Safety Guide

oppo

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English

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

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. For more information about the phone, you can:
1) visit www.oppo.com.
2) go to Settings and enter the following keyword in the search box to view the corresponding information. E.g. Instructions/User Guide.

Safety & security information

Read all information before using the device to ensure safe and proper use.

- 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 may damage the mobile phone or reduce the battery's lifespan.
- When charging, please keep the device in a well-ventilated area. Please charge this mobile phone in an environment between 5°C and 35°C. 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.
- Do not charge the battery over 12 hours.
- The adapter, as the disconnect device from the mains, shall be installed near the device and easily accessible.
- Use manufacturer-approved chargers, data cables, batteries and other accessories to prevent potential electric shock, fire, explosion or other hazards.
- The back cover can't be removed.
- Do not replace, disassemble, modify, mechanically crush or cut the battery, as it may cause battery leakage, overheating, explosion or fire.
- Do not place the phone or battery directly in sunlight, near/inside sources of heat or in a low air pressure location, which may lead to an explosion or battery leakage.
- To prevent damage to your device's parts or internal circuits, do not use it in dusty, smoky, damp or dirty environments or near magnetic fields.
- If any part of the product is cracked or damaged, discontinue use immediately and contact the OPPO Service Center.
- Power off your device in any area with a potentially explosive atmosphere, in blasting areas/near blasting caps and comply with all signs and instructions.
- The battery can be charged and discharged hundreds of times at least, but it will eventually wear out.
- The battery must be recycled or disposed of separately from household waste. Mishandling the battery may cause fire or explosion.
- • To prevent hearing damage by high sound pressure, do not listen at high volume levels for long periods.
  • Listening to a portable device at high volume may damage the user's ears and cause auditory disorders (temporary or permanent deafness, buzzing in the ears, tinnitus or hyperacusis). It is therefore strongly recommended not to use the portable device at full volume or more than one hour a day at medium volume.
- Precautions for using the device:
  Observe all safety instructions for any places, especially in hospital/health care facilities, service stations, schools, professional garages and in an aircraft.
  Do not use your device and adhere to all safety warnings/regulations regarding mobile device usage while driving.
  Persons with electronic implants (pacemakers, insulin pumps, neurostimulators, etc.) are recommended to place the mobile telephone 15 cm away from the implant or on the opposite side of the implant.
  Recommendations for use:
  1. No danger relating to the use of a mobile telephone has been observed and this is purely a preventive measure.
  2. To reduce the level of exposure to radiation, you should use the mobile telephone:
     A. In good reception conditions: when the signal indicator displays a full signal on the signal reception bar.
     B. With a hands-free kit or speaker.
     C. Giving priority to the use of data, SMS and MMS messages rather than calls.
  3. Pregnant women should keep the mobile phone away from their abdomen and teenagers should keep the mobile phone away from their lower abdomen.
  4. It is recommended to make reasonable use of the mobile phone by children and adolescents, for example by limiting the number of calls and their durations or by limiting the night use of the device.
- Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or may accidentally damage the phone.
- Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.
- All personal information may be removed during or after the product software upgrade. Please back up your personal information before upgrading.
- 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.
- To better understand how we protect your personal information, please see the privacy policy at OPPO official website.
- For more information, please check the User Guide on your device.

Waste Electrical and Electronic Equipment (WEEE)

This symbol (with or without a solid bar) 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.
If you are not sure what to do with e-waste, please contact your local authorities, retailer, or household waste disposal service.

Reduction of hazardous substances

This device and any electrical accessories are compliant with local applicable rules on the restriction of the use of certain hazardous substances in electrical and electronic equipment.
For declarations of conformity about REACH, please visit our web site https://support.oppo.com/en/answer/?aid=neu2579.

EU Regulatory Conformance

Specific Absorption Rate (SAR) Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.
The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0W/kg when tested at the ear or worn on the body, 4.0W/kg when worn on the limbs. And please see the "Quick Guide" to find the highest SAR value.
This device was tested for typical body-worn operations with 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 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 mobile phone is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and 2011/65/EU.
The full text of the EU declaration of conformity is available at the following internet address: www.oppo.com/en/certification.

