

SMARTHERO 2.0



User Manual

Version 01-02042021

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GENERAL INFORMATION

SmairtHero is a security and protection service that allows the user to be monitored through a smartphone and the use of a wearable device of the SMAIRTHERO product range.

SmairtHero collects data from the sensors of your smartphone and from the SMAIRTHERO device, transmitting them to our servers. The following data are collected: heart rate, location (gps), body movement, acceleration (falls and accidents), skin temperature.

The SMAIRTHERO's Artificial Intelligence analyses the data flow to understand if the user has any biometrical issue, and if so, will trigger an alarm that will be escalated to the Operations Centre where, rescue operators and doctors, will prompt the necessary actions (including ambulance and police intervention).

DOWNLOAD AND INSTALL THE APP

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



SMARTPHONE COMPATIBILITY

Android™ 5 or higher (Google certified devices with Google Mobile Services GMS), Apple iOS 12.1 or higher. The efficiency and effectiveness of the app is subject to the operation of the smartphone. If your smartphone has performance issues, SmairtHero cannot be guaranteed to work.

SmairtHero app will not work properly on smartphone that use a custom ROM as OS.

Android smartphones must have at least 1.5GB of RAM, and Google Mobile Services installed. To find out if your device is equipped with Google Mobile Services make sure you have pre-installed apps such as Google Play Store and others from the Google universe on your device (YouTube, Gmail, Maps...). SmairtHero's app may not be downloadable from stores on smartphones that are not Google certified by the operating system vendor.

In case of update of the operating system to a higher version 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.

WEARABLE COMPATIBILITY

The app is compatible with all devices in the SMAIRTHERO product line.

VALIDITY OF THE SERVICE

Check with your retailer for the length of service you purchased.

You can extend it by renewing your subscription yearly.

PERMISSIONS

At the first launch of the SmairtHero app, permissions will be requested for the correct execution of the app and the use of the service. In particular, a specific confirmation is required to allow the use of the GPS of the Smartphone. The GPS location allow a timely and more precise intervention of the rescue services.

Please follow the instructions popup on the app during the setup for the correct configuration of those permissions.

NOTICE

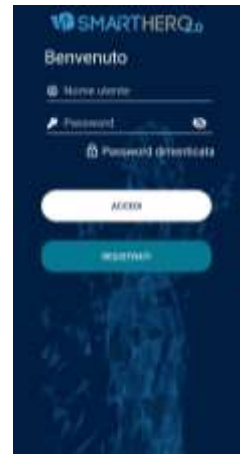
In the event that you do not consent to access to the geolocation (GPS), the service cannot be started correctly.

Please check the power savings options of your Android smartphone™ to be sure that it is disabled as this function may affect the correct operation of the SmairtHero service. Check your smartphone's user manual about how to exclude SmairtHero App from energy-saving app list.

REGISTRATION

You need to create an account to use SmairtHero's services.

- 1) Open the SmairtHero app on your smartphone
- 2) Tap "Sign up" to create a new account
- 3) Fill out the registration form with your personal data



The entered data that does not match the required criteria, is highlighted in red. With an incorrectly filled-in field, you can't go to the next screen or continue recording.

The password must contain a minimum of 8 characters with at least one uppercase letter, number, and special character (for example: "?", ",", "!"), it is personal and it is the user's care to store it carefully beyond

N.B.: if your age is under 16, to complete the registration enter the Username of an adult who exercises your parental authority or of one who takes his place. This person needs to be previously registered with the SmairtHero service.



From the drop-down menu, select the phone prefix of your country.

In the Contact Number field, enter the phone number of a contact of yours (such as a relative) that can be called by the Operations Centre.

The contact number is the ICE reference number to call in case of emergency, so it is recommended to enter a valid and effective number. It is not recommended to reuse your phone number.

REMEMBER!

You will be able to change or add up to three ICE numbers also later, after the end of the registration, by editing your user profile.

The user needs to accept Privacy Terms and the Terms and Conditions, in order to finalize the registration.

At the end of the registration, you will be proposed to store in your address book the number of the SmairtHero operations centre: it is not mandatory but, in case of need, makes the incoming call from the operations centre easily identifiable allowing the user to accept the call. We strongly recommend informing the ICE numbers to do the same, to avoid refusing the call from the Operation Centre. The Operation Centre Number will never be a hidden number.

