

ATHER

HALO

**User
Manual**



Tap to know more

[Getting your Halo started](#)

[Halo App settings](#)

[Button Controls](#)

[Indicator Light](#)

[How to charge your Halo](#)

[Visor and pinlock installation](#)

[Speaker Adjustment](#)

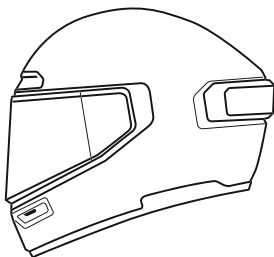
[Cleaning your helmet](#)

[FAQ](#)

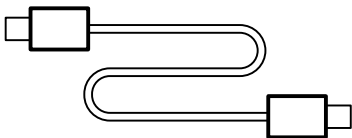
[Safety Instructions and Disclaimers](#)

[Warranty Terms & Conditions](#)

What's in the box?



Halo Smart Helmet



USB-C Charging
Cable

Getting started

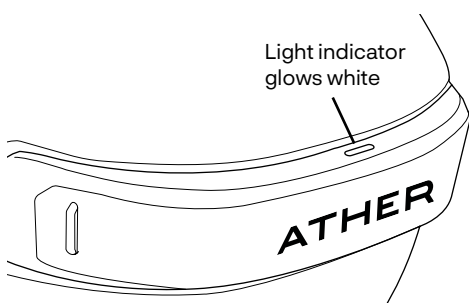
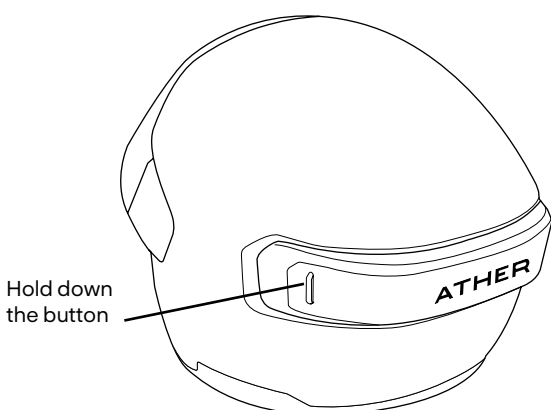
To get the benefits of onboard media control and Ather voice on your Ather scooter, Download the Ather app by clicking the links below

Download the Ather App

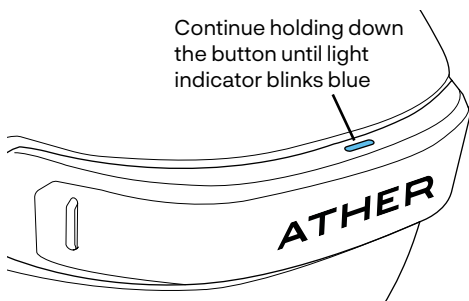


Power on your Halo

- 1 Locate the button on the back of the helmet and press and hold to power it on. The light indicator should glow white

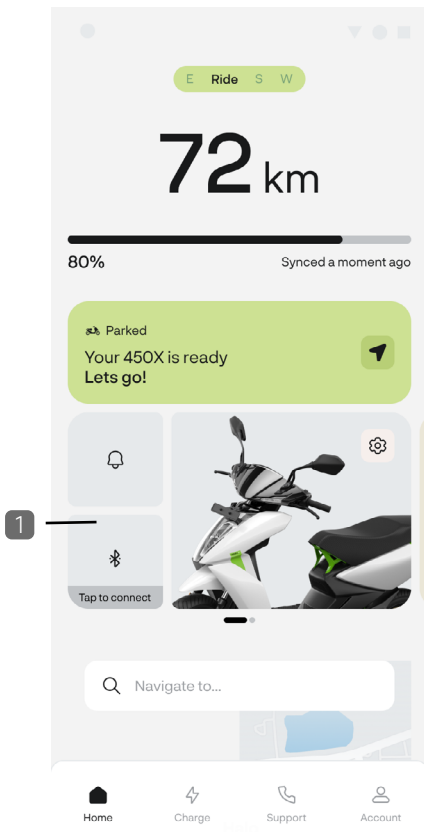


- 2 Continue holding down the button to put it into pairing mode. The light indicator will blink blue

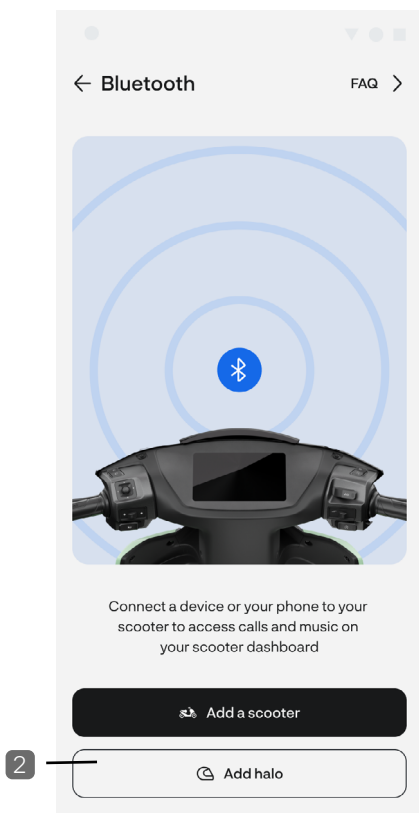


Connect your Ather App

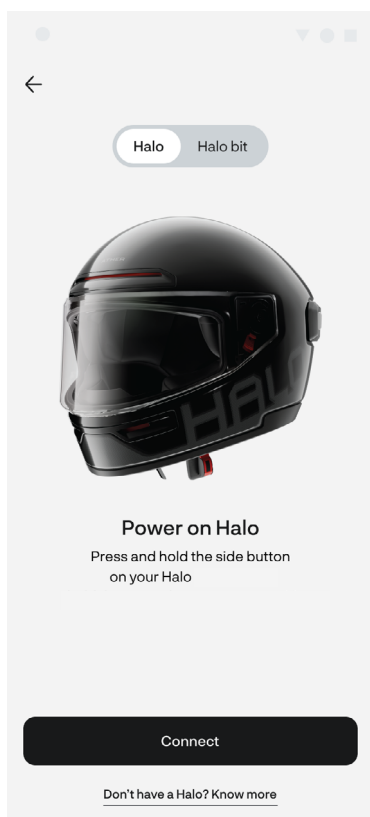
- 1 Open your Ather app and login. Select “Tap to connect” on your home screen



