
















Menu list

Press  → Normal Menu

- | | |
|--|---|
|  Ringer selection |  Own number |
|  Ringer volume |  Auto-redial |
|  Key tones |  Keypad lock |
|  Any key answer | |

Press and hold  → Expert Menu

- | | |
|---|---|
|  Automatic lock |  Change A-key |
|  Change lock code |  NAM selection |
|  Call minder |  Roaming selection |
|  Change Zip
Dial number | |

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PHILIPS

USER MANUAL



PHILIPS

sure to radio frequency signals
 wireless handheld portable telephone is a low
 radio transmitter and receiver. When it is ON,
 it also sends out frequency (RF) signals.
 August, 1996, the Federal Communications
 Commission (FCC) of the United States adopted RF
 emission guidelines with safety levels for hand-held
 less phones. Those guidelines are consistent with
 safety standards previously set by both U.S. and
 international standards bodies:

- NCRP Report 86 (1986)*
 - ICNIRP (1996)*
- These standards were based on comprehensive and
 periodic evaluations of the relevant scientific literature.
 For example, over 120 scientists, engineers, and
 /scientists from universities, government health
 agencies, and industry reviewed the available body of
 research to develop the ANSI Standard (C95.1).

e design of your phone complies with the FCC
 guidelines (and those standards).
 American National Standards Institute; National Council on
 Radiation Protection and Measurement; International Commission
 on Non-Ionizing Radiation Protection.

- Use handsfree operation. A car kit is available for
 your handstreet phone (see Accessories page 24);
 • Pull off the road and park before making or ans-
 wering a call if driving conditions so require.

Electronic devices
 Most modern electronic equipment is shielded from
 RF signals. However, certain electronic equipment may
 not be shielded against the RF signals from your wire-
 less phone.

Pacemakers
 The Health Industry Manufacturers Association
 recommends that a minimum separation of
 6in/15.24cm be maintained between a handheld
 wireless phone and a pacemaker to avoid potential
 interference with the pacemaker.
 These recommendations are consistent with the
 independent research by and recommendations of
 Wireless Technology Research.

Persons with pacemakers:
 Should always keep the phone more than
 6in/15.24cm from their pacemaker when the phone
 is turned on;
 Should not carry the phone in a shirt pocket;
 Should use the ear opposite the pacemaker to
 minimize the potential for interference;
 If you have any reason to suspect that interference
 is taking place, turn your phone off immediately.

Antenna care
 Use only the supplied or a Phillips replacement antenna.
 Unauthorized antennas, modifications, or attachments
 could damage the phone and may violate FCC
 regulations.

Phone operation

- **Normal position**
 Hold the phone as you would any other telephone
 with the antenna pointed up and over your shoulder.
- **Tips on efficient operation**
 For your phone to operate most efficiently:
 • If your phone has an extendible antenna, extend
 the antenna fully.
 • Do not touch the antenna unnecessarily when
 the phone is in use. Contact with the antenna
 affects call quality and may cause the phone to
 operate at a higher power level than otherwise
 needed.

Driving

Some states or countries prohibit the use of wireless
 telephones while driving. Check the laws and
 regulations on their use in the areas where you drive.
 Always obey them. Also, if using your phone while
 driving, please:
 • Give full attention to driving - driving safely is
 your first responsibility.

Other Medical Devices

If you use any other personal medical device,
 consult the manufacturer of your device to
 determine if it is adequately shielded from external
 RF energy. Your physician may be able to assist you
 in obtaining this information.
 Turn your phone Off in health care facilities when
 any regulations posted in these areas instruct you
 to do so. Hospitals or health care facilities may be
 using equipment that could be sensitive to external
 RF energy.

Vehicles

RF signals may affect improperly installed or
 inadequately shielded electronic systems in motor
 vehicles. Check with the manufacturer or its
 representative regarding your vehicle. You should
 also consult the manufacturer of any equipment
 that has been added to your vehicle.

Posted facilities

Turn your phone off in any facility where posted
 notices so require.

Aircraft

FCC regulations in the United States and regulations
 in many other countries prohibit using your phone
 while in the air. Switch off your phone before
 boarding an aircraft.

