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MOBILE PHONE

Element Mini

USER MANUAL

EN



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1. Safety instructions

**WARNING:**

Pay attention to the following instructions. The manufacturer does not assume any responsibility towards a user that does not follow these recommendations or uses the smartphone in an unsuitable manner. By using the device unsuitably, the user risks violating the relevant acts.

Read this user's manual carefully before use. Keep the manual for future reference.

- Always follow the basic safety instructions when using this device to prevent the risk of fire, electric shock or injury.
- Please read this manual and follow all instructions for use, maintenance and installation. Do not use the mobile phone for purposes other than those for which it is intended.
- Failure to observe the rules specified in the user manual or inappropriate use will result in the invalidation of the warranty and may result in injury or damage to property. The manufacturer is not liable for any damages in such cases.
- Use of a mobile phone is prohibited in some areas. If you find yourself in an area where the use of mobile phones is prohibited, follow the instructions contained in this manual to switch the phone off. Usual areas where the use of mobile phones is prohibited include: Planes, petrol stations with flammable fuels, demolition sites, etc. Operating smartphones can interfere with electronic and medical devices, such as pacemakers, hearing aids and other medical electronic equipment.
- Switch off the phone whenever near fuel, chemical substances and explosives. Keep the device away from children.
- Follow the law on the use of mobile phones while driving. The driver is primarily responsible for the given vehicle. Use the hands-free function of your smartphone, if available. If driving in poor conditions, stop the vehicle before making or taking a call.
- If your phone has "Aeroplane mode", activate this prior to boarding a plane. If your phone does not support this mode, switch the device off prior to boarding a plane, as your device can interfere with plane instruments. Please follow the instructions issued on the plane.
- Always use genuine accessories. Using a non-genuine battery or charger can result in invalidation of the warranty, cause damage to the phone and injury to the user.
- Modifying or changing the features of the phone or tampering with the device is strictly prohibited. Modifying the device can result in serious failure and damage to property and potentially injure the user. Unless approved by the manufacturer, updating the operating software is also classed as a modification.
- Do not connect the battery charger to your smartphone before the battery is installed. Do not short circuit the battery.

- Charge the smartphone battery in well-ventilated and cooled areas and away from flammable and explosive materials.
- To prevent demagnetization, keep your smartphone away from magnetic materials, such as hard drives, credit cards etc.
- Mobile phones are sensitive to external interference, which can seriously affect functionality; in some environments, mobile phones cannot be used at all.
- Neither the mobile phone or charger are toys, small parts can be swallowed by children. The charger and connecting the charger into the electrical outlet is dangerous to for young children. The charger should not be used by children.
- Do not unplug the charger by pulling on the power cord – there is a risk of damaging the power cord/socket and/or charger. Unplug the power cord by pulling on the charger unit.
- Be particularly careful if the display glass on the phone breaks as sharp glass parts can cause injury. Do not use a damaged phone and seek professional help to repair the device.
- A high volume set on the mobile phone can result in damage to hearing, be careful when adjusting the volume. Using your phone to listen to loud music can have serious consequences. Be careful when adjusting the volume to listen to music.
- Do not use liquid or aerosol cleaning agents, benzine, solvents or similar products. Use a lightly damped towel for cleaning.
- Do not use the device near water, e.g. in a bathtub, shower or pool. Immersing the device into water can lead to injury by electric shock. Do not place any containers with water on the device, for example, vases.
- Place the device on stable surfaces. The device may become damaged if it falls on the ground.
- Do not cover the air vents on the device. These are used to prevent overheating.
- Keep the device in areas not prone to someone stepping on it.
- Do not place any objects into the air vents. Risk of fire or electric shock. Do not allow the device to be sprayed with liquid.
- To reduce the risk of electric shock, do not dismantle the device. If your device requires service or repair, take the device to an authorized service centre or qualified technician. Opening the device or removing the cover can uncover areas with dangerous voltage or other risks. Risk of electric shock when using a device that is not properly reassembled.
- Do not expose the device to extreme temperatures, e.g. near a hot radiator or stove or in a heated car.
- Do not place the device on burning objects, such as candles or cigarettes.
- Do not use the device to report gas leaks near the source of the leak.
- This smartphone is capable of capturing photos, recording video and sound; respect the relevant laws and regulations for using these features. Under certain circumstances, capturing photos, video and sound recordings without permission can be considered as breaking the law and valid regulations.



