

# D820

Safety & Warranty

## Safety information

Before turning on your phone, review the basic safety information provided here.

For online help and support, including information about driving warnings and FDA consumer updates, visit [support.google.com/nexus](http://support.google.com/nexus).

### General safety & handling

While using your phone, be aware of the following common-sense guidelines.

#### Your environment

- **Safe operating temperatures.** Do not use or store in ambient temperatures lower than  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ) or higher than  $50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ ).
- **In automobiles.** Do not leave your phone or set up the hands-free kit near the air bag. If wireless equipment is improperly installed and the air bag is deployed, you may be seriously injured.
- **When children are present.** The SIM card ejection tool and the SIM card tray included with Nexus 5 are very small objects that represent a choking hazard. Keep them out of reach of small children.
- **Around explosives.** Do not use in areas where sparks from the phone might cause a fire or explosion.

- **On airplanes.** Observe all rules and instructions for use of electronic devices. Most airlines allow electronic use only between and not during takeoffs and landings. There are three main types of airport security devices: X-ray machines (used on items placed on conveyor belts), magnetic detectors (used on people walking through security checks), and magnetic wands (hand-held devices used on people or individual items). You can send your Nexus 5 through airport X-ray machines. But do not send it through airport magnetic detectors or expose it to magnetic wands.

### **Emergency call limitations**

- You can use your phone for an emergency call only if it is turned on and you are located within your carrier's service area.

### **Safety tips**

To avoid damaging your phone and reduce the risk of fire or electric shock, explosion, or other hazards, observe these common-sense precautions:

- Use only with cables, chargers, and other accessories approved by LG.
- Do not drop, strike, or shake your phone.
- Do not damage the power cord by bending, twisting, pulling, heating, or placing heavy items on it.

- This product is equipped with a USB cable for connecting to a desktop or notebook computer or to the charger. Be sure your computer is properly grounded before connecting your phone to the computer. The power supply cord of a desktop or notebook computer has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- Do not attempt to repair or modify or remanufacture the phone . It is equipped with an internal rechargeable battery, which should be replaced only by LG or an authorized LG repair center.
- Do not open, disassemble, crush, bend or deform, puncture, or shred the phone.
- Do not insert foreign objects into the phone.
- Do not place the phone in a microwave oven.
- Do not expose the phone to fire, explosion, or other hazards.
- Clean with a soft, damp cloth. Don't use harsh chemicals (such as alcohol, benzene, or thinners) or detergents to clean your phone.
- Do not handle the phone with wet hands or immerse or expose to water or other liquids.
- Dispose of your phone and battery separately from household waste and in accordance with local regulations.

- Like many electronic devices, your phone generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Therefore, use care when handling your phone during or immediately after operation.
- The SIM card ejection tool and the SIM card tray included with Nexus 5 are very small objects that represent a choking hazard. Please keep them out of reach of small children.

## Battery warnings

- Do not attempt to remove or replace the battery yourself. Only a service provider authorized by LG should replace the battery, which must meet the standard IEEE 1725.
- Use the battery only with a charging system that has been LG-approved and qualified per IEEE-Std-1725-2006. Use of an unqualified and non-LG approved battery may present a risk of fire, explosion, leakage, or other hazard.
- Use the correct adapter when using the battery charger in a country or region where the adapter that comes with your phone doesn't fit the power outlets.
- The charger and adapter are intended for indoor use only.

- Make sure that no sharp-edged items, such as an animal's teeth or nails, come into contact with the battery.
- Do not expose the battery charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.
- Do not place or answer calls while charging the phone. Doing so may short-circuit the phone and/or cause electric shock or fire.
- To avoid electric shock or fire, unplug the power cord and charger during lightning storms.
- Do not open, disassemble, crush, bend or deform, puncture, or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard. Such conditions may present the risk of fire or explosion.
- Avoid dropping the phone, especially on a hard surface, or exposing the phone or battery to a liquid. If the phone is exposed to a liquid or comes into contact with a sharp object, take it to a service center for inspection.
- At least one battery authentication method has been implemented: hardware, software, mechanical, hologram, etc.
- Improper battery use may result in a fire, explosion, or other hazard.

