UltrahumanX™ Membership – 1-Year Plan

User & Warranty Manual – v1.0 (July 2025)

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1 Introduction

Congratulations on purchasing **UltrahumanX**, the membership program designed to maximise the value, protection and support for your Ultrahuman products. This manual explains how to activate and use your benefits and outlines the terms that govern the service.

> **Keep this manual for future reference and provide a copy to anyone who will use the covered product.**

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2 Membership Benefits Summary

Benefit	What it means for you
Accidental-Damage Protection	One (1) replacement Ring AIR* per membership term for accidental damage or manufacturing defect.
Loss or Theft Cover	Complimentary replacement if your covered Ring AIR is lost or stolen, once per membership term.
Priority Support	24 × 7 access to our specialist team via in-app chat or email, with < 4-h first-response SLA.
Free Returns & Replacements	We cover two-way shipping on every authorised return or warranty claim.
Exclusive Member-Only Pricing	≥ 15 % off Ultrahuman M1 sensors, subscription plans and accessories all year round.
Enhanced Trade-In Value	Extra credit when you trade in an existing smart ring (incl. Oura) for Ultrahuman Ring AIR.

* Coverage currently applies to **Ultrahuman Ring AIR** (or future Ultrahuman smart-ring models) paired to the membership. See §7 for full Terms & Conditions.

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3 What's Included

- A twelve-month digital membership linked to **one (1)** Ultrahuman account.
- Secure **activation code** (found in your Amazon order confirmation or on a retail membership card).
- Access to the latest **Ultrahuman App** for iOS 15 +/ Android 10 +.

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4 System Requirements

- **Smartphone:** Bluetooth® LE-enabled iPhone / Android, internet connection.
- **Ultrahuman App:** Download free from the App Store / Google Play, version 3.0.0 or later.
- **Email Address:** Use the same email for both Amazon order and Ultrahuman account for smooth activation.

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5 Activation Instructions (Complete within 30 days)

1. **Download & Launch** the Ultrahuman App.
2. **Sign in / Create Account** using the email from your Amazon purchase.
3. **Set Up** your Ultrahuman Ring AIR (if not already done).
4. Navigate to **Settings ▸ Membership ▸ Redeem UltrahumanX**, or visit https://www.ultrahuman.com/x/redeem/.
5. **Enter the Activation Code** and tap **Confirm**.
6. You'll receive a **"Membership Activated"** email; your benefits dashboard will reflect your expiry date.

   Tip: If you purchased UltrahumanX at retail, scratch the panel on the card to reveal your code.

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6 Using Your Benefits

6.1 Priority Support

- **In-App Chat:** Help Center ▸ Chat with Us
- **Email:** support@ultrahuman.com (average response < 4 h)

6.2 Accidental Damage / Loss Claims

1. Report the incident within **48 hours** via in-app chat or email.
2. Complete the secure claim form you receive.
3. Ship the damaged device (if available) with prepaid label.
4. A refurbished or new replacement ships within 2–4 business days* after claim approval.

*Shipping times may vary by region.

6.3 Trade-In & Member-Only Prices

- Log in on https://www.ultrahuman.com and eligible discounts will auto-apply.
- For ring trade-in, generate a prepaid label and send the eligible device; credit is issued on receipt.

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7 Terms & Conditions (Key Points)

- Coverage is limited to **one (1) Ring AIR** linked via serial number/SKU.
- One replacement for accidental damage **OR** loss/theft per 12-month term.

- Cosmetic damage, intentional misuse, or unauthorised repairs are excluded.
- Membership is **non-transferable** and **non-refundable** once benefits are used or 30 days have elapsed from activation.
- Full policy: https://www.ultrahuman.com/x/terms.

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8 Safety & Regulatory Notices

- Ultrahuman Ring AIR complies with CE, UKCA, FCC Part-15, and RoHS standards.
- The ring and app are **not medical devices**; always consult a qualified healthcare professional for medical advice.
- Battery cells are sealed; do not attempt to open, crush, or incinerate.
- Keep small parts away from children to avoid choking hazards.

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9 Customer Support

- **Email:** support@ultrahuman.com
- **Help Centre:** help.ultrahuman.com
- **Phone (IND):** +91-80-4709-4444
- **Postal Address:** Ultrahuman Healthcare Pvt Ltd., 1st Floor, Indiqube Alpha, Koramangala 4th Block, Bengaluru 560095, India.

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10 Warranty & Returns

- UltrahumanX extends the standard Ultrahuman Ring warranty by **12 months** (total 24 months from ring activation date).
- Digital memberships may be returned within **14 days** of Amazon purchase **if unused**. Amazon's Digital Goods policy applies.

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11 Environmental Disposal

Dispose of electronics and lithium-ion batteries in accordance with local regulations. Do not dispose of in household waste.

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12 Trademark & Copyright

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