

ATHER

HALO

**Instruction
Manual**



Tap to know more

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[Button Controls](#)

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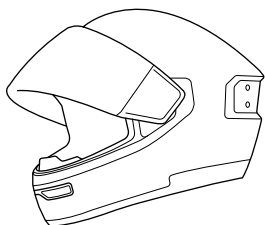
[How to wear your helmet](#)

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What's in the box?



Halo Helmet

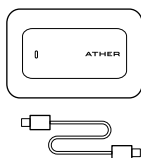


Halo Smart Module



Halo Wireless
In-boot Charger

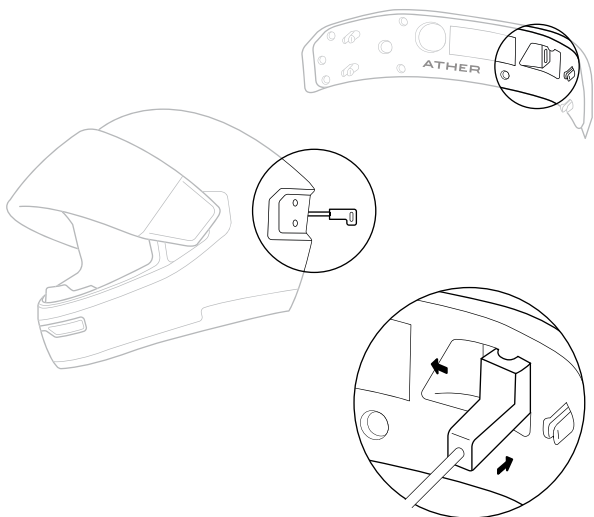
Or



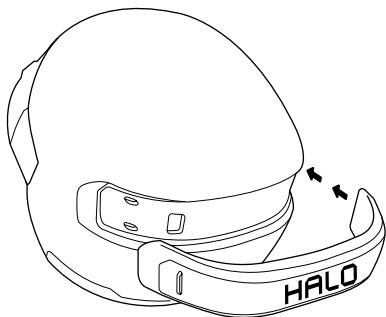
Halo Wireless
Home Charger

Attach Module

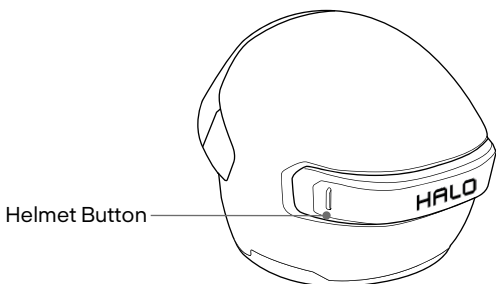
- 1 Locate the USB Cable at the back of the helmet
- 2 Connect the USB cable to the USB Port on the Smart Module



- 3 Push the Halo Smart Module onto the back of the helmet
- 4 Make sure it has clicked in place and is tightly fitted to the helmet



Button Controls



Press and Hold



Press once



Power On/Off



Pairing Mode



Play/Pause



Accept Call



Reject Call



Mute Ather ChitChat™



Check Battery Level



Pair your phone

- 1 Switch on your Halo by wearing it or long pressing the button
- 2 Double tap and hold the button to trigger pairing mode. You should hear the pairing sound play when successfully connected

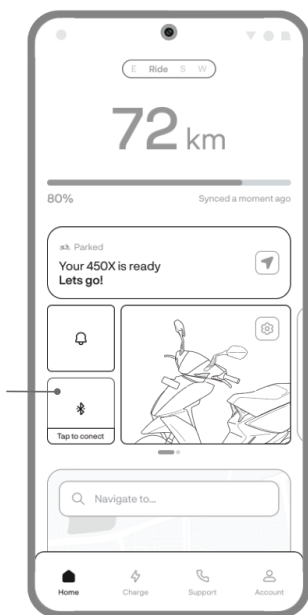
Long press
to power on



Tap once. Tap again
and hold to trigger
pairing mode

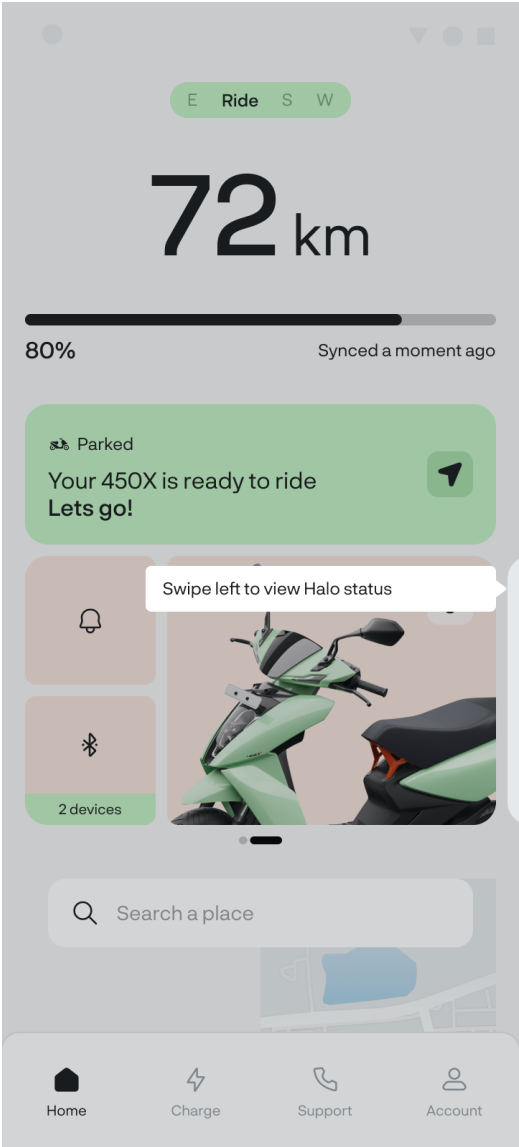


- 3 Open the Ather App and select “Tap to connect”
- 4 Select “Add Halo” and follow the rest of the instructions on your phone

