

ReliefHeat R1-001 User Manual

Updated July 23, 2019

Table of Contents

1. Getting started
2. Bluetooth and Matching your ReliefHeat
3. Turning on and off
4. Controlling ReliefHeat
5. Stats
6. Charging
7. Usage, care and cleaning
8. Warranty
9. Regulatory

Getting Started

Getting started with ReliefHeat is a snap! Here's how:

1. Match your ReliefHeat to your account, so that only you can control it. If you haven't already done this as part of creating your account in the app, go to **Settings**, click **Match My ReliefHeat**, then click **Match a New ReliefHeat** and follow the instructions.
2. Once you have Matched your ReliefHeat to your account, put it around your waist and return to the **Home** screen then press the **ON** button. Remember, there are no physical buttons on your ReliefHeat, so everything is controlled via the app.
3. Each time you turn on your ReliefHeat, you'll answer a simple question that will help build a better understanding of your back.
4. Then once your ReliefHeat session starts, you can adjust the temperature by swiping. You can also change the Session duration by clicking on the time remaining. Or, the **OFF** button will turn off the ReliefHeat whenever you're ready.

Bluetooth and Matching your ReliefHeat

Your ReliefHeat communicates with the app via Bluetooth Low Energy and is compatible with any iOS device that has Bluetooth 4.0 or newer capability (this includes the iPhone 4S and all models newer than that).

To ensure that only you can control your ReliefHeat, you will have to "Match" it to your account before using it. To do this:

1. Make sure your ReliefHeat is charging and in Bluetooth range
2. Press the **Match A New ReliefHeat** button on the **Match My ReliefHeat** page. The app will scan for nearby ReliefHeats
3. Choose a ReliefHeat from the resulting list (usually the list will only have one ReliefHeat on it). Your ReliefHeat light should turn blue when you select it.
4. Press **Done**. You have now Matched your ReliefHeat to your account!

You can Match more ReliefHeats to your account if you want to control more than one - you can choose which one you're controlling via the list of **My ReliefHeats** on this screen. You can also

Relief.

delete ReliefHeats from your list by pressing the “X” on the right of the screen for each ReliefHeat.

Lastly, you can see the current status of your ReliefHeat connection (either connected or disconnected) and manually connect or disconnect from the **Settings** screen.

Turning on and off

ReliefHeat is controlled exclusively via the app -- there is no physical Power button on it.

To turn it on, open the app and press the **ON** button on the Home screen.

To turn it off, press the **OFF** button from the “Session in progress” screen.

Controlling ReliefHeat

You can control temperature or session length whenever your ReliefHeat is active.

- **Temperature:** swipe the slide left or right to decrease or increase the temperature. The current set temperature is displayed at the top.
- **Session duration:** click on the time remaining and then choose your desired session duration. If you want ReliefHeat to stay on until you manually turn it off, choose the Infinity sign at the end of the list.

When you change either of these values, the app will remember your selection for all future sessions.

Stats

You can see some stats about your usage of ReliefHeat or friends/family you've introduced to ReliefHeat in the Usage Stats and Share Stats sections, reachable from the Settings.

The Usage Stats include total time of use, number of sessions, average session length, and a summary of your pre- and post-session pain levels.

The Share Stats include the number of people you've introduced to ReliefHeat and the number of sessions and total time of use for them and any others they've introduced (and so on).

Charging

Recharging your ReliefHeat is a breeze! It comes with a USB-C charger - just plug one end into the wall and the other end into the charge port on the ReliefHeat (where the light is). You can also use any other USB-C charger (although it may charge more slowly than if you were using the Relief charger).

The ReliefHeat battery should last about 1-3 hours of use (depending on how hot you set the temperature) and recharging it should take 3-4 hours.



Usage, care and cleaning

Using ReliefHeat is designed to be super simple. The brightly colored side is the one that gets hot and should be on the inside (towards your body). We recommend wearing your ReliefHeat over 1 layer of clothing, but you can wear it touching your skin or over more clothing if you prefer. Just remember that the same temperature setting will feel a lot hotter if your ReliefHeat is touching your skin than it does if you're wearing 3 layers of clothing under it.

Beyond that, you're the boss! We tried to make ReliefHeat as comfortable and discreet as possible so you can wear it whenever and wherever you want. We're trying to give you a tool to be your best self, no matter what you're doing.

Your ReliefHeat is not waterproof, however, so don't put it in a washing machine or dishwasher.

Warranty

ReliefHeat comes with a 30-day money back guarantee - if you don't like it for any reason, you can return it for a full refund within that window.

In addition, ReliefHeat comes with a 1-year limited manufacturer's warranty for any malfunctions or defects.

Regulatory

Here are some additional details that we are required by law to include.

To access the regulatory information about this product, including FCC ID, IC Certification number, and model number, go to the bottom of the Settings screen in the app.

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

15.21 Changes or modifications not expressly approved by the Relief Technologies, Inc. could void the user's authority to operate the equipment.

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

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver



- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement