

SMARTHERO



USER MANUAL

Version 20-03092020

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GENERAL INFORMATION

SmairtHero is a security and protection service which gives you the chance to be monitored through your smartphone.

SmairtHero collects the data that comes from the smartphone and the sensors and transmits to our server the position, the movements (change of position), the acceleration and the temperature of the skin.

In the event of an anomaly an alarm sound will be emitted on the smartphone and a call to the Operations Centre will be started.

CONTENTS OF THE PACKAGE



SMAIRTHERO



Micro-USB



Quick Start Manual

INSTALL THE APP

Search and install the app "SmairtHero" on Google Play for Android™ devices and on App Store for Apple devices.



COMPATIBILITY

Android™ 5 or higher, Apple 9 or higher.

The operation of the app is subject to the smartphone operation. If your smartphone has a performance issue cannot be guaranteed the SmairtHero operation.

With a custom ROM we do not guarantee the correct operation of the app.

There must be at least 1.5 GB of RAM on Android smartphones, and Google Mobile Services installed. Knowing if you have Google Mobile Services pre-installed is very simple: just make sure you have pre-installed on your device apps like Google Play Store and others from the Google universe (YouTube, Gmail, Maps...).

The app may not be downloadable from stores on smartphones that are not certified by the operating system vendor. If you upgrade your operating system to a higher version, please check in the SUPPORT section of our website or in the change log from the App Store or Play Store that full compatibility is indicated.

VALIDITY OF THE SERVICE

The duration of the service depends on the subscription purchased. Check the duration with your dealer.

It is possible to extend the duration by renewal.

SMAIRTHERO DESCRIPTION

SMAIRTHERO is composed of a bracelet inside of which there is a hardware with its sensors. SMAIRTHERO is certified IP67, therefore it is dustproof and it can go under fresh water up to 1 meter for a maximum of 30 minutes.

In the lower part of the bracelet there are the sensors that detect:

- heart rate
- skin surface temperature
- proximity
- accidents and falls



At the top of it there is a button and a multicolor LED, and inside of it there is a buzzer (acoustic signaller).

The LED, steady or flashing, and the buzzer have different meanings.

Legend of SMAIRTHERO signals:

Legend of SMAIRTHERO's signals	
Modality	Status
LED flashing orange	Not connected to the smartphone
LED flashing green	Connected to the smartphone
LED flashing red	Battery less than 20%, not connected to the smartphone
LED flashing red	Battery less than 20%, connected to the smartphone
LED red	Charging in progress
LED green	Charging complete
1 buzzer	Single pressure for "Find my phone"
3 buzzer	Cardiac values out of range (see table "Average cardiac values")
2 buzzer	Long button pressure for anti panic function, when connected to the smartphone
3 buzzer	For a disconnection Bluetooth, after 60 seconds
2 buzzer	Cardiac values near the threshold (see table "Average cardiac values")

BATTERY

SMAIRTHERO is powered by a rechargeable lithium-polymer (Li-Po).

CHARGING THE BATTERY

The SMAIRTHERO battery can be charged via a charger with a USB port using a micro-USB cable: remove the inner part of the cuff, insert the micro-USB connector in the port on the cuff and the standard USB connector in the charger. The charger will then be connected to a wall socket.



While charging, the red LED will be steady on, once the charge is completed the LED will become green. At this point it will be possible to wear SMAIRTHERO. It is possible to use any USB type charger, which has indicated in the "5V output" specifications and that can supply a minimum current of 2.0 A. Check that the USB power adapter is approved for safety (indicated by "LPS", "Limited Power Supply", "UL listed" or "CE").

It is good practice, to keep the battery efficient and long-lasting, recharge it at room temperature. Do not charge the battery at temperatures below 14 ° F or above 122 ° F.

Do not charge the battery if SMAIRTHERO is wet or damp. In case of problems with battery life or charging, it is advisable to try using a different charger and/or cable.

HOW TO WEAR YOUR SMAIRTHERO

Wearing the wristband correctly serves for accurate data collection.

You can use one of the following methods to find the best detection method for your person.

RUBBER BELT



Attach the wristband to adhere SMAIRTHERO to the wrist.

OPTIONAL: WITH THE SPORT BAND OR THE CLIP

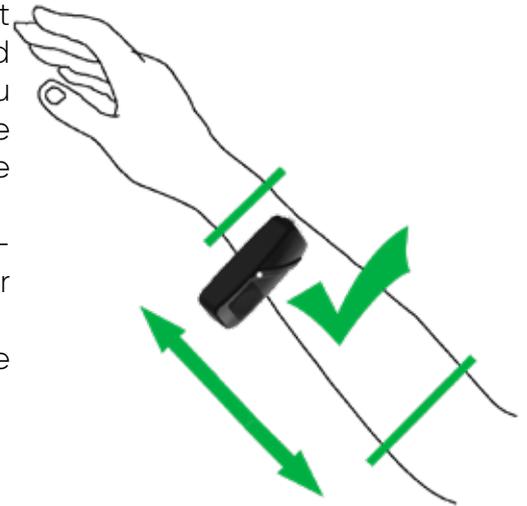
Remove the plastic component from the wristband and wear it under the sports band or with the clip. Under the sports band you can wear it transversely or longitudinally to the wrist. If you want to do sports, look for the most suitable position on the inside of your forearm (see side image as a suggestion of the area).

SmairtHero may not collect data correctly during the most intense physical activities, as it is designed for purposes other than sports.

Using the clip, insert the plastic component by matching the charging socket with the notch in the clip.

You can wear it under an undergarment or a sock.

The elastic of the garment must not be loosened or ruined.



ATTENTION: the sensor must be well adherent to the skin in order not to compromise the reading of the data.

Once worn, after a few seconds, the device will turn on (LED flashing yellow) and SMAIRTHERO will be discoverable from the smartphone.

The band is suitable for adult's wrist.

It is possible to wear the product also immersed in fresh water for a maximum of 30 minutes and for a maximum depth of 1 meter (3,28 ft). It is NOT recommended to use it in salt water.

N.B. SmairtHero bracelets and bands are made of high quality materials, are hypoallergenic and certified.

MAIS Srl assumes no responsibility for the improper use of its devices and accessories.

Excessive sensor pressure on the skin can cause blood circulation problems and be ineffective for correct data reading.

BUTTON FUNCTIONALITY

The button on the top of SMAIRTHERO has several functions:

Manual switch on

It allows you to turn on the bracelet manually with a single push of the button on SMAIRTHERO.

Anti-panic

The anti-panic is a usable feature with the SmairtHero service started.

It is activated by a long press (3 seconds) of the button on SMAIRTHERO.

The user is warned by an audio and a visual message that are started on their smartphone; these 90-second warnings can be stopped by pressing the "Everything's fine" button that appears on the screen. At the end of the 90 seconds the contact number will be called from the automatic system.

Switching off

With the device disconnected from the app, prolonged pressure will turn off the device. For more information about this feature please refer to the chapter "Using in an Airplane".

Search phone from SMAIRTHERO

With a single push of the button on SMAIRTHERO, you can activate the telephone search function ([see table "Legend Reporting SMAIRTHERO"](#)).



To activate the phone search it is sufficient that SMAIRTHERO is connected to the smartphone; in fact it is not necessary that the SmairtHero service is active.

Once the button is pressed, SMAIRTHERO will beep and the phone will start playing. The phone rings even if it is in silent mode and you can quickly locate the phone.

Tap on "Found" on the smartphone screen to stop the search service.

The search service is automatically deactivated after two minutes.

CARE AND MAINTENANCE

If you work or you do physical activity with SMAIRTHERO on your wrist, it is recommended to clean the bracelet regularly and to wear it always on dry skin.

To clean it, extract the inner part containing the sensors and rinse it with water or wipe it with a cloth dampened with water and neutral liquid soap. Do not use other kind of detergents because they could ruin the rubber and leave residues that could irritate the skin.

After the washing, always dry the bracelet properly.

If the bracelet is stained or excessively dirty (dermal fat, sun cream stains, etc.) use a soft toothbrush dampened with neutral liquid soap; do not rub too strong to avoid damaging the bracelet.

SMAIRTHERO is IP67, but it is recommended not to wear it in humid places for an extended period. It is always better to dry it properly after a shower or after sweating with the bracelet on your wrist.

DISPOSAL, RECYCLING AND CERTIFICATIONS

The symbol on SMAIRTHERO and the packaging indicates that the product should be disposed of separately from household waste and in line with local regulations.

The disposal of electronic equipment at collection points provided is the user's responsibility. Contact the responsible authority to find the nearest recycling points.

