



## FREQUENTLY ASKED QUESTIONS



### FIT and FUNCTION

- 1. Is there a way I can check to see if an Akari® insert will fit my helmet faceshield before I buy one?**  
Yes. There is a sizing template for each model available for download on the website. Visit the installation section on the Akari® product page at [www.amipowersports.com](http://www.amipowersports.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 Akari® AX.11 insert is not compatible with all faceshields and helmets, specifically the HJC® RPS-10, Shark® Evoline, Arai®, and dual-sport helmets.
- 2. Is the Akari® insert removable? Can I transfer my insert to another faceshield?**  
Yes! With the inside of your faceshield and Akari® insert facing you, gently pull the AX.11 off of the faceshield by the tab located on the lower left-hand side of the insert. If you set the insert down before re-installing it on a new faceshield, be sure to place it adhesive side up. Then, follow the standard installation instructions included with the Akari® packaging, or visit the installation section on the Akari® product page at [www.amipowersports.com](http://www.amipowersports.com) for a copy of the AX.11 installation instructions. Should one have any questions on how to remove or transfer the insert, please contact Customer Service at 1-(877) 451-5937.
- 3. What happens if the seal on the insert breaks?**  
The insert cell utilizes a tiny amount of a dyed liquid crystal mixture. This liquid will leak if the seal is broken and may be hazardous to humans and domestic animals if it is ingested or contact is made with skin and eyes. FIRST AID: CONTACT WITH SKIN: Remove excess of material and affected area with soap and water. IF IN EYES: Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. IF INGESTED: Rinse mouth with water. IF INHALED: Move person into fresh air.
- 4. The flexible connector ("flex") for the external button 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 flex is extremely thin and durable, measuring only .15mm in thickness. Therefore, it will not affect the ability of the faceshield to fully close.
- 5. When my faceshield is closed, does the insert cover the entire faceshield, or is there a gap around the edges?**  
There is a very small gap between the perimeter of the mesh liner and the edge of the helmet portal. 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 96-98% of the helmet portal.
- 6. What is the operational temperature of the insert?**  
You should not operate your Akari® insert in temperatures lower than 14°F (-10°C) or higher than 113°F (45°C).
- 7. Can I use my Akari® insert at night?**  
Akari® inserts are intended for day use only.

### BATTERY and CHARGING

- 8. How long does the battery last?**  
The AX.11's e-Tint® technology relies on an applied voltage to orient the liquid crystals. It uses very little current. In the light state (off), the AX.11 battery will remain charged for approximately three (3) weeks. A fully charged AX.11 may have up to twenty (20) hours of tinted use, depending on usage. Like any electronic product (i.e. a cellphone, mp-3 player, etc.) the battery will eventually die and this will constitute what we describe as "reaching the end of its life". The AX.11 battery is able to withstand, on average, 600 full charge cycles (meaning a full re-charge and then die) and retain up to 20 hours of tinted "usage" time. Ultimately, the "usage" time (or life of the battery) depends on the rider's frequency of use.
- 9. Should I let my insert fully charge before using it the first time?**  
Yes. It is good practice with any rechargeable system to fully charge the battery before its first use. Then, let it fully drain and recharge it again. This establishes the battery recharging system.

10. **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 instantly turn off.
11. **Will the insert be damaged if I leave it plugged into my computer or an outlet for days on end? Can I unplug it while it is charging?**  
Leaving the insert plugged into a charging source for longer periods of time will not damage it. Yes, you may unplug the insert from its charging source while charging. There is no special way to ‘eject’ the insert from its charging source; simply unplug it.
12. **I lost my charging cord. Where do I get a new one?**  
The Akari® insert uses a micro USB charging port. You can find a new cable at most stores that carry electronic products or accessories.
13. **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 switch to the light state (off).
14. **What kind of wall adapter can I use with my micro USB cable? Where can I purchase one?**  
Any standard, universal USB wall adapter can be used with the supplied micro USB cable. Most cell phones now include a wall adapter for charging - this adapter works fine. You may purchase a universal wall adapter at most stores that carry electronic products and accessories.
15. **At what minimum and maximum temperature am I able to charge the insert?**  
You may charge your Akari® insert in temperatures no lower than 32°F (0°C) and no higher than 113°F (45°C).

## TINT, LIGHT, and THRESHOLD

16. **Can I adjust the tint level of the insert?**  
No. At this time, AMI Powersports only offers an insert that switches from one light state to one dark state.
17. **What is the light transmission of the Akari® insert?**  
The transmission swing of the AX.11 insert is 40%.
18. **What is meant by ‘auto’? Does it have a light detector?**  
The Akari® AX.11 has a small light sensing photo-cell built into the side of the electronics button. The button is simply pushed once to turn the insert either on or off, or the button is held in for three (3) seconds to flash, indicating that it has switched to automatic mode.
19. **What is a light threshold?**  
The light threshold is the light level at which the insert will turn on or off. This can only be adjusted for use in automatic mode.
20. **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).
21. **When I go outside, the insert 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 too high. See the Directions of Use in the Owner’s Guide 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 Customer Service at 1-(877) 451-5937.
22. **While in automatic mode, the insert switches on/off, 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 Customer Service at 1-(877) 451-5937.

23. **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 to be charged. Please use the supplied USB cable to charge the device. If this problem persists, please call Customer Service at 1-(877) 451-5937.

## CLEANING and STORAGE

24. **How do I clean the Akari® 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 and the integrity of the mesh adhesive.
25. **What is the storage temperature of an Akari® insert?**  
Store the insert in temperatures no lower than 14°F (-10°C) or higher than 113°F (45°C).

## ADDITIONAL SUPPORT

26. **Can I download the owner's guide for the Akari® AX.11?**  
Yes, it can be downloaded from the support section on the Akari® AX.11 product page at [www.amipowersports.com](http://www.amipowersports.com). If you have questions regarding the owner's guide, please call Customer Service at 1 (877) 451-5937.
27. **What is the return/warranty policy for the Akari® AX.11?**  
You may return your unopened or \*malfunctioning insert for refund or exchange within thirty (30) days from the date of purchase. All Akari® 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/exchange.
28. **How do I dispose of the insert?**  
Your Akari® AX.11 must be disposed of properly according to local laws and regulations. Because this product contains a battery, it must be disposed of separately from household waste. When your insert reaches the end of its life, contact local authorities to learn about recycling options.

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