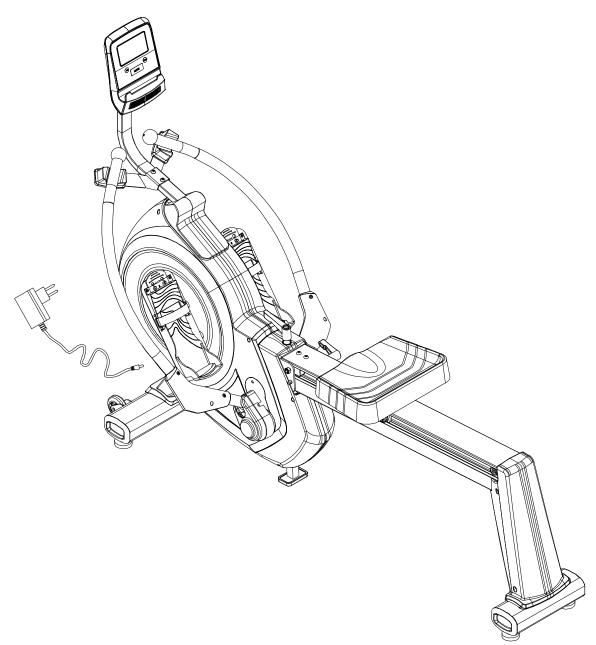


# **Dual Handle Rower**





*IMPORTANT: Read all instructions carefully before using this product. Retain this owner's manual for future reference. The specifications of this product may vary from this photo, subject to change without notice.* 

# **Owner's Manual** Le Manuel Du Proprietaire

2677.4-041320



### PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.

STOP. Contact customer service if you have any questions regarding assembly or proper operation of the machine.

Email us at: Service@paradigmhw.com

### Or call us at:

1-844-641-7920 Hours: 8:00 am to 5:00 pm (PST) Monday thru Friday

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### SERVICE

### IMPORTANT: FOR NORTH AMERICA ONLY

For damaged or defective product, questions, replacement parts or any other service support, please contact our customer service department by the below methods:

### For The Best Service, please Email:

<u>service@paradigmhw.com</u>

Response Time: 1-2 Business Days Emailing us with the information above will be the best method to receive a response during peak business hours

#### Website: www.paradigmhw.com

Toll-Free: 1-844-641-7920 (8:00 AM - 5:00 PM Pacific Standard Time, Monday thru Friday) Response time may vary via calling

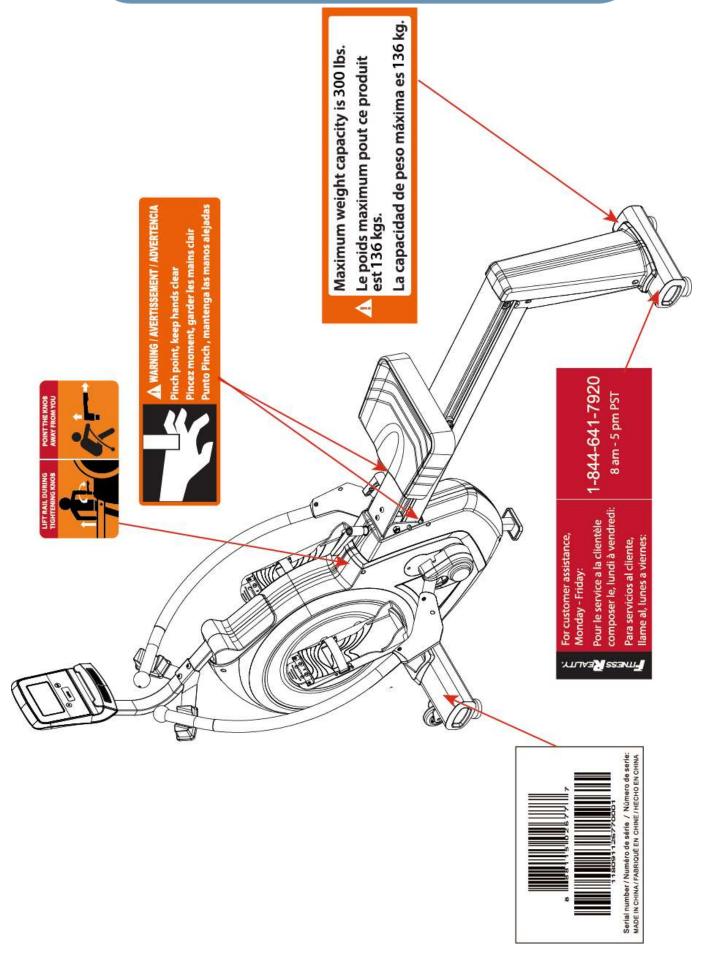
Please have the following information ready when requesting for service:

- Your name
- Phone number
- Model number
- Serial number
- Part number
- Proof of Purchase

For damaged or defective product, please contact our customer service before returning to the store.

Paradigm Health & Wellness, Inc. 1189 Jellick Ave. City of Industry, CA 91748, USA

### LABEL PLACEMENT

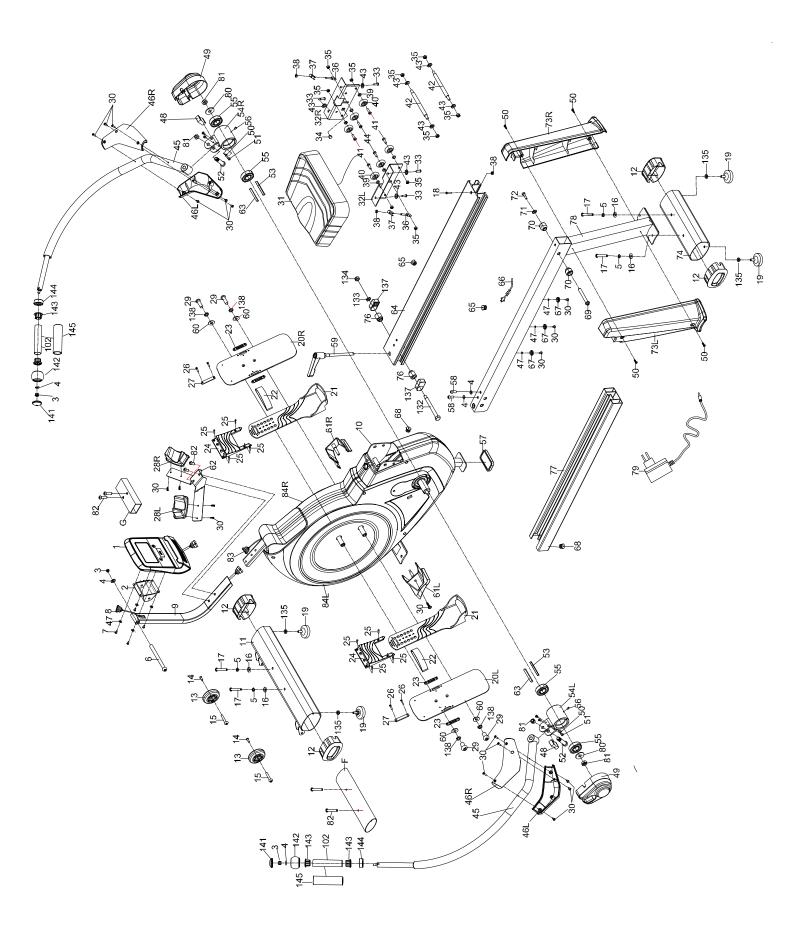


# Read all instructions before using the Rower. Basic precautions should always be followed. WARNING - To reduce the risk of injury to persons, read the following:

