



# OPERATOR MANUAL

Version 1.8

## **Welcome!**

Congratulations on your recent Omni Arena™ purchase. This Operator Manual explains the various components of the Omni Arena attraction, how to operate the system, and how to participate in the Omni Arena esports contests and promotions.

Since we first acquired the gift of imagination, our deepest desire has been to physically inhabit our fantasies. In the past few decades, technology has made it possible to interact with our creations in the form of videogames. More recently, virtual reality headsets have allowed us to peek inside the virtual world, and feel as though we are finally there - almost. Now, the Virtuix Omni offers the last step to unleash the full potential of virtual reality: enabling us to walk and run around physically inside the virtual world.

From all of us at Virtuix, we thank you for sharing our vision and purchasing an Omni Arena. If you have any questions or issues, you can reach us at 512-537-8801 or at [OA-Support@virtuix.com](mailto:OA-Support@virtuix.com). Let us know how we can be of help!

Get ready to enter a new world.

With thanks,

The Virtuix Team

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# 1. Contact Info

For 24/7 emergency customer support, call 512-537-8801.

For general support and inquiries, email [OA-Support@virtuix.com](mailto:OA-Support@virtuix.com).

## 2. Safety Instructions

### WARNING

To avoid risk of injury or damage, read and follow all usage instructions before using the Omni Arena and Virtuix Omni products.

### WARNING

Do not use or allow anyone else to use the Omni who is pregnant, intoxicated, epileptic, or recovering from major surgery, illness, or a heart attack.

### WARNING

This product is intended for use by healthy adults between 4'2" (127 cm) and 6'5" (195 cm) tall, and not more than 285 lbs (130 kg).

Do not use or allow anyone else to use the Omni who does not meet the height/weight requirements, or who is not healthy enough to engage in moderate to heavy physical exercise. Serious bodily injury can occur if this equipment is not used correctly.

### WARNING

Some people may have a severe reaction to certain video games or virtual reality environments, including dizziness, seizures, epileptic seizures, or blackouts triggered by light flashes or patterns, even if they have no prior history of seizures or blackouts. If players have had a seizure, loss of awareness, or other symptoms that may be linked to an epileptic disorder, they should consult a physician before using the Omni.

Stop usage of the Omni immediately if the player experiences any of the following: seizure; loss of awareness; eye or muscle twitching; involuntary movements; altered, blurred, or double vision; feeling detached from their body or from reality; dizziness; disorientation; disrupted balance; nausea; lightheadedness; discomfort or pain in the eyes or head; drowsiness; fatigue; or any symptoms similar to motion sickness.

### WARNING

The surface of the Omni base is slippery. Always use the included rubber safety mats to help players enter and exit the Omni stations safely without slipping.

**Always instruct players to hold onto the Omni ring with both hands when entering and exiting the Omni station.**

 **WARNING**

Always securely close and lock the Omni ring door immediately after a player has entered the Omni station. Tighten and secure the Omni safety harness around the player's waist before playing.

**Never launch a game unless the Omni ring door is closed and the Omni safety harness is securely tightened around the player's waist.**

 **WARNING**

The Omni footwear is slippery. Do not wear or allow anyone else to wear the Omni footwear outside of the Omni Arena attraction.

Use the stanchion belt to close off the Omni Arena entrance immediately after players have entered the attraction to prevent any players from leaving the attraction while wearing the Omni footwear.

 **CAUTION**

Keep guests away from the Omni stations when in use.

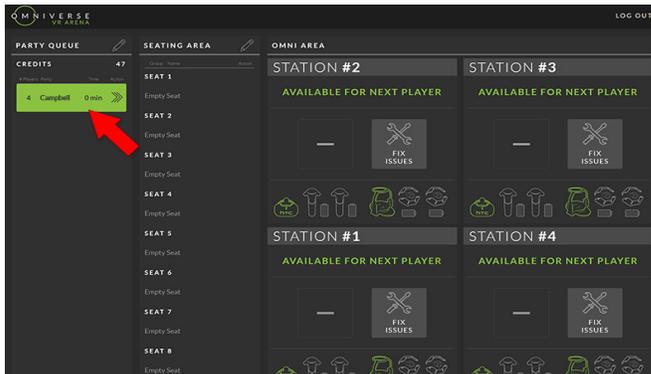
# 3. Standard Operating Procedure

## 1. Invite the next party

1. Verify all Omni footwear is present and in the correct trays. Re-arrange footwear if needed.



2. The party at the top of the queue is the next party. Assign them to their seats on the operator terminal and invite the players into the seating area.



**! WARNING**

 Instruct players to leave any beverages outside of the Omni Arena attraction.

**TIP:** Instruct players to hang their coats on the designated coat hooks and place their belongings inside the bench storage area.





3. As soon as the party has entered the seating area, use the stanchion belt to close off the Omni Arena entrance to avoid any players leaving the attraction while wearing the low-friction Omni footwear.



4. Help the party get started on the player tablets and offer to answer any questions.

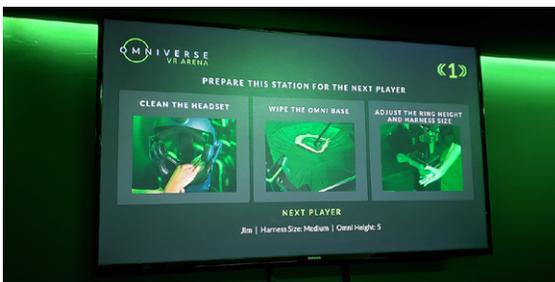


5. Verify if any players are wearing high heels or loose footwear that would require regular Omni shoes. Ask these players for their shoe size, and provide them with the regular Omni shoes.

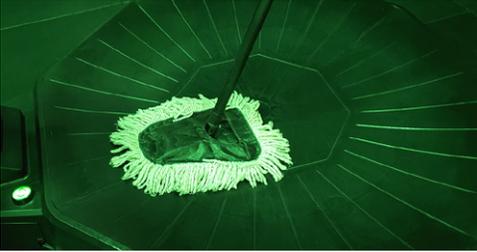


## 2. Prepare the Omnis

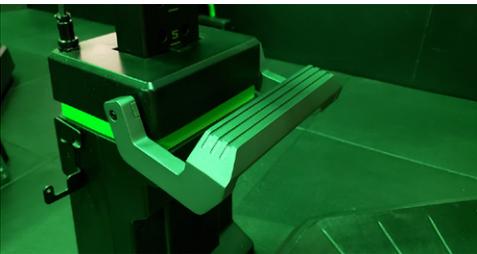
1. When one or more players have filled in their height and harness size information, go to the Play Area. Follow the instructions on the internal monitors.



