

PULSE BELT TROUBLESHOOTING AND RETURN PROCESS

If a PULSE Belt is not displaying correctly in the PULSE System, please conduct these troubleshooting steps:

1. Confirm that the PULSE System is running correctly
 - a. Ensure that the Class Session was started
 - b. Ensure that the PULSE Receivers are connected to the system
 - c. Ensure that you are connected to the PerformanceIQ Wifi
2. Ensure Belt is positioned correctly on body and 9Round logo is upright
3. Wet the strap to help establish a connection with the heart rate
4. Replace the strap
5. Check the battery in the POD
 - a. Replace battery if it is dead
 - b. Ensure that the battery is placed securely and is in the correct way in the POD
6. Use the PULSE Belt Tester

If the PULSE Belt is still not working after all of these steps have been completed, the next step will be to Submit a Support Ticket.

PULSE Belts have a One (1) Year Warranty

*****PLEASE READ*** BY SUBMITTING A SUPPORT TICKET YOU ARE CONFIRMING THAT YOU HAVE FOLLOWED ALL THE TROUBLESHOOTING STEPS. IF ANY BELT THAT IS REPLACED IS FOUND NOT TO BE DEFECTIVE THE REQUESTERS' GYM WILL BE CHARGED THE FULL AMOUNT OF THE REPLACED BELT**

1. Submit a Support Ticket by following the link in the PULSE Software **OR** the link below:
 - a. <https://9roundpulse.zendesk.com/hc/en-us/requests/new>
2. Fill out the appropriate fields corresponding to the Belt/POD issue
3. In the description, please provide:
 - a. Details of the belts not working
 - b. Confirmation that ALL of the troubleshooting steps have been completed for each belt
 - c. Address that you would like to have the replacements sent to
4. A return label will be sent to you for the defective belts to be shipped to
5. You can expect your replacements to arrive in 5 – 7 Business Days