UK PSTI Statement of Compliance (SoC)

Hereby, Guangdong OPPO Mobile Telecommunications Corp., Ltd. declares that this product is in conformity with the applicable security requirements of the Product Security and Telecommunications Infrastructure regime. The full text of the UK PSTI SoC is available at the following internet address: www.oppo.com/uk/pstisoc.

Use Restriction

Restrictions in Norway: Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the center of Ny-Ålesund, Svalbard.
The 5250 to 5350 MHz, 5945 to 6425 MHz(LPI) frequency range is restricted to indoor use only and the 5945 to 6425 MHz frequency range is not permitted to use on Unmanned Aircraft Systems (UAS). These restrictions apply in: AT, BE, BG, CH, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, IT, LI, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, TR, UK(NI).
Please check Radio Waves Specifications in the Quick Guide to determine the Wi-Fi frequency range supported by the device.
Notice: This device may be operated in all member states of the EU & UK. Observe national and local regulations where the device is used. This device may be restricted for use, depending on the local network.

OPPO Mobile Warranty Information

I: Service Terms

This manufacturer's warranty is offered voluntarily by OPPO separately from and in addition to the consumer's legal rights under local laws governing the sale of consumer goods and any consumer rights against the original retailer of the product and consequently does not affect, alter or replace such rights.
1. Within 24 months from the purchasing date, in the event that performance failure occurs from normal use, the consumer can claim for maintenance. The accessories such as charger and data cable earphone have a 24-month warranty. The internal battery has a 24-month warranty and external battery has a 24-month warranty. Only suitable for accessories included in the package.
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, 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: The above warranty is only valid for the products placed on market in this country or region.

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 use 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;
   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 replacement requirements, you can go to our nearest approved warranty service centre for replacement. Upon replacement, if the device is faulty, we can replace it with a device of the same specification and model; if any accessory is faulty, the faulty accessory will be replaced. Both replacements are free of charge.
3. If any of our products is required to be fixed, you may take it to any warranty shop in our national warranty network.
4. If the product requires repair since water enters the device or it is seriously damaged by human factors, the customer needs to sign the repair agreement form with the OPPO Customer Service Centre firstly.
5. All components, parts and accessories replaced during the warranty period shall become the property of the Company.

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. 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.
3. 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.

Parteneri Service in Romania:

SC ELECTRONICS SUPORT DIVISION SRL
Adresa: Bld. Decebal nr.14, Bloc S6, , Sector 3, Bucuresti
Telefon +40213266063
e-mail: service@esd-rom.ro

ORANGE ROMANIA S.A Service Central:
Adresa: Str. Biharia, nr 26, sector1, Bucuresti
https://www.orange.ro/orange-service/ sau apela Serviciul Client - 300 de pe telefonul dvs Orange, respectiv 0374300300 din orice retea nationala.
e-mail: service@orange.com

Partener Service in Republica Moldova:

Atom Service
Adresa: Str. Columna 153, Chisinau, Republica Moldova,
Numar de contact :+37378200900
Email: support@atom.md

Region	Contact Point	
España	Email: support.es@oppo.com	
Deutschland	Email: support.de@oppo.com	
Portugal	Email: support.pt@oppo.com	
Switzerland	Email: support.ch@oppo.com	
France	Email: support.fr@oppo.com	
Italia	Hotline: 800166076	Email: support.it@oppo.com
The Netherlands Belgium Luxembourg	Email: support.benelux@oppo.com	
Austria	Email: support.at@oppo.com	
Polska	Email: support.pl@oppo.com	
România	Hotline: 0800 890200	Email: support.ro@oppo.com
Slovensko	Email: support.sk@oppo.com	
Česká republika	Email: support.cz@oppo.com	
Magyarország	Email: support.hu@oppo.com	
Hrvatska	E-mail: support.hr@oppo.com	
Ελλάδα	Email: support.gr@oppo.com	
Republic of Ireland	Email: support.ie@oppo.com	
United Kingdom	Hotline: 0800 917 6121	Email: support.uk@oppo.com

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WARRANTY CARD 1

User Information:
User name:
Phone No.:
User Address:
Zip Code:
E-mail:

Product Information& Dealer Information:
Model/Color/IMEI:
Dealer's Name:
Date of purchase:

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WARRANTY CARD 2

User Information:
User name:
Phone No.:
User Address:
Zip Code:
E-mail:

Product Information& Dealer Information:
Model/Color/IMEI:
Dealer's Name:
Date of purchase: