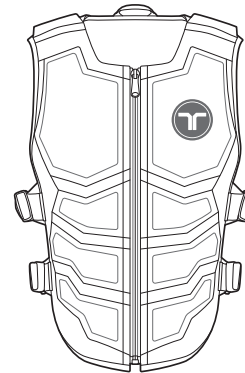
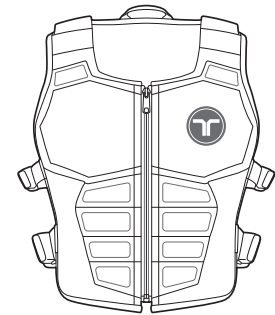


Wireless Haptic Vest

# TACTSUIT X



X40



X16

**User Manual &  
Warranty**

Any Questions?  
[contact@bhaptics.com](mailto:contact@bhaptics.com)



# Before Getting Started

Be sure to read the manual before using the product to ensure safe and proper use of the product.

---

- bHaptics devices are recommended for age 13 and older.
- By accessing and using any of bHaptics' products and services, you are agreeing to our Terms and Conditions (<https://www.bhaptics.com/legals/terms-and-conditions>) and the collection and use of Personal Information in accordance with the Privacy Policy (<https://www.bhaptics.com/legals/privacy-policy>).
- Please read carefully the bHaptics Limited Warranty before using the product.
- Do not use the product for any purpose other than the intended purpose.
- Do not attempt to modify, disassemble or repair the product.
- Do not drop the product or subject the product to other forms of strong impacts.
- Users with sensitive skin should avoid wearing the product directly on the skin.
- Do not excessively pull on the side straps while wearing the product, as it may irritate your body.
- This product is not waterproof. Store the product in a dry place free from humidity and moisture.
- The main body of the product contains electronic components and must not be washed in water under any circumstances. Should the product need to be cleaned, gently wipe it with a soft cloth. The mesh lining may be removed and machine washed with neutral detergent. (Do not use strong chemicals or strong detergents.)
- When using the product with an audio cable and wired headphones, the cables may become wrapped around the body which can cause a fall or strangulation. Avoid vigorous movements and pay keen attention to the location of the wires and surrounding objects that may get caught in the cables.
- The latest user manual for the device and related software can be found at <https://www.bhaptics.com/support>

# Table of Contents

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# 01. Overview

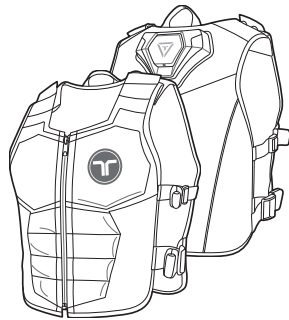
## TACTSUIT X40

TactSuit X40 is a wireless haptic vest that packs 40 individually controllable vibro-tactile motors. Stay immersed in your content with positional haptic feedback delivered to every inch of your body. TactSuit is compatible with a wide range of platforms, including PC, VR, Mobile, and console.



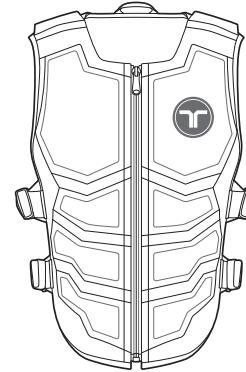
## TACTSUIT X16

TactSuit X16 is designed to be a powerful yet lightweight haptic vest that you can wear for hours. The short and breathable design makes long sit-down gaming sessions much more enjoyable. TactSuit X16 packs the same vibro-tactile motors used in the TactSuit X40, providing you with the same impactful haptic feedback.

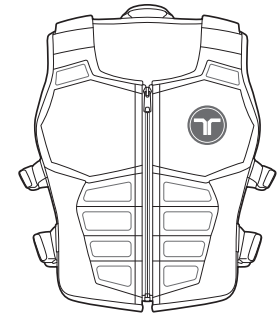


## What's in the Box

### TACTSUIT X40



### TACTSUIT X16



or

## Accessories

Accessories are included in the box under the TactSuit.



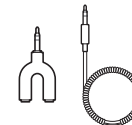
Bluetooth Dongle



Charging Cable  
(USB Type C)



Manual



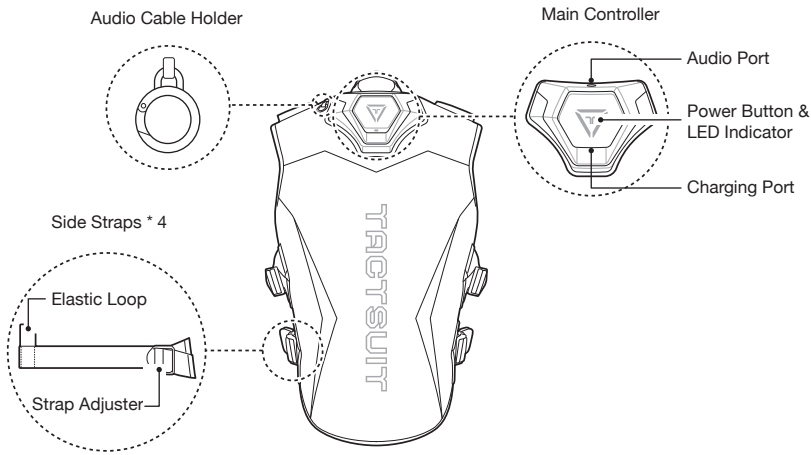
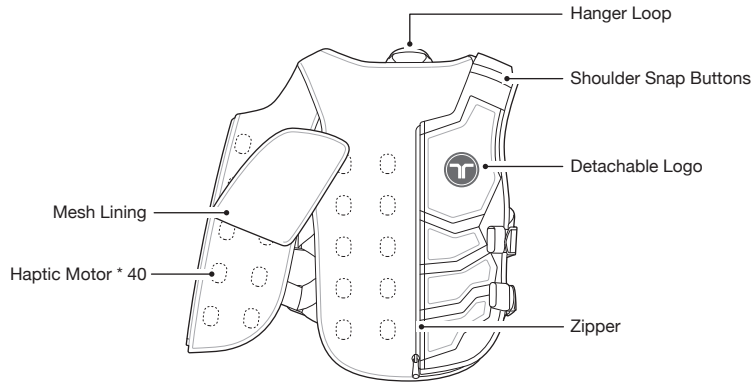
Audio Accessories  
(3.5mm AUX cable and  
Y Splitter Adapter)



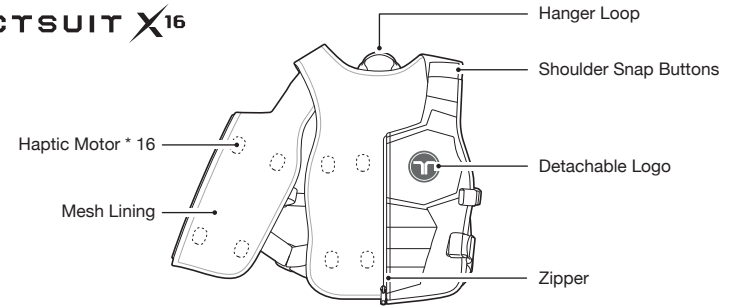
Additional Mesh Lining

# Part Names

## TACTSUIT X40



## TACTSUIT X16



## LED Indicator

	<b>Yellow (Light on in sequence)</b>	Turn On
	<b>Blue (Blinking)</b>	Pairing Mode
	<b>Blue (Solid)</b>	Paired
	<b>Purple (Solid)</b>	Audio Cable In
	<b>Purple &amp; Blue (Blinking)</b>	Audio Cable In & Bluetooth Pairing
	<b>Purple &amp; Blue (Solid)</b>	Audio Cable In & Bluetooth Paired
	<b>Mint (Solid)</b>	Power Button Lock
	<b>Red (Solid)</b>	Low Battery or Charging
	<b>Green (Solid)</b>	Fully Charged
	<b>Yellow (Rotating)</b>	Firmware Updating
	<b>Blue (Light off in sequence)</b>	Turn Off

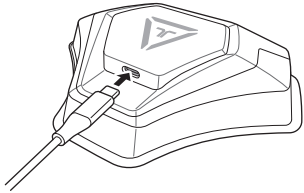
# 02. Getting Started



Getting Started

## Wake Up and Turn On

For safety reasons, TactSuit is shipped in sleep mode. Before using it for the first time, make sure to wake up your TactSuit.



### Wake Up TactSuit

To wake up TactSuit, please plug the charger into TactSuit.



Be sure to use an authorized AC adapter and included charging cable to charge the product. Use of an unauthorized device or accessory may result in personal injury, may cause damage of the product or your property, and may void your warranty.

[FR] Assurez-vous d'utiliser un adaptateur secteur agréé et le câble de charge inclus pour charger le produit. L'utilisation d'un appareil ou d'un accessoire non autorisé peut entraîner des blessures corporelles, endommager le produit ou votre propriété et annuler votre garantie.

## Turn On

Press the Power Button to turn on your TactSuit and enter the Bluetooth Pairing Mode.



Press



Turn on

(Lights will turn on in 3 stages)



Pairing Mode

(Blinking Blue)

## Download bHaptics Player

Essential

PC

Mobile

Quest

bHaptics Player is an essential software to connect and use your TactSuit.



### PCVR

Download bHaptics Player from <https://www.bhaptics.com/software/player>

#### Features

- Device Pair / Unpair
- Device Configuration
- Feedback Test
- Explore Natively Supported Content
- Audio-to-Haptic Function On/Off
- Activity Information



### Standalone VR (Meta Quest Headsets)

Download bHaptics Player from the Meta Quest Store (App Lab)

#### Features


- Paired Device Information
- Feedback Test
- Demo Content

For more features, download the mobile bHaptics Player app on your phone.

- Explore the natively supported content list
- Select an Audio-to-Haptic profile for Wired Audio-to-Haptic



Quest Store (App Lab)

bHaptics Player App  

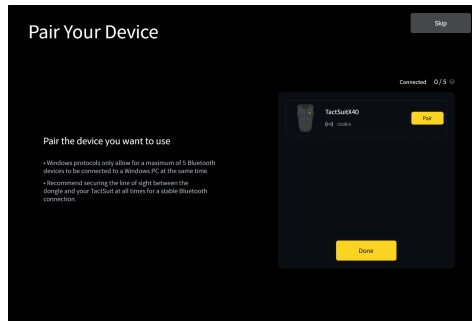
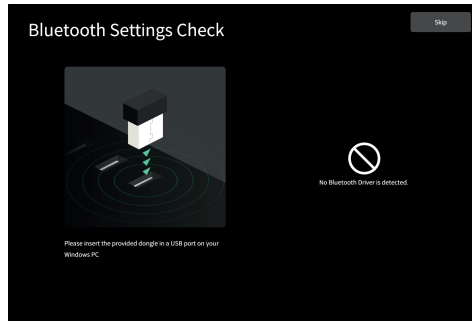
# Set Up and Pair

Pair TactSuit with your PC or Meta Quest to enjoy your content with haptic feedback. After setting up your TactSuit with your PC or Meta Quest, it will automatically connect the next time you use it.



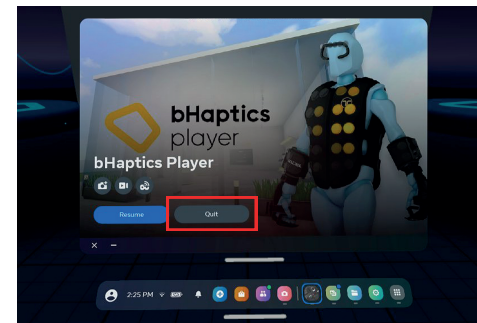
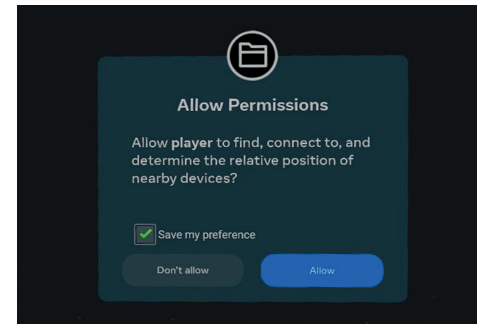
## PCVR

1. Insert the provided Bluetooth dongle to your PC.
2. Download and install bHaptics Player.  
(<https://www.bhaptics.com/software/player>)
3. Run bHaptics Player and follow the instructions to pair your TactSuit and complete setup.



## Standalone VR (Meta Quest Headsets)

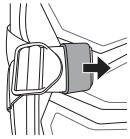
1. On your Quest headset, navigate to **Settings** > **Devices** > **Bluetooth**.
2. Select **Bluetooth Pairing** > **Pair** > **Pair new device** and pair your TactSuit.
3. Download bHaptics Player on your Quest headset and allow the app permission for **Nearby Devices**.
  - \* This is a necessary step only when using TactSuit with the headset for the first time. If the "Nearby Devices" Permission is not granted, native support games may not function properly.
4. After setting up the permissions, exit bHaptics Player and go back to the Quest lobby before opening a natively supported game.



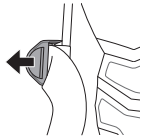
# Put On

To experience optimal haptic feedback, put on TactSuit and fit it perfectly to your body by following the instructions below.

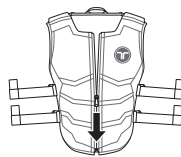
## 1. Loosen all the side straps and unzip the zipper.



Remove the elastic loops.

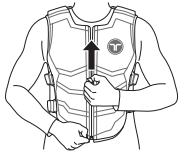


Use the strap adjusters and loosen the side straps.



Unzip the zipper.

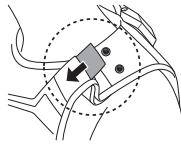
## 2. Adjust the size to fit TactSuit to your body.



Zip up.



Pull the side straps towards the front to adjust the suit's size.



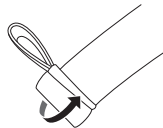
Use the shoulder snap buttons to adjust the length.



When fastening the snap buttons, please be careful not to fold the cable.  
[FR] Lors de la fixation des boutons pression, veuillez à ne pas plier le câble.

Optional

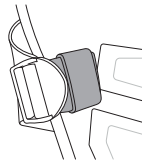
## 3. Neatly arrange the remaining straps.



Please tuck the exposed straps inward.



Place the straps inside the elastic loops.



Your fitting is complete!

# Play with TactSuit

You are all set! Experience unparalleled game play like never before with TactSuit!

## Rediscover Your Favorite Worlds with Natively Supported Games.

For more information, please refer to p.16



Game List



## PCVR

(Steam VR, Meta Rift Games)



## Standalone VR

(Meta Quest, Pico Games)

## Want to enjoy other content with bHaptics?

For more information, please refer to p.18



Try our Audio-to-Haptic!

# 03. Basics

## Pairing & Device Configuration



### PCVR - bHaptics Player

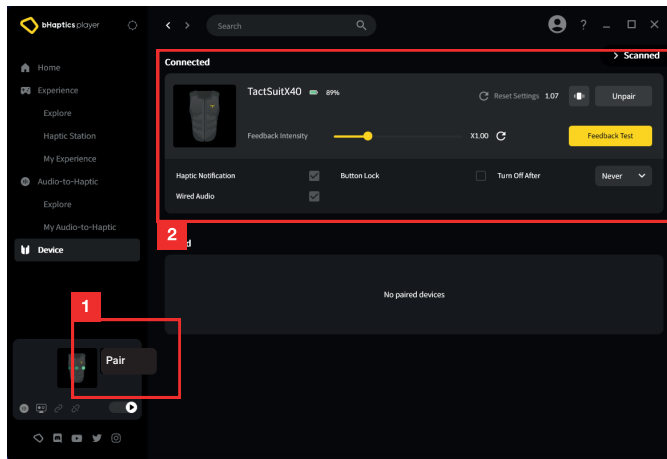
You can connect TactSuit to a Windows PC using bHaptics Player. Within bHaptics Player, you can access detailed information about the Connected Devices and make configuration changes.

#### 1 Pairing

To pair a device, go to the Quick Control Panel, right-click the scanned device icon, and click "Pair." Once a device is paired, it will automatically connect when powered on until it is unpaired.

#### 2 Device Configuration

You can check the details of the connected device, perform a Feedback Test, control features such as Button Lock, Turn Off After, and adjust Feedback Intensity, among others, in Device > Connected.



### Standalone VR (Meta Quest Headsets) - System Settings & bHaptics Player

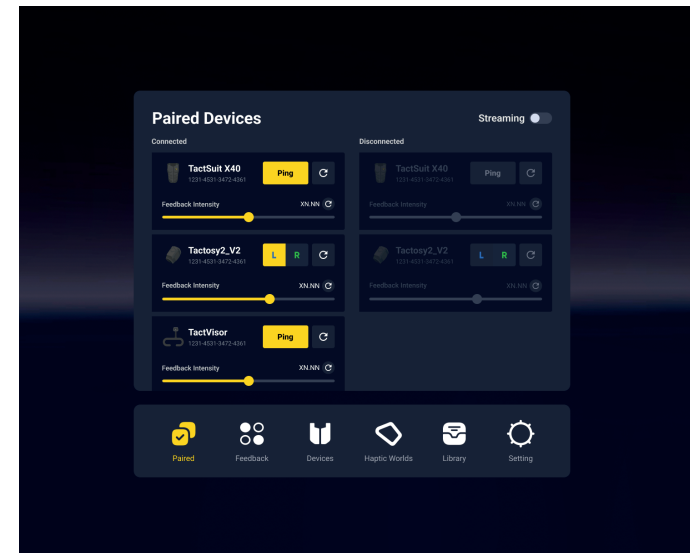
When using TactSuit with standalone VR, you can pair it to a headset in the system settings and check the connectivity and test your bHaptics device(s) in bHaptics Player.

#### 1 Pairing (Headset Settings)

To pair TactSuit with a headset, go to Quest settings > Device > Bluetooth. Refer to p.11 for instructions on how to pair.

#### 2 Device Configuration (bHaptics Player)

To enjoy natively supported games on standalone VR, it is essential to download bHaptics Player on your headset from Meta Quest App Lab. Within bHaptics Player, you will be able to check the Paired Device List and perform a Feedback Test.





# Play Natively Supported Games

Enjoy a gaming experience like never before by playing natively supported content that delivers optimized haptic feedback for each in-game event.



