

# Legal, safety, and regulatory

**Where is my legal: ALL REGIONS, ALL LANGUAGES. This section tells users where to find online and on-device legal content. Sections that apply to all regions, all languages do not have any conditional text filter applied.**

**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. Review these materials prior to using your phone. To access the materials from a connected phone, swipe up from the home screen and tap **Settings > System > Legal information** (Android 9) or **Settings > About phone > Legal information** (Android 10), and select a topic. To access the materials on the web, visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal).

**Water repellent. GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Water repellent.** Your phone's water-repellent design creates a barrier to help protect against moderate exposure to water, such as accidental spills, splashes, or light rain. It is not designed to be submersed in water or exposed to pressurized water or other liquids. Water-repellency may diminish over time. Not waterproof. In the event your phone is exposed to water, dry your phone and ports thoroughly with a soft, clean cloth. Don't charge your phone when it's wet. Water damage is not covered by your warranty. For more information, refer to the Help on your phone. From the home screen, swipe up and tap **Settings > Help**.

**Regulatory/e-label: ALL REGIONS, ALL LANGUAGES. This section tells users where to find the regulatory information that is included on the e-label of their phone.**

**Regulatory information (e-label).** Your phone may use an electronic label (e-label) that provides some regulatory information about the phone. To view the regulatory information (such as FCC ID) for this phone, on the phone, swipe up from the home screen and tap **Settings > System > Legal information** (Android 9) or **Settings > About phone > Legal information** (Android 10), or visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal).

**Battery Safety (Removable battery). GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Battery safety.** Before assembling, charging or using your phone for the first time, please read the important product safety and legal information provided with your product.

If your phone becomes unresponsive, press and hold the Power

button until the screen goes dark and your phone restarts.

Your phone uses a removable battery. Only use Motorola Original batteries for safety and best performance.

**Warning:**

- Don't use tools, sharp objects, or excessive force to insert or remove the battery. This may damage the battery and could cause burning and injury.
- Don't try to take apart or fix your battery. This may damage the battery and could cause burning and injury.
- Don't crush, bend (except for normal hinge use), or expose your battery or phone to heat or liquid. This may damage the battery and could cause burning and injury.
- Don't put your phone in a microwave oven, conventional oven, or dryer.

**Battery Safety (NON-removable battery). GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Battery safety.** Before assembling, charging or using your phone for the first time, please read the important product safety and legal information provided with your product.

If your phone becomes unresponsive, press and hold the Power button until the screen goes dark and your phone restarts.

For your safety, the battery in your phone should only be removed by an approved service center or independent qualified professional.

**Warning:**

- Don't try to remove or replace the battery yourself—doing so may damage the battery and could cause burning and injury.
- Don't crush, bend (except for normal hinge use), or expose your phone to heat or liquid. This may damage the battery and could cause burning and injury.
- Don't put your phone in a microwave oven, conventional oven, or dryer.

**Battery charging: ALL REGIONS, ALL LANGUAGES. This section provides charging and safety information for users. It is not the same sections that are used in the GSG (those are specific to removable and non-removable batteries, this section is not).**

**Battery charging.** Charge your phone using a compatible Motorola charger or a high-power USB port on a PC. You can leave your phone connected to the charger even after it's fully charged. Don't worry, you can't overcharge your phone.

- Don't charge your phone in temperatures below 0°C (32°F) or above 45°C (113°F).
- Only use Motorola-approved batteries, which contain safety

circuitry and are designed to give the best performance in your phone.

- Don't use a damaged charger or charger cable to charge your phone.
- Don't use tools, sharp objects, or excessive force to clean the USB port, as this may damage your phone.
- Always plug your charger into an electrical outlet that is easily accessible, and unplug your charger from the electrical outlet when not in use.
- Don't try to charge your phone when it's wet.

**Note:** Other brand class 2 Limited Power Source USB chargers that comply with USB 1.1, 2.0, 3.0, or greater, and comply with EN301489-34, IEC/EN60950-1 or equivalent can be used. Chargers that do not comply with these standards may be unsafe, and may cause slow charging, product damage, or reduced phone performance.

**Distractions: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

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

**Driving: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

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

**Seizures: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

**Seizures, blackouts, eyestrain & discomfort.** Prolonged use of any phone 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 phone 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 phone and seek medical advice.

**Medical: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

**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 phone.

If you use a pacemaker or defibrillator, the FCC recommends that

you observe the following precautions:

- **ALWAYS** keep the phone more than 20 centimeters (8 inches) from the pacemaker or defibrillator.
- Use the ear furthest from the pacemaker or defibrillator to minimize the potential for interference.
- Turn OFF the phone 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/animals: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

**Children and animals. Keep your phone 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 phone and accessories, monitor their access for their safety, and to help prevent loss of data or unexpected charges for data or app purchases.

### **Glass: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

**Glass parts.** Some parts of your phone, 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 phone until it can be repaired by a qualified service center.

### **Use/care: ALL REGIONS, ALL LANGUAGES. This is a phone care section.**

**Use & care.** To care for your Motorola phone, please observe the following:

- **Liquids.** Don't expose your phone to water, rain, extreme humidity, sweat, or other liquids.
- **Drying.** In the event your phone is exposed to water, dry your phone and ports thoroughly with a soft, clean cloth. Don't put your phone in a microwave oven, conventional oven, or dryer.
- **Extreme heat or cold.** Don't store or use your phone in temperatures below -20°C (-4°F) or above 35°C (95°F) (use) 60°C (140°F) (storage). For charging temperatures see "Battery charging" page 2.
- **Dust and dirt.** Don't expose your phone to dust, dirt, sand, food, or similar materials.
- **Cleaning.** To clean your phone, use only a dry soft cloth. Don't use chemicals or compressed air.
- **Shock and vibration.** Don't drop your phone or expose it to

strong vibration.

- **Protection.** To help protect your phone, 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.

**LED flash: ALL REGIONS, ALL LANGUAGES. This is a user safety section for phones with a flash (all phones, some Moto Mods (camera, projector, etc)).**

**LED light safety.** Some products use an LED light source (such as a camera flash, flashlight, or projector), which is safe when used as intended. Avoid staring directly at the LED light source, which may cause discomfort or temporarily impair vision.

