


OPPO Mobile Warranty Information

I: Service Terms

Thank you for using OPPO mobile phone. We will provide our product with comprehensive warranty services in accordance with applicable national laws and regulations. In case of any conflict between the following policies and the National Policies, or Commissions, the national policies shall prevail.

1. Within 24 months from the purchasing date, in the event that performance failure occurs from normal use, consumer can claim for maintenance. The accessories such as charger, data cable, earphone and battery (including internal battery) have a 12-month warranty.
2. Please be sure to fill in your mobile phone warranty card in a complete, correct and truthful manner, ask the dealer to issue an invoice and keep it in a safe place.
3. Valid purchase invoice: the invoice shall indicate the serial number of the mobile phone, factory serial number (batch number) of the accessories (battery and charger), product model, sales date, Seller's seal, amount and so on.
4. A valid warranty card and invoice are essential for protecting your warranty rights. (Valid warranty card and invoice: the information filled in shall be complete, true and correct without alteration). If you lose the valid invoice and warranty card and are unable to provide us with a photocopy of them, we will provide your mobile phone with a 24-month warranty service beginning from the 90th day after the manufacturing date of your mobile phone.
5. Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc).

 Note: Warranty service will only be provided in the specific country where the OPPO product was originally purchased.

II: Warranty Instructions and Conditions

1. Your warranty (please refer to the Warranty Information Card) is only valid under normal use of your device. All man-made damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost:
 - A. The warranty period has expired;
 - B. Damage caused by human factors, including damages caused by usage under improper operating environment and the failure to the user manual;
 - C. The customer disassembles, repairs or modifies the device without the Company's authorization or has it repaired at a repair shop that is not included in the Company's approved repair network;
 - D. Damage caused by a force majeure (such as floods, fires, earthquakes and lightning);
 - E. The user is unable to provide the warranty card and valid proof of purchase or the product model and barcode do not match or are altered;
 - F. Natural wear and tear of the product (such as casing, keypad, display screen, antenna and other accessories);
 - G. Faults, damages or defects not caused by the company;
 - H. Barcode and warranty labels are damaged and unrecognizable.
2. Others
 - A. External damages (including wear, tear, and scratches) are not entitled to the warranty service;
 - B. Faults caused by the Internet and wireless information service providers (operators) are not covered by the warranty;

III: Considerations for Sending the Device for Repair and Collecting It

1. When completing the OPPO Mobile Phone Repair Form, the customer must fill in valid information in clear handwriting as required (name, address, phone number and fault symptoms);
2. Before sending your device for repair, please back up all information and data you have saved on the mobile phone (such as phone numbers, text messages and pictures) before you delete them to prevent loss or damage during the testing and inspection process. In any circumstances, OPPO Customer Service Centre and its staff will not be responsible or obligated to back up or recover your information and data, or accept responsibility for any consequence arising from the loss, damage or leakage of your information and data. Please ensure the legality of the information and data you have saved. To respect your privacy, we will not transmit, backup or examine your information and data (unless they are necessary for us to provide you with services), and we reserve the right to refuse to provide services for illegal content;
3. The Customer shall collect the mobile phone by presenting the OPPO Mobile Phone Repair Form. In case the Customer loses the Customer Copy, the Customer shall go through the loss reporting procedures with his/her personal ID or valid proof of identity before collecting the mobile phone.

- C. Our warranty does not cover services verbally promised by the dealer which violate principles set forth on the warranty card. For products that meet the manufacture warranty service, you can bring or send your device to OPPO service centre for assessment. If any accessory is faulty, the faulty accessory will be replaced.
3. If any of our product requires repair since water enters the device or it is seriously damaged by human factors, the customer will be notified by OPPO service centre with a quote price.
4. All components, parts and accessories replaced during the warranty period shall become the property of the Company.

Statement

'The Safety Guide' contains information regarding safety, operation and customer service. Before using the OPPO smartphone, please read all the instructions and the security information below, and keep it for backup. More detailed instructions are kept in this product as an electronic file. Please read the built-in instructions on the OPPO smartphone. For the latest information, please visit <http://www.oppo.com>.


