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SONY

Important information

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Sony Consumer Web site
On *www.sonymobile.com/support* there is a support section where help and tips are only a few clicks away. Here you will find the latest computer software updates and tips on how to use your product more efficiently.

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

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

At *www.sonymobile.com/support* or *www.sonymobile.com/contact*, you can find the latest support tools and information. For operator-specific services and features, please contact your network operator.

You can also contact our Contact Centers or contact your local dealer. (Calls are charged according to national rates, including local taxes, unless it is a toll-free number.)

If your product needs service, please contact the dealer from whom it was purchased, or one of our service partners. To make a claim under the limited warranty, proof of purchase is required.

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

Recommendations for Care and Safe Use of Our Products

Note! Do not use a damaged device, like a device with a cracked display or badly dented back cover, as it may cause injury or harm. Please contact an authorized Sony Mobile repair partner to investigate a damaged device.

- Handle with care and keep in a clean and dust-free place.
- **Warning!** May explode if disposed of in fire.
- Do not use in environments where relevant IP rating limitations, if applicable, are exceeded (including excess depths and/or pressures of liquid and/or dust) or expose to excess humidity.
- For optimal performance, the product should not be operated in temperatures below +14°F(-10°C) or above +113°F(+45°C). Do not expose the battery to temperatures above +140°F(+60°C).

- Do not expose to flames or lit tobacco products.
- Do not drop, throw, or try to bend the product.
- Do not paint or attempt to disassemble or modify the product. Only Sony-authorized personnel should perform servicing.

- Consult with authorized medical staff and the instructions of the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- Discontinue use of electronic devices, or disable the radio transmitting functionality of the device, where required or requested to do so.
- Do not use in a potentially explosive atmosphere.
- Do not place the product or install wireless equipment in the area above an air bag in a car.
- **Caution:** Cracked or broken displays may create sharp edges or splinters that could be harmful upon contact.
- Do not use a Bluetooth Headset in positions where it is uncomfortable or will be subject to pressure.
- Avoid contact with your skin for long periods. The heat generated when your device is transmitting, including processing apps or charging, can irritate your skin. It is recommended to use a headset for long phone calls.

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

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

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

Personal medical devices
Mobile devices / devices with radio transmitters may affect implanted medical equipment. Reduce risk of interference by keeping a minimum distance of 15 cm(6 inches) between the Sony product and the medical device. Use the Sony device at your right ear, when applicable. Do not carry the device in your breast pocket. Turn off the device if you

suspect interference. For use in proximity to personal medical devices, please consult a physician and the device manufacturer.

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

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

Caution: Do not use GPS functionality in a manner which causes distraction from driving.

Emergency calls
Calls cannot be guaranteed under all conditions. Never rely solely upon Sony 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. Please note that some Sony devices are not capable of supporting voice calls, including emergency calls.

Antenna
Use of antenna devices not marketed by Sony 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, power levels, and can shorten talk and standby times.

Radio Frequency (RF) exposure and Specific Absorption Rate (SAR)
When the mobile device or Bluetooth handsfree functionality is turned on, it emits low levels of radio frequency energy. International safety guidelines have been developed through periodic and thorough evaluation of scientific studies. These guidelines establish permitted levels of radio wave exposure. The guidelines include a safety margin designed to assure the safety of all persons and to account for any variations in measurements. Specific Absorption Rate (SAR) is used to measure radio frequency energy absorbed by the body when using a mobile device. The SAR value is determined at the highest certified power level in laboratory conditions, but because the device is designed to use the minimum power necessary to access the chosen network, the actual SAR level can be well below this value. There is no proof of difference in safety based on difference in SAR value.

Products with radio transmitters sold in the US must be certified by the Federal Communications Commission (FCC). When required, tests are performed when the device is placed at the ear and when worn on the body. For body-worn operation, the device has

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

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

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 authorization before enabling Bluetooth or WLAN functionality even in Flight mode.

Malware
Malware (short for malicious software) is software that can harm your 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 does not warrant or represent that the device will be impervious to the introduction of malware. You can however reduce the risk of malware attacks by using care when downloading content or accepting applications, refraining from opening or responding to messages from unknown sources, using trustworthy services to access the Internet, and only downloading content to the mobile device from known, reliable sources.

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

Accessible Solutions/Special Needs
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* or contact Sony Mobile on 1-866-766-9374.

Disposal of Old Electrical and Electronic Equipment (Applicable in the European Union and Other European Countries with Separate Collection Systems)

This symbol on the device or on its packaging indicates that this device should not be treated as household waste. Instead it should be handed over to the appropriate collection point for the recycling of electrical and electronic equipment.
By ensuring this device is disposed of correctly, you will help prevent potential negative consequences for the environment and human health which could otherwise be caused by inappropriate waste handling of this device. The recycling of materials will help to conserve natural resources. For more detailed information about recycling this device, please contact your local Civic office, your household waste disposal service, or the store where you purchased the device.

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Memory card
If the product comes complete with a removable memory card, it is generally compatible with the handset purchased, but may not be compatible with other devices or the capabilities of their memory cards. Check other devices for compatibility before purchase or use. If the product is equipped with a memory card reader, check memory card compatibility before purchase or use.
Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. Do not use the standard operating system format when formatting the memory card on a PC. For details, refer to the operating instructions of the device or Sony contact center.

SIM card
If your device is equipped with a standard-sized SIM card slot, inserting an incompatible SIM card (for example, a micro SIM card, a micro SIM card with a non-Sony adapter, or a standard SIM card cut into a micro SIM card size) in the SIM card slot may damage your SIM card or your device permanently. Sony does not warrant and will not be responsible for any damage caused by use of incompatible or modified SIM cards.

