

ENGLISH  
ESPAÑOL



# LG Watch Urbane™

2<sup>ND</sup> EDITION | *LTE*

QUICK START GUIDE



MBM65358801 (1.1) H

Printed in Korea



[www.lg.com](http://www.lg.com)

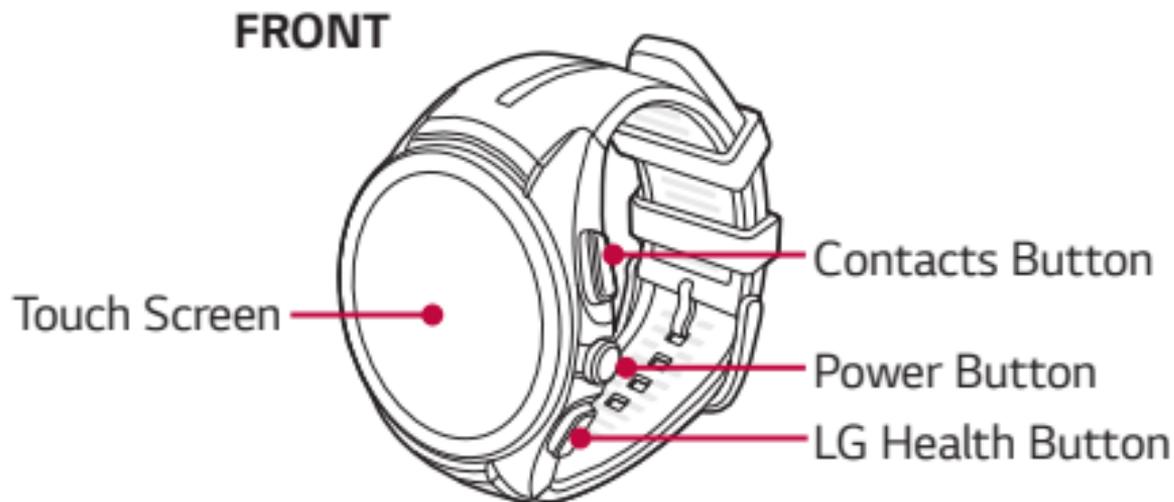
 This booklet is made from 92% post-consumer recycled paper.

 This booklet is printed with soy ink.

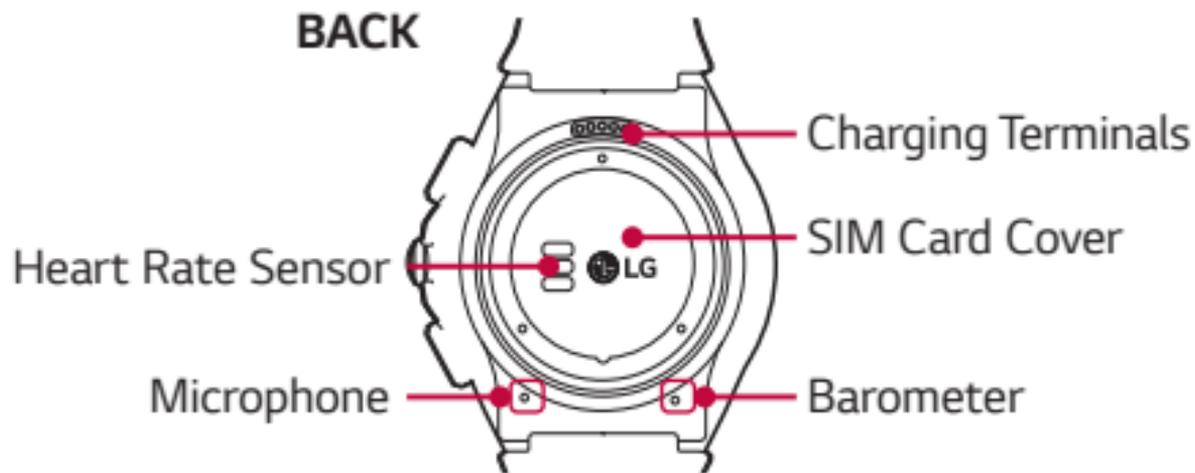
## About Your Watch

ENGLISH

Your watch comes with the SIM card pre-installed.



