



# Manual for the SBU V3

## One Wheel. ∞ Fun.

Congratulations on the purchase of your new Focus Designs SBU! This manual is designed to give you the information you need for the safe operation and maintenance of your new SBU. Please read it thoroughly before riding your SBU.

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**For Your Records:**

Congratulations on the purchase of your new Focus Designs SBU! This manual is designed to give you the information you need for the safe operation and maintenance of your new SBU. Please read it thoroughly before riding your SBU.

Please take this opportunity to record important information about your new SBU. Record the serial number here in the event that your SBU is lost or stolen. On most models, the serial number is printed on the front label of the SBU. Consult your retailer if necessary. You may also want to register your serial number with your local police department.

Model \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Location of Purchase \_\_\_\_\_

**Focus Designs Inc.**

**SBU**

**The Electric Self-Balancing Unicycle**

**OWNER'S MANUAL**

3<sup>rd</sup> Edition, 2012

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**IMPORTANT:**

This manual contains important safety, performance and service information. Read it before you take the first ride on your new SBU and keep it for reference.

**A SPECIAL NOTE FOR PARENTS:**

As a parent or guardian, you are responsible for the activities and safety of your minor child, and that includes making sure that the SBU is properly fitted to the child; that it is in good repair and safe operating condition; that you and your child have learned and understand the safe operation of the SBU; and that you and your child have learned, understand and obey not only the applicable local motor vehicle, unicycle and traffic laws, but also the common sense rules of safe and responsible unicycling. As a parent, you should read this manual, as well as review its warnings and the SBU's functions and operating procedures with your child, before letting your child ride the SBU.

**Printed in the United States of America**

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### General Warning:

Like any sport, unicycling involves risk of injury and damage. By choosing to ride the SBU, you assume the responsibility for that risk, so you need to know, and to practice, the rules of safe and responsible riding and of proper use and maintenance. Proper use and maintenance of your SBU reduces risk of injury. This Manual contains many “Warnings” and “Cautions” concerning the consequences of failure to maintain or inspect your SBU and of failure to follow safe cycling practices.

The combination of the safety alert symbol and the word WARNING indicates a potentially hazardous situation, which, if not avoided, could result in serious injury or death.

The combination of the safety alert symbol and the word CAUTION indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury, or is an alert against unsafe practices.

The word CAUTION used without the safety alert symbol indicates a situation, which, if not avoided, could result in serious damage to the SBU or the voiding of your warranty. Many of the Warnings and Cautions say, “You may lose control and fall.” Because any fall can result in serious injury or even death, we do not always repeat the warning of possible injury or death. Because it is impossible to anticipate every situation or condition, which can occur while riding, this Manual makes no representation about the safe use of the SBU under all conditions. There are risks associated with the use of any unicycle which cannot be predicted or avoided, and which are the sole responsibility of the rider.

## Fit

### Does your SBU fit you?

Correct fit is an essential element of SBU safety, performance and comfort – it will result in the correct fit for your body. *The SBU is designed for riders with an inseam of at least 26"*, although it is possible for riders of any height to ride the SBU, it will require assistance from another person while learning how to ride the SBU for the first time. The SBU is easy to adjust to fit your body; there is simply one item that addresses fit, the seat height.

**WARNING:** If your SBU does not fit properly, you may lose control and fall. Adjust the SBU for proper fit, have someone assist you during the learning to ride process. We recommend two people on either side of you for balance support.

### Seat Adjustments

If you are a beginner, we recommend you set the seat height at a level that allows you to place both feet flat on the ground while straddling the SBU's seat. This is important when learning to balance left and right on the SBU. After you have mastered left right balance, we recommend you raise the seat for a higher level of riding comfort.

The seat is adjusted using the quick-release clamp located on the seat post. Make sure to observe the Minimum Insertion requirements of the seat post. The seat post should be inserted into the SBU frame AT LEAST TWO INCHES. Once your seat is at the desired height, tighten the clamp slightly, and align the seat with the wheel, making sure they are in line with each other, and then tighten so that the seat post does not have movement in any direction. Your SBU may come with a seat post that is too long. It may need to be trimmed down with a tube cutter. Consult your local hardware store to have them cut the tube to length if this is needed.

