Overview of the phone

① **Display indicators**
Signal strength/GPRS/battery level.

② **LED**
Two LEDs for **Dynamic light** are located under lift cover.

③ **Softkeys**
Press the softkey to call up the function that is displayed as **Text** or icon on the grey fields above the key.

④ **Plug socket**
For charger, headset.

⑤ 📞 **Call key**
Dial displayed phone number or name, accept calls. In standby mode: Display the last calls.

⑥ 📵 **On/Off/End key**
- Switching on/off: press and **hold**.
- During a conversation or in an application: press **briefly** to finish.
- In menus: press **briefly** to go back a level. Press and **hold** to return to standby mode.
- In standby mode: Press and **hold** to switch off phone.
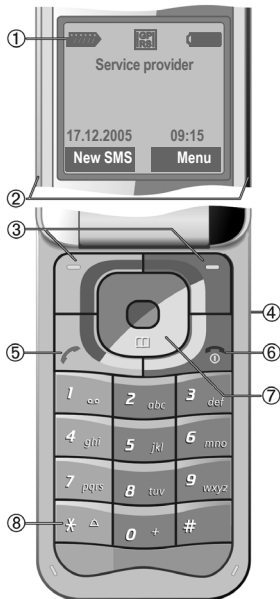
⑦ **Navi-key**
In lists and menus:
- ⟳ Scroll up and down.
- ▷ Function call.
- ◁ Back a menu level.

During a call:
- ▷ Open call menu.
- ⟳ Adjust volume.

In standby mode:
- ⌃ Voice command (press and **hold**).
- ⌄ Open Addressbook/Phonebook.
- ▷ Open menu.
- ◁ New SMS.

Display shows:
Service provider
17.12.2005   09:15
New SMS   Menu

⑧ ✳ **Press and hold**
- In standby mode: switch on/off all signal tones (except alarm).
- For incoming calls: only switch off ring tones.

When **Open clamshell** is activated a call can be accepted by opening the clamshell. A call can be ended by simply closing the clamshell.

This is a summarised version of the User Guide. The complete version in English and German can be found on the Internet: **www.siemens.com/af51**

AF51

Safety precautions

Information for parents
Please read the operating instructions and safety precautions carefully before use.
Explain the content and the hazards associated with using the phone to your children.

Remember to comply with legal requirements and local restrictions when using the phone. For example in aeroplanes, petrol stations, hospitals or while driving.

Mobile phones can interfere with the functioning of medical devices such as hearing aids or pacemakers. Keep at least 20 cm between phone and pacemaker. When using the mobile phone hold it to the ear which is further away from the pacemaker. For more information consult your doctor.

Small parts such as the SIM card, sealing stop, lens ring and lens cap can be dismantled and swallowed by small children. The phone must therefore be stored out of the reach of small children.

Permanent hearing loss may occur if you use ear- or headphones at high volume. You can adapt over time to a higher volume, which may sound normal but can be damaging to your hearing. Set your volume to a safe level. If you experience ringing in your ears, reduce the volume or discontinue use of your system.

Only use original batteries (100 % mercury-free) and – charging devices. Otherwise you risk serious damage to health and property. The battery could explode, for instance.

The mains voltage specified on the power supply unit (V) must not be exceeded. Otherwise the charging device may be destroyed.
The power supply must be plugged into an easily accessible AC mains power socket when charging the battery. The only way to turn off the charging device after charging the battery is to unplug it.

Do not place the phone near to electromagnetic data carriers such as credit cards and floppy disks. Information stored on them could be lost.

Tones, music and handsfree talking are reproduced through the loudspeaker. Do not hold the phone to your ear when it rings or when you have switched on the handsfree function. Otherwise you risk serious permanent damage to your hearing.

You may only open the phone to replace the battery (100 % mercury-free) or SIM card. You must not open the battery under any circumstances. All other changes to this device are strictly prohibited and will invalidate the guarantee.

Please dispose of unwanted batteries and phones as permitted by the laws in your country.

The phone may cause interference in the vicinity of TV sets, radios and PCs.

Use only original accessories. This will avoid potential risks to health or property and ensure compliance with all relevant regulations.

