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# Safety, Regulatory, and Legal

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# *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 > System > Legal information**, and select a topic. To access the materials on the web, visit www.motorola.com/device-legal.

**Regulatory information (e-label).** Your mobile device may use an electronic label (e-label) that provides some regulatory information about the device. To view the regulatory information (such as FCC ID) for this device, on the phone, go to **Settings** > **System** > **Regulatory information**, or visit www.motorola.com/device-legal.

**Battery charging.** Charge your mobile device using a compatible Motorola charger, another brand class 2 Limited Power Source USB charger that complies with USB 1.1, 2.0, 3.0, or greater, 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 mobile device.
- Don't use a damaged charger or charger cable to charge your device.
- Don't use tools, sharp objects, or excessive force to clean the USB port, as this may damage your mobile device.

**Distractions.** Using your mobile device in some circumstances could distract you and may cause a dangerous situation. Be aware of your surroundings and environmental hazards when using your mobile device.

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

**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

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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.

**Children and animals. Keep your mobile device and its accessories away from small children and animals.** These products are not toys and maybe hazardous to small children and animals. For example, a choking hazard may exist for small, detachable parts. Keep plastic bags away from babies and children to avoid danger of suffocation and choking. **Supervise access.** If children use your mobile device and accessories, monitor their access for their safety, and to help prevent loss of data or unexpected charges for data or app purchases.

**Glass parts.** Some parts of your mobile device, like your screen, could be made of glass. If the glass breaks, chips, or cracks, do not touch or attempt to remove it. Stop using your mobile device until it can be repaired by a qualified service center.

**Use & care.** 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, charge, or use your mobile device in extreme heat or cold.
- **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 chemicals or compressed air.
- **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.

**Operational warnings.** 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 charge batteries. In such areas, sparks can occur and cause an explosion or fire.
- **Symbol key:** Your charger, mobile device, battery (if user-removable), device display, user's guide, or packaging may contain symbols, defined as follows:

| | |
|---|---|
| | Important safety information follows. |
| | 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. |
| | Don't dispose of your battery or mobile device in a fire. |
| | For indoor use only. |
| | Listening at high volume to music or voice through a headset or headphone may damage your hearing. |

**Disposal & recycling:** [pt-BR]

**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.

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**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**

Look for one of the recycling bins. You can check the locations of the bins here: www.motorola.com/recycling.

1. Remove the SIM Card and, if necessary, disable your cell phone with the operator.
2. Remove or delete your personal data from the cell phone.
3. 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.

# MOTOROLA MOBILITY LLC GLOBAL LIMITED WARRANTY MOBILE PHONES

[es-CO, pt-BR, ja-JA, id-ID, PRC, TR]

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, Hasselblad True Zoom, Moto Power Pack, Moto Style Shell Wilreless Charging, Moto TurboPower Pack, Moto 360 Camera, and Moto Smart Speaker with Amazon Alexa, and Polaroid Insta-Share Printer Moto Mods. Third-party Moto Mods are not covered by this warranty, but may 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 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.

Additional warranty coverage for those Products that contain the ShatterShield™ Display (not all products contain the ShatterShield™ display, see printed manual for details). The ShatterShield™ display consists of the internal display panel and embedded lens, which are warranted against shattering and cracking for four (4) years from the original date of consumer purchase. Certain phones may include a protective lens, screen protectors, or other similar external layers, which are not covered by this additional warranty. All other limitations and exclusions contained in this Limited Warranty (see "What is not covered" section), including scratches and other cosmetic damage, intentional damage or abuse, and normal wear and tear, apply to the components of the ShatterShield™ display.

**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 DEVICE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS FOR YOUR SPECIFIC DEVICE 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

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**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.

## Addendum: Warranty periods by country

| Country/Region | Warranty Period (Months)<br>Phone/Charger/Earphone/ Non-Removable Battery/ Removable Battery |
|---|---|
| Country | X / X / X / X / X |

**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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# 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, 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).

Any changes or modifications to this device by the user could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.