

# XPERIA Ace III

## SOG08

### Cautions on using the product

**When using the product**

Before you start using the product, make sure to read the "Safety Precautions" to ensure correct use.

Before you assume that the product is malfunctioning, refer to "故障とお考えになる前に" (Check here first)" in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas. Communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- For connecting to the emergency call acceptance organization, VoLTE (LTE network) is used. 3G (Line exchange network) connection is not available.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your mobile phone is automatically sent to your carrier for maintenance and monitoring operational status of your mobile phone.
- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the "Instruction Manual".
- You cannot use information obtained from the measuring sensor or GPS equipped with the product for the purpose which requires high reliability. Note that the Company is not liable for any damage or lost income arising from the difference caused by measurement.
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.

- In this manual, "Xperia Ace III" is usually referred to as "the product" or "main unit".
- In this manual, "Quick Start Guide", "Cautions on using the product" (this manual) and "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) are collectively referred to as "Instruction Manual".
- Descriptions in this manual are based on Android™ 12.
- In this manual, "microSD™ memory card (commercially available)", "microSDHC™ memory card (commercially available)" and "microSDXC™ memory card (commercially available)" are abbreviated as "microSD memory card".
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and © marks may be omitted in this manual.

**Follow the instructions of a gas station or other such location before using the product there.**

Do not charge the product at a gas station, etc.

Take care not to drop the product at a gas station, etc.; in particular, do not use the product while filling.

Ignition of flammable gas might cause explosion, fire, etc.

**If you notice anything unusual about the equipment such as an unusual odor, abnormal noise, smoke generation, overheating, discoloration or deformation during operation, charging or storage, perform the following measures carefully.**

- Remove the power plug from an outlet
- Turn off the power of the product

Failure to do so might cause fire, burns, injury, electric shock, etc.

**Caution** Be sure to read the following cautions before use.

**Do not use damaged product or peripheral devices.**

Doing so might cause fire, burns, injury, etc.

**Do not place the product on an unstable or inclined platform. Be careful especially when vibrator is set.**

The product might fall and cause injury etc.

**Do not use or keep in a place that is very humid, dusty, or subject to high temperature.**

Doing so might cause fire, burns, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**If children use the product, parents or guardians should give them proper instructions and do not allow them to use the product in the wrong way.**

Use of the product in the wrong way might cause accidental ingestion, injury, electric shock, etc.

**Never connect the USB Type-C plug to the product or the specified charging equipment (sold separately) when it is wet.**

Although the product has the waterproof property, inserting USB Type-C plug to the product when it is wet might cause electric shock or short-circuit due to the moisture or foreign substance on the product or USB Type-C plug, or might cause abnormal overheating, fire damage, fire, burns, or a fault if corrosion occurs.

**Do not touch the cable, charging terminals or power plug of the specified charging equipment (sold separately) with wet hands.**

Doing so might cause fire, burns, electric shock, etc.

**Use the adapter only on the specified power supply and voltage.**

**When charging the battery overseas, use AC adapter that can be used overseas (sold separately).**

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

**AC adapter (sold separately): 100V AC (Connect to the AC outlet for internal household use)**

**AC adapter (sold separately) that can be used overseas: 100V AC to 240V AC (Connect to the AC outlet for internal household use)**

**Clean dust from the power plug.**

Using it with dust adhered might cause fire, burns, electric shock, etc.

**Firmly insert the specified charging equipment (sold separately) into an outlet.**

Insecure inserting might cause fire, burns, electric shock, etc.

**When you disconnect a power plug of the specified charging equipment (sold separately) from an outlet, do not apply excessive force to it such as pulling the cable. Instead, hold the adapter main unit to disconnect.**

Pulling the cable of the specified charging equipment (sold separately) might damage the cable causing fire, burns, electric shock, etc.

**When plugging/unplugging the specified charging equipment (sold separately) into/from the product, plug/unplug it straight toward the product without applying excessive force such as pulling the cable.**

Incorrect plugging/unplugging might cause fire, burns, injury, electric shock, etc.

### When using the product

Before you start using the product, make sure to read the "Safety Precautions" to ensure correct use.

Before you assume that the product is malfunctioning, refer to "故障とお考えになる前に" (Check here first)" in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in poor signal reception areas. Communication is sometimes interrupted if you move into poor signal reception area during communication.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated. (Though 5G/LTE/WiMAX 2+/GSM/UMTS system has highly secure confidential communication features.)
- For connecting to the emergency call acceptance organization, VoLTE (LTE network) is used. 3G (Line exchange network) connection is not available.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of your mobile phone is automatically sent to your carrier for maintenance and monitoring operational status of your mobile phone.
- Before you start using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of the product or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the "Instruction Manual".
- You cannot use information obtained from the measuring sensor or GPS equipped with the product for the purpose which requires high reliability. Note that the Company is not liable for any damage or lost income arising from the difference caused by measurement.
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.

**Keep the equipment out of the reach of babies, infants, and pets. In particular, be careful where small parts are stored, such as the microSD memory card/SIM card tray.**

Failure to do so might cause accidental ingestion, injury, electric shock, etc.

**Be careful about the temperature when using the product continuously or while charging because it might become warm. Also, be careful not to keep touching it unintentionally in a pocket of clothes, when you fall asleep, etc.**

The product or the specified charging equipment (sold separately) might become warm when using an app, a call, data communication, watching video, playing a game, etc. continuously or while charging. If you are directly in contact with warmed part continuously, it might cause a redness of skin, itch, rash, low-temperature burn, etc. depending on your physical condition. Especially, be careful when you put the product in a pocket of clothes or at bedtime.

