

hydrow

EXPERIENCE LIVE OUTDOOR REALITY™

USER GUIDE



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WARNING: Read all instructions before using this appliance. Improper use can void your warranty.

Important Safety Instructions

The following instructions are required for our safety certifications and are an indication of our thorough dedication to your wellbeing. Hydrow has been tested to EN ISO 20957-1:2013 and EN ISO 20957-7:2005, and is rated as a class SA piece of equipment, ensuring that Hydrow is high-accuracy equipment suitable for commercial use.

Read and follow all warnings and instructions before using this rower. It is the owner’s responsibility to make sure all users are familiar and in compliance with these safety instructions. Use only as described. Hydrow is not responsible for any damage or injury caused by improper use that is not in accordance with these instructions.

WARNING – To reduce the risk of damage or injury:

- ▶ Children under the age of 13 should not use Hydrow. Use of Hydrow by or near children from ages 13 to 18 requires close supervision.
- ▶ Consult your doctor or other qualified healthcare provider before beginning a new exercise routine. If you do not engage in regular exercise, have heart conditions, or experience back or joint pain, consult your doctor or other qualified healthcare provider to determine if Hydrow is appropriate for you. Incorrect or excessive exercise can result in serious injury.
- ▶ If you experience faintness, chest pain, shortness of breath, or sharp pain, stop exercising immediately and consult your doctor.
- ▶ Hydrow is not intended as a substitute for professional medical advice, diagnosis, or treatment, and does not constitute medical or other professional advice. The instructions and guidance provided by Hydrow are not intended to be used to diagnose, treat, cure, or prevent any medical conditions. Hydrow is not a substitute for consulting with your health care professionals. Reliance on any information provided through Hydrow is solely at your own risk. Never disregard professional medical advice or delay in seeking it because of information

obtained from Hydrow. If you have any questions about your physical or mental health, you should consult healthcare professionals.

- ▶ Close supervision is necessary when Hydrow is used by or near persons with reduced physical, sensory, or mental capabilities.
- ▶ Keep animals away from Hydrow.
- ▶ Do not use Hydrow without watching the Hydrow tutorials. Improper use due to failure to comply with tutorial video instructions may result in damage or injury.
- ▶ Inspect Hydrow regularly for wear, including on its handle, handle strap, foot straps, track, legs, and seat. If any worn or defective parts are found upon inspection, immediately cease using Hydrow until repairs or replacements are made.
- ▶ Do not wear loose clothing that can get caught in the seat or track. Make sure that your shoes are tied and that the laces do not dangle past the sole of your shoe.

Hydrow is also an electrical appliance. When using an electrical appliance, basic precautions should always be followed, including the following:

DANGER – To reduce the risk of electric shock, always unplug Hydrow from the outlet when using the Upright Storage Kit, before cleaning, and before replacing any parts.

WARNING – Heart rate monitoring systems may be inaccurate. Over exercising may result in serious injury or death. If you feel faint, stop exercising immediately.

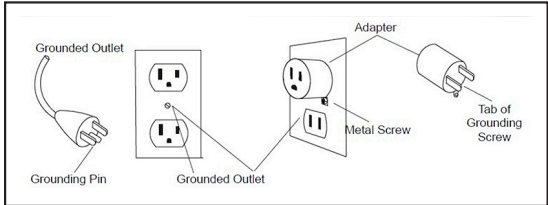
WARNING – To reduce the risk of burns, fire, electric shock, or injury to persons:

- ▶ Do not use outdoors.
- ▶ Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.

- ▶ Use Hydrow only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- ▶ Never operate Hydrow if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact Customer Care to arrange examination and/or repair at hydrow.com/support.
- ▶ Do not carry Hydrow by supply cord or use cord as a handle.
- ▶ Keep the cord away from heated surfaces.
- ▶ Never operate Hydrow with the air openings blocked. Keep the air openings free of lint, hair, and other debris.
- ▶ Never drop or insert any object into any opening (in the housing or body of Hydrow).
- ▶ Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- ▶ To disconnect from electrical power, turn all controls to the off position, then remove plug from outlet.

SAVE THESE INSTRUCTIONS

▶ Hydrow must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. Hydrow is equipped with a cord with an equipment-grounding conductor and a grounding plug with three prongs. The plug must be plugged into an outlet that contains openings for a three-prong plug. That outlet must also be properly installed and grounded in accordance with all local codes and ordinances.



