

TactSuit Pro & Air

User Manual / Safety & Warranty Guide

Video Guide



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Specifications

TactSuit Pro

Product Name	TactSuit Pro
Model Name	BHTV32M1D
Feedback Point	Total 32 (front : 16, rear : 16)
Size	Body : 26 - 50 in. (66 - 127 cm) Length : Closed 22 in. (56 cm) / Open 23.5 in. (60 cm)
Playtime	13.5 hours*
Wireless Frequency	2.402 - 2.480 GHz (Bluetooth LE)
Connection Type	Bluetooth Low Energy (BLE), Audio Port, USB
Battery	Li-ion rechargeable battery (3.63V, 9800mAh, 35.574Wh)
Charging	5 hours with 5V 2A (max)

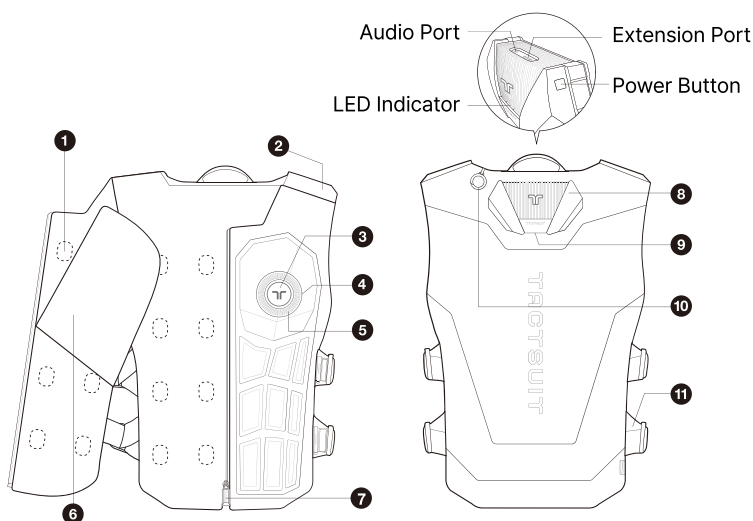
TactSuit Air

Product Name	TactSuit Air
Model Name	BHTV16M1D
Feedback Point	Total 16 (front : 8, rear : 8)
Size	Body : 24 - 50 in. (61 - 127 cm) Length : 21.5 in. (55 cm)
Playtime	12 hours*
Wireless Frequency	2.402 - 2.480 GHz (Bluetooth LE)
Connection Type	Bluetooth Low Energy (BLE), Audio Port, USB
Battery	Li-ion rechargeable battery (3.63V, 4900mAh, 17.787Wh)
Charging	2.5 hours with 5V 2A (max)

*measured when all feedback points operate at maximum intensity for 1 second every 10 seconds

Product Overview

TactSuit Pro



- 1 Haptic Motor * 32
- 2 Shoulder Snap Buttons
- 3 Detachable Badge
- 4 Front Controller
- 5 Front LED Ring
- 6 Mesh Lining
- 7 Zipper
- 8 Back Controller
- 9 Charging Port
- 10 Audio Cable Holder
- 11 Side Straps



Manual



Audio Accessories
(3.5mm AUX cable and
Y-Splitter Adapter)

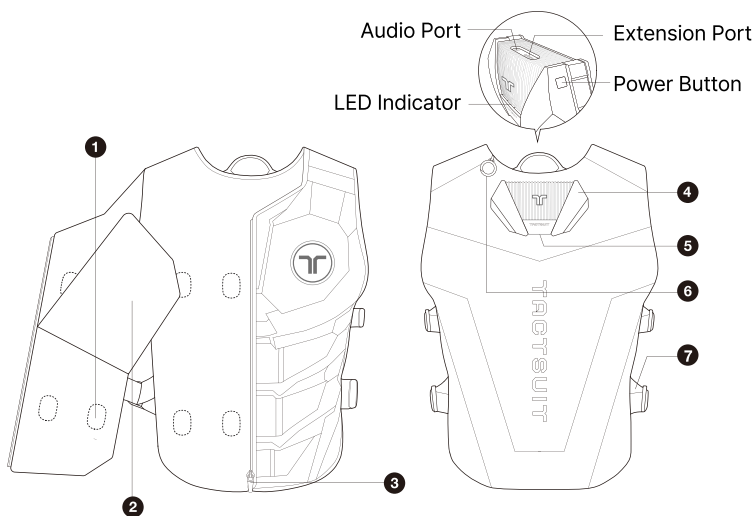


Charging Cable
(USB Type C)