## Web - bHaptics Website

You can check the most up-to-date list of natively supported games and detailed information such as supported platforms and bHaptics device on the official bHaptics website. (<https://www.bhaptics.com/experiences>)



Game List



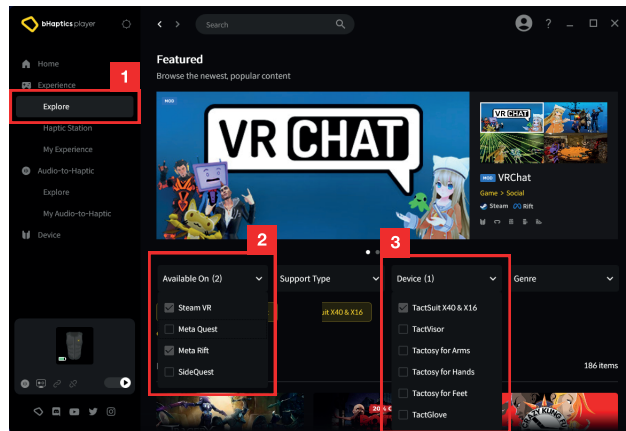
## PC - bHaptics Player

Explore Natively Supported Games (Experience > Explore)

- 1 Explore Natively Supported Games (Experience > Explore)
- 2 Open the "Available On" filter and select Steam VR and/or Meta Rift.
- 3 Open the "Device" filter and select "TactSuit X40 & X16."
- 4 Check out the list of games available for PC VR and TactSuit.
- 5 Connect your TactSuit and enjoy playing games on Steam or Meta Rift.

Note:

- You may need to enable 'Haptics' or 'bHaptics' option in the game settings.
- Some games may require modding and installing additional programs.



## Standalone VR (Meta Quest Headsets)

### Play a Game

1. Launch a natively supported Quest title. TactSuit will be automatically connected when it is turned on.
2. Enable Haptics/bHaptics in the game settings and enjoy optimized haptic feedback.
3. Enjoy the optimized haptic feedback with the game!

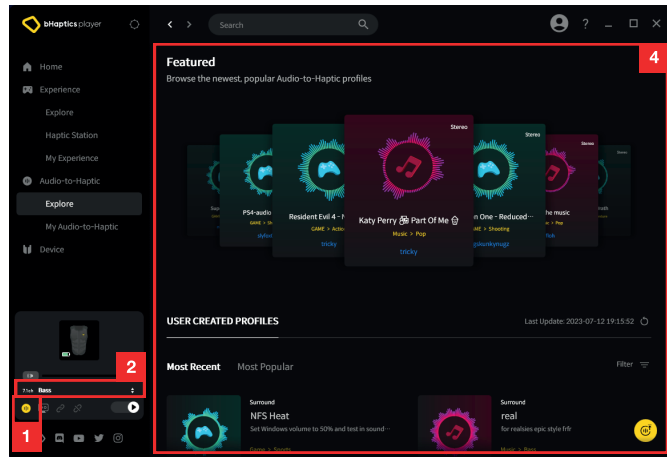
# Audio-to-Haptic (AtH)

You can still enjoy unsupported games, as well as videos, music, and other media, with TactSuit by utilizing the Audio-to-Haptic feature, which converts audio signals into real-time haptic feedback.



## PCVR - Wireless AtH (bHaptics Player)

- 1 Open bHaptics Player and enable Audio-to-Haptic in the Quick Control Panel.
- 2 Select the Audio-to-Haptic profile you want to apply.
- 3 Enjoy various media, including VR content, music, and YouTube, with haptics.
- 4 You can also explore and add user-created Audio-to-Haptic profiles that you wish to use.



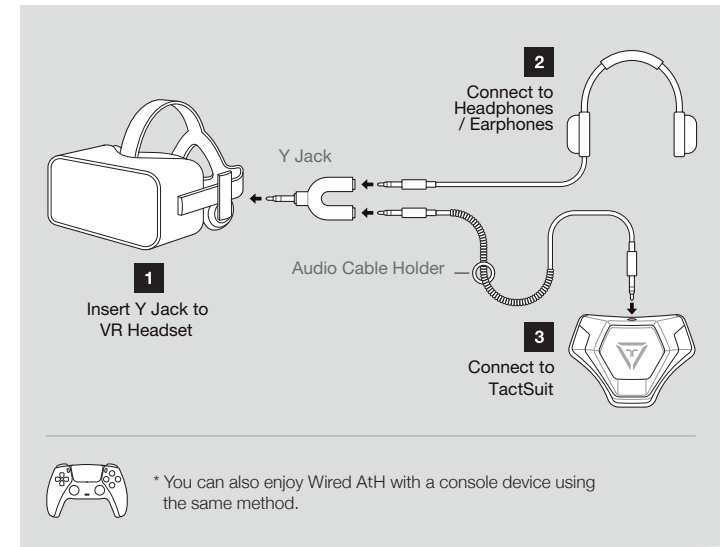
## Standalone VR - Wired AtH



With Standalone VR, you can enjoy AtH via a wired connection using the provided Audio Accessories.

\* Due to safety concerns related to the use of wires, users are recommended to use their TactSuit only via Bluetooth when using the product with a Standalone VR (Meta Quest).

1. Follow the instructions in the diagram below to connect TactSuit and Standalone VR using the Audio Accessories.



2. Now, you can enjoy content with haptics that doesn't have native support.
3. In the bHaptics Player Mobile App, you can select, create, and add profiles to use with Wired AtH.

# Unpair and Turn Off



When you finish using your TactSuit, press and hold the power button to turn it off. If you no longer wish to use it with the paired PC or Standalone VR, you can also unpair your TactSuit from each paired device.

## Unpair



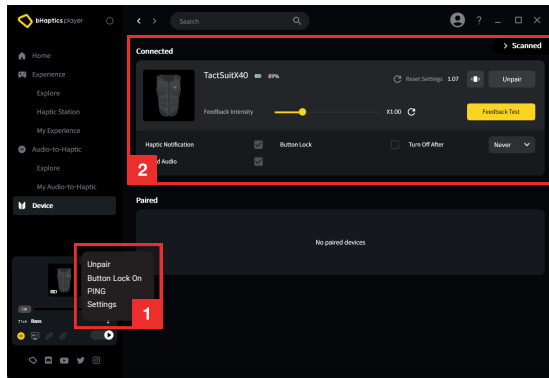
### PC - bHaptics Player

#### 1 Quick Control Panel

In the Quick Control Panel, right-click on the connected device icon, then click Unpair.

#### 2 Device Panel

Check the Connected or Paired Device list in the Device tab and unpair the desired device.



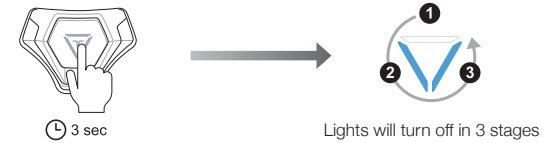
### Standalone VR - System Settings (Meta Quest Headsets)

1. On your Quest headset, navigate to **Settings > Devices > Bluetooth**.
2. Select **Bluetooth Pairing > Pair > (Previously) Connected Device** and select your TactSuit.
3. Select **FORGET**.

## Turn Off

### Manual

When you press on the Power Button for 3 seconds, the LED lights will turn off sequentially in a counterclockwise direction, and the power will be turned off.

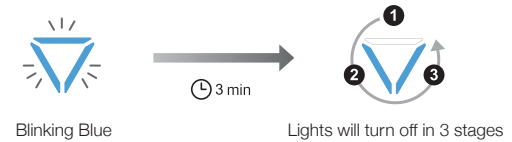


\* The device will automatically reconnect when you turn it on again.

### Automatic

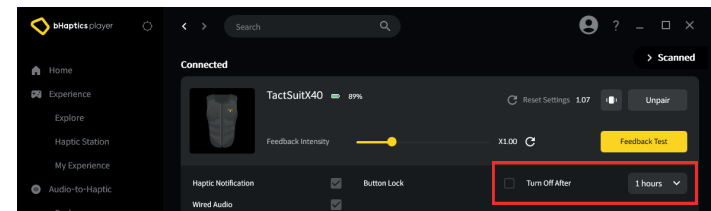
#### After 3 minutes in the Pairing Mode

The device's power will automatically turn off after 3 minutes in the Pairing Mode.



#### When "Turn off After" is enabled

If "Turn Off After" is enabled in Device > Connected settings, the device's power will automatically turn off if it is not used for the set time.



# Maintenance

## Cleaning

The product is an electronic device, so it is non-washable.  
If it becomes contaminated, gently wipe it with a soft cloth or tissue.

- Only the detachable mesh lining is machine washable with neutral detergent.

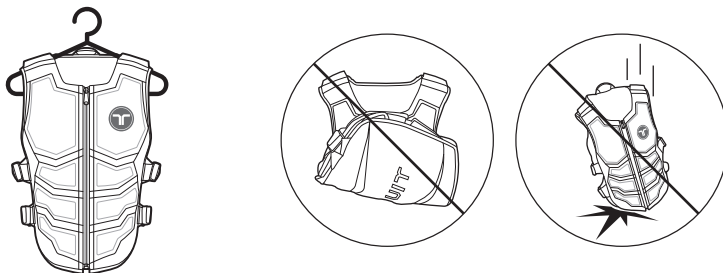
Note: Frequent machine wash can cause deterioration.



## Storage

To prevent any issues, please adhere to the following guidelines for storing the product:

- Be careful not to drop TactSuit as it contains haptic motors and cables.
- Do not leave the product folded or creased. When storing, hang it on a hanger or store it in the original box.
- Store the product in a cool and dry place, away from direct sunlight.  
(Recommended storage temperatures: 32 - 75°F (0 - 24°C), 5 - 30% humidity).



