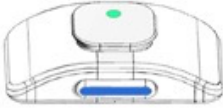
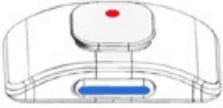

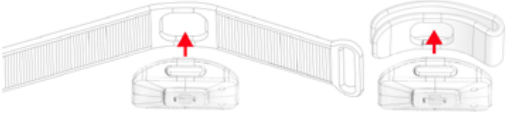


# Alter

Alter® Signal User Manual - Version Date: March 12, 2024

<p>Activate to Pair</p>  <p>Push &amp; hold side button until green light shines</p>	<p>Reset</p>  <p>If instructed: push &amp; hold side button until red light shines</p>
<p>Charging</p>  <p>Top light will blink while charging</p>	<p>Attaching Your Signal</p>  <p>Align module with the attachment housing on band or clip and press firmly into position so the module is securely attached</p>

## Welcome to Alter®

This user manual provides you with instructions and information about the set-up, operation, use and warranty associated with your Alter Signal™ (the “Signal”) device.

**To ensure you get the best experience and results from your Alter Signal, it is IMPORTANT that you read this user manual carefully before using your Alter Signal. Failure to follow the Instructions below could result in product damage, malfunction or injury and void your warranty.**

If after reading these instructions, you have any questions about how to set up or start using your Signal, connecting to your Alter App, or you have any issues with your product, please refer to our

Frequently Asked Questions (FAQs) at <https://www.alterme.com/faq>. If you can't find what you are looking for, send us an email to [support@alterme.com](mailto:support@alterme.com).

## **Important Safety Information**

Alter Signal *is not waterproof* and should not be submersed. Care and caution are required so as the Alter Signal or any other Alter devices you wear do not get caught on fixed structures or heavy objects which can cause injury to yourself and/or damage the devices. The Signal charging cable is magnetic and should be kept away from metal objects and remain unplugged from power source when it is not in use.

Prolonged contact with wearable devices may contribute to skin irritation or allergies in some users. To reduce irritation, follow four simple “wear and care” tips: (1) keep it clean, (2) keep it dry, (3) don't wear it too tight, and (4) give your body a rest by removing the band for an hour after extended wear. If you notice any skin irritation, soreness, tingling, numbness, burning, or stiffness in your hands or wrists while or after wearing the Signal, remove your Signal and please discontinue use. If any symptoms persist longer than 2-3 days after removing the device, consult your doctor especially if you have reduced circulation, bruise easily, or have tendonitis, carpal tunnel syndrome, or other musculoskeletal disorders.

## **Getting Started:**

### **Connecting your Device**

- 1) To pair your Signal to the Alter App the Signal should be connected to the charging cable with the cable connected to an appropriate power source.
- 2) Open the Alter App, open Signal Management from the Alter menu and follow the ‘Assign a new device’ journey.
- 3) Before wearing make sure your Signal is fully charged.
- 4) When using your Signal, double clicking the side button will result in the sync process manually to sync your Signal and the App.

## **Wearing**

For best results, the Alter Signal should be worn on: (1) if using a strap or band, either your wrist or upper arm, or (2) if using the clip, touching your skin between your clothes and your chest in a comfortable location. The Signal should be positioned so as sensor (which has a Green LED) is ideally positioned on the skin near the wrist, upper arm, or chest. When exercising with the Alter, the Signal device should be within close proximity to the Alter and your mobile device that is operating the Screen.

The Signal strap should be threaded through the strap slot and then connected back to the strap itself, so your Signal is snug fit to your wrist or arm. This ensures that the back of the Signal and its sensors make solid contact with your skin.

## **Charging**

You should charge your Alter Signal every 4-6 days or as indicated by either alert received via your Alter App or when the App indicates the battery is low. Battery life is subject to fluctuate depending on use.

Charging time is up to 180 minutes depending on the battery level at time of charging. The Signal will show your charging level in the App itself under 'Your Signal'.

Please use caution with the Signal cable when it is not charging. The Signal charging cable is magnetic and should be unplugged from a power source when not in use. The Signal charging cable nodes should also be kept away from metal objects.

Warning: exposing your Signal to water, extreme temperatures, or damage from strikes may result in a serious lithium battery failure, antenna failure, and may affecting charging capabilities. If the Signal or charging cable sustain damage, do not use them. Contact customer support at [support@alterme.com](mailto:support@alterme.com).

### **Use, Cleaning and Care**

Avoid wearing the Signal next to other bracelets or objects which are made of metal, ceramics, or stones, like diamonds as these can scratch or damage your Signal. Alter Signal can scratch objects in close contact such as softer metal jewellery, cell phones and other personal devices made of metal, aluminium or ceramics.

If you experience any discomfort or chafing, adjust your strap tightness. Adjustments may be helpful following exercises as well. Following workouts, ensure that your skin is wiped dry to prevent irritation.

As with any wearable, keeping your Signal clean is important. When removing your Signal to charge, it is recommended that you thoroughly clean your device with a dry washcloth.

**WARNING:** Alter Signal *is not waterproof*. We do not recommend swimming, bathing, or showering with the Signal at this time. Do not leave the Signal exposed to heat, such as in a vehicle or in the sun. Do not puncture the Signal or its battery.

### **Safety and Product Information**

*Consult your doctor before using the Signal and our Services.*

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. Please review the Terms of Use for important safety and usage information. The Signal 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.

