

ORICOM CUSTOMER SUPPORT

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

Oricom Support - Australia

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

(02) 4574 8888

Monday - Friday 8am – 6pm AEST

Email: support@oricom.com.au

www.oricom.com.au

Oricom Support - New Zealand

0800 674 266

Monday - Friday 11am - 7pm NZST

Email: support@oricom.co.nz



Ref: 07092022



Operating Instructions

PMR1310
80 Channel UHF 2 Way Citizen Band Radio

Keep this user guide for future reference. Always retain your proof of purchase in case of warranty service.

www.oricom.com.au



Need Help?

If you need assistance setting up or using your Oricom product now or in the future, call Oricom Support.

Australia (02) 4574 8888
www.oricom.com.au
Mon-Fri 8am – 6pm AEST

New Zealand 0800 67 42 66
www.oricom.co.nz
Mon-Fri 10am – 8pm NZST

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When a new narrowband radio receives a transmission from an older wideband radio the speech may sound loud and distorted – simply adjust your radio volume for the best listening performance. When an older wideband radio receives a signal from a new narrowband radio the speech may sound quieter - simply adjust your radio volume for best listening performance. When operating a narrowband radio on Channel 41 - 80 interference is possible from wideband radios transmitting on high power or on adjacent frequency.
The issues described above **are not a fault of the radio** but a consequence of mixed use of wideband and narrowband radios.



This unit complies with all relevant Australian and New Zealand approval requirements AS/NZS 4365:2011 including radio communications (Electromagnetic Radiation Human Exposure) standard 2003.

Safety Information and Warnings



WARNING

Information on Safe Operation

Read This Information Before Using Your Oricom Radio.

The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:

In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

Radio Antenna

Do not use any radio that has a damaged antenna. If a damaged antenna comes in contact with the skin, a minor burn may result.

Unauthorized antennas, modifications, or attachments could damage the radio and violate compliance. Do NOT change or modify the antenna.

Do NOT hold the antenna when the radio is "IN USE." Holding the antenna reduces range and may cause bodily harm.

Safety and general use whilst in a vehicle

Check the State and Federal laws and regulations regarding the use of two way radios in the area where you drive, and always obey them.

For Vehicles fitted with Air Bags

Do not place your radio in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a radio is placed in the air bag deployment area and the air bag inflates, the radio may be propelled with great force and cause serious injury to the occupants of the vehicle.

Read all these Safety Warnings before you install or charge the rechargeable batteries

- Do not dispose of the batteries in a fire as they may explode.



WARNING

- Use only the batteries supplied with the product. Improper use, or use of unapproved batteries may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty.
- Exercise extreme care when handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conduction material may overheat explode and or cause burns
- Never replace or charge the battery in a potentially explosive atmosphere (such as where gas is leaking) as contact sparking may occur while installing or removing the batteries cause a fire or an explosion.
- Do not modify, cut, unwrap, disassemble, crush, bend, puncture, heat or damage the battery.
- If a battery leaks, do not let the battery liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, and seek medical assistance. Released electrolyte is corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.
- Do not immerse or expose the battery to water or other liquids.
- If you believe the batteries are damaged, remove product from the charger and stop using the product. Contact Oricom for assistance.
- Never use damaged batteries as they may explode.
- Remove batteries when they are no longer able to hold a charge and when the equipment will not be used for an extended period of time

Dispose of the batteries according to local regulations, never in your household rubbish.



WARNING

Risk of explosion if battery is replaced by an incorrect type.

Only use the AC power adaptor supplied with this product. Using any other AC adaptor will invalidate any approvals & warranty and could be potentially dangerous.

Do not attempt to charge non-rechargeable Alkaline batteries.

Potentially Explosive Atmospheres

Turn your radio OFF when in any area with a potentially explosive atmosphere. Sparks in such areas could cause an explosion or fire resulting in injury or even death.

NOTE: Areas with potentially explosive atmospheres are often, but not always clearly marked. They include fueling areas such as below deck on boats; fuel or chemical transfer or storage facilities; 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.

Blasting Caps and Areas

To avoid possible interference with blasting operations, turn your radio OFF near electrical blasting caps or in a “blasting area” or in areas posted: “Turn off the two way radio.” Obey all signs and instructions.

Exposure to Radio Frequency Energy

Your Oricom two-way radio complies with Australian Communications Authority Radio communications (Electromagnetic Radiation-Human Exposure) Standard, 2003.

To assure optimal radio performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set out in the above standards always adhere to the following procedures.



WARNING

Transmit and Receive Procedure

Your two-way radio contains a transmitter and a receiver. To control your exposure and ensure compliance with the general population/uncontrolled environment exposure limits, always adhere to the following procedure:

- Transmit no more than 50% of the time.
- To receive calls, release the PTT button.
- To transmit (talk), press the Push to Talk (PTT) button.

Transmitting 50% of the time, or less, is important because the radio generates measurable RF energy exposure only when transmitting (in terms of measuring standards compliance).

Always hold the radio approximately 5cm in front of your mouth with the antenna pointing away from your head.

Radio Operation and EME Exposure

Unauthorized antennas, modifications, or attachments could damage the radio and violate compliance.

Do NOT hold the antenna when the radio is "IN USE." Holding the antenna reduces the effective range.

Do not use the radio if the antenna is damaged. If a damaged antenna makes contact with your skin, a minor burn can result.

If you wear a radio on your body when transmitting, always fit the radio on the belt clip (supplied). Always ensure the radio and its antenna are at least 5cm from your body when transmitting.

Electromagnetic Interference/Compatibility

Nearly every electronic device is susceptible to electromagnetic interference (EMI). To avoid the possibility of electromagnetic interference and/or compatibility conflicts, turn off your radio in any location where posted notices instruct you to do so such as health care facilities.



WARNING

Aircraft

When instructed to do so, turn off your radio when onboard an aircraft. Any use of a radio must be in accordance with applicable regulations per airline crew instructions.

Medical Devices - Pacemakers

The Advanced Medical Technology Association recommends that a minimum separation of 6 inches (15cm) be maintained between a handheld wireless radio and a pacemaker. These recommendations are consistent with the independent research by and recommendations of the U.S. Food and Drug Administration.

People with pacemakers should:

- ALWAYS keep the radio more than 15cm from their pacemaker when the radio is turned ON.
- Not carry the radio in the breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the radio OFF immediately if there is any reason to suspect that interference is taking place.

Medical Devices - Hearing Aids

Some radios may interfere with some hearing aids.

In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

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 RF energy. Your physician may be able to assist you in obtaining this information.

General warnings

Never use your radio outdoors during a thunderstorm.

Keep the radio out of reach of babies and young children.

Pack Contents

2 UHF RADIOS
2 USB Charging Cables
6 AAA RECHARGEABLE
1.2V 600mAh NiMH
BATTERIES
BELT CLIPS

Installation

Removing the Belt Clip

Pull the Belt Clip latch forward (away from the unit)
While pulling the Belt Clip latch, push up
the Belt Clip as shown in Figure 1.

Installing the Belt Clip

Slide the Belt clip into the slot as
shown in Figure 2.
A “click” indicates the Belt clip is
locked into position.

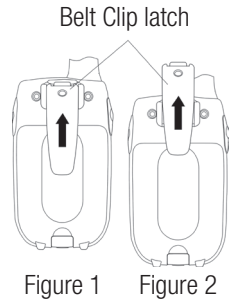
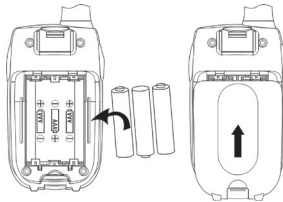


Figure 1

Figure 2

Installing the batteries



*Caution: Observe the proper battery polarity orientation when installing batteries.
Incorrect positioning can damage both the batteries and the unit.*

Getting Started

- a. Slide down the Battery Compartment Cover.
- b. Install the Rechargeable batteries (supplied) or Alkaline batteries (not supplied) by following the orientation as shown in Figure 3.
- c. Replace the Battery Compartment Cover. See Figure 4.

Charging the batteries

- a. Lift the charge socket cover located on the right side of the handset.
- b. Insert the USB connector of the 5VDC/600mA adaptor into the charge jack.
- c. Plug the mains adaptor into a 230V AC, 50Hz mains socket with the switch on the socket set to Off.
- d. Use only the charging cables provided.
- e. Switch ON the mains socket.
- f. It takes about 10 hours to fully recharge the batteries if the batteries are completely run down. **New batteries will take up to 14 hours to fully charge.**



Battery Icon



A low battery icon will appear in the bottom left corner of the LCD display when the batteries are getting low. This indicator will flash and continue to flash until the batteries are fully discharged.

TIP: At this stage, you need to recharge the unit at once, otherwise the battery will run down totally.

When the battery level reaches its minimum level, the unit will emit two beep tones.