## About Your Watch

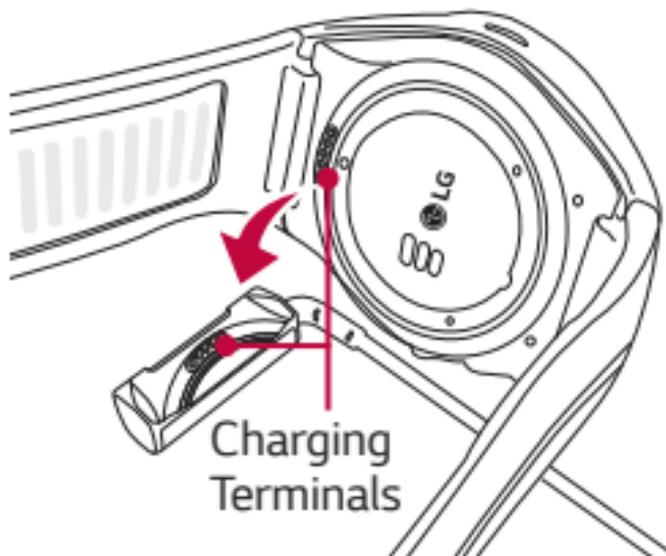


### Warning

- Keep the microphone and barometer holes clear.
- Any damage to the Barometer or Microphone resulting from any accident, unreasonable use, tampering or other causes not arising from defects in material or workmanship may void the Limited Warranty.
- See the user guide for information on removing the SIM card cover.

## Charging the Watch

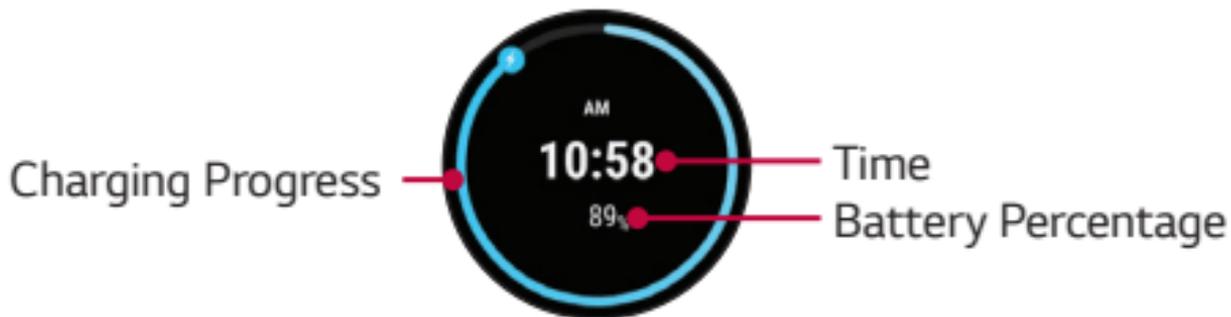
Before using your watch for the first time, you should charge the battery.



- Use the charging cord provided with your watch to charge its battery.
- Connect the charging cord to a power outlet and connect it to the watch by aligning the charging terminals. The watch will turn on automatically.
- To maximize battery life, make sure that the battery is fully charged before you use it for the first time.

## Charging Mode

While your watch is charging, the screen will show the time, battery percentage and charging progress (indicated by the ring around the outside).

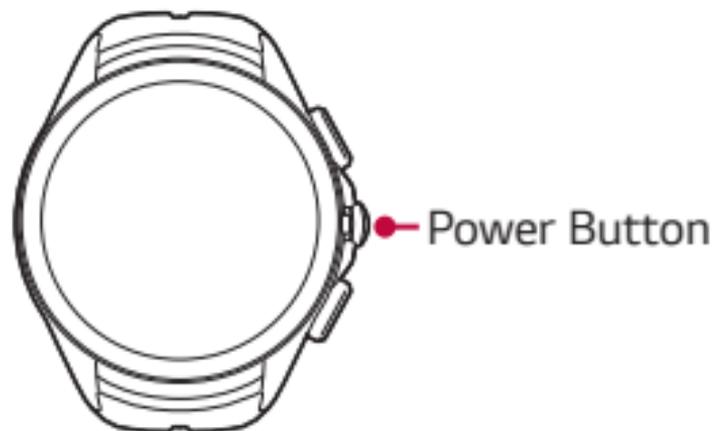


**⚠ Warning: Take these precautions to avoid corrosion of the charging terminals**

- Exposure to sweat or other foreign material during the use of the product may cause the charging terminals to corrode while charging.
- To prevent this, wipe the charging terminals with a cloth before charging.

## Turning on the Watch

To turn on the watch, press and hold the **Power Button** (on the right hand side of the watch) for a few seconds.



## Turning off the Watch

- 1 Press and hold the **Power Button** until the apps list appears.
- 2 Tap **Settings** > **Power off**.
- 3 When prompted with the message **Power off: Are you sure?**, tap .

## Setting up Your Companion Device

**Before pairing, please do the following on your smartphone or tablet.**



### NOTE

- To make calls with your watch, your companion device needs to be an Android smartphone.
- 1 Make sure the companion device is running Android 4.3 or higher and supports Bluetooth®.
    - If your companion device is not Android 4.3, or later, please check with your manufacturer for a possible software update.
  - 2 Make sure your companion device supports Android Wear.
    - To find out, visit <http://g.co/WearCheck> from your companion device.
  - 3 Turn on Bluetooth on your companion device if it isn't already on.

## Setting up Your Companion Device

- 4 Make sure your companion device is next to your watch.
- 5 On your companion device, download the **Android Wear**  app from the **Play Store**  and install it. Check that the **Android Wear**  app is installed and updated to the latest version.
- 6 On your companion device, make sure you are using the most recent version of **Message+**  as your default messaging app. (You can check for updates in the **Play Store** .)
- 7 If you're connecting your watch to a smartphone, make sure Advanced Calling is turned on. On your phone, go to **Settings** > **Advanced Calling** > **Activate Advanced Calling**.

## Setting up Your Companion Device

- 8 Make sure your companion device is connected to mobile data or Wi-Fi. You need a data connection to set up your watch for the first time.
- 9 Keep your watch charging during setup.

 **NOTE**

- Your watch will turn on automatically while charging. Depending on the software installed on your watch, it may automatically download and install an update.
- Depending on the network connection, the setup process might take over 20 minutes.

## Pairing Your Watch with Your Companion Device

Follow these steps to pair your watch with your companion device.

- 1 Turn on the watch and swipe the welcome screen left to begin.
- 2 Tap a language.
- 3 Keep your watch connected to the charging cord through the entire pairing process.

 **NOTE**

- If the battery is less than 20%, your watch may not move to the next step.

- 4 Swipe left and follow the onscreen instructions until the watch name is displayed.
- 5 Open the **Android Wear**  app on your companion device.

## Pairing Your Watch with Your Companion Device

- 6 On your companion device, you'll see a list of nearby devices. Tap your watch's name.
- 7 You'll see a pairing code on your companion device and watch. Check that the codes match.
- 8 Tap **Pair** on your companion device to start pairing.
- 9 You'll see a confirmation message on your watch once it is paired. This can take a few minutes.
- 10 Follow the onscreen instructions to complete the initial setup.

### NOTE

- To set up your watch to make calls, open the Calling Setup app on your watch and follow the instructions.

## Connecting to Another Companion Device

Your watch connects to one companion device at a time. If you want to connect your watch to a different device, you must unpair and reset your watch.

### Unpairing and Resetting Your Watch

This setting unpairs the watch from your companion device and resets your watch's settings to their factory default values and deletes all of your data.

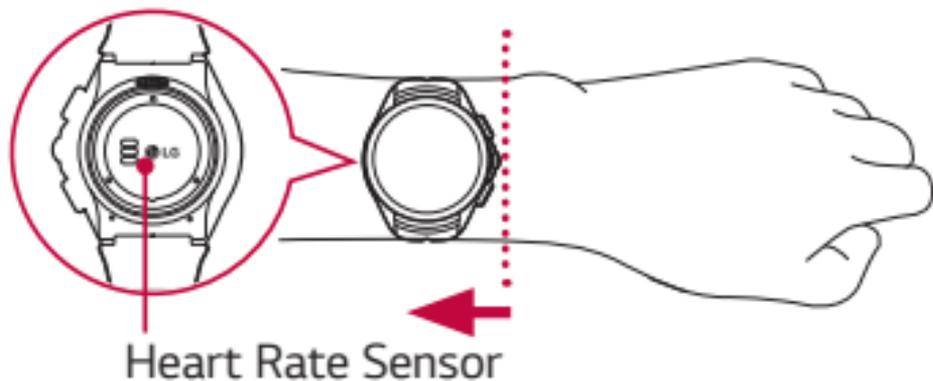
- 1 Press and hold the **Power Button** until the apps list appears.
- 2 Tap **Settings** > **Unpair with phone**.
- 3 Tap  to confirm.

#### NOTE

- Factory reset erases all data from your watch's memory. After completion, it is ready to connect to another companion device.

## Heart Rate Sensor

Make sure your watch is positioned on your wrist correctly before measuring your heart rate.



### NOTE

- Wearing your watch too loosely or moving too much may cause inaccurate measurements.
- Never look directly at the heart rate sensor light as this may damage your eyes.
- Escaping light may lead to inaccurate measurements. Wear your watch below your wrist bone so it sits flat against your skin to prevent light from leaking out while measuring your pulse.

## Support & More

### Customer Service



Call **1.800.922.0204**

Twitter **@VZWSupport**

### More Information



Download a User Guide from **[verizonwireless.com/support](http://verizonwireless.com/support)**.

## Customer Information

### **Your Wireless Device and Third Party Services**

Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this wireless device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this wireless device or any non-Verizon Wireless applications, services and products including any personal information you choose to use, submit or share with others. Specific third party terms and conditions, terms of use, and privacy policies shall apply. Please review carefully all applicable terms and conditions and policies prior to using this wireless device and any associated application, product or service.

LG is not responsible for your use of this wireless device in conjunction with any third party applications, services, or products that are downloaded, installed, transferred or added, including any personal information you choose to use, submit, or share with others. Specific third party terms and conditions, terms of use, and privacy policies shall apply.

## Safety Information

Before turning on your product, review the basic safety information provided here.

### General Safety & Handling

While using your product, be aware of the following safety guidelines.

#### **Your environment**

- **Safe operating temperatures.** Use and store your product in temperatures between 0°C/32°F and 40°C/104°F. Exposing your product to extremely low or high temperatures may result in damage, malfunction, or even explosion.

- **While driving.** When driving a car, driving is your first responsibility. Using a companion device or accessory for a call or other app while driving may cause distraction. Keep your eyes on the road.
- **Around explosives.** Do not use in areas where sparks from the product might cause a fire or explosion.
- **On airplanes.** Observe all rules and instructions for use of electronic devices. Most airlines allow the use of electronics only in mid-flight, not during take-off or landing. There are three main types of airport security devices: X-ray machines (used on items placed on conveyor belts), magnetic detectors (used on people walking through security checks), and magnetic wands (hand-held devices used on people or individual items). You can pass this product through airport X-ray machines. Do not send it through airport magnetic detectors or expose it to magnetic wands.

- Always follow any special regulations in the area you are located. Turn your device off in areas where use is forbidden, or when it may cause interference or danger.
- Changing the wrist straps to metallic might cause Bluetooth®/Wi-Fi connectivity issues.

## Safety Tips

### **Warning**

- This product contains chemicals known to the State of California to cause cancer and birth defects or reproductive harm.  
Call (800)243-0000 for more information.
- The charging terminals contains strong magnets that may interfere with pacemakers, credit cards, watches, and other magnet-sensitive objects. To avoid damaging your product and reduce the risk of fire or electric shock, explosion, or other hazards, observe the following safety precautions:

- Always use LG-approved cables, chargers, and other accessories. Using any other types may void any approval or warranty applying to the device and may be dangerous.
- Available accessories may vary depending on your region, country or service provider.
- Some content and illustrations may differ from your device depending on the region, service provider, software version, or OS version, and are subject to change without prior notice.
- Do not drop, strike, or shake your product.
- Do not damage the power cord by bending, twisting, pulling, heating, or placing heavy items on it.
- This product is equipped with a USB cable for connecting to a desktop or notebook computer or to the charger. Be sure your computer is properly grounded before connecting the product to the computer. The power supply cords of desktop or notebook computers have an

equipment-grounding conductor and a grounding plug. This must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