At the end of the registration, you'll receive an email with a summary of your credentials. Keep it in a safe place to be recalled in case of need or doubts!

STARTING THE SERVICE

Open the SmairtHero app on your smartphone.

LOGIN



- Enter Username and Password.
- Tap "Sign in" to sign in.

In case of errors messages during the login check that you have entered all the data correctly and have an available internet connection.

REMEMBER!

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

Keep your credentials in a safe place.

CONNECT YOUR SMAIRTHERO AND START THE SMAIRTHERO SERVICE



Once authenticated, the "Dashboard" tab opens.

- Wear the device that lights up on its own.
- Bring your SMAIRTHERO closer to your Smartphone.
- Swipe the "Slide to start" green button at the bottom of the page, to the right to start the service.

SMAIRTHERO device is connected to the phone and is paired with the app. The connection is also signalled by the change in the colour of the LED on the SMAIRTHERO device (refer to the *Device manual in case of need*).

Future connections will take place directly with the combined SMAIRTHERO.

STOP THE SERVICE

Swipe the red "Slide to Stop" button (at the bottom of the page) to the right to stop the service and disconnect your SMAIRTHERO.

Your SMAIRTHERO will disconnects but will remains associated for a future link (the "Disassociate" button in the App Settings remains active).

To disassociate see "Unpair your SMAIRTHERO".

NOTICE

Always stop the service before removing the wristband from your wrist, otherwise an alarm will be triggered that can be classified as improper use of the device.

SETTINGS

From the side menu, select the "Settings" tab.

In the first part you will find the part related to the device with the summary of the status of SMAIRTHERO:



- Serial number
- State:
 - » connected
 - » disconnected
- Battery charge level (in %)
- Firmware version



Below you can find selectable settings.

LED

Within the settings you can turn off the top LED on top of your SMAIRTHERO wristband by moving the cursor. When SMAIRTHERO is disconnected from the smartphone it will start flashing orange again.

ALARMS



By enabling it you have the option to stop the alarm in progress by pressing and holding for 3 seconds the button on top of the wristband.

NOTIFICATIONS

Select to disable/enable Daily Notifications about your progresses.

MEASUREMENT SYSTEM

Select the measurement system you want: International or Imperial

CONNECT TO GOOGLE FIT/APPLE HEALTH

Select to disable/enable synchronization with Google Fit/Apple Health. This function will allow you to send data to these two applications and save them for later analysis and personal statistics or to show them to your GP. Please remember to filter the kind of data to collect and to empty the memory of those applications regularly to avoid shortage of available memory on your smartphone.

EDIT OR DELETE ACCOUNT

EDIT PROFILE

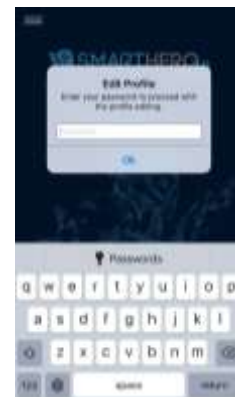
From the side menu, select the "Edit Profile" tab.

Enter your SmairtHero account password to confirm your identity.

Edit the data you need, and remember to keep them up to date, especially for what concern your home address and ICE numbers.

To save the changes, you will need to re-accept the Privacy and the Terms and Conditions.

If you do not accept Privacy and the Terms and Conditions, you cannot continue. To save your changes, tap "Confirm Changes" at the bottom of the page.



DELETE ACCOUNT

You have the option to delete your account, always within the profile change, having immediately deleted all your data.

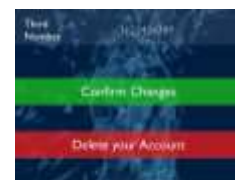
In case of active subscription, this would also be cancelled and it would not be possible to use the remaining days of service.

To delete your account, tap "Delete" and follow the instructions on screen.

Your user session will be closed automatically.

You will receive an email containing a web link to the "delete" function of the account: once received follow the instructions by going to open the link and then following the instructions on screen.

After the transaction, an email is sent to confirm the cancellation of the account.



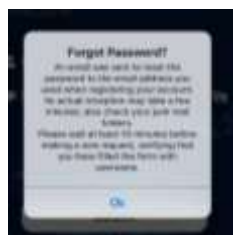
CHANGE PASSWORD

Password change can be required when you are not already logged in.

From the login screen, tap "Forgotten password".

Enter the Username: if you don't remember it you can find it in the email that is sent at the end of the registration.

