

Important information

About warranty

Limited warranty

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer.

Should your device need warranty service, please return it to the dealer from whom it was purchased or visit support.sonymobile.com/contact to contact your local Sony Mobile repair partner (national rates may apply).

If, during the warranty period, your device fails to operate under normal use and service, due to defects in design, materials or workmanship, authorised Sony Mobile distributors or service partners in the country/region where you purchased the device, will, at their discretion, either repair, replace or refund the purchase price of the device in accordance with the terms and conditions stated herein.

Sony Mobile and its service partners reserve the right to charge a handling fee if a returned device is found out of warranty according to the conditions stated herein.

The warranty and conditions for some countries and regions are described separately in *Countries/regions specific terms of warranty*.

Note

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device, such as downloads, calendar and contacts, before handing in your device for repair or replacement.

Conditions

- 1 This limited warranty is valid only if the original proof of purchase for this device, issued by an authorised Sony Mobile dealer specifying, unaltered, the date of purchase and serial number (in some countries/regions/states, other information may be requested), is presented with the device to be repaired or replaced. Sony Mobile reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the device from the dealer.
- 2 If Sony Mobile repairs or replaces the device, the repair for the defect concerned or the replaced device 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 Mobile.
- 3 This warranty does not cover any failure of the device that is due to:
 - Normal wear and tear.
 - Use in environments where relevant IP rating limitations, if applicable, are exceeded (including liquid damage or the detection of liquid inside the device resulting from such use).
 - Misuse or failure to use in accordance with the relevant Sony Mobile instructions for use and maintenance of the device.

Nor does this warranty cover any failure of the device due to accident, software or hardware modification or adjustment, or acts of God.

- 4 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 becomes noticeably shorter, it is time to replace the battery (only Sony Mobile repair partners should remove or replace built-in batteries). Sony Mobile recommends that you use only batteries and chargers approved by Sony Mobile.

Minor variations in display brightness and colour may occur between devices. There may be tiny bright or dark dots on the display. These are called defective pixels and occur 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 devices. Such variations are not uncommon and do not mean that a camera module is defective.

- 5 Since the cellular system on which the device is to operate is provided by a carrier independent from Sony Mobile, Sony Mobile will not be responsible for the operation, availability, coverage, services or range of that system.
- 6 This warranty does not cover device damage, malfunctions and/or failures caused by installations, modifications, repairs or opening of the product by anyone not authorised to do so by Sony Mobile.
- 7 The warranty does not cover device damage, malfunctions and/or 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 device.
- 8 Sony Mobile disclaims any and all warranties, whether express or implied, for damage, malfunctions and/or failures caused to the device or peripheral devices as a result of viruses, trojan horses, spyware, or other malicious software. Sony Mobile strongly recommends that you install appropriate virus protection software on your device 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 device or its peripheral devices and Sony Mobile disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfil its intended purpose.
- 9 • **For customers in the U.S.A.**

Sony Mobile is not responsible for any labor or parts costs you incur relating to repairs or service from providers/servicers other than from an authorised Sony Mobile service partner.

• **For customers in other countries and regions**

Tampering with any of the seals on the device will void the warranty.

- 10 There are no express warranties, whether written or oral, other than this 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 Mobile 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/regions/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.

Warranty periods

The warranty periods for the following regions are for mobile devices. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Americas

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
American Samoa	12 months
Anguilla	12 months
Antigua and Barbuda	12 months
Argentina	12 months
Aruba	12 months
Bahamas	12 months
Barbados	12 months
Belize	12 months
Bermuda	12 months
Bolivia	12 months
Brazil	12 months
Canada	12 months
Cayman Islands	12 months
Chile	12 months
Colombia	12 months
Costa Rica	12 months
Cuba	12 months
Dominica	12 months
Dominican Republic	12 months
Ecuador	12 months
El Salvador	12 months
Falkland Islands	12 months
French Guiana	24 months
French Polynesia	12 months
Greenland	12 months
Grenada	12 months
Guadeloupe	24 months
Guatemala	12 months
Haiti	12 months
Honduras	12 months
Jamaica	12 months
Martinique	24 months

Mexico	12 months
Montserrat	12 months
Netherlands Antilles	12 months
Nicaragua	12 months
Panama	12 months
Paraguay	12 months
Peru	12 months
Puerto Rico	12 months
Saint Kitts and Nevis	12 months
Saint Lucia	12 months
Saint-Pierre and Miquelon	12 months
Saint Vincent and the Grenadines	12 months
Suriname	12 months
Trinidad and Tobago	12 months
United States	12 months
Uruguay	12 months
Venezuela	12 months

Asia

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
Armenia	12 months
Azerbaijan	12 months
Bangladesh	12 months
Bhutan	12 months
British Indian Ocean Territory	12 months
Brunei Darussalam	12 months
Cambodia	12 months
Mainland China	Phones: 12 months Tablets: 24 months
Hong Kong SAR	12 months
India	12 months
Indonesia	12 months
Japan	12 months
Kazakhstan	12 months
Democratic People's Republic of Korea	12 months
Republic of Korea	12 months
Kyrgyzstan	12 months
Lao People's Democratic Republic	12 months
Macao	12 months

