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TROUBLESHOOTING

Which smartphones are compatible with my Warm Series insoles?

How long should I charge my Warm Series insoles?

Is there a risk of overloading if I leave my Warm Series insoles charging all night?

What happens if my phone’s battery is low or my phone is too far from my Warm Series insoles?

My results don’t appear on my phone, what can I do?

My phone can’t detect my Warm Series insoles, what can I do?

What does the red LED light in the Warm Series insoles indicate?

WARM SERIES INSOLES BATTERY SPECIFICATIONS

PRODUCT MAINTENANCE

Instructions about the battery pack disposal & recycling

DECLARATION OF CONFORMITY
QUICK START

1. In your package, you should have one pair of two Warm Series insoles, one user manual and one charging cable (1 USB-2 micro USB).

2. Ensure your Warm Series insoles are fully charged using the USB charging cable provided; this will take around 2.5 hours to complete. Once fully charged, unplug the insoles from the charging cable so they can be detected by your phone.

3. Download the dedicated application “Warm Series” from the App Store® for iOS devices or Google Play™ store for Android™ devices.*

4. Once the app is installed, open the app to create your account by tapping on “Sign up”.

5. Enter your personal information, e-mail address and password.

6. Read and accept Zhor-Tech’s privacy policy before starting.

7. To connect the Warm Series insoles, the app will ask you to enable Bluetooth, location and access to your camera. Once enabled, use your camera to scan the QR code located on the modules to establish the connection.

8. Load the left and right Warm Series insoles inside the respective shoe.

9. Tap on “On” to start a new heating activity.

10. Tap on “Stop” to finish your session.

11. By tapping on “My activities” in the menu, you can see your walking statistics.

* The “Warm Series” app is free to download and is compatible with mobile devices that support iOS (from iPhone 4S and above) and Android (version 6.0 and above. To know which devices are compatible with the application, please check the firmware version on your phone.
GET STARTED

The Warm Series are the first connected heated insoles, which are designed to keep your feet warm. This innovative product has been designed for your comfort and health. Available on Android and iOS, the dedicated application allows you to regulate the temperature in your shoes and track your daily physical activity with a simple click.

GETTING TO KNOW YOUR NEW WARM SERIES INSOLES

This product will offer you several features, thus benefits such as:

- COVERED DISTANCE
- ACTIVITY TIME
- CALORIES BURNED
- HEATING TIMER
- TEMPERATURE SETTING

PACKAGE CONTENTS

You will find in the package:

- Two S-Cube modules
- One cable (1 USB-2 micro USB)
- User manual

SAFETY AND HANDLING

Important safety and handling information for your Warm Series insoles

BATTERY

SLEEP MODE: The Warm Series insoles are programmed to switch to “sleep mode” if not connected to any phone after 5 minutes and no movement is detected. This mode has been made to save the battery when the shoes are not used; in this mode, the red LED light will not blink. A simple shake of the insoles will wake them up, and the light will start blinking again, if not, please charge the modules.

Do not attempt to remove or replace the built-in rechargeable batteries in the Warm Series insoles; doing so will cause damage. If you experience battery issues, please contact Zhor-Tech for support: https://www.digitsole.com/after-sales-service/

Please refer to page 16 for proper instructions on battery disposal and recycling.

EXPOSURE TO HUMIDITY, HEAT, DUST AND OTHER ELEMENTS

S-Cube modules are protection class IPX6; they are water resistant.

Battery may be damaged by heat above 100°C.

<table>
<thead>
<tr>
<th>Operating temperature</th>
<th>Charge</th>
<th>Discharge</th>
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<tbody>
<tr>
<td></td>
<td>0 ~ 25 °C</td>
<td>-20 ~ 60°C</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Discharge temperature</th>
<th>0°C</th>
<th>23°C</th>
<th>60°C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50%</td>
<td>100%</td>
<td>95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Discharge capacity</th>
<th>100%</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>95%</td>
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EXPOSURE TO DROPPING AND FORCEFUL IMPACT TO WARM SERIES INSOLES

Warm Series insoles have been tested and can resist up to 600kg of impact. Do not run or jump with the Warm Series insoles. Do not bend, hit or puncture the Warm Series insoles.

REPAIRING

If your Warm Series insoles are damaged do not attempt to repair or modify the Warm Series insoles in any way; doing so will cause damage to the water-resistant boxes and the electronic components inside.

PROPER CARE AND STORAGE

Keep your Warm Series insoles free from debris. If they require cleaning, we recommend the use of wet wipes without chemicals to be used on the exterior of the insoles.