You will receive a reset password email containing the web link to the change password function.



The email is sent to the email address used when registering the account. It may take a few minutes to be received.

Also check your junk email folders. Wait at least 10 minutes before making a new request, and verifying that you have filled in the Username field correctly.

Open the link you received in the email and enter your new password. The password must contain a minimum of 8 characters with at least one capital letter, number, and special character (for example: "?", "!").

You can now log in with using the new password.

NOTICE

Password change only works if there is an Internet connection.

INFO

From the side menu, select the "Info" tab
The version of the app appears.
Tap on the links to see the resources we provide you with.

UNPAIR YOUR SMAIRTHERO

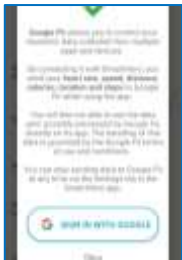
Automatically, after the first pairing, the SMAIRTHERO Serial Number is associated to the username of the app.
To disassociate SMAIRTHERO, go to the side menu and select the "Settings" tab
Tap "Unpair". SMAIRTHERO is no longer associated to your login.

CONNECTING WITH THIRD-PARTY APPS

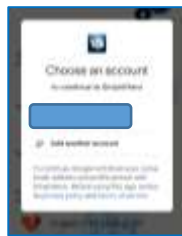
GOOGLE FIT

Google Fit is an open platform that allows you to control your fitness data from multiple apps and devices. By enabling the SmairtHero app to connect to send data to your Google Fit account, you will be able to see the data collected by our service along with that of other apps linked to Google Fit, which then deals with a possible reworking.

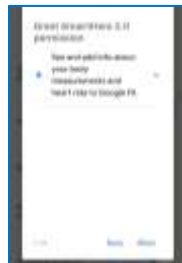
The first time you log in, you are prompted to select a Google account to turn on sync with Google Fit. On Google Fit you can see the following data: Heartbeat, Calories, Distance, Steps, Route and Speed.



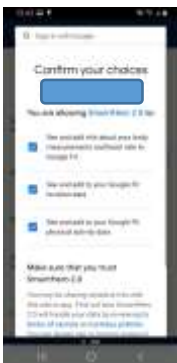
1 Sign in



2 Choose your account



3 Give the required permits



4 Confirm previous choices



APPLE HEALTH

SmairtHero allows you to sync the data collected during the service with the Apple Health app. This will make it possible to view personal values and statistics on Apple Health.

Select to turn on sync with Apple Health.

The screen opens automatically with the categories that can be selected:

- heartbeat
- footfalls
- body temperature

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

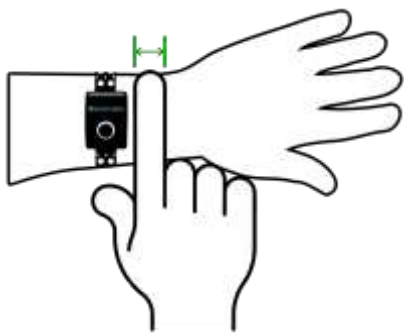


OXYGENATION MEASUREMENT SPO₂

Oxygen saturation in the blood is the percentage of haemoglobin linked to oxygen present in the blood or, more simply, the amount of oxygen in the blood, and is therefore an indicator of the condition of the respiratory system.

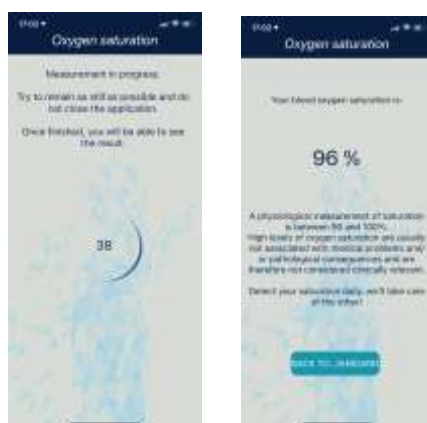
A SpO₂ level of less than 90% could indicate a risk to your health, while a physiological measurement is between 90 and 100%.

High levels of oxygen saturation are not usually associated with medical problems and/or pathological consequences and are therefore not considered clinically relevant.



To measure SpO₂ with SmairtHero you must:

1. Sit
2. Wear the device about finger over the bones of the wrist and not directly above it, extending the arm where you wore it and resting your hand on the table leaving your forearm free; the device, therefore, must not rest on any surface.
3. Please mind that clothing (e.g., a shirt, jumpers etc.) can be tiding up the arm reducing the pressure of the blood stream. This could cause the measurement to fail.
4. Stand perfectly still during the measurement so as not to compromise or invalidate the results.



