

Product safety & warranty information.

Zenfone V Live



E13387 / First Edition / August 2017

ASUS Phone (Mobile Phone)

Model: ASUS_A009

ASUS® Warranty Information Form

Mr./Mrs./Miss/Ms.: _____

Telephone Number: _____

Address: _____

E-mail: _____



Purchase Date: ____ / ____ / ____ (DD/MM/YYYY)

Dealer's Name: _____

Dealer's Telephone Number: _____

Dealer's Address: _____



Serial Number:



Important: Please store this card in a secured location for future reference. ASUS reserves the right to request this document before accepting repair requests. This does not affect or limit your mandatory statutory rights.

This ASUS manufacturer warranty (hereafter referred to as the “Warranty”) is granted by ASUSTeK Computer Inc. (hereafter referred to as “ASUS”) to the purchaser (hereafter referred to as “You”) of the ASUS phone system (hereafter referred to as the “Product”). This warranty is being delivered with the Product, subject to the following terms and conditions. ASUS accredited Service Agents and Repair Centers will provide the services covered under this Warranty.

Warranty period of the Product:



This warranty applies for the period defined on the label sticker at the back of the Product (“Warranty Period”). For example : 24M means 24 months, and 36M means 36 months from the warranty started date.

This warranty commences on the date the Product was first purchased by an end-customer (“Date of Purchase”). If the Date of Purchase is not available, the start of the Warranty Period will be on the date the Product was first activated by an end-customer recorded by ASUS (“Date of Activation”). If the proof of purchase cannot be provided or Date of Activation cannot be applied, the manufacture date as recorded by ASUS will be deemed to be the start of Warranty Period.

Statutory Rights

This warranty is given independently of any statutory rights that may apply in the country of purchase and does not affect or limit such statutory rights in any manner whatsoever.

1. General

ASUS warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, earphone etc. If the Product fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-ASUS modifications to the product, any third party software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details, see section 6 of this Warranty Card.

All components that an ASUS Service Center repaired or replaced will be under warranty for three months or for the remainder of the warranty period, whichever is applicable. The Repair Center may recover the originally configured operation system bundled with the Product. **ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.**

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of ASUS.



2. Software Support

Any software delivered with the Product is provided “as-is”. ASUS does not guarantee uninterrupted or error-free operation of any software provided with the Product.

This warranty covers the hardware of the Product. ASUS will provide technical support for the Product’s preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the ASUS support web site and/or other online resources. Third party software may require support from the respective vendors.

3. TFT LCD defect policy



Despite the highest possible standards, the intricate manufacturing of thin film transistor (TFT) liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of Your Product. Thus, Asus does not provide dead pixel warranty.





4. Customer responsibility

When using the Product

- Read the user manual first and use the Product only according to the user manual.
- Do not leave the Product connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically back up your data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Please check the manual and ASUS support website for troubleshooting solutions, before contacting the customer service.

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- If the Product is designed with the TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place **(Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)**

When contacting ASUS Customer Service

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- Before contacting ASUS technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name, and proof of purchase.
 - Technical support hotline phone number can be found at <http://support.asus.com>.
 - You will be requested by ASUS to perform some of the Product's troubleshooting tasks or actions, which may include the following:
 - Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
 - Installing updates, patches or service packs.
 - Running diagnostic tools and programs on the Product.
 - Allowing ASUS technical support agent to access the Product with remote diagnostic tools (when available).
 - Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.
 - If the problem is not solved remotely, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue an RMA number for Your Product. Please record Your RMA Number for tracking purposes.
 - Describe the problem clearly and completely on the RMA request form.
 - Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing



the purchase of Your Product. (Please note: ASUS reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by ASUS will be deemed to be the start of Warranty Period.

- Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. ASUS may delete any data, software, or programs installed on the Product without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.
- Pack the Product in a safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
 - Use a rigid box with flaps intact
 - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
 - Wrap all items separately
 - Use adequate cushioning material
 - Use strong tape designed for shipping
 - Do not use string or paper over-wrap
 - Use a single address label that has clear, complete delivery and return information
 - Place a duplicate address label inside the package
- Please do not send in anything but the Product itself unless specifically requested by ASUS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.



- Remove or provide any password that You assigned to the Product. If access to the Product is blocked by passwords, then ASUS may not detect and repair all failures of the Product.
- If the Product is designed with the TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.





