

# Quin Pod


## USER MANUAL



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# IMPORTANT SAFETY INFORMATION

 **WARNING:** The Quin Pod is a detection device only and does not provide any physical protection. No protective headgear or sensor technology can protect the rider against all possible impacts. The Quin Pod does not enhance the protective capabilities of your helmet, and serious injury or death could occur regardless of whether the sensor is installed.

## Critical Safety Notices

- The Quin Pod is **not a helmet or protective device** but an electronic sensor system that attaches to compatible helmets.
- Your Quin Pod is **not a medical device** and cannot diagnose injuries or determine helmet fitness after impact.
- The sensor is **not preventative of injuries** in any way and does not enhance the protective capabilities of your helmet.
- It is **not a substitute for riding safely** and responsibly, including riding with others when appropriate.
- The sensor **requires a functioning smartphone** with an active data connection to send alerts.
- The sensor **may not detect all crashes** or may trigger in non-crash situations.
- **Never test** the crash detection by deliberately dropping or impacting your helmet.
- **Always replace** your helmet after a significant impact according to manufacturer guidelines, regardless of sensor alerts.
- If your helmet is not fitted correctly according to the manufacturer's instructions, the Quin Pod may not work as intended.
- In the event of any impact to the sensor, discontinue use and replace it. A damaged sensor may not function properly.

Based on our research and testing, we believe you are better off with a Quin Pod-enabled helmet than without one, but you must understand its limitations.

# INTRODUCTION

The Quin Pod is a multi-sensor product that brings you up-to-speed with modern safety essentials. The Quin Pod is finely tuned to perform optimally with respect to its position in QUIN READY helmets.

The Quin Pod is a patented device designed to be installed in compatible Quin Within and QUIN READY helmet(s). It contains sensors designed to measure forces which typically occur during a crash. It works by measuring and interpreting unique characteristics of these forces. The Quin Pod itself does not provide any physical protection - it is purely a detection and notification system.

Once a potential crash is detected, the sensor communicates with your smartphone to set off an alert and use the phone's data connection to notify your designated emergency contacts. The sensor also collects telemetry data from the rider, providing information on speed, position, and driving characteristics as needed.

## Advanced Motion Intelligence

QUIN's integrated multi-patented Advanced Motion Intelligence works to:

- Detect potential crash events through sophisticated pattern recognition
- Collect critical incident data including impact forces, orientation changes, and location
- Establish rapid connection with both personal contacts and professional emergency services
- Transmit precise location updates to emergency responders

Please take the time to read these detailed instructions. For the most up-to-date information, visit [www.quinwithin.com](http://www.quinwithin.com).

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# COMPONENTS

>[Components Diagram]

The Quin Pod package includes:

- Quin Pod unit
- User manual

# TECHNICAL SPECIFICATIONS

Feature	Specification
Bluetooth Version	5.1
Connectivity Range	50 meters in ideal conditions (Line of Sight)
Battery Type	Rechargeable lithium-ion battery 60 mAh
Battery Life	Up to 30 days* (based on 2 hours of regular use per day)
Charging Time	2 Hours (full charge)
Update Features	FOTA (Firmware Update Over The Air)
Supported Platforms	iOS (17+) and Android (11+)
Water Resistance	IP67 (Dust-tight and protected against temporary water immersion up to 1m for 30 minutes)
Operating Temperature	-5°C to 45°C (23°F to 113°F)
Charging Input	5V, 1.5A maximum

\*Battery life is estimated based on typical usage with no crash or SOS events detected. Actual battery performance may vary depending on usage patterns and frequency of event triggers.

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## SENSOR BASICS

The Quin Pod is designed to trigger assistance through your smartphone, offering two protocols that trigger emergency alerts to your emergency contacts. Your designated contact(s) can then notify emergency personnel if needed.