Improper use will invalidate the guarantee! These safety instructions also apply to original accessories.

* A 5 B 0 0 0 7 5 8 4 9 5 8 1 *
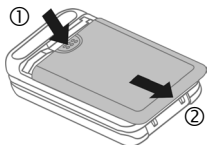
Getting started

Using the SIM card/battery

Your phone's display is delivered with a protective film. **Remove this film before getting started**. The service provider supplies you with a SIM card on which all the important data for your account is stored. If the SIM card is credit card-sized, snap out the smaller segment and trim any rough edges.
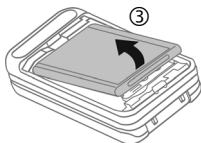
Always switch off phone before removing the battery!

Only 3V and 1.8V SIM cards are supported. Please contact your service provider if you have an older card.
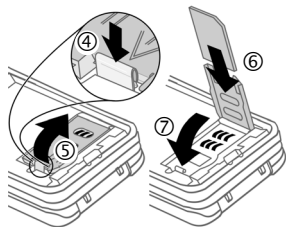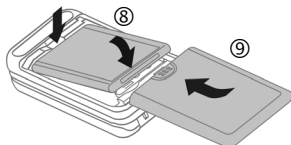
Release and open battery cover

Remove battery

Release and open SIM card holder, insert SIM card, and close holder

Insert battery and close cover

Charge battery

The battery is not fully charged when delivered. Plug charger cable into the bottom of the phone, plug power supply unit into a mains power socket and charge for at least **two hours**. The power supply unit heats up when used for long periods. This is normal and not dangerous.

When charging is in progress ⬛ is displayed.

Charging time

An empty battery is fully charged after about 2 hours. Charging is only possible within a temperature range of +5 °C to +40 °C. If the temperature rises/falls 5 °C above/below this, the charge symbol flashes a warning. The mains voltage specified on the power supply unit must not be exceeded (Operating time, p. 11).

Charge level display during operation (empty - full): ⬛ ⬛ ⬛.

A beep sounds when the battery is nearly empty. The charge level of the battery is only displayed correctly after an uninterrupted charging/discharging cycle. You should therefore **not remove the battery unnecessarily** and where possible **not terminate the charging process early.**

Security

Menu → 🔌 → Security
→ Select function.

The phone and SIM card are protected against misuse by several security codes.

Keep these confidential numbers in a safe place where you can access them again if required.

Codes

PIN control

You can stop the PIN prompt being activated when the phone is switched on, but you then risk unauthorised use of the phone.

Press Change. Enter PIN and confirm with OK.

Change PIN

You can change the PIN to any 4- to 8-digit number you find easier to remember.

Change PIN2

(Display only if PIN2 is available). Proceed as with Change PIN.

Chg.phonecode

You define the phone code (4-8 digits) when you call up a protected function for the first time. It is then valid for all phone-code protected functions. If the phone code is entered incorrectly three times, access to the phone code and the functions that use it is denied. If this happens please contact the Service Centre.

Clear SIM card barring

If the PIN is entered incorrectly three times, the SIM card is barred. Enter the PUK (MASTER PIN), provided by your service provider with the SIM card, according to instructions. If the PUK (MASTER PIN) has been lost, please contact your service provider.

Preventing accidental activation

Even if PIN control is deactivated confirmation is required to switch on the phone.

This prevents the phone from being switched on accidentally, e. g. when carried in a pocket or whilst you are on an aircraft.

Press and **hold** the On/Off/End key 🔚 and confirm with OK. The phone switches on.

Calling

Dialling with number keys

The phone must be switched on (standby mode). Dial number (always with area code, if necessary with international dialling code). To dial international dialling code press and **hold** 0 until a "+" is displayed. Press +List and select country.

To dial press the Call key 📞.

Accept call

An incoming call will interrupt any other use of the phone. Press Answer or 📞. When Open clamshell is activated a call can be answered by simply opening the clamshell.

Please make sure you have accepted the call before holding the phone to your ear. This will avoid damage to your hearing from loud ring tones!

End call

Press the End key 🔚 **briefly** or simply close the clamshell.

Handsfree

You can put the phone aside during a call. You can then hear the caller via the loudspeaker.

Activate handsfree function with Handsfr. and switch on with Yes.

Adjust the volume with ⊕. Pressing Handsfr. switches off "handsfree talking".

Swapping between 2 calls ⊲8!

Make a new connection during a call with `⌐ menu` ➔ **Hold** ➔ 🔢 (dial a new phone number). With `⌐ menu` ➔ **Swap** you can swap back and forth between both calls.

If you are called during a phone call and you can hear the "call waiting tone", you can accept the waiting call with `Swap`, putting the current call on hold to do so.

Swap back and forth between the calls see above **or** end the current call with 📞 and accept the new call with `Answer`.

Direct call

If this is active, only **one** number can be dialled.

`Menu` ➔ 🔍 ➔ **Security** ➔ **Direct call**

Press ⊙ and enter phone code. The phone code (4- to 8-digits) is set by you and entered at the first security setting. **Please note this code down** (see also p. 4)! Confirm code input with `OK`. To dial, press and **hold** the right softkey.

To switch direct call off, press and **hold** #. Enter phone code and confirm with `OK`. Press `Change` and Confirm **Off** with `OK`.

Text entry

Text entry without T9

Press number key repeatedly until the required letter appears. After a brief interval the cursor will advance. Example:

2	Press **once briefly** to type the letter **a**, twice to type **b**, etc. Press and **hold** to write the number.
Ä, ä, 1-9	Umlauts and numbers are displayed after the relevant letters.
`Clear`	Press **briefly** to delete the letter before the cursor, press and **hold** to erase the whole word.
⊙ / ↕	Move the cursor (forwards/back).

#	Press **briefly:** Swap between abc, Abc, T9abc, T9Abc, T9ABC, 123. Status shown in top line of display.
	Press and **hold:** All inputvariants are displayed.
*	Press **briefly:** Special characters are shown.
	Press and **hold:** Open input menu.
0	Press **once/repeatedly**:
	. , ? ! ' " 0 - ( ) @ / : _
	Press and **hold:** Writes 0.
1	Writes blank. Press **twice** = jumps a line.

Input menu

Press and **hold** * with text input. The input menu ist displayed:

Text format (SMS only), **Input language**, **Mark text**, **Copy/Add**

Text entry with T9

T9 deduces the correct word from the individual key entries by making comparisons with an extensive dictionary. Write a word and finish it without looking at the display. Simply press the keys where the relevant letter is located once. If several options are found in the dictionary the most probably is displayed first. For further options please press the right softkey.

Addressbook

The Addressbook can store up to 500 entries that are managed in the phone memory.

<New entry>

If the Addressbook has been selected as standard:

Open Addressbook (in standby mode) ○↓ → ○→ → ▯▮ (enter first and/or last name) → Select entry field → Make further entries → Save.

Group

Entries can be organized by groups. Select with Change.

Picture

Press Select. Assign a picture to an Addressbook entry.

Birthday

After entering the date of birth, the "reminder box" can be activated. You can now enter the time for the reminder.

All fields

Press Select. Show all input fields if the display was previously reduced (Options, Field setup).

Change entry

○↓ → Select entry → View → Edit → Make changes → Save.

Voice dialling

Dial numbers by voice command.

Record

Open Addressbook (in standby mode). ○↓ → Select entry (first letter and/or scroll) → Options → Voice dialling → (Select phone numbers if there are more than one) → Record → Start.

A short signal sounds. Now speak the name. After a second beep and message in the display, **repeat** the name. A beep now confirms the recording, which is saved automatically.

Apply voice dialling

Press and **hold** ○↑ (in standby mode). Now speak the name. The number is dialled.

SMS

You can transmit and receive very long messages (up to 760 characters) on your phone. They are automatically composed of several "normal" SMS messages (note higher charges). Using special letters in some languages reduces the maximum possible length of an SMS. If you do not wish to use these letters, please change the input language in the options menu.

Additionally you can insert pictures and sounds in an SMS.

Menu → ✉ → New SMS

MMS   ⊂₿!