Bluetooth Dongle

TactSuit Air (Onyx, Ash)



❶ Haptic Motor * 16

❷ Mesh Lining

❸ Zipper

❹ Back Controller

❺ Charging Port

❻ Audio Cable Holder

❼ Side Straps



Manual



Audio Accessories
(3.5mm AUX cable and
Y-Splitter Adapter)

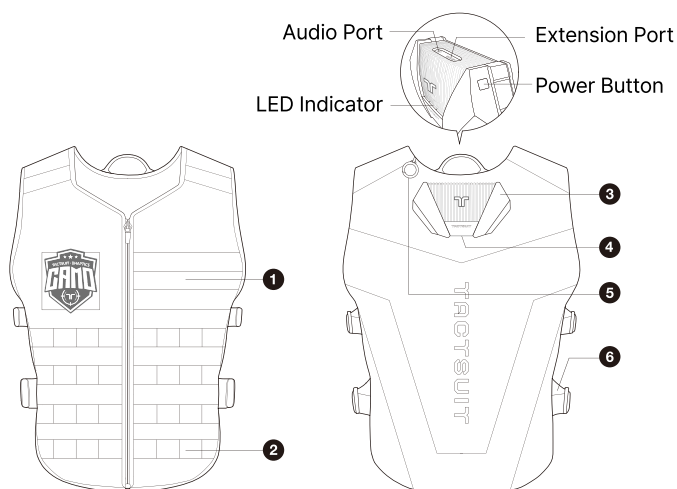


Charging Cable
(USB Type C)



Bluetooth Dongle

TactSuit Air (Camo)



- 1 Velcro Panel
- 2 MOLLE
- 3 Back Controller
- 4 Charging Port
- 5 Audio Cable Holder
- 6 Side Straps



Manual



Audio Accessories
(3.5mm AUX cable and
Y-Splitter Adapter)



Charging Cable
(USB Type C)



Bluetooth Dongle

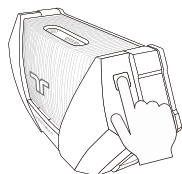
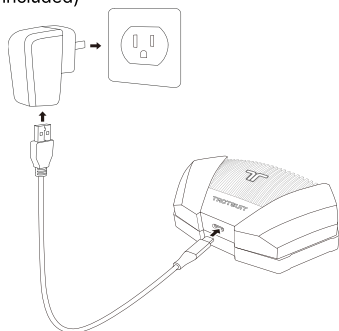
Getting Started

Wake Up & Charge

To wake up or charge,
plug the charger into the TactSuit.

- ※ Wake Up step is required only when the device is used for the first time.
- ※ Please use a certified charging adapter.

(Not included)

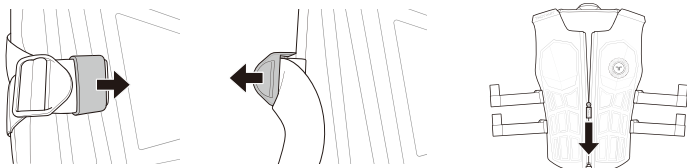


... Bluetooth™ ...



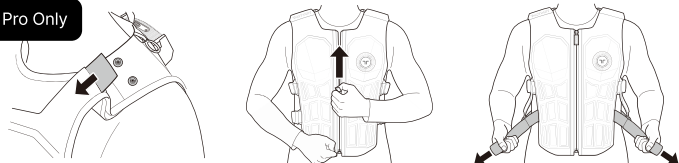
Hold for 3s to boot,
then connect to bHaptics Player via Bluetooth (BLE) to wake.

Put On



1. Loosen all the side straps and unzip the zipper.

Pro Only



2. Adjust the size of your TactSuit Pro & Air to fit your body.

Turn On / Off

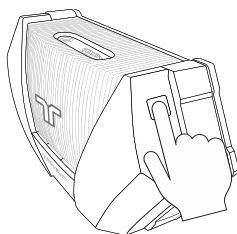
- Turn on : Click the power button (0.5 Sec)
- Turn off : Long press the power button