Open the app and scroll down on the dashboard up to the Blood Oxygen area and click on "start measurement" button.

In the following page click again on the Start measurement button. The test can last normally between 20 and 30 seconds. A count down from 60 is showed.

At the end the final value is showed on the page in the form of a Percentage of Oxygenation.

This value is registered in the memory of the AI for future use even if you can't see it after stopping and starting again the app.

External factors such as tattoos, incorrect posture, the presence of hair can lead to a false measurement.

Try to make at least one measurement per day.

NOTICE

This SPO₂ feature is available with the SMAIRTHERO 2.0 product

UPDATE THE DEVICE

NOTICE

Before starting the procedure, make sure that the battery of your smartphone and SMAIRTHERO wristband is above 30%.

Do not turn off your phone and keep the SMAIRTHERO device and the smartphone very close during the entire time of the upgrade.

In the case of an update available for your SMAIRTHERO wearable device, you would receive a warning message at the start of the service.

A popup will ask you if you want to update immediately or later.

Choosing to do so right away will stop the service and open the update procedure. Follow the steps on video. We will ask you for a second confirmation whether you want to proceed or not.



Wait until the process is over, it will take a few minutes, and then you can start the service again by reactivating it from the dashboard.

ATTENTION

If the update procedure fails, and the device remains with the alternately flashing LED(s), you can start again with the update by following the same steps. Once started if the upgrade process does not complete successfully, you will not be able to use the SmartHero service.

WHAT HAPPENS IN CASE OF ALARM

If SmairtHero encounters a problem arising from the analysis of the data collected with the SMAIRTHERO wristband, the first to be warned that something may not go is the wearer.

With these reports you can check that you have worn your SMAIRTHERO correctly. Our AI will still continue to analyse the data, and if necessary, trigger the necessary alarms.

To use SmairtHero Support Services, you must have a subscription that includes the Central Operations plan. Otherwise, there will be no intervention by SmairtHero's Operation Centre staff or you will be limited to reports only on smartphones and wearable device.

ALARMS

When AI detects an alarm situation, you will be alerted with a sound and a visual message that is displayed on the screen of your smartphone; This warning, which lasts 90 seconds, will show two options on the screen:

- **"Everything fine"** – Swipe this to the right if you want to stop the alarm
- **"I need help"** – Swipe this to the right if you want the alarm to be sent directly at the Operations Centre without waiting for the timer (90 seconds) to end

If the alarm is not real or should not be considered real (because, for example, an extended effort has been made over time, but without any consequence), use the **"Everything fine"** swipe button to stop the sound and stop the process that will lead to no further action. In addition, the wristband will also make a sound, so in case you are distant from the smartphone you are warned and you can also stop the alarm by holding down for 3 seconds the button on the SMAIRTHERO wristband. This option that can be activated from the Settings menu.



If you let the 90 seconds pass without blocking the alert with the **"Everything fine"** swipe button (for example you are in a state of unconsciousness for some reason), the alarm will be raised to the Operation Centre, where a trained operator will take the problem in charge until the rescue services will be able to arrive and find you.

The operator will first try to contact you by calling you directly to the mobile number entered during registration.

Once the communication has been opened, the operator will identify you by asking:

- name
- surname
- Date of birth

The verification of the user's details is needed to verify that he is actually the person monitored and not a family member/friend/other, in order to give the correct indications to the rescuers.

In any case, assistance will be provided.

If the operation centre fails to speak to you directly, it will call the contact number to notify them of the anomaly and ask them if they are able to verify that you are okay.

After 5 minutes of time provided to the contact number owner to make sure of the situation, the operations centre will call back the contact number.

If any form of contact is not possible, the most suitable assistance will be alerted.

It is therefore good to notify the person whose phone number is reported as a contact number so that they know that they may receive calls to verify that the user is well.

Then check, during registration, to enter the data correctly, and keep it up to date.

ASSISTANCE SERVICES

The Assistance Services are in operation 24 hours a day, 7 days a week in Italy or abroad.

Support Services will be provided to Customers for Events that have occurred worldwide.

Assistance is provided in the following languages:

- Italian
- French
- German
- English
- Spanish

The choice of the language with which the operations centre will assist must be selected during registration; can be modified later by changing your profile.

