

 PERICOACH



## Instructions for Use

CE

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## 2 Before you begin



It is essential for your own safety - and for those who could come into contact with the PeriCoach system - that you read this instruction manually carefully before using the system. In particular, make sure you read and understand the safety and other precautions set out in the following two sections.

If you have any questions or doubts about the PeriCoach system that are not answered in this instruction manual, consult your doctor before using the system.

- PLEASE CHARGE YOUR PERICOACH PROBE BEFORE FIRST USE. Charging instructions are provided on page 57.
- SAVE THIS DOCUMENT on the smartphone, that you will use with PeriCoach, so that you can refer to it when required.

### Items in the PeriCoach kit

The PeriCoach kit comprises a case, probe and a USB cable.

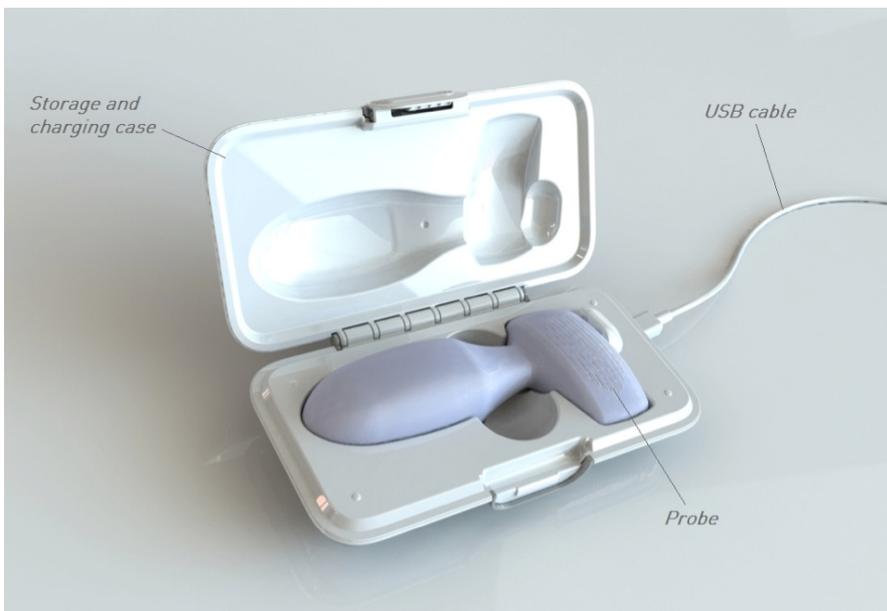


Figure 1: PeriCoach kit contents

Table 1: Contents on delivery

Item	Purpose
PeriCoach probe	To indicate the force applied by each contraction of the pelvic floor muscle.
PeriCoach case	To securely store and charge the probe.
Type-A USB-to-mini-Type-A USB cable	To recharge the battery inside the probe.

If an item is missing, contact Customer Service:

- Within Australia, on 1800 016 794
- Outside of Australia, see website - [pericoach.com](http://pericoach.com) - for details

See “Environmental limits” on page 65 for advice on the optimum conditions for storing and using the PeriCoach kit.

## Other items you will need

In addition to the PeriCoach kit, you will need a Smartphone running the Android or iOS operating system. The PeriCoach App is installed on the Smartphone system and enables you to choose an exercise program, and then to display and record pelvic muscle contractions during an exercise session.

## Other items you might want to consider

### A power adapter

*Purpose:* although you can charge the PeriCoach probe by connecting it to a PC (see “Maintaining power” on page 55), you might find it more convenient

to charge it from regular mains power. For this you will need a power adapter with a USB socket. (This is not provided in the PeriCoach kit.)

### **A computer with a spare USB port**

*Purpose:* provides an additional way of charging the PeriCoach probe (see “Maintaining power” on page 55). You might also find it easier to view your exercise history on a larger screen than that offered by a Smartphone. (Your exercise details are automatically updated to a secure website that can be accessed by any web browser.)

## Minimum Smartphone requirements

### Wireless communication between devices

The PeriCoach probe and the Smartphone that records your exercises communicate using Bluetooth wireless communication. Your Smartphone must offer Bluetooth as a communication option.

On some phones, tapping **Settings** on the home screen displays a list of features, one of which will be wireless and network options. Bluetooth should be listed as an option as shown in Figure 2.

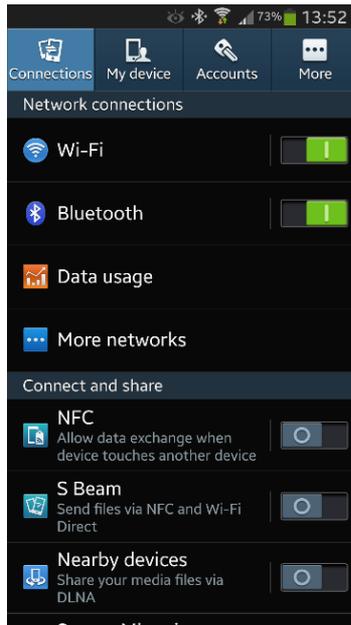


Figure 2: Android Settings menu showing Bluetooth

Consult the instruction manual that accompanied the phone if you are unsure how to find this information.

## Operating systems

The PeriCoach system currently works only with Smartphones running the Android operating system (version 2.3 and later) or iOS operating system (version 7.0 and later). Your phone should be able to tell you what version of the operating system it is running.

Consult the instruction manual that accompanied the phone if you are unsure how to find this information.

## Some compatible phones

If your Smartphone was purchased after 2010, it should be compatible with the PeriCoach system.

The phone must be Bluetooth communication capable and run version 2.3 of the Android operating system (or later) or for iPhone, 4S or later.

# Application of the PeriCoach system

## Indications for Use

The PeriCoach may be used to assist in the correction of urinary incontinence by means of exercise. It may also be used by a health care practitioner to assist in the diagnosis and monitoring of urinary incontinence.

The intended user is an adult female. If the user is impaired then a capable carer may be required to support in the PeriCoach's use.

The body of the probe is meant to be inserted into the user's vagina. The PeriCoach system is for one user only and is not to be shared.

Typically the PeriCoach should be used for 3 sessions per day, with a period of rest in between sessions. Environments for use include: the home, indoor (e.g. office), and in some transit situations (e.g. private cabin or toilet in a plane or train).

## Safety precautions



-  ■ Do not use the PeriCoach system if you are or experiencing abnormal vaginal discharge (bleeding or otherwise) as doing so may affect an underlying condition.
-  ■ Do not use the system if you are experiencing back pain severe enough for you to need pain-killers as doing so may affect an underlying condition.
-  ■ Do not use the system if you have recently undergone surgery, as doing so may affect an underlying condition.
-  ■ Do not use the system if symptoms of bladder infection are present, as doing so may affect an underlying condition.

-  ■ Do not use the system if symptoms of a vaginal infection are present, as doing so may affect an underlying condition.
-  ■ Do not use the system if you have a history of urinary retention or symptoms thereof, as doing so may affect an underlying condition.
-  ■ Do not use the system if you have an anatomical vaginal morphology and / or structure that does not permit proper insertion of the probe.

Consult with your doctor if needed for all of the above seven precautions.

-  ■ Do not use the system if the covering of the probe appears to be cracked, torn or damaged in any way, as use of the probe in this condition may increase likelihood of infection.
  - Inspect the probe before every use. If damaged then do not use it.
-  ■ Do not share the probe with others. There is risk of infection, even if you wash the probe between exercises.
  - Sharing the probe may also corrupt your data and void any medical reimbursement arrangements you have with healthcare providers.
- Keep the system out of reach of young infants and children. The probe is a choking hazard and the USB cable could cause strangulation.
- Keep the probe away from cats, dogs and other pets. If you suspect any animal contamination or damage to the probe, stop using the system, as this may increase the likelihood of infection.
- Do not disassemble any parts of the PeriCoach system nor use the system if it has been reassembled by any person other than a technician authorised by the manufacturer.
- Do not use the PeriCoach probe for more than 30 minutes if the ambient temperature is greater than 38°C.

- On rare occasions the probe may cause skin irritation. If that occurs, cease using the probe and seek advice from your doctor.
  - *It is recommended to use a small amount of water-based lubricant with the probe, such as KY Jelly.*
- No modifications to any item in the PeriCoach system should be made. Unauthorised modifications will render your warranty null and void. They might also lead to injury to yourself or damage to the equipment.

## Other precautions

- Do not store or use this device in excessively hot or cold environments or environments of extreme humidity (see “Environmental limits” on page 65). Take special care not to leave the system in a car during summer, as extreme temperatures may damage the internal circuitry of the probe.
- Avoid dust by storing the device in its case between uses.
- Do not immerse any part of the system other than the probe in water. Only the probe is waterproof. The charging case and USB cable are not waterproof.
- Do not expose the PeriCoach probe to direct sunlight for lengthy periods.
- Do not drop the probe, subject it to strong forces or to continual vibration. Doing so may damage its outer covering or its internal circuitry.
- To minimise the risk of infection, wash your hands thoroughly—preferably with anti-bacterial soap—before touching the probe.
- Do not freeze or microwave the probe, nor place it in an oven in order to bring it to a comfortable temperature. If the temperature of the probe is not comfortable, run the body of the probe under cold or warm water until the temperature is acceptable.

- Use only the charging case provided when recharging the probe's battery.
- Before transporting the probe, place it in the PeriCoach charging case. This will minimise the risk of damage to its outer covering or its internal circuitry.
- There may be circumstances that cause interference between Bluetooth technology (the technology used to generate communication between the PeriCoach probe and your Smartphone) and Wi-Fi technology (another communication feature offered by many Smartphones). If this occurs, it may be beneficial to temporarily turn off the Wi-Fi feature on your Smartphone while using PeriCoach.
- Do not incinerate the PeriCoach probe or discard it as general waste. The lithium battery inside it is a potential environmental and fire hazard. Consult your local council for advice on how best to dispose of such equipment.

## Conventions used in this manual

### Text

The names for screens, fields, buttons and menus that you see on your Smartphone or on your computer are set in bold text. Thus:

"... tapping **Settings** displays a list of features ..."

means tap on the button labelled **Settings**.