**Class 1 Laser: DEVICE SPECIFIC. ALL REGIONS, ALL LANGUAGES, when device uses a class 1 focusing system. Writer to check global specifications to verify and notify LION. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Class 1 Laser.** This phone contains a Class 1 laser focusing system, which is safe under reasonably foreseeable conditions of use in accordance with international standards. Do not attempt to modify or disassemble.

**Operational warnings: ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

**Operational warnings.** Obey all posted signs when using phones 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 phone before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.

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



Important safety information follows.

|                                                                                  |                                                                                                                               |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|  | <p>The package and paper products that came with your phone can be recycled.</p>                                              |
|  | <p>Don't dispose of your battery or phone with your household waste. See "Disposal &amp; recycling" for more information.</p> |
|  | <p>Don't dispose of your battery or phone in a fire.</p>                                                                      |
|  | <p>For indoor use only.</p>                                                                                                   |
|  | <p>Listening at high volume to music or voice through a headset or headphone may damage your hearing.</p>                     |

**High volume warning. GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Warning about high volume usage.** To prevent possible hearing damage, do not listen at high volume levels for long periods.



**Disposal & recycling. GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Disposal & recycling.** Help do your part! Please don't dispose of phones or electrical accessories (such as chargers, headsets, or batteries) with your household waste. Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. For details on approved national recycling schemes and Motorola recycling activities, go to: [www.motorola.com/recycling](http://www.motorola.com/recycling).



**Usage. ALL REGIONS, ALL LANGUAGES. This is a user safety section.**

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

available in all countries.

## **Warranty (abbreviated). ALL REGIONS, ALL LANGUAGES (EXCEPT BRAZIL, LATAM, JAPAN, INDONESIA).**

**Warranty.** This product is covered by Motorola's limited warranty. To review the warranty on your phone, swipe up > **Settings > System > Legal information > Warranty** (Android 9) or **Settings > About phone > Legal information > Warranty** (Android 10), or visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal). You may also obtain a copy of the warranty by contacting Motorola at: Motorola Mobility LLC, Attention: Customer Service—Warranty Request, 222 West Merchandise Mart Plaza, Suite 1800, Chicago, IL 60654.

## **Arbitration/Opt-out. ALL REGIONS, ALL LANGUAGES. This tells users how claims will be handled**

**Arbitration & opt-out.** Except where prohibited by law, any controversy or claim arising out of or relating to any Motorola product will be resolved by binding arbitration, instead of in court, unless you opt-out. To opt-out, send a written rejection notice within 30 days of purchase that includes your name, address, phone number, phone, and phone serial number, and tells Motorola that you are rejecting this Arbitration provision to: Motorola Mobility LLC, 222 West Merchandise Mart Plaza, Suite 1800, Attn: Arbitration Provision Opt-Out, Chicago, IL 60654 or [arbitrat@motorola.com](mailto:arbitrat@motorola.com). To locate your phone's serial (IMEI) number, swipe up from the home screen and tap **Settings > System > Legal information** (Android 9) or **Settings > About phone > Legal information** (Android 10). For more information on this arbitration provision, on your phone, swipe up > **Settings > System > Legal information > Arbitration and opt-out** (Android 9) or **Settings > About phone > Legal information > Arbitration and opt-out** (Android 10), or visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal).

## **Disclaimers. GSG Legal Backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

**Legal disclaimers.** Certain features, services and applications are network dependent and might not be available in all areas; additional terms, conditions and/or charges might 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 correct, change or modify any information or specifications without notice or obligation.

**Anatel: model XTxxxx**

XXXXXXXXXXXXXX



This product is approved by ANATEL in accordance with the regulated procedures for assessing the conformity of

telecommunications products, and meets the applied technical requirements, including the exposure limits of the Specific Absorption Rate for radio frequency, electric, magnetic and electromagnetic fields.

"This equipment is not entitled to the protection from harmful interference and may not cause interference with duly authorized systems." [www.anatel.gov.br](http://www.anatel.gov.br)

For more information about your phone's SAR (Specific Absorption Rate), visit [www.motorola.com/sar](http://www.motorola.com/sar). Click on the Brazilian flag, then choose your phone from the list.

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

**Specific Absorption Rate (ICNIRP).** YOUR PHONE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES. The highest SAR values under the ICNIRP guidelines for your phone model are listed below:

|               |           |
|---------------|-----------|
| Head SAR      | X.xx W/kg |
| Body-worn SAR | X.xx W/kg |

#### **Electrical Requirements.**

|                |                   |
|----------------|-------------------|
| Battery: XXXX  | Car Charger: XXXX |
| Adapter: XXXX  | Entrance: XXXX    |
| Entrance: XXXX | Exit: XXXX        |
| Exit: XXXX     |                   |

#### **NCC statements.**

- **SAR.** SAR limit 2.0W/Kg; after testing value: X.xx W/Kg.
- **RF bands.** This product supports LTE frequency band: B3, B7, B8, B28, B38, B41 (2555-2655MHz).
- **Radio frequency.** Wireless information transmission equipment must avoid affecting the operation of nearby radar systems. For reducing RF influence, use properly. For instructions on proper use, refer to your start guide.
- **Battery.** If the battery is incorrectly replaced, there is danger of an explosion. For proper battery care, refer to your start guide.
- **Vision.** Excessive use of your phone may harm your vision. Take a 10-minute break after 30 minutes of continuous use.
- **Children.** Children under two years old should not look at the screen. Over two years old, do not look at the screen more than one hour a day.
- **Radio frequency motors.** Article XII Type: Certified low power radio frequency motor, unlicensed, company, firm or user shall not alter the frequency, increase the power or change the characteristics of the original design and function. Article XIV: Using low-power radio-frequency motors shall not affect

flight safety and interfere with legal communications; when there is interference by the discovery should be immediately suspended, and to improve without interfering may continue to be used. Legal communications in the preceding paragraph, refers to radio communication in accordance with the provisions of the Telecommunications Act of operation. Low-power radio communication interference motor must endure radiation and Electronic Equipment legal or industrial, scientific and medical radio.

- **Battery recycle.**



廢電池請回收

- **Importer.** Netherlands Business Associates Ltd. Taiwan Branch 5th Floor, No 89, Sec. 2, Dibing Avenue, Neihu District, Taipei. Importer, Manufacturers, Wholesalers, Retailers 0800-000-702
- **Turbo charging.** The product supports fast charging : **Adapter Model name**, the fast charging mode is **XVdc/X.XA**; and the normal charging mode is **XVdc/X.XA**.
- **PWS reception.** When SIM1 and SIM2 cards are in use, only 4G function will display the PWS reception function normally.

