

Warranty service

BIRD E5018

More info www.hatarimobile.com



Hatari Wireless Co., Ltd. provides handset warranty 12 months warranty period from the date of purchase (invoice). Free of charge for repairing BIRD E5018.

Accessories are included with other phones 6-months warranty period:

Note: Accessories as below list have 6-months warranty period:

- Battery
- Adapter
- Small talk
- Data Link

Warranty Terms

1. BIRD E5018 products and accessories are warranted only in case of defects due to manufacturing faults.
2. The buyer must show the receipt / tax invoice. Or a warranty for use as a proof of purchase date. Buyers must keep the warranty and proof of purchase throughout the warranty period.
3. The warranty covers only products purchased in Thailand and the warranty service must be provided by a service center officially appointed by Hatari Wireless.
4. This Limited Warranty applies only to products sold by Hatari Wireless.

Conditions and exclusions that end guaranteed.

1. Damage due to accident Misuse, trial, demonstration, repair, installation, adjustment, or modification mistakes or carelessness. The misunderstanding from the working process in the product user manual.
2. Unusual damage or damage due to liquid or food spills, sweating, or natural disasters such as fire, flood, earthquake, or power failure.
3. General wear due to wear and tear, corrosion, rust or fouling. And the threat of animals or insect bites.
4. Scratches and damages. On surfaces and external components caused by customer use.
5. Claims for damages or missing parts after 14 days from the date of purchase.
6. Any components that are replaced with non-authorized components or components approved by Hatari Wireless Co., Ltd. Or unauthorized and approved service technicians who are not employees of Hatari Wireless Co., Ltd. and / or service centers appointed by the Company.
7. Phone Label of the product is modified, deleted, crossed, or destroyed, and the product warranty is changed. Or delete it in any case.
8. External components TPU Case and user manual

9. Damage caused by spyware & viruses is obtained by sending messages, loading pictures or sounds, damaging from sweat or cleaning the device, and misuse.
10. Imported direct (not from Hatari Wireless company) will not be guaranteed.
11. Drowning phone or have been repaired by any employee or service center who is not authorized from Hatari Wireless Co., Ltd. The details are as below.
 - A. Drowning mobile phone/Moisture Stain /Fall down
 - B. When it comes from water damage is not guaranteed for all types of cases, including cases where the moisture on the PBA will end of guaranteed.
 - C. Plastic screen, external frame, antenna cable, plastic parts and external component case cover. If the screen is burned from the same image will not be guaranteed.

How to obtain warranty service

1. During the warranty, Hatari Wireless Co., Ltd. provides repair or replacement parts at service centers or authorized dealers from during the warranty, Hatari Wireless Co., Ltd. provides repair or replacement parts at service centers or authorized dealers from Hatari Wireless Co., Ltd. and will only take care of defective parts and / or accessories that come with the kit.

2. Please study user manual to ensure that you have followed all the correct steps. Especially, please refer to the instruction manual supplied with the product.
3. If you need help, please contact Customer Service at 02-255-5900 during business hours on business days or in case you need to send goods to the service center of Hatari Wireless Co., Ltd. or service representative. Please provide us product model number and serial number, IMEI number (if available), proof of purchase and description. Check the details of the service center at the website.
www.hatarimobile.com/service
4. If the product has expired warranty. You should send the product to a service center, Hatari Wireless Co., Ltd. or a repairing company authorized for repair and you will receive Repair Confirmation.
5. You allow Hatari Wireless to conduct testing for diagnose the product to find out the cause of the failure / defect and to find out how to take care of it. Replacement parts and replacement parts must be considered and at the discretion of Hatari Wireless Co., Ltd.
6. Please take out all accessories before send the product to the service center of Hatari Wireless Co., Ltd., unless such device is in the warranty period. Hatari Wireless Co., Ltd.,

shall not be responsible for any damage or loss to the device.

7. Please remove any accessories. Before sending the product to the service center, except the device is in the repairing from our company, Hatari Wireless Co.,

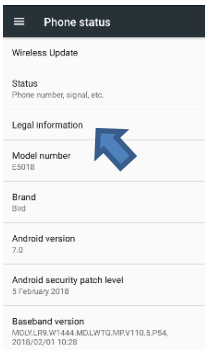
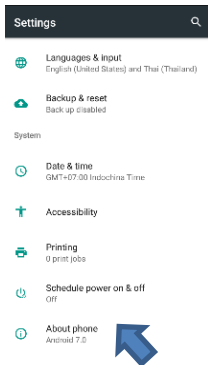
Update the new software by yourself

1. Enter **Settings** menu > then select **About Phone**
2. Select **Wireless update**, phone will automatically check for new update software when entering into this menu. If there is a new software releasing, it will notify for new update software and ask permission to download.

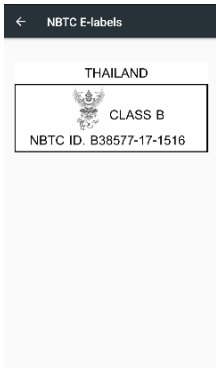
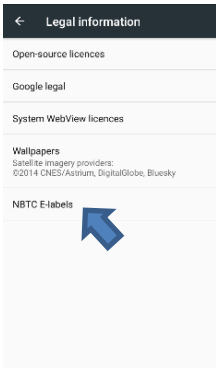
Moreover, user can set the cycle for checking the new update software every 1 day, 3 days or every week and also define on other settings such as download automatically via Wi-Fi and so on.

Accessing NBTC E-label menu

1. Enter **Settings** menu from home screen
2. Then select **About Phone**
3. Select **Legal Information**
4. Select **NBTC E-LABELS**



NBTC E-label menu



NBTC Label is to inform that Bird E5018 passed procedures for conformity assessment of telecommunication equipment as required by NTC/NBTC Notifications and Bird E5018 NBTC ID is **NBTC ID.38577-17-1516**