- When using network features, please do not download files infected with a virus, do not install damaged photos and ringtones. Our company is not liable for defects caused by the phone behaving abnormally after downloading files.
- Follow local regulations for disposing of the battery. Recycle if possible. Do not throw the battery into standard waste.

**WARNING**

To prevent the risk of fire or injury by electric shock, do not expose this device to rain or wetness.

DECLARATION: Our company reserves the right to review the contents of this manual without prior notice.

Notes

Some features and accessories described in this user manual depend on the software installed and the capacity and configuration of the local network, and do not necessarily need to be available or can be limited by mobile carriers. Thus, the descriptions provided do not necessarily correspond precisely to the specific phone or accessories, which you purchased. The manufacturer is not responsible for the quality and legality of any contents, which you upload or download to the mobile phone, whether it concerns text, pictures, music, films, additionally installed software protected by copyright etc. You are liable for consequences following the installation or using the contents of the above stated on this mobile phone.

All screenshots, symbols and icons in the user's manual are simulated. Actual screenshots, symbols and icons may differ.

Step-by-step procedures can differ from those provided in this manual, depending on the firmware version on the phone.

Unless stated otherwise, the home screen is the presumed starting point for all procedures described.

The phone is a device, the behaviour of which can be altered by the user via additional apps. Procedures and individual steps can therefore differ from those contained in this manual.

Note on the service provider: The phone is configured from the factory to fully utilize available services. Your provider can limit or change some functions, security measures or behaviour of the phone, as opposed to the description in this manual. Ask your provider for any changes.

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Appendix to the user's manual for the LCD panel

Measures for static image; red/blue/green/black spots on the screen

A static image can damage the LCD display permanently.

- Do not leave a static image on the LCD panel for more than 2 hours. This may result in a damaged panel. This damage is known as "screen burn-in".

The warranty does not apply to screen damage caused by the reasons stated above!



Red, blue, green, and black dots may appear on the screen

- This is typical for liquid crystal displays and does not indicate any problems. LCD screens are made using precision technology to provide even the finest image details. Several defective pixels can appear on the screen from time to time, indicated as red, blue, green or black dots (up to 0.001% of the total pixel count of the screen). This does not affect the properties and performance of your device.

2. Introductory information

Thank you for choosing the mobile telephone Element. This manual provides information on the functions, features and operation of the phone.

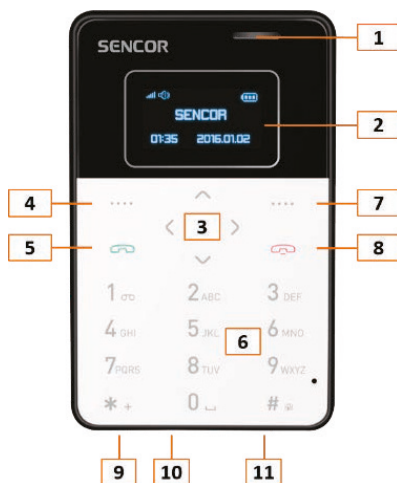
In addition to basic call functions the phone also offers the ability to connect via Bluetooth with your smart phone equipped with operation system Android 4.4.2 and higher.

The mobile phone meets the GSM criteria and is certified by the competent authority.

The company reserves the right to change the contents of the manual without prior notice.