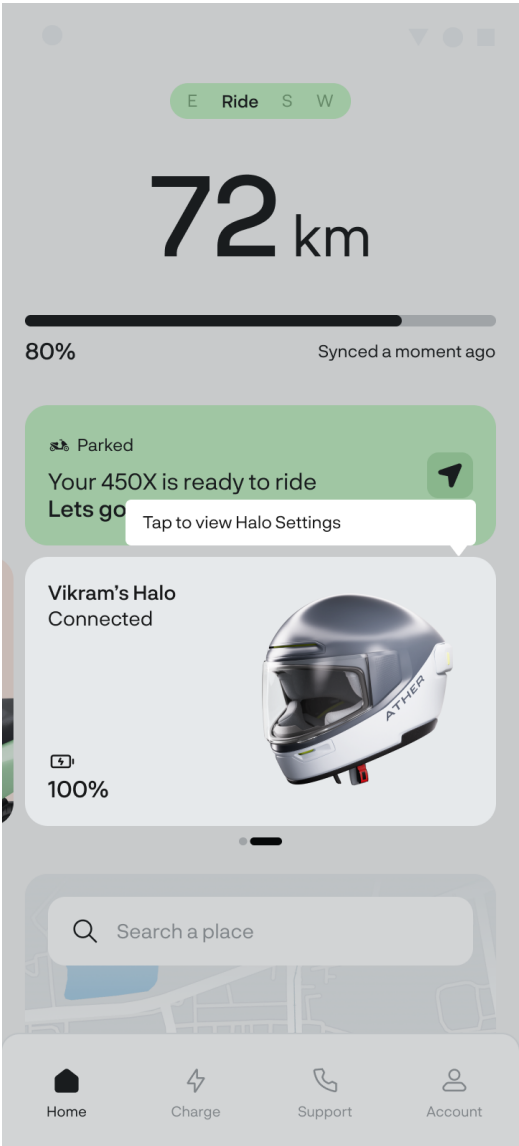


Access the Halo page

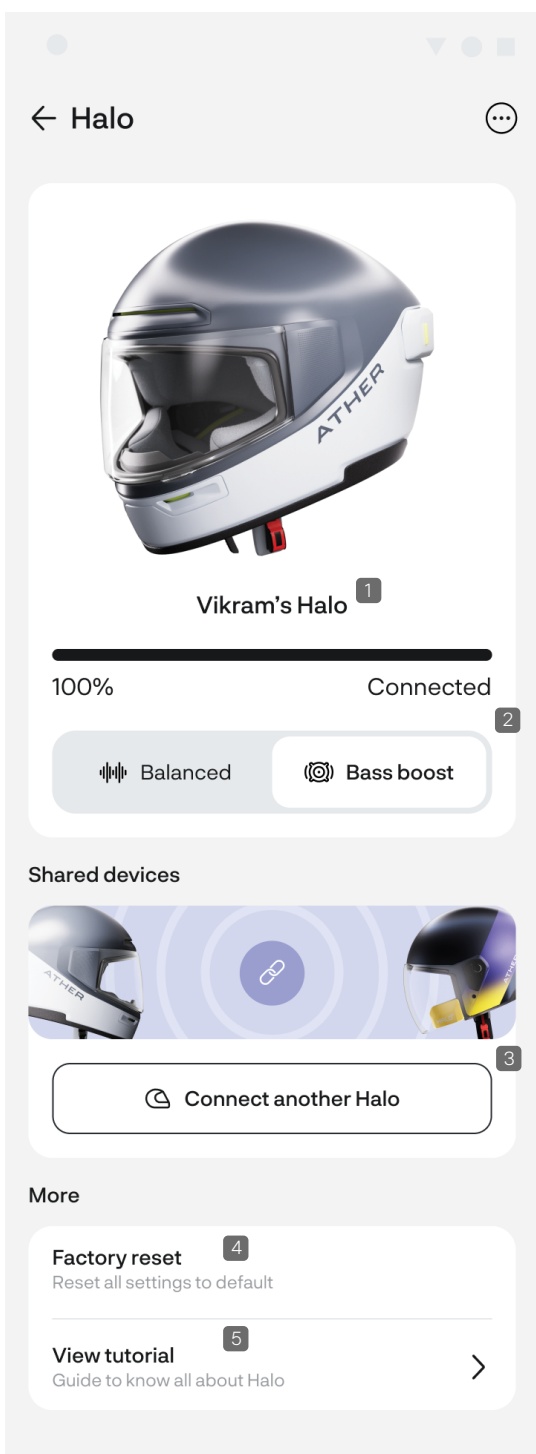
- 1 Ensure your Halo is on and connected to your phone
- 2 Open the Ather App and swipe left to access the Halo Card