5. RMA methods

If RMA is necessary, you have to deliver your product to the nearest ASUS Repair Center. ASUS may, in its sole discretion, simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

6. Exclusions from this limited Warranty Service

ASUS does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the warranty period and in normal use conditions. It applies to firmware issues but not to any other software issues or customer induced damages or circumstances such as but not limited to:

- (a) The Product has been tampered with, repaired and/or modified by non-authorized personnel;
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (c) The warranty seals have been broken or altered;
- (d) Obsolescence;
- (e) Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;
- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;

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- (g) Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
 - (h) Damage to the Product caused by an external electrical fault or any accident;
 - (i) Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;
 - (j) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
 - (k) Unusability due to forgotten or lost security passwords;
 - (l) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
 - (m) Fraud, theft, unexplained disappearance, or damages / detrimental circumstances caused by a willful act of the customer;
 - (n) Unusability or damage to the Product caused by installing and using the Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the warranty null and void.
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7. Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation



shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by ASUS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

8. Privacy

It is necessary for ASUS to collect, transfer, and process personal data in order to facilitate the requested service; and for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy at http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/.

9. Out-of-Warranty cases

Returning the Product to the ASUS Repair Center during the Warranty Period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, ASUS reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in clause 6 apply, Your request will be deemed out of warranty ("OOW").

If Your service request is OOW, a Service Charge List with an offer for repair will be provided to You, which You may accept or reject. If You accept the repair we will provide You with an invoice for the repair labor, spare parts and other costs stated in the Service Charge List. You must pay the invoice within 4 weeks of the invoice's date of issue. The repair will only be completed after the invoice is settled.

10. Abandoned Property

After Your Product has been repaired, or if You do not agree to the repair offer, ASUS will return your repaired product / product replacement via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ASUS will send You a notice at the address You provided when requesting the service. If You still fail to pick up the Product within a period of 90 days from sending the notice, ASUS reserves the right to claim damages from you, including the cost of storage; to dispose the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

11. Warranty and Support

This Warranty applies in the country of purchase. Product purchased in European Union is eligible for ASUS Warranty Service within European Union.

- Service procedures may vary by country.
- Some service and/or spare parts may not be available in certain countries.
- Localized spare parts may be replaced with the version available in the country where the repair is requested.
- Some countries may have fees and restrictions that apply at the time of service, please visit the ASUS Support site at <http://www.asus.com/support> for more details.
- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing International Warranty and Support, please visit the ASUS Support site at <http://www.asus.com/support> for more details.

To enjoy the comprehensive ASUS warranty service, visit ASUS Service Center at <http://www.asus.com/support> for detailed locations.

ASUS reserves the right to interpret the provisions in this ASUS Warranty Information. The information in this warranty card may change without prior notice. Please visit the ASUS Support site at: <http://www.asus.com/support> for current and complete ASUS warranty information.



ASUS contact details

This warranty is provided by:

ASUSTeK Computer Inc.
No. 15 Li-Te Road, Peitou
Taipei 112, Taiwan
Phone: +886-2-2894-3447

ASUS Computer International
800 Corporate Way
Fremont, CA 94538-3287
United States
Phone: +1-510-739-3777

Verizon Service Center
(800) 922-0204
or dial *611 from your mobile phone
Mon - Fri, 7 AM - 11 PM local time
Sat - Sun, 8 AM - 9 PM local time



Federal Communications Commission Statement

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.



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

The antenna(s) used for this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

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. 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 receiver.
- Connect the equipment into 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.

The country code selection is for non-US models only and is not available to all US models. Per FCC



regulation, all WiFi products that are marketed in US must be fixed to US-operated channels only.



Hearing Aid Compatibility Information (HAC)

Your phone is compliant with the FCC Hearing Aid Compatibility requirements.

The FCC has adopted HAC rules for digital wireless phones. These rules require certain phone to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards. The ANSI standard for hearing aid compatibility contains two types of ratings:

M-Ratings: Rating for less radio frequency interference to enable acoustic coupling with hearing aids.



T-Ratings: Rating for inductive coupling with hearing aids in telecoil mode.



Not all phones have been rated, a phone is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings are given on a scale from one to four, where four is the most compatible. Your phone meets the M4/T3 level rating.

However, hearing aid compatibility ratings don't guarantee that interference to your hearing aids won't happen. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone





thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to <http://www.fcc.gov/cgb/dro>.

RF Exposure Information (SAR)

This device has been tested and meets applicable limits for Radio Frequency (RF) exposure.



Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. SAR limits are 1.6 Watts per kilogram (over a volume containing a mass of 1 gram of tissue) in countries that follow the United States FCC limit and 2.0 W/kg (averaged over 10 grams of tissue) in countries that follow the Council of the European Union limit. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

To reduce exposure to RF energy, use a hands-free accessory or other similar option to keep this device from your head and body. Carry this device at least 15 mm away from your body to ensure exposure levels remain at or below the as-tested levels. Choose the belt clips, holsters, or other similar body-worn accessories which do not contain metallic components to support operation in this manner. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified, and use such accessories should be avoided.

