

Safety & warranty information.



DURAXV
EXTREME +



Important Safety Information

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

General Precautions

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

- Speak directly into the microphone.
- Do not expose your phone to direct sunlight for extended periods of time (such as on the dashboard of a car).
- Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

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

Maintaining Safe Use of and Access to Your Phone

Do Not Rely on Your Phone for Emergency Calls

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

Using Your Phone While Driving

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

Following Safety Guidelines

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

Medical Devices

If you have a medical device, including an implantable medical device such as a pacemaker or defibrillator, consult your healthcare provider and the device manufacturer's directions before using this mobile phone.

Persons with implantable medical devices:

- Should always keep the mobile phone more than six (6) inches from the implantable medical device when the mobile phone is turned ON.
- Should not carry the mobile phone in the breast pocket.
- Should use the ear opposite the implantable medical device to minimize the potential for interference.
- Should turn OFF the mobile phone immediately if you have any reason to suspect that interference is taking place.

Using Your Phone Near Other Electronic Devices

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

RF signals may affect improperly installed or inadequately shielded electronic operating systems or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers, defibrillator, and hearing aids, to determine if they are adequately shielded from external RF signals.

Note: When using the phone in and near healthcare facilities, always determine the facility's policy concerning cell phone usage and request permission before using the phone near medical equipment.

Using Your Phone On Airplanes

On airplanes, follow applicable airline regulations and always follow the flight crew's instructions concerning the use of your phone.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, connecting or disconnecting accessories to your phone could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- Fueling areas such as gas stations
- Below deck on boats
- Fuel or chemical transfer or storage facilities
- Areas where the air contains chemicals or particles such as grain, dust, or metal powders
- Any other area where you would normally be advised to turn off your vehicle's engine

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

Note: Your phone complies with the Standards for Hazardous Location Equipment. Refer to the following section "Using Your Phone in Hazardous Locations" for details.

Using Your Phone in Hazardous Locations

Your phone complies with the Standards for Hazardous Location Equipment as a Nonincendive Electrical Equipment for use in a Class I, Division 2, Groups A, B, C, & D with a Temperature Code of T4.

Precautions

- Ensure that your phone is not exposed to the temperature outside the limits stated below.
 - Ambient Temperature:
-4° F to 140° F (-20° C to 60° C)
 - Charging Temperature:
36° F to 113° F (2° C to 45° C)
 - Storage Temperature:
 - Less than one month:
-4° F to 140° F (-20° C to 60° C)
 - More than one month:
-4° F to 113° F (-20° C to 45° C)
- Do not charge your phone in Division 2 hazardous locations.
- Use only the charger provided with your phone:
AC adapter SCP-47ADT and USB data cable SCP-24SDC.

- The headset jack, the USB/Charger port, and the battery covers must be properly sealed in Division 2 hazardous locations.
- **Do not connect anything to the headset jack or the USB/Charger port in Division 2 hazardous locations.**
- **Do not open the battery cover in Division 2 hazardous locations.**

Detecting Damage

If you suspect any compromise to the safety of your phone, immediately stop operation and remove it from the hazardous location. Some examples where the safety of the phone may be impaired are when:

- the exterior of the phone has visible damage, or the markings or inscriptions are illegible.
- the phone has been damaged in transit, improperly stored, or subjected to excessive loads.
- malfunctions occur.
- permitted limit values have been exceeded.



WARNING: EXPLOSION HAZARD—SUBSTITUTION OF COMPONENTS MAY IMPAIR SUITABILITY FOR USE IN CLASS I, DIVISION 2.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. USE ONLY BATTERY MODEL SCP-73LBPS. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

THIS EQUIPMENT IS NOT INTENDED FOR OUTDOOR INSTALLATION.

ENCLOSURE WATER INGRESS RATING: IPX4, IPX5, IPX8. THE IP RATING IS FOR THE ENCLOSURE. THE ELECTRICAL SAFETY OF THE PRODUCT WAS NOT CERTIFIED UNDER THESE CONDITIONS.

CAUTION: Damage to the battery presents a risk of fire or chemical burn. Do not crush, smash, or puncture the phone. Do not expose to temperatures above 60°C/140°F or incinerate.



Intertek

4009869

Conforms to UL Std. 121201 & UL Std. 62368-1

You can also find the ETL mark through the Settings menu.

From the Home screen, press **Menu** (center softkey) >

Settings & tools > Settings > About phone > Compliance information.

Restricting Children's Access to Your Phone

Your phone is not a toy. Do not allow children to play with it as they could hurt themselves and others, damage the phone, or make calls that may increase your monthly bill.

Waterproof Capability

Your phone is waterproof and meets IPX5 and IPX8 standards, immersible for up to 30 minutes at a depth not exceeding two meters (about 6.56 feet). Exposing your phone to water outside these limits or not following the precautions can result in water damage.

To ensure that your phone maintains waterproof capability, the following precautions must be observed.

- Make sure the headset jack, the USB/Charger port, and the battery covers are properly seated, with no foreign objects obstructing the seals.

- Do not spray or immerse your phone in liquids other than fresh water or tap water, such as detergent, beverages, or chlorinated or treated water. Certain liquids such as salt water and chlorinated water are corrosive over time. Should your phone be accidentally exposed to other liquids, rinse the phone gently in clean fresh water.
- Your phone is inoperable under water and should be dried as quickly as possible when wet.
- Do not expose your phone to water heated in excess of 104° F (40° C).
- Do not use the USB/Charger port for charging, data transmission, etc. until the phone is completely dry.
- Do not use the headset jack to plug in an accessory until the phone is completely dry.

If your phone gets wet:

Water in the phone's open microphone and speaker ports may affect outbound audio quality and speaker performance. These are temporary conditions and will subside once the phone is dry.

1. Do not open the headset jack, the USB/Charger port, and the battery covers as this may allow water to get inside the sealed portion of the phone.
2. Wipe the phone surfaces with a dry clean cloth.
3. Water in the phone's open microphone and speaker ports (small holes located at the top and bottom, and the grid of holes along the bottom front of the phone) should be removed with puffs of air directly into the ports. Phone audio may not operate properly until ports are dry. Apply a dry clean cloth to the open areas and crevices to remove the moisture left on the phone: microphones; speakers; all physical keys; battery cover; headset jack cover; and USB/ charger port cover.
4. Repeat the process until the phone is completely dry.

Using Your Phone With a Hearing Aid and Cochlear Implants

This phone is hearing aid compatible. The phone was tested and certified to IEEE/ANSI C63.19-2011 with an M4 and a T4 rating.

The FCC hearing aid compatibility rules require that certain phones be tested and certified under the Institute of Electrical and Electronic Engineers (IEEE) / American National Standard Institute (ANSI) C63.19 hearing-aid compatibility standards. IEEE/ANSI standard C63.19-2011 was developed to provide a standardized means of measuring both wireless phone and hearing devices (including hearing aids and cochlear implants) to determine usability rating categories for both. Ratings have been developed for mobile phones to assist hearing device users in finding phones that may be compatible with their hearing device.

The IEEE/ANSI C63.19-2011 standard for hearing aid compatibility contains two types of ratings:

M-Rating: Indicates the RF interference level from the phone to a hearing device when used in acoustic coupling mode. The ratings are M1 through M4, where M1 would have the most interference and M4 would be the least interference. To be compliant with the FCC HAC rules, a phone must have a rating of M3 or M4.

T-Rating: Indicates the inductive coupling capability of the phone to a hearing device in telecoil mode. The ratings are T1 through T4, where T1 would provide the least coupling and T4 would provide the most coupling. To be compliant with the FCC HAC rules, a phone must have a rating of T3 or T4.

These ratings are not guarantees. Results will vary depending on the user's hearing device and the individual's type and degree of hearing loss. When some wireless phones are used with certain hearing devices, users may detect a noise which can interfere with the effectiveness of the hearing device.

