

# Tempo User & Safety Guide

Let's get started →

# Welcome to the Tempo Family

Let’s get you set up. We’ve got our Member Experience Team standing by to help with any problems.

**Phone** (415) 964-2975  
9am–5pm Pacific

**Live Chat** tempo.fit  
9am–5pm Pacific

**Email** hello@tempo.fit  
(replies within 24 hours)

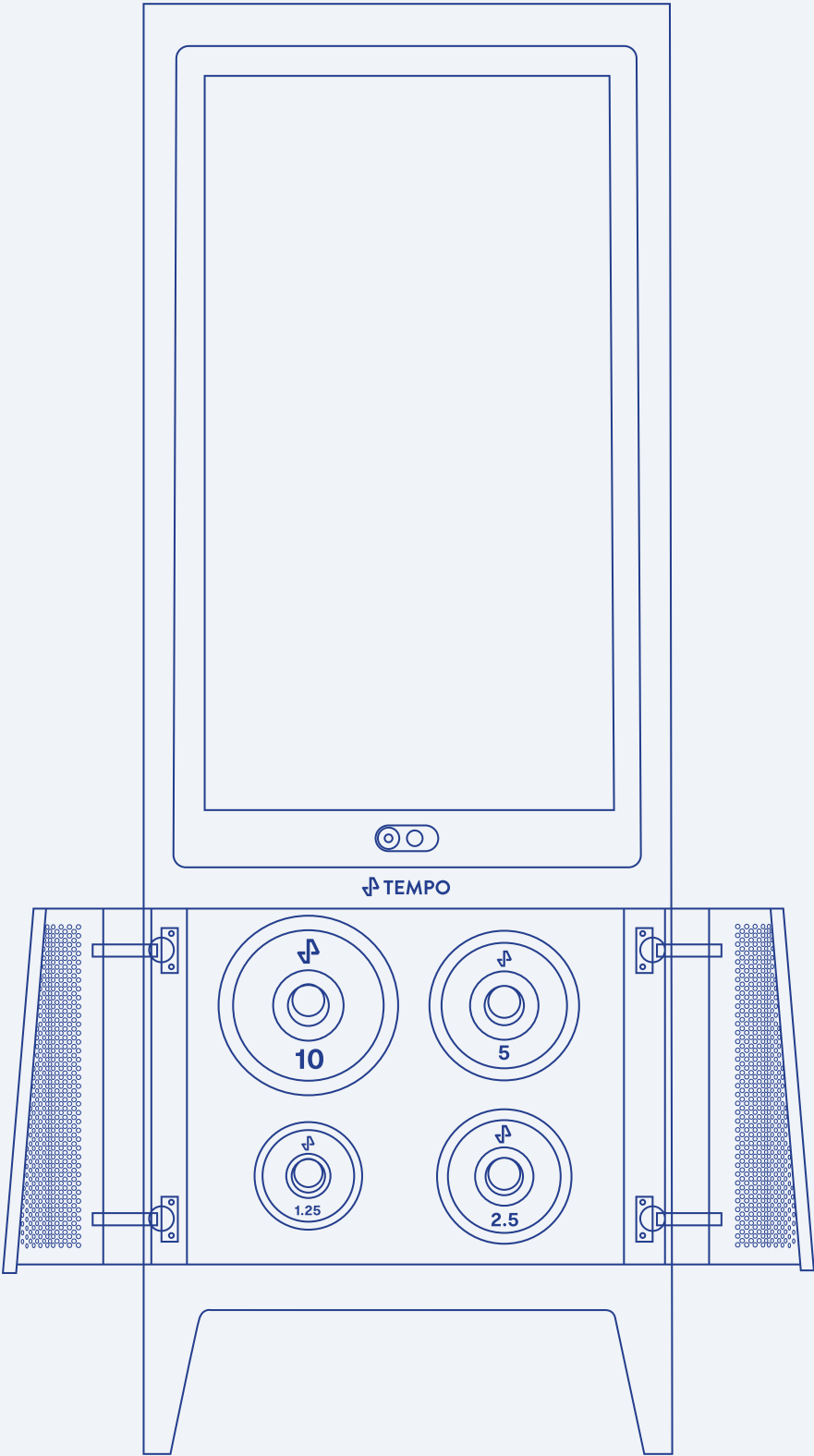


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# Hardware Safety Information

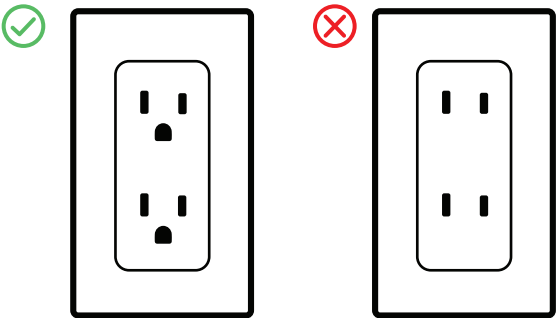
In this section, we'll cover →

Important Safety Instructions  
Maintenance & Routine Inspection  
Supported Use  
Unsupported Use and Product Misuse  
Minors  
Use In Conjunction With Third-Party Resources  
During Use  
Storage

Important Safety Instructions

This product is an electrical appliance. When using an electrical appliance the proper precautions should be taken.

To reduce risk of electric shock, plug this appliance into a grounded outlet only.



This product comes with a cord having a grounding conductor and plug and should be used in an appropriate outlet.

Check with a qualified electrician if you are unsure your outlet is grounded. Do NOT attempt to modify the plug or cable.

Maintenance & Routine Inspection

Before each use, be sure to check your Tempo for any signs of damage or unusual wear. If you believe anything is out of the ordinary, we suggest that you do not use your Tempo. Contact Tempo Member Experience ([hello@tempo.fit](mailto:hello@tempo.fit)) to schedule inspection by an approved Tempo technician.

If you do not understand how to operate Tempo, please contact Tempo Member Experience. We can explain how it works and give you guidance on safe and proper use. Keep the manual and any warning labels for future reference.

It's important that you do not attempt to repair Tempo on your own. Damaged or worn parts should be replaced immediately by an approved Tempo technician. Do not use Tempo until a proper repair and inspection has been performed.

Use of damaged equipment could result in serious injury or death. Never operate Tempo if it is not functioning properly. Ensure other individuals in the household or who may come in contact with the product know not to use Tempo until maintenance has been performed and the machine is in good working order.

Proper Use



- Do keep area near Tempo clear and free of trip hazards
- Do make sure small children and pets cannot access the area near you or the Tempo when working out
- Do stow away all accessories after use (kettlebell, dumbbells, barbell, weights, collars, bench, squat rack, etc.)
- Do use indoor only



- Do not drop kettlebell, dumbbells or barbell on the floor
- Do not forcefully bump dumbbells or weights together
- Do not place anything on top of the Tempo
- Do not let children climb or pull on the Tempo
- Do not use in direct sunlight for optimal performance of camera
- Do not use outdoors

Unsupported Use and Product Misuse

- Tempo’s 3D sensor does not support multiple users simultaneously. Limit use to one user at a time and only in accordance with authorized Tempo workouts and documentation.
- Do not lean or hang on the Tempo Studio. Do not hang objects on the Tempo Studio.

Minors

- Tempo is designed for use by individuals aged 18 and up. Keep children under the age of 13 away from this machine.
- If approved in advance by a physician, teenagers aged 13+ may use Tempo under direct adult supervision. An adult should review all safety instructions with the minor prior to use.
- Do not allow children near Tempo equipment and accessories. Tempo contains parts, components, and functions that can cause severe injury or death.
- You are responsible for the safety of your children and anyone else you allow to use your Tempo.

Use In Conjunction With Third-Party Resources

- Your use of third-party applications, products and accessories (collectively, “Third-Party Resources”) with the Tempo Studio should be limited to those that have been approved by Tempo. Tempo cannot assess the safety of untested or unapproved Third-Party Resources, nor does it make any warranties about the safety of Third-Party Resources, whether or not approved by Tempo.
- Use of Third-Party Resources in conjunction with the Tempo Studio that are not approved by Tempo may result in damage to the unit, injury, or death. Such unapproved use may void your warranty.

During Use

Always wear appropriate exercise clothing and shoes when working out. Avoid loose clothing or jewelry that could get caught in the equipment.

Always allow a 6’ x 6’ area in front of the product during use. Pay attention to your surroundings and communicate with other individuals in the home if using Tempo in a common area.

Start out slowly and make progress according to your physical ability and while using common sense. Even if you are an experienced exerciser make sure you feel familiar with the equipment and movements before moving onto more advanced workouts.

Listen to your body. Do not overexert yourself or work to exhaustion. Use reasonable judgment when working with weights. Using excessive weight and pushing yourself in overly-strenuous workouts may cause injury.

If you experience faintness, chest pain, shortness of breath, or other abnormal symptoms, stop use immediately and consult a physician. Contact your medical provider prior to restarting your training.

Weight recommendations, metrics, directions, and various other aspects of the display experience may be subject to error. Values and directions should be used for reference only.

The Tempo Studio may update its software periodically without prior notice, which may result in a loss of data, access, features, or functionality.

Storage

Do not place more than 75 lbs of weights in the Tempo Studio cabinet. Always collapse foldable accessories, detach weight plate accessories, and fully stow all Tempo accessories between workouts. This helps keep you and everyone in your household safe, and helps preserve longevity of your Tempo.

# Health & Fitness Safety Information

In this section, we'll cover →

Medical Warnings

Fitness Advice



Medical Warnings

Before using your Tempo Studio, as with any fitness plan, you should consult a physician who can assess an appropriate exercise regiment based on your overall health and any particular health conditions that may influence your safe use of the Tempo Studio.

Certain exercise programs, classes, or equipment may not be appropriate for all people. Incorrect or excessive training can result in serious injury or death.

Some health conditions that may influence your appropriate and safe use of the Tempo Studio are:

- Acute or chronic injuries
- Medication that may affect your heart rate
- Lack of prior exercise
- Advanced age
- Physical or mental health conditions that inhibit physical activity

The foregoing are not intended to be an exhaustive list, nor a substitute to consulting your physician.

It is the responsibility of the Tempo owner to ensure that all users of the Tempo Studio are adequately informed of all warnings, precautions, guidelines, and information related to the Tempo Studio.

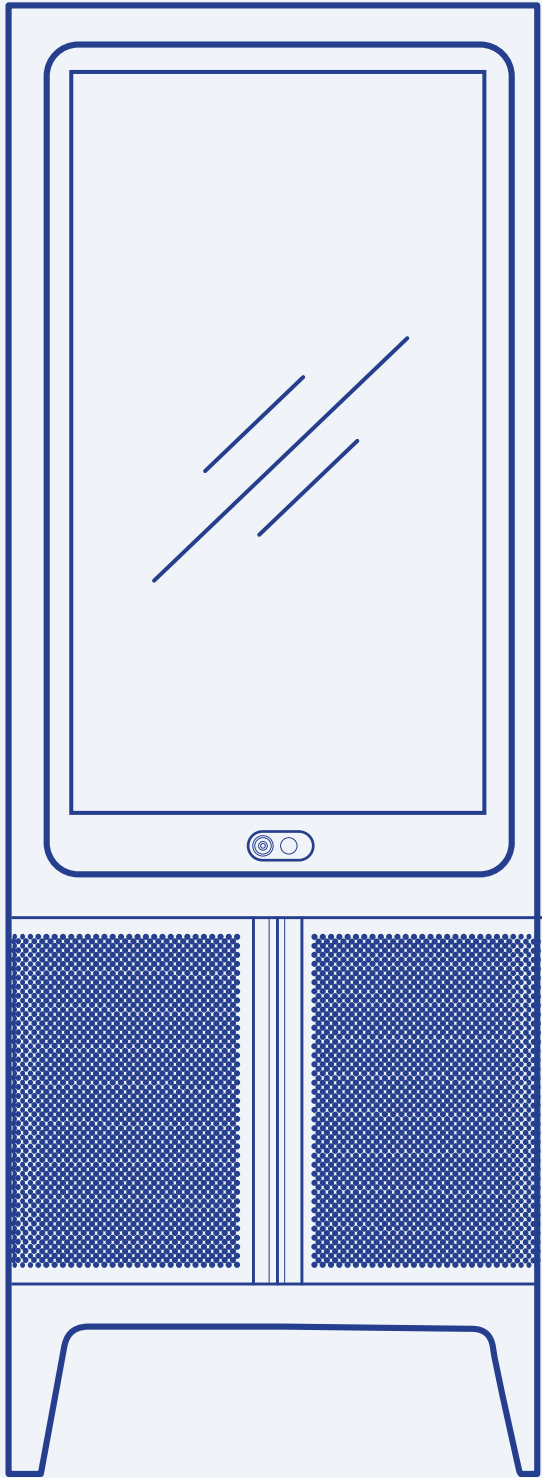
Fitness Advice

During the Tempo onboarding process, think carefully as you select your fitness goals. The goals you select will influence the classes and programs that are recommended to you. Recommendations do not take into account your current or previous health history.

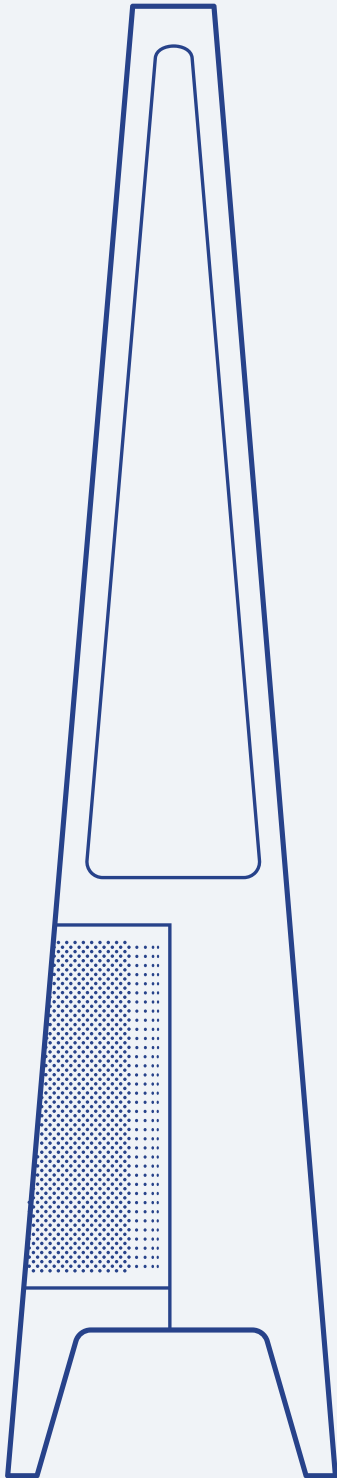
Make sure to take all the Tempo introductory classes when you receive your Tempo. These classes will:

- Guide you through proper use of Tempo and your new equipment (kettlebell, dumbbells, barbells, weights, collars, etc.).
- Introduce you to our Tempo coaches who will have valuable safety and performance tips for you during class.
- Show you how to use the Tempo form feedback and metrics systems to get the most out of your workout and reach your goals faster.

Our coaches will be able to provide personal training-related recommendations via Tempo’s classes, newsletters, emails, or social media channels. However, they are not physicians. Consult your doctor before starting any fitness program. You are highly encouraged to carefully review any information you encounter with your professional healthcare provider.



