LIFEWARD

ALTER G®

NEO & NEO+ Series Anti-Gravity Treadmill®
User Manual

This manual covers operation procedures for the following AlterG product:

NEO & NEO+ Anti-Gravity Treadmills

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Note: The following symbol is used throughout this manual to call attention to Warnings, Cautions or operational procedures that may directly affect the safe operation of the Anti-Gravity Treadmill. Read and understand these instructions and statements before operating the Anti-Gravity Treadmill.

Warning. Cautionary statement or operational procedure that may directly affect the safe operation of the treadmill.

RoHS Compliant product

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Symbol	Symbol Title
CE	CE Marking
	Manufacturer
EU REP	Authorized representative in the European Union
	Date of manufacturer
MD	Indicates the item is a medical device
UDI	Indicates Unique Device Identifier information.
SN	Indicates the manufacturer's serial number so that a specific medical device can be identified.
UK CA	Signifies Great Britain technical conformity.

Symbol	Symbol Title
REF	Catalogue Number
	Consult instructions for use
	Waste stream disposal status
	Non-ionizing electromagnetic radiation
TÜVRheinland C US	Notified body NRTL Accredited Product Safety Certification

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Owner Responsibility

The AlterG® Anti-Gravity Treadmill® product will perform as described in this manual and by accompanying labels and/or inserts when it is assembled, operated, maintained and repaired in accordance with the instructions provided. The Anti-Gravity Treadmill must be checked periodically as described in this manual. A defective Anti-Gravity Treadmill should not be used. Parts that are broken, missing, plainly worn, distorted or contaminated should be replaced immediately. Should such repair or replacement become necessary, it is recommended that a request for service be made to AlterG, Inc. The Anti-Gravity Treadmill, or any of its parts, should only be repaired in accordance with instructions provided by AlterG, Inc., authorized representatives of AlterG, Inc., or by AlterG, Inc. trained personnel. The Anti-Gravity Treadmill must not be altered without the prior written approval of the AlterG, Inc. Quality Assurance Department.

The owner of this product shall bear the sole responsibility for any malfunction which results from improper use, faulty maintenance, improper repair, damage, or alteration by anyone other than AlterG, Inc. authorized representatives.

The owner/user of the AlterG Anti-Gravity Treadmill has the responsibility to report any serious incident that has occurred in relation to the operation of the device to AlterG and to the nationally recognized competent authority.

Any unauthorized maintenance, repairs or equipment modification activities may void the Anti-Gravity Treadmill Product Warranty.

AlterG Contact Information

AlterG welcomes your inquiries and comments. If you have any questions or comments, please contact our service and support team.

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Indications and Contraindications for Use

Statement of Intended Use

The AlterG NEO & NEO+ Anti-Gravity Treadmill provides unweighting of the user's body weight in addition to normal treadmill functions. The unweighting allows patients and individuals to do standing exercises, walk, or run with reduced impact on their musculoskeletal system.

The NEO & NEO+ model is intended for use by individuals with limited mobility who require a start speed of 0.5 mph (0.8km/hr).

Indications for Use

- Aerobic conditioning
- Sport-specific conditioning programs
- Weight control and reduction
- Optional Gait training and neuromuscular re-education in neurologic patients
- Strengthening and conditioning in geriatric patients
- Rehabilitation following injury or surgery of the lower extremities
- Rehabilitation after total joint replacement

Precautions for Use

- Cardiovascular disease or respiratory compromise
- Exercise induced asthma or angina
- Acute and chronic back problems
- Ruptured or herniated disc
- Safety and effectiveness in pregnant women have not been established
- Safety and effectiveness for individuals with Functional Independence Measure score of 1 or 2 (dependent of max assist) has not been established
- Treadmill belt does not lock in place. Be sure patient is stable before turning off the treadmill and exiting.
- Heart rate monitor is for reference only and may not be accurate.
- Any condition where increased intra-abdominal pressure may be a concern (for example, urinary incontinence, pelvic floor dysfunction, pelvic floor reconstruction, or other conditions)

Contraindications for Use

- Unstable fracture
- Cardiovascular hypotension
- Deep vein thrombosis

Safety: Warnings and Cautions

Before using the Anti-Gravity Treadmill, please read this manual. As a physical therapist, trainer, or clinician (the operator of the product), you must understand the safety features and user interface. We want you and your clients or patients (the users of the product) to have a safe and enjoyable exercise experience.

DANGER: Imminently hazardous situation to be avoided that will result in serious injury or death.

- Do not modify the Anti-Gravity Treadmill electrical plug. The treadmill comes equipped with a removable power cord with a NEMA 6-20 plug (for 208-240V operation) or a NEMA 5-20 (for 120V operation). You must have the proper receptacle outlet to be compatible. Substitution of this cable to accommodate international receptacles must ensure that the cable is designed to carry 220V at 20A.
- Do not use any electrical adapters. To do so could result in an electrical shock hazard.
- Consult a qualified electrician before using any extension cords. Long extension cords may cause a voltage drop to the Anti-Gravity Treadmill, which may cause it to operate improperly. AlterG provides a 15ft (4.6m) power cord.
- Do not operate the Anti-Gravity Treadmill in wet or damp environments.
- When relevant, do not operate the heart rate monitor transmitter in conjunction with an electrical heart pacemaker or similar device. The transmitter may cause electrical disturbances which can interfere with pacemaker function.
- Always unplug the Anti-Gravity Treadmill before cleaning or servicing.
- Do not soak any part of the Anti-Gravity Treadmill with liquid during cleaning; use a sprayer or damp cloth. Keep all liquids away from electric components. Always unplug the Anti-Gravity Treadmill before cleaning and maintenance.
- Service should be performed by an authorized AlterG technician. Service by non-authorized AlterG technicians will void the warranty. Contact AlterG before you or an electrician attempts any maintenance.
- Do not place any liquids on any part of the Anti-Gravity Treadmill (except in the water bottle holders), including the Anti-Gravity Treadmill running surface.
- Always keep the running surface clean and dry.
- Do not unplug or alter any of the internal wiring on the Anti-Gravity Treadmill after installation.

WARNING: Potentially hazardous situation to be avoided that could result in serious injury or death.

- Users must consult with their physicians and obtain a medical exam before beginning any exercise program. This is particularly true if users have any of the following: history of heart disease, high blood pressure, diabetes, chronic respiratory disease, elevated cholesterol, if they smoke cigarettes, are currently inactive, are obese, or have any other chronic disease or physical impairment.
- Users must stop exercising immediately and consult a physician if they feel faint, dizzy, experience chest pains, nausea or any other abnormal symptoms while using the Anti-Gravity Treadmill.

CAUTION: Potentially hazardous situation to be avoided that may result in minor or moderate injury.

- Always use the emergency safety lanyard supplied with the Anti-Gravity Treadmill. It should be clipped to the user's article of clothing while exercising. This is an important feature in case the user falls during a workout session.
- Read, understand, and test the emergency stop procedure before use.
- Never leave children unsupervised around the Anti-Gravity Treadmill.
- Safety and effectiveness in pregnant women have not been established. Pregnant women or women who may be pregnant should consult their physician before using the Anti-Gravity Treadmill.

- The Anti-Gravity Treadmill must be used under the supervision of a properly trained operator. At no time should a user of the Anti-Gravity Treadmill exercise without appropriate supervision, even if having been previously trained in the proper operation of the device.
- Set up and operate the Anti-Gravity Treadmill on a solid, level surface.
- Do not wear loose or dangling clothing while using the Anti-Gravity Treadmill. Do not store anything (like shorts) inside the Anti-Gravity Treadmill bag.
- Prior to beginning a workout session, check to make sure there is no debris inside the Anti-Gravity Treadmill.
- Keep hands away from the bag and frame structure during inflation to avoid pinching.
- Keep hands away from all moving parts.
- Do not use the Anti-Gravity Treadmill if the user's weight is less than 80lbs (36kg) or greater than 400lbs (180kg). Users who weigh more than 350lbs (159kg) may not be able to unweight to the full 20% of original body weight.
- Care should be taken when the user enters and exits the Anti-Gravity Treadmill. Users should never enter the Anti-Gravity Treadmill while the treadmill surface is moving. Make sure the user holds onto the cockpit or handrails whenever practical to support their body.
- Make sure that the user is fully zipped into the bag before beginning the workout session and that the cockpit is adjusted at the correct height. **Note**: Cockpit height adjustment is only allowed when not in session.
- Make sure the user wears proper athletic shoes, such as those with rubber or high-traction soles. Do not allow shoes with heels or leather soles. Make sure no stones or sharp objects are embedded in the soles of the shoes.
- As with any treadmill workout, make sure the user includes a cool-down phase at the end of the user's workout session. Make sure they return to full body weight and exercise moderately before stopping. Avoid abruptly ending or pausing the workout session while the user is at reduced body weight or at high speed.
- The safety and integrity of the Anti-Gravity Treadmill can only be maintained when the Anti-Gravity Treadmill is regularly examined for damage and wear and is properly repaired. It is the sole responsibility of the user/owner or facility operator to ensure that regular maintenance is performed. Worn or damaged components must be replaced immediately, and the Anti-Gravity Treadmill removed from service until the repair is made. Only manufacturer-supplied or approved components should be used to maintain and repair the Anti-Gravity Treadmill.

CAUTION: AlterG uses Neodymium magnets to hold the bag in place near the user. Neodymium magnets are a member of the Rare Earth magnet family and are the most powerful permanent magnets in the world. The product uses up to six N42 Neodymium magnets on each side of the bag. Each of these magnets can have as much as 22 lbs. (10kg) of pulling force and a magnetic field of 13,200 Gauss. Fortunately, the magnetic field drops very quickly from the magnet such that, at a distance of 3 inches (7.6cm), the magnetic field is less than 100 Gauss in total. Caution is advised if a user has a heart pacemaker, insulin pump, or other electromagnetic products in use during a session within the AlterG Anti-Gravity Treadmill. Always check with your healthcare professional prior to use of this product.

Introduction

Consulting a Physician

Anyone considering an exercise program or an increase in activity should consult a physician. It is highly recommended that users follow the guidance of their physician before and during an exercise program or any other increase in physical activity if they:

- Have heart disease, high blood pressure, diabetes, chronic respiratory disease, or elevated cholesterol
- Smoke cigarettes
- Are currently inactive, are obese, or have any other chronic disease or physical impairment, or if there is a history of such disease in their family

Neodymium magnets can affect pacemakers.

The strong magnetic fields near a neodymium magnet can affect pacemakers, ICDs and other implanted medical devices. Many of these devices are made with a feature that deactivates it with a magnetic field. Therefore, care must be taken to avoid inadvertently deactivating such devices.

The Importance of Warming Up and Cooling Down

It is important that users gradually warm up, cool down, and incorporate a series of stretches prior to and at the end of each work out. Stretching encourages the necessary flexibility to help prevent sore muscles and injury during daily activities.

Do not abruptly end the workout session on the Anti-Gravity Treadmill. The user's full body weight should be restored slowly and should include a few minutes of walking at full body weight and low intensity before stopping the workout session.

Setup and Installation

The Anti-Gravity Treadmill will be installed by an AlterG qualified technician after delivery. Please make sure that you inspect the Anti-Gravity Treadmill upon delivery for any damage that may have occurred during transportation. Take photographs and report any damage immediately to the shipping company and AlterG. When you sign for the shipment of your Anti-Gravity Treadmill, you are taking responsibility for any damage that may occur before installation.

Electrical Requirements

The recommended electrical power connection for the Anti-Gravity Treadmill is a dedicated 20 ampere, 220VAC @ 50/60 Hz circuit with ground. The plug supplied with the Anti-Gravity Treadmill is designated by the NEMA configuration system as 6-20P. The corresponding receptacle for the plug is a NEMA 6-20R.

The recommended electrical power connection for the Anti-Gravity Treadmill is a dedicated 20 ampere, 120VAC @ 50/60 Hz circuit with ground. The plug supplied with the Anti-Gravity Treadmill is designated by the NEMA configuration system as 5-20P. The corresponding receptacle for the plug is a NEMA 5-20R.

An appropriate plug for the country and facility in question should be wired as follows:

Blue Conductor: Neutral
Brown Conductor: Line
Green/Yellow Conductor: Ground

Grounding Requirements

WARNING: To avoid the risk of electric shock, this equipment must only be connected to a supply main with protective earth.

The Anti-Gravity Treadmill must be grounded electrically. If there is an electrical malfunction, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. The Anti-Gravity Treadmill power cord includes a grounded plug. This plug must be plugged into an appropriate receptacle that is properly installed and grounded in accordance with the current National Electrical Code as well as all local codes and ordinances. If you are at all unsure of these requirements, contact AlterG or a qualified electrician.

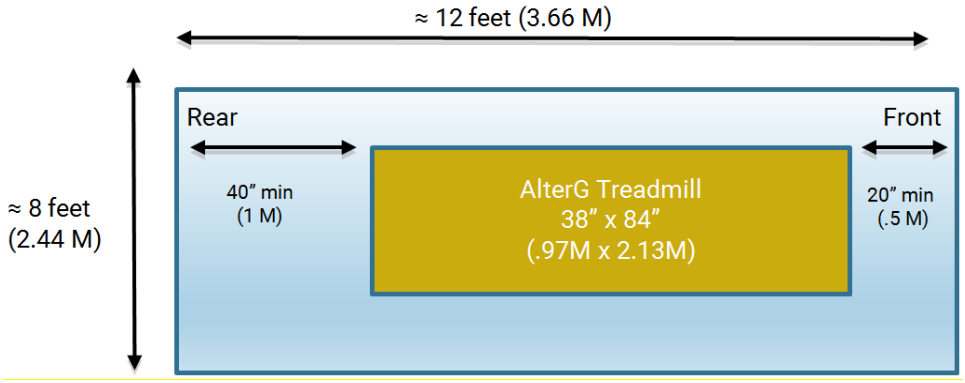
Location Requirements

The Anti-Gravity Treadmill measures 85” (217cm) × 38” (97cm) and weighs almost 550lbs (249kg). It needs to be placed on a structurally sound surface. If it is used above ground level, it is advisable to place it near the corner of the room or where the floor will be strongest to ensure maximum support during high-speed, high-impact use. The surface should be level to ensure minimal flexing of the Anti-Gravity Treadmill frame. The Anti-Gravity Treadmill needs to be within 12ft (3.7m) (from the front of the treadmill) of the proper electrical outlet. Check with a qualified electrician or AlterG if you plan on extending the cord in any way. Make sure you leave at least 24” (61cm) on either side of the treadmill to allow the bag to expand during inflation. Allow at least 40” (1m) behind the treadmill to accommodate a user getting in and out safely, and at least 20” (.5m) in front of the unit to allow access to electronics and power on/off switch.