If a hearing device is particularly vulnerable to interference noise, even a phone with a higher rating may still cause unacceptable noise levels in the hearing device. Trying out

the phone in different locations, and using its features with your hearing device is the best way to evaluate it for your personal needs.

Hearing aids may also be tested for immunity to interference noise from wireless phones and should have ratings similar to phones. Ask your hearing healthcare professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers excellent use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

For example, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “excellent use.” This also apply to T-ratings.

More information about hearing aid compatibility may be found at: <https://www.fcc.gov>, <https://www.fda.gov>, and <https://www.accesswireless.org>.

Getting the Best Hearing Device Experience With Your Phone

For acoustic coupling mode, to minimize interference, move the phone around to find the point with the least interference.

For telecoil mode, to improve coupling, move the phone around to find the maximum sound. Check your hearing device’s instructions on how to enable the telecoil mode and to determine its telecoil location. See the user guide for instructions to enable the telecoil mode on this phone.

Caring for the Battery

Protecting Your Battery

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

- Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.
- Do not disassemble or open, crush, bend or deform, or puncture or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or other hazard.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Keep the metal contacts on top of the battery clean.
- Battery usage by children should be supervised.

Charging

- If your phone is wet, dry it with a clean cloth before charging.
- Do not touch the AC adapter, the charging cable, or the USB/charger port with wet hands. Doing so may cause electric shock, injury, or product failure.
- Do not charge your phone in a wet or damp place, such as in a bathroom or near a kitchen sink.

- Do not charge your phone in direct sun light.
- Only charge the battery using the provided AC adapter and USB data cable. Use of any other device may present a risk of fire, explosion, leakage, or other hazard.
- In order to avoid damage, charge the battery only in temperatures that range from 36° F to 113° F (2° C to 45° C).
- Only use the AC adapter indoors in a dry environment and avoid direct sunlight.
- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Replace the battery only with another qualified battery. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard. If you are unsure about whether a replacement battery is compatible, contact customer support.

Common Causes of Battery Drain

To make your battery last longer, adjust applicable settings and avoid high-drain activities including:

- Playing games or using the Web
- Keeping backlighting on
- Operating the phone far away from a base station or cell site
- Operating the phone when no service is available, or service is available intermittently
- Using data cables or accessories
- High volume settings
- Repeating sound, vibration, or lighted alerts

Storing

- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
 - Less than one month:
-4° F to 140° F (-20° C to 60° C)
 - More than one month:
-4° F to 113° F (-20° C to 45° C)

Disposal of Lithium-ion (Li-ion) Battery

- Promptly dispose of used batteries in accordance with local regulations.
- Never dispose of the battery by incineration.
- Do not handle a damaged or leaking Li-ion battery as you can be burned.
- For safe disposal options of your Li-ion batteries, contact your nearest authorized service center.

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

Radio Frequency (RF) Energy

Understanding How Your Phone Operates

Your phone is a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. Your phone is designed to transmit just enough RF power to reach the network. The system handling your call controls the RF power level. Depending on network conditions, your phone may operate at an actual Specific Absorption Rates (SAR) level below the maximum value specified. Your phone is designed not to exceed the recommended international guidelines for limits on RF exposure.

Knowing Radio Frequency Safety

The design of your phone complies with updated NCRP standards described below.

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

Body-Worn Operation

To maintain compliance with FCC RF exposure guidelines, always use an appropriate accessory if using the phone for body worn operations. Accessories used with this phone for body worn operations must not contain any metallic components and must provide at least 0.59 inches (1.5 centimeters) separation distance between the user's body and the phone, including antennas. Body worn accessories that do not meet these requirements may not comply with FCC RF exposure requirements and should be avoided.

This device is not intended to be used with a lanyard or strap on the body. The device contains a mounting point that may be used to attach the device to equipment, a backpack, or tool belt, etc.

For more information about RF exposure, visit the FCC website at <https://www.fcc.gov>.

Specific Absorption Rates (SAR) for Wireless Phones

The SAR value corresponds to the relative amount of RF energy absorbed into the head of a user of a wireless handset.