Where a series of consecutive actions is required, each action is separated by the > character. Thus:

"... tapping **Settings > About phone** displays a list ..."

means first tap on the button labelled **Settings** and then on button labelled **About phone**.

## Symbols



This symbol is used to indicate that the accompanying instructions are especially important and should be read carefully to ensure that you fully understand them. Failure to do so might result in injury or damage to equipment.



This symbol is used to indicate that the user should exercise general caution. Consult the instructions for use if unsure of any instruction or the meaning of any symbol or indicator.



This symbol is used to indicate a mandatory prohibition – you must not do this.

Other symbols marked on the underside of the PeriCoach case and on other labelling are explained in Chapter 8, “Technical Specifications” starting on page 64.

## Audience for this manual

In this manual, the audience is addressed in the second person (“you”). However, there will be circumstances where more than one person is involved in the set-up, operation and maintenance of the PeriCoach system. This may be the case where the primary user of the system has an impairment that requires them to rely on others if they are to take full advantage of it (For example, the primary user may have an auditory, visual or cognitive impairment.) In these cases, the instructions are to be interpreted as being directed at whoever has assumed responsibility for doing a particular action. For example, a health professional might take responsibility for installing the PeriCoach app on the primary user’s Smartphone, in which case Chapter 3 is primarily directed at them.

Likewise, the carer of the primary user might take responsibility for keeping the battery charged and the probe clean, in which case Chapter 6 is primarily directed at them.



Where more than one person is responsible for a PeriCoach exercise regime, it would be prudent if each person familiarised themselves with the contents of this manual before the regime begins.

### 3 Introduction

Urinary incontinence is commonly caused by the weakening of the pelvic floor muscles. This often occurs during childbirth, but it can also be a symptom of menopause, ageing, persistent constipation, being overweight, and other causes. Health practitioners will often recommend exercises designed to help strengthen the pelvic floor muscles. As these muscles strengthen over the course of the exercise regime, incontinence often disappears.

PeriCoach® is a unique device that can help visualise and indicate the strength improvement of the pelvic floor muscles. It has a number of key features, including the probe that is shaped in such a way that once inserted into the vagina, it can show two modes of contraction:

- The sensor on top of the probe indicates the force applied to the urethral wall, thus capturing the contraction strength contributed by the puborectalis muscle.
- The two side sensors indicate the force contributed by the bilateral contraction of the pubococcygeus muscle.

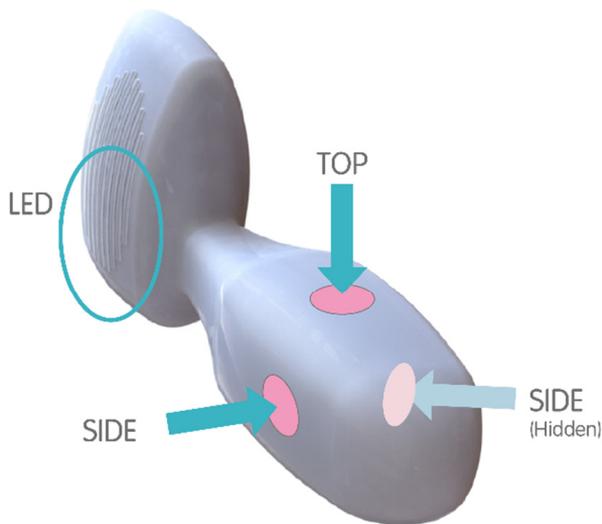


Figure 3: The PeriCoach probe showing the location of the three sensors

Combining these separate areas of movement enables a more thorough understanding of the overall strength of the pelvic floor muscles. This may in turn, lead to better diagnosis of incontinence problems. Further, the indication of muscle action—being immediately available to you via a Smartphone—will help you maintain consistency during your exercise regime and help you know when to move to more advanced exercise programs.

Many currently available exercise aides measure the change in pressure inside the vaginal canal upon muscle contraction. This gives no indication of particular muscle movement. Instead of an improvement in their condition, some users end up experiencing a deterioration as they pursue seemingly beneficial contractions that offer no benefit to their particular condition. In contrast, the PeriCoach indicates the force applied by specific muscles.

## Key features of the PeriCoach

- The unique shape is designed to capture the complete movement of the levator ani (comprising the iliococcygeus, puborectalis and pubococcygeus muscles). These muscles are partly responsible for urinary incontinence.
- The top sensor determines the involvement of the puborectalis muscle.
- The two side sensors determine the involvement of the pubococcygeus muscle during a contraction.
- The muscle-specific information provided may also help in treating overactive pelvic floor muscles.
- In contrast to many currently available exercise aides, the PeriCoach determines force directly rather than by using the potentially misleading intra-vaginal pressure as a proxy measure of force.
- You get a visual representation of the force of a contraction, and an audio prompt to begin and end each contraction.
- A history of each exercise is kept and can assist clinicians in assessing an exercise regime and in diagnosing problems needing to be remedied.

- The probe is covered in a silicone material that has been tested for biocompatibility. This material has been selected such that it should not irritate or damage the vaginal or nearby tissues. Moreover, the device has a high ingress protection rating (IP27). This means that internal bodily fluids will not penetrate the material and damage the inside of the probe, and the inside of the probe is protected from penetration by fingers and objects of diameter 12.5mm (0.49”) or greater.

## Indicator Lights

The probe uses different coloured lights to indicate the probe status

- Green = power on
- Blue (flashing) = Bluetooth discoverable mode
- Blue (continuous) = Bluetooth connected
- Purple = charging indicator – battery is currently being recharged

The location of the indicator LED lights is shown in Figure 4 on page 19.

## Brief overview of treatment

Once you have set up your PeriCoach (see How to Exercise on page 23), you can begin your pelvic floor exercises. You will need to have the phone on which you installed the PeriCoach app handy. At the start of your exercise regime, you insert the probe and record your current maximum contraction force. This becomes the baseline level for assessing the progress of your subsequent exercise regime.

With your current maximum force recorded, you can begin the first exercise of the regime. You start by selecting an appropriate exercise program and level on your phone. During the exercise, you can see a graph on your phone of the strength of your contractions relative to your baseline level.

If sound and vibration are enabled on your phone, you will hear a beep and phone vibrates to let you know when to contract your muscles, and then

again when to relax. This contraction–relaxation cycle continues until the exercise session ends.

At the end of a session, PeriCoach provides a summary of your improvement since your last session. You can also view the details of each contraction (as a percentage of your baseline level) and review the graph of your contraction activity. The details of the session are automatically uploaded to the PeriCoach online database (<http://my.pericoach.com>) where the complete history of your exercise regime is securely stored.

## **NOTE**

Before using the device, it is recommended that you consult with a health practitioner to learn how to correctly perform pelvic floor exercises. If you are not using the correct technique, it may affect your results and prevent improvement.

## 4 Setting up PeriCoach

The PeriCoach probe is powered by a rechargeable battery. As the battery may have lost some power since the probe left the factory, it is recommended that you recharge it before using the probe for the first time. Charging instructions are provided on page 57.

Once the battery is fully charged, you can set up the PeriCoach system in readiness for your exercise regime. The set-up process involves three steps:

1. Install the PeriCoach app on your Smartphone.
2. Pair the App and the PeriCoach probe so that they can share information.
3. Register the App online using your username and password.

You only need to do these tasks once.

### Installing the PeriCoach App

1. Navigate to your Google Play store or App Store on your phone.
2. In the "Search" bar type in "PeriCoach".
3. Select the PeriCoach app and follow prompts to download and install.
4. When the app is installed:
  - tap **Open** to start using PeriCoach straight away or
  - tap **Done** to return to the home screen.

### Pairing the App and the probe

The PeriCoach system works by the probe passing information from the probe to your Smartphone using a communication system called Bluetooth. For this communication to work, you need to set your smartphone to allow

information to be shared between it and the PeriCoach probe. This is called 'pairing' the devices.

Bluetooth communication has a limited range. For best performance, place the Smartphone you are using within two metres of the PeriCoach probe.

Turn on Bluetooth on your phone.

On some phones, tapping **Settings** displays the **Wireless and network** list as shown in Figure 2. If Bluetooth is off, tap **Off** to turn it on. Consult the instruction manual that accompanied your phone if you are unsure about this.

Turn on the probe by simultaneously pressing down on the top and both sides of the probe as shown in Figure 4. Keep pressing down on the three points until a green light comes on in the base of the probe. Continue to press on points until the blue light in the base of the probe starts flashing. The probe is now in Bluetooth discoverable mode.

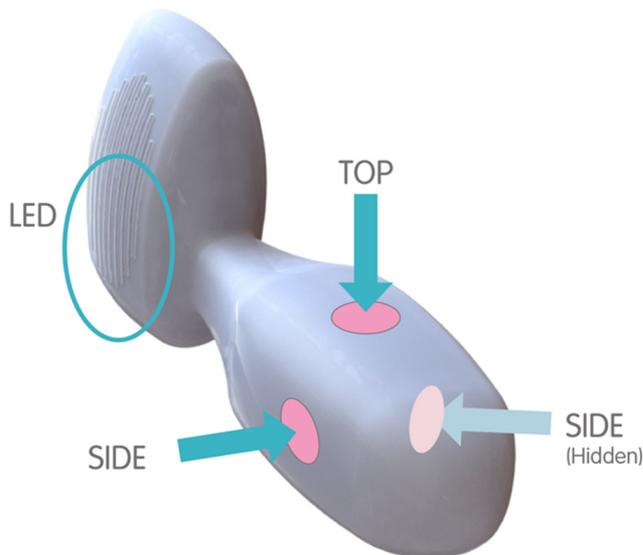


Figure 4: Places to press (and hold) to turn on the probe. Location of LED lights.

Open the PeriCoach app and select Connect to Device. In the available list, one of the items should have a name similar to "PeriCoach-

12345678901234” as shown in Figure 5. Tap on the name to initiate pairing and connection. Select **Pair** when prompted.

