

First things to know

Taking care of your device

To extend the life of your device, it is important to take care of it and be sure not to use it in a way that could damage the screen. Over time, even the smallest cracks on your screen can grow and turn into real breaks.

What is advised

- Protect your device with a suitable protective cover and a screen protector.
- If not in use, leave your device on a flat and clean surface.
- Keep an eye on your device if used by a young child.
- Clean the screen with a cloth or tissue specially designed for cleaning glasses or computer screens.
- Clean the inputs (headphones, SIM, USB...) with a spray can of dry gas (for computer keyboards).

What you need to avoid

- Do not leave your device near objects that can scratch (eg: keys).
- Do not put your phone in an inappropriate place (ex: rear pants pocket).
- Avoid high humidity or extreme temperature.
- Do not insert inappropriate items into the different inputs (SIM, USB, headphones...).
- Do not force when inserting the SIM or SD card, make sure you insert it in the right way.

If despite all these precautions, you encounter a problem, you can contact our [technical support](#).

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