**Tempo Studio**  
26" x 73" x 13"



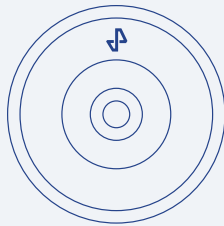
**Dumbell**



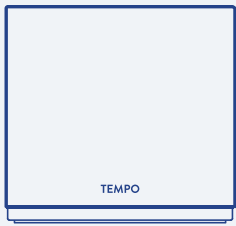
**Collar**



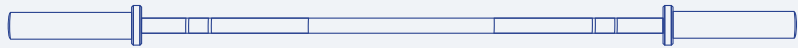
**Kettlebell System**



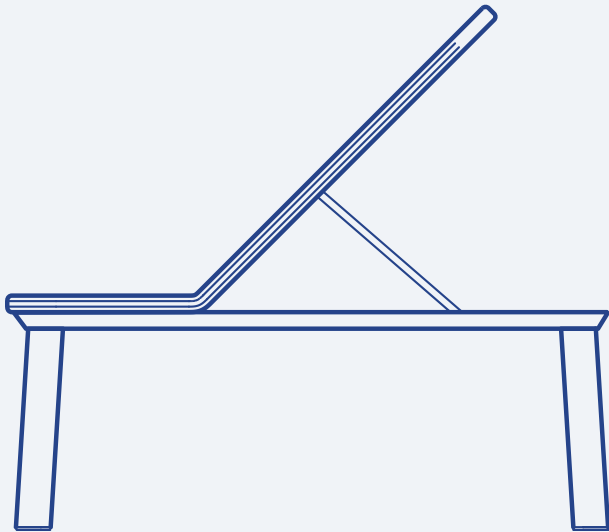
**Weight Plate**



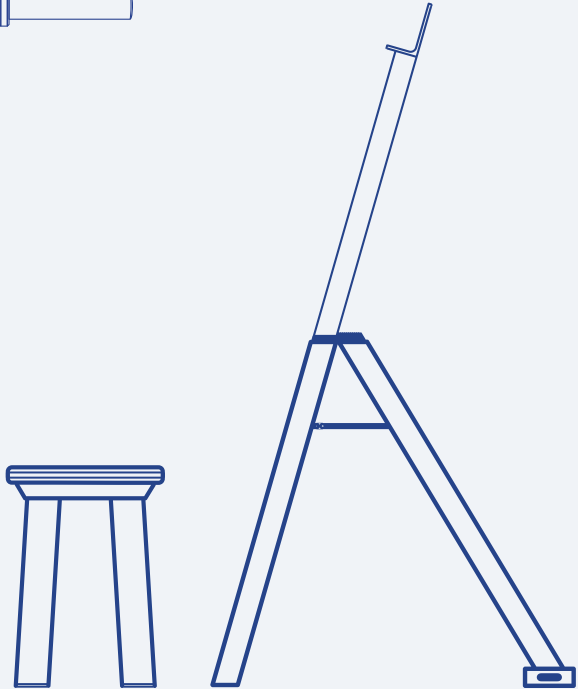
**Weight Plate Storage**



**Barbell**



**Folding Bench**



**Squat Rack**

# Getting Started

In this section, we'll cover →

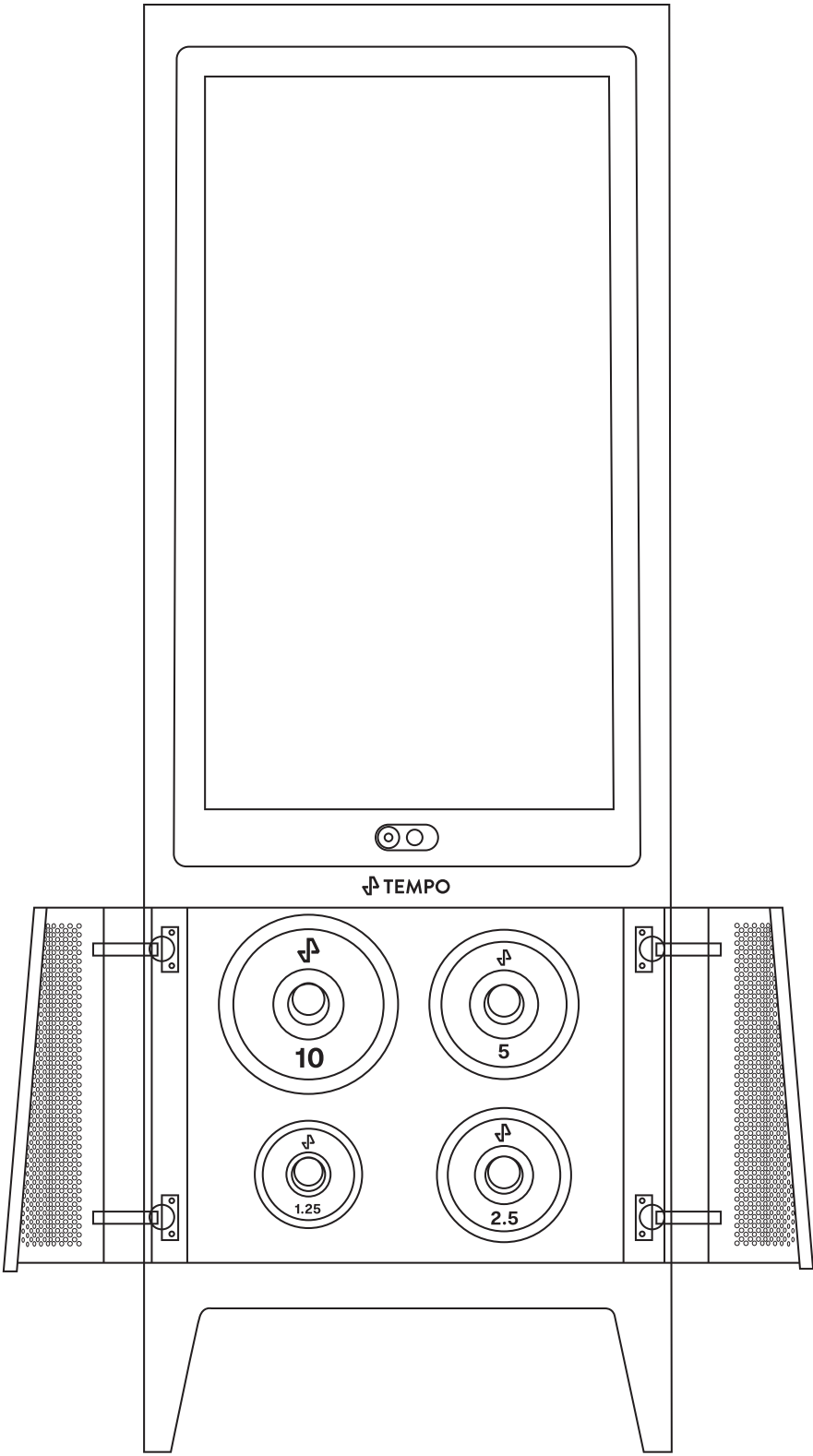
Meet Tempo  
On/Off  
Connectivity  
Updating Your Equipment Profile  
Heart Rate Monitor  
Weight Collars  
Rep Counting  
Tempo Membership  
Leaderboard  
Mobile App

Meet Tempo

To get started, create a profile. Log in using the email you used to create your mobile app profile. Set your fitness goals and preferences so that we can create the best intro class experience customized to you. From there, complete your first workouts and explore the rest of our class catalogue. We will guide you on how to set up the best routine for your fitness goals for working out with Tempo.