3. Prior to use

3.1. Device



- | | |
|---------------------------------------|---------------------------|
| 1. Speaker | 7. Right software button |
| 2. Display | 8. Button to end the call |
| 3. Navigation keys and central OK key | 9. On/off switch |
| 4. Left software button | 10. USB input |
| 5. Call button | 11. SIM card slot |
| 6. Keyboard, number buttons | |

3.2. Description of buttons

Buttons	Functions
Left software button / right software button	- Performing functions displayed in the left/right bottom corner of the screen. - In standby mode, use the Left Soft Key to enter the Phone menu, the right one to enter the Bluetooth connection.
Navigation keys	Allow you to move in the Phone menu. Use "up/down" keys to move within the phone menu. Use the key "left/right" to view other selection options, if they are available.
Call button	- By pressing this button, you dial a number or accept an incoming call. - In the standby mode, press this button to enter the list of dialled numbers.

Buttons	Functions
Button to end the call	1. Press and hold the button to switch off the phone. 2. Press to return from any screen to the standby screen. 3. Ending the call or rejecting the incoming call.
Number pad	Used to enter numbers and characters. Press and hold the number 1 to go to the preset voicemail.
★ button	From the standby screen, enter ★ after entering a phone number if you want to enter the extension number; when you see the sign "+" type the extension.
Button #	1. On screen for text editing, press the # key to switch the text entry method. 2. On the standby screen press and hold the button # to switch between profiles General, Silent and Meeting.

3.3. Inserting SIM and memory cards

A SIM card must be inserted into the phone before it is first used. Your telephone operator will provide the SIM card.

When purchasing services from the mobile network, you receive a SIM card together with details including your PIN code and the optional services that are available.



NOTICE:

Do not bend the SIM card and prevent it from being scratched. Do not expose the SIM card to static electricity, water and dirt. Use caution when inserting and removing the SIM card to prevent damage to the slot and to the motherboard of the phone.



WARNING:

Disconnect the charger and switch off the phone before handling the SIM card.

To open the SIM card slot press gently the SIM card slot cover at the rear of the phone and push it downward away from the body of the phone. Insert a fingernail between the edge of the slot and the rear of the body of the phone to ease the removal of the SIM card slot cover.

Insert the SIM card type micro in the SIM card slot with cut of corner forward and with contacts directed down toward the body of the phone so that they connect to the built-in SIM card contacts in the phone.

After inserting the SIM card, attach a slot cover for the SIM card slot so that the “beak” of the cover points into the cutout and using gentle pressure on the cover attach it to the phone. If you experience difficulties with attaching the slot cover, check the correct insertion of the SIM card in the slot.

**NOTICE:**

The phone functions such as voice calls, receiving and sending text messages are possible and available only with an active Bluetooth connection to another device or with an inserted SIM card with activated operator functions and within reach of a wireless network. Ask your operator about services available on your SIM card and network availability.

3.4. Telephone on/off

Turn on your phone by pressing and holding the end call button (red handset). Turn off the phone by pressing and holding the end call button (red handset) in the standby mode when the phone's keyboard is unlocked. To break the contact with the battery of the phone (e.g. to restart the phone) use the on/off switch on the bottom edge of the phone.

3.5. Charging the battery

Included in the package is a data cable that you can use to charge from a computer or to connect it to a charging adapter, which is not included.

Connect the data cable to the charging connector at the bottom edge of the phone. Then connect the charging cable to a power source and the battery icon in the right top corner of the screen starts moving. When the battery icon stops moving, the battery charging is complete. Hold the charger plug between two fingers and disconnect the charger from the phone.

**NOTICE:**

Use the original charging cable to ensure a reliable operation of the mobile phone.

3.6. Security password

Activation or change of the PIN code is available in the phone menu: Setting/Security/SIM card lock setting.

PIN

The PIN is used to make it impossible to use your SIM card illegally. The PIN code is usually included with the SIM card. If you enter three consecutive times the wrong PIN, unlock it by entering the PUK code. You will receive details from your telephone operator.

