



# **VALOR**

## Quick Start Guide

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## Support & information

More information and answers to frequently asked questions can be found on our website:

**[www.mobile-initiative.com](http://www.mobile-initiative.com)**

Still need help? Please send an email to ***[support@mobile-initiative.com](mailto:support@mobile-initiative.com)*** and our knowledgeable Support Team will assist you.

This phone is water- and dust-resistant under the IP68 standards.

This means water resistance for 30 minutes at a maximum depth of 1.5 meter in fresh water and protection from dust. This protection is guaranteed only with tightly closed caps that cover the SIM card slot, micro USB and Audio connectors.

This standard does not provide shock resistance.

### Warning:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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: 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 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.

SAR tests 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, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, Tests for each device are performed in positions and locations as required by the FCC.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal and that positions the handset a minimum of 10 mm from the body.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

## 1. Introduction

Congratulations! Choosing the **MI VALOR** smartphone was an excellent decision.

The VALOR is an Android <sup>TM</sup> 8.1 smartphone with many extra features.

Besides your current SIM card, you can add an additional, second SIM card that – as an example – will enable you to call, text and surf the web cheaply when being abroad. This is not mandatory. Also, you can choose the SIM-slot you prefer to use.

The 5.2” 16:9 HD touchscreen lets you enjoy photos, videos and thousands of applications available for download at the Google Play Store®

The use of modern, wireless technology allows you to be online everywhere. This might be through the advanced 4G-LTE and 3G technology, or simply at home, through your personal Wi-Fi connection.

Your smartphone comes with a Stereo headset. Besides enabling you to call hands-free, this headset is exceptionally fit for playing music and movies.

## List of technical specifications

- ✧ 5.2 inch 16:9 HD IPS-LCD touchscreen
- ✧ Android 8.1
- ✧ GSM 850/900/1800/1900 MHz
- ✧ WCDMA/UMTS BAND 2/4/5
- ✧ LTE BAND 2/4/5/7/12/17
- ✧ 3G/4G Internet (where available and with the applicable GSM operator and service plan)
- ✧ Dual SIM: Dual-Standby / One-Talk (SIM cards not included)
- ✧ Fingerprint control
- ✧ 13+0.3 MP AF-Dual camera with LED-flash (rear)
- ✧ 5+0.3 MP FF-Dual camera (front)
- ✧ GPS / A-GPS
- ✧ Wi-Fi b/g/n
- ✧ Portable hotspot functionality (tethering)
- ✧ 32 GB storage memory & 3 GB RAM
- ✧ Memory card slot (up to 32 GB; not included)
- ✧ 1.5 GHz Quad-Core processor
- ✧ GMS Approved - Access to thousands of apps through (for instance) the Google Play Store®



## **2. Notice of content and ownership**

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MI has reviewed the contents of this documentation with regard to accuracy, but they may, nevertheless, contain errors or unintentional omissions.

MI reserves the right to modify or enhance all products described in this document, and to revise this documentation without prior notice.

This documentation was supplied to serve as a user guide exclusively for MI mobile phones and contains no clarification with regard to hardware- or software configurations of the products described within this document. The availability of specific products or



expansions may vary depending on your location. *For additional information, please refer to your nearest MI dealer or at [www.mobile-initiative.com](http://www.mobile-initiative.com)*

Several functionalities described within this document refer to network services and require support by your network- or service provider. Please refer to either of them for specific information regarding these functionalities.

This device may contain parts, technology or software upon which the export regulations and local laws of specific countries apply. Exporting, when in contradiction with local laws, is prohibited.

Before using this device, please thoroughly acquaint yourself with the contents of the following "Safety and user instructions" and the chapters "Additional safety instructions" and "Safety information regarding radiation and SAR".



This symbol states that the device meets the FCC directives with regards to safety and electric interference.

## Safety and user instructions



### **EXPANSIONS**

Only use approved expansions. Do not connect any incompatible products.



### **POWER DOWN ABOARD AIRPLANES**

Wireless devices may cause electromagnetic disturbances in airplanes.



### **CONNECTING TO OTHER DEVICES**

Is only permitted in Safe Areas.



### **SAVE THE ENVIRONMENT**

The battery must be recycled or disposed of properly, according to local laws and regulations and always kept separate from household waste.



### **BACK-UP COPIES**

Remember to make copies or written notes of important information, such as passwords or



### **KEEP CHILDREN SAFE**

Keep every small item of the device, such as memory cards, out of reach of children.