The SMAIRTHERO product complies with the RoHS Directive (2011/65/EU).

Statement of compliance with EU directive 1999/5/CE

MAIS Srl is authorized to apply the CE mark on the product SMAIRTHERO, thereby declaring conformity with the essential requirements and other relevant provisions of Directive 1999/5/CE.



HOW TO RESET SMAIRTHERO

In case of anomalies (incorrect data reading, inability to pair with the smartphone, etc.) it is possible to proceed with a reset of SMAIRTHERO.

To do so, simply connect it, via micro-USB port, to a power source, and wait a couple of seconds after which the bracelet will emit acoustic signals, bright, finally illuminate the red led.

Once the procedure is finished, normal operation can be resumed.

SMAIRTHERO SENSORS

With your SMAIRTHERO you will be continuously monitored 24 hours a day for heart rate, skin surface temperature, and accelerometer.

For proper operation, you must wait a few minutes because the recorded values are the actual measurements.

Heart rate

With our Photoplethysmographic Sensor (PPG) we read the absorption of green light from the blood to detect the amount of blood flowing in your wrist; the different absorption between the beats allows to calculate your heart rate.

Your SMAIRTHERO can also read the values of RR intervals, that is the interval between two heartbeats; these values are read up to 240 times per minute.

The green LED in the back of SMAIRTHERO pulsates continuously, so any of your heartbeats will be detected.

Skin temperature

With the temperature sensor, SMAIRTHERO measures the surface skin temperature. It is therefore different from the temperature read by a common thermometer purchased at the pharmacy. So, do not worry if you read a lower value you expect.

Accelerometer

With the accelerometer, SMAIRTHERO reads the strength G that your body is undergoing at that time. The accelerometer is read 3 times per second.

Biometric data

All biometric data on the app is calculated from data read by SMAIRTHERO sensors and smartphone GPS.

All reported values are considered to be indicative, since measurements may be affected by an unsafe detection by SMAIRTHERO, for example because it is not worn properly or due to external factors.

Biometric data does not have medical validity. Check with your doctor about your health status.

What to do to get the best results

Like any wearable device, SMAIRTHERO must be worn properly.

The position you wear on the wrist is very important: your SMAIRTHERO should be positioned above the wrist bones, adhering to it but comfortable.

There are also other factors that can affect SMAIRTHERO performance:

- Water: it can block the Bluetooth signal, not allowing communication with the smartphone, and can prevent heart rate measurement
- Movement: some sports such as cycling or racing allow you to better detect other data (such as tennis) because the movements that are made are limited and repeated
- Skin: skin alterations, such as tattoos or abrasions, may affect correct reading, not allowing the photopsiesist to read correctly. In addition, the skin perfusion, which varies from people, may affect the reading of the heartbeat.

SMAIRTHERO ASSIGNMENT TO ANOTHER PERSON

SMAIRTHERO, once performed a reset, performs an autotune to adapt its operation to the biometric characteristics of the person wearing it. If you need to give your SMAIRTHERO to another person, it is recommended that you reset it ([see "How to reset the SMAIRTHERO"](#)) to allow the device to run properly. Failure to perform this procedure could lead to an abnormal device behavior. The person to whom you transfer your device must already have a valid subscription (i.e. already active and not expired).

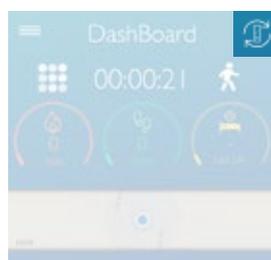
TURNING OFF THE SMAIRTHERO

SMAIRTHERO will automatically shut down after approximately 10 minutes of non-use, or by performing the reset procedure. Also, with the device disconnected from the app, pressing the button (5 seconds) for a long time will turn the device off. For more information about this feature, please refer to the chapter "Use on the plane".

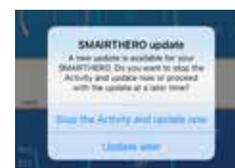
SMAIRTHERO FIRMWARE UPDATE

Upon release of a new firmware update for SMAIRTHERO, the user is notified via the SmartHero app.

Apple

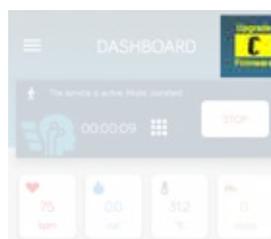


New update available



Proceed with update

Android™



New update available



Proceed with update

Tap the icon (Apple devices) or tap "Update" (Android™ devices) to proceed with the update.

Tap "Stop the service and update now" to update.

It will open automatically SMAIRTHERO Update app (if installed) or the store page to download and install it. Follow the tutorial or consult the SMAIRTHERO Update manual (downloadable from the SUPPORT section on www.smairthero.it).

If you do not want to proceed with the update, tap "Update later"; every time that you start the service, the notification will be shown.

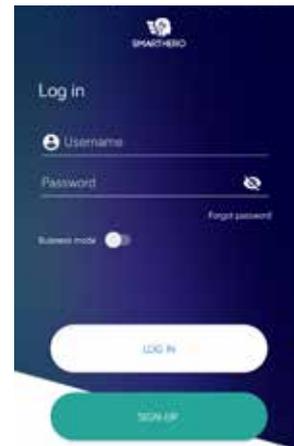
REGISTER

In order to use SmairtHero services you are required to create an account.

1) Open the app SmairtHero on your Android™ smartphone.

2) Tap on "Register" to create a new user account.

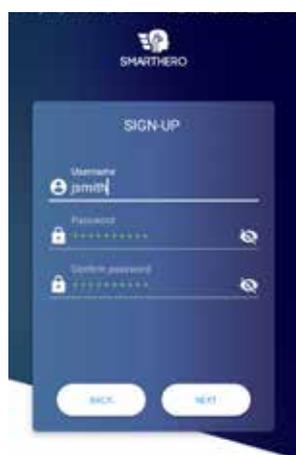
3) Tap "Next" to confirm and continue.



The data entered that do not correspond to the required criteria are highlighted in red. Under the field filled in a brief description of the problem is shown. With an incorrect field it is not possible to go to the next screen.



4) Fill out the registration form with your personal details.

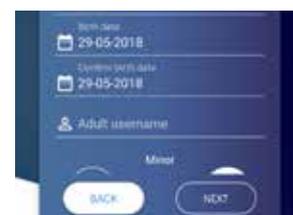


The password must be at least 8 characters in length, and it must contain a minimum of one upper-case letter, one numeric character, one special character: (e.g.: "?", "!"), is personal and it is the user's care to store it carefully besides writing it in a safe place.

Enter and confirm your date of birth.



ATTENTION: If your age is under 16, to complete the registration insert the Username of an adult who exercises your parental authority or who takes his place, who is enrolled in the SmairtHero service.

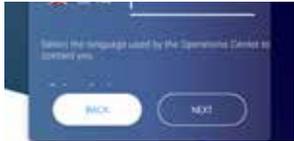


Select the country calling code from the dropdown menu.

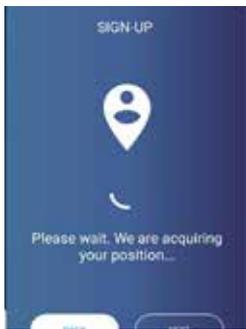


In the Contact Number field, enter the telephone number of your contact (for example a relative) who will be called by the Operations Center.

N.B. The contact number is the ICE reference number to call in case of emergency, so it is advisable to enter a valid and effective number.



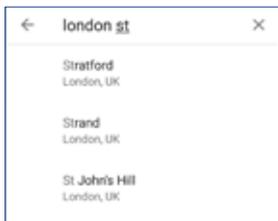
Select the language with which you want to be contacted by the operations center.



The address is automatically detected by the GPS smartphone, and the fields are pre-populated by the app.

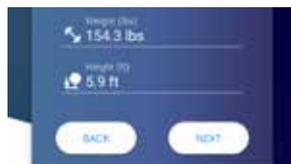


Tap to look up the address through Google.



Tap the desired address, the fields are pre-populated by the app.

Tap "Weight" and "Height".



Tap to change the unit of measurement (Kg / lbs and cm / ft).



Scroll to select the correct measure.



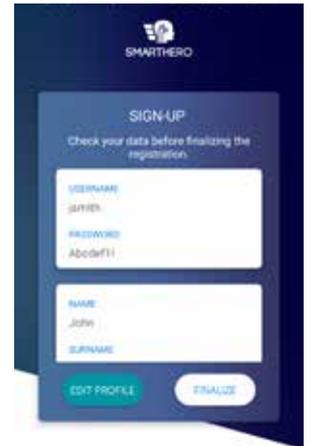
Select to indicate that you have read and accepted the Privacy and the Terms and Conditions.

N.B. If you do not accept the Privacy and the Terms and Conditions it is not possible to proceed with registration.

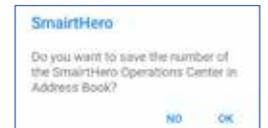
The data entered is summarized in the final screen.

Tapping "Edit Profile" you can change the data: the app automatically returns to the first screen of the registration form, and you can check and correct the data entered.

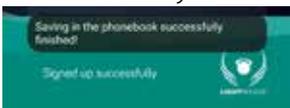
6) Tap "Finalize" to confirm the data and complete the registration.



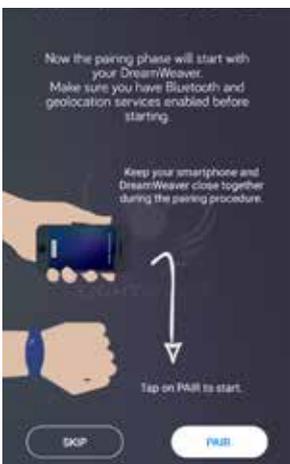
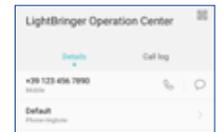
At the end of the registration, you will be asked to save the SmairtHero Operations Center number in your address book.



Storing the number is not mandatory but, if necessary, makes the incoming call from the operations center easily identifiable.



Once you give your consent to access the phonebook a message will warn you of the correct insertion of the new contact.



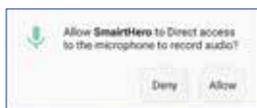
Registration is complete, tap "Pair" to pair the SMAIRTHERO ([see "Connect your SMAIRTHERO and start the SmairtHero service"](#)) or "Skip" to go directly to the Dashboard.

PERMISSIONS

At the first start of the app "SmairtHero" the following permissions will be requested:



» Access to the location



» Access to the smartphone's microphone



» Access to contacts



» Access to body sensors

It is fundamental to allow these elements so that you can have the chance to benefit of the Operation Centre call service and so that you can be geolocalized by the Operation Centre, for a more precise and prompt intervention of the rescue team.

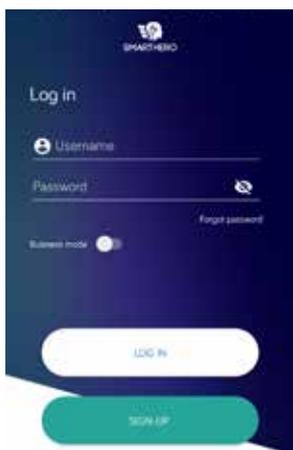
It is not recommended to deny the access; in any case, it is possible to change these settings from the Smartphone Settings menu.

If access to the positioning is not consented, the service can not be started correctly.

READY TO START THE SERVICE?

When using SMAIRTHERO for the first time, it is recommended to fully charge the battery ([see "Charging the battery"](#)).

Open the app SmairtHero on your Android™ smartphone.



LOGIN

Enter Username and Password.

N.B. Please keep this information safe as it is personal.

Tap "Login" to log on.



You will receive a message, that can be "Logged in successfully" or "Username and/or password are incorrect".

In this case you have to re-enter your credentials, inserting them correctly.



N.B. The credentials (Username and Password) are summarized in the email that is sent at the end of the registration.

GOOGLE FIT

Google Fit is an open platform that lets you control your fitness data from multiple apps and devices. By enabling the connection of the SmairHero app to the sending of data to your Google Fit account, you will be able to see the data collected by our service together with those of other apps connected to Google Fit, which could then rework them.

When you first launch the app, after the registration and login, you are prompted to select a Google account to enable syncing with Google Fit.

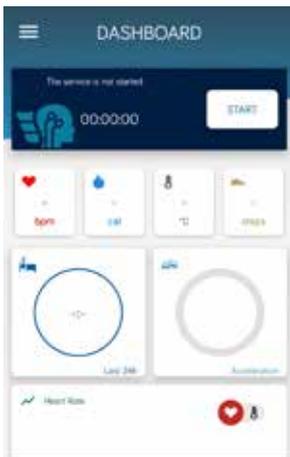
On Google Fit you will see the following data: Heartbeat, Calories, Distance, Steps, Route and Speed

1. Tap "Connect to Google Fit"
2. Select or add an account.
3. Selected the account, tap on "ALLOW" to give the necessary permissions.

The connection to Google Fit has ended successfully.

CONNECT YOUR SMAIRHERO AND START THE SMAIRHERO SERVICE

After logging in, the "Dashboard" is automatically opened.



Tap on to start the service.

Wear the device that turns on automatically.

Approaching your SMAIRHERO the Smartphone.

Tap on PAIR.



Smartphone and SMAIRTHERO will pair automatically; keep them close until the end of the operation.

At the end will be displayed the message "Successfully connected"



Your SMAIRTHERO is now connected to the phone and is paired with the app. The successful connection is indicated by a change of colour on the bracelet LED ([see table "Legend Reporting SMAIRTHERO"](#)).

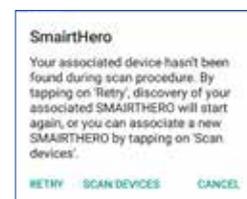
Future connections will be made directly with SMAIRTHERO paired.

If, after 15 seconds, the connection with SMAIRTHERO is unsuccessful, a banner will be shown with three choices.

The first is "Retry": the app retries the connection with the paired SMAIRTHERO.

The second is "Scan devices", that deletes from the phone's memory SMAIRTHERO previously paired, displaying the list of available SMAIRTHERO.

The third is "Cancel": the message is closed.



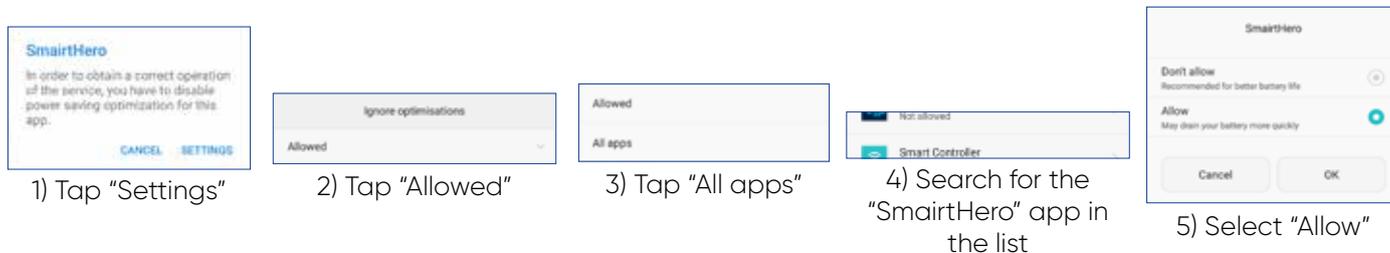
Completed the pairing with SMAIRTHERO, the app returns to the "DASHBOARD".



Select the service from the following three modes:

Standard	Recommended mode for everyday use.
Outdoor activities	Recommended mode for outdoor exercise (Example: cycling), allows you to see the real-time speed and the distance calculated based on the GPS sensors in the "Biometric data" tab (see "The biometric data panel")
Indoor activity	Recommended mode for internal physical activity (Example: gym).

At the first launch, you will be prompted to disable power saving optimization.



N.B. If active, change the energy saving of your Android™ smartphone as it may affect the correct operation of the SmairtHero service. Check your smartphone's manual to exclude SmairtHero from energy-saving apps.



Service successfully started.

For a correct operation it is necessary to wait a couple of minutes for the values read by the SMAIRTHERO to be the actual ones.

STOP SMAIRTHERO SERVICE

Tap on STOP to stop the service.

The SMAIRTHERO will be disconnected but remains paired to a future link (the "Unpair" button remains active).

To unpair your SMAIRTHERO, [see "Unpair your SMAIRTHERO"](#).



ATTENTION: Always stop the service before you unfasten your SMAIRTHERO from the wrist, otherwise it will automatically activate an alarm that can be categorized as in improper use of the device.

ATTENTION: If you use the kill function of the recent app from Multitasking while the SmairtHero service is active, it will be necessary to reopen the app, reconnect SMAIRTHERO and start the service.

SETTINGS

From the side menu select the "Settings" tab; this is divided into two tabs: YOUR DEVICE and APP.

MY DEVICE

SMAIRTHERO status summary screen:

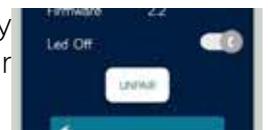
- Serial number
- Status:
 - » Connected
 - » Disconnected
- Battery charge level (in %)
- Firmware version



LED SWITCHES OFF



Inside the "My Device" tab you can switch off the top LED of your SMAIRTHERO. Move the cursor and wait for confirmation with the explanatory text (right image). When SMAIRTHERO is disconnected from your



smartphone it will start flashing orange.

APP

In the right screen lists the app settings.

ALARMS

We give the possibility to stop the current alarm by pressing and holding the button for 3 seconds. By default the option is disabled.



NOTIFICATIONS

Select to accept the Daily Notifications, so SmairtHero will keep you up to date on your progress.

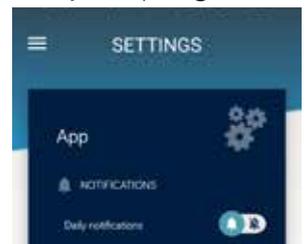
SERVICE SELECTION



Keeping the option active "Display choice every time" at each startup of the service

you will be prompted to select the mode to use: Standard - Indoor activity- Outdoor activity ([see "Connect your SMAIR-THERO and start the SmairtHero service"](#)).

With the option "Display choice every time" inactive, the service automatically starts with the previously selected mode.



CHARTS

Scroll to select the number of values to display in the chart.

To view the chart:

Select the "Biometric Data" tab from the side menu and tap the graph icon.

Or

Tap "More" on the Dashboard to open the "Biometric Data" tab and touch the graph icon.



Tap to select the service
11/05/2018 07:38:07

From the dropdown menu, select the values stored during active services; the last 3 days of activity are kept in memory.

10/05/2018 18:17:13
11/05/2018 00:12:37
11/05/2018 07:38:07

Portrait mode of the chart:



Example: 25 values



Example: 250 values



In addition to the chart, there is a statistics on the progress of the heartbeat.

Landscape mode of the chart (rotate the smartphone to activate it):



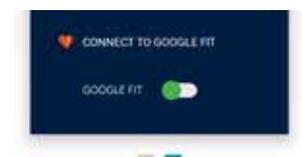
Chart with real-time values are always visible on the "Dashboard" tab. Tap the icon to select the heartbeat or temperature.

UNITS PREFERENCES

Select the desired measurement system: International or Imperial

CONNECT TO GOOGLE FIT

Select to enable or disable synchronization with Google Fit (for more information see ["Google Fit"](#)).



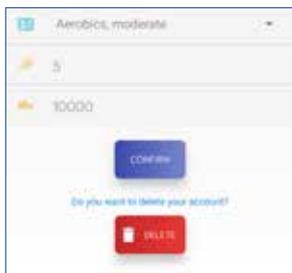
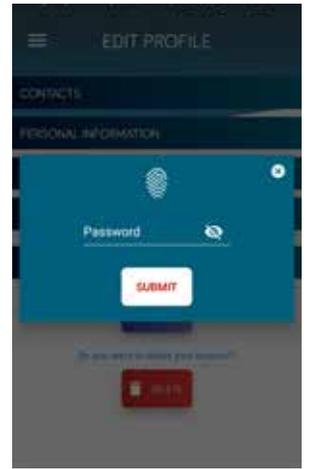
EDIT OR DELETE ACCOUNT

EDIT PROFILE

From the side menu select the "Edit profile" tab.

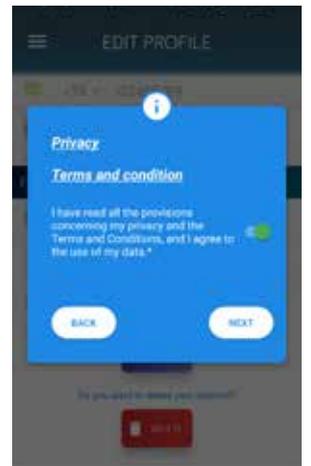
Sensitive operation, enter the password of your SmairtHero account to confirm your identity.

The credentials (Username e Password) are summarized in the email that is sent at the end of the registration.



To save the changes tap "Confirm".

Select to indicate that you have read and accepted the Privacy and the Terms and Conditions.



If you do not accept the Privacy and the Terms and Conditions it is not possible to continue.

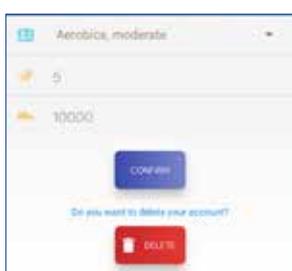


Changes saved successfully.

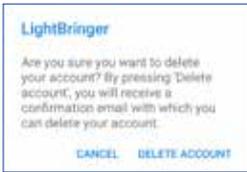
DELETE ACCOUNT

The user has the option to delete his account, effectively deleting all his data.

In case of active subscription, this would also be canceled and it would not be possible to enjoy the remaining days of service.



To delete the account, tap "Delete".



Tap "Delete account" to proceed.

It is automatically carried out the Logout

- Wait for your email address in the link to make the account deletion.
- Open the link received in the email text and follow the instructions to complete the operation.

Once the operation is completed, an email is sent to confirm the cancellation of the account.

CHANGE PASSWORD

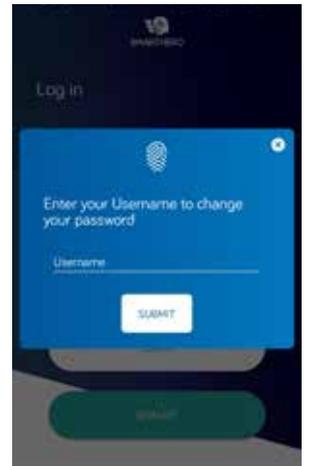
Activate the data connection or Wi-Fi on the smartphone. The change password only works in the presence of an Internet connection.

Open the app SmairtHero.

N.B. To change the password, the user must not be logged should not have signed (from the side menu select "Logout").

Tap on "Forgot Password".

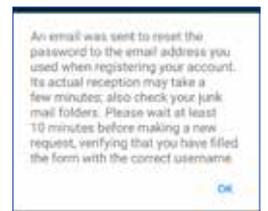
Enter the Username.



The credentials (Username and Password) are summarized in the email that is sent at the end of the registration.

Wait for your email address in the link to make the password change.

The email is sent to the email address used during registration the account. Its reception may take a few minutes; also check your junk mail folders. Please wait at least 10 minutes before making a new request, verifying that you have completed the Username field correctly.



Open the link received in the e-mail and enter the new password*.

Now you can login with the new password.

* The password must be at least 8 characters in length, and it must contain a minimum of one upper case letter, one numeric character, one special character: (e.g.: "?", "!").

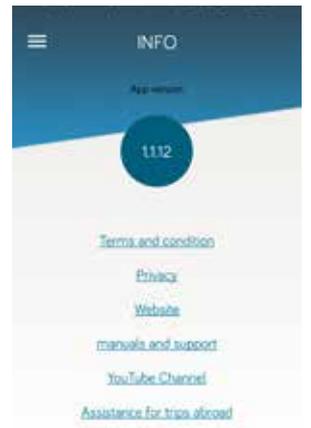
INFO

From the side menu select the "Info" tab

The app version is displayed.

Tap on links to view:

- » Terms and Conditions
- » Privacy
- » The SmairtHero Website
- » The Manuals and Support section
- » The YouTube Channel.



UNPAIR YOUR SMAIRTHERO

Automatically, after the first connection, the SMAIRTHERO is paired with the app.
To pair the SMAIRTHERO see ["Connect your SMAIRTHERO and start the SmairtHero service"](#).

To disassociate SMAIRTHERO, go to the side menu and select the "Settings" tab



If the service is active, you can not disassociate it. Stop the service to disassociate SMAIRTHERO.



Tap "Unpair".



SMAIRTHERO is no longer associated.

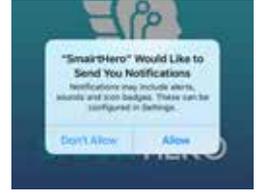
REGISTER

In order to use SmairtHero services you have to create an account.



1) Open the app SmairtHero on your iPhone.

On the first start you will be asked to allow the reception of notifications: it is important to tap on "Allow" in order to receive sounds, notices, notification pop-ups which are fundamental to fully benefit of SmairtHero's protection.



2) Tap on "Register" to create a new user account.

3) Fill out the registration form with your personal details.

Tap on "Accept" to show that you have read and agreed to the Terms and Conditions and the Privacy Policy.

Fill out the fields with your personal details. The following fields marked with * are required:

Name, Surname, Username, Password, Confirm password, Prefix, Mobile phone number, E-mail address, Gender, Date of birth, Adult username, Weight, Height, Country of residence, Prefix, Contact Number and Language.



The password must be at least 8 characters in length, and it must contain a minimum of one upper-case letter, one numeric character, one special character: (e.g.: "?", "!"), is personal and it is the user's care to store it carefully besides writing it in a safe place.

Select the country calling code from the dropdown menu.

Tap on "End" to confirm or "Discard/Cancel" to return to the Registration Form.

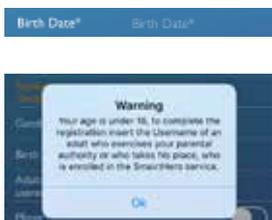


In the field Contact Number enter a phone number (for example the number of a relative) which you can be contacted on by the Operations Centre.



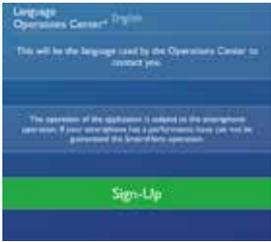
N.B. The contact number is the ICE reference number to call in case of emergency, so it is advisable to enter a valid and effective number.

Enter your date of birth.



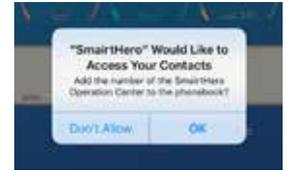
ATTENTION: If your age is under 16, to complete the registration insert the Username of an adult who exercises your parental authority or who takes his place, who is enrolled in the SmairtHero service.



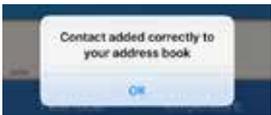


Select the language with which you want to be contacted by the operations center.

4) Tap on "Register" to confirm your personal details and submit the registration form.

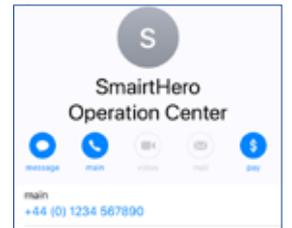


At the end of the registration, you will be asked to save the SmairtHero operations center number in your address book.



Saving the number is not mandatory but, if necessary, makes the incoming call from the operations center easily identifiable.

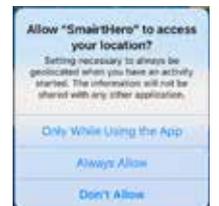
Once you give your consent to access the phonebook a message will warn you of the correct insertion of the new contact.



MICROPHONE AND POSITION

The first time you use the app and start the SmairtHero service, you have to allow to access your location and the microphone.

N.B. To allow the SmairtHero app to access the location, tap "Always allow".



It is fundamental to allow these elements so that you can have the chance to benefit of the Operation Centre call service and so that you can be geolocalized by the Operation Centre, for a more precise and prompt intervention of the rescue team.

It is not recommended to deny the access; in any case, it is possible to change these settings from the Apple Setting menu.

N.B. If access to the positioning is not consented, the service can not be started correctly.

READY TO START THE SERVICE?

When using SMAIRTHERO for the first time, it is recommended to fully charge the battery ([see "Charging the battery"](#)).

Open the app SmairtHero on your iPhone.

Wear the device that turns on automatically.

LOGIN

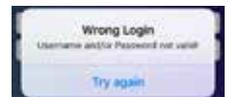
Enter Username and Password.

Please keep this information safe as it is personal.

Tap "Login" to log on.

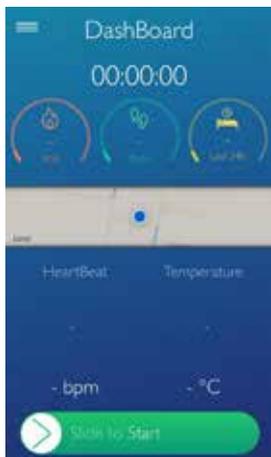


You will receive a message, that can be "Logged in successfully" or "Username and/or password not valid!". In this case you have to re-enter your credentials, inserting them correctly.



The credentials (Username and Password) are summarized in the email that is sent at the end of the registration.

CONNECT YOUR SMAIRTHERO AND START THE SMAIRTHERO SERVICE



After logging in, the "DashBoard" tab is automatically opened.

Slide START to start the service.

Approaching your SMAIRTHERO the Smartphone.



Smartphone and SMAIRTHERO will pair automatically; keep them close until the end of the operation.

Future connections will be made directly with the SMAIRTHERO paired.



SMAIRTHERO is now connected to the phone and is paired with the app. The information displayed are:

- » Serial number
- » Status: Connected or Not Connected
- » Firmware version
- » Accelerometer
- » Battery charge level (in %)



The successful connection is indicated by a change of colour on the bracelet LED ([see table "Legend Reporting SMAIRTHERO"](#)).

If, after 10 seconds, the connection with SMAIRTHERO is unsuccessful, a banner will be shown with three choices.

The first is "Retry": the app retries the connection with the paired SMAIRTHERO.

The second is "Unpair", that deletes from the phone's memory SMAIRTHERO previously paired, displaying the list of available SMAIRTHERO.



The third is "Cancel": the message is closed.

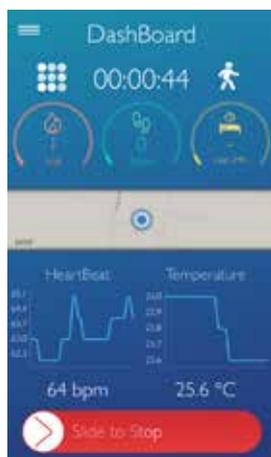
After the first pairing of SMAIRTHERO, the app will automatically return to the "Service" tab.

The "Service" tab can always be selected from the side menu.



Select the service from the following three modes:

Standard	Recommended mode for everyday use.
Indoor activity	Recommended mode for internal physical activity (Example: gym).
Outdoor activities	Recommended mode for outdoor exercise (Example: cycling), allows you to see the real-time speed and the distance calculated based on the GPS sensors in the "Biometric data" tab (see "The biometric data panel")



Service started successfully.

For a correct operation it is necessary to wait a couple of minutes for the values read by SMAIRTHERO to be the actual ones.

STOP SMAIRTHERO SERVICE

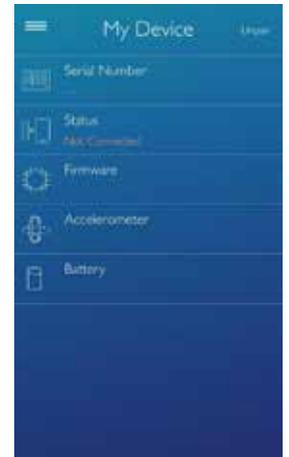
Slide STOP to stop the service.

SMAIRTHERO will be disconnected but remains paired to a future link (the "Unpair" button remains active).

To disassociate, [see "Disassociate your SMAIRTHERO"](#).

ATTENTION: Always stop the service before unfasten your SMAIRTHERO from the wrist, otherwise it will automatically activate an alarm that can be categorized as in improper use of the device.

ATTENTION: If you use the kill function of the recent apps from Multitasking while the SmartHero service is active, it will be necessary to reopen the app, reconnect the SMAIRTHERO and start the service.



SETTINGS

Select the item "Settings" from the sidebar menu.

NOTIFICATIONS

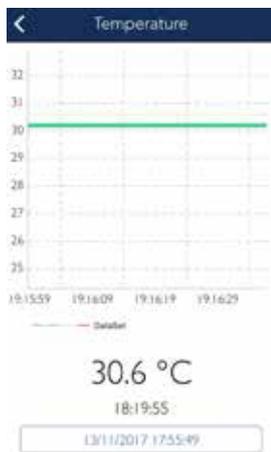
Select to accept the Daily Notifications, so SmartHero will keep you up to date on your progress.

CHARTS

From the dropdown menu, select the number of values to display in the chart.



To view detailed charts of the heart rate or temperature, tap the preview of the desired graph.



Example: 30 seconds



Example: 1 hour



From the dropdown menu, select the values stored during active services; the last 3 days of activity are kept in memory.