**Main unit**

**Danger** Be sure to read the following hazards before use.

**Do not throw the product into fire or apply heat.**

Doing so might cause fire, burns, injury, etc.

**Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it.**

Doing so might cause fire, burns, injury, etc.

**If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mouth with clean water and then see a doctor right away.**

The effects of the internal substance of the product might cause blindness, medical problem, etc.

**Do not throw the product into fire or apply heat.**

Doing so might cause fire, burns, injury, etc.

**Do not put excessive force such as sticking with a sharp object (nail etc.), hitting with a hard object (hammer etc.), or stepping on it.**

Doing so might cause fire, burns, injury, etc.

**If the internal substance of the product contacts your eyes or mouth, immediately rinse the eyes or mouth with clean water and then see a doctor right away.**

The effects of the internal substance of the product might cause blindness, medical problem, etc.

**If the charging terminal is deformed such as being bent, stop using immediately. Do not use it with the deformation restored.**

Doing so might cause fire, burns, injury, etc. due to short-circuit of the charging terminal.

**Always remove the power plug from an outlet when not using it.**

Keeping it plugged in might cause fire, burns, electric shock, etc.

**Immediately remove the power plug from an outlet if liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) get adhered.**

Failure to do so might cause fire, burns, electric shock, etc. due to short-circuit by adhered object etc.

**Before cleaning, remove the power plug from an outlet.**

Failure to do so might cause fire, burns, electric shock, etc.

**Caution** Be sure to read the following cautions before use.

**Do not touch the specified charging equipment (sold separately) continuously when it is connected to an outlet.**

Doing so might cause a burn etc.

**SIM card**

**Caution** Be sure to read the following cautions before use.

**Be careful of the cut surface not to hurt your fingers etc. when handling SIM card.**

The cut surface may be sharp, and it might cause injury.

### Safety Precautions (Observe Strictly)

**Before using this product, thoroughly read these safety precautions for proper use.**

**These "Safety Precautions" describe instructions that should be observed to prevent damage to property or injury to the customer or others using the product.**

**The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.**

	<b>Danger</b>	This symbol indicates that "death or serious injury" <sup>1</sup> may directly and immediately result from improper use <sup>*</sup> .
	<b>Warning</b>	This symbol indicates that "death or serious injury" <sup>1</sup> may result from improper use <sup>*</sup> .
	<b>Caution</b>	This symbol indicates that "minor injury" <sup>2</sup> and/or property damage <sup>3</sup> may result from improper use <sup>*</sup> .

**1** Serious injury: This refers to loss of sight, injury, burns (high- and low temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

**2** Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

**3** Property damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

**Notice**

- Reproduction of the content of "Instruction Manual" in part or in whole is prohibited.
- The content of "Instruction Manual" is subject to change without notice.
- Some functions may be unavailable due to change of specification of the OS or change/termination of services.
- Every effort has been made in the preparation of "Instruction Manual". Should you notice any unclear points, omissions, etc., feel free to contact us.

**Warning** Be sure to read the following warnings before use.

**Do not turn on or flash Flash/Photo light with the lighting luminescence part close to the other's eyes. Keep enough distance away especially from babies.**

Doing so might cause blurred vision etc. Also an accident such as injury might occur if he or she is dazzled or frightened.

**Do not turn on or flash Flash/Photo light toward a driver of a car etc.**

Doing so might disturb driving and cause an accident etc.

**Do not look at a repeatedly-blinking screen for a long time.**

Doing so might cause cramp, loss of consciousness, etc.

**Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.), metal parts, or flammable objects to enter to the microSD memory card/SIM card slot of the product.**

**Do not set a microSD memory card or SIM card in wrong insertion, or insert it in wrong orientation.**

Doing so might cause fire, burns, injury, electric shock, etc.

**Do not expose the camera lens to direct sunlight for a long time.**

Doing so might cause fire, burns, injury, etc. due to light-collecting mechanism of lens.

**Power off the product or put it in Airplane mode before boarding an airplane.**

Use of mobile phones on board is restricted. Follow the instructions of each airline.

**The radio waves from the product might adversely affect on-board electronic equipment.**

Prohibited acts related to mobile phone usage on an airplane might be punished by law.

**Follow the instructions of each medical facility for the use of mobile phones on their premises.**

Power off the product in a place where the use is prohibited.

The radio waves from the product might affect electronic equipment and electronic medical equipment.

**Using near medical equipment or in healthcare facilities**

**Warning** Be sure to read the following warnings before use.

**If you wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times.**

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

**If you need to use electronic medical equipment other than implantable cardiac pacemakers or implantable cardioverter defibrillators outside medical facilities such as treating at home, consult the relevant medical electronic equipment manufacturer for effects on the equipment by radio waves.**

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

**If there is any chance that the distance between the product and a person closest to you might get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (Airplane mode, power off, etc.).**

A person in close proximity to you might wear electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

**Follow the instructions given by the respective medical facility regarding use of the product on their premises.**

The radio waves from the product might have harmful effects on the operation of the electronic medical equipment.

### Explanation of graphic symbols

	Indicates an action that is not allowed.		Indicates that handling with wet hands is not allowed.
	Indicates that disassembly is not allowed.		Indicates compulsory actions in accordance with instructions.
	Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.		Indicates that the power plug must be disconnected from an outlet.

**Precautions common to the main unit, internal battery, charging equipment, SIM card, peripheral devices**

**Danger** Be sure to read the following hazards before use.

**Do not use, store or leave the equipment in a location where it is subject to high temperature or accumulation of heat (e.g. by the fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun).**

Doing so might cause fire, burns, injury, electric shock, etc.

