

# Mobile Terms and Conditions

SmartThings Offers For Business



This Product is subject to a binding Dispute Resolution Agreement between you and SAMSUNG ELECTRONICS AMERICA, INC. (“Samsung”). You can opt out of the agreement within 30 calendar days of the first consumer purchase (or use of application) by emailing [optout@sea.samsung.com](mailto:optout@sea.samsung.com) or calling 1-800-SAMSUNG (726-7864) and providing the applicable information. For complete terms and conditions that bind you and Samsung, refer to the “Dispute Resolution Agreement” section of this document.

For specific provisions or legal information relating to your device, please refer to the printed Terms & Conditions included with your device, or visit [www.samsung.com](http://www.samsung.com) and use the model number to locate the product support page. This information was last updated on February 13th, 2023.

Feedback

The full Dispute Resolution Agreement, Standard Limited Warranty, End User License Agreement (EULA), and Health & Safety Information are also available on the device, in the Samsung legal section of Settings. The location depends on the device, and is usually in the “About device” or “About phone” or “About tablet” section, for example:

- Settings → About phone or About device or About tablet → Legal information → Samsung legal
- Or, use the Search feature to search for “Legal”.

- Dispute Resolution Agreement
  - Standard Limited Warranty
  - End User License Agreement
  - Health and Safety Information
  - Device and care, including HAC information
  - Standard Limited Warranty for Repair Parts
- 

## Radio Frequency (RF) Signals

The U.S. Food and Drug Administration (FDA) has published information for consumers relating to Radio Frequency (RF) exposure from mobile devices. The public is exposed to and our bodies absorb wide varieties of naturally occurring and human made radiation, including from mobile devices. For up-to-date information, please see "FDA Radiation-Emitting Products at [www.fda.gov](http://www.fda.gov).

- Mobile devices communicate by receiving and transmitting radio waves, which carry digitized voice and data. These radio waves, or RF, are forms of radiation, which are generally viewed as harmless to humans.
- RF energy is a type of non-ionizing radiation. Other types of non-ionizing radiation include visible light, Bluetooth, Wi-Fi, television broadcast signals, infrared radiation (heat), and other forms of electromagnetic radiation with relatively low frequencies.
- The low levels of RF energy a mobile device transmits and receives are in the microwave frequency range. Exposure to low level RF energy does not produce heating effects and is not known to have adverse health effects. By contrast, ionizing radiation, which includes high-energy electromagnetic waves such as X-rays and gamma rays, heats tissue and may be harmful.
- While in stand-by mode, mobile devices also emit RF energy at substantially reduced time intervals.
- If you want to reduce exposure to RF energy, reduce the amount of time spent using your mobile device, use speaker mode or a headset to place more distance between your head and the mobile device, and increase the distance between mobile devices and your body.
- Hands-free function can be used for convenience and comfort, and it is legally required in many states if you want to use your device while driving.
- All handheld mobile devices must comply with FCC guidelines for exposure to RF energy. The FCC's guidelines were developed by expert scientists and engineers after extensive

review of scientific literature relating to RF exposure, and those guidelines incorporate prudent margins of safety.

- Accessories that have potential to influence the SAR characteristics of a mobile device require FCC approval. Such accessory products should be approved for your mobile device prior to use as they can modify the RF fields around the device. For more information, please refer to <https://apps.fcc.gov>.
- Some hands-free mobile device kits and accessories can generate RF energy when used in tandem with your mobile device.

Additional information on the safety of RF exposures from various sources can be obtained from the following organizations:

- FCC RF Safety Program: <https://www.fcc.gov>
- Environmental Protection Agency (EPA): <https://www.epa.gov/radtown/non-ionizing-radiation-wireless-technology>
- Occupational Safety and Health Administration (OSHA): <https://www.osha.gov>
- National Institute for Occupational Safety and Health (NIOSH): <https://www.cdc.gov>
- World Health Organization (WHO): <http://www.who.int>
- International Commission on Non-Ionizing Radiation Protection: <http://www.icnirp.de>
- US Food and Drug Administration: <http://www.fda.gov>

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## Specific absorption rate

Specific Absorption Rate (SAR) certification establishes a minimum recommended distance from a person's body for safe operation of RF-emitting devices. Body-worn operations are restricted to belt-clips, holsters or similar accessories that have no metallic component in the assembly and must provide at least 1.5 cm (3/4 in.) separation between the device and the user's body. Samsung's Wireless Power Sharing feature allows device-to-device charging without the need for a charger. If your device supports the wireless charging or power sharing functions, this equipment should be operated with a minimum distance of 20 cm (8 in.) between the device and your body.

SAR distances for specific mobile devices:

- Tablet, Note and PC: 0 mm
- Watch: Face SAR distance 10 mm

- Phone: 15 mm
  - Foldable: 15 mm
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## FCC Part 15 Information and Notices

The device may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the mobile device if such interference cannot be eliminated.

- Any device that uses Bluetooth or Wi-Fi, or any device with a power supply is subject to FCC Part 15. FCC Part 15 covers both intentional radiators (Bluetooth and Wi-Fi) and unintentional radiators (such as emissions from power supplies and circuit boards).
- This device complies with part 15 of the FCC Rules. Pursuant to part 15.21 of the FCC Rules, you are cautioned that changes or modifications not expressly approved by Samsung could damage your product. 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.
- 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 RF 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.
- **Pacemaker and implantable medical devices should have a** minimum separation of six (6) inches between a mobile device and an implantable medical device, such as a pacemaker or cardioverter defibrillator, to avoid potential interference with the medical device.

- Persons who have such medical devices should:
  - ALWAYS keep the mobile device more than six (6) inches from their implantable medical device when the mobile device is turned ON, do not carry the mobile device in a breast pocket, use the ear opposite the implantable medical device to minimize the potential for interference.
  - Turn the mobile device OFF immediately if there is any reason to suspect that interference is taking place.
  - Read and follow the directions from the manufacturer of your implantable medical device.
- If you have any questions about using your wireless mobile device with an implantable medical device, consult your health care provider. For additional detailed information regarding potential interference and precautions needed for pacemakers, please visit: <http://www.fda.gov>
- Remember to follow any special regulations in force in any area.
- Certain electronic equipment may not be shielded against the RF signals from your wireless mobile device. Consult the manufacturer to discuss alternatives.
- If you use any other personal medical devices, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy.
- RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle before using your mobile device in a motor vehicle.
- Remember to follow any special regulations in force in any area, and always switch your mobile device off where posted notices require you to do so, or when it may cause interference or danger.
- Switch your mobile device off when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Users are advised to switch the mobile device off while at a refueling point (service station).

Samsung is committed to both promoting responsible driving and giving drivers the tools necessary to address distractions. For more information, go to: <http://www.ctia.org>.

- The use of these devices may be prohibited or restricted in certain areas or while operating a motor vehicle. Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive.
- Do not engage in any activity while driving a moving vehicle which may cause you to take your eyes off the road or which impairs your ability to concentrate on driving.
- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including installed or portable wireless equipment near or in the area over the air bag or in the air bag deployment area. If wireless equipment is improperly installed and the air bag inflates, serious injury could result.

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## Responsible Listening

Avoid potential hearing loss by not exposing yourself to loud sounds for a prolonged period of time. The risk of hearing loss increases as sound is played louder and for longer durations.

The amount of sound produced by a portable audio device (including headsets, earbuds, and Bluetooth® or other mobile devices) varies depending on the nature of the sound, the device settings, and the headphones that are used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings and equipment.

Here are some common recommendations when using your mobile device:

- Use of headphones or earbuds while driving may be prohibited or restricted in your area; check local laws and regulations.
- Always turn the volume down before plugging the earphones into a device.
- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- Be aware that you can adapt to higher volume settings over time, not realizing that the higher volume may be harmful to your hearing.

- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your device in a noisy environment, use noise-cancelling headphones to block out background noise. By blocking background noise, noise-cancelling headphones should allow you to hear the music at lower volumes than when using earbuds.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, if speech sounds muffled, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

You can obtain additional information on this subject from the following sources:

- American Academy of Audiology: [www.audiology.org](http://www.audiology.org)
- National Institute on Deafness and other Communication Disorders: [www.nidcd.nih.gov](http://www.nidcd.nih.gov)

## Use by children

- Children or other persons requiring supervision can accidentally choke on small device components or parts, especially if they have broken off.
- If a child or other person tries to suck on or bite the device, this can puncture the housing of the device and lead to water damage, for more information please see, <https://www.fcc.gov/consumers/guides/childrens-safety>

## Cautions and Other Important Safety Information

- Any changes or modifications to your mobile device could damage your product and may not be covered by your warranty.
- Only qualified personnel should service the mobile device.

- When using a headset in dry environments, static electricity can build up in the headset and cause a small quick static electrical shock. To minimize the risk of electrostatic discharge from the headset avoid using the headset in extremely dry environments or touch a grounded unpainted metal object to discharge static electricity before inserting the headset.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the mobile device, its parts, or accessories.
- Switch your mobile device off before boarding an aircraft. The use of wireless mobile devices in aircraft is illegal and may be dangerous to the aircraft's operation. Check with appropriate authorities before using any function of a mobile device while on an aircraft.
- Seizures or blackouts can occur when you are exposed to flashing lights while watching videos or playing games for extended periods.
- Additional information on Samsung Accessibility by product can be found at: <https://www.samsung.com>. You may also contact customer care at 888-987-4357, or email [accessibility@sea.samsung.com](mailto:accessibility@sea.samsung.com).

## Heart Rate Sensor

The information gathered from your device, Samsung Health, or related software is not intended to diagnose, cure, mitigate, treat or prevent disease or other health conditions. Users should not interpret or take clinical action based on the device output without consulting a healthcare professional.

The accuracy of your device and its related software, including heart rate readings, may be affected by environmental conditions, skin condition, activity performed while using the device, device settings, user configuration/user-provided information, placement of the sensor, and other end-user interactions.

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Feedback

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STAY IN THE LOOP?



# Mobile Terms and Conditions

Computing Displays Accessories Support

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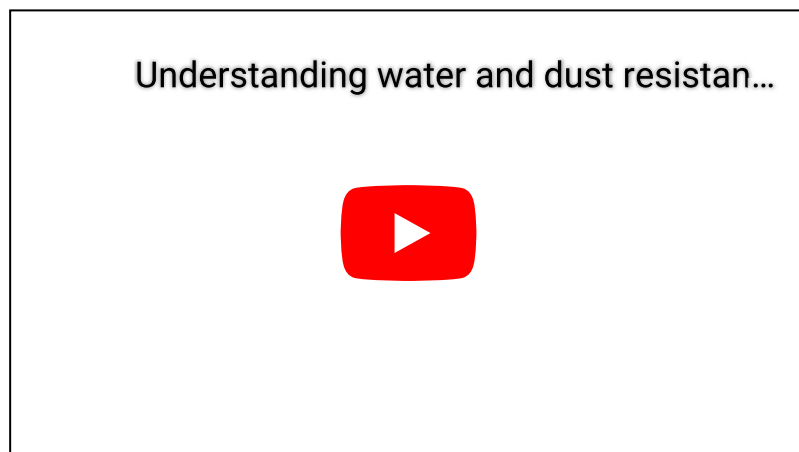
- Settings → About phone or About device or About tablet → Legal information → Samsung legal
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## What is IP?

The Ingress Protection Rating is more commonly referred to as an “IP” rating. These IP codes are set by the **International Electrotechnical Commission** (IEC), and they are designed as a "system for classifying the degrees of protection provided by the enclosures of electrical equipment." These IP codes consist of the letters “IP” followed by one or two digits. According to the IEC, an IP code with an "X" in place of the first or second number means that a device has not been tested to protect against the entry of solid objects, such as dust (the first number), or liquids (the second number).

For more information, please see IEC Standard 60529 – Degrees of Protection by Enclosures [IP Code].



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The first number in the rating code represents the degree of protection provided against the entry of foreign solid objects, such as dust. These protection levels range from 0 to 6. If there is an X that means a device was not tested.

