

# Safety, regulatory, & legal

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

To access the materials from a connected phone, go to **Settings > System > Legal information**, and select a topic. To access the materials on the web, visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal).

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

**Battery charging.** Charge your mobile device using a compatible Motorola charger, another brand class 2 Limited Power Source USB charger that complies with USB 1.1, 2.0, 3.0, or greater, and complies with EN301489-34, EN60950-1 or equivalent, or a high-power USB port on a PC. Chargers that do not comply with these standards may be unsafe and may cause slow charging, product damage, or reduced device performance.

- Your mobile device will not charge if the temperature is too high or low.
- Only use Motorola-approved batteries, which contain safety circuitry and are designed to give the best performance in your mobile device.
- Don't use a damaged charger or charger cable to charge your device.
- Don't use tools, sharp objects, or excessive force to clean the USB port, as this may damage your mobile device.

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

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

**Seizures, blackouts, eyestrain & discomfort.** Prolonged use of any device may cause discomfort in hands, fingers, arms, neck, and other parts of your body, and may cause eyestrain and headaches. It is good practice to use your device in a safe area with comfortable ambient lighting, and take frequent breaks if you feel discomfort. Seek medical advice if symptoms persist.

In rare cases, flashing patterns or lights, for example in video games or movies, may cause seizures or blackouts. If you suffer any seizures or blackouts, or have a history of seizures, stop using your device and seek medical advice.

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

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

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

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

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








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

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

- **Liquids.** Don't expose your mobile device to water, rain, extreme humidity, sweat, or other liquids.
- **Drying.** Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer.
- **Extreme heat or cold.** Don't store, charge, or use your mobile device in extreme heat or cold.
- **Dust and dirt.** Don't expose your mobile device to dust, dirt, sand, food, or similar materials.
- **Cleaning.** To clean your mobile device, use only a dry soft cloth. Don't use chemicals or compressed air.
- **Shock and vibration.** Don't drop your mobile device or expose it to strong vibration.
- **Protection.** To help protect your mobile device, always make sure that any available connectors, compartments and removable covers are closed and secure, and avoid carrying it with hard objects such as keys or coins.

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

- **Potentially explosive areas:** Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.  
Turn off your mobile device before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.
- **Symbol key:** Your charger, mobile device, battery (if user-removable), device display, user's guide, or packaging may contain symbols, defined as follows:

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

**Specific absorption rate (ICNIRP).** [EU, India, Japan, LA, MEA, RU/CIS, ID]

YOUR MOBILE DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES. The highest SAR values under the ICNIRP guidelines for your device model are listed below:

Head SAR	[Technology & Band], Wi-Fi, Bluetooth	x.xxW/kg
Body-worn SAR	[Technology & Band], Wi-Fi, Bluetooth	x.xxW/kg

To view additional SAR information on your phone, go to **Settings > System > Legal information > RF information**. To view the information on the web, visit [www.motorola.com/rfhealth](http://www.motorola.com/rfhealth).

**Specific absorption rate (ICNIRP).** [APAC] YOUR MOBILE DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES. The highest SAR values under the ICNIRP guidelines for your device model are listed below:

Head SAR	[WLAN 5GHz], Wi-Fi, Bluetooth	0.636W/kg
Body-worn SAR	[LTE Band 40], Wi-Fi, Bluetooth	1.365W/kg

To view additional SAR information on your phone, go to **Settings > System > Legal information > RF information**. To view the information on the web, visit [www.motorola.com/rfhealth](http://www.motorola.com/rfhealth).

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



Li-ion00

**Near-field Communication (NFC).** [ja-JP] Your phone might support NFC. To find out and to turn NFC on/off, go to **Settings > Connected Devices > NFC**. For more information, refer to the Help app or User Guide for your phone.

**Allergens.** [ja-JP] Trace amounts of an allergen maybe added during manufacture of a mobile device 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 services.** [ja-JP] Your mobile device 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 mobile device. AGPS (Assisted Global Positioning System) uses your wireless service provider's network to improve GPS performance. Airtime, data fees, and/or additional charges may apply in accordance with your service plan. Contact your wireless service provider for details. Your mobile

device can also use Wi-Fi signals to determine your approximate location, using information from known and available Wi-Fi networks.