Malaysia	12 months
Maldives	12 months
Mongolia	12 months
Myanmar	12 months
Nepal	12 months
Pakistan	12 months
Philippines	12 months
Singapore	12 months
Sri Lanka	12 months
Taiwan Region	12 months
Tajikistan	12 months
Thailand	12 months
Timor-Leste	12 months
Turkmenistan	12 months
Uzbekistan	12 months
Vietnam	12 months

Europe

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
Albania	12 months
Andorra	12 months
Aland Islands	12 months
Austria	24 months
Belarus	12 months
Belgium	24 months
Bosnia and Herzegovina	12 months
Bulgaria	24 months
Croatia	12 months
Cyprus	24 months
Czech Republic	24 months
Denmark	24 months
Estonia	24 months
Finland	24 months
France	24 months
Germany	24 months
Gibraltar	24 months
Greece	24 months
Hungary	24 months
Iceland	24 months

Ireland	24 months
Italy	24 months
Latvia	24 months
Liechtenstein	12 months
Lithuania	24 months
Luxembourg	24 months
Malta	24 months
Monaco	12 months
Montenegro	12 months
Netherlands	24 months
Norway	24 months
Poland	24 months
Portugal	24 months
Republic of Moldova	12 months
Romania	24 months
Russian Federation	12 months
San Marino	12 months
Serbia	24 months
Slovakia	24 months
Slovenia	24 months
Spain	24 months
Sweden	24 months
Switzerland	24 months
The Former Yugoslav Republic of Macedonia	24 months
Turkey	24 months
Ukraine	12 months
United Kingdom	24 months
Vatican City State	12 months

Middle East & Africa

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
Afghanistan	12 months
Algeria	12 months
Angola	12 months
Bahrain	12 months
Benin	12 months
Botswana	12 months
Burkina Faso	12 months
Burundi	12 months

Cameroon	12 months
Cape Verde	12 months
Central African Republic	12 months
Chad	12 months
Comoros	12 months
The Republic of Congo	12 months
The Democratic Republic of the Congo	12 months
Côte d'Ivoire	12 months
Djibouti	12 months
Egypt	12 months
Equatorial Guinea	12 months
Ethiopia	12 months
French Southern Territories	12 months
Gabon	12 months
Gambia	12 months
Ghana	12 months
Guinea	12 months
Guinea-Bissau	12 months
Islamic Republic of Iran	12 months
Israel	12 months
Iraq	12 months
Jordan	12 months
Kenya	12 months
Kuwait	12 months
Lebanon	12 months
Lesotho	12 months
Liberia	12 months
Libya	12 months
Madagascar	12 months
Malawi	12 months
Mali	12 months
Mauritania	12 months
Mauritius	12 months
Mayotte	12 months
Morocco	12 months
Mozambique	12 months
Namibia	12 months
Niger	12 months
Nigeria	12 months
Oman	12 months
Palestinian Territory, Occupied	12 months
Qatar	12 months

Rwanda	12 months
Saint Helena	12 months
Saudi Arabia	12 months
São Tomé and Príncipe	12 months
Senegal	12 months
Seychelles	12 months
Sierra Leone	12 months
Somalia	12 months
South Africa	12 months
Sudan	12 months
Swaziland	12 months
Syrian Arab Republic	12 months
United Republic Of Tanzania	12 months
Togo	12 months
Tunisia	12 months
Uganda	12 months
United Arab Emirates	12 months
Western Sahara	12 months
Yemen	12 months
Zambia	12 months
Zimbabwe	12 months

Oceania

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
Australia	12 months
Christmas Island	12 months
Cocos (Keeling) Islands	12 months
Fiji	12 months
French Polynesia	12 months
Guam	12 months
Marshall Islands	12 months
Federated States of Micronesia	12 months
Nauru	12 months
New Caledonia	12 months
New Zealand	12 months
Northern Mariana Islands	12 months
Palau	12 months
Papua New Guinea	12 months
Pitcairn	12 months

Samoa	12 months
Solomon Islands	12 months
Tonga	12 months
Tuvalu	12 months
Vanuatu	12 months
Wallis and Futuna	12 months

The Pacific Ocean

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
Kiribati	12 months
Niue	12 months
Norfolk Island	12 months
Tokelau	12 months

Others

The following warranty period for mobile devices applies based on where you bought the device. The warranty periods for accessories (including accessories delivered with your mobile device) are described separately in *Countries/regions specific terms of warranty*.

Country/Region	Warranty
South Georgia and the South Sandwich Islands	12 months
Svalbard and Jan Mayen	12 months
Turks and Caicos Islands	12 months
United States Minor Outlying Islands	12 months
Virgin Islands-British	12 months
Virgin Islands, U.S.	12 months

Countries/regions specific terms of warranty

The limited warranty period for accessories included with your mobile device is one (1) year from the original purchase date of your mobile device unless specified in the following countries/regions specific terms or in a separate warranty card.

