

# SONY®

## Sony Consumer Web site

At [www.sonymobile.com/support](http://www.sonymobile.com/support) there is a support section where help and tips are only a few clicks away. Here you will find the latest computer software updates and tips on how to use your product more efficiently.

## Service and support

You have access to a portfolio of exclusive service advantages such as:


- Global and local Web sites providing support.
- A global network of Contact Centers.
- An extensive network of Sony service partners.
- A warranty period. Learn more about the warranty conditions in the *Limited warranty* section.

At [www.sonymobile.com/support](http://www.sonymobile.com/support), you can find the latest support tools and information. For operator-specific services and features, please contact your network operator.


You can also contact our Contact Centers. If your country/region is not represented in the list below, please contact your local dealer. (Calls are charged according to national rates, including local taxes, unless the phone number is a toll-free number.)

If your product needs service, please contact the dealer from whom it was purchased, or one of our service partners. For warranty claims, save proof of purchase.

## Guidelines for Safe and Efficient Use

Please follow these guidelines. Failure to do so might entail a potential health risk or product malfunction. If in doubt as to its proper function, have the product checked by a certified service partner before charging or using it. 

## Recommendations for care and safe use of our products

- Handle with care and keep in a clean and dust-free place.
- **Warning!** May explode if disposed of in fire.
- Do not expose to liquid or moisture or excess humidity.
- For optimum performance, the product should not be operated in temperatures below -10°C(+14°F) or above 

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worn on the body. For body-worn operation, the phone has been tested when positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the phone or when properly used with an appropriate Sony accessory and worn on the body. When operating with "Hotspot" functionality engaged, a separation distance of 10mm was used.

For more information about SAR and radio frequency exposure, go to: [www.sonymobile.com/health](http://www.sonymobile.com/health).

## Flight mode

Bluetooth and WLAN functionality, if available in the device, can be enabled in Flight mode but may be prohibited onboard aircraft or in other areas where radio transmissions are prohibited. In such environments, please seek proper authorisation before enabling Bluetooth or WLAN functionality even in Flight mode.

## Malware

Malware (short for malicious software) is software that can harm the mobile phone or other computers. Malware or harmful applications can include viruses, worms, spyware, and other unwanted programs. While the device does employ security measures to resist such efforts, Sony does not warrant or represent that the device will be impervious to the introduction of malware. You can however reduce the risk of malware attacks by using care when downloading content or accepting applications, refraining from opening or responding to messages from unknown sources, using trustworthy services to access the Internet, and only downloading content to the mobile phone from known, reliable sources.

## Accessories

Use only Sony branded original accessories and certified service partners. Sony does not test third-party accessories. Accessories may influence RF exposure, radio performance, loudness, electric safety and other areas. Third-party accessories and parts may pose a risk to your health or safety or decrease performance.

## Accessible Solutions/Special Needs

In the US, compatible Sony Xperia phones may offer compatibility with TTY terminals (with use of necessary accessory). For more

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Failure to comply with any of these terms and conditions will terminate the licence immediately.

Sony and its third party suppliers and licensors retain all rights, title and interest in and to the Software. To the extent that the Software contains material or code of a third party, such third parties shall be beneficiaries of these terms.

This licence is governed by the laws of Sweden. When applicable, the foregoing applies to statutory consumer rights. In the event Software accompanying or provided in conjunction with your device is provided with additional terms and conditions, such provisions shall also govern your possession and usage of the Software.

## Export regulations

Export regulations: Goods delivered under this Agreement may be the subject to import and export regulations of the European Union, the United States and other countries. Purchaser will comply with these applicable laws and regulations and will obtain and maintain any export and import license required for the delivery of goods to Purchaser under this Agreement. Without limiting the foregoing, and as an example, Purchaser will not knowingly export or re-export goods to destinations identified pursuant to Articles in Chapter II of European Council Regulation (EC) 428/2009 and specifically, and without limitation, Purchaser will also comply with U.S. government Export Administration Regulations ("EAR", 15 C.F.R. §§ 730-774, <http://www.bis.doc.gov/>) administered by Department of Commerce, Bureau of Industry and Security and economic sanctions regulations (30 C.F.R. §§ 500 et. seq., <http://www.treas.gov/offices/enforcement/ofac/>) administered by the U.S. Department of Treasury, Office of Foreign Assets Control.

## Limited Warranty

Sony Mobile Communications AB, SE-221 88 Lund, Sweden, (Sony) or its local affiliated company, provides this Limited Warranty for your mobile phone, original accessory delivered with your mobile phone, and/or your mobile computing product (hereinafter referred to as "Product").


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+45°C(+113°F). Do not expose the battery to temperatures above +60°C(+140°F).

- Do not expose to flames or lit tobacco products.
- Do not drop, throw or try to bend the product.
- Do not paint or attempt to disassemble or modify the product. Only Sony authorised personnel should perform service.
- Consult with authorised medical staff and the instructions of the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- Discontinue use of electronic devices, or disable the radio transmitting functionality of the device, where required or requested to do so.
- Do not use where a potentially explosive atmosphere exists.
- Do not place the product, or install wireless equipment, in the area above an air bag in a car.
- **Caution:** Cracked or broken displays may create sharp edges or splinters that could be harmful upon contact.
- Do not use the Bluetooth Headset in positions where it is uncomfortable or will be subject to pressure.



## Children

**Warning!** Keep out of the reach of children. Do not allow children to play with mobile phones or accessories. They could hurt themselves or others. Products may contain small parts that could become detached and create a choking hazard. 


## Power supply (Charger)

Connect the charger to power sources as marked on the product. Do not use outdoors or in damp areas. Do not alter or subject the cord to damage or stress. Unplug the unit before cleaning it. Never alter the plug. If it does not fit into the outlet, have a proper outlet installed by an electrician. When a power supply is connected there is a small drain of power. To avoid this small energy waste, disconnect the power supply when the product is fully charged. Use of charging devices that are not Sony branded may pose increased safety risks.

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information call the Sony Special Needs Center on 877 878 1996 (TTY) or 877 207 2056 (voice), or go to [www.sonyericsson-snc.com](http://www.sonyericsson-snc.com).

## Disposal of old electrical and electronic equipment and battery

This symbols on the electronic product or on its packaging indicates that the electronic product inclusive the battery should not be treated as household waste. Instead it should be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Do not attempt to remove internal batteries. Internal batteries shall be removed only by a waste treatment facility or trained service professional. 

By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product, by calling a Sony Contact Center or at [www.sonymobile.com/recycling](http://www.sonymobile.com/recycling).

## Memory card

If the product comes complete with a removable memory card, it is generally compatible with the handset purchased but may not be compatible with other devices or the capabilities of their memory cards. Check other devices for compatibility before purchase or use. If the product is equipped with a memory card reader, check memory card compatibility before purchase or use.

Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. Do not use the standard operating system format when formatting the memory card on a PC. For details, refer to the operating instructions of the device or contact customer support.

## SIM card

If your phone is equipped with a standard-sized SIM card slot, inserting an incompatible SIM card (for example, a micro SIM card, a micro SIM card with a non-Sony adapter, or a standard SIM card cut into a micro SIM card size) in the SIM card slot may damage

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Should your Product need warranty service, please return it to the dealer from whom it was purchased, or contact your local Sony Contact Center (national rates may apply) or visit [www.sonymobile.com](http://www.sonymobile.com) to get further information.

## Our warranty

Subject to the conditions of this Limited Warranty, Sony warrants this Product to be free from defects in design, material and workmanship at the time of its original purchase by a consumer. This Limited Warranty will last for a period of two (2) years as from the original date of purchase of the Product for your mobile phone, and for a period of one (1) year following the original purchase date of the Product for all original accessories (such as the battery, charger or handsfree kit) which may be delivered with your mobile phone.

## What we will do

If, during the warranty period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, Sony authorised distributors or service partners, in the country/region where you purchased the Product, will, at their option, either repair or replace the Product in accordance with the terms and conditions stipulated herein.