**WARNING:** Always make sure that your seat post does not extend from the frame beyond the Minimum Insertion requirements of three inches; the seat post may break, or separate from the frame, which could cause you to lose control and fall.

**WARNING:** After any seat adjustment, be sure that the seat clamp is properly tightened before riding. A loose seat clamp can cause damage to the seat post, or can cause you to lose control and fall. A correctly tightened seat clamp will allow no seat movement in any direction. Periodically check to make sure that the seat clamp is properly tightened.

## Safety First

**Always wear an approved helmet when riding your SBU**, attach chin strap, and follow the helmet manufacturer's instructions for fit, use and care of your helmet.

**Also wear other required and recommended safety equipment** such as: elbow pads, kneepads, shin guards and wrist guards.

**See Appendix A** for more Safety Information.

**WARNING:** Many states require specific safety devices. It is your responsibility to familiarize yourself with the laws of the state where you ride and to comply with all applicable laws, including properly equipping yourself and your SBU as the law requires.

## Mechanical Safety Check

Routinely check the condition of your SBU before every ride. Some service and maintenance can and should be performed by the owner, and requires no special tools or knowledge beyond what is presented in this manual. The following are examples of the type of service you should perform yourself. A qualified mechanic using the correct tools and procedures specified by Focus Designs, Inc should perform all other service, maintenance and repair in a properly equipped facility.

**WARNING:** Before performing any work on the SBU make sure to disengage the power by turning the safety lock into the "locked" position. This will prevent accidental turn ons.

### Nuts, bolts, wires, battery, battery enclosure, etc.

Make sure nothing is loose or damaged. Check all bolts and nuts to make sure they are tight. Check wiring for damage. With the SBU turned off, lift it off the ground by two or three inches, while holding bounce the tire on the ground. Anything sound, feel or look loose? Do a quick visual and tactile inspection of the whole SBU. Any loose parts or accessories? If so, secure them. If you're not sure, ask someone with experience to check.

### Frame

Check the frame, particularly in the area around welded joints; the seat post and clamp for any deep scratches, cracks or discoloration. These are signs of stress-caused fatigue and indicate that a part is at the end of its useful life and needs to be replaced.



## Tire

Make sure the tire is sufficiently inflated but below the maximum recommended pressure that is printed on the sidewall of the tire. The best way to inflate a tire to the correct pressure is with a bicycle pump, which has a built-in pressure gauge. Check the tire and look for any cuts in the tread and sidewall. Check to make sure the tire bead is seated evenly on the rim. Replace a damaged tire before riding.

**WARNING:** Make sure not to ride the SBU with a flat or under-inflated tire, this will void your warranty.

**WARNING:** Never inflate a tire beyond the maximum pressure marked on the tire's sidewall. Exceeding the recommended maximum pressure may blow the tire off the rim, which could cause damage to the SBU and injury to the rider and bystanders – it will also void your warranty.

**CAUTION:** Pencil type automotive tire gauges can be inaccurate and should not be relied upon for consistent accurate pressure readings. Instead use a quality dial gauge.

## Tube

If the tube is damaged or punctured we recommend replacing the tube, patches should only be used for an emergency repair and the patched tube should be replaced as soon as possible.

### *To replace the tube:*

- i. Make sure the SBU is in the “off” position.
- ii. Remove the 8 bolts holding the wheel to the frame.
- iii. Carefully move wheel away from the frame by letting out the slack in the wire being fed through the frame.
- iv. Remove the tire using a bicycle tire remover, and remove the damaged tube.
- v. Place a new tube in the tire; place tire onto the wheel making sure the tire bead is seated evenly on the rim.
- vi. Inflate the tire to recommended pressure that is printed on the sidewall of the tire.
- vii. Place wheel back onto frame fork, paying attention to the proper orientation of the wheel.
- viii. Securely fasten the 8 bolts back to the frame. Spin the wheel to make sure it is secure and spins freely.
- ix. Check to make sure everything is secure, and you are ready to ride again.