	<b>Protection against solid foreign objects</b>	<b>Object size</b>
0	No protection	N/A

1	Protected against solid foreign objects of 50 mm and greater	50 mm and greater
2	Protected against solid foreign objects of 12.5 mm and greater	12.5 mm and greater
3	Protected against solid foreign objects of 2.5 mm and greater	2.5 mm and greater
4	Protected against solid foreign objects of 1.0 mm and greater	1.0 mm and greater
5	Dust protected (i.e., partial protection from harmful dust)	N/A
6	Dust-tight	N/A

Feedback

The second number represents the degree of protection against the entry of moisture, with protection levels ranging from 0 through 9.

	<b>Moisture protection</b>	<b>Test duration</b>
0	No protection	N/A
1	Protected against vertically falling water drops	10 min
2	Protected against vertically falling water drops when device is tilted at an angle up to 15 degrees	10 min

3	Protected against water sprayed at an angle up to 60 degrees on either side of the device	5 min
4	Protected against splashing of water in all directions	5 min
5	Protected against low pressure water jets (i.e., water projected from a nozzle with a 6.3mm diameter opening)	3 mins from a distance of 3 meters
6	Protected against powerful water jets (i.e., water projected from a nozzle with a 12.5mm diameter opening in any direction)	3 mins from a distance of 3 meters
7	Protected against immersion in water with a depth of up to 1 meter (or 3.3 feet) for up to 30 mins	30 mins
8	Protected against immersion in water with a depth of more than 1 meter (manufacturer must specify exact depth)	Varies
9	Protected against high pressure and temperature water jets	Min 3 mins

\*According to the IEC, water resistant based on an IP68 rating indicates a device has been tested in water immersion at a depth of more than 1m for a period of 30 minutes. The actual depth is

determined by the manufacturer, and Samsung devices exceed the minimum requirements of IP68 and are tested at a depth of 5 feet (1.532m) for up to 30 minutes.

## What is ATM?

As well as IP ratings explained above, some products are independently tested to determine how much **static** pressure they can withstand when submerged. These pressure tests are measured in ATMs – which stands for atmospheres – and are converted to water depth to make the measurements easier to comprehend.

One ATM is equivalent to the static pressure exerted by static submersion in 10 meters of water. The higher the ATM rating, the deeper the product can go without being affected, as deeper water exerts more pressure. The basic ATM water-resistance levels are described below.

It is important to note, however, that these ratings are for **static** pressure in a controlled environment, meaning that if the device is resting still in a test chamber, it can tolerate pressure up to the rated value and will function properly upon its removal. Conversely, any application of **dynamic** pressure caused by movement of the wearer (such as diving into the water, for example) increases the pressure of water exposure. So, while a 5 ATM rated fitness band, for example, could easily withstand rain, it may be damaged if sprayed with a powerful hose. Accordingly, 5 ATM rated devices are recommended for low-velocity and shallow-water activities.

ATM Rating	Water Pressure Protection	Usage Examples
1 ATM	Withstands pressures equivalent to a depth of 10 meters (33 feet)	Improved resistance to rain and splashes
3 ATM	Withstands pressures equivalent to a depth of 30 meters (98 feet)	Rain, splashing, accidental submersion and showering
5 ATM	Withstands pressures equivalent to a depth of 50 meters (164 feet)	Rain, splashing, accidental submersion, showering, surface swimming, shallow snorkeling
10 ATM	Withstands pressures equivalent to a depth of 100	Rain, splashing, accidental submersion, showering,

	meters (328 feet)	swimming and snorkeling
20 ATM	Withstands pressures equivalent to a depth of 200 meters (656 feet)	Rain, splashing, accidental submersion, showering, swimming, snorkeling, surface diving and watersports

## What is ISO?

The International Organization for Standardizations (ISO) ISO 22810:2010 standard specifies a detailed testing procedure that defines not only pressures but also test duration, water temperature and other parameters to provide a more accurate description of a watch's water resistance.