**Do not put the equipment in cooking appliances such as microwave ovens, IH cooking heaters, or high pressure containers such as pressure cookers. Do not place the equipment near such cooking appliances.**

Doing so might cause fire, burns, injury, electric shock, etc.

**Do not splash sand, soil or mud, or do not directly place the equipment on it. Also, do not touch the equipment with hands with sand etc. adhered.**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**If the internal battery leaks or gives off a strange smell, immediately stop using and remove it from the vicinity of open flames.**

The leaking liquid might ignite, catch fire, explode, etc.

**Be careful not to allow a pet etc. to bite the product.**

Doing so might cause fire, burns, injury, etc. because of ignition, burst, heat or leaking of the internal battery.

**Caution** Be sure to read the following cautions before use.

**When using the motion sensor, check the safety around you, hold the product firmly, and do not shake it unnecessarily.**

Failure to do so might cause an accident such as injury.

**If the display is damaged and when the internal substance etc. leaks out, do not allow it to contact your skin such as face and hands, clothes, etc.**

Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

**Do not discard the product together with other garbage.**

Doing so might cause fire, burns, injury, etc. Also, it might cause environmental destruction. When the product is no longer used, dispose of it according to a recycling program of your local municipality.

**If the substance leaks out from the internal battery, do not allow the fluid to contact with your skin of face, hands, clothes, etc.**

Doing so might cause injury etc. on your eyes or skin.

If the internal substance gets into your eyes, mouth, etc. or contacts your skin or clothes, immediately rinse with clean water.

In the case of getting into your eyes, mouth, etc., immediately consult a doctor after rinsing.

**Power off the product near electronic devices or equipment operating on high precision control or weak signals.**

The radio waves from the product might interfere with the operation of electronic devices or equipment.

\* The following are some electronic devices or equipment that you should be careful of:

Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.

**Be careful about broken parts or exposed internal part of the product when the display, or the camera lens is broken.**

Touching damaged or exposed part might cause burns, injury, electric shock, etc.

**Material list**

Part	Material	Surface treatment
Exterior case (top part, bottom part, side part, cover of microSD memory card/SIM card slot)	Polycarbonate resin (with glass fiber)	Coating
Exterior case (Volume key/Zoom key, Back cover)	Polycarbonate resin	Coating
Transparent plate (Display)	Hardened glass	AFP treatment
Transparent plate (Camera lens)	Hardened glass	AFP treatment + AR treatment
Power key/Fingerprint sensor	Epoxy resin	Coating
Earpiece mesh	SUS plate	PVD treatment
Speaker mesh	PET	---
Rubber seals on the cover of microSD memory card/SIM card slot	Silicon rubber	---
Tray of microSD memory card/SIM card	Polycarbonate resin (with glass fiber) + SUS plate	PVD treatment

**Handling precautions**

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated.

Thoroughly read these precautions to ensure correct use.

**Precautions common to the main unit, internal battery, charging equipment, SIM card, peripheral devices**

**Do not apply excessive force to the product during use.** Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. Sitting on the product in your pocket might damage the display or internal circuit board or cause a malfunction.

Keeping an external device connected to the USB Type-C port or headset jack might cause damage of the connector or a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.

**To ensure waterproof property (equivalent to IPX5 and IPX8) of the product, use with the cover of microSD memory card/SIM card slot tightly closed.**

Note that the waterproof property is not guaranteed in every usage condition.

**Do not allow water to get inside of the product or splash water on the specified charging equipment (sold separately) or optional accessories.** Do not open or close the cover of microSD memory card/SIM card slot in the rain or with water droplets on the surface of the product. Doing so might cause water intrusion resulting in internal corrosion.

Malfunctions determined to be caused by water intrusion are not covered by the warranty.

**Waterproof/dustproof performance might not be maintained if the product has an outward abnormality such as damage or deformation.** In that case, make an inquiry to the contact on the back cover of "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese).

**For the following products, do not use them in extremely hot, cold or humid places. (Use within an ambient temperature range of 5°C to 35°C and humidity range of 35% to 85%. However, temporary use at an ambient temperature range of 36°C to 40°C and humidity range of 86% to 90% is allowed.)**

- Main unit
- SIM card (attached to the main unit)

### Do not charge the equipment when it is wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.). Also, do not charge the equipment in a place where water comes in contact such as bathroom or near a humidifier.

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**Do not subject the product to strong pressure or break the product. Especially when bringing the product putting in a pocket of clothes, do not let the product hit against surroundings or being put between the objects.**

Doing so may cause fire, burns, injury, etc. due to damage of the internal battery.

\*The following are examples that you should be careful of:

- Sitting or squatting with the product put in a pocket of trousers or skirt
- Putting the product in a pocket of outer wear and catching them in a door or a door of car
- Stepping on the product on a soft object such as a sofa, bed or bedding, or on a floor
- Putting the product into a seat of train or bus

**Do not disassemble or modify the equipment.**

Doing so might cause fire, burns, injury, electric shock, etc.

**Do not try to remove the internal battery from the product.**

Doing so might cause fire, burns, injury, etc.

**The back cover cannot be removed. Do not try to remove it from the product.**

Doing so might cause fire, burns, injury, etc.

**Do not let the equipment get wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.).**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**Do not let the equipment get wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.).**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**Do not splash sand, soil or mud, or do not directly place the equipment on it. Also, do not touch the equipment with hands with sand etc. adhered.**

Doing so might cause fire, burns, injury, electric shock, etc.

