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TERMS OF WARRANTY

Term of warranty

The term of warranty begins on the date of purchase of the device and it is certified by the Customer's invoice or receipt. Therefore, you should always keep the original proof of payment safe, along with the device accessories. In case the device was a gift, a gift card provided by the store is also acceptable, if it states the date of purchase. The battery warranty is valid for 12 months of normal usage. The accessories warranty (e.g. dock, charger) is valid for 6 months of normal usage.

Provision of customer support during the Term of Warranty

During the warranty term, the Customer should contact the purchase store or the MLS Technical Support directly. Before addressing the store or MLS, the customer should have at his possession the following:

1. The purchase receipt/ invoice.
2. The serial number or the IMEI number of the

device

An analytical description of the problem, if possible.

In case the store or the MLS phone support service decides that the malfunction or the damage occurred while the product was functioning properly (see Exceptions), the store oughts to send the device to the MLS Service department. Alternatively, the Customer himself can send the device, after contacting the MLS phone support. The product must be wrapped appropriately for its safe transfer and must be accompanied by the purchase receipt, a description of the problem and all accessories that might need to be checked. MLS will not be held liable for the loss or damage of the device during transport and until the delivery of the device.

Warranty limitations

It is the responsibility of the Customer to keep a backup of all the data stored in the internal memory of the device or in an external memory card. MLS bears no

responsibility for the loss of any software or data stored in the device by the Customer that has been sent for repair. MLS reserves the right not to repair, but to replace the device with a newer one, of similar technical specifications, in case the product has been withdrawn from the market, but is still under warranty. In case of replacement, the present warranty will be still valid and will not be extended.

Exceptions

MLS will not be held responsible under the present warranty in case the control and examination of the product upon delivery proves that the apparent default or malfunction of the product does not exist or that it was caused by improper use by the Customer or any third person, negligence, improper maintenance, scratches/ damages/ blows, unauthorized attempts of opening/ repairing or modifying the materials of the product, improper installation or use of any software added by the Customer, or any other cause apart from its expected use.

Furthermore, MLS will not be held liable for damages caused by accidents, fire, thunder, power shortages/ fluctuations or other dangers or natural disasters.

The present warranty will terminate in case:

- The product has been breached (opened) by non-authorized personnel
- The serial number has been modified, deleted, removed.
- The term of warranty has expired.
- An accessory not provided by MLS has been used on the device.

GUIDE FOR SAFETY AND CORRECT USAGE

Keep the device out of reach of children and animals

Keep the device and all of its accessories out of reach of children or animals. The swallowing of small parts might lead to asphyxiation or severe trauma.

Handle and dispose of the batteries and the chargers with care

- Only use chargers specifically designed for your device. Do not use chargers and batteries by third party manufacturers. Incompatible batteries and chargers might cause severe trauma to you or damage to you device.

- Do not throw the batteries or the device into the fire.

- Do not place the batteries or electric/electronic devices on or inside heated devices, such as kitchen ovens, microwave ovens, electric hangers, air heaters or radiators. Batteries are likely to explode when overheated.

- Never bash or pierce the battery. Avoid exposing the battery to high external pressure.

Avoid interferences by pacemakers - medical devices

Maintain a distance of at least 20 cm between the devices and pacemakers, hearing aids or other medical devices, in order to avoid possible interferences. Contact the manufacturers of those devices in order to solve any interference issues. Follow all the rules, the warning signs and guidelines of the medical personnel when you're in hospitals, medical offices or other spaces in which medical devices are located.

Reduce your arm tension

Constant exposure to high volume sounds might damage your hearing. Always lower the volume before you plug your headphones to the device and pick the lowest volume scale possible which you deem necessary, in order for you to listen to conversations and music, regardless of the use of headphones or not.

Minimize your exposure to loud sounds

Constant exposure to high volume sounds might damage your hearing. Always lower the volume before you plug your headphones to the device and pick the lowest volume scale possible which you deem necessary, in order for you to listen to conversations and music, regardless of the use of headphones or not.