- 3 Select the Halo Card to access your Halo page



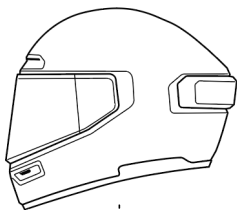
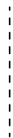
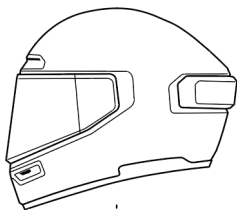
App Overview



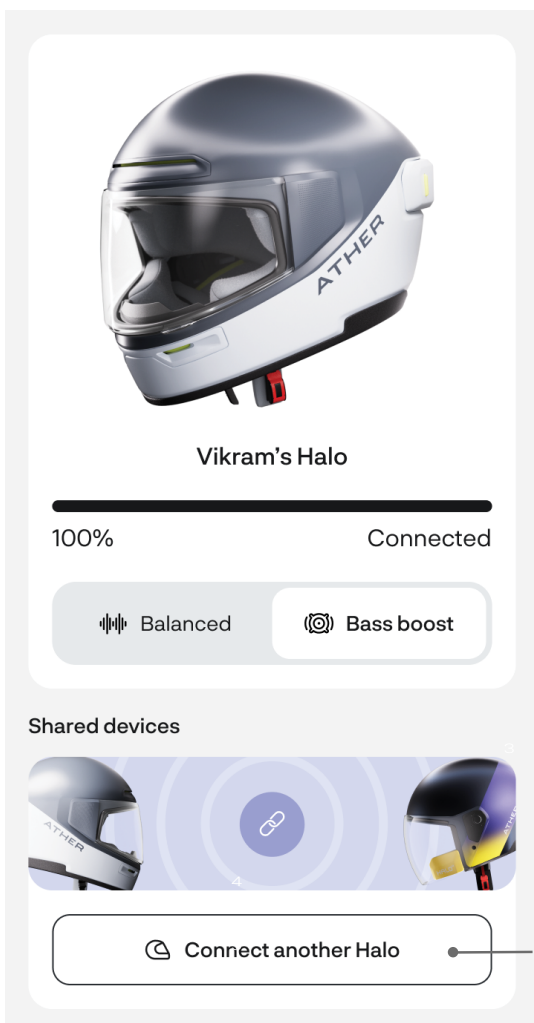
- 1 Halo Status:** Shows your battery level and current connection status
- 2 Audio Presets:** Change your sound profile by choosing between 2 presets
- 3 Connect another Halo:** Select this to start pairing another Halo/ Halo bit
- 4 Factory Reset:** Erases all memory and resets the product to its factory preset (Warning: All settings will be wiped and you will have to reconnect your helmet)
- 5 View Tutorials:** Access Halo's digital manual

Pair another Halo/Halo Bit

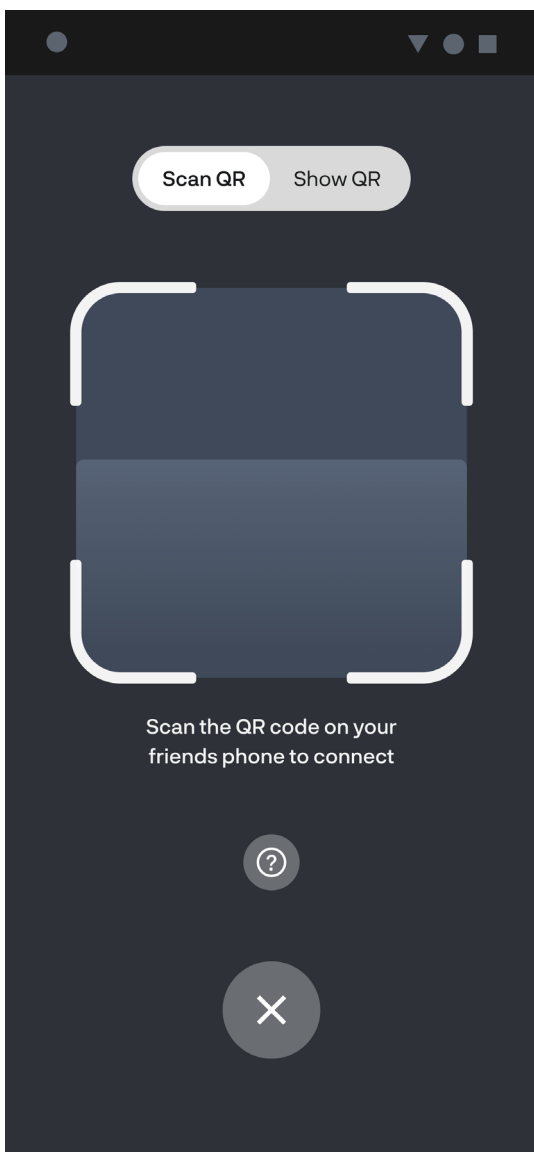
- 1 Before starting, Power on both helmets
- 2 Ensure that each helmet is connected to a smartphone with the Ather App



