

# iTOUCH ACTIVE

FITNESS TRACKER

## WARRANTY & WATCH CARE

\*SEE THE QUICK START GUIDE FOR  
QUICK SETUP INSTRUCTIONS



### SAFETY & SKIN CARE

We want to make sure that you're comfortable in your new iTouch Active Fitness Tracker. Here are a few tips that should help:

Regularly clean your smartwatch with a moist paper towel (please pat dry your watch once complete)

Keep your wrist free of any dirt and oils

Keep your watch loose enough so that three of your fingers can fit underneath your watch while it's being worn (wearing a watch too tight can cause skin irritation due to sweat or other types of moisture)

After a workout, it's advised to remove your watch to allow your wrist, watch, and yourself to take a breather

Adults with eczema or a skin condition should consult a physician before wearing the watch

**Please wear with care!**



### WATCH CARE

Clean your band regularly, especially after strenuous exercise. It is recommended to rinse your band with water or wipe it with an alcohol wipe. Do NOT use any kind of soap, hand sanitizers, or household cleaners, which could get trapped beneath the band and irritate your skin.

It's a good idea to set your watch aside for 10-15 minutes after cleaning to ensure that the device is fully free of any potential irritants and completely dry.

For stains or buildup on your band, watch screen or casing, wipe the affected area with an alcohol wipe. Be sure to use a little force while wiping. If affected area is on the band, you can use warm water and a soft bristle brush to remove the dirt, stain or build up.

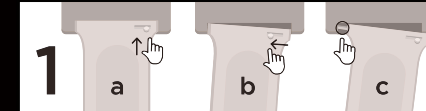
To keep your device looking new, its recommended to use a microfiber cloth to wipe off any smudges or fingerprints from the casing, screen and band.

Your watch should always help you feel great but if you experience any irritation or skin abrasion, please remove the watch and consult a doctor.

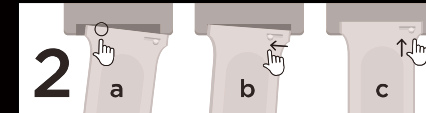
### CHANGING STRAP

#### CHANGING YOUR ITOUCH ACTIVE STRAPS

##### REMOVING STRAP



##### INSERTING STRAP



To change your strap, just follow these simple instructions:

1. To remove the current strap from your iTouch Active Fitness Tracker, turn the watch face down and note the silver pins on the strap near the case (1a). With your finger pull the pin to the left (1b) and gently pull the strap away from the watch (1c). The strap should easily come detached from the watch.
2. To insert your new strap to your iTouch Active Fitness Tracker, line up the steady pin with the hole on the base of the case (2a).
3. While carefully holding the strap in place, pull the lever on the strap to retract the pin down (2b) and position the strap against the case to line up the pin before releasing the lever so the pin snaps in place (2c).
4. Repeat these steps for the other strap.

NOTE: 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.

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

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 which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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**Limited Warranty on iTouch Wearables:**

This limited warranty gives you, the consumer, specific legal rights. You may also be entitled to certain rights, which vary from state to state. The limited warranty can also be found online at [itouchwearables.com/pages/warranty-policy](https://itouchwearables.com/pages/warranty-policy) or in the documentation provided with the product. We warrant that during the warranty period, this product will be free from defects in materials and workmanship. We limit the duration and remedies of all implied warranties including, without limitation, the warranties of merchantability and fitness for a particular purpose for the duration of this express limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Our responsibility for defective goods is limited to repair, replacement, or refund as described below in this warranty statement.

**What is the period of coverage?** This limited warranty starts on the date of your purchase and lasts for one year (the "warranty period"). The warranty period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

**Who may use this warranty?** iTouch Wearables ("we") extend this limited warranty only to the consumer who originally purchased the product ("you"). It does not extend to any subsequent owner or other transferee of the product.

**What does this warranty cover?** This limited warranty covers defects in materials and workmanship of all iTouch Wearables products (the "product") for the warranty period as defined below.

**What does this warranty not cover?** This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, water damage or other actions or events beyond our reasonable control.

**Devices that are not IP68 waterproof should not be submerged or used in water under any circumstances as this could lead to irreparable damage.**

**What are your remedies under this warranty?** With respect to any defective product during the warranty period, we will, in our sole discretion, either: (a) repair or replace such product (or the defective part) free of charge or (b) replace the product with same or similar product or (c) refund the purchase price of such product. There may be a fee associated with the warranty return in order to ship back the device to you.

**How do you obtain warranty service?** To obtain warranty service, you must submit your claim through our warranty portal ([itouchwearables.com/pages/warranty-claim-form](https://itouchwearables.com/pages/warranty-claim-form)) during the warranty period. We may charge you a fee for shipping and handling to return the repaired or replacement product to you. Shortly after submitting a claim, you will receive a warranty confirmation email, which you will need to include with your return package product when returning it to us. No warranty service will be provided without the confirmation email included in the package.

**Limitation of Liability:** The remedies described above are your sole and exclusive remedies and our entire liability for any breach of this limited warranty. Our liability shall under no circumstances exceed the actual amount paid by you for the defective product, nor shall we under any circumstances

be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**What can you do in case of a dispute?** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty: you can call our toll free customer experience number at **1-888-200-6081**, or open a support ticket at [Support@iTouchWearables.com](mailto:Support@iTouchWearables.com). From there, our customer experience team can assist with any warranty issues.

**US Warranty Only Q7 Wearables** only offers warranty services within the domestic U.S. If you are making a warranty claim, you will be obligated to send your device to our warranty/return center at:

**Warranty Claims**  
ATTN: Service Department  
7350 San Geronio Drive  
Riverside, CA 92508

**Our warranty team will then process your return. Please note that we only ship back out to domestic addresses. We do not ship to any P.O. boxes, Puerto Rico, Alaska, or Hawaii.**

The battery for your device cannot be replaced under any circumstances. If you experience any issues with your watch, please contact our customer service center.

**DO NOT RETURN  
PRODUCT TO THE  
STORE FOR SERVICING**



**FOR TECHNICAL ASSISTANCE, WARRANTY  
AND CUSTOMER SERVICE, CALL:  
+1 (888) 200-6081**

**PLEASE VISIT US AT:**

**[support@itouchwearables.com](mailto:support@itouchwearables.com)**

**For additional questions, please visit us at:  
[www.itouchwearables.com](http://www.itouchwearables.com)**