

# USER MANUAL AxIT System

AxIT Performance - Version 2.0



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www.strengthbynumbers.com



#### DISCLAIMER

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This device is designed to measure strength and should not be used for diagnosis or treatment of any medical condition. The manufacturer is not liable for any injuries or damages resulting from the use or misuse of this product.

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# 1 Preface

# 1.1 User Description

The product is suitable for individuals who want to measure strength. It is recommended for use by professionals who have a good understanding of strength assessments and can accurately interpret the results. It is not intended for medical use.

# 1.2 Explanation of safety warnings

**DANGER!** Danger indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.

**WARNING!** Warning indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

**CAUTION!** Caution indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

NOTICE Indicates information considered important, but not hazard-related.

# 1.3 Retaining instructions

Prior to using this product, it is crucial to read and thoroughly comprehend this manual along with its safety instructions. This will ensure a proper understanding of the product's functionality and guidelines for safe usage. Failure to do so may result in damage to property and/or injuries.

Keep all safety information and instructions for future reference and pass them on to subsequent users of the product.

## 1.4 Obtaining documentation and information

#### 1.4.1 Internet

The latest version of the User Manual can be found by searching 'User Manual' at the following address: https://knowledge.strengthbynumbers.com/

#### 1.4.2 By request

The latest version of the documentation can be made available by placing the request in writing and sending to info@strengthbynumbers.com

# 2 Product Description

# 2.1 Purpose of the product

The AxIT System is a cutting-edge measurement system that allows users to measure their physical strength and track their progression over time. The AxIT System is made up of 4 devices: a pair of Stomp-IT devices, a Pull-IT device and a Push-IT device. These devices work together to provide a comprehensive solution for measuring physical strength. The AxIT System enables you to optimise your training and improve your performance whilst providing real-time feedback. It is designed to be user-friendly, whilst providing accurate and reliable data. It is the ideal solution for anyone looking to improve their strength and take their performance to the next level.

Key AxIT System features include:

- 'always on' devices
- ultra-long battery life
- wireless operation (via Bluetooth connectivity)
- the ability to track progress over time
- real-time feedback
- testing flexibility create custom tests and playlists
- data analysis and reporting

# 2.2 Product Images

Stomp-ITs



Pull-IT



Push-IT



# 2.3 Specifications

|                      | STOMP-IT   | PULL-IT  | PUSH-IT  |
|----------------------|--|--|--|
| Model No.            | Stomp-IT-2   | Pull-IT-2  | Push-IT-2  |
| Measurement<br>Rate  | 200Hz (200<br>measurements per<br>second)  | 200Hz (200<br>measurements per<br>second)  | 200Hz (200<br>measurements per<br>second)  |
| Battery              | Capacity: 2000mAh<br>lithium-ion battery<br>capacity (charged via<br>USB-C)<br>Charge rate: 500mAh<br>(Full charge in 4 hrs)<br>Maximum battery life:<br>909 hours (38 days) on<br>standby | 800mAh lithium-ion battery<br>capacity (charged via<br>USB-C)<br>Charge rate: 500mAh (Full<br>charge in 1.6 hrs)<br>Maximum battery life:<br>400 hours (16 days) on<br>standby | 800mAh lithium-ion battery<br>capacity (charged via<br>USB-C)<br>Charge rate: 500mAh (Full<br>charge in 1.6 hrs)<br>Maximum battery life:<br>400 hours (16 days) on<br>standby |
| Communication        | Bluetooth 4.2 Protocol   | Bluetooth 4.2 Protocol   | Bluetooth 4.2 Protocol   |
| Dimensions           | Length: 400 mm<br>Width: 400 mm<br>Height: 28 mm   | Length: 135mm<br>Width: 39mm<br>Height: 39mm   | Handle: 39mm diameter<br>Face of Cone Housing:<br>85mm diameter  |
| Weight               | 7000g  | 150g   | 360g   |
| Material             | 6061 Aluminum<br>ABS Plastic   | 6061 Aluminum<br>ABS Plastic   | 6061 Aluminum<br>ABS Plastic   |
| Accuracy             | +/- 3% over the working range  | +/- 3% over the working range  | +/- 3% over the working range  |
| Safe Working<br>Load | 500kgs   | 150kgs   | 150kgs   |
| Operating<br>Temp.   | Operating Temp Range:<br>-10° to +50°C   | Operating Temp Range:<br>-10° to +40°C   | Operating Temp Range:<br>-10° to +40°C   |