Correct Usage of the device

- Do not let your device get wet. All types of liquids may cause irreparable damage to the device. Damages caused by moisture are not covered by the proper function warranty.
- Your device is a sensitive electronic device. electronic device - make sure you don't drop it or smash it.
- Do not put stickers on the device and do not use glue or paint on your device. All of the above might cause problems or irreparable damage to the function of the

device and will cancel the proper function warranty.

- Your device and your memory cards might be destroyed if they are exposed to magnetic fields.
- Do not use transport cases or accessories with magnetic clutches and do not bring the device in contact with magnetic fields for extended periods of time.

SAFETY PRECAUTIONS

Limit the use of electronic devices in public spaces

Follow all the regulations that limit the use of electronic devices in specific public spaces, such as hospitals, gas stations, cinemas etc.

Protect the batteries and the chargers.

- Extreme temperatures might reduce the charging capacity and your batteries' life expectancy. Do not expose your batteries to extremely low or extremely high temperatures (below 0 °C/32 °F or over 60 °C/140 °F).
- Do not leave your device inside your car

during the summer months.

- Avoid bringing the batteries in contact with metallic objects or other conducts of electricity, because you might risk permanent damage to the battery.
- Immediately replace any broken charger or battery.

OTHER INFORMATION

Only authorized MLS personnel should have access to the interior of the device.

If the device is opened by non-authorized personnel, it might cause damage to your device and the guarantee will not apply.

How to use a car mount.

You should be sure that the car mount does not hinder your line of vision when you place it on the windshield. Clean the area before you secure it. For better support, you can lightly moisten the suction cup of the car mount. The car mount should be placed low on the windshield, so in case of detachment, the possibility of smashing

the device or distracting your attention from driving is diminished.

Careful handling of the SIM card

Do not remove the SIM card while the device is operational, because you might lose data or damage your card or your device.

Protect the card from strong shocks, magnetic fields and static electricity.

Do not touch the circuit or the outputs of the card with your fingers or with metallic objects.

Instructions on using the battery - charger.

Do not leave your device charging continuously, as this might cause problems to the battery.

Disconnect the chargers from the power source when you're not using them.

Do not use chargers from other devices for your device or the battery from your device for different purposes.

SAR Information (Specific Absorption Rate)

The device is in compliance with the EU Directives limiting human exposure to radiofrequencies transmitted by radioequipment and telecommunications equipment. The maximum acceptable exposure level (known as Specific Absorption Rate or SAR) is 2,0 Watt per body weight kilogram.

You can find more information on SAR on the Technical Specifications of your device.

Discard and recycle your old device and battery.

The discarding of all electrical and electronic products must be done separately from other waste, through designated collection facilities. The proper discarding of those products will help prevent negative consequences to the environment and public health.

Specifically, batteries should not be discarded with other household waste at the end of their life cycle, because they contain heavy metals that might have

harmful consequences to the public health and the environment, if not properly discarded.

MLS Informatics partakes in recycling programs and you can bring your old devices or batteries to any one of our offices at any time. In that way, you can be sure that your device or battery will be forwarded for recycling.

MLS AFTER SALES SUPPORT SERVICE

You bought an MLS device? You don't know how it works? You don't know how to update the MLS Talk& Drive Maps? What's MAIC? How do I use Talk&Call?


We're here for you! MLS is there for you to solve all your possible problems! Customer Service is here to help you and answer any questions you might have. For issues such as:


- Your device won't turn on?
- Won't charge?
- How do I update it?
- MAIC doesn't understand me.
- My contacts are lost
- MAIC, MLS Talk&Call and MLS Talk&Drive do not work.
- How do I export my contacts to my SD card?
- The storage space of my device is small.
- My device has a low response rate.
- GOS doesn't work.
- The flash or the vibrating function do not work.