### Key Capabilities

#### 1. Crash Detection

In the event of a potential crash, the sensor:

- Triggers an alert countdown in the app
- Activates a red flashing LED indicator

- If not manually cancelled within 10 seconds, it sends a notification to pre-designated contacts
- Allows emergency contacts to see your location and other relevant details

## 2. Drop Detection

Lower-force impacts that are not classified as crash and helmet drop events are:

- Recorded in the app's log for better visibility
- Useful for making better-informed decisions about helmet life cycle and replacement

**Note:** Always follow the helmet user manual and contact the helmet manufacturer if you think your helmet may need replacement.

## 3. SOS Beacon

To activate the SOS Beacon manually:

- Tap your helmet four times (4x)
- This will trigger an alert countdown in the app
- An amber flashing LED indicator will appear on the sensor
- Unless manually cancelled within 10 seconds, a notification is sent to pre-designated contacts
- Your LIVE location and other details are shared with your emergency contacts

## 4. Offline Event Detection

If the sensor detects forces without an active device connection with the Quin Within App:

- Data is stored in its internal memory
- Upon reconnection to the app, the app records the "offline event" impact in your event log

## System Requirements

For optimal functionality of the sensor:

- You must have the Quin Within app downloaded and installed on a compatible smartphone
- Your smartphone must be paired with your Quin Pod
- You must keep your phone with you during your ride
- Your phone must have GPS enabled to determine your location
- Your phone requires an active data connection to send notifications
- You must have up-to-date contact information for designated emergency contacts
- Both your Quin Pod and phone must be charged before each ride

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# GETTING STARTED

## Download the Quin Within App

The Quin Within app is the bridge between the helmet and the user. The app allows you to select your emergency contacts, access custom location tracking features, ride logging, performance analytics and more.

Download the Quin Within app from:

- Apple App Store (iOS): <https://apps.apple.com/by/app/quin-within/id6505097644>
- Google Play (Android):  
<https://play.google.com/store/apps/details?id=design.quintessential.quinwithin>

>[QR Codes for App Stores]

## Installation and Setup

### 1. Charge Your Sensor

Before first use:

1. Connect the USB-C cable to the charging port on the sensor
2. Connect the other end to a USB power source (5V, 1.5A maximum)
3. A Blue LED Breathing indicates the sensor is charging
4. A solid Teal LED indicates the sensor is fully charged
5. Charging time from empty to full is approximately 2 hours

### 2. Install the Sensor in Your Helmet

>[Installation Diagram]

1. Locate the designated sensor pocket in your QUIN READY helmet
2. Ensure the sensor is oriented with the USB facing outward
3. Insert the sensor into the pocket
4. Ensure it is securely fitted according to the helmet's specific design

**IMPORTANT:** Quin Pod is only designed and tested for use on Quin Within and QUIN READY helmet(s) in the dedicated location. Any different way of installing the sensor may result in it not working as intended.

### 3. Pair the Sensor with Your Phone

### **Raise to Wake**

The Quin Pod does not have an on/off switch. Instead, the helmet automatically turns on with a raise-to-wake function:

1. Pick up your helmet and give it a light shake to wake it up
2. A continuous BLUE blinking light indicates the sensor is in pairing mode

### **Connect via App**

1. Open the Quin Within app on your smartphone
2. Ensure Bluetooth is enabled on your phone
3. Follow the on-screen instructions to complete the pairing
4. Once connected, the device will blink the TEAL LED once every 3 seconds

### **4. Set Up Emergency Contacts**

1. In the Quin Within app, navigate to the "Emergency Contacts" section under the Safety page
  2. Add at least one trusted contact who should be notified in case of an emergency
  3. Ensure contact information (phone numbers) is current and accurate
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## **USING YOUR Quin Pod**

### **Before Each Ride**

Complete this checklist before every ride:

- ✓ Ensure your Quin Pod is charged (check battery level in app)
- ✓ Confirm your smartphone is charged
- ✓ Verify the app is running (can be in the background)
- ✓ Check that Bluetooth is enabled on your phone
- ✓ Ensure mobile data is enabled on your phone
- ✓ Confirm the sensor is connected (Teal blink every 3 seconds)
- ✓ Verify your emergency contacts are current

- ✓ Make sure your helmet is properly fitted according to the manufacturer's guidelines