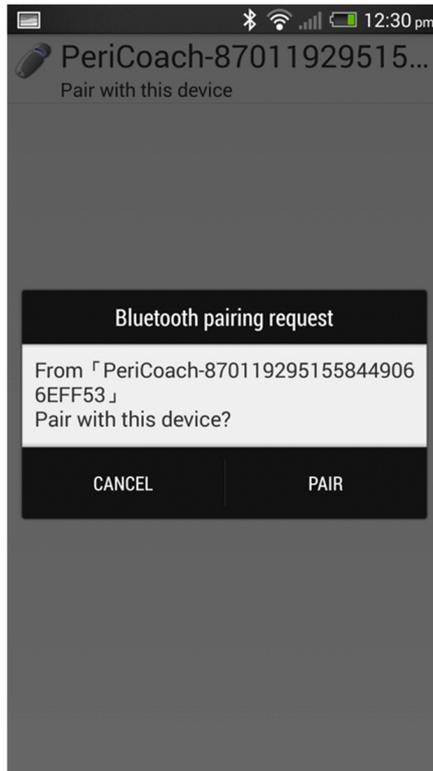


Figure 5: Bluetooth devices list

## NOTE

On some iPhones, the name “PeriCoach” will not appear upon first pairing and instead will be listed as “Unknown Device, Identifier:12345678901234”, see image below. Tap on this item to initiate pairing and connection. Pairing will occur automatically on iPhone.

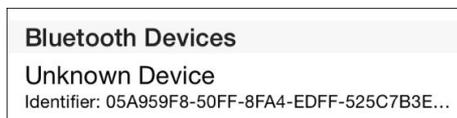


Figure 6. Alternate name display for some iPhones

In a few seconds, you should see **Connected** appear beneath and the light in the base of the probe should turn solid blue.

If you don't see a PeriCoach Bluetooth device in the list of available services, it may be because the probe has turned off. (It has been designed to turn off automatically if it has not been used for 2 minutes.) If the base of the probe is not showing a green light, it has turned off. Repeat step 1 to turn it on again and then repeat this step.

Once connected, you will be returned to the app home screen where the message **PeriCoach: Connected** appears on the screen. You should now register your PeriCoach system (see next section). You can, however, begin your exercises now and register later.

If you get a **Connection failed** message, your probe may have turned off or you may not have successfully enabled Bluetooth on the phone. Repeat this procedure from step 1.

## Registering your PeriCoach

Registering your PeriCoach system enables the system to store the results of your exercises on a secure server and for you to be able to retrieve them anywhere and at any time. (You might, for example, want to show your doctor or clinician the results from following a particular exercise regime.)

To register your PeriCoach system:

1. Make sure your phone can connect to the internet.
2. If the PeriCoach app is not open, open it.

You do this by tapping once on the PeriCoach icon on one of the home pages on your phone.

3. On the PeriCoach home screen, tap **Log In or Register**.
4. Enter the user name and password given in the email you received when you purchased the PeriCoach system.
5. Tap **Register**.

6. Follow the instructions provided on the registration website.

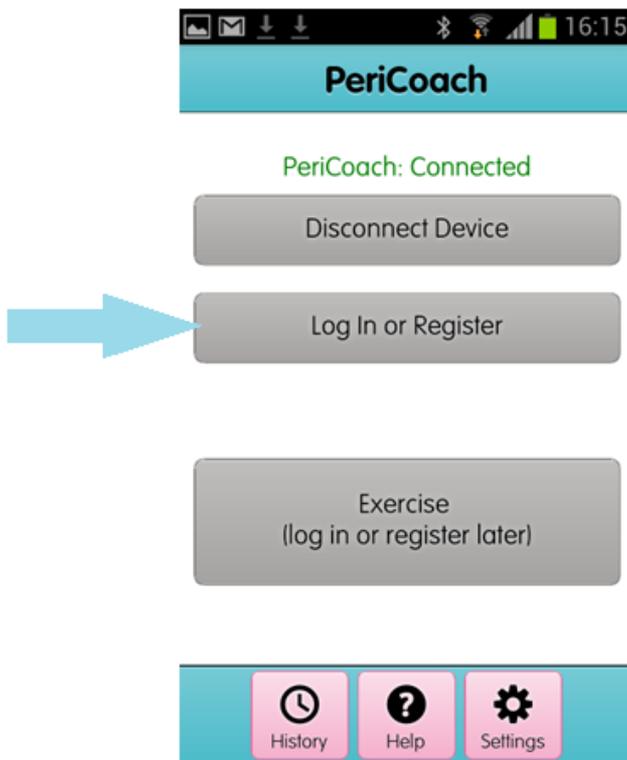


Figure 7: Registering your PeriCoach

# 5 Doing your exercises

## How to exercise

### Pelvic Floor Contraction

You should see a health professional if you have difficulty identifying the correct muscles, are unsure if you are performing the exercises correctly or continue to experience symptoms.

### Exercise Basics

In a lying position, relax your stomach and other muscles, and breathe normally. Envision stopping the flow of urine or the passing of gas and squeeze those muscles. The feeling should be of a lift and squeeze action. If you're unsure of this lift and squeeze, place a finger on the tip of the device that is sitting in front of your pubic bone once inserted. As you pull in the muscles, this tip should move forward *away* from your finger and towards the floor if you're lying down.

Then completely relax the muscles and the probe tip should return to the original position. If muscles are very weak, this may be a small movement.

If performed correctly, a contraction should not result in movement of the stomach – place a hand on your stomach during a contraction to check this.

In order to practise this action, you can use the **Free Exercise** mode within the exercise session options. You should see the real-time trace line on the graph moving up and down with your contractions.

## Before you begin



Since purchasing the PeriCoach system, you may have developed a condition that makes the use of the system unsuitable. In particular, you should not use the system if you:

- are experiencing abnormal vaginal bleeding, or
- have debilitating back pain requiring pain-killers or

- have recently undergone surgery, or
- have symptoms of bladder infection present, or
- have symptoms of vaginal infection present, or
- have a history of urinary retention or symptoms thereof, or
- have an anatomical vaginal morphology and / or structure that does not permit proper insertion of the probe.

In these circumstances—and in others that give you reason to be cautious about using the system (such as unstable pregnancy)—seek the advice of your doctor.



Wash the probe thoroughly before each use (including the very first use). It is important that you use a cleaning agent that both protects the probe and minimises the risk of contamination and infection. See “Cleaning the probe” on page 59 for advice.



Do not use the probe if it has been used by others. There is a significant risk of cross-infection even if the probe has been washed between exercises. If others have used the probe, cease the exercise regime and consult your doctor.

Using another user’s probe may result in a corruption of exercise history and may void any reimbursement agreement from healthcare providers.



You should inspect the probe before every use. If it is damaged—for example, the outer covering has become cracked or torn—do not use it. If the PeriCoach is still within its warranty period, contact the manufacturer (see “Getting help” on page 60).



The PeriCoach system is designed to work best within certain temperature, humidity and atmospheric pressure ranges. Make sure that the ranges specified in “Environmental limits” on page 65 apply before beginning an exercise session.

# Exercise programs

The PeriCoach system offers six exercise programs:

- Beginner
- Intermediate
- Advanced
- Ongoing
- Quick Flex
- Free Exercise

The Beginner, Intermediate and Advanced programs each have three levels, and the Quick Flex program has two levels and a random option. The programs and levels vary according to the time you squeeze, the time you relax between squeezes and the number of squeezes you need to do at or above your initial maximum force for you to achieve a pass result. When you have achieved a pass on three consecutive occasions, you can move to the next level (or the next program if you are already at level 3).

## What constitutes a “pass”?

The force of each contraction you make during an exercise session is compared with your initial maximum contraction force. (How you determine your initial maximum force is explained in “Establishing a starting point” on page 31). A score of 100% is awarded if you are able to maintain a contraction force close to, equal to or above your initial maximum force for an entire contraction period (that is, a period during which you are to squeeze). If you can do that for every contraction period in an exercise session, you will score a pass for that session. If you can achieve a pass on three consecutive sessions, you can move on to the next level in the program, or to the next program if you have just completed the highest level for the program. Table 1 describes the programs and levels currently available. New programs and levels may become available from time to time and you can download them to your phone (see “Manual Sync” on page 28).

## NOTE

You don't have to time your squeeze-relax cycles, as your phone will emit a sound and vibrate when it is time to squeeze and again when it is time to relax as well as provide a graph to follow.

Table 1: Exercise programs

Program	Level	Squeeze for (seconds)	Relax for (seconds)	Number of times
Beginner	1	3	9	8
	2	3	6	10
	3	3	3	15
Intermediate	1	5	7	8
	2	5	5	10
	3	6	3	15
Advanced	1	8	7	8
	2	10	5	10
	3	10	3	15
Ongoing	3	10	3	15
Quick Flex	1	1	5	8
	2	1	2	10
	Random	Random	Random	10
Free Exercise	-	Your choice	Your choice	Your choice

## Ongoing

When you have met the requirements of level 3 of the Advanced program, you can select the Ongoing program. The squeeze-relax cycles are the same as those for level 3 of the Advanced program. This is simply a maintenance program to help you maintain muscle condition.

## Free Exercise Mode

In this mode you can exercise as you please. There are no specific targets or minimum squeeze and relax periods. You can stop the exercise at any time. Unlike the other programs, the results you get are not recorded, so you will not be able to view them in your exercise history.

You may want to practice squeezing by using this mode.

## Choosing a program and level

You choose a program (and a level where applicable) when you choose to start an exercise. The app remembers your last program and level and assumes that you want to continue with it. You can change the prior program and/or level before you begin the actual exercise. Just tap in a field that you want to change: Program or **Level**. A list of options appears under the name. Swipe through the options until the one you want is listed and press on the name.

In the example below, the Program field has been tapped and the **Intermediate** program is about to be selected.

