
4. Disconnect the cell phone before disposing of it in a recycling bin.

Recycling Packaging. All packaging from Motorola devices can be recycled and can be disposed of at selective collection points. Important: When disposing of your mobile device, battery or accessory in a recycling bin, you acknowledge and agree that you are giving the discarded items, irrevocably, permanently and irreversibly, to the reverse logistics system manager, and that any data that may be stored on the handset and/or accessories will be destroyed in the recycling process, so requests for recovery of this data cannot be met in any circumstances, with the manufacturers and/or third parties appointed by them being completely exempt from any type of liability or duty to provide compensation.

Seizures, blackouts, eyestrain & discomfort. Prolonged use of any device may cause discomfort in hands, fingers, arms, neck, and other parts of your body, and may cause eyestrain and headaches. It is good practice to 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.

Medical devices. If you use an implantable pacemaker or defibrillator, or other medical device, consult your healthcare provider and the device manufacturer's directions before using this mobile device.

If you use a pacemaker or defibrillator, the FCC recommends that you observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the pacemaker or defibrillator.
- Use the ear opposite the pacemaker or defibrillator to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

Important: Some products contain magnets. Always keep products with magnets more than 20 cm. (8 in.) from medical devices, such as pacemakers, internal cardio defibrillators or other devices that can be affected by a magnetic field. Also, keep away from credit cards, ID cards and other media that use magnetically encoded information.

MOTOROLA MOBILITY LLC GLOBAL LIMITED WARRANTY MOBILE PHONES

What does this Limited Warranty cover?

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 a period of 12 months from the date of original consumer purchase ("Warranty Period") provided that the Products are used for normal consumer purposes.

Note for Moto Mods owners: This warranty covers only the Moto Insta-Share Projector and Hasselblad True Zoom Moto Mods. Third-party Moto Mods are not covered by this warranty, but might be covered by a separate warranty that accompanies them.

Repairs made by Motorola or its authorized agent under this Limited Warranty ("Warranty Service") are covered for the balance of the original Warranty Period, or 90 days from the date of Warranty Service, 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.

Additional warranty coverage for those Products that contain the ShatterShield™ Display System. Not all products contain the ShatterShield™

display system. To find out if your product does, please see the printed manual that came with it. The ShatterShield™ display system is made up of 3 separate components; the display, embedded lens, and a consumer-replaceable protective lens. The display and embedded lens are warranted against shattering and cracking for four (4) years from the original date of consumer purchase. The consumer-replaceable protective lens is not covered by this Limited Warranty, but should always be in place to prevent scratches and other damage to the underlying components. All other limitations and exclusions contained in this Limited Warranty (see "What is not covered" section below), including scratches and other cosmetic damage, intentional damage or abuse, and normal wear and tear, apply to the components of the ShatterShield™ display system.

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 will, at its 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 DEVICE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS 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 backup 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. 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.

Electronic Label. Your mobile device may use an electronic label that provides some regulatory information about the device. To see the electronic label, tap Apps **> Settings > About phone > Regulatory information**.

Service and repairs. If you have questions or need assistance, we're here to help. Go to www.motorola.com.br/suporte, where you can select from a number of customer care options. You can also contact us: For Metropolitan Areas and National Capital Regions, call 4002-1244. For other locations, call 0800-773-1244. www.motorola.com/br/servicos/sam/pcs/.

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