

***lenovo.***

# Lenovo S960

Important Product Information Guide v1.0

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## Read first-Regulatory information

Lenovo Mobile Phone models equipped with wireless communications comply with the radio frequency and safety standards of any country or region in which it has been approved for wireless use.

Be sure to read the **Regulatory Notice** for your country or region before using the wireless devices contained in your Lenovo Mobile Phone. To obtain a PDF version of the **Regulatory Notice**, refer to the "**Downloading publications**" section below.

### Downloading publications

Electronic versions of your publications are available from the <http://support.lenovo.com>. To download the publications for your Lenovo Mobile Phone, go to:

[http://support.lenovo.com/en\\_US/guides-and-manuals/default.page](http://support.lenovo.com/en_US/guides-and-manuals/default.page) and follow the instructions on the screen.

## Important safety and handling information

### Important safety information

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#### CAUTION

**To avoid personal injury, property damage, or accidental damage to Lenovo Phone, read all of the information in this section before using it.**

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#### Handling

- Handle Lenovo Phone with care

Do not drop, bend, puncture, insert foreign objects, or place heavy objects on Lenovo Phone. Sensitive components inside might become damaged.

- Prevent Lenovo Phone and adapter from getting wet

Do not immerse Lenovo Phone in water or leave it in a location where it can get saturated with water or other liquids.

#### Repairing

Do not disassemble or modify Lenovo Phone. Lenovo Phone is a sealed unit.

There are no end-user serviceable parts inside. All internal repairs must be done by a Lenovo-authorized repair facility or a Lenovo-authorized technician.

Attempting to open or modify Lenovo Phone will void the warranty.

Lenovo Phone screen is made of glass. The glass might break if Lenovo Phone is dropped on a hard surface, is the subject of a high impact, or is crushed by a heavy object. If the glass chips or cracks, do not touch the broken glass or attempt to remove it from Lenovo Phone. Stop using Lenovo Phone immediately and contact Lenovo® technical support for repair, replacement, or disposal information.

#### Battery

- Built-in rechargeable battery notice

**DANGER**

**Do not attempt to replace the internal rechargeable lithium ion battery. Contact Lenovo Support for factory replacement.**

### Charging

Charge Lenovo Phone in the temperature range of 0°C(32 °F) - 50°C(122°F). You can use any of the following charging methods to safely recharge the internal battery of Lenovo Phone:

Charging method	Display is on	Display is off
AC adapter	Approved, but the battery will charge slowly.	Approved
A USB connection between the dc-in connector on Lenovo Phone and a USB connector of a personal computer or other device that complies with the USB 2.0 standards	This charging method will compensate the power consumption. The battery will discharge more slowly than usual.	Approved, but the battery will charge slowly.
Display is on : Lenovo Phone on Display is off : Lenovo Phone off or in screen lock mode		

Charging devices might become warm during normal use. Ensure that you have adequate ventilation around the charging device. Unplug the charging device if any of the following occurs:

- The charging device has been exposed to rain, liquid, or excessive moisture.
- The charging device shows signs of physical damage.
- You want to clean the charging device.

Lenovo is not responsible for the performance or safety of products not manufactured or approved by Lenovo. Only use approved Lenovo AC Adapters

and batteries.

#### Distraction

Take care when using Lenovo Phone in a motor vehicle or on a bicycle. Always prioritize your safety and the safety of others. Follow the law. Local laws and regulations might govern how you can use mobile electronic devices, such as Lenovo Phone, while you drive a motor vehicle or ride a bicycle.

#### Choking hazard

Keep Lenovo Phone and accessories away from small children. Lenovo Phone contains small parts that can be a choking hazard to small children. Additionally, the glass screen can break or crack if dropped on or thrown against a hard surface.

#### Plastic bag notice

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#### CAUTION

**Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.**

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#### Prevent hearing damage

Lenovo Phone has a headphone connector. Always use the headphone connector for headphones (also called a headset) or earphones.

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#### CAUTION

**Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphone and headphone output voltage and the sound pressure level. Therefore, to protect your hearing, adjust the equalizer to an appropriate level.**

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Excessive use of headphones or earphones for a long period of time at high volume can be dangerous if the output of the headphone or earphone connectors do not comply with specifications of EN 50332-2.

The headphone output connector of Lenovo Phone complies with EN 50332-2

Sub clause 7. This specification limits Lenovo Phone's maximum wide band true RMS output voltage to 150 mV. To help protect against hearing loss, ensure that the headphones or earphones you use also comply with EN 50332-2 (Clause 7 limits) for a wide band characteristic voltage of 75 mV. Using headphones that do not comply with EN 50332-2 can be dangerous due to excessive sound pressure levels.

If Lenovo Phone came with headphones or earphones in the package, as a set, the combination of the headphones or earphones and Lenovo Phone already complies with the specifications of EN 50332-1. If different headphones or earphones are used, ensure that they comply with EN 50332-1 (Clause 6.5 Limitation Values). Using headphones that do not comply with EN 50332-1 can be dangerous due to excessive sound pressure levels.

#### Sound Pressure Warning statement

For the device which tests accordance to EN 60950-1: 2006+A11:2009+A1:2010+A12:2011, it is mandatory to perform audio tests for EN50332.

This device have been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1and/or EN 50332-2 standards. Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.



Warning statement:

To prevent possible hearing damage, do not listen at high volume levels for long periods.

### **Explosive atmospheres**

Do not charge or use Lenovo Phone in any area with a potentially explosive atmosphere, such as at a fueling area, or in areas where the air contains chemicals or particles (such as grain, dust, or metal powders). Obey all signs and instructions.

### **Radio frequency interference**

Observe signs and notices that prohibit or restrict the use of mobile phones (for example, in healthcare facilities or blasting areas). Although Lenovo Phone is designed, tested, and manufactured to comply with regulations governing radio frequency emissions, such emissions from Lenovo Phone can negatively affect the operation of other electronic equipment, causing them to malfunction. Turn off Lenovo Phone or use Airplane Mode to turn off Lenovo Phone wireless transmitters when use is prohibited, such as while traveling in aircraft, or when asked to do so by authorities.

### **Medical devices**

Lenovo Phone contains radios that emit electromagnetic fields. These electromagnetic fields may interfere with pacemakers or other medical devices. If you wear a pacemaker, maintain at least 6 inches (approximately 15 cm) of separation between your pacemaker and Lenovo Phone. If you suspect Lenovo Phone is interfering with your pacemaker or any other medical device, stop using Lenovo Phone and consult your physician for information specific to your medical device.

### **Important handling information**

#### **Cleaning**

Clean Lenovo Phone immediately if it comes in contact with anything that may cause stains: such as dirt, ink, makeup, or lotions. To clean:

- Disconnect all cables and turn Lenovo Phone off (press and hold the Sleep/Wake button, then slide the onscreen slider).



- Use a soft, lint-free cloth.
- Avoid getting moisture in openings.
- Don't use cleaning products or compressed air.

### **Operating temperature**

Be aware of heat generated by Lenovo Phone. When using Lenovo Phone, keep it away from hot or high-voltage environments, such as electric appliances or electric heating cooking equipment. Only use Lenovo Phone in the temperature range of -10° C (14 °F) - 50° C (122 °F) to avoid damage.

When Lenovo Phone is turned on or the battery is charging, some parts might become hot. The temperature that they reach depends on the amount of system activity and the level of charge in the battery. Extended contact with your body, even through clothing, could cause discomfort or even a skin burn. Avoid keeping your hands, your lap, or any other part of your body in contact with a hot section of Lenovo Phone for any extended time.

### **Protecting your data and software**

Do not delete unknown files or change the name of files or directories that were not created by you; otherwise, Lenovo Phone software might fail to work.

Be aware that accessing network resources can leave Lenovo Phone vulnerable to computer viruses, hackers, spyware, and other malicious activities that might damage Lenovo Phone, software, or data. It is your responsibility to ensure that you have adequate protection in the form of firewalls, antivirus software, and anti-spyware software and keep this software up to date.

Keep electrical appliances such as an electric fan, radio, high-powered speakers, air conditioner, and microwave oven away from Lenovo Phone because the strong magnetic fields generated by these appliances can damage the screen and the data on Lenovo Phone.

## **Polyvinyl Chloride (PVC) cable and cord notice**

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### **WARNING**

**Handling the cord on this product or cords associated with accessories sold with this product will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling.**

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### **Disposing according to local laws and regulations**

When Lenovo Phone reaches the end of its useful life, do not crush, incinerate, immerse in water, or dispose of Lenovo Phone in any manner contrary to local laws and regulations. Some internal parts contain substances that can explode, leak, or have an adverse environmental effect if disposed of incorrectly. See “Environmental, recycling, and disposal information” for additional information.

## Service and Support information

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of your product. Refer to the **Lenovo Limited Warranty** for a full explanation of Lenovo warranty terms. See "**Lenovo Limited Warranty notice**" later in this document for details on accessing the full warranty.