We recommend an area at least 12ft (3.7m) long by 8ft (2.4m) wide to provide adequate space for operation and user access. Also, check ceiling height to ensure that users will not hit their heads on the ceiling while running. The Anti-Gravity Treadmill surface is 9” (22cm) off the floor. An 8ft (2.4m) ceiling may be too low for taller users.

AlterG Anti-Gravity Treadmill® Installations Specifications:

- Maximum height of treadmill: 74” (1.88 M)
- Width of treadmill: 38” (0.97 M)
- Length of treadmill: 85” (2.17 M)
- Ceiling height minimum: 96” (2.44 M)
- Product Weight is ~844 lbs. (383 kg)
- Important note: Place the front within 8 feet (2.44 M) of the power outlet and leave at least 20 inches (0.5M) clearance in the front of the unit for access to electronics and on/off switch.

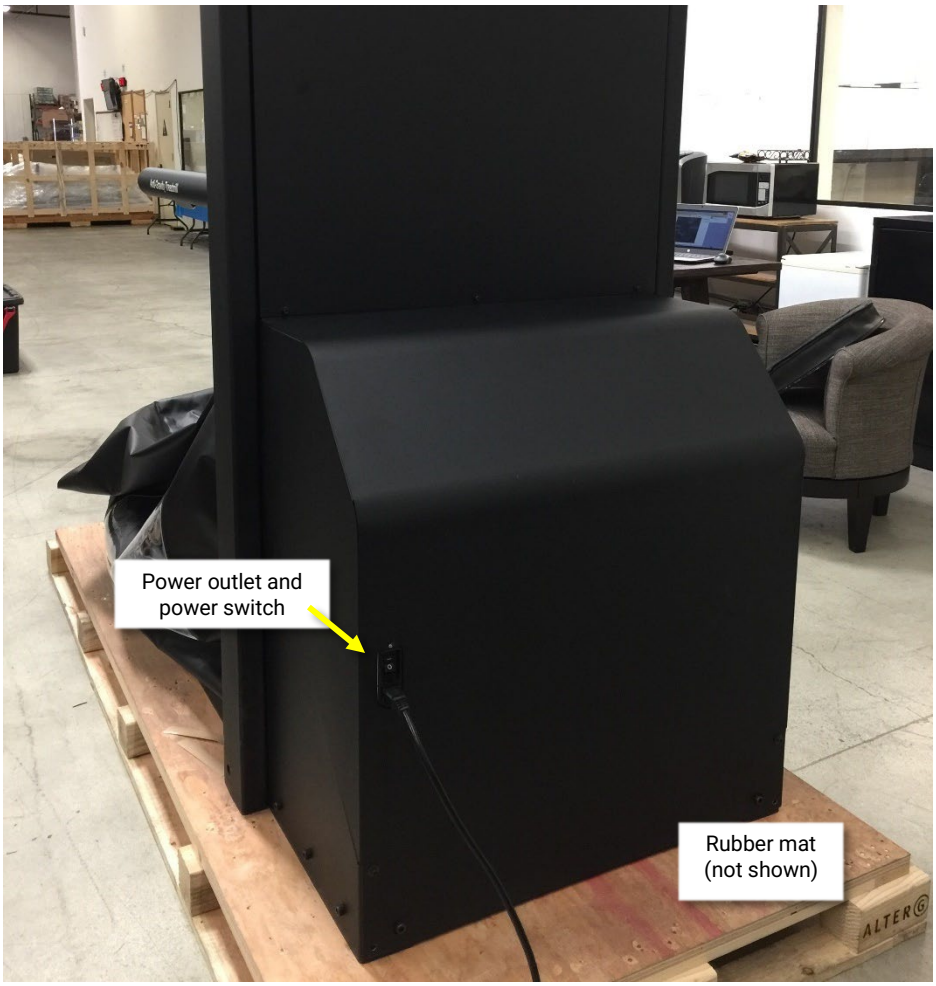


Transporting Your Anti-Gravity Treadmill

Contact AlterG if you plan on moving your Anti-Gravity Treadmill. Damage sustained by improperly moving the Anti-Gravity Treadmill will not be covered by your warranty.

Anti-Gravity Treadmill Components

Key components for operating the Anti-Gravity Treadmill are labeled in the photos below.


Power outlet and
power switch
Rubber mat
(not shown)

Operation

Note: The following operating instructions are performed by, or at the direction of, a clinician.

Powering On the Anti-Gravity Treadmill

1. The power switch is located at the front of the Anti-Gravity Treadmill. Switch it on to start the system and to boot up the software. As the software loads, avoid touching the screen because it may interfere with the boot-up process.

   Note: Do not allow the user to stand on the Anti-Gravity Treadmill belt during boot-up. If the user inadvertently puts weight on the belt during boot-up, an error message is displayed. Have the user stand outside the unit until the boot sequence is completed.

2. The system is ready when the Welcome screen appears.

   Note: If you have not read this manual, it is recommended that you QUIT now or seek appropriate instruction from a qualified operator. By tapping **Start**, you acknowledge that you have read and understand this manual.

Securing the User in the Anti-Gravity Treadmill

The procedures in this section describe:

- Putting on the shorts
- Stepping into the Anti-Gravity Treadmill
- Zipping into the bag
- Setting the cockpit height
- Attaching the safety lanyard

Putting on the Shorts

Your Anti-Gravity Treadmill comes with customized compression shorts that ensure an airtight seal between the user's body and the bag opening of the treadmill. It is recommended that the user put the shorts on before stepping into the treadmill.

Have the user select a size that is snug but not uncomfortable and make certain the tag is at the user's back and on the inside of the shorts. For a comfortable fit and to prevent bunching, it is recommended that the user wear a pair of running shorts or tights under the shorts.

Note: The shorts are latex-free (stretch Nylon with a Urethane laminate).

Stepping into the Anti-Gravity Treadmill

CAUTION: Before the user steps into the Anti-Gravity Treadmill running surface, ensure that the safety switch is pushed in flush with the console. If the safety switch is not in place, the treadmill assumes there is a safety problem and disengages the running surface.

1. Before entering the treadmill, ensure that the cockpit is at the lowest level. Entering the treadmill with the cockpit in a higher position may cause the cockpit to move, potentially causing the user to lose balance.

   Make sure that no rocks or sharp objects are embedded in the soles of shoes. These objects could mar or damage the bag.

2. Grasp the handrails, enter the treadmill from the back, and step into the bag opening. If necessary, step onto the step plate before stepping into the bag opening.

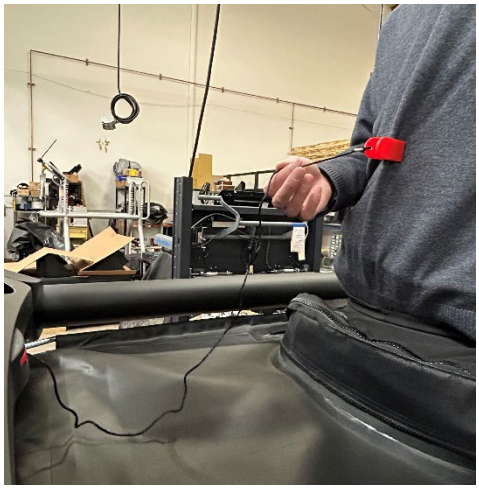
   Note: The bag fabric does not contain latex.

3. Grasp the handle on each side of the bag and lift the bag straight up to the handrails.

4. Pull up until both sides of the bag snap to the magnets on the underside of the handrails.

Setting the Cockpit Height

1. Clip the safety lanyard to your clothing before starting a session. Make sure it is securely attached.

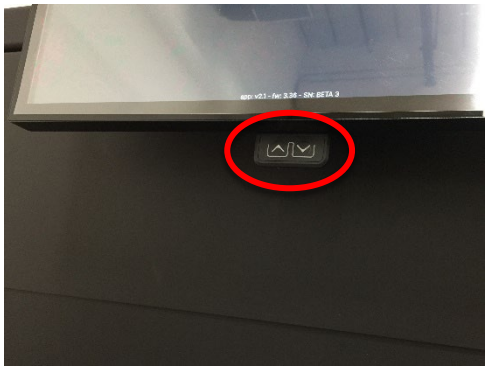


2. Face forward and use the cockpit height adjustment up and down arrow buttons at the bottom of the touchscreen monitor to set the cockpit to the desired height.

   Note: The cockpit height adjustment must be made before you start the session. The cockpit height adjustment is disabled as soon as the session starts.

   Set the cockpit at a height that places the zipper at the iliac crest (the top, outer edge of the pelvic bone felt just below waist level). For additional trunk support, the cockpit can be set higher.

   Note: Make sure there is sufficient room above the handrails to allow your arms to swing comfortably during the workout session.



Note: Inseam heights are posted on the side stanchions. These can be used to mark the cockpit height for different users.

For more information, see the description of the inseam height labels in “Labels, Locations, Interpretation”.

Right side

Left side

CAUTION: The motorized cockpit adjustment is disabled while the bag is inflating or when it is fully inflated. If the bag needs to be repositioned while the user is exercising, stop the session. You can then change the height of the cockpit.

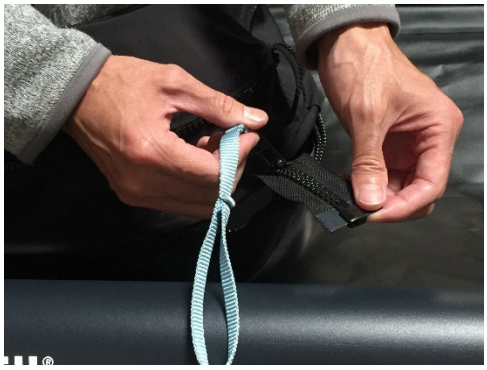
Zipping into the Bag

When the cockpit is in place, zip into the Anti-Gravity Treadmill by zipping the shorts to the bag.

The zipper is started at the front and center of your body and zipped counter-clockwise (to your left) all the way around until it returns to overlap in the front.

Make sure that the zipper is completely closed to complete the seal.

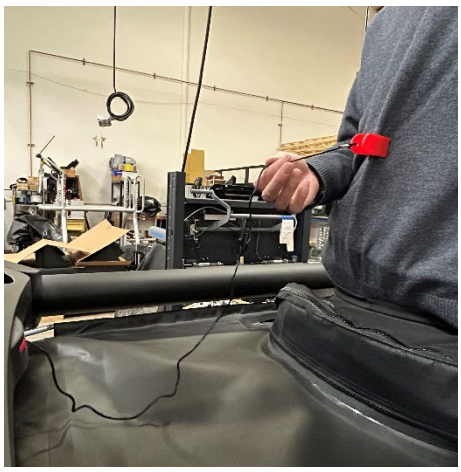
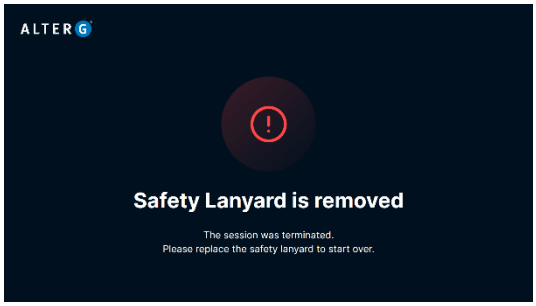
The zipper provides a means of quickly attaching and detaching the user from the bag, simplifies hygiene, and provides a custom fit for users of all sizes.



Attaching the Safety Lanyard

As described earlier, always use the magnetic safety lanyard clip supplied with the Anti-Gravity Treadmill. As a precaution, the treadmill will not operate without the safety switch pushed in so that it is flush with the Emergency Stop (E-Stop) mechanism.

NOTE: The Emergency Card does not come fully out of the mechanism. When pulled it will extend approximately 1 inch (2.5cm).

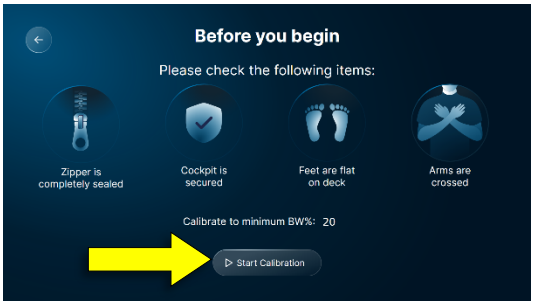
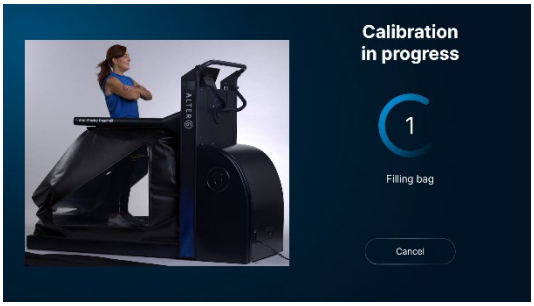
Operator or User Action	Screen
1. Make sure the safety lanyard is securely attached to your clothing.	
2. On the front of the console, push the red E-Stop switch in so that it is flush with the console assembly; otherwise, the Anti-Gravity Treadmill will not operate. ⚠ **CAUTION**: Never attempt to defeat this critical safety feature by fastening the lanyard to the bag, structure of the Anti-Gravity Treadmill, or anywhere else other than to the user's clothing. Should the user fall while exercising, the switch is activated and power to the treadmill is cut; air pressure is released; the treadmill running surface disengages from its drive and can move freely. The "Safety Lanyard is removed" message is displayed.	 
3. Continue to "Starting and Completing a Workout Session".	