Products certified to the ISO 22810:2010 standard meet four requirements: water resistance to overpressure, water resistance at shallow depth, water resistance when strain is placed on the operative components and water resistance on exposure to thermal shocks. Therefore, products that adhere to ISO standard 22810:2010 are resistant to water during certain aquatic activities and may be used under conditions where water pressure and temperature vary.

For more details about water resistance ratings, visit the websites of the [International Electrotechnical Commission \(IEC\)](#) and [International Organization for Standardization \(ISO\)](#).

Feedback

## Military Standard Rating

The armed forces need mobile technology that can withstand a wide variety of operating conditions. The technology standard MIL-STD-810 prescribes an array of testing criteria to simulate harsh operating environments. Issued by the U.S. Army's Developmental Test Command, this standard helps ensure devices are more ruggedized. To meet the latest MIL-STD-810 specifications, a smartphone has to keep functioning in low-pressure altitudes, extreme temperatures and high humidity, and resist water, dust, and shock. Some Samsung devices have received a MIL-STD-810 rating, and for the rating applicable to your device and its proper care and maintenance, please see the user manual for your device.

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## Safe Use and Maintenance of Water and Dust Resistance of IP, ISO, ATM, and MIL-STD Rated Devices

**Caution:** To avoid electric shock and damage to your device, do not charge device while it is wet or in an area where it could get wet. Do not handle device, charger or cords with wet hands while charging.

Devices with IP, ISO, ATM or MIL-STD ratings have been tested in controlled environments and certified to be water-resistant to the device rating specified under testing conditions. Review the user manual for your device for more detailed information on the rating, maintenance and care of your specific device.

Use your device in a manner consistent with the IP, ISO, ATM or MIL-STD rating of your device. Failure to do so may result in damage to your device.

If your device is exposed to fresh water, shake it to remove any excess water and dry the device thoroughly with a clean, soft cloth.

The device is not impervious to dust and water damage in any situation. It is important that all compartments are closed tightly. Any device which uses accessible compartments or ports that can be opened should have these sealed or closed tightly.

The suggestions below will help you maintain your device's performance and fulfill any warranty obligations.

- If your device is exposed to liquids other than fresh water (such as saltwater), rinse your device with fresh water and dry it with a clean, soft cloth and shake it to remove any excess water.
- Make sure to allow the device to dry before attempting to charge.
- If the device has been immersed in water or the microphone or speaker is wet, sound may not be heard clearly during a call while the device is immersed or the microphone or speaker is wet.
- Do not put your device into a washer or dryer.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your device.
- Do not place any paint or painting materials (liquids) onto the device.
- Do not expose the device to water at high pressure.
- If the device is dropped or receives an impact that causes physical damage to the device, the water and dust resistant features of the device may be affected. If you suspect your



device has been damaged because of a fall or impact, take it to a Samsung-authorized service center for inspection.

- To prevent water and dust from entering the device, remove any dust on the O-Ring and ensure that the SIM card tray is closed tightly.
- The charging case for earbuds does not support water-resistance.
- Do not place foreign materials between your device and a wireless charger.

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## FCC Hearing Aid Compatibility (HAC) regulations for wireless devices

The FCC established requirements for devices to be compatible with hearing aids and other hearing devices.

This device 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 device that have not been tested yet for use with hearing aids. It is important to try the different features of this device 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 device for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or device retailer.

This handset has been certified to be hearing aid-compatible with the ANSI C63.19-2011 standard.

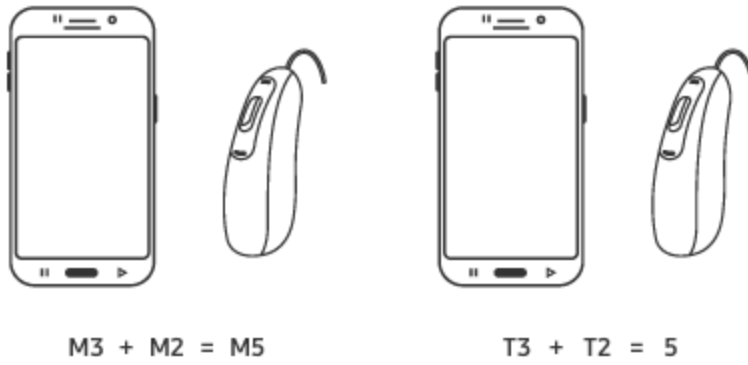
The ANSI C63.19-2011 rating system classifies handsets from M1 through M4 for RF Emissions and T1 through T4 for T-Coil testing, with higher numbers being better. The minimum FCC rating requirement is M3 and T3.