▶ Hydrow is for use on a circuit having a rating between 100 V to 240V and is factory-equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that Hydrow is connected to an outlet with the same configuration as the plug. No adapter should be used with this product.

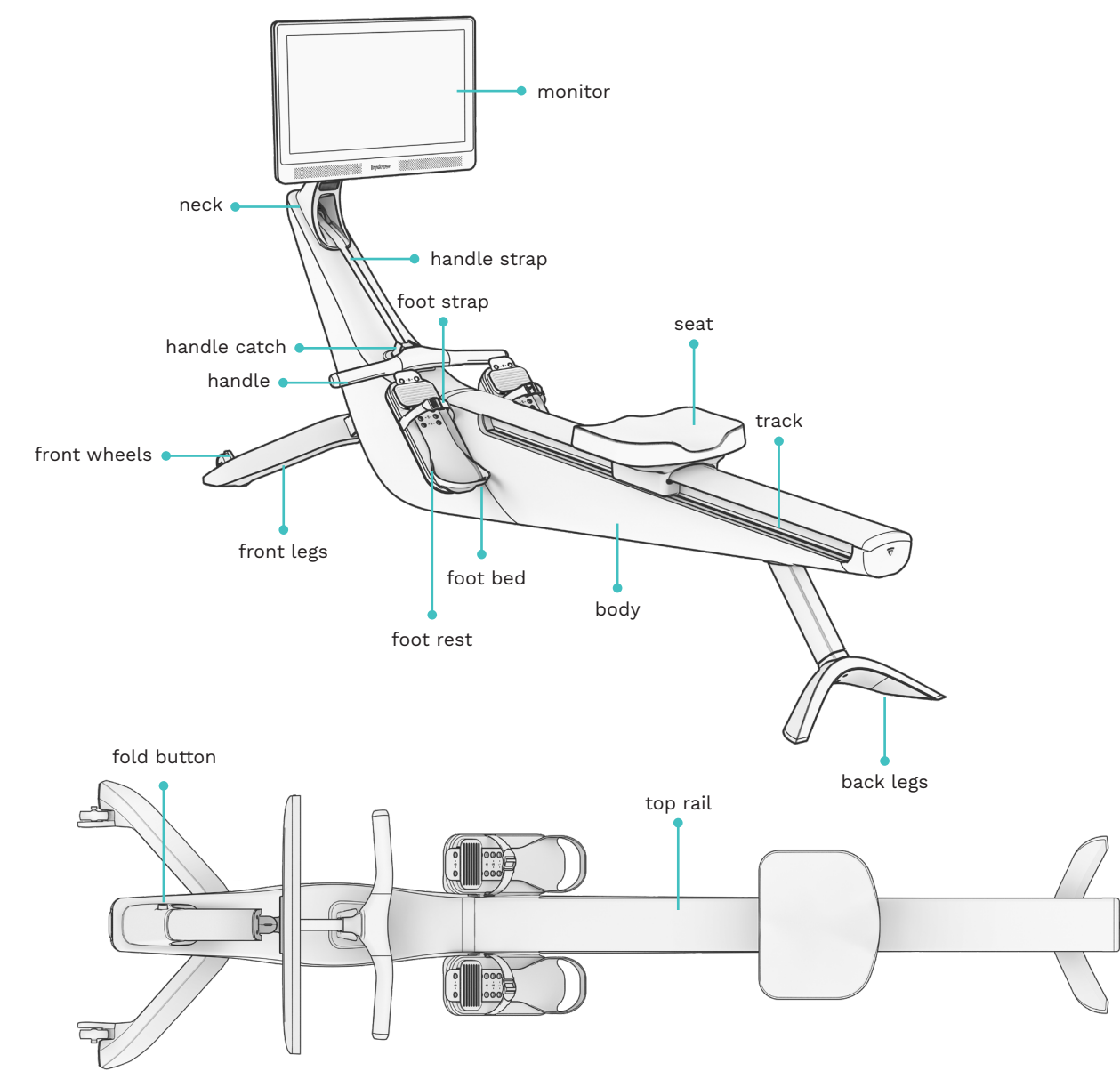
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and; (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates—and can radiate—radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and the receiver.
- ▶ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

Warning: Changes or modifications to this unit not expressly approved by Hydrow could void the user’s authority to operate the equipment.