Note

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

Extended Limited Warranty - Australia Only

In addition to this product's Limited Warranty (as set out in the Important Information leaflet accompanying this product or electronically within the product), Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan ("Sony Mobile Communications") provides an extended limited warranty of an additional 12 months on the same terms as the Limited Warranty ("Extended Limited Warranty"). The Extended Limited Warranty applies only to products imported into Australia by Sony Mobile Communications and does not apply to accessories or batteries (other than batteries that are not user-replaceable). Nothing in this Extended Limited Warranty removes or limits your rights under the Australian Consumer Law.

For warranty service in Australia, please contact 1300 650 050.

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.

Limited warranty for Mainland China

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer, and for a subsequent period of one (1) year. All original accessories delivered with the device will be warranted based on the local mobile 3R policy.

If, during the warranty period, this device fails to operate under normal use and service, due to defects in design, materials or workmanship, authorised Sony Mobile distributors or service partners, in the country/region where you purchased the device, will, at their discretion, either repair, replace or refund the purchase price of the device in accordance with the terms, consumer law and local mobile 3R policy.

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device such as downloads, calendar and contacts before handing in your device for repair or replacement.

If Sony Mobile repairs your device, the repair for the defect concerned shall be warranted for the remaining time of the original warranty period or for thirty (30) days from the date of repair, whichever is longer. Repair may involve the use of functionally-equivalent units. Replaced parts or components will become the property of Sony Mobile.

Limited warranty for Hong Kong SAR

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer, and for a subsequent period of one (1) year. All original accessories delivered with the device will be warranted within six (6) months from the date of purchase.

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

Note

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device such as downloads, calendar and contacts before handing in your device for repair or replacement.

Limited warranty for Taiwan Region

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer, and for a subsequent period of one (1) year. All original accessories delivered with the device will be warranted within six (6) months from the date of purchase.

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

Note

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device such as downloads, calendar and contacts before handing in your device for repair or replacement.

Limited warranty for India

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer, and for a subsequent period of one (1) year. For products launched from 2018, all original accessories included with the device will be warranted for six (6) months from the date of purchase.

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

Note

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device such as downloads, calendar and contacts before handing in your device for repair or replacement.

Extended service in the European Economic Area (EEA), in Switzerland and in the Republic of Turkey

If you have purchased your device in a country/region member of the European Economic Area (EEA) or in Switzerland or the Republic of Turkey, and such device was intended for sale in the EEA or in Switzerland or

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

Special information for Spain

In addition to the limited warranty, the warranty holder has a legal warranty of two (2) years in accordance with the provisions of Royal Legislative Decree 1/2007, of 16th November, which enacts the revised text of the General Law for the Protection of Consumers and Users and other supplementary laws.

Special information for Portugal

If you acquired this product in Portugal, the limited warranty offered with this product does not affect consumers' statutory rights. Thus, when consumers acquire this product in Portugal, they have the right to a legal warranty of two (2) years under the terms of Decree-Law 67/2003, of 8th April, amended by Decree-Law no. 84/2008.

Limited warranty for the Republic of Turkey

Subject to the conditions of this limited warranty, Sony Mobile Communications Inc., 4-12-3 Higashi-Shinagawa, Shinagawa-ku, Tokyo 140-0002, Japan, or its local affiliated company, warrants this device (included phone, tablet or accessory) to be free from defects in design, material and workmanship at the time of its original purchase by a consumer, and for a subsequent period of two (2) years.

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

Note

Some of your personal settings, downloads and other information may be lost when your device is repaired or replaced. At present, Sony Mobile may be prevented by applicable law, other regulation or technical restrictions from making a backup copy of certain downloads. Sony Mobile 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 device such as downloads, calendar and contacts before handing in your device for repair or replacement.

Guidelines for safe and efficient use



The following guidelines are for your own safety and to prevent device malfunction. If you aren't sure if your device is working properly, have the device checked by an authorised Sony Mobile service partner before use.

Taking care of and using your device

Warning

Do not use a damaged device, such as a device with a cracked display or badly dented back cover, as it may cause injury or harm. Please contact an authorised Sony Mobile service partner to investigate a damaged device.