Security information

This mobile phone is suitable for working in an environment of 0°C to 35°C. Temperature for storage should be between -20°C and 45°C. Excessively high or low temperatures can affect the use of mobile phones and even damage the mobile phone and battery. When using this mobile phone, please avoid places near telephone, television, radio, and office automation machines. Please charge this mobile phone in an environment between 5°C and 35°C, so as not to reduce battery performance and standby time. If the phone has a flash charging function, it may not be able to enter the flash charging mode when the temperature is below 15°C or over 35°C. The operating system of this product supports official system updates. If the user rooted the ROM system of any third party or modified the system file by cracking, it may lead to security risks of the system. OPPO will not provide any support nor take any responsibility for the final use in these cases.


Battery precautions in use

Please do not weld battery terminals. Otherwise, it may cause battery leakage, overheat, explosion and fire. Please do not press or pierce the battery with hard objects (for example needle or other sharp objects), to avoid damage, battery leak, overheating or fire.

- ▶ Battery liquid may be harmful if contacted with skin or clothes, your skin might be hurt. Please immediately wash it with water, or go to hospital at once to seek medical help if necessary.
- ▶ If there are any abnormalities like high temperature, discoloration, distortion, bulging, leakage, etc. during operation, charging or preservation, please cease to use the device.
- ▶ Do not expose the battery liquid to eyes. It might cause potential blindness. When happens, wash your eyes immediately or go to the hospital if serious.
- ▶ Do not disassemble or modify the battery, as it may cause battery leakage, overheating, explosion or fire.
- ▶ Do not place or use the battery near fire, heater or other high temperature places. Otherwise, it may cause battery leakage, overheat, explosion or fire.
- ▶ If there is battery leakage or strange smell, please immediately move it from open flame in order to avoid fire or explosion.
- ▶ Please keep the battery away from moist or wet areas from moisture. Otherwise, it may cause battery overheat, fuming and corrosion.
- ▶ Do not place the battery directly in sunlight, or other high temperature areas. Otherwise, battery leakage and overheating may make battery performance descend and service life affected. Keep the battery in a well-ventilated area.
- ▶ Do not use the battery or connect it with a high-voltage power supply, otherwise it may cause a short circuit or burst.
- ▶ The battery can be charged and discharged hundreds of times at least, but it will eventually wear out.
- ▶ Do not dispose the battery as household waste. Dispose the battery according to local regulations.
- ▶ Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

 Warning: Please do not charge the battery over 12 hours.

Other matters of attention

- ▶ Adapter shall be installed near the equipment and shall be easily accessible.
- ▶ If any part of the product is cracked or damaged, discontinue use immediately and contact the OPPO Service Center.
- ▶  To prevent possible hearing damage, do not listen at high volume levels for long periods.

CE certification information (SAR)

This device was tested for typical body-worn operations with the back of the handset kept 0.5cm away. To maintain compliance with RF exposure requirements, use accessories that maintain a 0.5cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided.

If you are using pacemaker, hearing aid, cochlear implant or other device, please use the phone according to the doctor's advice.

EU Declaration of Conformity (DoC)

Hereby, Guangdong OPPO Mobile Telecommunications Corp., Ltd. declares that this wireless device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.oppo.com/en/certification

Notice:



Observe national and local regulations where the device is used. This device may be restricted for use, depending on the local network.





The operation frequency in 5150-5350MHz of Wi-Fi 5G are restricted to indoor usage only.

Please check Radio Waves Specifications in the Quick Guide to see whether this product supports Wi-Fi 5G or not.

Waste Electrical and Electronic Equipment (WEEE)

This symbol means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, user has the choice to give his product to a competent recycling organization. Proper recycling of your product will protect human health and the environment.

-  • OPPO Mobiles will seek shared responsibility and cooperation from customers in reducing the environmental impact of their products.
-  • OPPO Mobiles will comply with all the applicable laws related to WEEE management.

	
	
Warranty Card 1	Warranty Card 2
User Information	User Information
User Name : _____	User Name : _____
Phone No. : _____	Phone No. : _____
User Address : _____	User Address : _____
Zip Code : _____	Zip Code : _____
E-mail : _____	E-mail : _____
Product Information & Dealer Information	Product Information & Dealer Information
Model/Color/IMEI : _____	Model/Color/IMEI : _____
Dealer's Name : _____	Dealer's Name : _____
Date of purchase (DD/MM/YY) : _____	Date of purchase (DD/MM/YY) : _____

This user manual provides the product safety information. Before using the phone, please read the Safety Guide carefully.



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