©2019 OnePlus. All rights reserved

# Safety Information

This user manual contains important safety information.
Please read carefully before using the device and retain for future reference.

Version: 7.0

## Legal Notice

### Declaration

Without prior written permission of OnePlus, reproduction, transfer, distribution or storage of the contents in this document in any form is prohibited. OnePlus operates a policy of ongoing development. Thus, OnePlus reserves the right to make changes or improvements to any of the products described in this document without prior notice. The contents of this document are all provided “as is”. Except as required by applicable law, no warranties of any kind, either express or implied, are made in relation to the accuracy of this document. To the maximum extent permitted by applicable law, under no circumstances shall OnePlus or any of its licensors be responsible for any loss of data or incur any special, incidental, consequential, or indirect damages caused.
Availability of product supplies, application software, and accessories may vary. For detailed information, please refer to an authorized OnePlus distributor. This device may contain commodities, technology, or software subject to export laws and regulations. Diversion contrary to law is prohibited.

### Trademarks and Permissions

OnePlus and 1+ are trademarks or registered trademarks of OnePlus Technology (Shenzhen) Co., Ltd. All rights reserved. Android™ is a trademark of Google Inc. LTE is a trade mark of ETSI. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

Other trademarks, product, service and company names mentioned may be the property of their respective owners.

### Privacy Policy

OnePlus is constantly striving to protect your personal information. To better understand how we protect your personal information, you can read our "Privacy Policy" in the Setup Wizard when you turn on your phone for the first time. You can also check our "Privacy Policy" by following the steps: Settings > About Phone > Legal Information > Privacy Policy.



## Safety

Please read all the safety and health information carefully before using your device to ensure its safe and proper operation.

### General Safety Information

Failure to follow these guidelines may cause harm to your device, property, yourself, or others.
- Do not switch on the device where prohibited or when it may cause interference or danger.
- Do not use device at gas stations, service stations, or near fuel or chemicals.
- Please do not store or carry your mobile phone or accessories near liquid or flammable gas.
- Do not place the phone near magnetic cards or other magnetic objects, since information stored on floppy discs, memory cards and credit cards could be damaged by magnetic radiation.
- Do not place the battery, phone or charger in a microwave oven or other high voltage equipment. Otherwise, it may cause circuit damage, fires, or other damage.
- All wireless devices, including mobile phones, might be susceptible to interference , and it can also cause interference. Please check all laws and regulations when using your mobile phone, especially in airplanes, hospitals or medical institutions.
- Only use branded accessories and batteries that are approved by OnePlus. Accessories which are not approved by OnePlus may damage the phone or violate local regulations for radio devices. OnePlus will not take any responsibility for accidents or problems caused by using accessories that are not approved by OnePlus.
- The device is designed for water resistance under certain conditions, but OnePlus does not recommend excessive submersion. Liquid damage will void the warranty.
- When connecting with other devices, please follow the safety guidelines presented in this manual. Do not attempt to connect your device with incompatible products.
- Please do not use the phone if antenna is damaged. Otherwise, it could cause injury.
- Please keep metallic objects away from phone receiver. Small metallic objects may be attracted to the device and personal injury or device damage could occur.
- Only connect to power sources with USB 2.0 or above.

### Battery Safety

- Please do not attempt to repair, disassemble or modify the battery. Replacing battery by an incorrect type could lead to explosion. Your phone can only use OnePlus authorized batteries. Using third-party products may cause battery leakage, overheating or fires.
- Do not place or use battery near fires, heaters, direct sunlight, or other heat sources. Prolonged exposure to heat may cause battery leakage, explosions, or fires.

• Please do not place pressure on or pierce the battery with hard objects. Damaging the battery could cause battery leakage, overheating, or fires.
• If you experience any battery abnormalities, such as high temperature, discoloration, distortion, or leakage, immediately discontinue usage of the device and contact customer support.
• All batteries have a limited lifespan and will begin to lose capacity after several hundred charges/discharges.
• Do not dispose of the battery as household waste. Refer to local regulations.

## Charging Safety

• The charger is intended for indoor use only.
• Do not charge the battery under the following conditions : in direct sunlight, in temperatures below 5°C; in areas with humidity, dust or strong vibrations; in areas near a TV, radio or other electrical appliances.
• The charger shall be installed near the equipment and shall be easily accessible.
• The maximum ambient charging temperature of the equipment declared by manufacturer is 35°C.
• Sockets that are dirty may cause poor contact with the charger and your phone may fail to charge properly.
• Please only use the official OnePlus charger. Using unauthorized chargers can be dangerous and can void your warranty.
• Make sure to only use outlets with the correct voltages(as label led on the charging brick). Using an incorrect voltage can damage your phone and/or battery and lead to injury.
• Do not use unsafe plugs or outlets.
• Do not use a short-circuit charger.
• Do not connect your device to a high-voltage power supply or the battery could become damaged.
• Do not disassemble or modify charger, as this may lead to personal injury, electric shock or fire.
• Do not touch the charger, cable or power socket with wet hands, as this may cause electric shock.
• Do not place heavy objects on the power cord or attempt to modify any cables.
• Make sure to grasp the charger firmly while unplugging it .
• Do not pull the power cord as this may lead to damage and cause electric shock or fire.
• Before cleaning the device, unplug the power plug from the socket.
• Unplug the charger from electrical outlets and the device when not in use.

## Driving Safety

• Safety should take priority when you are operating a vehicle. Be sure to obey related regulations in the area or country in which you drive.
• Do not place your phone or accessories near safety air bags.
• Compass and GPS information are only used for reference purposes.



