



Microsoft

# Band

**SAFETY & WARRANTY GUIDE**

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# Microsoft Band Product Guide

## IMPORTANT SAFETY AND WARRANTY INFORMATION

 **This symbol identifies safety and health messages in this Product Guide and other product manuals.**


Read this guide for important safety and health information for the Microsoft® device that you have purchased.

 **WARNING:** Failure to properly set up, use, and care for this product can increase the risk of serious injury or death, or damage to the device or devices. Read this guide and keep all printed guides for future reference. For replacement guides, go to: [www.microsoft.com/band/support](http://www.microsoft.com/band/support).




## AGREEMENT TO MICROSOFT BAND LIMITED WARRANTY AND SOFTWARE LICENSE TERMS


You must accept the Limited Warranty at <http://microsoft.com/band/warranty> and the Microsoft Band software license terms at <http://microsoft.com/band/slt> to use your Microsoft Band device and/or accessories. By using the Microsoft Band device or accessories, you agree to be bound by these terms. Please read them. If you do not accept them, do not use your Microsoft Band device or accessories. Return the Microsoft Band device or accessories to Microsoft or your retailer for a refund.

 **WARNING: Do Not Attempt Repairs**


Do not attempt to take apart, open, service, or modify the product, accessories, or power supply. Doing so could present the risk of electric shock or other hazard. Any evidence of any attempt to open and/or modify this device, including any peeling, puncturing, or removal of any of the labels, will void the Limited Warranty.

 **WARNING: NOT A Medical Device**


This device is not a medical device. It should not be used to diagnose, treat or prevent any disease or medical condition. Doing so could lead to injury or death.

**WARNING: Battery Safety**


This device contains a built-in battery, improper use of which may result in fire or explosion. To reduce the risk of fire or explosion, do not heat, open, puncture, mutilate, or dispose of the product in fire. Do not leave the device in direct sunlight, such as on the dash of a car in the summer, for an extended period of time. Do not recharge your device near a fire or in extremely hot conditions. The battery in this device is not user replaceable and should only be replaced by Microsoft or a Microsoft Authorized Service Provider. For additional details, visit: [www.microsoft.com/band/support](http://www.microsoft.com/band/support).

**WARNING: If Used Near Water**

This device is intended for indoor/outdoor use in the presence of rain, snow or brief splashes of water but is not waterproof. To avoid damaging this device, do not submerge it or expose it to excessive rain or moisture. To reduce the risk of fire or shock, do not attempt to charge it in rain or excessive moisture conditions.

**WARNING: Wireless Devices**

Follow instructions to avoid interference problems. Turn off your device in any location where posted notices instruct you to do so. In an aircraft, turn off your device whenever instructed to do so by airline staff, or prior to packing your device in luggage. Please consult airline staff about using it in flight.

**WARNING: To reduce the risk of serious injury related to exercise, take the following precautions before use:**

Do not overexert yourself. Use of Microsoft Band device may involve varying amounts of physical activity. Consult a doctor before using the device if you have any medical condition or issue that affects your ability to safely perform physical activities, or if you:

- are or may be pregnant
- have heart, respiratory, back, joint, or other orthopedic conditions
- have high blood pressure
- have difficulty with physical exercise
- have been instructed to restrict physical activity

**WARNING: Elevated Heart Rate****Elevating your heart rate above medically prescribed levels can be dangerous, and cause permanent injury or death**

Your Microsoft Band is designed to gather biometric and exercise data based on your heart rate. Do not elevate your heart rate above the physician recommended levels. If you have any questions or doubts about safe heart-rates, consult your physician.

**TAKE BREAKS PERIODICALLY**

Stop and rest if your muscles or joints become tired or sore. If you experience excessive fatigue, nausea, shortness of breath, chest tightness, dizziness, discomfort, or pain, STOP EXERCISING IMMEDIATELY and consult a doctor.

**WARNING: Proper Hydration****Keep hydrated while exercising to avoid serious health risks.**

Exercise can cause dehydration, which can result in serious health problems, injury, and even death. Make sure that you stay properly hydrated during any exercise activity.