Prior to using this device for the first time, make yourself acquainted with all safety- and user instructions:

- Keep this manual stored properly so that you may consult it easily at a later time. Carefully follow the notifications supplied within this manual.
- Follow all instructions for use and operation carefully.
- Before cleaning the device, unplug it from any and all electrical outlets. Do not use liquid solvents or products in aerosol. Clean the device with a soft and slightly moist cloth.
- Do not use the device near water, near a bathtub, wash-basin or sink, in a moist basement or near a swimming pool.
- To insert the SIM card and accessories, follow the instructions of your vendor and only use accessories that were recommended by the vendor of this device.

## 3. Your MI Smartphone

### Preparing for first use

Before you begin, make sure the phone is switched off and the charger is not connected.

Now follow all steps described below to insert the SIM card(s) and optional memory card.

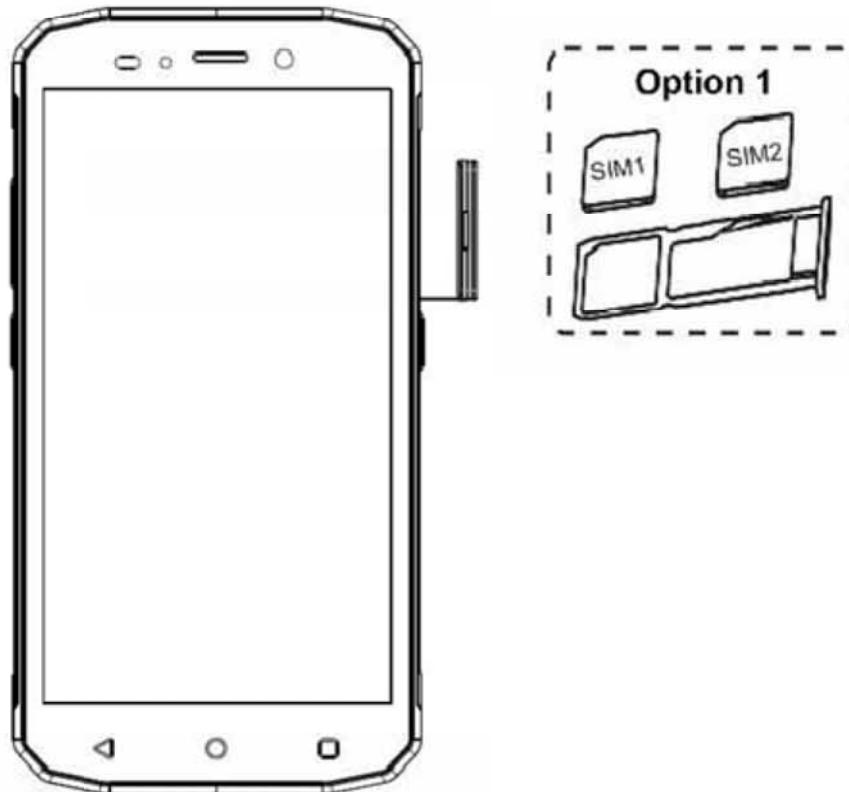
*>Please note: Damage caused by not carefully inserting the SIM card(s) and/or memory card is not covered by our Limited Warranty (see chapter 12).*

The battery is built-in, so you do not need to replace the battery or open the device. Doing this will void the warranty and ruin the IP68 rating.

To exchange the battery, please consult your local dealer or visit our website [www.mobile-initiative.com](http://www.mobile-initiative.com)

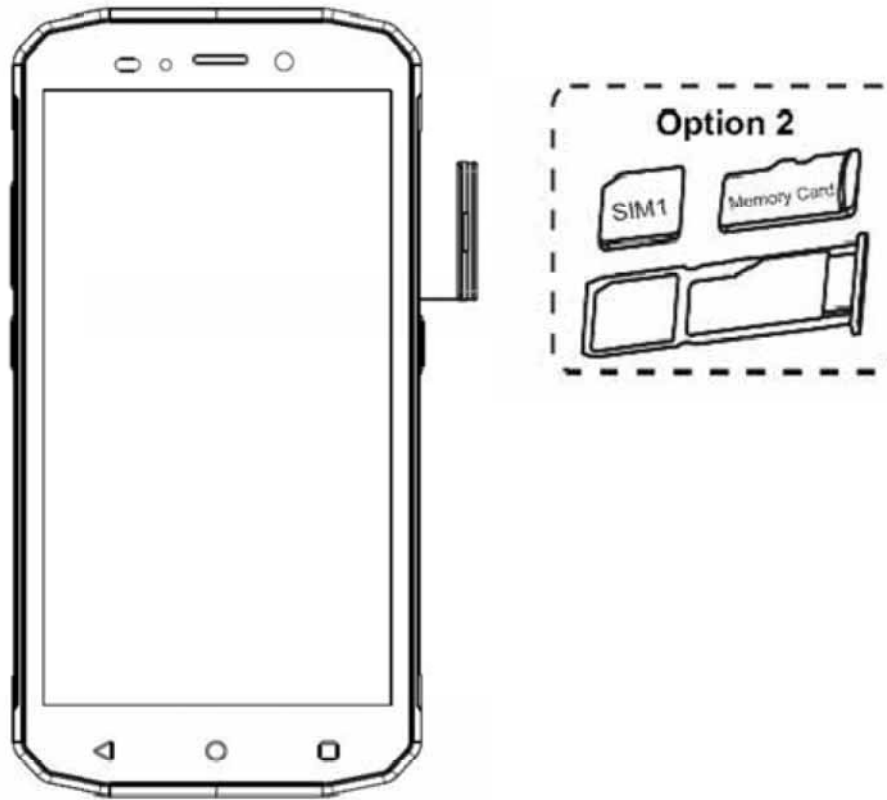
### Senario 1: Use 1 or 2 SIM card(s)