Specifications



Specification	Measurement
Dimensions	86"L x 25"W x 47"H from floor to top of monitor (219 cm L x 64 cm W x 120 cm H)
Stored dimensions*	25"W x 33"D x 86"H (64 cm W x 84 cm D x 219 cm L) *Upright Storage Kit (sold separately) required for vertical storage
Hydrow weight	145 lbs (66 kg); 197 lbs boxed (90 kg)
Height limit	Fits up to a 36" inseam (91 cm)
Weight limit	Holds up to 375 lbs (170 kg)
Bluetooth	5.0-enabled for heart-rate monitors and audio
Connectivity	Bluetooth connection, WiFi (10mbps recommended), Ethernet (optional) Wifi: 802.11 a/b/g/n/ac; Ethernet: 100mbps/RJ45
Drag mechanism	Dynamic and responsive computer-controlled resistance
Electrical	100-240VAC; 50-60Hz; Power (Peak): 200W; Power (Avg): 35W; Power (Idle): 5W
Foot bed adjustment	Adjustable for correct foot placement
Handle	Ergonomic design for low-stress grip
Handle strap	High quality polyester webbing for super smooth and quiet operation
Materials	Aluminum and steel frame with flat polymer body
Microphone and camera	Disabled
Monitor fold	Monitor folds flat for storage
Monitor level adjustment	Mount allows monitor rotation for optimal viewing level
Monitor pivot	Monitor pivots 30 degrees vertically and 50 degrees horizontally to provide the perfect viewing angle for rowing and on-the-mat workouts
Screen resolution	1920 x 1080 Full HD
Screen size	22" (56 cm)
Screen touch technology	PCAP
Seat	Ergonomically designed cushion with 10-roller system for extra smooth operation
Speakers	Amplifier x2 channel, 3W, 8 ohms, front facing for immersive experience
Usage class	Class SA per EN ISO 20957-1 and 20957-7 for high accuracy and commercial use

Hydrow qualifies as commercial grade, highly accurate fitness equipment by ISO 20957-7. Accuracy was determined by connecting the Hydrow to a load cell which verified that the Hydrow's reported watts were within the tolerance of the Class A criteria. The Hydrow qualifies as a speed dependent device, meaning the faster the Hydrow's handle is pulled, the more resistance Hydrow produces. Accuracy was characterized at a 104 drag setting with a 1.4m stroke length.

Set Up Your Hydrow

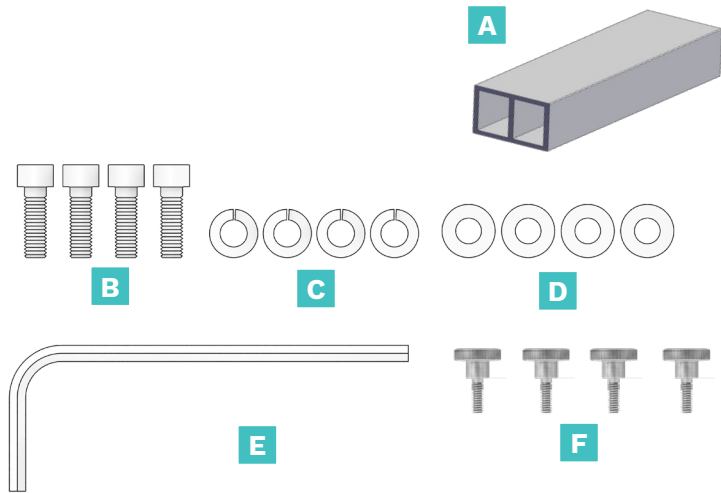
Pick a spot

- ▶ Place Hydrow indoors only.
- ▶ Place on flat, level, and horizontal solid surface. Use a floor protecting mat to avoid damaging your Hydrow or floor.
- ▶ Make sure Hydrow has enough clearance. Hydrow is 86 inches long and 25 inches wide. Your head and shoulders may extend several inches beyond the end of the unit as you row (i.e., beyond 86 inches) depending on your height. Your Hydrow also may move forward based off of intensity of effort exerted during a workout—be sure to have space between the front of the hydrow and any walls, windows, mirrors, etc.
- ▶ Keep Hydrow’s screen out of direct sunlight during use and storage.
- ▶ Hydrow’s power cord is 12 feet long. Do not attempt to stretch the cord to reach a power outlet more than 12 feet away.
- ▶ Place Hydrow close to your Wi-Fi router or near a signal booster/extender. You can check your signal strength with another Wi-Fi device in the location where you wish to place your Hydrow. Try streaming video to the other device to test signal strength.