**Supported frequencies and power.** This phone is capable of operation on the following frequencies, subject to location and network availability.

22APR2020

**RoHS: INDIA. This statement is for Restriction of Hazardous Substances and several regions have their version.**

**RoHS statement.** RoHS compliant as per India E-waste

(Management) Rules.

## WHO advice: INDIA. This statement is from the WHO about RF health.

**World Health Organization advice.** Organizations such as the World Health Organization (WHO) 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 phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

**Note:** This guidance is included 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 phones.

## Battery: JAPAN. This is a battery statement for Japan only.

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



## NFC: JAPAN. This section tells users how to turn NFC on/off. It's a legal requirement for Japan.

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

## Allergens: JAPAN. This section is online/on-device for all regions. It's a print requirement for Japan only.

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

## Location: JAPAN. This section is online/on-device for all regions. It's a print requirement for Japan only.

**Location services.** Your phone can provide information about 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 phone. 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 phone can also use Wi-Fi signals to determine your approximate location, using information from known and available Wi-Fi networks.

Phones 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 phone will provide location information to them. These applications may share location information with third parties, including your wireless service provider, applications providers, Motorola, Lenovo, and other third parties providing services.

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

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

**Security: JAPAN. This section is online/on-device for all regions. It's a print requirement for Japan only.**

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

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

**User Privacy: JAPAN, MEA. A version of this section is online/on-device for all regions. It's a print requirement for Japan and MEA only.**

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

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

In addition, please note that when your Motorola product is turned on for the first time (and is connected to the internet), the international mobile station equipment identity (IMEI) number or serial number (SN) of this product together with the information about the country and city where this product is first activated will be registered with Motorola and/or Lenovo; this will be a one-time registration. Confirming the mobile phone/tablet's activation will facilitate after sales service to you by verifying the product's authenticity. For the registration, the data transmitted is less than 1KB.

**Contact Center: JAPAN. This call center information is a requirement for Japan only.**

**Contact center.** Japan: 0120-227-217.

**NTC: THAILAND. The NTC is Thailand's version of a compliance and regulatory board, like the FCC for the US and the NCC for Taiwan.**

**NTC requirements.** This telecommunication equipments is in compliance with NTC requirements.

**Contact Centers: APAC (except PRC & Japan), ANZ. Call center information required in print for the countries listed.**

**Contact centers.**

|             |                              |
|-------------|------------------------------|
| Thailand    | 0018008526352 / +66 20269362 |
| South Korea | 0079885218264                |
| Indonesia   | 0018038522246                |
| Singapore   | 8008526007                   |
| Philippines | 1800 1855 0288               |
| Vietnam     | 120852302                    |
| Malaysia    | 1800817032                   |
| Hong Kong   | 2506 3888                    |
| Taiwan      | 00886 2 8758 6163            |
| Australia   | 1300 138 823                 |
| New Zealand | 0508 668676                  |

**Contact Centers: INDONESIA. Call center information**

required in print for Indonesia.

**Motorola authorized service centers:**

|                                                                                                                                                                                      |                                                                                                                                                                                                         |                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>M-CARE</b><br>Jakarta<br>Itc Roxy Mas Lt. 4<br>No. 18 Jl. Kyai hasyim<br>Ashari, Jakarta Pusat<br>Tel: 021-6319647<br>Monday - Saturday :<br>11.00-19.00<br>Sunday : 11-15.00     | Semarang<br>Jl. Jendral Sudirman<br>256, Semarang<br>Tel: 024-70148778<br>Monday - Saturday :<br>10.00-17.00                                                                                            | Bandung<br>Balubur Town Square<br>(Baltos) Lt. 1 K05 -<br>K06, Jl. Tamansari,<br>Bandung<br>Tel: 089614618594<br>Monday - Friday :<br>10.00-18.00<br>Saturday : 10.00-15.00 |
| Ruko Mall Roxy<br>Square No.A1, Jl.Kyai<br>Tapa No.1, Jakarta<br>Barat<br>Tel: 021-56954393<br>Monday - Friday :<br>09.00-17.00<br>Saturday : 09.00-<br>15.00                        | Surabaya<br>Mastech Blok F11<br>(Maspion Square) Jl.<br>A. Yani 78, Surabaya<br>Tel: 031-8477889<br>ext.1611<br>Monday - Saturday :<br>11.00-21.00                                                      | Cirebon<br>Jl. Pasuketan No. 63,<br>Cirebon, Jawa Barat<br>Tel: 0231-209322<br>Monday - Friday :<br>09.00-17.00<br>Saturday : 09.00-<br>15.00                               |
| Ambassador Mall Lt. 2<br>Blok A No. 37, Jakarta<br>Selatan<br>Tel: 021-5762539<br>Monday - Sunday :<br>11.00-20.00                                                                   | Yogyakarta<br>Ramai Shopping<br>Mall Lt.2 No.A26, Jl.<br>Ahmad Yani No. 73,<br>Yogyakarta<br>Tel: 0274-557015<br>Monday - Friday :<br>10.00-19.00<br>Saturday : 10.00-<br>17.00<br>Sunday : 10.00-15.00 | Serang<br>Jl. SA tirtayasa no.8a<br>Simpang Pocis,<br>Serang, Banten<br>Tel: 0254-204882<br>Monday - Sunday :<br>10.00-20.00                                                |
| ITC Cempaka Mas Lt.6<br>No.H7-H8, Jl. Letjen<br>Suprpto, Jakarta<br>Pusat<br>Tel: 021-21480901<br>Monday - Friday :<br>10.00-19.00<br>Saturday : 10.00-17.00<br>Sunday : 10.00-15.00 | Tegal<br>Ruko Citraland Blok<br>B No.11, Jl. Sipelem<br>Raya, Tegal<br>Tel: 0283-340909<br>Monday - Friday :<br>08.30-17.30<br>Saturday : 08.30-<br>17.30                                               | Bali<br>Jl. Ratna no. 65 D,<br>Denpasar, Bali<br>Tel: 021-54375250<br>Monday - Friday :<br>08.30-16.30<br>Saturday : 08.30-<br>16.30                                        |