PIN2

The PIN2 code must be entered when entering certain features (e.g. Charge calls); if you enter three consecutive incorrect PIN2 code, unlock it by entering the PUK2 code. You will receive details from your telephone operator.

PUK

When removing a locked PIN code you must enter the PUK code. PUK code is included with the SIM card. If it is not included, contact your telephone service provider. If you enter ten times in a row the wrong PUK, the SIM card cannot be used any longer. Contact your telephone service provider to purchase a new card. The PUK code cannot be changed. If you lose the code, contact your telephone service operator.

PUK2

When removing the locked PIN2 code, you must enter the PUK2 code. If you enter ten times in a row the wrong PUK2 code, you cannot use the functions requiring PIN2 code any longer. Contact your telephone service provider to purchase a new card. The PUK2 code cannot be changed. If you lose the code, contact your telephone service operator.

4. Calling

In case that when you switch on the phone and the default language is English, proceed as follows through the telephone Menu: Menu / Settings / Phone settings / Language and here select from the menu the required language, e.g. "Czech" for Czech language.

4.1. Making a call

In standby mode, using the number keys enter the phone number you want to dial. When you enter the number, press the dialling button and the call is made. If you want to make an international call, add before the phone number the area code.

4.2. Ignoring a call

You can reject the incoming call by pressing the end call button.

4.3. Receiving a call

When you receive a call, the phone duly alerts you (vibration, ring tones, etc.); if this feature is supported by your telephone network, the phone's screen shows the name and telephone number of the caller; at this point you can press the dialling button to receive the incoming call.

4.4. Ending a call

After the conversation you can end the call by pressing the end call button.

4.5. Emergency calls

Call to the emergency services can be made directly without the SIM card. Different networks use different emergency numbers. Contact your telephone operator for details.

4.6. Speed dial of extension

If you want to include a pause when entering the phone number (e.g. for direct dialling an extension number) press repeatedly the button "★" when entering the number. The screen shows the symbol "P", then continue to enter the extension number. When dialling, insert a short pause between the numbers for the switchboard to recognize the number correctly.

5. Available functions in the phone menu

5.1. Telephone directory

This function allows you to browse the phonebook, save, edit, and delete names and phone numbers in the phone and SIM card. The memory capacity of the SIM card varies and the maximum memory capacity of this phone is 500 contacts.

5.2. Messages

Message service is in fact a service of the telephone network. This offer is functioning properly, depending on the type of SIM card and the services provided by the telephone operator. Therefore check this function before using it.

Type message: Before using this feature, make sure that you have set the service center number of the telephone operator. The message capacity of the SIM card depends on its type.

Inbox: Saves received SMS messages.

Drafts: Stores unsent messages.

Outbox: Stores SMS messages, which were not yet sent.

Sent messages: Stores successfully sent SMS messages.

SMS setting: Allows to view the state of the memory of the SMS messages and to set the automatic saving of the sent SMS messages.

5.3. Call registry

Recent calls

Call history provides an overview of calls.

- **Missed calls:** View the list of recent missed calls.
- **Dialled numbers:** View the list of recent dialled numbers.
- **Incoming calls:** View the list of recent received calls.
- **All calls:** View the list of all recent calls.

When you press the Option button in individual views you can select the desired function for the selected item, such as Dial, Send SMS, save the contact to the phone, block the number by adding it to Blacklist (blacklist) or Delete an entry from the call history.

Calls setup

In the menu Setting/Call setting you can find the following functions:

Advanced setting

Blacklist: Rejection of blocked numbers can be switched on or off. You can store up to 20 numbers in the list of blocked numbers.

Auto redial: You can switch this function on or off. When turned on, the phone will automatically dial the number called in the event of a failed connection attempt.

Answer mode: It offers the possibility of activating the answer call function by pressing any phone key and setting to automatically answer the call in handsfree mode.

5.4. Settings

You can adjust the phone setting, like time and date, language, call settings, etc.

User's profiles

Preset modes are Common Mode, "Silence" mode "Meeting" mode and "Outside" mode. Setting up some profiles can be customized.