- Grab the cleaning broom and clean all 4 Omni bases.



- Adjust the height of each Omni by opening the foot levers, lifting the ring up or down, and closing the foot levers.



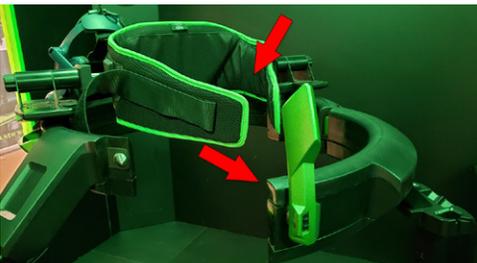
- Swap the harness for a different size if needed. Before replacing a harness, confirm the inputted harness sizes visually and adjust if necessary.



- Place the safety mat on each Omni base.



- Ensure both the ring door and harness are opened.



### 3. Prepare the players

1. When all Omnis are set up, go back to the seating area. Move the party to the Play Area on the operator terminal, and invite the players into the Play Area in groups of 1 or 2 players at a time.



2. Point each player to their assigned Omni and to the instructions playing on the internal monitor above their Omni. Instruct them to hold onto the Omni ring while entering the Omni.



3. As soon as a player has entered the Omni, immediately close their Omni ring door. Give the door a pull to confirm you've closed it properly. Close all players' Omni ring doors before moving to the next step.



4. Repeat the following steps for each player individually:
  - a. Tighten their harness as snug as possible (the tighter, the better).



- b. Ask the player to step off the safety mat, and put the safety mat to the side.



- c. Place the headset on the player's head and rotate the dial in the back to tighten the headset. Ask the player if he or she wants the headset tighter or looser.



- d. Grab the controllers from the charging station, give them to the player, and ask the player if he can see both controllers. If he cannot see one or both controllers, proceed to troubleshooting (see troubleshooting guide).



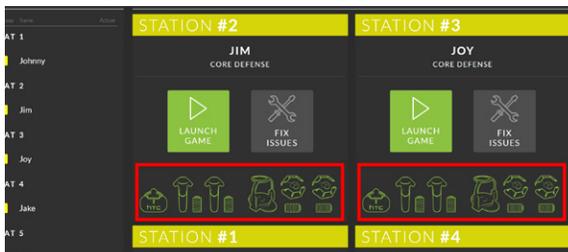
- e. Grab the trackers from the charging station, clip the trackers into the footwear cradles, and verify they are turned on.



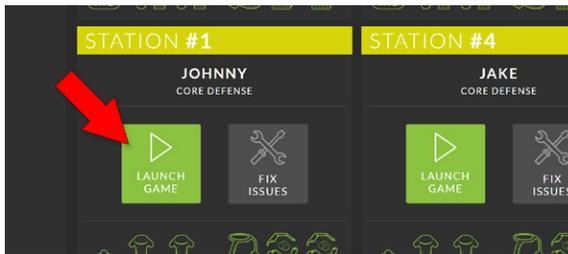
5. Verify all players' headphones are clipped in; otherwise, clip in any open headphones.



6. Verify on the operator terminal that all system indicators are green.



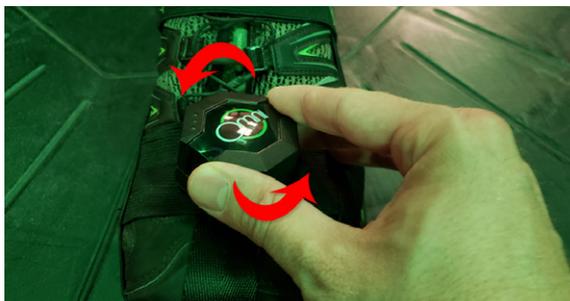
7. Launch the game and verify all players are starting the game without issues.



8. When all players have launched their game successfully, invite the next party into the attraction per Section 1.

#### 4. Exiting of the players

1. When the game has ended, repeat the following steps for each player individually:
  - a. Take off the trackers and place them in the controller mount.



- b. Take the hand controllers and place them in the controller mount.



- c. Help the player remove the headset and open the harness. Let the harness hang next to the Omni.



- d. Open the Omni ring and show the player how to exit the Omni safely: instruct to hold the ring with both hands and put one foot on the rubber deck.



- e. Guide the player back to their seat in the staging area, and inform them that they can see their gameplay video on the video screen outside of the attraction.

2. Take the trackers and hand controllers from the controller mount and place them in the wall charging station.



3. Clean both the face cover and back cover of all 4 headsets with a wet wipe; clean the headset lenses with the microfiber lens cleaning cloth.



4. If any headset cable is tangled, untangle the headset cable.

# 4. Morning Opening Procedure

1. Flip both the left and the right switch inside the computer cabinet to turn on Omni Arena



2. Place all hand controllers and trackers in their charging stations and turn them on



3. Spray the Omni bases with the included Omni water + soap solution (black spray bottles), and clean the bases thoroughly with the black Omni towels



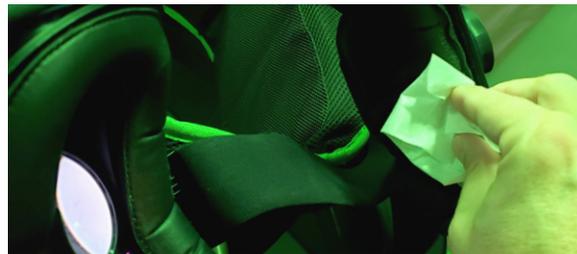
4. Apply 5 drops of Omni EASY-WALK™ (small black bottle) to the black polishing pad, and spread the polish evenly across the Omni base; repeat this for each base



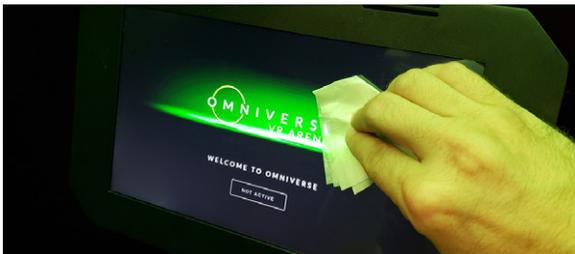
5. Clean all HMD lenses with a microfiber lens cleaning cloth



6. Clean all HMD foam face and back covers with an alcohol wipe



7. Clean all Omni Arena touchscreens with alcohol wipes or Windex



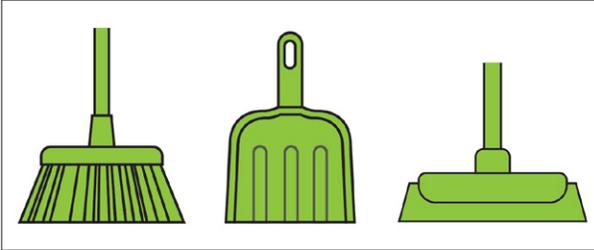
8. Clean the Omni Arena windows with Omni water + soap (black spray bottles)



**!** CAUTION

Do not use Windex and do not treat the windows inside the "Play Area".

10. Sweep or mop the Omni Arena floor with a broom, damp towel, or Swiffer



**! CAUTION**

There are electronics underneath the rubber floor, so don't use much water.

11. Remove dust from the inside and outside Omni Arena walls with the included microfiber towels



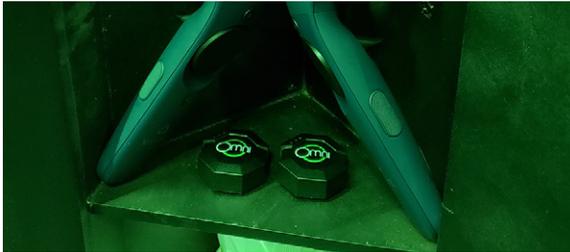
**Let Virtuix know if you need more Omni soap, EASY-WALK™, wet wipes, or other cleaning products.**

# 5. Night Closing Procedure

1. Turn off all hand controllers and place them inside the corresponding corner cabinets



2. Turn off all Omni trackers and place them inside the corresponding corner cabinets



3. Flip both the left and the right switch inside the computer cabinet to turn off Omni Arena

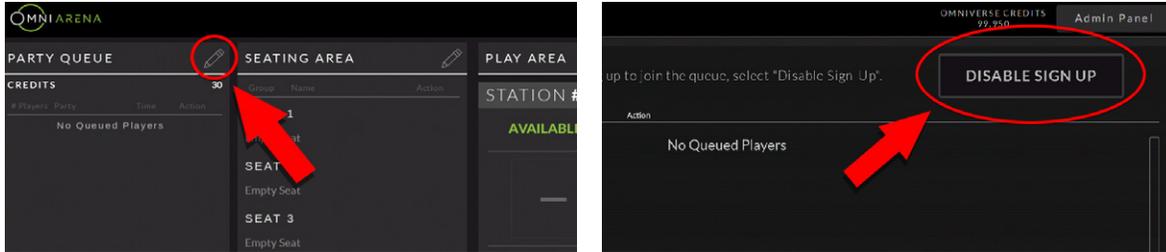


4. Close off the Omni Arena entrance with the stanchion belt and standee

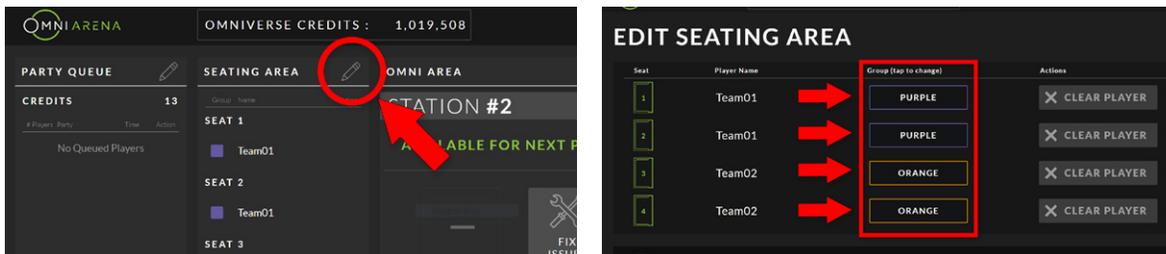


# 6. Other Tasks and Tips

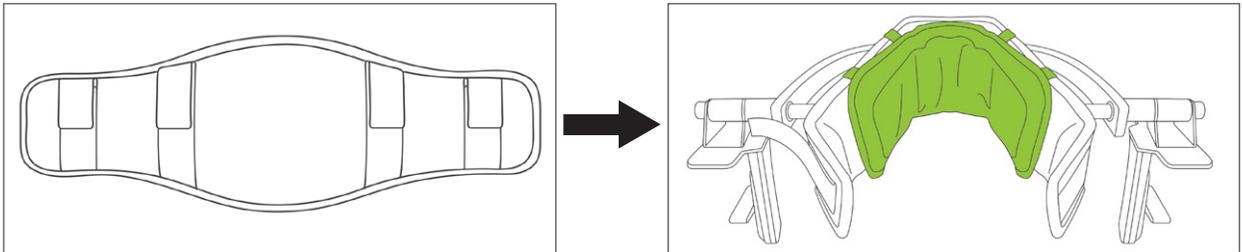
1. To close the sign-up queue, click the edit icon of the Player Queue on the operator terminal and select "Disable Sign-Up"; provide a title and description to be displayed on the sign-up screen



2. To merge or split up player parties, click the edit icon of the Seating Area and click on the color button of seated players to change their party affiliation; players with the same color code will play together in the same game



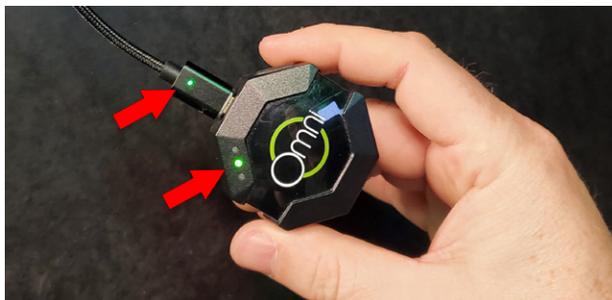
3. For extra small children, use the XS harness insert to decrease the size of the small harness



4. To sync a new pair of Tracking Pods, connect each Pod to its designated station's PC via the USB cable plugged into the front of the PC

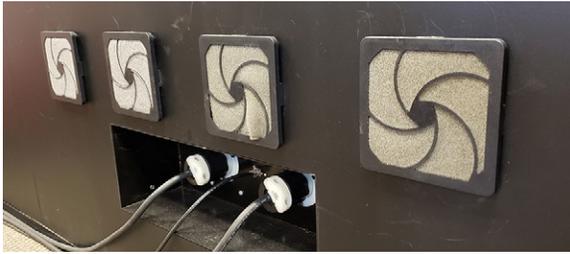
**! CAUTION**

Be sure to connect the Pod so that the light on the USB cable and the lights on the Pod are both facing up (see image below)



# 7. Maintenance Tasks

1. Monthly: remove the 4 air filters in the center back of Omni Arena, wash them with water, and reinstall them



2. Quarterly: replace all VR headset face covers and back covers (Virtuix to provide replacements)



3. Quarterly: replace all cleaning and consumable products per the Omni Care program instructions and deliverables



4. To replace a headset, follow these steps:
  - a. Remove the back cushion from the Vive Pro



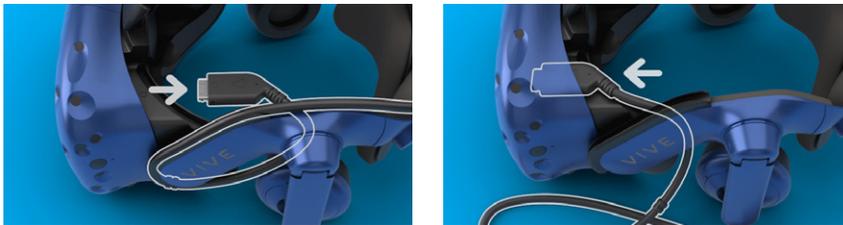
- b. Detach the HDMI cable that is connected to the Vive Pro by removing the metal strain relief at the back of the headset. Unscrew the two screws of the metal strain relief plate with a T5 screwdriver. This screwdriver can be found inside the bottom computer cabinet of Omni Arena.



- c. Remove the face cushion (1) and compartment cover (2) from the Vive Pro



- d. Unplug the headset cable from the old Vive Pro and insert the headset cable into the new Vive Pro



- e. Loop the cable around the left edge of the headset band and press it into the black ridge to fix it in place



- f. Replace the compartment cover and face cushion



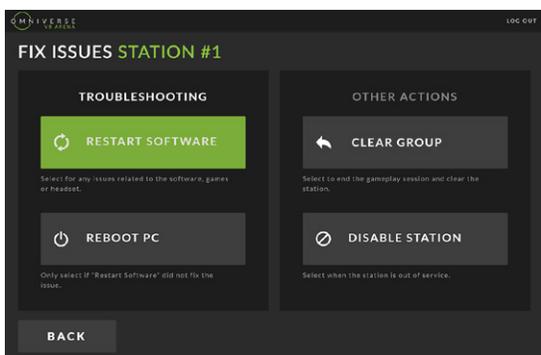
- g. Re-attach the HDMI cable and metal strain relief to the back of the headset. Use the T5 screwdriver to tighten the two screws of the metal strain relief plate.  
h. Replace the back cushion on the Vive Pro  
i. Once the new headset is in place, you will need to pair the controllers again. Steps for this can be found in the “Utility Applications” section of this manual (p. 27).

# 8. Troubleshooting Guide

An error has occurred with the game or headset

Examples:

- *The game does not launch, has crashed, or is frozen*
  - *The headset has no audio or video*
  - *The Omni has become disabled during gameplay*
1. Click “Fix Issues”, then select “Restart Software”
  2. If the issue was not fixed, select select “Reboot PC”
  3. If the issue persists, unplug the headset cable at the top of the headset, and plug it back in
  4. If a headset issue persists, the headset or headset cable may be damaged; contact Virtuix at [OA-Support@virtuix.com](mailto:OA-Support@virtuix.com) for assistance



The player cannot see one or more hand controllers

1. Turn the controller OFF then ON with its power button



2. If the issue was not fixed, then click “Fix Issues” and select “Restart Software”
3. If the issue was not fixed, follow the instructions in the “SteamVR Guide” section of this manual to pair an existing or new controller to a station

## The player is unable to move in the game

1. Confirm the trackers on the player's feet are turned ON (green LED blinking) and clipped securely into the footwear cradle



- a. If no LED is blinking, turn the tracker(s) ON with the rectangular power button on the side (hold for 5 seconds)



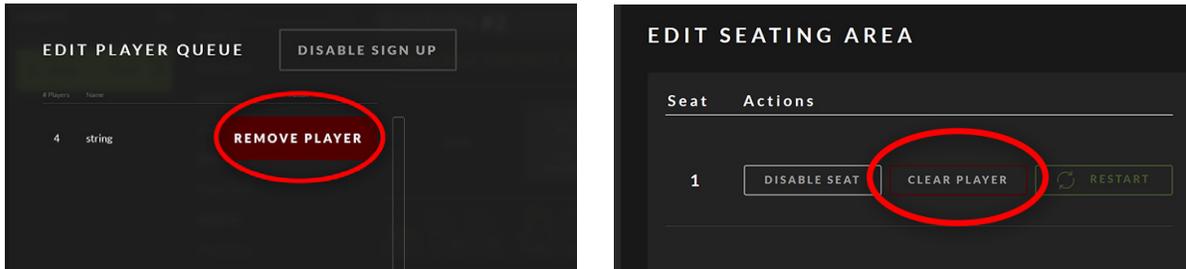
- b. Remove the trackers from the footwear, then clip them back into the cradle; if the issue persists, try swapping the Left and Right tracker
2. If the issue persists while both trackers are ON, turn the Omni OFF then ON with its green power button;



3. If the issue persists, remove the trackers from the player's footwear, turn them OFF then ON by holding the power button for 5 seconds, and clip the trackers back into the footwear
4. If the issue persists, replace the tracker with a new tracker
  - a. Power down the original tracker by holding the rectangular power button for 5 seconds until the LED turns off
  - b. Sync the new tracker to the Omni by plugging it into the corresponding PC via USB and waiting 10 to 20 seconds (USB cables can be found in the computer cabinet)
  - c. Once synced, the new tracker can be used by clipping it into the shoes

## A player needs to be cleared from the “Party Queue” or “Seating Area”

1. On the operator terminal, click on the settings icon of the area in which a player needs to be cleared. This is indicated by a pencil in the corner of each section