SERVICE SELECTION

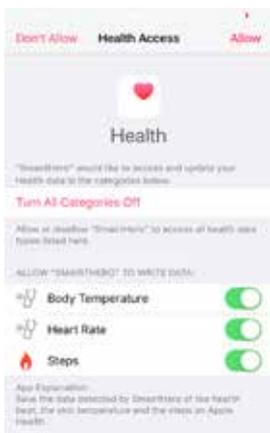
Keeping the option active "Display choice every time" at each startup of the service

you will be prompted to select the mode to use: Standard - Indoor activity- Outdoor activity (see "Connect your SMARTHERO and start the SmartHero service").



With the option "Display choice every time" inactive, the service automatically starts with the previously selected mode.

APPLE HEALTH



SmartHero allows you to synchronize the data collected during the service with the Apple Health app.

In this way, personal values and statistics can be visualized on the Apple Health app.

Select to enable synchronization with Apple Health.

The tab with the selectable categories is automatically opened:

- Body Temperature
- Heart Rate
- Steps



Select and tap "Allow" to enable categories to sync with Apple Health.

ALARMS

We give the possibility to stop the current alarm by pressing and holding the button for 3 seconds. By default the option is disabled.



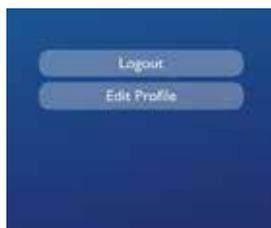
INFO

Tap on links to view: Terms and Conditions, Privacy, the SmartHero Website, the Manuals and Support section, and the YouTube Channel.



EDIT PROFILE OR DELETE ACCOUNT

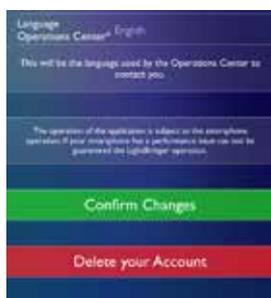
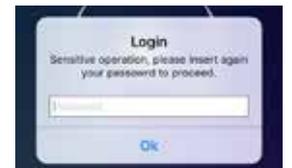
EDIT PROFILE



Select the item "Account" from the sidebar menu.

Tap on "Edit Profile" to see and edit your personal details.

ATTENTION: Sensitive operation, enter the password of your SmairHero account to confirm your identity.



Before confirming the changes: tap on "I agree" to show that you have read and agreed to the Terms and Conditions and the Privacy Policy.

Tap on "Confirm changes" to save your changes.

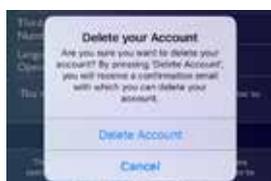
DELETE ACCOUNT

The user has the option to delete his account, effectively deleting all his data.

In case of active subscription, this would also be canceled and it would not be possible to enjoy the remaining days of service.



To delete the account, tap "Delete".



Tap "Delete account" to proceed.

It is automatically carried out the Logout

Wait for your email address in the link to make the account deletion.

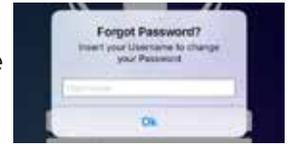
Open the link received in the email text and follow the instructions to complete the operation.

Once the operation is completed, an email is sent to confirm the cancellation of the account.

CHANGE PASSWORD

Open the app SmairtHero.

N.B. To change the password, the user must not be logged should not have signed (Select the item "Account" from the sidebar menu).



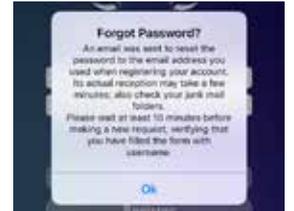
Click on "Forgot Password".

Enter Username.

Wait for your email address in the link to make the password change.

The email is sent to the email address used during registration the account.

Its reception may take a few minutes; also check your junk mail folders. Please wait at least 10 minutes before making a new request, verifying that you have completed the Username field correctly.



Open the link received in the e-mail and enter the new password *.

Now you can login with the new password.

* The password must be at least 8 characters in length, and it must contain a minimum of one upper case letter, 1 numeric character, 1 special character: (e.g.: "?", "!").

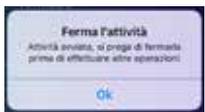
UNPAIR YOUR SMAIRTHERO

Automatically, after the connection, SMAIRTHERO is paired with the app.

To pair the SMAIRTHERO [see "Connect your SMAIRTHERO and start the SmairtHero service"](#).

To disassociate SMAIRTHERO, go to the side menu and select the "Settings" tab

If the service is active, you can not disassociate it. Stop the service to disassociate the SMAIRTHERO.



Tap "Unpair".

The SMAIRTHERO is no longer associated.

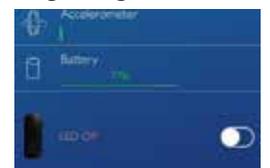


LED SWITCHES OFF

Inside the "My Device" tab you can also switch off the top LED of your SMAIRTHERO.

Move the cursor and wait for confirmation with the explanatory text (right image).

When SMAIRTHERO is disconnected from your smartphone it will start flashing orange again.



THE BIOMETRIC DATA PANEL

In the biometric data panel are shown:

- Biometric data that is measured and calculated in real time on the basis of the values measured by your SMAIRTHERO and on the age, gender and weight data entered during registration.
- The status of the GPS signal.

BIOMETRIC DATA

These data are:

- Steps: displays the value of the steps recorded by SMAIRTHERO since the start of the service. The detection of steps could do not take place correctly performing certain physical activities, such as cycling.
- Distance: is the total value of the mileage recorded by SMAIRTHERO from its connection with the app. In the outdoor activity it's calculated using GPS data.
- Speed: is the speed measured, expressed in km/h (it is shown when the outdoor activity has been selected).
- Pace: indicates your average time (in minutes) to travel a kilometer.
- Altitude: indicates the meters detected by the GPS (shown when outdoor activity was selected).
- HRV: is the average of heart split times (time between a heartbeat and another) recorded by SMAIRTHERO from its connection with the app.
- Calories: calories burned recorded by SMAIRTHERO from its connection with the app.
- Avg bpm: is the average heart rate since the start of the service. Heart rate can vary during the day: for example, during the night it tends to lower, instead stress, a sudden emotion and physical activity cause a normal increase in beats.

The table shows the ranges of resting heart-rate values depending on the age group.

Heartrate range	Age (years)
80-180 bpm	0 - 2
80-100 bpm	3 - 12
70-120 bpm	13 - 19
60-90 bpm	> 20

- VO2: is an estimate of the volume of oxygen consumed per minute. The oxygen consumption is an integrated and comprehensive measure of the maximum intensity of exercise that a subject can tolerate for long enough periods of time.

VO2 for men:

Rating	Age (Years)					
	18-25	26-35	36-45	46-55	56-65	65+
Excellent	>60	>56	>51	>45	>41	>37
Good	52-60	49-56	43-51	39-45	36-41	33-37
Above average	47-51	43-48	39-42	36-38	32-35	29-32
Average	42-46	40-42	35-38	32-35	30-31	26-28
Below average	37-41	35-39	31-34	29-31	26-29	22-25
Poor	30-36	30-34	26-30	25-28	22-25	20-21
Very poor	<30	<30	<26	<25	<22	<20

VO2 for women:

Rating	Age (Years)					
	18-25	26-35	36-45	46-55	56-65	65+
Excellent	>56	>52	>45	>40	>37	>32
Good	47-56	45-52	38-45	34-40	32-37	28-32
Above average	42-46	39-44	34-37	31-33	28-31	25-27
Average	38-41	35-38	31-33	28-30	25-27	22-24
Below average	33-37	31-34	27-30	25-27	22-24	19-21
Poor	28-32	26-30	22-26	20-24	18-21	17-18
Very poor	<28	<26	<22	<20	<18	<17

• MET: Metabolic the Equivalent of Task expresses the energy expenditure of each activity monitored. It varies according to sex, age and weight of the person being monitored.

N.B. The basal metabolic rate of the person is not included in the MET.

The MET values are interpreted through the following tables.

Activity Level	MET	Activities
Very light	1.3	Still
	1.5	Reading, talking on the phone
	1.8	Studying
Light	2.0	Walk slowly, playing an instrument, light work
	2.5	Go down the stairs, cooking, light housework, shopping, bring to pass the dog
	2.5-3.0	Walking at a moderate pace
	3.0	Making light / moderate work, drive, wash your car, play with the kids
Moderately vigorous	3.5	Walking to lively gait, golfing, canoeing or kayaking,
	4.0	Walking at very brisk pace, climbing stairs, dancing, biking, gardening
	4.5	Swimming slowly
	5.0	Walking at very brisk pace, play tennis (twice), carry heavy objects, doing gardening work using heavy tools, paint, cut firewood
Vigorous	6.0	Light jogging, ice skating, roller skating
	6.0-7.0	Walking tours
	6.0-8.0	Canoeing and kayaking intensive,
	6.0-10.0	Bike (16-26 km / h)
	7.0-12.0	Tennis (single), squash
	8.0	Jogging, skiing, heavy farm work
	10.0	Race (10 km / h)
	13.5	Race (13 km / h)
16.0	Race (16 km / h)	

- GPS Status: to be considered only if you select outdoor activity.