Sim slot 1 and 2 are both meant to use a **Nano-SIM**. When you do not have the correct SIM size, please consult your network provider.



- Carefully insert the ejection pin into the hole on the tray, ensuring it is perpendicular to the hole to avoid any damage to the phone.
- Gently pull out the tray slot from the phone.
- Place the SIM cards on the tray accordingly.
- Gently reinsert the tray into the phone.
- *Please note: SIM card should be placed "chip down", i.e. with the small copper plate facing downwards.*

**Senario 2:** Use 1 SIM card and 1 Memory Card:



- *For opening the tray and simcard placement, follow the instructions in scenario 1.*
- *Please note: A Memory card should be placed on the right side of the sim tray.*
- *When using a Memory card, you can NOT use a second sim card.*
- *Please note: SIM- and Memory cards are not included.*

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### Your device

Front view:




1. Volume button (Up / Down)
2. Power button





### Using the buttons

**1 Volume button:** The volume button adjusts the sound levels. When in a call or listening to music, the speaker output will be adapted when using this.

**2 Power button:** Use the power button to switch the phone on or off. If the phone is switched on, a quick press on the power button will automatically put the device in standby mode (or bring it back to active mode). Keep the power button pressed and a menu will appear.

 **Home button:** Pressing this button will bring you back to the default (home) screen at all times. Keeping the button pressed, will open Google quick launcher.

 **Menu button:** Depending on what application you are using, the menu button will bring up the extra functionalities and/or actions, for instance brings up your recently used apps, allowing you to switch between apps rapidly.

 **Back button:** This one always leads you back to the previous screen.

## 4. Getting started

When you switch on your phone for the first time, you will be given a number of questions in order to configure the device to your desire.

- 1 | Select the language you wish to use.
- 2 | Connect to a wireless network. If, at this time, connection is not possible, press "Skip".
- 3 | Log in with your Google account, create one or skip the section.

Note: We highly recommend you add or create a Google account as this will allow you to use the Google Play Store and online backup.

- 4 | Determine whether or not you want to allow Google to use your current location for various uses
- 5 | Enter your name so that it can be used (automatically) in various applications.
- 6 | Select "Finish" once you've configured the phone to your desire.

Android will now offer you some tips and tricks on how to use your smartphone. Enjoy!

### Unlocking the screen

Drag the circle to the "opened padlock" icon to unlock your smartphone.




## The Home screen

When at the Home (default) screen, you can change the background image by placing your finger on an empty spot and holding it there for a moment.

By touching and holding your finger on an icon (rather than tapping it), you can move the icon or delete it, by dragging it to the top of the screen.

