



"Wake Up to the Future"



Snore Sensor

Quick Reference Guide

Safety Precaution

ATTENTION!

IMPORTANT SAFETY INSTRUCTIONS.
PLEASE READ THESE INSTRUCTIONS THOROUGHLY
BEFORE USING THIS PRODUCT.

This product is composed of multiple sensors. To avoid damage, please do not bend or fold the product in half.



CONSUMERS WITH MEDICAL CONDITIONS

If you have any of the following medical conditions: pregnant, wearing pacemakers, or any other device susceptible to electrical interference, or are undergoing medical treatment, consult your physician for any concerns before using the product.



SMALL CHILDREN WARNING

This product may not be used by anyone (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge unless given supervision and instruction.

Children must be supervised to ensure they do not play with the product.



ELECTRICAL SAFETY

Cease use of this product and contact the Customer Care Center for repair if the cord or plug has been damaged.

In the event this product fails to operate, please refer to the Trouble Shooting Guide to see possible solutions. If the solution cannot be found under the Trouble Shooting Guide, please contact Customer Care Center immediately.

NOTE: Unauthorized modifications to this product could void your warranty.

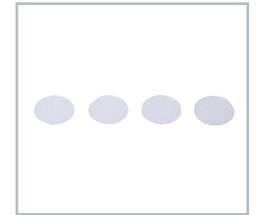
This product may be upgraded as necessary without prior notice to the user. It is recommended to keep your product up to date.

Parts List

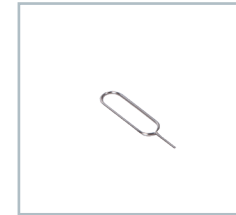
Before discarding any packing materials, check the Snore Sensor and verify that all items in the parts list are included.



Snore Sensor (1)



Adhesive pads



Pin (1)



USB cord (1)

Product Features

Your Snore Sensor is equipped with WiFi technology that enables your iOS or Android smart device to interact with your sensor through the Sleep Innovation mobile application.

With the Sleep Innovation app, you can track your:

- Snoring
- Heart Rate
- Respiratory Rate
- In and Out of Bed Movement

The Sleep Innovation app also comes with these additional product features:

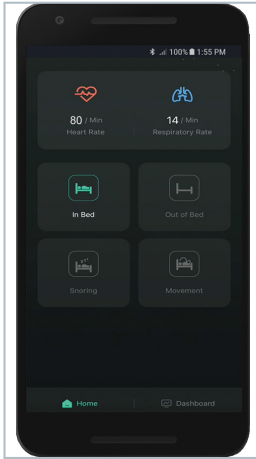
- Sharing Snore Sensor data with family and friends.
- Alarm

NOTES:

- Sharing only works if you, your family, and your friends are within the same country.
- The alarm is triggered in case of heart rate and respiratory rate loss.

The Sleep Innovation app takes the data and creates the following reports:

- Snoring Analysis Report
- Sleep Report
- Heart and Respiratory Rates
- Body Movement Report



Applying adhesive pads to your Snore Sensor

Before pairing your Snore Sensor to your smart phone, apply adhesive pads under the Snore Sensor to keep it in place.

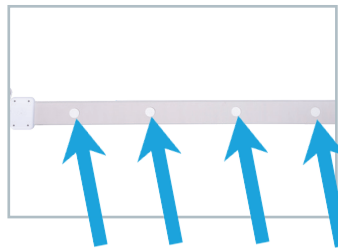
- 1 Remove the clear plastic cover on one side of the adhesive tab.



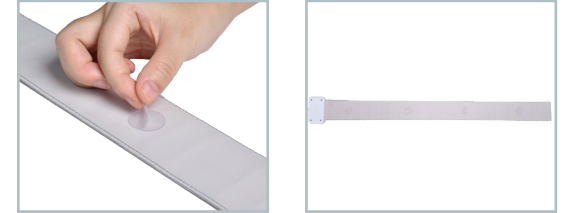
- 2 Apply the adhesive pads on each of the identified areas as shown.

IMPORTANT!

- Make sure to apply the adhesive pads on the side of the Snore Sensor opposite the Customatic Logo. At the end of the installation, the logo on the plastic case should face away from the mattress and is visible.
- Press down on each adhesive tape for 2 to 3 minutes to make sure each tape sticks to the sensor.



- 3 Peel the adhesive backer from each adhesive pad.

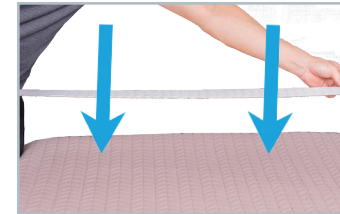


- 4 Position the sensor so that it is under your heart when lying in bed. Place the Snore Sensor on top of your mattress carefully.

Make sure to keep the whole sensor flat on the bed.

NOTES:

- It is recommended to place the Snore Sensor under a thin fitted sheet or a thin mattress protector to help secure it in place.
- Do not use a thick bed cover. It may impair the sensor's functionality.



- 5 Allow your Snore Sensor to hang slightly off the side of your bed to ensure comfort when sleeping. This also helps you avoid laying on the hard plastic case.

NOTE: Do not bend more than 2 cm from the plastic case. It can affect the performance of your sensor.

Continue setting up your Snore Sensor.



Let your Snore Sensor hang slightly off the side of your bed

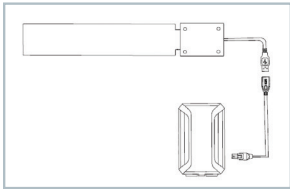
Pairing your Snore Sensor

1 Your Snore Sensor can be connected to your control box using the USB cord.

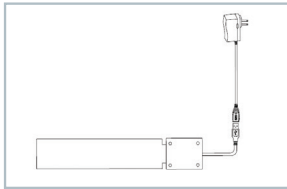
NOTES:

- Make sure the control box is turned on before connecting the Snore Sensor.
- If the control box is turned off because of a power outage or is unplugged, make sure to disconnect the Snore Sensor. After, turn on the control box again and reconnect the the Snore Sensor.

The Snore Sensor can also be plugged to a working electrical outlet using a USB charger.



Snore Sensor connected to a control box

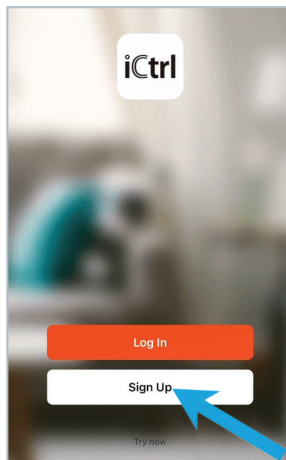
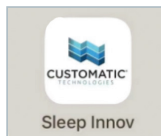


Snore Sensor plugged to a USB charger

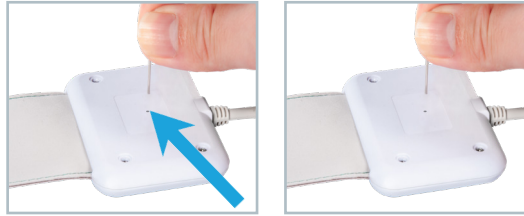
NOTE: Make sure to plug the Snore Sensor into the UART1 port.



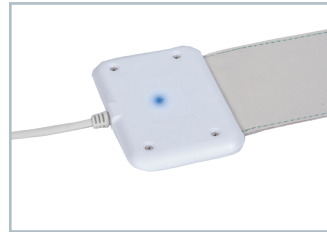
2 Download the "Sleep Innov" app on the App Store or Google Play. Create an account.



3 Insert the pin into the hole at the back of the Snore Sensor until you hear a *click*.



After, press and hold for 3 seconds until the LED lights up.

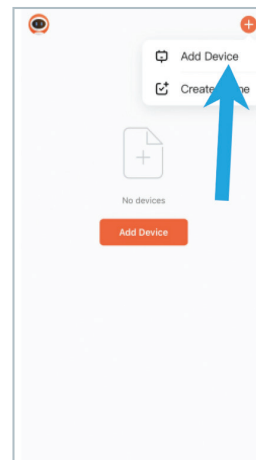
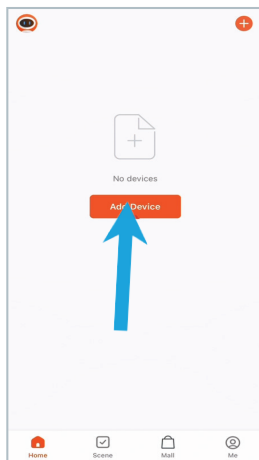


4 Before connecting to the Sleep Innovation app, make sure to do the following:

- Connect your smartphone to your WiFi.
- Turn on your device's Bluetooth.

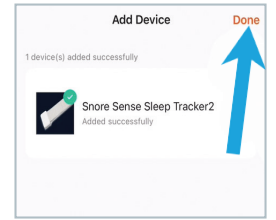
5 Open the Sleep Innovation app. Tap "Add Device." The app automatically scans for any devices nearby.

NOTE: You can also tap the (+) button. Then choose "Add Device." Again, the app automatically scans for any devices nearby.