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Batam<br/>Komplek Wira Mustika<br/>C-08, Nagoya, Batam<br/>Tel: 077-8431101<br/>Monday - Friday :<br/>09.00-18.00<br/>Saturday : 09.00-18.00</p>                                                     | <p>Jambi<br/>Jl. Gajah Mada No.11<br/>- 12, Jambi (Samping<br/>Karaoke Charly)<br/>Tel: 0741-43789<br/>Ext.102<br/>Monday - Friday :<br/>09.00-17.00<br/>Saturday : 09.00-15.00</p>         | <p>Makassar<br/>MTC Karebosi Lt.3<br/>Blok I No.3-5, Jl.<br/>Jend.Ahmad Yani,<br/>Makassar<br/>Tel: 0411-3635038<br/>Monday - Friday :<br/>10.00-19.00<br/>Saturday : 10.00-17.00.<br/>Sunday : 10.00 - 15.00</p> |
| <p>Medan<br/>Jl. Sutomo No.490,<br/>Medan<br/>Tel: 061-4568988<br/>Monday - Friday :<br/>09.00-17.00<br/>Saturday : 09.00-15.00</p>                                                                     | <p><b>MITRACARE</b><br/>Jakarta<br/>Komplek Duta<br/>Merlin Blok C No.6-7,<br/>Jl. Gajah Mada 3-5,<br/>Jakarta Pusat 10130<br/>Tel: 021-6347726<br/>Monday - Saturday :<br/>09.00-17.00</p> | <p>Bekasi<br/>Bekasi Cyber Park<br/>Lt.1 Blok A10 No.10B,<br/>Jalan KH.Noer Ali<br/>No.177, Bekasi<br/>Tel: 021-88955327<br/>Monday - Saturday :<br/>10.00-19.00</p>                                              |
| <p>Bandung<br/>Istana Bandung<br/>Electronic Center<br/>Lt.3 Blok A No.06<br/>Jl.Purnawarman<br/>No.13-15, Bandung,<br/>Jawa Barat 40117<br/>Tel: 022-4201887<br/>Monday - Sunday :<br/>10.00-19.00</p> | <p>Pusat Grosir Cililitan<br/>Lantai 3, No.661, Jl.<br/>Mayjen Sutoyo No.<br/>76 Cililitan, Jakarta<br/>Timur 13640<br/>Tel: 021-80888540<br/>Monday - Saturday:<br/>10.00-19.00</p>        | <p>Depok<br/>ITC Depok Lt.3 Cafe<br/>No.126, Jl.Margonda<br/>Raya Kav.56,<br/>Pancoran Mas, Depok,<br/>Jawa Barat 16431<br/>Tel: 08787860022 /<br/>02129502049<br/>Monday - Saturday :<br/>10.00-19.00</p>        |
| <p>Medan<br/>Ruko Plaza Millenium<br/>Medan, Jl.Kapten<br/>Muslim No.111 Helvetia,<br/>Medan<br/>Tel: 061-8447598<br/>Monday - Saturday :<br/>10.00-19.00</p>                                           | <p>Surabaya<br/>Jl.Kusuma Bangsa<br/>92D, Tambaksari,<br/>Surabaya, Jawa<br/>Timur 60136<br/>Tel: 031-5347270<br/>Monday - Saturday :<br/>08.30-17.30</p>                                   | <p>Makassar<br/>Jl.AP Pettarani Ruko<br/>Massalle No.94,<br/>Makassar, Sulawesi<br/>Selatan 90233<br/>Tel: 0411-457098<br/>Monday - Saturday :<br/>08.30-17.30</p>                                                |
| <p>Pekanbaru<br/>Jl.Tuanku Tambusai<br/>No.124, Kota<br/>Pekanbaru, Riau<br/>Tel: 0761-38390<br/>Monday - Saturday :<br/>08.30-17.30</p>                                                                | <p>Palembang<br/>Jl.Letkol Iskandar,<br/>Kel.17 Ilir, Kec.Iilir<br/>Timur I, Palembang,<br/>Sumatera Selatan<br/>30125<br/>Tel: 0711-355886<br/>Monday - Saturday :<br/>08.30-17.30</p>     | <p>Malang<br/>Jl.Soekarno Hatta PTP<br/>II No.1 Kav.2, Malang,<br/>Jawa Timur<br/>Tel: 0341-402096<br/>Monday - Sunday :<br/>10.00-19.00</p>                                                                      |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lampung<br>Jl.Diponegoro No.177,<br>Kel.Gotong Royong,<br>Bandar Lampung<br>Tel: 0721-262666<br>Monday - Saturday :<br>08.30-17.30                                                                                                                                          | Rantau Prapat<br>Jl.Gatot Subroto<br>No.5, Rantau Prapat,<br>Sumatera Utara<br>Tel: 0624-22588<br>Monday - Friday<br>: 08.30-17.00,<br>Saturday : 08.30-<br>15.30 | Padang Sidempuan<br>Jl.Sudirman X<br>Merdeka No.41, Week<br>II, Padangsidimpuan,<br>Sumatera Barat<br>Tel: 0634-24195<br>Monday - Friday :<br>08.30-17.00, Saturday<br>: 08.30-15.30 |
| <b>UNICOM</b><br>Tangerang<br>Supermall Karawaci,<br>Jl.Boulevard<br>Diponegoro No.105,<br>Lt.LG #E2/ 2-5 (Area<br>E Center), Lippo<br>Karawaci, Tangerang<br>15811 Tel: 021-5470398<br>/ 082311061658<br>Monday - Sunday :<br>10.00-19.00, Public<br>Holiday : 10.00-18.00 | Bogor<br>Bogor Trade Mall<br>Lt.2 Blok A16 No.1B<br>Jl.H.Juanda No.68,<br>Bogor 16127<br>Tel: 0251-8401301 /<br>8401302<br>Monday - Sunday :<br>10.00-18.00       | Padang<br>Jl.Dr.Sutomo No.48,<br>Simpang Haru Kec.<br>Padang Timur,<br>Padang<br>Tel: 0751-8951821 /<br>0823 87899712<br>Monday - Saturday :<br>10.00-18.00                          |
| Yogyakarta<br>Plaza Ambarukmo<br>Lt.LG Blok A12-14<br>Jl.Laksda Adi Sucipto,<br>Yogyakarta 55281<br>Tel: 0274-4331334<br>Monday - Sunday :<br>10.00-20.00                                                                                                                   | Semarang<br>Jl.Sriwijaya No.173<br>A Kel.Candi Kec.<br>Candisari, Semarang<br>Tel: 024-8455087<br>Monday - Saturday :<br>09.00-17.00                              | Solo<br>Jl.DR.Rajiman No.241<br>Jayengan, Serengan,<br>Surakarta, Solo, Jawa<br>tengah<br>Tel: 0271-668677 /<br>0878-36055598<br>Monday - Saturday :<br>09.00-17.00                  |
| Tasikmalaya<br>Jl.Tentara Pelajar<br>No.93 Empangsari<br>Tawang, Tasikmalaya,<br>Jawa Barat 46113<br>Tel: 026-5322750<br>Monday - Saturday :<br>09.00-17.00                                                                                                                 | Pekalongan<br>Jl.KH.M.Mansyur<br>No.70, Pekalongan,<br>Jawa Tengah<br>Tel: 0285-426328<br>Monday - Saturday :<br>09.00-17.00                                      | Kediri<br>Ruko Garden Ville A12<br>Jl.Kilisuci, Kediri, Jawa<br>Timur 64122<br>Tel: 0354-680681<br>Monday - Saturday :<br>09.00-17.00                                                |
| Jember<br>Jl.Sumatera No.88,<br>Sumbersari, Jember,<br>Jawa Timur<br>Tel: 0331-4436252 /<br>081938363177<br>Monday - Saturday :<br>09.00-17.00                                                                                                                              | Pati<br>Jl.Setiabudi No.2A,<br>Pati, Jawa Tengah<br>59115<br>Tel: 082234179826<br>Monday - Saturday :<br>09.00-17.00                                              | Pontianak<br>Jl.Nusa Indah Baru<br>No.F5 - Pontianak<br>Tel: 0561-768470<br>Monday - Saturday :<br>09.00-17.00                                                                       |