## 2.4 Product compliance

This product complies with the following relevant Union harmonisation legislation and Directives:

- ETSI EN 301 489-1 V2.2.3 (2019-11). Electromagnetic Compatibility Regulations 2016
- ETSI EN 301 489-17 V3.2.4 (2020-09). Electromagnetic Compatibility Regulations 2016
- EN 300 328 V2.2.2 (2019-07)
- EN 55032:2015/A11:2020
- CISPR 16-1-4:2010+AMD1:2012
- CISPR 16-4-2:2011
- EN 61000-4-2:2009
- EN 61000-4-3:2006+A2:2010
- Radio equipment Directive 2014/53/EU
- The Batteries Directive 2006/66/EC
- Radio Equipment Regulations 2017

- Waste Batteries and Accumulators Regulations 2009
- The Waste Electrical and Electronic Equipment Regulations 2013
- The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

## 2.5 Product elements

#### 2.5.1 Pull-IT device





Fig. 1 1.Charging port 2.LED indicators 3.Attachment saddle 4.Attachment eye-bolt

#### 2.5.2 Stomp-IT device



#### Fig. 3

- 1. LED indicators
- 2. Charging port
- 3. Antenna housing

#### 2.5.3 Push-IT device



#### Fig. 4

- 1. LED indicators
- 2. Charging port
- 3. Antenna housing
- 4. Force pad

#### 2.5.4 Device LED Indicators



Table 1

# 3 App pages

# 3.1 Home screen



*Fig. 5 - Home page -* Select an existing client or add a new client.

# 3.2 Settings

# 3.2.1 Business profile

|   |                                       |   |                      |  | EX       |
|---|---------------------------------------|---|----------------------|--|----------|
|   |                                       |   |                      |  |          |
| *   |                                       |   |                      |  |          |
| Business  |                                       | Т   | ap to set up your bu | usiness profile.   |          |
| Clients   |                                       |   |                      |  |          |
| Custom Tests  |                                       |   |                      |  |          |
| Playlists   |                                       |   |                      |  |          |
| Data  |                                       |   |                      |  |          |
| Devices   |                                       |   |                      |  |          |
| About   |                                       |   |                      |  |          |
|   |                                       |   |                      |  |          |
|   |                                       |   |                      |  |          |
|   |                                       |   |                      |  |          |
|   |                                       |   |                      |  |          |
|   | 111                                   |   | 0                    | <  |          |
| Mon, 5 June ର<br>IT BUSINESS PROFILE  |                                       |   | 0                    | <  | ء<br>SA  |
| Mon, 5 June 🕫   | 111                                   |   | 0                    | <  | SA       |
| Mon, 5 June 🖘   | 111                                   | Business Name *   | 0                    | <  | ء<br>SA' |
| Mon, 5 June ka  |                                       | Business Name *<br>Phone  | 0                    | K  | SA       |
| Mon, 5 June<br>IT BUSINESS PROFILE<br>E<br>Choose Your Log                                | 111<br>E<br>go                        | Business Name *<br>Phone  |                      | <ul> <li>✓</li> <li>Email</li> <li>Always Cc PDF Report to business email</li> </ul> | SA       |
| Mon, 5 June Ka<br>IT BUSINESS PROFILE<br>Choose Your Log                                  | 90°                                   | Business Name *<br>Phone<br>Address   |                      | <ul> <li>✓</li> <li>Email</li> <li>Always Cc PDF Report to business email</li> </ul> | SA       |
| Mon, 5 June Ka<br>IT BUSINESS PROFILE<br>Choose Your Log                                  | III<br>E<br>go                        | Business Name *<br>Phone<br>Address   |                      | Email       Always Cc PDF Report to business email                                   | SA       |
| Mon, 5 June ea<br>IT BUSINESS PROFILE<br>Choose Your Log                                  | 111<br>E<br>S20                       | Business Name *   |                      | Email       Always Cc PDF Report to business email                                   | SA       |
| Mon, 5 June<br>T BUSINESS PROFILE<br>Choose Your Log<br>Your business name, phone numi    | III<br>E<br>go                        | Business Name * Phone * Address • Address • Vebsite URL • Vebsite I VRL • Vebsite I Vebsite |                      | Email       Always Cc PDF Report to business email                                   | SA       |
| Mon, 5 June es<br>IT BUSINESS PROFILE<br>Choose Your Los<br>Your business name, phone num | III<br>E<br>go<br>ber and logo will b | Business Name * Phone Address Website URL we shown in session reports.  |                      | <     Email     Always Cc PDF Report to business email                               | SA       |
| Mon, 5 June ea<br>IT BUSINESS PROFILE<br>Choose Your Los<br>Your business name, phone num | go<br>ber and logo will b             | Business Name * 2014<br>Phone * 2014<br>Address * 2014<br>Website URL<br>be shown in session reports.   |                      | Email       Always Cc PDF Report to business email                                   | SA       |
| Mon, 5 June ea<br>IT BUSINESS PROFILE<br>Choose Your Log                                  | III<br>30<br>ber and logo will b      | Business Name * Phone Address Website URL we shown in session reports.  |                      | Email  | SA       |
| Mon, 5 June or<br>IT BUSINESS PROFILE<br>Choose Your Los<br>Your business name, phone num | go<br>ber and logo will b             | Business Name * 1   |                      | Email         Always Cc PDF Report to business email                                 | SA       |