## Understanding LED Indicators

LED Signal	Meaning
BLUE continuously blinking	Pairing mode - sensor is ready to connect
Teal blinks every 30 seconds	Connected and functioning normally
RED rapid flashing	Crash detected - alert countdown initiated
AMBER rapid flashing	SOS mode activated - alert countdown initiated
BLUE breathing	Charging
TEAL solid	Fully charged
No light	Sleep mode or battery discharged

## Emergency Features

### Crash Detection Protocol

When the sensor detects a potential crash:

1. RED LED begins flashing rapidly
2. A 10-second countdown begins in the app
3. An audible alert sounds on your phone
4. If not cancelled, emergency alerts are sent to your contacts with your location
5. Location updates continue to be sent at regular intervals

### SOS Beacon Protocol

For non-crash-related emergencies, the SOS Alert can be triggered from the helmet or the Quin app. The SOS button features on every screen in the app, making it the easiest way to call for help when it's needed on the move.

The SOS Alert broadcasts the live location of the rider to their responders until it is cancelled.

To manually activate emergency assistance:

1. Tap your helmet four (4) times in quick succession
2. AMBER LED begins flashing rapidly
3. A 10-second countdown begins in the app
4. An audible alert sounds on your phone (if not silenced)
5. If not cancelled, emergency alerts are sent to your contacts with your LIVE location
6. Real-time location tracking continues until deactivated

## ResQ Protocol

The QUIN PRO SENSOR offers professional emergency response through our ResQ Protocol, available exclusively with Quin Plus membership.

When a crash is detected or SOS is activated:

1. Both personal contacts and ResQ monitoring center are alerted
2. Trained operators assess the situation
3. Relevant emergency services are dispatched if needed
4. You're monitored until confirmed safe

*For complete details on the ResQ Protocol, see page XX.*

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## ResQ PROTOCOL

### Professional Emergency Response

The QUIN enhances your safety with professional emergency monitoring through our ResQ Protocol, available exclusively to Quin Plus members.

### How ResQ Works



The ResQ Protocol provides a comprehensive emergency response system:

1. **Event Triggered:** When the Quin Pod detects a potential crash, the emergency protocol initiates.
2. **Responders Alerted:** Your designated emergency contacts receive an immediate notification with your location and incident details.
3. **ResQ Alerted:** Simultaneously, the professional ResQ monitoring center receives complete incident data, including your location, impact information, and medical profile (if provided).
4. **Professional Response:** Trained ResQ operators assess the situation and, if necessary, dispatch appropriate emergency services based on your location and the incident severity.
5. **Marked Safe:** The incident remains active until you're confirmed safe or emergency services have arrived at your location.

## Key Benefits

- **24/7 Professional Monitoring:** Trained emergency response specialists are available at all times
- **Expert Assessment:** Experienced operators evaluate the severity of incidents and determine the appropriate response
- **Emergency Services Coordination:** Direct connection to relevant emergency services (ambulance, police, fire)
- **Continuous Tracking:** Your location is monitored throughout the emergency
- **Medical Information:** Option to create a profile with critical medical information that can be shared with first responders
- **Communication Support:** ResQ operators can communicate with emergency services on your behalf

## Quin Plus Membership

ResQ Protocol is a premium feature available exclusively to Quin Plus members:

- Access to all premium QUIN features
- No additional hardware required - works with your existing Quin Pod
- Manage your membership through the Quin Within app

## Important Information

- ResQ service availability varies by region

- A cellular data connection is required for ResQ operation
- Response times may vary based on location and local emergency service capabilities
- While ResQ enhances your safety network, it cannot guarantee an immediate response in all circumstances
- The ResQ service is not a substitute for contacting emergency services directly in situations where you are able to do so

For complete details on Quin Plus membership benefits, ResQ service coverage, and capabilities, visit [www.quinwithin.com/ResQ](http://www.quinwithin.com/ResQ) or contact our customer support team.

**ResQ is a registered trademark of QUIN.**

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## QUIN PLUS MEMBERSHIP

### Enhanced Protection and Premium Features

QUIN PLUS is our premium membership program that unlocks advanced features and enhanced protection for your Quin Pod.