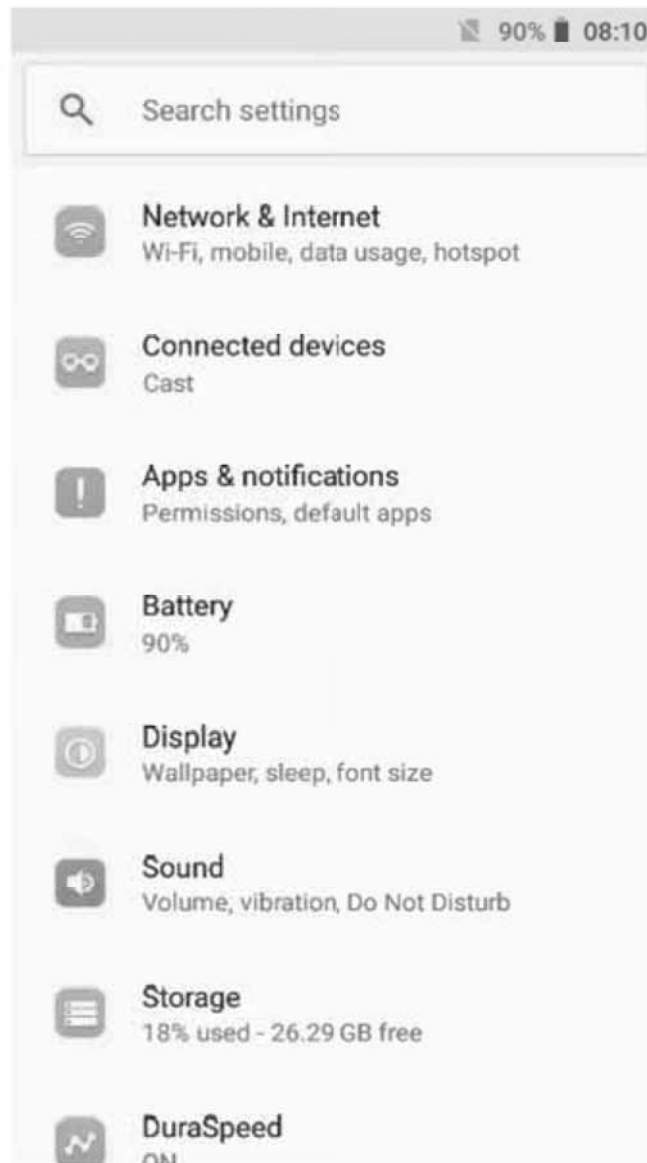
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Pressing the  button will bring you to the main menu. You may transfer an icon to your home screen by touching and holding it for some seconds.

### 5. Settings

By clicking "Settings" in the main menu the following menu will appear:



## Networks & Internet

**Wi-Fi** | Here you can enable/disable the device to look for and connect to available Wi-Fi networks. Tapping "Wi-Fi" will display the available networks, and – if needed – enter a password.

### **Wi-Fi calling**

When you are in an area with less mobile network coverage, Wi-Fi calling will bring a steady solution.

This option will only be available when supported by your operator and if you are connected to a Wi-Fi network. To activate;

Enter the Wi-Fi menu -> Wi-Fi preferences -> Advanced -> Wi-Fi calling -> Enable Wi-Fi calling.

**Hotspot** | Switch the Hotspot function to ON, so you can share your internet connection with different devices. Please be aware this can cause a High data use.

**SIM cards** | Here you can determine which SIM cards to activate and which to disable. The "Roaming" settings can be found here, as well as the option to select which SIM card is to be used for which service.

**Data usage** | Here you can check and manage (limit!) the amount of MB's you consume. *>Please note: This functionality provides an indication; you actually may be using more (or less).*



**Airplane mode** | Here you can put the phone in "Airplane mode", which disables all wireless communication to and from the device. Other options are to set up a VPN connection, or to turn your phone into a Wi-Fi hotspot by enabling tethering.

**Apps** | This feature shows which applications are installed and allows you to delete these, if necessary. You can also copy applications from your phone to your Memory Card by selecting "Memory card".

**Battery** | This option visualizes which applications consume most of the battery power. It will allow you to adapt the use of these applications to a longer standby time.

**Display** | Here you can adjust all settings related to the screen, such as brightness level, auto standby time and whether or not the display rotates along with the phone's position.

**Sound** | This setting enables you to activate or adjust an audio profile. To activate a profile, simply tap the circle next to the profile name. To adjust the general, tap the button next to the "general profile". Now you can change, for example, the ringtone and its volume.

**Storage & USB** | Here you can check the amount of space left on your telephone and Memory card. This option also visualizes what uses up most of the available memory.

Remark: We strongly advise you to add a memory card, so you can choose to use the memory card as your default write disk.

**DuraSpeed** | Here you can check what app's can run in the background.

**Security & location** |

**Location** | Here you can adjust the settings with regards to your location information. Additional GPS settings can be managed by tapping "Mode". Activating "High Accuracy" will accelerate location pin-pointing.  
*>Please note: High accuracy and Battery saving mode make use of the internet. Depending on your provider, additional charges may apply.*

**Security** | Manage here the security settings of your device. A couple of submenus:

- Screen lock: Here you can choose how you would like to lock your screen.
- Encryption: Protect your phone with a PIN.
- SIM card lock: Set, enable or disable the PIN of your SIM card(s).

- Device administration: View or deactivate device administrator and allow installation of apps from unknown resource.