- **Type of notification / ringing, ringtone / message tone:** Setting ringtones for calls and messages.
- **Ringtone/message volume:** Setting the ringer volume, messages tone volume.
- **Keyboard and volume of key sounds:** Setting a type of sound or switching it off.
- **System alert:** Turning system sounds on or off.

Phone Settings

- **Time and date:** You can set the date and time of the phone and also their display mode.
- Scheduled function On / Off allows scheduling of automatic switching of the phone on or off in a predetermined time.
NOTICE: In the event that your SIM card is protected by a PIN code, your phone will not log into the network after automatically turned on, until you enter a valid PIN code.
- **Language:** You can select the language for the phone.
- **Key shortcuts:** You can speed up selection when pressing navigation keys up, down, left, or right in the standby mode.
- **Flight mode:** allows to switch on/off the Airplane mode (Bluetooth connection and the connection to the network operator are off)
- **Signal of BT alert:** Allows to turn on/off the Bluetooth notifications.

Security settings

Contains SIM card setting and phone security:

- **SIM lock:**
 - **PIN code:** Activation and deactivation of the PIN code.
 - **Change PIN:** Change PIN1 code.
 - **Change PIN2:** Change PIN2 code.
- **Phone security:**
 - **Phone lock:** Activation or deactivation of the phone lock. The default password is "1122".
 - **Change password:** Allows changing the password (lock) of the phone.
 - **Screen auto-lock:** Option to set the time interval after which the phone screen automatically locks. Unlock the screen by pressing the left software key ("Unlock") and then press the key "★".

Setting up the network

Network selection: The option to set selection of the network automatically or manually.

Factory settings

You can restore default values of part of the phone settings. The default password for restoring the factory settings is: 1122.



NOTICE:

Restoring the factory settings may cause the loss of stored settings and data.

5.5. Organizer

Calendar

This function can be used to view easily calendar days. Using the buttons up/down/left/right go to another date.

Alarm

You can adjust the alarm clock, time, ringtones and snooze mode. You can have up to 5 preset active or inactive alarms.

In the "alarm edit" regime, use the up and down buttons to switch to further options. You can choose between the activation and deactivation of a particular alarm clock using the arrow key left/right. You can set the wake up time using the number keys on the phone keyboard. For other items press the button "OK" or Option and then you can choose between the displayed options.

Calculator

This function changes your device into a calculator, which can perform simple mathematical operations.

5.6. Bluetooth (BT) setting

- **Connection:** Allows to turn on/off the Bluetooth connection.
- **Search new device:** Allows to search visible devices with an active Bluetooth connection. Select the device available for pairing and verify the assigned pairing code for both devices. Verification and confirmation of the pairing code completes the connection to remote devices.
- **Visibility:** You can choose phone visibility or hide it when Bluetooth is connected. If the Bluetooth visibility is off, other devices will not be able to find your telephone.
- **My device name:** You can change the name of the phone (the name of your device displayed when searched by other devices). The default device name is Element Mini.
- **Protection against loss:** offers the option to set an alert when the phone is removed far from a paired device using a sound or vibration.

**NOTICE:**

The required distance for Bluetooth connections between remote devices is limited by the parameters of the Bluetooth technology. The Bluetooth pairing and an active Bluetooth connection is always possible with only one remote device. A compatible device with only one active SIM card must be chosen for connection.

BTNotification application

Using a Bluetooth connection to a “smartphone” with an active SIM card, you can use the option of remote sending and receiving SMS messages and calls or listening to music. In this mode, it is not necessary to have the phone Element Mini SIM card installed as SMS messages and calls are carried out via the connected remote device after installing BTNotification for “smart” phones that are equipped with the operation system Android 4.4.2 and higher. The application in English is available for download at www.sencor.eu. The function requires an enabled access to the contacts, call history and sending notifications.

**NOTICE:**

An active Bluetooth connection increases the energy consumption of the phone.