For waterproofness/dustproofness, refer to "Notes on waterproof and dustproof properties" (▶P.26).

**For using the product in a car, check with the automobile manufacturer or dealer for the effects by radio waves before using.**

Depending on vehicle model, the radio waves from the product may affect the vehicle's electronic equipment to malfunction. In that case, stop using the product immediately.

**If any skin abnormality develops due to the use of the product, immediately stop using the product, and consult a doctor. (sold separately)**

Depending on your physical constitution or health, itchiness, a rash, eczema, etc. might develop.

See "Material list" (▶P.17) for materials used in each part of the product.

**Magnetic components are used in the product's earpiece (center top), speaker (bottom left on back), and vibrator (bottom right on back); make sure no metal objects (cutter blade, staple, etc.) are attached to the product.**

Attached objects might cause injury, etc.

**Do not leave the main unit in the reach of children or persons requiring supervision.**

The product uses magnets. If swallowed, there is a risk of choking or serious harm to internal organs.

If the magnet has been swallowed, immediately consult a doctor.

**Do not bring the main unit near medical devices.**

The product uses magnets; they may affect pacemakers, variable-pressure hydrocephalus shunts, and other medical devices. Do not bring the product near persons using these devices. If you use such a device, consult your doctor before using the product.

**Watch the display in an adequately bright place taking a certain distance from it.**

Watching in a dark place or closely might reduce visual acuity etc.

**Do not use the specified charging equipment (sold separately) if the cable is damaged.**

Doing so might cause fire, burns, electric shock, etc.

**If you hear thunder, do not touch the specified charging equipment (sold separately).**

Doing so might cause electric shock etc.

**Do not short-circuit the charging terminal while it is connected to an outlet. Do not touch the charging terminal with your hands, fingers, or any part of your body.**

Doing so might cause fire, burns, electric shock, etc.

**Do not place heavy objects on a cable of the specified charging equipment (sold separately), or do not apply unreasonable force to the cable such as pulling.**

Doing so might cause fire, burns, electric shock, etc.

**Do not connect the voltage converter (such as a travel converter for overseas travel) to the specified charging equipment (sold separately).**

Doing so might cause ignition, overheating, electric shock, etc.

**Do not put an excessive force to the connection part with the specified charging equipment (sold separately) connected to the product.**

Doing so might cause fire, burns, injury, electric shock, etc.

**In the event that the product gets wet while charging, immediately disconnect the plug of the specified charging equipment (sold separately).**

**Do not use the product while driving an automobile or motorized bicycle, riding a bicycle or walking.** Use of a mobile phone while driving a car or motorbike is prohibited by law. Use of a mobile phone while riding a bicycle might be punishable by some regulations.

**Using or charging the product in a bag or when it is covered with bedding might cause a malfunction.**

**When using the specified charging equipment (sold separately) or an external device, insert/remove the connector straight to/from the terminal.** Make sure the orientation of the connector is correct. Unless it is correct, it might cause a malfunction.

**Do not expose the camera lens to direct sunlight for an extended period.** Doing so might cause a malfunction.

**Do not use, store, and leave the product in places subject to direct sunlight (e.g. in automobiles), places that get hot, places that get extremely cold, and in humid or dusty places.** Doing so might cause a malfunction.

**Do not place the product on an unstable or inclined platform.** Be careful especially while charging or when vibrator is set. The product might fall and cause a malfunction etc.

**Do not exceed the rating of outlet or wiring device when charging the product, for example, by starburst connection etc.**

- Main unit**
  - Since the battery is built into the product, you cannot replace it yourself. For replacing the battery, contact お客様い合わせ先 (For inquiries) on 「取扱説明書 詳細版 (Full Instruction Manual) (Japanese).
  - Do not forcefully press, tap or intentionally subject the display to strong impact. Doing so might cause scratching or damage.
  - Do not forcefully press the keys or display surface with your fingernails or hard objects. Doing so might cause scratching or damage of the keys or display.
  - Do not use a remodeled product. Use of a modified device violates the Radio Law and Telecommunications Business Act. The product is compliant with rules on the technical standard conformance of specified wireless equipment based on the Radio Law/ Telecommunications Business Act, and as a proof of it, the "Technical Conformance Mark" can be checked with the product. **Checking procedure: In the Home screen, slide the screen up --> [Settings] --> [About phone] --> [Certificates]** If the certifications of the internal components of the product are made, the certification of conformity with the technical standard conformance etc. becomes invalid. Do not use the product with the certification invalid, as it is a violation of the Radio Law and Telecommunications Business Act.
  - Take care not to place magnetized items such as magnetic cards, speakers and TV sets near the product, as it might cause a malfunction. Putting a strong magnetism close to the product might cause a false operation.
  - Do not bring magnetized cards such as cash cards, credit cards and prepaid cards closer to the product. It might cause loss of the recorded data.
  - When you put the product in your pocket or bag, take care that the display does not come in contact with metal objects or other hard objects, as it might cause a scratch or damage. Take care with using a strap whose member is a hard material such as metal because it can touch the display and may cause scratch or damage.

①

- Cover of microSD memory card/SIM card slot**
  - Make sure that the cover of microSD memory card/SIM card slot is firmly closed. Just a small particle (a hair etc.) between contact surfaces can cause water intrusion or dust penetration.
    - Do not open or close the cover of microSD memory card/SIM card slot with tweezers. Just a small particle (a hair etc.) between contact surfaces can cause water intrusion or dust penetration. Wipe off any minuscule droplets of water or dirt with a clean dry cloth before closing the cover.
    - If the cover of microSD memory card/SIM card slot is deteriorated or damaged, the waterproof/dustproof property becomes ineffective.
    - For details on how to close the microSD memory card/SIM card slot cover, refer to 「取扱説明書 詳細版 (Full instruction manual) (Japanese).