**CAUTION:** Riding the SBU while damaged will void your warranty; inspect your SBU before each ride to make sure it is in good running condition. Doing so

will prolong the life of your SBU and possibly your own life. Live long and prosper, my friend!

**WARNING:** The SBU is technologically advanced and complex. The only serviceable parts on the SBU are the tire, tube, and seat. All electronic and drive components need to be serviced by Focus Designs Inc. or an authorized service group.

**WARNING:** Many service and repair tasks require special knowledge and tools. Do not begin any adjustments or service on your SBU until you have learned how to properly complete them. Improper adjustment or service may result in damage to the SBU or an accident, which can cause serious injury or death.

## Operation

It's important to your safety, performance and enjoyment to understand how things work on your SBU. We urge you to read and understand the operation of your SBU. If you have even the slightest doubt as to whether you understand something in this section of the Manual, contact Focus Designs.

### Pushbutton Switch

The SBU is powered on and off by the pushbutton key switch on top of the enclosure. Always make sure the SBU is firmly on the ground in the upright, ready to ride position, before turning the SBU on. Once the switch is pressed in to the on position the SBU will self-balance in about 1 second and the status LEDs will light. Never leave the SBU switch in the on position when charging or storing.

### Safety Lock

The SBU safety lock needs to be in the "open" or "on" position in order for the pushbutton switch to work. When the safety lock is in the locked mode the SBU will not activate.

**WARNING:** The SBU's motor starts automatically at power up, keep all hands and feet away from moving parts.

### Automatic Fall Detection

If the SBU detects a fall it will cut power to the motor automatically. If this happens the SBU will remain in fall detection mode disabling the SBU. To power the SBU up again, Turn the SBU off and then on again by using the pushbutton switch. This process resets the SBU and makes it ride able again.

## LED Status Indicator

The LED on the pushbutton switch is the only status indicator for the SBU. The LED will indicate certain modes that the SBU is in.

### *Fall Detect Mode*

Upon a fall the SBU will automatically shut off and begin blinking continuously. The SBU will also disable itself not allowing you to ride it. To reset the SBU simply press the button off and then on again.

### *Low Battery Mode*

As the battery gets closer to the end of its capacity during your ride the LED will begin to flash. The rate of flashing will indicate how depleted the battery is. A slow flash means the battery has about 30% life remaining. The LED will blink much faster up until it reaches the end of the battery or about 10% life.

### *Factory Readout Modes*

Occasionally the SBU will blink in a special pattern of short bursts. These modes are very rare and will only be needed to troubleshoot the SBU with a qualified professional.

**WARNING:** Do not overpower the balancing capabilities of the SBU by aggressively leaning forward or backward. Loss of control, serious injury or death may occur from ignoring safety warnings.

## Battery Pack

The SBU utilizes the latest technology in high power battery packs. This pack is capable of very high power, long life, and is inherently safer than standard battery technology. Although the technology is much safer than standard battery technology, care must be taken to never overcharge, undercharge or damage the battery in any way. The Battery Pack is a split pack and is located beneath the top plate in each side of the SBU. The battery will run the SBU for at least an hour under normal operating conditions. The Battery Pack is fitted with black and red high current connectors. To remove or disconnect the battery, disconnect the internal wires and carefully remove each of the battery half-packs. Always unplug the Battery Pack from the SBU when storing the SBU for an extended period of time. The battery pack should be charged at least every three months.

**WARNING:** Never overcharge, undercharge or physically damage the Battery Pack. If the Battery Pack appears to be damaged or is not holding a charge, DO NOT USE IT!

### *Battery Protection Mode – AKA Pushback*

If (at any time) the rider demands too much current by any number of factors (i.e. trying to go too fast, a very steep or sudden incline, operating with a very

low battery) the SBU will moderately “push back” the rider. Once this mode is experienced the rider should heed this caution and ride less aggressively.

### Folding Foot Wedges

Your SBU is equipped with folding foot wedges. These foot wedges can be folded in order to make the SBU more compact.