Blasting areas
 To avoid interfering with blasting operations, turn
 your phone off when in a "blasting area" or in areas
 posted: "Turn off two-way radio". Obey all signs and
 instructions.

Potentially explosive atmospheres
 Turn your phone 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. Areas with a potentially explosive atmosphere
 are often but not always clearly marked. They include
 fueling areas such as gasoline stations; below deck on
 boats; fuel or chemical transfer or storage facilities;
 vehicles using liquefied petroleum gas (such as propane
 or butane); areas where the air contains chemicals or
 particles, such as grain, dust, or metal powders; and
 any other area where you would normally be advised
 to turn off your vehicle engine.

For vehicles equipped with an Air Bag

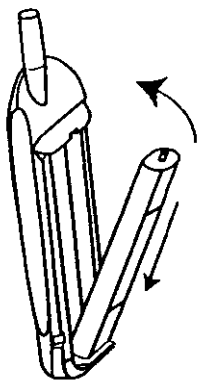
An air bag inflates with a great force. DO NOT
 place objects, including both installed or portable
 wireless equipment, in the area over the air bag or
 in the air bag deployment area. If in-vehicle wireless
 equipment is improperly installed and the air bag
 inflates, serious injury could result.

3

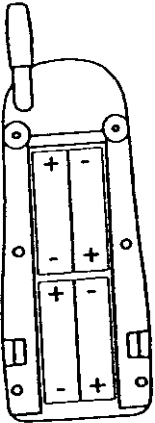
4

7

8



Installing AA batteries
 Install AA batteries as shown, making sure to orient
 the positive and negative terminals properly.



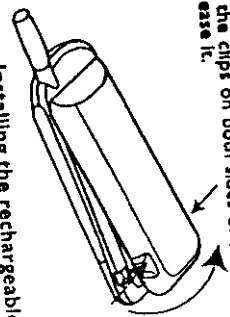
Charging the battery

- A charger is supplied with the phone.
- Install the rechargeable battery.
- Plug the connector into the round socket at the base of the phone.

Your phone is powered by a rechargeable battery.
 Charge a new battery for at least 24 hours
 before use.
 A battery only reaches its maximum capacity
 after being totally discharged and recharged 2 or
 3 times.
 A battery lasts longer if you allow it to fully
 discharge from time to time.
 You can also use Alkaline and Lithium 1.5V AA batteries.
 You cannot charge Alkaline and Lithium batteries.

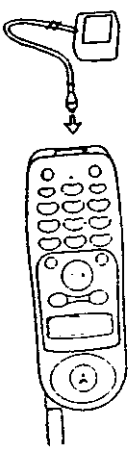
Removing the battery cover

- Press the clips on both sides of the battery cover
 to release it.



Installing the rechargeable battery

- Push the battery in against the springs at the base
 of the phone with the label facing up.
- Swing the battery down into place against the
 contacts.



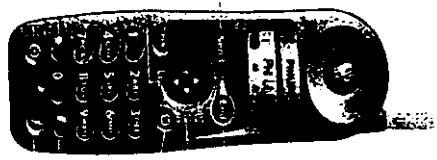
- Plug the transformer unit into an AC power outlet.
- The **(BT)** symbol indicates the charging state:
 • segments scrolling - means the battery is charging.
 • solid - means the battery is fully charged.
 If the battery is not completely discharged, you can
 switch the phone on and use it during charging.
 If you are using the travel charger with the he-
 set adapter, you can use the phone even
 battery is completely discharged.
 The only way to turn the charger off is
 unplugging it.

Low battery warning tone

When the battery needs charging, the phone beeps
 once and the **(BT)** symbol starts flashing.

Removing the battery

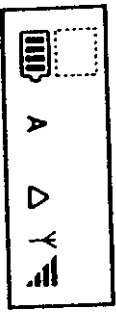
- Remove the cover (see page 6).
- Swing the battery up from the top and lift it off
 the phone.



- Power key (A)** - Press and hold this key to switch the phone on or off.
- Standby mode (B)** - Press and hold this key to standby mode, press and hold this key to unlock the keypad.
- Left and Right arrow keys (C, D)** - Use these keys to select an option in menu mode or to escape volume during a call.

