

[DRAFT] Online User's Manual

Waffle
www.density.io

Waffle

Density's Waffle sensor anonymously counts people moving within and around a space located in front of each sensor. It uses 60 GHz mmWave radar to measure small movements in the space, then a series of advanced algorithms to do so. The data is made available through the Density API and dashboards.

Agreement to be Bound by the Terms of Density

By installing this product, you accept and agree to be bound by the terms of Density's Service Level Agreement (available for review at <https://www.density.io/legal/terms-of-service>). If you do not accept these terms, then do not set up or use this product. You may return it for a refund.

Notice of Right to Change and No IP Transfer

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Initial Setup and Updates

Waffle requires careful setup and configuration to work accurately. Please read all setup documentation in full before installing and configure to ensure there are no issues. Waffle is not considered a mobile device. You will need internet connectivity for initial setup and configuration. You may need to install updates during the setup process. For answers to questions about setup, troubleshooting, and general support please visit <https://www.density.io/people-counting-resources/installation#waffle>

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Operating Environment

Ensure your environments meet the following product requirements:

- Operating temperature: 32°F to 95°F (0°C to 35°C)
- Relative humidity: 20% to 80% (non-condensing)

Storage Environment

Ensure your storage/transportation environment when the unit is not operational meet the following product requirements:

- Storage temperature: 32°F to 113°F (0°C to 45°C)
- Relative humidity: 20% to 80% (non-condensing)

Electrical Safety Warning

As with many other electrical devices, failure to take the following precautions can result in serious injury or death from electric shock, fire, or damage to the sensor. Only use cabling supplied, or approved, by Density.

- Only connect this product to professionally installed outlets that are fully compliant with relevant laws.
- Power supplied to the unit shall be compliant with NEC/CEC Class 2 limits.

Care and Placement of Unit

Failure to follow these notices could result in serious injury or death from electric shock, fire, or damage to the Density Waffle Unit.

- Do not allow the product to become wet
- Do not expose the product to rain or other moisture
- Do not use near any heat sources or in close proximity to other items that produce heat
- Only use attachments and/or accessories provided, or approved, by Density
- Only clean the outside of the product and only with a dry microfiber cloth
- Do not use abrasive pads, detergents, scouring powders, solvents (for example, alcohol, gasoline, paint thinner, or benzene), or other liquid or aerosol cleaners
- Do not use compressed air
- Ensure the product is installed and/or mounted according to Density's specifications
 - Do not mount the device >2m above the floor

Entretien et Placement de l'Appareil

Le non-respect de ces avertissements peut entraîner des blessures graves ou la mort par choc électrique, incendie, ou endommagement de l'Appareil Density Waffle.

- Ne laissez pas le produit devenir humide
- N'exposez pas le produit à la pluie ou à une autre source d'humidité
- N'utilisez pas à proximité de sources de chaleur ou d'autres objets qui produisent de la chaleur
- Utilisez uniquement les accessoires et/ou accessoires fournis ou approuvés par Density
- Nettoyez uniquement l'extérieur du produit et uniquement avec un chiffon en microfibre sec
- N'utilisez pas de tampons abrasifs, de détergents, de poudres à récurer, de solvants (par exemple, alcool, essence, diluant pour peinture ou benzène) ou d'autres nettoyants liquides ou en aérosol
- N'utilisez pas d'air comprimé
- Assurez-vous que le produit est installé et/ou monté selon les spécifications de Density
 - Ne montez pas l'appareil à plus de 2 m au-dessus du sol

Medical Caution

NOTE: Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Although the device is designed, tested, and manufactured to comply with regulations governing radio frequency emission for all countries that we ship to, the wireless transmitters and electrical circuits in the

device may cause interference in other electronic equipment. Always take the following precautions:

- **FCC Radiation Exposure Statement:** This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.
- If you have any reason to suspect that interference is occurring, turn the device off immediately.

Interactions with medical devices:

- If you use any electronic personal medical device, contact the medical device manufacturer or your physician to determine whether it is appropriate for you to use other electronic devices near your medical device.

Serviceable Parts

This product does not contain any user-serviceable parts. Do not attempt to service this product. If you need service, contact Density directly at support@density.io

WARNING: Do not attempt to take apart, open, service, or modify this product, power supply, or accessories. Doing so could present the risk of electric shock, fire or other hazard, or damage to the product. Evidence of any attempt to open and/or modify this product, or accessories, including any peeling, puncturing, or removal of any of the labels, will void any and all warranties and/or Density obligations as articulated in the [Density Service Level Agreement](#) and agreed to herein.

If you would like to dispose of your units, contact Density directly at support@density.io and we can help ensure proper disposal.

Pièces Réparables

Ce produit ne contient aucune pièce réparable par l'utilisateur. N'essayez pas de réparer ce produit. Si vous avez besoin d'une assistance, contactez directement Density à l'adresse support@density.io

AVERTISSEMENT : N'essayez pas de démonter, ouvrir, réparer ou modifier ce produit, l'alimentation électrique ou les accessoires. Cela pourrait présenter un risque de choc électrique, d'incendie ou d'autre danger, ou endommager le produit. Toute tentative de démontage et/ou de modification de ce produit, ou de ses accessoires, y compris par le pelage, le perçage ou le retrait de l'une des étiquettes, annulera toutes les garanties et/ou obligations de Density telles qu'exprimées dans l'Accord de Niveau de Service de Density et acceptées dans ce document.

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Si vous souhaitez vous débarrasser de vos appareils, contactez directement Density à l'adresse support@density.io et nous pouvons vous aider à assurer une élimination appropriée.

FCC

This device includes a modular transmitter. Contains FCC ID: VPYLBES5PL2EL

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

NOTE: 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.

Canada

This device includes a modular transmitter. Contains IC: 772C-LBES5PL2EL

This device contains license-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.

Cet appareil comprend un émetteur modulaire. Contient IC : 772C-LBES5PL2EL

Ce dispositif contient les émetteurs/récepteurs autoriser-exempts qui sont conformes au permis RSS exempt du Canada d'innovation, de la Science et de développement économique.

L'opération est sujette aux deux conditions suivantes:

1. Ce dispositif peut ne pas causer l'interférence.

2. Ce dispositif doit accepter n'importe quelle interférence, y compris l'interférence qui peut causer le fonctionnement peu désiré du dispositif

This Class B digital apparatus complies with Canadian CAN ICES-3 (B) / NMB-3 (B)

Cet appareil numérique de classe B est conforme à la norme canadienne CAN ICES-3 (B) / NMB-3 (B)

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20 cm entre le radiateur et votre corps.

RF Requirements

To comply with RF exposure requirements, the following operating configurations must be satisfied: The antenna has been installed by the manufacturer and no changes can be made. No other wireless antenna or transmitter may be used, other than the one provided by Density at the time of install.

Serial Label

The Serial Label is considered part of the Manufacturer's Identification Label and appears on the rear housing of the unit

Customer Support

For more product information, answers to common questions, troubleshooting steps, and Density Customer Support visit <https://setup.density.io>. You can also reach out to support@density.io if you have any additional questions, or contact us via mail at:

Density Inc.
Customer Support
PO Box 54
San Francisco, CA 94104