- 3 Access the Halo page and select “Connect another Halo” on both phones



- 4 Make sure your Ather App has permission to use your phone's camera. You should see the scanner screen



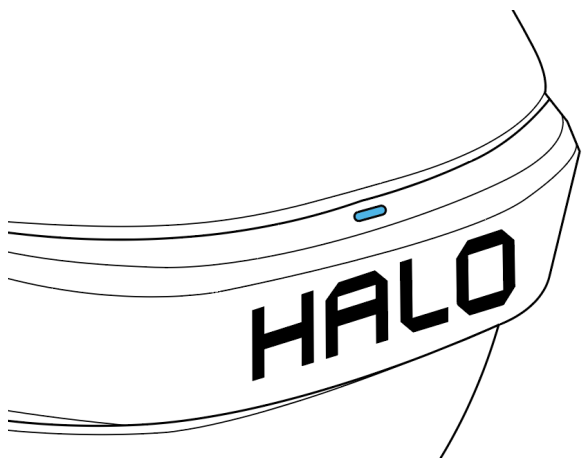
- 5 Select “Show QR” on one device to reveal the helmet’s QR code



- 6 Scan the QR code



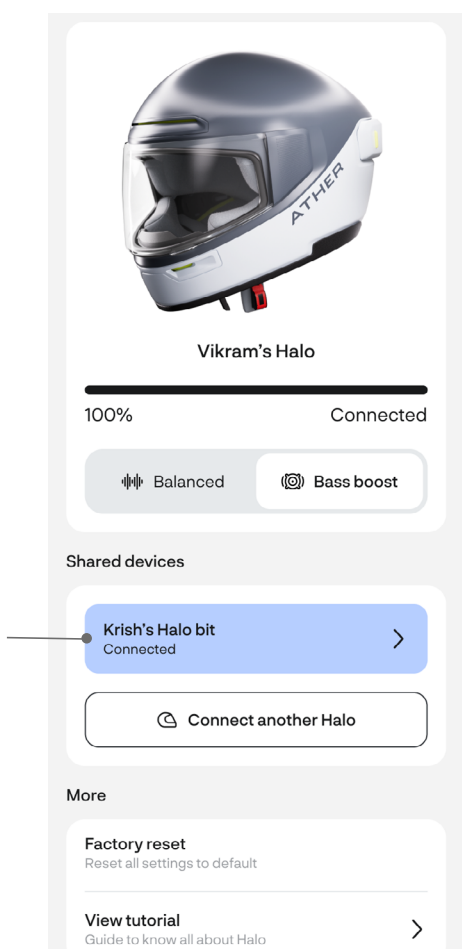
- 5 Ensure that both helmet's LED lights have turned to solid blue. Your helmets are now connected



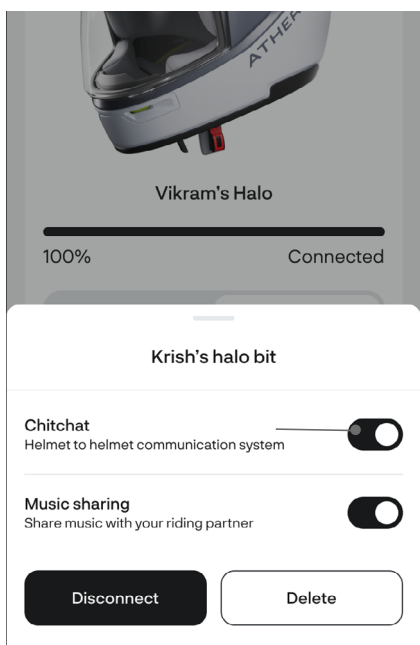
Note: After the helmets pair for the first time, both your helmets will now automatically find each other and pair each time they're switched on

Ather ChitChat™

- 1 Before starting, ensure both helmets have been paired to each other ([see here](#))
- 2 Open the Ather App. Tap on the 2nd helmet



- 3 Ensure Ather Chitchat™ is enabled

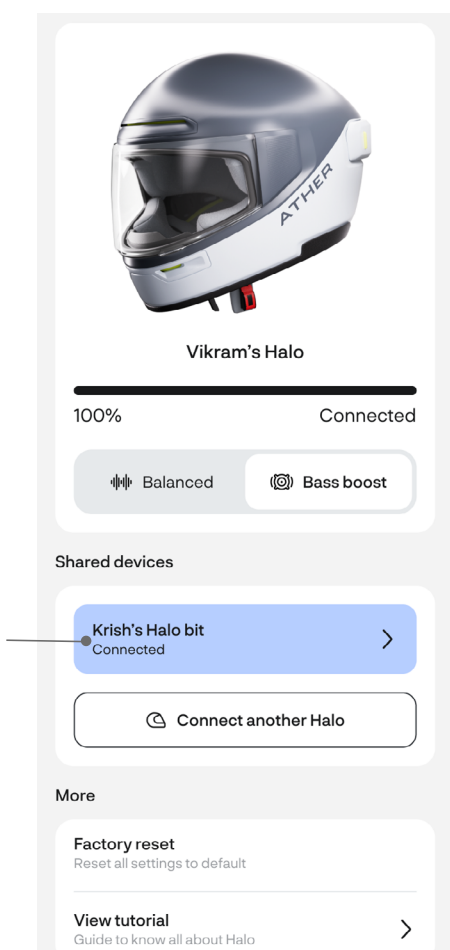


- 4 Simply talk into one helmet and make sure the other can hear. You are now ready to use Ather ChitChat™. To stop, simply mute the helmet by double tapping the button on Halo and the center button on Halo bit.

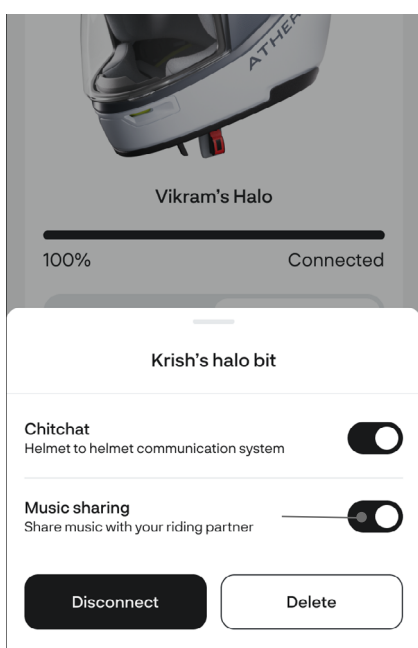
Note: If a phone call is detected on any of the helmets, it automatically leaves Ather ChitChat™ and re-joins after the call ends

Music Sharing

- 1 Before starting, ensure both helmets have been paired to each other ([see here](#))
- 2 Open the Ather App. Tap on the 2nd helmet



- 3 Ensure Music Sharing is enabled



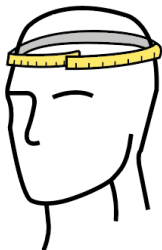
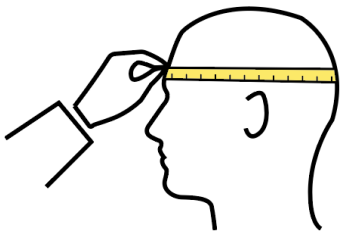
- 4 Simply play music on any phone and it will automatically stream to both helmets. If the 2nd user decides to play music from their phone, it will dynamically switch to the 2nd phone instead.

Note: If a phone call is detected on any of the helmets, it automatically leaves Music Sharing mode and re-joins after the call ends

Note: Ather ChitChat™ and Music Sharing can work simultaneously with each other

Helmet fit guide

- 1 Start by measuring your head size. Wrap a measuring tape around your forehead
- 2 Ensure the tape covers the peak of your forehead and is right above your ears



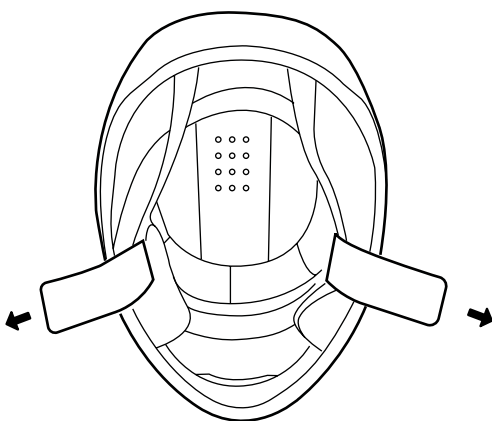
- 1 Note the size on the measuring tape and use the size chart below to understand what size is right for you

Measurement (in centimeters)	Helmet Size
55-56 - - - - -	XS
56-57 - - - - -	S
57-58 - - - - -	M
58-60 - - - - -	L
60-61 - - - - -	XL
61-62 - - - - -	XXL

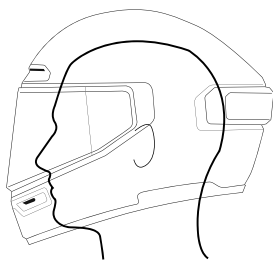
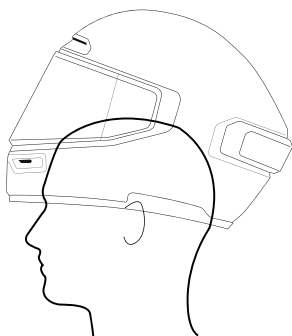
- 2 Wear the helmet and make sure it is not moving around by shaking your head. If it is, wear a smaller size

Wearing your Halo

- 1 Pull the helmet straps apart



- 2 Slide the helmet onto your head and check for full coverage

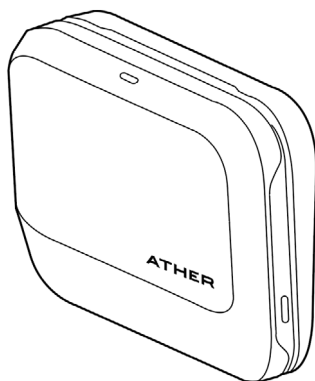


- 3 Tilt the helmet downwards and make sure your entire face, including your chin, is inside the helmet