**Users & accounts** | This option displays which accounts have been configured on your phone. You may also view and change the settings of the various accounts. It is also possible to add an account, by tapping "+". Follow the instructions and make sure you are connected to the internet. *>Please note: "Synchronization" makes use of the internet. Depending on your provider, additional charges may apply.*

### System |

**Language & input** | Pick the language in which you like the phone to operate, in which you prefer to write messages and manage the spelling checker.

**Backup & reset** | Here you can customize the way your data is being backed up and reset the phone back to factory settings. *>Resetting to factory settings means erasing a lot – if not all – of your data on the device. We strongly recommend to back up your data on a Memory card or computer prior to picking this option.*

## 6. Applications & widgets

### Applications

Your phone comes with a number of standard applications, better known as "apps". In this chapter we will explain to you what the most important apps can do for you.

#### Phone

In the bottom left corner of your home screen you will find the telephone icon. Tapping it will open the phone app through which you can make calls.



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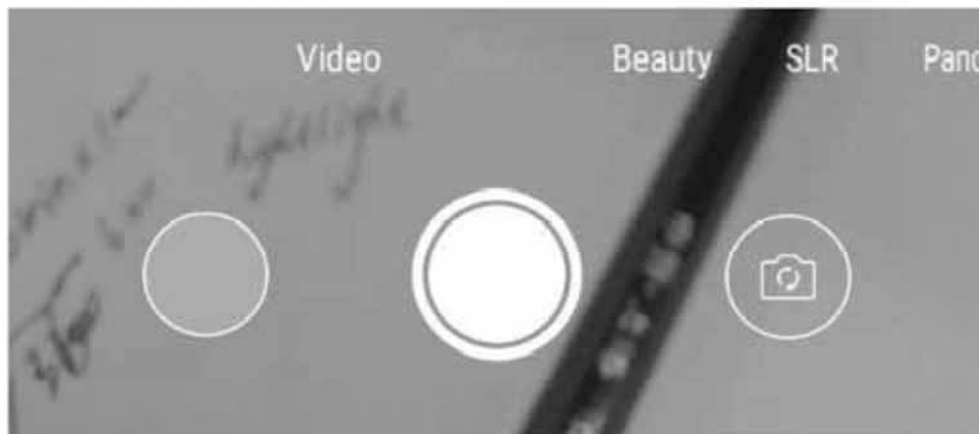
This is the screen that allows you to enter a phone number directly.

Tapping the clock symbol will bring up the call history.

*>Tip: Once you start dialing a number, the corresponding sequence of numbers in your contact list will appear in the top of your screen. You may also enter a name, like 5646 for "JOHN".*

### Camera

Tapping the camera icon will open the camera application.



You take a picture by tapping the circle button.

## Messages

The 'text balloon' icon brings up the "Messages" menu.

Tapping the icon in the bottom-left corner starts a new conversation.

Search within your messages by tapping the little magnifying glass in the bottom-right corner.

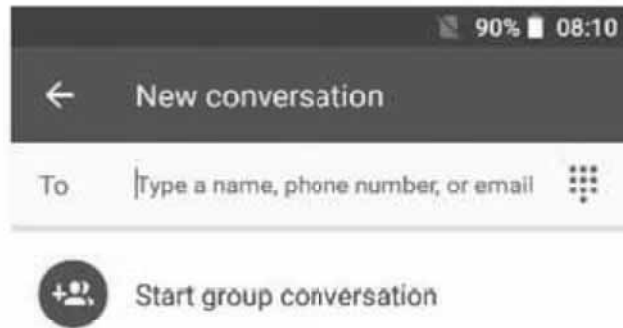
If you're still working on a conversation, it will appear on the screen.

*>Tip: Android does not deal with individual messages – all messages are displayed as if they form a conversation. Therefore, you see what has already been discussed before.*

*>Tip: To delete a conversation, simply put your finger on the conversation, hold it there until a trash can icon appears, then tap that icon.*

As soon as you start a new or continue an existing message, the keyboard will appear:

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At the line on top of your screen, you can enter a phone number. If you wish to add one or more contacts out of your phone book, tap the contact icon on the right-hand side of the top line.

To start composing a message, tap the line right above the keyboard. By tapping the icon of a folded paper plane, the message will be sent.



## Widgets

Android 8.1 offers a huge number of widgets – a kind of app that can be put on your main screen. To put a widget there, long press on an empty space of the home screen then tap "Widgets". By sliding your finger left and right, you can scroll through all widgets. Tapping and holding a widget for some seconds enables you to drag it to the main screen and determine where to place it.