- 2 Select “Add Halo”



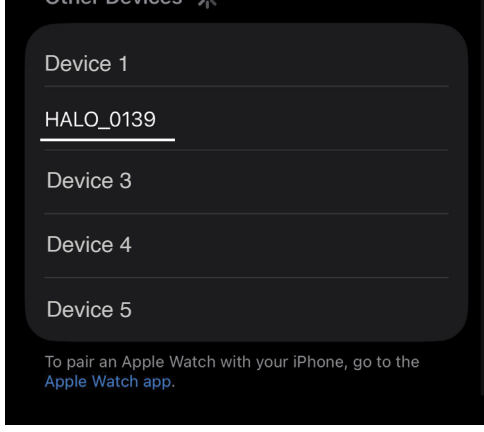
- 3 Select “Halo” as the device. Do not tap connect yet.



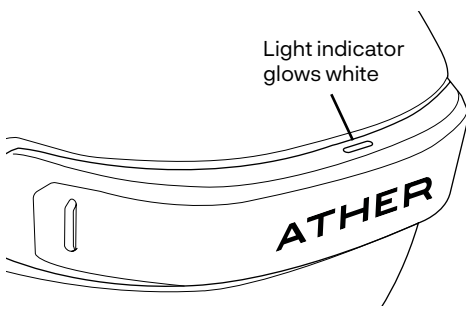
- 4 For the next section, you will need to open your phone’s bluetooth screen to pair your halo to your phone

Pair your Halo

- 1 Open your settings app on your phone
- 2 Select “Bluetooth”
- 3 Find your Halo under available devices.
The device name should be “Halo_<Device number>”.
(Example: Halo_0139)

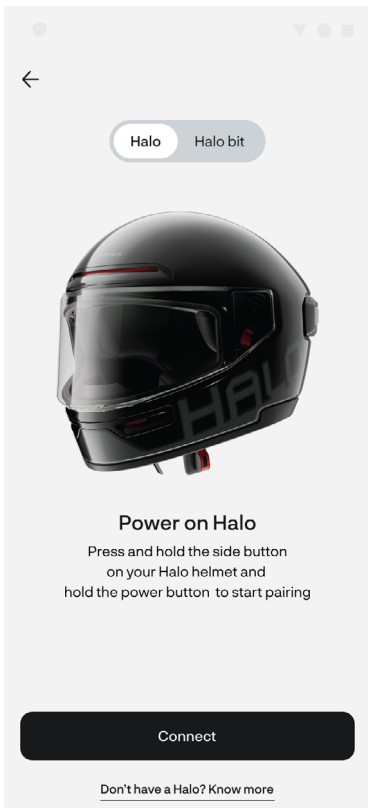


- 4 Select the device and connect.
The light indicator on the helmet should turn white if successfully connected

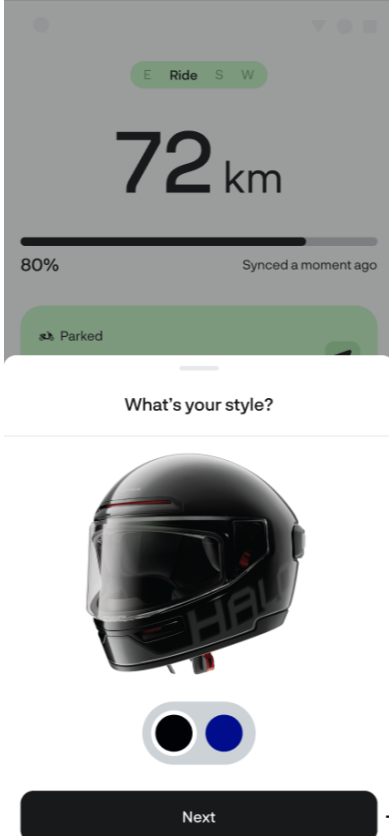


- 5 Your Halo is now paired with your phone. You should now be able to play music and answer calls.