- If any liquid other than plain water is adhered to the product**
  - If any liquid other than plain water (e.g. seawater, detergent, alcohol, juices) is adhered to the product, immediately rinse it with plain water.
    - You can wash the product under a mild flow (less than 6 liters per minute) of tap water at room temperature (10°C to 35°C) at a distance of about 10 cm from the faucet or shower head.
    - If the product gets dirty, wash it with your hands holding the microSD memory card/SIM card slot cover so that they do not open. Do not use a brush.

- After the product gets wet**
  - After the product gets wet, drain water, and wipe with a clean dry cloth.
  - In cold climates, water on the product might turn to frost. Using with frosted might cause a malfunction. Do not leave the product without wiping off with a clean dry cloth.

- Rubber seals**
  - Be careful not to tear the inner edges of the cover of microSD memory card/SIM card slot is important to maintain waterproof/dustproof property. Do not damage or remove the rubber seals.
  - When closing the cover of microSD memory card/SIM card slot, take care not to get the rubber seal caught. Forcibly closing the cover with the rubber seats caught might damage them resulting in loss of waterproof/dustproof property. Just a small particle (a hair etc.) between contact surfaces can cause water intrusion or dust penetration.
  - If any liquid other than plain water (e.g. alcohol) is adhered to the rubber seals, it might cause deterioration in durability.
  - Do not insert sharp objects into grooves around the cover of microSD memory card/SIM card slot. Doing so might damage or deform the product, damage the rubber seals, etc. causing water intrusion or dust penetration.

②

## Notes on data communication charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically by some apps, resulting in high data communication charges. Therefore, subscription to a data communication charge discount service or flat rate plan is recommended.
- To browse homepages, download apps, communicate using apps, send/receive e-mails and configure various settings on the product, connection to the Internet is required and data communication charge applies.

## Notes on Call Charges

- When you end a call, make sure to disconnect the call. If you forget to disconnect, the call charges may be higher.

## Notes on applications

- Be sure to check the security of the app, then install it at your own risk. Some apps might affect operation of other apps or of the entire product. They might cause virus infection, damage various data, and send out your location information, usage history or personal information stored in your product via the Internet.
- The Company assumes no responsibility for any malfunctions that might be caused by apps you have installed. Repair costs in this case may be charged even during the warranty period.
- The Company assumes no responsibility for any disadvantage brought to you or any third party by the apps you have installed.
- Insertion of a microSD memory card is necessary to use some apps. Some apps prohibit the product from entering sleep mode while they are active, and rapidly drain the battery while running in the background.
- Operational procedures and screen appearances of the apps preinstalled in the product and those installed by you are subject to change without notice as a result of version upgrade. In addition, operating procedures described in "Instruction Manual" might differ from the actual procedures.

③

- Radio Frequency (RF) exposure and Specific Absorption Rate (SAR)**
  - When your phone or Bluetooth® handsfree 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 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 phone. The SAR value is determined at the highest certified power level in laboratory conditions, but because the phone 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.

④

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- United States**
  - THIS PHONE MODEL HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.
  - This mobile phone model SOG08 has been designed to comply with applicable safety requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed to not exceed the limits\* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general

- Main unit**
  - When suddenly brought into a warm place from a cold place, or used in a humid location or in a place where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) may be formed inside of the product. Note that when used under such conditions, the humidity might cause corrosion or a malfunction.
  - While writing or reading data to or from a microSD memory card, do not subject the product to vibration or impact, or turn off the power. Doing so might cause loss of data or a malfunction.
  - Do not cover the proximity/light sensor with your finger or put a sticker on it. Doing so might hinder the proximity/light sensor from detecting the ambient brightness and functioning correctly.
  - Do not put a sticker, etc. on the proximity/light sensor. Doing so might cause a malfunction on the sensor and make the display always turned off while receiving a call or during a call.
  - Usually use the product with the cover of microSD memory card/SIM card slot firmly closed. If the cover is open, dirt or water might get inside and cause a malfunction.
  - Do not allow liquids, metal and other foreign objects to get inside the USB Type-C port, headset jack, speaker, second microphone, etc. Doing so might cause a malfunction.
  - Do not give strong impact on the product such as dropping, throwing, dropping, or slipping. Doing so might cause a malfunction.
  - Do not put the product directly on sand at a beach etc. Sand or other small particles might get inside the earpiece, multi-piece/microphone, speaker, or second microphone causing the volume to drop. If sand gets inside the product, it might cause a malfunction.
  - To prevent possible hearing damage, do not listen at high volume levels for long periods.
  - To prevent possible hearing damage, do not listen at high volume levels for long periods.
  - This mark is displayed when the surface temperature of the product rises during use. When the mark is displayed, there is a risk of burns if you continue using the product while holding it in your hands. In this case, please refrain from holding it in your hands.

⑤

- Replacing parts**
  - It is recommended to replace the parts for maintaining waterproof/dustproof property once every two years regardless of whether any abnormality is present. For information on part replacement, contact お客様い合わせ先 (For inquiries) on 「取扱説明書 詳細版 (Full Instruction Manual) (Japanese).

- Heat resistance**
  - Do not sink the product into boiling hot water or do not splash with boiling hot water to the product. Also, do not use the product in saunas or do not expose the product to fiery winds from hair dryer etc. the product is not resistant to high temperatures.

