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Safety & Warranty



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Guidelines for safe and efficient use

Please read these simple guidelines. Not following these guidelines may be dangerous or illegal.

Exposure to radio frequency energy

Radio wave exposure and Specific Absorption Rate (SAR) information. This mobile phone model LG-E960 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 ensure the safety of all persons, regardless of age and health.

- The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the phone transmitting at its highest certified power level in all used frequency bands.
- While there may be differences between the SAR levels of various LG phone models, they are all designed to meet the relevant guidelines for exposure to radio waves.

- The SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) is 2 W/kg averaged over 10g of tissue.
- The highest SAR value for this model phone tested by DASy4 for use at the ear is 0.407 W/kg (10 g) and when worn on the body is 0.479 W/kg (10 g).
- This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 1.5 cm away from the body. When a carry case, belt clip or holder is used for body-worn operation, it should not contain metal and should position the product at least 1.5 cm away from your body. In order to transmit data files or messages, this device requires a quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Ensure the above separation distance instructions are followed until the transmission is completed.

Product care and maintenance

WARNING: Only use batteries, chargers and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone and may be dangerous.

- Do not disassemble this unit. Take it to a qualified service technician when repair work is required.

- Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- Keep away from electrical appliances such as TVs, radios, and personal computers.
- The unit should be kept away from heat sources such as radiators or cookers.
- Do not drop.
- Do not subject this unit to mechanical vibration or shock.
- Switch off the phone in any area where you are required to do so by special regulations. For example, do not use your phone in hospitals as it may affect sensitive medical equipment.
- Do not handle the phone with wet hands while it is being charged. It may cause an electric shock and can seriously damage your phone.
- Do not charge a handset near flammable material as the handset can become hot and create a fire hazard.
- Use a dry cloth to clean the exterior of the unit (do not use solvents such as benzene, thinner or alcohol).
- Do not charge the phone when it is on soft furnishings.
- The phone should be charged in a well ventilated area.
- Do not subject this unit to excessive smoke or dust.
- Do not keep the phone next to credit cards or transport tickets; it can affect the information on the magnetic strips.
- Do not tap the screen with a sharp object as it may damage the phone.
- Do not expose the phone to liquid or moisture.

- Use the accessories like earphones cautiously. Do not touch the antenna unnecessarily.
- Do not use, touch or attempt to remove or fix broken, chipped or cracked glass. Damage to the glass display due to abuse or misuse is not covered under the manufacturer's warranty.
- Your phone is an electronic device that generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Therefore, use care when handling your phone during or immediately after operation.

Efficient phone operation

Electronics devices

All mobile phones may get interference, which could affect performance.

- Do not use your mobile phone near medical equipment without requesting permission. Avoid placing the phone over pacemakers, for example, in your breast pocket.
- Some hearing aids might be disturbed by mobile phones.
- Minor interference may affect TVs, radios, PCs, etc.

Road safety

Check the laws and regulations on the use of mobile phones in the area when you drive.

- Do not use a hand-held phone while driving.

- Give full attention to driving.
- Pull off the road and park before making or answering a call if driving conditions so require.
- RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.
- When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It can cause the air bag to fail or cause serious injury due to improper performance.
- If you are listening to music whilst out and about, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is particularly imperative when near roads.

Avoid damage to your hearing



To prevent possible hearing damage, do not listen at high volume levels for long periods.

Damage to your hearing can occur if you are exposed to loud sound for long periods of time. We therefore recommend that you do not turn on or off the handset close to your ear. We also recommend that music and call volumes are set to a reasonable level.

- When using headphones, turn the volume down if you cannot hear the people speaking near you, or if the person sitting next to you can hear what you are listening to.

NOTE: Excessive sound pressure from earphones and headphones can cause hearing loss.

Glass Parts

Some parts of your mobile device are made of glass. This glass could break if your mobile device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by an authorised service provider.

Blasting area

Do not use the phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Potentially explosive atmospheres

- Do not use the phone at a refuelling point.
- Do not use near fuel or chemicals.
- Do not transport or store flammable gas, liquid, or explosives in the same compartment of your vehicle as your mobile phone and accessories.

In aircraft

Wireless devices can cause interference in aircraft.

- Turn your mobile phone off before boarding any aircraft.
- Do not use it on the ground without permission from the crew.

Children

Keep the phone in a safe place out of the reach of small children. It contains small parts which may cause a choking hazard if detached.

Emergency calls

Emergency calls may not be available under all mobile networks. Therefore, you should never depend solely on the phone for emergency calls. Check with your local service provider.

- Use your mobile phone to call emergency services for yourself or others in the case of fire, traffic accident or medical emergencies;
 - Australia Dial (0-0-0)
 - New Zealand Dial (1-1-1)
 - International Dial (1-1-2)
 - other local emergency number.

Remember, it is a free call when dialling emergency services from your mobile phone in Australia.