To finish connection, return to the Ather App

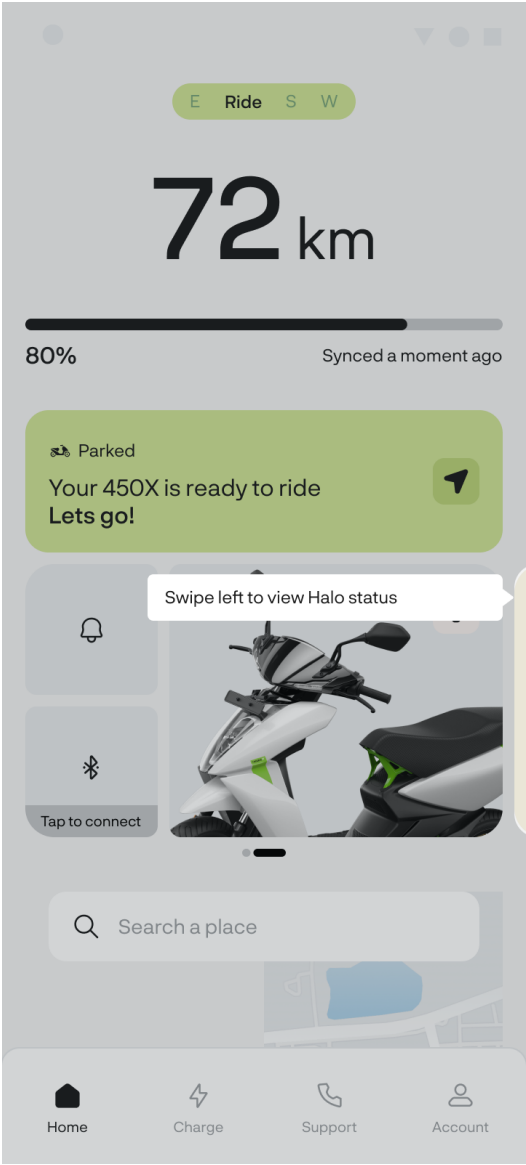


- 6 Choose your Halo color to finally finish the setup

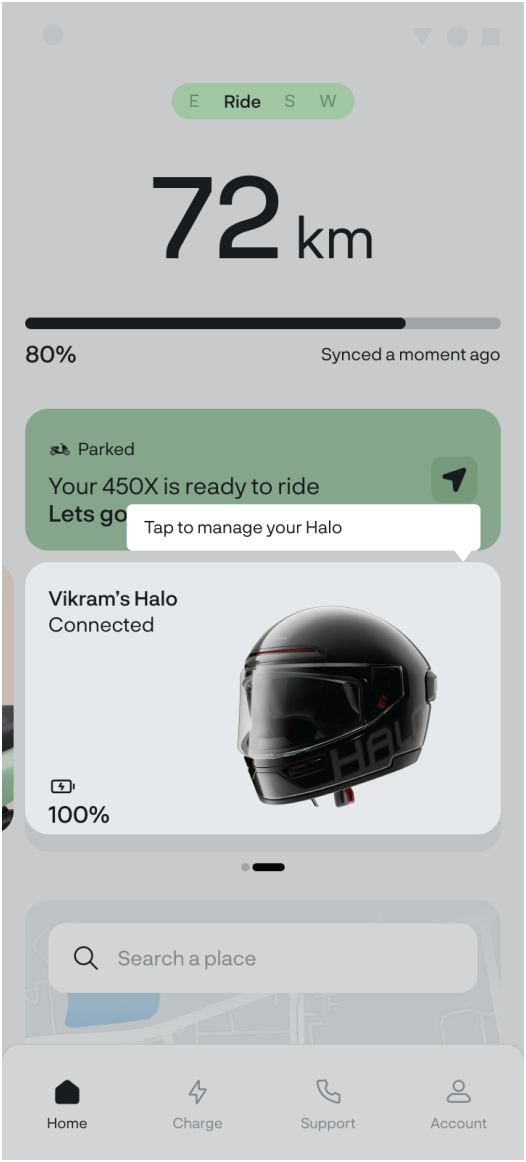


Access the Halo page

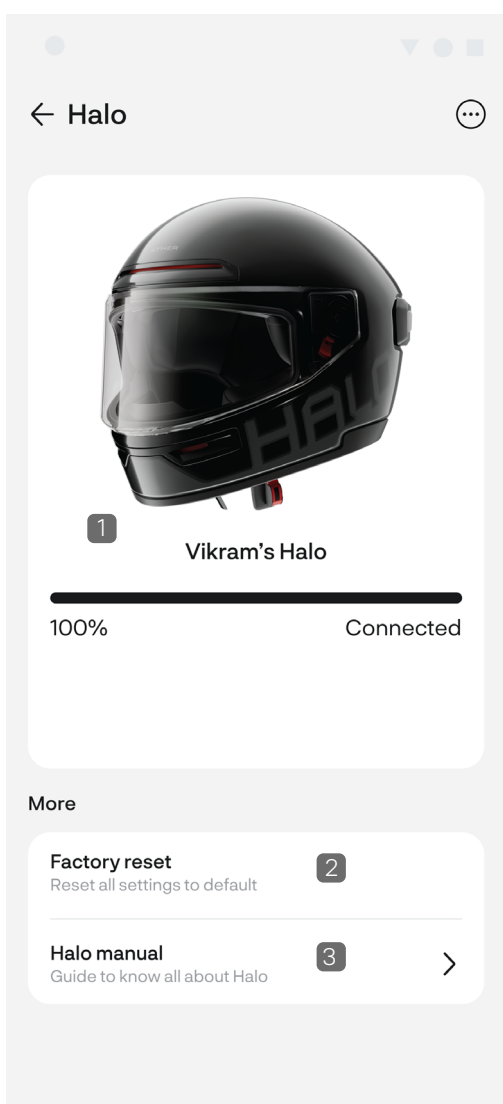
- 1 Ensure your Halo is on and connected to your phone
- 2 Open the Ather App and swipe left to view halo status



- 3 Select the Halo Card to access your Halo page

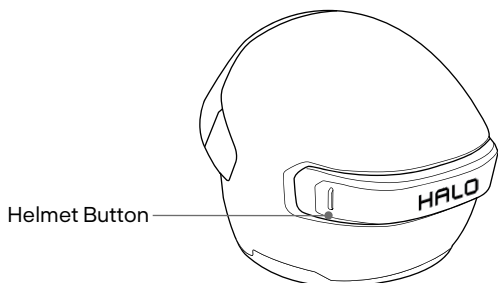


App Overview



- 1 Halo Status:** Shows your battery level and current connection status
- 2 Factory Reset:** Erases all memory and resets the product to its factory preset (Warning: All settings will be wiped and you will have to reconnect your helmet)
- 3 View Tutorials:** Access Halo's digital manual

