

## Copy of A00185 Smart Mouthguard Instructions for Use



### Smart Mouthguard Instructions for Use

**Document Number A00185**

#### Welcome to HITIQ

Congratulations on purchasing the HITIQ Smart Mouthguard. Here are a few things you may like to know before getting started:

##### **How to download the HITIQ Smart Mouthguard App**

You will need to pair your mouthguard with the HITIQ Smart Mouthguard App. You can download the app by scanning the below QR code and selecting your device (iOS or Android).



##### **How to create your account**

###### **Step 1 - Set up a guardian account**

1. Download and open the HITIQ Smart Mouthguard App
2. Press Set Up Account button
3. Read and accept the terms and conditions
4. Enter your email and create a password
5. Confirm account by entering code sent to your email

###### **Step 2 - Add a player to your account**

1. Follow the steps on screen to pair app to mouthguard

### **How to contact customer support**

You can contact us via [support@hitiq.com](mailto:support@hitiq.com) or via the 'Contact Support' form within the Help section of the HITIQ Smart Mouthguard App.

### **How to find out more about your Smart Mouthguard**

You can find out more information on our website at [hitiq.com/smart-mouthguard](https://hitiq.com/smart-mouthguard) or within the User Guide section of the HITIQ Smart Mouthguard App.

## **Using the Smart Mouthguard**

### **Charging or turning on the Mouthguard**

To charge or to turn on the mouthguard, insert mouthguard into the HITIQ charging case. The mouthguard is turned on whenever it is on charge. The mouthguard will turn off automatically after charging finishes unless it is included in a session via the HITIQ Smart Mouthguard App.

### **Indicators/LEDs**

The indicator light will shine on the side of the mouthguard as shown below.

### **Understanding the LEDs**

Charging the Mouthguard

The mouthguard must be charged by the HITIQ charging case. Further details on how to use the charging case can be found within the next few pages.

### **Cleaning the Mouthguard**

Wipe down the mouthguard with a soft cloth. If required, rinse with mild soap or detergent (e.g. dishwashing liquid) and warm water using a clean sponge or a soft cloth.

### **Maintenance of the Mouthguard**

Mouthguards should be inspected regularly for damage. Do not chew the mouthguard. A mouthguard that is damaged from being chewed should be returned to HITIQ.

If water gets into the mouthguard materials, moisture indicators as shown below, will change colour from white to red. If water damage occurs, contact HITIQ support.

### **Product Life**

After one year the mouthguard needs to be replaced. The mouthguard is not a user serviceable device. In case of malfunction, contact HITIQ support.

## **Using the Charging Case**

### **Inserting the Mouthguard**

Insert the mouthguard into the charging case as shown.

- Upon pressing the power button, the charger will operate for 90 minutes.
- The charger will turn off automatically after the 90 minute period.
- The mouthguard may feel slightly warm after charging.

### **Charging the Mouthguard**

Mouthguard charging is activated when the power cord is attached or when the power button is pressed.

The charging case typically supports four 90 minute charge cycles for the mouthguard before requiring a recharge from the power cord.

### **Turning on the Mouthguard**

To turn on the mouthguard, press the power button on the back of the unit or attach the power cord.

Mouthguard is turned on whenever on charge. Mouthguard will turn off automatically after charging finishes unless it is included in a session via the HITIQ Smart Mouthguard App.

### **Understanding the LEDs**

#### **Power LED (Green)**

The Power LED illuminates when powered-on by pressing the power button or connecting the power cord.

#### **Case Charging LED (Green)**

The Case Charging LED will illuminate whenever the internal battery is being charged.

#### **Case Battery Level LED (Red/Amber/Green)**

- Case Battery Level LED shows battery level when on.
- Green indicates >75% capacity remaining.
- Amber indicates 75% to 25% capacity remaining.
- Red indicates <25% capacity remaining.