### Battery Charger

Only use the charger supplied by Focus Designs. The high power battery pack must only be charged by the supplied charger. Do not attempt to charge by any other means. The Battery Charger has a connector that plugs into the Battery Pack of the SBU. Connect AC power to the charger first, and then simply plug the Battery Charger connector into the Battery Pack. The charger automatically stops charging when the battery pack is full. Charge time depends on discharge state of the battery pack and may take up to three hours. The battery self balances for about an hour after it is fully charged while still connected to the charger. After about an hour after indicating fully charged, disconnect the charger from the battery; do not leave the charger connected for extended periods of time.

## First ride

### Make sure it fits

Read the “Fit” section before you ride.

### Make sure the SBU is in tip top shape

Perform the Mechanical Safety Check before you ride.

### Be safe

Read all safety instructions first.

### About your first ride

**Pick a controlled environment, away from cars, people (other than your assistant), obstacles or other hazards.**

Ride to become familiar with the controls, features and performance of your new SBU.

**Do not lift the SBU off the ground while powered on.**

The SBU will attempt to balance and spin the wheel at a rapid rate in the air. If the SBU is (accidentally) lifted up while powered, turn it off, place it firmly on the ground and turn it back on.

**Power on the SBU in the upright (ready to ride) position.**

**Get familiar with how the SBU balances.**

Hold the SBU by placing your hand on the seat, push the SBU forward and backward, notice how the SBU remains balanced under your hand.

**Straddle the seat. Try walking while straddling the SBU, notice that the SBU stays underneath you remaining balanced.**

Walk forward, the SBU moves forward, walk backward, the SBU moves backward.

**TIP: Do not hold onto the seat while on the SBU!**

This is the number one mistake made by new riders. If you push, pull or hold onto the seat the SBU thinks you are either leaning forward or backward. Use your arms for balance, not seat holding.

**TIP: Twisting does the balancing left and right.**

Most people think that you lean left or lean right to balance but in fact you must twist into the fall. For example... if you feel you are falling to the left, twist your hips and legs (as you squeeze onto the seat) so that you turn the SBU into the left direction. You will need your hands on the outside to generate rotational momentum. Try to use a very smooth motion and not a jerky motion.

**Arms up and out, look up and out.**

Just think Leonardo DeCaprio in Titanic: "I'm the king of the world!" Arms up and out, looking straight ahead, not down at the ground or SBU. And say it loud: "I'm the king of the world!" And remember: don't grab the seat.

**First thing to learn is the speed control.**

While sitting on the SBU, put one foot on the peg and the other in front of you hovering above the ground. Lean forward to move forward and then lean back slow down and stop. Perform this exercise until you are comfortable with the SBU's speed control.

**Again: lean back to slow down and stop.**

Lean forward to move forward, lean back to slow down and stop.

**Recap**

Arms up, look up, no seat grabbing, lean forward to move forward, lean backward to slow down and stop. Make sure you've mastered these things before moving on to the next step.

**Now you're ready to put both feet on the pedals.**

Hips, just remember it's all in the hips. To balance left and right, twist your lower body to steer the SBU in the direction you're falling. Shifting weight to steer will not work, you must twist your body to steer and balance. The balls of your feet should be on the pegs so you can also use your ankles to twist the

SBU for minor balancing adjustments. Just like a bike, it's easier to balance with some speed. But don't forget to lean back to slow down or stop if you're going too fast!

**Again, twist your lower body to steer.**

Do not try to lean or shift your weight, use those hips, and the hips don't lie.

**Your goal is to balance with very small movements.**

Use baby steps. First time riders tend to over correct when trying to balance left and right.

**To turn, you twist your lower body (and the SBU)**

Squeeze the seat with your legs in the direction you'd like to go. It's all in the hips and don't worry if you don't get it right away, turning takes a while to learn and master.

**Practice, practice, practice.**

It takes about 20 to 30 minutes to get going forward and stopping with your feet on the pegs. It takes about another 2–5 hours to feel fully confident riding and turning. Don't lose heart, keep practicing, you will get it. If you're getting frustrated take at least a 15-minute break and try again – remember that each attempt on the SBU is building muscle memory. Remember, this is fun.

## **Changing / Modifying the SBU, or Adding Accessories**

There are many components and accessories available to enhance the comfort, performance and appearance of your SBU. However, if you add accessories, you do so at your own risk. Focus Designs has most likely not tested that accessory for compatibility, reliability or safety for the SBU. Check with Focus Designs before adding any accessories to your SBU.