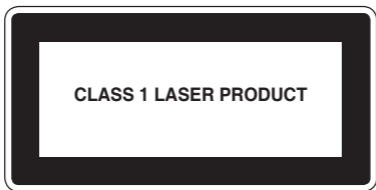
The highest FCC SAR value for the device are as follows:

- 0.62 W/kg @1g (Head)
- 0.84 W/kg @1g (Body)

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: MSQA009.

For FCC and IC e-labelling information, please go to **Settings > About > Legal information**.

Laser safety information



Complies with 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated June 24, 2007

Using GPS (Global Positioning System) on your ASUS Phone

To use the GPS positioning feature on your ASUS Phone:

- Ensure that your device is connected to the Internet before using Google Map or any GPS-enabled apps.
- For first-time use of a GPS-enabled app on your device, ensure that you are outdoors to get the best positioning data.

- When using a GPS-enabled app on your device inside a vehicle, the metallic component of the car window and other electronic devices might affect the GPS performance.

Prevention of Hearing Loss

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



ASUS Phone care

CAUTION! Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

- Use your ASUS Phone in an environment with ambient temperatures between 0 °C (32 °F) and 35 °C (95 °F).

The battery

WARNING: Disassembling the battery by yourself will void its warranty and may cause serious harm.

Your ASUS Phone is equipped with a high performance non-detachable Li-polymer battery. Observe the maintenance guidelines for a longer battery life.

- Do not remove the non-detachable Li-polymer battery as this will void the warranty.
- Avoid charging in extremely high or low temperature. The battery performs optimally in an ambient temperature of +5 °C to +35 °C.
- Do not remove and replace the battery with a non-approved battery.
- Do not remove and soak the battery in water or any other liquid.

- Never try to open the battery as it contains substances that might be harmful if swallowed or allowed to come into contact with unprotected skin.
- Do not remove and short-circuit the battery, as it may overheat and cause a fire. Keep it away from jewelry or metal objects.
- Do not remove and dispose of the battery in fire. It could explode and release harmful substances into the environment.
- Do not remove and dispose of the battery with your regular household waste. Take it to a hazardous material collection point.
- Do not touch the battery terminals.
- To avoid fire or burns, do not disassemble, bend, crush, or puncture the battery.

NOTES:

- Risk of explosion if battery is replaced by an incorrect type.
- Dispose of used battery according to the instructions.

The charger

- Use only the charger supplied with your ASUS Phone.
- Never pull the charger cord to disconnect it from the power socket. Pull the charger itself.

Caution

Your ASUS Phone is a high quality piece of equipment. Before operating, read all instructions and cautionary markings on the (1) AC Adapter.

- Do not use the ASUS Phone in an extreme environment where high temperature or high humidity exists. The ASUS Phone performs optimally in an ambient temperature between 0 °C (32 °F) and 35 °C (95 °F).
- Do not disassemble the ASUS Phone or its accessories. If service or repair is required,

return the unit to an authorized service center. If the unit is disassembled, a risk of electric shock or fire may result.

- Do not short-circuit the battery terminals with metal items.

ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components as well as the packaging materials. Please go to <http://csr.asus.com/english/Takeback.htm> for detailed recycling information in different regions.

Proper disposal



Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.



DO NOT throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.



DO NOT throw this product in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.




DO NOT throw this product in fire. DO NOT short circuit the contacts. DO NOT disassemble this product.



WARNING

Cancer and Reproductive Harm-
www.P65Warnings.ca.gov




Limitation of Liability


Circumstances may arise where because of a default on ASUS' part or other liability, you are entitled to recover damages from ASUS. In each such instance, regardless of the basis on which you are entitled to claim damages from ASUS, ASUS is liable for no more than damages for bodily injury (including death) and damage to real property and tangible personal property; or any other actual and direct damages resulted from omission or failure of performing legal duties under this Warranty Statement, up to the listed contract price of each product.

ASUS will only be responsible for or indemnify you for loss, damages or claims based in contract, tort or infringement under this Warranty Statement.

This limit also applies to ASUS' suppliers and its reseller. It is the maximum for which ASUS, its suppliers, and your reseller are collectively responsible.



UNDER NO CIRCUMSTANCES IS ASUS LIABLE FOR ANY OF THE FOLLOWING: (1) THIRDPARTY CLAIMS AGAINST YOU FOR DAMAGES; (2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR (3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF ASUS, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.





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