

INSTRUCTION MANUAL



Pace and Distance Tracker Featuring ACTIVE ENGINE

Model HJA-301



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INTRODUCTION

Thank you for purchasing the HJA-301 GOsmart Pace and Distance Tracker Featuring ACTIVE ENGINE.

| Fill-in for future reference: | |
|-------------------------------|--|
| DATE PURCHASED: | |

- Staple your purchase receipt here
- Register your product on-line at www.register-omron.com

The HJA-301 GOsmart Pace and Distance Tracker Featuring ACTIVE ENGINE features the best technology to ensure accuracy and ease of use. This unit features OMRON's new *Active Engine* technology to measure the intensity and amount of exercise to determine accurate calories burned. This is also the first GOsmart unit to track pace and distance in a Workout Mode, perfect for runners.

Your HJA-301 GOsmart Pace and Distance Tracker Featuring ACTIVE ENGINE comes with the following components:

Main unit

Holder

Strap

Clip

Battery (CR2032 installed)

Screwdriver

Instruction Manual

SAVE THESE INSTRUCTIONS

FEATURES

Active Engine

Active Engine is an exclusive technology designed by OMRON to measure physical activity intensity to provide a more accurate calculation of calories and fat grams burned. The HJA-301 measures the amount of calories and fat burned based on a concept call Metabolic Equivalent of Task or, MET. MET is used as a practical means of expressing the intensity and energy expenditure of physical activities in a way comparable among persons of different weight. Actual energy expenditure (e.g., in Kcal) during a physical activity depends on the person's body weight, therefore the energy cost of the same physical activity will be different for persons of different weight. For example, two people can run the same distance within a day, but the person with more body weight will most likely burn more calories. MET also take into account that each physical activity has a different level of intensity, so the Active Engine unit can accurately measure calories burned if you are going for a leisurely stroll through the mall or if you are running on a treadmill at the gym.

Workout Mode

The HJA-301 model can separately track your pace, distance, time spent exercising and calories burned in "Workout Mode". Press to begin or stop "Workout Mode". The function stores a maximum of seven previous sessions, up to 30 minutes each. Once you reach 30 minutes in "Workout Mode", your display will read "Good Job".

Auto Stride Length

After you enter your height, your stride length will be automatically calculated. You can change this calculated length at any time based on your walking or running stride lengths.

IMPORTANT SAFETY INFORMATION

To assure the correct use of the product, basic safety measures should always be followed including the warnings and cautions listed in this instruction manual

| ana cautions tistea in this instruction manual. | | |
|---|--|--|
| SAFETY SYMBOLS USED IN THIS INSTRUCTION MANUAL | | |
| ⚠ WARNING | Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. | |
| ⚠ CAUTION | Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. | |

OPERATING THE DEVICE

- For your safety, do not check readings while running or walking in any situation which presents hazards such as on roads, sidewalks or trails which have vehicles, congestion, obstacles, uneven terrain or other hazards.
- Contact your physician or healthcare provider before beginning a weight reduction or exercise program.
- Always take a rest if you feel tired or experience pain while exercising. If the pain or discomfort continues, immediately stop your exercise and consult a physician.
- Keep the unit out of the reach of young children. The unit contains small pieces that may be swallowed. Immediately contact your physician if any piece is swallowed.
- If used hanging around neck, the string can cause strangulation. Do not place the unit with string around a child's neck
- If battery fluid gets in your eyes, immediately rinse with plenty of clean water. Contact a physician immediately.
- Read all information in the instruction manual and any

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IMPORTANT SAFETY INFORMATION

- Operate the unit only as intended. Do not use for any other purpose.
- ⚠ Do not swing the unit by the strap. Swinging the unit while holding the strap may cause an injury.
- Do not put the unit in the back pocket of your shorts or trousers. It could be damaged if you sit down while the unit is still in your pocket.
- If battery fluid gets on your skin or clothing, immediately rinse with plenty of clean water.
- ⚠ Do not insert the battery with the polarities in the wrong direction.
- Always use the type of battery indicated.
- A Replace a worn battery with a new one immediately.
- Remove the battery from this unit when you are not going to use it for a long period of time (approximately three months or longer).
- ⚠ Do not throw the battery into fire. The battery may explode.
- ⚠ Dispose of the device, battery, and components according to applicable local regulations. Unlawful disposal may cause environmental pollution.
- Always remove the battery before disposing of the unit.

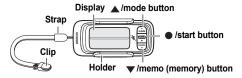
CARE AND MAINTENANCE

- ⚠ Do not disassemble or modify the unit. Changes or modifications not approved by Omron Healthcare will void the user warranty.
- ⚠ Do not subject the unit to strong shocks, such as dropping the unit on the floor.
- ⚠ Do not submerge the unit or any of the components in water.
- Do not press the button with a sharp point. This could cause damage.

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KNOW YOUR UNIT

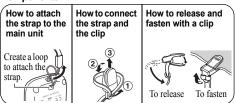
Front of the main unit

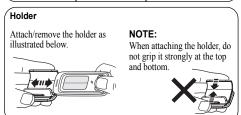


Back of the main unit



Components





SETTINGS

SETTING THE TIME, WEIGHT, HEIGHT AND STRIDE LENGTH

The unit comes with the battery installed. When you use the unit for the first time or you want to change settings, follow the steps below.

For setting range details refer to "Specifications" on page 29. **NOTE:**

Remove the protective film from the face of the display.

 Press the SET button on the back of the unit with a thin, sturdy, stick that will not break easily.

SET button

⚠ Do not press the button with a sharp point. This could cause damage to the button

The hour flashes on the display.

NOTE:

The display will turn off if no buttons are pressed after 5 minutes while setting the unit for the first time or after resetting the unit. When resetting the unit, the display will show the current step count.

SETTINGS

2. Setting the hour.

- A) Press or to select the desired value for a setting.
 - Press (mode) (momo) to advance (go back) one
 - Hold <u>node</u> (memo) down to advance (go back) rapidly.
- B) Press to confirm the setting.
- 3. Repeat step 2 to set the minute.
- 4. Repeat step 2 to set the weight.
- 5. Repeat step 2 to set the height.
- Repeat step 2 to set the stride length for workout.

The Workout time/Distance display appears.

Automatic stride length setting

The initial stride length value that blinks on the display is an estimated stride length calculated from the Height set in step 5. You can set the actual stride length to use for workouts based on the type of training (running/walking) you will use. The stride length will blink with initial setup or after each reset

Refer to "Stride Length Measurement Mode" on page 9, if you want to confirm the initial set stride length.

All the settings are completed.

STRIDE LENGTH MEASUREMENT MODE

If you choose, you can manually calculate your stride length for a more accurate measurement. Just follow these directions which require you to walk or run a set distance.

NOTE:

For easier measurement, use a running track or course with distances marked





SETTINGS

- Display the screen with workout time and distance.
- 2. Press for 2 seconds.
- 3. Set the workout distance for measuring stride length.

Press $\widehat{\mathbb{T}}$ or $\widehat{\mathbb{T}}$ to select the desired value for a setting.

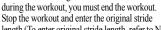


- Press node (memo) to advance (go back) one.
- Hold mode (mode) down to advance (go back) rapidly.

NOTES:

- To cancel stride length measurement mode, select
 - "- - mile".
- If you select 0.1 mile, you will need to walk or run that distance for the unit to accurately determine your stride length.
- 4. Press en to start a workout.
 - Do a workout of the distance entered in step 3.

 To cancel stride length measurement mode during the workout, you must end the workout.



length (To enter original stride length, refer to Note on step 5).

5. Pross [50] for 2 seconds to and the

Press for 2 seconds to end the workout.



Press or if you want to make

further adjustment. **6. Press** pto confirm.

The Workout Time/Distance display appears.

NOTE:

Even when measuring stride length, the total calories and fat burned, and number of steps are recorded.

ATTACHING THE UNIT

The HJA-301 can be used in any direction (up/down, sideways, flat) in a bag, pocket, at the waist or hanging from your neck on a lanvard (not included). For best accuracy during your workouts, or while in Workout Mode, attach the unit in the holder at your waist.

NOTES:

- Press the clip open to remove the unit. Depending on the material, the clip may cause damage or scratches to your clothes if it is attached or removed roughly.
- The included strap and clip are to prevent the unit from falling. Do not hang the unit from your waist or a bag.

WHEN WORKOUT MODE IS ON

Attaching the unit at your waist.

Use the holder to attach the unit to the top of your belt or pants. Clip the strap to your pants.

NOTE:

If the unit is not attached somewhere other than your waist while running, steps may not be counted correctly.

WHEN WORKOUT MODE IS OFF

Placing the unit in your pocket.

Place the unit in the front pocket of your shirt or pants. If you like, clip the strap to the top of your pocket.

Placing the unit in your bag.

The unit can be placed in any bag in a any direction. You can also secure it in place in a pocket or section with the holder or strap.

Attaching the unit at your waist.

Use the holder to attach the unit to the top of your belt or pants. Clip the strap to your pants.



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ATTACHING THE UNIT

Hanging the unit from your neck.

Attach a secure string or cord to the unit. Place the string around your neck and hang the unit as illustrated.



NOTE:

Make sure the string is correctly sized to easily remove the unit from around your neck.



⚠ If used hanging around neck, the string can cause strangulation. Do not place the unit with string around a child's neck

USING THE UNIT

USING THE WORKOUT MODE

Use the Workout Mode to separately track pace, distance, time and calories burned and steps during a specific workout time

1. Attach the unit at your waist (refer to page 11).

2. Start a workout.

Press of 2 seconds to start Workout Mode. The units starts to record the distance, time, calories burned, and average pace.

NOTE:

During a workout, the Workout indicator bar appears in all the displays. Start your workout after checking that this bar is being displayed.



3. End a workout.

Press for 2 seconds to stop Workout Mode.

NOTES:

- If a workout continues for more than 30 minutes, the message "Good job" scrolls on the display after you finish Workout Mode.
- Workout Mode will automatically stop 24 hours after it is started if is not pressed.

About the average pace

The average pace displays the average pace for the time between when Workout Mode started and when it was stopped. In order to keep an accurate record, press for 2 seconds to stop Workout Mode as soon as you have finished your workout.

NOTE:

The average pace is updated every 20 seconds during Workout Mode, so this information is available throughout

USING THE UNIT

COUNTING STEPS (WORKOUT MODE IS OFF)

The unit also tracks daily steps, distance, calories and fat burned from daily activities, even when the Workout Mode is not being used.

Simply bring the unit with you wherever you go. NOTE:

In order to avoid counting steps that are not part of a walk, the unit does not display the step count for the first 4 seconds of walking. If you continue walking for more than 4 seconds, it displays the step count for the first 4 seconds and then continues to count.

2. Press 🞰 to read the data (refer to page 19).

To ensure an accurate step count, refer to "The unit may not count steps correctly in the following conditions:" on page 15 before using the unit.

USING THE UNIT

THE UNIT MAY NOT COUNT STEPS CORRECTLY IN THE FOLLOWING CONDITIONS:

When running

When the unit is attached somewhere other than your waist.

Irregular movement

- When the unit is placed in a bag that moves irregularly because it hits your foot or clothes.
- When the unit hangs or swings loosely from your waist or a bag.

Inconsistent walking pace

- When you shuffle or wear sandals etc.
- When you cannot walk at a consistent pace in a crowded area.
- · When walking very slowly.

Excessive vertical movement or vibration

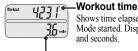
- When standing up and/or sitting down.
- When doing sports other than walking or running.
- · When ascending or descending stairs or on a steep slope.
- When there is vertical or horizontal vibration in a moving vehicle such as on the bicycle, in a car, trains or a bus.

ABOUT THE DISPLAY

ABOUT THE INDIVIDUAL DISPLAYS

The values do not change after Workout Mode has been stopped.

Workout time/Distance display



Shows time elapsed since Workout Mode started. Displayed in minutes and seconds.

Distance

Distance during Workout Mode.

Workout calories burned/Average pace display



Calories burned during Workout Mode

Displays the calories burned for each workout.

Average pace

Average pace from the start of the workout to the present time.

NOTES:

- The average pace displays the average pace for the time between when Workout Mode started and when it was stopped. In order to keep an accurate record, press to stop Workout Mode as soon as you have finished your workout.
- The average pace will be displayed as 00:00/mile immediately after Workout Mode is started or if it is over than 99:59/mile.
- When you start Workout Mode, the workout time, distance, workout calories burned and average pace values for the previous workout are reset and measurement begins. However, the previous seven sessions will be stored in memory.



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ABOUT THE DISPLAY

Step count/Time display



Displays the total for the day, including

those in a workout.

Calories burned/Fat burned display



Calories burned/Fat burned

The intensity of your walking is measured and the amounts of calories and fat burned are calculated. Displays the total for the day, including those in a workout. Refer to page 4 for information about Active Engine technology.

NOTE:

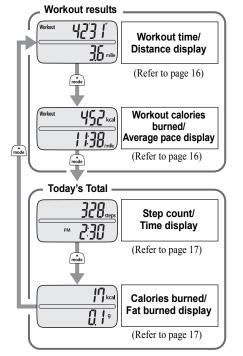
If a workout continues for more than 30 minutes, the message "Good job" scrolls on the display after you finish Workout Mode.

CHANGING THE DISPLAY

This unit has different screens to display your data.

WORKOUT MODE IS OFF

Use $\widehat{\mbox{\tiny mode}}$ to scroll through the data.

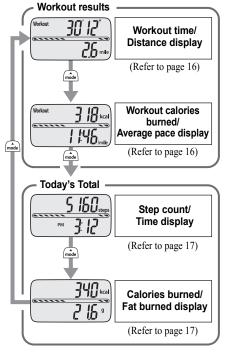


To start Workout Mode, press for 2 seconds at any time.

CHANGING THE DISPLAY

DURING WORKOUT MODE

Use mode to scroll through the data.



To stop Workout Mode, press for 2 seconds at any time.

USING THE MEMORY FUNCTION

The unit stores your fitness achievements in memory for up to 7 days or 7 sessions for Workout Mode. There are two ways you can view your data in memory. Refer to A. and B. below for more information.

The measurements for one day (calories burned, fat burned, number of steps) are automatically stored in memory and reset to 0 at midnight (12:00AM) each day.

However, the workout time, distance, workout calories burned and average pace are not reset to 0.

NOTE:

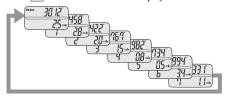
The time must be correctly set in the unit.

A. VIEW THE SAME DISPLAY SCREEN FOR ALL 7 DAYS

- Press in until the data you want to see is displayed.
- 2. Press or to view the data.

The data for the previous time or previous day are displayed.

- Continue to press until all 7 previous times or 7 previous days of stored data is displayed.
- Keep pressed to advance rapidly.
- Press to return to the current display.



USING THE MEMORY FUNCTION

B. VIEW ALL INFORMATION FOR EACH DAY

- 1. Press we button to display the day.
- Then press button to switch between all the stored data for that day.

Workout Mode memory





Step count/Time display

Calories burned/ Fat burned display

NOTES:

- The time is not displayed while viewing previous results.
- If no buttons are pressed for more than 1 minute, the display returns to the previous display.

BATTERY REPLACEMENT

Low battery indicator

When the low battery indicator appears on the display, immediately replace the battery with a new CR2032 battery.

| Blinking | Battery power is low. |
|----------|---|
| | Battery power exhausted. The unit stops counting steps. |

NOTES:

- Do not replace the battery around 12:00AM. The measurement results of the day when the battery was removed will be added to the measurement results for the day the battery was inserted.
- (It is assumed that the battery will be removed and replaced with a new one on the same day.)
- · The measurement results for calories and fat burned, and the number of steps are automatically stored in memory on the hour (e.g. at 12:00AM, 1:00AM, 2:00AM, ... 9:00PM, 10:00PM, 11:00PM).
 - The measurement results from the hour until the time the battery is replaced will be deleted for that day.
- When the battery is removed, the time will be reset to "12:00AM". Reset the time after inserting the new battery. Refer to "Settings" on page 8. (The measurement results stored in memory and the
- weight, height and stride length settings are not deleted.) • The attached battery is for trial use. The battery life may
- be shorter.

BATTERY REPLACEMENT

Battery life

The battery life will vary depending on how frequently you workout and on how long the unit is worn.

The following examples offer a guide to expected battery life.

- Worn during everyday life
 - Approx. 4.5 months (4 hours of activity each day)
 Everyday life is defined as wearing the unit for 15 hours a day, of which 4 hours are counted as walking steps.
- · Worn only during workouts
 - Approx. 6 months
 This assumes that the unit is only worn when running or walking for 2 hours (approx. 10.000 steps) a day.

NOTE:

In both cases, the battery life may be shorter if the amount of walking or activity increases.

ABOUT THE BATTERY SAVING MODE (SLEEP MODE)

After 5 minutes with no button being pressed, the display will automatically go into sleep mode and no information will be displayed on the screen. However, the unit continues to track steps, distance, calories burned, etc. This mode extends the battery life.

Press (mode), (see or memory to activate the display again.

BATTERY REPLACEMENT

 Remove the screw on the battery cover located on the back of the unit, and remove the battery cover.



Use the small screwdriver included with this unit to remove the screw on the battery cover.

2. Remove the old battery.

Take the battery out with a non-metal object or thin stick that will not break easily.



NOTE:

DO NOT use a pair of metal tweezers or a screwdriver.

↑ CAUTION

Dispose of the device, battery, and components according to applicable local regulations. Unlawful disposal of the battery may cause environmental pollution.

⚠

↑ CAUTION

Do not throw the battery into fire. The battery may explode.

3. Insert the new battery.

Place the positive (+) side of the battery upward. Insert the battery in the direction of the arrow as illustrated.



4. Replace the battery cover.

Insert the battery cover as illustrated.

Tighten the screw on the battery cover.



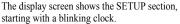
USING THE SYSTEM RESET FUNCTION

Use the system reset function in the following cases:

- When you want to reset the initial setup data (weight, height, clock, etc.)
- When you want to delete all data

TO RESET THE SETUP DATA:

1. Press the SET button on the back of the unit.





NOTE:

Do not press the button with a sharp point. This could cause damage.

2. Reset the settings (refer to page 8).

TO DELETE ALL DATA/ERASE IN MEMORY:

 Press the SET button on the back of the unit.



NOTE:

Do not press the button with a sharp point.

This could cause damage.

2. Press and at the same time for at least 2 seconds.

After "ALL Clr" has been displayed, the hour flashes on the display.

To reset the time, weight, height and stride length, refer to "Settings" on page 8.

CARE AND MAINTENANCE

To keep the unit in the best condition and protect it from damage follow the directions listed below:

⚠ CAUTION

Do not disassemble or modify the unit. Changes or modifications not approved by Omron Healthcare will void the user warranty.

Clean the unit with a soft dry cloth.

Do not use any abrasive or volatile cleaners.



Do not immerse the unit or any of the components in water.

The unit is not waterproof. Do not wash it or touch it with wet hands. Be careful that water does not get into the unit.

Store the unit in a safe and dry location.

Avoid the unit being exposed to direct sunlight, high temperatures, high humidity, water and/or dust.

Do not subject the unit to strong shock, drop, or step on it.

Remove the battery if the unit will not be used for three months or longer.

Use of the unit must be consistent with the instructions provided in this manual.

This unit is a precision instrument. Handle it with care.

- Take care not to drop it in water when bending down, or washing it together with clothes when it is attached to clothing. This could cause a malfunction.
- To prevent accidentally dropping of the unit, make it more prominent when adding clothes to the washing, and prevent other misfortunes, we recommend using the strap and clip provided.

TROUBLESHOOTING TIPS

| Problem | Probable Cause | How to Correct |
|---|--|---|
| The low battery indicator blinks or appears continuously. | The battery is low or worn. | Replace the battery with a new one (CR2032), refer to page 22. |
| The display of the Workout does not change. | Workout Mode is off. | Workout time, distance, workout calories burned and average pace are only recorded in Workout Mode. Start Workout Mode, refer to page 13. |
| | Battery saving mode is active. | Press either of mode, or memo, refer to page 23. |
| Nothing is displayed. | The polarities of the battery (+ and -) are aligned in the wrong directions. | Insert the battery in correct alignment, refer to page 22. |
| | The battery is worn. | Replace the battery with a new one (CR2032), refer to page 22. |
| The distance display is not correct. | The stride length setting is not correct. | Adjust the stride length, refer to page 9. |
| The displayed values are incorrect. | The unit is positioned incorrectly. | |
| | Irregular movement. | Refer to page 15. |
| | Inconsistent pace. | |
| | Up and down movement. | |
| | The set values are wrong. | Check the settings, refer to page 8. |

TROUBLESHOOTING TIPS

| Problem | Probable Cause | How to Correct |
|------------------------|----------------|--|
| "Err" is displayed. | | Replace the battery with a new one (CR2032), refer to page 22. |
| | | Replace the battery with a new one (CR2032), refer to page 22. |

NOTE:

If a malfunction has occurred and you need to repair your unit, all settings and measurement results will be deleted. We recommend that you record measurement results.