### Online technical support

Online technical support is available during the lifetime of a product at <http://www.lenovo.com/support>.

### Telephone technical support

You can get help and information from the **Customer Support Center** by telephone. Before contacting a Lenovo technical support representative, please have the following information available: model and serial number, the exact wording of any error message, and a description of the problem.

Your technical support representative might want to walk you through the problem while you are at your phone during the call.

### Worldwide Lenovo Support telephone list

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#### **IMPORTANT**

**Telephone numbers are subject to change without notice. The most up-to-date telephone list for the Customer Support Center is always available at <http://support.lenovo.com/serviceproviders>.**

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If the telephone number for your country or region is not listed, contact your Lenovo reseller or Lenovo marketing representative.

## Warranty information

### Lenovo Limited Warranty notice

Read the full Lenovo Limited Warranty (LLW) at

<http://support.lenovo.com/smartphone-llw>. You can view the LLW in a number of languages from this Web site. If you cannot view the LLW either from the Web site or from your phone, contact your local Lenovo office or reseller to obtain a printed version of the full LLW.



### IMPORTANT

**Lenovo Smartphone Products do not have International Warranty Services.**

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## Warranty period and type of Warranty service

Country or Region of Purchase	Warranty Period	Type of Warranty Service	
India	Product / Charger - 1 year	4	
Indonesia	Battery pack - 6 months	4	
Philippines	Earphone - 3 months	4	
Vietnam		4	
Russia		4	
Malaysia		4	
Thailand		4	
Ukraine		4	
Venezuela		Product - 1 year	7
Chile		Charger/Battery	7
Peru	pack/Earphone - 6 months	7	
Mexico		7	
Colombia		7	
Saudi Arabia		4	
United Arab Emirates		4	
Nigeria		4	
Hong Kong		Product - 1 year	4
		Charger/Battery pack- 6 months	
	Earphone - 3 months		

## Types of Warranty Service

- 1 Customer Replaceable Unit ("CRU") Service
- 2 On-site Service
- 3 Courier or Depot Service
- 4 Customer Carry-In Service
- 5 Mail-in Service

6 Customer Two-Way Mail-in Service

7 Product Exchange Service

For a full explanation of the types of warranty service, refer to the full warranty. See “**Lenovo Limited Warranty notice**” for details on accessing the full warranty.

#### Suplemento de Garantía para México

Este Suplemento se considera parte integrante de la Garantía Limitada de Lenovo y será efectivo única y exclusivamente para los productos distribuidos y comercializados dentro del Territorio de los Estados Unidos Mexicanos. En caso de conflicto, se aplicarán los términos de este Suplemento.

El comercializador responsable del producto es Lenovo México S de R L de CV y para efectos de esta garantía su domicilio es Paseo de Tamarindos No.400-A Piso 27 Arcos Torre Poniente Bosques de Las Lomas C.P. 05120 México, D.F.

En el caso de que se precise una reparación cubierta por la garantía o precise de partes, componentes, consumibles o accesorios dirijase a este domicilio.

Otra opción es llamar al Centro de soporte al cliente al 01-800-9253-6686, donde le dirigirán al Centro de servicio autorizado más cercano. Si no existiese ningún Centro de servicio autorizado en su ciudad, población o en un radio de 70 kilómetros de su ciudad o población, la garantía incluirá cualquier gasto de entrega razonable relacionado con el transporte del producto a su Centro de servicio autorizado más cercano. Por favor, llame al Centro de servicio autorizado más cercano para obtener las aprobaciones necesarias o la información relacionada con el envío del producto y la dirección de envío.

Esta garantía ampara todas las piezas de hardware del producto e incluye mano de obra.

El procedimiento para hacer efectiva la garantía consiste en la presentación del producto, acompañado de la póliza correspondiente, debidamente sellada por el establecimiento que lo vendió, o la factura, o recibo o comprobante, en el que consten los datos específicos del producto objeto de la compraventa.

Lenovo sólo pueden eximirse de hacer efectiva la garantía en los siguientes casos: a) Cuando el producto se hubiese utilizado en condiciones distintas a las normales. b) Cuando el producto no hubiese sido operado de acuerdo con el instructivo de uso que se le acompaña. c) Cuando el producto hubiese sido alterado o reparado por personas no autorizadas por el fabricante nacional, importador o comercializador responsable respectivo.

Todos los programas de software precargados en el equipo sólo tendrán una garantía de treinta (30) días por defectos de instalación desde la fecha de compra. Lenovo no es responsable de la información incluida en dichos programas de software y /o cualquier programa de software adicional instalado por Usted o instalado después de la compra del producto.