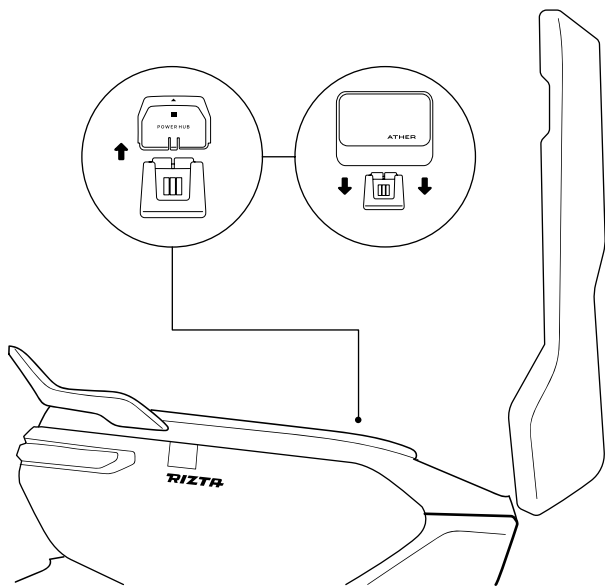
Halo Wireless In-boot Charger

A wireless dock which fits in the underseat storage of your Ather Rizta

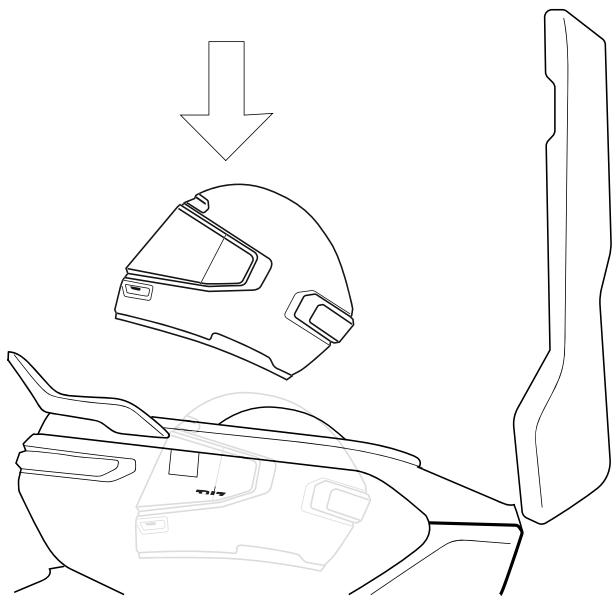


Halo Wireless In-boot Charger

- 1 Open the underseat storage of the Rizta and remove the Power Hub Cap
- 2 Slide the Charger Module in place until the light switches on

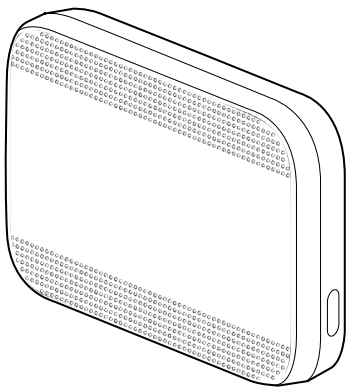
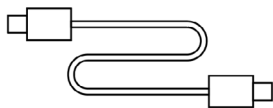
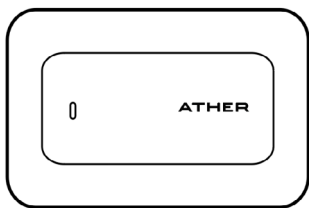


- 3 Slide the helmet in the underseat storage to begin charging
- 4 Ensure both the helmet light and the charger light are switched on



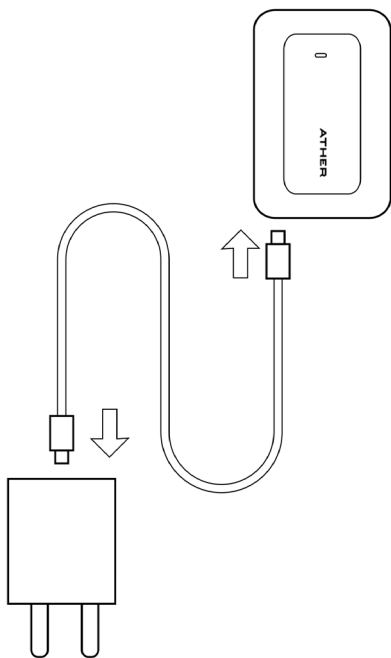
Halo Wireless Home Charger

The Home charger is a portable dock which magnetically latches onto the back of your Halo to charge it

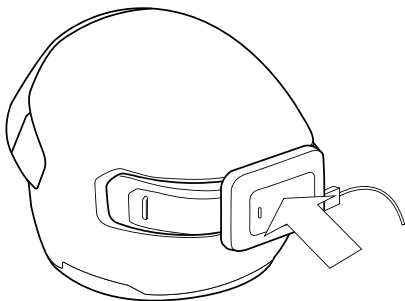
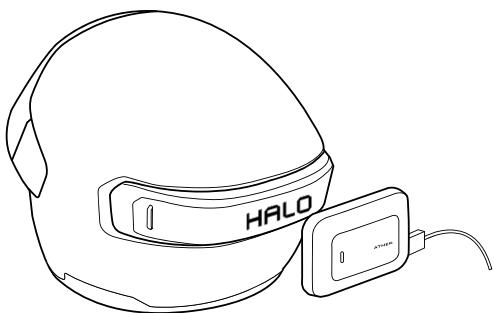


Halo Wireless Home Charger

- 1 Connect the USB C cable into the home charger and an adapter
- 2 Plug the adapter to a wall outlet and switch it on



- 3 Place the home charger on the Halo logo
- 4 Ensure both the helmet and the charger lights are switched on



FAQs

Q Why is my Halo not switching on?