### Key Premium Features

Depending on your membership plan, you can access enhanced features including:

- **Professional Monitoring System:** Expert emergency monitoring and response by trained operators
- **Advanced Analytics:** Detailed ride data and safety insights
- **Unlimited SOS Triggers:** No restrictions on emergency feature usage
- **Smart Ride Planning:** Route optimisation and safety features

### Subscription Management

- **Flexible Terms:** Cancel anytime with no hassle
- **Automatic Renewal:** Subscriptions automatically renew unless cancelled at least 24 hours before the end of the current period
- **Voucher Support:** Apply voucher codes for special offers

Manage your membership directly through the Quin Within app, where you can view your current plan, change subscription options, and update payment details.

### Important Information

- All QUIN PLUS features work with your existing Quin Pod without additional hardware
- Membership can be cancelled at any time through the app
- Premium features remain active until the end of your current billing period
- Some features may be subject to regional availability
- A cellular data connection is required for certain features, including ResQ Protocol

For complete membership details, pricing, and terms of service, visit [www.quinwithin.com/membership](http://www.quinwithin.com/membership) or contact our customer support team.

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**QUIN PLUS membership enhances your experience but is not required for the core functionality of your Quin Pod. Standard features, including crash detection and emergency contact alerts, remain available to all users.**

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## SENSOR CARE AND MAINTENANCE

To ensure optimal performance and longevity of your Quin Pod:

### Charging Guidelines

- Charge the sensor fully before its initial use
- Thoroughly dry a wet sensor before charging
- Do not charge when the sensor is wet
- Avoid overcharging; disconnect once fully charged
- The maximum charging input is 5V, 1.5A
- Charge the sensor within the temperature range of 0°C to 45°C (32°F to 113°F)

### Operating Conditions

- Operate within the temperature range of -5°C to 45°C (23°F to 113°F)
- Avoid exposure to extreme temperatures
- Keep away from direct heat sources
- The IP67 rating means the sensor is dust-tight and can withstand temporary immersion in water up to 1 meter for 30 minutes, but it is not designed for prolonged submersion

### Firmware Updates

- Pair the helmet in an area with a strong data network for seamless Firmware Over-The-Air (FOTA) updates
- Regularly check the app to confirm the sensor is using the latest software

- Do not perform FOTA updates when the sensor has a low battery

## General Care

- Handle with care to prevent damage; avoid dropping
  - If needed, clean with a soft, dry cloth
  - Do not use harsh chemicals or immerse in water for cleaning
  - Store in a cool, dry place when not in use
  - Periodically inspect for visible signs of cracks or damage
  - Discontinue use if any issues are detected
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## TROUBLESHOOTING

Issue	Possible Cause	Solution
The sensor won't wake up	Battery depleted	Charge the sensor for at least 30 minutes
	Sensor damaged	Contact customer support
Sensor won't pair with the app	Bluetooth disabled	Enable Bluetooth on your phone
	App outdated	Update to the latest version of the Quin Within app
	Phone not compatible	Check compatibility requirements (iOS 17+/Android 11+)
Sensor disconnects frequently	Interference	Move away from sources of Bluetooth interference
	Low battery	Charge the sensor
	Distance too great	Keep your phone within 50 meters of the sensor
False crash alerts	Sensor sensitivity	Update to the latest firmware via the app
	Improper installation	Verify that the sensor is properly installed in the helmet

No LED indication	Battery depleted	Charge the sensor
	Sensor in sleep mode	Shake helmet to wake sensor
	Sensor damaged	Contact customer support
App is not receiving sensor data	Background processes restricted	Check app permissions and battery optimisation settings
	Poor Bluetooth connection	Ensure Bluetooth is enabled and working properly
Alert not sent to contacts	No data connection	Ensure your phone has active data service
	Incorrect contact information	Verify contact information in the app
The battery drains quickly	Firmware issue	Update to the latest firmware
	Excessive reconnections	Ensure a stable Bluetooth connection
Cannot update firmware	Poor network connection	Try updating in an area with a better signal
	Low battery	Charge the sensor before attempting update

If you continue to experience issues after trying these solutions, please contact our customer support team at [support@quinwithin.com](mailto:support@quinwithin.com) or visit [www.quinwithin.com/support](http://www.quinwithin.com/support).