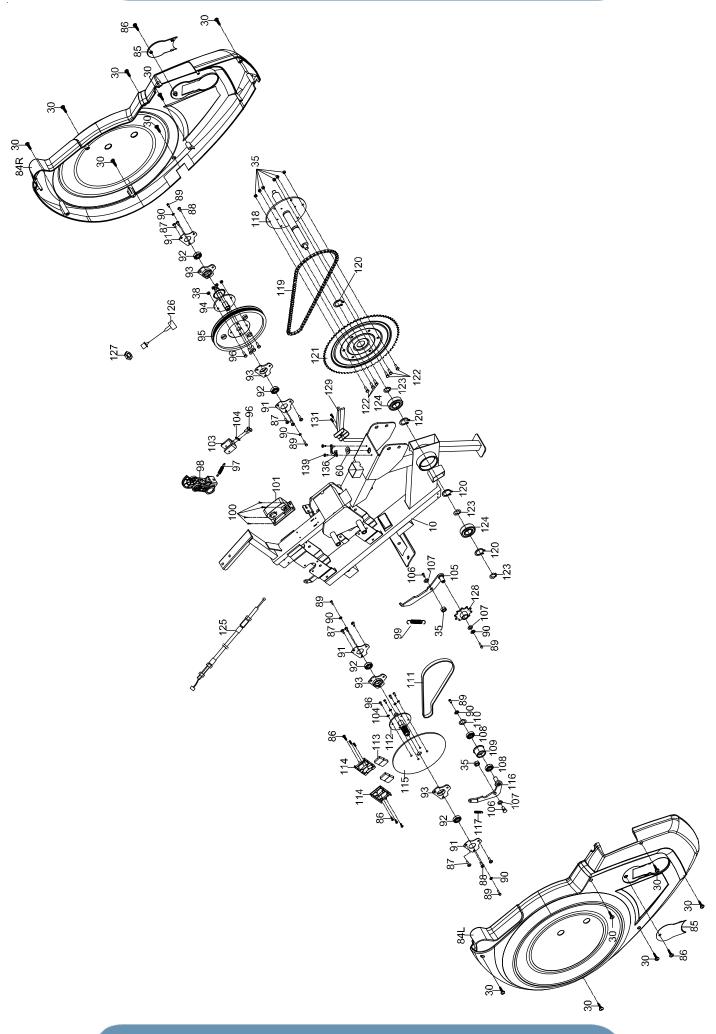
- 1. Be sure all screws, nuts, and bolts are tightened prior to use.
- 2. Before using this equipment, we recommend doing warm ups.
- 3. Only one person should be using the equipment at a time.
- 4. Never operate this **Rower** if it is not working properly, has been dropped, or damaged. If a problem is encountered, contact Customer Service before using the **Rower** again.
- 5. Always use this equipment on a clear and level surface.
- 6. It is recommended that you place this exercise equipment on an equipment mat.
- 7. For household use only.
- 8. Do not use outdoors or near water.
- 9. Use this product only for its intended use as described in this manual. Do not use attachments **NOT** recommended by the manufacturer.
- 10. Do not wear loose clothing when using the equipment.
- 11. Never drop or insert any object into any opening.
- 12. If at any time you feel faint, light-headed, or dizziness while operating the equipment, stop exercising immediately. You should also stop exercising if you are experiencing pain or any discomfort.
- 13. Keep children and pets away from equipment when in use.
- 14. For any problems, contact Customer Service. Servicing should be performed by an authorized service representative. Our contact number is on the service page.
- 15. This product requires a minimum of 6 square feet of space for safe operation.
- 16. ASSEMBLE ALL HARDWARE IN THE ORDER THAT IS SHOWN IN THE ILLUSTRATIONS. Serious bodily injury can occur if this equipment is not assembled and used correctly.
- 17. **Warning:** Risk of Personal Injury Keep children under the age of 13 away from the equipment.
- 18. Warning: Risk of Personal Injury Keep body parts, hair, loose clothing, and jewelry clear of all moving parts.
- 19. **Warning:** Before using this equipment, you should consult with your personal physician to see if the product is appropriate for you. Do not use this equipment without your physician's approval. Do not use this equipment if you have any of the following conditions or ailments:
  - Extreme obesity
  - Glaucoma, retinal detachment or conjunctivitis
  - Pregnancy
  - Spinal injury, Cerebral Sclerosis, or acutely swollen joints
  - Middle ear infection
  - High blood pressure, Hypertension, Recent stroke or Transient ischemic attack
  - Heart or circulatory disorders for which you are being treated
  - Hiatus hernia or Ventral hernia
  - Bone weaknesses including Osteoporosis, Unhealed fractures, Modularly pins, or Surgically implanted orthopedic supports
  - Use of anti-coagulants including Aspirin in high doses

# The maximum weight capacity for this product is 300 lbs / 136KG. DO NOT EXCEED MAXIMUM WEIGHT CAPCITY.

### **OVERVIEW DRAWING**



### **OVERVIEW DRAWING**



### PARTS LIST

No.	Description	Qty
1	Console	1
2	Console Bracket	
3	Nut M8*H7.5*S13	3
4	Washer d8*Ф16*1.5	5
5	Spring Washer d8	4
6	Bolt M8*90*20*S6	1
7	Screw M4*12	4
8	Upper Sensor Wire	1
9	Front Post	1
10	Main Frame	1
11	Front Stabilizer	1
12	End Cap 105*75*47	4
13	WheelФ71*Ф19*24	2
14	Bolt M6*12*S5	2
15	BoltФ7.8*30*M6*15*S5	
16	Waved Washer d8*Ф20*2*R30	4
17	Screw M8*25*25*S6	
18	Bolt M6*12	
19	Foot Pad	4
20L	Left Pedal Bracket	1
20R	Right Pedal Bracket	1
21	Pedal 345*107*58	2
22	Pedal Strap	2
23	Strap Spacer 60*12*5.2	4
24	Pedal Fixed Board 131*106.6*18	2
25	Screw M4*6*S2.5*Ф7.4	8
26	Screw M5*8*Ф8.5	4
27	Strap Fixed Board t4.0*12*60	2
28L	Left Rowing Handrail Pad	1
28R	Right Rowing Handrail Pad	1

No.	Description			
29	Screw M12*20*S8	4		
30	Screw ST4.2*19*Ф8			
31	Seat	1		
32L	Left Seat Plate	1		
32R	Right Seat Plate	1		
33	Bolt M8*16*S14	4		
34	Magnet Φ15*7	1		
35	Nut M8*H7.5*S13	18		
36	Bolt M6*40*Φ10*2.5	2		
37	Adjusting U Seat 30*10*1.5	2		
38	Nut M6*H6*S10	7		
39	Spacer Ф12.5*Ф8.2*10	6		
40	Roller	6		
41	Screw M8*32*10*S5	4		
42	Axle Φ12*140*M8*12	2		
43	Washer d8*Ф16*1.5	8		
44	Screw M8*35*12*S5	2		
45	Handrail	2		
46L	Left Handrail Cover	2		
46R	Right Handrail Cover	2		
47	Washer d4*Φ10*1	7		
48	Limited cushion of rowing rod	2		
49	Shaft Sleeve Cover	2		
50	Screw M5*10	8		
51	Screw M5*10*Ф10	4		
52	Bolt	2		
53	Rectangular Steel 6*4*75	2		
54L	Left Shaft Sleeve	1		
54R	Right Shaft Sleeve	1		
55	Bearing Ф62*16*Ф30 CSK30PP	4		

### PARTS LIST

No.	Description	Qty
56	Screw M5*5	2
57	Rubber End Cap 84.5*49.5*9.7	1
58	Bolt M8*20*S6	2
59	Knob	1
60	Washer d12*Ф24*2	5
61L	Left Front Stabilizer Cover	1
61R	Right Front Stabilizer Cover	1
62	Rod Holder	1
63	Spacer Iron 8*7*72	2
64	Aluminum Rail	1
65	Grommet Plug Φ16	2
66	Inductor	1
67	Side Rail Buckle Φ20.2*6.5*Φ4.5	3
68	Grommet Plug Φ12	2
69	Limited Axle Ф10.9*80*14	1
70	Limited Bushing Ф11.4*Ф27*26	
71	Washer d6*Ф16*1.2	
72	Screw M6*16*S5	
73L	Left Rail Support Frame Cover	
73R	Right Rail Support Frame Cover	1
74	Rear stabilizer	1
76	Sleeve	2
77	Side Rail 855*90*50	1
78	Aluminum Rail Support Frame	1
79	Adaptor	1
80	Washer d12*Ф36.5*3.0	2
81	Nut M12*H11*S19	4
82	Bolt M8*10*S6	6
83	Lower Sensor Wire	1
84L	Left Main Frame Cover	1

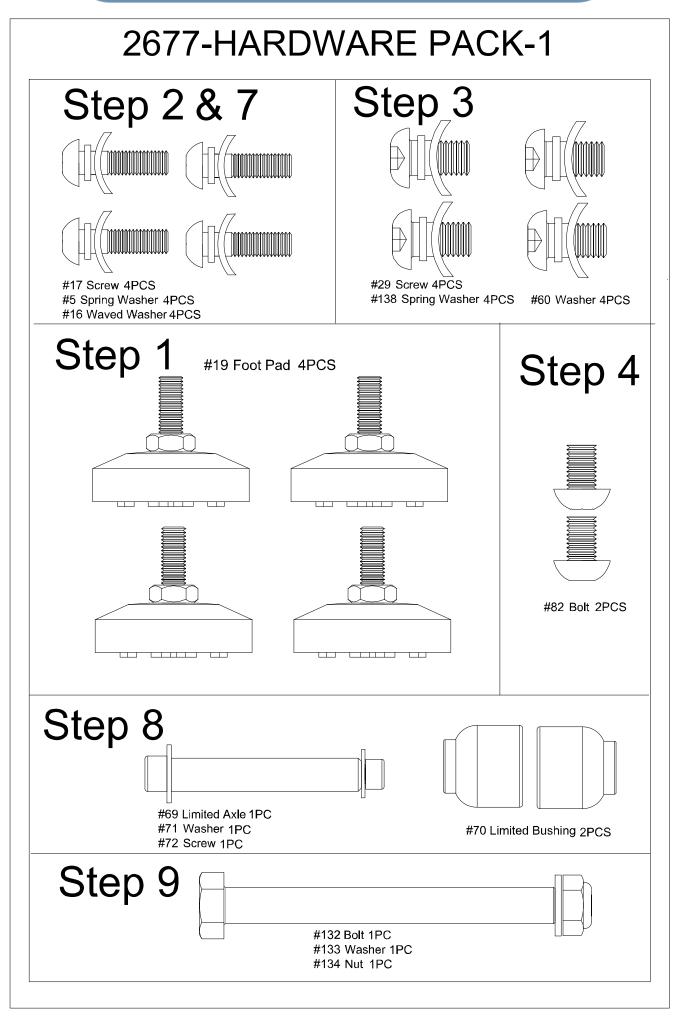
No.	Description	Qty		
84R	Right Main Frame Cover			
85	Plastic Cover	2		
86	Screw ST3*10*Ф5.6	8		
87	Screw M6*10*S10	10		
88	Screw M6*8*S10	2		
89	Bolt M6*12*S10	6		
90	Washer d6*Ф16*1.5	6		
91	Fixed Plate t1.5*56*76	4		
92	Bearing 6001-2RS	4		
93	Bearing Bracket Φ72*11	4		
94	Chain Wheel Shaft	1		
95	Belt Plate Φ200	1		
96	Bolt M6*16*S10			
97	Spring Ф0.8*Ф9*69*N48	1		
98	Strong Magnet Set	1		
99	Springφ1.5*φ14.5*61*N21	1		
100	Screw ST3.5*16*Ф7	4		
101	Motor	1		
102	Rowing Rod Bushing	2		
103	Adjusting U Board t4.0*98.7*30	1		
104	Spring Washer d6	6		
105	Idler Wheel Shelf 1	1		
106	Screw M8*15*Φ10*5*S12	2		
107	Washer d12*Ф17*0.5	3		
108	Bearing 6001-2RS CXSH	2		
109	Idler Ф39*Ф34*24	1		
110	Wave Washer d12*Ф15.5*0.3	1		
111	Belt 6PJ330	1		
112	Belt Wheel Shaft	1		
113	Magnet 39*24.5*10	4		

### PARTS LIST

No.	Description			
114	Magnet Locator	2		
115	Aluminum Wheel t4.0*Φ200*Φ17	1		
116	Idler Wheel Shelf 2	1		
117	Spring	1		
118	Chain Wheel Shaft	1		
119	Chain 1/2"*1/8"*100	1		
120	C-Ring d30			
121	Chain Wheel t2.5*Ф289*Ф30-z70 Р=1/2'			
122	Bolt M8*16*S13			
123	Wave Washer d30*Ф35*0.3			
124	Bearing 6206-ZZ C&U	2		
125	Programmable Tension Wire	1		
126	Power Supply Wire	1		
127	Nut M12	1		
128	Small Cog	1		