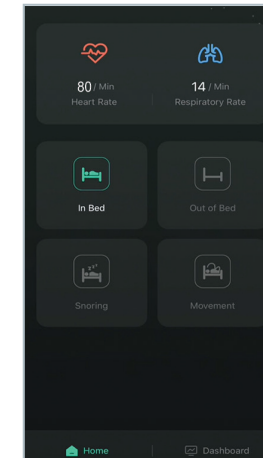


6 Add the Snore Sensor Sleep Tracker to your phone.

Once the Snore Sensor Sleep Tracker has been added, tap "Done."



7 You are now ready to use your Snore Sensor.



Using your Snore Sensor offline

Your Snore Sensor has an anti-snore adjustable bed movement feature. This feature is designed to eliminate or at least reduce snoring by raising and lowering the head section of your adjustable bed.

NOTE: This feature does not affect any app functions.

1 Make sure the control box is turned on before proceeding.

NOTE: If the control box is turned off because of a power outage or is unplugged, make sure to disconnect the Snore Sensor. After, turn on the control box again and reconnect the Snore Sensor.

Continued on the next page.

- Attach the USB cord to your Snore Sensor USB connector.



- Plug the USB cord into the UART1 port on your control box.



When the Snore Sensor is connected to the control box using the USB cord, it incrementally increases the head section of the bed once snoring is detected.

NOTE: Make sure the bed is in a **FLAT** position for the feature to work.

The head section is raised three (3) times in 4° increments until it is raised to 12°.

NOTE: A timeout of 30 seconds is observed before another movement is made.

If snoring continues, the head section moves down in 4° increments until the bed is in **FLAT** position.

The whole cycle repeats three (3) times before all movements stop. The snore response turns on again if any remote control button is pressed.

Troubleshooting

In the event the Snore Sensor fails to operate, investigate the symptoms and possible solutions below.

SYMPTOM	SOLUTIONS
The Snore Sensor Sleep Tracker cannot be detected upon scanning.	The Snore Sensor Sleep Tracker may not be in pairing mode. Repeat the steps on how to pair the device with your smartphone until successful.
Connection failed.	Your WiFi connection may be weak. Check your Wifi connection to ensure it is good. Reconnect your smartphone again to the WiFi.
Head and Foot Position Adjustments do not work. However, the massage motors and the UBL are functional.	Unplug the power cord from the outlet. Disconnect the Snore Sensor. Plug the power cord back into the outlet. Reconnect the Snore Sensor.

Limited Warranty

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, PPJ, LLC ("Customatic®") warrants to the original retail purchaser for the time periods stated herein that the Snore Sense product purchased from an authorized reseller of genuine Customatic® products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to genuine Snore Sense by Customatic Technologies®, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

2-Year Period: The above warranty will apply for 2 years.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the Snore Sense by Customatic Technologies® from an authorized Customatic reseller, provided that proof of purchase and product serial number are provided to Customatic at time of the claim. In the case of replacement parts provided by Customatic, the warranty period for such parts shall commence on the date of dispatch from Customatic.

NO OTHER WARRANTY EXPRESS OR IMPLIED: The foregoing express warranty is the only warranty by Customatic and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

EXCLUSIONS FROM WARRANTY: Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither Customatic

nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with this user Manual and/or any other user instructions issued by Customatic for use and maintenance, including without limitation operation; modifications not performed by Customatic; use of any parts, components, or accessories that are not supplied by Customatic for the specific product and installed by an authorized Customatic service provider; use of the product for purposes or in a manner not expressly intended by Customatic as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than Customatic.

EXCLUSIVE LIMITED REMEDY: The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at Customatic's option, either repair or replacement of the defective item. Customatic may require reasonable evidence of the existence of a defect, and Customatic customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered to Customatic, unless Customatic instructs otherwise in the claims process (see below). Subject to advance approval by Customatic, it will also pay reasonable labor by an authorized Customatic service technician or other qualified person approved by Customatic and shipping costs for returns requested by Customatic and replacement parts.

CLAIMS PROCESS: Prior to contacting Customatic, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual have been followed. **The following process must be followed to initiate a warranty claim:** (1) during the applicable warranty period stated above, contact Customatic customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized Customatic® products reseller; (2) identification of suspected defect and compliance with Customatic requests for documentation or other evidence of the defect, such as return of parts to Customatic, the cost of which will be paid by Customatic if the defect is confirmed by it or inspection by an authorized Customatic service technician or other person approved in writing for that purpose by Customatic; and (3) remedy by Customatic as stated herein.

LIMITATION OF LIABILITY: In no event shall Customatic be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.



"Wake Up to the Future"

FOR ASSISTANCE, PLEASE CALL OUR
CUSTOMER SERVICE TOLL FREE NUMBER:
1-720-458-5955

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