

snúza[®] **HERO^{SE}**

Quick Start Guide

Thank you
for choosing
snuza®

and for letting us be a part of your
parenting journey.

We would love to see a photo of your little
one wearing their Snuza Hero^{SE}!

Please tag us on social media.

We'd greatly appreciate your review on our
social media platforms, Amazon or by
emailing us at support@snuza.com.

Your feedback plays an important role in helping
us enhance our products and services.

IMPORTANT: Register your Snuza device to validate
its authenticity. Follow the instructions in the
Warranty section of this booklet

The Snuza Family
www.snuza.com

30 Days extended warranty

IMPORTANT: proof of purchase is required to validate warranty.

This device comes with a 1-year warranty that starts from the date of original purchase, verified by a sales receipt. We'll extend your warranty by 30 days when you register your device within 7 days of purchase.

Here's how to extend your warranty:

1. Complete one of the following:
 - A. Register as a user at www.snuza.com/register, then follow the prompts to add your device, OR
 - B. If you already have an account, log in and scan the QR code below to register your device, or visit www.snuza.com/account/device/add/.
2. Enter your device's serial number, your child's details, and the purchase date.
3. Upload your proof of purchase and save your registration.

Need product support?

1. Log in to your account at www.snuza.com.
2. Open your device dashboard and select your device using its serial number.
3. Click on the 'Get Support' button.
4. Enter your product support query, then click the 'Send' button.
5. Our Support Team will contact you via email to assist.
6. If we are unable to resolve the issue through troubleshooting, then the warranty claim process becomes available.
7. You can submit a warranty claim by selecting 'Report Fault' from your device dashboard or by using the link provided in our email.



If you have any questions or feedback, you can contact us through your device dashboard by clicking 'Send a Message', or email us at support@snuza.com.

Welcome to the Snuza Family!
The Snuza Team

Hero^{SE} Quick Start Guide

Scan the QR code for more detailed information



For support contact us through support@snuza.com

1. Prepare

- 1.1 Switch on by pressing the ON/OFF button.
- 1.2 A start-up test will illuminate the Indicator lights, activate the Vibration Notification function, play the start-up tones, and perform a battery test. The Hero^{SE} is now ready for use.
- 1.3 **IMPORTANT:** Handle the Hero^{SE} with care to avoid damaging the clip and Movement Sensor. Do not bend the Movement Sensor tip.

2. Attach

- 2.1 Fold over the top edge of the diaper (nappy).
- 2.2 Attach the Hero^{SE} securely onto the folded edge of the diaper (nappy) using the full extent of the clip.
- 2.3 Confirm that the Hero^{SE} fits snug and that the Movement Sensor is in firm contact with the baby's tummy.
- 2.4 **IMPORTANT:** To avoid pinching your baby's skin, gently sweep your fingers between the skin and the clip while attaching the Hero^{SE}.

3. Movement Tracking

- 3.1 Each time movement activity is detected, the Movement Indicator Light will flash.
- 3.2 If no movement activity is detected for 15 seconds, the Hero^{SE} will activate a Vibration Notification and the Movement Indicator Light flashes red.
- 3.3 If movement activity is detected within 5 seconds after the Vibration Notification, the Movement Indicator Light will flash red each time movement activity is detected, indicating that no movement activity was detected for a 15-second period.

- 3.4 After three Vibration Notification occurrences, the Repeated Vibration Notification will be activated (red flash and beeps every 2 seconds). This feature can be disabled. See Section 8.2, Movement Tracking, of the user manual.
- 3.5 If no movement activity is detected for 20 seconds, an Audible Notification will sound and the Notification Indicator Light (4) will flash red. The caregiver should check on the child and verify correct device placement.
- 3.6 The Movement Activity Range Notification indicates when the detected movement activity is below the preset range. It is identified by the Movement Indicator Light (3) flashing yellow with a simultaneous dual-tone audible beep every second. This feature is automatically enabled each time Hero^{SE} is switched ON, but it can be disabled. See Section 9.3, Movement Activity Range Notification, of the user manual for more details.
- 3.7 To turn the Movement Activity Range Notification off, press and hold the ON/OFF button for more than 2 seconds until a brief double-beep and short vibration are felt.

Important Safety Information:

- To help prevent pinching the baby's skin, gently sweep your fingers between the clip and skin after attachment.
 - Only use the Hero^{SE} when the baby is in a motionless bed/cot/crib.
 - Not suitable for co-sleeping or bed sharing.
 - Movement activity from external sources such as being pushed in a pram (stroller) or travelling in a vehicle or aircraft may be detected by Hero^{SE}'s Movement Sensor.
 - Hero^{SE} should not be relied upon where external sources of movement activity is present.
 - **IMPORTANT:** Hero^{SE} detects physical movement activity only. It does not measure or monitor breathing, respiration, respiratory rate, heart rate, pulse rate, oxygen saturation, body temperature, skin temperature, ECG, or any other vital sign.
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