**WARNING: Personal Medical Devices**

Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although the device is designed, tested, and manufactured to comply with regulations governing radio frequency emission in the United States, the wireless transmitters and electrical circuits in the device may cause interference in other electronic equipment. Always take the following precautions:

**PERSONS WITH PACEMAKERS**

- The Health Industry Manufacturers Association recommends that a minimum separation of 6 inches (15 cm) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.
- Wireless devices should not be carried in a breast pocket.
- If you have any reason to suspect that interference is occurring, turn the device off immediately.

**OTHER MEDICAL DEVICES**

If you use any other personal medical device, contact the medical device manufacturer or your physician to determine whether it is appropriate for you to use other electronic devices near your medical device.

**WARNING: Proper Fit**

**Your Microsoft Band should only be worn in accordance with the instructions in the Quick Start Guide included in the box.**

Your Microsoft Band should be adjusted for a snug and comfortable fit. The band should not move excessively while on your wrist. If the fit is too loose, then the Microsoft Band may not accurately record your heartbeat. Do not wear the Microsoft Band so that it hinders or prevents circulation. If you feel constriction or loss of circulation at any time, loosen the adjustable strap and re-fasten it to a more comfortable setting. If you cannot get the Microsoft Band to fit comfortably, you may need a different size band. For more information on proper fit, visit:

<http://www.microsoft.com/band/setup>

**WARNING: Display**

**Do not use your Microsoft Band device if the display glass is broken or cracked.**

If you notice any broken or damaged components, discontinue use. Do not attempt to repair the touchscreen. Avoid activities where there is a risk of breaking or damaging the touchscreen.

**WARNING: Proper Charging**

**Do not attempt to wear your Microsoft Band while charging**

Doing so could cause personal injuries. Always position your Microsoft Band device in a stable, safe location while charging. Use a clean, dry cloth to remove moisture and dirt from your device, including from its charging contact area, before charging the device.

**WARNING: Proper Cleaning and Handling**

**Never attempt to dry your Microsoft Band by placing it in a conventional oven, microwave oven, toaster oven, or clothes dryer.**

Do not use a hair dryer, heat lamp or any other heat source to dry your Microsoft Band. Doing so could lead to injury or fire. To dry your Microsoft Band, wipe it with a clean, dry cloth.



**WARNING: Proper Storage - Extreme Environmental Conditions - Only store your Microsoft Band in a clean, dry environment.**

Do not store your Microsoft Band where the ambient temperature is above 140°F (60°C) or below -40°F (-40°C). Do not store your Microsoft Band where it is exposed to strong electromagnetic fields or

where it may be exposed to direct electrical current. Using or storing the Microsoft Band device in an environment where the external temperature varies widely and quickly might damage the device, or lead to fire, explosion, or injury. When moved to a location with a temperature difference of 20°F (11°C) or more from the previous location, allow the device to come to room temperature before turning it on.



**WARNING: Be Aware of Your Surroundings**  
**Always remain alert to your surroundings when wearing or using your Microsoft Band device.**

Do not interact with your Microsoft Band or any other electronic device while bicycling, driving or operating equipment as this can be distracting. Doing so poses a serious health or accident risk which could lead to injury or death to you and those around you.



**WARNING: Keep small parts away from children.**

This device may contain small parts that may be a choking hazard to children under 3.



**WARNING: Pre-Existing Medical Conditions**  
**In order to reduce the potential risk of injury or death, consult your doctor before beginning any exercise routine or fitness regimen that includes using the Microsoft Band device.**

Do not exercise under the influence of drugs or alcohol, and make sure your balance and physical abilities are sufficient for any movements while using the device.



**WARNING: Microsoft Charging Cable**

The Microsoft charging cable provided with this device contains unique design features which ensure proper charging characteristics. In order to reduce the risk of shock, fire, or explosion, only use accessories specifically designed for this device.



**WARNING: Charging Cable Safety**

Arrange the charging cable so that people and pets are not likely to trip over or accidentally pull on it as they move around or walk through the area. In order to reduce the risk of entanglement, do not allow children to play with cords.

**WARNING: Potentially Explosive Atmospheres**

Areas with potentially explosive atmospheres are often, but not always, posted and can include fueling areas, such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders. When you are in such an area, turn off your mobile device, and do not remove or install battery chargers, AC adapters, or any other accessory. In such areas, sparks can occur and cause an explosion or fire.