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| Balikpapan<br>Ruko Bandar Blok<br>D-09, Jl.Jend.<br>Sudirman, Klandasan,<br>Balikpapan,<br>Kalimantan<br>Timur 76112 Tel:<br>0542-739009<br>Monday-Saturday :<br>09.00-17.00 | Samarinda<br>Ruko Simpang<br>DR.Sutomo No.03<br>Jl.S.Parmar,<br>Samarinda 75117<br>Tel: 0541-4120744<br>Monday - Saturday :<br>09.00-17.00                                                       | Banjarmasin<br>Jl.Jendral A.Yani Km.1<br>No.39 B Banjarmasin,<br>kalimantan Selatan<br>70233<br>Tel: 0511-3267889<br>Monday - Saturday :<br>10.00-18.00                                                          |
| Manado<br>Jl.Pierre Tendean<br>No.18 Boulevard,<br>Manado 95111<br>Tel: 0431-844561<br>Monday - Saturday :<br>10.00-18.00                                                    | Kendari<br>Ruko Senapati<br>Land Blok A No.36<br>Jl.Brigjen M.Yunus<br>(Bypass) Kel.Bende<br>Kec.Kadia, Kendari,<br>Sulawesi Tenggara<br>Tel: 081215921122<br>Monday - Saturday :<br>09.00-17.00 | Palu<br>Jl.Basuki Rahmat<br>No.24C Kel.Tatura<br>selatan Kec.Palu<br>selatan Palu, Sulawesi<br>Tengah<br>Tel: 082176774679<br>Monday - Saturday :<br>09.00-17.00                                                 |
| Bali<br>Jl.Teuku Umar 170A,<br>Dauh puri kuah,<br>Denpasar, Bali<br>Tel: 0361-8422375<br>/ 0361-78870184 /<br>0361-232163<br>Monday - Saturday :<br>09.00-17.00              | Lombok<br>Jl.Catur Warga<br>No.10A Cakranegara,<br>Mataram, Nusa<br>Tenggara Barat<br>83126<br>Tel: 08175769223<br>Monday - Saturday :<br>09.00-17.00                                            | <b>TAM</b><br>Jakarta<br>Mall Of Indonesia,<br>Erafone Mega Store<br>GF 1A, Jl.Raya<br>Boulevard Barat<br>14240 6-1 A9, Kelapa<br>Gading, Jakarta Utara<br>Tel: 021-29364707<br>Monday - Sunday :<br>10.30-18.30 |
| Bogor<br>Jambu Dua Bogor,<br>BEC Ruko Warung<br>Jambu Blok R1 No. 1<br>Tel: 0251-8340653<br>Monday - Sunday :<br>10.00-18.00                                                 | Surabaya<br>Plaza Marina,<br>Lt.3 Blok C2-C3<br>Surabaya<br>Tel: 031-8470323<br>Monday - Sunday :<br>10.00-20.00                                                                                 | Semarang<br>Jl. Badak Raya<br>No.47 D, Kel.<br>Pandeanlamper, Kec.<br>Gayamsari, Semarang<br>Tel: 024-76410154<br>Monday - Friday :<br>10.00-18.00,<br>Saturday : 10.00-16.00                                    |

**CE Statements/EU conformance: ALL REGIONS/ALL LANGUAGES (except BRAZIL and INDIA). This section is part of the three CE sections that are required in print by the European conformance regulatory body for all devices marked with the CE label.**

**European conformance (CE).** The following information is applicable to phones that carry a CE mark. Contact point: Regulatory

Compliance, Motorola Mobility UK Ltd., Redwood, Crockford Lane, Chineham Business Park, Basingstoke, RG24 8WQ, UK.



Hereby, Motorola Mobility LLC declares that the radio equipment with this declaration and bearing the CE mark is in compliance with Directive 2014/53/EU.

The full DoC can be found at [www.motorola.com/red](http://www.motorola.com/red). Use the search feature to find your phone's model or type. Your phone's model and type may be under the battery, under the rear cover, or on the exterior of the phone.

### **Additional statement for Turkey only:**

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

**CE Statements/Restrictions of use ALL REGIONS/ALL LANGUAGES (except BRAZIL and INDIA). This section is part of the three CE sections that are required in print by the European conformance regulatory body for all devices marked with the CE label.**

**Restrictions of use.** This phone should only be used indoors within the EU/EEA/UK when operating in the 5150 to 5350 MHz (Wi-Fi) frequency band.