- It is recommended to protect your device with a Sony branded screen cover or a protector intended for your Xperia™ model. The use of third party screen protection accessories may prevent your device from working correctly by covering sensors, lenses, speakers, or microphones and can invalidate the warranty.
- Be careful where you place your device. Avoid exposing the display to excessive pressure, for example, by placing it in a pocket and sitting on it or by bending down quickly to pick up something. Such pressure may cause the display to crack.
- You can use your device in certain wet or dusty conditions but take care to use it within its IP rating limitations and regular usage limitations. Conditions where IP rating limits might be exceeded include environments with excessive humidity, water depths, liquid pressure and dust exposure.
- Use a soft damp cloth to clean your device.
- Treat the device with care and do not expose it to extreme high or low temperatures. Do not operate your device in temperatures below -10°C(+14°F) or above +35°C(+95°F).
- Do not expose your device to flames or lit tobacco products.
- Only authorised Sony Mobile service partners should perform service procedures on your device. Do not attempt to disassemble your device.
- Discontinue using your device, or disable the radio transmitting functionality of your device, where required or requested to do so.
- Your device generates heat when used or charging. To prevent irritation or discomfort from heat, avoid long periods of skin contact and ensure adequate ventilation. Use a headset for long phone calls.
- This product (including accessories) has magnet(s). Swallowing magnet(s) could cause serious harm, such as choking hazard or intestinal injuries. If magnets (or a magnet) were swallowed, consult a doctor immediately. Keep this product away from children or other supervised individuals to prevent accidental ingestion.
- This product (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place this product close to persons who use such medical devices. Consult your doctor before using this product if you use any such medical device.

Eyesight healthcare reminder (Taiwan)

Sony Mobile cares about you, please be sure to keep your eyes healthy, don't let eye strain happen. A friendly reminder: Excessive use may result in impaired eyesight. We recommend you to:

- 1 Take a 10 minute break after 30 minutes of usage.
- 2 Two year old and younger children should not look at the screen. For those who are over two years of age, the duration of looking at the screen should not exceed one hour per day.

Emergency calls

Calls cannot be guaranteed under all conditions. Never rely solely upon mobile devices for essential communication. Calls may not be possible in all areas, on all networks, or when certain network services and/or mobile device features are used.

Note

Some devices are not capable of supporting voice calls, including emergency calls.

Charging

The use of charging devices that are not Sony branded may pose increased safety risks.

- Only connect the charger to power sources as indicated on the device.
- Charge the battery in temperatures between +5°C (+41°F) and +35°C (+95°F).
- When charging your device using the USB cable, make sure the USB cable is positioned so that it will not be stepped on, tripped over or otherwise subjected to damage or stress.
- Disconnect the power supply when the device is fully charged. When a power supply is connected, there is a small drain of power.
- Remove the charger from the outlet by holding on to the adapter rather than the USB cable. Doing so reduces the risk of damage to the cable.
- Unplug the charger before cleaning it to reduce the risk of electric shock.
- Do not use the charger outdoors or in damp areas.

Warning

Do not attempt to alter or modify the USB cable or the plug. Do not force the plug if it does not fit into a power outlet as this may result in electric shock. Instead, have a qualified electrician install the correct type of socket.

Battery

A rechargeable battery has a long service life if treated properly. New or idle batteries can have short-term reduced capacity.

- For maximum battery capacity, use the battery in room temperature. If the battery is used in low temperatures, the battery capacity will be reduced.
- Fully charge the battery before initial use.
- Only authorised Sony Mobile service partners should remove or replace built-in batteries.



The environmental protection period (EPUP) of a battery is 5 years.

Memory card

If the device comes complete with a removable memory card, it is generally compatible with the device 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 device is equipped with a memory card reader, check the memory card compatibility before purchase or use.

Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. For details, refer to the operating instructions of the device or contact the relevant Sony Mobile Contact Center.

Precautions regarding 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 or bend 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 conditions such as in a closed car in summer, in direct sunlight or near a heater, etc.
- Do not let dirt, dust, or foreign objects get into the memory card slot.
- Check that you have inserted the memory card correctly. 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 that you store on the memory card.
- Do not remove the memory card when the device is on. Recorded data may be damaged or lost if you remove it when the device is on.

SIM card

Do not insert a SIM card that is incompatible with your SIM card slot as it may damage your SIM card or your device permanently. If an adapter is required for insertion into your own or another device, do not insert the SIM card directly without the required adapter.

Note

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

Antenna

Use of antenna devices not marketed by Sony Mobile could damage the mobile device, reduce performance, and produce Specific Absorption Rate (SAR) levels above the established limits. Do not cover the antenna with your hand as this affects call quality and power levels, and can shorten talk and standby times.

Potentially explosive atmospheres

It is rare, but your electronic device could generate sparks. Sparks in potentially explosive areas could cause an explosion or fire resulting in bodily injury or even death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked.

- Turn off your device when in any area with a potentially explosive atmosphere.
- Do not use your device in a potentially explosive environment, such as a petrol station, oil depot, chemical factory or other flammable and explosive areas.
- Do not charge the device near to inflammable material as the heat can cause a fire.

Blasting areas

Turn off all your electronic devices when in a blasting area or in areas where the warning **“Turn off two-way radio”** is posted, to avoid interfering with blasting operations. Construction crews often use remote control RF devices to set off explosives.

Accessories

Accessories may influence RF exposure, radio performance, loudness, electric safety and other areas.