A Long press the button to switch on the helmet. If it doesn't, try charging it with the Rizta/home charger. If it still isn't switching on, reach out to our customer care or visit your nearest Ather Experience Center

Q My speaker volume is not high enough

A Ensure that you are wearing the appropriate helmet size for your head. You should also check if the speaker is sitting right above your ears. If it isn't, move the speaker around to align it to your ears better

FAQs

Q My Auto WearDetect is not working

A Check for any obstructions near the speaker area of the helmet. Long press the power button to turn it on and off. If the feature still doesn't work, contact our customer care or visit your nearest Experience Center

Q My charger light has turned red

A Unplug/disconnect the wireless charger and plug it in again. Ensure there is no metal object on the charging surface before connecting your Halo

Warranty Terms & Conditions

Ather Energy Limited (formerly known as Ather Energy Private Limited) , a company incorporated under the Companies Act, 1956 and having its registered office at 3rd Floor, Tower D, IBC Knowledge Park, Bannerghatta Main Road, Bengaluru, Karnataka - 560029 (hereinafter referred to as “Ather”), has issued the below “Product Warranty Terms & Conditions” (hereinafter referred to as the “Warranty Terms”) for its customers, setting out the warranties that Ather provides for the Products sold by Ather.

Any statement, condition, representation, description, or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as overriding anything contained under these Warranty Terms and in any and all events, these Warranty Terms shall only be applicable for all Products sold by Ather.

1. Definitions

In these Warranty Terms, the following words will have the meanings assigned to them in this clause, except where inconsistent with the context:

1.1 “Customer” means the Customer or end user who has purchased the Product for personal and domestic use.

1.2. “Defect” means manufacturing defects which shall not include the exclusions provided in clause 3

1.3. “Product” means the Ather Smart Helmet “Halo” sold by Ather or its Authorized Retail Partners.

1.4. “Normal Use” means the usage of the Product in the manner intended for the end user, in accordance with legal regulations and does not include any commercial use or for any entertainment/rallies or test purpose.

1.5. “Warranty Period” shall mean 1 year from the date of sale invoice.

2. Warranties

Subject to the conditions and exclusions listed herein, Ather warrants that the Product sold by Ather shall be free from any manufacturing defect in material or workmanship during the Warranty Period.

2.1. Ather's sole obligation under these Warranty Terms shall be limited to either repairing or at its discretion replacing by itself or through its Retail Partner, which upon examination by Ather, prove to Ather's satisfaction to have a Defect which is not caused as a result of an exclusion set out under Clause 3 of these Warranty Terms or by any other act of commission or omission of the Customer. Ather may perform such repairs as Ather deems fit, in-order to restore the original functionality of the Products without replacing the defective Products with new Products or parts associated with the same. Ather has sole discretion to repair, replace parts with new, refurbished or reconditioned genuine parts that have been tested and passed functional requirements.

2.2. In the event of replacement, Ather reserves the right to select and repair only the defective parts without replacing the entire Product altogether. All parts removed or replaced under this Products Warranty Terms will be returned to Ather and shall be constituted as the property of Ather and the Customer shall have no right therein. Ather reserves the right to select and use suitable/ compatible replacement parts at Ather's sole discretion.

2.3. Warranty for the part(s) associated with Products that have been replaced or repaired shall be effective only for the balance term of the Warranty Period.

2.4. Warranty claim must be accompanied by the original sales invoice.

3. Exclusions

Ather shall not have any obligation under these Warranty Terms in respect of the following:

3.1. Damage or Defects in the Products arising out of or as consequence of:

- (a) vehicular accidents, collisions, or any objects hitting the Product;
- (b) theft or vandalism;
- (c) improper usage or handling (intentional or unintentional) including storage or usage under abnormal conditions such as extreme heat, under water, putting Product in rain, usage of sharp tools, charging with boot open in rains etc;
- (d) use of Products otherwise than as will be considered Normal Use;
- (e) use of or contact with harmful chemicals or exposure to sources of intense heat;
- (f) any modifications/ installations made to the Products by any entity other than Ather or its Retail Partner;
- (g) performing illegal activity(ies) using the Products under any applicable laws;
- (h) not being used properly as per instruction manual;
- (i) cracks or scratches on parts i.e charger, connector, speaker, mic, sensor etc due to normal wear and tear;
- (j) damage to interior linings;
- (k) damages done via rat bites, animal bites or similar;
- (l) an act of God or environmental factors, including, but not limited to, earthquake, war, terrorist attack, exposure to sunlight, airborne chemicals, lockouts, strike, riots, frost, tree sap, animal or insect droppings, road debris (including stone chips), industrial fallout, rail dust, salt, hail, floods, wind storms, acid rain, fire, water damage, contamination, lightning, animal or rodent related damages, and other environmental conditions;

3.2. Normal wear and tear due to usage, and other physical damages;

3.3. slow charging due to voltage of Power Adapter;

3.4. In the event the Product has been assembled, disassembled, altered, serviced, repaired or modified by any unauthorized third part, in any manner, or using tools not authorized by Ather;

3.5. Any other damage or defect in the Products which is caused by the misuse, fault or improper maintenance;

3.6. Any repair or replacement required as a direct result of unauthorized modifications of Products.

3.7. Glues, rubber and other materials on the Product may fade under UV exposure (Sunlight) over time. Such changes to the Product shall not be considered as a manufacturing defect.