Button Controls



	POWER ON/OFF
	PAIRING MODE
	PLAY/PAUSE MUSIC
	ACCEPT CALL\HANG UP
	SKIP TRACK
	CHECK BATTERY LEVEL

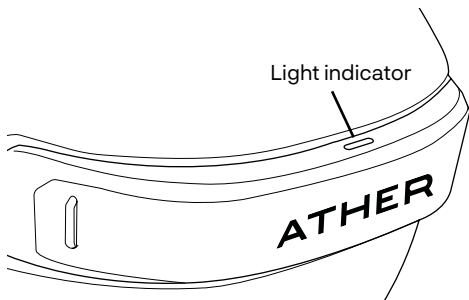
Long Press



Short Press



Indicator light



Power on

Solid white



Battery Low

Solid orange



Out of charge

Blinks orange 3 times



Bluetooth Pairing

Blinks blue continuously



Charging(0-40%)

Blinks orange continuously



Charging(Above 40%)

Blinks green continuously



Fully Charged

Solid green



Error. Reach out to customer support

Blinks red rapidly

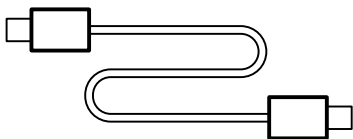


Firmware update

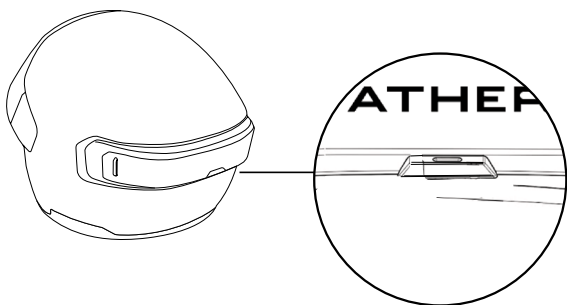
Glow in blue and purple

Charge your Halo

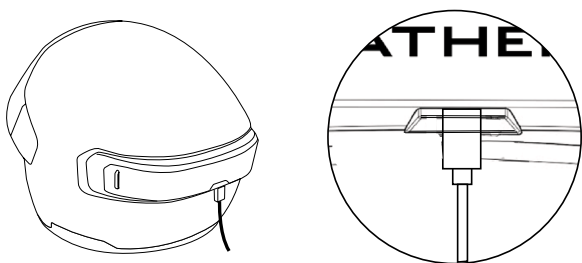
- 1 Use the USB Cable in the box to charge the Halo.



- 2 Locate the usb at the back of the helmet

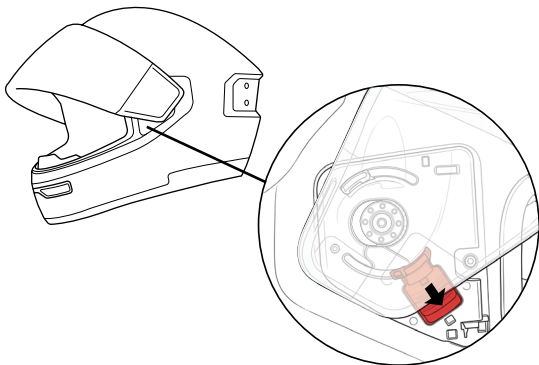


- 3 Plug the USB C cable to initiate charging. The LED should glow and start blinking

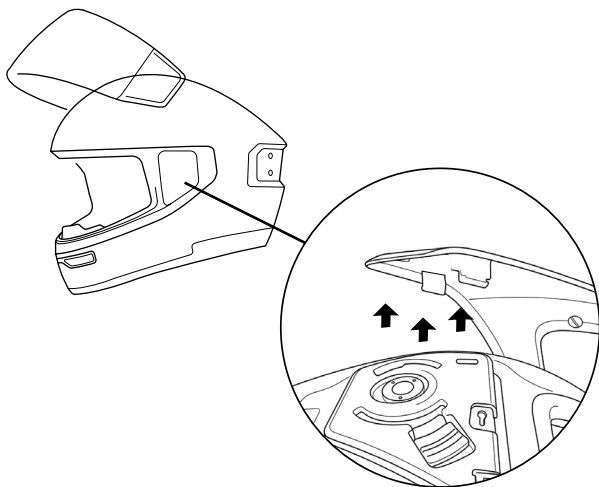


- 4 Once the Notification light is a solid green color, the device is fully charged

Visor Disassembly



- 1 Open the visor fully and locate the release switch on the mechanism. Pull it to release



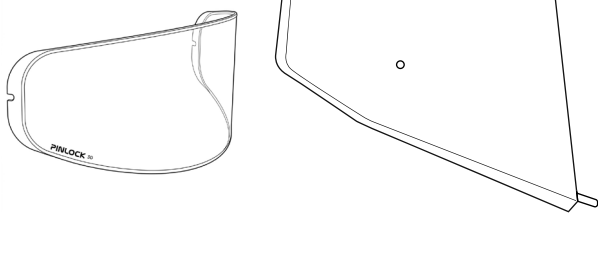
- 2 Pull out the visor from its mechanism while the release switch is pulled. Repeat this on both sides to completely disassemble the visor from the helmet

Pinlock Assembly

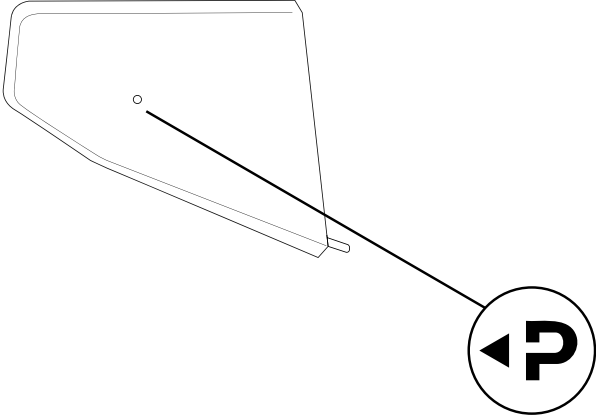
For anti-fogging capabilities, the visor of the Halo is compatible with pinlock 30 visor.