On/Off

The Tempo power button is the round silver button located behind the touchscreen on the bottom right hand corner. This is how you turn your Tempo on and off.

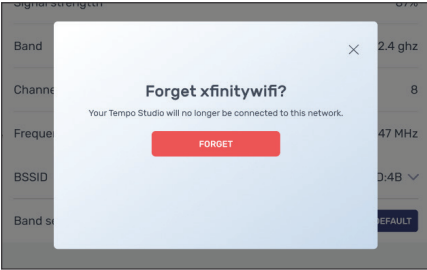
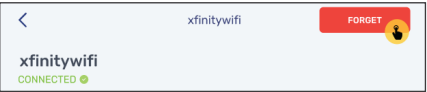


Connectivity

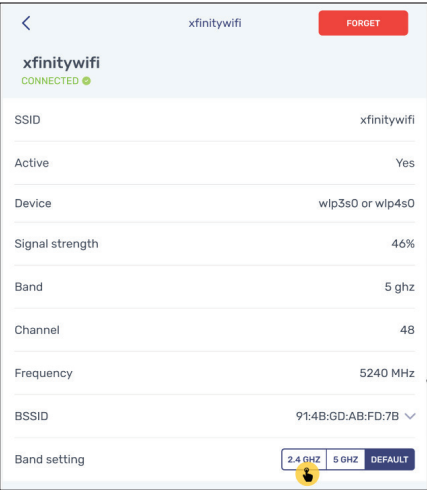
The Tempo Studio supports 2.4 & 5 GHZ wireless internet as well as an ethernet port for wired connections. A stable internet connection is required for use of any of the product features. We recommend a minimum download speed of 15 mbps to ensure optimal performance while streaming either Tempo on-demand or live classes.

If you’ve been experiencing issues with page loading, playing classes without interruption, or difficulty signing in, it may be a sign of connectivity issues. There are a few easy steps that you can try which should restore functionality to your Tempo.

- Power cycle your Tempo & home network: Sometimes restarting is the best fix. Be sure to power off your Tempo Studio and home wireless network for 60 seconds
- Forget & reconnect your wireless network: If restarting doesn’t resolve your issues, selecting FORGET in the wifi details page will prompt you to rejoin the network.



- Change wifi bands to a more stable frequency: Not all wifi is the same. If you have a multi-band router or mesh network, be sure to select the best channel.



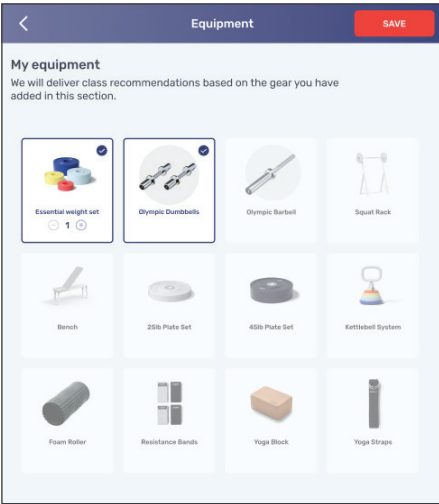
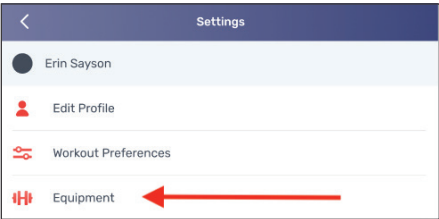
Equipment Set-up

Create your equipment profile during onboarding. This will help us recommend classes that fit your equipment options. During onboarding, you will select your equipment. Reminder: You can always edit this later.

- Select all items that you ordered with your Tempo
- Add equipment to your profile

Received new accessories?

- Go to Profile
- Select Settings
- Select equipment tab
- Select equipment you have received
- Save



## Heart Rate Monitor

Place the Heart Rate Monitor (HRM) around your upper arm, with the monitor facing outward. Press the power button on top of the device. Once turned on you should see green lights flashing underneath. Be sure to turn it off at the end of the workout to preserve the HRM’s battery.

In the event that your HRM does not respond to your Tempo, please attempt to check the following:

- Check that the HRM is charged. In order to optimize your workout, be sure that your HRM is fully charged beforehand. The charging cable was included in the box that the monitor came in. The HRM will alternate red and green to indicate that it’s being charged.
- 
- Check that the placement is right. The HRM is designed to be fastened snugly around your upper arm, with the monitor facing outward. Wrist placement may provide unreliable results and is not recommended. If you are struggling to get a reading during a workout, be sure that your device is uncovered by clothing, is facing away from the torso of your body, and isn’t over large tattoos or thick patches of hair that may interfere with the sensor. Once a heart rate is found, it will display on the Tempo screen.

### HRM not automatically pairing?

Try pairing the HRM again, exiting the class and re-enter.

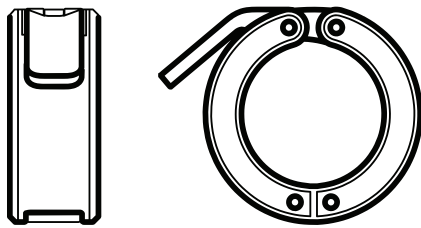
Try restarting the Tempo. Sometimes restarting is the best fix.

To restart your Tempo Studio:

- Exit the class to the main menu
- Press the power button on the back of the display
- Unplug the Tempo Studio from its power source
- Wait a full minute while its unplugged
- Plugging the Tempo Studio back into its power source
- Turning the Tempo Studio back on

## Weight Collars

Weight collars are intended to keep added weight plates from sliding off of your kettlebell, barbell or dumbbells. Ensure collars are securely placed and latched on the kettlebell / barbell / dumbbell. Collars should be placed on the kettlebell / barbell / dumbbell so that the entire collar is on (partial placement can result in collar malfunction).



In the event that you find it difficult to remove your collars, be sure that you are fully opening them. When they are fully opened, the collar will produce an audible “CLICK” or “POP” noise.

There are two divots on the latch which make that noise, and when not fully extended they may be visible.

# Rep Counting

Rep counting requires Tempo’s 3D sensor to detect your body and Tempo weights without obstruction. Follow these best practices:

## Background and Environment — Check behind you

The 3D sensor needs a direct line of sight to you to provide form guidance and rep counting. Since Tempo workouts may involve laying on the ground or stepping from side to side, it’s important to keep the workout mat and an area around the workout mat clear to ensure ideal performance.

## Obstruction — Make sure there is nothing between you and your Tempo

If the 3D sensor can’t see you, it can’t count your reps. This doesn’t just apply to your whole body, but also to individual body parts. To be as accurate as possible, our 3D sensor needs an unobstructed view of your whole body, so if something is between you and the 3D sensor, it may mean your rep counting will be affected. The more of you that is obstructed, the more likely your reps won’t be counted.

Even small obstructions can be problematic: the stack of weight plates that blocks your wrist/forearm when doing push ups or the loaded dumbbell that blocks your foot/ankle when doing goblet squats can cause a failure. More obvious examples include: stepping behind a couch, chair, or bed when doing a lunge, and pets or children that step between the 3D sensor and you.

## Positioning — Make sure there is at least 6 feet between you and Tempo, and get centered

Being at the right distance and facing the correct direction is crucial. If Tempo tells you to move back, please move back. Always face the direction the coaches or Tempo tells you to. Facing the correct way allows the 3D sensor to see the most critical parts of your body to provide accurate form guidance. Staying centered to the 3D sensor is also important. It’s easy to lose track of this when doing a lateral movement (lunges) or a ground-based movement (chest press). If you step out of view or lay down, a part of your body may be out of the frame, making tracking more difficult.

## Lighting — Avoid extreme lighting conditions when taking a class

Make sure you are not working out in an extremely dark space or in a spot where direct sunlight can shine into the 3D sensor. The 3D sensor will still work in poorly lit rooms, or rooms with very direct sunlight, but as you deviate away from “normal” lighting conditions it increases the odds that the 3D sensor may confuse you with the background or something in the environment.

## Form — Try your best to complete a rep

Tempo rep counting requires you to meet certain conditions to trigger a rep. If Tempo does not recognize that your motion is similar to the instructed exercise, it will not count the rep. It’s important to go through the entire motion, not doing a “half rep”, if you want to get credit for your repetitions.

# Tempo Membership

The Tempo Membership is required for use of your Tempo Studio and priced at \$39 / month. New customers commit to 12 months of membership. After 12 months, your membership continues on a monthly basis.

A Tempo Membership gives you access to:

- Large on-demand library with new content added every month
- Live classes with our world class coaches
- Personal training & feedback
- Tailored training programs
- Progress tracking at your fingertips

Leaderboard

The right side of the Tempo screen displays a leaderboard with your points. In live classes, you can see members who are currently training with you. In on-demand classes, you can see all the members who previously took the class.

How Points Work

Reps

Get a single point for each rep you complete in class. This represents your best effort to meet your rep targets for each set.  
10 reps = 10 points

Volume

Get points for all the weight you've lifted through the class. This is your overall strength compared to your group. As you progress and go up in weight, your volume will improve.  
10 reps x 50 lbs = 500 points

Bodyweight exercises

For bodyweight exercises, points are based on the intensity of the movement. For example, burpees have  
1 rep = 20 points  
10 reps = 200 points

Leaderboard Groups

You can choose between Everyone, Groups, Just Me, and Following view on your leaderboard.

How to Follow a Member

- You have the option to filter who you see on the leaderboard and follow friends.
- Tap on the member name you would like to follow on the leaderboard.
  - A follow card will pop up.
  - Add follow.

Mobile App

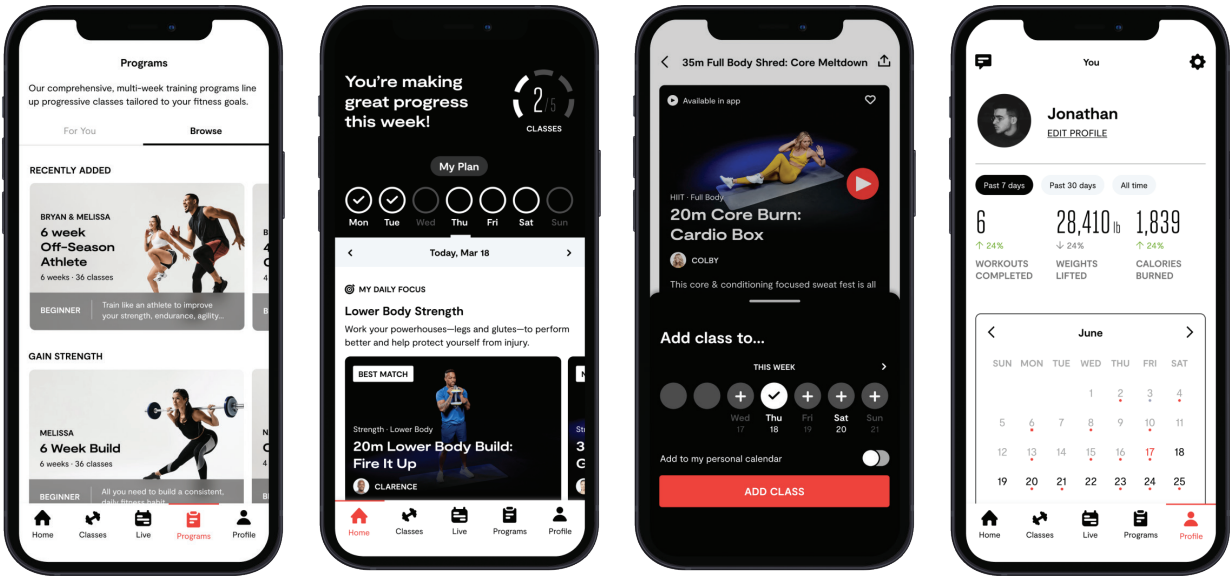
The Tempo companion app is available in the Apple App and Google Play stores via these links:



Download the app to your phone as soon as you order your Tempo. Set up your profile. We have designed the app to make it easy for you to show up and efficiently get the perfect sweat.