3.8. Inadequate adjustments of Product as per Customer fitting

3.9. Any liability of whatsoever nature, death or injury that a customer or third party may incur as a result or defect covered by the warranties terms.

3.10. Damaged and defective Products have been received/accepted by the Customer while purchasing the Product and the same is being used.

4. Warranty Claim Process

4.1. Customer to raise Warranty claim with Ather or its Retail Partner from whom the Product was purchased. In case of online purchase, Customer to connect with Ather Customer Care.

4.2. Customer must ensure the following while claiming the warranty:

- i. Submit a clean Product for inspection along with sale Invoice.
- ii. Describe the Defect.

4.3. On inspection, (a) if a claim is found valid as per the warranty terms defined herein, Ather will repair or replace the Products at its discretion; (b) If the claim is found invalid, the same shall be intimated to the customer.

5. Exchanges

5.1 Exchange is available only for unused purchased Products. Products which are exchanged once cannot be exchanged again under any circumstances. Exchange shall be permitted only under following circumstances:

- a. Product received are physically damaged
- b. Mismatch in size
- c. Specifications received are different from product ordered

Under no circumstances, apart from above conditions, exchange will be permitted.

5.2 In case Product received is physically damaged, exchange can only be sought within a period of 7 days from the date of delivery of the Product. The request is to be raised with Customer Care via email to customercare@atherenergy.com. No exchange shall be permitted after a period of 7 days from the date of delivery of the Product. Customers shall accompany exchange requests with the tax invoice, pictures and/or video of the Product to show that the Product is unused and/ or damaged. Any request raised by the Customer shall be rejected in case the request is not accompanied with the proof of purchase i.e. tax invoice.

5.3 After the Customer submits their request for exchange of the Product, Ather shall conduct an initial evaluation of the submitted request within 7 working days. After completion of the initial evaluation, Ather may seek additional details (such as pictures, videos and/ or other relevant information) from the Customer. In case Ather does not receive additional information for a period of more than 7 working days, Ather may reject the exchange request of the Customer.

5.4 Once the initial evaluation is completed, Ather at its own discretion may either request for the Product for further evaluation or cancel the request there itself. Ather shall at its own cost, arrange pickup of the Product for physical evaluation or otherwise. Customer shall ensure that the Product must be returned either in its original packaging or in equally protective packaging to the address specified by Customer Care alongwith all other manual, receipts received with the Product. Customer shall be solely responsible for any damage caused to the Product due to improper packaging during transportation and in such scenario exchange request will be rejected.

5.5 Ather shall within 7 working days from the date of receipt of full information or product, try to complete the evaluation. After the complete evaluation of the exchange request of the Customer, Customer will be informed of the decision. The decision taken by Ather shall be final and binding upon Customer. Ather has sole discretion to accept or reject any exchange request.

5.6 In case a request for exchange is accepted, Ather shall inform its decision of repairing or exchanging the Product. If the similar product is not available in stock, Ather reserves the right to offer a different product or refund the amount. In case, an exchange request is rejected, and the product was called for evaluation, Ather shall return the Product to the Customer.

6. Refund

Sale of all Products are final. Ather shall only refund the amount at its sole discretion in case the exchange is not available in stock and any alternative options offered by Ather are rejected by the Customer. Ather will endeavour to process a refund of the amount within fifteen (15) working days from the date of acceptance of refund to the customer.

Other Terms and Conditions

7.1 The Customer acknowledges to read and understand these Warranty Terms and all the caution warnings associated, at the time of purchase of the Product. Ather or its Retail Partner will not be held liable for any special, indirect, remote, incidental, or consequential damages of any kind including depreciation, loss of life, loss in value of Product, loss of use or income due in full or part directly or indirectly due to non-use of Product.

7.2 Ather shall only bear the costs of material and labour for repair or replacement of Product under the warranty terms. Any additional costs including, without limitation, transportation costs will not be covered under these Product Warranty Terms and shall be the sole responsibility and risk of the Customer.

7.3 On expiry of the Warranty Period, all repairing or replacement services to be provided by Ather or through its Retail Partner shall be chargeable at such rates as may be specified by Ather from time to time.

7.4 THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE SALE OF THE PRODUCTS BY ATHER. ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE STATED PERIOD OF THIS WRITTEN WARRANTY.

7.5 The Customer submits to the exclusive jurisdiction of the courts at Bangalore.

7.6 Ather shall have the right to make changes to the design or functioning of its product from time to time and shall not be under any obligation to provide these changes for products that have been previously sold by it.

7.7 Any statement, condition, representation, description or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as enlarging, varying or overriding anything contained under this Warranty Policy.

7.8 Ather reserves the right to update these terms from time to time. Your continued use of the product shall indicate Your acceptance of the revised terms.

ATHER HALO

End of Manual

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