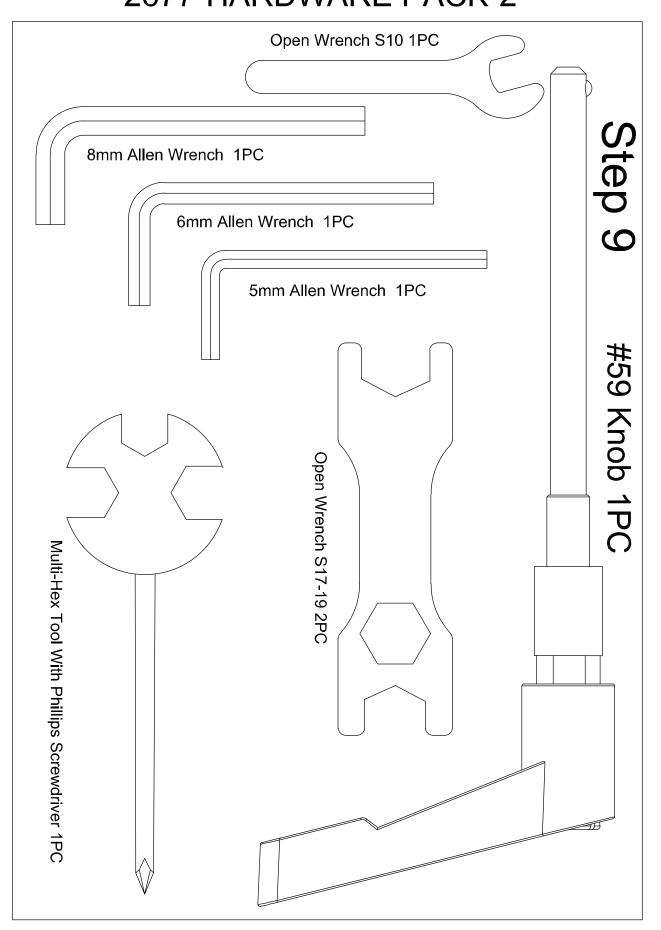
No.	Description	Qty		
132	Bolt φ12*121*M10*12	1		
133	Washer d10*Ф20*2	1		
134	Nut M10*H9.5*S17	1		
135	Nut M8*H5.5*S14	4		
136	Limited Bracket 27*54*6.5	1		
137	Limited Block 51.3*28.5*18	2		
138	Spring Washer D12	4		
139	Screw M5*7*Ф8	2		
141	Ball cover SΦ50*38			
142	Rowing rod head Sq50*q10.1			
143	End cap Φ34*3*Φ25*17*Φ19.2			
144	Spacer φ 36.5*φ19.2*14			
145	Foam grip			
146	Limit Tube			
147	Hex Bolt M6*25*Ф10	2		

### HARDWARE & TOOLS PACK

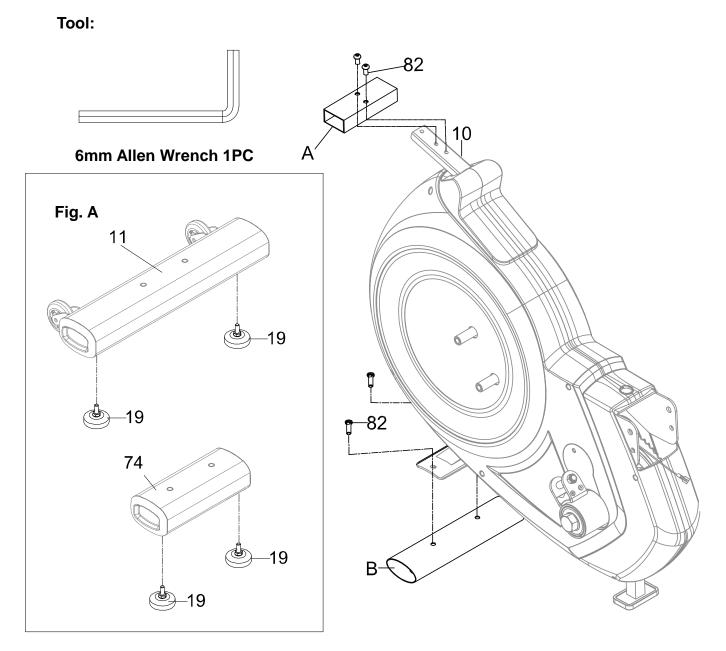


### HARDWARE & TOOLS PACK

# 2677-HARDWARE PACK-2







#### Step 1

**1A.** Remove the **Protected Tube A & B** from the **Main Frame (10)** by using **6mm Allen Wrench** provided.

**NOTE:** Discard the **Protected Tube A & B** and the associated hardware at that was removed. These parts are not needed for the assembly of the rower.

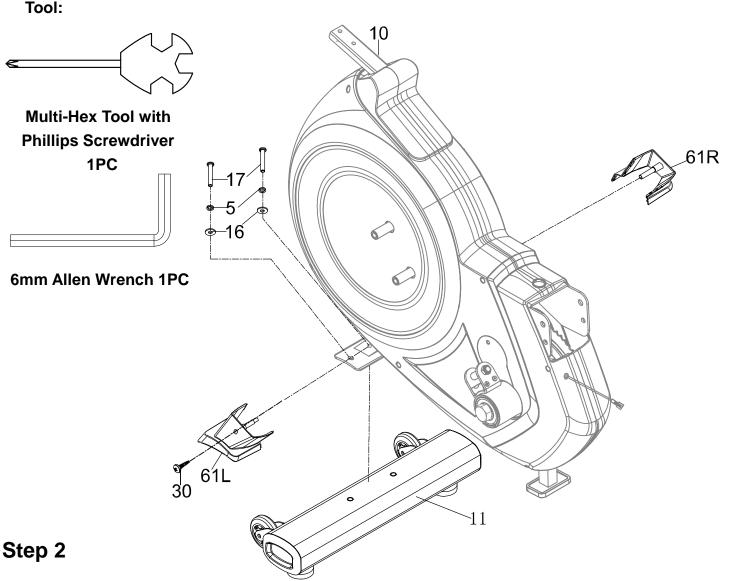
#### 1B. Installing the Foot Pads

Insert the four Foot Pads (19) onto the threaded hole of the Front Stabilizer & Rear stabilizer (11,74). See the Fig A. Tighten the Foot Pads (19) by hand until snug.

Hardware :



(19) Foot Pad 4 PCS



#### 2A. Installing the Front Stabilizer

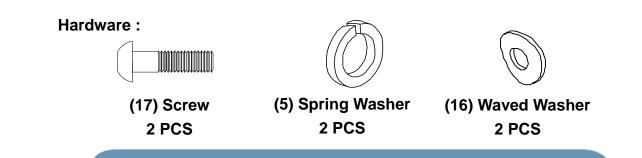
Lift up the front of the Main Frame (10) and attach the Front Stabilizer (11) onto the underside of the Main Frame (10) with two Screws (17), two Spring Washers (5), and two Waved Washers (16). Tighten using the 6mm Allen Wrench provided.

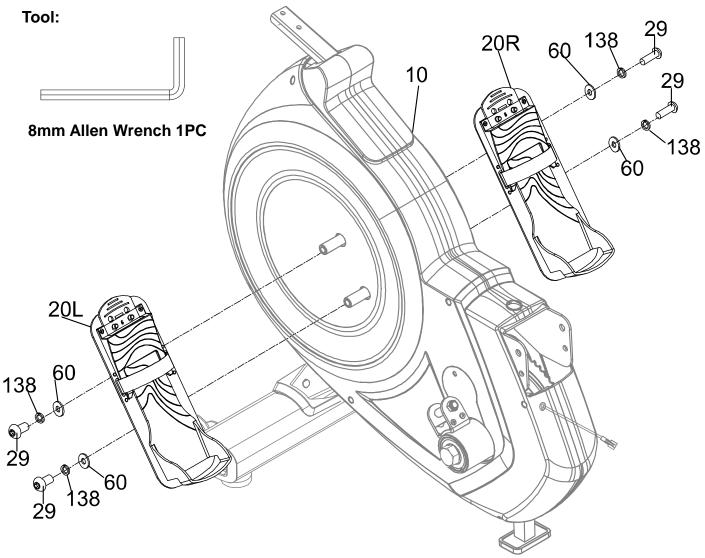
NOTE: The front stabilizer has the transport wheels. Face them forward.