Neither the Signal nor our Service (as described in our Terms of Use) are intended to diagnose, treat, cure, or prevent any disease. If you have a medical or heart condition, consult your doctor before using the Alter Signal or our Service, engaging in an exercise program, or changing your diet. If you experience a medical emergency, stop using the Alter Signal and our Service immediately and consult with a medical professional. We are not responsible for any health problems that may result from training programs, consultations, products, or events you learn about through our Service. If you engage in any exercise program you receive or learn about through our Service, you agree that you do so at your own risk and are voluntarily participating in these activities.

Prolonged contact with wearable devices may contribute to skin irritation or allergies in some users. To reduce irritation, follow four simple "wear and care" tips: (1) keep it clean, (2) keep it dry, (3) don't wear it too tight, and (4) give your body a rest by removing the band for an hour after extended

wear. If you notice any skin irritation, soreness, tingling, numbness, burning, or stiffness in your hands or wrists while or after wearing the Signal, remove your Signal and please discontinue use. If any symptoms persist longer than 2-3 days after removing the device, consult your doctor especially if you have reduced circulation, eczema, bruise easily, or have tendonitis, carpal tunnel syndrome, or other musculoskeletal disorders.

**WARNING:** Keep the Signal away from children. The Alter signal and some band options contain magnets which could pose risks of injury and death if ingested and can also interfere with the operation of other devices. Please use caution with the Signal cable when it is not charging. The Signal charging cable is magnetic and should be unplugged from a power source when not in use. The Signal charging cable nodes should also be kept away from metal objects.

### **Battery 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. Local ordinances may also apply to disposal of lithium-ion batteries.

### **Warranty**

The Signal device is covered by a 12-month Limited Product Warranty to U.S. and Canada purchasers. For full details please visit [www.alterme.com/warranty](http://www.alterme.com/warranty)

### **Regulatory Information / FCC and ISED Compliance**

This device (FCC ID: 2BAJ3-SIGNAL, IC: 30173-SIGNAL) complies with Part 15 of the FCC Rules and ISED Canada License-exempt RSS-standard(s). 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 be considered 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. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG Inc. and any use of such marks by Alter is under license. Apple, and the Apple logo are trademarks of Apple, Inc. registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

### **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.

### **Radio Frequency**

Model No. Signal/JY-05100C

Bluetooth Qualification Declaration ID: 166221

#### **Working Frequency Range:**

BLE: 2402.0-2480.0 MHz NFC: 13.56 MHz

#### **Maximum RF Output Power of the Product:**

BLE:  $0.39651 \leq$  FCC Limit 3.0 for 1g SAR.

Bluetooth: -0.605dBm

The Signal device is a radio transmitter and receiver designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. SAR refers to the rate at which the body absorbs RF energy. The SAR limit is 1.6 watts per kilogram in countries that set the limit averaged over 1 gram of tissue, and 2.0 watts per kilogram in countries that set the limit averaged over 10 grams of tissue. During testing, the Signal radios are set to their highest transmission levels and SAR is evaluated in real time, over time intervals as specified by applicable regulations. Signals are evaluated in positions that simulate uses against the body and arms with no separation.

Alter and its partners use the latest approved regulatory methods adopted in the industry for testing and managing device radios to meet RF exposure limits.

### **Trademarks and Attributions**

© 2024 Alter® and the Alter logo are trademarks of FIT Wind LLC. The Apple logo is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by FIT Wind LLC is under license.

## **Product and Safety Information**

- **Battery:** Rechargeable Lithium-ion battery, non-replaceable. Dispose of the Signal and battery in accordance with applicable local laws and regulations. Special handling may be required.
- **Battery life:** Up to 1 week, depending on the amount of sleep and activity
- **Charging time:** up to 180 minutes depending on the level at charging.
- **Charging your Alter Signal** with the USB charging cable.
  - Charging time 30-180 minutes.
  - Connectivity Bluetooth Low Energy (BLE).
  - Signal firmware updates automatically via your Alter App when connected.
- **Charger Input connector and voltage USB-C connection:** USB nominal 5V. Charger shall be supplied by a power source that shall meet with standard for limited power supply.
- **Charging temperature:** 0-45°C/32-113°F (room temperature recommended).
- **Connectivity:** Bluetooth Low Energy (BLE).
- **Firmware updates:** automatic via your Alter App when connected.
- **Impact resistance:** Rated to 1 m/3.311ft drop impact.
- **Memory capacity:** Up to 1 (One) week.
- **Operating temperature:** -10-55°C/14-131°F.
- **Privacy Data encryption:** Secure pairing of the Signal and the app.
- **Water resistance:** Not waterproof or water resistant.

## **Alter Signal Limited Warranty**

**IMPORTANT: BY USING YOUR ALTER PRODUCTS YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE ALTER ONE (1) YEAR LIMITED PRODUCT 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 Signal device (the “Signal” or “Equipment”), 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 Use.

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 Signal remains in the possession of the original purchaser, or for a Signal presented as a gift by the original purchaser, the Original Possessor of that Signal.

- Alter 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 receipt.

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 pursuant to a valid warranty claim made pursuant to this Limited Warranty.

Although you may choose to have the Equipment repaired by someone other than an Authorized Third-Party Partner and it will not void your warranty, if you choose to use someone 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 in the United States or Canada. 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 in the U.S. or Canada 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”) 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); (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 Use or instructions provided with the Equipment, including submerging the Equipment in water in violation of the instructions for the Signal.
- 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:

FIT Wind 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 Use](#). 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/signal/warranty](https://alterme.com/signal/warranty)

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