



# WATERROWER UPGRADE PACKAGE

OWNER'S MANUAL



## **WaterRower Owner's Manual**

Please reference the WaterRower user portal for all usage and maintenance information regarding your WaterRower machine:

<https://www.waterrower.com/us/owners>

## **Important Safety Precautions**

Please reference <https://www.waterrowerservice.com/safety-precautions/> for important safety precautions.

## **Ergatta Disclaimer for Physical Activities**

You should consult your doctor before engaging in any exercise program made available through the Ergatta App. We make no representations or warranties that the App is intended to and/or does diagnose, treat, cure, or prevent any allergies or other medical disorders or conditions, and you hereby acknowledge this disclaimer and that we are not engaged in providing you with a medical device, medical advice and/or healthcare services by providing you with access to the App. We are not responsible in any way for any injuries or health problems, including, without limitation, incapacity or death, which may result from your use of the App.

### **NEED HELP?**

Visit the Customer Support Portal at <https://support.ergatta.com> or reach out to the Customer Support Team at [support@ergatta.com](mailto:support@ergatta.com).

# SPECS

## Mounting Arm

Construction	Hardwood & Stainless Steel	Length	21.5"
		Width	4.5"
Height - In Use	40"	Weight	3 lbs
Height - Stored	24.5"	Monitor Position	Fixed

## Monitor

Power Supply	12V DC, 3A	Processor	RockChip RK3399
Screen Resolution	1920 x 1080 Full HD	Memory	16G
Screen Size	17.3"	RAM	2G
Width	16.5"	Connectivity	WiFi, Ethernet
Height	10.25"	Weight	3.55 lbs
Operating System	Android 9.0.0		





## ASSEMBLY & USAGE

An instructional assembly video can be found at: <https://erga.io/upgrade-assembly>

### Assembly Instructions

1. Using a 5mm Allen key, loosen the tie rods two to three revolutions. Do not fully unscrew and remove the tie rods.
2. Slide the tablet arm bracket into place. Re-tighten the tie rods using a 5mm Allen key. Note: if you have SmartRow installed, please go to [support.ergatta.com](https://support.ergatta.com) for instructions.
3. Using two 5mm Allen keys and the provided JCN and JCB hardware, attach the tablet arm to the tablet arm brackets.
4. Raise the tablet arm and lock it in place. Line up and slide the tablet onto the tablet arm.
5. Using the 1/8" Allen key, install the bolt to secure the tablet to the tablet arm.
6. Install the power and USB cable into the righthand side of the tablet.
7. Install the mini-USB end of the cable into the back of the S4 monitor.
8. Place the adhesive cable retainers along the righthand side of the bottom deck; place the USB cable into the wire retainers. Make sure the wire does not make contact with any of the moving parts of the WaterRower.
9. Plug the small end of the power cable into the side of the tablet arm. Note: This plug will still have some metal showing when fully plugged in; pushing too hard may result in damage to the power connector or monitor.

### Storage Instructions

1. To power off your tablet monitor, press and hold the power button on the back of the tablet for three seconds.
2. Tilt the tablet backwards to its stowed position (it will snap into place). Then, pull the handle on the tablet arm bracket upward to unlock and lower the tablet arm to its resting position. Take care when lowering the arm that the magnets in the arm rest on the bolts of the top deck and do not rest on the wires.



## SETTING UP YOUR ERGATTA UPGRADE PACKAGE

### **Powering On**

Once your Ergatta Upgrade Package is assembled, plug in the three-pronged end of the power cord into a power outlet. The monitor will automatically power on and launch the Ergatta App.

### **Connecting to the Internet**

To use Ergatta, you'll need to connect to the internet. Follow the on-screen instructions to connect to WiFi or connect an ethernet cable to the Ergatta monitor. Make sure that your WaterRower machine is close to a Wi-Fi router or near a signal booster/extender.

### **Activating your Ergatta Membership**

Follow the on-screen steps to configure your Ergatta membership. An active membership is required in order to access the Ergatta platform. You can select a monthly membership (\$29/month) or pre-purchase an annual membership at a discount (\$290/year). Any complimentary or promotional months of membership will be applied to your account and used before you are billed.

### **Creating a Profile**

Follow the on-screen steps to create your first profile. A single membership supports unlimited profiles on your device.

### **Confirming your S4 connection**

Before you get started, the Ergatta app will prompt you to run a brief connection test to make sure everything's working properly. If you run into any issues, go to [erga.io/troubleshooting](https://erga.io/troubleshooting) for troubleshooting steps.



## GETTING STARTED WITH ERGATTA

### **Interactive Tutorials**

For a more hands-on training, try the Interactive Tutorial for Interval Workouts (“My First Interval Workout”, accessible via the Settings Menu or the Interval Workout Select Screen).

### **Calibration**

In order to get the most out of your Ergatta experience, you should make sure to complete the Calibration exercise. The Calibration exercise is a 2,000 meter unstructured row, which should take you up to 13 minutes to complete.

Ergatta will analyze your workout data to establish your personalized “Intensity Zones” and to facilitate match-making against fair competition in Race Workouts.

Learn more at [erga.io/calibrate](https://erga.io/calibrate)

### **Intensity Zones**

Intensity Zones represent your effort relative to your output, are defined as ranges of split times, and are personalized to you. They reflect your speed, as well as your endurance, at 4 levels of intensity: Paddle, Steady, Race, and Sprint.



# GETTING STARTED WITH ERGATTA

## Connecting Ergatta

### Bluetooth Headphones

You'll be prompted to pair your Bluetooth headphones before your workout begins. Make sure your audio device is powered on and in pairing mode.

### Heart Rate Monitor

You'll be prompted to pair your HRM before you start your workout begins. Make sure your HRM device is strapped on and powered on. Most chest-strap-based heart rate monitors will power on automatically when they detect they're strapped onto your chest. Ergatta currently supports heart rate monitors that connect via open Bluetooth. Supported devices include include Polar H9, Polar OH1, Polar H10, Garmin HRM-Dual, and Wahoo Tickr.

### Strava

Connect your Strava account in the Integrations section (in the settings menu) of the app. Follow the on-screen steps to connect your device. Once connected, your workout data will automatically sync and post to Strava after each workout - no action needed. If you want to delete any workouts from your Strava feed, you can do so within the Strava app directly.



## **PUSH PROGRAMS**

Collections of workouts that help you reach your goals for endurance, power, and technique



## **INTERVAL WORKOUTS**

Structured interval-workouts that challenge you to hit and maintain personalized SPM & Split targets. Workout categories include Endurance, HIIT, and Technique.



## **RACE WORKOUTS**

Race-based competitions against yourself and other members of the Ergatta community.



## **OPEN ROW**

Self-lead rows; set your time or distance and row at your own pace.

### **NEED HELP?**

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## METRICS

### **S4 vs. Ergatta**

You may see a discrepancy in the stroke rate and split metrics between the Ergatta app and your S4 monitor. This is expected, due to a difference in the time frame over which these metrics are calculated. The Ergatta app uses a more real-time calculation of these metrics to make it feel more responsive when you speed up to catch the opponent ahead of you or hit a personalized target. Over long periods at constant speed and constant stroke rates, you should see the two converge on the same stats.



## ONGOING USAGE

### **Powering Off**

To power off your device, press the power button on the back of the monitor and hold for 3 seconds until you see a “Shutting Down” alert. The S4 monitor will automatically turn off.

You can also put your monitor to sleep by pressing the power button once lightly. Note that the S4 monitor will not automatically turn off if you put your monitor to sleep - you'll need to manually power the S4 monitor off.

It is recommended and important that you power off your device from time to time in order for the Ergatta app to auto-install new software updates.

## **Software Updates**

Software updates are pushed regularly with new feature releases, enhancements, and bug fixes.

The App will automatically detect when a new software update is available and will prompt you with a “Do you want to install an update to this application?” notification. Select Install.

## **Accessing Other Applications**

You can access other applications through your monitor. However, Ergatta does offer support or make any commitments for broader tablet usage/functionality beyond the Ergatta app.

### **NEED HELP?**

Visit the Customer Support Portal at <https://support.ergatta.com> or reach out to the Customer Support Team at [support@ergatta.com](mailto:support@ergatta.com).