Sony and its service partners reserve the right to charge a handling fee if a returned Product is found not to be under warranty according to the conditions below.

Please note that some of your personal settings, downloads and other information may be lost when your Sony Product is repaired or replaced. At present, Sony may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony does not take any responsibility for any lost information of any kind and will not reimburse you for any such loss. You should always make backup copies of all the information stored on your Sony Product such as downloads, calendar and contacts before handing in your Sony Product for repair or replacement.

## Conditions

1. This Limited Warranty is valid only if the original proof of purchase for this Product issued by a Sony authorised dealer specifying the

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## Battery

New or idle batteries can have short-term reduced capacity. Fully charge the battery before initial use. Use for the intended purpose only. Charge the battery in temperatures between +5°C(+41°F) and +45°C(+113°F). Do not put the battery into your mouth. Do not let the battery contacts touch another metal object. Turn off the product before removing the battery. Performance depends on temperatures, signal strength, usage patterns, features selected and voice or data transmissions. Only Sony service partners should remove or replace built-in batteries. Use of batteries that are not Sony branded may pose increased safety risks. Replace the battery only with another Sony battery that has been qualified with the product per the standard IEEE-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

## Personal medical devices

Mobile phones may affect implanted medical equipment. Reduce risk of interference by keeping a minimum distance of 15 cm(6 inches) between the phone and the device. Use the phone at your right ear. Do not carry the phone in your breast pocket. Turn off the phone if you suspect interference. For use in proximity to personal medical devices, please consult a physician and the device manufacturer.

## Driving

Some vehicle manufacturers forbid the use of phones in their vehicles unless a handsfree kit with an external antenna supports the installation. Check with the vehicle manufacturer's representative to be sure that the mobile phone or Bluetooth handsfree will not affect the electronic systems in the vehicle. Full attention should be given to driving at all times and local laws and regulations restricting the use of wireless devices while driving must be observed.

## GPS/Location based functions

Some products provide GPS/Location based functions. Location determining functionality is provided "As is" and "With all faults". Sony does not make any representation or warranty as to the accuracy of such location information.

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your SIM card or your phone permanently. Sony does not warrant and will not be responsible for any damage caused by use of incompatible or modified SIM cards.

## For Devices Supporting 3D Viewing capabilities

In viewing 3D images shot with this phone on a 3D-compatible monitor, you may experience discomfort in the form of eye strain, fatigue, or nausea. To prevent these symptoms, we recommend that you take regular breaks. However, you need to determine for yourself the length and frequency of breaks you require, as they vary according to the individual. If you experience any type of discomfort, stop viewing the 3D images until you feel better, and consult a physician as necessary. Also refer to the operating instructions supplied with the device or software you have connected or are using with this phone. Note that a child's eyesight is still at the development stage (particularly children below the age of 6). Consult a pediatrician or ophthalmologist before letting your child view 3D images, and make sure he/she observes the above precautions when viewing such images.

## Warning!

If the device requires an adapter for insertion into the handset or another device, do not insert the card directly without the required adapter.

## Precautions on memory card use

- Do not expose the memory card to moisture.
- Do not touch terminal connections with your hand or any metal object.
- Do not strike, bend, or drop the memory card.
- Do not attempt to disassemble or modify the memory card.
- Do not use or store the memory card in humid or corrosive locations or in excessive heat such as a closed car in summer, in direct sunlight or near a heater, etc.
- Do not press or bend the end of the memory card adapter with excessive force.
- Do not let dirt, dust, or foreign objects get into the insert port of any memory card adapter.
- Check you have inserted the memory card correctly.

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- Insert the memory card as far as it will go into any memory card adapter needed. The memory card may not operate properly unless fully inserted.
- We recommend that you make a backup copy of important data. We are not responsible for any loss or damage to content you store on the memory card.
- Recorded data may be damaged or lost when you remove the memory card or memory card adapter, turn off the power while formatting, reading or writing data, or use the memory card in locations subject to static electricity or high electrical field emissions.

