

Welcome to your new Horizon View Device!

Got questions?

We all get stuck and that's perfectly OK! If you are having difficulties using your device, we have your back. Please contact our [support](#) or visit our [support site](#) for information when you need it. Please note that by using our device, you agree to our [Terms and Conditions](#).

Warranty:

Please read this carefully! Your new device comes with a one-year warranty which only protects your device from manufacturing defects. PLEASE NOTE THAT THE WARRANTY DOES NOT PROTECT YOUR DEVICE FROM THE FOLLOWING: THEFT, LOSS, ACCIDENTAL DAMAGE, ETC.. Your one-year warranty entitles you to free repairing services from Horizon Tech. YOUR WARRANTY DOES NOT ENTITLE YOU FREE SERVICES FROM THIRD-PARTY COMPANIES UNLESS OTHERWISE SPECIFIED. USING A THIRD-PARTY SERVICE MAY VOID YOUR WARRANTY AND ANY OTHER PROTECTIONS ON THE DEVICE.

Charging/Power:

When you first open your device, the battery may be partially charged anywhere from 0% to 50%. To charge your device, please follow these instructions:

1. Plug an approved charging cable into the device's charging port.
2. Plug the other end into an approved wall adapter.
3. The device should start charging.
4. Check the status light to see if the device is charged. If the light is red, that means that the device was completely dead when plugged in and has not reached 100%. If the light is green, that means that the battery is charged completely. If the light is orange, that means that the device is not completely charged and was not dead when it was plugged in. If the light is yellow, that means that your device's battery is not functioning properly and may need to be repaired/replaced.

If your status light does not turn on or if your device does not turn on, please go to this [support article](#).

Accessories/Replacements:

Your device is compatible with some of our accessories and may be compatible with third-party accessories in the future. You may need a replacement charger in the future. When ordering, make sure that you order directly from us. Ordering parts from third-party vendors may damage the device and its battery. To order accessories and replacements, please visit our [purchase](#) page.