[Click here for video instructions](#)

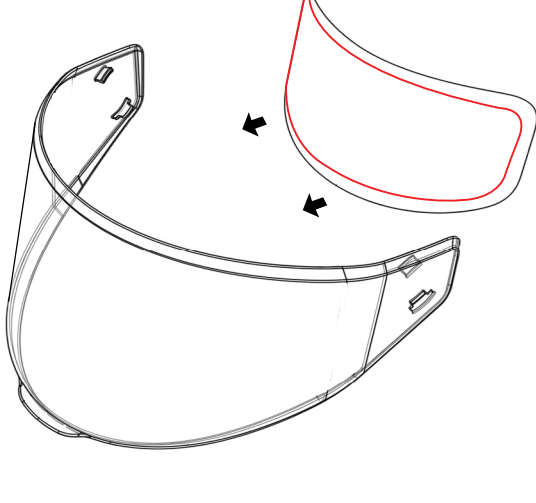
- 1 Disassemble and clean the visor to prepare for assembly



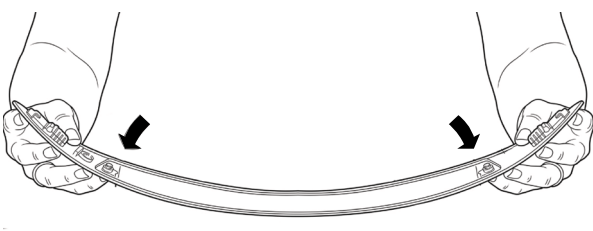
- 2 Ensure the pinlock push pin arrows are facing outwards away from the center of the visor



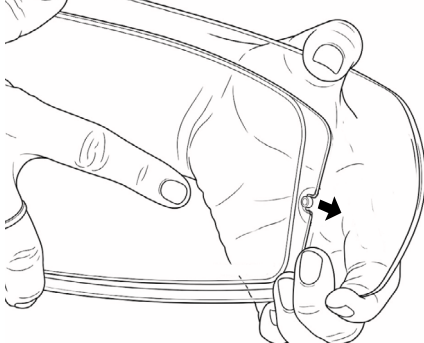
- 3 Ensure that the seal part is facing the visor surface from the inside of the visor



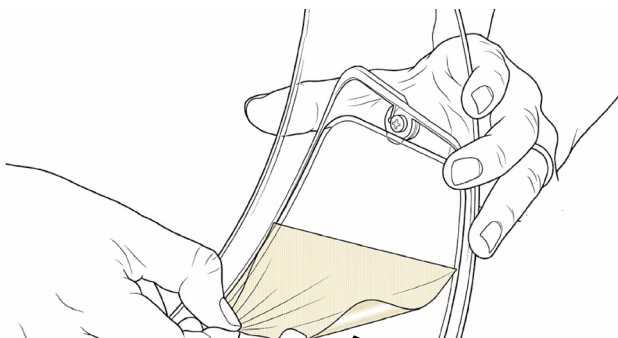
- 4 Flatten the visor as much as you can



- 5 Hook the visor to the push pins on each side and release the visor



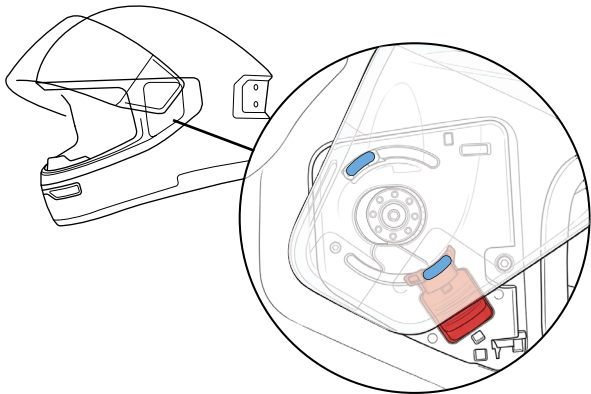
- 6 Ensure the pinlock film is sealed completely and peel off the outer cover.



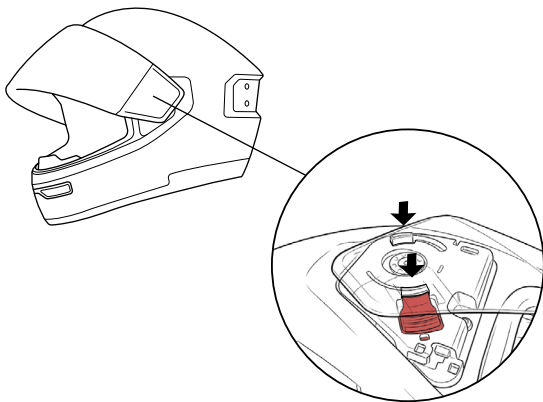
- 7 Your pinlock is now assembled. Continue to the next page to assemble the visor



Visor Assembly



- 1 Position the visor so that the snaps(blue) on the visor line up with the tracks on the visor mechanism.



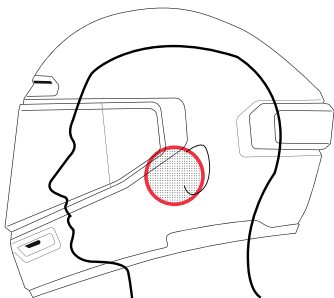
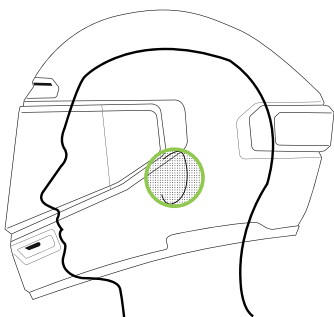
- 2 Push the snaps in to the mechanism until it secures itself. Repeat the same action on the other side.

Check the rotation of the visor to ensure smooth movement

Speaker Adjustment

For the best audio experience, the speaker in the helmet should line up with your ears.