*>Remark: In some cases, an app has its own widget. If this is so, these Widgets will be shown in this menu as well.*

*>Remark: Of some widgets the size can be adjusted. To adjust the size, simply tap and hold the widget in the main menu. After a moment, four small squares are displayed that let you adjust the size of the widget.*

## 7. Accessories in the box

### USB cable

With the included USB cable, you can charge the battery of your device or connect your phone to a computer.

- Charging the battery: First connect the (included) wall plug charger to the USB connector of the cable and insert the mini-USB connector into the USB port of your phone. Lastly, plug the charger into a wall socket.
- Connecting to a computer: Before you start, make sure your phone is switched off. Now insert the mini-USB connector into the USB port of your phone, then plug the standard USB connector at other end of the cable into the appropriate USB port of a computer. Lastly, switch on your phone. When you want to disconnect, we strongly advise you to make sure the hardware (phone) is removed safely, i.e. through the "remove hardware safely" option of your computer. Doing it differently, might damage the data on your phone.

While your phone is connected to a computer, the battery is being charged as well.

*>Please note: Never allow Windows to format the memory of your smartphone. This could damage the internal memory of your phone beyond repair. The same goes for formatting your Memory card: use your smartphone to do this or use a compatible Memory card reader.*

### Charger and battery

Only use the included charger and always in a dry environment. Keep it away from liquids in order to prevent damage to your charger. Short-circuiting may cause fire, personal injuries and increases the risk of an explosion. If you still would like to use a different charger, please consult your retailer first.

Charging a new or a completely depleted battery may take up to 12 hours. Make sure to keep your phone connected to the charger and do not unplug until fully charged.

This smartphone comes with an original battery. Using any battery other than the original could result in irreparable damage. In case of a defective battery, please contact your retailer to obtain a replacement. Only a approved repair center can replace the battery. Warranty is void when you try to replace it by yourself.

## **Headset**

The included headset allows you to call handsfree, but it's also exceptionally fit for playing music and movies.

## 8. Common issues and Solutions

Issue	Potential causes and solutions
The device does not power on	<ul style="list-style-type: none"> <li>- The battery is not charged. -</li> </ul>
The battery does not charge	<ul style="list-style-type: none"> <li>- The battery is depleted and needs to be charged for a prolonged period of time. -</li> <li>- Charger or USB cable is defective.</li> <li>- Battery is defective.</li> </ul>
A SIM error occurs	<ul style="list-style-type: none"> <li>- The SIM card has gotten dirty and therefore cannot be read properly.</li> <li>- The SIM card is not properly inserted (see also chapter 3 for proper SIM insertion).</li> <li>- The SIM card is damaged/defective. Please contact your provider.</li> </ul> <p><i>&gt;Please note: This also applies to SIM2.</i></p>
The signal is poor	<ul style="list-style-type: none"> <li>- Check whether the on-screen signal indicator shows more than two bars. If this is not the case, you are in a location with poor reception.</li> </ul> <p><i>&gt; Please note: This also applies to SIM2.</i></p>

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<p>It is not possible to make a call</p>	<ul style="list-style-type: none"><li>- "Caller ID" is disabled and your provider does not allow anonymous calling.</li><li>- There is a strong source of disruption in the vicinity.</li><li>- You may have set limitations in the settings for calling.</li><li>- Your provider has not yet activated your SIM card.</li></ul>
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<p>Unable to connect to a network</p>	<ul style="list-style-type: none"><li>- The network's signal is poor or there are strong disruptions nearby.</li><li>- The SIM card is not properly inserted (see also chapter 3 for proper SIM insertion).</li><li>- The SIM card is damaged/defective. Please contact your provider.</li><li>- "Airplane mode" is activated, all wireless communications are disabled. Next to the time indicator, one or two airplane icons are displayed.</li></ul>
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<p>The phone is not able to establish a (3G/4G) internet connection</p>	<ul style="list-style-type: none"> <li>- Check with your provider if "data" is part of your bundle. -</li> <li>Make sure "data connection" is enabled on your phone. -</li> <li>Obtain the correct APN settings (on the website of your network provider) and set your phone accordingly. Go to: <i>Settings &gt; More &gt; Mobile networks &gt; Access Point Names.</i></li> <li>- In case you use the services of an MVNO provider, make sure "roaming" is activated. Go to: <i>Settings &gt; SIM management &gt; Roaming.</i></li> </ul>
<p>My pictures are too dark</p>	<ul style="list-style-type: none"> <li>- Check your camera settings.</li> <li>- The environment does not have sufficient light.</li> </ul>
<p>My pictures are blurry.</p>	<ul style="list-style-type: none"> <li>- Make sure the object you're trying to take a picture of does not move.</li> <li>- While taking a picture, hold your phone still.</li> <li>- The environment does not have sufficient light.</li> </ul>



<p>My Memory card is not accepted or is showing incorrect storage capacity</p>	<ul style="list-style-type: none"> <li>- Make sure you use a compatible Memory card, of which the capacity does not exceed 32 GB.</li> <li>- Make sure the card is properly formatted (FAT16/FAT32 file system, not NTFS).</li> </ul>
<p>The battery drains too quickly</p>	<p>Smartphones are heavy consumers when it comes to energy. Therefore, the operational battery time is highly dependent on how the phone is used. On average, it's not uncommon a smartphone needs to be recharged by the end of the day.</p>
<p>The phone fails to connect to my car kit / The connection is not stable</p>	<ul style="list-style-type: none"> <li>- Use your car kit to connect to your smartphone, or the other way around.</li> <li>- Update the car kit software (automatically).</li> <li>- Adjust the car kit settings so that it's only used for speech and not for the media player and/or data exchange.</li> </ul>

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<p>The GPS- functionality is not working properly / I do not get a GPS fix</p>	<ul style="list-style-type: none"><li>- Check if "GPS" is enabled. - Windshields with heat protection, windshield heating, multi-story buildings or heavy forestation are known to scramble GPS or block it altogether.</li><li>- Try to establish a GPS connection outside, in an open field. After approximately 10 minutes, you should have a fix.</li></ul>
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## **9. Additional safety instructions**

### **Local laws and regulations**

Take into account possible special laws and regulations that might apply to the place in which you use your smartphone.

### **Volume**

To prevent hearing impairment, make sure to keep the volume of earphones to a responsible level.

### **Pacemakers**

People carrying a pacemaker need to follow these instructions:

- When the phone is switched on, always maintain a distance of at least 15 cm from the pacemaker.
- Never carry the phone in a breast pocket.
- When making calls, hold the phone to your right ear (opposite the pacemaker).

### **Hearing aid devices**

Your phone may cause interference with certain hearing aid devices. If this is the case, please contact the manufacturer of the hearing device.

### **Precautions for using your battery and charger**

The battery charge depends on the network you use, the phone settings and the environment in which the phone is used. The battery is generally good for over 2-

4 hours of calling time, whilst standby time usually lasts from 24-72 hours.

Under no circumstance use a charger that is damaged in any way.

When using the phone in the vicinity of a base-station of a network, power usage will decrease. The battery time in which a device can remain in standby mode or be operational for calling is strongly affected by the strength of the signal of the mobile network.

Charging time depends on the remaining battery power, the type of battery and the charger used for charging the battery. A battery may be charged and discharged hundreds of times, but it will become worn out over time. Obtain a new battery as soon as you notice a decrease in standby or calling times.

Unplug the charger when it is not being used. Do not leave the smartphone attached to the charger for a period exceeding 48 hours straight. Overcharging may drastically decrease battery life. Even when unused, a fully charged battery will slowly get depleted.

Do not put discarded batteries in fire. Dispose of batteries according to local law. Do not dispose batteries with the regular household waste.

In case your phone, battery or charger gets wet, do not attempt to dry it in a heating device, such as a dryer or

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a microwave oven. Doing so, may cause burn wounds or lead to swelling or even explosion of the phone, battery, charger, or the heating device used.

Contact your nearest service centre to get help when your phone, battery or charger does not function properly.

*>Please note: MI hereby declares to repudiate all responsibility for any direct or collateral damage that results from failure to comply to one or more of the instructions above or incorrectly executed procedures.*

## 11. Warranty

The Manufacturer's Limited Warranty of Mobile Initiative for mobile equipment sold in the United States, is valid from January 1st, 2018.

### **Manufacturer's Limited Warranty**

This Limited Warranty does not affect your legal (statutory) rights under your applicable national laws relating to the sale of consumer products.

Mobile Initiative provides this Limited Warranty to Person who has purchased the "MI" product(s) included in the sales package ("Product").

"MI" warrants to you that during the warranty period "MI" or an "MI" authorized service company will in a commercially reasonable time remedy defects in materials, design and workmanship free of charge by repairing or, should "MI" in its absolute discretion deem it necessary, replacing the Product in accordance with this Limited Warranty (unless otherwise required by law). This Limited Warranty is only valid and enforceable in the country where you have purchased the Product provided that it is intended for sale in that country.

## **Warranty Period**

The warranty period starts at the time of Product's original purchase by the first end-user. The Product may consist of several different parts and different parts may be covered by a different warranty period (hereinafter "Warranty Period"). The different Warranty Periods are: Twelve (12) months for the mobile device and six (6) months for accessories (whether included in the sales package of the mobile device or sold separately), such as battery, charger, headset, USB cable.