Front



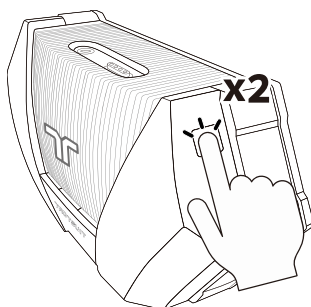
Front Controller

Back



or

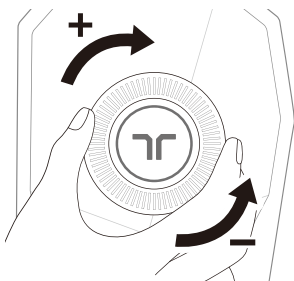
Back Controller



Play & Pause

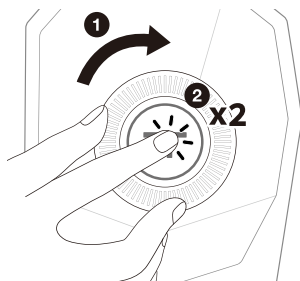
Double click while in use

Front Controller (Pro only)



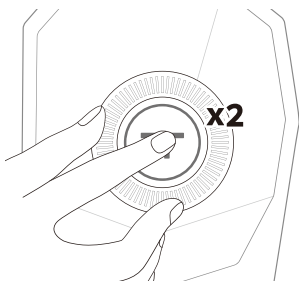
Intensity Control

Turn the Controller Wheel left or right to adjust haptic intensity.



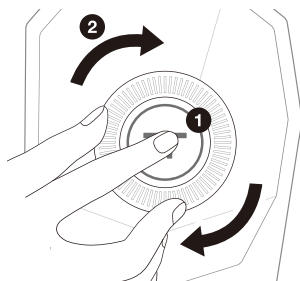
Intensity Reset

After adjusting haptic intensity, reset to default by double clicking the button.



Play & Pause

Double click the button while in use.



Select Audio-to-Haptic Profile

(1) Click and long press the button and
(2) turn the controller wheel

Front LED Ring (Pro only)



Pairing Mode
Blinking Blue



Paired
Solid Blue



Audio Cable In
Solid Purple



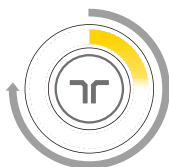
Audio Cable In & Paired
Solid Purple & Blue



Visualizer Mode
Dynamic Color



Pause
Rotating (Blue or Purple)

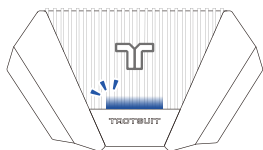


Firmware Updating
Rotating Yellow

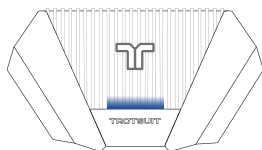


Fully Charged
Solid Green

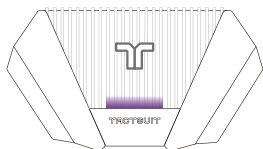
Back LED Indicator



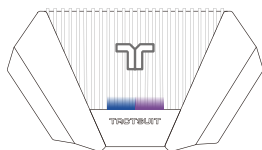
Pairing Mode
Blinking Blue



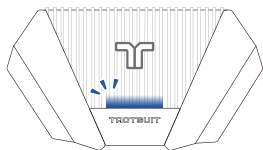
Paired
Solid Blue



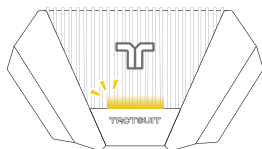
Audio Cable In
Solid Purple



Audio Cable In & Paired
Solid Purple & Blue

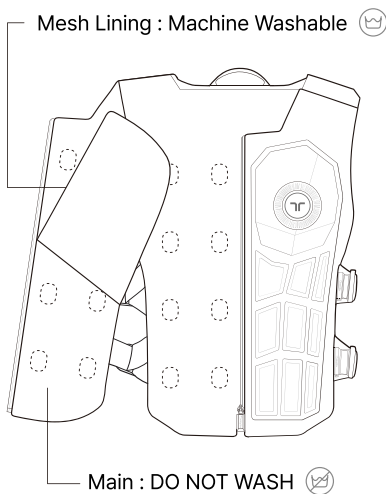


Pause
Blinking (Blue or Purple)

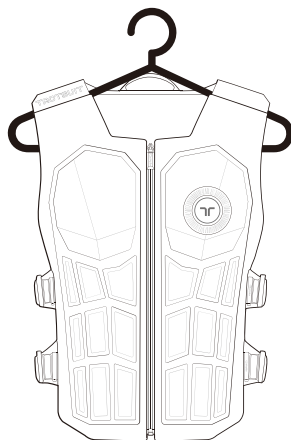


Firmware Updating
Blinking Yellow

Care



Cleaning



Storage

Only the detachable mesh lining is machine washable with neutral detergent. Never wash the main device under any circumstances. Gently wipe it with a soft cloth or tissue.

