

HOW DO WE DETERMINE IF A PHONE HAS BEEN LIQUID DAMAGED?

1. LIQUID DAMAGE INDICATOR STICKERS

All phones are required to have "liquid damage indicator sticker" internally and externally in the phone. These are WHITE stickers that will turn a PINK/RED as they come into contact with any liquid/moisture.



2. CORROSION

Corrosion is usually present after a phone has suffered liquid damage then been allowed to dry. This corrosion can continue to cause further damage to the components unless cleaned properly by a FONE KING technician.

WHAT IS CORROSION?

CORROSION IS A NATURAL PROCESS, WHICH IS THE GRADUAL DESTRUCTION OF MATERIALS (USUALLY METALS) BY CHEMICAL AND/OR ELECTROCHEMICAL REACTION WITH THEIR ENVIRONMENT.

WHAT IS LIQUID DAMAGE?

LIQUID OR "WATER DAMAGE" IS THE INTRODUCTION OF A LIQUID SUBSTANCE INTERNALLY OR EXTERNALLY ON THE MOBILE PHONE WHICH WILL ATTACK COMPONENTRY VITAL TO THE SUCCESSFUL OPERATION OF THE HANDSET.

WHAT LIQUIDS CAN HARM MY PHONE?



ALL LIQUIDS ARE DANGEROUS TO YOUR PHONE.

FACT

Even a high degree of humidity or steam can have a negative impact on your phone

WHAT INFORMATION IS HELPFUL TO THE TECHNICIAN?

- 1 What type of liquid the phone has been exposed to?
- 2 How long ago the damage was done?
- 3 Did you turn the phone off when it happened?
- 4 How long till you turned it back on?
- 5 Have you taken any steps to try and fix the phone since the damage?
- 6 What symptoms have you had since then?
- 7 Has the phone been repaired previously? What was the damage? When?



HOW DID THE DAMAGE OCCUR?

LIQUID DAMAGE CAN OCCUR AT ANY MOMENT THAT LIQUID IS PRESENT.

COMMON OCCURRENCES ARE:

PHONE DROPPED IN THE OCEAN, BATH, TOILET OR KITCHEN SINK

PHONE ACCIDENTALLY PLACED ON A TABLE THAT HAS LIQUID PRESENT

DRINK ACCIDENTALLY SPILT OVER A PHONE

BOTTLE WITH LIQUID OPENED IN A HANDBAG OR SPORTS BAG



CAN IT BE FIXED?

ABSOLUTELY, FONE KING'S QUALIFIED TECHNICIANS ARE EXPERTS AT RECOVERING LIQUID DAMAGED PHONES. OUR SUCCESS RATE DEPENDS ON THE TYPE OF LIQUID SPILT ON THE HANDSET, THE TIME SINCE THE ACCIDENT AND WHAT PRECAUTIONS YOU HAVE TAKEN PRIOR TO BRINGING IT TO US.



WE CAN FIX IT



90%

FONE KING have a success rate of over 90% of recovering liquid damage handsets.

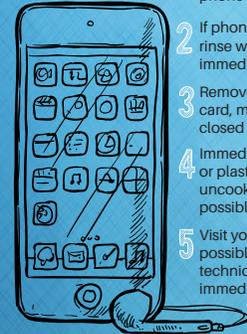


over 25% of liquid damaged phones brought into Fone King have been dropped in the loo.



FOLLOW THESE KEY STEPS BELOW THEN GET YOUR PHONE DIRECTLY TO A FONE KING STORE IMMEDIATELY FOR THE BEST CHANCE OF SURVIVAL.

- 1 Turn your phone OFF immediately. DO NOT connect it to a charger. DO NOT shake the phone in an attempt to remove the liquid.
- 2 If phone has been dropped in saltwater then rinse with fresh water or isopropyl alcohol immediately.
- 3 Remove all accessories like battery, sim card, memory cards, cases and open any closed ports to allow for maximum drainage.
- 4 Immediately place phone into a zip lock bag or plastic container with silica gel packets or uncooked rice and remove as much air as possible as air promotes corrosion.
- 5 Visit your closest Fone King store as soon as possible to have one of our highly qualified technicians begin the recovery process immediately.



IF YOU ARE UNABLE TO VISIT A FONE KING STORE IMMEDIATELY THEN LEAVE YOUR PHONE INSIDE THE ZIP LOCK BAG OR CONTAINER AND PERIODICALLY REPLACE THE SILICA GEL PACKS OR RICE TO ENSURE MAXIMUM LIQUID ABSORPTION UNTIL YOU CAN MAKE IT INTO FONE KING.