Using your phone 11

Soft key area: the soft key icon area displays various icons as on the phone status, e.g.: placing or receiving a call, using the menu, using the phone book. See the icons list on the back cover of this document.



- Battery level - 4 segments means 100% charge.**
- Network Indicator - depending on the network you use.** Flashing means you are using a cousin network.
- Roaming - not displayed if using your home network or a sister network.** Solid means that you are using a home-type network outside of your home area.
- Flashing means that you are using a non-home-type network.**
- Antenna - means that the phone is registered with a network.**
- Signal strength - 4 segments indicate strongest signal.**

Use the Left key to clear the display or delete mistakes. Press and hold this key to return to Standby mode and exit the menu or phone book mode.

D: Menu key (C) - Press this key to access the Normal menu. Press and hold this key to access the Expert menu.

E: Send key (D) - Use this key to dial the phone number on display or the last number dialed. In menu or phone book mode, use this key to exit and save changes.

F: End Key (E) - Use this key to end calls. In menu or phone book mode, use this key to exit without saving changes.

G: Up and Down arrow keys (F, G) - Use these keys to browse and confirm your choice in menu or phone book mode.

H: Phone book key (G) - Press this key to browse through the phone book. Press and hold the key to add, delete or change numbers in the phone book.

I: # key (H) - In Standby mode, press and hold this key to switch silent ring on or off.

K: ZipDial key (I) - Press this key to display the corresponding assigned number.

Using your phone 12

Press and hold (A) to switch your phone on.

Enter your lock code (if required). The lock code is a security feature that can be switched on or off (see Using the menu / Auto-lock - page 19). Your lock code is 0000 by default. You should change it at the earliest opportunity (see Using the menu / Change lock code - page 19).

Press and hold (B) to switch your phone off.

When switched on, your phone goes to Standby mode which means that the phone is ready to use. The display is as follows:



Battery level (max: 4 segments).

Network indicator:

Quality of reception (max: 4 segments). If the Y is not displayed, the network is currently unavailable. Try placing your call from a different location.

Enter the phone number you wish to call. If displayed, To correct a mistake, press (C). To place an international call, you can press and hold (I) instead of the international prefix. + is displayed.

(no service) appears in the soft icon area, try calling from a different location.

Press (I) scrolls in the soft icon area.

While connected:

- (I) is displayed.
- The call timer is displayed.
- You can adjust the earpiece volume during a call by pressing (G) or (H).

Press (I) to end the call. The call timer is displayed briefly. You can cancel the call timer by pressing any key.

When you receive a call, the phone rings and scrolls in the soft icon area. If you subscribe to CU (Caller ID), the caller number may also be displayed.

Press (I) to answer the call.

Using your phone 15

You can recall the last number dialed:

- Press (I)** to display the last dialed number.
- X** is displayed if the redial memory is empty.
- Press (I)** again to dial this number.

You can lock the keypad to protect against accidental key strokes.

- Press and hold (A)** while in Standby mode to lock the keypad. (A) appears and remains displayed in the soft icon area.

The keypad is automatically unlocked when the phone receives a call and remains unlocked if the call is answered.

- Press and hold (A)** to unlock the keypad. (A) disappears from the soft icon area.
- If you press any key while the keypad is locked,** * is displayed for 2 seconds as a reminder to unlock by pressing and holding (A).

(I) is displayed.

- The call timer is displayed.
- If you have switched on the Any Key Answer feature (see page 18), you can answer the call by pressing any key except (I) or (F).

Press (I) to end the call. The call timer disappears after a few seconds. If the phone stops ringing before you can answer, the display shows the number of unanswered calls (up to 9) and (I) is displayed. Press any key to clear and reset the counter.

If you cannot answer the call right away, and you want to silence the ringer:

- Press (I).** The phone stops ringing, but continues to scroll.
- You can still answer the call by pressing (I).**

You can adjust the earpiece volume during a call:

- Press (G)** to increase earpiece volume.
- Press (H)** to decrease earpiece volume.

