

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.

1300 889 785

Monday - Friday 8am – 6pm AEST

Email: support@oricom.com.au

www.oricom.com.au

Oricom Support - New Zealand

0800 674 266

Monday - Friday 10am – 8pm NZST

Email: support@oricom.co.nz

www.oricom.co.nz



Ref: 29032019



Operating Instructions

PMR795 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 1300 889 785
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 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 batteries.

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



WARNING

- Never replace batteries in a potentially explosive atmosphere (such as where gas is leaking) as contact sparking may occur while installing or removing the batteries and cause a fire or an explosion.
- Do not modify, cut, disassemble, crush, bend, puncture, heat or damage the batteries.
- If batteries leak, 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 batteries to water or other liquids.
- 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 batteries according to local regulations, never in your household rubbish.

WARNING:

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

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.



WARNING

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.

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.



WARNING

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.

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.



WARNING

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.

Installation

Removing the Belt Clip

Pull the belt clip latch away from the radio.

While pulling the belt clip latch, push up the belt clip.

Installing the Belt Clip

Slide the belt clip into the slot.

A “click” indicates the belt clip is locked into position.

Installing the Batteries

WHEN USING RECHARGEABLE BATTERIES (not included) :

The charge time is about 12 hours, charging is indicated by a red light on the top of the display and the battery meter indicators flashing, once batteries are fully charged the red light will turn off.

Use 3 AAA 500mAH NiMH rechargeable batteries and 5V 1Amp USB power adaptor.

NOTE: DO NOT CHARGE ALKALINE BATTERIES.

FOR USE OF NON RECHARGEABLE BATTERIES:

1. Slide down the battery compartment cover.
2. Insert 3 x AAA batteries (not included).
3. Position the batteries according to the polarity marking on the battery compartment.

After placing batteries into correct positions, replace the battery cover.

Notes:

- *Use only the same type and make of batteries.*
- *Remove the batteries if the units will not be used for a long period of time.*

Low Battery Meter Indicator

When the battery level is low, the battery icon will display the low battery status by flashing on and off. The battery symbol will continue to flash until it totally drains the battery, you will then have to replace the batteries.

Transmitting Range

The talk range will depend on your surroundings and environment it will be affected by obstructions such as hills or buildings.

Don't try to use two radio units which are less than 1.5 m (5 feet) apart. Otherwise, you may experience interference.

Talk range depends on the terrain. It will be affected by concrete structures, heavy foliage and by operating radios indoors or in vehicles.



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 PMR795 2-Way CB Radio



LCD Screen

00 Channel Number

38 CTCSS Code. Changes from 1 to 38 as selected by the user.

[Battery Icon] Displays the Battery charge level. When the bars are reduced, the battery needs recharging.

TX Displayed when transmitting a signal.

RX Displayed when receiving a signal.

DCM Displayed when the Dual Watch function is turned ON.

vox Displayed when the VOX feature is enabled.

Operation

Turning the Unit ON/OFF



To Turn ON;

- a. Press and hold the Menu/PWR until you hear a beep sound.

To switch OFF;

- b. Press and hold the Menu/PWR.

Adjusting the Speaker Volume

You have 8 preset volume levels. To increase the volume press the Up / Scan button and to decrease the volume, press the Down / Mon button, press PTT button or Menu/PWR button to confirm.

Changing Channels

To change channels, once you have turned your unit on, press the Menu/PWR once and use the Up/Down buttons to scroll through to your preferred channel. Press the PTT button to confirm channel.

Your PMR795 is simplex “one way at a time”. While you are speaking, you can not receive a Transmission.

Your PMR795 is an open--license band. Always identify yourself when transmitting on the same channel.

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

Key Lock

Press & hold Lock button for 6 seconds, the unit will be locked and lock icon will appear on the LCD screen. When the radio is locked, only the Torch button, Menu/PWR button (for power on and off only), PTT button and Lock button are active. Press & hold Lock button for 3 seconds to unlock the radio.

Torch

Press and hold the Torch button to turn on, release to turn off. The torch can still be used when the radio is off.

Auto Scan

To turn on Auto Scan, press & hold the Up / Scan button for 2 seconds. To turn off Auto Scan, press & hold the Up / Scan button for 2 seconds, or the Menu / PWR button.

Monitor (Zero squelch)

Press & hold the Down/Mon button for 2 seconds to activate monitor.

Press & hold the Down/Mon button for 2 seconds to deactivate monitor.

Transmitting (Sending speech)

The unit is in RX mode when turned ON and not transmitting. When a signal is received on the selected channel, "RX" icon will display on the LCD screen.

- a. Press and hold the PTT (Push to Talk) button to transmit your voice. "TX" will display on the LCD screen.
- b. Hold the unit in a vertical position with the Mic (Microphone) 5 cm away from your mouth. While holding the PTT button, speak into the microphone in a normal tone of voice.
- c. Release the PTT button when you have finished transmitting. For others to receive your transmission, they must be on the same channel as you.

CTCSS/DCS

Press the Menu/PWR button twice and use the Up / Down to select CTCSS/DCS Continuous Tone-Coded Squelch System channel. CTCSS eliminates interference from other users on the same channel.

CTCSS = Coded tone controlled squelching system. This allows you to talk on a private sub channel on an active channel.

DCS is a digital extension of CTCSS.

DCS=DCS is a digital extension of CTCSS. It provides extra, digitally coded, squelch codes that follow after the 38 CTCSS codes. CTCSS 1 to 38, followed by DCS 1-83.

VOX

Voice operated transmitter, allows you to transmit with your voice without pressing the PTT button.

