

TCL 20_{Pro} 5G

**Safety and warranty
information**



www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg for head and body, and 4.0 W/kg for Limbs. The specific maximum SAR values can be found in the **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 5 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.



PROTECT YOUR EYE

Clinical studies have shown that blue light can cause damage to the retina. TCL 20 Pro 5G achieves low blue light mode by optimizing OLED devices and materials. Requiring no manual settings, screen colour temperature will remain unchanged during use, thus giving users global low blue light eye protection.

Tips:

- Do not use your device for long periods of time, it is recommended to rest for 10 minutes every hour.
- When resting, please look far away or do eye exercises to relax.



TCL 20 Pro 5G has been awarded Hi-Res Audio certification.

Hi-Res Audio gives you an audio quality that exceeds that of a CD and is close to that of the studio recording.

Notice:

High-Resolution Audio requires a compatible headset, you may need to purchase Hi-Res Audio certified headset.

Safety and use

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• TRAFFIC SAFETY

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their phone when the vehicle is not parked.

When driving, do not use your phone and headset to listen to music or to the radio. Using a headset can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your phone on top of the dashboard or within an airbag deployment area;
- Check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from phone RF energy.

• CONDITIONS OF USE

You are advised to switch off the phone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, phones can interfere with other electrical or electronic devices, or equipment using radio frequencies.

Please consult your doctor and the device manufacturer to determine if operation of your phone may interfere with the operation of your medical device.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

Turn off your mobile phone or wireless device when in a blasting area or in areas posted with notifications requesting "two-way radios" or "electronic devices" are turned off to avoid interfering with blasting operations.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the phone away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the phone and accessories without supervision.

If your phone has a removable cover, note that your phone may contain substances that could create an allergic reaction.

If your phone is a unibody device, the back cover and battery are not removable. If you disassemble your phone the warranty will not apply. Disassembling the phone may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to 40°C (104°F).

At over 40°C (104°F) the legibility of the phone's display may be impaired, though this is temporary and not serious.

Do not open, dismantle, or attempt to repair your phone yourself. Do not drop, throw, or bend your phone.

Do not use the phone if the glass screen is damaged, cracked, or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person has never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation.

To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

• **PRIVACY STATEMENT OF DEVICE USAGE**

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorised devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), ensure your network security. These precautions will help prevent unauthorised access to your phone. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details, and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organisational measures to protect all personal data, for example, against unauthorised or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to:

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

• **PRIVACY**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the operator) disclaim any liability which may result from improper use of the phone.

• **BATTERY**

In accordance with air regulations, the battery of your product is not charged. Please charge it first.

Observe the following precautions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- For a device with a non-removable battery, do not attempt to eject or replace the battery.

- Do not puncture, disassemble, or cause a short circuit in a battery.
- For a unibody device, do not attempt to open or puncture the back cover.
- Do not burn or dispose of a used battery or phone in household rubbish or store it at temperatures above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.



This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Model: QC13

Input Voltage: 100~240V

Input AC Frequency: 50/60Hz

Output Voltage: 5.0V/9.0V/12.0V

Output Current: 3.0A/2.0A/1.5A

Output Power: 15.0W/18.0W/18.0W

Average active efficiency: 81.4%

Efficiency at low load (10%): 71.5 %

No-load power consumption: 0.1W

Radio waves.....

Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg for Head SAR and Body-worn SAR, and 4 W/kg for Limb SAR.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded		
Head SAR	LTE Band 1 + Wi-Fi 5GHz	1.69 W/kg
Body-worn SAR (5 mm)	UMTS 2100MHz + Wi-Fi 2.4GHz	1.56 W/kg
Limb SAR (0 mm)	CA (LTE Band 3 + LTE Band 28) + Wi-Fi 5GHz	3.33 W/kg

During use, the actual SAR values for this phone are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your phone is automatically decreased when full power is not needed for the call. The lower the power output of the phone, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 5 mm. To meet RF exposure guidelines during body-worn operation, the phone should be positioned at least this distance away from the body.

If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organisations such as the World Health Organisation and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information, you can go to tcl.com.

Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the phone will be compliant with the guidelines when used with a headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 5 mm away from the body.

Licences



microSD logo is a trademark.



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under licence. Other trademarks and trade names are those of their respective owners.

TCL T810H Bluetooth Declaration ID D035222



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

This equipment may be operated in all European countries.

The 5150-5350 MHz band is restricted to indoor use only for the following countries:

BE	BG	CZ	DK	DE	EE	IE	EL	ES
FR	HR	IT	CY	LV	LT	LU	HU	MT
NL	AT	PL	PT	RO	SI	SK	FI	SE
NO	IS	LI	CH	TR	UK (NI)			

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, and Hangouts™ are trademarks of Google Inc.

The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch **Google legal** in **Settings > System > About phone > Legal information**)⁽¹⁾.

You have purchased a product which uses the open source (<http://opensource.org/>) programmes mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

⁽¹⁾ May not be available in all countries.

You may download the source codes from <https://sourceforge.net/projects/tcl-mobile/files/>. The provision of the source code is free of charge from the internet.

We hereby point out that the end user warranty against infringement of IPR is solely limited to the EU/EEA/Switzerland. If and to the extent that the Product is exported, taken with, or used by the end customer or end user outside the EU/EEA/Switzerland any responsibility, warranty or indemnification of the manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to IPR infringement).