Gather the parts you need

- ▶ Parts needed for assembly

- ▶ **A** – cardboard block
- ▶ **B** – hex bolt
- ▶ **C** – lock washer
- ▶ **D** – flat washer
- ▶ **E** – wrench
- ▶ **F** – thumbscrew



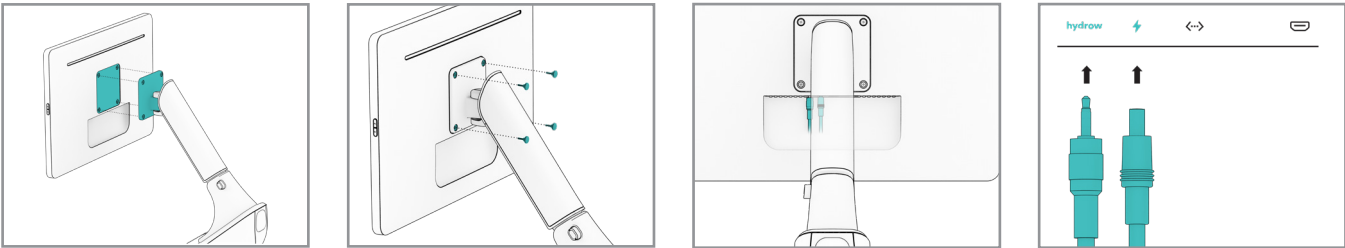
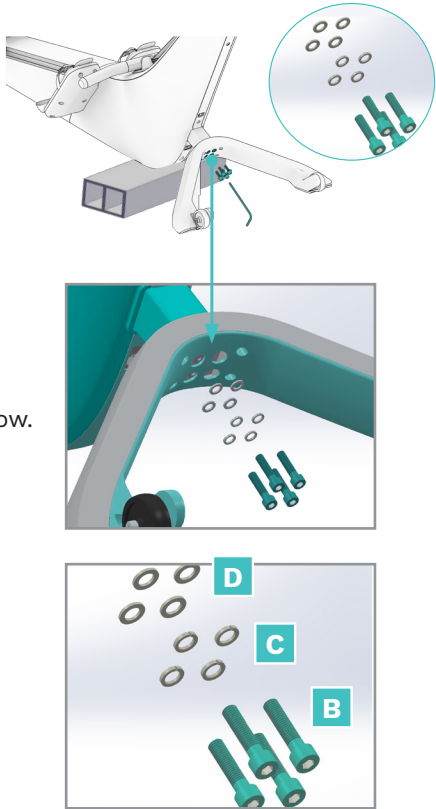
Assemble your Hydrow

- ▶ Grab a friend (assembling your Hydrow can be easier with two people).
- ▶ Take the Hydrow out of the box and place on a solid, dry, flat surface. Remove all plastic.
- ▶ Prop the front, curved part of the Hydrow onto the cardboard block (**A**).
WARNING: Hydrow may be unstable while resting on the cardboard block. Exercise caution while attaching the front feet.
- ▶ Thread a hex bolt (**B**) with a lock washer (**C**) and then a flat washer (**D**). Repeat for all four hex bolts.
- ▶ Loosely attach all four bolts by hand while supporting the foot in place.
- ▶ Once all four bolts are attached, tighten them with the wrench (**E**). DO NOT use power tools to install or tighten bolts; this can cause damage to the Hydrow.
- ▶ Carefully remove the cardboard block from under Hydrow so that it stands on all four legs.
- ▶ While pressing the button on Hydrow’s neck, raise the neck to an upright position, and then release the button. You will hear a click when the neck is locked into place.

WARNING: Make sure the legs are securely fastened before using Hydrow.

