



Doogee Mobile

## Ruggedised Smartphone Warranty and Safety Information

*Despite being a Ruggedised product, your device is not impervious to conditions not tested in DOOGEE' s controlled environment.*

## IMPORTANT SAFETY INFORMATION

Keep the phone ( “Product” ) away from dust, water, damp areas, precipitation and humidity. Dust, water, liquids, precipitation and humidity may cause overheating, electrical leakage, and/or Product failure. The Product, battery, charger and AC adapter are not waterproof. Keep them away from liquid, fuels and chemicals. If the product gets wet do not dry via the use of an external heat source this could cause a fire or explosion.

Only use the battery and charger approved by the manufacturer. Using other brands may cause battery leakage, overheating, explosion or even fire. Do not use the Product where it might cause danger. Do NOT text and drive.

### **Notes on Ingress Protection Properties**

*This product is water and dust resistant designed upto the Ingress Protection rating IP68/IP69k/MIL-STD 810H. Your product has undergone testing in a DOOGEE' s controlled environment and is proven to be water and dust resistant in certain circumstances (meets the requirements of classification IP68; test conditions: 1.5 meters, for 60 minutes). Do not expose the device to conditions different from the test conditions. Results may vary in actual use.*

## WARNING

*Despite designing to IP68/IP69k/MIL-STD 810H ratings, your device is not impervious to conditions not tested in DOOGEE' s controlled environment. Please note that any damages that occur due to such causes change the colour of the LDI (Liquid Damage Indicator). If the colour of LDI located inside the product changes, the product is to be considered ineligible for any free-of-charge repair services provided under the product's limited warranty. Avoid exposing the product to environments with excessive dust or moisture.*

*Despite being a ruggedised product, your device is not impervious to conditions not tested in DOOGEE' s controlled environment. Therefore DOOGEE recommends:*

- *Do not immerse the product in any liquid chemicals (soap, etc.) other than water.*
- *Do not immerse the product in salt water, including seawater.*
- *Do not immerse the product in a hot spring.*
- *Do not swim with this product.*
- *Do not place the product directly on sand (such as at a beach) or mud.*
- *Do not immerse your product in water deeper than approximately 1.5 meters.*
- *Do not immerse your product in water for longer than 60 minutes.*

- *If your product becomes wet, wipe the microphone, speaker, and stereo jack with a dry cloth before use.*
- *Should your product or your hands become wet, dry them before handling the product.*
- *Do not use the product in places where it may be sprayed with high-pressure water (e.g. near a faucet or shower head) or submerge it in water for extended periods, as the product is not designed to withstand high water pressure.*
- *This product is not resistant to shock. Do not drop the product from a height greater than 1.2M or subject it to shock. Doing so might damage or deform the main unit, causing water leakage.*
- *The product's water and dust resistant features may be damaged by dropping or receiving an impact.*
- *The touch screen and other features may not work correctly if the device is used while wet.*
- *Your product is water resistant only when the SIM/Memory card tray is correctly inserted into the product.*
- *Do not open or close the SIM/Memory card tray while the product is wet or immersed in water. Exposing the open tray to water or moisture may damage the product.*
- *The external ports (such as USB or 3.5mm headphone jack) have a rubber cover to help prevent dust, water, or moisture from entering the product. Do not damage or permanently detach the rubber cover, as this will allow dust, water, or moisture to enter your port and may*

*cause damage. Ensure these are inserted correctly to maximise the water resistant and dust resistant properties of the device.*

- The SIM/Memory card tray contains rubber packing to help prevent dust, water, or moisture from entering the product. Do not damage the rubber packing, as this may allow dust, water, or moisture to enter your product and cause damage.*

- Failure to follow these instructions may invalidate your device's limited warranty.*

- If the device is wet, the LDI located inside the device changes in colour.*

*In this case, the device is ineligible for free-of-charge repair services provided under the device's limited warranty.*

- Despite a design of IP68 or IP69k or MIL-STD 810H, your device is not entirely impervious to water.*



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

## BATTERY USE

Handle and store batteries properly to avoid injury or damage. Most battery issues arise from improper handling, particularly the continued use of damaged batteries.

- Do not disassemble, open, crush, bend, deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose them to water or other liquids, expose to fire, explosion or other hazards.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CE(EU)/ RCM(AUS)/PSE(JPN) Certification Requirements for Battery System as applicable in your region.
- Use only the DOOGEE approved battery and or charger with your device. Using an unapproved battery or charger may present a fire, explosion, leakage or other risk hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.

- Only authorised service providers shall replace battery (If the battery is non-user replaceable).
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

- Improper battery use may result in a fire, explosion or other hazards. The recommended charging and discharging temperature range can be found in the products user manual.

**Note:** The battery shall only be serviced by the manufacturer.

**CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries per local regulations.

### **Cleaning and Maintenance**

The Product, the battery and the charger are not waterproof. Do not use them in places with high humidity, like a bathroom, and avoid spilling any liquids on the Product, battery or charger. Use a soft cloth to clean the Product, the battery and the charger. Do not use alcohol, diluted liquid or benzene to clean the Product.