**WARNING:** Failure to confirm compatibility, properly install, operate and maintain any component or accessory can result in serious injury or death and will void your warranty.

**CAUTION:** Changing or modifying any factory components of your SBU will void your warranty.

## Appendix A - Safety

Always wear a cycling helmet, which meets the latest certification standards and is appropriate for the type of riding you do. Always follow the helmet manufacturer's instructions for fit, use and care of your helmet. Most serious injuries involve head injuries, which might have been avoided if the rider had worn an appropriate helmet.

**WARNING:** Failure to wear a helmet when riding may result in serious injury or death.

- 1) Always perform the Mechanical Safety Check before you get on the SBU.
- 2) Be thoroughly familiar with the controls of your SBU: pushbutton switch, pegs, etc.
- 3) Be very careful to keep body parts and other objects away from the spinning wheel of your SBU.
- 4) Always wear:
  - a) Shoes that stay on your feet and will grip the pegs well. Never ride barefoot or while wearing sandals.
  - b) Bright visible clothing that is not so loose that it can be tangled in the SBU or snagged by objects at the side of the road, sidewalk or trail.
  - c) Protective eyewear, to protect against airborne dirt, dust and bugs – tinted when the sun is bright, clear when it's not.
- 5) Ride at a speed appropriate for conditions. Increased speed equals higher risk.
- 6) Do not ride at night or when visibility is obscured, fog, at dawn, dusk or in the dark.

**CAUTION:** Do not ride the SBU on overly steep inclines or declines. The maximum grade for the SBU is 30%. This may cause the motor and/or battery to overheat. This will void your warranty.

**CAUTION:** Do not attempt to jump or do stunt riding with your SBU. This will void your warranty.

- 7) Observe all local laws and regulations. Observe regulations about licensing, riding on sidewalks, laws regulating path and trail use, and so on. Observe helmet laws and special traffic laws. It's your responsibility to know and obey the laws.
- 8) You are sharing the road or the path with others – motorists, pedestrians and other cyclists. Respect their rights.
- 9) Ride defensively. Always assume others do not see you.
- 10) Look ahead, and be ready to avoid or yield to:

- a) Vehicles slowing or turning, entering the road or your lane ahead of you, or coming up behind you.
  - b) Parked cars or car doors opening.
  - c) Pedestrians stepping out.
  - d) Children or pets playing near the road.
  - e) Pot holes, sewer grating, railroad tracks, expansion joints, road or sidewalk construction, debris and other obstructions that could cause you to swerve into traffic, catch your wheel or otherwise cause you to lose control and have an accident.
  - f) There are many other hazards and distractions which can occur on an SBU ride.
- 11) Ride in designated lanes or designated paths or as close to the edge of the road as possible, in the direction of traffic flow or as directed by local governing laws.
  - 12) Stop at stop signs and traffic lights; slow down and look both ways at street intersections. Remember that an SBU always loses in a collision with a motor vehicle; so be prepared to yield even if you have the right of way.
  - 13) Use approved hand signals for turning and stopping.
  - 14) Never carry a passenger.
  - 15) Never carry anything which obstructs your vision or your complete control of the SBU, or which could cause you to become entangled in the moving parts of the SBU.
  - 16) Never hitch a ride holding on to another moving vehicle or object.
  - 17) Don't weave through traffic or make any moves that may surprise people with whom you are sharing the road.
  - 18) Observe and yield the right of way.
  - 19) Never ride your SBU while under the influence of alcohol or drugs.
  - 20) Do not ride in bad weather, when visibility is obscured, at dawn, dusk or in the dark, or when extremely tired. Each of these conditions increases the risk of accident.
  - 21) Do not ride the SBU off road, only ride on smooth stable paths, such as concrete and asphalt.
  - 22) Don't ride alone in remote areas. Even when riding with others, make sure that someone knows where you're going and when you expect to be back.
  - 23) Learn to obey the local laws regulating where and how you can ride.
  - 24) Yield right of way to pedestrians and animals. Ride in a way that does not frighten or endanger them, and stay far enough away so that their unexpected moves don't endanger you. Play dead if approached by a large animal.