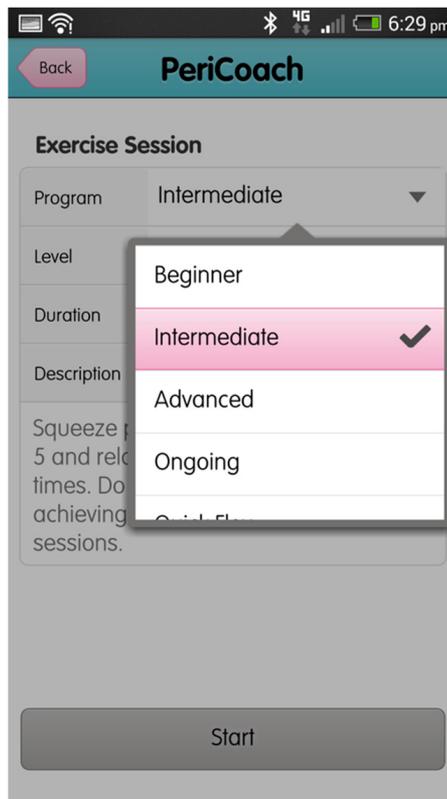


Figure 8: Choosing a Program and Level

### NOTE

The duration of a program–level combination cannot be changed.

## Exercise settings

The **Settings** icon on the home window of the PeriCoach app gives you access to a number of useful options. See Figure 9. Tap the icon to display a list of the settings (or tap **Back** to return to the home window).



Figure 9: Settings Icon

## Login/Register

Once you have registered and logged in once, you shouldn't need to do it again. However, if you begin exercises before you register or log in, the **Log In or Register** button on the home page of the app disappears. In this case, you will need to register and log in by first tapping the **Login/Register** button on the **Settings** window.

## Manual Sync

If your Smartphone is connected to the web at the time you complete an exercise session, your details are automatically uploaded to the PeriCoach website. If that doesn't happen, you can manually upload the details later by tapping **Manual Sync** on the **Settings** window. Doing so will also download to your phone any new exercise programs that have become available.

## Set Passcode

You can lock the app by setting a passcode for it. (A passcode is just like a password or a PIN.) Only those who know the passcode will be able to open the app.

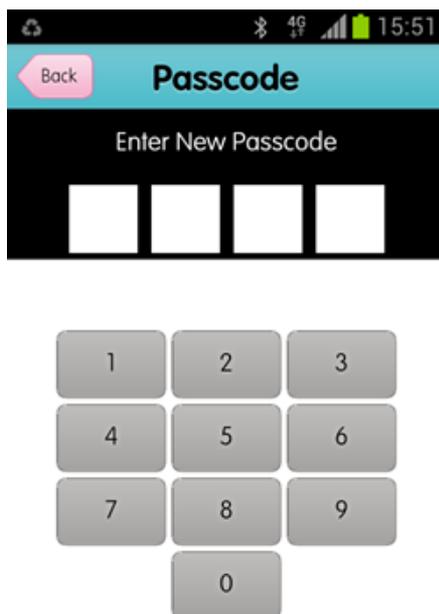
To set a passcode:

1. Tap **Settings** on the home page of the app.

2. Tap Set Passcode.
3. Enter a four-digit code.

You can cancel at any time by tapping the **Back** button.

4. Re-enter the code.
5. Click **OK** on the message that informs you that the passcode has been saved.



**Figure 10: Passcode screen**NOTE

If a message appears telling you that re-entered code is incorrect, tap **OK** and either try again or tap **Back**.

## Change Passcode

To change the passcode:

1. Tap **Settings** on the home page of the app.
2. Tap Set Passcode.
3. Enter your current passcode.
4. Enter a new four-digit passcode.
5. Re-enter the code.
6. Click **OK** on the message that informs you that the passcode has been saved.

## Remove Passcode

To remove the passcode:

1. Tap **Settings** on the home page of the app.
2. Tap Remove Passcode.
3. Enter your current passcode.
4. Click **OK** on the message that informs you that the passcode has been removed.

## Max Force Calibration

Before you begin your exercise regime, you need to have the PeriCoach system record your initial maximum contraction force. This is the baseline value against which your subsequent performances will be compared. If you are following your exercise regime you should gradually be able to do better than your baseline value. Instructions on how to set your maximum contraction force are given in the next section. If you need to change that setting, follow those instructions again. (You may want to set a new maximum contraction force once you have gained three consecutive passes of the Advanced (Level 3) program and before you start the Ongoing program.)

## Establishing a starting point

Before you begin your exercise regime, you need to have the PeriCoach system record your initial maximum contraction force. This is the baseline value against which your subsequent performances will be compared. If you are rigorously following your exercise regime you should gradually be able to do better than your baseline value.

1. Wash the probe thoroughly.

See “Cleaning the probe” on page 59 for advice.

2. Inspect the probe thoroughly. If it is damaged—for example, the outer covering has become cracked or torn—do not use it and ignore the rest of this procedure. Contact Customer Service to discuss a replacement.
3. Wash your hands thoroughly, preferably with an anti-bacterial soap.
4. With washed and dried hands, turn on the probe.

You do this by simultaneously pressing down on the top and both sides of the probe as shown in Figure 4 on page 19. Keep pressing down on the three points until a green light comes on in the base of the probe. (This should take approximately two seconds.)

5. Place the Smartphone within two metres of the probe and open the PeriCoach app on the phone.

The **PeriCoach: Connected** message should appear on the screen and the base of the probe glows blue. If this doesn't occur, the probe and the phone have not been properly paired. Follow the instructions in “Pairing the App and the probe” on page 18 before continuing.

6. If Bluetooth is not currently turned activated on your phone, the message shown at the right appears. Tap **Yes** to turn on Bluetooth. Bluetooth must be on for the probe to be able to communicate with the phone.

7. Before inserting the probe, feel the body of the probe (see below). The temperature should feel comfortable. If the probe feels too hot, run the body of the probe under clean cool water for a few minutes before checking the temperature again. If the probe feels too cold, run the body of the probe under clean warm water for a few minutes before checking the temperature again. Hold the probe in your hand when running under the water so that you can feel when the temperature is right for you. Repeat if necessary until the probe is at a comfortable temperature.

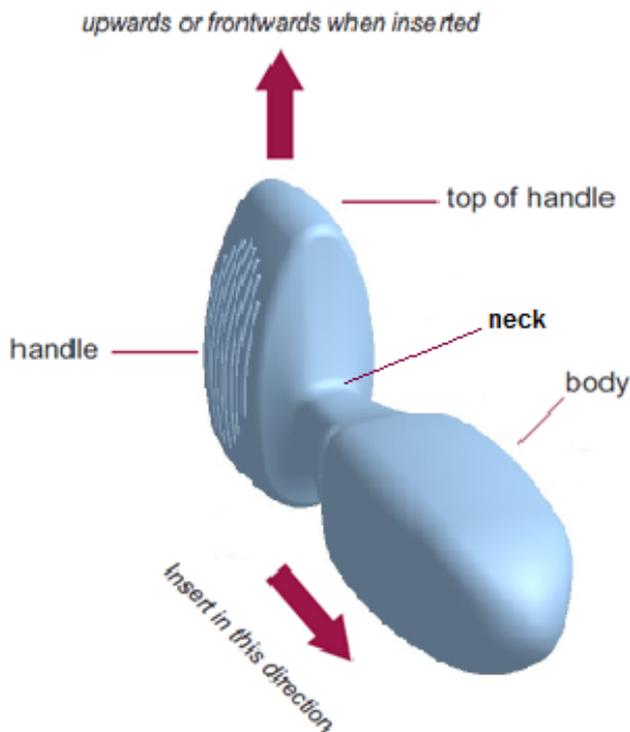


Figure 11: Probe insertion directions



Only the body of the probe should be inserted. Do not attempt to insert the device past the neck (identified in Figure 10).

You can use the probe while lying down or standing up. If you insert it while lying down, the top of the handle must be pointing upwards. If you insert it while standing up, the top of the handle must be pointing frontwards.

- With your legs slightly apart and your pelvic floor muscles relaxed, insert the probe into your vagina. Follow the directions shown in Figure 12.

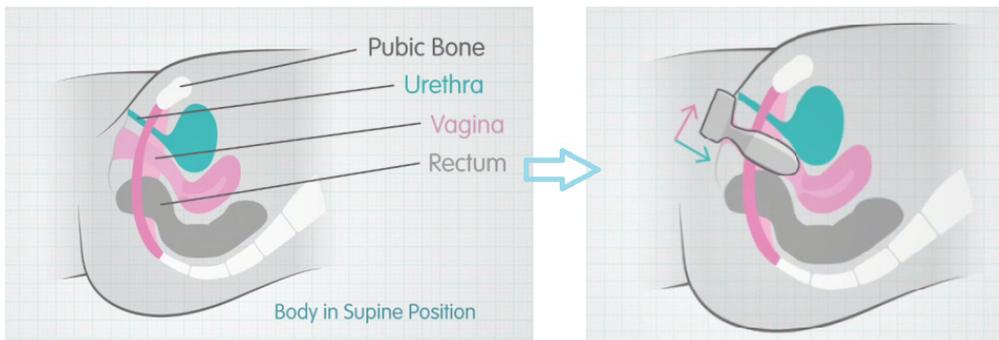


Figure 12: Probe insertion

If necessary, you can apply a small amount of water-based lubricant to the inserting end of the probe.



Carers please note: through regular communication with the user, please take care when assisting to insert and remove the probe that the user is comfortable at all times

If you have trouble keeping the probe in place, wearing underpants may help. Alternatively, do the exercises lying down until your muscles have strengthened enough for you to do them standing up.

- Position the phone so that it is within your reach and the screen is clearly visible. See Figure 13 and Figure 14 below.