### **Mouthguard Charging LED (Blue)**

- Charging LED blue when charging the mouthguard.
- If no mouthguard detected, LED will blink / not illuminate.

### **Charging the Charging Case**

The charging case contains an internal battery. This battery is charged whenever the supplied power cord is connected. The battery may require several hours of charging to fully charge the internal battery. Refer to the battery charge indicator.

#### **Cleaning the Charging Case**

Wipe down the charging case with a soft cloth, as required. If required, rinse with mild soap or detergent (e.g. dishwashing liquid) and lukewarm water using a clean sponge or a soft cloth. Do not submerge the equipment when cleaning.

#### **Other useful information**

You can find concussion advice, user guides, troubleshooting information and support material all within the HITIQ Smart Mouthguard App.

## **Troubleshooting**

See the troubleshooting information in the mobile application under Help.

### **HITIQ Smart Mouthguard - Manufacturer Information**

HitIQ Limited, 9-17 Raglan Street, South Melbourne 3205, Victoria, Australia  
Made in Australia

#### **Product Overview**

Product name: Nexus A9 iMG, Gen 2

Model No.: NEX-MG-1-0002

Contains FCC ID: FCCIDQOQ13

#### **Specifications and Ratings**

Wireless charging: only use HitIQ provided charging systems

Ingress Protection: IP67

Internal battery: 24 mAh LiPo cell

Operating Temperature: 5C to 40C ambient

Operating Humidity: 5% to 95% RH

Operating Altitude: -100m to 2000m

Measurement Range: +/-200g in 3 dimensions, +/- 2000 degrees/s in 3 dimensions

Measurement Accuracy: 97% CCC for impacts tested per 3rd party test report

### **Warranty**

Warranty is provided as per our Terms and Conditions, which can be found in the HITIQ Smart Mouthguard App.

### **Support**

Contact support@hitiq.com

### **Warnings**

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Do not chew the mouthguard.  
Avoid leaving the mouthguard in a hot car or in the sun.  
Use only the supplied charging devices.  
Do not open or disassemble the mouthguard.  
The internal battery is not replaceable or serviceable.  
No modification of the equipment is allowed.  
Dispose of equipment per local regulations.

#### **HITIQ Charging Case - Manufacturer Information**

HitIQ Limited, 9-17 Raglan Street, South Melbourne 3205, Victoria, Australia

#### **Regulatory Information**

This device complies with part 18 of the FCC Rules.  
FCC-ID: 2A2G6-ICC2

#### **Specifications and Ratings**

Input voltage: 5V to 12V DC  
Input current: 1.6A at 5V or 0.5A at 12V  
Ingress Protection: IP55  
Internal battery: 11.45 Wh Lilon cell  
Operating Temperature when charger case is not charging: 5C to 45°C ambient  
Operating Temperature when charger case is charging: 10-30°C ambient  
Operating Humidity: 5% to 95% RH  
Operating Altitude: -100m to 2000m

#### **Warranty**

One year warranty is provided as per our Terms and Conditions, which can be found in the HITIQ Smart Mouthguard App.

#### **Support**

You can contact us via [support@hitiq.com](mailto:support@hitiq.com)

#### **Warnings**



Avoid exposure to water. The device is water resistant, not water proof.  
Dispose of equipment per local regulations.  
Avoid leaving the case in a hot car or in the sun to charge as it will turn off charging above 50C.  
Use only the supplied USB power cord and an IEC60950/IEC62368 compliant AC adapter.  
Do not open or disassemble the charger case.  
The internal battery is not replaceable or serviceable.  
Disposal of battery into fire or a hot oven or mechanically crushing or cutting the battery can result in an explosion.  
Any changes or modifications not expressively approved by the grantee could void the user's authority to operate this equipment.  
This equipment complies with the FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and all persons during normal operation.

#### **Revision History**

Version	CR Reference	Change Details
1	N/A	Initial document

**Uncontrolled when printed**

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