



Product and safety info

For your safety

Read these simple guidelines. Not following them may be dangerous or against local laws and regulations. For further information, read the complete user guide.



SWITCH OFF IN RESTRICTED AREAS

Switch the device off when the use of transmitting devices is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.



INTERFERENCE

All wireless devices may be susceptible to interference, which could affect performance.



AUTHORIZED SERVICE

Only authorized personnel may install or repair this product.



BATTERIES, CHARGERS AND OTHER ACCESSORIES

Use only batteries, chargers, and other accessories approved by HMD Global for use with this device. Do not connect incompatible products.



KEEP YOUR DEVICE DRY

If your device is water-resistant, see its IP rating in the device's technical specifications for more detailed guidance.

Product and safety info

Network services and costs

You need an active HMD XX service plan subscription and the HMD XX app to use the SMS messaging, location tracking, SOS functions and communication features of the device. For more information about available service plans, visit **xx.hmd.com**.

Emergency services

Pressing the SOS button triggers immediate communication with emergency response services, which may initiate search and rescue operations. Only use the SOS button in life-threatening circumstances. Misuse of the SOS function for testing or non-emergency purposes is strictly prohibited and may result in additional fees to the user.

Take care of your device

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits.
- Do not store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- Keep the device away from magnets or magnetic fields.

Recycle



Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled waste disposal and promote the recycling of materials. Electrical and electronic products contain a lot of valuable materials, including metals (such as copper, aluminum, steel, and magnesium) and precious metals (such as gold, silver, and palladium). All materials of the device can be recovered as materials and energy.

Crossed-out wheeled bin symbol



The crossed-out wheeled bin symbol on your product, battery, literature, or packaging reminds you that all electrical and electronic products and batteries must be taken to separate collection at the end of their working life. Remember to remove personal data from the device first. Do not dispose of these products as unsorted municipal waste: take them for recycling. For info on your nearest recycling point, check with your local waste authority, or read about HMD's take-

back program and its availability in your country at <https://www.hmd.com/support/topics/recycle>.

Battery and charger info

Do not attempt to remove the battery, as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, to replace the battery, take the device to the nearest authorized service facility.

Chargers

Charge your device with a compatible charger. Charger plug type may vary. Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

Battery and charger safety

Once charging of your device is complete, unplug the charger from the device and electrical outlet. Please note that continuous charging should not exceed 12 hours. If left unused, a fully charged battery will lose its charge over time.

Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Obey local regulations. Recycle when possible. Do not dispose as household waste. Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, for example dispose it in a fire, as that may cause the battery to explode or leak flammable liquid or gas.

Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only.

Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center or your phone dealer before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.

To unplug a charger or an accessory, hold and pull the plug, not the cord.

Small children

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

Nickel

The surface of the device is nickel-free.

Medical devices

Operation of radio transmitting equipment may interfere with inadequately shielded medical devices' function. Consult a physician or the medical device's manufacturer to determine if it is adequately shielded from external radio energy.

Implanted medical devices

To avoid potential interference, manufacturers of implanted medical devices (such as cardiac pacemakers, insulin pumps, and neurostimulators) recommend a minimum separation of 15.3 centimeters (6 inches) between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimeters (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Switch the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Hearing

Some wireless devices may interfere with some hearing aids.

Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in vehicles. For more info, check with the manufacturer of your vehicle or its equipment.

Do not store or carry flammable or explosive materials in the same compartment as the device, its parts, or accessories. Do not place your device or accessories in the air bag deployment area.

Potentially explosive environments

Switch your device off in potentially explosive environments, such as near gas stations. Sparks may cause an explosion or fire resulting in injury or death. Note restrictions in areas with fuel; chemical plants; or where blasting operations are in progress.

Areas with a potentially explosive environment may not be clearly marked. These

usually are areas where you are advised to switch your engine off, below deck on boats, chemical transfer or storage facilities, and where the air contains chemicals or particles. Check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) if this device can be safely used in their vicinity.

Copyrights and other notices

The availability of products, features, apps and services may vary by region. For more info, contact your dealer or your service provider. This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

The contents of this document and the accompanying Get started guide are provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, are made in relation to the accuracy, reliability or contents of this document. HMD Global reserves the right to revise this document or withdraw it at any time without prior notice.

To the maximum extent permitted by applicable law, under no circumstances shall HMD Global or any of its licensors be responsible for any loss of data or income or any special, incidental, consequential or indirect damages howsoever caused. Reproduction, transfer or distribution of part or all of the contents in this document in any form without the prior written permission of HMD Global is prohibited. HMD Global operates a policy of continuous development. HMD Global reserves the right to make changes and improvements to any of the products described in this document without prior notice.