Starting and Completing a Workout Session

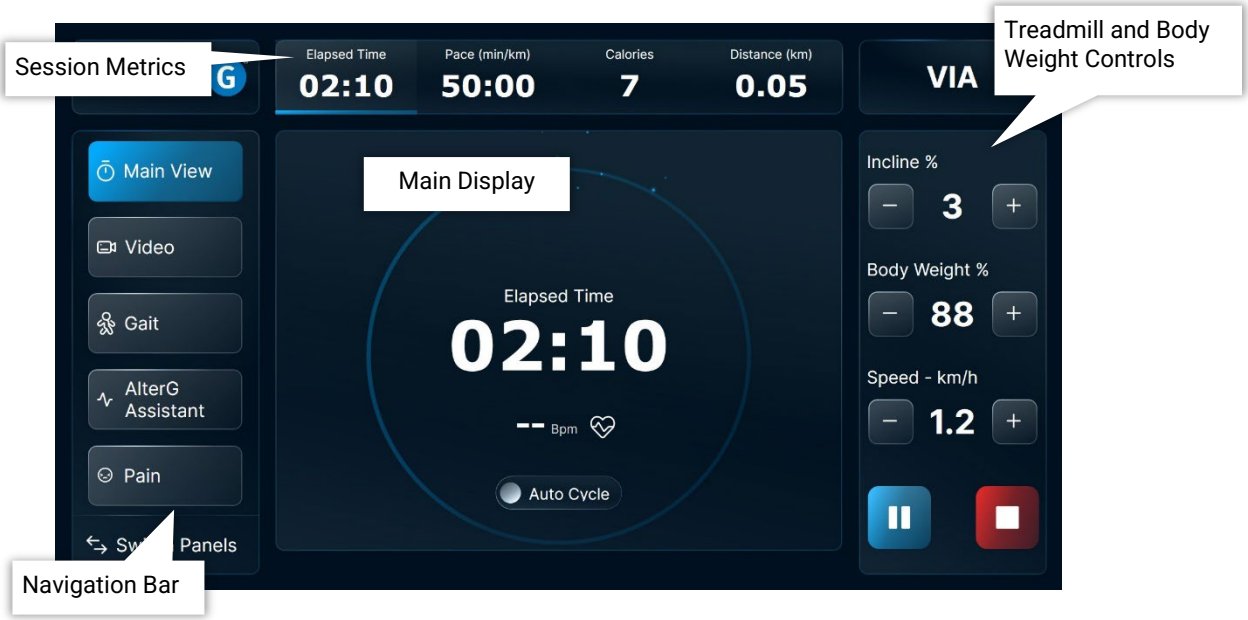
The procedures in this section describe:

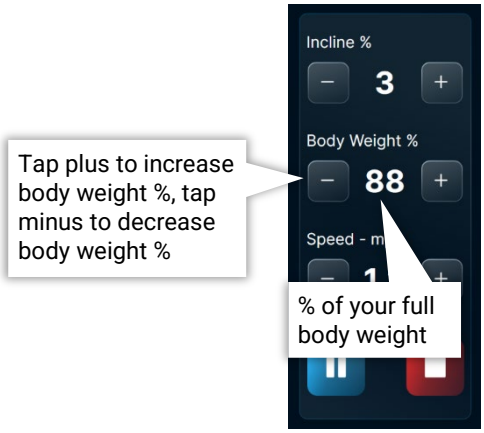
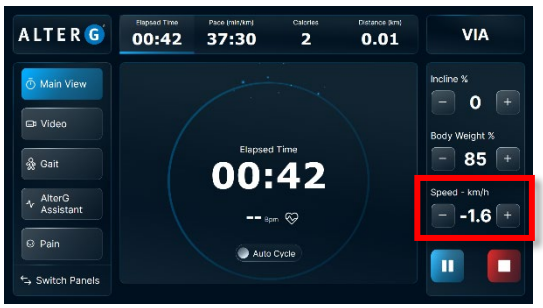
- Starting a workout session
- Using the touchscreen features and controls
- Adjusting Anti-Gravity Treadmill speed

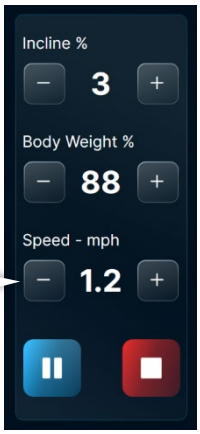
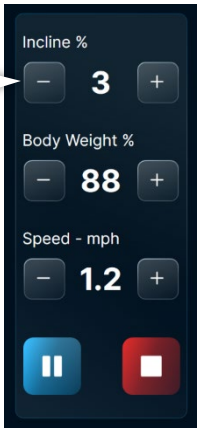
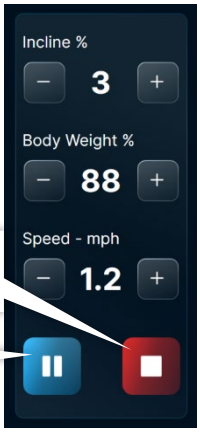
Starting a Workout Session

Operator or User Action	Screen
1. PREPARATION FOR EXERCISE. Tap **Start** on the Welcome screen. Before you begin, stand still on the surface of the treadmill belt. Do not hold onto or support yourself on any part of the system structure. The system weighs you prior to exercise and the treadmill must support your full body weight.	
2. BEGINNING THE EXERCISE SESSION. Follow the instructions on the Before you begin screen, and then tap **Start Calibration**. The Anti-Gravity Treadmill will proceed with a calibration routine that allows the system to determine the relationship between enclosure pressure and your body weight. You will feel the pressure in the bag change as the system calibrates. During the calibration routine, it is best to cross your arms to avoid touching any part of the structure and ruining the calibration.	 
You will be promptly notified when the calibration sequence is complete. The percentage of your body weight that can be unweighted is displayed. 3. Tap **Start Session** to start your workout session. Inactivity will cancel your completed calibration.	

The controls on the Main Screen are shown and described below.



Operator or User Action	Screen
4. ADJUST YOUR BODY WEIGHT. Adjust your body weight with the plus and minus button controls. Tapping plus increases your body weight, and tapping minus decreases your body weight. Your body weight is displayed as a percentage of your full body weight. You can adjust your body weight at any time during your exercise session. Holding the control will cause body weight percentage to change at a more rapid rate. **CAUTION: At 40% body weight and lower, you can become unstable if you jump or perform any other activity besides walking or running. Reduce your body weight percentage slowly so you can become accustomed to the new sensation and adjust your gait mechanics accordingly**	
5. SELECT TREADMILL DIRECTION. When the treadmill turns on, it is programmed for forward ambulation. To walk backwards, tap the minus control until Speed displays negative numbers.	

Operator or User Action	Screen
6. ADJUST TREADMILL SPEED. Adjust treadmill speed using the plus and minus button controls. In the forward direction, speed will start at 0.5 mph (0.8km/hr) and increase in 0.1 mph (0.16km/hr) increments for each button tap up. When the treadmill is programmed in reverse, speed will start at 0.5 mph (0.8km/hr) and increase in 0.1 mph (0.16km/hr) increments. Holding the control will cause speed to change at a more rapid rate. **Note**: Recent software changes now allow for full 1 MPH (1.6Km/hr) increment speed changes. This feature can be turned on/off through set-up in the settings screen.	 Tap plus to increase speed, tap minus to decrease speed
7. ADJUST TREADMILL INCLINE. Tap plus to increase incline and tap minus to decrease incline. **Note**: Treadmill incline cannot be adjusted greater than 5% if speed is set for less than 0.5mph (0.8km/hr).	 Tap plus to increase incline %, tap minus to decrease incline %
8. ENDING OR PAUSING THE EXERCISE SESSION. Before stopping your session, return the treadmill to 0% incline. Tap **Stop** to end the exercise session. To place the treadmill in pause mode, tap **Pause**. The tread belt will stop, but all statistical information will be preserved. Body weight support is maintained while the treadmill is paused. To resume the exercise session, tap the button again (**Resume**).	 Tap Stop to end exercise session Tap Pause to pause treadmill, tap again to resume

Stepping Out of the Anti-Gravity Treadmill

1. Stop the session and wait for the treadmill to come to a complete stop.
2. Wait for the bag to completely deflate.

3. The user can then:
   - Remove the safety clip from their clothing.
   - Unzip the shorts from the bag.
   - Use the cockpit height adjustment up and down arrow buttons to lower the cockpit.
   - Disengage the bag from the magnet clamps by pushing downward on the bag u-bar.
   - Exit the treadmill by turning around, stepping out of the bag opening, and carefully stepping off the back of the treadmill.

Session Screen

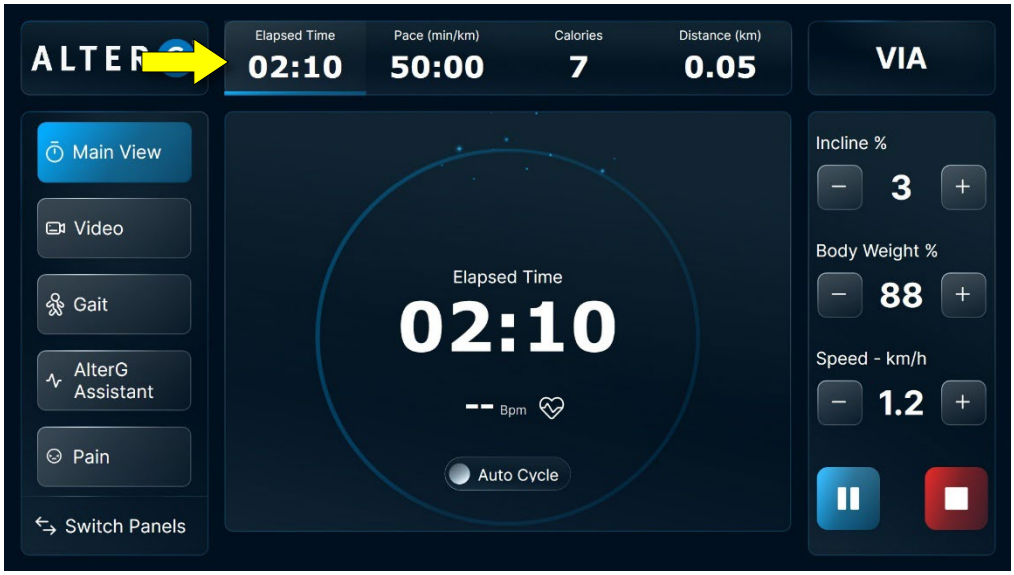
The session screen gives you a graphical overview of body weight, speed, and inclines. It also includes information on your average speed, calories burned, and total distance.

Heart rate is displayed in the center of the screen when any session metric is selected.

Session Metrics

The session metrics, by default, are displayed on the top portion of the screen. The session elapsed time, calories burned, pace, and distance traveled are displayed.

Alternative layouts can be set in Settings. For more information, see “Settings”.



Calories

The calorie count displayed takes into account your body weight percentage and treadmill speed, incline, and distance. As a result, the calories burned reading is more accurate when compared to exercise equipment that does not include these parameters.

Reference http://42.195km.net/e/treadsim/ for more information on how the AlterG Anti-Gravity® Treadmill calculates calories burned.

Heart Rate Monitoring

Heart Rate Monitor

The AlterG Treadmill display is designed to receive a user's heart rate in conjunction with the use of a Polar® (Chest Strap) Heart Rate Monitor. Polar chest straps can be purchased at the most popular sporting goods stores or online. For the screen to correctly display a user's heart rate, the receiver within the display must obtain a stable heart rate signal from the Polar transmitter. The Polar Heart Rate System consists of two main elements: 1) the sensor/transmitter and 2) the receiver within the AlterG Treadmill display.

How To Wear The Chest Strap Transmitter

The Sensor/Transmitter is worn just below the chest and at the top of the abdomen, directly on bare skin (not over clothing). The transmitter should be centered below the pectoral muscles. Once the strap is secured, pull it away from the chest by stretching the band, and moisten the conductive electrode strips with plain water. The transmitter operates automatically while you are wearing it; it does not operate while it is disconnected from your body. However, as moisture may activate the transmitter and salt buildup from sweat can be a problem, rinse the transmitter with water and wipe it dry after use. The chest band is washable. After you have detached the transmitter, wash the band in warm water using mild soap and rinse thoroughly in clean water.

The Polar transmitters that are compatible with the treadmill receiver are as follows: Polar models T31, T31C, T34, H9, & H10.

The Receiver

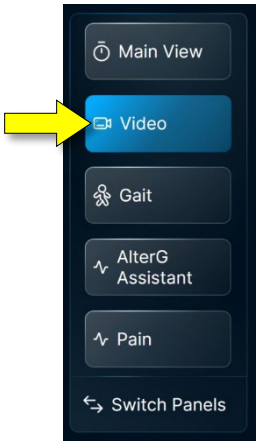
You must be within two and a half feet of the receiver for the signal to be received. Please take note that your transmitter may fluctuate erratically if you are too close to other Polar equipment. Maintain at least a three-foot distance between other Polar units.

NOTE: Erratic heart rate reception may occur if the Polar Monitor is too close in proximity to strong sources of electromagnetic radiation, such as television sets, Personal Computers, electric motors and some other types of fitness equipment. Only one transmitter should be used inside the range of any one receiver as the receiver may pick up several signals simultaneously, causing an inaccurate readout.

CAUTION: The heart rate obtained while on the AlterG Treadmill is for reference only. No medical treatment or diagnosis should be based on the Polar Monitor.

Operating HD Video Monitoring System (For NEO+ only)

Getting Started

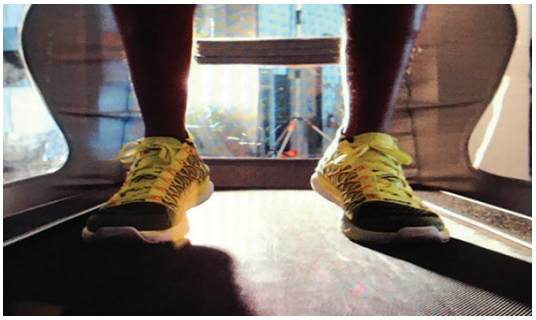
Operator or User Action	Screen
To view the camera, tap **Video** on the navigation bar.	

Focusing and Positioning Cameras

There is a camera on the NEO+ Anti-Gravity Treadmill. The front camera is mounted on the inside of the bag and focused at the factory before shipment.

Camera Views

The NEO+ front camera is permanently affixed inside the treadmill bag. A live video showing the user's gait is displayed in the middle of the display area.



Operating Gait (Optional for NEO+ only)

Gait Measurements*

Operator or User Action	Screen
The Anti-Gravity Treadmill measures the following: • Weight bearing symmetry • Cadence • Stance time symmetry • Step length symmetry To view Gait, tap **Gait** on the navigation bar. Gait measurements reflect the average of the last 3 steps by each foot. * Gait analytics are intended for walking. Walking is defined as ambulation with one foot always on the treadmill belt surface. Gait information while running may not provide accurate information.	

