

Quick Start Guide

Alter



Signal

Scan to download the Alter App

Turning On



Hold button until green light shines

Turning Off



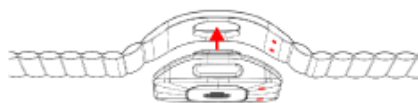
Hold button until red light shines

Charging



Top light will blink while charging

Attaching your strap



Align module and strap using double circles

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**Trademarks and Attributions**

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## Alter Limited Warranty

**IMPORTANT: BY USING YOUR ALTER PRODUCTS YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE ALTER ONE (1) YEAR LIMITED WARRANTY (“WARRANTY”) AS SET OUT BELOW.**

**DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY. IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT.**

Fit Wind, LLC., dba Alter, (“**Alter**”) extends the following Limited Warranty, which applies only to non-commercial, in-home use of the Covered Products specified below, subject to the exclusions and limitations below. Any other use will void this Limited Warranty. Capitalized terms used but not defined in this Limited Warranty will have the meanings given to them in Alter’s Terms of Service.

This Limited Warranty applies, subject to the exclusions and limitations below, only for valid warranty claims made during the applicable warranty period below and only so long as the applicable Covered Product remains in the possession of the original purchaser, or for a Covered Product presented as a gift by the original purchaser, the Original Possessor of that Covered Product.

- Alter Signal (the “**Signal**”) – Alter warrants that the Signal provided by Alter will be free from defects in workmanship and materials for a period of 12 months from the date of original delivery.
- Alter Accessories (“**Accessories**”) - Alter warrants that the accessories (workout mat, foam roller, resistance bands) provided by Alter will be free from defects in workmanship and materials for a period of 12 months from the date of original delivery. Normal wear and tear are not covered under this warranty.

Alter will cover the labor costs and, if applicable, the cost of the replacement parts, for an Authorized Third Party Partner to repair or replace the, Signal and/or the Accessories (collectively, the “**Equipment**”) pursuant to a valid warranty claim made pursuant to this Limited Warranty.

Should you choose to have the Equipment repaired anywhere other than an Authorized Third Party Partner, Alter shall not be responsible for damage done or additional repairs required based on use of unauthorized parts or repair methods.

At its sole discretion, Alter may fulfill any valid warranty claim by providing a full refund of the price of purchase once the damaged or warranty item is returned to Alter.

## EXCLUSIONS AND LIMITATIONS

### Who is covered?

The original purchaser of the Equipment. The Equipment must remain in the possession of the original purchaser, or for Equipment presented as a gift by the original purchaser, the Original Possessor ("Original Possessor" means the first user who completes Alter's online account registration for the Equipment whether that person was the original purchaser or a gift recipient). For the avoidance of doubt, there can only be one person to whom this warranty applies. This Limited Warranty is not transferable.

### What IS covered?

- If a defect in workmanship or materials arises in the Equipment during the applicable warranty period, the original purchaser's (or, as applicable, the "Original Possessor"'s) sole and exclusive remedy is for Alter to, at Alter's sole discretion and to the extent permitted by law, either replace or repair the defective Equipment with the same or a comparable model.
- Any replacement or repaired Equipment will be warranted for the remainder of the original applicable warranty period or 30 days from the date of replacement or repair, whichever is longer, or for any additional period that is required by applicable law.

### What is NOT covered?

- Any other Alter products or services, non-Alter products or services, labor, Equipment that is, or that Alter reasonably believes to be, stolen, counterfeit, or purchased from an unauthorized distributor or reseller, Equipment purchased or used outside of the 48 contiguous United States, or Equipment that is missing or shows signs of an altered serial number.
- Software, even if sold or licensed with, or embedded in, the Equipment, or Internet connectivity issues.
- Equipment defects, damage, or failure arising from (i) normal wear and tear; (ii) improper or negligent assembly, maintenance, or use (including using or storing the Equipment outside (or otherwise exposed to the elements) or in temperatures outside the recommended range on our website [HERE](#)); (iii) repair other than as performed by an Authorized Third Party Partner; (iv) use of the Equipment with parts or accessories from third parties, or with parts or accessories not originally intended for or compatible with the Equipment; or (v) any use contrary to or in breach of the Alter Terms of Service or instructions provided with the Equipment.
- Equipment defects, damage, or failure arising from accident, abuse, improper or abnormal use, neglect, corrosion, discoloration of paint or plastic (or any other change in cosmetic appearance that does not affect performance), theft, vandalism, fire, flood, wind, lightning, freezing, or other natural disasters or acts of God of any kind, electrical wiring, power reduction, power fluctuation or power failure from whatever cause, unusual atmospheric conditions, collision, introduction of foreign objects, or modifications that are unauthorized or not recommended by Alter.
- Any attempt to modify the components of the Equipment or modify, delete, add, or install software not provided with the Equipment or by Alter.