Fig. 6 - Business Profile setup page - Setup your business profile

| 3.2.: | 2 Clients     |                         |       |      |           |            |          |
|-------|---------------|-------------------------|-------|------|-----------|------------|----------|
| 9:51  | Mon, 5 June 🗔 |                         |       |      |           |            | <u>କ</u> |
| ED    | IT CLIENTS    |                         |       |      |           |            | EXIT     |
|       | «             | <b>Q</b> Search Clients |       |      |           |            | EXPORT   |
| ₫     | Business      | Name 👻                  | Email | Las  | st Test 👻 | D.O.B.     |          |
| 8     | Clients       | 🗖 💄 Demo Client         |       | 31/0 | 05/2023   | 01/01/2001 |          |
| *=[   | Custom Tests  |                         |       |      |           |            |          |
| =     | Playlists     |                         |       |      |           |            |          |
|       | Data          |                         |       |      |           |            |          |
| *     | Devices       |                         |       |      |           |            |          |
| 0     | About         |                         |       |      |           |            |          |
|       |               |                         |       |      |           |            |          |
|       |               |                         |       |      |           |            |          |
|       |               |                         |       |      |           |            |          |
|       |               | III                     | C     | )    | <         |            |          |

*Fig. 7 - Client page -* See a complete list of your added clients. Edit existing clients and export your client list.

| EDIT CUSTOM TESTS |                                | EXIT       |
|-------------------|--------------------------------|------------|
| *                 | 🛔 PUSH-IT 🙇 STOMP-IT 💉 PULL-IT |            |
| Business          |                                |            |
| Clients           | SQUATS                         |            |
| Custom Tests      | Squat Normal                   | D          |
| Playlists         | Squat Fast                     | $\bigcirc$ |
| Data              | Squat Pause                    | ٥          |
| Devices           | Double Leg Squat Isometric 💡   | Ð          |
| i About           | Single Leg Squat Isometric 💡   |            |
|                   | LUNGE                          |            |
|                   | Lunge Normal 💡                 | ٥          |
|                   |                                |            |

#### 3.2.3 Custom tests

Fig. 8 - Custom Test page - Copy existing tests to build custom tests

|                |              |          |          |                   | EXIT                               |
|----------------|--------------|----------|----------|-------------------|------------------------------------|
| EDIT PLATEISTS |              |          |          |                   | EAU                                |
| «              | 📸 QUICK      | SUPER    | A SPORTS | <b>¦ļ†</b> CUSTOM |                                    |
| + Business     |              |          |          |                   | You can add a playlist on the left |
| Clients        | Create New F | Playlist |          |                   |                                    |
| Custom Tests   |              |          |          |                   |                                    |
| Playlists      |              |          |          |                   |                                    |
| Data           |              |          |          |                   |                                    |
| Devices        |              |          |          |                   |                                    |
| About          |              |          |          |                   |                                    |
|                |              |          |          |                   |                                    |
|                |              |          |          |                   |                                    |
|                |              |          |          |                   |                                    |
|                | 111          |          | 0        | <                 | (                                  |

Fig. 9 - Playlist page - Create new test playlists.

