

# Product Safety & Warranty

ZTE ZPAD™



ZTE



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We offer self-service for our smart device users. Please visit the ZTE official website (at [www.zteusa.com](http://www.zteusa.com)) for more information on self-service and supported product models. Information on the website takes precedence.

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# Health and Safety Information

## General Safety

	Do not use at gas stations.
	Do not make or accept handheld calls while driving. Never text while driving.
	This device may produce a bright or flashing light.
	Do not dispose of your device in fire.
	Small parts may cause choking.
	Avoid contact with anything magnetic.
	This device may produce a loud sound.
	To prevent possible hearing damage, do not listen at high volume levels for long periods.
	Avoid extreme temperatures.
	Keep away from pacemakers and other electronic medical devices.
	Avoid contact with liquids. Keep the device dry.
	Turn off when asked to in hospitals and medical facilities.
	Do not attempt to disassemble your device.
	Turn off when told to in aircrafts and airports.
	Do not rely on this device as a primary device for emergency communications.
	Turn off when near explosive materials or liquids.
	Only use approved accessories.

## Radio Frequency (RF) Energy

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the body with no separation. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid/](http://www.fcc.gov/oet/ea/fccid/) after searching on FCC ID: SRQ-K90U. The FCC ID also can be found on the device when you touch  >  > **Settings > About tablet > Regulatory information.**

For this device, the highest reported SAR value for usage against the body is 1.20 W/kg.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

## ***FCC Compliance***

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device 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 to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by 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.

### **I CAUTION:**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## ***Distraction***

### **Driving**

Full attention must be given to driving at all times in order to reduce the risk of an accident. Using the device while driving (even with a hands free kit) can cause distraction and lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

### **Operating Machinery**

Full attention must be given to operating machinery in order to reduce the risk of an accident.

## ***Product Handling***

### **General Statement on Handling and Use**

- You alone are responsible for how you use your device and any consequences of its use.
- You must always turn off your device wherever its use is prohibited. Use of your device is subject to safety measures designed to protect users and their environment.
- Always treat your device and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your device or its accessories to open flames or lit tobacco products.
- Do not expose your device or its accessories to liquid, moisture or high humidity.
- Do not drop, throw or try to bend your device or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your device or its accessories.
- Do not attempt to disassemble your device or its accessories. Only authorized personnel can do so.

- Do not expose your device or its accessories to extreme temperatures, minimum 23 and maximum 122 degrees Fahrenheit.
- Please check local regulations for disposal of electronic products.
- Do not carry your device in your back pocket as it could break when you sit down.

### **Small Children**

- Do not leave your device and its accessories within the reach of small children or allow them to play with it.
- They could hurt themselves or others, or could accidentally damage the device.
- Your device contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

### **Demagnetization**

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media to be close to your device for a long time.

### **Electrostatic Discharge (ESD)**

Do not touch the UICC card's metal connectors.

### **Antenna**

Do not touch the antenna unnecessarily.

### **Air Bags**

- Do not place the device in the area over an air bag or in the air bag deployment area as an airbag inflates with great force and serious injury could result.
- Store the device safely before driving your vehicle.

### **Seizures/Blackouts**

The device can produce a bright or flashing light. A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns such as when playing games or watching video. If you have

experienced seizures or blackouts or have a family history of such occurrences, please consult a physician.

### **Repetitive Strain Injuries**

To minimize the risk of Repetitive Strain Injury (RSI) when texting or playing games with your device:

- Do not grip the mobile device too tightly.
- Press the icons and touch screen lightly.
- Use the special features which are designed to minimize the times of pressing the icons and touch screen buttons, such as text templates and predictive text.
- Take lots of breaks to stretch and relax.

### **Loud Noise**

This device is capable of producing loud noises, which may damage your hearing. Turn down the volume before using headphones, Bluetooth stereo headsets or other audio devices.

### **Emergency Communications**

This device, like any wireless device, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless device for emergency communications.

### **MP3 and Video Player Function**

- When listening to pre-recorded music or watching videos on your mobile device, with headphones or earphones at high volumes, you run the risk of permanent damage to your hearing. Even if you are used to listening to music at a high volume and it seems acceptable to you, you still risk damaging your hearing. Reduce the sound volume to a reasonable level and avoid using headphones for an excessive period of time to avoid hearing damage.
- Different headphones, earphones or ear buds may deliver a higher or lower volume, at the same volume setting on your mobile device. Always start at a low volume setting.
- Do not listen to music or video with headphones while driving.

