

**SONY**<sup>®</sup>

**Important information**

## Sony Consumer Web site

On [www.sonymobile.com/support](http://www.sonymobile.com/support) there is a support section where help and tips are only a few clicks away. Here you will find the latest computer software updates and tips on how to use your product more efficiently.

Service and support

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

- Global and local Web sites providing support.
- A local Contact Centres.
- An extensive network of Sony service partners.
- Warranty period. Learn more about the warranty conditions in the Limited Warranty section. At [www.sonymobile.com/support](http://www.sonymobile.com/support) or [www.sonymobile.com/contact](http://www.sonymobile.com/contact), you can find the latest support tools and information. For operator-specific services and features, please contact your network operator.

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




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

## Guidelines for safe & Efficient Use



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

### Recommendations for care and safe use of our products

- ▲ Do not use a damaged device, such as a device with a cracked display or badly dented back cover, as it may cause injury or harm. Please contact an authorised Sony Mobile repair partner to investigate a damaged device.
- Handle with care and keep in a clean and dust-free place.
- Use a soft damp cloth to clean your device.
- Warning! May explode if disposed of in fire.
- Do not use in environments where relevant IP rating limitations, if applicable, are exceeded (including excess depths and/or pressures of liquid and/or dust) or expose to excess humidity.
-  For optimum performance, the product should not be operated in temperatures below -10°C(+14°F) or above +45°C(+113°F). Do not expose the battery to temperatures above +60°C(+140°F).
-  Do not expose to flames or lit tobacco products.
- Do not drop, throw or try to bend the product.
-  Do not paint or attempt to disassemble or modify the product. Only Sony authorised personnel should perform service.
- Consult with authorised medical staff and the instructions of the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- Discontinue use of electronic devices, or disable the radio transmitting functionality of the device, where required or requested to do so.
- Do not use where a potentially explosive atmosphere exists.
- Do not place the product, or install wireless equipment, in the area above an air bag in a car.

- Be careful where you place your device. Avoid exposing the display to excessive pressure, for example, by placing it in a pocket and sitting on it or by bending down quickly to pick up something. Such pressure may cause the display to crack.
- Caution: Cracked or broken displays may create sharp edges or splinters that could be harmful upon contact.
- Do not use a Bluetooth Headset in positions where it is uncomfortable or will be subject to pressure.
- Do not expose your device or your accessories to magnetic mediums (diskettes, credit cards, etc.).
- Avoid contact against your skin for longer periods. The heat generated when your device is transmitting can irritate your skin. It is recommended to use a headset for long phone calls.

## Children



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

## Charging

The use of charging devices that are not Sony-branded may pose increased safety risks.

- Only connect the charger to power sources as indicated on the device.
- Charge the battery in temperatures between +5°C (+41°F) and +45°C (+113°F).
- When charging your device using the USB cable, make sure the USB cable is positioned so that it will not be stepped on, tripped over or otherwise subjected to damage or stress.
- Disconnect the power supply when the device is fully charged. When a power supply is connected, there is a small drain of power.
- Remove the charger from the outlet by holding on to the adapter rather than the USB cable. Doing so reduces the risk of damage to the cable.
- Unplug the charger before cleaning it to reduce the risk of electric shock.
- Do not use the charger outdoors or in damp areas.
- Do not charge the device near to inflammable material as the heat can cause a fire.

**⚠** Do not attempt to alter or modify the USB cable or the plug. Do not force the plug if it does not fit into a power outlet as this may result in electric shock. Instead, have a qualified electrician install the correct type of socket.

## Battery

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

## Personal medical devices

Mobile devices and devices with radio transmitters may affect implanted medical equipment. Before using the device in close proximity to personal medical devices, please consult a physician and the medical device manufacturer.

- Consult with authorised medical staff and refer to the instructions provided by the medical device manufacturer before using the product near pacemakers or other medical devices or equipment.
- If you are in close proximity to a pacemaker or other medical devices, or you are in a hospital, or you have a pacemaker or a cochlear implant, or you are using a hearing aid, please consult authorised physicians and refer to instructions from the medical device manufacturer before you use the product.
- Keep a minimum distance of 15 cm (6 inches) between your device and the medical device to reduce the risk of interference.
- Turn off your device if you suspect interference.
- Do not carry your device in your breast pocket.