Important: You need to charge the unit for 10-14 hours.

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Battery life

Your radio has a built in power saver to make the batteries last longer. When you are not using the units, turn them OFF to conserve battery power.

Transmitting range

The talk range depends on the environment and terrain. The radio can reach further in wide open spaces, without obstructions such as hills or buildings. Don't try to use two radio units which are less than 1.5m (5 feet) apart. Otherwise, you may experience interference.



Optimal Range
Outdoors
Flat, open areas

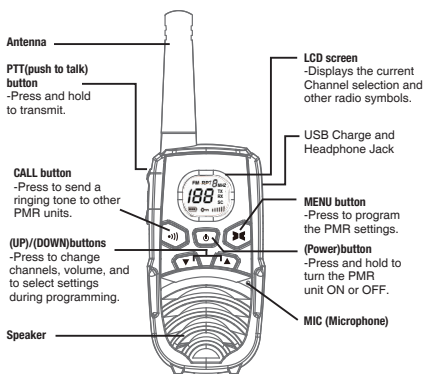


Medium Range
Outdoors
Buildings or trees
Also near residential
buildings



Minimal Range
Outdoors
Dense foliage or
mountains. Also inside
some buildings

Oricom PMR1310 2-Way CB Radio



LCD Screen



188 Channel Number. Changes from 1 to 80 as selected by the user.

[Battery Icon] Displays when battery level goes low.

SC Displays when Scan function is activated

FM Displayed when the FM is activated.

[Key Lock Icon] Displayed when the Key Lock feature is activated.

TX Displayed when transmitting a signal.

RX Displayed when receiving a signal.

[Volume Icon] Displays the current Speaker volume level.

Operation

Turning the Unit ON/OFF



To Turn ON;

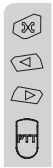
- Press and hold the **POWER** button until the LCD screen turns ON and displays the current channel.

To switch OFF;

- Press and hold the **POWER** button until the LCD screen turns blank.

Changing Channels

The PMR1310 has 77 available channels, to communicate with other radios, you must have your radio tuned to the same channel.



- Press the **MENU** button once, the current channel number flashes on the LCD Screen.
- Press the **UP** or **DOWN** button to select the desired channel. The channel changes from 1 to 80, or vice versa.
- Press the **PTT** button to confirm the channel setting.

Repeater uses channels 1 to 8 and 41 to 48

These are paired with higher channels as output/input (1/31, 2/32, etc.)

Check for local repeater activity before using these channels in Simplex mode to avoid interference. Channels 9 and above are the best choices for general use in Simplex mode.

You can find more information about channels and frequencies by visiting the Web site <http://www.acma.gov.au>

Note: Refer to the "Channel Table" section of this Owner's Manual for detailed frequency listing.

Transmitting and Receiving



The PMR1310 transmission is SIMPLEX "one way-at-a-time." While you are speaking, you can not receive a transmission.



The PMR1310 is a Class License band. Always identify yourself when transmitting on the same channel.

IMPORTANT: Before transmitting on a UHF channel listen to ensure it is not already in use.

Transmitting (sending speech)

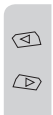
The unit is continuously in the Receive mode when the unit is turned ON and not transmitting. When a signal is received on the current channel, “**RX**” icon will be displayed on the LCD screen and the receiver LED will light up.



- a. Press and hold the **PTT** (push to talk) button to transmit your voice. “**TX**” icon will be displayed on the LCD Screen.
- b. Hold the unit in a vertical position with the MIC (Microphone) 5 cm away from the mouth. While holding the **PTT** button, speak into the **MIC** (microphone) in a normal tone of voice.
- c. Release the **PTT** button when you have finished transmitting.

Monitor

You can use the Monitor feature to check for weak signals on the current channel.



- a. Press and hold the **UP** and **DOWN** buttons at the same time. “**RX**” icon will be displayed on the LCD screen. Your radio will pick up signals on the current channel, including background noise.
- b. Press the **UP** and **Down** buttons to stop the channel monitoring.

Calling (Paging) Tone



You can use the **CALL** button to send a tone to other users on the same channel. To activate this feature;

- a. With the PMR in normal mode, press and release the **CALL** button. The unit will transmit a 2-second page tone to the other unit/s set with the same channel within transmitting range

Channel Scan




Your radio can scan the 80 channels for any activity. This allows to find other radios without having to change the channel.