• If you do not wish to disclose your location, be sure not to use applications that can record your location.

## Health Information

• To prevent possible hearing damage, do not listen at high volume levels for long periods.
• Damage to the display or battery could lead to leakage of the liquid. If this liquid comes in contact with your eyes, skin or clothes, immediately rinse your eyes (do not rub) or wash skin with water thoroughly and seek medical attention.
• Some people may get dizzy or experience medical problems in response to flashing lights. If you are at risk, please consult your doctor before using this device. If you have the following symptoms: headache, dizziness, convulsion, eyes or muscle cramps, loss of consciousness, or involuntary body movements, please stop using the device immediately and seek medical attention. Avoid using the device for extended periods and keep proper distance from your eyes.

## Laser Safety Statement

If this product supports the laser auto-focus feature. To ensure proper use of this product, please read this owner's manual carefully and retain for future reference. Should the unit require maintenance, contact an authorized service center. Use of controls, adjustments, or the performance of procedures other than those specified herein may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure or make direct contact with the laser.

CLASS 1 LASER PRODUCT

## FCC Regulatory Conformance

### FCC Statement

This device complies with part 15 of the FCC rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference; and
(2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful to part interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC Caution

• Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
• The antenna(s) used for this transmitter must not be collocated or operate in conjunction with any other antenna or transmitter.
• The country code selection is for non-US model only and is not available for all US models. Per FCC regulation, all Wi-Fi products marketed in US must be fixed to US operation channels only.

### RF Exposure Information (SAR)

• This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.



• The SAR limit set by the FCC is 1.6W/kg. The highest SAR value of this device type complies with this limit. And please see the "Quick Start Guide" to find the highest SAR value reported to FCC.
• Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.
• Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.
• While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.
• This device has also been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the handset a minimum of 15mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Position the handset a minimum of 15mm from your body when the device is switched on.
• Choose the belt clips, holsters, or other similar body-worn accessories which do not contain metallic components to support the minimum distance of body-worn operation. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified, and use such accessories should be avoided.

### Hearing Aid Compatibility (HAC) regulations for Mobile phones

• Your phone is compliant with the FCC Hearing Aid Compatibility requirements.
• The FCC has adopted HAC rules for digital wireless phones. These rules require certain phone to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards.
• The ANSI standard for hearing aid compatibility contains two types of ratings.
• M-Ratings: Rating for less radio frequency interference to enable acoustic coupling with hearing aids.
• T-Ratings: Rating for inductive coupling with hearing aids in tele-coil mode.
• Not all phones have been rated, a phone is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings are given on a scale from one to four, where four is the most compatible. Your phone meets the M3/T3 level rating.
• However, hearing aid compatibility ratings don't guarantee that interference to your hearing aids won't

happen. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

• This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

• Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to http://www.fcc.gov/cgb/dro.

BC



## Care and Maintenance

The following suggestions will help you maintain and prolong the life of your device.

• Only qualified and authorized personnel should make repairs to this product.

• Disabling features such as Bluetooth and Wi-Fi when not in use and dimming the screen can help you save energy and extend battery life.

• Clean your phone and charger with a soft, clean, dry cloth. If the screen comes into contact with liquid or dust, please clean it immediately. Do not use alcohol or irritating chemicals to clean the device.

• Touching the screen with a sharp object may cause the screen to be scratched.

• Please do not touch the connection port of the phone, as static electricity may harm components in the device.

• Ideal operating temperatures are 0°C to 35°C, Ideal storage temperatures are -20°C to +45 °C.

• Only operate your phone between 35% to 85% humidity.

• Do not place the phone on uneven or stable surfaces.

• Do not hit, press, shake or drop the phone to avoid damage and injury.

• Charger are not waterproof. Please do not use these devices in the bathroom, areas of high temperature, humidity or dust; please avoid rain.

• When the phone is transmitting data or saving information, do not remove the SIM card.

• Please keep the phone out of reach of children in order to prevent injuries or property damage.

## OnePlus Device Warranty Information

OnePlus devices purchased on oneplus.com or authorized sales channels come with a limited warranty. The duration of this warranty is dependent on the original country or region of purchase and is only redeemable within the original country or region. Unless otherwise specified, this warranty covers the hardware components of the product as originally supplied and does not cover, or partially covers, software, consumable items, or accessories, even if packaged or sold together with the product. The limited warranty only covers functional defects of product caused by workmanship or build materials. For more details, please contact OnePlus Customer Support by visiting oneplus.com/support.

## The limited warranty does not cover

1. Defects or damage resulting from accidents, neglect, misuse, or abnormal use; abnormal conditions or improper storage; exposure to liquid, moisture, dampness, sand or dirt; unusual physical, electrical or electromechanical stress.
2. Scratches, dents and cosmetic damage, unless caused by OnePlus.
3. Defects or damage resulting from excessive force or use of metallic objects on the touch screen.

4. Devices that have the serial number or the IMEI number removed, defaced, damaged, altered or made illegible.
5. Ordinary wear and tear.
6. Defects or damage resulting from the use of the product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by OnePlus.
7. Any physical feature defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by OnePlus.
8. Defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source.
9. Defects or damage resulting from cellular signal reception or transmission, or viruses and 3rd party software problems introduced into the product.
10. Free warranty replacements and repairs are only valid in the country or region of purchase. Please contact OnePlus Customer Support for more details.