

Safety & Warranty Information



Safety

Important Safety Information

This phone guide contains important operational and safety information that will help you safely use your phone. Failure to read and follow the information provided in this phone guide may result in serious bodily injury, death, or property damage.

General Precautions

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- + To maximize performance, do not touch the bottom portion of your phone where the internal antenna is located while using the phone.
- + Speak directly into the mouthpiece.
- + Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery.
- + Do not expose your phone to direct sunlight for extended periods of time (such as on the dashboard of a car).
- + Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- + Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.
- + Do not disassemble or open, crush, bend or deform, puncture or shred.
- + Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- + Only use the battery for the system for which it is specified.
- + Only use the battery with a charging system that has been qualified by ZTE. Use of an

unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

- + Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- + Replace the battery only with another battery that has been qualified with the system per this standard, IEEEStd-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- + Promptly dispose of used batteries in accordance with local regulations.
- + Battery usage by children should be supervised.
- + Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- + Improper battery use may result in a fire, explosion or other hazard.
- + The phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

Note: For the best care of your phone, only ZTE-authorized personnel should service your phone and accessories. Failure to do so may be dangerous and void your warranty.

Part 15.19 statement

This device and its accessories comply with part15 of FCC rules. Operation is subject to the following two conditions:

- (1) This device & its accessories may not cause harmful interference.
- (2) This device & its accessories must accept any interference received, including interference that may cause undesired operation.

Part 15.21 statement

Change or Modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Part 15.105 statement

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 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.

Maintaining Safe Use of and Access to Your Phone

Do Not Rely on Your Phone for Emergency Calls

Mobile phones operate using radio signals, which cannot guarantee connection in all conditions. Therefore you should never rely solely upon any mobile phone for essential communication (e.g., medical emergencies). Emergency calls may not be possible on all cellular networks or when certain network services or mobile phone features are in use. Check with your local service provider for details.

Using Your Phone While Driving

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Following Safety Guidelines

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic

equipment. RF signals may affect improperly installed or inadequately shielded electronic operating systems or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle. Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

Note: Always turn off the phone in healthcare facilities, and request permission before using the phone near medical equipment.

Turning Off Your Phone Before Flying

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives. Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- + Fueling areas such as gas stations.
- + Below deck on boats.
- + Fuel or chemical transfer or storage facilities.
- + Areas where the air contains chemicals or particles such as grain, dust, or metal powders.

+ Any other area where you would normally be advised to turn off your vehicle's engine.

Note: Never transport or store flammable gas, flammable liquids, or explosives in the compartment of your vehicle that contains your phone or accessories.

Restricting Children's Access to Your Phone

Do not allow children to play with it as they could hurt themselves and others, damage the phone or make calls that use your airtime balance.

Using Your Phone With a Hearing Aid Device

A number of Boost phones have been tested for hearing aid device compatibility. When some wireless phones are used with certain hearing devices (including hearing aids and cochlear implants), users may detect a noise which can interfere with the effectiveness of the hearing device.

Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference noise they may generate. ANSI standard C63.19 was developed to provide a standardized means of measuring both wireless phone and hearing devices to determine usability rating categories for both.

Ratings have been developed for mobile phones to assist hearing device users find phones that may be compatible with their hearing device. Not all phones have been rated for compatibility with hearing devices. Phones that have been rated have a label located on the box. **Your ZTE Warp 4G has an M4 and a T4 rating.**

These ratings are not guarantees. Results will vary depending on the user's hearing device and individual type and degree of hearing loss. If a hearing device is particularly vulnerable to interference noise; even a phone with a higher rating may still cause unacceptable noise levels in the hearing device. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements for hearing aid compatibility and are likely to generate less interference to hearing devices than unrated phones. (M4 is the better/higher of the two ratings.)

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. (T4 is the better/higher of the two ratings. Note that not all hearing devices have telecoils in them.)

Caring for the Battery

Protecting Your Battery

The guidelines listed below help you get the most out of your battery's performance.

- + Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Boost Mobile is not aware of similar problems with Boost Mobile phones resulting from the proper use of batteries and accessories approved by Boost Mobile or the manufacturer of your phone. Use only approved batteries and accessories approved by Boost Mobile. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.
- + In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- + Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- + Never dispose of the battery by incineration.
- + Keep the metal contacts on top of the battery clean.
- + Don't attempt to disassemble or short-circuit the battery.
- + The battery may need recharging if it has not been used for a long period of time.
- + It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- + Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
 - Less than one month: 4° F to 140° F (-20° C to 60° C)

- More than one month: 4° F to 113° F (-20° C to 45° C)

CTIA Requirements

- + Do not disassemble or crush, bend or deform, puncture, or shred.
- + Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- + Only use the battery for the system for which it is specified.
- + Only use the battery with a charging system that has been qualified by ZTE. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- + Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- + Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- + Promptly dispose of used batteries in accordance with local regulations.
- + Battery usage by children should be supervised.
- + Avoid dropping the phone or battery.
- + Improper battery use may result in a fire, explosion, or other hazard.
- + The phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

Disposal of Lithium-Ion Polymer (Li-poly) Batteries

Do not handle a damaged or leaking Li-poly battery as you can be burned.

Special Note: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Radio Frequency (RF) Energy

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receive and transmits radio frequency (RF) signals. When you use your phone, the

system handling your call controls the power level. This power can range from 0.006 watt to 0.2 watt in digital mode.

Knowing Radio Frequency Safety

The design of your phone complies with updated NCRP standards described below. In 1991–92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

Body-Worn Operation

To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use a Sprint-supplied or Sprint-approved carrying case, holster or other body-worn accessory. If you do not use a body-worn accessory, ensure the antenna is at least 25/32 inch (2 centimeters) from your body when transmitting. Use of non-Sprint-approved accessories may violate FCC RF exposure guidelines. For more information about RF exposure, visit the FCC website at www.fcc.gov.

Specific Absorption Rates (SAR) for Wireless Phones

The SAR value corresponds to the relative amount of RF energy absorbed into the head of a user of a wireless handset. The SAR value of a phone is the result of an extensive testing, measuring and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a

base station antenna, phone design and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety. All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public. The highest reported SAR values of the ZTE Warp 4G are:

Cellular CDMA mode (Part 22):

Head: 1.41 W/kg; Body-worn: 1.44 W/kg

LTE mode (Part 24):

Head: 1.37 W/kg; Body-worn: 1.25 W/kg

FCC Radio Frequency Emission

This phone meets the FCC Radio Frequency Emission Guidelines.

FCC ID number: Q78-ZTEN9510

More information on the phone's SAR can be found from the following FCC website:

<http://transition.fcc.gov/oet/ea/fccid/>.

Operations in the band 5.15-5.25GHz are restricted to indoor use only.

LCA Assessment

We've done a LCA assessment FOR ZTE Warp 4G using the LCA assessment systems (EIME system) from BV, and have had it peer-reviewed by our Green Product manager who confirms that the LCA test report complies with related standard requirement.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: ZTE Warp 4G Serial No.:

Warranty

ZTE ("Seller") offers you a limited warranty that the enclosed product or products (the "Product") will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from a supplier authorized by the Seller. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This limited warranty is applicable to end users in the United States and Puerto Rico.

Seller will, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by Seller to be defective in material or workmanship, or if Seller determines that it is unable to repair or replace such Product, Seller will refund the purchase price for such Product, provided that the subject Product (i) is returned to a Seller authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period. After the one year warranty period, you must pay all shipping, parts and labor charges. In the event that the product is deemed un-repairable or has been removed from the list of products supported by the Seller, you will only be liable for shipping and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by Seller), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire or liquid; (iii) any Product

operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of Seller and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than Seller or a Seller authorized service center.

USE ONLY SELLER APPROVED ACCESSORIES WITH SELLER PHONES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE PHONE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE PHONE.

SELLER SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU "AS IS". SELLER MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR WRITTEN, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WAR-

WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF TRADE USAGE OR OUT OF A COURSE OF DEALING OR COURSE OF PERFORMANCE.

NO DEALER, DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number: 1-877-817-1759, 1-212-444-0502 or return to the point of sale for the products. The retailer can return the units to ZTE authorized service center in US for repair service.

IMPORTANT: Please provide warranty information (proof of purchase) to ZTE in order to receive warranty service at no charge. If the warranty has expired on the device, charges may apply.

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