## Driving

In some cases, vehicle manufacturers may forbid the use of mobile devices in their vehicles unless a handsfree kit with an external antenna is used.

- Check with the vehicle manufacturer's representative to be sure that a mobile device or Bluetooth handsfree will not affect the electronic systems in the vehicle.
- Give full attention to driving at all times and follow local laws about the use of mobile devices while driving.
- Do not place your device, or install wireless equipment, in the area above an air bag in a car.
- Do not transport or store explosives, inflammable liquids or gas in a compartment in your vehicle where you have mobile devices or accessories.

## GPS/Location based functions

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

Use of location-based information by the device may not be uninterrupted or error free and may additionally be dependent on network service availability. Please note that functionality may be reduced or prevented in certain environments such as building interiors or areas adjacent to buildings.

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

## Emergency calls

Calls cannot be guaranteed under all conditions. Never rely solely upon Sony Mobile devices for essential communication. Calls may not be possible in all areas, on all networks, or when certain network services and/or mobile device features are used.

! Some devices are not capable of supporting voice calls, including emergency calls.

## Antenna

Use of antenna devices not marketed by Sony could damage the mobile device, reduce performance, and produce Specific Absorption Rate (SAR) levels above the established limits. Do not cover the antenna with your hand as this affects call quality, power levels and can shorten talk and standby times.

## Radio Frequency (RF) Exposure and Specific Absorption Rates (SAR)

This device has been designed to comply with applicable safety requirements for exposure to radio waves as per the relevant Indian SAR standard (refer to Office Memorandum No. 18-10/2008-IP, Government of India, Ministry of Communications and IT, Department of Telecommunications, Investment Promotion), which states that the SAR level for mobile devices shall be limited to 1.6 Watt/Kg, averaged over a mass of 1 gram of body tissue.

For more information about SAR and radio frequency exposure, go to: [blogs.sonymobile.com/about-us/sustainability/health-and-safety/sar/](https://blogs.sonymobile.com/about-us/sustainability/health-and-safety/sar/)

### Usage advisory

- It is recommended to use a wireless handsfree system (headphone, headset) with a low-power Bluetooth emitter when making a call.
- It is recommended to use a mobile device with a Specific Absorption Rate (SAR) that complies with the applicable safety requirements.
- For children, adolescents and pregnant women, it is recommended to keep each call short or to send a text message instead.
- Use the mobile device in an area with good signal quality.
- For persons utilising active medical implants, it is recommended that the mobile device be kept at least 15cm away from the implant during use.

### Flight mode

Bluetooth and Wireless Local Area Network (WLAN) functionality, if available in the device, can be enabled in Flight mode but may be prohibited on board aircraft or in other areas where radio transmissions are prohibited. In such environments, please seek proper authorisation before enabling Bluetooth or WLAN functionality even in Flight mode.

### Malware

Malware is software that can harm the device. Malware or harmful applications can include viruses, worms, spyware, and other unwanted programs. While the device does employ security measures to resist such efforts, Sony does not warrant or represent that the device will be impervious to the introduction of malware. You can, however, reduce the risk of malware attacks by using care when downloading content or accepting applications, by refraining from opening or responding to messages from unknown sources, by using trustworthy services to access the Internet, and by only downloading content to the mobile device from known, reliable sources.

### Disposal of Old Electrical & Electronic Equipment (Applicable in Republic of India)



India Only This symbol indicates that this product and its components, consumables, parts or spares thereof shall not be treated as household waste and may not be dropped in garbage bins. Product owners are advised to deposit their product at the nearest collection point for the recycling of electrical and electronic equipment. Your co-operation shall facilitate proper disposal & help prevent potential negative consequences/hazards to the environment and human health, which could otherwise be caused by inappropriate waste disposal including improper handling, accidental breakage, damage and/or improper recycling of e-waste. The recycling of materials helps to conserve natural resources.