Press and hold (A) while in Standby mode to switch the silent ring on or off.

If the silent ring is on, the phone does not ring when receiving a call. (I) scrolls and the backlighting flashes.

The ZipDial key is normally preprogrammed at the factory with the emergency number +. Your dealer or service provider may have changed it to another number, for example:

- a Voice Mail number.
- a Personal number.

Press (I) to display the ZipDial number. If you press the ZipDial key and the ZipDial memory is empty, X is displayed in the soft icon area.

Press (I) to dial the number. For your convenience, you can change the ZipDial number (but not the icon) - (see Using the menus - page 19).

Using your phone 16

- Press and hold (A)** while in Standby mode to switch the silent ring on or off.
- If the silent ring is on, the phone does not ring when receiving a call.** (I) scrolls and the backlighting flashes.
- The ZipDial key is normally preprogrammed at the factory with the emergency number +.** Your dealer or service provider may have changed it to another number, for example:
 - a Voice Mail number.
 - a Personal number.
- Press (I)** to display the ZipDial number. If you press the ZipDial key and the ZipDial memory is empty, X is displayed in the soft icon area.
- Press (I)** to dial the number. For your convenience, you can change the ZipDial number (but not the icon) - (see Using the menus - page 19).

There are 2 different menus available:
• the Normal menu, for access to features which are not protected by the lock code.
• the Expert menu, for access to features protected by the lock code.
Within the menus:

- Press **UP** or **DOWN** to scroll through the different features.
- Press **LEFT** or **RIGHT** to move through the choices or to switch features on and off.
- Press **ENTER** or **END** (or simply move **UP** or **DOWN** in the menu) to confirm a setting.
- Press **END** or press and hold **ENTER** to exit the menu without saving the current setting.

■ Press **END** to access the Normal menu features:

- J** **Ringler selection**
Select your favorite tone (3 choices).
- D** **Adjustable ringler volume**
Set the ringler volume (3 levels and silent mode).
- F** **Key tones**
Switch the tones you hear when pressing a key on or off.

....
■ **Change lock code**
The current lock code is displayed. If you wish to change your lock code:

- Enter the new 4-digit lock code.
- Press **END** or **ENTER** to confirm and return to Standby mode.

X **Call minder**
The call minder can help you control your calls by reminding you when a preset amount of time has passed during a call.
Select one of the following conversation times: 1, 2, 3, 4, 5, 10, 20, 30 minutes.

When placing a call, the call minder displays the selected conversation time and starts counting down. When the amount of conversation time you set has passed, the phone softly beeps once each second for the last three seconds, and the call timer starts counting up.

+ **Change ZipDial number**

The ZipDial icon (SOS, Voice Mail or Personal) is set at the factory or by your dealer.

To change the ZipDial number in your set configuration:

? **Any key answer**

Switch this feature on to answer a call by pressing any key except **END** and **END**.

D **Own number display**
View your telephone number. This is stored in the phone by the dealer.

Y **Auto-redial**
Switch on or off the auto-redial feature. If the network is busy, the auto-redial feature automatically tries placing the call again after 30 seconds. If the number called is still busy, it will try placing the call again up to 6 times.

K **Keypad lock**
Locks/unlocks the keypad (see Using your phone-page 15).

■ Press and hold **END** to access the Expert menu features. To enter the Expert menu, you must enter the lock code. The lock code is set to 0000 at the factory.

F **Automatic lock**
Locks the phone when switched on.

■ Enter the new ZipDial number.
■ Press **END** or **ENTER** to confirm and return to Standby mode.

A **Change Authentication key (A-key)**
A-key authentication is a network feature which can help to protect you against fraud. You may be asked by your network operator to change the A-key code. To change the A-key:

- Press and hold **ENTER** to delete the current setting.
- Enter the new A-key.
- Press **END** or **ENTER** to confirm and return to Standby mode.

• Press **ENTER** to delete the last digit entered.
• Press and hold **ENTER** to delete all the digits entered. Do not change the A-key unless your network operator asks you to.

Y **NAM selection**

Switch between the two NAMs (phone number's) programmed in your phone. This feature only appears if more than one NAM is programmed.