REQUEST FOR ASSISTANCE IN EXTRAORDINARY CIRCUMSTANCES

Assistance Services are also expected to be provided if the alarm is raised as a result of: wars, revolutions, riots or popular movements, looting, sabotage, vandalism and terrorism, piracy, strikes, earthquakes. In exceptional circumstances, such as those just listed, it should be considered that the Operations Centre could fail to respond promptly to all requests for assistance received, without prejudice to the commitment to manage them in the shortest time and in the most efficient way possible.

FAILURE TO USE THE SERVICE

The Operations Centre is not required to provide alternatively services or refunds or as compensation, in case of services not used or used only partially by choice of the Customer or by negligence of this.

START AND DURATION OF ASSISTANCE SERVICES

Support Services start from the date of activation of the service for the duration of the subscription.

USE OF THE BATTERY

SmairtHero system consumes the battery of the smartphone and the device, because we want to offer a total security service. The use of the GPS, the Bluetooth and the data transport (Wi-Fi or 3G/4G/5G), are fundamental for the correct collection and use of data, both biometric data detected by SMAIRTHERO device, and positioning through GPS of the smartphone.

GPS positioning is a very important element to allow the location by the operations centre as precisely as possible, in order to send the rescues services where necessary in the shorter time.

Bluetooth is used to allow communication between SMAIRTHERO and the SmairtHero app. Continuous communication between the two devices is critical for the management the information that they exchange.

The data transport allows communication with the data processing centre, which receives the information, analyses it, and is able to discriminate if everything is fine or any action is needed.

To active the energy saving function policies on your smartphone can affect the efficiency of the service, and especially the Bluetooth connection.

USE IN AIRCRAFT

Before boarding a plane (or entering all those places where it is forbidden to keep Bluetooth devices on), follow these steps:

1. Stop the SmairtHero service.
2. Press the button on the device for a long time (5 seconds).

SMAIRTHERO will shut down, entering Airplane Mode. In this function the battery consumption of the device is reduced by 98%. On arrival, before reactivating the service, briefly press the button to turn it on (it will not turn on automatically after you activate this mode).

MISUSE OF THE SERVICE

The misuse of the service may lead to account closure and subscription cancellation. You will be charged for malicious use.

The login is strictly personal and cannot be loaned or transferred to third parties. 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.com>

TROUBLESHOOTING

SMAIRTHERO does not connect	<ul style="list-style-type: none">• Make sure it's on with the top flashing LED (ref. Device manual)• Make sure Bluetooth is active on your smartphone (refer to your phone retailer's instructions)• Verify that you have given permissions to the app (refer to your phone's reseller instructions)
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	<ul style="list-style-type: none"> • Turn the Bluetooth service on your smartphone off and on again • Restart your phone
SMAIRTHERO does not recharge	<ul style="list-style-type: none"> • Try a charger power adaptor other than the one you normally use • Check that the charger has the prescribed characteristics (ref. Device manual) • Try a different micro-USB cable
I updated my smartphone's operating system and now the app is no longer working properly	<ul style="list-style-type: none"> • Make sure there is no update to 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 problem was with Bluetooth, follow the instructions made available on our Website Support page to try to work around it. Sometimes, updating an operating system leads to problems that can be solved either by drastic actions such as a factory data reset, or by manual procedures
Receiving notifications to read abnormal data	<ul style="list-style-type: none"> • Wear the device following the instructions of the device manual: an incorrect reading can lead to a malfunction of the service • If you think you've followed 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 than indicated • Try charging the wristband for 3 minutes and then wear it again
The app continues to stop unexpectedly	<ul style="list-style-type: none"> • Make sure your phone has a good level of performance: A particularly used smartphone may not perform well, so your app closes 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 • In the event of a lack of updates, uninstall and reinstall the app. You will be required to log in once reinstalled and opened • Make sure your phone has at least 20% of free memory • Make sure you don't have more than 5 apps open and parked in the background and if you close them • Check the storage memory space available on the smartphone. Sometime a shortage of storage memory can reduce the performance of the smartphone
Active the service and I find the app closed	<p>Unfortunately, sometimes it can happen that the app is closed invariably 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. What you can do, is to scrupulously follow all the indications of the manual and, for Android devices, set the app among those not subject to energy savings. We cannot give unambiguous indications in this regard, as policies towards apps differ from manufacturer to manufacturer.</p>
How do I know if my Android smartphone owns the pre-installed Google Mobile Services (GMS)?	<p>Knowing if you have Google Mobile Services pre-installed is very simple: just check that you have pre-installed apps such as Google Play Store and others from the Google universe on your device (YouTube, Gmail, Maps...).</p>

GUARANTEE

MAIS srl (henceilly called MAIS), guarantees for 24 (twenty-four) months from the initial purchase date that this product is free from defects in materials, design and manufacture.