Sony Mobile does not test non-original accessories and the warranty does not cover device failures which have been caused by use of such accessories. Non-original accessories and parts may pose a risk to your health or safety. Non-original accessories may result in loss of performance, damage to the device, fire, electric shock or injury. Use of third-party accessories may result in different SAR levels than those reported.

- Use only Sony branded original accessories intended for use with this device.
- Use only authorised Sony Mobile service partners.
- Do not wear/use a Bluetooth headset in such a way that you are uncomfortable or the device is subject to pressure.

Personal medical devices

Mobile devices and devices with radio transmitters may affect implanted medical equipment. Before using the device in close proximity to personal medical equipment, please consult a physician and the medical equipment manufacturer.

- Consult with authorised medical staff and refer to the instructions provided by the medical equipment manufacturer before using the device near pacemakers or other medical equipment.
- If you are in close proximity to a pacemaker or other medical equipment, or you are in a hospital, or you have a pacemaker or a cochlear implant, or you are using a hearing aid, please consult authorised physicians and refer to instructions from the medical equipment manufacturer before you use the device.

- Keep a minimum distance of 15 cm (6 inches) between your device and the medical equipment to reduce the risk of interference.
- Turn off your device if you suspect interference.
- If you have a pacemaker, do not carry your device in your breast pocket.

Driving

In some cases, vehicle manufacturers may forbid the use of mobile devices in their vehicles unless a handsfree kit with an external antenna is used.

- Check with the vehicle manufacturer's representative to be sure that a mobile device or Bluetooth handsfree will not affect the electronic systems in the vehicle.
- Give full attention to driving at all times and follow local laws about the use of mobile devices while driving.
- Do not place your device, or install wireless equipment, in the area above an air bag in a car.
- Do not use GPS functionality in a manner which causes distraction from driving.

GPS/Location based functions

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

Use of location-based information by the device may not be uninterrupted or error free and may additionally be dependent on network service availability. Please note that functionality may be reduced or prevented in certain environments such as building interiors or areas adjacent to buildings.

Flight mode

Bluetooth and Wireless Local Area Network (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 is software that can harm the device. 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 Mobile 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, by refraining from opening or responding to messages from unknown sources, by using trustworthy services to access the Internet, and by only downloading content to the mobile device from known, reliable sources.

Protection of personal information

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

Disposal of old electrical & electronic equipment (applicable in the European Union and other countries with separate collection systems)



This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. Instead it shall be handed over to the appropriate collection point for the recycling of electrical and electronic equipment. By ensuring that this product is disposed of correctly, you will help to prevent potential negative consequences for the environment and human health, which

could 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 Civic Office, your household waste disposal service or the shop where you purchased the product.

Disposal of old electrical & electronic equipment and batteries (For customer in China)



To avoid environmental pollution, dispose of waste products according to requirements by local laws and regulations.

Disposal of old electrical & electronic equipment (applicable in Republic of India)



This symbol indicates that this product and its components, consumables, parts or spares thereof shall not be treated as household waste and may not be dropped in garbage bins. Product owners are advised to deposit their product at the nearest collection point for the recycling of electrical and electronic equipment. Your co-operation shall facilitate proper disposal & help prevent potential negative consequences/hazards to the environment and human health, which could otherwise be caused by inappropriate waste disposal including improper handling, accidental breakage, damage and/or improper recycling of e-waste. The recycling of materials will help to conserve natural resources.

For more detailed information about recycling of this product, please contact your local civic office, your household waste disposal service provider or the store where you made the purchase. You may contact our company's toll free number in India for assistance.

Toll Free: 1800-103-7799

Visit: www.sony.co.in for product recycling

Reduction in the Use of Hazardous Substances in Electrical & Electronic Equipment (Applicable in Republic of India)

This product and its components, consumables, parts or spares comply with the hazardous substances restriction of India's E-Waste (Management) Rules. The maximum allowable concentrations of the restricted substances are 0.1% by weight in homogenous materials for Lead, Mercury, Hexavalent Chromium, Polybrominated Biphenyls (PBB) and Polybrominated Diphenyl Ethers (PBDE), and 0.01% by weight in homogenous materials for Cadmium, except for the exemptions specified in Schedule II of the aforesaid Rules.

Loudness warning



To prevent possible hearing damage, do not listen at high volume levels for long periods.

For a device that contains a laser emitter and corresponding drive circuitry

For devices with Auto Focus Sensor using laser technology:

The laser output is designed to remain within Class 1 laser safety limits under all reasonably foreseeable conditions including single faults in compliance with IEC 60825-1:2014(third edition).

Devices with 3D viewing capabilities

When viewing 3D images shot with a 3D viewing-capable device, you may experience discomfort in the form of eye strain, fatigue, or nausea when the images are viewed on a 3D-compatible monitor. To prevent

these symptoms, we recommend that you take regular breaks. However, you need to determine for yourself the length and frequency of the 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. For additional information, refer to the operating instructions included with the 3D device or 3D software you are using with this device.

TTY terminals in the US

You can use your TTY terminal with your Sony Mobile device. For information on accessibility features and solutions for persons with special needs, please visit blogs.sonymobile.com/about-us/sustainability/accessibility/overview/ or contact Sony Mobile at 1-855-806-8464.

Declaration of substances



When the device is operated under the conditions stated in the device documentation, the Environmental Protection Use Period (EPUP) is 10 years.

Name and content of hazardous substances in EEP

Part Name	Hazardous substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
Device	X	0	0	0	0	0
Battery	X	0	0	0	0	0
Accessories and chargers	X	0	0	0	0	0

This form is prepared in accordance with the stipulations set forth in SJ/T 11364.

0: Indicates that this hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in GB/T 26572.

X: Indicates that this hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in GB/T 26572. (Currently there are no alternative technologies available.)

Important note

This device complies with ETSI TS 123.038 V8.0.0 and ETSI TS 123.040 V8.1.0 technical specifications that include all Turkish characters.

About RF exposure and Specific Absorption Rates (SAR)

RF exposure and Specific Absorption Rates (SAR)

SAR data information is provided for residents in countries that have adopted the SAR limits recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) or the Institute of Electrical and Electronics Engineers (IEEE). The ICNIRP specifies a SAR limit of 2 W/kg averaged over ten (10) grams of body tissue while the IEEE specifies a SAR limit of 1.6 W/kg averaged over one (1) gram of body tissue. These requirements are based on scientific guidelines that include safety margins designed to ensure the safety of all persons, regardless of age and health.

The SAR values and test distances differ depending on the measuring method, the device tested (phone or tablet) and if the Wi-Fi hotspot functionality is used, but only the highest SAR values are presented.

The WHO (World Health Organization) has stated that current scientific information does not indicate the need for special precautions regarding the use of tablets and phones. For more information on this topic, please visit who.int/emf and refer to Fact sheet No. 193 who.int/mediacentre/factsheets/fs193

Electromagnetic fields and public health: mobile phones. Additional SAR-related information can also be found on the Mobile Manufacturers Forum EMF website at emfexplained.info.

For further region specific information about exposure to radio waves (SAR), please select your region:

Canada, Guam, Puerto Rico, USA & Virgin Islands (CA, GU, PR, US, VI)

This device has been certified in compliance with the government's requirements for exposure to radio waves. In the United States and Canada, the SAR limit for devices used by the public is 1.6 watts/kilogram (W/kg) averaged over one gram of body tissue. The standard incorporates a margin of safety to give additional protection for the public and to account for any variations in measurements.

India (IN)

This device has been designed to comply with applicable safety requirements for exposure to radio waves as per the relevant Indian SAR standard (refer to Office Memorandum No. 18-10/2008-IP, Government of India, Ministry of Communications and IT, Department of Telecommunications, Investment Promotion), which states that the SAR level for mobile devices shall be limited to 1.6 Watt/Kg, averaged over a mass of 1 gram of body tissue.

For more information about SAR and radio frequency exposure, go to: blogs.sonymobile.com/about-us/sustainability/health-and-safety/sar/.

Usage advisory

- It is recommended to use a wireless handsfree system (headphone, headset) with a low-power Bluetooth emitter when making a call.
- It is recommended to use a mobile device with a Specific Absorption Rate (SAR) that complies with the applicable safety requirements.
- For children, adolescents and pregnant women, it is recommended to keep each call short or to send a text message instead.
- Use the mobile device in an area with good signal quality.
- For persons utilising active medical implants, it is recommended that the mobile device be kept at least 15cm away from the implant during use.

Israel (IL)

This information is based mainly on the information published by the official authorities in the State of Israel (the Ministry of Health, the Ministry of Environmental Protection and the Ministry of Communication). It is recommended to get updated information from the website of the Ministry of Health and to act according to its recommendations. The web address is www.health.gov.il.

Bulletin on radiation emitted by mobile radiotelephone end-user equipment (henceforth: "cellular device") - Summary of guidelines issued by the Ministry of Health

- Use a speaker or cable-connected personal headset or earphone (not a wireless one).
- Keep the cellular device away from your body.
- Limit the amount and duration of use.
- Avoid using the device in areas where the signal is poor.
- Avoid using the device in places such as elevators and trains, where electromagnetic shielding causes reception interference.
- Avoid using the device while driving and always abide by the law's provisions.
- Adhere to the rules with special caution in the case of children and instruct them carefully how to use a cellular device safely.
- Limit the use of cellular devices by children.
- Use accessories that diminish the exposure to radiation, such as speaker or cable-connected (not a wireless) headset.
- Beware that damage, repair or modifications made to the original configuration of the cellular device may alter the level of radiation emitted.

What is a cellular device?

A cellular device is a device that allows wireless electronic communication over radio waves. For this purpose, the device is equipped with a receiver and a transmitter, which maintain its connection to the nearest base station in its vicinity, where the radio signal transmission and reception antennas are located.