# Troubleshooting

- **The device doesn't turn on.**
  - If you are using your TactSuit for the first time, plug in the device for charging to wake it up. Or, leave the device charging for several hours and charge sufficiently in case the device is fully discharged.
- **The device doesn't charge.**
  - Try using a different charging cable and/or charger.
- **I don't feel any feedback.**
  - Check if your TactSuit is connected on bHaptics Player.
  - Check the Feedback Intensity setting in bHaptics Player > Device and ensure the intensity is set to X1.00 or above for testing.
  - Perform Feedback Test on bHaptics Player and test individual motors.
- **I am having trouble connecting my bHaptics device(s) with bHaptics Player on a Windows PC.**
  - Go to bHaptics Player(PC) > ? Support > Troubleshooting and try resetting your Bluetooth settings.
- **The Bluetooth connection is unstable or there is latency in feedback.**
  - At large events and exhibitions where there is an extreme amount of Wi-Fi signals, it is possible that the Bluetooth connection becomes unstable. You can secure the Bluetooth connection by turning on the Stable Connection in the ⚙ Settings > Connection.
- **The device keeps turning off.**
  - After 3 minutes of no activity in the Pairing Mode, the device automatically turns off.
  - Check if the Turn Off After feature is enabled. If "Turn Off After" is enabled in Device > Connected settings, the device's power will automatically turn off if it is not used for the set time.
  - Try using the Button Lock feature to prevent the device from turning off when the power button is pressed.
- **Audio-to-Haptic is not working.**
  - (On PC) Make sure the Audio-to-Haptic is enabled for TactSuit in bHaptics Player > Settings > Audio-to-Haptic > Device.
  - (On PC) If the Audio-to-Haptic feature is not working wirelessly, check if an audio cable is plugged into your TactSuit. If the Audio Jack is plugged in, it will activate the wired AtH and wireless AtH will not work.
  - (Wired AtH with standalone VR) Make sure to enable Wired Audio in bHaptics Player > Device on your PC or enable Wired AtH in the AtH tab in the mobile bHaptics Player app.

# Product Specifications

## TACTSUIT X<sup>40</sup>

Product Name	TACTSUIT X40
Model Name	BHTV40D001
Product Description	Haptic Vest
Feedback Point	Total: 40 (front: 20, rear: 20)
Size	Body Circumference: 25 - 50 in (63.5 - 127 cm) Length: Closed - 22.5 in (57 cm), Open - 24 in (61 cm)
Weight	3.7 lbs (1.7 kg)
Playtime	12 hours (measured when all feedback points operate at maximum intensity for 1 second every 10 seconds)
Operating Temperature	32 - 95 °F (0 - 35°C)
Operating Relative Humidity	5 - 80%
Wireless Frequency	2.402 - 2.480 GHz (Bluetooth LE)
Peak Output Power	0.56 mW (-2.52 dBm)
Connection Type	Bluetooth Low Energy (BLE), Audio Port, USB
Battery	Li-ion rechargeable battery (3.63V, 9800mAh, 35.574Wh)
Charging	5 hours with 5V 2A (max)

## TACTSUIT X<sup>16</sup>

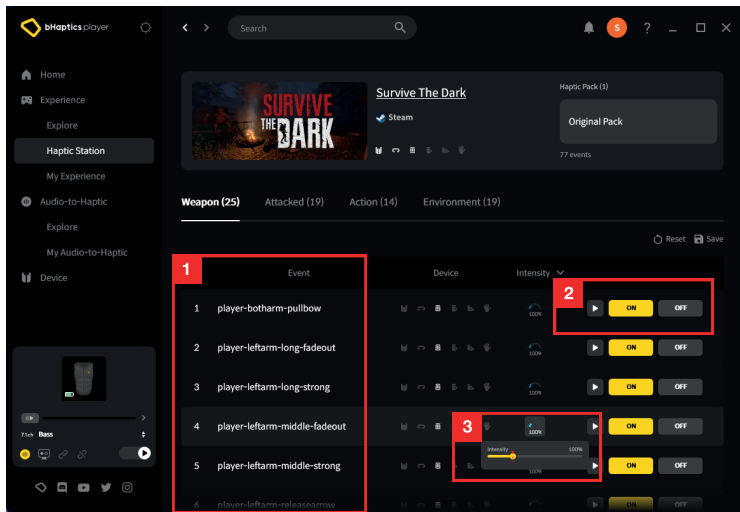
Product Name	TACTSUIT X16
Model Name	BHTV16D001
Product Description	Haptic Vest
Feedback Point	Total: 16 (front: 8, rear: 8)
Size	Body Circumference: 25 - 50 in (63.5 - 127 cm) Length: Closed - 19.7 in (50 cm), Open - 20.8 in (53 cm)
Weight	2.1 lbs (0.95 kg)
Playtime	12 hours (measured when all feedback points operate at maximum intensity for 1 second every 10 seconds)
Operating Temperature	32 - 95°F (0 - 35°C)
Operating Relative Humidity	5 - 80%
Wireless Frequency	2.402 - 2.480 GHz (Bluetooth LE)
Peak Output Power	0.67 mW (-1.74 dBm)
Connection Type	Bluetooth Low Energy (BLE), Audio Port, USB
Battery	Li-ion rechargeable battery (3.63V, 4900mAh, 17.787Wh)
Charging	2.5 hours with 5V 2A (max)

# 04. Advanced Users and Developers

## Advanced Users

### Customize Haptic Feedback (Natively Supported Games)

Navigate to bHaptics Player > Experience > Haptic Station to personalize haptic feedback for each game by enabling or disabling haptic feedback for each in-game event and adjusting its intensity.



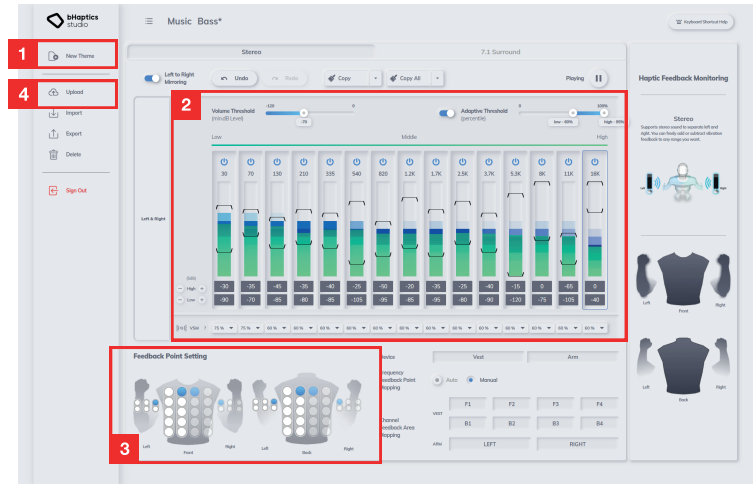
- 1 Event List** List of in-game events that deliver haptic feedback
- 2 Event On/Off** Enable or disable haptic feedback for each event
- 3 Feedback Intensity** Adjust the intensity of haptic feedback for each in-game event

### Create Audio-to-Haptic Profile

Using bHaptics Studio, you can create or edit Audio-to-Haptic profiles for optimized AtH experience.

You can share your personal AtH profiles with other users by uploading them to bHaptics Player and download user-generated profiles from bHaptics Player > Audio-to-Haptic > Explore.

<https://studio.bhaptics.com>



- 1 New Profile** Create a new Audio-to-Haptic profile
- 2 Frequency Setting** Turn On/Off and set High/Low threshold for each frequency band
- 3 Feedback Point Mapping** Select the feedback points that will activate when audio signals are inputted for each frequency
- 4 Upload to bHaptics Player** Upload the created profile to bHaptics Player to share it with other users

# Developers

For detailed information on developer support, please refer to <https://www.bhaptics.com/support/developers>.

## Create Haptic Pattern

Use bHaptics Designer, a web-based haptic feedback authoring tool, to create and integrate haptic patterns into your content. Simply click and drag between feedback points, and take advantage of the diverse haptic pattern library available. With this tool, you can significantly reduce development time and effort.

<https://designer.bhaptics.com>



## SDKs

Add haptics by integrating the bHaptics SDK, which provides access to a vast library of over 500 haptic patterns, ranging from gentle and delicate breezes to intense explosions. Our SDK is available for Unity 3D, Unreal Engine, and more, for easy and swift integration of TactSuit.



## Developer Portal

In the Developer Portal, you can define content-specific event scenarios and map haptic feedback patterns to be delivered when the events occur. It provides various haptic libraries that can be applied to different event scenarios, allowing you to test and modify haptic patterns for each event without the need to rebuild the game.

<https://developer.bhaptics.com>



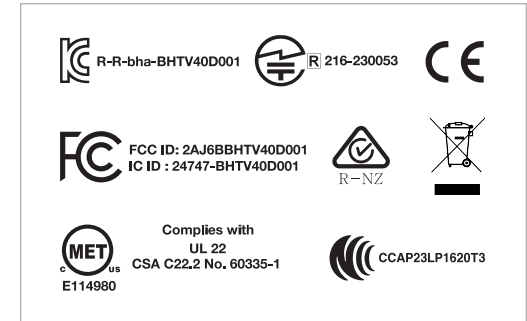
# 05. Global Compliance

### Apparatus/Product Name

TACTSUIT X40

### Model Name

BHTV40D001

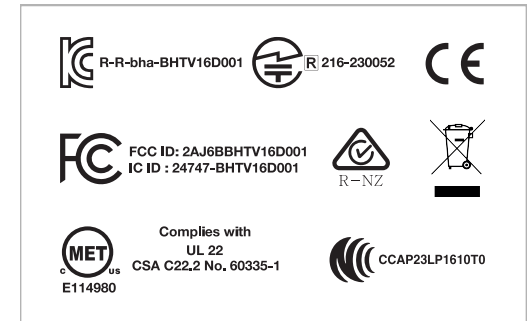


### Apparatus/Product Name

TACTSUIT X16

### Model Name

BHTV16D001



**Company** bHaptics Inc.

**Manufacturer** bHaptics Inc.

**Country of Origin** Republic of Korea

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Yuseong-daero 1689beon-gil, Yuseong-gu,  
Daejeon, Republic of Korea (34047)

# Global Compliance

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## Federal Communication Commission Interference Statement

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 or television technician for help.