**CAUTION: Repetitive Motion**  
**Repetitive motion may cause injury.**

If you experience pain or discomfort while using your Microsoft Band device, discontinue use and consult your physician.

**CAUTION: Avoid Skin Irritation**

Microsoft Band is made of materials commonly used in wrist-worn consumer electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities.


**To reduce the risk of skin irritation:**

- Wipe your Microsoft Band dry with a cloth if it gets wet.
- Avoid using lotions or other products under Microsoft Band.
- Do not wear over injured skin.
- Tighten the strap until snug, but not uncomfortably tight.

**Corroded contacts can cause allergic reaction.** Clean the charging contacts with a dry cloth before every charge. Sweat or other contaminants can corrode the contacts while charging. Corroded contacts can release nickel, causing skin irritation.

**If your skin becomes irritated,** stop using Microsoft Band. If symptoms are severe or persist, consult your doctor.

See <http://microsoft.com/band/support> for more information.

**CAUTION: Parts of this device are magnetic**

Your device may attract metallic materials. To reduce the potential risk of sparks, verify the electrical

connection area is free of metallic objects before interconnecting the charging connection. In order to reduce the likelihood of magnetic fields interfering with compass readings, disrupting the proper operation of pacemakers, or corrupting magnetically stored data, do not place credit cards or other magnetic storage media or magnetically sensitive devices near this device.

 **CAUTION: Use in accordance with these instructions:**

- Do not use near any heat sources.
- Only use attachments/accessories specified by Microsoft.
- Clean only with soft dry cloth.
- Do not use cleaning solutions, alcohol, or soap on your device or you may damage the device.

 **CAUTION: Heat-Related Concerns**

The device may become warm during normal use or charging. The device complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1). To reduce heat related concerns, follow these guidelines:


- If you are wearing your device and it becomes uncomfortably warm, then discontinue wearing it until it cools off.
- Do not attempt to wear the device while charging.

### **MAINTAINING DEVICE WATER RESISTANCE**

Microsoft does not guarantee that the device will operate normally if used in water or other liquids. The device may be damaged if water enters it. Please follow the guidelines below to prevent damage to the device and to help maintain its water resistance.

- The device is intended for indoor/outdoor use in the presence of rain, snow or brief splashes of water.
- The device is not intended for swimming. Remove it before swimming for recreation or fitness.
- Do not purposely immerse the device in any liquid or place in washing machine.
- Do not expose the device to water at high velocity or pressure, such as waves or a waterfall.
- Do not expose the device to salt water, ionized water, or soapy water.
- If the device is dropped or receives an impact, water resistance may be impaired.
- If the device has been immersed in water or the microphone is wet, the microphone may not function properly. Clean and dry the microphone by wiping it with a dry cloth.
- If the device gets wet, promptly dry it with a clean, soft cloth.





Your device is not waterproof and is not impervious to water damage in environments you may encounter.

**Do not use your Microsoft Band in environments where it may be exposed to strong electromagnetic fields.**

Strong electromechanical fields may cause damage to your Microsoft Band.

## LASER AND LED SPECIFICATIONS

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### Optical (LED)

This product has been evaluated to comply with International Standard IEC 62471 (2006-07)

## UNITED STATES LIMITED WARRANTY SUMMARY

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Microsoft warrants that your Microsoft Band device or accessory will not malfunction under normal use conditions for the longer of: (i) one year or the warranty period required by law from the date you purchased your Microsoft Band device from an authorized retailer; or (ii) 90 days or the warranty period required by law from the date you purchased your Microsoft Band accessory from an authorized retailer. The warranty excludes normal wear and tear, and damage caused by accident or abuse. Other exclusions and limitations apply, including merchantability. To obtain service, call Microsoft at **1-800-MICROSOFT (1-800-642-7676)** or go to: <http://www.microsoft.com/band/support>.


Please read the entire Limited Warranty, including more information about obtaining service, at <http://microsoft.com/band/warranty>.

You may read and email a copy to yourself during product registration.

**If you live in the United States, Section 9 of the Limited Warranty contains a binding arbitration clause and class action waiver, available at: <http://www.microsoft.com/band/support/warranty/arbitration>.**

The arbitration clause affects your rights about how to resolve a dispute with Microsoft. Please read it. Parts of the arbitration clause are described below.