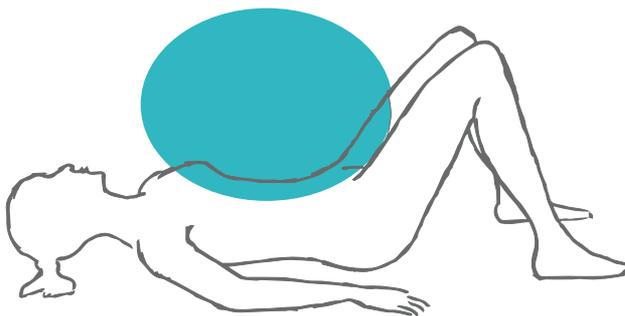


Figure 13: When lying down, the Smartphone should be held in the region shown

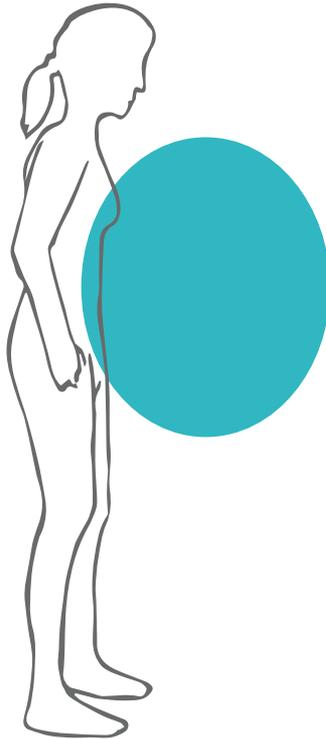


Figure 14: When standing up, the Smartphone should be held in the region shown

*If the phone is too far away from the probe, the wireless connection between it and the probe will fail.*

10. On your phone, tap **Settings > Max Force Calibration > Start**.
11. Read the message titled **Calibration**. It explains what to do.

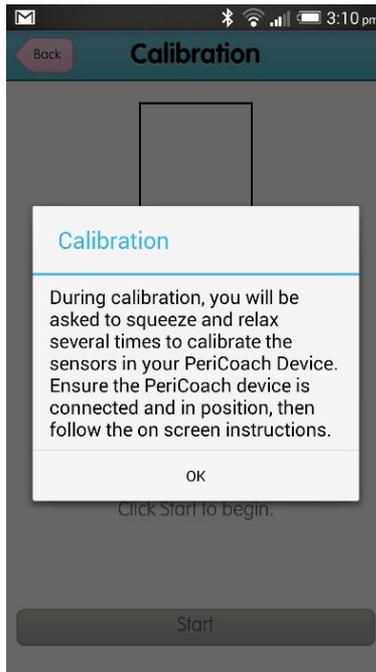


Figure 15. Calibration instructions.

12. Tap **OK** and then squeeze your pelvic floor muscles as hard as you can. As you squeeze you will notice an aqua bar rising on the force meter on the phone (see ). During your hardest squeeze press **Next**.

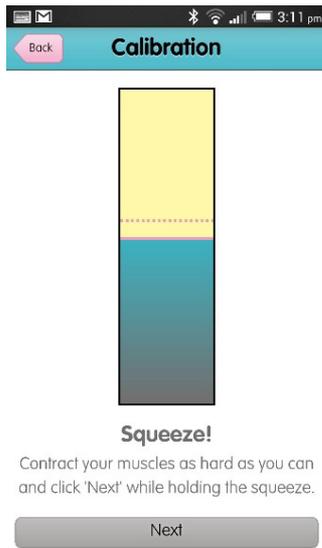


Figure 16. Max calibration Squeeze screen

13. Now relax your muscles and press **Next** when you are completely at rest.

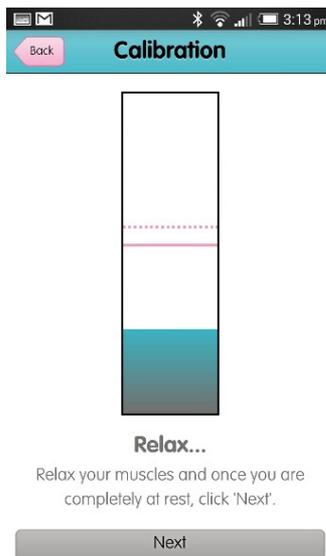


Figure 17: Max calibration Relax screen

- Repeat steps 12 and 13 two more times until you receive the message that you have successfully completed the calibration. Press **Save** if you are satisfied that you correctly followed the on-screen instructions. Press **Cancel** if you want to try again.

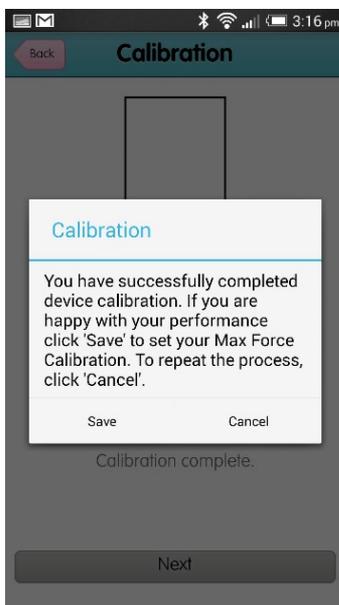


Figure 18: Calibration success message.

The pressure you exert in subsequent exercise sessions will be presented as a percentage of this initial maximum force calibration.

- Tap **Back** to return to the home page of the PeriCoach app. You are now ready to begin your exercise regime.

Follow one of the following two sections.

## I don't want to start an exercise session now

- Remove and wash the probe. See "Cleaning the probe" on page 59.
- Dry the probe with a clean cloth and place it in the case.
- If you wish, recharge the probe's battery. See "

4. Charging the battery” on page 57.

When you do want to start an exercise session, follow the instructions in “Exercising” on page 40.

## I want to start an exercise session now

1. If you haven’t registered your PeriCoach kit yet, refer to Registering your PeriCoach on page 18.

Tap **Back** to return to the home page of the app.

2. Tap **Exercise**.
3. The Exercise **Session** screen appears. A description of the currently selected program–level combination is showing near the bottom of the screen.

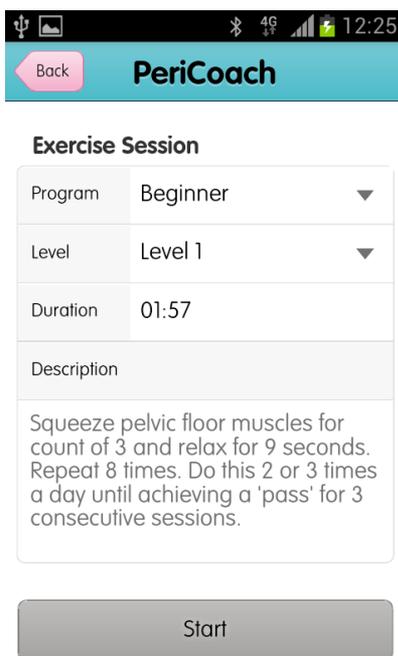


Figure 19: Currently selected program-level combination

The programs available to you are described in “Exercise programs” on page 25. If you want to change the exercise program currently showing:

- a. Tap anywhere in the **Program** field.
- b. Swipe through the list until you see your preferred program.
- c. Press on the name of your chosen option.

Most programs have various levels (described in “Exercise programs” on page 25). If you want to change the level currently showing:

Tap anywhere in the **Level** field.

Swipe through the list of options that appears at the bottom of the screen until the option you want is within in the pink rectangle.

4. Tap **Done** to proceed or **Cancel** to discard any change.
5. Tap **Start**.

The **Orientation** message appears.

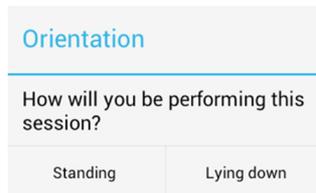


Figure 20: Orientation message

6. Tap **Standing** or **Lying down**, whichever is appropriate.

The **Get Ready** message appears. Continue with “Task 4: Start the exercise” on page 45.

## NOTE

If unsure of which program or level you should begin with, it is recommended to start at Beginner Level 1 and then move up levels when you have achieved 3 consecutive passes.

# Exercising

Once you have set your initial maximum contraction force (see “Establishing a starting point” on page 31), you can begin your exercise regime. Each exercise session involves five main tasks:

1. Prepare the probe.
2. Prepare the app.
3. Insert the probe.
4. Start the exercise.
5. Review and finish up.

## Before you begin

Before beginning an exercise session, check that the phone has sufficient power. If the charge remaining is less than 15%, recharge the phone. (Consult the instruction manual that accompanied the phone for advice on checking the power and recharging the phone’s battery.)

## Task 1: Prepare the probe

1. Wash the probe thoroughly. See “Cleaning the probe” on page 59 for advice.
2. Inspect the probe thoroughly. If it is damaged—for example, the outer covering has become cracked or torn—do not use it and ignore the rest of this procedure. If the PeriCoach is still within its warranty period, contact the manufacturer (see “Getting help” on page 60).
3. Wash your hands thoroughly, preferably with anti-bacterial soap.
4. With washed and dried hands, turn on the probe.

You do this by simultaneously pressing down on the top and both sides of the probe as shown in Figure 21. Keep pressing down on the three points

until a green light comes on in the base of the probe. (This should take approximately two seconds.)

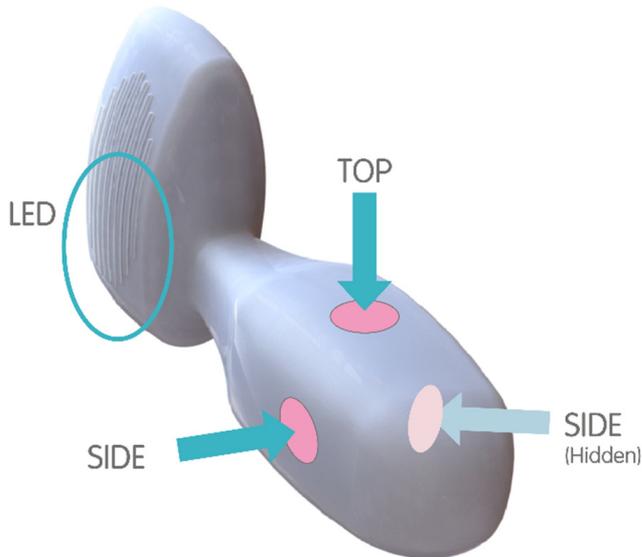


Figure 21: Places to press (and hold) to turn on the probe

## Task 2: Prepare the app

1. Make sure the probe is still on. Turn it on if it has gone off. (See Figure 21 above.)
2. Place the phone and probe within 2 metres of each other.
3. Open the PeriCoach app on your phone.
4. If the app does not automatically connect to the probe, tap **Connect to Device**.
5. If Bluetooth is not currently activated on your phone, the message shown at the right appears. Tap **Yes** to turn on Bluetooth. Bluetooth must be on for the probe to be able to communicate with the phone.