Battery information and care

- You do not need to completely discharge the battery before recharging. Unlike other battery systems, there is no memory effect that could compromise the battery's performance.
- Use only LG batteries and chargers. LG chargers are designed to maximise the battery life.
- Do not disassemble or short-circuit the battery pack.
- Recharge the battery if it has not been used for a long time to maximise usability.
- Do not expose the battery charger to direct sunlight or use it in high humidity, such as in the bathroom.
- Do not leave the battery in hot or cold places as this may deteriorate the battery performance.
- There is risk of explosion if the battery is replaced by an incorrect type.
- If you need to replace the battery, take it to the nearest authorised LG Electronics service point or dealer for assistance.
- Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.
- Actual battery life will depend on network configuration, product settings, usage patterns, battery and environmental conditions.
- Make sure that no sharp-edged items such as animal's teeth or nails, come into contact with the battery. This could cause a fire.

Driver Safety Tips

Your mobile telephone gives you the powerful ability to communicate almost anywhere, anytime, but an important responsibility accompanies the benefits of mobile phones, one that every user must uphold. When driving a car, driving is your first responsibility. When using your mobile phone behind the wheel of a car, practice good common sense and remember the following tips:

- Use a hands free device to add an additional layer of convenience and safety to your wireless phone with one of the many hands free accessories available today.
- Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice and even heavy traffic can be hazardous.
- Do not take notes or look up phone numbers while driving. Typing up a “to do” list or flipping through your address book takes attention away from your primary responsibility of driving safely.
- Place calls when you are not moving or before pulling into traffic. Try to plan calls when you will not be driving.
- Do not engage in stressful or emotional conversations that may be distracting. Make people you are talking with aware you are driving and suspend conversations that have the potential to divert your attention from the road.
- Use your mobile phone to help others in emergencies. If you see an auto accident, crime in progress or other serious

emergency where lives are in danger, call the emergency number, as you would want others to do for you.

- If you see a broken down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance, local traffic authority or police station.

DECLARATION OF CONFORMITY

Hereby, LG Electronics declares that this **LG-E960** product is in compliance with the essential requirements and other relevant provisions of Directive **1999/5/EC**. A copy of the Declaration of Conformity can be found at <http://www.lg.com/global/support/cedoc/RetrieveProductCeDOC.jsp>

Ambient temperatures

Max: +45°C (discharging), +45°C (charging)

Min: -10°C

This handset is not suitable for people who have a visual impairment due to the touch screen keyboard.

Regulatory information

Go to “**System setting > About Phone > Regulatory information**” to get the regulatory information.

For warranty service, please keep this warranty certificate and your receipt to validate proof of purchase.

MOBILE PHONE MANUFACTURER'S WARRANTY

Subject to the terms below, LG Electronics Australia Pty Ltd (LG) will for one (1) year from date of purchase for your LG mobile phone (excluding battery and accessories such as power adapter) and one (1) year from date of purchase for LG battery packs and accessories, authorise a free of charge repair, if, in LG's opinion, the phone, battery or accessories needs repair because of a manufacturing or materials defect, appearing and notified to LG in accordance with this warranty, within such period.

This LG manufacturer's warranty only applies to service within Australia (for mobile phones purchased within Australia only) and New Zealand (for mobile phones purchased within New Zealand only). This warranty is not transferable and applies to the original purchaser only. No LG employee, product retailer

or Authorised Service Centre has authority to vary the terms of this warranty. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

This LG manufacturer's warranty is limited to the LG product and excludes third party components used in conjunction with the LG product.

Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the contents, because the data may be lost during repair of the product. You are responsible for reinstalling all content including software programs, data and passwords. Recovery and reinstallation of software programs and user data are not covered under the terms of this manufacturer's warranty.

PLACE OF SERVICE

Repairs under the terms of this warranty will be conducted at an LG Authorised Service Centre. Transportation costs to and from the Service Centre are not covered by this Warranty. Service Centers are open during normal business hours, Monday to Friday. LG's Authorised Service Centre may charge an additional fee for service outside these hours.

SERVICES FOR WHICH YOU WILL BE ASKED TO PAY

This LG manufacturer's warranty does not cover:

- Products where the serial number has been removed or made illegible;
- Maintenance, repair or replacement of parts or consumables due to normal wear and tear.
- Repair of cosmetic or physical damage;
- Breakage or damage to antennas unless cause by defect in material or workmanship;
- Defects or damage resulting from breakage or tampering with the LCD screen
- Accident, neglect, misuse or Act of God.
- Alterations or repairs made by someone other than an LG Authorised Service Centre.
- Unauthorized modifications or other acts, including spills of food or liquid, or external interference which is not a manufacturing or material fault.
- Use of the product beyond its intended purpose;
- Damage or defects caused by use of or in connection with accessories, software and/or services not manufactured, supplied or authorized by LG.

OTHER RIGHTS

The benefits given by this LG manufacturer's warranty are additional to other rights and remedies that you may have under law.

Australian customers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

HOW TO CLAIM

To make a claim against this manufacturer's warranty, you must contact LG within one (1) year of purchase on:

By telephone

Australia
1300 LG CARE (1300 542 273)
7 Days, 7am-7pm
New Zealand
0800 LG CARE (0800 542 273)
7 Days, 9am-9pm

By post (Australia Only):

Warranty Claims
LG Electronics Australia
PO Box 212
Horsley Park NSW 2175

When contacting LG for assistance please provide your name and address, model number, serial number, date of purchase, and a complete description of the problem. This information will help LG provide fast assistance.

LG Electronics Australia Pty Ltd (ABN 98 064 531 264)
2 Wonderland Drive, Eastern Creek NSW 2766
Australia

