

HERO Loop Care

- Handle Loops with Care, Keep Connector Clean and Dry. We recommend Goo Gone Clean Up Wipes available through Amazon or any large box store.
- Avoid over-bending the Loops, as this can damage internal wiring and affect performance.
- Ensure the Loop Connector and the unit's output port remain free from dirt and debris to maintain proper electrical contact.
- Lock Connector in place. Always plug the Loop in fully and snugly before powering on the unit.
- Do NOT attempt to open the Orange Connector shell under any circumstances
- Power Off Before Disconnecting
- Always shut the unit off completely before unplugging the Loop to prevent electrical surges or internal damage.
- Allow Cooling Between Sessions, if loop warms up - When operating the unit for multiple sessions back-to-back, allow it to cool down for 10–15 minutes between every few sessions to prevent overheating.
- Inspect Loops Regularly, particularly the connector shell for cracks or damage
- Do not EVER use damaged Loops. A compromised Loop can potentially damage the unit's internal computer board
- Damaged Neutrik Connectors - Generally, damage is a result of excessive stress on the delivery loop lead. Should the connector become damaged, with the wire lead being pulled out, a self repair process **not** possible. These connectors are fabricated by our vendors. If these are damaged, the entire Loop must be sent to the factory for repair.
- Factory and Extended Warranties do not cover the following:
 - Labor Costs to repair any device
 - Loops Connector Shell damage due to dropping, water or excessive moisture.
 - Damages from being stepped on or any damage to delivery loop.
 - Accessories overly stressed from pulling or stretching or Connector being improperly pulled from device.

Warranted by the manufacturer for 6 months from date of purchase for manufacturing defects only.