6. Tap **Settings** and check that the **Battery Level** reading is greater than 20%. If it is not recharge the probe's battery and begin again from step 1 of "Task 1: Prepare the probe" on page 40.

See "Charging the battery" on page 57 for instructions.

7. If you haven't registered your PeriCoach kit yet:
  - a. Tap **Login/Register** and follow the prompts.
  - b. A message appears informing you that your login was successful. Tap **OK** to close the message
8. Tap **Back** to return to the home page of the app.
9. Tap Exercise.

The Exercise **Session** screen appears. A description of the currently selected program-level combination is showing near the bottom of the screen.

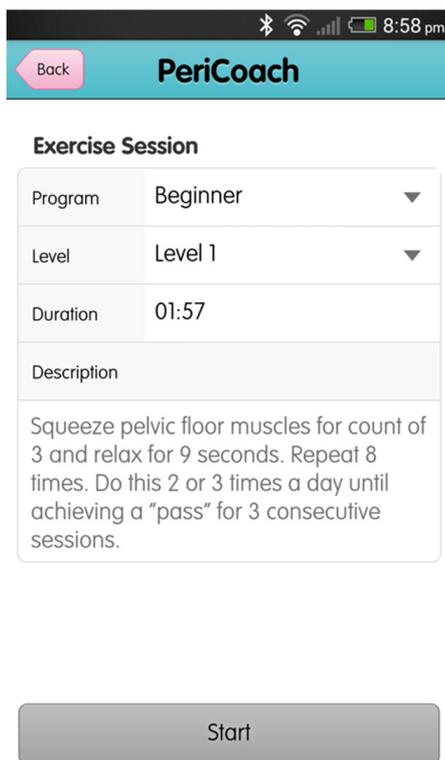


Figure 22: Currently selected program-level combination

The programs available to you are described in “Exercise programs” on page 25. If you want to change the exercise program currently showing:

10. Tap anywhere in the **Program** field.

Swipe through the list of options that appears underneath the name until you see the option you want.

11. Press on the name of your chosen option.

Most programs have various levels (described in “Exercise programs” on page 25). If you want to change the level currently showing:

Tap anywhere in the **Level** field.

Swipe through the list of options that appears underneath the name until the option you want is listed.

12. Press on the name of your chosen option.

13. Insert the device as instructed below.

### Task 3: Insert the probe

1. With your legs slightly apart and your pelvic floor muscles relaxed, insert the probe into your vagina. Follow the directions shown in Figure 23 below.

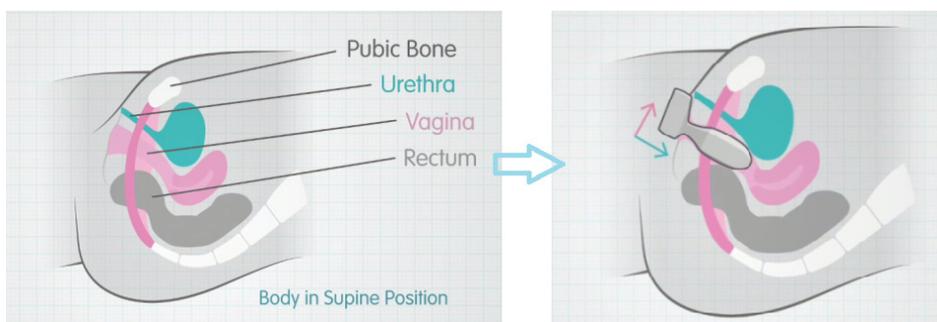


Figure 23: Probe Insertion



Only the body of the probe should be inserted. Do not attempt to insert the device past the neck (identified in Figure 10).

You can use the probe while lying down or standing up. If you insert it while lying down, the top of the handle must be pointing upwards. If you insert it while standing up, the top of the handle must be pointing frontwards.

If necessary, you can apply a small amount of water-based lubricant to the inserting end of the probe.

If you have trouble keeping the probe in place, wearing underpants may help. Alternatively, do the exercises lying down until your muscles have strengthened enough for you to do them standing up.

2. Position the phone so that it is within your reach and the screen is clearly visible. See Figure 13 and Figure 14 on page 33 for guidance.

## Task 4: Start the exercise

1. With the probe and phone in place, tap **Start**.

The **Orientation** message appears.

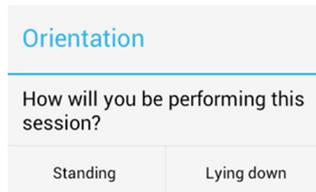


Figure 24: Orientation message

2. Tap **Standing** or **Lying down**, whichever is appropriate.

The **Get Ready** message appears.

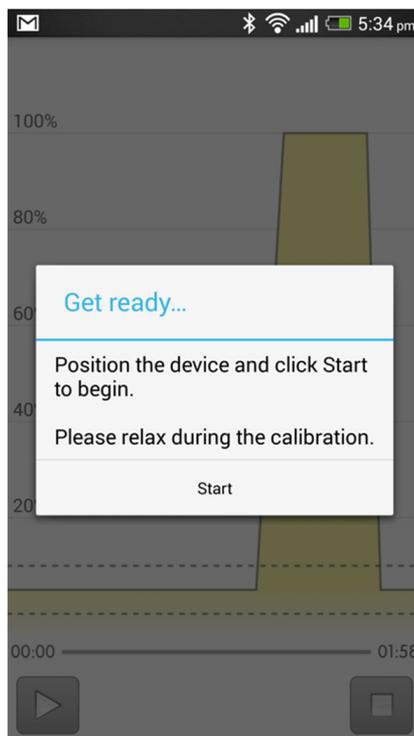


Figure 25: Get ready message

3. Press **Start**.



It is essential that you relax your muscles at the very start of the session. PeriCoach needs to determine your resting force while your muscles are relaxed. This process is called calibration. You will see a brief **Calibrating device** message during this process.

If you get a calibration failed message (shown below), your resting calibration is higher than your maximum force calibration previously recorded. You will need to try to calibrate again. Press **Recalibrate**. If you keep receiving this message, you may be having difficulty fully relaxing your muscles, or your strength may not be high enough to register on one or two of the sensors. You can press **Continue** to carry on with the exercise and the sensors that are working will be displayed.

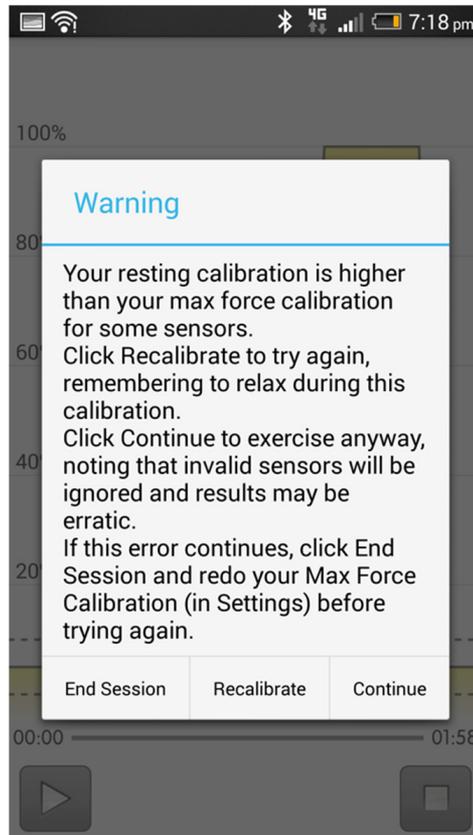


Figure 26: Calibration warning

If you receive the warning message below (without an option to Continue), this means that none of the sensors can distinguish between your resting and maximum calibrations.

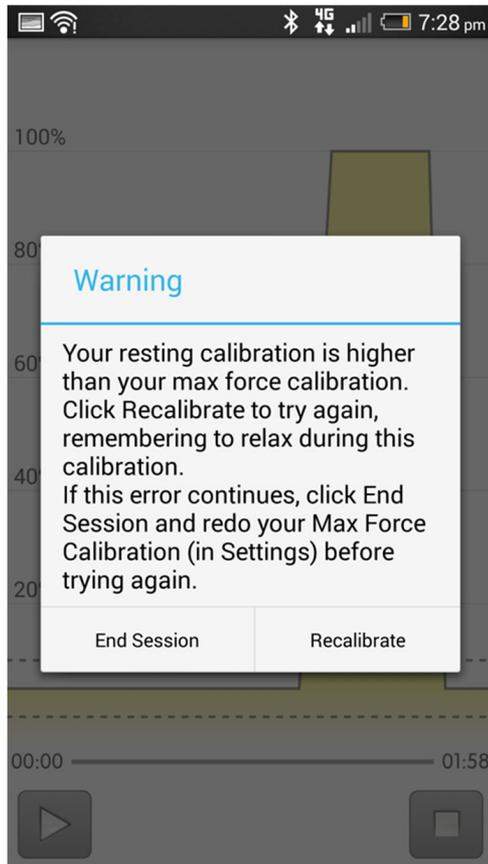


Figure 27: Other calibration warning

If you continue to get this message after recalibrating, you may need to return to the maximum calibration option (refer to Establishing a starting point on page 31). If this does not enable you to perform exercises, you may need to consult a women's health professional for instructions on correctly relaxing your muscles.

**SELECT CONTINUE**

Follow the instructions on the screen. Initially a message on the screen will say **Relax**. In a few seconds, the message changes to **Squeeze!**

During the exercise, you can see a graph on your phone of the strength of your contractions relative to your baseline level.

If sound and vibration are enabled on your phone, you will hear a beep and phone vibrates to let you know when to contract your muscles, and then again when to relax. This squeeze-relax cycle continues until the exercise session ends.