#### 2B. Installing the Front Stabilizer Covers

Remove one Screw (30) from Left Front Stabilizer Cover (61L) by using the Multi-Hex Tool with Phillips Screwdriver provided. Attach the Left and Right Front Stabilizer Cover (61L, 61R) onto the Front Stabilizer (11) and Main Frame (10) and reinstall the previously removed one Screw (30) by using the Multi-Hex Tool with Phillips Screwdriver.

NOTE\* make sure the covers close evenly.





#### Step 3

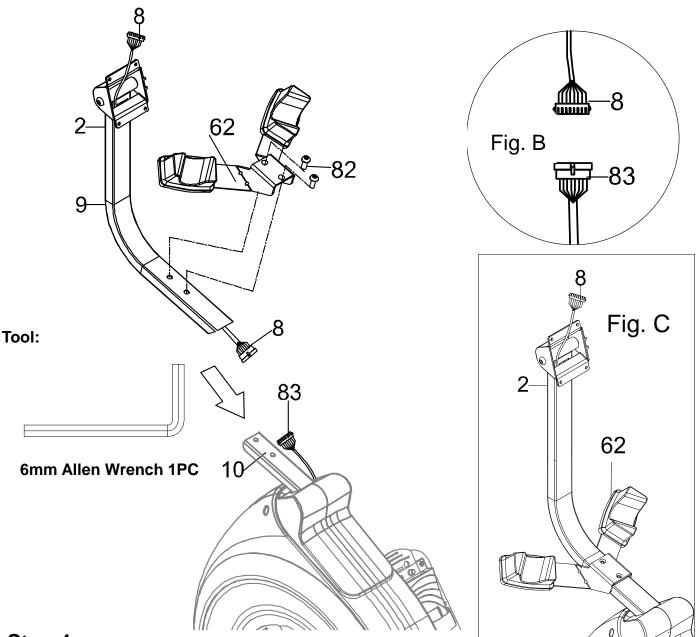
Note: The parts are marked with an "R" for right side and "L" for left side.

#### 3A. Installing the Pedals Bracket

Attach Left Pedal Bracket (20L) into the hole on the left side of Main Frame (10) with two Screws (29) and two Spring Washers (138) and two Washers (60). Tighten using the 8mm Allen Wrench provided.

Repeat the step **3A** for the right side.





#### Step 4

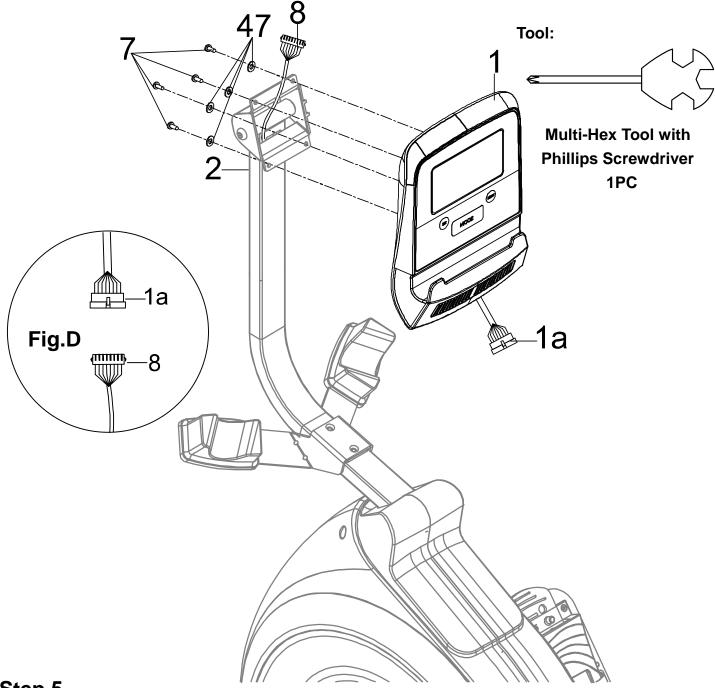
#### 4A. Installing the Front Post

Connect the Upper Sensor Wire (8) to the Lower Sensor Wire (83) as shown in Fig. B. Insert the Front Post (9) onto the Main Frame (1) and align the holes. Attach the Rod Holder (62) onto the Front Post (9) and Main Frame (1) with two Bolts (82). Tighten the hardware using the 6mm Allen Wrench provided.

**NOTE:** The **Rod Holder (62)** should be installed as shown in **Fig. C** with "V" shaped facing the **Front Post (9).** 

Hardware:

(82) Bolts 2 PCS



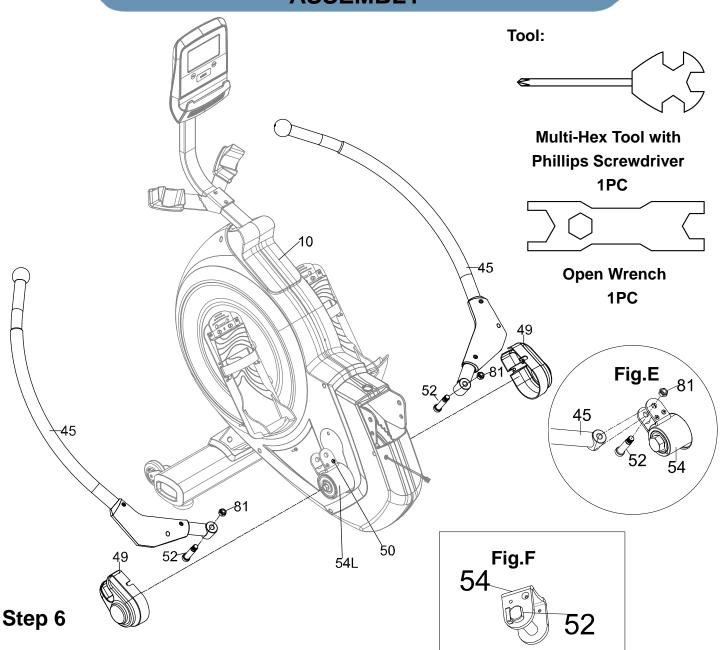
#### Step 5

#### 5A. Removing The Hardware From The Console

Use the **Multi-Hex Tool with Phillips Screwdriver** to remove the four **Screws (7)** and four **Washers (47)** from the **Console (1)**.

#### 5B. Installing the Console

Connect the **Upper Sensor Wire (8)** from the **Console Bracket (2)** to the **Wire (1a)** from the backside of the **Console (1)** as shown in **Fig. D**. Attach the **Console (1)** onto the **Console Bracket (2)** and reinstall the previously removed hardware: four **Screws (7)** and four **Washers (47)**. Tighten the hardware using the **Multi-Hex Tool with Phillips Screwdriver** provided.



#### 6A. Removing The Hardware From The Shaft Sleeves

Use the **Open Wrench** to remove the two **Bolts (52)** and two **Nuts (81)** from the **Shaft Sleeves** (54L,54R).