| ATA MANAGEME         | NT  |         |   |         | EXIT              |
|----------------------|---|---------|---|---------|-------------------|
| <b>«</b><br>Business | Google Drive Backup<br>My Backups<br>Last Backup: v25 396 KB @ 29/03/2023 1 | 4.56.01 |   | BACK UP | VIEW /<br>RESTORE |
| Clients              | Auto Backup<br>2 am   |         |   |         | CHANGE TIME       |
| Custom Tests         | Google Drive Account  |         |   |         | CHOOSE            |
| Playlists<br>Data    | Export  |         |   |         |                   |
| Devices              | Share Database<br>Share database via Google Drive                           |         |   |         | SHARE             |
| About                | Import Database<br>Import an exported database                              |         |   |         | IMPORT            |
|                      |   |         |   |         |                   |
|                      |   |         |   |         |                   |
|                      | 111   | 0       | < |         |                   |

*Fig. 10 - Data Management page -* Backup, restore a backup, set a backup Google Account and access your database options.

| 9:51 Mon, 5 June 🕫     |                                 |           |           |               | ন্ট 🛔     |
|------------------------|---------------------------------|-----------|-----------|---------------|-----------|
| DEVICE MANAGEM         | ENT                             |           |           |               | EXIT      |
| *                      | SCAN                            |           | Unlock to | o make change |           |
| Business               | Push-IT v278, max 75kg          |           | [         | CONNECT       | CALIBRATE |
| Clients                | 煮 Stomp-IT Left v283, max       | ( 500kg   | [         | CONNECT       | CALIBRATE |
| <b>≎=</b> Custom Tests | 羞 Stomp-IT Right v283, ma       | ax 500kg  | [         | CONNECT       | CALIBRATE |
| Playlists              | Pull-IT Left v283, max 150      | g         | [         | CONNECT       | CALIBRATE |
| S Data                 | Pull-IT Right -                 |           |           | CONNECT       | CALIBRATE |
| Devices                | * Please ensure all devices are | unloaded. |           |               |           |
| About                  |                                 |           |           |               |           |
| -                      |                                 |           |           |               |           |
|                        |                                 |           |           |               |           |
|                        |                                 |           |           |               |           |
|                        | Ш                               | 0         | <         |               |           |

Fig. 11 - Device Management page - Search for devices and access Device IDs.

| ABOUT   |   | EXIT     |
|---|---|----------|
| <ul> <li>Business</li> <li>Clients</li> </ul> | About Me<br>Current User<br>setup@strengthbynumbers.com<br>Current Installation<br>ID. 26aea2e7-37fd-404a-97f5-7460d25ccb61 | LOGOUT   |
| Custom Tests                                  | About AxiT<br>Our Website   | VISIT    |
| <ul><li>Data</li><li>Devices</li></ul>        | https://www.strengthbynumbers.com Contact Email info@strengthbynumbers.com  | EMAIL US |
| i About                                       | Need Help?<br>We're always here to help. Tap HELP to report a bug or suggest an improvement.                                | HELP     |
|   | Version<br>app: v4,0,5, db: v26, tests: v83, playlists: v10   |          |
|   | Licences<br>Tap VIEW to see all Open Source Library licences.   | VIEW     |

Fig. 12 - About page - AxIT App information.

# 4 Safety instructions

# 4.1 How to use the product safely

## 4.1.1 General safety

- Read and follow all instructions before using the devices
- CAUTION! Do not attempt to disassemble or modify the device
- **CAUTION!** Do not use the device if it appears to be damaged or not functioning properly
- CAUTION! Do not use the device beyond its specified operating limits
- NOTICE Do not expose the device to extreme temperatures
- Make sure the user has been appropriately instructed on the testing protocol they are to perform

## 4.1.2 Work area safety

- Only use Stomp-IT devices on a solid flat surface
- Make sure that the mounting points can withstand the maximum amount of force when utilising the Push-IT & Pull-IT devices
- When affixing any accessories to a mounting point, make sure the mounting points can withstand the maximum amount of force
- Make sure there is adequate room when using devices

## 4.1.3 Electrical safety

- CAUTION! Do not use the device in wet or damp conditions
- Only use charging cables that adhere to local regulation