**WARNING:** This Manual contains important safety information. For your child's safety, it is your responsibility to review this information with your child and make sure that your child understands all warnings, cautions, instructions and



safety topics. We recommend that you periodically review and reinforce the information in this Manual with younger riders.

**WARNING:** Failure to follow any of these rules may result in serious injury or death.

## Appendix B - Specifications



### Rigid Construction

The SBU V3 is precision crafted by hand with 6061 alloy. Built to last and to stay pretty, the SBU is ultra-portable and is capable of 325-lb loads and beyond!

### Truly Hands-Free

No handlebars, no steering wheel, no need for any of that! Control your SBU with natural leaning motions (similar to the Segway) and experience a new way to travel. Lean forward to go, lean back to slow down/stop.

### Elegant Electronics

Among the SBU's many accolades are its superior motor-driving capabilities. Our Pure Sine Wave controller is more advanced than anything on the market. With regenerative braking, unmatched efficiency, eerie silence, and torque-control at the granular level, this BLDC controller is the only one in its class.



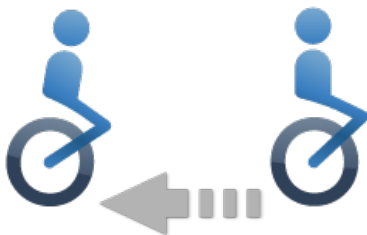
## Motion-Learning Technology

The SBU takes about 20–30 minutes to learn and once you master it you'll find that riding becomes as natural as walking and chewing gum (only way cooler). Using some cool features like Turn Assist™ and Smart Sense™ the SBU V3 actively “learns” your motions and performs numerous safety calculations every second you ride.

The sensors are the key to the SBU's superior movement capabilities. Multiple 3-axis accelerometers and gyros provide superior inertial measurement enabling for a ride like no other.

### *Turn Assist™*

When you turn, the SBU's motion-learning algorithms detect your intent and provide stability assistance throughout the turn. It's a lot like having a sloped embankment for a racecar driver; only Turn Assist™ help is provided with software and 3-axis sensors. Navigate through narrow turns.



### *Push Back™*

It can handle a lot, but if you push the SBU near it's physical limits, Push Back™ will kick in and push you backwards, telling you that you need to ease off. Upon a depleted battery, your SBU will gently immobilize by slowing your motion to stop while still safely maintaining balance.

### *Smart Sense™*

Smart Sense™ software automatically and carefully shuts the SBU off upon sensing any abuse or an accidental crash.



## High-Performance Vehicle

It may weight only 27lbs but the SBU certainly is not shy to perform. The 1000 Watt BLDC motor commands unparalleled torque and unmatched satisfaction.

### *Hill Climbing*

30% Grade

### *Top Speed*

15 Mph (25kph)

### *Weight Limit*

325 lbs. (145 kg)

### *Range*

10 miles (16km)

## Regenerative Braking

The SBU incorporates regenerative braking strategies to more-efficiently utilize energy. As you lean backwards to slow down, the SBU turns the motor into a generator, capturing your kinetic energy and putting it back into the battery for later use. This increases overall efficiency and it's pretty dang cool!



## Charger

- Output: 58.4V, 2A
- Input: 100–240V, 50–60Hz, International
- Connector: US cord provided



## Battery

- Split-pack + Battery Management System (16-cell total)
- 53V / 2.5Ah / 122Wh (each ½ pack is 61Wh) / 8.9g ELC
- Lithium iron phosphate (LiFePO4)
- Rechargeable via provided charger.
- City ride time: 2 hours
- Nonstop sprint time: 1 hour
- Battery shelf time: 3 months