Information on proper storage:

- Refer to storage temperature (or room temperature)
- Cool and dry place
- Not expose to sun / excessive heat (store temperature) / fire
- Avoid storing in the basement, bathroom or other areas that are or may become wet
- Charged to about 30% to 50% of capacity
- We recommend that batteries be charged about once per half a year to prevent discharge
- Storage temperature:
  - Less than 1 year: -20 ~ 45°C
  - Less than 3 months: -20 ~ 40°C

NOT A MEDICAL DEVICE

It is not intended for use in the diagnosis of disease or other conditions, or treatment or prevention of disease.

CHOKING HAZARD

Warm Series insoles may present a choking hazard for small children. Keep modules away from small children.
SET UP YOUR WARM SERIES INSOLES

CHARGING THE BATTERY AND LOADING YOUR WARM SERIES INSOLES

To charge your Warm Series insoles:

1. Connect the charging cable to the USB port on your computer or to a USB power supply unit.
2. Then connect your Warm Series insoles to the micro USB port on each of your modules.

NOTE: The insoles are programmed to switch to “sleep mode” if they are not connected to your phone after 5 minutes of no movement detected. This mode has been made to save the battery when the shoes are not in use. In this mode, the red LED light will not blink. A simple shake of the insoles will wake them up, and the red LED light will start blinking again. If not, please charge the modules.

Charging and connecting your insoles

Warm Series insoles must be fully charged before the first use.

- To charge, open the protective cap on the inside of each module
- Insert the two micro USB connectors on the provided cable into the input ports of both module
- Connecting the remaining single USB connector to a compatible computer or a wall outlet (using a compatible charging block)
- When charging, the LED light on the insole is red in color and it turns off automatically when the battery is 100% charged

ADJUST YOUR WARM SERIES INSOLES

If necessary, to adjust the size of the soles, cut the Warm Series insoles following the lines.
Be careful not to cut beyond the lines, you could damage the electrical components and the insoles warranty would no longer work.
DOWNLOADING THE DEDICATED APPLICATION

The “Warm Series” app is free to download and is compatible with mobile devices that support iOS (from iPhone 4S and above) and Android (version 6.0 and above). To know which devices are compatible with the application, please check the firmware version on your phone.

Find the Safety app in your applications store. Search for “Warm Series” in the search bar:

- The App Store® for iOS devices
- The Google Play™ store for Android devices

1. Install the app.
2. Turn on Bluetooth and localization on your smartphone.
3. Launch the app.
4. Refer to next section, “Use of the application” to get started.

USE OF THE APPLICATION

CONFIGURATION OF THE APPLICATION

CREATE YOUR ACCOUNT

To create your account:

1. Tap on « Sign up ».
2. Enter your personal information:
   a. First name
   b. Last name
   c. Gender
   d. Date of birth
   e. Body measurements (weight, height, shoe size)
3. Enter your e-mail address.
4. Enter your “Password” and “Confirm Password” fields.
5. Tap on the “Join the community” button.
6. A confirmation e-mail will be sent to you; tap on the link provided to activate your account.
7. Your account should now be active, and you can begin to use the application.
You must read and accept Zhor-Tech's privacy policy before starting.
To connect your insoles, make sure they are fully charged. When the red LED light is off, the Warm Series insoles are completely charged.

Turn on Bluetooth on your phone and launch the app. Follow the instructions given by the app and be sure that the modules are unplugged from the charging cable to be detected by your phone.

Follow the steps below:

1. The application will ask you to choose your Warm Series insoles.
2. The application will ask you to enable Bluetooth.
3. The application will ask you to enable location.
4. The application will ask you to access your camera.
5. Scan the QR code located on the Warm Series insoles.
6. The connection will be done automatically.

For the application to better understand your walking pattern and therefore more effectively measure your subsequent working activity, you must calibrate your shoes. To do this, begin by tapping on "Start step 1".

There are 2 steps to follow, which should take you around 30 seconds to complete. Once these steps are completed, your shoes are calibrated, and you can start a first activity.

NOTE: We advise to recalibrate your shoes once a month for a better performance.
ACTIVITY AND HISTORY SESSIONS

START A NEW HEATING SESSION
To start a new activity session, your shoes must be paired with your account and connected with the application via Bluetooth. By tapping on “Adjust the warm” in the menu, you can start a heating session.

Tap on “ON” to **start** a new heating session (1)
Tap on “STOP” to **finish** your session (2)

- You can select the desired heat by moving the slider from 25°C to 45°C.

- You can activate and desactivate the timer by clicking the «ON/OFF» button. Once activated, the insoles will only heat for the desired period of time.

START A WALKING SESSION
To start a new activity session, your shoes must be paired with your account and connected with the application via Bluetooth. By tapping on “Activity” in the menu, you can start walking session.

Tap on “GO” to **start** a new walking session (1)
Tap on “STOP” to **finish** your session (2)
You can access to your distance, time activity, number of steps and burned calories.

**NOTE:** If during your activity, your phone loses the connection with the modules, they will continue to analyze your activity; the recording will not stop, and your data will not be lost. Once you tap the "STOP" activity button to end recording your session, your phone will be able to retrieve your data from the modules.