#### 6B. Installing the Handrails

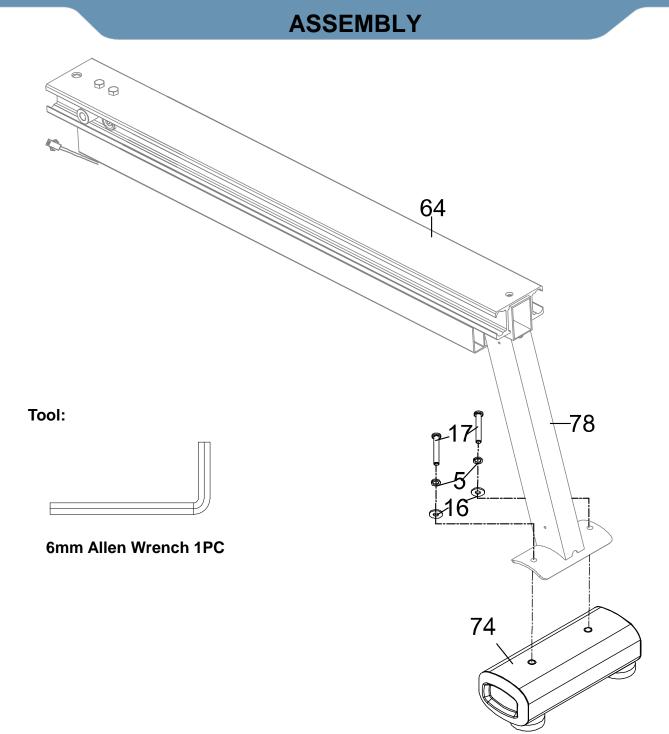
Attach the **Handrail (45)** onto the **Shaft Sleeve (54L)** on the left side of the **Main Frame (10)** and align the holes. Reinstall the previously removed hardware: one **Bolt (52)** through the hole of the **Handlebar (45)** and **Shaft Sleeve (54L)**. Attach one **Nut (81)** onto the end of **Bolt (52)**. **See Fig. E.** Tighten the hardware by using the **Open Wrench** until firm and secure.

NOTE: Make sure that the flat spot on the **Bolt (52)** is aligned with the guide on **Shaft Sleeves** (54L,54R). See Fig. F. Refer to Pg 28 if having trouble with this step.

Repeat the step **6B** for the right side.

#### 6C. Installing the Shaft Sleeve Covers

Attach the **Shaft Sleeve Covers (49)** onto the **Left and Right Shaft Sleeve (54L,54R).** Tighten the **Screws (50)** by using the **Multi-Hex Tool with Phillips Screwdriver**.

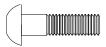


#### Step 7

7A. Installing the Rear Stabilizer

Hold the Aluminum Rail (64) and attach the Rear Stabilizer (74) onto the Aluminum Rail Support Frame (78) with two Screws (17), two Spring Washers (5), and two Waved Washers (16). Tighten the hardware using the 6mm Allen Wrench provided.

Hardware:



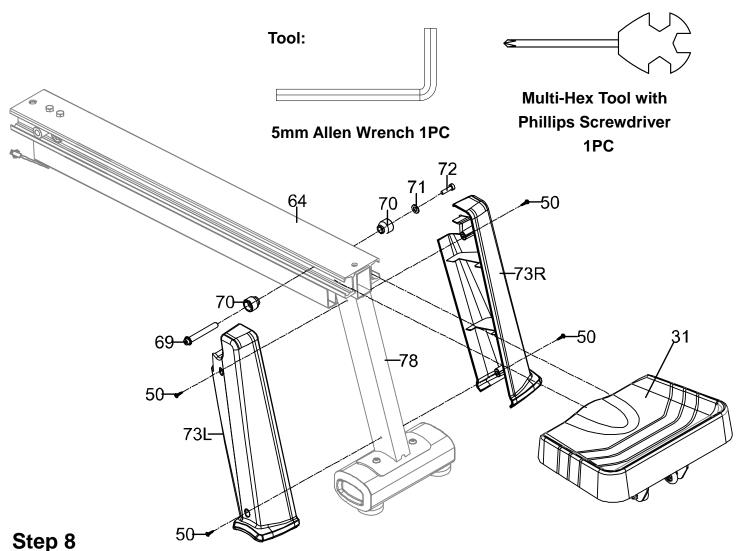
(17) Screw 2 PCS





(5) Spring Washer 2 PCS

(16) Waved Washer 2 PCS



#### 8A. Installing the Seat

Slide the Seat (31) onto the Aluminum Rail (64). Insert one Limited Bushing (70), one Limited Axle (69) on the Left side of Aluminum Rail (64). Push the Limited Axle (69) through the Aluminum Rail (64) and attach one Limited Bushing (70), one Washer (71), one Screw (72). Tighten using the 5mm Allen Wrench provided.

#### 8B. Removing The Hardware From The Rail Support Frame Covers

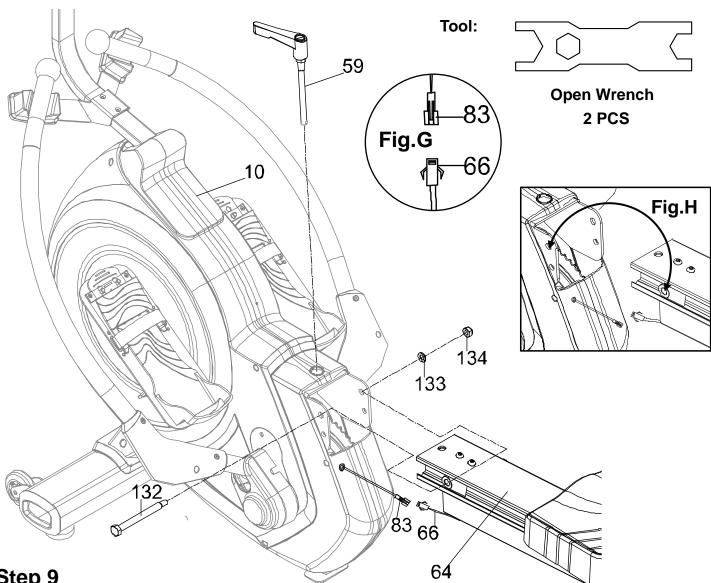
Use the **Multi-Hex Tool with Phillips Screwdriver** to remove the four **Screws (50)** from the **Left & Right Rail Support Frame Covers (73L,73R).** 

#### 8C. Installing the Rail Support Frame Covers

Attach the Left Rail Support Frame Cover (73L) onto the Left side of Aluminum Rail Support Frame (78) with two Screws (50) that were previously removed. Tighten the hardware using the Multi-Hex Tool with Phillips Screwdriver provided

Repeat the step 8C for the right side

## Hardware: (69) Limited Axle (70) Limited Bushing (71) Washer (72) Screw 1 PC 2 PCS 1 PC 1 PC 19



#### Step 9

#### 9A. Installing the Aluminum Rail

Connect the Lower Sensor Wire (83) with the Inductor (66) as shown in Fig. G. Slide the Aluminum Rail (64) into the Main Frame (10). Align the bolt holes shown in Fig. H and insert one Bolt (132). Push the Bolt (132) through the frame and attach one Washer (133), one Nut (134). Tighten using two Open Wrenches provided.

Further secure the Main Frame (10) and Aluminum Rail (64) with Knob (59).

NOTE: You may need to lift the Aluminum Rail (64) to fully install Knob (59) properly. Check that the Knob (59) is properly installed before each use.

NOTE: Make sure the Knob (59) handle is pointed away from you before each use.