A visual representation of the force of your contraction appears on the screen. As you squeeze and relax, one or more lines rise and fall. Your aim with each contraction is to at least reach, if not exceed, the 100% mark on the screen.

The duration of the session and the time remaining are shown below the graph along with a progress bar.

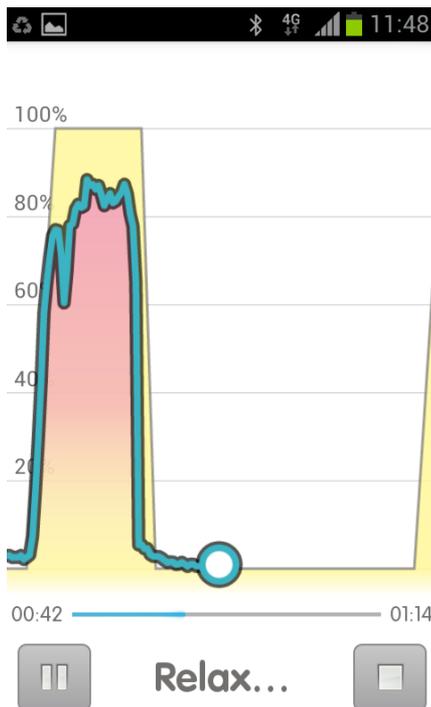


Figure 28: Other calibration warning

## Pausing, resuming and stopping

If at any time you feel uncomfortable with the probe in place, you can pause or stop the exercise session (see Figure 29) and remove the probe. If you pause it, tap the resume button after you have repositioned the probe.

An interrupted session (pressing stop) will need to be restarted from the beginning and no data will be recorded.



Figure 29: Pausing, resuming and stopping

## What is graphed?

The blue-green line graphed during an exercise session represents the average of the forces applied to all three sensors in the probe. This line is a real-time indication of your muscle activity.

## At the end

If you complete the session, the result appears on the screen. Your performance relative to your last session is shown. In the example below, Debbie has just completed a session and showed an improvement of 107%. In other words, her performance this time was 7% better than last time.

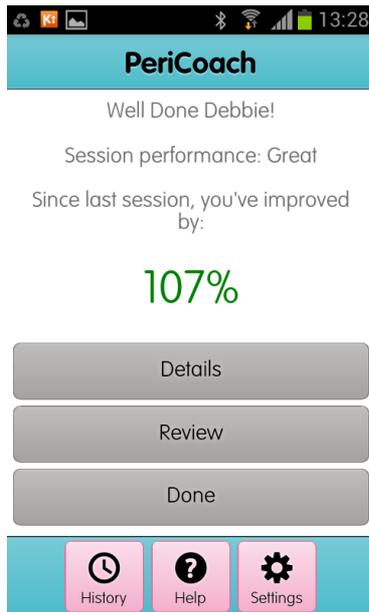


Figure 30: Session complete message

Options are also available for you to revisit the session. These are explained in “Review and finish up” below.

### **Relaxation Warning:**

It is important to fully relax your muscles in between squeeze repetitions. If you receive a warning at the completion of a session that you are not fully relaxing between contractions (as shown in the image below), you may need to focus on completely relaxing your muscles at the right time. If you get this message more than once, we recommend you seek advice from a women’s health specialist.

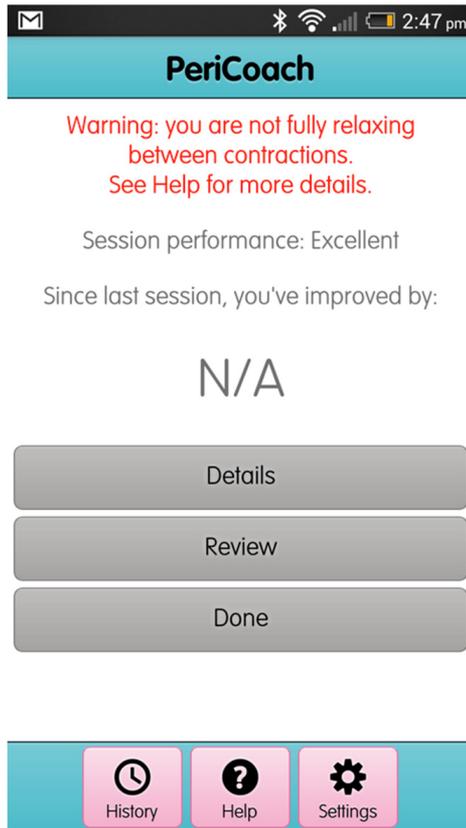


Figure 31: Session complete message

## Task 5: Review and finish up

1. Remove and wash the probe. See “Cleaning the probe” on page 59.
2. Dry the probe with a clean cloth and place it in its case.
3. If you wish, recharge the probe’s battery. See “

4. Charging the battery” on page 57.
5. To review the details of the exercise just completed:
  - a. Tap **Details**.

The details of each contraction are listed. A tick appears beside each contraction that approached or exceeded 100% (where 100% is your initial baseline contraction force). The average for the entire session is shown in the panel above the list.

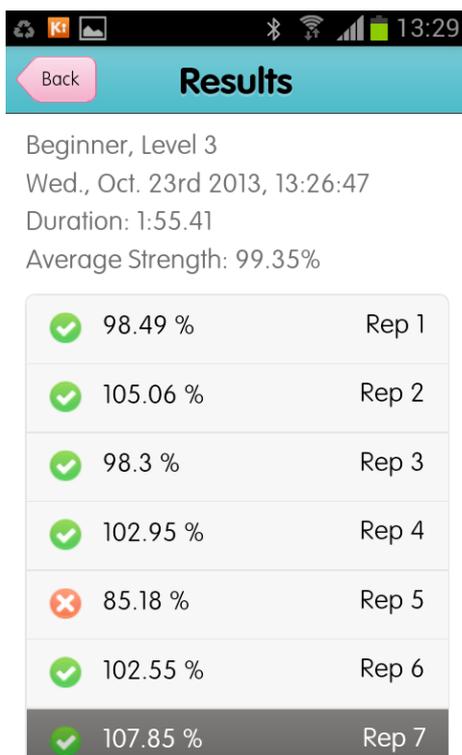


Figure 32: Results summary

- b. Tap **Back** to return to the previous window.
6. To replay the graphical representation of the session:
7. Tap **Review**.

You can swipe right or left to move forwards or backwards through the graph of the session.

8. Tap **Done** to return to the previous window.
9. To close the session, click **Done**. You are returned to the home page of the app.

If you have registered the app, the details of the exercise are uploaded to a secure website. You can access this website and review a history of all the exercises that have been uploaded (as explained in the next section).

## Turning off the probe

The probe will power off after it has been disconnected from the app by pressing the phone's back button, or selecting **Disconnect** on the app home screen. After two minutes of inactivity the probe will automatically turn off.

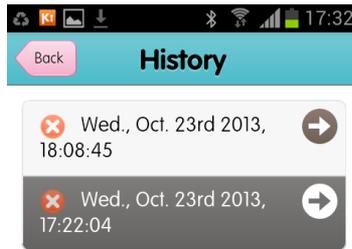
## Your exercise history

Registering your PeriCoach system enables the system to store the results of your exercises in secure cloud storage and for you to be able to retrieve them anywhere and at any time. (You might, for example, want to show your doctor or clinician the results from following a particular exercise regime.)

To retrieve the results of previous exercise sessions:

1. Tap **History** on the home page of the PeriCoach app.

A list of the current day's sessions appears along with the time each one ended.



[View Full History](#)

Figure 33: Session history summary

2. To retrieve one of these sessions, tap on it.

The information that appears is the same as when you tap **Details** at the end of a session (see page 52). Tap **Back** to return to the **History** screen.

3. To retrieve the results of earlier exercise sessions, tap **View Full History** at the bottom of the screen.

You are taken to the PeriCoach website.

4. Log in using the same username and password you used to log in to the PeriCoach app.
5. Tap **Exercise History** and explore your details as you wish.

## NOTE

You can access the PeriCoach website from any computer. Just enter the following URL, click on **Users** and log in using the same username and password you use to log in to the PeriCoach app:

<https://my.pericoach.com/>

# 6 Maintenance and troubleshooting

## Maintaining power

The PeriCoach probe is powered by a rechargeable battery. As the battery may have lost some power since the probe left the factory, you may need to recharge it before using the probe for the first time. You should also recharge the battery whenever the battery level reading falls below 20%. (Note that the time between necessary recharges will vary with the frequency and duration of use.)

You can charge the battery from a PC (providing that the PC has a spare USB port and is turned on). Alternatively, you can charge the battery from mains power using a power adapter (not supplied with the kit).

The battery is not replaceable. If your battery fails to recharge, contact the manufacturer (see “Getting help” on page 60).

## Checking the level of battery power

If you charge the battery after every exercise session, you will not have to worry about the power failing during a session. However, if you don't regularly charge the battery, you can see if it needs to be recharged by checking the battery level. If the level is below 20%, you should charge it before your next exercise session.

To check the battery level:

1. Open the PeriCoach app on your Smartphone.
2. Turn on the probe.
3. Tap **Settings** on the main window of the app. The **Settings** window appears.



Figure 34: Settings screen showing battery level

Note the **Battery Level** reading towards the bottom of the screen.

4. Tap **Back** to return to the main window of the app.

If the battery needs recharging, continue with the next section.

## Charging the battery

To charge the battery:

1. Place the probe in PeriCoach charging case. Make sure it fits snugly into the moulded recess.



Figure 35: Place the probe in the charging case recess

2. Plug the USB cable that came with the kit into the port on the side of the case.

Note that the plugs on the ends of the cable are of different shapes and sizes. Only the smaller plug can be connected to the case.

3. If you are charging the probe from a PC, plug the other end of the USB cable into a spare USB port on the PC. (The PC needs to be turned on for charging to occur.) Continue with step 5.
4. If you are charging the probe from mains power, plug the other end of the USB cable into the USB socket on the power adapter, plug the adapter into a regular mains power outlet and turn on the power.
5. The end of the probe will glow purple while charging is occurring. When the probe no longer glows purple, the battery is fully charged.