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

**Device security.** [ja-JP] Motorola understands that a safe and secure mobile experience is important to everyone. Because some features of your mobile device might affect your security, please follow these recommendations to enhance protection of your device:

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

**User privacy.** [ja-JP, MEA] 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 device (found at device set-up and in **Settings**). Please also be sure to take advantage of the privacy and security controls and features within your device.

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.** [ja-JP] Japan: 0120-227-217.

**NTC requirements.** [th-TH] This telecommunication equipments is in compliance with NTC requirements.

**Contact centers.** [APAC, ID, TW]

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

**Motorola authorized service centers: [ID]**

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

<p>ITC Cempaka Mas Lt.6 No.H7-H8, Jl. Letjen Suprpto, Jakarta Pusat Tel: 021-21480901 Monday - Friday : 10.00-19.00 Saturday : 10.00- 17.00. Sunday : 10.00-15.00</p>	<p>Tegal Ruko Citraland Blok B No.11, Jl. Sipelem Raya, Tegal Tel: 0283-340909 Monday - Friday : 08.30-17.30 Saturday : 08.30- 17.30</p>	<p>Bali Jl. Ratna no. 65 D, Denpasar, Bali Tel: 021-54375250 Monday - Friday : 08.30-16.30 Saturday : 08.30- 16.30</p>
<p>Batam Komplek Wira Mustika C-08, Nagoya, Batam Tel: 077-8431101 Monday - Friday : 09.00-18.00 Saturday : 09.00- 18.00</p>	<p>Jambi Jl. Gajah Mada No.11 - 12, Jambi (Samping Karaoke Charly) Tel: 0741-43789 Ext.102 Monday - Friday : 09.00-17.00 Saturday : 09.00- 15.00</p>	<p>Makassar MTC Karebosi Lt.3 Blok I No.3-5, Jl. Jend.Ahmad Yani, Makassar Tel: 0411-3635038 Monday - Friday : 10.00-19.00 Saturday : 10.00- 17.00. Sunday : 10.00 - 15.00</p>
<p>Medan Jl. Sutomo No.490, Medan Tel: 061-4568988 Monday - Friday : 09.00-17.00 Saturday : 09.00- 15.00</p>		
<p><b>MITRACARE</b> Jakarta Komplek Duta Merlin Blok C No.6- 7, Jl. Gajah Mada 3-5, Jakarta Pusat 10130 Tel: 021-6347726 Monday - Saturday : 09.00-17.00</p>	<p>Bekasi Bekasi Cyber Park Lt.1 Blok A10 No.10B, Jalan KH.Noer Ali No.177, Bekasi Tel: 021-88955327 Monday - Saturday : 10.00-19.00</p>	<p>Bandung Istana Bandung Electronic Center Lt.3 Blok A No.06 Jl.Purnawarman No.13-15, Bandung, Jawa Barat 40117 Tel: 022-4201887 Monday - Sunday : 10.00-19.00</p>