The **M**ultimedia **M**essaging **S**ervice enables you to send texts, pictures (also photos) and sounds in a combined message to another mobile phone or to an e-mail address. All elements of an MMS message are merged to form a "slide show".

6

Writing/sending MMS messages

An MMS consists of the address header and the content.

Menu → ⊠ → **New MMS**

Input fields

To: ▯→ / ▯ Phone number / e-mail address of recipient(s).

Subject: Enter MMS heading (up to 40 characters).

Picture: Insert. The picture list is opened for selection.

Text: Edit. Write text with the help of T9.

Sound: Insert. Select a melodie or record a new melody (see below).

Slide duration: Enter length of display for individual pages (minimum 0.1 seconds).

New recording

The phone records via its microphone. Press Insert in the **Sound:** field when completing the input fields. Select **Record new**. Press Record. The current recording duration and available time remaining are displayed. To end recording press Stop.

Press Play to replay recording. Press Save. To give the recording its own name, the description Clear. Confirm with OK.

Attach extra pages

Options → **New slide**

Attach business card

Options → Extras → (÷)
Scroll to **Business card** → ▯→.

Attach appointment

Options → Extras → (÷)
Scroll to **Appointments** → ▯→.

Send MMS

Options → **Send**

Receive/read MMS

An arrival of a new MMS/notification of an MMS is announced on display with ⊠ / ⊠. Press the left softkey to read the MMS or notification.

Depending on the setting, the

- complete MMS is received
- or the notification is opened. Press Receiving to receive the complete MMS, with Play automatic presentation of the MMS. Cancel using any key.
- Open attachments using Options and **Attachments**.
- Open images and tones using Options and **Content**.

Ring tones

Menu → ◠ → Select function.

You can set the ring tone separately for call types/functions. You can download new ringtones from the internet via **Download new**.

Alarm clock

Menu → ◑ → Select function.

The alarm will ring at the time set by you, even when the phone is switched off.

Setting

Set the time for the alarm call (hh:mm). Confirm with OK.

Press On/off to activate/deactivate the alarm.

Fast access key

Left softkey

You can assign an important phone number or function to the left softkey. For example, New SMS is assigned to the softkey.

Change in standby mode (example):
New SMS Press **briefly** → Change → (÷)
scroll to the applications (e.g., **Internet**, **Phone number**) → Select.

Speed dialling keys

You can assign a phone number or function to each of the keys from 2 to 9 (speed dialling numbers). Number key 1 is reserved for the mailbox.

📺 Press an unassigned numberkey (2 - 9) → Set → 🔄 scroll to the applications (e.g. **New SMS.**, **Phone number**, **Bookmarks**) → Select.

Apply in standby mode
Press and **hold** assigned numberkey, e.g. **3**.

Surf & fun

Internet

Menu → 🌐 → Select function.

Get the latest information from the Internet that is specifically adapted to the display options of your phone. In addition, you can download games and applications to your phone. Internet access may require registration with the service provider.

End connection

Press and **hold** 🔴 to close the browser. After GPRS/CSD lingertime (WAP param) the connection will also be ended.

Additional information

@	Browser menu.
🌐	Offline.
📶	Online.
📶ᴳᴾ	GPRS Online.
⬤	No network.
*	Select special characters, such as @, ~, \, see p. 5.
0	Press repeatedly for: . , ? ! ' " 0 - ( ) @ / : _

Profiles

Menu → 🌐 → **Internet** → **Profiles**

Activate profile

You can change the current profile each time you access the Internet. For this, select profile, then Select. The current profile is selected.