2. To clear, press “Remove/Clear Player” then “Save Changes” to confirm the action

## A touchscreen is not working (player seat screens or front touchscreens)

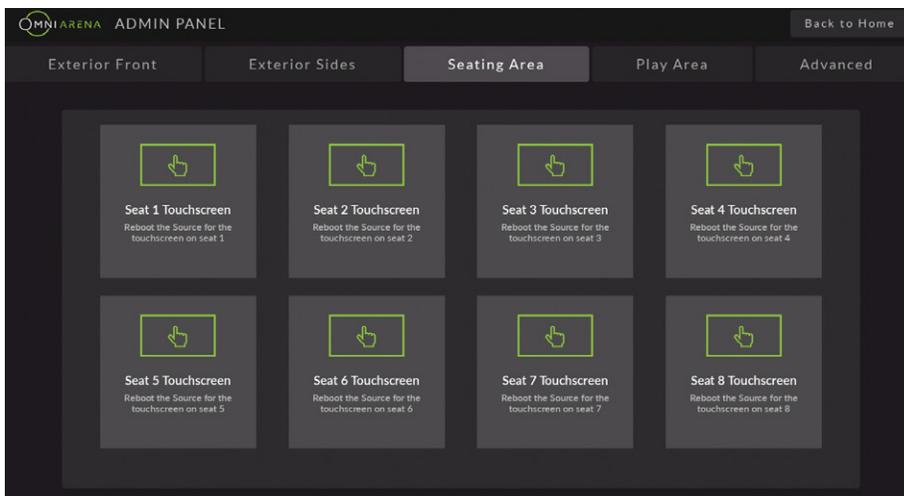
Examples:

- A front or player seat touchscreen displays a video that is stuck in a loop
- The gameplay summary touchscreen fails to show the gameplay video of one or more players
- The sign-up touchscreen is not working properly
- A player seat touchscreen is frozen

1. Tap on “Admin Panel” in the upper right corner of the operator terminal
2. At the top of the screen, select the area where the issue is occurring
3. Select the affected touchscreen in the list
4. Click the “Soft Reboot” button

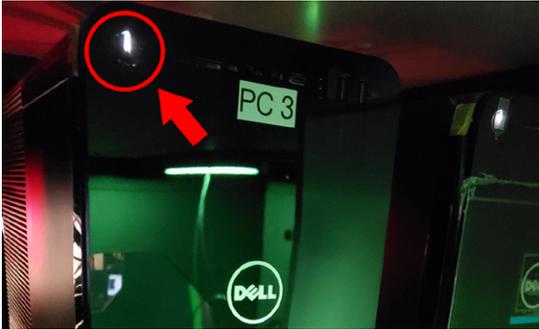
If the issue persists:

5. Repeat the process but click the “Hard Reboot” button instead of “Soft Reboot”



## A station or Omni Arena sub-system is disabled or not functioning properly

1. Verify that all PCs are turned on by opening the computer cabinet and confirming each PC's front LED light is on; if not, manually turn on the PC by pushing its power button on the top left



2. If the issue persists or one or more PCs are not responsive, verify that all power plugs and cables are properly connected and that the two UPS boxes at the bottom of the computer cabinet are turned ON (LED is lit); if not, then manually turn on the UPS by pushing its power button on the front (hold this button for 2 seconds)



3. Verify all switches in the middle computer cabinet are turned ON (LEDs are lit) per the image below



 CAUTION

Do not perform a hard reboot of the complete Omni Arena system, as this can corrupt certain system components. If troubleshooting fails, please contact the Virtuix support line for further instructions at (512) 537-8801.

## Miscellaneous

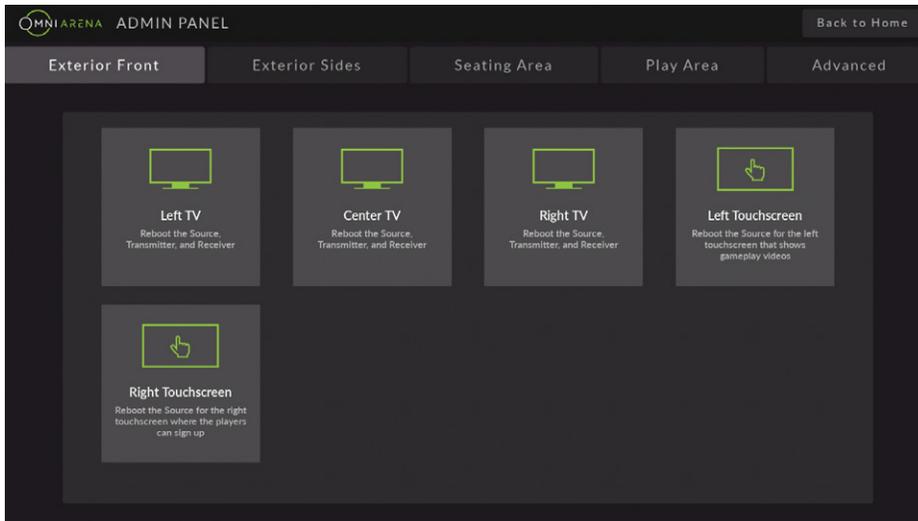
1. Your Operator Account login password is: vr2017
2. The password to the Omni Arena 5G wi-fi network is: **Omn1@r3n@\_R0ck5!2019**
3. If you require to access SteamVR or Omni Connect, use the following key combination to disable the application that suppresses pop-up windows on the PCs:
  - a. Turn OFF pop-up suppressor: Ctrl + Shift + Q
  - b. Go to the system tray, right-click on the application icon and select the desired application
  - c. When done, turn ON pop-up suppressor by pressing Ctrl + Shift + Q again

# 9. Utility Applications: Admin Panel and SteamVR

## Admin Panel

The Admin Panel provides advanced troubleshooting tools for the Omni Arena system.

- To access the Admin Panel, tap on “Admin Panel” in the upper right corner of the operator terminal
- Only use the Admin Panel for advanced troubleshooting after the “Fix Issues” menu did not resolve the problem



## SteamVR

SteamVR is the utility application of the Vive virtual reality headset. Use SteamVR to pair hand controllers or for advanced troubleshooting of the VR headset.

To pair a hand controller:

1. Open SteamVR via its desktop icon on the taskbar: 
2. Open the drop-down menu on the Steam VR desktop client
3. Select Devices > Pair Controller
4. Follow the on-screen instructions to finish pairing



# 10. Omniverse Credits and Gameplay Data

To track the gameplay data of your Omni Arena, access customer data, and replenish your Omniverse credits balance, visit <http://shop.omniverse.global>.