## FREQUENTLY ASKED QUESTIONS

**Q: How do I know if my sensor is working properly?**

A: When properly connected, the sensor will blink TEAL once every 3 seconds. You can also check the connection status in the Quin Within app.

**Q: Can I test the crash detection?**

A: No. Do not deliberately drop or impact your helmet to test the system as this can damage both the helmet and sensor.

**Q: Will my sensor work if my phone is out of battery?**

A: The sensor will continue to monitor for impacts, but it cannot send alerts without an active connection to a functioning smartphone. Offline events will be recorded and synchronized when reconnected.

**Q: How waterproof is the Quin Pod?**

A: The sensor has an IP67 rating, meaning it is dust-tight and protected against temporary water immersion up to 1 meter for 30 minutes. It is suitable for use in rain but not for submersion in water for extended periods.

**Q: Can I use one Quin Pod with multiple helmets?**

A: The sensor is designed to work specifically with QUIN READY helmets in their designated sensor pocket. While it is technically possible to move between compatible helmets, we recommend dedicated sensors for each helmet for convenience and safety.

**Q: How accurate is the crash detection?**

A: The sensor is calibrated to detect impact patterns consistent with crashes, but no system is perfect. It may occasionally trigger false positives or miss certain impacts depending on the specific characteristics of the event.

**Q: What happens if I'm in an area with no cell service?**

A: The sensor will still detect crashes and communicate with your phone, but alerts cannot be sent to your emergency contacts until your phone regains cellular service. The app will continue attempting to send the alert until it is successful.

**Q: How long does the battery last?**

A: With typical usage of 2 hours per day, the battery lasts up to 30 days. Actual battery life varies based on usage patterns, temperature, and connectivity stability.

**Q: Can I wash my helmet with the sensor installed?**

A: While the sensor has water resistance, we recommend removing it before washing your helmet to ensure longevity. Always follow the helmet manufacturer's cleaning instructions.

**Q: What information is shared with my emergency contacts?**

A: When an alert is triggered, your emergency contacts receive:

- A text message and push notification of a potential crash
  - Your last known location (GPS coordinates and map link)
  - Time of the detected event
  - Option to call you directly
  - Ongoing location updates if available
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# WARRANTY INFORMATION

Quin Pod comes with a limited warranty against manufacturing defects in materials and workmanship under normal use.

## Warranty Period

The Quin Pod is warranted for a period of one (1) year from the date of original purchase.

## What Is Covered

- Manufacturing defects in materials and workmanship
- Battery failures not resulting from misuse
- Electronic component malfunctions under normal use

## What Is Not Covered

- Damage resulting from improper use, accidents, or neglect
- Normal wear and tear
- Cosmetic damage that doesn't affect functionality
- Water damage beyond IP67 rating specifications
- Damage from unauthorized repairs or modifications
- Issues resulting from failure to follow care instructions
- Battery depletion through normal use

## How to Obtain Warranty Service

1. Contact our customer service at [warranty@quinwithin.com](mailto:warranty@quinwithin.com)
2. Provide proof of purchase with date of acquisition
3. Describe the issue in detail
4. Follow the provided instructions for inspection and/or return

## Warranty Limitations

This warranty is non-transferable and applies only to the original purchaser with proof of purchase.

For complete warranty terms and conditions, visit [www.quinwithin.com/warranty](http://www.quinwithin.com/warranty).

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# CERTIFICATIONS AND COMPLIANCE

## European Compliance



2011/65/EU

- Battery Directive 2006/66/EC
- General Product Safety Directive 2001/95/EC

The Quin Pod complies with all applicable directives and regulations of the European Union. This device satisfies the essential requirements and other relevant provisions of:

- Radio Equipment Directive (RED) 2014/53/EU
- Electromagnetic Compatibility Directive 2014/30/EU
- Restriction of Hazardous Substances (RoHS) Directive

The full EU Declaration of Conformity is available at: [www.quinwithin.com/eu-compliance](http://www.quinwithin.com/eu-compliance)

## US Compliance



FCC ID: 2AXNV-QP3

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.