The application allows to set the mode of sending notifications from “smart” phone to the connected phone Element Mini:

- **Accessibility settings:** allows to turn on/off notifications of individual applications and to set accessibility controls of the phone
- **Notification service:** allows to activate/deactivate the notifications of applications
- **Notification app:** allows the selection of individual applications of the phone for which notifications should be sent
- **Blocked app:** allows to edit the list of blocked applications
- **SMS service:** allows to activate/deactivate the remote receiving and sending of SMS messages
- **Call service:** allows to activate/deactivate receive/dial calls remotely
- **Show connection status:** allows to activate/deactivate information about the Bluetooth connection in the status bar
- **Always send notification:** allows the option to activate the display of all notifications

Music via Bluetooth

You can play songs stored in a paired “smart” phone via active Bluetooth connection. The buttons * a # are used during playback to change volume. Navigation keys serve to switch between the played tracks, the central key allows start/pause of the playback.

6. Entering text

The device offers several text input modes, you can enter text or data in your contacts, edit contact records, search for names and write SMS messages.

If you want in the “text input” mode change the input method, press the “#” button. The selected input method is displayed in the upper left corner of the screen.

Letters (big, normal)

Enter the editing page, press the “#” button and switch the mode of entry to “letters” (e.g. “Abc”), then use the number pad and the selected letters will appear on the screen. Press a number key once to enter the first letter printed on the key, press quickly twice for the second letter. If the letter, which you want to enter is on the same button as the previous letter, pause the entering for a moment and then enter the next letter.

For example, if you want to enter “OK”, you should press three times “6” and thus enter “o”, then double press “5” and the display will show the letter “k”. Press the right software key to delete the entered text.

Numbers

Go to the editing mode and press “#” to change the method of entering to “numbers” (e.g. “123”). Then use the number pad and the screen will show the appropriate numbers. Individual buttons 0-9 represent numbers from 0 to 9. To enter the number you want, you can press the corresponding button. Press the right software key to delete the number.

Insert **punctuation** from the selection by pressing ★.

For **space** in the text use the “0” key.

Using the Left Soft Key or the central key OK, display the available message options (e.g. send, save).

7. Care and maintenance

Battery care

The device is powered by a battery. It is necessary to charge the battery when it is empty. You achieve maximum performance of the new battery can only be achieved by charging it when it is fully discharged.

If you do not use the charger, unplug it from the power outlet and from the device. Do not leave a fully charged battery charge for longer than is strictly necessary. Overcharging may shorten its life.

Temperature affects the level to which the battery can be recharged. Therefore, it is necessary to keep the battery at room temperature before charging. If the temperature of the battery exceeds 40 °C, it is not possible to charge it.

Use the battery only for its intended purpose and prevent short-circuiting. Accidental short-circuiting can occur when a metallic object causes direct connection of the positive (+) and negative (-) battery terminal.

Do not use damaged battery.

Do not leave the battery in hot or cold places. It reduces its capacity and life. A device with a hot or cold battery may not work temporarily, even when the battery is fully charged.

Do not throw batteries into a fire, they could explode. Dispose of them in accordance with local regulations.

Product care and maintenance

The following recommendations will help to extend the life of your phone.

Keep the device and accessories out of the reach of small children.

Keep the device dry. All types of liquids or moisture will cause disruption of electronic circuits.

Do not store the device in hot places. High temperatures can shorten the life of electronic devices and warp or melt certain plastics.

Do not attempt to open the device in other ways than as described in this manual.

Improper handling can damage the device.

When cleaning the unit, do not use harsh chemicals or strong detergents.

**NOTICE:**

Use only the supplied or approved replacement accessories. Non-original accessories may damage your phone and may constitute breach of warranty conditions.