Gait Analytics

Operator or User Action	Screen
1. Users can record “clips” of gait data. Tap **Record Gait** on the Gait screen. (There is no time limit to the length of the recording.) The button changes to show that recording is on, and the elapsed time of the recording is displayed. Stop recording by tapping the button again. The recording is saved. Repeat this step to record individual “clips” of gait data at various times during the workout session. We recommend recording different clips so that you can see the effect of body weight, incline, or speed on gait symmetry. You can save the gait data recordings to the session report at the end of the workout session. For more information, see “End-of-Session Reporting”. You can adjust any of the treadmill controls while recording (Body Weight %, Incline %, and Speed).	

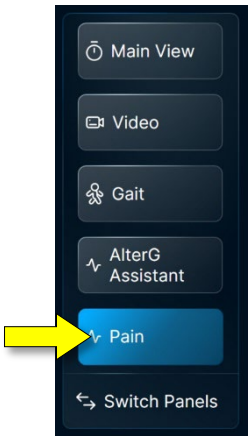
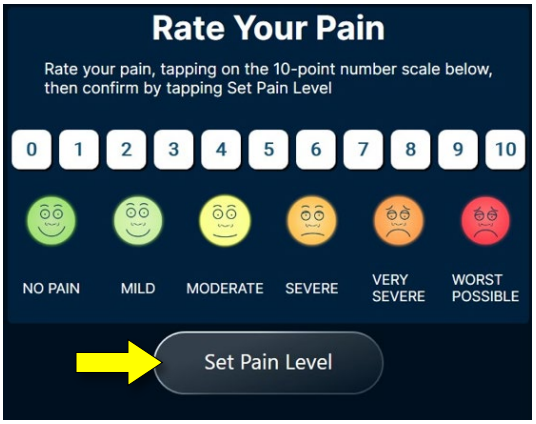
Operator or User Action	Screen
2. To display the gait recordings in a list, tap the Options menu to the right of the **Record Gait** button, and then select **Gait Recordings**. 3. Tap **Close** on the lower right to close the gait recordings list.	

Cross-over Gait

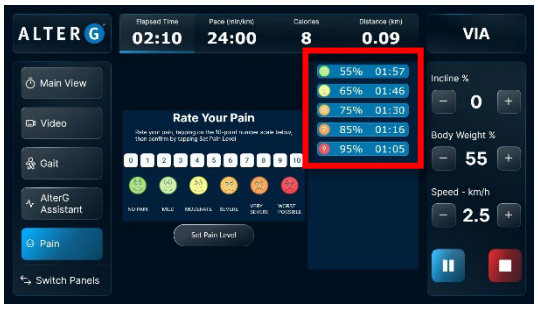
Operator or User Action	Screen
Cross-over gait. If you have a patient with scissoring gait (foot crosses the midline when planted), tap the Options menu to the right of the **Record Gait** button, and then select **Cross Over Gait**. When cross-over gait mode is in effect, “Cross Over Gait: Activated” appears above Step Length. This allows the software to identify the right foot when the left load cells detect weight, and the left foot when the right load cells detect weight. Tap the option again to turn this mode off.	

Operating Pain

Pain Recording

Operator or User Action	Screen
To record pain levels during the exercise session, tap **Pain** on the navigation bar. Pain can be recorded on a scale of 0-10 (0 = no pain, 10 = maximum pain). To record pain, select (tap) a number from 0-10 and tap **Set Pain Level**. There are no prompts during the session to remind you to input pain. It is up to the therapist to ask the patient to set their pain levels throughout the session.	 

Pain Results

Operator or User Action	Screen
The pain levels set by the user appear in the display area to the right. It shows the selected pain level, time, and the user's selected body weight percentage. To rate different pain levels during the workout session, repeat these steps. Pain results are included in the graph in the session report. The graph displays pain in relation to approximate body weight %. (for example, If you recorded a pain level of 8 at 93% body weight, the number 8 is listed between 90% and 100%). Tolerance is also displayed. This is a measurement of the body weight % where the patient felt the least amount of pain. **Note**: Pain results are automatically included when you email or save your end-of-session reports (for more information, see "End-of-Session Reporting").	

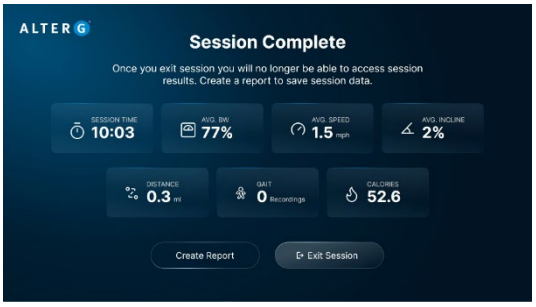
End-of-Session Reporting

The end-of-session report is a summary of your session details. At the end of your exercise session, you can email or save a copy of your session report, gait data, and pain measurements captured during your session. It will be sent to you by email or saved to USB in PDF format. There will be no patient or athlete name on the report.

Any session reports not emailed or saved at the end of the session will be deleted.

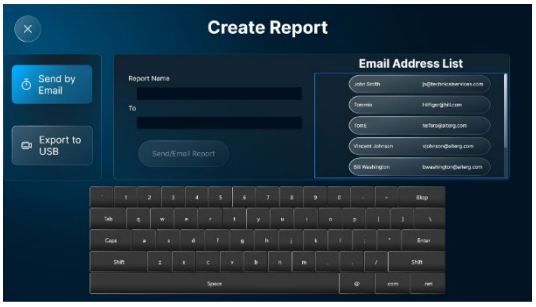
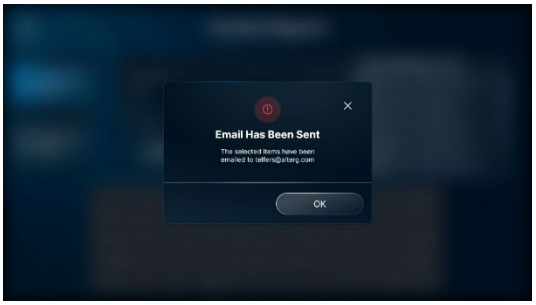
Estimated wait time to email reports is approximately 20 seconds, depending on your Wi-Fi connection. Please be patient and confirm all data has been sent before exiting the treadmill.

Creating End-of-Session Reports

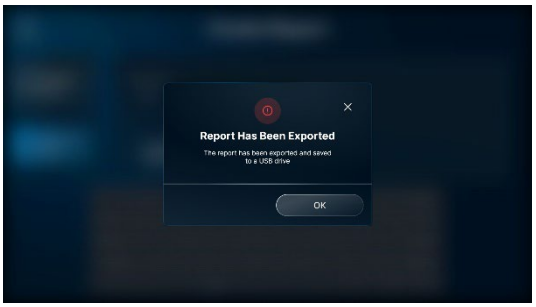
Operator or User Action	Screen
1. When a session is stopped, the Session Complete screen appears. To create a report, tap **Create Report**.	

Operator or User Action	Screen
2. In the Create Report screen, select the Gait Recordings you want to include in the report by tapping the checkboxes (or tap **Select All**), and then tap **Continue**. You can send the report to an email address (go to “Emailing Reports”) or export the report to a USB key (go to “Saving and Exporting Reports to USB”).	

Emailing Reports

Operator or User Action	Screen
1. To send the report to an email address, tap Send by Email button on the left, 2. Use the on-screen keyboard to enter a report name and email address. For the report name, we recommend a non-identifiable patient ID (for example, 12345), or the session time and date (for example, 181205 02:00). This will help you identify the patient. We recommend emailing the information to yourself and later attaching it to the patient’s EMR. If a list of email addresses is provided, select the desired email address. 3. Tap **Send/Email Report**. A confirmation message appears after the email has been sent to the selected email address. Tap **OK**.	 

Saving and Exporting Reports to USB

Operator or User Action	Screen
1. To export the report to a USB key, insert a USB key into the slot on the console and tap the **Export to USB** button on the left. 2. Use the on-screen keyboard to enter a report name. We recommend a non-identifiable patient ID (for example, 12345), or the session time and date (for example, 181205 02:00). This will help you identify the patient. 3. Tap **Save Report to USB**. A confirmation message appears after the report has been saved and exported. Tap **OK**. **Note**: You can save as many reports as you want, as long as there is enough space on your USB key.	 

Emergency Extraction Procedures

In the unlikely event that a patient becomes immobilized in the Anti-Gravity Treadmill, please refer to the urgent steps below to secure the situation before calling +1510.270.5900 or referring to alterg.com.

IMPORTANT NOTES:

1. The treadmill belt on the AlterG Treadmill does not lock in place, so secure it by holding your foot against it at the rear of the treadmill.

Emergency Scenarios

There are three likely scenarios in which a patient may require urgent help with getting out of the Anti-Gravity Treadmill:

Scenario 1

The patient falls or becomes fatigued to the point of inability to exit the treadmill before the air chamber is inflated with air.

Option 1: If the patient can stand, stop the treadmill and secure the belt with your foot. Help the patient exit the treadmill.

Option 2: Prevent the belt from moving by securing it with your foot. Remove the bag nuts at the treadmill base.

Option 3: Prevent the belt from moving by securing it with your foot. Cut the air chamber and help the patient exit the treadmill.

Scenario 2

The patient becomes fatigued to the point of inability to exit the treadmill after the air chamber is inflated.

Reduce the body weight percentage to less than 40% and have the patient sit down in place until they re-gain their strength and can exit on their own.

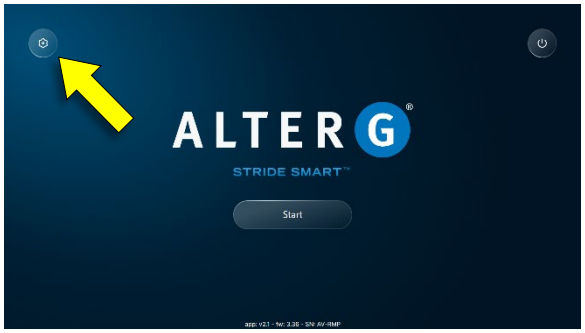
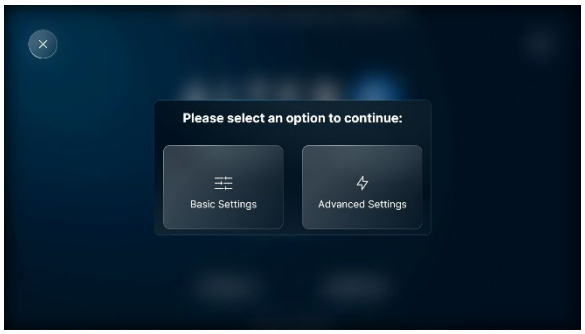
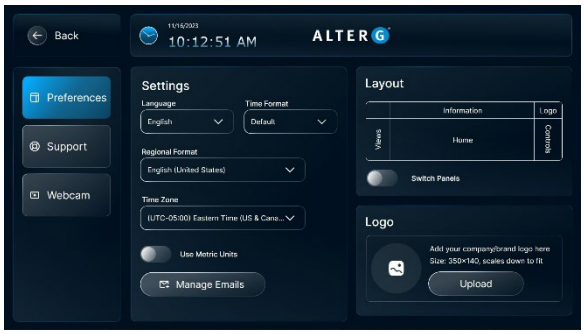
Scenario 3

The motorized cockpit becomes disabled.

If the motorized cockpit becomes disabled, stop the treadmill, and unzip the user from the bag. Lower the cantilevered cockpit U-Bar and secure the belt with your foot. Help the patient exit the treadmill.

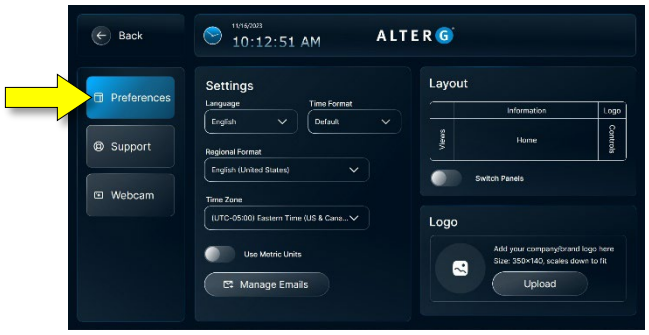
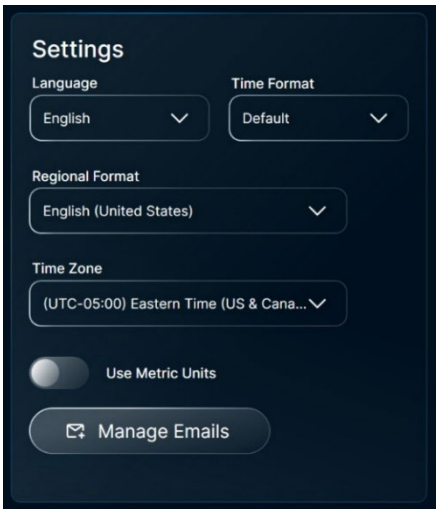
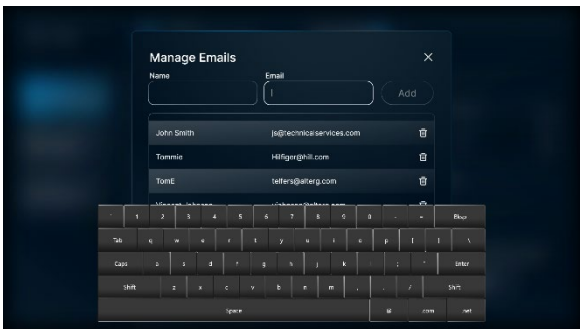
Settings

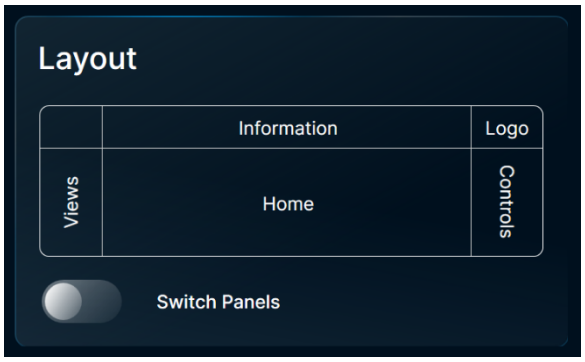
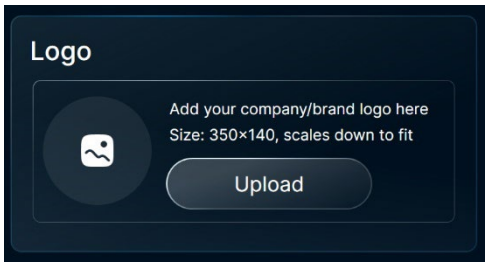
Note: This section describes Basic Settings only. For information on Advanced Settings, refer to the NEO Service Manual.

Operator Action	Screen
1. To access the Settings screens, return to the Home screen and tap on the Settings icon in the upper-left corner of the screen.	
2. Tap Basic Settings.	
Basic Settings are divided into three areas. Select one of the options by tapping the appropriate button on the navigation bar: • **Preferences**. Set time options, manage emails, adjust GUI layout, and upload your company logo. • **Support**. Selections include: Tech Support, Restart App, Shutdown PC, Log off, Send Logs, Set Date of Service, Blower Usage, and Total Mileage. **Note**: Some options may be inaccessible (grayed out). • **Webcam (for NEO+ only)**. Start and stop the webcam camera.	

Preferences

Use the Preferences Setting to set or change language, time format, regional format, time zone, metric units, manage email names and addresses, change the layout of the display, and upload a logo image file.

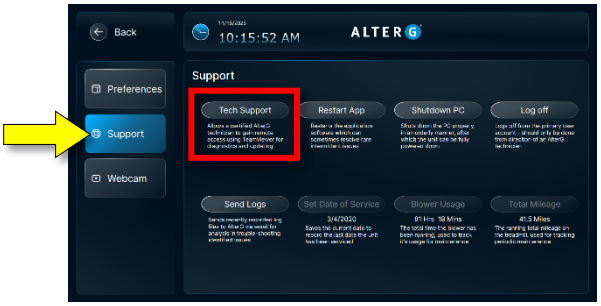
Operator Action	Screen
1. Tap **Preferences** on the navigation bar in the Basic Settings screen.	
2. Manage Language, Time, and Metric Unit Display Settings: • To set or change language, time format, regional format, and time zone, select the appropriate options from the drop-down menus. • To change to metric units, tap the **Use Metric Units** toggle.	
2. Manage Emails: Tap **Manage Emails** to manage email names and addresses. By pre-programming your staff's email addresses, you can shorten the End-of-Session process. This allows you to select email addresses from a pre-programmed list and reduce the amount of time spent entering data. In the Manage Emails screen, use the on-screen keyboard to enter the clinician's name and email address and tap **Add**.	

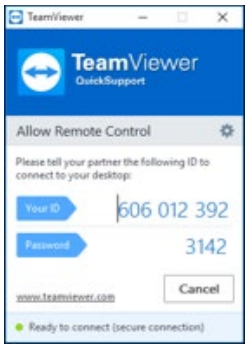
Operator Action	Screen
4. Adjust Display Layout: AlterG has set the default layout in the factory to the first setting listed. The default layout shows the navigation bar/view panel on the left and the controls panel on the right. To switch the positions of these panels, tap the **Switch Panels** toggle.	
5. Upload logo: To upload your company or brand logo, tap **Upload**. Select and upload the image file. (If a logo has been uploaded, the button name changes to **Remove**.) The acceptable file formats for the logo in the 2.x application software are JPG, JPEG, & PNG. Your logo will appear in the upper-right corner of the session screen.	
6. When you are finished making adjustments to these settings, tap **Back** to return to the Home screen.	

Support – Tech Support

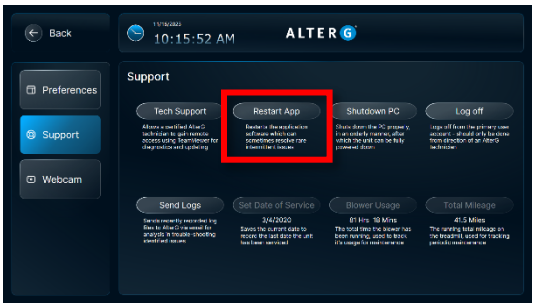
If you are experiencing issues with your Stride Smart system and are connected to Wi-Fi, our Service Team may be able to get remote access and help you troubleshoot your unit.

Please call our Service Team at (510) 270-5900 if you would like to grant them remote access. They can walk you through the procedure below.

Operator Action	Screen
1. To go to the Support screen, tap **Support** on the navigation bar in the Settings screen. 2. To reach Tech Support, tap the **Tech Support** option.	

Operator Action	Screen
Within 5 seconds you should see a TeamViewer window pop up. After another 5-10 seconds, the ID and password fields will auto-populate. 3. Read the ID and password back to your technician. This will allow them to connect to your unit and control the screen.(Or, you can photograph the screen and text it to the technician.)	
4. When you are finished, tap **Back** to return to the Home screen.	

Support – Restart App

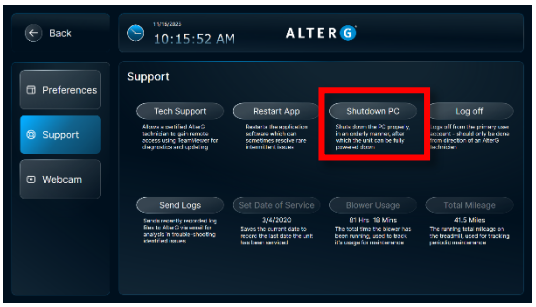
Operator Action	Screen
If you are experiencing issues with Stride Smart, we may ask you to restart your device. Tap the **Restart App** option in the Support screen.	

Support – Shutdown PC

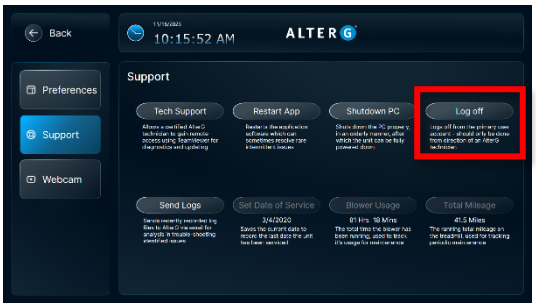
Shutdown PC should only be used if Stride Smart and the Anti-Gravity Treadmill must be powered down. Please shut down the unit before unplugging anything from the wall.

The system will start up automatically after it is plugged back into the wall outlet.

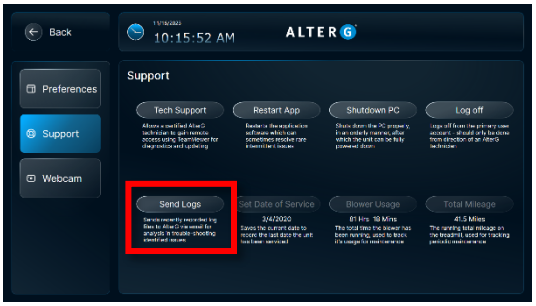
The computer and the displays draw 45W, which is less than a typical incandescent light bulb. While we have designed the Anti-Gravity Treadmill to remain on at all times, we recommend turning off the unit when not used on a frequent basis.

Operator Action	Screen
Tap the **Shutdown PC** option in the Support screen.	

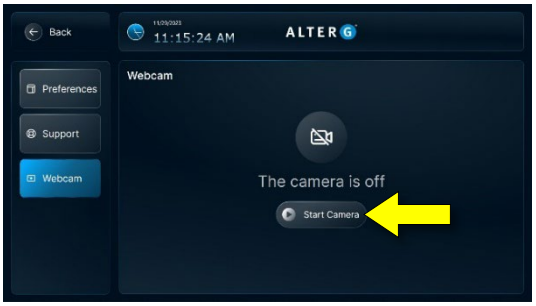
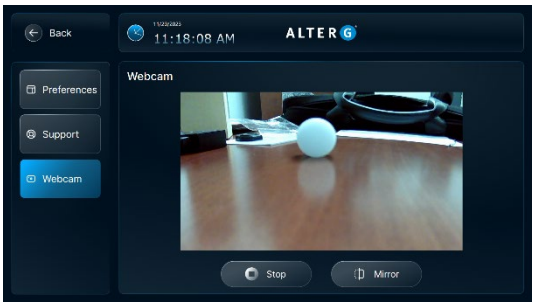
Support – Log off

Operator Action	Screen
Tap the **Log off** option in the Support screen.	

Support – Send Logs

Operator Action	Screen
Tap the **Send Logs** option in the Support screen.	

Webcam (for NEO+ only)

Operator Action	Screen
1. Tap **Webcam** on the navigation bar in the Settings screen. 2. To start or stop the camera, tap **Start Camera/Stop Camera**.	
3. To switch to mirror mode, tap **Mirror**. This reverses the position of the user's feet. 4. To stop the camera, tap **Stop**.	

Operator Action	Screen
5. When you are finished, tap **Back** to return to the Home screen.	

Calibration

You may notice differences in the calibration from older model Anti-Gravity Treadmills. We have implemented a smarter calibration process, which can cause:

- Faster calibration process
- Stronger pressure in the calibration process
- More accurate unweighting
- An inability to unweigh every patient to 20%

The inability to reduce a user's body weight to 20% is the result of increased accuracy during the initial calibration process. If the Anti-Gravity Treadmill is unable to reduce the user's body weight to 20% during calibration, it will only allow them to unweight themselves to the *lowest* accurate body weight point. (that is, if a patient is limited at 37% body weight, this means that during calibration the Anti-Gravity Treadmill could not go below 37%.) A few factors that can cause this, and it should not be of concern unless persistent with all users.

The following may cause an inability to reduce body weight to 20%:

- User moving during the calibration process
- Body composition
- Wearing old shorts (with leaks, tears, or holes)
- Old bag (with leaks, tears or holes)
- Wearing shorts that are not properly fitted to the individual
- Incomplete zipping of shorts to the bag

Wi-Fi Connectivity

The Anti-Gravity Treadmill is Wi-Fi enabled and can be set up upon installation if Wi-Fi network information is provided.

The Wi-Fi connection can be set up after installation if the facility has a USB keyboard and the Wi-Fi network information. Please contact the AlterG Service Team if you need assistance with connecting to your Wi-Fi network.

Creating AlterG Assistant Custom Workouts

You can create your own workouts for the AlterG Anti-Gravity Treadmill using AlterG Assistant online. After you create a workout, save it to an XML file, and copy it to a USB key.

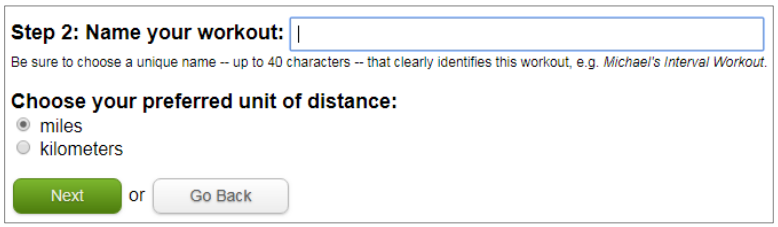
To load and run the workout on the treadmill, install the USB key in the USB key slot on the console, and select AlterG Assistant on the session screen.

To create a custom workout, visit www.alterg.com/workout-programmer, or http://rt.alterg.com/test/workout and follow the on-screen steps:

1. Click the **Create a New Workout** button.

2. Give your workout a unique, descriptive name. If you create several workouts, you can easily identify the workout you want from the list of workouts you created.

   Choose your preferred unit of distance, and click the **Next** button. The name of the workout appears at the top of the next screen.

3. To add intervals, enter values in the fields provided.

   Note: Choose only 2 fields from Duration, Speed, and Distance.

   In the example below, interval #1 was set up as follows: Duration was changed to 90:00, Speed was changed to 4.0, and Distance was left blank. When interval #1 was added, Distance was calculated automatically.

   Atherton Hills 10-Mile RT

   Total Duration: 90:00
   Total Distance: 6.00 miles

Interval #	Duration minutes:seconds	Speed mph	Distance miles	Body Weight %	Incline %
1.	90:00	4.0	6.00	100	0
2.	90:00 minutes:seconds	4.0 from -10.0 mph to 18.0 mph	from 0.1 to 99.9 miles	100 from 100% to 20%	0 from 0% to 15%

   Add This Interval Stop Adding

4. Repeat Steps 2 and 3 to continue adding intervals to your workout. When you are finished adding intervals, click the **Stop Adding** button. A summary of your workout is displayed, and you have an opportunity to make adjustments.

Step 5: Click *Save Workout* when you are satisfied.

You can edit an interval you've already added by clicking its [#].

You can also add more intervals or get familiar with what the **Action** buttons do...

Finally, you can throw this whole workout away by pressing *Don't Save*.

Atherton Hills 10-Mile RT

Total Duration: 165:00
Total Distance: 9.25 miles

Save Workout | Don't Save

Click a [#] to edit that interval.

Interval #	Duration minutes:seconds	Speed mph	Distance miles	Body Weight %	Incline %	Actions see below
1	90:00	4.0	6.00	100	0	↑ ↓ ins del
2	45:00	3.0	2.25	100	0	↑ ↓ ins del
3	30:00	2.0	1.00	100	1	↑ ↓ ins del

Add Another Interval

[↑] moves the interval up the list.
[↓] moves the interval down the list.
[ins] inserts a new interval BEFORE the interval.
[del] deletes the interval.

5. Click the **Save Workout** button if you are satisfied. Otherwise, adjust as described below.
   - Actions column:

     Click **up arrow** to move the selected interval up 1 row; click **down arrow** to move the selected interval down 1 row.

     Click **Ins** to open a new row above the selected interval so that you can insert a new interval.

     Click **Del** to delete the selected interval.
   - To edit an interval, click the interval number button, make the desired adjustments, and save.
   - To add a new interval at the end, click the **Add Another Interval** button, add the desired information, and click the **Add this Interval** button.
   - Click **Don't Save** if you want to delete the entire workout.
6. After you save the workout, the Save Program screen appears.
   - It is recommended that you create a folder and save all workout programs in that folder.
   - Click the **Save Program** button and give the workout program file a unique name to distinguish it from other saved program files.

Save Your New Workout Program

Step 6: Click *Save Program* to save the program on your hard disk.

We recommend you **create a new directory to hold all your workout programs**, and save all of them there. By saving programs to your hard disk, you will have a copy of all of your work.