Do not drop the device and avoid leaving it folded or creased. Hang it on a hanger or store it in the original box.

How to Play

Meta Quest

with bHaptics Player for Meta Quest*



bHaptics Player
(Meta Quest)

1. Install the bHaptics Player App from the Meta Quest Store.
2. Pair the TactSuit Pro with Meta Quest.
3. Play a Natively Supported Content.

* Make sure to use the latest version.



Setup Guide



Natively Supported
Content



with bHaptics Player for PC (Windows)*

1. Install the bHaptics Player for PC
(<https://bhaptics.com/software/player>).
2. Launch the bHaptics Player for PC and follow the on-screen guide to pair TactSuit Pro with your Windows PC.
3. Play Natively or MOD** Supported Content.
 - * Make sure to use the latest version.
 - ** Follow additional instructions on the guide page.



Setup Guide



Natively Supported
Content



with bHaptics Player for PC (Windows)*



bHaptics Player
(Pico)

1. Install the bHaptics Player App from the Pico Store.
2. Pair the TactSuit with Pico.
3. Play a Natively Supported Content.

* Make sure to use the latest version.



Setup Guide



Natively Supported
Content

PlayStation VR2

with bHaptics Player for Mobile (app)*



bHaptics Player
(iOS/Android)

1. Install the bHaptics Player for Mobile on your mobile phone.
2. Launch the bHaptics Player for Mobile and pair the TactSuit Pro.
3. Connect your mobile device and PS5 to the same router network.
4. Press the Start button and play a Natively Supported Content.

* Make sure to use the latest version.



Setup Guide



Natively Supported
Content

Flat Screen PC Games

with bHaptics Player for PC (Windows)*

1. Install the bHaptics Player for PC
(<https://bhaptics.com/software/player>).
2. Launch the bHaptics Player for PC and follow the on-screen guide to pair TactSuit Pro with your Windows PC.
3. Play Natively or MOD** Supported Content.
 - * Make sure to use the latest version.
 - ** Follow additional instructions on the guide page.



Setup Guide



Natively Supported
Content

Sim Racing

with bHaptics Player for PC (Windows)*

1. Install the bHaptics Player for PC
(<https://bhaptics.com/software/player>).
2. Launch the bHaptics Player for PC and follow the on-screen guide to pair TactSuit with your Windows PC.
3. Play Natively or MOD** Supported Content.

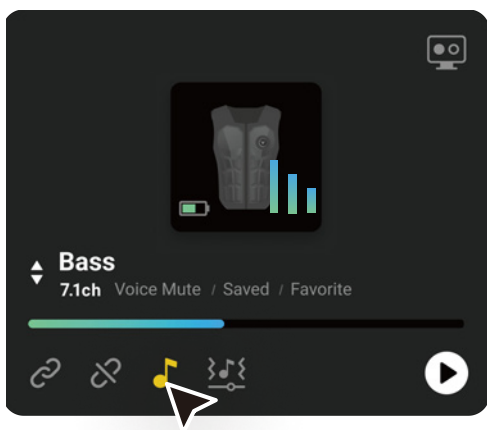
* Make sure to use the latest version.

** Follow additional instructions on the guide page.

Audio-to-Haptics (Wireless)

For Non-Natively Supported Content
Windows 10, 11

You can enjoy content that doesn't natively support TactSuit Pro by using the Audio-to-Haptics feature in bHaptics Player for PC, which automatically generates haptic feedback based on the audio of the content.

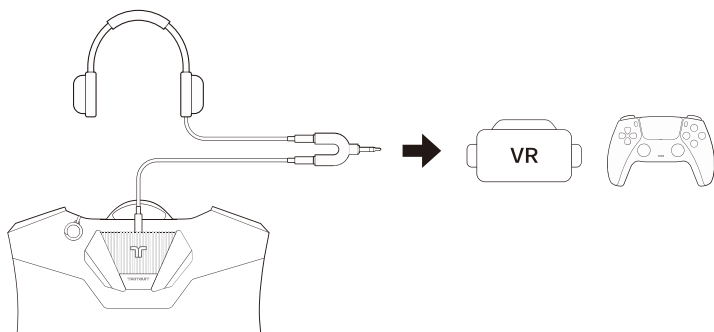


Setup Guide

Audio-to-Haptics (Wired)

For Non-Natively Supported Content

For Meta Quest and PS VR2, you can enjoy Audio-to-Haptics through a wired connection using the provided audio accessories.