#### Hardware:

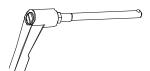






(132) Bolt

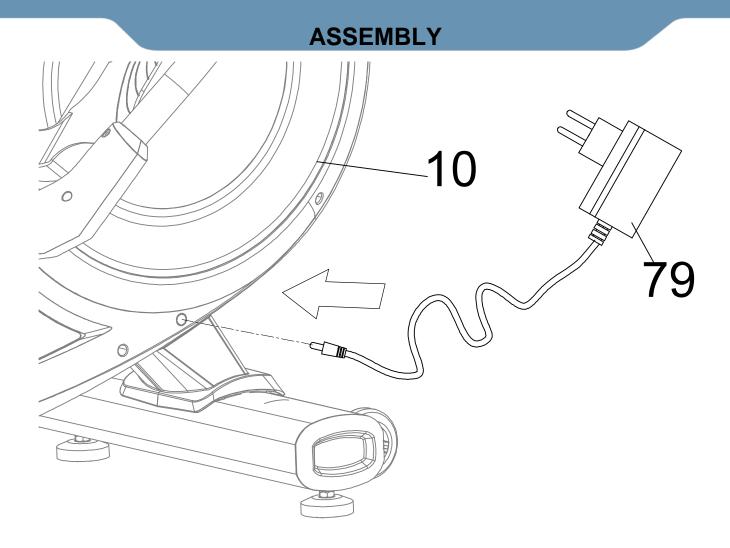
1 PC



(59) Knob 1 PC

(134) Nut 1 PC

(133) Washer 1 PC



#### Step 10

10A.Plugging In the Machine – Connect the Adaptor (79) to the hole on the right side of main frame (10).

### CONSOLE

#### **Console Functions:**

Console Displays Time, Watt, Calories, Distance, Rpm, Count and Level of tension.

When the MANUAL flashes, and then press "ENTER" to set Time, Distance, Calories.

Press "UP" or "DOWN" to cycle through:
1. Time goals- a time goal can be set from 0:00 to 5:00 minutes to 99:00 minutes. When desired time is highlighted press "START" to begin.



**2. Distance Goal**- A distance goal can be set from 0.0KM – 1.0 – 999KM When desired distance is highlighted press "START" to begin.

**3. Calorie Goal**- A calorie goal can be set from 0.0- 990 calories in 10 calorie increments. When desired Calorie is highlighted press "START" to begin.

Press "UP" or "DOWN" to highlight "MANUAL" and you will cycle through P1-P10. These are preset programs that you can select and run. The programs have Pre-set resistance levels.

When desired program is highlighted press "Enter" to begin.

Then set a "TIME" goal and press "ENTER", Then set a "DISTANCE" goal and press "ENTER". When your program is shown press "START" to begin the program.

988 00	21	14 F	000	92	14	000 000	P3	14
000 00	РЧ	<:	000	25	4	002 002	P5	4
000 00	81 11	14 F	000	P8		003 00	Pg	
980 CC	P (8	2						

P11- P15 are customizable program you can adjust to fit your workout needs. They will stay stored in the consoles memory.

#### To customize a program press "ENTER".

First set a "TIME" goal and press "ENTER", Then set a "DISTANCE" goal press "ENTER". This will highlight a "LEVEL" block, press "UP" or "DOWN" to adjust the tension level you desire then press "ENTER"

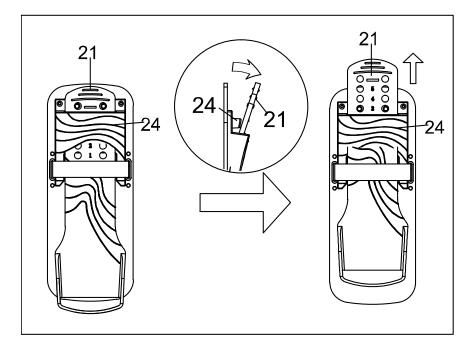
Continue repeat this step for every block. There is 10 blocks to preset. When finished press "ENTER" this will store your custom program into memory. When your custom program is shown press "START" to begin your program.

#### P16 is a WATT PRO workout.

#### To customize a program press "ENTER".

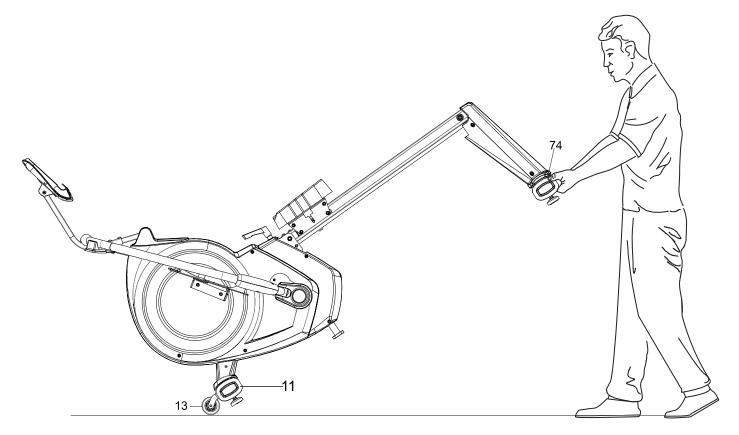
- 1. First set a "TIME" goal.
  - a. Minimum time is 5 minutes, maximum is 99 minutes.
  - b. Press "UP" or "DOWN" to adjust the TIME.
  - c. Press "ENTER".
- 2. Then set a "DISTANCE" goal.
  - a. Minimum is 1.0km, maximum is 999km.
  - b. press "UP" or "DOWN" to adjust the KM.
  - c. Press "ENTER".
- 3. Then set a "CALORIE" goal.
  - a. Minimum is 10.0 calories, maximum is **9990** calories.
  - b. press "UP" or "DOWN" to adjust the CALORIES.
  - c. Press "ENTER".
- 4. Then set the "**WATT**" goal.
  - a. Minimum is 30 WATTS, maximum is 350 WATTS.
  - b. press "UP" or "DOWN" to adjust the WATTS.
  - c. Press "ENTER".
  - d. Press "START" to begin the workout.
- 5. The Rower will adjust the tension to keep you in the selected WATTS RANGE.

### **ADJUSTMENTS & TRANSPORTING**



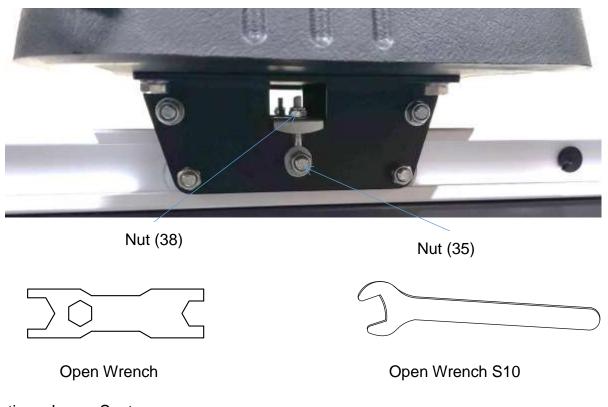
#### • Adjusting the pedal length

Lift up the **Pedal (21)** under the **Pedal Fixed Board (24)** and pull Upward to shorten the length. Adjust the suitable position and align the hole on the **Pedal (21)** and **Pedal Fixed Board (24)**.