Disconnect the cable and remove the probe from the case. The probe is now ready for use.

## NOTE

If the probe doesn't glow purple during charging, see "Troubleshooting" below.



Do not attempt to insert or use the probe while it is being charged.

## Troubleshooting

Consult the table below for advice when your PeriCoach system is not working as described in this instruction manual (or by an authorised representative of the manufacturer). If your system still fails to work as expected, contact the manufacturer (see "Getting help" on page 60).

No part of the PeriCoach system has been designed to be repairable or serviceable. Hence under no circumstances should any attempt be made to dismantle or modify any item in the PeriCoach system. Doing so will render your warranty null and void. It might also lead to injury to yourself or damage to the equipment.

Table 2: Troubleshooting

Problem	Probable cause and/or solution
<p>The probe doesn't glow purple when the battery is being charged.</p>	<ul style="list-style-type: none"> <li>■ Is the PC or mains power switch turned on?</li> <li>■ Is the USB cable firmly connected between the case and the PC or power adapter?</li> <li>■ Is the probe sitting snugly in the moulded recess?</li> <li>■ Is the battery already fully charged? (See "Checking the level of battery power" on page 55)</li> </ul>
<p>I get a "Connection failed" message.</p>	<p>You have tried to connect to the probe but the probe is either not turned on or not in discoverable mode. See Pairing the App and the probe" on page 18.</p>
<p>I get a "Device not connected" message.</p>	<p>The probe will turn off automatically if not used for 2 minutes. Turn it on. When it glows green at the base, tap <b>Connect to Device</b> on your phone. The base of the probe will turn blue and the <b>Pericoach: Connected</b> message appears on the screen.</p>

## Cleaning the probe

You should wash the probe before its first use, after each use and again before each subsequent use.



Do not use harsh cleansing agents (such as those containing bleach, benzene or alcohol). Only use agents that are designed to clean hands and lightly soiled kitchen items (e.g. mild household soap/detergent).



Use only a soft cloth to clean the probe. Abrasive materials such as scouring pads and steel wool can damage the covering of the probe, reducing its reliability and adding to the risk of contamination and subsequent infection.



Do not clean the probe in an autoclave or dishwasher.



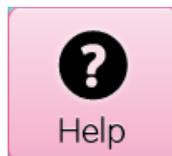
Do not submerge the charging case in water.

To clean the probe:

1. In a clean bowl or washbasin dilute a mild household soap/detergent with water.
2. Soak a soft cloth in the soapy water and wring out the excess moisture.
3. Wipe the probe all over.
4. Rinse the cloth in water until it is free of all detergent.
5. Wring out the excess moisture and wipe the probe all over.
6. Let the probe dry before replacing it in the charging case.

## Getting help

In addition to this instruction manual, online help is available inside the app. Just tap **Help** on the home screen of the app and navigate to the topic of interest.



The PeriCoach website will also be updated from time to time with useful information on using the PeriCoach system. This information will be available from:

[pericoach.com/faq](http://pericoach.com/faq)

If, after reading this manual, consulting the online help and visiting the PeriCoach website, you still need help setting up, using or maintaining the PeriCoach system, or if the system does not operate as described, contact the customer helpline for assistance:

Within Australia:

Phone: 1800 016 794

Email: [help@pericoach.com](mailto:help@pericoach.com)

Outside of Australia, refer to website: [pericoach.com](http://pericoach.com)

# 7 Legal notices

## Electromagnetic compatibility (EMC)

The PeriCoach system complies with the Electromagnetic Compatibility requirements of AS/NZ CISPR 11:2004 and IEC 60601-1-2:2004. However, electronic and mobile communications equipment may transmit electromagnetic energy through the air and there is no guarantee that interference will not occur in a particular usage or environment. There may be circumstances where the Bluetooth technology (the technology used to generate communication between the PeriCoach probe and your Smartphone) and Wi-Fi technology (another communication feature offered by many Smartphones) interfere with each other. To prevent the likelihood of such interference, turn off the Wi-Fi feature on your Smartphone before using PeriCoach. Using PeriCoach away from other Smartphones and electronic equipment may also reduce the likelihood of electronic interference.

Contact the manufacturer for further information (see “Getting help” on page 60).

## Disposing of the PeriCoach kit



The PeriCoach probe and charging case must not be disposed of with your general household waste. It is your responsibility to dispose of these items by taking them to an authorised collection point for the recycling of unwanted electrical and electronic equipment. Consult your local council for advice on the location of such facilities. Note in particular that the lithium battery in the probe poses a fire hazard and may explode if incinerated.

# European Authorised Representative



MT Promedt Consulting

Altenhofstrasse 80

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Phone: +49 6894 581020

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Email: [info@mt-procons.com](mailto:info@mt-procons.com)

[www.mt-procons.com](http://www.mt-procons.com)

## Other Information

You may continue to use the probe while it is within its warranty period, you have an active subscription to the PeriCoach service and the probe is not damaged or compromised in any way (always check for surface damage/contamination before use.)

# 8 Technical Specifications

## Equipment type



Internally powered medical electrical (ME) equipment. Type BF Applied part (IEC60601-1)

The PeriCoach probe is rated to IP27.

## Expected Service Life

The expected service life of the PeriCoach probe and charging case is 2 years.

## Battery

Type: Lithium-polymer Voltage: 3.7 VDC

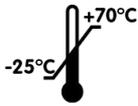
Typical service life of the battery: 3 years

## Charging Case

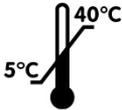
 **5V 200mA** Power input: Voltage: 5 VDC, Current: 200 mA

Safety approval requirement for charger or PC providing power to charging case: IEC60950-1.

# Environmental limits



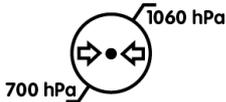
Only store and transport this device in places where the temperature ranges between  $-25^{\circ}\text{C}$  ( $-13\text{ F}$ ) and  $70^{\circ}\text{C}$  ( $158\text{ F}$ ).



Only use this device when the room temperature is between  $5^{\circ}\text{C}$  ( $41\text{ F}$ ) and  $40^{\circ}\text{C}$  ( $104\text{ F}$ ).



Only use this device with relative humidity up to 93% and non-condensing (that is, no water is forming on the device due to condensation).



Only use this device when the atmospheric pressure is between 700 hPa and 1060 hPa. Except in extraordinary circumstances, the weather in most parts of the world have atmospheric pressure well within the 700–1060 hPa range.



Only store and transport this device with relative humidity up to 93% and non-condensing (that is, no water is forming on the device due to condensation).

# Meaning of other symbols used

The meanings of all other product symbols and indicators used in the PeriCoach system, including packaging, are shown here:

Symbol	Meaning
	The manufacturing lot number for the product.
	The manufacturer of the product.
	Do not open/use if packaging is damaged in transport.
	Fragile – take care during transport and storage.

	Keep dry.
	Keep away from sunlight.
	The product meets the requirements of the applicable EC (European Conformity) directives
	The European authorised Representative for the product
 Probe Only	This symbol indicates that the rating applies to the probe only, it does not apply to the charging case.
<b>IP27</b>	Ingress protection rating of IP27. This protects persons against access to hazardous parts with a finger. Protects the equipment inside the enclosure against ingress of solid foreign objects having a diameter of 12.5mm (0.49") or greater. Protects the equipment inside the enclosure against the ingress of water when temporarily immersed to a depth of 1 metre (39.4") for 30 minutes.

## Physical attributes

Probe dimensions:

12 cm (L) × 3 cm (w) × 4 cm (h) (4.7" (L) × 1.18" (w) × 1.57" (h))

Probe weight: 50 gm (1.76 oz.)

## Cable

Type-A USB-to-mini-Type-A USB cable

## Smartphone Requirements

Android 2.3 or later, or iPhone 4s or later required.

Bluetooth interface

Internet connection (eg 3G, LTE or WIFI)

# Manufacturer Details

Manufactured for

Analytica Ltd

320 Adelaide St

Brisbane QLD 4000 Australia

Telephone: +61 (7) 3278 1950

# 9 Warranty Information

This notice applies to all PeriCoach devices sold to end customers ("You"). Recent legal changes in Australia affect the warranty terms applicable to Covered Devices. This notice clarifies the relationship between the PeriCoach warranty included in the packaging of Covered Devices ("*PeriCoach Warranty*") and the Australian Consumer Law. It also provides information needed to make a warranty claim.

## 1. Your Consumer Rights

The benefits given to You in the PeriCoach Warranty are additional to, and do not detract from, any rights and remedies that You may have under Australian laws, including the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure ("*Your Consumer Rights*").

## 2. Claiming under our PeriCoach Warranty

Once Analytica is notified of any defect in your Covered Device, unless we decide to replace the product immediately, we will arrange for the device to be collected from your premises, at our expense, and returned to our headquarters to be analysed and to determine what action will be taken under the PeriCoach Warranty. Any Covered Devices repaired or replaced under the PeriCoach Warranty will be delivered again to your premises, at our expense. Analytica will also reimburse any other reasonable expenses you incur in making your claim under the PeriCoach Warranty.

To claim any entitlement under the PeriCoach Warranty (including any reasonable expenses incurred in making a claim under the PeriCoach Warranty) please contact PeriCoach Customer Service:

Within Australia: Call **1800 016 794**

or email [help@pericoach.com](mailto:help@pericoach.com)

Outside of Australia: Refer to website - [pericoach.com](http://pericoach.com)

### 3. Exclusions and Limitations in the PeriCoach Warranty

The PeriCoach Warranty applies to new devices sold and not to any used devices or replacement devices supplied under warranty or provided on loan during a period of service and repair of an original device, although you may have some consumer rights in respect of such products.

Any exclusions of: direct, incidental, consequential or other damages and other warranties (including express or implied warranties of merchantability, fitness for a particular purpose, etc), referred to in the PeriCoach Warranty apply only to your rights under that PeriCoach Warranty, and do not affect Your Consumer Rights.

**Analytica stands by the quality of its products but also supports these legislative changes as beneficial for consumers. We thank you for your ongoing support of Analytica devices.**

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