As far as your national laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent resale, "MI" authorized repair or replacement of the Product. However, repaired part(s) will be warranted for the remainder of the original Warranty Period or for thirty (30) days from the date of repair, whichever is longer.

## **How do get Warranty Service?**

In order to make a claim of a Defect, you must contact MI by email or phone during the Warranty Period to explain the Defect and to obtain an RMA number (Return Merchandise Authorization) if necessary. If approved You must return the Hardware during the Warranty Period, along with the printed online RMA form explaining of the Defect and your return address,

accompanied by the IMEI number of the Products and sales receipt or comparable proof of sale showing the original date of purchase and the seller's name and address to the address provided by the service center.

If "MI" determines that the Product is not covered by this Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of the Product.

### **What is not covered?**

1. This Limited Warranty does not cover user manuals or any third-party software, settings, content, data or links, whether included/downloaded in the Product, whether included during instalment, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by you. To the extent permitted by applicable law(s), "MI" does not warrant that any "MI" software will meet your requirements, will work in combination with any hardware or software applications provided by a third party, that the operation of the software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected.
2. Furthermore, this Limited Warranty does not cover:
  - Normal wear and tear (including, without limitation, wear and tear of camera lenses, batteries or displays);



- Defects caused by rough handling (including, without limitation, defects caused by sharp items, by bending, compressing or dropping, etc.);
- Defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by "MI" (e.g. as set out in the Product's user guide) and/or d) other acts beyond the reasonable control of "MI"; Other acts beyond the reasonable control of "MI".

3. This Limited Warranty does not cover defects or alleged defects caused by the fact that the Product was used with, or connected to, a product, accessories, software and/or service not manufactured, supplied or authorized by "MI" or was used otherwise than for its intended use. Defects can be caused by viruses from your or from a third party's unauthorized access to services, other accounts, computer systems or networks. This unauthorized access can take place through hacking, password-mining or through a variety of other means.

4. This Limited Warranty does not cover defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.

5. This Limited Warranty does not apply if the Product has been opened modified or repaired by anyone other than an authorized service centre, if it is repaired using unauthorized spare parts or if the Product's serial number, the mobile accessory date code or the IMEI number has been removed, erased, defaced, altered or are illegible in any way and this shall be determined in the sole discretion of "MI".

6. This Limited Warranty does not apply if the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.

### Other important notes

A third party, independent operator provides the SIM card and cellular and/or other network or system on which the Product operates. Therefore, "MI" will not accept responsibility under this warranty for the operation, availability, coverage, services or range of the cellular or other network or system. Before the Product can be repaired or replaced, the operator may need to unlock any SIM-lock or other lock that may have been added to lock the product to a specific network or operator. If this is the case, please contact your operator to unlock the product.

Please remember to make back-up copies or keep written records of all important content and data stored in your Product, because content and data may be lost during repair or replacement of the Product. "MI", in a manner consistent with the provisions of the section entitled "Limitation of MI's Liability" below, shall not under any circumstances be liable, either expressly or impliedly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data during repair or replacement of the Product.

All parts of the Product or other equipment that "MI" has replaced shall become the property of "MI". If the returned Product is found not to be covered by the terms and conditions of the Limited Warranty, "MI" and its authorized service companies reserve the right to charge a handling fee. When repairing or replacing the Product, "MI" may use products or parts that are new, equivalent to new or re-conditioned.

Your Product may contain country specific elements, including software. If the Product has been re-exported from its original destination country to another country, the Product may contain country specific elements that are not considered to be a defect under this Limited Warranty.

## Limitation of "MI's" responsibility

This Limited Warranty is your sole and exclusive remedy against "MI" and "MI's" sole and exclusive liability in respect of defects in your Product.

This Limited Warranty replaces all other "MI" warranties and liabilities, whether oral, written, (nonmandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose.

However, this Limited Warranty will not exclude nor limit:

- 1) Any arbitrary legal (statutory) rights that you have under applicable national laws;
- 2) Any arbitrary right that you may have against the seller of the product.

To the extent permitted by applicable law(s) "MI" does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage.

## VALOR – Quick Start Guide

To the extent permitted by applicable law, "MI's" liability shall be limited to the purchase value of the Product.

### Recommendation & contact details

Your Product is a sophisticated electronic device. "MI" strongly encourages you to familiarize yourself with the user guide and instructions provided with and for the Product.

Service Hotline:

Service email: [support@mobile-initiative.com](mailto:support@mobile-initiative.com)

Website: [www.mobile-initiative.com](http://www.mobile-initiative.com)

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**VALOR**

**[support@mobile-initiative.com](mailto:support@mobile-initiative.com)**