Games & more

Applications and games can be found at **wap.siemens.com** or on the Internet at **www.siemens.com/af51**

Additional information
You can use the browser to download applications (e.g. ringtones, games, pictures, animations) from the Internet.
BenQ Mobile excludes all warranty and liability claims in respect of or in connection with any applications subsequently installed by the customer and any software not included in the original delivery package. This also applies to functions enabled subsequently at the customer's instigation. The purchaser bears sole risk for the loss of, damage to, and any defects arising in, this device or the applications and for any direct damage or consequential damage of whatever nature resulting from the use of this application. For technical reasons, such applications and subsequent enabling of certain functions are lost in the event of the device being replaced/re-supplied and may be lost if it is repaired. In such cases, the buyer is required to download or enable the application again. Please ensure that your phone has Digital Rights Management (DRM) so that downloaded applications are protected from unauthorised reproduction. These applications are then exclusively intended for your phone and cannot be transferred from this even to create a backup. BenQ Mobile offers no warranty or guarantee nor does it accept any liability for the customer's ability to download or enable applications again or to do so free of charge. We recommend that you carry out a backup from time to time of the applications on your Windows® PC using the Mobile Phone Manager Software. You can download the latest version from the Internet: **www.siemens.com/af51**

Customer Care

We offer fast, individual advice! You have several options:

Our online support on the Internet:

www.BenQMobile.com/customercare

We can be reached any time, any place. You are given 24 hour support on all aspects of our products. Here you will find an interactive fault-finding system, a compilation of the most frequently asked questions and answers, plus user guides and current software updates to download.

When calling customer service, please have ready your receipt and the phone identity number (IMEI, to display press *#06#), the software version (to display, press *#06#, then Info) and if available, your Service customer number.

You can also get personal advice about our range of products on our Premium Hotline:

United Kingdom 0906 9597500
(0.75 £ per minute)

Qualified employees are waiting to offer you expert information about our products and installation.

In some countries repair and replace services are impossible where the products are not sold through our authorised dealers.

If repair work is necessary, please contact one of our service centres:

Abu Dhabi	0 26 42 38 00
Argentina	0 81 02 22 66 24
Australia	13 00 66 53 66
Austria	05 17 07 50 04
Bahrain	40 42 34
Bangladesh	0 17 52 74 47
Belgium	0 78 15 22 21
Bolivia	0 21 21 41 14
Bosnia Herzegovina	0 33 27 66 49
Brunei	02 43 08 01
Bulgaria	02 73 94 88
Cambodia	12 80 05 00
Canada	1 88 87 77 02 11
Chile	8 00 53 06 62
China	40 08 88 56 56
Colombia	01 80 07 00 66 24
Croatia	0 16 10 53 81
Czech Republic	2 33 03 27 27
Denmark	35 25 65 29
Dubai	0 43 96 64 33
Ecuador	18 00 10 10 00
Egypt	0 23 33 41 11
Estonia	56 64 54 00
Finland	09 22 94 37 00
France	01 56 38 42 00
Germany	0 90 01 00 77 00
Greece	80 11 11 11 16
Hong Kong	28 61 11 18
Hungary	06 14 71 24 44
Iceland	5 20 30 00
India	22 24 98 70 00 Extn: 70 40
Indonesia	0 21 46 82 60 81
Ireland	18 50 77 72 77
Italy	02 45 27 90 36
Ivory Coast	05 02 02 59
Jordan	0 64 39 86 42
Kenya	2 72 37 17
Kuwait	2 45 41 78
Latvia	7 50 11 18
Lebanon	01 44 30 43
Libya	02 13 50 28 82
Lithuania	8 70 07 07 00
Luxembourg	40 66 61 56 40
Macedonia	0 23 13 18 48
Malaysia	+ 6 03 77 12 43 04
Malta	+ 35 32 14 94 06 32
Mauritius	2 11 62 13
Mexico	01 80 07 11 00 03
Morocco	22 66 92 09
Netherlands	0 90 03 33 31 00
New Zealand	08 00 27 43 63
Nigeria	0 14 50 05 00
Norway	22 57 77 46
Oman	79 10 12
Pakistan	02 15 66 22 00
Paraguay	8 00 10 20 04
Peru	0 80 05 24 00
Philippines	0 27 57 11 18
Poland	08 01 30 00 30
Portugal	8 08 20 15 21
Qatar	04 32 20 10
Romania	02 12 09 99 66
Russia	8 80 02 00 10 10

Care and maintenance

Your phone has been designed and manufactured to the highest of standards and should be treated with great care. The suggestions below will help you to enjoy your phone for many years.