**Note:** LTE B71 and NR n71 frequency bands fall outside the scope of the C63.19-2011 test standard but have been additionally tested to be hearing aid-compatible.

For more information, visit

[www.fcc.gov/consumers/guides/hearing-aid-compatibility-wireline-and-wireless-telephones](http://www.fcc.gov/consumers/guides/hearing-aid-compatibility-wireline-and-wireless-telephones)

For more product specific information on M and T ratings, you can find this on the back of the box or in the user manual.



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## Energy star

As an ENERGY STAR® Partner, Samsung has determined that certain products meet the ENERGY STAR Guidelines for energy efficiency. Samsung is a proud ENERGY STAR Partner and commits to meet the guidelines for certain products to be ENERGY STAR certified. By selecting an Energy Star certified product, you reduce greenhouse emissions, save energy, and can lower operating costs.

- The Power Management setting of this product has been enabled by default and has various timing settings (of up to 10 to 30 minutes).
- To change this in Settings, go to the Display menu > Screen timeout option.
- This product can be awakened from sleep mode by pressing the Power/Lock or Side key.



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## Recycling

**Warning:** Never dispose of batteries in a fire because they may explode. Do not disassemble, crush, puncture, heat, burn, or reuse.

Use proper disposal methods for your device and battery. Due to the variety of internal circuitry and battery components found in a device, you must properly dispose of these devices by using approved recycling services. For battery and cell phone recycling, go to [call2recycle.org](http://call2recycle.org) or call 1-800-822-8837. For additional recycling information, go to our website [www.samsung.com/recycling](http://www.samsung.com/recycling) or call 1-800-SAMSUNG (726-7864).



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## Device Use, Care and Safe Handling

Your mobile device is a product of superior design and craftsmanship and should be treated with care. Procedures and suggestions on the proper use and maintenance of your device and its internal components should always be followed. For more information please visit [www.samsung.com/us/support](http://www.samsung.com/us/support) for the user manual and help content.

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## Device temperature

For foldable devices, the device can be used locations with an ambient temperature of 0 °C to 35 °C. You can store the device at an ambient temperature of -10 °C to 50 °C. Using or storing the device outside of the recommended temperature ranges may damage the device or reduce the battery's lifespan. For non-foldable devices, the device can be used in locations with an ambient temperature of 0 °C to 35 °C. You can store the device at an ambient temperature of -20 °C to 50 °C. Using or storing the device outside of the recommended temperature ranges may damage the device or reduce the battery's lifespan.

- Some applications or prolonged usage may increase device temperature. Follow any specific care and storage guidelines applicable to your device.

- If the device feels warm or hot, close down all applications or if necessary, turn off the device completely until it cools down and discontinue use.
- Avoid exposing your device and components to extreme heat or cold.
- Always ensure that the device has adequate ventilation and air flow. Covering the device can trap any dissipating heat and redirect it back to the device while it is active.
- Using your device for prolonged periods outside the recommended safety ranges can damage the device and reduce the storage capacity and lifespan of your battery. If the device begins to get hot or seems to have difficulty cooling down, please remove the device from its external case and allow it to cool down before placing the case back on.
- Charge your device with only Samsung approved chargers and cables, and use only Samsung approved batteries that are specifically designed for your device. Use of a non-Samsung approved battery, cable, or charger may present a risk of fire, explosion, leakage, or other hazard. Never use any charger, cable, or battery that is damaged.
- Mishandling batteries can lead to damage, leakage, and puncturing of the housing. If any fluid is leaking from your device, do not let it come in contact with your eyes, skin or clothing.
- For safe disposal options, contact your nearest Samsung-authorized service center. To locate the nearest service center visit <https://www.samsung.com/us/support/contact/>.
- Any repairs performed by non-qualified technicians could induce a thermal event.
- Avoid contact with device if it is overheating. Failure to do so may cause burns, redness and abnormal skin pigmentation.
- Be careful of overheating of the device when using it for extended periods, make sure all devices fit comfortably and avoid prolonged skin contact.
- Do not sit on your device or make direct contact with your skin for extended periods when charging or connected to a power source.
- Tolerance to high temperature varies individually. Please take extra caution regarding the use of children, elders and people with special conditions.