Your PMR795 is equipped with an adjustable Voice Operated Transmitter (VOX) that can be used for automatic voice transmission.

In this mode, transmission is automatically initiated by speaking into the microphone. There is no need to push the PTT button. To activate, press the Menu/PWR button 3 times, screen will display VOX and the current VOX setting. Press the Up or Down buttons to select voice level (from 1 to 3 level or OF), press the PTT button to confirm setting, VOX default setting is off.

CA

Call allows you to select different tones for transmission to an operator on the same channel.

Press Menu/PWR button 4 times, screen will display CA, the selected tone number will flash. Press UP or Down buttons to select call tone from 01~10, press PTT button to confirm call tone setting. Default setting for call tone is 01.

There are 10 call tones available in this unit. To activate a call tone, briefly press the PTT twice. This can only be activated once every 3 minutes.

TOT

Time out timer means the unit will automatically stop transmitting after 30 sec or 60 sec continuous transmission.

Press Menu button 5 times, screen will display 60 TO, press Up or Down button to select 60 or 30 seconds or OF. Default setting is 60 seconds, press the PTT button to confirm changes.

Roger Beep

Roger beep means a tone added to the end of broadcast, it indicates that the user/operator has concluded speaking. This is a tone which is automatically transmitted whenever the PTT button is released.

This alerts the receiving party that you have ended the transmission, and you are now in receive mode.

Press Menu button 6 times, screen will display ON RO, press up or down button to choose RO OF or ON, press the PTT button to confirm changes.

Key Tone

You can turn on and off an audible sound when keys are pressed. Press Menu button 7 times, screen will display a bell and ON, press Up /Scan button to choose ON or Down/Mon button to choose OF. Default setting is ON, press the PTT button to confirm changes.

DCM

Dual channel monitoring allows you to monitor two channels, eg: channels 12 and 17 can be monitored or 49 and 59.

Press Menu button 9 times, screen will display DCM OF, press Down or UP to choose DCM OF or ON, when DCM is turned on, the channel will need to be set by using the UP / Down buttons. Press the PTT button to confirm selection.

Important:

In order for other people to receive your transmission, they must also be on the same channel that you are currently using. Refer to the "Changing Channels" section for more information.

When the PTT and/or CALL buttons are continuously pressed, your Radio cannot receive any transmissions.

Reset the unit

Remove the batteries from the battery compartment, press and hold the Menu/PWR button, now install the batteries making sure they are in the right polarity. Your radio will turn on and display CH 12, release the Menu/PWR button.

Duplex operation via Repeaters

This feature allows to use 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 need to set the Duplex access on this Channel.

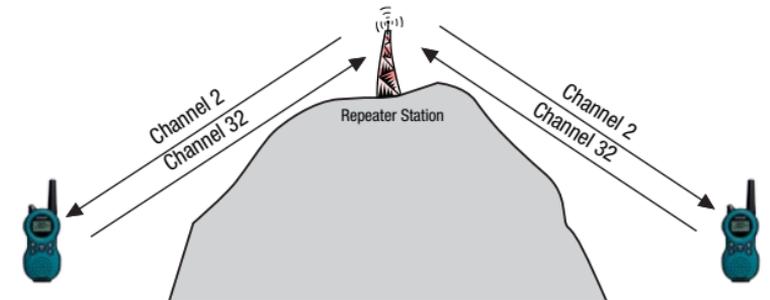
When you have turned on the Duplex setting in the menu for the selected channel (and you are within range of a local repeater), your radio will automatically transmit to the repeater on channel 32.

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 eight times, “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



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

Channel Frequency Table

	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.

CTCSS and DCS will not operate on channels 5 and 35.

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.

TROUBLE SHOOTING GUIDE

PROBLEM	GUIDE
No power or radio switches off after short time	<ol style="list-style-type: none"> 1: Check charger and batteries are installed correctly. 2: Clean battery contacts (Important!). 3: Replace batteries with fully charged or new batteries. 4: Battery capacity poor: battery defective or at end of life, replace batteries.
I cannot communicate with other group members	<ol style="list-style-type: none"> 1: Verify, that the channel frequency and the CTCSS settings are the same on all radios. 2: The other group members are not within radio coverage.
Audio cutting in and out at receivers end.	<ol style="list-style-type: none"> 1: Too weak signal-too far away. 2: External mic defective? Please contact Oricom Support.
Too many transmissions heard on my channel.	<ol style="list-style-type: none"> 1: Another group is using the same channel number -change channel

Customer Support

If you have any problems setting up or using this product, you will find useful tips and information in the Troubleshooting section of this user guide as well as “Frequently Asked Questions” on our website www.oricom.com.au.

If you have further questions about using the product after reviewing the resources above or would like to purchase replacement parts or accessories, please call our Customer Support Team.

Important

Please retain your purchase receipt and attach to the back page of this user guide as you will need to produce this if warranty service is required.

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 products 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. 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.

Nothing in this Express Warranty excludes, restricts or modifies any condition, warranty, guarantee, implied term, right or remedy pursuant to the Australian Consumer Law and which may not be so excluded, restricted or modified. For such conditions, terms, guarantees and warranties that cannot be excluded, restricted or modified, Oricom limits the remedies available to extent permitted in the relevant legislation.

The Express Warranty Period will be 3 years from 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

Express Warranty (Australia)

(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. Wilful 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, 1300 889 785 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 or fax a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the goods for warranty service.

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 goods 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 goods before sending for repair. Please also be aware that goods presented for repair may be replaced by refurbished goods or parts of the same type rather than being repaired.