Certain features, functionality and product specifications may be network dependent and subject to additional terms, conditions, and charges. All specifications, features and other product information provided are subject to change without notice.

Manufacturer and/or importer in the European Union: HMD Global Oy, Bertel Jungin aukio 9, 02600 Espoo, Finland.

HMD XX Privacy Notice, available at <https://xx.hmd.com/legal/privacy-policy>, applies to your use of the device.

TM and © 2024 HMD Global. All rights reserved.

Manufacturer's Limited Warranty

1. General

HMD Global Oy (hereinafter "Manufacturer") provides this Manufacturer's Limited Warranty ("Warranty") for each genuine device (the "Product") and related

Accessories (as defined in Section 2) included with the Product sales package. This Warranty is applicable in the country or region where the Product was purchased through Manufacturer's authorised sales channels, provided that the Product was intended for sale in that country or region ("Covered Country or Region") and/or through Manufacturer's authorized service centre. The warranty services available in a particular Covered Country or Region may be limited to the Products and country-specific elements available for sale in that Covered Country or Region.

This Warranty covers and includes any statutory rights under any mandatory consumer protection laws of the Covered Country or Region applicable to you and may also grant you additional rights where permissible under applicable law. This Warranty does not limit the rights you may have under applicable law and you may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty.

The Product and its Accessories must be used in accordance with the instructions provided in the user guides and leaflets that come in the Product package and are also available online. From time to time the Manufacturer may offer additional warranty coverage that supplements the terms listed here. To learn more about your Product and any additional coverage, please visit <https://www.hmd.com/support>.

2. Warranty

The Warranty period starts on the date the Product is sold to an end user for the first time, as evidenced by the original proof of purchase.

A. The Manufacturer warrants that the Product (including non-user replaceable batteries) purchased in the Covered Country or Region is free from defects in materials and workmanship ("Defect") for twelve (12) months.

B. The Manufacturer Warranty is applicable and available in the following Regions and Countries: Australia, European Union member states, Iceland, Liechtenstein, Moldova, Montenegro, New Zealand, North Macedonia, Norway, Saudi Arabia, Serbia, Switzerland, Turkey and United Kingdom.

C. The Manufacturer's Warranty for products which were purchased outside the county of use, the consumer can avail the Warranty support through the Manufacturer's authorized service Centres, which can be found here <https://www.hmd.com/support>

During the Warranty period, any Defect covered by this warranty will, in a reasonable time, be remedied free of charge by either repairing, replacing or return order for crediting the defective Product or Accessory or the defective part of it at its option, provided that you have returned the defective Product or Accessory to the original point of purchase or Manufacturer or its authorised service centre, as specified from time to time before the Warranty period has expired.

When repairing or replacing your Product or Accessory, the Manufacturer may use new or re-conditioned parts or provide a refurbished replacement Product or Accessory except where the use of such re-conditioned parts or refurbished Product or Accessory is prohibited by local law. In case local law requires the end user to be informed about the use of re-conditioned parts or refurbished Products or Accessories, this Warranty document constitutes the necessary notice in that regard. In case local law requires consent from the end user for the use of re-conditioned parts or refurbished Products or Accessories, then such parts or Products or Accessories will not be used until such consent has been obtained. When making a Warranty claim, you must provide the legible and original proof of purchase, clearly indicating the name and the address of the point of purchase, the place and date of purchase, the Product type and the serial number together with the defective Product or Accessory to the original point of purchase (or Manufacturer or its authorised service centre, as specified from time to time). To the fullest extent permitted by applicable law:

- (i) No repair or replacement will renew or extend the original Warranty period unless such renewal or extension is mandated by local law, in which case the Warranty period is extended by the minimum time required by law;
- (ii) For countries where such renewal or extension is not mandated by local law, the original Product, replacement parts or replacement Products or Accessories provided under this Warranty will be covered by this Warranty for the remainder of the original Warranty period or for sixty (60) days from the date the repaired or replacement Product or Accessory is returned to you, whichever is longer; and
- (iii) Where the Product, Accessory or parts of a Product or Accessory have been replaced, the original Product, parts, or Accessories shall become the Manufacturer's or retailer's property.

Please always back up and remove all personal data, programs, applications, and content stored on your Product before taking your Product in for service since repair activities will erase all data from your Product. If your product is replaced, the data, programs, applications, and content stored on your Product will not be transferred to the replacement Product. Remove any confidential information prior to submitting your Product for service. Manufacturer, its authorised service centres and retailers are not responsible for the loss the of your data, programs, applications, or content.