- Shock**
  - The product is not resistant to shock. Do not drop the product or subject it to shock. Also, do not poke the earpiece, multi-piece/microphone, speaker, second microphone, USB Type-C port, or headset jack, as well as a sharp object. Doing so might damage or deform the main unit causing water intrusion or dust penetration.

## Precautions on charging

- The optional accessories are not waterproof. Check the following before and after charging.
  - Never charge the battery if the product is wet. Doing so might cause fire, burns, injury, electric shock, etc.
  - Check that the product is not wet. If you are charging the battery just after the product gets wet, drain water well and wipe the remaining water off with a clean dry cloth.
  - Do not touch the specified charging equipment (sold separately) with wet hands. Doing so might cause electric shock.
  - Do not use specified water-repellent charging equipment (sold separately) when using them. Do not use them near water such as in a bathroom, shower room, kitchen or washroom. Doing so might cause fire, burns, electric shock, or malfunction. Do not bring them into a bathroom etc. even if you do not charge the product with them. Doing so might cause fire, burns, electric shock, or malfunction.

⑥

- Precautions on charging**
  - The optional accessories are not waterproof. Check the following before and after charging.
    - Never charge the battery if the product is wet. Doing so might cause fire, burns, injury, electric shock, etc.
    - Check that the product is not wet. If you are charging the battery just after the product gets wet, drain water well and wipe the remaining water off with a clean dry cloth.
    - Do not touch the specified charging equipment (sold separately) with wet hands. Doing so might cause electric shock.
    - Do not use specified water-repellent charging equipment (sold separately) when using them. Do not use them near water such as in a bathroom, shower room, kitchen or washroom. Doing so might cause fire, burns, electric shock, or malfunction. Do not bring them into a bathroom etc. even if you do not charge the product with them. Doing so might cause fire, burns, electric shock, or malfunction.

⑦

## Setting app permission

When you activate an app/function that access the functions or information of the product for the first time, a confirmation screen for requesting access permission appears.

If the request screen appears, confirm the content and select the option you want (e.g. "ALLOW"/"DON'T ALLOW").

Example: When activating "Music" app for the first time

- In the Home screen, slide the screen up --> [Music]**
    - The request screen appears.
  - [ALLOW]/[DON'T ALLOW]**
- Information**
    - If you do not permit, app/function may not be activated or use of function may be restricted.
    - To change the permission setting, in the Home screen, slide the screen up --> [Settings] --> [Apps] --> [See all XX apps] --> Tap an app to change the setting --> [Permissions] --> Tap a function or information of permission setting to be changed --> Select the option you want (e.g. "Allow"/"Don't allow").
    - For some apps/functions, an explanation screen for the permission may appear. Several request screens may appear or the screen content may differ. Confirm each content and select the option you want.
    - In "Instruction Manual", description of the confirmation screen may be omitted.

## Mobile Phone Etiquette

- Use of the product is not allowed in the following places!**
  - Do not listen to music or watch videos, etc. while driving a car or motorcycle, or riding a bicycle. Use of mobile phones while driving a car or motorcycle is prohibited by law (Use of mobile phones while riding a bicycle may also be punishable by law). In addition, stay alert to the traffic around you even when walking. Surrounding sounds will not be heard clearly, and gazing at the screen might distract your attention causing a traffic accident. Be especially careful at railroad crossings, station platform and pedestrian crossings.
  - Use of mobile phones on board is restricted. Follow the instructions of each airline.

⑧

- Draining water when the product gets wet**
  - Drain the following parts: Earpiece, Mouthpiece/microphone, Speaker, USB Type-C port, Second microphone, Headset jack, Power key/Fingerprint sensor, Volume key/Zoom key, the cover of microSD memory card/SIM card slot, Transparent plate (Camera lens) (peripheral camera)
  - If water remains, clothes or bag might get wet or sound might be barely heard. Drain in the following steps.

⑨

- Europe**
  - This mobile phone model SOG08 has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

- United States**
  - THIS PHONE MODEL HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.
  - This mobile phone model SOG08 has been designed to comply with applicable safety requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed to not exceed the limits\* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general

⑩

- United States**
  - THIS PHONE MODEL HAS BEEN CERTIFIED IN COMPLIANCE WITH THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.
  - This mobile phone model SOG08 has been designed to comply with applicable safety requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed to not exceed the limits\* of exposure to radio frequency (RF) energy set by governmental authorities. These limits establish permitted levels of RF energy for the general

⑪

### Display (Touch Panel)

- The touch panel is designed to be lightly touched by fingers. Do not apply strong pressure with your fingers or sharp-pointed objects (such as fingernails, ballpoint pens and pins) to the touch panel. In the following cases, the touch panel might not respond. Also, it may cause malfunction.
  - Operation with gloves
  - Operation with fingernails
  - Operation with foreign object on the touch panel
  - Operation with protective sheet or seal on the touch panel
  - Operates when the display is wet with water droplet or fogged
  - Operation with wet or sweaty fingers
  - Operation under water
- Putting stickers or sheets (e.g. commercially available protective films, prep prevention sheets) on the display might hinder correct operation of the touch panel.
- When carrying the product in your pocket or bag, take care not to put the touch panel close to metals or other conductive materials, as it might cause false operation of the touch panel.

- Internal battery (The internal battery of the product is a lithium-ion battery)**
  - The internal battery is not fully charged at the time of purchase. Charge the internal battery before using the product. Charge the internal battery if you have not used the product for a long time.