Los servicios no cubiertos por la garantía se cargarán al usuario final, previa obtención de una autorización.

Esta garantía tiene una duración de un año a partir del momento de la compra. Para obtener una lista de los Centros de servicio autorizados, por favor, visite: <http://www.lenovo.com/mx/es/servicios>

Manufactured by:

Compal Information Technology (Kun shan) Co., Ltd. No.58, The 1 s t Street  
Kunshan Export Processing Zone  
Kunshan, Jiangsu, China Tel. +86-512-5735-5000.

Modelo del producto: \_\_\_\_\_

Fecha en que el consumidor recibió el producto: \_\_\_\_\_

Marca Lenovo

## Environmental, recycling, and disposal information

### General recycling statement

Lenovo encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. Lenovo offers a variety of programs and services to assist equipment owners in recycling their IT products. For information on recycling Lenovo products, go to:

<http://www.lenovo.com/recycling>.

### Important WEEE information



Country-specific information is available at

<http://www.lenovo.com/recycling>.

### Recycling information for China

#### 《废弃电器电子产品回收处理管理条例》提示性说明

联想鼓励拥有联想品牌产品的用户当不再需要此类产品时，遵守国家废弃电器电子产品回收处理相关法律法规，将其交给当地具有国家认可的回收处理资质的厂商进行回收处理。更多回收服务信息，请点击进入 <http://support.lenovo.com.cn/activity/551.htm>。

### Recycling information for India

Recycling and disposal information for India is available at:

[http://www.lenovo.com/social\\_responsibility/us/en/sustainability/ptb\\_india.html](http://www.lenovo.com/social_responsibility/us/en/sustainability/ptb_india.html).



## Restriction of Hazardous Substances Directive (RoHS)

### Turkish

The Lenovo product meets the requirements of the Republic of Turkey Directive on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (EEE).

### **Türkiye EEE Yönetmeliğine Uygunluk Beyanı**

**Bu Lenovo ürünü, T.C. Çevre ve Orman Bakanlığı'nın "Elektrik ve Elektronik Eşyalarda Bazı Zararlı Maddelerin Kullanımının Sınırlanmasına Dair Yönetmelik (EEE)" direktiflerine uygundur.**

**EEE Yönetmeliğine Uygundur.**

### Ukraine

**Цим підтверджуємо, що продукція Леново відповідає вимогам нормативних актів України, які обмежують вміст небезпечних речовин**

### India

RoHS compliant as per E-Waste (Management & Handling) Rules, 2011.

### European Union RoHS

Lenovo products sold in the European Union, on or after 3 January 2013 meet the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2").

For more information about Lenovo progress on RoHS, go to:

[http://www.lenovo.com/social\\_responsibility/us/en/RoHS\\_Communication.pdf](http://www.lenovo.com/social_responsibility/us/en/RoHS_Communication.pdf)

China

The information in the following table is applicable for products manufactured on or after March 1, 2007 for sale in the People's Republic of China.

有毒有害物质	组件				
	电路板	显示屏	电池组	附件	电源适配器
铅(Pb)	×	×	×	×	×
汞(Hg)	○	○	○	○	○
镉(Cd)	○	○	○	○	○
六价铬(Cr VI)	○	○	○	○	○
多溴联苯(PBB)	○	○	○	○	○
多溴二联苯醚(PBDE)	○	○	○	○	○

**说明:**

○: 表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T 11363-2006标准规定的限量要求以下。

×: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 标准规定的限量要求。表中标有“×”的所有部件均符合欧盟 RoHS 法规。

电路板组件: 包括印刷电路板及零部件、电容和连接器, 根据机型不同, 可能不会含有以上的所有部件, 请以实际购买机型为准。



在中华人民共和国境内销售的电子信息产品必须标识此标志, 标志内的数字代表在正常的的使用状态下产品的环保使用期限。

## **Electronic emission notices**

### **FCC Compliance Statement**

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(Federal Communications Commission) 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 an authorized dealer or service representative for help.

Lenovo is not responsible for any radio or television interference caused by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications 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.

Responsible Party:

Lenovo (United States) Incorporated

1009 Think Place - Building One

Morrisville, NC 27560

Telephone: 1-919-294-5900



## FCC Caution

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

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### **NOTE:**

The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

## Specific Absorption Rate information

This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/oet/ea/fccid](http://www.fcc.gov/oet/ea/fccid) after searching on FCC ID: YCNS960 .

For this device, the highest reported SAR value for usage against the head is 1.19 W/kg, for usage near the body is 1.48 W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this device and your body.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.