## International Compliance

**RoHS:** QUIN certifies that this product and its packaging are in compliance with European Union Directive 2011/65/EU on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronics Equipment, commonly known as RoHS.

**IP67:** This product is certified IP67, meaning it is fully protected against dust and protected against the effects of temporary immersion in water between 15cm and 1m for 30 minutes.

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## DISPOSAL INFORMATION



This product contains electronic components and a lithium-ion battery that must be disposed of properly.

### Electronic Device Disposal

Do not dispose of this device with unsorted municipal waste. The crossed-out wheeled bin symbol indicates that this product is subject to Directive 2012/19/EU in the European Union and should be disposed of separately from other household waste.

Please use your local electronic waste collection point or recycling center for proper disposal. Proper disposal helps prevent potential negative consequences for the environment and human health.

### Battery Disposal

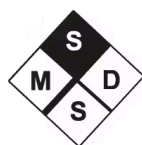
The battery in this device may not be disposed of with regular household waste. Batteries may contain toxic heavy metals and are subject to hazardous waste regulations. For this reason, dispose of used rechargeable batteries at a local collection point or at battery recycling facilities where available.

### Packaging



The packaging materials are recyclable. Please dispose of them responsibly according to your local recycling guidelines.

The symbol on the packaging indicates that the packaging is made of PAP.



# REGULATORY STATEMENTS

## FCC Statement

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) it must accept any interference received, including interference that may cause undesired operation.

This grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with 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 residential installations. 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 to 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.

## RF Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for uncontrolled environments.

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# PRIVACY AND DATA POLICY

The Quin Pod and Quin Within app collect and process personal data necessary for their functionality. QUIN is committed to protecting your privacy and handling your data with care in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR).

## **Data Collection**

The following data may be collected and processed:

- Location data during rides and in case of detected crashes
- Sensor telemetry data (acceleration, orientation, etc.)
- Crash and impact event data
- Device information (battery status, firmware version, etc.)
- App usage data (features used, session duration, etc.)
- Emergency contact information

## **Data Usage**

This data is used to:

- Provide crash detection and emergency notification services
- Improve product functionality and performance
- Enhance user experience and user interface design
- Develop new safety features
- Troubleshoot technical issues

## **Data Sharing**

Your data may be shared with:

- Your designated emergency contacts (only in case of a detected crash or SOS activation)
- Service providers who help us deliver our services
- Legal authorities, when legally required

We do not sell your personal data to third parties.

## **Your Rights**

Under applicable data protection laws, you have the right to:

- Access your personal data
- Correct inaccurate data
- Delete your data (with certain limitations)
- Restrict or object to certain processing
- Data portability
- Withdraw consent

## **Data Security**

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, loss, or alteration.

For our complete Privacy Policy, please visit [www.quinwithin.com/privacy](http://www.quinwithin.com/privacy).

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## **LEGAL DISCLAIMER**

### **LIMITATIONS OF THE Quin Pod**

By purchasing, installing, pairing, or using the Quin Pod and Quin Within app (collectively, the "QUIN System"), you acknowledge and agree to the following terms and conditions:

#### **1. NOT A PROTECTIVE, MEDICAL OR PREVENTATIVE DEVICE**

The Quin Pod is not a helmet, protective equipment, medical device, diagnostic tool, or preventative safety system. It cannot:

- Provide any physical protection to the wearer
- Enhance the protective capabilities of your helmet
- Diagnose, prevent, or treat any injury, concussion, or trauma
- Determine whether you have suffered a head or other injury
- Assess whether your helmet remains fit for use after an impact
- Prevent accidents or injuries of any kind
- Replace proper medical care or evaluation

#### **2. DETECTION LIMITATIONS**

The Quin Pod has inherent technological limitations:

- It may not detect all crash events
- It may trigger false alarms in non-crash situations
- Its performance may be affected by improper installation, helmet positioning, battery level, damage, extreme temperatures, and other factors
- It requires proper pairing with a compatible smartphone with an adequate battery, cellular connectivity, and data service to function as designed

#### **3. CONNECTIVITY AND NOTIFICATION LIMITATIONS**

The QUIN System:

- Requires an active Bluetooth connection between the sensor and your smartphone

- Requires your smartphone to have active cellular network coverage and data connectivity
- Depends on third-party cellular networks, GPS services, and emergency response systems that are outside our control
- Will not function properly if your phone battery is depleted, the phone is damaged, turned off, in airplane mode, or out of range
- May experience delays in emergency contact notification due to network conditions, software issues, or other factors

#### **4. WARRANTY LIMITATIONS**

Except as expressly provided in our Limited Warranty statement:

- All QUIN products and services are provided "AS IS" and "AS AVAILABLE" without warranties of any kind
- We expressly disclaim all warranties, whether express, implied, or statutory, including but not limited to merchantability, fitness for a particular purpose, and non-infringement
- We do not warrant that the QUIN System will meet your requirements, be error-free, or operate without interruption

#### **5. LIABILITY LIMITATIONS**

To the maximum extent permitted by applicable law:

- We shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages arising from or relating to the use or inability to use the QUIN System
- This includes damages for personal injury, death, property damage, loss of data, loss of profits, business interruption, or any other commercial damages or losses
- Our total liability for all claims related to the QUIN System shall not exceed the amount you paid for the Quin Pod
- These limitations apply regardless of the theory of liability, whether based on warranty, contract, tort, negligence, strict liability, or any other legal theory

For the complete legal disclaimer, please visit [www.quinwithin.com/legal](http://www.quinwithin.com/legal).

NOTHING IN THIS DISCLAIMER IS INTENDED TO REDUCE YOUR STATUTORY RIGHTS WHICH CANNOT BE WAIVED OR LIMITED BY CONTRACT.

#### **6. TRADEMARK ACKNOWLEDGEMENTS**

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All other trademarks are the property of their respective owners.

## **WARNING AND DISCLAIMER**

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IN MANY CASES, QUIN RELIES ON THIRD-PARTY PARTNERS (PUBLIC AND PRIVATE) FOR THE OPERABILITY OF ITS PRODUCTS’ EMERGENCY NOTIFICATION SERVICES, AND QUIN DOES NOT CONTROL, NOR CAN IT GUARANTEE, THE AVAILABILITY OR EFFECTIVENESS OF SUCH PARTNERS’ SERVICES, NOR CAN IT PROVIDE ANY ASSURANCES THAT A USER WILL NOT INCUR COSTS ASSOCIATED WITH UTILIZING SUCH PARTNER SERVICES (WHICH COSTS MAY, IN CERTAIN CIRCUMSTANCES, BE SUBSTANTIAL). USERS ARE WARNED NOT TO REMOVE, REPOSITION OR OTHERWISE TAMPER WITH ANY QUIN PRODUCTS IN ANY HEADGEAR, MASK, SAFETY SEAT, BODY ARMOR, HARNESS, BOOTS, GLOVES, BICYCLES, PROTECTIVE GEAR, OR OTHER EQUIPMENT, OR RELY ON THEIR USE IF DAMAGED OR DISPLACED. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, QUIN DOES NOT WARRANT THAT A PRODUCT’S S.O.S. BEACON SYSTEM WILL AUTOMATICALLY BE TRIGGERED, OR BE MANUALLY TRIGGERABLE, IN THE EVENT A USER SUFFERS A COLLISION, FALL, OR OTHER BLOW TO THE BODY OR OTHERWISE ATTEMPTS TO UTILIZE SUCH SYSTEM.

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## **CONTACT INFORMATION**

### **Customer Support**

For technical assistance, warranty claims, or general inquiries:

- Email: [support@quinwithin.com](mailto:support@quinwithin.com)
- Web: [www.quinwithin.com/support](http://www.quinwithin.com/support)

For the most up-to-date information and resources, visit our website: [www.quinwithin.com](http://www.quinwithin.com)

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