When saving your program, we also recommend you **pick a file name that will help you remember the type of workouts in the program, or who the program is for**. By default, your workout program will be given a unique name based on the current time (to avoid duplicates).

Save Program

Step 7: copy the file from your hard disk to a USB key.
Be sure to copy it in the root folder, not in a sub-folder.

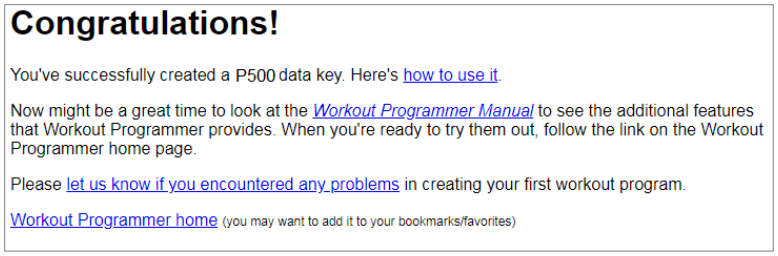
Step 8: rename the file on the USB key to something relevant like MyWorkouts.xml.

The AlterG will not recognize your program unless it is an xml file in the root folder of the USB key.

To ensure success, we recommend you start with an empty USB key.

Continue

7. Copy the file from your hard disk to a USB key. **Note**: We recommend that you use an empty USB key.
8. Rename the file on the USB key, and make sure it is saved in XML format. Click the **Continue** button.



Congratulations!

You've successfully created a P500 data key. Here's how to use it.

Now might be a great time to look at the *Workout Programmer Manual* to see the additional features that Workout Programmer provides. When you're ready to try them out, follow the link on the Workout Programmer home page.

Please let us know if you encountered any problems in creating your first workout program.

Workout Programmer home (you may want to add it to your bookmarks/favorites)

AlterG Assistant Pre-programmed Workouts

The available AlterG Assistant pre-programmed workout programs are listed below.

20-minute Run @ 80% Body Weight (BW)

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
060	85	0	8
540	80	2	10
300	80	2	11
300	80	2	12

Forward Run/Retro Walk Combination

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	2	3.1
006	80	0	0
120	80	0	-3
006	80	3	0
180	80	3	8
016	77	0	0
180	77	0	-3
006	75	4	0
120	75	4	9
018	70	0	0
120	70	0	-3
006	70	3	0
060	70	3	10
060	80	0	3

Forward Run/Retro Walk Combination

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	2	2.9
006	80	0	0
120	80	0	-2.5
006	80	3	0
180	80	3	3.1
006	77	0	0
180	77	0	-2.7
006	75	4	0
120	75	4	3.3
006	70	0	0
120	70	0	-3

Retro Running Intervals, Medium Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	0	-2.5
180	80	0	-4
008	75	0	0
060	75	0	3
008	70	1	0
120	70	1	-4.5
008	80	2	0
060	80	2	3.1
006	70	2	0
060	70	2	-5
008	80	4	0
060	80	4	3.1
006	70	2	0
060	70	2	-6
010	80	5	0
120	80	5	3.1

Retro Running, Slow Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	55	0	-2
120	50	0	-3.5
120	55	0	-2.8
060	50	0	-4
060	55	0	-3
060	50	0	-4.5
120	55	0	-3.1
060	50	0	-4.5
008	60	0	0
120	60	0	3.1

Retro Walking, Medium Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	0	-2.5
300	80	0	-2.7
420	75	0	-3.1
006	85	1	0
060	85	1	3

Retro Walking, Slow Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	55	0	-2
300	50	0	-2.3
420	45	0	-2.5
006	55	0	0
060	55	0	2

Running Fast Pace @ 82% Average Body Weight (BW)

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	90	2	3.3
300	85	3	8.5
420	80	3	10
006	90	1	3.1

Running Medium Pace / 77% Average Body Weight (BW)

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	1	6.5
300	80	2	7.5
420	75	3	8.5
060	85	0	3

Running Slow Pace @ Average 50% Body Weight (BW)

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	55	2	3
300	50	3	5.5
420	45	3	6.5
060	55	0	3

Walk/Rest/Run Interval

Seconds	BW%	Incline	Speed (MPH)
015	45	0	0
060	85	0	3
120	85	2	10
060	85	0	3
120	85	2	10
060	85	0	3
120	85	2	10
060	85	0	3
120	85	2	11
060	85	0	3
120	85	2	11

Seconds	BW%	Incline	Speed (MPH)
060	85	0	3
120	85	2	12
060	85	0	3
120	85	2	12
060	85	0	3

Walking, Fast Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	90	2	3.3
300	85	3	3.9
420	80	3	4.1
060	90	1	3.1

Walking, Medium Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	85	2	2.7
300	80	3	3.1
420	75	3	3.3
060	85	1	2.7

Walking, Slow Pace

Seconds	BW%	Incline	Speed (MPH)
015	40	0	0
120	55	2	2
300	50	3	2.3
420	45	3	2.5
060	55	1	2

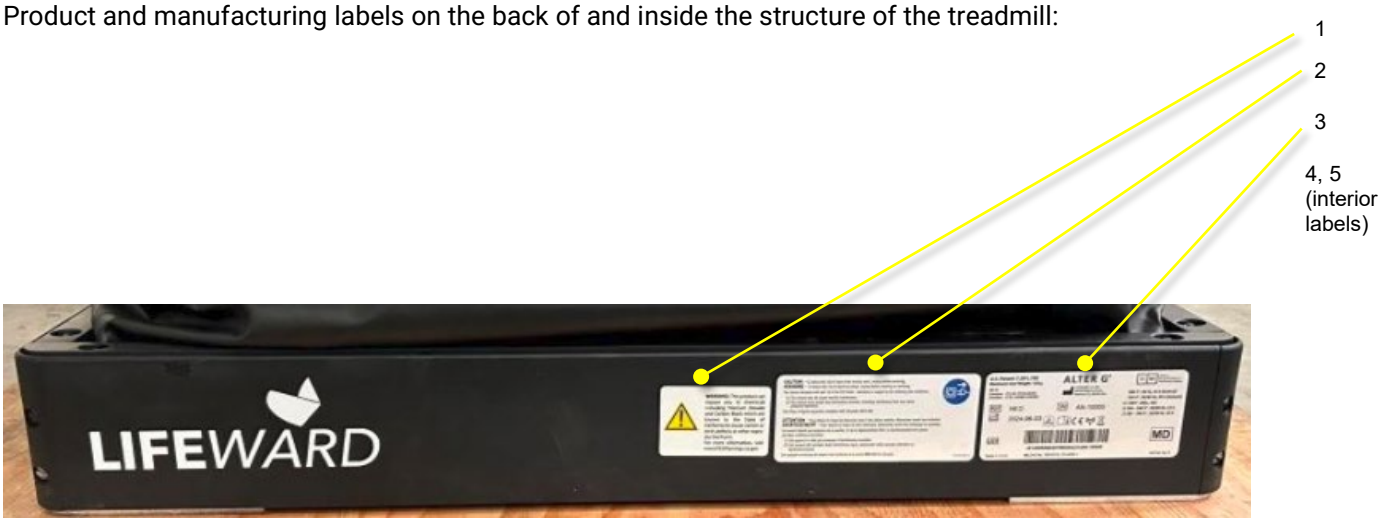
Labels, Locations, Interpretation

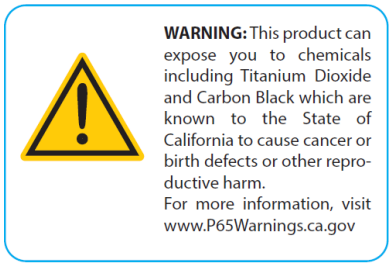
You must read and understand the labels on the NEO & NEO+ Anti-Gravity Treadmill. The labels provide information on the operation of the Anti-Gravity Treadmill. Follow all instructions on the labels for a safe and enjoyable exercise experience.

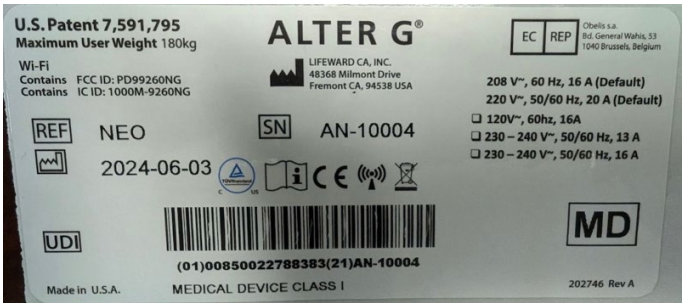
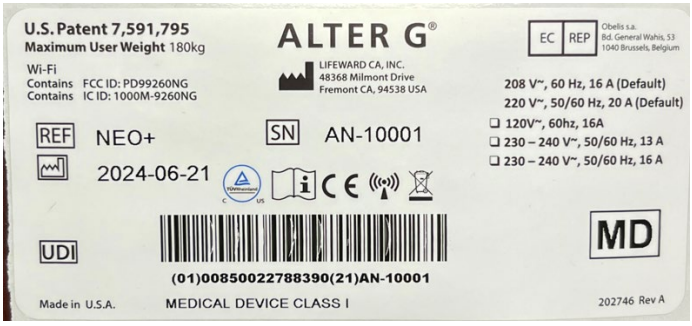
Should any label become damaged and unreadable, contact AlterG immediately to order a replacement.

The locations of the labels are indicated in the diagram below. A graphical representation and detailed description of each label follow.

Product and manufacturing labels on the back of and inside the structure of the treadmill:

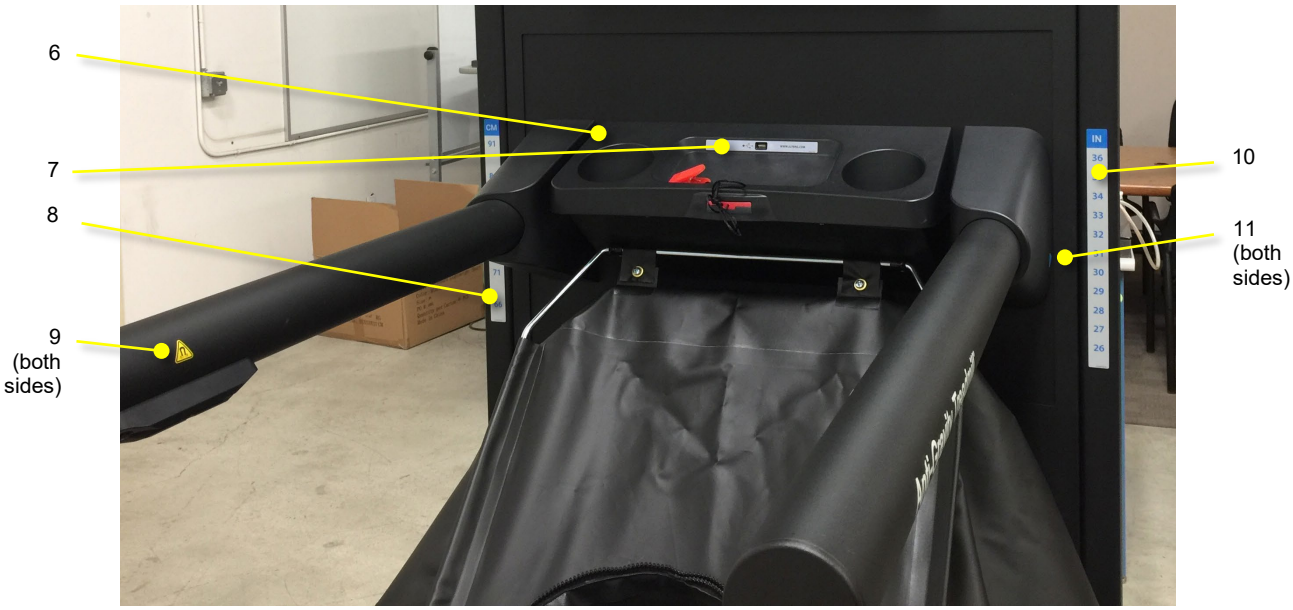


Label	Description
#1  **WARNING:** This product can expose you to chemicals including Titanium Dioxide and Carbon Black which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information, visit www.P65Warnings.ca.gov	This label is located next to the product label on the front panel near the base of the Anti-Gravity Treadmill. It indicates that this product can expose you to chemicals which are known to the State of California to cause cancer or birth defects or other reproductive harm. For more information, visit www.P65Warnings.ca.gov.

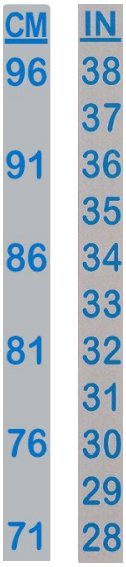
Label	Description
#2 **CAUTION** – To reduce the risk of injury from moving parts, unplug before servicing. **WARNING** – To reduce the risk of electrical shock, unplug before cleaning or servicing. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation. This Class A digital apparatus complies with Canadian ICES-003 **ATTENTION** – Pour réduire le risque de blessures dues à des pièces mobiles, débrancher avant tout entretien. **AVERTISSEMENT** – Pour réduire le risque de choc électrique, débrancher avant tout nettoyage ou entretien. Ce produit répond aux exigences de la section 15 de la réglementation FCC. Le fonctionnement est soumis aux deux conditions suivantes: (1) Cet appareil ne doit pas provoquer d'interférences nuisibles. (2) Cet appareil doit accepter toute interférence reçue, notamment celles pouvant entraîner un dysfonctionnement. Cet appareil numérique de classe A est conforme à la norme NMB-003 du Canada. 115127 Rev C	This label is located on the front panel near the base of the Anti-Gravity Treadmill. Always unplug the treadmill before cleaning or servicing to reduce the risk of injury from moving parts or electrical shock.
#3  U.S. Patent 7,591,795 Maximum User Weight 180kg Wi-Fi Contains FCC ID: PD99260NG Contains IC ID: 1000M-9260NG ALTER G® LIFEWARD CA, INC. 48368 Milmont Drive Fremont CA, 94538 USA EC REP Obelis s.a. Bd. General Wahis, 53 1040 Brussels, Belgium 208 V~, 60 Hz, 16 A (Default) 220 V~, 50/60 Hz, 20 A (Default) ❑ 120V~, 60hz, 16A ❑ 230 – 240 V~, 50/60 Hz, 13 A ❑ 230 – 240 V~, 50/60 Hz, 16 A REF NEO SN AN-10004 2024-06-03 UDI (01)00850022788383(21)AN-10004 MD Made in U.S.A. MEDICAL DEVICE CLASS I 202746 Rev A  U.S. Patent 7,591,795 Maximum User Weight 180kg Wi-Fi Contains FCC ID: PD99260NG Contains IC ID: 1000M-9260NG ALTER G® LIFEWARD CA, INC. 48368 Milmont Drive Fremont CA, 94538 USA EC REP Obelis s.a. Bd. General Wahis, 53 1040 Brussels, Belgium 208 V~, 60 Hz, 16 A (Default) 220 V~, 50/60 Hz, 20 A (Default) ❑ 120V~, 60hz, 16A ❑ 230 – 240 V~, 50/60 Hz, 13 A ❑ 230 – 240 V~, 50/60 Hz, 16 A REF NEO+ SN AN-10001 2024-06-21 UDI (01)00850022788390(21)AN-10001 MD Made in U.S.A. MEDICAL DEVICE CLASS I 202746 Rev A	The manufacturer label is located on the front panel near the base of the Anti-Gravity Treadmill and identifies the serial and model number of the system, as well as the power and voltage requirements.
#4 	This label is located on the inside of the front panel and indicates a connection to earth. Used for zero potential reference and electrical shock protection.