3. What this warranty does not cover

This Warranty excludes all of the following:

- (i) Errors or damages caused by:
 - (a) exposure to liquid or dampness (unless the Product is declared to be water-resistant under certain conditions as specified by the Manufacturer),
- damage caused by exposure to extreme electromagnetic field (such as damages

caused by microwave oven), or extreme thermal or environmental conditions or to rapid changes in such conditions, corrosion, oxidation, spillage of food or liquid, or influence from chemical products;

(b) physical damage, cracks, dents or scratches caused by a drop or by external forces impacting the Product or any part of the Product including but not limited to the cover, display, camera lenses and buttons (unless specified otherwise by the Manufacturer under certain conditions);

(c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured, authorised, or supplied by Manufacturer; or chargers, power adaptors or data cables which do not meet the required technical and safety specifications described in the user guide;

(d) any third-party products sold in combination with your Product;

(e) damage or errors caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems, or networks;

(f) power outages or surges capable of affecting the normal use of the Product; or

(g) other acts beyond the Manufacturer's reasonable control.

(ii) Any wear and tear;

(iii) Use of your Product in a manner that does not comply with its intended use and the provisions of the user guide;

(iv) If your Product, has been opened, repaired or modified by non-authorised third parties, or repaired using unauthorised spare parts;

(v) If you have not installed the latest software updates that are publicly available for your Product within a reasonable time of their release.

Manufacturer does not warrant that software preinstalled by or on behalf of Manufacturer in the Product (or subsequent updates and upgrades) (together "Manufacturer Software") will meet your requirements, work in combination with any hardware or software not provided by Manufacturer, be uninterrupted or error free or that errors are correctable or will be corrected. For Manufacturer Software-related errors, Manufacturer will make available the latest version of the Manufacturer Software for reinstallation on your Product or, if that would not be possible, another remedy, which in Manufacturer's reasonable discretion, satisfactorily addresses the error. Some Manufacturer Software may be subject to separate license terms that are available with the software.

This Warranty is not valid outside of the Covered Country or Region and does not cover: (a) User guides; (b) Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time, or Manufacturer and third-party services or enabling clients even if preinstalled by Manufacturer (please read the terms and conditions that may accompany the services as those will define your rights and obligations); (c) Reduced charging capacity of the battery resulting

from its natural end of Product life, or pixel defects in your Product's display that are within the scope of industry standards; (d) SIM card and/or any cellular or other networks or system on which your Product operates, and (e) A Product where the serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way. You cannot enforce this Warranty if you refuse to return the Product or Accessory to the original point of purchase or Manufacturer for investigation. If this Warranty does not cover your Product or Accessory based on the above, the retailer, Manufacturer or its authorised service centre reserves the right to charge for the repair or replacement of your Product or Accessory following your consent, as well charging a handling fee.

4. Limitation of Manufacturer's liability

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S), MANUFACTURER SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE, EITHER EXPRESSLY OR IMPLIEDLY, FOR ANY

(i) DAMAGES OR LOSSES OF ANY KIND WHATSOEVER RESULTING FROM OR RELATING TO LOSS OF, DAMAGE TO, OR CORRUPTION OF, CONTENT OR DATA OR THE RECREATION OR TRANSFER THEREOF EVEN IF SUCH LOSS, DAMAGE, OR CORRUPTION WAS A RESULT OF A DEFECT IN YOUR PRODUCT OR ACCESSORY; AND/OR

(ii) LOSS OF PROFIT, USE, PRODUCTIVITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE.

To the extent permitted by applicable law, Manufacturer's liability shall be limited to the purchase value of your Product or Accessory, as applicable.

5. Other important notices

Manufacturer reserves the right to make changes to the location and availability of its authorised service centres network at any time.

Your Product may contain specific elements which may not operate as intended when used outside of the original country of purchase.

6. Additional Warranty Provisions for Products and Accessories purchased in Australia and New Zealand

Australia. Our Product comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the Product repaired or replaced if the Product fails to be of

acceptable quality and the failure does not amount to a major failure.

Support available at
<https://www.hmd.com/support>
Contact Number: +61730628463

New Zealand. Our Product comes with consumer guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (NZ). You are entitled to a replacement or refund for a failure of substantial character and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a failure of substantial character. Where the Product was supplied to you for business purposes, consumer guarantees under the Consumer Guarantees Act 1993 (NZ) will not apply.

Support available at
<https://www.hmd.com/support>
You will need to deliver your Product to the Manufacturer's authorised service centre. If you visit the Manufacturer's authorised service centre for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase, which should clearly indicate the words "Tax Invoice" or the equivalent, and include the name and ABN number (Australia) or GST number (New Zealand) of the seller, the date of purchase, a description of the product purchased, and the IMEI or other serial number of the Product.

Manufacturer's Address: HMD Global Oy, Bertel Jungin aukio 9, 02600 Espoo, Finland