**FCC Caution:** Any changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate this equipment.

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.

## Industry Canada Statement

This device complies with Industry Canada license-exempt RSS standard(s). 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.

[FR] Le présent appareil est conforme aux CNR d'Industrie 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, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## European Economic Area

Hereby, bHaptics Inc. declares that TactSuit X40 (BHTV40D001) and TactSuit X16 (BHTV16D001) are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.bhaptics.com/legals>

## Disposal and Recycling Information (European Economic Area only)

The crossed-out wheeled bin means that you are obliged by law to dispose of this equipment separately from the unsorted municipal waste collection system. Disposing of it in the residual waste bin or the yellow bin for recyclable materials is prohibited. If the product contains one-way batteries or rechargeable batteries that are not permanently installed, these must be removed before disposing of the product and be disposed of separately as batteries.



Owners of waste electrical and electronic equipment (EEE) are allowed to return them to those facilities for returning or collecting waste electrical and electronic equipment set up and provided by the public-sector waste disposal authorities, to ensure that the waste electrical and electronic equipment is disposed of correctly. For more information about where and how to drop off your EEE waste, please contact your local authorities, retailer or household waste disposal service.

**(Germany only)** bHaptics Inc. has registered as a manufacturer of electrical and/or electronic equipment with registration number DE69516062 at stiftung elektro-altergeräte register, Nordostpark 72, 90411 Nürnberg.

**(UK Only)** bHaptics Inc. has registered as a WEEE Small Producer with registration number WEE/MM1053AA and Comply Direct membership number CD01/01286.

**(Netherlands Only)** bHaptics Inc. has registered as a manufacturer with registration number CO00015245.

**(France Only)** bHaptics Inc. has registered as a manufacturer with registration numbers (UIN, Unique Identification Number) FR331561\_05DQHR for WEEE, FR345372\_06EVPH for battery, FR354967\_01YPIC for packaging.



# 06. Safety Information and Warranty

## HEALTH AND SAFETY WARNINGS

To reduce the risk of personal injury, property damage or device performance failure, please carefully read the following warnings before using the product.

**Before using the product, read and follow all the instructions in this manual when setting up and operating the product.**

- The product is not a toy and should not be used by children under the age of 13. The product is not sized for children and improper sizing can lead to discomfort or adverse health effects.
- Be sure to use recommended hardware, software and certified devices, accessories. Use of an unauthorized device, accessory, software, or content, or hacking the device, software, or content may result in injury to you or others, may cause performance issues or damage to your system and related services, and may cause damage not covered by your warranty.
- Do not use the product if you have a muscle ache, a headache, a cold, a hangover, stress, or if you are intoxicated or taking any kind of medicine.
- If you are pregnant, elderly, mentally ill or suffering from heart diseases or spinal/skin/muscle diseases, please consult your doctor before using the product.
- Keep the product out of the reach of children and pets. Children and pets may swallow small parts of the product, may pull on the charging cables and cause the damage of processor unit, or may wrap the cables around themselves, which may inflict injury or cause an accident or a malfunction of the product.

**Always use the product in a safe environment to secure physical and mental safety and prevent damage to property.**

- Never handle dangerous goods such as fire, knives, hot water, etc. while using the product, and do not use the product in situations that require attention, such as cycling, driving, or walking, or in unstable locations such as a car, train, or bus.
- Do not engage in any activities that may cause serious consequences (activities that may cause death, personal injury, or damage to property).
- You may experience reflex actions when startled by haptic feedback of the product, so please be sure to check your surroundings before using the product.
- Pay special attention when using the product with a VR headset as wearing a VR headset can completely block your perception of your actual surroundings.
- Before using the product, clean up things that may cause serious injuries, such as sharp objects and furniture, and always pay special attention while using the product.
- When using the product with an audio cable and wired headphones, the cables may become wrapped

- around the body which can cause a fall or strangulation. Avoid vigorous movements and pay keen attention to the location of the wires and surrounding objects that may get caught in the cables.
- Be careful that people, pets, and other obstacles do not suddenly appear while using the product.

**If you have any of the following diseases, please be careful about using the product.**

- **Heart Disease:** If you are startled by haptic feedback from the product, it can be hard on your heart. Therefore, please consult your doctor before using the product.
- **Respiratory Disease:** Excessive tightening of the side straps may cause breathing problems or seizures.
- **Spine/Muscle Disease:** When strong haptic feedback is delivered to your body, it can affect your spine and muscles. Please consult your doctor before using the product and do not use the product for too long.
- **Skin Disease:** Avoid placing the product directly on sensitive or delicate skin, particularly in the case of children or individuals with sensitive skin. Direct exposure of bare skin to haptic feedback from the product may result in skin itching, rash, or swelling.

**If you experience any of the following symptoms, discontinue use immediately and consult your doctor.**

- Difficulty in breathing, dizziness, seizures, muscle cramps or stiffness, skin burning, excessive sweating, headache, fatigue, involuntary movements, nausea, swelling, itching, or rashes.
- Do not use the product until the above-described symptoms are relieved. If the symptoms persist, consult your doctor, and do not use the product again without your doctor's approval.
- It is possible that you may react more sensitively when using the product with a specific type of content. In such cases, please remember the type of content you were using when you experienced the symptoms and take special care and pay attention to the symptoms when using the product with such content.

### Interference with Medical Devices

The product may contain magnets or components that emit radio waves, which could affect the operation of nearby electronics, including cardiac pacemakers. If you have a pacemaker or other implanted medical device, consult your doctor or the manufacturer of your medical device before using the product.

- Do not use the product in hospitals or any transportations including aircrafts and automobiles.
- If there are any electronic devices nearby, make sure to maintain a safe distance between the product and electronic devices.
- We recommend not using the product if you or a nearby person has a pacemaker or any other implanted medical device.
- If you must use the product inevitably even though you have a pacemaker, please consult your doctor before using the product and be sure to maintain a safe distance (at least 15cm) between the product and your medical device.
- Stop using the product as soon as you experience an interference with your medical device.

Afin de réduire le risque de blessures corporelles, de dommages matériels ou de défaillance des performances de l'appareil, veuillez lire attentivement les avertissements suivants avant d'utiliser le produit.

## Avant d'utiliser le TactSuit Lisez et suivez toutes les instructions de ce manuel lors de la configuration et de l'utilisation du produit.

- Le produit n'est pas un jouet et ne doit pas être utilisé par des enfants de moins de 13 ans. Le produit n'est pas dimensionné pour les enfants et un dimensionnement incorrect peut entraîner une gêne ou des effets néfastes sur la santé.
- Assurez-vous d'utiliser le matériel, les logiciels et les appareils et accessoires certifiés et recommandés. L'utilisation d'un appareil, d'un accessoire, d'un logiciel ou d'un contenu non autorisé, ou le piratage de l'appareil, du logiciel ou du contenu peut entraîner de graves blessures pour vous ou d'autres personnes, peut entraîner des problèmes de performances ou endommager votre système et les services associés, et peut causer des dommages non couverts par votre garantie.
- N'utilisez pas le produit si vous avez des douleurs musculaires, des maux de tête, un rhume, une gueule de bois, du stress, ou si vous êtes en état d'ébriété ou si vous prenez des médicaments.
- Si vous êtes enceinte, âgé, malade mental ou souffrant de maladies cardiaques ou de maladies de la colonne vertébrale/de la peau/des muscles, veuillez consulter votre médecin avant d'utiliser le produit.
- Gardez le produit hors de portée des enfants et des animaux domestiques. Les enfants et les animaux domestiques peuvent avaler de petites pièces du produit, tirer sur les câbles de charge et endommager le processeur, ou enrouler les câbles autour d'eux, ce qui peut blesser ou provoquer un accident ou un dysfonctionnement du produit.

## Utilisez toujours le produit dans un environnement sûr pour assurer la sécurité physique et mentale et éviter les dommages matériels.

- Ne manipulez jamais de marchandises dangereuses telles que du feu, des couteaux, de l'eau chaude, etc. lors de l'utilisation du produit, et n'utilisez pas le produit dans des situations nécessitant de l'attention, telles que le vélo, la conduite ou la marche, ou dans des endroits instables tels qu'une voiture, un train ou un bus.
- Ne vous engagez dans aucune activité susceptible d'entraîner des conséquences graves (activités susceptibles de provoquer la mort, des blessures corporelles ou des dommages matériels).
- Vous pouvez ressentir des actions réflexes lorsque vous êtes surpris par le retour haptique du produit, assurez-vous donc de vérifier votre environnement avant d'utiliser le produit.
- Portez une attention particulière lorsque vous utilisez le produit avec un casque VR car le port d'un casque VR peut bloquer complètement votre perception de votre environnement réel.
- Avant d'utiliser le produit, nettoyez les objets susceptibles de causer des blessures graves, tels que les objets pointus et les meubles, et faites toujours particulièrement attention lorsque vous utilisez le produit.
- Veillez à ce que des personnes, des animaux domestiques et d'autres obstacles n'apparaissent pas soudainement lors de l'utilisation du produit.