Legend GPS Status			
Stato	Android™	Apple	Description
Standard activity or indoor activities			
Outdoor activities	GPS signal low 		The use of GPS is essential for correct data collection and interpretation. The reception quality of the GPS signal may vary depending on the environment you are in and the movements. For example, in a closed environment (home, office, etc.) the GPS signal will be low.
	GPS signal medium 		
	GPS signal strong 		

HOW TO RESET THE VALUES

To reset the data displayed you can use two methods:

1. wait for the bracelet goes off
2. reset the bracelet, connecting it to the charger for about 3 seconds or as long as it do not flash the LED and emits the sound signals.

This will make it possible to view the data calculated while using the SmartHero service.

ATTENTION: the data presented have no medical validity, always check with your trusted physician your health if you need. Data presented are estimates that are subject to error due to detection problems. You should always properly wear your SMAIRTHERO as shown on page. 5 to get the most accurate readings.

SLEEP DETECTION

Thanks to the SMAIRTHERO sensors and to artificial intelligence we can detect how much the user sleeps.

The data that is shown in the service tab refers to the sleep calculated in the last 24 hours.



WHAT HAPPENS IN THE EVENT OF AN ALARM

If SmairtHero find a problem with the analysis of the data collected with the SMAIR- THERO bracelet, the first to be warned that something might be wrong is the wearer. First of all, we warn you when SMAIR- THERO detects heart values close to or above its maximum or minimum heart rate thresholds, the user is warned of the possible danger by sounds (see table "SMAIR- THERO Warnings Legend"):

- 3 "beeps": heart values above the threshold.
- 2 "beeps": heart values close to the threshold.

With these alerts you can check that you have worn your SMAIR- THERO correctly. Our Artificial In- telligence will continue to analyse the data and, if necessary, will trigger the appropriate alarms.

THE ALARMS

When AI detects an alarm situation, you will be alerted with a sound and a visual message that is displayed on screen on your smartphone; this 90-second warning also has two options, namely:

- Everything OK stops the alarm
- I need help the alarm arrives directly at the operations center without waiting for the timer to stop

If the alarm that has been triggered should not be real or should not be con- sidered real (because, for example, an effort has been made over time, but without any consequences), use the "All right" button to stop the sound and stop the process that will lead to further action. In addition, the bracelet will also sound, so if you are away from your smartphone you will be warned and you can also stop the alarm by holding the button on the SMAIR- THERO bra- celet for 3 seconds (this option can be activated from the Settings menu).

If you let the 90 seconds go by without blocking the alarm with the "All right" button, the alarm will arrive at the Operations Centre, whe- re a trained operator will take charge of the problem until the call for help.

They will first try to contact you, using the VoIP chan- nel (*), which will put him in direct communication with his smartpho- ne or by calling him directly to the mobile number entered during registration.

Once the communication is open, the operator will identify him by asking him:

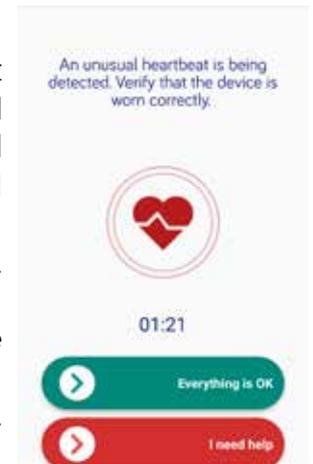
- Name
- Surname
- Date of birth

The verification of the user's personal details serves to ascertain that he or she is actually the person being monitored and not a family member/friend/other, in order to be able to give the correct information to the rescuers.

In any case, assistance will be provided.

If the Operations Centre should be unable to speak to you directly, it will call the contact number to warn him of the anomaly and ask him to verify that you are well.

After 5 minutes of time given to the owner of the contact number to ascertain the situation, the operations centre will call the contact number again.



(*) the VoIP channel uses the Internet and the SmairtHero service active. Some telephone operators may block VoIP traffic.

If any form of contact is not possible, the most suitable assistance will be alerted. It is therefore a good idea to inform the person whose telephone number is listed as the contact number so that he or she knows that he or she may receive calls to check that the user is well. Please make sure that you enter your details correctly during registration and keep them up to date.

SUPPORT SERVICES

The following Assistance Services are available 24 hours on 24, 7 days out of 7 in Italy or abroad.

Assistance Services will be provided to customers for events that have occurred all over the world.

Assistance is provided in the following languages:

- Italian
- French
- German
- English
- Spanish

The choice of the language with which the operations center will provide assistance must be selected during registration; it can be modified later by modifying your profile.

REQUEST FOR ASSISTANCE – EXTRAORDINARY CIRCUMSTANCES

It is expected that the Support Services shall be supplied even if the alarm resulting from participation in: wars, revolutions, riots or popular movements, looting, acts of sabotage, vandalism and terrorism, piracy, strikes, earthquakes. In such circumstances, however, it is considering that the exceptional circumstances could put the helpline in a position of not being able to cope with all the requests for assistance received, subject to a commitment to manage them in any case in the shortest time and in the most efficiently as possible.

LOSS OF USE OF PERFORMANCE

The Operations Center is not required to provide services or refunds, or alternatively by way of compensation, in case of services not only partially by choice or take advantage of the customer or negligently of these.

EFFECTIVE DATE AND DURATION OF ASSISTANCE SERVICES

Assistance Services from the date of activation for the duration of service.

SLEEP STROKE

Feature only available for Android™ app.

Using SmairtHero in your car will monitor your driving status. To do this, it is essential to connect your smartphone via Bluetooth to the vehicle's multimedia system (not all systems are compatible).

When the app is launched for the first time, a voice message from your smartphone and the buzzer of the SMAIRTHERO will indicate that you can activate this control by briefly pressing the button on top of the SMAIRTHERO.

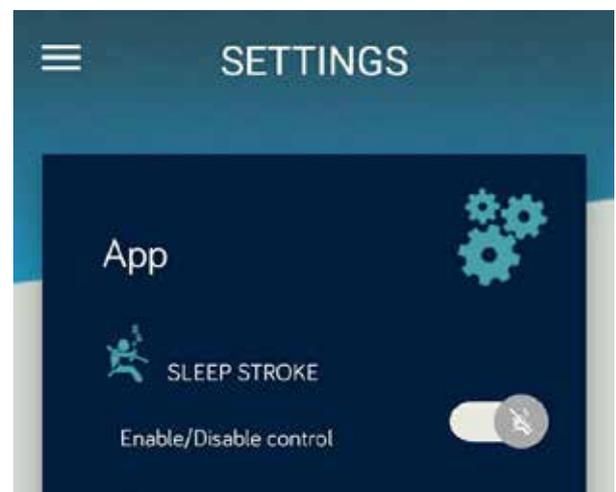
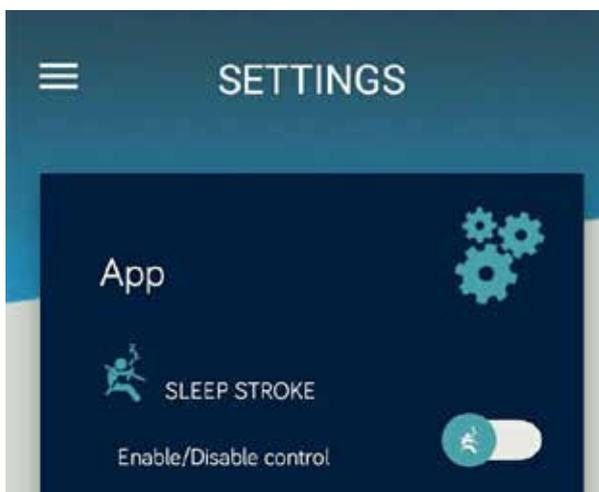
Once activated, the app will know for itself whether you are in the car or not, by activating the control.

If a prolonged period of immobility is detected you will be warned first with the buzzer of the device: in this case you can confirm to be alert by pressing the button of the SMAIRTHERO. If there is no feedback, the alarm will be triggered with a voice message.