V **Roaming selection**
Select one of the following roaming options:

You can store up to 20 phone numbers in the electronic phone book.

Any 5 of the 20 memory locations can store numbers with more than 12 digits (up to 32 digits long).

Press and hold **END**.

Press **END** or **END** to choose the location of the entry. This position is displayed in the soft icon area. If the phone book is full (no available location), you must delete an entry before another can be added (see Deleting an entry - page 23).

Enter the phone number:

Press **END** or **END** to save and return to Standby mode.

In Standby mode, press **END**, **END** or **END** to display the first entry of the phone book.

Press **END** or **END** to select the entry you wish to use.

23 Phone book

If you try to access locations 21 and above, '20' is displayed in the soft icon area to remind you that location numbers range from 1 to 20.

Press **END** to dial the number.

If you try to access an empty location (no assigned number), 'X' is displayed for 2 seconds in the soft icon area.

Press and hold **END**.

Press **END** or **END** to display the entry you wish to delete.

Press and hold **END** to delete the selected entry.

Press **END** or **END** to confirm and return to Standby mode.

Only stored locations are displayed.

If the phone book is empty, 'X' is displayed for 2 seconds when you press **END** or **END**.

In this mode, you can add digits or edit the number displayed, but changes will not be saved.

Press **END** to dial the number.

Press **END** to end the call.

In Standby mode, you can access a number in the phone book on the basis of its location.

To access location 1 to 9

Press and hold the relevant number key.

For example, to display entry 7, press and hold **7**.

Press **END** to dial the number.

To access location 10 to 20

Press the first digit key.

Press and hold the second digit key.

For example, to display the entry 17, press **1**, then press and hold **7**.

24

Batteries	Part Number
Slim NiMH	BHS114/P
Standard NiCd	BDS106/P
High capacity NiMH	BHS102/P
Travel charger	ACTR15/P
USA plug	ACSR15/P
European plug	ACUR15/P
UK plug	ACAR15/P
Australian plug	ACAS15/P
Handfree headset	HEAS1P
Desktop charger	DTE510/P
Car Kits	
Cigarette Lighter Adapter (CLA)	CKLR15/P
Basic car kit	CKBS10/P
Easy handfree car kit	CKES10/P

The Travel charger and CLA will slow charge the battery on your phone.

The Desktop charger will quick charge one battery on your phone.

The Philips accessories. Use only PHILIPS accessories. Use of other accessories renders all warranties null and void. PHILIPS will not be held liable for any damages resulting from the use of other accessories.

Your phone is designed to support network services such as Call Forwarding, Call Barring, Call Waiting or Multi-Party Calling. To activate, deactivate or manage a network service, you have to send a key sequence (or "flash request") to the network. See your service provider for network services available and their assigned sequences.

Enter the required key sequence (e.g. **21**).

Press **END**.

During a call, you can use **END** to send flash requests.

For example, you can often use **END** to answer a new call or switch between calls with call waiting.

27 Tips and solutions

Your phone is a highly sophisticated device. Treat it with care.

- Store it in a clean, dust free place. Its moving parts can be damaged by dust.
- Keep it out of hot areas. High temperatures can shorten the life of electronic components and batteries, and warp or melt certain plastics.
- Do not try to open the phone. If it is not operating properly, call the Philips Help Line.
- Use only the recommended batteries and battery chargers.
- Treat the phone gently and avoid dropping, knocking and shaking it.
- Keep the phone and accessories out of the reach of small children.
- Keep the phone dry and do not use harsh chemicals (such as solvents or detergents) to clean it. To clean the phone, wipe it with a soft cloth slightly dampened with a mild soap-and-water solution.
- Occasionally let your battery discharge completely before recharging it.

Certain telephone services, such as answering machines or pagers, require your phone to transmit DTMF tones (Dual Tone Multifrequency), also called touchtones. These are used to communicate passwords, callback numbers or caller choices.

During a call, you can transmit a DTMF sequence at any time by pressing keys **0** to **9**, ***** or **#**.

DTMF tones are sent to the network even if you turn off key tones (see page 17).

28 Tips and solutions

Problem	Solution
Your phone is on, but the network registration symbol Y is not displayed.	The network connection is either you are in a radio shadow (in a tunnel or between tall buildings) or outside the network coverage area. Try placing your phone in another location.
Your phone is on, but never rings.	Check your ring volume (page 15). The silent ringer must be switched on.
The roaming symbol △ is constantly flashing even though you are in your home area.	Check the roaming option (page 20). You may have speed dialled an inappropriate network type.
The display does not respond (or responds very slowly) to keystrokes.	The display responds more slowly at very low temperatures. It is normal and does not affect phone operation. Take the phone to a warmer location and try again.
Your phone does not go to Standby mode.	<ul style="list-style-type: none"> Either press and hold END. Or switch off the phone, and that the battery is installed correctly and try again.
You cannot remember your lock code.	Ask your dealer to reprogram your phone with a new code.

The following terms are explained as they are used in the manual.

Home network

This is the network you chose when you took out your cellular service subscription. Normally, this will be network that serves your home area. When you switch it on, your phone automatically tries to register with your home network (unless you are away from your home area or you have specified an alternative network).

NAM

The Number Assignment Module contains your cellular subscription and telephone number. It is set by your dealer at the time of purchase. You can, if you wish, have two different NAMs (NAM1 and NAM2), one for personal use and one for business use for example. The two NAMs can be set at different times by different dealers, and they can be linked to the same network or to two separate networks.

Please do not ship products without contacting us first for return authorization.

PHILIPS Consumer Communication (Philips) warrants to the original retail purchaser ("Consumer") that the product model number and description is entered here and all accessories provided by Philips in the sales package ("Product") are free from defects in materials and workmanship, under normal installation and use, according to the following terms and conditions:

1. This limited warranty extends only to the "Consumer" for products purchased from an authorized PHILIPS outlet within the country where the Consumer resides or legally imported by the Consumer (the "Territory").
2. The limited warranty for the Product extends for twelve (12) months from the date of purchase of the Product by the Consumer.

3. During the applicable limited warranty period, Philips appointed service network will repair, or replace, at Philips option, any defective parts or Product, with new or refurbished replacement items, and return the Product to the Consumer in working condition. No charge will be made for either parts or labor in repairing or replacing the defective parts or Product. Philips must be allowed to keep defective parts, modules or equipment. Repaired or replacement Product is warranted for the balance of the original warranty period.

4. The Consumer must provide information to reasonably prove

Roaming

Roaming, when available, allows you to seek service from networks other than your home network. This option is unavailable in certain areas or countries. Your dealer may also program your phone to recognize family networks in other cities. There are two types of family networks: sisters and cousins. Calls on sister networks are usually billed at the same rate as calls on your home network. Calls on cousin networks are usually billed at a preferred rate.

Type A and Type B networks

There are often two different cellular companies called Type A, and the other is called Type B. In certain areas, roaming agreements between cellular companies allow you to alternate between Type A and Type B networks. This enables you to take advantage of different rates in different areas or to seek service from an alternate type network if your home type networks are busy or not in service.

5. Transportation, delivery or handling charges incurred in the transport of Product(s) to and from the service location are to be paid by the Consumer.

6. ANY OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

Some states and countries do not allow disclaimers of implied warranties, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary from location to location.

7. PHILIPS TOTAL LIABILITY FOR DAMAGES RELATING TO OR ARISING OUT OF THE USE OF THE PRODUCT, REGARDLESS OF THE TYPE OR CAUSE OF SUCH DAMAGE, SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT. IN NO EVENT SHALL PHILIPS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR REVENUE INABILITY TO USE THE PRODUCT OR OTHER ASSOCIATED EQUIPMENT, AND CLAIMS BY THIRD PARTIES) RESULTING FROM THE USE OF THE PRODUCT. SOME STATES AND COUNTRIES DO NOT ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; THEREFORE, THE FOREGOING LIMITATIONS MAY NOT APPLY TO YOU.