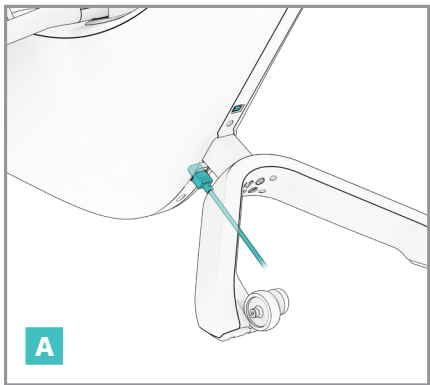
Attach the monitor

- ▶ Attach the monitor to the Hydrow.
- ▶ Secure the monitor to Hydrow loosely with the thumbscrews (**F**).
- ▶ Gently pivot the monitor clockwise or counterclockwise until it appears level.
- ▶ Hold the monitor in place and hand-tighten the four screws.
- ▶ Plug the two cords extending from Hydrow’s neck into the back of the monitor. Make sure to match each cord with the correct input.



Operating Instructions

Get started with your Hydrow



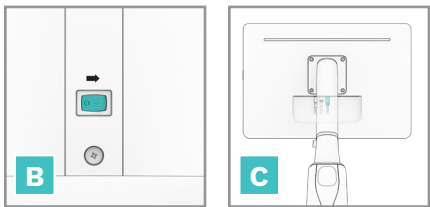
Plug in & power on

- ▶ Plug one end of the power cord into Hydrow, then plug the three-pronged end of the power cord into a power outlet (A).
- ▶ Flip the power switch on (0 = off, 1 = on) (B).

Connect to the internet

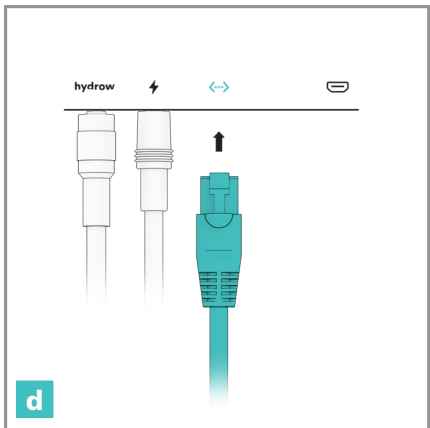
- ▶ Follow the on-screen instructions to connect Hydrow to Wi-Fi or connect an ethernet cable to the Hydrow's ethernet port (C,D), and then to your location's ethernet jack or router.
- ▶ Wait while Hydrow automatically installs the latest software updates.

If you have trouble connecting Hydrow to your WiFi or network, please see our troubleshooting guide or contact our Customer Care team on hydrow.com/support.



Log in or create your account

- ▶ Enter the username or email address and password for your Hydrow account.
- ▶ If you haven't set up your Hydrow account yet, follow the on-screen prompts to create a new account and configure your Hydrow membership.
- ▶ Agree to the terms of service.



Operating Instructions

Use your Hydrow

Make adjustments

- ▶ Adjust the monitor:
 - To tilt the monitor up or down, place one hand on the top of the monitor and the other hand on the bottom. Gently pivot the monitor into place. Stop if you feel resistance.
 - To pivot the monitor left to right, place one hand on each side of the monitor. Gently pivot the monitor into place. Stop if you feel resistance.
- ▶ Strap in your feet:
 - Always wear athletic footwear when using Hydrow. Never use Hydrow without strapping your feet securely into the foot beds unless explicitly instructed during a workout.
 - Slide your feet into the footbeds, noticing where the foot strap crosses your foot.
 - Remove your foot and move the footbeds up or down so the foot straps go over the balls of your feet or the bottom laces on your shoes. The straps should rest just above the widest part of the foot.
 - Reinsert your foot and pull the straps on each footbed to secure them. They should be snug, but not tight enough to squeeze your foot.

Watch the Hydrow tutorial videos

- ▶ Please watch all tutorials before using Hydrow. They are available in the Hydrow library, or at support.hydrow.com/hc/en-us/articles/360032253091.

Get rowing

- ▶ Select a row or workout from one of the categories.
- ▶ Tap Row to begin.
- ▶ Tap the settings icon to adjust your drag. Drag is set to 104 by default to mimic the natural resistance of water. All tests were performed at 104.
- ▶ Adjust the volume by using the physical buttons found on the right-side of the monitor.