## **Pacemakers and other medical devices**

Persons with pacemakers should:

- ALWAYS keep the phone more than six (6) inches from their pacemaker when the phone is turned ON.
- Not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for RF interference.
- Turn the phone OFF immediately if there is any indication that interference is taking place.

If you use any other personal medical device, consult your physician or the manufacturer of your device to determine if it is adequately shielded from external RF energy.

## **FCC Hearing aid compatibility (HAC) Regulations for wireless devices**

On July 10, 2003, the U.S. Federal Communications Commission (FCC) Report and Order in WT Docket 01-309 modified the exception of wireless phones under the Hearing Aid Compatibility Act of 1988 (HAC Act) to require digital wireless phones be compatible with hearing-aids. The intent of the HAC Act is to ensure reasonable access to telecommunications services for persons with hearing disabilities.

While using some wireless phones near some hearing devices (hearing aids and cochlear implants), you may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users to find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box.

The ratings are not guarantees. Results vary depending on your hearing device and degree of hearing loss. If your hearing device is 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.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings. **T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. T4 is the better/ higher of the two ratings.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise. The hearing aid and wireless phone rating values are then added together. A sum of 5 is considered acceptable for normal use. A sum of 6 is considered for best use.

In the above example, if a hearing aid meets the M2 level rating and the wireless phone meets the M3 level rating, the sum of

the two values equal M5. This should provide the hearing aid user with “normal usage” while using their hearing aid with the particular wireless phone. “Normal usage” in this context is defined as a signal quality that’s acceptable for normal operation.

The M mark is intended to be synonymous with the U mark. The T mark is intended to be synonymous with the UT mark. The M and T marks are recommended by the Alliance for Telecommunications Industries Solutions (ATIS). The U and UT marks are referenced in Section 20.19 of the FCC Rules. The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

To ensure that the HAC rating for your phone is maintained, secondary transmitters such as Bluetooth and WLAN components must be disabled during a call.

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.

For information about hearing aids and digital wireless phones, see:

Wireless Phones and Hearing Aid Accessibility  
<http://www.accesswireless.org/>

FCC Hearing Aid Compatibility and Volume Control  
<http://www.fcc.gov/cgb/dro/hearing.html>

## **Exposure to radio frequency (RF) energy**

In August 1996, the U.S. Federal Communications Commission (FCC), with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to Radio Frequency (RF) electromagnetic energy emitted by FCC-regulated transmitters. The design of this phone complies with the FCC guidelines and these international standards.

**Body-worn operation (U.S. and Canada):** This device was tested for typical body-worn operations with the back of the phone kept 0.39 inches (1 cm) between the user's body and the back of the phone. To comply with FCC/IC RF exposure requirements, a minimum separation distance of 0.39 inches (1 cm) must be maintained between your body and the back of the phone. Do not use third-party belt-clips, holsters, and similar accessories containing metallic components. Body-worn accessories that cannot maintain 0.39 inches (1 cm) separation distance between the user's body and the back of the phone, and have not been tested

for typical body-worn operations, may not comply with FCC/IC RF exposure limits and should be avoided.

## **Specific Absorption Rate (SAR) values**

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to Radio Frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue.

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although SAR is determined at the highest certified power level, the actual SAR level of the phone during operation can be well below the maximum value. Because the phone is designed to operate at multiple power levels and to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for this model phone when tested for use at the ear is **0.96** W/kg and when worn on the Body-worn/Hotspot is **1.05** W/kg. While there may be differences between SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://transition.fcc.gov/oet/ea/fccid/> after searching on FCC ID ZNFD820. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.ctia.org/>.

## **Hearing protection**

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular phones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds, and Bluetooth® or other wireless devices).

Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones.

When using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings.
- If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.

- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

### **US/Canada declarations of conformity**

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 with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, you can 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.

**Part 15.21 statement:** Changes or modifications to this product not expressly approved by LG could void your authority to operate your phone.

### **Part 15.19 statement (U.S.) and RSS General**

**Requirement:** This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:  
(1) This device will not cause harmful interference.  
(2) This device must accept any interference received, including interference that may cause undesired operation.

### **EU declarations of conformity**

This product complies with the requirements of the following Directives and carries the CE mark accordingly: R&TTE Directive 1999/5/EC, RoHS Recast Directive 2011/65/EU.



## **Wi-Fi caution (USA)**

This device is capable of operating in 802.11 a/n/ac mode. For 802.11 a/n/ac devices operating in the frequency range of 5.15~5.25 GHz, they are restricted for indoor operations to reduce any potential harmful interference for Mobile Satellite Services (MSS) in the US. Wi-Fi access points that are capable of allowing your device to operate in 802.11 a/n/ac mode (5.15 - 5.25 GHz band) are optimized for indoor use only. If your Wi-Fi network is capable of operating in this mode, please restrict your WiFi use indoors to not violate federal regulations to protect Mobile Satellite Services.

## **Wi-Fi caution (Canada)**

- (i) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
- (iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and these radars could cause interference and/or damage to LE-LAN devices.

## Limited Warranty Statement

### 1. WHAT THIS WARRANTY COVERS:

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

1. The limited warranty for the product extends for TWELVE (12) MONTHS beginning on the date of purchase of the product with valid proof of purchase.
2. The limited warranty extends only to the original purchaser of the product and is not assignable or transferable to any subsequent purchaser/end user.
3. This warranty is good only to the original purchaser of the product during the warranty period as long as it is in the U.S., including Alaska, Hawaii, U.S. Territories and Canada.
4. The external housing and cosmetic parts shall be free of defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.
5. Upon request from LG, the consumer must provide information to reasonably prove the date of purchase.

## 2. WHAT THIS WARRANTY DOES NOT COVER:

1. Defects or damages resulting from use of the product in other than its normal and customary manner.
2. Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of LG, including damage caused by shipping, blown fuses, spills of food or liquid.
3. Breakage or damage to antennas unless caused directly by defects in material or workmanship.
4. That the Customer Service Department at LG was not notified by consumer of the alleged defect or malfunction of the product during the applicable limited warranty period.
5. Products which have had the serial number removed or made illegible.
6. This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of marketability or fitness for a particular use.
7. Damage resulting from use of non LG approved accessories.
8. All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.

9. Products operated outside published maximum ratings.
10. Products used or obtained in a rental program.
11. Consumables (such as fuses).

### **3. STATE LAW RIGHTS:**

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusive limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; so these limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### **4. HOW TO GET WARRANTY SERVICE:**

To obtain warranty service, visit LG service center website at <http://us.lgservice.com> for detail customer care.

## 6. WARRANTY LAWS

The following laws govern warranties that arise in retail sales of consumer goods:

- The California Song-Beverly Consumer Warranty Act [CC §§1790 et seq],
- The California Uniform Commercial Code, Division Two [Com C §§2101 et seq], and
- The federal Magnuson-Moss Warranty Federal Trade Commission Improvement Act [15 USC §§2301 et seq; 16 CFR Parts 701 – 703]. A typical Magnuson-Moss Act warranty is a written promise that the product is free of defects or a written promise to refund, repair, or replace defective goods. [See 15 USC §2301(6).] Remedies include damages for failing to honor a written warranty or service contract or for violating disclosure provisions. [See 15 USC §2310(d).] Except for some labeling and disclosure requirements, the federal Act does not preempt state law. [See 15 USC §2311.]

The Consumer Warranty Act does not affect the rights and obligations of parties under the state Uniform Commercial Code, except the provisions of the Act prevail over provisions of the Commercial Code when they conflict. [CC §1790.3.]

For purposes of small claims actions, this course will focus on rights and duties under the state laws.