With the app, you can:

- View weekly customized workouts that align with your goals through your personalized workout planner, My Plan.
- Select recommended classes or choose the classes from the Tempo library. Classes will be ready on the Tempo Studio when you are ready to start.
- Develop your workout habit and stay accountable to accelerate progress.
- Sync your week by merging your Program workouts with My Plan.





# Care & Maintenance

In this section, we'll cover →

CARE & MAINTENANCE

Installation

Studio & Accessory Maintenance

Software Maintenance

## Installation

Your Tempo Studio is delivered and generally placed in a location you desire.

We do not recommend moving the Tempo Studio after delivery and installation. Any relocation of your Tempo Studio from its delivered and installed location is done at your own risk. Tempo’s Limited Warranty does not cover damage or injury caused by relocation nor is Tempo responsible or liable for any damage or injury incurred during, or as a result of, any move or attempted move.

Without limiting the foregoing, in the event you desire to move the Tempo Studio to a new location within your home, all accessories should be removed from the Tempo Studio. Two people are required to safely move the Tempo Studio and all caution should be exercised to avoid obstructions and impact.

For additional information, read the Warranty information below and visit [tempo.fit/warranty](https://tempo.fit/warranty) for the latest information.

## Studio & Accessory Maintenance

For occasional cleaning of the Studio or accessories, wipe down the studio cabinet using a mild cleaning detergent, or a small squirt of dish detergent in a gallon of warm water. Please use a non abrasive cloth for cleaning.

For the Studio touch screen, use a dry cloth or screen cleaner that you would use for other electronics such as a laptop or phone screen. Wipe with a non-abrasive screen or glass cleaner. Please do not use any harsh cleaners that are “tough on grease.” This will take off any rubber materials that are on your weights or on other accessories.

## Software Maintenance

Every time you turn on your Tempo, we automatically update your software to the latest version so you have full access to our latest software features. There is no action needed on your end to keep your software updated.

PRIVACY POLICY & WARRANTY

PRIVACY POLICY

Your use of the Tempo Studio and other Tempo products and services will be subject to our Privacy Policy then in effect. For the latest Privacy Policy, please visit <https://tempo.fit/privacy-policy>.

WARRANTY

For the latest Tempo Warranty information, please visit <https://tempo.fit/warranty>.

Tempo Interactive Inc. dba Tempo (“Tempo”) extends the following limited warranty (the “Limited Warranty”), which applies only to non-commercial, in-home, indoor use (or if you are a non-residential buyer using the device in a commercial setting (e.g., a gym or hotel) (a “Commercial Buyer”), only to indoor use at a single location) of the Tempo Studio. Any other use will void this Limited Warranty. During the applicable Limited Warranty periods described below, the covered components will be free of defects or malfunctions during normal use. Certain exclusions apply, as further described below.

Without limiting the foregoing, in the event you desire to move the Tempo Studio to a new location within your home, all accessories should be removed from the Tempo Studio. Two people are required to safely move the Tempo Studio and all caution should be exercised to avoid obstructions and impact

Note: Tempo’s Limited Warranty does not cover damage caused by relocation nor is Tempo responsible or liable for any damage or injury incurred during, or as a result of, any move or attempted move.

The Limited Warranty applies for the following components of the Tempo Studio only for the time period indicated. The Limited Warranty applies only against defects discovered within the applicable Limited Warranty period and only so long as the Tempo Studio remains in the possession of the original purchaser, or, for gifted Tempo Studios, the owner of the original membership attached to that Tempo Studio.

CABINET: 3 YEARS

Tempo warrants the cabinet holding the interactive display against defects in workmanship and materials for a period of 3 years from the date of original delivery.

INTERACTIVE DISPLAY: 12 MONTHS

Tempo warrants the interactive display, including the screen and all incorporated hardware elements (e.g., camera, processor) against defects in workmanship and materials for a period of 12 months from the date of original delivery.

BENCH, SQUAT RACK, WEIGHT PLATE HOLDER, KETTLEBELL, HEART RATE MONITOR: 12 MONTHS

Tempo warrants the bench, squat rack, weight plate holder, kettlebell and heart rate monitor provided with the Tempo Studio against defects in workmanship and materials for a period of 12 months from the date of original delivery.

BARBELLS, COLLAR AND WEIGHTS: 3 YEARS

Tempo warrants the barbells, collar and weights against defects in workmanship and materials for a period of 3 years from the date of original delivery.

LABOR AND INSTALLATION: 12 MONTHS

For Tempo Studios originally assembled by an authorized Tempo technician, Tempo will cover the labor cost for the repair or replacement made under this Limited Warranty for a period of 12 months from the date of original delivery. Except where applicable law requires otherwise, repair labor is not covered for locations where Tempo did not originally assemble the Tempo Studio or if the Tempo Studio is removed from its original installation location.

EXCLUSIONS AND LIMITATIONS

Who is covered?

The original owner of the Tempo Studio. The Tempo Studio must remain in the possession of the original purchaser, or for gifted Tempo Studios, the owner of the original membership attached to that Tempo Studio. This Limited Warranty is not transferable.

What is covered?