## Si vous souffrez de l'une des maladies suivantes, soyez prudent lorsque vous utilisez le produit.

- **Maladie cardiaque** : Si vous êtes surpris par le retour haptique du produit, cela peut être dur pour votre cœur. Par conséquent, veuillez consulter votre médecin avant d'utiliser le produit.
- **Maladies respiratoires** : Un serrage excessif des sangles latérales peut provoquer des problèmes respiratoires ou des convulsions.
- **Maladie rachidienne ou musculaire** : lorsqu'une forte réaction haptique est transmise à votre corps, elle peut affecter votre colonne vertébrale et vos muscles. Veuillez consulter votre médecin avant d'utiliser le produit et ne pas l'utiliser trop longtemps.
- **Maladies de peau** : Évitez de placer le produit directement sur une peau sensible ou délicate, en particulier dans le cas d'enfants ou de personnes à peau sensible. L'exposition directe de la peau nue au retour haptique du produit peut entraîner des démangeaisons, une éruption cutanée ou un gonflement de la peau.

## Si vous ressentez l'un des symptômes suivants, arrêtez immédiatement l'utilisation et consultez votre médecin.

- Difficulté à respirer, étourdissements, convulsions, crampes ou raideurs musculaires, brûlure de la peau, transpiration excessive, maux de tête, fatigue, mouvements involontaires, nausées, gonflement, démangeaisons ou éruptions cutanées.
- N'utilisez pas le produit tant que les symptômes décrits ci-dessus ne sont pas soulagés. Si les symptômes persistent, consultez votre médecin et n'utilisez plus le produit sans l'accord de votre médecin.
- Il est possible que vous réagissiez avec plus de sensibilité lorsque vous utilisez le produit avec un type de contenu spécifique. Dans de tels cas, souvenez-vous du type de contenu que vous utilisiez lorsque vous avez ressenti les symptômes et faites particulièrement attention aux symptômes lorsque vous utilisez le produit avec un tel contenu.

## Interférence avec les dispositifs médicaux

Le produit peut contenir des aimants ou des composants qui émettent des ondes radio, ce qui pourrait affecter le fonctionnement des appareils électroniques à proximité, y compris les stimulateurs cardiaques. Si vous portez un stimulateur cardiaque ou un autre dispositif médical implanté, consultez votre médecin ou le fabricant de votre dispositif médical avant d'utiliser le produit.

- N'utilisez pas le produit dans les hôpitaux ou dans tout moyen de transport, y compris les avions et les automobiles.
- S'il y a des appareils électroniques à proximité, assurez-vous de maintenir une distance de sécurité entre le produit et les appareils électroniques.
- Nous vous recommandons de ne pas utiliser le produit si vous ou une personne à proximité portez un stimulateur cardiaque ou tout autre dispositif médical implanté.
- Si vous devez inévitablement utiliser le produit même si vous portez un stimulateur cardiaque, veuillez consulter votre médecin avant d'utiliser le produit et assurez-vous de maintenir une distance de sécurité (au moins 15 cm) entre le produit et votre dispositif médical.
- Arrêtez d'utiliser le produit dès que vous rencontrez une interférence avec votre dispositif médical.

# CAUTION

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## Product Usage Precautions

- Use the product only for its intended purpose.
- The recommended environments for stable operation are as follows:
  - Temperature : 32 ~ 95°F (0 ~ 35°C), Humidity : 5 ~ 80%
  - Do not use the product in dusty places
- You may get zapped when you use the product in a dry place. This is caused by static electricity, and not a product malfunction.
- Be sure to use accessories and parts that bHaptics Inc. provides, or get official approval from us before using. If not, we cannot guarantee the safety of the user and we are not responsible for any damage caused by this.
- Please follow the instructions to wear the device fitted to your body. Otherwise, you may feel discomfort and may not feel the haptic feedback properly.
- When you use the product while the charging cable is connected, be careful that the cable is not wrapped around your body or legs, and check frequently during use.
- Use of the product in a moving vehicle such as a car, bus, plane or train may increase your susceptibility to adverse symptoms due to variation in speed or sudden movement.
- We recommend that you do not share the product with others. If you must do so, please clean the device with a clean and soft cloth between each use. Additionally, we recommend periodically replacing or washing the inner mesh lining to maintain the product in hygienic conditions.
- If you use the product frequently or for a long period of time, you may experience tiredness or soreness in your muscles. Therefore, take a rest between uses, even if you do not think you need it. If you feel discomfort, take longer and more frequent breaks.
- Do not cause a strong impact to the product (do not drop the product or place a heavy object on it).
- The product contains a rechargeable Lithium-Ion battery. Please follow the instructions below for your safe usage of the product and to prevent personal injury or damage to the product:
  - Do not use external battery packs or power sources other than the included charging cable. If you want to use your own cable, please contact bHaptics Support team.
  - If you have any problems related to the battery, contact bHaptics Support team. Never open the main controller of the device and attempt to repair or replace the battery by yourself.
- Please follow the instructions below when pairing via Bluetooth.
  - When pairing, place the product near your PC, laptop or mobile. If not, the product can be connected to a different device or can fail to pair with your device.
  - To secure a stable connection, remove any obstacles between the product and your device. Also, please use the product within the Bluetooth range.
  - Bluetooth uses the same frequency band as some industrial, scientific, medical devices, and electronics, and low-power devices such as wireless LAN, which may cause electronic interference between devices. Therefore, please do not use this device in places where it can cause

malfunctioning of electronic devices, resulting in serious personal injury and damage to property (e.g., hospitals, transportation, etc.).

- The product may not be compatible with some devices, including those that are not approved by Bluetooth Special Interest Group (SIG)
- Do not use Bluetooth for illegal purposes (e.g., pirating copies, illegal public transmission, etc.)

- Stop using the product immediately if you have an allergic reaction to the fabric or metals of the product.
- To prevent electric shock, do not disassemble, modify, or open any of the product components. If the product is broken or damaged (especially if any cable is damaged or a wire is exposed), do not use the product, and contact bHaptics Support Team.

## Product Care Precautions

- Keep the product in the following environment to prevent degradation of the product.
  - Keep the product in cool and dry place(Recommended storage temperatures: 32 ~ 75°F (0~24°C), 5~30% humidity)
  - Do not expose the product to dust, smoke, steam, or direct sunlight.
  - The product includes haptic motors and cables, so to prevent breakdown of the product, do not leave or store the product folded and crumpled. Put the product in the package box and store it in a safe place when not in use.
- Keep the product out of reach of children and pets for their safety and to prevent damage to the product.
  - Children or pets may swallow small parts of the product or wrap the cables around themselves, which may cause injury, accidents, or malfunctions.
  - If they swallow any parts, please consult with a doctor immediately.
- Be careful not to drop, throw, or bend the product, as this may cause damage.
  - If it happens and you suspect any damages, please contact the bHaptics Support Team.
- If the product is damaged or malfunctioning, stop using it immediately and contact bHaptics Support team. Unauthorized repair may cause further damage and void your Warranty.
- Do not allow liquid, small particles, or other foreign objects to enter the product. If this happens, stop use, turn off the product, disconnect it from the electrical outlet immediately, and contact bHaptics Support team.
- If the battery leaks:
  - Do not allow the leaking fluid to come into contact with skin, eyes, or clothing. If already in contact, DO NOT RUB; flush the affected area immediately with clean water and consult with your doctor.
  - Take extra precautions to keep a leaking battery away from fire, as there is a danger of ignition or explosion.
- The product is an electronic device and is non-washable. If it becomes contaminated, gently wipe it with a soft cloth or tissue.

– Do not use strong chemicals such as solvents, cleaners, chemically treated cloth, etc., to clean the product and inner mesh lining. Using these on the devices will cause internal and external damage to the product.

- The inner mesh lining can be detached and machine washed with neutral detergent (note: frequent machine wash can cause deterioration).
  - If you use a drying machine, please set the temperature to "low" to prevent deterioration of the product.
  - We recommend replacing the inner mesh lining periodically to maintain the product in hygienic conditions.
- If the product or accessories need repair, please contact bHaptics Support Team.
- Do not dispose of the product in fire and never place it near heating equipment or high voltage appliances.
  - When the product or the battery overheats, it may explode.
  - Please follow all applicable laws and regulations when recycling or disposing of the product and battery. Disposal of certain electronic devices is strictly regulated in some areas.

## Précautions lors de l'utilisation du produit

- N'utilisez le produit que pour l'usage auquel il est destiné.
- Les paramètres environnementaux recommandés pour un fonctionnement stable sont les suivants :
  - Température : de 0 à 35 °C, Humidité : de 5 à 95 %.
  - Ne pas utiliser le produit dans des endroits poussiéreux.
- Vous pourriez recevoir une faible décharge électrique si vous utilisez le produit dans un endroit sec. Ceci est causé par l'électricité statique, et non par un dysfonctionnement du produit.
- Assurez-vous d'utiliser les pièces et les accessoires fournis par bHaptics Inc., ou d'obtenir notre approbation officielle avant d'en utiliser d'autres. Dans le cas contraire, nous ne pouvons garantir la sécurité de l'utilisateur et nous ne sommes pas responsables des dommages que cela peut provoquer
- Veuillez suivre les instructions pour porter l'appareil de façon à ce qu'il soit ajusté à votre corps. Dans le cas contraire, vous pourriez éprouver une gêne et ne pas ressentir correctement la rétroaction haptique.
- Si vous utilisez le produit alors que le câble de charge est connecté, veillez à ce que le câble ne soit pas enroulé autour de votre corps ou de vos jambes, et vérifiez fréquemment que ce n'est pas le cas pendant l'utilisation.
- L'utilisation du produit dans un véhicule en mouvement tel qu'une voiture, un bus, un avion ou un train peut augmenter votre susceptibilité aux symptômes indésirables dus à une variation de vitesse ou à un mouvement brusque.
- Nous vous recommandons de ne pas partager le produit avec d'autres. Si vous devez le faire, veuillez nettoyer l'appareil avec un chiffon propre et doux entre chaque utilisation. De plus, nous recommandons de remplacer ou de laver périodiquement la doublure intérieure en maille pour maintenir le produit dans des conditions hygiéniques.
- Si vous utilisez le produit fréquemment ou pendant une période prolongée, vous pourriez ressentir de la fatigue ou des douleurs dans les muscles et certaines parties du corps. Par conséquent, faites des pauses entre les utilisations, même si vous ne pensez pas en avoir besoin. Si vous ressentez un inconfort, faites des pauses plus longues et plus fréquentes.
- Le produit contient une batterie lithium-ion rechargeable. Veuillez suivre les instructions ci-dessous pour une utilisation sûre du produit, et pour éviter les blessures corporelles et les dommages au produit.
  - N'utilisez pas de batteries externes ou de sources d'alimentation autres que le câble de charge inclus ; si vous souhaitez utiliser votre propre câble, veuillez contacter l'équipe d'assistance de bHaptics.
  - Pour tout problème lié à la batterie, contactez l'équipe d'assistance de bHaptics. N'ouvrez jamais le contrôleur principal de l'appareil et n'essayez pas de réparer ou de remplacer la batterie par vous-même.