# 4.2 Graphical symbols

# 4.2.1 Explanation of safety information on the packaging and product

| Symbol   | Meaning   |
|----------|---|
| i        | Read and understand the manual and its safety instructions before using this product.   |
| UK<br>CA | UKCA (UK Conformity Assessed) is a marking that indicates that the product conforms to relevant UK standards and regulations.   |
|          | Indicates that the product meets Australian safety and regulatory standards.  |
| CE       | Indicates that the product meets the requirements for health, safety, and environmental protection set by the European Union (EU)   |
|          | The device(s) must be disposed of separately, in accordance with local regulations for the treatment, recovery, and recycling of electronic waste (WEEE).   |
| RoHS     | RoHS (Restriction of Hazardous Substances) restricts<br>the use of certain hazardous substances in electrical<br>and electronic equipment to reduce environmental<br>impact and protect health and safety |

Table .2

# 5 Operation

## 5.1 How to use the product

#### 5.1.1 Checks before using the product

Before using your AxIT device, inspect it for any damage. If you find any, don't use the device. Instead, contact SBN Customer Support right away for assistance.

#### 5.1.2 Device setup

Ensure you have an adequate area available to conduct tests using the AxIT devices.

The Stomp-IT devices should be used exclusively on flat and level ground.

The Pull-IT device must be securely fixed to sturdy mounting points capable of handling the generated forces.

Note: for more reliable isometric strength measurements with the Pull-IT device, it is recommended to always maintain the same attachment position.

The operation of the Push-IT device requires an individual capable of withstanding the opposing forces exerted during its use or a fixed flat surface capable of taking the forces generated by the user.

#### 5.1.3 AxIT App

The AxIT App comes pre-installed on the supplied Android tablet however the App can also be accessed through the Google Play Store by searching for 'AXIT'. Updates to the AxIT App are regularly released and it is advisable to enable auto-updates in the tablet settings. Additionally, you can find app updates on the Google Play Store.

#### 5.2 To start a testing session

#### 5.2.1 New clients

- 1. Open the AxIT App.
- 2. Select 'ADD NEW CLIENT'.
- 3. Enter the client details.
- 4. Choose your desired testing playlist.
- 5. After the testing playlist is loaded, press 'RUN IT!'.
- 6. If you are testing in a new position and wish to zero your devices, ensure that all devices are unloaded and properly positioned. Press 'CALIBRATE'. This will set the starting point of the force trace to 0kg.

Note: It is recommended to zero your devices any time you move them to a new location eg: moving from gym tiles to floor boards

- 7. Once zeroed, click 'RUN IT!'.
- 8. When the device is connected and ready for testing, a blue 'START' button will appear.
- 9. Proceed with running your desired test by pressing the blue 'START' button
- 10. To stop the testing, press the 'STOP' button.
- 11. Repeat the above steps for any other tests in the playlist.
- 12. Once all testing is completed, press 'END SESSION'.

#### 5.2.2 Existing clients

- 1. Open the AxIT App.
- 2. Select 'LOOKUP CLIENT'.
- 3. Search for a desired client name.
- 4. Choose to rerun a session or start a new session
- 5. If you are testing in a new position and wish to zero your devices, ensure that all devices are unloaded and properly positioned. Press 'CALIBRATE". This will set the starting point of the force trace to 0kg.

Note: It is recommended to zero your devices any time you move them to a new location eg: moving from gym tiles to floorboards.

- 6. Once zeroed, press 'RUN IT!'.
- 7. When the device is connected and ready for testing, a blue 'START' button will appear.
- 8. Proceed with running your desired test by pressing the blue 'START' button.
- 9. To stop the testing, press the 'STOP' button.
- 10. Repeat the above steps for any other tests in the playlist.
- 11. Once all testing is completed, press 'END SESSION'.

For more information, visit the AxIT Training Portal or contact SBN at support@strengthbynumbers.com

# 5.3 Charging

#### 5.3.1 Device charging

All AxIT devices come equipped with a USB-C port specifically designed for charging. To charge your AxIT devices, use the USB-C cables provided or any high-quality USB-C charging cables. Avoid using budget USB-C cables, as their lower quality may lead to damage or malfunctioning the device.

#### 5.3.2 Device charge status

To check the charge status of your devices, swipe down from the top of the tablet screen to open the notification bar (Fig. 13). The charge status of each connected device will be displayed in the notification bar. To update the battery charge status of a particular device, double-tap on its icon in the notification menu.

Note: the devices will not operate whilst charging.



Fig. 13 - Notification bar on Samsung tablet

# 6 Calibration

The AxIT devices are sold pre-calibrated for your convenience. Performing a calibration test on the product at least once a year is recommended to confirm devices are within the stated error range.