It will be possible to interrupt the alarm by briefly pressing the button on the top of the SMAIRTHERO.

This alarm works even when there is no Internet connection, trying to send the alarm to the Operations Centre in the following minutes.

From the Settings panel it is possible to disable the control by moving the cursor to the right (see image on the right below).



BATTERY CONSUMPTION

SmairtHero uses the battery because it wants to offer a total security service. The use of GPS, bluetooth and data transport (WiFi or 3G / 4G) is critical to proper data detection and interpretation, both biometric intercepted by SMAIRTHERO and placement.

GPS positioning is a very important element to enable localization by the control panel as precisely as possible, in order to send rescue services where necessary.

Bluetooth is used to allow communication between SMAIRTHERO and the SmairtHero app. Continuous communication between the two devices is crucial to managing the information that is exchanged.

The data transport allows communication with the data processing center, which receives the information, analyzes them, and is able to discriminate if everything is good or if intervention is needed.

Active use of energy saving policies on your smartphone may affect the operation of the service, in particular the Bluetooth connection.

USE ON THE PLANE

Before boarding an aircraft (or entering any place where it is forbidden to keep Bluetooth devices on), follow this procedure:

1. Stop the SmairtHero service.
2. Press and hold (5 seconds) the button on the device.

SMAIRTHERO will turn off, going into Airplane Mode. On arrival, before reactivating the service, briefly press the button to turn it on (it will not turn on automatically after activating this mode).

IMPROPER USE OF THE SERVICE

An improper use of the service will lead to an immediate deactivation of the user account and the cancellation of the subscription. The user might be charged for the improper use.

The login is strictly personal and must not be lent or transferred to third parties. The incorrect use of the same will lead to the closure of the account and the cancellation of the subscription.

FAQ

You can find the FAQs in the Support section of our website: <https://www.smairthero.it>

TROUBLESHOOTING

<p>SMAIRTHERO does not connect</p>	<ul style="list-style-type: none"> • Make sure it's on with the orange flashing LED on top • Make sure Bluetooth is on on your smartphone (refer to the phone's brand instructions) • Verify that you have given permissions to the app (refer to the instructions of the phone's reseller) • Turn off and turn on Bluetooth service on your smartphone • Restart your phone
<p>SMAIRTHERO does not recharge</p>	<ul style="list-style-type: none"> • Try a different charger than the one you use • Check that the charger says 2A or 2 Ampere • Try a different micro-USB cable
<p>I updated my smartphone's operating system and now the app is no longer working properly</p>	<ul style="list-style-type: none"> • Check that there is no update of the same available on the store. We always indicate when we introduce compatibility with a new major release and/or refer to FAQs on the site • If the Bluetooth issue is, follow the directions on our website support page to try to work around it. Sometimes, updating an operating system leads to problems that can be solved either with drastic actions such as a reset to factory data, or with manual procedures
<p>Receiving anomalous data read notifications</p>	<ul style="list-style-type: none"> • Wear the bracelet as a manual: incorrect reading can lead to a malfunction of the service • If you think you've followed the directions, look for the location that may seem best for you to bring SMAIRTHERO: each person is different, you may need to position it differently from what is indicated • Try charging the bracelet for 3 minutes and then put it on again • Try wearing the device using the sponge cuff instead of the rubber bracelet
<p>The app continues to stop unexpectedly</p>	<ul style="list-style-type: none"> • Check that your phone has a good level of performance: a particularly used smartphone may not perform well, so the app is closed in the background to free up resources • Make sure you have the latest version available: Check the Play Store or App Store for no updates available • If there is no updates, uninstall and reinstall the app. You will be prompted to log in once reinstalled and opened • Make sure your phone has at least 20% free storage • Make sure you don't have more than 5 apps open and parked in the background, and if you close them
<p>I activate the service and find myself the app closed</p>	<p>Unfortunately, sometimes the app may be shut down indefinitely by the operating system. We always try to apply all possible best practices to prevent this from happening, but it is at the discretion of the operating system to close apps or not.</p> <p>What you can do, is follow scrupulously all the directions of the manual and, for Android devices, set the app among those not subject to energy saving. We cannot give unique indications of this, as app policies differ from manufacturer to manufacturer.</p>
<p>I have received alarms: do I have to go to a doctor?</p>	<p>SmairtHero is neither a medical nor diagnostic device. It analyzes the detected data and, thanks to its artificial intelligence, decides whether to trigger an alarm. But you don't have to worry about anything. If you have our subscription with Operations Centre it will be the operator and/or the doctor who helps you to give you the indications of the case.</p>
<p>How do I know if my Android smartphone has Google Mobile Services (GMS) pre-installed?</p>	<p>Knowing if you have Google Mobile Services pre-installed is very simple: just make sure you have pre-installed on your device apps like Google Play Store and others from the Google universe (YouTube, Gmail, Maps...).</p>

WARRANTY

MAIS Srl (hereafter MAIS) warrants this product against defects in materials, design and manufacturing free of charge for 24 (twenty four) months from the purchase date. The cover is also extended to battery life. The defects that may occur due to transport, improper use or inadequate storage or maintenance of the products are excluded from the warranty given.

While under warranty, the product presents defects related to the materials used, design or manufacturing or in any case a malfunction that clearly limits the use of the monitoring service, under normal use and maintenance conditions, it is necessary to forward to the seller, by registered letter or by e-mail the related complaint within two months from the discovery of the defect and then bring the product to the retailer or point of sale where it was purchased.

The outlets and authorized dealerships MAIS, withdraw the defective product and determined that the defect claimed is within the guarantee given (materials, manufacturing, operation), will replace the product tainted with a new product.

WARRANTY CONDITIONS

This guarantee is valid provided proof of purchase (receipt, invoice) is shown. MAIS reserves the right to refuse services covered by the guarantee if proof of purchase has been tampered with or altered after the initial purchase of the product from the retailer. The buyer shall be exempt from the rights provided for in Article 130, paragraph 2, Consumption Code if he / she does not denounce the seller the defect of conformity within two months from the date on which he discovered the defect. The complaint is not necessary if the seller acknowledged the existence of the defect or concealed it. Unless there is evidence to the contrary, it is assumed that the defects of conformity which occur within six months of the delivery of the good existed at that date unless such a hypothesis is incompatible with the nature of the goods or the nature of the lack of conformity. By virtue of the guarantee, SmairtHero is required to replace the defective product with another identical product or at least functionally equivalent product. This replacement does not extend the warranty for another two years, the guarantee still being valid for 24 months from the date of the first purchase. This warranty only covers defects in material, manufacturing and functionality. In particular, it does not cover the following:

- Reduction in the yield of consumables, e.g.: battery, bracelet, paper clip.
- Abuse or misuse of the product including, but not limited to the inability to use the product for normal purposes in accordance with the instructions for use.
- Using this product in conjunction with accessories or cell phones that do not meet the compatibility specified in user manual.
- Malfunction of the product due to the use of third-party software that alters, modifies or changes the existing software approved by MAIS
- Accidents, natural disasters or other disasters, out of SmairtHero control caused by lightning, water, fire, earthquake, riots or terrorist acts.
- Unauthorized modifications made to the product in compliance with local or national technical standards in force in the countries not covered by MAIS
- Damage to a battery caused by overload or usage not in accordance with specific instructions in user manual.
- Damage to the product due to attempts at repair.
- Alteration, deletion, removal or defacing of the model or serial number.
- Recharging the batteries with a different charger from the one provided with the product.
- Obvious signs of tampering.
- Exposure to extreme thermal or environmental conditions or rapid changes in such conditions.
- Liquid spills other than water or food.
- Incidental or intentional breakage caused by user or other intentionally or accidentally.

This warranty does not alter or remove consumers' rights under national laws of the countries where the product was sold through an authorized dealer, or those that the consumer may have against the dealer or outlet under the purchase contract signed with retailer itself. The guarantee of the MAIS product is limited only to the benefits provided by this warranty.

MAIS will not be held accountable for consequential damages or lost profits.

This guarantee is subject to the conditions of Italian law on warranty for defects.

DISCLAIMER

The content of this manual is for informational purposes only. The hardware and software products described in it can be subject to changes without notice. This is due to the continuous development of the product.

MAIS Srl provides the above warranty exclusively to the product sold and contained in this manual (it does not issue statements or provide guarantees regarding this manual and the products described in it).

MAIS Srl shall not be liable for any damages, losses, costs or expenses, direct, indirect or accessories, caused or accidental, deriving or attributable to the improper use of the product sold and described in this manual (of this manual or the products described inside).

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