- Do not attempt to repair or modify or re-manufacture the product. It is equipped with an internal rechargeable battery which should be replaced only by LG or an authorized LG repair center.
- Do not open, disassemble, crush, bend or deform, puncture, or shred the product.
- Do not insert foreign objects into the product.
- Do not place the product in a microwave oven.
- Do not expose the product to fire, explosion, or other hazards.
- Clean with a soft, damp cloth. Do not use harsh chemicals (such as alcohol, benzene, or thinners) or detergents to clean your product.

- Dispose of your product and battery separately from household waste and in accordance with local regulations.
- Like many electronic devices, this product generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Use care when handling your product during or immediately after operation.
- If a problem arises using this product, stop using it and consult with an authorized LG Electronics customer service center.
- Do not immerse or expose the product to water or other liquids.

## Heart Rate Information

- Pedometer, sleep, exercise, and heart rate are not intended to treat or diagnose any medical condition, and should be used for leisure, well-being and fitness purposes only.
- Heart rate readings can be affected by measurement conditions and your surroundings. Make sure you are seated and relaxed before reading your heart rate.
- Heart rate readings may be affected by skin condition, measurement conditions and your surroundings.
- Never look directly at the light of the heart rate sensor, as this may damage your eyes.
- If your device becomes hot, remove it until it cools down. Exposing skin to hot surfaces for a long period of time may cause burns.
- The heart rate feature is only intended for measuring your heart rate and must not be used for any other purposes.

## Battery Warnings

- Do not disassemble, open, crush, bend or deform, puncture or shred the device.
- Do not modify or re-manufacture the device, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion or other hazard.
- Make sure that no sharp-edged items, such as animals' teeth or claws, come into contact with the battery. This could cause a fire.
- Only use the battery for the device for which it is specified.
- Only use the battery with a charging system that has been qualified with the device, per CTIA Certification Requirements for Battery System Compliance to IEEE1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.

- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers can replace the battery (If the battery is not user-replaceable).
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and you suspect damage, take it to a service center for inspection.
- Improper battery use may result in fire, explosion or other hazards.
- Always unplug the charger from the wall socket after the product is fully charged to save unnecessary power consumption.
- There is risk of explosion if the battery is replaced with an incorrect type.

- To dispose of the battery properly, call (800) 822-8837 or visit [www.call2recycle.org](http://www.call2recycle.org).

## Embedded Battery



### **Warning Notice for Battery replacement**

- For your safety, do not remove the battery inside the product. If you need to replace the battery, take it to the nearest authorized LG Electronics service point or dealer for assistance.
- The Li-Ion Battery is a hazardous component which can cause injury.
- Battery replacement by non-qualified professionals can cause damage to your **device**.

## Notes on Water Resistant Properties

This product is water and dust resistant in compliance with the Ingress Protection rating IP67\*.

\* The IP67 rating means that the product will maintain its operability even if it is gently submerged in a tank of still tap water at room temperature for about 30 minutes, up to a depth of 1 meter.

Avoid exposing the product to environments with excessive dusts or moisture. Do not use the product in the following environments.



Do not immerse the product in any liquid chemicals (soap, etc.) other than water.



Do not immerse the product in salt water, including seawater.



Do not immerse the product in a hot spring.



Do not swim while wearing this product.



Do not use the product underwater.



Do not place the product directly on sand (such as at a beach) or mud.

- Drain the water if the voice activation does not work properly due to water in the microphone.
- Do not use the product in places where it may be sprayed with highpressure water (e.g. near a faucet or shower head) or submerge it in water for extended periods of time, as the product is not designed to withstand high water pressure.
- This product is not resistant to shock. Do not drop the product or subject it to shock. Doing so might damage or deform the main unit, causing water leakage.

