



getwell · H2
Armband Heart Rate Monitor
User Manual

1. CERTIFICATES

Getwell acquired CE Mark, RCM Mark and FCC ID certificate for Armband Heart Rate Monitor.



2. MOBILE APP



System requirements: *Android 5.0 and above , IOS 8.0 and above

3. SPECIFICATIONS

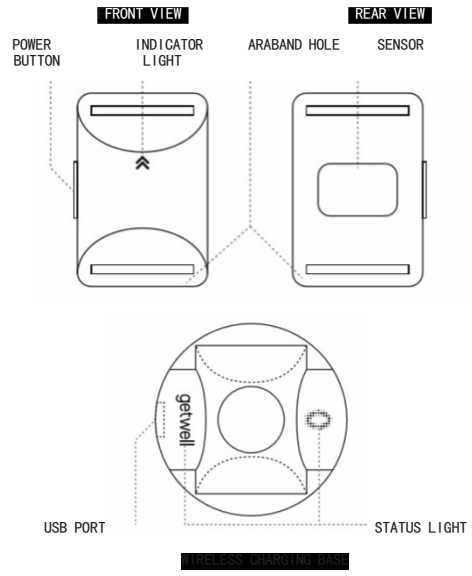
Physical Size: 49*33*14 mm

Weight: 0.6 ounces (17 grams)

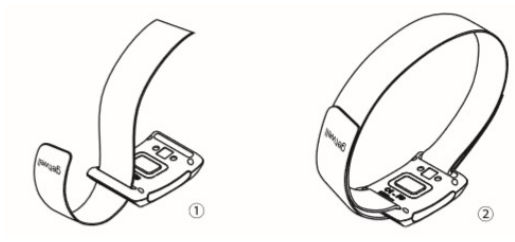
Battery Capacity: 240mAh (typical value)

Water and Dust resistance rating: IP67

Wireless communication: BLE4.2



Wear armband on the upper portion of the forearm. Sensor should be placed on the inside or top of forearm. It should be worn snug enough to move on your arm, but NOT too tight that it restricts arm circulation and avoid the large vessels, tattoos, injuries and other skin anomalies. (To learn more about wearing the monitor, please check the APP)



5. GETTING STARTED

1. Turn on: Press and hold the power button for more than 5 seconds, the indicator LED light turns red.
2. Turn off: Press and hold the power button for more than 5 seconds, the indicator LED is off.
3. Bluetooth Connection: The status light turns green from red after Bluetooth connection.
4. Using the monitor: The status light blinks every minute avoid of data interference.
5. Charging : The status light is blinking green while the monitor is charging. A constant green status light indicates that the monitor is fully charged and you can unplug the charging cable.

6. TROUBLESHOOTING

1. No power

[1] Ensure that keep the power button pressed for more than 5 seconds.

[2] Try to charge the monitor as it may not have enough power.

2. Indicator LED is not on

If the indicator LED is still off after pressed the power button for more than 5 seconds, please contact with Customer Service.

3. Unable to connect to Bluetooth

[1] Firstly enable the Bluetooth on the phone.

[2] Restart the monitor by pressing and holding the power button for more than 5 seconds

[3] Ensure the monitor is fully charged. If the battery status indicator blinks red, please try to charge the monitor using the charging cable.

[4] Restart the monitor and try to connect the Bluetooth again;

[5] Restart the APP and try to connect it again.

4. Unable to be charged

[1] Ensure the charging cable is securely plugged into the monitor and power ports.

[2] Replace the power adapter or charging cable.

5. The sensor light is not on when the monitor works

Please check whether the monitor has the low battery, if prompted, please try again after charging, or restart the monitor.

7. CARE INSTRUCTIONS

- Use a clean, soft tissue or cloth with or rubbing alcohol to wipe down the armband, sensors and plastic housing.
- Do not immerse or use any acidic or alkaline cleaning agents as it could damage the surface of sensor and result in risk of inaccurate readings.

8. WARNING

Always consult your physician before starting or altering any exercise program.

Please do not use the monitor if you have serious cardiovascular diseases or implanted cardiac pacemaker, pacemaker and other electronic equipment.

This is not a medical device and is intended for training and recreational use only. Not as a basis for clinical diagnosis.

- Do not attempt to open the shell.
- Do not attempt to replace the battery, it is built-in and not replaceable.
- Do not use any abrasive chemicals to clean the armband, sensors or plastic housing.
- Do not charge when the device is wet.
- Do not expose in the sunlight for a long time;
- Do not expose at extremely high, low temperatures or humid conditions.
- Do not use in case of the shell is damaged.
- Do not use if the monitor be damaged or frayed.
- Do not use dishwasher, washer or dryer.
- Do not drop into fire, the battery may explode.
- If the temperature of the monitor is too high during charging, please stop charging immediately.

9. LIMITED WARRANTY

The limited warranty only to purchasers who purchased the Product directly from getwell, or from any authorized resellers.

The customer has three guarantees (guarantee of repairing for defective commodities, guarantee of replacement, guarantee of return) of service according to the terms of service stipulated in the sales contract, that is, customers can return with no reason within 7 days since sale date (subject to the actual date of receipt), replace a new one within 15 days due to quality problems, and enjoy one-year free repairing. Other accessories can be repaired for free within three months since the purchase, but armband, bandages etc. do not apply to this clause.

Limited Warranty Period: Coverage under this limited warranty is limited to the following time periods:

- a) Product: a period of 12 months from the date of purchase.
- b) other accessories (if included in the box set): a period of 12 months from the date of purchase.

Products can not be returned or exchanged in the following conditions:
Products sold through the nonregular channels (serial numbers are false.)

Products that exceed the date of three guarantees

Products with damaged appearance

Products damaged by unauthorized disassembly, improper use, water damage, and so on; the labels, serial number, or false proof seals are torn up or modified.

Products with incomplete package, accessory, freebies, and instruction; or the invoice and three guarantees certificate are lost, modified, or inconsistent with the Products.

Conditions that are not compliant with three guarantees regulation or relevant national laws.

If any changes are made on the above items, the latest company

regulations or the updated national laws shall prevail. All Products that are not covered by the free warranty, and can be repaired after testing, are provided with paid maintenance services. The final interpretation of this warranty is vested in getwell.

Hotline :400 993 3873

You can follow the getwell public account or add customer service WeChat for consultation.



getwell Public Account



Customer Service WeChat

10. FCC COMPLIANCE

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.

FCC WARNING:

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the 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.

FCC ID: 2ANB8-H2



getwell

getwell is a leading artificial intelligence company. We are committed to be a developer and supplier of accurate sports health management platform.

getwell possess the world's initiative monitoring technology for muscle capillary metabolism and optical cardiorespiratory function evaluation. The seminal technical had flexibly applied in intelligent wearable devices.

getwell provide the intelligent sports solutions in health and fitness based on health science to improve the efficiency and safety of sports and empower health management.

Our Vision

To provide all with precision technologies to make healthcare easily accessible

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