



User guide



# Meet your Sensate

*What's in the box?*

- ▶ Sensate
- ▶ Travel pouch
- ▶ Adjustable lanyard
- ▶ USB charging cable
- ▶ Eye pillow
- ▶ This user guide



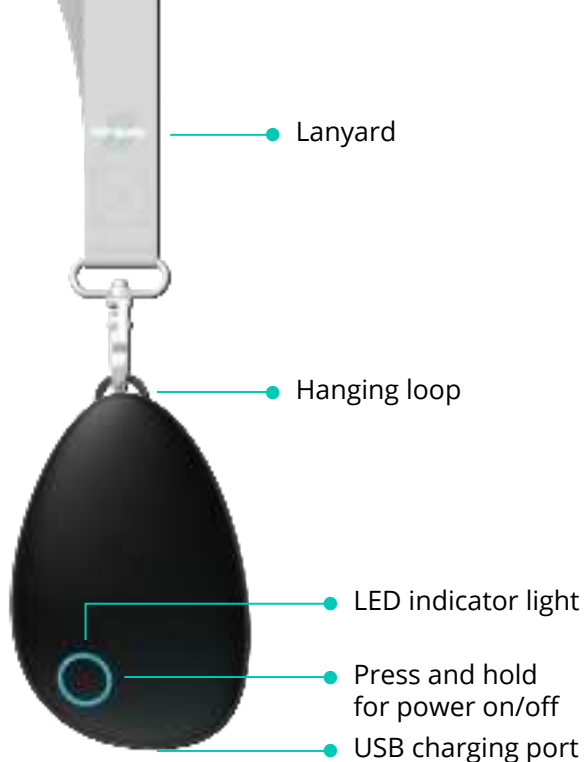
## Feel the power of calm

No previous mindfulness or meditation experience necessary

- ▶ Effective from the very first time you use your Sensate
- ▶ Benefits to your wellbeing are cumulative with regular sessions

# About your Sensate

- ▶ Attach the lanyard (included) to the loop to keep the Sensate positioned correctly
- ▶ Your Sensate light will be:
  - Blue when powered on
  - Amber when battery is low





## How it works

Sensate works using near-infrasound resonance via bone conduction on your sternum (chest bone). Keep it snug against your chest by laying down or reclining, and adjust the lanyard to keep it in place.

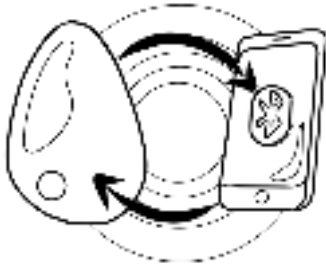
The best results, like with most things, come with regular practice. Try at least 10 minutes per day for a cumulative effect to tone the vagus nerve and improve the natural relaxation response.

# Get started



1. Using your smartphone, search for 'Sensate' in the App Store (iPhone) or Google Play (Android) and install the app.

After downloading, open the app and follow the instructions to complete your setup



2. Make sure that Bluetooth is enabled on your phone and the phone is near the Sensate

3. Power your Sensate on and off by pressing and holding the button until the blue light turns on



# Exploring the app – the nature of sound

Sensate includes a library of musical soundscapes that are available as free downloads in the app – download the ones that suit your moods or needs.

To explore the library, tap 'select track' and browse the different themes. You can adjust the sound volume for your headphones, as well as the intensity of the Sensate resonance, after starting any track.

The magic of the Sensate experience comes from a system of uniquely engineered soundscapes that are felt in your body and simultaneously heard through headphones.

We use our own proprietary audio mix of four trade-secret elements to create an immersive, resonant sound experience; synchronised across the infrasound and audible spectrum.



# Before – make the most of your sessions

- ▶ Set aside some uninterrupted time – as few as 10 minutes is enough
- ▶ Put your phone on sleep mode or do-not-disturb to avoid notifications
- ▶ Recline or lie flat, with the Sensate on your chest – over light clothing or directly on your skin
- ▶ Adjust the lanyard to keep it in the right place, especially if you're reclining at an angle
- ▶ Darken the room or use an eye pillow
- ▶ Make sure Bluetooth is on, start your session through the app, and relax...





# After – what should you expect?

Even though Sensate works from the first session, the overall results are cumulative and can vary, over time.

When finished, move slowly and take care as you are getting up!

Sensate affects everyone differently, but the most common long-term outcomes people report include:

- ▶ Improved sleep time and quality
- ▶ Improved mood and reduced anxiety
- ▶ Increased resilience to stress

We recommend keeping an open mind – and let us know what changes you notice as you go, we would love to hear from you.



# Our story

Sensate's mission is to bring stress resilience and wellbeing to people from all walks of life, using powerful methods and groundbreaking technology.