The SAR value of a phone is the result of an extensive testing, measuring, and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design, and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

The highest reported SAR values of your phone are:

Head: 0.75 W/kg

Body-worn: 1.13 W/kg (at 0.59 inches, 1.5 cm)

Hotspot: 1.16 W/kg

In the US, the SAR limit for mobile devices used by the public is 1.6 watts/kg (W/kg) averaged over 1 gram of tissue for the body or head.

Phone models may have different versions and more than one value. Changes in design or components may occur over time and some changes could affect SAR values. More information on the phone's SAR can be found on the following FCC website: <https://www.fcc.gov/oet/ea/>.

FCC Radio Frequency Emission

This phone meets the FCC Radio Frequency Emission Guidelines.

FCC ID: V65E4811

The FCC ID and model number are located on a nameplate inside the battery compartment.

You can also find the FCC ID and model number through the Settings menu. From the Home screen, press **Menu** (center softkey) > **Settings & tools** > **Settings** > **About phone** > **Compliance information**. The FCC ID and model number are displayed on the screen.

Supplier's Declaration of Conformity (47 CFR § 2.1077)

Model: E4811/E4811NC

U.S. Contact Information

Kyocera International, Inc.

8611 Balboa Avenue

San Diego, CA 92123

<https://www.kyoceramobile.com/contact/>

FCC Compliance Statement

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.

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio

frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference 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 the direction of the internal antennas.
- 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.

Owner's Record

Model: E4811/E4811NC

The model number, FCC ID, and IMEI number are located on a nameplate inside the battery compartment.

This will be helpful if you need to contact us about your phone in the future.

Important: Carefully read our End User License

Agreement at our website

<https://www.kyoceramobile.com/support/phone/> before using or otherwise accessing the software or services provided with your Kyocera device.

Manufacturer's Warranty

Kyocera International, Inc. ("KYOCERA") 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 two years 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 an authorized supplier. 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. KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality, and which will include the KYOCERA standard default software) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the two 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 two year warranty period ("Proof of Purchase"). After the two year warranty period, you must pay all shipping, parts, and labor charges. This limited warranty does not cover and is void with respect to the following: (i) Products which have been improperly installed, repaired, maintained, or modified (including the antenna); (ii) Products which have been subjected to misuse (including Products used in conjunction with hardware electrically or mechanically incompatible or Products used with software, accessories, goods, or ancillary or peripheral equipment not supplied or expressly authorized by KYOCERA for use), abuse, accident, physical damage, abnormal use or operation, improper handling or storage,

neglect, exposure to fire, water (except for Product certified for protection against water; see the Kyocera product website for details on your Product), or excessive moisture or dampness, or extreme changes in climate or temperature; (iii) Products operated outside published maximum ratings; (iv) cosmetic damage; (v) Products on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) customer instruction; (vii) cost of installation, setup, removal or reinstallation; (viii) signal reception problems (unless caused by defect in material or workmanship); (ix) damage the result of fire, flood, acts of God, or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling and blown fuses; (x) consumables (such as memory cards, fuses, etc.); (xi) third party software or applications, data and equipment not originally supplied with the Product; (xii) any Product in which the software has not been updated to the current version; (xiii) any Product in which the operating system has been unlocked (allowing installation of a third party operating system); or (xiv) any Products which have been opened, repaired, modified, or altered by anyone other than KYOCERA or a KYOCERA authorized service center, (xv) Product customization and configuration by KYOCERA as a part of service. Before returning any Product for service, be sure to back up data and remove any confidential, proprietary, or personal information from the Product. KYOCERA is not responsible for damage to or loss of any software, applications, data, setting, customization, configuration or removable storage media.

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

KYOCERA, ITS PARENT COMPANY AND ITS AFFILIATES SPECIFICALLY DISCLAIM LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE,

EXEMPLARY, AGGRAVATED, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, 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".

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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 from anywhere in the continental United States: 1-800-349-4478.

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