## **Device Heating**

Your device may become warm during charging and during normal use.

## **Electrical Safety**

### **Accessories**

- Use only approved accessories.
- Do not connect with incompatible products or accessories.

### **Connection to a Car**

Seek professional advice when connecting a device interface to the vehicle electrical system.

### **Faulty and Damaged Products**

- Do not attempt to disassemble the device or its accessories.
- Only qualified personnel can service or repair the device or its accessories.
- If your device (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

## **Interference**

### **General Statement on Interference**

Care must be taken when using the device in close proximity to personal medical devices, such as pacemakers and hearing aids.

### **Pacemakers**

Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile device and a pacemaker to avoid potential interference with the pacemaker.

### **Hearing Aids**

People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

### **Medical devices**

Please consult your doctor and the device manufacturer to determine if operation of the tablet may interfere with the operation of your medical device.

### **Hospitals**

Turn off your wireless device when requested to do so in hospitals, clinics or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

### **Aircraft**

- Turn off your wireless device whenever you are instructed to do so by airport or airline staff.
- Consult the airline staff about the use of wireless devices onboard the aircraft. Enable airplane mode prior to boarding an aircraft.

### **Interference in Cars**

Please note that because of possible interference with electronic equipment, some vehicle manufacturers forbid the use of mobile device in their vehicles unless a hands-free kit with an external antenna is included in the installation.

## **Explosive environments**

### **Gas Stations and Explosive Atmospheres**

In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your phone, tablet, or other radio equipment.

Areas with potentially explosive atmospheres include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

### **Blasting Caps and Areas**

Turn off your mobile device when in a blasting area or in areas posted turn off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.

### ***Third Party Equipment***

The use of third party equipment, cables or accessories, not made or authorized by ZTE, may invalidate the warranty of the mobile device and also adversely affect the mobile device’s operation. For example, use only the ZTE charger supplied with the mobile device.

### ***Efficient Use***

For optimum performance with minimum power consumption, do not cover the mobile device with anything. Covering the mobile device may cause it to operate at higher power levels than needed, and may drain the battery.

## **SIM Card Limited Warranty**

Subject to the exclusions contained below, United States Cellular Corporation (“U.S. Cellular”) warrants to the original purchaser (“You” or “Your”) of the mobile device with which the 4G LTE™ SIM Card was provided that the 4G LTE SIM Card will be free from defects in material and workmanship for a period of one (1) year from the date You purchased the device (the “Warranty Period”). This warranty is not transferable. Should a defect appear during the Warranty Period, U.S. Cellular will send a replacement 4G LTE SIM Card to Your address within the United States without charge provided that you request the replacement 4G LTE SIM Card during or within thirty (30) days following the Warranty Period by calling U.S. Cellular Customer Service at 1-888-944-9400 (or dialing 611 on Your U.S. Cellular handset) or by visiting a U.S. Cellular retail store.

REPLACEMENT OF THE 4G LTE SIM CARD AS PROVIDED HEREIN IS YOUR EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY, AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF TITLE, FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, NON-INFRINGEMENT OR ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. NEITHER U.S. CELLULAR NOR ANY OF ITS AFFILIATES OR RETAILERS SHALL BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, ECONOMIC, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, LOSS OF REVENUE OR PROFITS, DAMAGE TO PROPERTY OR LOSS OF USE). IN NO EVENT SHALL U.S. CELLULAR’S, ITS AFFILIATES’ OR RETAILERS’ LIABILITY TO YOU OR ANY THIRD PARTY WITH RESPECT TO THE 4G LTE SIM CARD EXCEED THE COST OF REPLACING THE 4G LTE SIM CARD.

THIS LIMITED WARRANTY SHALL BE CONSTRUED UNDER THE LAWS OF THE STATE OF ILLINOIS, EXCLUDING ITS CONFLICTS OF LAW PROVISIONS. SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE

## LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO YOU.

No agent, employee, dealer, retailer, representative or reseller is authorized to modify or extend the terms of this Limited Warranty.

### Consumer Limited 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 DEVICES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE DEVICE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE DEVICE. 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

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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 (ZTE Customer Service), 1-888-944-9400 (U.S. Cellular® Customer Service) 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.