**FCC/IC: NA (ALL). Shortened statement for print for FCC (US regulatory body) and Industry Canada (Canada's regulatory body). The full statements are on-device/online.**

**FCC and IC compliance.** This phone complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this phone may not cause harmful interference, and (2) this phone must accept any interference received, including interference that might cause undesired operation. This phone complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this phone may not cause interference, and (2) this phone must accept any interference received, including interference that might cause undesired operation.

### **RF energy: This statement for EU only.**

**Exposure to RF energy & phone operation.** Your phone contains a transmitter and receiver of RF energy. It is designed to comply with regulatory requirements concerning human RF exposure. For optimal phone performance, and to stay within the RF exposure guidelines:

- Hold your phone normally at your ear when talking on it.
- When using the phone next to your body (other than in your hand or against your head), maintain a distance of 5 mm from your body to be consistent with how the phone is tested for

compliance with RF exposure requirements.

- If you use your phone with a non-Motorola accessory case or holder, make sure the accessory maintains the required separation distance and has no metallic parts.

### **WHO note for FRANCE only.**

**Note:** According to the World Health Organization, "many studies have been carried out over the last twenty years to evaluate the risks that phones present to health. Up to now, the negative impact on health of using 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 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 phone away from their abdomen. It is also recommended that adolescents keep their phones away from the lower part of their abdomen.

### **Importer Statement: TURKEY. This is required in print for Turkey only. It is not device specific.**

**Importer company.** Lenovo Technology B.V. Merkezi Hollanda Türkiye İstanbul Şubesi. Palladium Tower İş Mrk. K.Bakkalköy Mh. Halk Cad. Kardelen Sokak No:2/1 Kat:3, Ofis No: 13-34746. Tel: +90 216 577 01 00 Atasehir İstanbul Türkiye.

### **Service Life: TURKEY. This is required in print for Turkey only. It is not device specific.**

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

### **Radio Equipment Directive (RED) Compliance: UKRAINE. Required in print for Ukraine.**

**Ukraine radio compliance.** Hereby, the manufacturer, Motorola Mobility LLC, declares that this radio equipment complies with Technical Regulation of radio equipment. The full text of declaration of conformity is available at <http://conf.lenovo.ua/>.

### **EAC mark: RUSSIA. Russia requires that our guides are marked wit an EAC logo on the back cover. This is an explanation for users of what that mark means.**

**Unified product circulation mark.** Compliance with the requirements of Technical Regulations: Smartphone meets the requirements of TR CU 020/2011 "electromagnetic compatibility of technical means." Charger (AC adapter) meets the requirements of TR CU 004/2011 "on safety of low-voltage equipment." TR CU 020/2011 "electromagnetic compatibility of technical means." Mark of

conformity:



**Russian compliance: RUSSIA. Russia requires that our guides have the following compliance information in print.**

**Russian compliance.** Smartphone for personal and business use, designed for voice calls, sending text messages, data transfer, with support for various connection profiles (Wi-Fi, Bluetooth, GSM, CDMA, etc.) and applications.

Изготовитель: Моторола Мобилити ЛЛС, 222 В. Мерчандисе Март Плаза, Сuite 1800, Чикаго, ИЛ 60654, США (Motorola Mobility LLC, 222 W. Merchandise Mart Plaza, Suite 1800, Chicago, IL 60654, USA)

Made in China. Representative: LLC Lenovo EE/A, 143401, Moscow Region, Krasnogorsk, boulevard Stroiteley 4 bld 1, section A, 7 floor.

Importer: The name of Importer can be found on package label/sticker\*.

Manufacturing date: see package label\*, line Date (the date is indicated in a format year-month-date).

\* According to the standard GOST 2.601-2013 "Unified system of design documentation. Operational manual", article 5.1, clause 5.1.2, sticker/label is considered as type of operation manual.

Life cycle of the product: 2 years.

**Motorola Global warranty: BRAZIL, INDONESIA, JAPAN, LATAM, TURKEY. This is our global warranty that is used for all regions. It is not required in print for all regions, only those specified. Add the countries and warranty periods in the table at the end of this section.**

## **MOTOROLA MOBILITY LLC GLOBAL LIMITED WARRANTY MOBILE PHONES**

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

Note for Moto Mods owners: This warranty covers only the Moto Insta-Shield Projector, Hasselblad True Zoom, Moto Power Pack, Moto Style Shell Wireless Charging, Moto TurboPower Pack, Moto 360 Camera, and Moto Smart Speaker with Amazon Alexa, and Polaroid Insta-Shield Printer, Moto Gamepad, Moto Stereo Speaker, Moto Power Pack & TV Digital, Moto Style Shell, and Moto 5G 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 PHONE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS FOR YOUR SPECIFIC PHONE MAY PERMANENTLY DAMAGE YOUR PRODUCT, CAUSE IT TO BE UNSAFE AND/OR MALFUNCTION AND ANY DAMAGE THAT IS CAUSED THEREFROM WILL, UNLESS OTHERWISE STATED BY MOTOROLA, NOT BE COVERED BY THIS LIMITED WARRANTY.

- **IMPORTANT: IT IS ILLEGAL TO USE THIS PRODUCT IF IT CEASES TO COMPLY WITH THE GOVERNMENT AUTHORIZATIONS THAT APPROVED ITS RELEASE. THEREFORE, YOU MUST NOT MAKE CHANGES TO THE PRODUCT AFFECTING ITS EMISSION, MODULATION, TRANSMISSION CHARACTERISTICS, INCLUDING POWER LEVELS, OPERATING FREQUENCIES AND BANDWIDTHS, SAR LEVELS, DUTY-CYCLE, TRANSMISSION MODES AND THE INTENDED METHOD OF USE OF THE PRODUCT.**

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

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

- **TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, AND MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. WHERE SUCH STATUTORY OR IMPLIED WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY MOTOROLA IN ITS SOLE DISCRETION SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY MOTOROLA OR**

ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY.

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

### My Product needs service, what should I do?

Locate your valid proof of purchase, showing the date of purchase, you will need it to obtain warranty coverage.

1. Before attempting to diagnose or repair any Product, please 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](http://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](http://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 & Moto Mod/Charger/<br>Earphone/Non-Removable<br>Battery/Removable Battery |
|----------------|--------------------------------------------------------------------------------------------------------------|
| Country        | X / X / X / X / X                                                                                            |

**Guarantee for Mexico: LATAM.** This is Mexico's custom warranty that is required in print in order for devices to enter into and be sold in Mexico. LATAM regional product manager is responsible for providing a new version when there are updates.