**IMMEDIATELY** stop using your device if:

- You see any smoke or liquids coming from your device.
- Your device or battery begins to overheat, even while not in use.

Any of these conditions can indicate an issue with the internal components. Immediately turn off your device and contact your nearest authorized retailer or Samsung-authorized service center for technical support. To find a Samsung-authorized service center, visit <https://www.samsung.com/us/support/contact/>.

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## Battery use, care and safe handling of a device with a removable battery

- For a device with a removable battery, the battery can be stored separately in locations with an ambient temperature of 0 °C to 45 °C.
- Avoid storing your battery near magnetic fields such as card readers or magnetic chargers. Your battery may quickly discharge in these environments resulting in internal damage.
- Do not store your battery in environments with high levels of heat or humidity.
- Do not store your battery with metal items such as keys or coins. These metal objects can scratch or puncture your battery and cause issues.
- Mishandling batteries can lead to damage, leakage, and puncturing of the housing.
- Do not use batteries that are visibly damaged or that display cracks, dents, leaks, swelling, smoking, fumes or are hot to the touch. Dispose of damaged batteries safely and in accordance with your local regulations.
- Although newer devices contain non-accessible batteries, knowing how to properly maintain and safeguard these components is still very important. Samsung's warranty does not cover damage to the device caused by non-Samsung approved batteries and/or chargers.

Feedback

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## Microwaves

Do not try to dry your mobile device in a microwave oven. Doing so may cause the internal battery to leak, resulting in damage to your screen and related components, and lead to a fire or explosion.

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## Display / Touchscreen

The display on your mobile device could break if it is dropped or if it receives significant impact. Do not use if the screen is broken or cracked as this could cause injury to you.

- Do not press the screen with a hard or sharp object, such as a pen or fingernail, or apply excessive pressure to it.
- When folding a foldable device, do not place any objects, such as cards, coins, or keys, on the screen.
- Do not attach any adhesives such as films or stickers to the main screen or remove any top protective layer.
- Do not drop, knock, or shake the mobile device. Rough handling can break internal circuit boards and can potentially cause damage to the device and battery. If you suspect damage to the device or battery, take it to a service center for inspection.
- If your mobile device has a touchscreen display, please note that a touchscreen responds best to a light touch from the pad of your finger or a capacitive stylus.

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## Location

Location-based information on that can be used to determine the approximate location of a mobile device. If you use applications that require location-based information (e.g., driving directions), such information may be shared with third parties, including your wireless service provider, application providers, Samsung, and other third parties providing services.

Feedback

- Maps, directions, and other navigation data, including data relating to your current location, may contain inaccurate or incomplete data. Therefore, you should always pay attention to road conditions, closures, traffic, and all other factors that may impact safe driving or walking.
  - Certain Samsung Mobile Devices can also use an Assisted Global Positioning System (AGPS), which obtains information from the cellular network to improve GPS performance. When you make an emergency call, the cellular network may activate AGPS technology in your mobile device to tell the emergency responders your approximate location. AGPS has limitations and might not work in your area. Contact your wireless service provider for details.
  - Wireless Emergency Alerts (WEA) is part of the US emergency system. Since 2012, the WEA system been used to warn the public of weather conditions, missing children, and other critical situations – all through alerts on compatible cell phones and other mobile devices. For more information visit: <https://www.fcc.gov>.
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# Samsung Knox

For more information about Samsung Knox, please refer to: [www.samsung.com/us/knox](http://www.samsung.com/us/knox)

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