**Any dispute not resolved by informal negotiation or in small claims court will be resolved only by individual binding arbitration under the Federal Arbitration Act before a neutral arbitrator whose decision will be final—not before a judge or jury, and not in a class action lawsuit or a class, representative, or private attorney general proceeding of any kind.** The American Arbitration Association will conduct the arbitration under its Commercial Arbitration Rules. The Limited Warranty's arbitration clause contains the rest of the terms, instructions, and forms for notifying Microsoft of a dispute or commencing arbitration.

## SOFTWARE LICENSE

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The Software License for your Microsoft Band or Accessory is available at <http://microsoft.com/band/slt>. **BY USING YOUR MICROSOFT BAND OR ACCESSORY, YOU AGREE TO THE SOFTWARE LICENSE. BEFORE SETTING IT UP, PLEASE READ THE SOFTWARE LICENSE. IF YOU DO NOT ACCEPT THE SOFTWARE LICENSE, DO NOT USE YOUR MICROSOFT BAND OR ACCESSORY. RETURN IT UNUSED TO YOUR RESELLER OR MICROSOFT FOR A REFUND.**

## REGULATORY INFORMATION

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Not intended for use in machinery, medical or industrial applications.

Any changes or modifications not expressly approved by Microsoft could void the user's authority to operate this device.

No serviceable parts included.

This device is rated as a commercial product for operation at +14°F (-10°C) to +104°F (+40°C).

This Class B digital apparatus complies with, as applicable, Part 15 of the U.S. Federal Communications Commission (FCC) rules. Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To comply with RF exposure requirements, the following operating configurations must be satisfied: the antenna has been installed by the manufacturer and no changes can be made. The wireless devices must not be co-located or operating in conjunction with any other antenna or transmitter. Except for headset and handheld devices, wireless devices must be at least 20 cm between the antenna of the wireless device and all persons.



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## RADIO AND TV INTERFERENCE REGULATIONS

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The Microsoft hardware device(s) can radiate radio frequency (RF) energy. If not installed and used in strict accordance with the instructions given in the printed documentation and/or onscreen help files, the device may cause harmful interference with other radio-communications devices (for example AM/FM radios, televisions, baby monitors, cordless phones, etc.). There is, however, no guarantee that RF interference will not occur in a particular installation.

To determine if your hardware device is causing interference to other radio-communications devices, disconnect the device from your computer or remove the device's batteries (for a battery operated device). If the interference stops, it was probably caused by the device. If the interference continues after you disconnect the hardware device or remove the batteries, turn the computer off and then on again. If the interference stopped when the computer was off, check to see if one of the input/output (I/O) devices or one of the computer's internal accessory boards is causing the problem.

Disconnect the I/O devices one at a time and see if the interference stops.

If this hardware device does cause interference, try the following measures to correct it:

- Relocate the antenna of the other radio-communications device (for example AM/FM Radios, televisions, baby monitors, cordless phones, etc.) until the interference stops.
- Move the hardware device farther away from the radio or TV, or move it to one side or the other of the radio or TV.
- Plug the computer into a different power outlet so that the hardware device and radio or TV are on different circuits controlled by different circuit breakers or fuses.
- If necessary, ask your computer dealer or an experienced radio-TV technician for more suggestions.

For more information about interference issues, go to the FCC Web site at:

**<http://www.fcc.gov/cgb/consumerfacts/interference.html>**

You can also call the FCC at **1-888-CALL FCC** to request Interference and Telephone Interference fact sheets.



## PRODUCT DISPOSAL INFORMATION

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### Disposal of Waste Batteries and Electrical & Electronic Equipment



This symbol on the product or its batteries or its packaging means that this product and any batteries it contains must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of batteries and electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in batteries and electrical and electronic equipment, which could be caused by inappropriate disposal. For more information about where to drop off your batteries and electrical and electronic waste, please contact your local city/municipality office, your household waste disposal service, or the shop where you purchased this product. Contact [weee@microsoft.com](mailto:weee@microsoft.com) for additional information on WEEE and waste batteries.

### COPYRIGHT

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All other trademarks are property of their respective owners.

### CUSTOMER SUPPORT

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For answers to common questions, troubleshooting steps, and Microsoft Band Customer Support contact information, visit:

<http://microsoft.com/band/support>.











<http://microsoft.com/band/support>



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