To activate this feature:

- a. Press and hold the **MENU** and **UP** button at the same time and channel scanning will start immediately, with SC displayed on the screen and the channel number cycling through the channels. When a signal is detected, the unit will pause on that channel, while receiving the signal and for a further 3 seconds.
- b. Press the **PTT** button to stop scanning and talk on that channel, press the **UP** or **DOWN** button to manually start the scanning.
- c. To stop scanning, press the **MENU** button and return to standby mode.

Keypad Lock

With the buttons locked you can still transmit “**TX**”, or call the current channel, but you can not change the volume. To activate this feature; In the standby mode, press and hold the **MENU** until the  icon appears on the LCD screen.

To unlock the Keypad

Press and hold again the **MENU** button until the  icon disappears on the LCD screen.

FM Radio function

While in standby mode briefly, press and release the power button, FM Frequency will display in the LCD screen. Press **UP** or **DOWN** button To adjust the FM frequency channel.

Press and release the Power button to go back to PMR frequency mode.

Power Saving



Your PMR unit has special circuitry designed to extend the life of your battery. When the unit is not used for 4 seconds, it will automatically switch into a low power mode. The Power saving feature does not affect the PMR ability to receive transmissions. When a signal is detected, it automatically returns to full power mode

Low Battery Meter Indicator

The PMR can detect the low battery level when battery voltage goes low. The battery icon will display the low battery status as follows. When battery voltage at low battery level. The empty battery symbol will appear at this stage and continue to blink. The battery icon will continue to blink until it totally drain the battery voltage.

Note: To have good communication, once the battery reaches in low level, replace the batteries with new ones.

Microphone/Earphone/Charger Jack

The PMR1310 is equipped with an auxiliary microphone, earphone, and charge jack located at the opposite side of **PTT** button.

Note: It requires a microphone/earphone with a 2.5mm, jack connector and this is not supplied with your PMR1310.

Using a PTT Headset

You can plug an optional headset into the right side of your PMR1310 handset. By pressing the **PTT** button to transmit you can then talk with other radios.



Roger Beep

The Roger beep is a tone which is automatically transmitted whenever the **PTT** button is released. This alerts the receiving party that you have intentionally ended the transmission, and you are now in receive mode.

Key Tone

Your radio unit emits a confirmation tone after pressing each button.

Duplex operation via Repeaters

This feature allows the use of local repeater stations that are designed to automatically re-transmit your broadcast over a large area thus giving you increased range.

Repeaters stations are privately operated radio systems installed throughout Australia.

For example, if you wish to access a repeater station in your area which operates on channel 2 you only need to set the Duplex access on this Channel.

So, if you are in the range of a local repeater which transmits on channel 2, after setting your radio to allow access of the repeater on that channel, you will select channel 2 as normal, but during transmit operation your radio will automatically transmit to the repeater on channel 32.

Turning on/off Duplex on channels

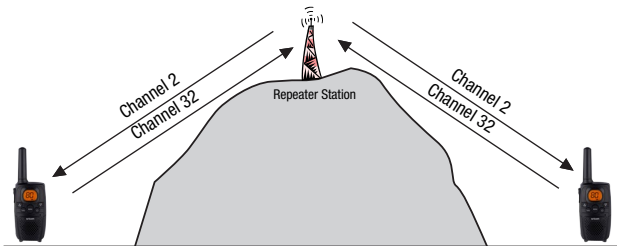
- Select the required channel to suit the repeater station you wish to access (Channels 1 – 8 and 41 – 48)
- Press the Menu button twice, “RPT” icon will display
- Press the **UP** or **DOWN** button to set the Duplex function to On or Off.
- Press the **PTT** button to confirm your setting.
- The RPT icon will display to indicate that Duplex is set on that channel.

Receive Channel	1	2	3	4	5*	6	7	8
Transmit channel	31	32	33	34	35*	36	37	38

Receive Channel	41	42	43	44	45	46	47	48
Transmit channel	71	72	73	74	75	76	77	78

* Channel 5 is emergency channel only

Setting the Repeater function



Important

- Speech transmissions are not allowed on channel 22 and 23 (Receive only)
- If Call ring tone calling is provided, it is only allowed to operate for a maximum of 3 seconds and it can only be possible to operate once in any 60 second period.

Auxiliary Features

LCD Screen Back Light

Every time the Power/Vol button is activated (except **PTT** and **CALL** button), the LCD Screen back light will illuminate for 5 seconds.