 **WARRANTY**

All hardware in the Ergatta Upgrade Package is covered by WaterRower's Limited Warranty, which is provided below. Customer may initiate a warranty claim by contacting Ergatta at [support@ergatta.com](mailto:support@ergatta.com)

#### LIMITED WARRANTY

What this Limited Warranty Covers: In-Home and Commercial Use - WaterRower (US) Inc. ("WaterRower") will replace or repair at its factory or nominated service facility any WaterRower Rowing Machine ("the Product") found to be defective in material or workmanship for a period of ONE (1) YEAR from the date of initial shipment of the Product by WaterRower. This Limited Warranty is upgradeable to THREE (3) YEARS on all components, excluding touchscreen electronics, electronics accessories and rechargeable batteries, and FIVE (5) YEARS on the structural frame by registering the Product within the first year of purchase.\*

WaterRower warrants against defects in material or workmanship for touchscreen electronics, electronics accessories and rechargeable batteries received from WaterRower or any of its authorized dealers for a period of ONE (1) YEAR after the date of shipment.

WaterRower warrants against any replacement WaterRower spare part received from WaterRower or any of its authorized dealers for a period of NINETY (90) DAYS after the date of shipment.

This Limited Warranty applies to the initial purchasers of the Product or spare part and is not transferable to any other party.

How Can a Customer Obtain Warranty Service: A customer making a warranty claim is responsible to return the defective Product or component to WaterRower's factory or its nominated service center, prepaying all postage or other shipping charges. The Product or component must be returned to your nearest WaterRower office or nominated service center (<https://www.waterrower.com/contact-us>). The customer must first notify WaterRower of his/her intent to return the Product or component and receive a confirmation from WaterRower before the Product is returned.

Claimant's Responsibilities: A claimant must ensure that the defective Product or component are properly packed to protect it from damage during shipping. WaterRower will not be responsible for any damage that occurs to the Product or component during shipment.

What WaterRower Will Do: WaterRower will review, repair or replace the Product or component at WaterRower's discretion. WaterRower will then return the repaired or replaced Product or component to the claimant at WaterRower's expense. WaterRower will ground/economy ship all replacement warranty Products or components to claimant. Charges will apply for any alternative shipping methods requested by claimant. Product shipped outside of its initial purchase country may be subject to additional shipping costs. Where

the product warranty has been deemed void, the costs of repair and any associated shipping costs shall be borne by the claimant. WaterRower will contact the claimant prior to return of the repaired Product or component.

**This Limited Warranty Will be Void When:** This Limited Warranty will be void if the claim has resulted from: (a) improper assembly of the Product, (b) usage of the Product beyond its design, (c) overfilling of the Product's water tank, as explained in the WaterRower Assembly Manual, (d) use of a purification product in the water tank other than that which has been approved by WaterRower, (e) use of improper cleaning materials, as described in the preventative maintenance steps in the WaterRower Owner's Manual, (f) use and/or storage of Product in inclement weather, including but not limited, to extreme temperatures and moisture; (g) accident, abuse, misuse, misapplication or as a result of any modification other than that authorized by WaterRower, and (h) improper preventative maintenance steps as described in the WaterRower Owner's Manual.

**Restriction on the Duration of Implied Warranties:** The term of any implied warranty, including but not limited to any implied warranty of merchantability or fitness for a particular purpose that may arise under your country province or state law is limited to the term of the express Limited Warranty in the first paragraph, above. Some states (countries and provinces) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Restriction on Other Damages:** WaterRower shall not be liable for any direct, consequential, incidental, indirect or special damages under this Limited Warranty or any implied warranty that may arise under your country, province or state law. Some states (countries and provinces) do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Any dispute arising from the terms of this Limited Warranty must be resolved in a court within the state of Rhode Island, USA.

Additional information on parts, assembly, preventative maintenance and manuals, as referred to within this Limited Warranty, can be found at [www.waterrower.com/warranty](http://www.waterrower.com/warranty)

\*Ergatta customers will be automatically registered when they create an account on the Ergatta App.

### **NEED HELP?**

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ERGATTA