- Use in very hot or cold environments, for example, when left in an automobile with the windows closed in summer, will cause the internal battery capacity to drop and shorten the available usage time. This will also shorten the internal battery's service life. Try to use the product as far as possible at room temperature.**

- Draining water when the product gets wet**
  - Drain the following parts: Earpiece, Mouthpiece/microphone, Speaker, USB Type-C port, Second microphone, Headset jack, Power key/Fingerprint sensor, Volume key/Zoom key, the cover of microSD memory card/SIM card slot, Transparent plate (Camera lens) (peripheral camera)
  - If water remains, clothes or bag might get wet or sound might be barely heard. Drain in the following steps.

- Wipe off water remained on the product with a dry cloth, etc.**

- Hold the product firmly and shake it approximately 20 times, then turn upside down and shake it 20 times again**
  - While shaking the product, check the safety around you and hold it firmly enough not to drop it.

- If water flows out from the inside of the product, wipe it off with a dry cloth etc.**
  - Face the product downward and push it on a cloth to wipe off the water.
  - Turn the upside down and wipe off the water.

- Place a dry towel or cloth under the product and leave it for a couple of hours at room-temperature to dry**
  - If the product is not dried enough, you can barely hear the sound. Leave the product enough time to dry before use.

⑫

- Consider people around you**
  - To prevent ringtone from bothering other people, not only refrain from making a call but also power off or use Silent mode at a movie theater, theater, museum, library, etc.
  - In a city area, use in a place where you do not bother people walking. It is extremely dangerous to walk while looking at the screen of the mobile phone. Do not make calls or operate a mobile phone while walking or by driving.
  - Move to a place where you do not disturb others while you are in shinkansen, a hotel lobby etc.
  - Be careful not to be loud while talking.
  - Be careful of sound leakage from earphones in trains or other places with many people around you.
  - Ask permission if you take photos with your mobile phone camera.
  - When using the camera, follow common rules of etiquette regarding camera use. There may be a person with a cardiac pacemaker nearby at a place filled with people such as in a crowded train. Set "Airplane mode" or turn the product off beforehand.
  - When a medical institution has laid down designated areas where use of the product is prohibited or is not allowed to be brought in, abide by the instructions of that medical institution.

- Updating Software**
  - You can update the product to the most recent software for optimal performance and to get the latest enhancements.
  - You are charged for the mobile data communication according to your contract details when accessing the Internet from the product via data communication. A large amount of data communication is required especially for upgrading the OS.
  - You are recommended to back up your data before updating software. For details, refer to 「取扱説明書 詳細版 (Full instruction manual) (Japanese).

- 1 In the Home screen, slide the screen up --> [Settings] --> [System] --> [System update]**
  - After that, follow the onscreen instructions.

- Camera**
  - When photographing important occasions etc., take a trial shot and check the shot image to make sure it is correctly shot.
  - Do not shoot in a place where shooting is prohibited.
- Copyrights and rights of portrait**
  - You are not allowed to copy, distribute, publish, modify or edit the data you shot, recorded or downloaded using the product without consent of the copyright holder, except for personal use such as copying or quoting where permitted under the copyright law. In addition, do not use or modify portraits or names of other individuals without the consent, as it might infringe on rights of portrait. Note that shooting and recording might be restricted at some live performances, shows and exhibitions even for personal use.

⑬

- Charging equipment**
  - Do not wrap the cable of the specified charging equipment (sold separately) around the adapter itself. Do not bend the joint of the plug or connector and the cable of the specified charging equipment (sold separately) forcibly. Do not place heavy objects on an adapter or cable, or do not apply unreasonable force such as pulling. Doing so might cause a malfunction.
  - When unplugging the plug of the specified charging equipment (sold separately) from the outlet, hold and pull the power plug. If you pull the cable, the cable might be damaged.

- SIM card**
  - Do not forcibly remove or insert SIM card. Be careful not to exert excessive force when inserting the card into your phone.
  - You are responsible for any damage caused by inserting your SIM card into other IC card reader/writer etc.
  - Do not put stickers etc. on the SIM card.
  - Do not insert SIM card with conversion adapter attached. Doing so might cause a malfunction.
  - Do not damage the SIM card by using the product in a hot place, dropping into fire, contacting to the metal parts with foreign object, giving an impact, bending, applying load, wetting, etc. Doing so might cause loss of data or a malfunction.

⑭

- Notes on using Bluetooth®/wireless LAN (Wi-Fi®) functions**
  - The Bluetooth® and wireless LAN (Wi-Fi®) functions of the product conform to Japanese domestic standards and FCC standards, and has been certified.
  - Use of Bluetooth® function and Wireless LAN (Wi-Fi®) function may be restricted in some countries/regions. Before using the product overseas, check the relevant laws and regulations of the country/region you visit.
  - The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference from other devices.
  - Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
  - Subjecting the product to magnetic or electrical noise may increase noise and prevent it from performing communications (The product is particularly susceptible to noise when it used near a microwave oven).
  - Using the product near a TV, radio or similar appliance may cause reception interference and disrupt TV images.
  - The searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
  - Use of mobile phones on board is restricted. Follow the instructions of each airline.
  - The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the devices used.

- 2.4 GHz frequency band precautions**
  - The frequencies used by the Bluetooth® and/or wireless LAN (Wi-Fi®) function of the product are in the 2.4 GHz band. In this frequency band, other similar wireless stations, in-plant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices.
  - 1. Before using the product, make sure that "other wireless stations" are not in operation nearby.
  - 2. In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (such the emission of radio waves).
  - 3. If you are unclear on any points or are troubled by anything, contact お客様い合わせ先 (For inquiries) on 「取扱説明書 詳細版 (Full instruction Manual) (Japanese).