8. To obtain service within your market, contact the Philips Consumer Information Center at the number listed on the printed service instructions. Before calling for service, please

9. This limited warranty does not cover: a) charges for installation or set up, adjustment of customer controls, and repair and/or replacement because of misuse, shipping damage, abuse, water damage, accident, unauthorized repair or other cause not within the control of Philips; c) reception or operational problems caused by signal conditions, network reliability, or cable or antenna systems; d) product purchased, used, serviced, or shipped from outside the "Territory," or used for commercial or institutional purposes (including but not limited to products used for rental purposes).

IMPORTANT REMINDER: Please fill out and mail your warranty registration card promptly. This will enable Philips to notify you if it should be required. Please also keep your sales receipt or other proof-of-purchase.

This product is covered by the FIRST CHOICE™ 24-hour global Exchange Service™ described below. This international guarantee does not affect consumer's statutory rights, accrued by law, if any.

10. The FIRST CHOICE™ 24-hour global Exchange Service™ covers your product for a period of one year from the date of purchase from your Philips dealer, against all defects due to design or faulty workmanship. This excludes replaceable batteries. For cellular phones, batteries are not covered by the same guarantee but are covered by a 6-month standard guarantee for defects in design or workmanship.

11. In all cases, please call the FIRST CHOICE™ Help Line and explain your problem.

The guarantee may not apply if:

- the documents referred to above have been altered or made illegible in any way;
- the model or production number on the product has been altered, deleted, removed or made illegible; repairs or product modifications and/or alterations have been executed by unauthorized service organizations or persons; or in the case where modifications have been made by authorized service organizations or persons in order for the product to comply with local or national technical standards which apply in countries for which the product was not originally designed and/or manufactured, according to Philips' published list of countries where the product has been type approved; as indicated in the end user manual or on the product;

- the product has not been bought new or is not branded Philips;
- damage is caused by accidents including but not limited to falling, shock, lightning, liquid, fire, misuse or neglect;
- damage has been caused by chemical leakage from the batteries;
- the product has been used in conjunction with accessories not approved by Philips for use with the product;
- the rechargeable battery has not been charged properly;
- fraudulent or negligent information has been provided to the Help Desk.

Repair or exchange costs may be charged for defects not covered

12. The Help Line is available at normal business hours every working day. The telephone numbers for the Help Line are indicated on your information card.

13. Describe the defect and give detailed and good faith answer to our Help Desk. All customer information is treated confidential and no record of personal data will be kept, if it makes this request.

14. During the guarantee period, the Help Desk will arrange with you the exchange of your defective product with the same type of product(1), free of any charge within 24 hours(2), on international basis(3).

15. Please note that consumable items, such as replaceable batteries for cellular phones, line cords, wires, mains adapt and clips are not covered by the FIRST CHOICE™ 24-hour global Exchange Service™, and must therefore be retained by the customer.

Conditions

The FIRST CHOICE™ 24-hour global Exchange Service™ applies provided the product is handled properly for its intended use accordance with its operating and care instructions, and if communication to the Help Desk of your proof of purchase.

The proof of purchase consists of the original invoice or receipt and shall indicate at the minimum the date of purchase, dealer's name, model and product number of the product or other product reference which may be necessary to identify the product.

The Help Line may ask you to send this proof of purchase to Help Desk prior to the exchange, or to present it to the delivery service proceeding to the exchange.

Important information

(1) The defective product may be replaced by a product identical or at least equivalent, subject to models still being available. The external parts of the replacement product are by new. The replacement product is covered by the FIRST CHOICE™ 24-hour global Exchange Service™ for the remaining validity period of the original guarantee period.

(2) "24-hour Exchange Service" means the working day follow your call to the help line or any other date agreed upon by the FIRST CHOICE™ Help Desk. Please note that the FIRST CHOICE™ 24-hour global Exchange Service™ is not available on weekends or Public holidays.

(3) International Exchange Service means such reasonably accessible place where you desire to have your product exchanged provided that such place is located in a country which is covered by "radio and/or energy networks compatible" your product (or its battery charger), and for which your product has been type approved (as indicated on your product). Please note that delivery to a private address may be authorized by law in certain countries.

Customer Support Information
Please call the Help Line if you need any information about your product or on the FIRST CHOICE™ 24-hour global Exchange Service™, especially before travelling.