## Protection of personal information

Erase personal data before disposing of the product. To delete data, perform a master reset. Deleting data from the phone memory does not ensure that it cannot be recovered. Sony does not warrant against recovery of information and does not assume responsibility for disclosure of any information even after a master reset.

## Loudness warning!

Avoid volume levels that may be harmful to your hearing.

## End User Licence Agreement

Software delivered with this device and its media is owned by Sony Mobile Communications AB, and/or its affiliated companies and its suppliers and licensors.

Sony grants you a non-exclusive limited licence to use the Software solely in conjunction with the Device on which it is installed or delivered. Ownership of the Software is not sold, transferred or otherwise conveyed.

Do not use any means to discover the source code or any component of the Software, reproduce and distribute the Software, or modify the Software. You are entitled to transfer rights and obligations to the Software to a third party, solely together with the Device with which you received the Software, provided the third party agrees in writing to be bound by the terms of this Licence.

This licence exists throughout the useful life of this Device. It can be terminated by transferring your rights to the Device to a third party in writing.

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[www.sonymobile.com](http://www.sonymobile.com)

# SONY®

Sony Mobile Communications AB  
SE-221 88 Lund, Sweden



1222-9269.9

date of purchase and serial number\*\*, is presented with the Product to be repaired or replaced. Sony reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the Product from the dealer.

2. If Sony repairs or replaces the Product, the repair for the defect concerned, or the replaced Product shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Sony.

3. This warranty does not cover any failure of the Product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with the Sony instructions for use and maintenance of the Product. Nor does this warranty cover any failure of the Product due to accident, software or hardware modification or adjustment, acts of God or damage resulting from liquid.

A rechargeable battery can be charged and discharged more than a hundred times. However, it will eventually wear out – this is not a defect and corresponds to normal wear and tear. When the talk-time or standby time is noticeably shorter, it is time to replace the battery. Sony recommends that you use only batteries and chargers approved by Sony.

Minor variations in display brightness and colour may occur between phones. There may be tiny bright or dark dots on the display. It occurs when individual dots have malfunctioned and can not be adjusted. Two defective pixels are deemed acceptable.

Minor variations in camera image appearance may occur between phones. This is nothing uncommon and is not regarded as a defective camera module.

4. Since the cellular system on which the Product is to operate is provided by a carrier independent from Sony, Sony will not be responsible for the operation, availability, coverage, services or range of that system.

5. This warranty does not cover Product failures caused by installations, modifications, or repair or opening of the Product performed by a non-Sony authorised person.

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6. The warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not Sony branded original accessories intended for use with the Product.

Sony disclaims any and all warranties, whether express or implied, for failures caused to the Product or peripheral devices as a result of viruses, trojan horses, spyware, or other malicious software. Sony strongly recommends that you install appropriate virus protection software on your Product and any peripheral devices connected to it, as available, and update it regularly, to better protect your device. It is understood, however, that such software will never fully protect your Product or its peripheral devices and Sony disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfil its intended purpose.

7. Tampering with any of the seals on the Product will void the warranty.

8. THERE ARE NO EXPRESS WARRANTIES, WHETHER WRITTEN OR ORAL, OTHER THAN THIS PRINTED LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL SONY OR ITS LICENSORS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW.

Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

The warranty provided does not affect the consumer's statutory rights under applicable legislation in force, nor the consumer's rights against the dealer arising from their sales / purchase contract.

**\*Geographical scope of the warranty**  
If you have purchased your Product in a country member of the European Economic Area (EEA) or in Switzerland or the Republic of

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Turkey, and such Product was intended for sale in the EEA or in Switzerland or in Turkey, you can have your Product serviced in any EEA country or in Switzerland or in Turkey, under the warranty conditions prevailing in the country in which you require servicing, provided that an identical Product is sold in such country by an authorised Sony distributor. To find out if your Product is sold in the country you are in, please call the local Sony Contact Center. Please observe that certain services may not be available outside the country of original purchase, for example, due to the fact that your Product may have an interior or exterior which is different from equivalent models sold in other countries. Please note in addition that it may sometimes not be possible to repair SIM-locked Products.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you purchased your product in Australia, you are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For warranty service in Australia, please contact 1300 650 050 or Sony Service Centre, 320 Princes Hwy, ROCKDALE NSW 2216.