- Veuillez suivre les instructions ci-dessous lors du couplage via Bluetooth.
  - Lors du couplage, placez le produit à proximité de votre PC, ordinateur portable ou téléphone mobile. Dans le cas contraire, le produit pourrait se coupler avec un autre appareil, ou pourrait ne pas parvenir à se coupler avec votre appareil.
  - Pour assurer une connexion stable, supprimez tout obstacle entre le produit et votre appareil. Veuillez également utiliser le produit dans les limites de la portée du Bluetooth.
  - Le Bluetooth utilise la même gamme de fréquences que certains appareils industriels, scientifiques, médicaux, appareils électroniques, et appareils à faible consommation d'énergie tels que les réseaux locaux sans fil, ce qui peut provoquer des interférences électroniques entre les appareils. Par conséquent, veuillez ne pas utiliser cet appareil dans des endroits où il peut provoquer le dysfonctionnement d'appareils électroniques, entraînant des blessures graves et des dommages matériels (p. ex., dans un hôpital, un moyen de transport, etc.)
  - Le produit peut ne pas être compatible avec certains appareils, notamment ceux qui ne sont pas approuvés par le Bluetooth Special Interest Group (SIG).
  - N'utilisez pas le Bluetooth à des fins illégales (p. ex., copies piratées, transmission publique illégale, etc.)
- Arrêtez immédiatement d'utiliser le produit si vous avez une réaction allergique au tissu ou aux métaux du produit.
- Pour éviter les décharges électriques, ne démontez, ne modifiez ou n'ouvrez aucun composant du produit. Si le produit est cassé ou endommagé (en particulier si un câble est endommagé ou qu'un fil est exposé), n'utilisez pas le produit et contactez l'équipe d'assistance bHaptics.

### Précautions concernant l'entretien du produit

- Entrez le produit dans les conditions suivantes afin d'éviter sa dégradation.
  - Entrez le produit dans un endroit frais et sec (températures d'entreposage recommandées : de 32 à 75 °F (de 0 à 24°C), de 5 à 30% d'humidité).
  - N'exposez pas le produit à la poussière, à la fumée, à la vapeur ou à la lumière directe du soleil.
  - Le produit comprend des moteurs et des câbles haptiques, donc pour éviter une panne du produit, ne laissez pas ou ne stockez pas le produit plié et froissé. Mettez le produit dans la boîte d'emballage et rangez-le dans un endroit sûr lorsqu'il n'est pas utilisé.
- Maintenez le produit hors de portée des enfants et des animaux pour leur sécurité et pour éviter d'endommager le produit.
  - Les enfants ou les animaux domestiques peuvent avaler de petites pièces du produit ou enrôler les câbles autour d'eux, ce qui peut causer des blessures ou provoquer un accident ou un dysfonctionnement.
  - Si un enfant ou un animal avale l'une des pièces, veuillez consulter immédiatement le médecin.
- Veillez à ne pas laisser tomber, jeter ou plier le produit, car cela pourrait causer des dommages :
  - Si cela se produit et que vous suspectez des dommages, veuillez contacter le centre de service officiel de bHaptics.
- Si le produit est endommagé ou fonctionne mal, cessez immédiatement de l'utiliser et contactez l'équipe d'assistance bHaptics. Une réparation non autorisée peut causer d'autres dommages et annuler votre garantie.

- Ne laissez pas de liquide, de petites particules ou d'autres corps étrangers pénétrer dans le produit. Si cela se produit, cessez l'utilisation, éteignez le produit et débranchez-le immédiatement de la prise électrique, puis contactez le centre d'assistance bHaptics.
- En cas de fuite de la batterie :
  - Ne laissez pas le liquide qui fuit entrer en contact avec la peau, les yeux ou les vêtements. En cas de contact, NE FROTTEZ PAS. Rincez immédiatement la zone affectée à l'eau claire et consultez votre médecin.
  - Si la batterie fuit, prenez des précautions supplémentaires pour la maintenir éloignée de toute flamme afin d'éviter les incendies ou une explosion.
- Le produit étant un appareil électronique, il n'est donc pas lavable. S'il est sale, déposez simplement quelques gouttes d'eau sur la zone à nettoyer et essuyez délicatement avec un chiffon doux ou un mouchoir.
  - N'utilisez pas de produits chimiques forts tels que des solvants, des détergents, des chiffons traités chimiquement, etc. pour nettoyer le produit et la doublure intérieure en maille. L'utilisation de ce genre de produits sur l'appareil causera des dommages internes et externes au produit.
- La doublure intérieure en maille peut être détachée et lavée à la machine avec un détergent neutre (un lavage trop fréquent à la machine peut entraîner une détérioration).
  - Si vous utilisez un sèche-linge, veuillez régler la température sur « basse » afin d'éviter la détérioration du produit.
  - Nous vous recommandons de remplacer périodiquement la doublure intérieure en maille pour maintenir le produit dans des conditions hygiéniques.
- Si le produit ou les accessoires nécessitent une réparation, veuillez contacter le service officiel bHaptics.
- Ne jetez pas le produit au feu et ne placez jamais le produit à proximité d'équipements de chauffage ou d'appareils à haute tension.
  - Lorsque le produit ou la batterie sont surchauffés, il existe un risque d'explosion.
  - Veuillez respecter toutes les lois et réglementations applicables lorsque vous recyclez ou jetez le produit et la batterie. Dans certaines régions, l'élimination de certains appareils électroniques est strictement réglementée.

READ THIS INFORMATION BEFORE USING YOUR DEVICE. THIS LIMITED WARRANTY CONTAINS A MANDATORY ARBITRATION CLAUSE WITH A CLASS ACTION WAIVER.

BY USING YOUR BHAPTICS PRODUCT, YOU AGREE TO THE LIMITED WARRANTY INCLUDING THE MANDATORY ARBITRATION CLAUSE AND CLASS ACTION WAIVER BELOW. IF YOU DO NOT ACCEPT THIS LIMITED WARRANTY, DO NOT USE YOUR BHAPTICS PRODUCT. INSTEAD, PLEASE RETURN IT TO BHAPTICS OR THE RETAILER FROM WHOM YOU PURCHASED IT WITHIN THE RETURN PERIOD STATED IN BHAPTICS' RETURN POLICY (FOUND AT <https://www.bhaptics.com/legals/cancellation-return-refund>) FOR A REFUND.

## INTELLECTUAL PROPERTY

All Intellectual Property, as defined below, owned by or which is otherwise the property of bHaptics or its respective suppliers relating to the Product, including but not limited to, accessories, parts, or software relating thereto, is proprietary to bHaptics and protected under international treaty provisions, country laws, federal laws, and states laws. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, and related documentation and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with bHaptics and its suppliers.

## WHO IS THIS WARRANTY FROM?

This limited consumer warranty (the "Warranty") is issued by bHaptics Inc. of Bldg 3 Unit 503, 70, Yuseong-daero 1689beon-gil, Yuseong-gu, Daejeon, Republic of Korea ("bHaptics", "we", "us").

## WHO IS THIS WARRANTY TO?

bHaptics issues this warranty to you, as a consumer who has purchased a new, covered product from bHaptics or an authorized retailer ("you"). This Warranty is not available to products that were purchased from any source other than bHaptics or an authorized retailer.

This Warranty applies only to those countries to which bHaptics ships and supports. For information about the countries bHaptics supports, go to [www.bhaptics.com/shop](http://www.bhaptics.com/shop).

## WHAT IS COVERED BY THIS LIMITED WARRANTY AND FOR HOW LONG?

This Warranty covers defects and malfunctions in the new bHaptics product(s) it accompanies (the "Product"). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the "Warranted Functionality") during the Warranty Period.

This limited Warranty continues for one (1) year from the date of purchase or delivery of the Product, whichever is later (the "Warranty Period"). However, if you purchase the Product from within the EU or EFTA, the Warranty Period shall be two (2) years.

If and to the extent the Product needs bHaptics software or services to achieve the Warranted Functionality, we will make and keep the software and services available during the Warranty Period. We may update, modify or limit such software and services in our sole discretion so long as we continue to maintain (or exceed) the Warranted Functionality.