Label	Description
#5	This label is located within the structure of the Anti-Gravity Treadmill and indicates that a high voltage is present in that location. If you see this label, do not get close to or disassemble any of the components to which it is attached. Because the high voltage can cause serious injury or death, only a qualified AlterG service technician should attempt any repairs.

User reference and safety labels:



Label	Description
#6 	This warning label is located on the console informing user to read the manual before use, warns about the magnets and heart rate accuracy. The cockpit must be set to the proper vertical height before the user begins exercising. This label is affixed on top of the cockpit console. Be certain to follow these instructions.
#7 	This is the service contact label. It is located on the console and displays the AlterG website address. It also indicates the location of the USB port. Note: The USB is not a charging port and will not power devices. It is for data transfer only.

Label	Description
#8 and #10  	These labels are located on the vertical stanchions (label #6 indicates centimeters on the left stanchion, label #8 indicates inches on the right stanchion). When a user sets the cockpit, the cockpit height can be used for future reference.
#9 	This label is located inside the handrail on both sides and marks the location of a magnet.
#11 	This label is located on both sides of the cockpit next to the vertical stanchions and points to the cockpit height set by a user.
#12 Actuator Circuit Breaker 10A	This label is located on the back of the system by the power entry module.

Preventive Maintenance

To ensure the safe operation and longevity of your Anti-Gravity Treadmill, you must perform periodic maintenance. You can perform many maintenance tasks yourself; however, it is recommended that an AlterG technician inspect the system every 12 months.

CAUTION: Make sure the Anti-Gravity Treadmill is turned off and unplugged before performing any of the maintenance detailed below.

Disinfection

Shorts Cleaning and Disinfection

- Before the user puts on or takes off the AlterG's Shorts, make sure they always remove their shoes. Keeping shoes on while putting on the shorts puts a great deal of stress on their seams and will significantly reduce the life of the shorts.
- If any part of the shorts wears out, discontinue use.

Washing Instructions: Wash by hand or machine wash on a gentle cycle. When using a washing machine place shorts in a mesh bag. Use a mild detergent. Air dry. Do not place the shorts in the dryer.

Note: The shorts are latex-free.
Contents:
90% Stretch Nylon
10% Urethane Lamination

AlterG's Shorts should be cleaned and disinfected following the standing clinical policy regarding patient apparel and the degree of exposure risk. Consult the CDC website for the latest guidelines on the decontamination of patient equipment and apparel.

Standard cleaning can be carried out with submersion in anti-microbial compounds and mechanical agitation. Follow guidelines for the anti-microbial cleaners that are in use when you determine decontamination exposure time and method. AlterG Shorts material construction is of nylon and urethane; you can consult the manufacturer of your preferred cleaning agents regarding suitability and directions for use. The shorts will tolerate exposure to a 10% bleach solution.

Follow CDC-recommended procedures for decontamination when shorts become exposed to human waste or blood or when high-risk patients or high-risk microbial contamination is involved. Disposal of the shorts following exposure to waste, blood, or highly contagious microorganisms or when patients at high risk for infection are involved is recommended.

Direct exposure of the shorts to solid waste (feces) blood or broken skin is considered an unusual condition and it may be impossible to adequately disinfect shorts under these circumstances. Shorts that are exposed to higher contamination risk situations should be removed from use beyond the immediate user and sterilized between uses if they are deemed safe for reuse in a particular individual. If broken skin, incontinence, or high-risk microbial contamination is possible, the situation should be evaluated on a case-by-case basis.

It is recommended that patients at high risk for urinary or fecal incontinence wear liners, diapers, and other effective means of damming, retention, and absorption. Avoid transferring waste or infectious organic matter to the interior of the treadmill because it is very difficult to eliminate organic contamination after it is introduced into the interior of the treadmill.

Urinary catheters and other conduit and bag-based waste storage devices should be used with caution and awareness that the treadmill's internal environment reaches a pressure higher than atmospheric. This pressure difference can pressurize catheter systems, causing them to swell, leak, or burst.

Bag and Frame Cleaning and Disinfection

Wipe the surfaces of the Anti-Gravity Treadmill fabric shell and tubular framework with 10% bleach solution or other detergents/disinfectants that are compatible with urethane coatings and epoxy-based paint films and meet the CDC's guidelines for disinfection. Do not soak surfaces to the point that the bleach solution begins to run. Regular cleaning and wiping of the surfaces after each use is recommended. Following exposure to infectious agents, clean the surfaces of the treadmill following CDC guidelines or consult AlterG, Inc. **Note**: The bag fabric does not contain latex.

General Cleaning and Inspection

Periodic cleaning and inspection will help lengthen the life of your Anti-Gravity Treadmill and keep it looking good. The biggest contributor to the failure of the treadmill will be dirt and debris accumulation inside the treadmill. To prevent this, ensure users always wear clean shoes while they exercise. Because the treadmill is a sealed system, the presence of dirt and debris greatly reduces the longevity of the product.

Keeping the system clean will also make it easier to see any problems that might not otherwise be found until it is too late. Below are general guidelines on cleaning and maintenance intervals. If the Anti-Gravity Treadmill is in a dirty environment or under heavy use, cleaning and inspection intervals should occur more frequently. Do not use abrasive brushes or cleaners; they will mar and scratch the paint and plastic surfaces. Also, do not soak any surface with a liquid because the sensitive electronics can be damaged and introduce an electrical hazard.

Daily

1. Inspect and remove any loose debris from the interior of the bag.
2. Check for abnormal operation. Ensure that there are no unusual performance characteristics such as:
   - Unusual sounds, such as hissing of air leaks, from the treadmill, air blower, or bag.
   - Unusual sights or odors that appear out of the ordinary.
   - Any operational characteristics that have changed, such as reduced treadmill speed or erratic or low bag pressure. Note that low bag pressure can be caused by miscalibration. Ensure that you have properly followed the calibration steps before you determine that there is a pressurization problem.
3. Inspect both the shorts and bag zippers for broken/missing teeth. DO NOT USE product if these conditions are found. Broken zipper teeth can fail causing rapid deflation of bag during use.

Weekly

1. Check the overall condition of the treadmill.
2. Inspect the bag for tears or leaks.
3. Wipe down exterior surfaces with a damp cloth. This will help prevent the windows from yellowing.
4. Wipe the bag and monitor when needed using a microfiber cloth to avoid scratches. **Note**: Wipe the monitor when the treadmill is off. If you press on the touchscreen when the treadmill is on, you may accidentally activate a function.
5. Check for loose wires and cables.
6. Vacuum the interior of the bag through the access hole in the top of the bag. You can position the cockpit in the highest position and crawl inside the bag for better access.
7. Vacuum around the base of the treadmill.
8. Check shorts for rips or holes. The ability of the system to retain air pressure will be compromised with shorts that excessively leak air.

Monthly

1. Remove the bag from the frame and thoroughly vacuum the interior of the treadmill. See the instructions that follow.
2. Vacuum any dust accumulated on the screens located inside the blower intake tubes on either side of the front of the treadmill.

Seasonally

In autumn and winter the drier climate in many regions of the country will cause static buildup when the treadmill is used. Spray the running surface with a staticide spray to prevent static shock to treadmill users and to prevent interference with the treadmill's electronic systems.

Bag Windows

The windows on your Anti-Gravity Treadmill are made of Polyurethane. Special care must be taken to ensure they remain clean and clear. IMAR™ cleaner or Windex® is recommended for cleaning the windows.

Note: If your Anti-Gravity Treadmill is exposed to the sun, it is necessary to order a special window cleaner that contains UV protection. For a list of retailers and distributors in your area, contact AlterG or visit Amazom.com and order the IMAR™ Strataglass protective cleaner.

How Should I Clean My Touchscreen?

When cleaning a touchscreen, it is important to realize that it is sensitive to chemicals, much as is a pair of glasses with plastic lenses (usually polycarbonate with a glare reduction coating). In fact, the cleaning kit supplied with a pair of such glasses is just the ticket for safely cleaning your touchscreen; it typically includes a micro-fiber cloth and a gentle cleaning solution and usually costs about $10.

Cleaning Instructions

- Use a soft, lint-free cloth. We especially recommend the 3M Microfiber Lens Cleaning Cloth for cleaning touch panels without needing a liquid cleaner. The material may be used dry or lightly dampened with a mild cleaner or Ethanol. Be sure the cloth is only slightly damp, not wet.
- Never use acidic or alkaline (neutral pH) cleaners, or organic chemicals such as paint thinner, acetone, toluene, xylene, propyl or isopropyl alcohol, or kerosene. Suitable cleaning products are commercially available and pre-packaged for use; one example of such a product is Klear Screen™ or commercially available off-the-shelf retail brands such as Glass Plus® Glass and Surface Cleaner made by Reckitt-Benckiser. Use of incorrect cleaners can result in visual impairment of the touchscreen and damage functionality.
- Never apply cleaner directly to the touchscreen surface; if you spill the cleaner onto the touchscreen, soak it up immediately with an absorbent cloth.
- When using a cleanser, avoid contact with the edges of the film or glass, and with the flex tail.
- Wipe the surface gently; if there is a directional surface texture, wipe in the same direction as the texture.

Note: Most products contain 1-3% Isopropyl Alcohol by volume, which is within acceptable limits for Resistive Touch Panel cleaning use.

Caution: Many products contain Ammonia, Phosphates, or Ethylene Glycol, which are **NOT ACCEPTABLE**; check product content label carefully.

Bag Maintenance

- Check the bag for any leaks and note any abnormal hissing sounds. A small leak through the shorts and zipper is normal. If this or other leaks affect the maximum pressure capabilities of the Anti-Gravity Treadmill, contact AlterG for troubleshooting and support.

- Lubricate the zipper on the bag as needed using a zipper lubricant. Always keep sharp objects away from the bag.
- Examine the zipper on the bag for loose or missing zipper teeth. Do not use it if teeth are missing as rapid depressurization can occur with zipper failure under pressure.
- To provide maintenance on the inside of the Anti-Gravity Treadmill, it may be necessary to remove the bag from the base. It is recommended that this type of maintenance be performed at the end of the day. When the bag is reattached, the foam that forms an airtight seal between the bag and the base requires time to expand and reseal. The procedure for removing the bag for cleaning is described below.

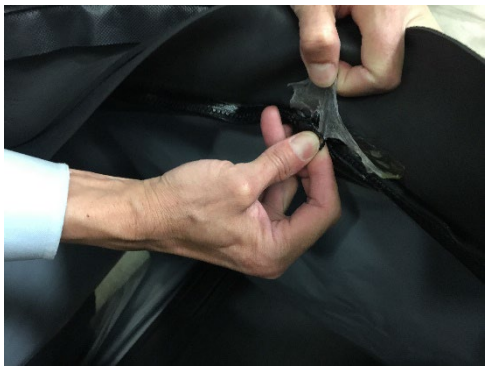
Conning Tower Replacement

1. Power off and unplug the Anti-Gravity Treadmill.

2. You can suspend the bag for better access by securing the bag to the cockpit, and then raising or lowering the cockpit.

3. Roll back the inside of the conning tower and locate the zipper attachment.

4. Remove the tape covering the zipper. Make sure the tape is completely removed from the zipper on the bag.



5. Unzip the zipper all the way around to release the conning tower.

6. Insert the end of the bag zipper into the pull tab on the conning tower zipper, making sure it is fully inserted and the teeth on both zipper halves line up.

7. Carefully zip the conning tower to the bag, making sure that all teeth are interlocked properly. When the two parts are fully connected, there will be a very small gap at the end of the zipper.

8. Tape the inside of the zipper attachment with 109163 3”x3” tear aid patch or 107588 1-1/2” tear aid strip (3”-4 “ length) to seal. Make sure the gap is completely covered.

Bag Removal Procedure for Cleaning

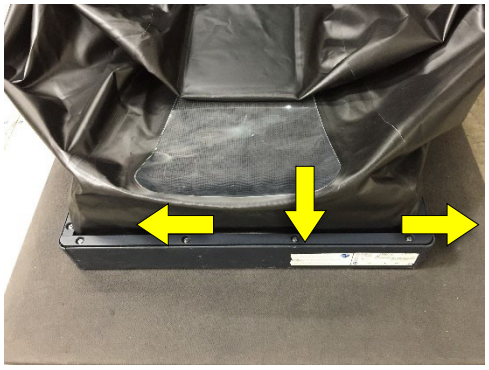
To provide maintenance on the inside of the NEO & NEO+ Anti-Gravity Treadmill, it may be necessary to remove the bag from the treadmill base. Follow the steps in this section to remove, clean inside, and replace the bag.

Bag Removal and Treadmill Cleaning

1. Power off and unplug the Anti-Gravity Treadmill.

2. You can suspend the bag for better access by securing the bag to the cockpit, and then raising and lowering the cockpit.

3. Locate the bag-retaining bars on the frame. The bars on the sides and rear are shown. You will remove these three bars. It may be easiest to start with the rear bar.