Channel Frequency Table

Radiocommunications (Citizen Band Radio Stations) Class Licence 2002

No licence is required to own or operate this radio in Australia and New Zealand. The Radiocommunications (Citizen Band Radio Stations) Class Licence 2002 contains the technical parameters, operating requirements, conditions of licence and relevant standards for Citizen Band (CB) radios. CB radios must comply with the class licence for their use to be authorised under the class licence.

UHF channels and frequencies

IMPORTANT NOTE: The operation of your UHF radio in Australia and New Zealand is subject to conditions in the following licenses:
 In Australia the ACMA Radio communications (Citizen Band Radio Stations) and in New Zealand by MED the General User Radio License for Citizen Band Radio.

Channel		Tx	Rx	Channel		Tx	Rx
		Freq MHZ	Freq MHZ			Freq MHZ	Freq MHZ
01*		476.4250	476.4250	21		476.9250	476.9250
	41*	-	476.4375		61‡	—	—
02*		476.4500	476.4500	22†		476.9500	476.9500
	42*	-	476.4625		62‡	—	—
03*		476.4750	476.4750	23†		476.9750	476.9750
	43*	-	476.4875		63‡	—	—
04*		476.5000	476.5000	24		477.0000	477.0000
	44*	-	476.5125		64	477.0125	477.0125
05*		476.5250	476.5250	25		477.0250	477.0250
	45*	-	476.5375		65	477.0375	477.0375
06*		476.5500	476.5500	26		477.0500	477.0500
	46*	-	476.5625		66	477.0625	477.0625
07*		476.5750	476.5750	27		477.0750	477.0750
	47*	-	476.5875		67	477.0875	477.0875
08*		476.6000	476.6000	28		477.1000	477.1000
	48*	-	476.6125		68	477.1125	477.1125
9		476.6250	476.6250	29		477.1250	477.1250
	49	476.6375	476.6375		69	477.1375	477.1375
10		476.6500	476.6500	30		477.1500	477.1500
	50	476.6625	476.6625		70	477.1625	477.1625
11		476.6750	476.6750	31*		477.1750	477.1750

UHF channels and frequencies

	51	476.6875	476.6875		71*	477.1875	-
12		476.7000	476.7000	32*		477.2000	477.2000
	52	476.7125	476.7125		72*	477.2125	-
13		476.7250	476.7250	33*		477.2250	477.2250
	53	476.7375	476.7375		73*	477.2375	-
14		476.7500	476.7500	34*		477.2500	477.2500
	54	476.7625	476.7625		74*	477.2625	-
15		476.7750	476.7750	35*		477.2750	477.2750
	55	476.7875	476.7875		75*	477.2875	-
16		476.8000	476.8000	36*		477.3000	477.3000
	56	476.8125	476.8125		76*	477.3125	-
17		476.8250	476.8250	37*		477.3250	477.3250
	57	476.8375	476.8375		77*	477.3375	-
18		476.8500	476.8500	38*		477.3500	477.3500
	58	476.8625	476.8625		78*	477.3625	-
19		476.8750	476.8750	39		477.3750	477.3750
	59	476.8875	476.8875		79	477.3875	477.3875
20		476.9000	476.9000	40		477.4000	477.4000
	60	476.9125	476.9125		80	477.4125	477.4125

* The primary use for these channels is repeater operation using 750 kHz offset. Channels 1-8 and 41-48 inclusive are used for mobile reception and channels 31-38 and 71-78 for mobile transmission. In addition, any designated repeater channel may be used for simplex operation in areas where it is not used for repeater operation.

† Speech telephony shall be inhibited on these channels.

‡ At the time of production Channels 61, 62 and 63 are guard channels and are not available for use.

Channel 5 and 35 (paired for Duplex repeaters) are reserved as emergency channels and should be used only in an emergency.

A list of currently authorised channels can be obtained from the ACMA website in Australia and the MED website in New Zealand. Channel 11 is a calling channel generally used to call others and channel 40 is the customary road vehicle channel.

Once contact is established on the calling channel, both stations should move to another unused "SIMPLEX" channel to allow others to use the calling channel.

Channels 22 and 23 are for Telemetry and Telecommand use, voice communications are not allowed on these channels by law.

Channel 9 and above are the best choices for general use in Simplex mode.

Express Warranty (Australia)

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as “Oricom”.

Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 5 years beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the

Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

1. Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or support@oricom.com.au.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Express Warranty (Australia)

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:

- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to:

Oricom International Pty Ltd

Locked Bag 658

South Windsor NSW 2756 Australia

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

Important Information

Repair Notice

Please be aware that the repair of your products may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.