- Protect your phone from moisture and humidity. Precipitation, humidity and liquids contain minerals that will corrode electronic circuits. Nevertheless, should your phone become wet, disconnect it immediately from the power supply to avoid electric shock. Do not place your phone (even to dry it) on/in a source of heat such as a microwave oven, oven or radiator. The phone may become overheated and possibly explode.

- Do not use or store the phone in dusty, dirty areas. Its moving parts may be damaged and the casing may become deformed and discoloured.

- Do not store your phone in hot environments (e.g. vehicle instrument panel in the summer). High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.

- Do not store your phone in cold environments. When the phone warms up again (to its normal ambient temperature), moisture can form inside the phone, which may damage electronic circuit boards.

- Do not drop, knock or shake your phone. Rough handling can damage internal circuit boards!

- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the phone!

The suggestions given above apply equally to your phone, battery, charger and all accessories. If any of these parts is not working properly, obtain fast and reliable help at our service centres.

Battery quality statement

The capacity of your mobile phone battery will reduce each time it is charged/emptied. Storage at too high or low temperatures will also result in a gradualy capacity loss. As a result the operating time of your mobile phone may be considerably reduced, evan after a rull recharge of the battery.

Regardless of this, the battery has been designed and manufactured so that it can be recharged and used for six months after the purchase of your mobile phone. After six months, if the battery is clearly suffering from loss of performance, we recommend that your replace it. Please buy only original batteries.

Display quality declaration

For technological reasons, a few small dots with different colours may appear in the display in exceptional cases.

Just remember that the appearance of brighter or darker dots generally does not mean that a fault has occurred.

Product data

Declaration of conformity

BenQ Mobile hereby declares that the phone described in this user guide is in compliance with the essential requirements and other relevant provisions of European Directive 1999/5/EC (R&TTE). The relevant declaration of conformity (DoC) has been signed. Please call the company hotline if you require a copy of the original:
www.BenQMobile.com/conformity

$C \in$ 0168

Technical data

GSM class:	4 (2 watt)
Frequency range:	880 – 960 MHz
GSM class:	1 (1 watt)
Frequency range:	1,710 – 1,880 MHz
GSM class:	1 (1 watt)
Frequency range:	1,850 – 1,990 MHz
Weight:	80 g
Size:	79 x 41 x 19.5 mm (63 ccm)
Li-ion battery:	600 mAh
Operating temperature:	–10 °C … +55 °C
SIM card:	3.0 V or 1.8 V

Phone ID

You will need the following details if you lose your phone or SIM card:

the number of the SIM card (on the card):

....

15-digit serial number of the phone
(under the battery):

....

the customer service number of the service provider:

....

Lost phone

If you lose your phone or SIM card contact your service provider immediately to prevent misuse.

Operating time

The operating time depends upon usage. Extreme temperatures considerably reduce the phone's standby time. You should therefore avoid the leaving the phone in the sun or on a radiator.

Talk time: 120 to 300 minutes.
Standby time: 50 to 220 hours.

SAR

European Union (RTTE) and international (ICNIRP)

INFORMATION ON RF EXPOSURE / SPECIFIC ABSORPTION RATE (SAR)

THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and was adopted into the European Standard EN 50360 and into other national standards. The CE mark demonstrates that the EU requirements are met.

The highest SAR value for this device when tested at the ear was **0.87 W/kg**[1]. As mobile devices offer a range of functions, they can be used in positions other than the head, such as directly on the body. In this case, the limits are met too.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you nevertheless want to reduce your exposure then you can do so by limiting the length of calls or using a 'hands-free' device to keep the mobile phone away from the head and body.

Additional Information can be found on the websites of the World Health Organization (**www.who.int/emf**) or BenQ Mobile (**www.BenQMobile.com**).