### **Guarantee policy (Mexico only)**

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

### **Items covered by this Guarantee**

It protects the manufacturing defects and hidden defects of the "Products" and "Accessories" (such as batteries, antennas, chargers,

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

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

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

### **Duration of the Guarantee**

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

### **Procedure for exercising the Guarantee**

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

Motorola Comercial S.A. de C.V.  
Paseo de los Tamarindos No. 100, Piso 1, Oficina 101  
Col. Bosques de las Lomas  
Del Cuajimalpa  
México, Ciudad de México, C.P. 05120  
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.

### **Limitations or exceptions of this Guarantee**

The guarantee shall not be valid:

- When the "Product" or "Accessory" has been used in conditions different than normal conditions.
- When the "Product" or "Accessory" has not been operated in

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

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

Motorola shall only replace the "Product" or "Accessory", upon turning in the "Product" or "Accessory" purchased. For more information about the "Product" that needs repairs that are not covered by this guarantee, please call 01 800 021 0000.

Product model: \_\_\_\_\_ Product purchase date: \_\_\_\_\_

Seal of authorized distributor or establishment where Product was purchased: \_\_\_\_\_

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

**CRC: LATAM. This statement is required in print for Colombia. The last sentence can change over time. The regional product manager will need to notify us if this changes.**

**Comisión de Regulación de Comunicaciones (CRC).** To find the CRC approval letter for the phone, visit <http://www.sicr.gov.co/sicr/publico/terminal-homologada>.

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

**Chile RF: LATAM. This statement is required in print for Chile.**

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

**Hearing aid rating system: NA. This statement is required in print for US, but should be translated for all NA LIIs. A longer version of this statement is online/on-device, and a section is included in the User Guide. The actual rating values are printed on the box and available at the URL shown here.**

**For Puerto Rico, refer to the Global Data file to determine if HAC testing was done. If not, remove for**

## PR LI.

**Hearing Aid Compatibility (HAC).** Go to [www.motorola.com/hacphones](http://www.motorola.com/hacphones) or see 'Hearing aids' in the User Guide to learn more.



**Support: ALL LANGUAGES/ALL REGIONS.** User support info.

**Service & Repairs.** If you have questions or need assistance, we're here to help. Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options.

**Copyright Info: ALL LANGUAGES/ALL REGIONS.**  
**Copyright legal information.**

**Copyright & Trademarks.** MOTOROLA, the stylized M logo, MOTO, and the MOTO family of marks are trademarks or registered trademarks of Motorola Trademark Holdings, LLC. LENOVO is a trademark of Lenovo. All other product or service names are the property of their respective owners.

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Chicago, IL 60654  
[www.motorola.com](http://www.motorola.com)

**SAR Tick: GSG Legal backmatter. ONLY INCLUDE IN LI WHEN GSG LEGAL CANNOT BE USED IN GSG.**

### SAR

To view the information on the web, visit [www.motorola.com/rfhealth](http://www.motorola.com/rfhealth).

This product meets the applicable national or international RF exposure guidance (SAR guideline) when used normally against your head or when worn or carried at a distance of 5 mm from the body. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons, regardless of age and health.

To view the SAR values for your phone, visit <https://motorola.com/sar>. To view additional SAR information on your phone, swipe up from the home screen and tap **Settings > System > Legal information > RF Information** (Android 9) or **Settings > About phone > Legal Information > RF Information** (Android 10).

**Warranty Card (on next page): INDONESIA, UKRAINE, RUSSIA.** Warranty registration information that the in-country phone dealer fills in and provides to user. Keep the warranty card as separate pages so they can be torn out.

**Warranty Card**

**No.:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Model:** \_\_\_\_\_

**IMEI Number 1:** \_\_\_\_\_

**IMEI Number 2:** \_\_\_\_\_

**Serial Number:** \_\_\_\_\_

**Part Number:** \_\_\_\_\_

**Dealer Name:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Official distributor:** \_\_\_\_\_

**Dealer's Stamp:** \_\_\_\_\_

**Dealer's Signature:** \_\_\_\_\_

**Customer's Signature:** \_\_\_\_\_

**Part A for seller**

**Warranty Card**

**No.:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Model:** \_\_\_\_\_

**IMEI Number 1:** \_\_\_\_\_

**IMEI Number 2:** \_\_\_\_\_

**Serial Number:** \_\_\_\_\_

**Part Number:** \_\_\_\_\_

**Dealer Name:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Official distributor:** \_\_\_\_\_

**Dealer's Stamp:** \_\_\_\_\_

**Dealer's Signature:** \_\_\_\_\_

**Customer's Signature:** \_\_\_\_\_

## Part B for customer

Warranty Card (on next page): POLAND (EXCEPT DTAG).  
Warranty registration information that the in-country  
phone dealer fills in and provides to user. Keep the  
warranty card as separate pages so they can be torn out.



Lab entry  
22APR2020

## **Warranty Card**

Product name ..... Serial number / IMEI .....

Lenovo (Motorola Mobility LLC) guarantees that every purchased Lenovo hardware product is free from material and quality defects in case of normal use of the product during the warranty period.

The warranty period for the purchased product is 24 months from the original date of purchase stated on the receipt or invoice, unless otherwise specified by Lenovo. The above mentioned warranty period also applies to the accessories included in the product.

The warranty rights will be exercised upon presentation of ..... and confirmation that the entries in the warranty card are in conformity with the actual state of affairs.

Depending on the type of fault and the level of support selected, the customer will be informed about further service procedures. If the product needs to be delivered to the maintenance service, the product should be delivered in a company packaging or in a rigid box with intact flaps, secured inside with a suitable cushioning material. Each item should be wrapped separately.

Any product defects discovered during the warranty period will be repaired or replaced free of charge. The time during which defective products remain in repair is not included in the warranty period. The maximum permitted repair time is 14 calendar days from the date the equipment is submitted to repair. The method of defect repair is determined by the guarantor.

During the warranty period, the guarantor will replace the product with an analogous one or another model, free from defects, with no worse technical parameters if:

- the reported defect is not removable, or
- the warranty service cannot be performed within the aforementioned period.

The Warranty Card should be filled in completely and legibly, signed by the seller and the buyer, and should not contain any deletions, corrections, etc.