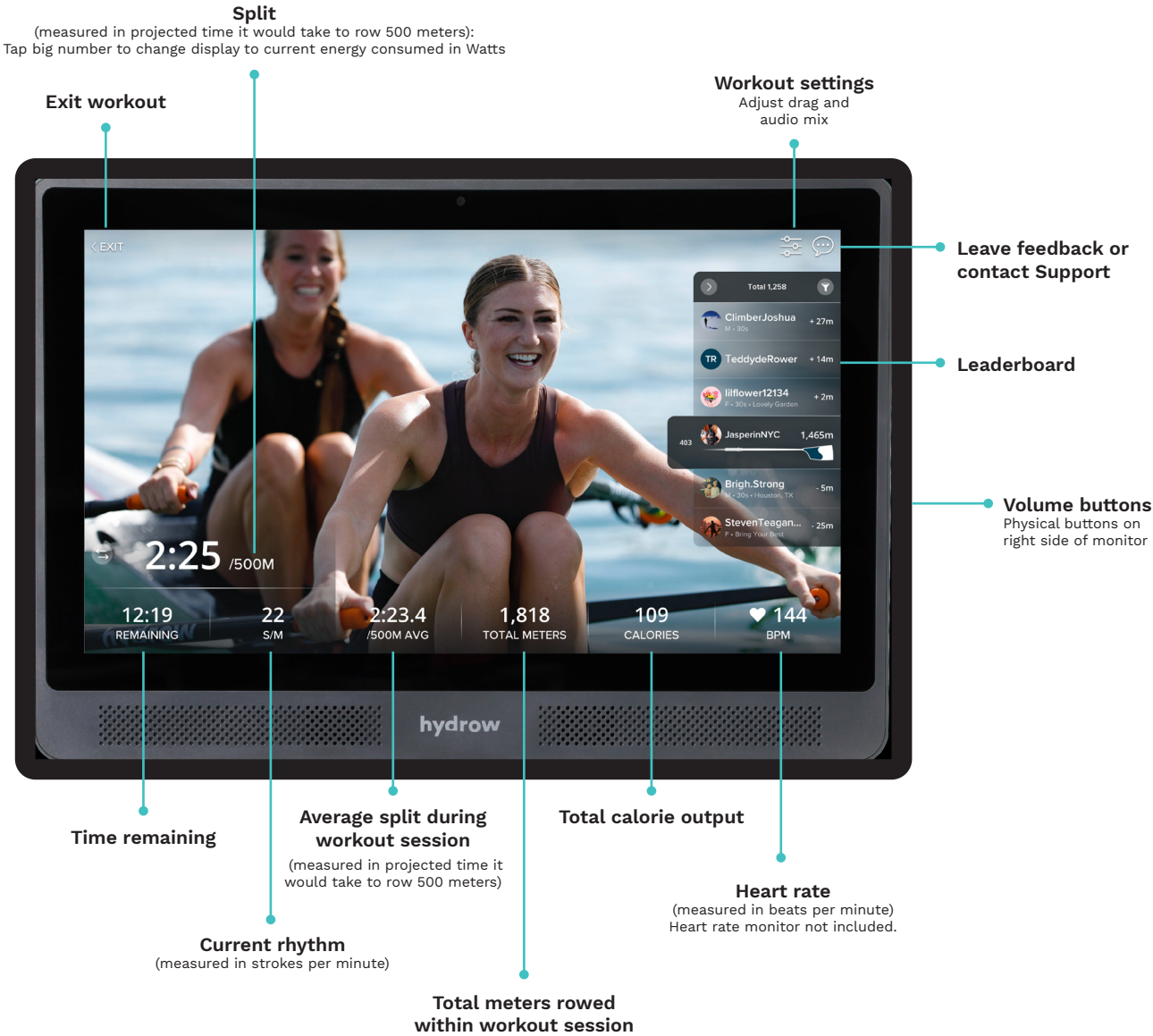
Collapse monitor for storage

Make sure the Hydrow handle is placed in the handle catch. Collapse the Hydrow monitor into its storage position by simultaneously lifting the monitor's weight and pressing the fold button on Hydrow's neck. Once the button is depressed, gently guide the monitor into its collapsed storage position.



Operating Instructions

Navigate the Workout screen





Maintenance and Care

Warning: The safety level of the Hydrow can be maintained only if it is examined regularly for wear, including, but not limited to, its handle, handle strap, foot straps, track, and seat. If any worn or defective parts are found upon inspection, immediately cease using Hydrow until repairs or replacements are made.

Note: Servicing of internal components must be done by an authorized service representative, or warranty is voided.