This Warranty gives you specific legal rights, and you may also have other rights, which vary from country to country (or by state or province). This Warranty is in addition to and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

## WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

This limited Warranty does not apply: (i) if the Product serial number, the date code or the water indicator has been removed, erased, defaced, or altered, or is illegible; (ii) to any deterioration of the cosmetic appearance of the Product due to normal wear and tear; (iii) to rips and peeling of textile elements, straps, or zippers; (iv) to protective coatings that are designed to diminish over time or batteries, unless failure has occurred due to a defect in materials or workmanship; (v) to damage caused by misuse, accident (e.g. accidental physical impact, exposure to liquid, food or other contaminants, etc.), neglect, abuse, forces of nature, or other actions beyond the reasonable control of bHaptics (including but not limited to deficiencies in consumable parts) unless the defect was caused directly by a malfunction; (vi) to damage caused by improper or unauthorized repair or other modification, tampering, or use with unsuitable equipment, devices, software, services or other unauthorized third-party item(s); (vii) to used or resold products unless they meet the conditions specified for covered Refurbished Products (as defined below); (viii) to Products purchased from sources other than bHaptics or a bHaptics authorized retailer (including non-authorized online auctions); (ix) to use of the Product in violation of any laws, regulations or ordinances in effect where the Product is used; (x) to features or performance parameters pertaining to any software or services beyond the Warranted Functionality of the Product. This Warranty does not include any specific guarantees that the product will be error-free, or regarding uptime or continued availability, data security features of software or online accounts, or that any software, firmware or online sites will function uninterrupted or error-free.

## WHAT WILL BHAPTICS DO IF THERE IS A PROBLEM WITH THE PRODUCT?

If your Product is defective or malfunctioning, we will either repair or replace that Product, or update software or services, so that the Product performs substantially according to the Warranted Functionality. The approach taken to resolve any issues will be at our sole choice. If we determine that a product should be replaced, the replacement may be a new, refurbished, or remanufactured Product. If we determine, in our sole discretion, that none of the listed means are reasonable to correct for a defect or malfunction, then we may refund to you the price you paid to purchase the Product.

Any repaired or replaced Product will continue to be covered by this Warranty for the remainder of the original Warranty Period or ninety (90) days following your receipt of the replacement or repaired Product, whichever is greater.

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## **WHAT MUST YOU DO TO OBTAIN WARRANTY SERVICE?**

In the event of a perceived malfunction in the Product, please visit us at <https://www.bhaptics.com/support/contact-us> to get helpful services, the user manuals and contact information, and to submit a claim form to obtain warranty service. If it is necessary for you to send your Product in for service, we will provide you with a pre-addressed shipping label, and you will have to send the Product in an adequate container for shipping, accompanied by the sales receipt or comparable proof of purchase showing the original date of purchase by the first consumer purchaser, the serial number of the Product and the seller's name and address.

You may be required to pay the cost of shipping the Product to us, and by sending the Product, you agree to transfer ownership of that Product to bHaptics. When we receive the Product, we will determine if there is a defect or malfunction covered by this Warranty. If we find a defect or malfunction covered by this Warranty, we will repair or replace the Product to provide the Warranted Functionality, and we will send the repaired Product, if any, to you at our cost. We may not return the original Product to you.

If we are unable to verify your proof of purchase in advance, and you send us a Product without a valid proof of purchase, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up before it is disposed of.

## **REFURBISHED PRODUCTS**

This Warranty also applies to Products which have been refurbished by bHaptics and purchased from bHaptics ("Refurbished Products"). The limited Warranty Period for Refurbished Products is one (1) year from the date of purchase or delivery of the Refurbished Product, whichever is later (the "Warranty Period"). However, if you purchase the Refurbished Product from within the EU or EFTA, the Warranty Period shall be two (2) years. Minor cosmetic imperfections of the Refurbished Products, if present, are not included in the Warranty coverage.

## **WHAT ARE THE LIMITS ON BHAPTICS' LIABILITY? (Not applicable to residents of Québec who enter into a contract to which the Consumer Protection Act (CPA) applies)**

TO THE EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS. BHAPTICS LIMITS THE DURATION AND REMEDIES OF ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS TO THE DURATION OF THIS WARRANTY AND, AT BHAPTICS' OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. IN NO EVENT SHALL BHAPTICS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS OR SAVINGS;

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INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT.

Some countries and jurisdictions (states and provinces) do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

## **SEVERABILITY**

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

## **GENERAL**

Nothing contained in the user manual or any other document shall be construed to create an express warranty of any kind with respect to the Product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of bHaptics regarding the Products or this Limited Warranty.

## **AGREEMENT TO ARBITRATE DISPUTES (Not applicable to residents of Québec who enter into a contract to which the Consumer Protection Act (CPA) applies)**

PLEASE READ THE FOLLOWING SECTION CAREFULLY BECAUSE IT REQUIRES YOU TO ARBITRATE CERTAIN DISPUTES AND CLAIMS WITH BHAPTICS AND LIMITS THE MANNER IN WHICH YOU CAN SEEK RELIEF FROM BHAPTICS

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**Binding Arbitration.** Except for disputes in which either party seeks to bring an individual action in small claims court, You and bHaptics agree (a) to waive Your and bHaptics' respective rights to have any and all disputes or claims arising from or related to this Limited Warranty or the sale, condition, use, or performance of the Product (collectively, "Disputes") resolved in a court, and (b) to waive Your and bHaptics' respective rights to a jury trial. Instead, You and bHaptics agree to arbitrate Disputes through binding arbitration (which is the referral of a Dispute to one or more persons charged with reviewing the Dispute and making a final and binding determination to resolve it instead of having the Dispute decided by a judge or jury in court).

**No Class Arbitrations, Class actions or Representative Actions.** You and bHaptics agree that any Dispute arising out of or related to this Limited Warranty, is personal to You and bHaptics and that such Dispute will be resolved solely through individual arbitration and will not be brought as a class arbitration, class action, or any other type of representative proceeding. You and bHaptics agree that there will be no class arbitration or arbitration in which an individual attempt to resolve a Dispute as a representative of another individual or group of individuals. Further, You and bHaptics agree that a Dispute cannot be brought as a class or other type of representative action, whether within or outside of arbitration, or on behalf of any other individual or group of individuals.

**Notice; Informal Dispute Resolution.** You and bHaptics agree that each party will notify the other party in writing of any arbitrable or small claims Dispute not less than thirty (30) days of the date it arises, so that the parties can attempt in good faith to resolve the Dispute informally. Notice to bHaptics shall be sent to bHaptics Inc., Bldg 3 Unit 503, 70, Yuseong-daero 1689beon-gil, Yuseong-gu, Daejeon, Republic of Korea (34047). Your notice must include (a) Your name, postal address, telephone number, the email address You use, (b) a description in reasonable detail of the nature or basis of the Dispute, and (c) the specific relief that You are seeking. Our notice to You will be sent electronically to the email address You use and will include (a) our name, postal address, telephone number, and an email address at which we can be contacted with respect to the Dispute, (b) a description in reasonable detail of the nature or basis of the Dispute, and (c) the specific relief that we are seeking. If You and bHaptics cannot agree how to resolve the Dispute within thirty (30) days after the date notice is received by the applicable party, then either You or bHaptics may, as appropriate and in accordance with this Limited Warranty, commence an arbitration proceeding or, to the extent specifically provided for above, file a claim in small claims court.

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**Process.** Except for Disputes in which either party seeks to bring an individual action in small claims court, You and bHaptics agree that any Dispute must be commenced or filed by You or bHaptics within one (1) year of the date the Dispute arose, otherwise the underlying claim is permanently barred (which means that You and bHaptics will no longer have the right to assert such claim regarding the Dispute). You and bHaptics agree that the arbitration shall be according to the American Arbitration Association Commercial Arbitration Rules applicable to consumer disputes (the "AAA Rules"), except insofar as those rules would be inconsistent with any part of this Limited Warranty, including without limitation the agreement to arbitrate. For claims of \$5,000 or less, You may decide whether You would prefer to have the arbitration decided based only on documents submitted to the arbitrator, or by a hearing in person or by phone. You may litigate a Dispute in the small claims court located in the U.S. country of Your residence if the Dispute meets the requirements to be heard in small claims court.

**Authority of Arbitrator.** As limited by the Federal Arbitration Act, this agreement and the applicable AAA rules, the arbitrator will have the authority to grant any remedy that would otherwise be available in court, provided that the arbitrator's award may not exceed, in form or amount, the relief that a United States District Court could order under the Limited Warranty; provided, however, that the arbitrator does not have the authority to conduct a class arbitration or a representative action, which is prohibited by this Limited Warranty.

**Rules of AAA.** The rules of AAA and additional information about AAA are available online at [www.adr.org](http://www.adr.org) or by calling the AAA at 1-800-778-7879. By not opting out of this agreement to arbitrate as specified below, you either (a) acknowledge and agree that You have read and understand the AAA Rules, or (b) waive Your opportunity to read the AAA Rules and any claim that the AAA Rules are unfair or should not apply for any reason.

**Applicability of Agreement to Arbitrate.** IF THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH ABOVE IS DEEMED TO BE UNENFORCEABLE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THE CLASS CLAIM.



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## RIGHT TO OPT OUT

You may opt out of this agreement by providing notice to bHaptics no later than 30 calendar days from the date of the first consumer purchaser's purchase of the Product. To opt out, you must send notice by e-mail to [support@bhaptics.com](mailto:support@bhaptics.com), with the subject line: "Arbitration Opt Out." You must include in the opt-out email (a) your name and address; (b) the date on which the Product was purchased; (c) the Product model name or model number; and (d) Serial Number (Please visit [www.bhaptics.com/support/faqs](http://www.bhaptics.com/support/faqs) and check General > Device Information to see how to find a serial number.) No other form of notice will be effective to opt out of this agreement to arbitrate. Opting out of this Agreement will not affect in anyway the benefits to which you would otherwise be entitled, including the benefits of the Limited Warranty.



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