<p>Pusat Grosir Cililitan Lantai 3, No.661, Jl. Mayjen Sutoyo No. 76 Cililitan, Jakarta Timur 13640 Tel: 021-80888540 Monday - Saturday: 10.00-19.00</p>	<p>Depok ITC Depok Lt.3 Cafe No.126, Jl.Margonda Raya Kav.56, Pancoran Mas, Depok, Jawa Barat 16431 Tel: 08787860022 / 02129502049 Monday - Saturday : 10.00-19.00</p>	<p>Medan Ruko Plaza Millenium Medan, Jl.Kapten Muslim No.111 Helvetia, Medan Tel: 061-8447598 Monday - Saturday : 10.00-19.00</p>
<p>Surabaya Jl.Kusuma Bangsa 92D, Tambaksari, Surabaya, Jawa Timur 60136 Tel: 031-5347270 Monday - Saturday : 08.30-17.30</p>	<p>Makassar Jl.AP Pettarani Ruko Massalle No.94, Makassar, Sulawesi Selatan 90233 Tel: 0411-457098 Monday - Saturday : 08.30-17.30</p>	<p>Pekanbaru Jl.Tuanku Tambusai No.124, Kota Pekanbaru, Riau Tel: 0761-38390 Monday - Saturday : 08.30-17.30</p>
<p>Palembang Jl.Letkol Iskandar, Kel.17 Ilir, Kec.Iilir Timur I, Palembang, Sumatera Selatan 30125 Tel: 0711-355886 Monday - Saturday : 08.30-17.30</p>	<p>Malang Jl.Soekarno Hatta PTP II No.1 Kav.2, Malang, Jawa Timur Tel: 0341-402096 Monday - Sunday : 10.00-19.00</p>	<p>Lampung Jl.Diponegoro No.177, Kel.Gotong Royong, Bandar Lampung Tel: 0721-262666 Monday - Saturday : 08.30-17.30</p>
<p>Rantau Prapat Jl.Gatot Subroto No.5, Rantau Prapat, Sumatera Utara Tel: 0624-22588 Monday - Friday : 08.30-17.00, Saturday : 08.30- 15.30</p>	<p>Padang Sidempuan Jl.Sudirman X Merdeka No.41, Week II, Padangsidimpuan, Sumatera Barat Tel: 0634-24195 Monday - Friday : 08.30-17.00, Saturday : 08.30- 15.30</p>	



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

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

Semarang Jl. Badak Raya No.47 D, Kel. Pandeanlamper, Kec. Gayamsari, Semarang Tel: 024-76410154 Monday - Friday : 10.00-18.00, Saturday : 10.00- 16.00		
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**Supported frequencies and power.** This device is capable of operation on the following frequencies, subject to location and network availability.

### Model XT1925-7

Operating mode	Frequency range MHz / Band	Maximum nominal transmit power (conducted) dBm
Bluetooth	2400 - 2483.5	20
WLAN	2400 - 2483.5	20
WLAN	5150-5850	23
NFC	13.56	42dBuA/m @10m
GLONASS/GPS	1559-1610	N/A
FM Receive	87.5 - 108	N/A
GSM	5/8/3/2	33
UMTS	1/2/5/8	24
LTE	1/2/3/5/7/8/18/19/2 6/28/38/40/41	24

**European conformance (CE).** The following information is applicable to mobile devices 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 device's model or type. Your device's model and type may be under the battery, under the rear cover, or on the exterior of the device.

**Restrictions of use.** This product may be used in the following European member states subject to the following restrictions. For products that support Wi-Fi 802.11a/ac (as defined in your product information): Outside the United States, this device is restricted to indoor use when operating in the 5.15 to 5.35 GHz (802.11a) Wi-Fi frequency band.



AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES
FI	FR	HR	HU	IE	IS	IT	LI	LT	LU	LV
MT	NL	NO	PL	PT	RO	SE	SI	SK	TR	UK

## MOTOROLA MOBILITY LLC GLOBAL LIMITED WARRANTY MOBILE PHONES

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

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-Share 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-Share Printer Moto Mods. Third-party Moto Mods are not covered by this warranty, but may be covered by a separate warranty that accompanies them.

Repairs made by Motorola or its authorized agent under this Limited Warranty ("Warranty Service") are covered for the balance of the original Warranty Period, or for the period noted in the Addendum, whichever is longer. This Limited Warranty covers only a purchase of new Products from Motorola or an authorized reseller or authorized distributor of Motorola Products which are accompanied in-box by this written Limited Warranty. This Limited Warranty is personal to you and not transferable. No retailer or other third party is authorized

to make any representations on behalf of Motorola or to modify this Limited Warranty.