Cleaning

► **After each row:**

- Clean your Hydrow (especially the seat and handle) thoroughly using a damp cloth.
- Clean the monitor using wipes designated for screen cleaning on electronics.
- Use a damp microfiber cloth to clean both the top rail and inner channel of the track thoroughly by wiping the full length of the rail. Be sure to clean along the inside of the track (top, middle, bottom) with a microfiber cloth to remove any sweat, dust, or other buildup to ensure a smooth rowing experience.

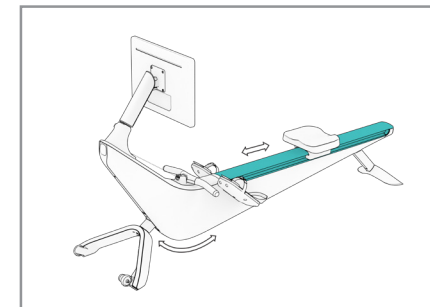
• **Note:** DO NOT use lubricants or degreasers (such as WD40) on the seat rollers or rail. If you have any difficulties with smooth sliding of the seat after cleaning please Contact Hydrow Customer Care using the feedback button or via email at support@hydrow.com.

► **Sometimes:**

- Use a dry cloth to remove any dust from Hydrow (especially the circular air vent located at the back underside of the Hydrow).

► **Every once in a while:**

- Check the tightness of the four screws that attach the front legs, and tighten as needed.



Updates

- Available software updates will be installed on your Hydrow automatically when it is not in use.
- To learn more about each update, see our release notes at [hydrow.com/support](https://www.hydrow.com/support).

Repairs & replacements

- If Hydrow needs service or repair, contact our Customer Care team at [hydrow.com/support](https://www.hydrow.com/support).
- To order replacement parts, contact our Customer Care team at [hydrow.com/support](https://www.hydrow.com/support).

Storage

Store Hydrow in a safe, dry place, indoors and away from direct sunlight. See www.hydrow.com for storage details and recommendations.

Hydrow Home Use Limited Warranty


Please refer to the most up-to-date warranty information here: hydrow.com/warranty

Need Help?


Basic troubleshooting

- ▶ **Restart Hydrow**
 1. Flip the power switch on the front of the Hydrow to OFF.
 2. Leave Hydrow powered off for at least 15 seconds.
 3. Flip the power switch back ON.
- ▶ **Fix the “Having Trouble Connecting to Hydrow” error**
 1. Turn Hydrow off using the power switch.
 2. Completely unplug all cables at the back of the monitor.
 3. Wait a full 10 seconds.
 4. Replug all cables at the back of the monitor.
 5. Power Hydrow back on.
- ▶ **Seat clicks or feels bumpy when sliding**
 1. See “Maintenance and Care” on page 15.
- ▶ **Can’t pair a Bluetooth accessory**
 1. Navigate to Hydrow’s Settings screen and toggle Hydrow’s Bluetooth option off and on.
 2. Reboot Hydrow.
 3. Confirm the accessory is disconnected from all other paired devices before pairing with Hydrow.
 4. Confirm the accessory is in pairing mode. Consult the device’s user manual for more details.
 5. Factory reset your accessory, or otherwise clear its pairing list.
- ▶ **Can’t pair an Apple or Android phone**
 1. Hydrow does not support direct phone connection.
- ▶ **Video freezes, stutters, or cuts out**
 1. Reboot both Hydrow and your home router by unplugging for 30 seconds.
 2. Reboot any other network equipment in the home (extenders, mesh networks, etc.).
 3. If problems persist, contact Customer Care.
- ▶ **No audio**
 1. Confirm the volume is turned up using the physical buttons on the right side of the monitor.
 2. Check Hydrow’s Bluetooth menu on the Settings screen to see if another device is connected and receiving audio.

Send feedback

- ▶ Tap the feedback icon to report a bug. 
- ▶ Fill out the feedback form and tap send to send the info directly to the Customer Care team.

Get support

- ▶ Visit our Help Center at hydrow.com/support
- ▶ Email us: support@hydrow.com
- ▶ Tap the Feedback button on the screen. 

For EU Declaration of Conformity information, visit hydrow.com/compliance

NOTE: Please save these instructions




Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.



Get Support

To contact the Customer Care team:

- ▶ Visit our Help Center at hydrow.com/support
- ▶ Email us: support@hydrow.com
- ▶ Tap the **Feedback icon** on the screen. 

hydrow

NEED HELP?
support@hydrow.com



hydrow.com

10 Summer Street, 5th Floor
Boston, MA 02110