 Hold the Rear Stabilizer (74) and pull the machine up until the wheels (13) on the Front Stabilizer (11) make contact with the floor. Push or pull the unit to the desired location, then gently lower the Rear Stabilizer (74) to the ground

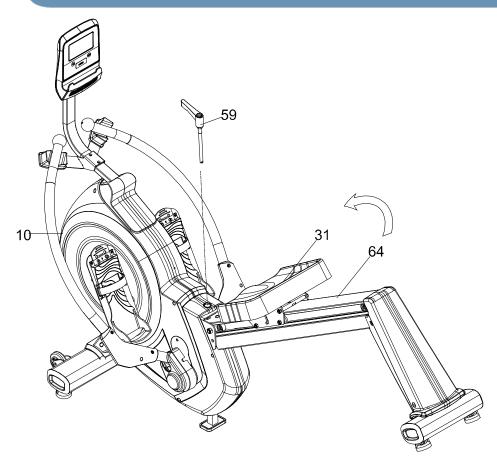
### **ADJUSTMENTS & TRANSPORTING**



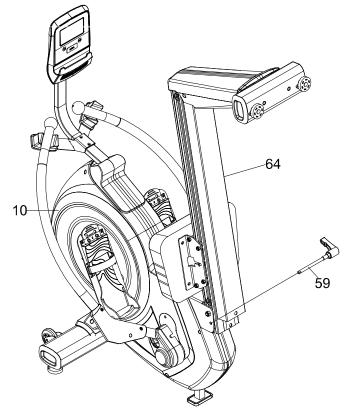
Adjusting a Loose Seat

- 1. On the LEFT and RIGHT side of the Seat (31) loosen both Nuts (35) with Open Wrench.
- 2. Tighten the LEFT and RIGHT Nut (38) with Open Wrench S10 in half turn increments each.
- 3. Check for wobbling.
- 4. The seat should have a small amount of PLAY so that is does not roll rough.
- 5. When the desired setting has been obtained, Re-tighten the Nuts (35) with the Open Wrench.

### STORAGE



• Remove the **Knob (59)** from the **Aluminum Rail (64)** and the **Main Frame (10)**. Lift the **Aluminum Rail (64)** to rotate it.



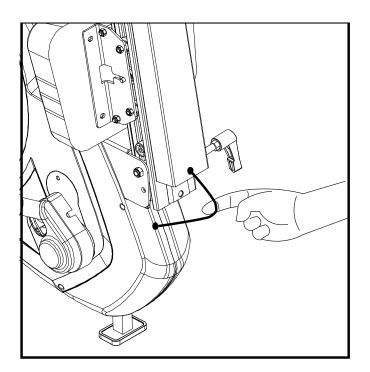
- Insert the Knob (59) to lock the Aluminum Rail (64) in the upright position.
- ALWAYS Store the Rower in a clean and dry environment away from pets and children.

### NOTES



#### **1. PLEASE NOTE:**

When using the Rower, reaching 999 strokes will be the highest stroke count. Please press the "START" button to resume. All values will start at zero. When in a program and reaching 999 strokes will require the same "START" button press, the values will resume from zero but will remain in the same program.



#### 2. PLEASE NOTE:

In step 9 make sure that there is enough slack for the Lower Sensor Wire (83) and Inductor (66) When the rail is folded up. Make sure the wires are NOT tight. Pull them slightly out to give them slack to prevent damage.

#### CLEANING

- The rower can be cleaned with a soft clean damp cloth. Do not use abrasives or solvents on the plastic parts.
- Please wipe your perspiration off the rower after each use. Be careful not to get excessive moisture on the computer display panel as this might cause an electrical hazard or the electronics to fail.
- Please keep the computer console and the rower, out of direct sunlight to prevent screen damage.
- Please inspect all assembly bolts, nuts, screws, and pedals on the machine for proper tightness every week.

#### TROUBLESHOOTING

- **PROBLEM:** There is no display on the computer console.
  - **SOLUTION:** Remove the console and verify that the wire at the rear of the console is properly connected to the wires that come from the frame.
- **PROBLEM:** The rower makes a squeaking noise when in use.
  - **SOLUTION:** The bolts may be loose on the equipment. Please inspect all of the nuts, bolts, screws and tighten any loose Hardware.
- PROBLEM: Cannot tighten the Nuts (81) on the Bolts (52) for STEP 6.
  - **SOLUTION:** Use a **17mm Open End Wrench** (Not Provided) to hold the 2 **Flat** sides of the **Bolts (52)** head, while tightening the **Nuts (81).**

### WARRANTY

#### MANUFACTURER'S LIMITED WARRANTY

Paradigm Health & Wellness warrants to the original purchaser that this product is free from defects in material and workmanship when used for the purpose intended, under the conditions that it has been installed and operated in accordance with Paradigm's Owner's Manual. Paradigm's obligation under this warranty applies to the following:

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#### COMPONENT

<u>COMPONENT</u>	LENGTH OF WARRANTY
Structural Frame	10 years For Home Use Only
Parts	3 years For Home Use Only
Electronic/Wearable Parts	2 years For Home Use Only

#### **Exclusions from Warranty Coverage:**

Paradigm does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damages attributable to:

- 1. Improper installation and/or failure to abide by Paradigm's installation guidelines;
- 2. Use of this product beyond normal home use, or in an application for which it was not designed;
- 3. Cosmetic items such as scratches, dents or discolorations;
- 4. Damage caused by normal wear and tear, vandalism, accidental or by animals;
- 5. Any act of Nature (such as fire, flooding, snow, ice, hurricane, earthquake, lightning or other natural disaster), environmental condition (such as air pollution, mold, mildew, etc.), or staining from foreign substances (such as dirt, grease, oil, etc.);
- 6. Normal weathering due to exposure to sunlight, weather and atmosphere which can cause colored surfaces to, among other things, flake, chalk, accumulate dirt or stains.
- 7. Improper operation, alteration, handling, storage, abuse or neglect of the products.

Paradigm, using its sole discretion, will either repair or replace free of charge any part(s) proven to be defective under normal home use. Any repair or replacement shall provide no new warranty coverage, but shall retain only the remaining portion of the original product's warranty. This warranty is offered only to the original purchaser and is not transferable. Proof of original purchase is required.

Ordering Replacement Parts

Replacement parts can be ordered by emailing our customer service department:

## Service@paradigmhw.com

Open Monday thru Friday 8:00 AM - 5:00 PM (PST).

When ordering replacement parts please have the following information ready:

- 1. Owner's Manual
- 2. Model Number
- 3. Description of Parts
- 4. Part Number
- 5. Date of Purchase

### PARTS REQUEST FORM

### Paradigm Health & Wellness, Inc.

EMAIL THIS FORM WITH YOUR RECEIPT OF PURCHASE TO

### Service@paradigmhw.com

NAME:				
ADDRESS:				
CITY:		STATE:	ZIP:	
TELEPHONE:	(Day)			
	(Night)			
SERIAL#:				
PURCHASE DA	TE:			
PLACE OF PUR	CHASE:			

PART #	DESCRIPTION	QTY

#### "YOUR ORDER WILL BE PROCESSED WITHIN 3 BUSINESS DAYS" \*This form can also be faxed to #: 626-810-2166