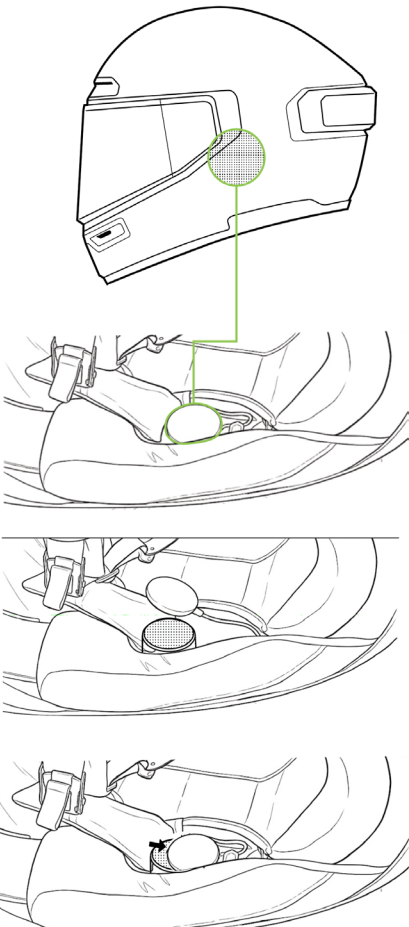
However, if the volume feels too low, follow the instructions on the next page to adjust the speakers.



Speaker Adjustment

Both speakers are mounted with velcro pads to allow easy repositioning.

To adjust position, pull the speaker out and reapply it in a different position to help align with your ears

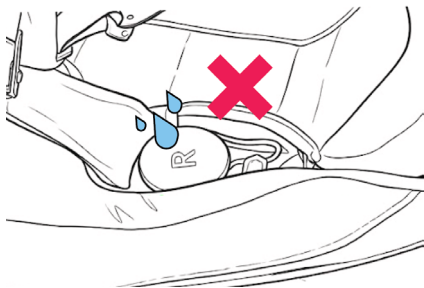
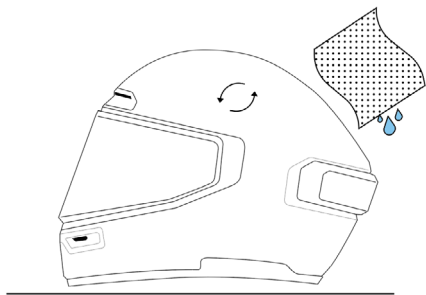


Ensure that both the speakers are aligned symmetrically to your ears to avoid any audio imbalance between the left and right

Cleaning your helmet (exterior)

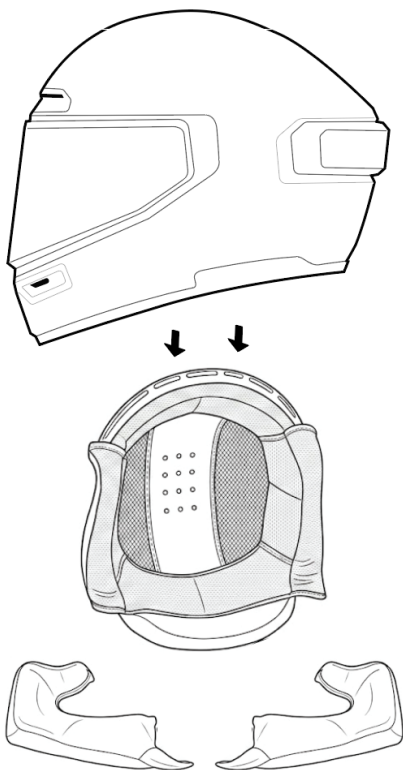
To clean the exteriors, Use a mild soap mixed in water to create a soap solution and gently wipe the surface of the helmet with a soft cloth

Ensure that the visor remains closed to prevent water from entering inside and no water comes in contact with the speakers and the microphones inside the helmet



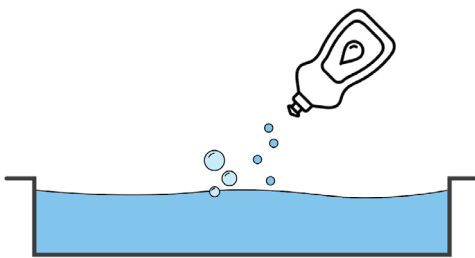
Cleaning your helmet (interior)

To clean the interiors,
disassemble the padding by
pulling it out.

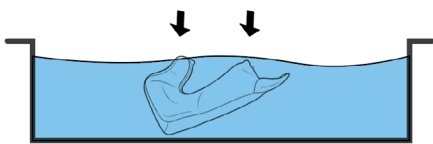


Cleaning your helmet

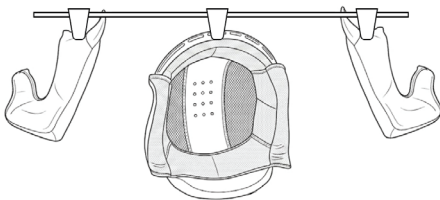
- 1 Mix soap or mild detergent to create a soap water solution



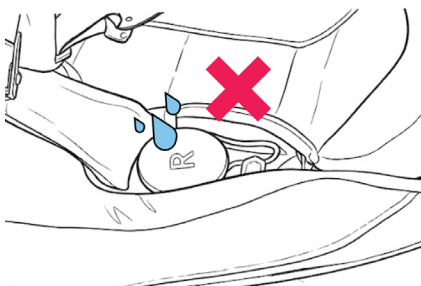
- 2 Submerge the padding and scrub gently until all stains are removed



- 3 Allow the padding to dry before reassembling it back.



- 4 Ensure it is completely dry before assembling to prevent moisture from coming in contact with the speakers and mic inside the helmet



FAQs

Q Why is my Halo not switching on?

A Long press the button for 2 seconds to switch on the helmet. If it doesn't, try charging it with the USB-C charger. If it still isn't switching on, reach out to our customer care or visit your nearest Ather Experience Center

Q Why is my speaker volume is not high enough?

A Ensure that you are wearing the appropriate helmet size for your head. You should also check if the speaker is sitting right above your ears. If it isn't, move the speaker around to align it to your ears better. [Click here to know more](#)

Q Why is my Auto Wear Detect is not working?

A Check for any obstructions near the speaker area of the helmet. Long press the power button to turn it on and off. If the feature still doesn't work, contact our customer care or visit your nearest Experience Center

Safety Instructions & Disclaimers

Please follow these safety guidelines for your HALO Smart Helmet:

- a. Keep away from open flames and heat sources.
- b. Keep away from harsh chemicals and abrasive surfaces.
- c. Do not immerse in water or liquids.
- d. If exposed to rain, dry in an open, well-ventilated area before using or charging the Product.
- e. Do not use chargers that do not comply with the prescribed standards.
- f. Only use the USB cable provided in the box to charge the Product. Do not use third party cables to charge the Product.
- g. Do not leave the battery completely discharged for extended periods of time.
- h. Charge the battery at least once a month.
- i. Do not leave the Product plugged in for extended periods.
- j. Do not reuse the helmet after any impact or drop, even if there is no visible physical damage.
- k. Do not modify electronics, wiring, or components.

Safe Fit:

Ensure the helmet fits snugly on your head without being uncomfortable. The chin strap should be securely fastened, and the helmet should not shift or move when you shake your head.

Disposal:

Dispose of the helmet and its components, especially the battery, in accordance with applicable environmental and electronic waste regulations.



Warranty Terms & Conditions

Ather Energy Limited (formerly known as Ather Energy Private Limited), a company incorporated under the Companies Act, 1956 and having its registered office at 3rd Floor, Tower D, IBC Knowledge Park, Bannerghatta Main Road, Bengaluru, Karnataka – 560029 (hereinafter referred to as “Ather”), has issued the below “Product Warranty Terms & Conditions” (hereinafter referred to as the “Warranty Terms”) for its customers, setting out the warranties that Ather provides for the Products (as defined hereinafter), sold by Ather.

Any statement, condition, representation, description, or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as overriding anything contained under these Warranty Terms and in any and all events, these Warranty Terms shall only be applicable for all Products sold by Ather.

1. Definitions

1. Definitions

In these Warranty Terms, the following words will have the meanings assigned to them in this clause, except where inconsistent with the context:

1.1. “Authorized Retail Partner” means retail partners that have been authorized in writing by Ather to sell the Product.

1.2. “Customer” means the customer or end user who has purchased the Product for personal and domestic use.

1.3. “Defect” means manufacturing defects which shall not include the exclusions provided in clause 3.

1.4. “Normal Use” means the usage of the Product in the manner intended for the end user, in accordance with legal regulations and does not include any commercial use or for any entertainment/rallies or test purpose.

1.5. “Product” means the Ather Smart Helmet “Halo” sold by Ather or its Authorized Retail Partners.

1.6. “Warranty Period” shall mean 1 year from the date of sale invoice.

2. Warranties

Subject to the conditions and exclusions listed herein, Ather warrants that the Product sold by Ather shall be free from any manufacturing defect in material or workmanship during the Warranty Period.

2.1. Ather's sole obligation under these Warranty Terms shall be limited to either repairing, or at its discretion, replacing by itself or through its Authorised Retail Partner, only those Products which, upon examination by Ather, prove to Ather's satisfaction to have a Defect which is not caused as a result of an exclusion set out under Clause 3 of these Warranty Terms or by any other act of commission or omission of the Customer. Ather may perform such repairs as Ather deems fit, in-order to restore the original functionality of the Products without replacing the defective Products with new Products or parts associated with the same. Ather has sole discretion to repair, replace parts with new, refurbished or reconditioned genuine parts that have been tested and passed functional requirements.

2.2. In the event of replacement, Ather reserves the right to select and repair only the defective parts without replacing the entire Product altogether. All parts removed or replaced under this Products Warranty Terms will be returned to Ather and shall be constituted as the property of Ather and the Customer shall have no right therein. Ather reserves the right to select and use suitable/ compatible replacement parts at Ather's sole discretion.

2.3. Warranty for the part(s) associated with Products that have been replaced or repaired shall be effective only for the balance term of the Warranty Period.

2.4. Warranty claim must be accompanied by the original sales invoice.

3. Exclusions

Ather shall not have any obligation under these Warranty Terms in respect of the following:

3.1. Damage or Defects in the Products arising out of or as consequence of:

- (a) vehicular accidents, collisions, or any objects hitting the Product;
- (b) theft or vandalism;
- (c) improper usage or handling (intentional or unintentional) including storage or usage under abnormal conditions such as extreme heat, under water or prolonged exposure to heavy rain beyond normal riding conditions (for eg., leaving the Product outdoors in rain for extended duration), usage of sharp tools, charging with boot open in rains, accidental drops etc;
- (d) use of Products otherwise than as will be considered Normal Use;
- (e) use of or contact with harmful chemicals or exposure to sources of intense heat;
- (f) any modifications/ installations made to the Products by any entity other than Ather or its Authorised Retail Partner;
- (g) performing illegal activity(ies) using the Products under any applicable laws;
- (h) not being used properly as per instruction manual;
- (i) cracks or scratches on parts i.e charger, connector, speaker, mic, sensor etc due to normal wear and tear;
- (j) damage to interior linings due to contact with water;
- (k) damages done via rat bites, animal bites or similar;
- (l) an act of God or environmental factors, including, but not limited to, earthquake, war, terrorist attack, exposure to sunlight, airborne chemicals, lockouts, strike, riots, frost, tree sap, animal or insect droppings, road debris (including stone chips), industrial fallout, rail dust, salt, hail, floods, wind storms, acid rain, fire, water damage, contamination, lightning, animal or rodent related damages, and other environmental conditions;
- (m) lack of maintenance, care and ageing;
- (n) loss of colour, chipping, wearing out of colours, peeling of paint;
- (o) scratching and marks on the visor & external parts;
- (p) damage to the Product or any of its components, including but not limited to the charging port and battery, arising from: (i) incorrect use of the USB cable supplied; or (ii) the use of third-party charging cables or accessories; or (iii) the connection to power sources, chargers, or power banks that are not BIS certified under the Compulsory Registration Scheme (CRS) and do not strictly comply with BIS standards.

3.2. Normal wear and tear due to usage, and other physical damages;

3.3. Slow charging due to voltage of Power Adapter;

3.4. In the event the Product has been assembled, disassembled, altered, serviced, repaired or modified by any unauthorized third part, in any manner, or using tools not authorized by Ather;

3.5. Any other damage or defect in the Products which is caused by the misuse, fault or improper maintenance;

3.6. Any repair or replacement required as a direct result of unauthorized modifications of Products.

3.7. Glues, rubber and other materials on the Product may fade under UV exposure (Sunlight) over time. Such changes to the Product shall not be considered as a manufacturing defect.

3.8. Inadequate adjustments of Product as per Customer fitting

3.9. Any liability of whatsoever nature, death or injury that a Customer or third party may incur as a result of Defect covered by the Warranty Terms.

3.10. Damaged and defective Products have been received/accepted by the Customer while purchasing the Product and the same is being used.

4. Warranty Claim Process

4.1. Customer to raise Warranty claim with Ather or its Authorised Retail Partner from whom the Product was purchased. In case of online purchase, Customer to connect with Ather Customer Care.

4.2. Customer must ensure the following while claiming the warranty:

- i. Submit a clean Product for inspection along with sale Invoice.
- ii. Describe the Defect.

4.3. On inspection, (a) if a claim is found valid as per the Warranty Terms defined herein, Ather will repair or replace the Products at its discretion; (b) If the claim is found invalid, the same shall be intimated to the customer.

5. Exchanges

5. Exchanges

5.1 Exchange is available only for unused purchased Products. Products which are exchanged once cannot be exchanged again under any circumstances. Exchange shall be permitted only if the Product received is physically damaged.

Under no circumstances, apart from above conditions, exchange will be permitted.

5.2 In case Product received is physically damaged, exchange can only be sought within a period of 7 days from the date of delivery of the Product. The request is to be raised with Customer Care via email to customercare@atherenergy.com. No exchange shall be permitted after a period of 7 days from the date of delivery of the Product. Customers shall accompany exchange requests with the tax invoice, pictures and/or video of the Product to show that the Product is unused and/or damaged. Any request raised by the Customer shall be rejected in case the request is not accompanied with the proof of purchase i.e. tax invoice.

5.3 After the Customer submits their request for exchange of the Product, Ather shall conduct an initial evaluation of the submitted request within 7 working days. After completion of the initial evaluation, Ather may seek additional details (such as pictures, videos and/ or other relevant information) from the Customer. In case Ather does not receive additional information for a period of more than 7 working days, Ather may reject the exchange request of the Customer.

5.4 Once the initial evaluation is completed, Ather at its own discretion may either request for the Product for further evaluation or cancel the request there itself. Ather shall at its own cost, arrange pickup of the Product for physical evaluation or otherwise. Customer shall ensure that the Product must be returned either in its original packaging or in equally protective packaging to the address specified by Customer Care alongwith all other manual, receipts received with the Product. Customer shall be solely responsible for any damage caused to the Product due to improper packaging during transportation and in such scenario exchange request will be rejected.

5.5 Ather shall within 7 working days from the date of receipt of full information or product, try to complete the evaluation. After the complete evaluation of the exchange request of the Customer, Customer will be informed of the decision. The decision taken by Ather shall be final and binding upon Customer. Ather has sole discretion to accept or reject any exchange request.

5.6 In case a request for exchange is accepted, Ather shall inform its decision of repairing or exchanging the Product. If the similar product is not available in stock, Ather reserves the right to offer a different product or refund the amount. In case, an exchange request is rejected, and the product was called for evaluation, Ather shall return the Product to the Customer.

6. Other Terms and Conditions

6.1 The Customer acknowledges to read and understand these Warranty Terms and all the caution warnings associated, at the time of purchase of the Product. Ather or its Authorised Retail Partner will not be held liable for any special, indirect, remote, incidental, or consequential damages of any kind including depreciation, loss of life, loss in value of Product, loss of use or income due in full or part directly or indirectly due to non-use of Product.

6.2 Ather shall only bear the costs of material and labour for repair or replacement of Product under the Warranty Terms. Any additional costs including, without limitation, transportation costs will not be covered under these Warranty Terms and shall be the sole responsibility and risk of the Customer.

6.3 On expiry of the Warranty Period, all repairing or replacement services to be provided by Ather or through its Authorised Retail Partner shall be chargeable at such rates as may be specified by Ather from time to time.

6.4 THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE SALE OF THE PRODUCTS BY ATHER. ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE STATED PERIOD OF THIS WRITTEN WARRANTY.

6.5 The Customer submits to the exclusive jurisdiction of the courts at Bangalore.

6.6 Ather shall have the right to make changes to the design or functioning of its product from time to time and shall not be under any obligation to provide these changes for products that have been previously sold by it.

6.7 Any statement, condition, representation, description or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as enlarging, varying or overriding anything contained under these Warranty Terms.

6.8 Ather reserves the right to update these terms from time to time. Your continued use of the product shall indicate Your acceptance of the revised terms.

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End of Manual

[Click here to go back to the top](#)