

Understanding Potential Liquid Damage

Liquid can damage BlackBerry® devices, batteries, and accessories. Research In Motion is continually taking action to improve the design of the BlackBerry device and minimize potential liquid damage.

Protecting devices from liquid damage

Here are some tips to protect a BlackBerry device from liquid damage:

- Use a protective holster or sleeve.
- Do not put your BlackBerry device in contact with liquids.
- Do not use the BlackBerry device near water (for example, near a bathtub or a sink, in a wet basement, or near a swimming pool).
- Never spill liquid of any kind on the BlackBerry device or device accessories.

Liquids and foreign objects

Never push objects of any kind into the BlackBerry device or device accessories through openings as this action might cause a short circuit, a fire, or electric shock.

Cleaning

Do not use liquid, aerosol cleaners, or solvents on or near the BlackBerry device or device accessory. Clean only with a soft dry cloth. Disconnect any cables from the computer and unplug any charging accessories from the electrical outlet before cleaning either the BlackBerry device or the charging accessory.

Service

Do not attempt to disassemble the BlackBerry device or any charging accessory. Only qualified service personnel should perform service to the BlackBerry device. Disconnect the power supply cables from the computer or electrical outlet and refer the BlackBerry device or charging accessory for service to qualified service personnel if any of the following situations occur:

- the power supply cord, plug, or connector is damaged
- liquid has been spilled or objects have fallen into the BlackBerry device or charging accessory
- the BlackBerry device or charging accessory has been exposed to rain or water
- the BlackBerry device or charging accessory becomes very hot to the touch
- the BlackBerry device or charging accessory has been dropped or damaged in any way
- the BlackBerry device or charging accessory does not operate normally by following the instructions in the user documentation

Liquid damage indicators


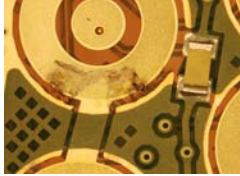

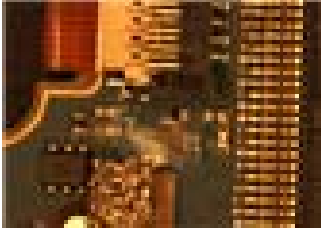
The liquid damage indicator (LDI) is a small tab inside the battery compartment. All BlackBerry smartphones and batteries have at least one LDI which can indicate superficial liquid damage to the BlackBerry smartphone or battery. The location of the LDI can vary depending on the BlackBerry smartphone or battery.


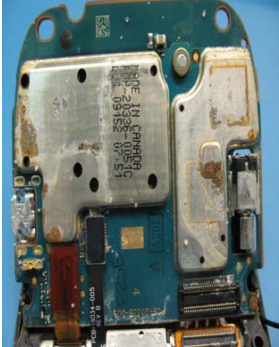
An inactive LDI appears solid white in a BlackBerry smartphone and white with a red stripe or white with red XXX's on a BlackBerry battery. An active LDI appears solid red which indicates potential liquid contact.

Caution: An active LDI indicates the possibility of liquid damage. An inactive LDI does not indicate that liquid damage has not occurred, only that there is no damage in the region of the LDI or that liquid did not come into direct contact with the LDI. Only qualified service personnel can confirm liquid damage when they open and examine the BlackBerry smartphone.

Examples of liquid damage

The following images show magnified examples of liquid damage and corrosion to the internal components of a BlackBerry smartphone.

Liquid damage under the trackball	
Liquid damage on the keypad	
Liquid damage around the convenience key	
Liquid damage around the display screen	

<p>Liquid damage on the entire device</p>	
<p>Liquid damage on internal circuits</p>	

For more safety tips and instructions, visit www.blackberry.com and read the printed *Safety and Product Information* documentation that came with your BlackBerry device.

© 2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Java is a trademark of Sun Microsystems, Inc. All other trademarks are the property of their respective owners. This documentation is provided "as is" and without condition, endorsement, guarantee, representation or warranty, or liability of any kind by Research In Motion Limited and its affiliated companies, all of which are expressly disclaimed to the maximum extent permitted by applicable law in your jurisdiction. RIM reserves the right to periodically change information contained in this document.