- My device won't connect to my computer or is not recognized by my computer
- The SD card is not recognized

Before you talk to one of our resellers, you can contact us with the following ways:

Customer Service Call Center

 Tel.2310 989838

 Fax.2310 989808

 Email: support@mls.gr


Monday to Friday 9:30am-8:30pm


Saturday 10:30am-3:30pm

MLS Stores

MLS Store Mall

 35, Andrea Papandreou str., 15125 Marousi (inside The Mall Athens)

 Tel. 210 6104859

 Fax. 210 6107683

 Email: mlsmall@mls.gr

Monday to Friday 10:00am - 9:00pm

Saturday 10:00am - 8:00pm

MLS Store Piraeus

📍 120, Grigoriou Lampraki str.,18532

☎ Tel. 210 4111160

📠 Fax. 210 4111161

✉ Email: mlspeiraias@mls.gr

Monday/Wednesday/Saturday 9:00am-3:00pm

Tuesday/Thursday/Friday: 9:00am - 9:00pm

MLS Store Cosmos

📍 11Th km National Road of Thessaloniki/
Nea Moudania, 570 01, Thessaloniki (inside
Mediterranean Cosmos)

☎ Tel. 2310 475263

📠 Fax. 2310 475264

✉ Email: mlscosmos@mls.gr

Monday to Friday 10:00am - 9:00pm

Saturday 10:00am - 8:00pm

MLS Store Tsimiski

☎ Tel. 2310 220538

📠 Fax. 2310 220548

✉ Email: mlstsimiski@mls.gr

Monday / Wednesday 9:00am - 5:00pm

Tuesday / Thursday / Friday: 9:00am - 9:00pm,

Saturday 9:00am - 9:00pm

MLS Offices

Customer Service Department of Attica

📍 Διγενή Ακρίτα 40 & Αργυρουπόλεως, Τ.Κ.
16451, Αργυρούπολη

Δευτέρα-Παρασκευή 9:00πμ-5:00μμ

Τμήμα Εξυπηρέτησης πελατών Θεσσαλονίκης

📍 40, Digeni Akrita str. & Argyroupoleos,
T.K. 16451, Argyroupoli

Monday to Friday 9:00am-5:00pm

MLS Updater

For your accommodation, MLS has created the MLS Updater. MLS Updater is a tool that allows you to do the following to your Android device:

- Update the latest MLS Services versions
- Update your maps

- Update your ROM software by fixing possible problems.
 - Keep you updated on important subjects regarding MLS products and services.
- MLS Updater is pre-installed in your device. For better support, MLS suggests that you regularly update it to its latest version through Google Play Store. In that way, you'll be continuously updated and receive support for technical issues.

Note: MLS Updater is exclusively addressed to smartphone and tablet MLS users.

MLS Destinator users can update their maps to their latest version via our website www.mls.gr. Register on our members tab and download the new maps for free via through your computer. The process is simple and does not require advanced computer knowledge.

USEFUL TIPS

- To ensure the optimum function of your device, we recommend that you reboot it at regular intervals.
- Keep a backup of your personal data (contacts, photos, music etc.) In that way, you'll make sure that your personal data will be safe in case of loss or malfunction of your device. In case you address the MLS Technical Department, please make sure that you have kept a backup of your data, because we might have to, for example, switch your device's motherboard during the repair, meaning that all your data will be lost.
- It is recommended that you do not use accessories manufactured by third parties (chargers, wires, batteries), because they might lead to malfunctions or even damages to your device.
- In case your device won't charge, make sure that you're using the original charger of the product and that the cable has been properly plugged in. Connect your device to the USB port of your computer and see if it works.

- In case your Android device freezes, take out the battery, press the reset button or keep the on/off button pressed continuously for 30-40secs.
- If you happen to notice that your device keeps malfunctioning after a ROM update, we recommend you to try resetting your device.
- In order for you to discover and use the 100% of the capabilities of an Android device, you'll need to add a Google account. In case you have any questions, call 2310 989838 and visit

Our website www.mls.gr. There, you'll find all our manuals and the characteristics of MLS devices, as well as all the frequently asked questions.

The information included in the manual that you're holding are indicative. Real time functions vary, depending on the operating system edition of the device.