- Alter is not responsible or liable for indirect, special, incidental, or consequential damages, economic loss, loss of property or profits, loss of enjoyment or use, or other consequential damages of any nature whatsoever in connection with the purchase, use, repair, or maintenance of Equipment. Alter does not provide monetary or other compensation for any repairs or replacement parts costs, including but not limited to gym membership fees, work time lost, cost of substitute equipment, diagnostic visits, maintenance visits or transportation.
- Alter does not warrant that the use or operation of the Equipment will be uninterrupted or error-free.
- Consumables, including batteries.
- Labor will no longer be covered by this Limited Warranty if the Product is moved outside of the 48 contiguous United States.
- Anything not expressly mentioned in the What is Covered section above.

Where permitted by law and in an effort to reduce electronic waste, replacement units, parts and electronic components reconditioned to as-new condition by Alter or its vendors may sometimes be supplied as warranty replacement and constitute fulfillment of warranty terms.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY ALTER AND SUPERSEDES ANY PRIOR, CONTRARY, OR ADDITIONAL REPRESENTATIONS OR WARRANTIES. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY STATUTORY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED EXCEPT TO THE EXTENT PROHIBITED BY LAW. IN SUCH EVENT, SUCH WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY PERIODS SET FORTH ABOVE. THIS EXCLUSION APPLIES EVEN IF THIS LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSES AND REGARDLESS OF WHETHER DAMAGES ARE SOUGHT FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT, OR UNDER ANY OTHER LEGAL THEORY. SOME JURISDICTIONS DO NOT ALLOW FOR THE DISCLAIMER OF CERTAIN WARRANTIES, SO SOME OR ALL OF THE ABOVE DISCLAIMERS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS, WHICH VARY FROM STATE TO STATE.

#### **How do I obtain warranty service?**

- To be eligible for service under this Limited Warranty you must provide Alter with the serial number of your Equipment and the dated receipt, or other proof of purchase indicating the date purchased. Contact Customer Experience if you believe you need service at [support@alterme.com](mailto:support@alterme.com).
- Claims must be made within the specified warranty period.
- If approved, all returned Equipment must be packaged to provide protection and proper electrostatic discharge protection, so damage does not occur while in transit to Alter.

Before any warranty claim is initiated, all users agree to work in good faith with Alter's customer service agents to troubleshoot.

### What if I have questions or concerns?

You may direct any questions or concerns to member support: [support@alterme.com](mailto:support@alterme.com) or by writing to us at:

Fitwind, LLC  
2825 East Cottonwood Parkway  
Suite 500  
Salt Lake City, UT 84121

Any disputes between you and Alter related to this Limited Warranty or the Equipment will be governed by the then-current dispute resolution procedures in Alter's TERMS OF SERVICE. No Alter employee or representative is authorized to make modifications, extensions or additions to this warranty.

Updates to our Warranty are available at [alterme.com/strap/warranty](https://alterme.com/strap/warranty)

### **Safety and Product Information**

The Alter signal and some band options contain magnets which can interfere with the operation of other devices. The device is not a medical device, and should not be used to diagnose or treat any medical conditions. Always seek professional medical advice for any health concerns.

### **FCC and ISED Compliance**

This device complies with Part 15 of the 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to 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 into 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

### **Innovation, Science, and Economic Development Canada (ISED)**

This device complies with Innovation, Science and Economic Development Canada's licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference; and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada (ISDE)

Le présent appareil est conforme aux CNR d'Innovation, Science et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage; (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

[alterme.com/strap/regulatory](http://alterme.com/strap/regulatory)

Radio frequency exposure information is also available online at [alterme.com/strap/rfexposure](http://alterme.com/strap/rfexposure).

### **Battery and Disposal Information**

This device contains a lithium-ion battery which must be disposed of separately from ordinary household waste. The Signal module it should be taken to separate recycling or household hazardous waste collection points.

Version Date: April 17, 2023