1 The tests are carried out in accordance with international guidelines for testing.

Guarantee certificate (UK)

Without prejudice to any claim the user (customer) may have in relation to the dealer or retailer, the customer shall be granted a manufacturer's Guarantee under the conditions set out below:

- In the case of new devices and their components exhibiting defects resulting from manufacturing and/or material faults within 24 months of purchase, BenQ Mobile shall, at its own option and free of charge, either replace the device with another device reflecting the current state of the art, or repair the said device. In respect of parts subject to wear and tear (including but not limited to, batteries, keypads, casings, small parts on casings, protective coverings where included in the scope of delivery), this warranty shall be valid for six months from the date of purchase.
- This Guarantee shall be invalid if the device defect is attributable to improper treatment and/or failure to comply with information contained in the user manuals.
- This Guarantee shall not apply to or extend to services performed by the authorised dealer or the customer themselves (e.g. installation, configuration, software downloads). User manuals and any software supplied on a separate data medium shall be excluded from the Guarantee.
- The purchase receipt, together with the date of purchase, shall be required as evidence for invoking the Guarantee. Claims under the Guarantee must be submitted within two months of the Guarantee default becoming evident.
- Ownership of devices or components replaced by and returned to BenQ Mobile shall vest in BenQ Mobile.
- This Guarantee shall apply to new devices purchased in the European Union. For Products sold in the United Kingdom the Guarantee is issued by BenQ Mobile UK Ltd., Carmelite 50, Victoria, Embankment, London, EC4Y 0DX, U.K.
- Any other claims resulting out of or in connection with the device shall be excluded from this Guarantee. Nothing in this Guarantee shall attempt to limit or exclude a Customers Statutory Rights, nor the manufacturer's liability for death or personal injury resulting from its negligence.

- The duration of the Guarantee shall not be extended by services rendered under the terms of the Guarantee.
- Insofar as no Guarantee default exists, BenQ Mobile reserves the right to charge the customer for replacement or repair.
- The above provisions does not imply a change in the burden of proof to the detriment of the customer.

To invoke this Guarantee, please contact our online support on the Internet **www.BenQMobile.com/customercare** or the telephone service. The relevant number is to be found in the accompanying user guide.

Guarantee certificate (IRL)

Without prejudice to any claim the user (customer) may have in relation to the dealer or retailer, the customer shall be granted a manufacturer's Guarantee under the conditions set out below:
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- This Guarantee shall be invalid if the device defect is attributable to improper care or use and/or failure to comply with information contained in the user manuals.
- In particular claims under the Guarantee cannot be made if:
  - The device is opened (this is classed as third party intervention)
  - Repairs or other work done by persons not authorised by BenQ Mobile.
  - Components on the printed circuit board are manipulated
  - The software is manipulated

- Defects or damage caused by dropping, breaking, lightning or ingress of moisture. This also applies if defects or damage was caused by mechanical, chemical, radio interference or thermal factors (e.g.: microwave, sauna etc.)
- Devices fitted with accessories not authorised by BenQ Mobile
- This Guarantee shall not apply to or extend to services performed by the authorised dealer or the customer themselves (e.g. installation, configuration, software downloads). User manuals and any software supplied on a separate data medium shall be excluded from the Guarantee.
- The purchase receipt, together with the date of purchase, shall be required as evidence for invoking the Guarantee. Claims under the Guarantee must be submitted within two months of the Guarantee default becoming evident.
- Ownership of devices or components replaced by and returned to BenQ Mobile shall vest in BenQ Mobile.
- This Guarantee shall apply to new devices purchased in the European Union. For Products sold in the Republic of Ireland the Guarantee is issued by BenQ Mobile UK, Branch Ireland, 1st Floor, Riverview House, 21–23 City Quay, Dublin– The Republic of Ireland.
- Any other claims resulting out of or in connection with the device shall be excluded from this Guarantee. Nothing in this Guarantee shall attempt to limit or exclude a Customers Statutory Rights, nor the manufacturer's liability for death or personal injury resulting from its negligence.
- The duration of the Guarantee shall not be extended by services rendered under the terms of the Guarantee.
- Insofar as no Guarantee default exists, BenQ Mobile reserves the right to charge the customer for replacement or repair.
- The above provisions does not imply a change in the burden of proof to the detriment of the customer.

To invoke this Guarantee, please contact our online support on the Internet **www.BenQMobile.com/customercare** or the telephone service. The relevant number is to be found in the accompanying user guide.

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