Use your account ID and password, provided by Virtuix, to log in. For reference, record your account info below:

Omniverse ID: \_\_\_\_\_

Password: vr2017\_\_\_\_\_

To add credits to your account:

1. Log into your Omniverse operator dashboard at [shop.omniverse.global](http://shop.omniverse.global) using your account and password
2. Click the “Buy Credits” button
3. Purchase the additional credits through the checkout page that follows
4. Once purchased, an activation code will be given to you by email
5. Enter the activation code by clicking the  icon at the top of the Home page
6. Click “Confirm”

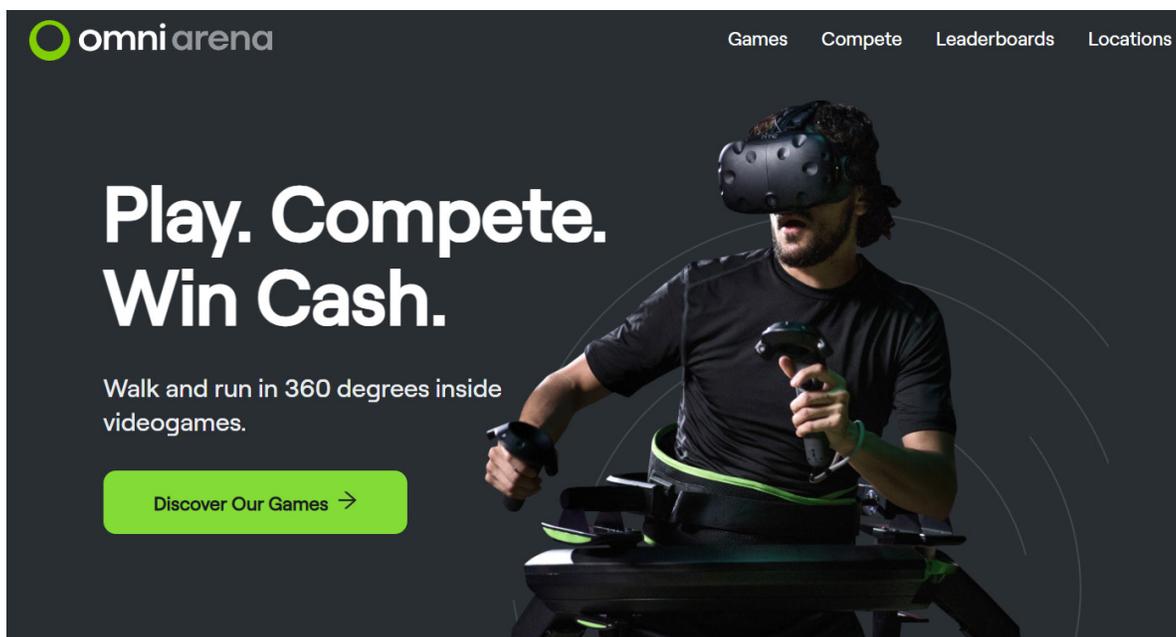
Your new credits will be reflected in the credits total shown at the top of your operator dashboard.

# 11. Esports Instructions and Rules

As an Omni Arena operator, you and your guests automatically participate in our weekly and monthly Omni Arena esports contests. All contests are organized, sponsored, and managed by Virtuix. Prize winners will be contacted, and prizes will be distributed, by Virtuix.

Participating in the contests requires minimal effort from you, the operator. Player and team scores will be added automatically to the contest leaderboard if a player or team plays the contest game at your venue during the contest period. To participate, eligible players need to play the contest game with their Omni Arena player account (a player account is required to participate).

Players can find information about upcoming contests and can follow the contest leaderboards in real time at the player hub at [arena.virtuix.com](https://arena.virtuix.com).



You can find the official rules of the Omni Arena esports contests at the following URL:

<https://arena.virtuix.com/contest-rules>

Game specific contest rules can be found at the following URL:

<https://arena.virtuix.com/game-rules>

# 12. Marketing Resources

We have prepared and made available to you a large collection of marketing resources that you can use to promote and advertise the Omni Arena attraction at your venue. These resources include:

1. On-site marketing assets includes banners, standees, and other signs
2. Social media assets and print flyers to promote the ongoing Omni Arena esports contests
3. Promotional videos for social media marketing campaigns and on-site advertising
4. Pictures and renderings of Omni Arena

You can find these marketing materials at the following URL:

<https://www.virtuix.com/omni-arena-resources/>



Facebook has proven to be the most effective venue for marketing Omni Arena at a location-based entertainment venue. We suggest to set up a campaign using our Facebook advertising video and targeting an audience comprised of the following:

- Location: Within 30 miles of your city
- Ages: 16 - 50
- Include people who match at least ONE of the following:
  - Interests > Additional Interests > Gaming
  - Interests > Additional Interests > PlayStation VR
  - Interests > Additional Interests > Virtual Reality
  - Interests > Additional Interests > Virtuix

70% of Omni Arena players create a player account and provide their first and last names, email address, and date of birth, which can be used for highly effective email marketing campaigns. This data is available to you for download at <http://shop.omniverse.global> (tab “Player Data”).

Username	Name	Date of birth	Email	Played last time	Times played	Items accepted	T&C version
OmniPaceOne	John Smith	05/13/1988	john.smith@example.com	05/13/2019 11:52:30	37	Yes	v1.0
OmniPaceOP	John Smith	05/13/1988	john.smith@example.com	10/26/2018 10:04:29	14	Yes	v1.0
Jan	John Smith	10/25/2018	john.smith@example.com	10/25/2018 09:00:36	2	Yes	v1.0
NolanClen	John Smith	04/14/2019	john.smith@example.com	04/14/2019 07:10:32	5	Yes	v1.0
CoreyGyle1	John Smith	06/13/2019	john.smith@example.com	06/13/2019 11:52:30	10	Yes	v1.0
TheScurfer0	John Smith	04/14/2019	john.smith@example.com	04/14/2019 07:10:32	6	Yes	v1.0
HamNicki	John Smith	02/21/2019	john.smith@example.com	02/21/2019 09:09:36	1	No	v1.0

# 13. Limited Warranty Statement

Virtuix Inc. (“Virtuix”) extends the following exclusive, limited warranty (the “Limited Warranty”) to you (“You”), the original purchaser of the Omni Arena product and accessories (the “Product”). The Limited Warranty extends only to You and is not transferable to anyone who subsequently purchases, leases, uses or otherwise obtains the Product from You. The Limited Warranty is valid only for Products purchased directly from Virtuix or from authorized resellers in authorized distribution territories as defined by Virtuix and listed on the Virtuix website at the time of your purchase (the “Distribution Market”). **Unauthorized use, use outside of all policies, statues, or instructions, and/or purchase of a Product or Products from a third-party not Virtuix or an authorized reseller, and/or resale of the Product shall render this Limited Warranty null and void.**

This Limited Warranty Statement only addresses the limited warranty provided (including the accompanying warranty disclaimers) for purchasers of Virtuix Inc. Products, as such Products are defined in a purchase agreement (typically entitled Terms of Sale, Commercial End-User Sales Agreement, etc.) that has been fully executed by You and Virtuix. The purchase agreement governs the terms and conditions of sales while this Limited Warranty Statement defines and sets out the Limited Warranty procedures. In the event of any conflict between your purchase agreement and this Limited Warranty Statement, the terms of the purchase agreement will prevail.