8. Technical specifications

Display: 0,96" (monochrome)
Resolution: 128 × 64
Chipset: MTK6261D
RAM memory: 32 MB
ROM memory: 32 MB
Bandwidth: GSM band 900/1800 MHz
Bluetooth
Managing calls and SMS messages
Calendar
Alarm
Calculator
Playing music via Bluetooth
Keypad lock
Micro USB 2.0
Battery: 320 mAh, Lithium polymer
Dimensions 53 × 85 × 4,5 mm
Weight: 28 g
Accessories: USB cable, quick guide

The above given specifications can change without prior notice.

Manufacturer address: FAST ČR, a.s., Černokostelecká 1621, 251 01 Říčany

The original version is in Czech.

The CE symbol shown on the unit, in the user's manual and on the package indicates the unit meets the basic requirements of guideline R&TTE, 1995/5/EC, Guideline for low voltage 73/23/EEC. The declaration of conformity can be found at www.sencor.cz.

INSTRUCTIONS AND INFORMATION REGARDING THE DISPOSAL OF USED PACKAGING MATERIALS

Dispose of packaging material at a public waste disposal site.



DISPOSAL OF USED ELECTRICAL AND ELECTRONIC APPLIANCES

The meaning of the symbol on the product, its accessory or packaging indicates that this product shall not be treated as household waste. Please, dispose of this product at your applicable collection point for the recycling of electrical & electronic equipment waste. Alternatively in some states of the European Union or other European states you may return your products to your local retailer when buying an equivalent new product.

The correct disposal of this product will help save valuable natural resources and help in preventing the potential negative impact on the environment and human health, which could be caused as a result of improper liquidation of waste. Please ask your local authorities or the nearest waste collection centre for further details. The improper disposal of this type of waste may fall subject to national regulations for fines.

For business entities in the European Union

If you wish to dispose of an electrical or electronic device, request the necessary information from your seller or supplier.

Disposal in other countries outside the European Union

If you wish to dispose of this product, request the necessary information about the correct disposal method from local government departments or from your seller.



This appliance complies with EU rules and regulations regarding electromagnetic and electrical safety.

Changes to the text, design and technical specifications may occur without prior notice and we reserve the right to make these changes.

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EN Warranty conditions

Warranty card is not a part of the device packaging.

This product is warranted for the period of 24 months from the date of purchase to the end-user. Warranty is limited to the following conditions. Warranty is referred only to the customer goods using for common domestic use. The claim for service can be applied either at dealer's shop where the product was bought, or at below mentioned authorized service shops. The end-user is obligated to set up a claim immediately when the defects appeared but only till the end of warranty period. The end user is obligated to cooperate to certify the claiming defects. Only completed and clean (according to hygienic standards) product will be accepted. In case of eligible warranty claim the warranty period will be prolonged by the period from the date of claim application till the date of taking over the product by end-user, or the date the end-user is obligated to take it over. To obtain the service under this warranty, end-user is obligated to certify his claim with duly completed following documents: receipt, certificate of warranty, certificate of installation.

This warranty is void especially if apply as follows:

- Defects which were put on sale.
- Wear-out or damage caused by common use.
- The product was damaged by unprofessional or wrong installation, used in contrary to the applicable instruction manual, used in contrary to legal enactment and common process of use or used for another purpose which has been designed for.
- The product was damaged by uncared-for or insufficient maintenance.
- The product was damaged by dirt, accident of force majeure (natural disaster, fire, and flood).
- Defects on functionality caused by low duality of signal, electromagnetic field interference etc.
- The product was mechanically damaged (e.g. broken button, fall).
- Damage caused by use of unsuitable media, fillings, expendable supplies (batteries) or by unsuitable working conditions (e.g. high temperatures, high humidity, quakes).
- Repair, modification or other failure action to the product by unauthorized person.
- End-user did not prove enough his right to claim (time and place of purchase).
- Data on presented documents differs from data on products.
- Cases when the claiming product cannot be indentified according to the presented documents (e.g. the serial number or the warranty seal has been damaged).

Authorized service centers

Visit **www.sencor.eu** for detailed information about authorized service centers.

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