- ❗ Due to safety concerns related to the use of wires, users are recommended to use their TactSuit only via Bluetooth when using the product with a Standalone VR (Meta Quest) or PSVR2.



Setup Guide

Appendix

Developers

<https://bhaptics.com/support/developers>

We offer specialized tools that make it easy and straightforward for developers to create natively supported content.



A web-based haptic authoring tool that allows users to create and customize haptic feedback patterns.

<https://designer.bhaptics.com>



A web-based tool that defines content-specific event scenarios and assigns haptic patterns to be delivered when those events occur.

<https://developer.bhaptics.com>

SDK

A Software Development Kit designed for easy and swift integration of haptics into content.



Support

Help Center

<https://bhaptics.com/support/help>

Warranty

<https://bhaptics.com/legals/warranty>



Help Center

Safety & Warranty Guide

Precautions

Be sure to read the manual before using the product to ensure safe and proper usage. For the latest version of these legal terms, please visit <https://bhaptics.com/legals>.

- bHaptics devices are recommended for age 13 and older.
- By accessing and using any bHaptics products and services, you agree to our Terms and Conditions and consent to the collection and use of your Personal Information as outlined in our Privacy Policy (<https://www.bhaptics.com/legals/privacy-policy>).
- Please read the bHaptics Limited Warranty carefully before using the product.
- Use the product only for its intended purpose.
- The product is an electronic device and should never be washed with water under any circumstances.
- Avoid placing the product directly on sensitive or delicate skin, particularly in the case of children or individuals with sensitive skin. Direct exposure of bare skin to haptic feedback from the product may result in skin itching, rash, or swelling.

Health & Safety Warnings

To minimize the risk of personal injury, property damage, or device malfunction, please read the following warnings carefully before using the product.

BEFORE USING THE PRODUCT

Read and follow all the instructions in this manual when setting up and operating the product.

- The product is not a toy and should not be used by children under the age of 13. It is not sized for children, and improper sizing can lead to discomfort or adverse health effects. Even for those aged 13 and older, the product should be used under adult supervision.
- Be sure to use recommended hardware, software, and certified devices or accessories. Using unauthorized equipment, accessories, or content-or modifying the device or software-may result in injury, performance issues, system damage, and could void your warranty.
- Do not use the product if you are experiencing muscle aches, headaches, a cold, hangover, stress, intoxication, or are taking any kind of medicine.
- If you are pregnant, elderly, mentally ill, or suffering from heart disease or spinal, skin, or muscular conditions, please consult your doctor before using the product.
- Keep the product out of the reach of children and pets. Children and pets may swallow small parts, pull on the charging cables and damage the processor unit, or wrap the cables around themselves, potentially causing injury, accidents, or product malfunctions.

OPERATING ENVIRONMENT

Always use the product in a safe environment to ensure both physical and mental safety and to prevent property damage.

- Before using the product, remove any items that could cause serious injury, such as sharp objects or furniture, and always remain vigilant while using the product.
- Ensure that people, pets, and other obstacles do not suddenly appear in your environment while using the product.
- Be aware that haptic feedback might trigger reflexive actions, so always check your surroundings before use.
- Never handle dangerous items, such as fire or hot liquids, while using the product, and do not use it in situations requiring full attention, such as cycling, driving, or walking, or in unstable environments like moving vehicles.
- Do not engage in activities that could lead to severe consequences, including death, personal injury, or property damage.
- Pay special attention when using the product with a VR headset, as it can completely block your perception of your surroundings.

MEDICAL CONDITION

Consult your doctor before using the product if you have any medical conditions that could be affected by haptic feedback devices. This includes, but is not limited to, pregnancy, age-related concerns, heart disease, psychiatric disorders, respiratory conditions, spinal or muscular disorders, and skin conditions.

If you experience any of the following symptoms, stop using the product immediately and consult your doctor.

-
- Difficulty breathing, dizziness, seizures, muscle cramps or stiffness, skin burning, excessive sweating, headache, fatigue, involuntary movements, nausea, swelling, itching, or rashes.
 - Do not use the product until the above-described symptoms are relieved. If the symptoms persist, consult your doctor and do not use the product again without your doctor's approval.
 - You may react more sensitively to certain types of content when using the product. In such cases, remember the type of content you were using when you experienced the symptoms and take special care when using the product with similar content.

