

Troubleshooting and Return Policy

Due to high frequency of timers returned that are NOT defective, we ask that you complete all of the following steps. We are here to help you and are often available by phone to assist you in any way possible.

First insert A NEW battery in the timer, NOT a used battery from another gadget, a NEW battery, and we recommend an Energizer or Duracell battery that is not a rechargeable.

1. Now reboot the timer by inserting a pin or paperclip into REBOOT hole, you should feel a slight click. If the reboot is successful, timer will now be on and display BH, 10, ALM 1, 3:00, 1:00.
2. While holding NEXT button, press CHANGE button to see "Stop", to verify stopwatch operation.
3. Hold Next button 3 seconds to turn off.
4. Press any button to turn back on.
5. Enter SETUP and set timer to your desired functions, and check operation.

If your problem persists, please review the following and contact us via phone or email.

Replacement Procedure:

Purchases within the last 90 days:

- Purchases from gymboss.com please call or email the invoice number or the name of purchaser.
- Amazon purchases please provide order ID number.

Purchases between 90 days up to 1 year, or non-verified orders must return the timer to us with your return address and any order information. Once it is established that the timer is defective, a replacement will be returned.

Phone M-F 9 to 5 Eastern time: 877-GYM-BOSS

Email: support@gymboss.com