General information

- **Internet address:** tcl.com
- **Hotline:** Go to our website <https://www.tcl.com/global/en/mobile-support/hotline&service-center.html>
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labelling path:** Touch **Settings** > **System** > **Regulatory & safety** or press *#07# to find more information about labelling ⁽¹⁾.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

GSM 900: 34 dBm

GSM 1800: 31 dBm

UMTS B1/8 (2100/900): 24.5 dBm

LTE FDD B1/3/7/8/20/28 (2100/1800/2600/900/800/700): 24.5 dBm

LTE TDD B38 (2600): 24.5 dBm

LTE TDD B40 (2300): 24 dBm

5G NR FDD n1/n3/n7 (2100/1800/2600): 24 dBm

5G NR FDD n28 (700): 24.5 dBm

5G NR TDD n40/n41 (2300/2500): 24 dBm

5G NR TDD n78 (3500): 23.5 dBm

Bluetooth 2.4GHz band: 9.47 dBm

Bluetooth LE 2.4GHz band: 4.91 dBm

802.11 b/g/n 2.4GHz band: 15.29 dBm

802.11 a/n/ac 5.0GHz band: 13.37 dBm

NFC 13.56 MHz: -17.481 dBuA/m at 10m

• Regulatory information

Hereby, TCL Communication Ltd. declares that the radio equipment type **TCL T810H** is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.tcl.com/global/en/service-support-mobile/eu-doc.html

⁽¹⁾ May not be available in all countries.

• **Additional information**

The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: www.tcl.com/global/en/service-support-mobile/eu-doc.html

Protection against theft ⁽¹⁾

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific operator services.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This phone may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this phone ("Third Party Materials"). All Third Party Materials in this phone are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and phones in complying with Intellectual Property Rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this phone or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its phones without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

⁽¹⁾ Contact your network operator to check service availability.

LIMITED WARRANTY

• **Additional Rights Under Consumer Laws**

As the consumer You may have legal (statutory) rights that are in addition to those set out in this Limited Warranty, such as the consumer laws of the country in which You live ("Consumer Rights"). This Limited Warranty sets out certain situations when the Manufacturer will, or will not, provide a remedy for the TCL device. This Limited Warranty does not limit or exclude any of your Consumer Rights relating to the TCL device.

• **Manufacturer Warranty Coverage**

This Manufacturer's Limited Warranty sets forth the warranty responsibilities of the Manufacturer regarding TCL branded hardware and accessories manufactured by or on behalf of the Manufacturer.

The Manufacturer warrants to the original end-user purchaser of a new TCL device ("You"), that the TCL device will be free from defects in materials and workmanship under normal use from a period that commences on the date of original purchase by You and continuing for the following specified period of time for each applicable type of TCL device (the "Warranty period").

This Limited Warranty is not transferable by You.

The applicable Warranty period is listed below:

TCL Phone & Embedded battery ⁽¹⁾ 24 months ⁽²⁾

TCL accessories: USB cable, Charger, Earphone 12 months ⁽²⁾

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed by the Manufacturer or its authorised service providers, your phone or part thereof will be either repaired or replaced, as appropriate. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the costs of repair or replacement (labour and spare parts) but excludes any other costs.

This warranty shall not apply to defects on your phone and/or accessory due to (without any limitation),

- non-compliance use with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- connection to any equipment not supplied or not recommended by the Manufacturer;
- repair performed by individuals not authorised by the Manufacturer or its affiliates;
- modification, adjustment or alteration of software or hardware performed by individuals not authorised by the Manufacturer;

(1) The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration.

(2) The Warranty period may vary depending on your country of purchase and/or channel of purchase.

- inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, intrusion or download of malicious files/software (malware), crash, high voltage, corrosion, oxidation.

Your phone will not be repaired in cases where labels or serial numbers (IMEI) have been removed or altered.

In no event shall the Manufacturer or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to You.

If your TCL device is returned during the Warranty period, but your TCL device is not covered under this limited warranty, terms and charges may apply for any repair or processing performed. If you do not live in the country where the TCL device was originally sold to you then,

- (a) warranty repair or service may not be possible;
- (b) you may be required to agree to terms and/or to pay certain costs (including but not limited to, shipping and handling costs);
- (c) the warranty repair or service, if possible, may take longer than normal to complete.

• **Back Up Your Data**

You should regularly backup your data, files, applications and settings as a safeguard against possible operational issues including prior to the return of the TCL device. Data backup is your responsibility and is not the responsibility of the Manufacturer, the retailer through whom You purchased the TCL device, or the Manufacturer's authorised service providers through whom You may have received servicing, (repair or replacement of the TCL device).

If you need to send/leave your TCL device for servicing, we recommend you to remove from your device any peripherals (memory card, SIM card) and personal and confidential data before sending/leaving your TCL device.

During the servicing (repair or replacement) content on your TCL device may be deleted, reformatted or configured as originally purchased (subject to then current updates and upgrades of software) and peripherals removed may not be returned to you. This limited warranty does not cover the backup, recovery or reinstallation of your data, files and applications to the TCL device.

Manufacturer: TCL Communication Ltd.

TCL 20 Pro 5G