The antennas in the base station as well as the cellular device produce radio emission in the process of cellular communication. The level of radiation emitted by the cellular device is lower than that which is emitted by the cellular transmission center (cellular site), but as it is normally held right near the user's body, the radio energy is directly absorbed from the cellular device's antenna. The device operates in a frequency range of 800 to 2200 MHz. The maximum output of most cellular devices currently in use is 0.6 watt.

What is radio emission?

Radiation is the travel of energy through space or matter. Radiation may be classified as follows according to the level of energy transmitted:

- Ionizing radiation (which carries enough energy to alter the structure of atoms or molecules by liberating electrons, for example, X-rays)
- Non-ionizing radiation (which does not carry enough energy to alter the structure of atoms or molecules, for example, radio waves)

Radio waves are non-ionizing electromagnetic waves, whose frequency is lower than those of visible light, X-rays or gamma rays.

The level of radiation emitted by the device

When using a cellular device, exposure of the head of the user to radio waves is relatively high. The level of exposure to radiation emitted by cellular devices is based on a measuring unit known as SAR (which stands for Specific Absorption Rate) that describes the quantity of radiant energy absorbed per unit of mass of tissue, such as the human body. When measured, SAR is expressed in W/kg or mW/g.

Manufacturers perform SAR level tests, where a complete and fully functional device is laboratory tested. The actual SAR level emitted by the devices varies in fact. Generally, the closer the cellular device is to the base station antenna, the lower the emitted SAR level compared with the case in which the cellular device is further away from the base station antenna or the signal reception in a given location is poor.

The SAR measuring process is highly complicated and there are only a few laboratories in the world that are qualified to perform SAR testing. Manufacturers of cellular devices are compelled to have their devices undergo rigorous SAR testing (for maximum transmission capacity) in compliance with the American or European regulations, and specify the maximum SAR level measured.

Due to the level of complexity of the test, the device does not undergo periodic SAR testing. The SAR level of the device may deviate as measured originally at any time in the product life due to possible damage, maintenance work performed or any modifications made to its original configuration.

The maximum permitted emission level by a cellular device asset in the Consumer Protection Regulations (Information on non-ionizing radiation emitted by cellular telephones) 5762 - 2002 is 2 watts per kilogram (W/kg) taken over 10 g of tissue according to the European measuring method, and 1.6 W/kg taken over a mass of 1 gram of tissue according to the American measuring method.

Note

The maximum SAR level emitted by this device refers to the transmission methods used in Israel.

Health and safety aspects

Concerns for possibly adverse health impacts by the use of cellular devices, and especially its link to cancer, have been raised ever since cellular technology became available to the public in the 1980s.

The results of the first study were published in 1996 and the results of several additional studies were published thereafter during the beginning of the 21st century. As a rule, these studies did not indicate a rise in the risk for developing tumors among the users, but all reports indicated that the latency period represented in these studies was insufficient for the assessment of the possible link between exposure to RF emission from cellular devices and the development of cancer in the areas of the body exposed to this emission.

Several studies, including the INTERPHONE study co-ordinated by the International Agency for Research on Cancer (IARC), were published during the last decade. 18 centers around the world took part in the study. Their comprehensive analysis pointed at an increase in the risk for developing cancer among those who have used a cellular device for more than 10 years, in individuals who reported that they held the cellular device on the side where the tumor developed, and among individuals who were in the top usage category.

There is a debate in the scientific community as to whether these findings are genuine or the result of methodological issues. In any case, it should be mentioned that the maximal duration and extent of use represented in these studies is limited compared to the current extent of use of cellular devices (a latency period of up to 12 years and 2 to 2.5 hours a month, as reported, for example, by half of the participants in the INTERPHONE Study).

These studies examined the risk resulting from the exposure to and the use of the end-user device, and not the environmental exposure to radiation emitted by base stations and other radiation emitting devices.

The uncertainty regarding the health hazards, on one hand, and the wide exposure of the population (including children) on the other hand, has brought most of the countries around the globe to take preventive measures regarding exposure to radiation emitted by cellular technology.

In May 2011, the International Agency for Research on Cancer (IARC), part of the World Health Organization, classified radio frequency electromagnetic fields as B2 carcinogenic to humans (possibly carcinogenic), and hence has clearly expressed its support for an approach based on preventive caution in this matter.

The position of the Ministry of Health is that in consideration of the current study findings, it is necessary to continue abiding by the principle of preventive caution.