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

Precautions on memory card use
- Do not expose the memory card to moisture.
- Do not touch terminal connections with your hand or any metal object.
- Do not strike, bend, or drop the memory card.
- Do not attempt to disassemble or modify the memory card.
- Do not use or store the memory card in humid or corrosive locations or in excessive heat such as a closed car in summer, in direct sunlight or near a heater, etc.
- Do not press or bend the end of the memory card adapter with excessive force.
- Do not let dirt, dust, or foreign objects get into the insert port of any memory card adapter.
- Check you have inserted the memory card correctly.
- Insert the memory card as far as it will go into any memory card adapter needed. The memory card may not operate properly unless fully inserted.
- We recommend that you make a backup copy of important data. We are not responsible for any loss or damage to content you store on the memory card.
- Recorded data may be damaged or lost when you remove the memory card or memory card adapter, turn off the power while formatting, reading or writing data, or use the memory card in locations subject to static electricity or high electrical field emissions.

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

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

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 (United States)
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).

End user license agreement
Software delivered with this device and its media is owned by Sony Mobile Communications Inc. and/or its affiliated companies and its suppliers and licensors.
Sony grants you a non-exclusive limited license to use the software solely in conjunction with the device on which it is installed or delivered. Ownership of the software is not sold, transferred, or otherwise conveyed.

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

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

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

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

This license is governed by the laws of Japan. When applicable, the foregoing applies to statutory consumer rights.

In the event that software accompanying or provided in conjunction with your device is provided with additional terms and conditions, such provisions shall also govern your possession and usage of the software.

Export regulations
Export regulations: The device or software may be subject to import and export regulations of the European Union, the United States, and other countries. 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 Department of Commerce, Bureau of Industry and Security and economic sanctions regulations (30 C.F.R. §§ 500 et. seq., http://www.treas.gov/offices/enforcement/ofac/) administered by the U.S. Department of Treasury, Office of Foreign Assets Control.

Limited Warranty
Sony Mobile Communications AB, SE-221 88 Lund, Sweden, or its local affiliated company, provides this Limited Warranty for your mobile device, original accessory delivered with your mobile device, and/or your mobile computing product (hereinafter referred to as "Product").
Should your Product need warranty service, please return it to the dealer from whom it was purchased, or contact your local Sony Contact Center (national rates may apply) or visit *www.sonymobile.com* to get further information.

Our Warranty
Subject to the conditions of this Limited Warranty, Sony warrants this Product to be free from defects in design, material, and workmanship at the time of its original purchase by a consumer. This Limited Warranty will last for a period of one (1) year as from the original date of purchase of the Product.

What we will do
If, during the warranty period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, Sony authorized distributors or service partners, in the country/region* where you purchased the Product, will, at their option, either repair, replace or refund the purchase price of the Product in accordance with the terms and conditions stipulated herein.
Sony and its service partners reserve the right to charge a handling fee if a returned Product is found not to be under warranty according to the conditions below.

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

Conditions
1. This Limited Warranty is valid only if the original proof of purchase for this Product issued by a Sony-authorized dealer specifying the date of purchase and serial number**

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

2. If Sony repairs or replaces the Product, the repair for the defect concerned or the replaced Product shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Sony.
3. This warranty does not cover any failure of the Product 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 Sony instructions for use and maintenance of the Product.

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

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

   Minor variations in display brightness and color may occur between devices. There may be tiny bright or dark dots on the display. This occurs when individual dots have malfunctioned and cannot be adjusted. Two defective pixels are deemed acceptable.

   Minor variations in camera image appearance may occur between devices. This is nothing uncommon and is not regarded as a defective camera module.
4. Since the cellular system on which the Product is to operate is provided by a carrier independent from Sony, Sony will not be responsible for the operation, availability, coverage, services, or range of that system.
5. This warranty does not cover Product failures caused by installations, modifications, or repair, or opening of the Product performed by a person not authorized by Sony.
6. The warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not Sony-branded original accessories intended for use with the Product.
   Sony disclaims any and all warranties, whether express or implied, for failures caused to the Product or peripheral devices as a result of viruses, Trojan horses, spyware, or other malicious software. Sony strongly recommends that you install appropriate virus protection software on your Product and any peripheral devices connected to it, as available, and update this regularly to better protect your device. It is understood, however, that such software will never fully protect your Product or its peripheral devices, and Sony disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfill its intended purpose.
7. Tampering with any of the seals on the Product will void the warranty.
8. THERE ARE NO EXPRESS WARRANTIES, WHETHER WRITTEN OR ORAL, OTHER THAN THIS LIMITED WARRANTY. ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL SONY OR ITS LICENSORS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY

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The warranty provided does not affect the consumer's statutory rights under applicable legislation in force or the consumer's rights against the dealer arising from their sales/purchase contract.

Country-specific terms
If you have purchased your Product in a country that is a member of the European Economic Area (EEA) or in Switzerland or the Republic of Turkey and such Product was intended for sale in the EEA or in Switzerland or in Turkey, you can have your Product serviced in any EEA country or in Switzerland or in Turkey under the warranty conditions prevailing in the country in which you require servicing, provided that an identical Product is sold in such country by an authorized Sony distributor. To find out if your Product is sold in the country you are in, please call the local Sony Contact Center. Please keep in mind that certain services may not be available outside the country of original purchase, for example, due to the fact that your Product may have an interior or exterior which is different from equivalent models sold in other countries. Please note in addition that it may sometimes not be possible to repair SIM-locked Products.
** In some countries/regions additional information (such as a valid warranty card) may be requested.

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