**HISTORY SESSION**

In the History tab, you will find all your walking sessions. This tab allows you to compare all your activities.

You will find your walking sessions and for each session:

- Activity time
- Distance
- Number of steps
- Calories burned
At the top left of your screen, you can access the **menu**. You can select:

- Adjust the warm
- Activity
- History
- Settings
- Help
- Logout

The “**Settings**” tab allows you to know the details about the application and your shoes.
MY PROFILE

On the icon “My Profile” you can:

- Add a profile picture.
- Change your height.
- Change your weight.
- Change your shoe size.

MY SOLES

By tapping on “My soles”, you can delete your soles if you want to replace them with another pair.
By tapping on “Units”, you can define the measurement mode in “imperial” or “metric” and the temperature unit on “Celsius” or “Fahrenheit”.

By tapping on “Language”, you can change the application’s language.
By tapping on **Version**, you can access information about your Warm Series insoles and your phone.

**TERMS OF SERVICE AND PRIVACY POLICY**

By tapping on the tab **Terms of Services** or **Privacy Policy**, you will automatically be redirected to the dedicated web page.

**CONTACT US**

By tapping on **contact us**, you can directly access the necessary information to contact customer service for support.
LOGOUT

By tapping on the “Logout” tab, you can log out of your profile from the application.

TROUBLESHOOTING

WHICH SMARTPHONES ARE COMPATIBLE WITH MY WARM SERIES INSOLES?
To connect your Warm Series insoles to your smartphone, your device must be equipped with Bluetooth and your operating system version must be higher than Android 6 or iOS 10.2. You can find this information in the settings of your phone.

HOW LONG SHOULD I CHARGE MY WARM SERIES INSOLES?
Around 2.5 hours. For your battery to be 100% charged, wait until the red LED light goes off.

IS THERE A RISK OF OVERLOADING IF I LEAVE MY WARM SERIES INSOLES CHARGING ALL NIGHT?
No, there is no risk of overloading. The battery will stop charging when it is fully charged. However, we advise that you avoid leaving the Warm Series insoles plugged unnecessarily. Also, if you don’t use your modules for a long time, make sure they are fully charged before use.

WHAT HAPPENS IF MY PHONE’S BATTERY IS LOW OR MY PHONE IS TOO FAR FROM MY WARM SERIES INSOLES?
If your phone is out of battery or if you leave it at home/work, this will not cause a problem in recording your activity. Your Warm Series insoles are equipped with an internal memory that records your session. All you need to do is connect your modules with your smartphone to retrieve all your data.
MY RESULTS DON’T APPEAR ON MY PHONE, WHAT CAN I DO?

- Make sure your Bluetooth is on.
- Make sure the localization is on.
- Fully charge your Warm Series insoles; they are fully charged when the red LED light goes off.
- Make sure you have the latest software updates.

Alternatively, you can create a support ticket here: https://www-digitsole.com/after-sales-service/

MY PHONE CAN’T DETECT MY WARM SERIES INSOLES, WHAT CAN I DO?

- Make sure your Bluetooth is on.
- Make sure the localization is on.
- Fully charge your Warm Series insoles; they are fully charged when the red LED light goes off.
- Make sure to disconnect your insoles after charging; they cannot be detected if they are connected to the charging cable.
- Turn off the Bluetooth on your phone and turn it back again.
- If you still have problems, reset the modules by plugging them in/out.

Alternatively, you can create a support ticket here: https://www-digitsole.com/after-sales-service/

WHAT DOES THE RED LED LIGHT IN THE WARM SERIES INSOLES INDICATE?

When the red LED light is off, the S-Cube modules are either in sleep mode or is out of battery.
When the red LED light is on in solid red when connected to the charging cable, the S-Cube modules are still charging.
When the red LED light is blinking, the S-Cube modules are associated or are ready to be associated with your phone.

WARM SERIES INSOLES BATTERY SPECIFICATIONS

Battery Type: Lithium Ceramic Battery
Plug Type: USB
Nominal capacity: 1,45 Ah
Nominal voltage: 3,75 V
Energy: 5,4375 Wh
Battery Energy: Lithium-ion
Charge Time: Approximately 2,5 hours

Prohibition of:
- Disassembly
- Dumping into fire
- Immersion into liquid
- Using damaged batteries
- Battery replacement

PRODUCT MAINTENANCE
INSTRUCTIONS ABOUT THE BATTERY PACK DISPOSAL & RECYCLING

Lithium-ion batteries are subject to disposal and recycling regulations that vary by country and region. To help promote responsible environmental practices, please check and follow the regulations in your area before disposing of these batteries.

DECLARATION OF CONFORMITY

You can find the declaration of conformity for the USA (FCC), Canada (IC) and the European Union (EU) at this link: https://www.digitsole.com/safety-instructions

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