

General Questions Regarding All e-Tint® Products:

1. **Is there a way I can check to see if an e-Tint® insert will fit my helmet faceshield before I buy one?**
Yes. There is a sizing template for each e-Tint® model available for download on the website. Visit the support section on the e-Tint® product page of your choice at www.e-tintproducts.com. Download, print, and cut out the sizing template. With your helmet faceshield down and fully closed, center the sizing template on the outside surface of the faceshield. Align the template within the perimeter of the helmet portal to see if it fits within the opening. The e-Tint® MX-8 and AX-10 inserts are not compatible with all faceshields and helmets, specifically the HJC® RPS-10, Shark® Evoline, and Arai® helmets. The e-Tint® AX-10 Arai insert is compatible with all Arai® helmets.
2. **Is the e-Tint® insert removable?**
Once assembled, all e-Tint® motorcycle visor inserts are intended to be permanent. We advise against repositioning or removing the insert once it is mounted to your helmet faceshield. We have found that some faceshields do allow the insert to be removed, but this depends on the manufacturer's faceshield properties. Some faceshields are finished with hardcoats and anti-fog coating, and some have no coating at all. The adhesive of the e-Tint® insert reacts differently with each manufacturer's faceshield, and therefore determines whether or not it may be removed once mounted. In some cases, an e-Tint® insert has been successfully removed and transferred. Brands of faceshields that support removal are Nolan®, Shoei®, and Akuma®. Brands that offer little to no success with removal are HJC® and Scorpion®. If you do choose to remove or reposition the e-Tint® insert, you are choosing to do so at your own risk. AlphaMicron, Inc. is by no means liable for any damage that may occur during this process. Should one have any questions on how to remove or reposition the e-Tint® insert, please contact Customer Service at 1-(877) 451-5937.
3. **How long does the battery last?**
In the light state (off), the visor battery will remain charged for approximately seven (7) days. In the dark state (on), we estimate it will remain approximately thirty (30) hours. The e-Tint® visor technology relies on an applied voltage to orient the liquid crystals. It uses very little current.
4. **What happens if the seal on the visor breaks?**
The visor cell utilizes a tiny amount of dyed liquid crystal under vacuum. If the cell breaks it will draw air into the cell. No liquid crystal will escape unless it is squeezed out of the cell.
5. **What happens if the battery loses power while I am riding?**
The "fail safe" position of the visor is the light state (off). If the battery loses power while you are riding, the visor insert will switch to the light state.
6. **I lost my charging cord. Where do I get a new one?**
The e-Tint® visor insert uses a micro USB charging port. One can find a new cord at most electronics stores.
7. **Can I adjust the tint level of the insert?**
At this time, we only offer a visor that is in the light or the dark state.
8. **The wire for the external switch wraps underneath my faceshield. Will this allow rain and extra wind noise to get in? Will it keep my visor from fully closing?**
After rigorous testing, we have not found helmet faceshields to leak moisture or extra noise. The wire is a 32 gauge and is extremely small. It will not affect the ability of the faceshield to fully close.
9. **When my faceshield is closed, does the insert cover the entire faceshield, or is there a gap around the edges?**
Yes, there is a very small gap around the e-Tint® insert. Since all helmets have a different size "field of view", the insert was designed to fit nearly all helmet portals. The insert covers an average of 95-98% of the helmet portal.
10. **How do I know when the device is done charging?**
During charging, the insert will stay on. When the insert is fully charged it will turn off, defaulting to clear.
11. **How do I clean the e-Tint® insert?**
Clean your insert with warm water, mild detergent, and a soft cloth. For stubborn residues, clean with a household glass cleaner. Do not use cleaners with abrasives or caustics. Do not immerse the visor or electronics in liquids as this may impact the function of the visor.

12. **How do I dispose of the e-Tint® insert?**
Your e-Tint® insert must be disposed of properly according to local laws and regulations. Because this product contains a battery, the product must be disposed of separately from household waste. When your e-Tint® insert reaches the end of its life, contact local authorities to learn about recycling options.
13. **Can I download the owner's guides for different e-Tint® models?**
Yes, they can be downloaded from the support section on each product page of the e-Tint products website.
www.e-tintproducts.com
14. **What is the return/warranty policy for e-Tint® products?**
You may return your unopened or malfunctioning* product for refund or exchange within thirty (30) days from the date of purchase. All e-Tint® products are backed by a limited warranty that covers material and craftsmanship defects for one (1) year from the date of purchase.
*Under normal use and conditions. Malfunctioning products are subject to evaluation to qualify for a refund/ex-change.

General Questions Regarding the e-Tint® AX-10 and AX-9 Inserts:

15. **What is meant by "auto"? Does it have a light detector?**
The e-Tint® AX-9 and AX-10's have a small light sensor built into the front of the insert. The on/off button is accessed on either the back side of the insert (AX-9) or the front (AX-10's) depending on the model. The button is pushed once for on/off or held in for three (3) seconds to switch to automatic mode.
16. **What is a light threshold?**
The light threshold is the light level at which the insert will turn on/off. This can only be adjusted in automatic mode.
17. **If I hold the button (while in manual mode) between 6 and 12 seconds, will the insert activate in automatic mode AND change the light threshold at the same time?**
No. The cell will flash three (3) times to indicate the mode change, but the button must be released before performing another action (e.g. changing the light threshold).
18. **When I go outside, the cell rarely switches on while in automatic mode. What does this mean and how do I fix it?**
The light threshold is not properly set for your lighting condition. If the insert is rarely turning on and is usually off, then your threshold is set to high. See the owner's guide (in Directions Of Use) to adjust the light threshold to your desired setting. DO NOT attempt to operate a vehicle without first setting the light threshold to your desired lighting condition. If the problem persists after changing the light threshold please use manual mode only and call AlphaMicron Customer Service at 1-(877) 451-5937.
19. **While in automatic mode, the cell switches on/off OK, but I would still like to change the light threshold. What is the proper way to do this?**
Take the insert into an area that has the lighting condition you feel you would want the cell to be active in. Then, follow the light threshold adjustment procedure in the owner's guide (in Directions Of Use). DO NOT attempt to operate a vehicle without first setting the light threshold to your desired lighting condition. If the problem persists after changing the light threshold please use manual mode only and call AlphaMicron Customer Service at 1-(877) 451-5937.
20. **The insert does not switch on/off when I push the button, regardless of what mode I'm in. What is happening?**
More than likely the battery needs charged. Please use the supplied USB cable to charge the device.

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