## Reduction in the Use of Hazardous Substances in Electrical & Electronic Equipment (Applicable in Republic of India)

This product and its components, consumables, parts, or spares comply with the hazardous substances restriction of India's E-Waste (Management) Rules. The maximum allowable concentrations of the restricted substances are 0.1% by weight in homogeneous materials for Lead, Mercury, Hexavalent Chromium, Polybrominated Biphenyls (PBB), and Polybrominated 5

Diphenyl Ethers (PBDE), and 0.01% by weight in homogeneous materials for Cadmium, except for the exemptions specified in Schedule II of the aforementioned Rules.

### Memory card

If the product comes complete with a removable memory card, it is generally compatible with the handset purchased but may not be compatible with other devices or the capabilities of their memory cards. Check other devices for compatibility before purchase or use. If the product is equipped with a memory card reader, check memory card compatibility before purchase or use.

Memory cards are generally formatted prior to shipping. To reformat the memory card, use a compatible device. Do not use the standard operating system format when formatting the memory card on a PC. For details, refer to the operating instructions of the device or Sony contact centre.

### Precautions regarding memory card use

- Do not expose the memory card to moisture.
- Do not touch terminal connections with your hand or any metal object.
- Do not strike or bend the memory card.
- Do not attempt to disassemble or modify the memory card.
- Do not use or store the memory card in humid or corrosive locations or in excessive heat conditions such as in a closed car in summer, in direct sunlight or near a heater, etc.
- Do not let dirt, dust, or foreign objects get into the memory card slot.
- Check that you have inserted the memory card correctly. The memory card may not operate properly unless fully inserted.
- We recommend that you make a backup copy of important data. We are not responsible for any loss or damage to content that you store on the memory card.
- Do not remove the memory card when the device is on. Recorded data may be damaged or lost if you remove it when the device is on.

### SIM card

If your device is equipped with a standard-sized SIM card slot, inserting an incompatible SIM card (for example, a micro SIM card, a micro SIM card with a non-Sony adapter, or a standard SIM card cut into a micro SIM card size) in the SIM card slot may damage your SIM card or your device permanently.

- ! Sony does not warrant and will not be responsible for any damage caused by use of incompatible or modified SIM cards.

### Protection of personal information

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

## Devices with 3D viewing capabilities

When viewing 3D images shot with a 3D viewing-capable device, you may experience discomfort in the form of eye strain, fatigue, or nausea when the images are viewed on a 3D-compatible monitor. To prevent these symptoms, we recommend that you take regular breaks. However, you need to determine for yourself the length and frequency of the breaks you require, as they vary according to the individual. If you experience any type of discomfort, stop viewing the 3D images until you feel better, and consult a physician as necessary. For additional information, refer to the operating instructions included with the 3D device or 3D software you are using with this device.

! A child's eyesight is still at the development stage (particularly children below the age of 6). Consult a paediatrician or ophthalmologist before letting your child view 3D images, and make sure he/she observes the above precautions when viewing such images.

## End user licence agreement

Software delivered with this device and its media is owned by Sony Mobile Communications Inc., and/or its affiliated companies and its suppliers and licensors.

Sony grants you a non-exclusive limited licence to use the software solely in conjunction with the device on which it is installed or delivered. Ownership of the software is not sold, transferred or otherwise conveyed.

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

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

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

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

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

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

## Export Regulations

The device or software may be subject to import and export regulations of the European Union, the United States and other countries/regions. You will comply with these applicable laws and regulations and will obtain and maintain any export and import license required for the delivery of goods to you under this Agreement. Without limiting the foregoing, and as an example, you will not knowingly export or re-export goods to destinations identified pursuant to Articles in Chapter II of European Council Regulation (EC) 428/2009 and specifically, and without limitation, you will also comply with U.S. government Export Administration Regulations ("EAR", 15 C.F.R. §§ 730-774, <http://www.bis.doc.gov/>) administered by the Department of Commerce, Bureau of Industry and Security and economic sanctions regulations (30 C.F.R. §§ 500 et. seq., <http://www.treas.gov/offices/enforcement/ofac/>) administered by the U.S. Department of Treasury, Office of Foreign Assets Control

## Limited Warranty\*

Subject to the conditions set out in Important Information and other advisory material supplied (User Manuals), Sony India Private Limited (hereafter, "Warrantor") A-18, Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044, provides this India limited warranty for the handset and accessories supplied against any manufacturing defect(s) under circumstances of normal usage described in User Manuals; the Warrantor, at its discretion, may provide free of charge repair and/or replace with new or reconditioned product.