## Notes on using Bluetooth®/wireless LAN (Wi-Fi®) functions

- The Bluetooth® and wireless LAN (Wi-Fi®) functions of the product conform to Japanese domestic standards and FCC standards, and has been certified.
- Use of Bluetooth® function and Wireless LAN (Wi-Fi®) function may be restricted in some countries/regions. Before using the product overseas, check the relevant laws and regulations of the country/region you visit.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) and Bluetooth® devices is shared by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference from other devices.
- Do not use the product in places where electromagnetic waves are generated or near electric products, AV and OA equipment, or other magnetized devices.
- Subjecting the product to magnetic or electrical noise may increase noise and prevent it from performing communications (The product is particularly susceptible to noise when it used near a microwave oven).
- Using the product near a TV, radio or similar appliance may cause reception interference and disrupt TV images.
- The searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near to the product or the same channel is being used.
- Use of mobile phones on board is restricted. Follow the instructions of each airline.
- The communication speed and connectable range vary depending on the distance between communication devices, obstacles and the devices used.

- 1 In the Home screen, slide the screen up --> [Settings] --> [System] --> [System update]**
  - After that, follow the onscreen instructions.

- After-sales service**
  - When asking for repair For repair, make an inquiry to Repair and Delivery Support Center.

- During the warranty period**
  - Repairs will be done based on the terms of services of the free-of-charge repair warranty.
- Outside the warranty period**
  - We shall repair the product for a charge as requested by the customer if repair renders it usable.

- \* The warranty period is one year from the date you newly purchased the product.

- Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.
- Recycled parts that meet the Company's quality standards are sometimes used for repair.
- Your old terminal collected by replacement mobile phone delivery service is recycled for reuse and recycled as a replacement terminal. Also, parts replaced through after-sales service are collected and recycled by the Company. They cannot be returned to customers.
- The product which is processed, remodeled, analyzed (including by modifying or analyzing the software (including by rooting etc.), reverse engineering, decompiling, reverse-assembling), or repaired by an unauthorized repair office is not covered by the warranty and repair may be refused.
- The battery built-into the main unit is not covered by free-of-charge repair warranty, as it is a consumable part.

- Performance parts for repair**
  - The Company retains performance parts for repair of the main unit and its peripherals for four years after discontinuation of production. "Performance parts for repair" refers to parts required for maintaining the functions of the product.

- FCC Statement for the USA**
  - 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.
    - (2)This device must accept any interference received, including interference that may cause undesired operation.
  - Any change or modification not expressly approved by Sony may void the user's authority to operate the equipment.
  - 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 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.

## Foreign Exchange and Foreign Trade Act

- The products may be subject to the application of the Foreign Exchange and Foreign Trade Act and other related laws and regulations in Japan. In addition, the Export Administration Regulations (EAR) of the United States may be applicable.
- In cases of exporting or reexporting the products, customers are requested to follow the necessary procedures at their own responsibility and cost.
- Please contact the Ministry of Economy, Trade and Industry of Japan or the Department of Commerce of the United States for details about procedures.

⑮

- Repair and Delivery Support with Cloud**
  - Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box etc.
  - During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
  - Even if the warranty period has expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
    - ① The product has not been used correctly in line with the directions given in the instruction manual.
    - ② The malfunction or damage is due to unauthorized repair or modification of the product.
    - ③ The product has been repaired other than at our specified repair offices.
    - ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
    - ⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
    4. Repair may not be possible depending on the degree of damage.
    5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
    6. The Company shall not bear any responsibility for accidents resulting from use of the product having been connected to unspecified devices.
    7. Do not accept requests for service calls to the owner's home, place of business, etc.
    8. This warranty is valid only in Japan.
    9. This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.

- Provisions for free-of-charge repair**
  - Please notify us of the production number (IMEI number) for repair request. The production number (IMEI number) can be checked on the product main unit, sticker on the outer packaging box etc.
  - During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
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    - ① The product has not been used correctly in line with the directions given in the instruction manual.
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    - ② The malfunction or damage is due to unauthorized repair or modification of the product.
    - ③ The product has been repaired other than at our specified repair offices.
    - ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
    - ⑤ The malfunction or damage is due to natural disasters (earthquakes, storm or flood damage, etc.), fire, salt damage, abnormal voltage, etc.
    4. Repair may not be possible depending on the degree of damage.
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  - During the warranty period, we will repair the product free of charge for the malfunction under the condition that it is used correctly in line with the directions given in the instruction manual.
  - Even if the warranty period has expired, a fee will be charged for repair under the following circumstances. (or, repair may not be possible).
    - ① The product has not been used correctly in line with the directions given in the instruction manual.
    - ② The malfunction or damage is due to unauthorized repair or modification of the product.
    - ③ The product has been repaired other than at our specified repair offices.
    - ④ The malfunction or damage is due to negligence in use or handling, or due to an accident. There are signs of the product having been dropped, wet, exposed to humidity, etc.
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    5. The Company shall have no liability for any damage or loss resulting from the malfunction of the product.
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    7. Do not accept requests for service calls to the owner's home, place of business, etc.
    8. This warranty is valid only in Japan.
    9. This warranty guarantees repair free of charge during the period and under the conditions specified on this warranty card. Thus this warranty does not limit the legal rights of the owner with respect to the issuer of this warranty card (the guarantor) or any other business person or enterprise.