VIRTUIX WARRANTS THE PRODUCTS AGAINST MANUFACTURING DEFECTS FOR THE LIMITED WARRANTY PERIOD AS DEFINED IN SECTION 1 HEREIN (“LIMITED WARRANTY PERIOD”). ALL OTHER CONDITIONS, WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE, WORLDWIDE, IN RELATION TO THE PRODUCTS ARE HEREBY EXCLUDED. NO OTHER REPRESENTATIONS OR CLAIMS OF ANY KIND SHALL BE BINDING ON OR OBLIGATE THE MANUFACTURER, VIRTUIX INC., ITS AFFILIATES AND OR ITS SUPPLIERS OR AGENTS. FURTHER, ANY AND ALL PURCHASERS ARE INSTRUCTED AND SHOULD BE AWARE THAT USE OF THE PRODUCT IS ONLY PURSUANT TO THE PUBLISHED INSTRUCTIONS (“INSTRUCTIONS”), THAT THERE ARE RISKS ASSOCIATED WITH THE USE OF THE PRODUCT AND SUCH PURCHASERS SHOULD THEREFORE USE THE PRODUCT AT THEIR OWN RISK AND THAT THE MANUFACTURER VIRTUIX INC., AND/OR ITS AFFILIATES, SUPPLIERS OR AGENTS OWE NO LIABILITY TO ALL PURCHASERS AND USERS OF THE PRODUCTS, WHETHER THE PRODUCT IS THE OMNI ARENA OR ANY ACCESSORIES TO THE OMNI ARENA. SUCH LIMITED WARRANTY SHALL ONLY APPLY TO THE INITIAL PURCHASERS AND ANY FURTHER RESALE OF THE PRODUCTS SHALL VOID THIS LIMITED WARRANTY. FOR THE AVOIDANCE OF DOUBT, NO WARRANTY SHALL APPLY TO ANY MISUSE OF THE PRODUCT, FAILURE TO FOLLOW THE INSTRUCTIONS, OR KNOWINGLY USING A MALFUNCTIONING PRODUCT. DURING THE LIMITED WARRANTY PERIOD IN THE EVENT THAT A PRODUCT IS VERIFIED BY VIRTUIX TO FALL WITHIN THE LIMITED WARRANTY, VIRTUIX WILL, AT ITS SOLE OPTION: (1) PROVIDE REPLACEMENT PARTS NECESSARY TO REPAIR THE PRODUCT; (2) REPAIR THE PRODUCT OR REPLACE IT WITH A COMPARABLE PRODUCT, OR, AT VIRTUIX’S OPTION, (3) REFUND TO YOU AN AMOUNT EQUAL TO THE REMAINING USEFUL LIFE OF THE PRODUCT (CALCULATED AS FOLLOWS: THE AMOUNT YOU PAID FOR THE PRODUCT, DIVIDED BY TWELVE FOR THE OMNI ARENA OR THREE FOR OMNI ARENA ACCESSORIES, MULTIPLIED BY THE NUMBER OF MONTHS REMAINING ON THE LIMITED WARRANTY PERIOD). REPLACEMENT PARTS AND REPLACEMENT PRODUCTS WILL BE PROVIDED ONLY WITHIN AN AUTHORIZED DISTRIBUTION MARKET; WILL BE NEW OR SERVICEABLY USED, COMPARABLE IN FUNCTION AND PERFORMANCE TO THE ORIGINAL PART OR PRODUCT; AND WILL BE WARRANTED FOR THE REMAINDER OF THE ORIGINAL WARRANTY PERIOD.

## **Terms and Conditions (Exclusions and Limitations)**

1. **Term.** The Limited Warranty Period is twelve (12) months for the Omni Arena and ninety (90) days for Omni Arena accessories from the date of installation, so long as the Product remains in the possession of the original purchaser. Note that certain Product components, including but not limited to, Omni footwear, harnesses, belts, and Omni bases, are designed to be worn and the useful life of such components will vary depending on the amount of use. Normal wear and tear is specifically not covered by the Limited Warranty, and wearable accessories may need to be replaced frequently, depending on the amount of use. Virtuix has no responsibility for cost of replacement of such wearable components or accessories beyond what is provided by Omni Arena's Omnicare maintenance program.
2. **Limitations and Exclusions (What is Not Covered)**

For the avoidance of doubt, note that the Limited Warranty does not cover, and Virtuix is not responsible for, the following:

- a. Delivery, assembly, installation, set-up, or adjustment for original or replacement Products or labor or other costs associated with removal or replacement of the Products, or
- b. Damage caused by misuse; abuse; accident; fire; flood; wind, lightning, freezing, or other natural weather or exposure conditions of any kind; neglect; theft; vandalism; misplacement; power surges, fluctuations, reductions, or failures; connections to improper voltage or incorrect electrical line voltage; viruses; malware; reckless, willful, or intentional conduct; or any modification or use of the Product that is not authorized or recommended by Virtuix, or
- c. Damage caused by service or attempted service not authorized by Virtuix, or
- d. Damage caused by use that is not in accordance with Product's instructions or any User Manual, including damages caused by failure to perform cleaning or preventive maintenance, or
- e. Damages caused by the combination of Products with other non-Virtuix products, accessories, parts or components or use of the products, equipment, utilities, services, or parts (including applications, installations, repairs, wiring, or connectors) not supplied or authorized by Virtuix which damage the Product or result in service problems, or
- f. Damage or failure due to normal wear and tear, improper assembly or maintenance, or installation of parts or accessories not originally intended for or compatible with the Virtuix Product, or
- g. Uninterrupted or error-free operation of the Product, or
- h. Software, including firmware, installed on or added to the Product (for terms of service related to Software, refer to the Software License Agreement), or
- i. Cosmetic damage, exterior finish, discoloration of paint or plastic, or other issues that do not affect product functionality, or
- j. Modifications or adaptations made to enable a Product to operate in a country other than the country for which it was designed, manufactured, approved or authorized for sale, or repair of Products damaged by these modifications.