This limited warranty duration:

Item(s)	Warranty Period
Handset Hardware	12 months from date of purchase
USB charger and other supplied accessories	06 months from date of purchase

You are advised to:

- Read the guidelines for safe and efficient use in the User Manuals.
- Keep your original receipt; you will need it for warranty repair claims.
- Present this Sony Warranty Certificate along with original proof of purchase having details of purchase and serial no. (IMEI) whenever you require any warranty services.
- Read the terms & conditions of your Sony warranty in the User Manual provided with the product.

In the unlikely event your Sony product needs service, please visit the nearest Sony Authorised Service Centre.

For any complaints or queries,

Call us at 1800-103-7799 (Toll Free)

E-mail: Questions.in.@support.sonymobile.com

\*Conditions Apply

## Conditions

1. This Limited Warranty is valid only if the original proof of purchase for this Device issued by a Sony authorised dealer specifying the date of purchase and serial number\*\*, is presented with the device to be repaired or replaced. Sony reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the Device from the dealer.
2. If Sony repairs or replaces the Device, the repair for the defect concerned, or the replaced device shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Sony.
3. This warranty does not cover any failure of the Device that is due to:

- Normal wear and tear.
  - Use in environments where relevant IP rating limitations, if applicable, are exceeded (including liquid damage or the detection of liquid inside the device resulting from such use).
  - Misuse or failure to use in accordance with the Sony instructions for use and maintenance of the device.
- Nor does this warranty cover any failure of the Device due to accident, software or hardware modification or adjustment, or acts of God.

A rechargeable battery can be charged and discharged more than a hundred times. However, it will eventually wear out – this is not a defect and corresponds to normal wear and tear. When the talk-time or standby time is noticeably shorter, it is time to replace the battery. Sony recommends that you use only batteries and chargers approved by Sony. Minor variations in display brightness and colour may occur between devices. There may be tiny bright or dark dots on the display. It occurs when individual dots have malfunctioned and cannot be adjusted. Two defective pixels are deemed acceptable. Minor variations in camera image appearance may occur between devices. This is nothing uncommon and is not regarded as a defective camera module.

4. Since the cellular system on which the Device is to operate is provided by a carrier independent from Sony, Sony will not be responsible for the operation, availability, coverage, services or range of that system.
5. This warranty does not cover device failures caused by installations, modifications, or repair or opening of the Device performed by a non-Sony authorised person.
6. The warranty does not cover device failures which have been caused by use of accessories or other peripheral devices which are not Sony branded original accessories intended for use with the Device.



7. Sony disclaims any and all warranties, whether express or implied, for failures caused to the Device or peripheral devices as a result of viruses, trojan horses, spyware, or other malicious software. Sony strongly recommends that you install appropriate virus protection software on your Device and any peripheral devices connected to it, as available, and update it regularly, to better protect your device. It is understood, however, that such software will never fully protect your Device or its peripheral devices and Sony disclaims all warranties, whether express or implied, in case of failure by such antivirus software to fulfil its intended purpose.
8. Tampering with any of the seals on the Device will void the warranty.
9. There are no express warranties, whether written or oral, other than this limited warranty. All implied warranties, including without limitation the implied warranties of merchantability or fitness for a particular purpose, are limited to the duration of this limited warranty. In no event shall Sony or its licensors be liable for incidental or consequential damages of any nature whatsoever, including but not limited to lost profits or commercial loss to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

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

### **Trademarks, acknowledgements and copyright**

©2017 Sony India Private Limited and its affiliated entities. All rights reserved.

Xperia is a trademark or registered trademark of Sony Mobile Communications Inc.

Sony is a trademark or a registered trademark of Sony Corporation.

Bluetooth is a trademark or a registered trademark of Bluetooth SIG Inc. and any use of such mark by Sony is under license.

All product and company names mentioned herein are the trademarks or registered trademarks of their respective owners.

Any rights not expressly granted herein are reserved. Visit [www.sonymobile.com](http://www.sonymobile.com) for more information.