Recommendations of the Ministry of Health regarding the use of cellular devices

The Ministry of Health generally adopts the guidelines as set by most international bodies that recommend the principle of "preventive caution" in the use of cellular devices. In line with such guidelines, the Ministry of Health has made the following recommendations:

- Using a speaker/cable-connected (not wireless) headset or earphones and keeping the device away from the body, when used for telephone calls, diminishes exposure to RF emissions. It is therefore recommended to keep the device away from the body and not to carry it on the body while it is used for telephone communication, for example, on a waist belt, in one's pocket or suspended from a neck strap. Minimizing the amount and duration of calls made using the cellular device is an additional, simple means for reducing exposure.
- The level of radiation emitted increases in locations where signal reception is poor (such as those with relatively few antennas or places such as elevators and trains, where electromagnetic shielding causes reception interference). Therefore, using the device for telephone calls should be avoided in such areas. The signal quality is clearly indicated by the cellular device's signal bar, which makes the identification of a poor signal easy.

- It is especially recommended to exercise preventive caution with children, who are particularly prone to develop cancer when exposed to carcinogenic factors. The effect on children of exposure to RF emissions by cellular devices has not yet been studied, as the use of cellular devices by children started significantly later than by adults. It is recommended that special caution be exercised with regard to children due to their age of physical development and sensitivity to health issues, expected increase in life expectancy (and subsequently expected increase of cumulative, significant exposure to emitted radiation as well as long-term morbidity), and ethical issues involved in decisions made regarding minors. For these reasons, the Ministry of Health recommends that parents limit the exposure of children to cellular devices to the extent possible, to consider the age at which a child may start using such devices, to limit that use and in any case, to strictly insist on the use of a cable-connected (not wireless) headset or earphones or speaker when using the cellular device.
- When driving, it is important to limit the use of the cellular device and in any case to adhere to Traffic Regulation 28b. This regulation states: "while the vehicle is in motion, the driver may not hold a fixed or portable telephone device and will not use them unless via a speakerphone; and will not send or read a text message (SMS)." According to this sub-regulation, "a speakerphone is a device that allows the use of the telephone without holding it, and in case the speakerphone is part of the telephone device itself, the latter will be set in the vehicle in a stable manner, preventing its tripping." In the case of a telephone fixed in the vehicle, it is recommended to install an external antenna and to favour a cord connection between the telephone and the speaker over a Bluetooth wireless device.

The effect of cellular devices on medical equipment

Generally, modern medical equipment is well protected from exposure to radio waves, and normally there is no need to fear possible malfunction of medical equipment due to interference caused by exposure to radio frequency emission by cellular devices. Nevertheless, the Ministry of Health recommends keeping cellular devices away from medical implements (30 to 50 cm) implanted in or carried by the patient.

The Ministry of Health, Medicine Administration Section Circular (of 2002) addressed to hospital directors indicates that the use of cellular devices and two-way radio devices in hospitals must not pose danger to the well-being and safety of patients, on one hand, while allowing the staff, the patients and their family members to benefit from service advantages. The circular specifies the areas of the medical facilities in which the use of cellular devices is strictly forbidden and the areas where it is permitted (while maintaining appropriate distance from areas where life supporting systems and equipment are operated).

Additional information

Several independent sources of information are also available including:

WHO – The World Health Organization www.who.int/emf

IARC – The International Agency for Research on Cancer – www.iarc.fr

FDA - USA Food and Drug Administration www.fda.gov/Radiation-EmittingProducts/RadiationSafety/default.htm

ICNIRP – International Commission on Non-Ionizing Radiation Protection – www.icnirp.org

RSC – The Academies of Arts, Humanities and Sciences of Canada – www.rsc.ca

Soreq Nuclear Research Center – www.soreq.gov.il

The Ministry of Environmental Protection – www.sviva.gov.il

The Ministry of Industry, Trade & Labor – www.moital.gov.il

Note

The Hebrew version takes precedence.

France (FR)

Simple steps can help reduce your level of exposure to radio frequencies. To minimise your mobile device's transmit power, be sure to use it under optimal reception conditions, as indicated by the signal strength on the display. In general, the closer you are to an operator antenna, the lower the power used by the mobile device.

Current scientific information does not indicate that the use of mobile devices requires any special precautions. However, organizations such as the World Health Organization and the Food and Drug Administration recommend that those who wish to minimise exposure to radio frequencies should reduce their duration of mobile device usage, and use a hands-free accessory when possible to distance the device from the head and body. In accordance with the French legislation in force, we are required to inform you that it is recommended to remove the phone from the belly of pregnant women and the lower abdomen of children and adolescents.

Rest of the world (RoW)

For more information about SAR and radio frequency exposure, go to: blogs.sonymobile.com/about-us/sustainability/health-and-safety/sar/.

For more information about SAR and radio frequency exposure in Australia, Fiji, and Papua New Guinea, go to the Australian Communications Media Authority (ACMA) website: acma.gov.au.

For more information about SAR and radio frequency exposure in New Zealand, go to the Ministry of Health website health.govt.nz.

Export regulations

The device or software may be subject to import and export regulations of the European Union, the United States and other countries/regions. You 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 you under this Agreement. Without limiting the foregoing, and as an example, you 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, you will also comply with U.S. government Export Administration Regulations ("EAR", 15 C.F.R. §§ 730-774, <http://www.bis.doc.gov/>) administered by the 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.

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