\*\* In some countries/regions additional information (such as a valid warranty card) may be requested.

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Other product and company names mentioned herein may be the trademarks of their respective owners.  
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Anguilla	1-800-080-9518 (Toll Free)	questions.CO@support.sonymobile.com
Antigua and Barbuda	1-800-081-9518 (Toll Free)	questions.CO@support.sonymobile.com
Argentina	0800-333-7427 (número gratuito)	questions.CO@support.sonymobile.com
Australia	1300 650-050 (Toll Free)	questions.AU@support.sonymobile.com
The Bahamas	1-800-205-6062 (Toll Free)	questions.CO@support.sonymobile.com
Barbados	1-800-082-9518 (Toll Free)	questions.CO@support.sonymobile.com
Belgique/ België	02-0745 1611	questions.BE@support.sonymobile.com
Belize	AN 815, PIN 5597 (Toll Free)	questions.CO@support.sonymobile.com
Bermuda	1-800-083-9518 (Toll Free)	questions.CO@support.sonymobile.com
Bolivia	800-100-542 (número gratuito)	questions.CO@support.sonymobile.com
Brasil	4001-0444 (Capitais e regiões metropolitanas) 0800 884 0444 (Demais regiões)	questions.BR@support.sonymobile.com
Canada	1 866 766 9374 (Toll Free / sans frais)	questions.CA@support.sonymobile.com
Cayman Islands	1-800-084-9518 (Toll Free)	questions.CO@support.sonymobile.com

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Ecuador	1-800-0102-50 (número gratuito)	questions.CO@support.sonymobile.com
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El Salvador	800-6323 (número gratuito)	questions.CO@support.sonymobile.com
España	902 180 576 (tarifa local)	questions.ES@support.sonymobile.com

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France	09 69 32 21 21 09 69 32 21 22 (Xperia™ uniquement)	questions.FR@support.sonymobile.com
Guatemala	1-800-300-0057 (número gratuito)	questions.CO@support.sonymobile.com
Haiti/Ayiti	AN 193, PIN 5598 (número gratuit / nimewo gratis)	questions.CO@support.sonymobile.com
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Nederlandse Antillen	001-866-509-8660 (gratis nummer)	questions.CO@support.sonymobile.com
New Zealand	0800-100-150 (Toll Free)	questions.NZ@support.sonymobile.com
Nicaragua	AN 1800-0166, PIN 5600 (número gratuito)	questions.CO@support.sonymobile.com
Norge	815 00 840 (lokaltaks)	questions.NO@support.sonymobile.com
Österreich	0810 200 245	questions.AT@support.sonymobile.com
Pakistan/پاکستان	021 - 111 22 55 73	questions.PK@support.sonymobile.com
Panamá	00800-787-0009 (número gratuito)	questions.CO@support.sonymobile.com
Paraguay	009 800 54 20032 (número gratuito)	questions.CO@support.sonymobile.com
Perú	0800-532-38 (número gratuito)	questions.CO@support.sonymobile.com
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Sverige	013 24 45 00 (lokal taxa)	questions.SE@support.sonymobile.com
Thailand	001 800 852 7663 or 02401 3030	questions.CO@support.sonymobile.com

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United States	1 866 766 9374	questions.US@support.sonymobile.com
Uruguay	000-401-787-013 (número gratuito)	questions.CO@support.sonymobile.com
Venezuela	0-800-1-00-2250 (número gratuito)	questions.CO@support.sonymobile.com
Việt Nam	1900 1525 (miễn phí)	questions.VN@support.sonymobile.com
България	0800 1 8778	questions.BG@support.sonymobile.com
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