## The Human Interface

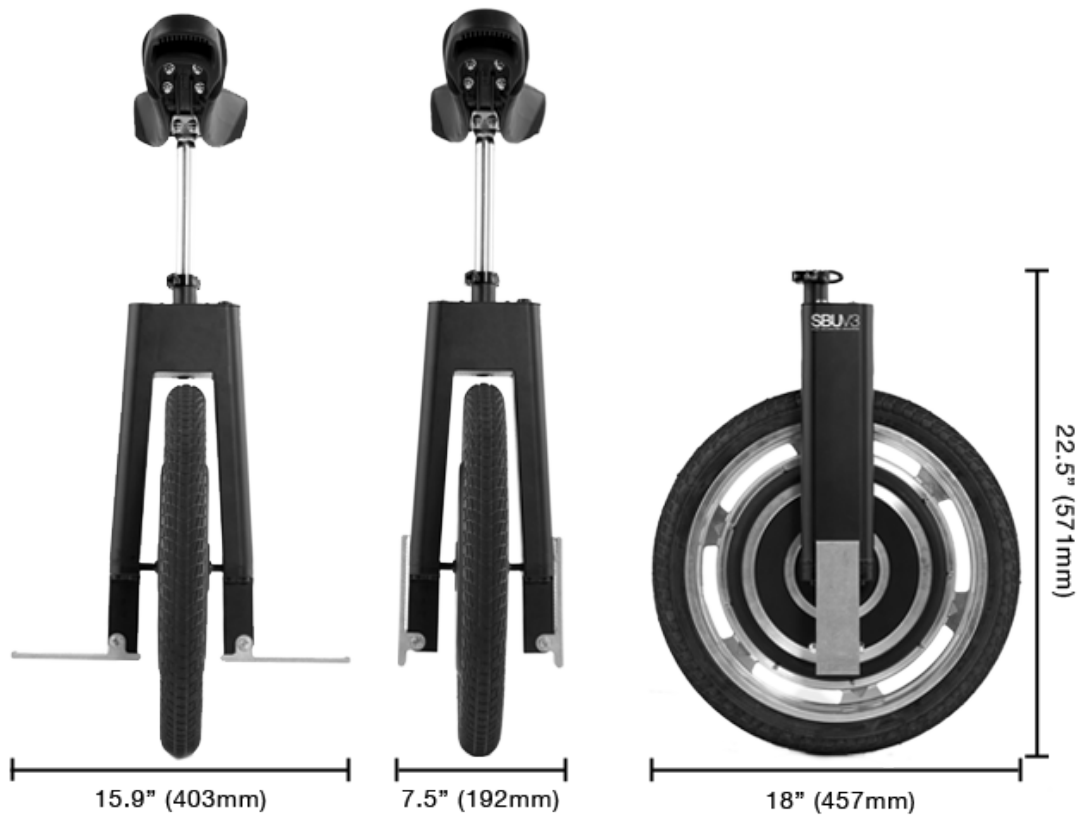
Specifically designed to be intuitive and natural feeling to ride, the hardware interface to the rider is also designed for simplicity and elegance. There is only one button to activate the SBU, one power override key lock, and one charger port.



## Adjustable Seat Post

- 300mm
- Comfortably fits riders 5'1" (155cm) to 6'7" (201cm)
- Seat can be cut down or longer seat posts can be used to adjust for height if needed. (Standard 1" diameter seat post)

### Dimensions and Travel Specs:



	<i>Riding Mode</i>	<i>Compact Mode</i>	<i>Storage Mode</i>
Height	28in. (711.2mm)	28in. (711.2mm)	22.5in. (571mm)
Width	15.9in. (403mm)	7.5in. (192mm)	7.5in. (192mm)
Depth	18in. (457.2mm)	18in. (457.2mm)	16in. (406.4mm) with deflated tire

- Power-override key lock for aircraft travel ensures no accidental turn-ons in flight.
- Battery contains 8.9g ELC (safe for travel)
- Carry-on as "Ala Carte" or stow in the overhead compartment. Note that this may require removal of the seat and possibly deflating the tire (depending on airline).
- We view the SBU as a personal mobility device, helping you get from point "A" to point "B". While we have ridden inside many US airport terminals and have been greeted with approval (and even clapping) by the TSA agents and jealous passengers walking to their gate, this may not be the case every time or the official policy. Please ride respectfully and safely to ensure a culture of responsible SBUers.