## 6.1 Performing a calibration test

To conduct a calibration test, please adhere to the following instructions:

Stomp-IT:

- 1. Ensure that each Stomp-IT device is unloaded and placed on a flat even surface.
- 2. Zero the devices in the App and verify that a 0kg reading is achieved.
- 3. Position a known weight in the centre of the device.
- 4. Confirm that the App reading is accurate and falls within the device's specified accuracy limit (as stated in the Specifications).

Push-IT:

- 1. Position the Push-IT device with the cone facing upwards.
- 2. Zero the device in the App and ensure a 0kg reading is attained.
- 3. Place a known weight in the centre of the pad.

Note: any off-axis loading may give inaccurate readings.

4. Verify that the App reading is accurate and within the device's specified accuracy limit (as stated in the Specifications).

Pull-IT:

- 1. Connect the Pull-IT device to a static object that can withstand the applied weight.
- 2. Zero the device in the App and confirm a 0kg reading is achieved.
- 3. Attach a known weight to the device.
- 4. Repeat the test and verify that the App reading is accurate and falls within the device's specified accuracy limit (as stated in the Specifications).

For further information regarding calibration, please contact your AxIT dealer.

# 7 Troubleshooting and repair

**WARNING!** These products do not contain any user-replaceable parts. Calibration and repairs must only be made by the manufacturer.

# 7.1 Troubleshooting table

Check if your problem appears in the following list:

| Problem   | Cause  | Solution   |
|---|--|--|
| Device does not connect   | Device or tablet is outside of bluetooth range | Move the device closer to the tablet   |
|   | Bluetooth is not switched on                   | Turn bluetooth on in the tablet settings   |
|   | Device battery is flat                         | Charge the device  |
|   | Tablet not responding to device                | Resart tablet  |
|   | Device is not responding to app                | Reset device by<br>plugging in to charge<br>(confirm red light is<br>illuminated when<br>charging) |
|   |  |  |
| Device does not have<br>power (no blinking green<br>LED)              | Device battery is flat                         | Charge the device  |
|   |  |  |
| Device does not charge<br>(red LED not illuminating<br>when charging) | Faulty charging cable                          | Use a different<br>charging cable  |
|   |  |  |
| Metric Calculation Failed   | Incorrect protocol used                        | Re-attempt the test<br>using the correct<br>protocol (see training<br>portal for help)             |
|   |  |  |
| Can't log into AxIT App   | Incorrect password or<br>username              | Click 'Forgot<br>Password' to reset<br>password  |
|   |  |  |
| AxIT App not updating   | No internet connection                         | Connect to wifi and try<br>again   |
|   |  |  |
| AxIT App not backing up   | No internet connection                         | Connect the tablet to<br>WiFi and perform a<br>manual backup.                                      |

|  | No Google Account for<br>backups added | Add Google Account<br>on the Data tab in the<br>Settings Page. |
|--|--|--|
|--|--|--|

Table 6 Troubleshooting Table

#### 7.2 Device repair

If the problem remains, please contact your AxIT dealer.

#### 7.3 Report a bug or suggest an improvement

#### 7.3.1 How to report a bug or suggest an improvement in the AxIT App

The AxIT App has built-in functionality that allows you to send reports directly to the manufacturer to advise on a bug or suggest an improvement. This is a fast and convenient way to log a bug report or make an improvement suggestion.

To do this, you have 2 options:

- 1. *Shake the tablet:* Whilst in the AxIT App, shake the tablet to make the reporting box appear.
- 2. *Take a screenshot:* Press and hold the power and volume-down buttons at the same time to make the reporting box appear.

Note: It is important to provide as much information as possible when logging a bug report or suggestion to assist the manufacturer.

Once you have submitted your report or suggestion, the manufacturer will review it and take appropriate action.

# 8 Maintenance and cleaning

**NOTICE:** Do not use solvents or heavy-duty chemicals to clean devices. Only use non-abrasive cleaners suitable for cleaning aluminium, rubber and plastics.

## 8.1 How to maintain the product

#### 8.1.1 Product maintenance

Regularly inspect devices and accessories.

To inspect the devices and accessories:

- 1. Inspect devices for any damage.
- 2. Confirm device functions as per its intended use.
- 3. If the device is not functioning as per its intended use, contact your AxIT dealer.

## 8.2 How to clean the product

**CAUTION!** To avoid electrical shock, unplug the device from the power outlet before cleaning. Do not use an excessive amount of water or any other liquid to clean the device. Use a soft, damp cloth to wipe the device clean.

#### To clean the product:

- 1. Wipe down the product with a damp cloth.
- 2. If the device is extremely dirty, use isopropyl alcohol or a mild soap and water solution.
- 3. Dry the product with a soft cloth.
- 4. Be careful not to get any water inside the product, as this can also damage the electrical components and void the warranty.

# 9 Storage

# 9.1 How to store the product

Store the products in a cool, dry place, away from sunlight and heat. Keep away from water, moisture, and avoid stacking heavy objects on top of the product, as this may cause damage.

# 10 Disposal

# 10.1 How to dispose of the product

This product contains electrical and electronic equipment (EEE) and should not be disposed of with other household waste. Unwanted EEE should be returned to the place of sale or deposited at an appropriate facility to enable recycling. Please follow your local government's disposal guidelines. Contact your AxIT dealer for more information.

The packaging is made of environmentally friendly materials that may be disposed of through your local recycling facilities.

# 11 Warranty

# 11.1 Warranty Period

All devices have a 2-year warranty period from the date of signing the Customer Agreement and all accessories have a 1-year warranty period from the date of signing the Customer Agreement.

# 11.2 Customer Agreement

See the Customer Agreement for additional information about the warranty, including what is and is not covered.

# 11.3 Warranty Exclusions and limitations

This warranty shall not apply if the product:

- is used with non-compatible products
- is used for commercial purposes such as rental
- is modified or opened
- is damaged by accident, misuse, wear or any other cause not related to defectiveness of materials or fabrication
- if damaged due to unauthorized repairs or modifications

# 11.4 Proof of Purchase

A valid proof of purchase in the form of a bill of sale or receipt must be provided to obtain warranty services.

# 11.5 How to Obtain Warranty Service

To obtain warranty service please contact your AxIT dealer where you purchased the product. You will need to provide your proof of purchase and a description of the problem.

# 11.6 Warranty Claims

Warranty claims must be made within the warranty period. If a warranty claim is approved, the manufacturer or retailer will repair or replace the product at no charge.

For more information about the warranty, please contact your AxIT dealer.

SBN excludes all liability for any data loss, loss of profit or any other loss or damage suffered by the end customer.

# 12 Complaints and Privacy

If you have concerns about a potential privacy breach or wish to lodge a complaint, please reach out to us using the contact details below.

We treat privacy and complaints with utmost seriousness. Upon receiving a complaint, we will acknowledge it within 5 days. Our aim is to resolve your complaint within 30 days. If circumstances prevent us from doing so, we will inform you promptly and provide an estimated timeline for resolution.

# 12.1 How to lodge a complaint

To lodge a complaint, please direct all inquiries to our Privacy Officer via email at info@strengthbynumbers.com.au.

We are committed to addressing and resolving any privacy concerns in a timely and respectful manner.

## 12.2 Privacy

The SBN Privacy Policy can be found at www.strengthbynumbers.com/pages/privacy-policy.

Additional information and SBN Policies can be found at <u>www.strengthbynumbers.com/pages/privacy-and-policies</u>. Here you will find the following:

- *Privacy Enquiry Form* Contact our privacy team with any privacy-related questions or concerns.
- *List of Sub-Processors* Discover the third-party vendors we use for data processing.
- *GDPR Compliance* Learn how we adhere to the General Data Protection Regulation.
- Customer Complaint Form Submit complaints or issues related to our services.
- *Website Terms of Use* Understand the rules for using our website, content, and services.

# Appendix A. Supplied accessories

| Image | Name                | Model Number |
|-------|---------------------|--------------|
|       | USB charging cables | СМ01ВК       |
|       | *Wall charger       | N/A          |
|       | Tablet              | SM-X200      |

\*Wall charger supplied may be different to image

| Image | Name         | Model Number |
|-------|--------------|--------------|
|       | Iso Base     | IB100        |
|       | Grip-IT      | GI100        |
|       | Protect-IT   | PR100        |
|       | Pull-IT Pack | PP100        |
|       | Push-IT Cap  | PC100        |

# Appendix B. \*Optional accessories

\*Optional accessories can be purchased for an additional cost to the AxIT System.