SPECIFICATIONS

| Model: | HJA-301 (HJA-301-Z | | |
|--------------------|---|------------------------------|--|
| Power Supply: | 3VDC (1 lithium batter | ry CR2032) | |
| Measurement | Workout results | | |
| Range: | Time: | 0'00" to 1440'00" | |
| | Distance: | 0.0 to 999.9 mile | |
| | Calories burned: | 0 to 59,999 kcal | |
| | Average pace: | 00:00 to 99:59 /mile | |
| | Total today | | |
| | Calories burned today: | | |
| | Fat burned today: | 0.0 to 999.9 g | |
| | Steps today: | 0 to 999,999 steps | |
| | Time: | 12:00AM to 11:59PM | |
| Memory: | Workout results | | |
| | Time: | 1 to 7 previous measurements | |
| | Distance: | 1 to 7 previous measurements | |
| | Calories burned: | 1 to 7 previous measurements | |
| | Average pace: | 1 to 7 previous measurements | |
| | Total today | 1 . 7 1 | |
| | Calories burned today: | | |
| | Fat burned today: | 1 to 7 days ago | |
| a b | Steps today: | 1 to 7 days ago | |
| Setting Range: | | I to 11:59PM | |
| | Weight: 70 to 300 | lb (in increments of 1 lb) | |
| | Height: 3'4" to 6'6" (in increments of 1") Stride length: 12" to 99" (in increments of 1") | | |
| 0 4 | | | |
| Operating | 14°F to 104°F (-10°C to +40°C) / | | |
| Temperature/ | Relative Humidity- 30% | % to 85% | |
| Relative Humidity: | | | |
| Battery Life: | Approx. 6 months* (When used for 2 hours a day | | |
| | [approx. 10,000 steps]) | | |
| | NOTE: The supplied battery is for trial use. This battery can run out within 6 months. | | |
| | | | |
| | | | |
| External | Approx. $3''(w) \times 1 \ 3/8''(h) \times 1/2''(d)$ | | |
| Dimensions: | $(75.5 \text{ mm} \times 33.5 \text{ mm} \times 11.8 \text{ mm})$ | | |
| Weight: | Approx. 1 oz (battery included) | | |
| Contents: | Main unit, Holder, Strap, Clip, Battery (CR2032 | | |
| | installed), Screwdriver, | and Instruction manual | |
| • Cracification | a ara subject to abone | | |

FCC STATEMENT

NOTE:

POTENTIAL FOR RADIO/TELEVISION INTERFERENCE (for U.S.A. only)

This product 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. The product 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 the product does cause harmful interference to radio or television reception, which can be determined by turning the product on and off, 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 product and the receiver.
 - Connect the product 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.

POTENTIAL FOR RADIO/TELEVISION INTERFERENCE (for Canada only)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Canadian Department of Communications.

Cet appareil numérique respecte les limites de bruits radioeléctriques applicables aux appareils numériques de Clase B prescrites dans la norme sur le materiel brouilleur: "Appareils Numériques", ICES-003 édictée par le minister des communications

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

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LIMITED WARRANTY

Your HJA-301, OMRON GOsmart Pace and Distance Tracker Featuring ACTIVE ENGINE, excluding the battery, is warranted to be free from defects in materials and workmanship appearing within 1 year from the date of purchase, when used in accordance with the instructions provided with the unit. The above warranties extend only to the original retail purchaser.

We will, at our option, repair or replace without charge any pace and distance tracker featuring active engine covered by the above warranties. Repair or replacement is our only responsibility and your only remedy under the above warranties.

To obtain warranty service contact Omron Healthcare's Customer Service by calling 1-800-634-4350 for the address of the repair location and the return shipping and handling fee. Information for warranty service is available on our website at www.omronhealthcare.com.

Enclose the Proof of Purchase. Include a letter, with your name, address, phone number, and description of the specific problem. Pack the product carefully to prevent damage in transit. Because of possible loss in transit, we recommend insuring the product with return receipt requested.

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