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What to do if the externally visible LCI is triggered

☑ Check for clear signs that the iPhone has been in contact with liquid, such as liquid behind the display or corrosion on the Lightning connector. If clear signs of liquid damage exist, then deny warranty coverage and offer out-of-warranty service.

☑ Ask the user if the iPhone has been in contact with liquid, and if so, whether the failure occurred at that time or soon after exposure. If the user confirms a correlation between liquid contact and failure, then deny warranty coverage and offer out-of-warranty service.

☑ If the user disputes whether an iPhone with a triggered externally visible LCI has been damaged by liquid contact and there are no external signs of damage from corrosion:

- Open the device as described in the Service Guide and look for internal corrosion or a triggered internal LCI. If there is corrosion or at least one fully red (triggered) internal LCI, then deny warranty coverage and offer out-of-warranty service.

- A triggered or missing externally visible LCI alone does not place a device out of warranty. If there is no sign of corrosion, no liquid is present, and internal triggers have not been activated, then proceed with eligible warranty service.

The iPhone warranty excludes damage that has been caused by liquid, except under special circumstances listed in the "Eligible For Warranty Service" section on page 19 or additional benefits provided by regional consumer law.

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