Based on decades of experience working with stress and trauma-related conditions, we're bringing a vagus nerve toning system to the mass market that will empower consumers to improve conditions like stress, poor sleep and anxiety.

We are a small team and working hard to deliver Sensate to as many people as possible – your support and help means a lot to us, so please keep in touch, or even leave a 5 star rating in the App Store or Google Play if you're enjoying your sessions.



@SensateBioSelf



@MySensate



@MySensate

# We're here to help

We want you to have the best experience possible and to get the most out of your Sensate as you progress.

Contact us at [info@getsensate.com](mailto:info@getsensate.com) with questions and we'll help!

Visit our website at [www.getsensate.com](http://www.getsensate.com) for extra resources, blogs, news and our FAQs at [www.getsensate.com/pages/faqs](http://www.getsensate.com/pages/faqs).

It has been extremely valuable to us to receive feedback and stories about the experiences people are having with Sensate (some of whose lives are changing or conditions significantly improved). This information both keeps us going but also helps us as we continue our research and development of the product, to make your Sensate journey even better.

## SENSATE RELAXATION DEVICE

Designed and made in the UK by BioSelf Technology Limited

CAUTION! PLEASE READ CAREFULLY ALONG WITH THE GUIDE BEFORE UNBOXING OR TOUCHING YOUR DEVICE OR ITS CONTENTS. Please pass this information to any third parties who you have allowed to use your device.

DO NOT UNBOX OR USE if you are unclear, concerned in any way or have any questions, in which case you should first contact us at [info@getsensate.com](mailto:info@getsensate.com).

### CE certified:

BioSelf Technology Limited is authorised to apply the CE Mark on the Sensate, thereby declaring conformity to the essential requirements and other relevant provisions of Directive 2014/53/EU.



### Sensate battery attributes:

Please charge the built-in rechargeable battery until the light goes off. We strongly recommend you place your Sensate on charge in-between uses.

**WARNING:** This product contains a lithium-ion polymer battery and in the event the sealed device case is broken open, can expose you to chemicals, including cobalt lithium nickel oxide, and nickel, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

### Important information

- Failure to follow the safety instructions could result in injury
- Abuse or misuse of the lithium-ion polymer battery can lead to overheating, fire or explosion

- Dispose of products with built-in rechargeable batteries at a special collection point
- Charge rechargeable batteries at ambient temperature between 10°C/50°F and 35.5°C/95°F
- Sensate is not a medical device. Consult your doctor if you have any pre-existing conditions that may be affected by your use of Sensate
- No medical claims are made for this product
- This product has not been assessed by the FDA
- Discontinue if any irritation or symptoms arise
- Do not use if pregnant or if you have a pacemaker or other medical device fitted
- Your Sensate comes in a box with small parts that may be a choking hazard. Keep out of reach of children
- Do not disassemble, modify or attempt to repair the unit
- Do not attempt to change the rechargeable battery
- Keep away from moisture and extremes of temperatures
- Use Sensate and all accessories only as described and for the purpose intended in the guide
- Do not subject the Sensate to strong shocks, such as dropping the unit on the floor
- Sensate is for external use only
- Do not eat, put in your mouth or ingest your Sensate device or any items that come with it
- For adult use only, keep away from children under the age of 18
- You are responsible for anyone who uses your device

## **Cleaning instructions**

This Sensate has a high-tactile surface and it is best to maintain the device and clean the surfaces by wiping with a slightly damp, lint-free cloth. Never submerge the Sensate in liquid or use any chemicals or solvents to clean the device.

## **Limited device warranty**

Subject to the following provisions of this section, we provide a limited warranty that on delivery and for a period of twelve months from delivery, your Sensate shall be free from material defect. If you are a consumer, this warranty is in addition to your legal rights in relation to the Sensate if it is faulty or not as described.

The limited warranty is given by us subject to the following condition: we are not under liability to you for any loss, damage, costs, expenses or other claims in respect of:

Any defect arising from fair wear and tear; any defect arising from wilful damage, abnormal, storage or working conditions, accident, negligence by you or any third party; failure to operate the products in accordance with the product guide; misuse or alteration of the product without our approval; any alteration or repair by you or a third party who is not one authorised by us.

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO IF YOU LIVE IN THE UNITED STATES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE PRODUCTS UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT. OUR

RESPONSIBILITY FOR DEFECTIVE SERVICES IS LIMITED TO REPAIR OR REPLACEMENT.

To obtain warranty service, you must email us at [info@getsensate.com](mailto:info@getsensate.com) during the warranty period. You must provide your order number and contact details so that we may assist you.

## **Returns policy**

You have the right to change your mind. Please review our Terms of Sale for further details. (In short, we are so confident you'll love your Sensate that you can return your device within 40 days for a refund if you don't want to keep it and it has not been damaged. If your Sensate is faulty, we will replace or refund your purchase for up to 12 months.)

## Notes

## Notes