If a defect arises in the Tempo Studio or a warranted component within the applicable Limited Warranty period, the purchaser’s sole and exclusive remedy is for Tempo to, at Tempo’s discretion to the extent permitted by law, either replace or repair the defective or malfunctioning Tempo Studio or component with the same or a comparable model.

Any replacement or repaired component shall be warranted for the remainder of the original Limited Warranty period or 30 days, whichever is longer, or for any additional period that is required by applicable law.

What is NOT covered?

Any other Tempo products or services, non-Tempo products or labor, units that are, or that Tempo reasonably believes to be, stolen, counterfeit, or purchased from an unauthorized distributor or reseller, units purchased or used outside the U.S., and units missing serial numbers.

Software, even if sold with or embedded in the Tempo Studio, or Internet connectivity. Tempo does not warrant that the operation of the equipment will be uninterrupted or error-free.

Damage or equipment failure due to normal wear and tear, improper or negligent assembly, maintenance installation, relocation, or repair (other than that caused by a Tempo authorized service or installation technician), use of the Tempo Studio with parts or accessories from third parties, or with parts or accessories not originally intended for or compatible with the Tempo Studio, or any use contrary to the instructions provided with the equipment

Installation of the interactive display by anyone other than a Tempo approved technician will void the Limited Warranty with respect to the interactive display as well as labor and installation.

Damage or equipment failure due to accident, abuse, improper or abnormal use, neglect, corrosion, discoloration of paint or plastic (or any other change in cosmetic appearance that does not affect performance), theft, vandalism, fire, flood, wind, lightning, freezing or other natural disasters or acts of God of any kind, electrical wiring, power reduction, power fluctuation or power failure from whatever cause, unusual atmospheric conditions, collision,

PRIVACY POLICY & WARRANTY

introduction of foreign objects, or modifications that are unauthorized or not recommended by Tempo. Incidental or consequential damages. Tempo is not responsible or liable for indirect, special, incidental or consequential damages, economic loss, loss of property or profits, loss of enjoyment or use, or other consequential damages of any nature whatsoever in connection with the purchase, use, repair or maintenance of equipment or parts. Tempo does not provide monetary or other compensation for any such repairs or replacement parts costs, including but not limited to gym membership fees, work time lost, cost of substitute equipment, maintenance visits or transportation.

Equipment used for any use other than indoor at a single family or household (or if you are a Commercial Buyer, any use other than indoor at a single physical location).

If you are a Commercial Buyer, equipment used in connection with a violation of the Terms of Service or the commercial program, such as, for example, by not obtaining and paying for a commercial membership.

Any attempt to modify the components of the Tempo Studio or modify, delete, add, or install software not provided with the Tempo Studio or automatically updated by Tempo will void the Limited Warranty.

Any external or cosmetic damage as a result of but not limited to the relocation or accidental misuse of the Tempo Studio after its initial installation.

Any repair or attempted repair of the Tempo Studio by anyone other than a certified Tempo technician.

Where permitted by law, replacement units, parts and electronic components reconditioned to as-new condition by Tempo or its vendors may sometimes be supplied as a warranty replacement and constitute fulfillment of warranty terms.

In the event of a long-distance move beyond a radius of 10 miles from the original delivery address, we recommend transporting the Tempo studio like a large screen television. The screen should be orientated vertically (not flat) and the studio should be securely wrapped with moving blankets and/or bubble wrap. A professional moving company should be hired to crate the Tempo Studio to prevent physical damage in transit. All accessories should be removed, including the kettlebell, barbell and dumbbell hooks, and securely wrapped separately from the Tempo prior to any transportation. It is important that objects are not stacked on top of the Tempo studio, and it is adequately secured to prevent movement during transit.

Upon request, you must be able to provide a receipt with the professional moving company name along with a service date in order to maintain coverage of Tempo’s Limited warranty.

In the event you desire to move the studio to a new location within your home, all accessories should be removed from the Tempo studio. Two people are required to safely move the studio and all caution should be exercised to avoid obstructions and impact

Note: The Tempo’s Limited warranty does not cover damage caused by improper relocation nor is Tempo responsible or liable for any damage or injury incurred during, or as a result of, any move or attempted move.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY TEMPO AND SUPERSEDES ANY PRIOR, CONTRARY OR ADDITIONAL REPRESENTATIONS. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY STATUTORY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED EXCEPT TO THE EXTENT PROHIBITED BY LAW. IN SUCH EVENT, SUCH WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY PERIODS SET FORTH ABOVE. THIS EXCLUSION APPLIES EVEN IF THIS LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSES AND REGARDLESS OF WHETHER DAMAGES ARE SOUGHT FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR STRICT LIABILITY IN TORT OR UNDER ANY OTHER LEGAL THEORY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS, WHICH VARY FROM STATE TO STATE.

Any disputes between you and Tempo related to this Limited Warranty or the Tempo Studio will be governed by the then-current dispute resolution procedures in Tempo’s Terms of Service, available at Terms.

How do I obtain warranty service?

To be eligible for service under this Limited Warranty you must provide Tempo with the serial number of your Tempo Studio and the dated receipt, or other proof of purchase indicating the date purchased, upon discovering any nonconformity or defect. Contact member support if you believe you need service at [hello@tempo.fit](mailto:hello@tempo.fit). Claims must be made within the specified warranty period.

What if I have questions or concerns?

You may direct any questions or concerns to member support: [hello@tempo.fit](mailto:hello@tempo.fit).

## Customer Support

For any additional support or questions,  
please see the following resources:

FAQs: [support.tempofit.com](https://support.tempofit.com)  
Email: [hello@tempofit.com](mailto:hello@tempofit.com)  
Phone: 415-964-2975

This version was printed on September 2021.  
For the latest Tempo User & Safety Guide,  
please reference [Tempofit.com](https://tempofit.com).