3. Instructions for Obtaining Limited Warranty Service.

To obtain service under the Limited Warranty, you must deliver the Product, freight prepaid, in either its original packaging or packaging affording an equal degree of protection to the Virtuix authorized service facility as instructed by Virtuix, but only if such return of Product is approved by Virtuix. Proof of purchase, such as the purchase order, is required when requesting service under the Limited Warranty. For specific instructions on how to obtain service under the Limited Warranty for your Product:

Contact Virtuix Service and Support at:  
[support@virtuix.com](mailto:support@virtuix.com)

You may be asked to assist Virtuix or Virtuix's designated authorized service provider in diagnosing issues with your Product prior to obtaining approval to return the Product to Virtuix, and you agree to provide such assistance. Virtuix may require that you ship the complete Product or only certain parts back to Virtuix. You are responsible for the costs associated with shipping products or parts back to Virtuix (or to a service center in your area specified by Virtuix), and you are responsible for the cost of expedited shipping of replacement parts or products to you, in case you prefer to expedite shipping instead of using regular ground shipping. You are responsible for assuring that all parts and components are returned to Virtuix, and that no personal or third-party items or components are sent to Virtuix. Virtuix will not return and is not responsible for loss or damage to personal or third-party items erroneously sent to Virtuix. YOU ARE RESPONSIBLE FOR ANY DAMAGE TO THE PRODUCT DURING SHIPMENT TO VIRTUIX OR THE AUTHORIZED VIRTUIX SERVICE CENTER.

4. Disclaimer. **EXCEPT FOR THE LIMITED WARRANTY AS SET FORTH HEREIN, THE PRODUCT IS PROVIDED WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, EXCEPT AS EXPRESSLY SET FORTH IN THE SIX-MONTH LIMITED WARRANTY, AND NO OTHER REPRESENTATIONS OR CLAIMS OF ANY KIND SHALL BE BINDING ON OR OBLIGATE US. THE PRODUCT IS EXPRESSLY PROVIDED TO YOU "AS IS." IF ANY TECHNICAL SUPPORT OR ASSISTANCE IS PROVIDED WITH RESPECT TO THE PRODUCT AND THE USE THEREOF, IT IS PROVIDED "AS IS", WITHOUT WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED. WE DO NOT WARRANT THAT THE USE OR OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. YOU BEAR ALL RISKS RELATING TO THE USE AND COMMERCIAL USE OF THE PRODUCT AND THE QUALITY AND PERFORMANCE OF THE PRODUCT AND ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION EXCEPT AS EXPRESSLY SET FORTH AS PART OF THE EXCHANGE POLICY AND LIMITED WARRANTY POLICY. THESE TERMS STATE PURCHASER'S SOLE AND EXCLUSIVE REMEDIES.**
5. Limitation of Liability. **TO THE MAXIMUM EXTENT LEGALLY PERMITTED, WHETHER OR NOT VIRTUIX IS OR WAS AWARE OR ADVISED OF THE POSSIBILITY OF DAMAGES, AND WHETHER OR NOT THE LIMITED REMEDIES PROVIDED HEREIN FAIL OF THEIR ESSENTIAL PURPOSE, VIRTUIX'S AGGREGATE LIABILITY (WHETHER FOR BREACH OF CONTRACT, TORT OR ANY OTHER LEGAL THEORY) SHALL IN NO CIRCUMSTANCES EXCEED THE COST OF THE PRODUCT(S) YOU ORDERED IN THE SIX (6) MONTHS PRECEDING ANY CLAIM; AND IN NO EVENT SHALL VIRTUIX BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, LOST PROFITS, LOST REVENUE, OR COST OF COVER. VIRTUIX'S LIABILITY SHALL IN NO CIRCUMSTANCES EXTEND TO UNAUTHORIZED USE OF THE PRODUCT OR TO ANY THIRD PARTIES. THE PARTIES EXPRESSLY**

**ACKNOWLEDGE THAT THIS LIMITATION OF LIABILITY PROVISION CONSTITUTES AN ESSENTIAL PART OF ANY PURCHASE AGREEMENT FOR THE PRODUCTS.** \Some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This Limited Warranty gives you specific legal rights and you may have other rights which vary from state to state, or by jurisdiction. To the extent limited or restricted by state or local law, these limitations shall apply to the full extent allowable under such law.

6. Any attempt to repair the Product may create a risk of injury. VIRTUIX IS NOT RESPONSIBLE OR LIABLE FOR ANY DAMAGE, LOSS OR LIABILITY ARISING FROM ANY PERSONAL INJURY INCURRED DURING THE COURSE OF, OR AS A RESULT OF, ANY REPAIR OR ATTEMPTED REPAIR BY YOU OR ANYONE OTHER THAN AUTHORIZED SERVICE PROVIDER RECOMMENDED BY VIRTUIX. All repairs attempted by You on the Product are undertaken AT YOUR OWN RISK and Virtuix shall have no liability for any injury to person or property arising from such unauthorized repairs.
7. International Support. Support, including repair and replacement, is provided only in authorized Distribution Markets. The Limited Warranty and any and all other rights you may have under a purchase agreement with Virtuix are null and void following movement of the Products outside of the territory in which You purchased your Products.
8. General. This Limited Warranty Statement provides the entire obligation of Virtuix with regard to repair, replacement or support of the Product. The Limited Warranty Statement shall not be modified, altered, amended, or supplemented without the written agreement of Virtuix which specifically states that such writing is intended to modify, alter, amend or supplement this Limited Warranty Statement. Any additional or altered terms shall be null and void, unless expressly agreed to in writing by Virtuix. If any term of this Limited Warranty Statement is determined to be illegal or unenforceable, the legality or enforceability of the remaining provisions shall not be affected or impaired. This Limited Warranty Statement and any sales or obligations created hereunder shall be governed by the laws of the State of Texas, without regard to the impact of any conflict of laws rules thereunder.

This Limited Warranty gives you specific legal rights. You may also have other rights which vary from state to state, jurisdiction to jurisdiction, or province to province.

Last revised 05/08/2019

# 14. Compliances

**FCC ID:**

2AHFN-OMNIV001  
2AHFN-PODV001

**Federal Commission Compliance (FCC) statement (USA)**

The Omni device meets the FCC requirements for RF exposure in public or uncontrolled environments. This device complies with FCC part 15 FCC Rules. Operation is subject to the following two conditions: 1. This device may not cause harmful interference and 2. This device must accept any interference received, including interference that may cause undesired operation.

**FCC Warning**

Changes or modifications not approved by the manufacturer could void the user's authority to operate the equipment. Note: The Omni equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**IC ID:**

21168-OMNIV001  
21168-PODV001

**IC Warning**

The Omni device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and 2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et 2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

The Omni device meets the IC requirements for RF exposure in public or uncontrolled environments. Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée.