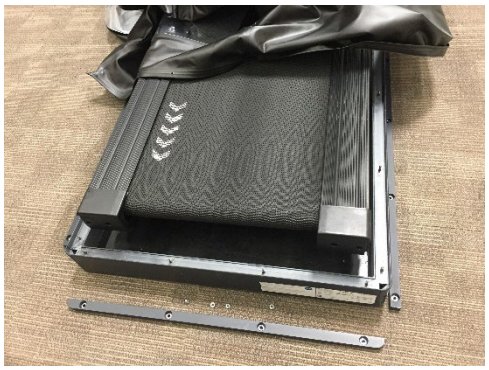
4. Using a socket wrench with a 10mm socket, unscrew the fasteners from the standoffs.

5. Pull the bars completely off the frame and set aside with the fasteners.

6. Lift the base of the bag off the standoffs.

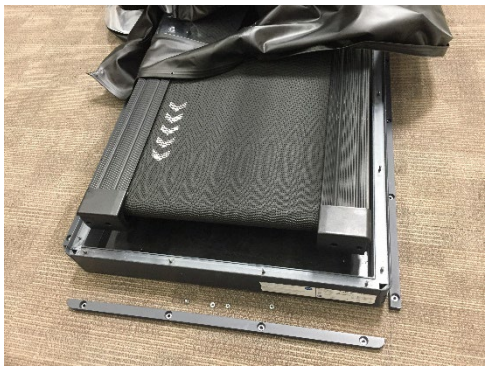
   Note that you may not need to remove both the front and back to clean the entire treadmill. Removing the back end and both sides should be sufficient. Typically, it is best to leave the front of the bag attached to the frame.

   As shown in the second photo, the bag has been released on both sides and the back. The front of the bag remains attached.



7. Thoroughly vacuum all surfaces you can reach. Get as far under the treadmill as possible.

   Clean the back of the treadmill where dirt and debris collect.



8. You can also check the surface of the treadbelt for debris or liquid spills. The treadbelt moves freely as you roll it by hand.

Bag Reattachment

1. Reattach the bag, lining up the holes with the corresponding standoffs on the frame.

2. Replace the bag-retaining bars on the frame. Replace and hand-tighten all fasteners. Make sure they are snug. **Do not over-tighten**.

Appendix A: Anti-Gravity Treadmill Specifications

Performance	**User Weight Capacity**: 80lbs (36kg) – 400lbs (180kg) **Body Weight Range Adjustment**: As low as 20% of user's body weight, in 1% increments (users above 350lbs (159kg) may not achieve 20% unweighting) **User Height Range**: 5 ft.(154cm) – 6ft 3" (190cm) **Speed Range**: -3 to 10 mph (-4.8 – 16 km/hr), **Incline Range**: 0 - 15^0
Dimensions	**Length**: 84" (213cm) **Width**: 38" (97cm) **Running Surface Area**: • 22" (56cm) wide • 62" (158cm) long **Rubber Mat**: 4ft (1.2m) × 9ft (2.7m) **Weight**: 844lbs (383kg), approximately
Recommended Room Dimensions	Provide a footprint of at least 12ft (3.7m) long by 8ft (2.4m) wide for adequate spacing around the treadmill. Leave at least 20 inches (0.5M) of space in front of the unit for access to on/off and electronics panel. **Note**: At the lowest height and high-pressure settings, the bag may expand by as much as ~10" (25cm) per side. Check the ceiling height to ensure that users will not hit their heads on the ceiling while running. The running surface is ~9"(22cm) off the ground.
Environmental	**Operating Conditions**: • Ambient Temperature: 55°F to 84°F (13°C to 29°C) • Relative Humidity: 20% to 95% **Transportation and Storage Conditions**: • Temperature Range: 0°F to 120°F (0°C to 49°C) • Relative Humidity: 20% to 95%

Electrical Ratings	**Power Requirements NEO**: • Recommended: 120 VAC 20A, 50/60 Hz • Operational AC Voltage range; 110 - 130 VAC*, 50/60 Hz *At values less than the recommended 120 volts/20A, the ability of the system to reduce body weight to 20% or achieve highest speeds may be compromised. **Location**: Install the front of the treadmill within 12ft (3.7m) from the electrical outlet. **Electrical Connection (USA)**: 120V: 20 ampere circuit, NEMA 5-20R receptacle **International Configuration**: The AlterG Treadmill has an IEC 60320 C20 Receptacle for power input. Each unit comes with a mating IEC 60320 C19 Plug and appropriate wall plug for designated country. The appropriate plug should be attached to the power cord of the treadmill using the following wire connection scheme: • White Conductor: Neutral • Black Conductor: Line • Ground Conductor: Green/Yellow **Power Requirements NEO+, ** NEO**: • Recommended: 220 VAC 20A, 50/60 Hz • Operational AC Voltage range; 200 - 240 VAC*, 50/60 Hz *At values less than the recommended 220 volts/20A, the ability of the system to reduce body weight to 20% or achieve highest speeds may be compromised. ** An optional 220 VAC high speed version of the NEO product is available for an additional fee. **Location**: Install the front of the treadmill within 12ft (3.7m) from the electrical outlet. **Electrical Connection (USA)**: 220V: 20 ampere circuit, NEMA 6-20R receptacle **International Configuration**: The AlterG Treadmill has an IEC 60320 C20 Receptacle for power input. Each unit comes with a mating IEC 60320 C19 Plug and appropriate wall plug for designated country. The appropriate plug should be attached to the power cord of the treadmill using the following wire connection scheme: • Blue Conductor: Neutral • Brown Conductor: Line • Ground Conductor: Green/Yellow

<table>
<tr><td>Software utilization, USB access and wireless connectivity</td><td>Note: The AlterG Anti-Gravity Treadmill runs on a customized Windows platform and is contained within a protected command shell. This prevents a user from exiting the application to access the OS and introduce modifications or hacks.

The treadmill can collect Session Data that can be exported from the device. Session Data contains no Personal Health Information (PHI).

Session Data can be exported using the USB port where wi-fi is not available. Users should never insert a USB stick of unknown providence into this port.

Session Data is also available for export using a built-in email application (Mailgun) and a wi-fi connection to the product. Mailgun is a secure platform certified to the EU-US Privacy Shield Framework and is GDPR compliant. Mailgun has local servers within both the US and EU and directs traffic to the appropriate server based on the originator’s domain.

AlterG maintains a MDS2 document available from AlterG regarding secure wi-fi connectivity.</td></tr>
<tr><td>Compliance</td><td>AlterG Anti-Gravity Treadmills are Class I Medical devices and have been tested and are compliant with the following standards:
• IEC 60601
• CAN/CSA-C22.2
• CAN/CSA-C22.2

<table><tr><th>Product</th><th>GMDN</th><th>GTIN (14 digits)</th><th>EU Basic UDI-DI</th></tr><tr><td>NEO</td><td>61495</td><td>850022788062</td><td>0850022788Neo7A</td></tr><tr><td>NEO+</td><td>61495</td><td>850022788390</td><td>0850022788Neo+3R</td></tr></table></td></tr>
</table>

Appendix B: Options and Accessories

Please visit the AlterG website or contact your AlterG Sales representative for available options and ordering.

Appendix C: Troubleshooting

In most cases, repairs to your Anti-Gravity Treadmill must be completed by an AlterG qualified technician. Contact your AlterG representative, or request repairs atAlterG@golifeward.com.

Before requesting help from a repair technician, you can troubleshoot the problems and potentially resolve them.

Repairs

Note the following so that we can help you as quickly as possible.

- What is the serial number of the Anti-Gravity Treadmill? The manufacturer's label is located on the treadmill base.
- What happened prior to the problem?
- Did the problem occur unexpectedly?
- Did the problem worsen over time?
- If you hear an unusual noise, from where does the noise originate?
- Was someone using the treadmill at the time the problem occurred?
- Note any other symptoms that might be relevant.
- Does the screen display error messages?

Air Pressure

If improper pressure is felt during a workout session, check shorts and unit bag for leaks. If pressure issues persist, contact AlterG.

Treadmill

1. Free wheel: The treadmill deck does not lock and will move if pushed. When E-Stop is pulled, the treadmill is supposed to be able to move freely.
2. The treadmill belt will not move until you start the user interface. If the treadmill belt is moving in another instance, contact AlterG immediately. If the treadmill belt will not move during operation, test other functions, such as incline. If this works, check the screen for any error messages. Record any System Error messages and contact AlterG.

Leaks

If the fabric of the bag or shorts is torn, or if the zipper teeth are broken or missing, discontinue use and contact AlterG.

System Errors

The Anti-Gravity Treadmill software has built-in error checking to ensure that all systems are operating within specifications. If an error is detected, "Unexpected Error" is displayed, followed by a description of the detected error. If you see this message, write down the error message and a description of the circumstances under which it occurred.

The error may be the result of an unexpected anomaly that may occur in complex computer-controlled devices. If this is the case, cycle the power from the display console. This may clear the error and correct the problem. If the error persists, contact AlterG. Note the circumstances under which the error occurs and the diagnostic code.

Appendix D: EMC Statement

Warning:

- The Anti-Gravity Treadmill is MEDICAL ELECTRICAL EQUIPMENT and needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in this manual.
- Portable and mobile RF communications equipment can affect the Anti-Gravity Treadmill.
- The use of accessories, transducers and cables other than those specified by AlterG Inc., may result in increased EMISSIONS or decreased IMMUNITY of the EQUIPMENT.
- This EQUIPMENT should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, the EQUIPMENT should be observed to verify normal operation in the configuration in which it will be used.
- No periodic EMC maintenance or calibration is required to maintain basic safety and essential performance over the expected service life.

Guidance and Manufacturer's Declaration - Electromagnetic Immunity			
The NEO treadmill is intended for use in the electromagnetic environment specified below. The customer or the user of the device should make sure that it is used in such an environment.			
Immunity Test	**IEC 60601Test Level**	**Compliance Level**	**Electromagnetic Environment - Guidance**
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2, 4, 8 and 15 kV air	±8 kV contact ±15 kV air	If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Radiated RF EM fields IEC 61000-4-3	3 V/m 80 % AM at 1 kHz 80MHz-2.7GHz	3 V/m 80 % AM at 1 kHz 80MHz-2.7GHz	Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in the following frequency range: 80MHz-2.7GHz.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines ±1 kV for input/output lines	±2 kV for AC power supply lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±1 kV line(s) to line(s) ±2 kV line(s) to earth	±0.5 kV,±1 kV line to line ±0.5 kV,±1 kV, ±2 kV line to earth	Mains power quality should be that of a typical commercial or hospital environment.
Immunity to conducted disturbance induced by RF fields IEC 61000-4-6	3 Vrms 0.15 MHz - 80 MHz 6 Vrms in ISM bands 0.15 MHz - 80 MHz 80 % AM at 1 kHz	3 Vrms 0.15 MHz - 80 MHz 6 Vrms in ISM bands 0.15 MHz - 80 MHz 80 % AM at 1 kHz	Field strengths from fixed RF transmitters should be less than the compliance level in the following frequency range: 0.15MHz-80MHz.

Guidance and Manufacturer's Declaration - Electromagnetic Immunity			
The NEO treadmill is intended for use in the electromagnetic environment specified below. The customer or the user of the device should make sure that it is used in such an environment.			
Voltage dips, short interruptions and voltage variations on power supply lines IEC 61000-4-11	<5 % UT (>95 %dip in UT) for 0.5 cycle 40 % UT (60 % dip in UT) for 5 cycles <5 % UT 70 % UT (30 % dip in UT) for 25 cycles <5 % UT <5 % UT (>95 % dip in UT) for 5 s	Dips: 0 % UT; 0,5 cycle at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°. 0 % UT; 1 cycle and 70 % UT; 25/30 cycles Single phase: at 0°. Interruptions: 0 % UT; 250/300 cycle	Mains power quality should be that of a typical commercial or hospital environment.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.
Proximity magnetic field immunity test IEC 61000-4-39	30 kHz @ 8 A/m- for HOME HEALTHCARE ENVIRONMENT 134,2 kHz @ 65 A/m 13,56 MHz @ 7,5 A/m	134,2 kHz @ 65 A/m 13,56 MHz @ 7,5 A/m	The NEO treadmill is intended for use in professional healthcare environments only. The 30 kHz test level applicable to home healthcare environments is not applicable. Equipment used in the vicinity of the NEO treadmill (e.g. RFID readers, anti-theft systems, wireless charging pads) operating at 134.2 kHz or 13.56 MHz should be verified to produce field strengths no greater than the compliance levels stated.

Appendix E: Warranty

Your Anti-Gravity Treadmill is covered by the following warranty:

- One-year parts and labor for the entire machine.

Warranty: Lifeward Inc. warrants to Customer that the Anti-Gravity Treadmill is free from manufacturing defects for a period of one (1) year from original date of purchase. The Warranty does not cover damage or equipment failure due to misuse, user or other damage, or failure to comply with environmental, electrical requirements and maintenance as outlined in the Anti-Gravity Treadmill User Manual. Any customer modification, disassembly and moving without Lifeward Service oversight, or transfer of ownership of the Anti-Gravity Treadmill voids the Warranty and extended Warranty. We invite you to please contact our Customer Success team to allow us to help facilitate the process for you in any circumstance.

Extended Warranty:

Lifeward Inc. offers an Extended Warranty on a year-by-year basis for the Anti-Gravity Treadmill as follows:

If you purchase the Extended Warranty at the time of your purchase, Lifeward Inc. will provide one (1) free preventative maintenance check and service by a qualified technician at the end of the first year of use.

An Extended Warranty may be purchased after the sale and installation of the AlterG. For more information, contact your authorized representative or Lifeward Inc.

During the Warranty period or Extended Warranty period, Lifeward Inc. or its authorized service technician will diagnose and repair your Anti-Gravity Treadmill including parts and labor. The service can range from phone calls and emails to onsite service visits as necessary. If you choose not to purchase an Extended Warranty from AlterG, you will be billed at the then current rates for parts and labor plus any travel and/or shipping needed for any service of the product after the initial one (1) year Warranty expires.

Neither the Warranty nor the Extended Warranty covers lost business opportunity due to your Anti-Gravity Treadmill being out of service, nor do the Warranty or the Extended Warranty cover any damage or equipment failure due to misuse and other user damages. This includes failure to comply with environmental and electrical requirements, as well as the maintenance upkeep protocols outlined in the Anti-Gravity Treadmill User Manual. Any customer modification of the Anti-Gravity Treadmill voids the Warranty. If you must disassemble the Anti-Gravity Treadmill to move it, doing so without a Lifeward qualified technician will void the Warranty as well.