## Appendix C - Warranty

This agreement outlines the WARRANTY coverage supplied by Focus Designs, Inc., hereinafter to be called the “COMPANY” to the “USER” which is defined as an individual who has purchased the SBU (hereinafter to be called the “PRODUCT”) in a retail establishment or via an online storefront as approved by the COMPANY or a COMPANY-authorized service representative.

The COMPANY warrants that the PRODUCT will be free from defects in materials and workmanship for a period of 12 months. If the PRODUCT proves defective AND a claim is filed during the warranty period, the COMPANY, at its option, will:

1. Repair the PRODUCT by means of telephone support, email support, or by providing service at no charge for parts or labor,
2. replace the PRODUCT with a comparable PRODUCT which may be new or refurbished, or,
3. refund the original amount paid for the PRODUCT, less a reasonable allowance for usage, upon its return.

The COMPANY recommends the USER first utilize support materials shipped with the PRODUCT, PRODUCT diagnostics, information contained on the Internet, and email support. If unsuccessful, to obtain service under this WARRANTY the USER must notify the COMPANY or its authorized service representative of the defect BEFORE the expiration of the warranty period.

The USER will provide appropriate assistance to Telephone Support or Email Support personnel to resolve issues. If support is unsuccessful, the COMPANY or its authorized service representative will instruct the USER on how to receive warranty repair.

The COMPANY reserves the right to charge for services in exception cases.

If the USER’s PRODUCT contains features that enable the COMPANY or its authorized service representatives to diagnose and repair the problems with the PRODUCT remotely, the COMPANY may request that the USER allow such remote access to the PRODUCT.

In the maintenance of the PRODUCT, the COMPANY may use new or equivalent parts, assemblies, or products for equal or improved quality. All defective parts, assemblies, and PRODUCTS become the property of the COMPANY. The COMPANY may require the return of parts, assemblies and PRODUCT to a designated COMPANY depot or to the COMPANY representative from which the part, assembly, or PRODUCT was originally purchased. Return and claims will

be handled according to the COMPANY procedure. USER shall be responsible for shipping the PRODUCT to the COMPANY or COMPANY–authorized service representative. COMPANY or COMPANY–authorized representative shall handle warranty shipping back to the USER.

These warranties shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. The COMPANY shall not be obligated under this warranty:

- a) to repair damage resulting from attempts by personnel other than the COMPANY or COMPANY–authorized representatives to install, repair or service the PRODUCT unless directed by the COMPANY or a COMPANY–authorized representative,
- b) to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible or non–COMPANY produced equipment,
- c) to repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the PRODUCT or degrades performance or reliability,
- d) to perform user maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform user maintenance and cleaning as prescribed in published PRODUCT materials,
- e) to repair damage, malfunction, or degradation of performance resulting from use of the PRODUCT in an environment not meeting the operating specifications set forth in the user manual,
- f) to repair damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the PRODUCT as prescribed in published product materials
- g) to replace items that have been abused, misused, or tampered with in any way;
- h) to install replacement items that are considered USER replaceable (ie. tube, tire, seat, seat post, seat post clamps, nuts, bolts, screws)
- i) to provide software or firmware updates or upgrades.

Any service identified in the above list and provided by the COMPANY at the USER's request shall be invoiced to USER by the COMPANY or COMPANY–authorized service with current rates for parts, labor and travel.

The warranty and the remainder of the coverage time period shall be transferrable to any individual person who is in legal possession of the PRODUCT from the original USER. Proof of purchase, date of purchase from original USER, and documentation proving that the PRODUCT was purchased in



working condition must be provided along with any warranty claims. If the aforementioned items cannot be provided along with the warranty claim then the COMPANY, on a good-will basis, will consider the case and the COMPANY shall not be liable for covering the warranty.

THE ABOVE WARRANTIES ARE GIVEN BY THE COMPANY WITH RESPECT TO THIS PRODUCT AND ITS RELATED ITEMS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. THE COMPANY AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. THE COMPANY'S RESPONSIBILITY TO REPAIR, REPLACE, OR OFFER A REFUND FOR DEFECTIVE PRODUCTS AND RELATED ITEMS IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR BREACH OF THESE WARRANTIES.

Some states, provinces, and countries do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state, province, or country.