The warranty is also extended to battery life.

Any defects which may occur as a result of the transport, misuse or inadequate storage or maintenance of the products are excluded from the guarantee provided.

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

The points of sale or dealers authorized by MAIS, will receive the defective product and ascertain that the defect declared by the user is covered by the guarantee provided (materials, manufacture, operation) and if so, will replace the defective product with a new product.

CONDITIONS OF THE GUARANTEE

This warranty is valid provided that proof of purchase (tax receipt, invoice) is presented. The buyer shall forfeit the rights provided for in Article 130, paragraph 2, Consumption Code if he does not report to the seller the lack of conformity within two months of the date on which he discovered the defect. The complaint is not necessary if the seller has acknowledged the existence of the defect or concealed it. Unless proven otherwise, it is assumed that conformity defects occurring within six months of delivery of the goods already existed on that date, unless such a hypothesis is incompatible with the nature of the good or the nature of the lack of conformity.

MAIS, reserves the right to refuse the service covered by the warranty if the above data are deleted or altered, after the initial purchase of the product from the retailer.

Under the warranty, MAIS will be required to replace the defective product, with another identical or otherwise functionally equivalent product.

The replacement of the product does not extend the warranty for another two years from the event and therefore the two years warranty will always be calculated from the date of the first purchase.

This warranty does not extend from cases other than defects in material, fabrication and functionality.

In particular, it does not cover the following:

- Decrease in the yield of consumables e.g. battery, wristband, clip holder.
- Abuse or misuse of the included product, but not limited to the inability to use the product for the normal purposes assigned to it or in accordance with the instructions for use.
- Use of the product in combination with accessories or mobile phones that do not respect the compatibility specified in the user manual.
- Product malfunction due to the use of third-party software suitable to alter, modify, modify existing software approved by MAIS, which operate through it.
- Accidents, natural disasters or other disasters, above MAIS control, caused by lightning, water, fire, earthquakes, riots, terrorist acts.
- Unauthorized changes made to the product to comply with local or national technical standards, in force in countries not covered by MAIS.
- Battery damage caused by overloads or use in disagreement with the specific instructions indicated in the user manual.
- Damage to the product due to repair attempts.
- Whether the model and serial number have been altered, deleted, removed, or made unreadable.
- The batteries have been recharged with a different battery charge than the one supplied in combination with the product.
- Clear signs of tampering.
- Exposure to extreme thermal or environmental conditions or sudden variations in these conditions.
- Spillage of liquids other than water or food on the product.
- Incidental or malicious breakage or caused by an accident even if involuntary occurred to the Owner or other foster carer.

This warranty does not modify or eliminate the rights of consumers established by the national laws of the countries in which the product was sold through authorized reseller, nor those that the consumer may have against retailers or points of sale under any contracts of sale concluded with the dealers themselves. The warranty of the SMAIRTHERO product is limited only to the performance provided by this warranty.

MAIS will not be held accountable for indirect damages or loss of profit.

As far as is not otherwise provided, the conditions of the Italian law on the guarantee of defects apply.

DISCLAIMER OF LIABILITY

The contents of this manual are illustrated for informational purposes only. The hardware and software products described in it are subject to change, without any prior notice; this is due to the producer's continuous development program.

MAIS srl provides the above warranty exclusively to the product she sold and contained in this manual (it does not make any statements or provide guarantees regarding this manual and the products described inside).

MAIS srl will not be liable for damages, losses, costs or expenses, direct, indirect or ancillary, caused or accidental, arising from or attributable to the improper use of the product sold by it and described in this manual (of this manual or of the products described inside).

Produced by:

MAIS Srl

Registered Office: VIA GIUSEPPE MAZZINI 20 CAP 34121 - TRIESTE (TS)

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Apple and the Apple logo are trademarks of Apple Inc, registered in the United States and other countries. App Store is a service mark of Apple Inc