### **Disposal of Product and Batteries**

Follow local regulations regarding the disposal of mobile devices and batteries. In some areas, the disposal of these items in households or business trash may be prohibited.

Please follow your local regulations and recycle Product if required. Batteries must be recycled or disposed of properly.



## **Certification Information (RoHS)**

We at DOOGEE take our social responsibility seriously and are committed to serving our environment. We proudly state that DOOGEE phones are RoHS compliant in keeping with these commitments.

## **Specific Absorption Rate (SAR) Safety**

This device has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are designed for the safety of all persons and follow scientific guidelines, which include safety margins.

- 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 device transmitting

at its highest certified power level in all used frequency bands.

- This device is designed and manufactured not to exceed the emission limits for radio frequency (RF) energy exposure.
- This device is in compliance with the Specific Absorption Rate (SAR) for general population or uncontrolled exposure limits (2.0W/kg) specified in Council Recommendation 1999/519 EC and had been tested in accordance with the measurement methods and procedures specified in AS/NZS 2772.2-2016.
- The highest SAR value can be found in the user manual for your product
- This device meets RF exposure guidelines when used in the normal position at least 5 mm 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 5 mm away from your body. Ensure the above separation distance instructions are followed.

**NOTE:** Doogee or the manufacturer is not responsible for any radio or TV interference caused by unauthorised modifications to the

Product. Such modifications could void the user's authority to operate the equipment.

Data transmission is always initiated by software, which is passed down through the MAC, digital and analog baseband, and RF chip. The MAC initiates several special packets. These are the only ways the digital baseband portion will turn on the RF transmitter, which then turns off at the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

## DOOGEE LIMITED WARRANTY

### WHO THIS WARRANTY COVERS

This 24-month limited warranty extends only to the original purchaser of this product within the country of sale. This warranty is not transferable. This warranty is conditioned upon the proper use of the Product.

### WHAT THIS WARRANTY COVERS

DOOGEE offers you a limited warranty extending for the first twenty-four (24) month period to the original purchaser from the original purchase date with proof of purchase.

Should the Product, inbox accessories or any part during normal consumer usage and conditions be proven defective in material or workmanship that results in Product failure, such defect(s) will be repaired or replaced (with new or rebuilt parts) at DOOGEE' s discretion, without charge for parts or labour directly related to the defect.

### WHAT THIS WARRANTY DOES NOT COVER

1. Warranty claims outside of the Product warranty period.
2. Damage or defects caused by using the

Product other than in the normal course.

3. Defects or damages resulting from accidental, misuse, abnormal use, abnormal conditions, improper storage, unauthorised modifications, unauthorised repair, improper installation, or other acts that are not the fault of DOOGEE.
4. Defects or damage resulting from excessive force or use of a metallic object when pressing the touch screen.
5. Product with altered, defaced or removed serial number.
6. Damage resulting from the use of accessories not approved by DOOGEE.
7. Damage from exposure to moisture, humidity, excessive temperature or extreme environment.
8. Liquid damage due to not properly sealed/locked accessories, ports and or battery latches of water resistance devices.
9. All surfaces and externally exposed parts are scratched or damaged due to normal customer use.
10. All software, including operating system software, third-party software, applications, and all other software.

11. Damage caused by ordinary wear and tear of the Product.
12. Customer abuse or other physical abuse or mistreatment of Product as evidenced by:
  - Missing required faceplate;
  - Damaged LCD or Lens (e.g., the product is either broken, cracked, smashed, bleeding, etc.);
  - IMEI is unreadable electronically or due to missing or altered serial number, IMEI and/or date label to affect readability;
  - Missing keys on keypad beyond normal wear and tear;
  - Unapproved Product modification;
  - Visible Product surface physical damage resulting in the product being smashed, chewed, gouged, burned or melted;
  - Liquid damage is evidenced by submission in liquid or any other evidence of liquid ingress, including corrosion of any connections and noticeable excessive residue.

THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF DOOGEE' S RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING THE PRODUCT. ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL DOOGEE BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS, OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT.

DOOGEE MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCT OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE

PRODUCT DISTRIBUTED BY DOOGEE OR OTHERWISE. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT RESTS SOLELY WITH THE USER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT.

Nothing in the Product instructions or information shall be construed to create an express warranty of any kind with respect to the Product.

No agent, employee, dealer, representative or reseller is authorised to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of Doogee regarding the Product or this Limited Warranty.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

#### **AUSTRALIAN CUSTOMERS:**

Our goods and services come with guarantees that cannot be excluded under Australian



Consumer Law. For major failures with the service, you are entitled to:

Cancel your service contract with us, and refund for the unused portion, or reimbursement for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does amount to major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to reimbursement for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## **HOW TO GET WARRANTY SERVICE**

Please see our website.

[au.Doogee.com](http://au.Doogee.com)