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

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY STATE, PROVINCE OR COUNTRY. FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.**

## **What will we do if you make a claim under this Limited Warranty?**

If you make a valid claim under this Limited Warranty, Motorola, or its Authorized Service Provider will, at their discretion, either (1) repair the Product using new, used, or reconditioned replacement parts; or (2) replace the Product with a new or 'like new' reconditioned Product that is the same or similar to the warranted Product; or (3) refund the purchase price. Repaired or replaced products will be returned to you in their original factory configuration, plus any applicable software updates, which may affect use and/or compatibility with third party applications (for which Motorola shall have no liability). Any refunded or replaced Product shall become the property of Motorola. To obtain service under this Limited Warranty, the claim should be made in the country where the Product was intended for sale; otherwise repair services are limited to the options available in the country where the service is requested.

## **What is not covered?**

**This Limited Warranty does not cover the following unless they occurred because of a defect in materials or workmanship:**

**(a) Normal wear and tear due to the normal aging of the Product, including parts that are expected to deteriorate over time, such as**

batteries, lens liners, or protective coatings.

(b) Cosmetic damage, including scratches, dents, and cracks to the Products.

(c) Damage caused by the use of non-Motorola branded or approved products, accessories or software.

(d) Damage caused beyond the reasonable control of Motorola, including damage caused by (i) accident, abuse, misuse; (ii) operating a Product outside its permitted or intended uses as defined in the Products' User Manual, Quick Start Guide, Online Tutorials, and other documentation provided to you, including use of the Products for commercial purposes; (iii) improper care and handling (e.g. subjecting the Product to temperatures above the temperature for which the Product is approved), abuse or neglect (e.g. broken or bent connectors, ports, or SIM/SD card slots); impact damage (e.g. dropping the Product); (iv) contact with liquids, water, rain, extreme humidity, unusually heavy perspiration, vapor or other moisture; sand, food, dirt or other similar substances (except for Products sold as resistant to such substances), but then only to the extent the damage was not caused by incorrectly securing the phone's protective elements (e.g. failing to properly close a seal), or such protective elements are damaged or missing (e.g. a cracked back cover), or subjecting a Product to conditions beyond its stated specifications or limits (e.g. IPx7, 30 minutes in 1 meter of fresh water); or (v) flood, fire, earthquake, tornado or other acts of God not within Motorola's reasonable control.

(e) Unauthorized service. Defects or damage resulting from someone other than Motorola or a Motorola authorized service center servicing, testing, adjusting, installing, maintaining, altering, or tampering with the Products.

(f) Products that have been modified in any manner without the written permission of Motorola, including Products (i) with serial numbers or other manufacturer codes that have been removed, altered or obliterated; (ii) with mismatched or duplicated serial numbers; (iii) with broken seals or other evidence of tampering; or (iv) which have been modified to alter functionality or capability, or show evidence of attempts to modify them.

- **WARNING AGAINST UNLOCKING THE BOOTLOADER OR ALTERING A PRODUCT'S OPERATING SYSTEM SOFTWARE: ALTERING A PRODUCT'S OPERATING SYSTEM, WHICH INCLUDES UNLOCKING THE BOOTLOADER, ROOTING A DEVICE OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY MOTOROLA AND ITS PARTNERS FOR YOUR SPECIFIC DEVICE MAY PERMANENTLY DAMAGE YOUR PRODUCT, CAUSE IT TO BE UNSAFE AND/OR MALFUNCTION AND ANY DAMAGE THAT IS CAUSED THEREFROM WILL, UNLESS OTHERWISE STATED BY MOTOROLA, NOT BE COVERED BY THIS LIMITED WARRANTY.**

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

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

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

- **TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, AND MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. WHERE SUCH STATUTORY OR IMPLIED WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY MOTOROLA IN ITS SOLE DISCRETION SHALL BE THE 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.**
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**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.**

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## **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) Phone/Charger/Earphone/ Non-Removable Battery/ Removable Battery
Country	X / X / X / X / X

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

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Manual Number: **TBD-A**

Motorola Mobility LLC  
222 W. Merchandise Mart Plaza  
Chicago, IL 60654  
[www.motorola.com](http://www.motorola.com)

**Warranty Card** [ID, EE (Ukraine, Russian). Keep as separate pages].

**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** [ID, EE (Ukraine, Russian). Keep as separate pages].

**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 seller**



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## FCC notice

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by

DONE





## Motorola legal



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one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

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

DONE