## Pacemakers and Other Medical Devices

Persons with pacemakers should:

- ALWAYS keep the product more than six (6) inches from their pacemaker when the product is turned ON.
- Not carry the product in a breast pocket.
- Use the wrist opposite the pacemaker to minimize the potential for RF interference.
- Turn the product OFF immediately if there is any indication that interference is taking place.

If you use any other personal medical device, consult your physician or the manufacturer of your medical device to determine if it is adequately shielded from external RF energy.

## Tips for Using Bluetooth and Wi-Fi on Your Watch

- When connecting your product to other companion device, the devices must be positioned close to each other. Failure to do so may cause abnormal operation or noise, depending on the environment.
- In an open space, the Bluetooth communication range usually spans approximately 32 feet (10 m). This range may vary depending on the environment.
- Do not place obstacles between your watch and connected devices. Outgoing/incoming signal may be weakened due to the user's body, walls, corners or obstacles. Make sure there are no obstacles during use.
- When using a Wi-Fi connection, your watch can get notifications from your device even if Bluetooth is unavailable.
- Your watch will search and connect to the nearest Wi-Fi network based on the Wi-Fi list registered on your device.

## Tips for the Display Screen

- Do not display non-moving images for an extended period. This may cause image burn-in on the screen.
- Applications that display the same screen for more than 10 minutes are not recommended, since the potential screen damage is not covered by warranty.

## Exposure to Radio Frequency(RF) Energy

In August 1996, the U.S. Federal Communications Commission (FCC), with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to Radio Frequency (RF) electromagnetic energy emitted by FCC-regulated transmitters. The design of this product complies with the FCC guidelines and these international standards.

## Next-to-Mouth and Wrist-Worn Operation

This device was tested for typical body-worn (wrist) operations with 0 inches (0cm) between the user's body (wrist) and the back of the device.

This device was also tested for typical next-to-mouth (face) operations with 0.39 inches (1cm) between the user's mouth (face) and the front of the device.

To comply with FCC RF exposure requirements, a minimum separation distance of 0.39 inches (1cm) must be maintained between the user's mouth(face) and the front of the device.

Any accessories containing metallic components may not be used.

## Specific Absorption Rate (SAR) Values

This product transmits and receives radio signals. It is designed and manufactured not to exceed the emission limits for exposure to Radio Frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless products employs a unit of measurement known as the Specific Absorption Rate, or SAR. In the United States and Canada, the SAR limit for wrist watch used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue, or 4.0 watts/kg (W/kg) averaged over ten grams of tissue.

SAR tests are conducted using standard operating positions specified by the FCC, with the product transmitting at its highest certified power level in all tested frequency bands.

Although SAR is determined at the highest certified power level, the actual SAR level of the product during operation can be well below the maximum value.

Because the product is designed to operate at multiple power levels and to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output. The highest SAR value for device is 0.27 W/kg (1 g) when tested for use at next-to-mouth (face) level and 1.41 W/kg (10 g) for bodyworn (wrist) use.

While there may be differences between SAR levels of various devices and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this product with all reported SAR levels evaluated, in compliance with the FCC RF emission guidelines.

SAR information on this model product is on file with the FCC and can be found under the Display Grant section of <http://transition.fcc.gov/oet/ea/fccid/> after searching on FCC ID ZNFW200V.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.ctia.org/>.

\* Product meets current FCC Radio Frequency Exposure Guidelines  
FCC ID : ZNFW200V

## **Part 15.19 Statement General Requirement**

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

## **Part 15.21 Statement**

Changes or modifications that are not expressly approved by the manufacturer for compliance could void the user's authority to operate the equipment.

## U.S. Declarations of Conformity(Part 15.105 Statement)

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference with radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, you can try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com). This offer is valid for three (3) years from the date on which you purchased the product.

## Trademarks

- Bluetooth® is a registered trademark of Bluetooth SIG, Inc. worldwide.
- Wi-Fi® and the Wi-Fi logo are registered trademarks of the Wi-Fi Alliance.

## Regulatory Information

1. Press and hold the **Power Button** until the apps list appears.
2. Tap **Settings** > **About** > **Regulatory information** to get regulatory information.

## How to Update Your Device

Access to latest firmware releases, new software functions and improvements.

1. Press and hold the **Power Button** until the apps list appears.
2. Tap **Settings** > **About** > **System updates** on your device.

## Limited Warranty Statement

ARBITRATION NOTICE: THIS LIMITED WARRANTY CONTAINS AN ARBITRATION PROVISION THAT REQUIRES YOU AND LG TO RESOLVE DISPUTES BY BINDING ARBITRATION INSTEAD OF IN COURT, UNLESS YOU CHOOSE TO OPT OUT. IN ARBITRATION, CLASS ACTIONS AND JURY TRIALS ARE NOT PERMITTED. PLEASE SEE THE SECTION TITLED "PROCEDURE FOR RESOLVING DISPUTES" BELOW.

### **WARRANTY LAWS**

The following laws govern warranties that arise in retail sales of consumer goods:

- The California Song-Beverly Consumer Warranty Act [CC §§1790 et seq],
- The California Uniform Commercial Code, Division Two [Com C §§2101 et seq], and

- The federal Magnuson-Moss Warranty Federal Trade Commission Improvement Act [15 USC §§2301 et seq; 16 CFR Parts 701 – 703]. A typical Magnuson-Moss Act warranty is a written promise that the product is free of defects or a written promise to refund, repair, or replace defective goods. [See 15 USC §2301(6).] Remedies include damages for failing to honor a written warranty or service contract or for violating disclosure provisions. [See 15 USC §2310(d).] Except for some labeling and disclosure requirements, the federal Act does not preempt state law. [See 15 USC §2311.]

### **1. WHAT THIS WARRANTY COVERS:**

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

1. The limited warranty for the product extends for TWELVE (12) MONTHS beginning on the date of purchase of the product with valid proof of purchase.
2. The limited warranty extends only to the original purchaser of the product and is not assignable or transferable to any subsequent purchaser/end user.
3. This warranty is good only to the original purchaser of the product during the warranty period as long as it is in the U.S., including Alaska, Hawaii, U.S. Territories.
4. The external housing and cosmetic parts shall be free of defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.
5. Upon request from LG, the consumer must provide information to reasonably prove the date of purchase.

## **2. WHAT THIS WARRANTY DOES NOT COVER:**

1. Defects or damages resulting from use of the product in other than its normal and customary manner.
2. Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of LG, including damage caused by shipping, blown fuses, spills of food or liquid.
3. Breakage or damage to antennas unless caused directly by defects in material or workmanship.
4. That the Customer Service Department at LG was not notified by consumer of the alleged defect or malfunction of the product during the applicable limited warranty period.
5. Products which have had the serial number removed or made illegible.

6. This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of marketability or fitness for a particular use.
7. Damage resulting from use of non-LG approved accessories.
8. All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
9. Products operated outside published maximum ratings.
10. Products used or obtained in a rental program.
11. Consumables (such as fuses).

### **3. STATE LAW RIGHTS:**

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusive limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; so these limitations or exclusions may not apply to you. This

warranty gives you specific legal rights and you may also have other rights which vary from state to state.

#### **4. HOW TO GET WARRANTY SERVICE:**

To obtain warranty service, visit the LG service center website at <http://www.lg.com/us/support> for details of customer care.

#### **5. LG SERVICE WEB SITE**

<http://www.lg.com/us/support>

## **PROCEDURE FOR RESOLVING DISPUTES:**

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to "LG" mean LG Electronics MobileComm U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to "dispute" or "claim" shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale,

condition or performance of the product or this Limited Warranty.

Agreement to Binding Arbitration and Class Action Waiver. You and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person's or entity's product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (AAA) and will be conducted before a single arbitrator under the AAA's Consumer Arbitration Rules that are in effect at the time the arbitration is initiated

(referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at [www.adr.org/consumer](http://www.adr.org/consumer). Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632.

If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law: The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your reasonable attorneys' fees and expenses to the extent required by applicable law. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the

payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt

out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to [optout@lge.com](mailto:optout@lge.com), with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the IMEI or MEID or Serial Number, as applicable (the IMEI or MEID or Serial Number can be found (i) on the product box; (ii) on a label on the back of the product beneath the battery, if the battery is removable; or (iii) from the settings menu via the following path: **Settings > About**). You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this

dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.

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