The warranty does not cover mechanical damage, defects caused by improper use or use of the product inconsistent with the operating manual as well as defects caused by random events. Mechanically damaged parts of the device lose their warranty.

The warranty does not cover the restoration of the customer's data or software.

The maintenance service may refuse warranty repair in the event of an inconsistency of product serial numbers with serial numbers contained in the Warranty Card, illegible records, change or lack of product serial number, detecting unauthorized repairs, breach of warranty seals of the product or its components, or use of the

product contrary to its intended purpose.

This warranty with respect to consumer goods does not exclude, limit or suspend the purchaser's rights under the warranty provisions for defects in the sold item.

In the case of reporting a defect not covered by the warranty, the authorized Lenovo service may charge the Claimant with the costs of diagnostics and logistics.

This warranty is the sole warranty of the Customer in Poland. The guarantor of the device is:

Lenovo (Motorola Mobility LLC) Branch in Poland, ul. Gottlieba Daimlera 1, 02-460 Warsaw. Hotline: +48 223 07 360

| Date of Acceptance for Service | Date of receipt | Type of fault | Stamp of the service facility |
|--------------------------------|-----------------|---------------|-------------------------------|
|                                |                 |               |                               |
|                                |                 |               |                               |
| Remarks:                       |                 |               |                               |

Date of sale ..... Stamp and signature of seller

Authorized Lenovo service:

Regeneris (Warsaw) Limited, Janki, ul. Falencka 1B, 05-090 Raszyn

Hotline: +48 22 703 41 00 open: Monday-Friday 8:30-18:00

[www.ctdipolska.pl](http://www.ctdipolska.pl)

This file is for the lab entry of XT2043-7/8.



## Legal information

Legal and safety

Regulatory information

RF information

Regulatory notices

Arbitration and opt-out

Warranty

Open source licenses

Motorola Terms and Conditions

Google legal



## FCC notice

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

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

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## Motorola legal

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



## Motorola legal

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which



## Motorola legal



### Motorola legal

- 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 legal



### Motorola legal

Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

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

► Legal & safety

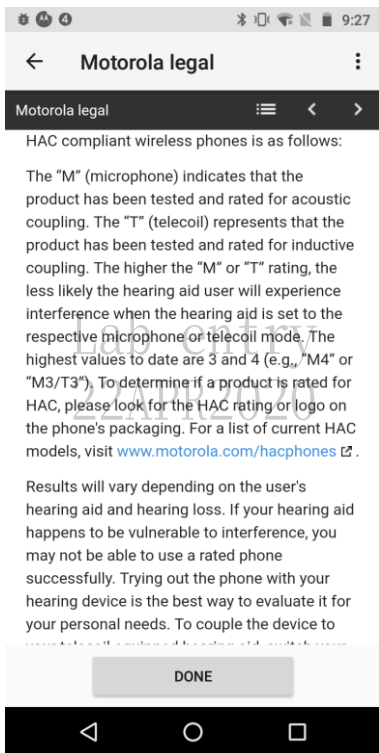
▼ Regulatory ID/Markings

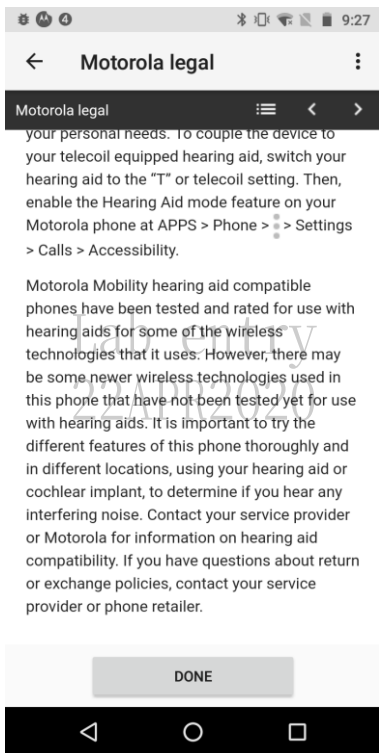
## Hearing aid compatibility (US, Canada)



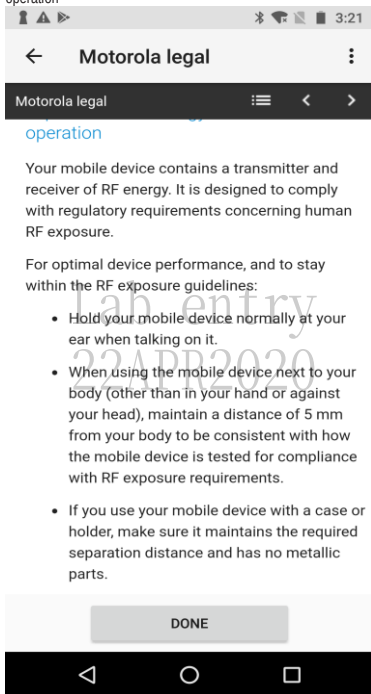
In the US, specific hearing aid compatibility (HAC) performance ratings can help clarify how certain wireless phones and hearing aids may perform together. HAC-compliant wireless phones are capable of working with hearing aids that have a minimal immunity rating of at least 2. The immunity rating indicates 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

DONE





Settings > System > Legal information > RF information > Radio frequency (RF) energy > Exposure to RF energy & device operation





## ← Mentions légales Motorola ⋮

Mentions légales Motorola ☰ < >

fonctionnement inopportun de l'appareil. voir  
CNR-Gen, section 8.4. Cet appareil est  
conforme aux exigences de la réglementation  
ICES-003 pour les appareils de classe B ITE  
(équipements de technologie de l'information).  
CAN ICES-3 (B)/NMB-3(B)

Pour les produits prenant en charge le Wi-Fi  
802.11a/ac (comme défini dans les  
informations produit) : N'utilisez pas votre  
appareil à l'extérieur si vous êtes connecté à un  
réseau Wi-Fi 802.11a/ac, ou si vous utilisez les  
fonctions Point d'accès mobile ou Wi-Fi Direct  
dans la bande 5 GHz. Industrie Canada interdit  
l'utilisation en extérieur des appareils Wi-Fi  
entre 5,15 et 5,25 GHz, car cela peut causer des  
interférences avec MSS (Mobile Satellite  
Service).

TERMINÉ



## ← Motorola legal

Motorola legal



### users (Canada)

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). CAN ICES-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).

DONE