INTERFERENCE WITH MEDICAL DEVICES

The product may contain magnets or components that emit electromagnetic fields, which may cause interference with nearby electronics, including cardiac pacemakers, defibrillators, hearing aids, and other medical devices. Keep a safe distance from your medical devices (at least 6 inches / 15 cm) and consult your doctor or the manufacturer of your medical device for specific guidelines before using the product.

- Do not use the product in hospitals or on any form of transportation, including aircraft and automobiles.
- If there are any electronic devices nearby, ensure there is a safe distance between the product and those devices.
- We recommend not using the product if you or someone nearby has a pacemaker or any other implanted medical device.
- If you must use the product despite having a pacemaker, consult your doctor beforehand and maintain a safe distance of at least 6 inches / 15 cm between the product and your medical device.

-
- Stop using the product immediately if you experience any interference with your medical device.

BLUETOOTH CONNECTION PRECAUTIONS

Please follow the instructions below when pairing via Bluetooth.

- When pairing, keep the product close to your PC, laptop, or mobile device. If the product is too far away, it may connect to a different device or fail to pair with the intended device.
- To ensure a stable connection, remove any obstacles between the product and your device, and keep the product within the Bluetooth range.
- Bluetooth operates on the same frequency band as some industrial, scientific, and medical devices, as well as low-power electronics like wireless LAN, which may cause interference. Therefore, avoid using this device in environments where it could interfere with other electronic devices, potentially leading to personal injury or property damage (e.g., hospitals, transportation systems, etc.).
- Please note that the product may not be compatible with some devices, especially those not certified by the Bluetooth Special Interest Group (SIG).
- Do not use Bluetooth for illegal purposes (e.g., pirating copies, illegal public transmission, etc.)

USE AND HANDLING

- Use the product only for its intended purpose and ensure to use accessories and parts provided by bHaptics or certified ones to maintain the product's functionality.

-
- When you use the product while the charging cable is connected, be careful that the cable is not wrapped around your body or legs, and check frequently during use.
 - Follow the instructions to ensure the device fits your body correctly. Improper fitting may cause discomfort and reduce the effectiveness of the haptic feedback.
 - When using the product with an audio cable, wired headphones, or charging cable, the cables may become wrapped around the body which can cause a fall or strangulation. Avoid vigorous movement and pay keen attention to the location of the wires and surrounding objects that may get caught in the cables.
 - It's recommended not to share the product with others. If sharing is necessary, clean the device with a soft cloth between uses and periodically replace or wash the inner mesh lining to maintain hygiene.
 - To prevent discomfort or staining, take regular breaks during extended use of the product. Prolonged use without breaks may lead to fatigue, discomfort, or other health issues.
 - Do not cause a strong impact to the product (do not drop the product or place a heavy object on it).
 - Stop using the product immediately if you have an allergic reaction to the fabric or metals of the product.
 - Do not disassemble, modify, or open any of the product components. If the product is broken or damaged, do not use the product, and contact bHaptics Support Team.
 - Keep the product in a cool and dry place (recommended storage temperature: 32-75°F, 5-30% humidity) and do not expose the product to dust, smoke, steam, or direct sunlight.

-
- Do not leave or store the product folded or crumpled. When not in use, place the product in its original packaging or hang it on a hanger.
 - Keep the product out of the reach of children and pets to ensure their safety and prevent damage to the product.
 - The product is an electronic device and is not washable. If it becomes dirty, gently wipe it with a soft cloth or tissue. Avoid using strong chemicals such as solvents, cleaners, or chemically treated cloths, as these may cause internal and external damage to the product.
 - If the product is damaged or malfunctioning, stop using it immediately and contact the bHaptics Support team. Unauthorized repairs may cause further damage and void your warranty.
 - Do not allow liquid, small particles, or other foreign objects to enter the product. If this happens, stop use, turn off the product, disconnect it from the electrical outlet immediately, and contact the bHaptics Support team.
 - If the battery leaks: - Avoid any contact between the leaking fluid and your skin, eyes, or clothing. If contact occurs, do not rub the affected area; wash immediately with clean water and seek medical advice. - Keep the leaking battery away from any source of fire, as there is a risk of ignition or explosion.
 - Do not dispose of this product in a fire or place it near heating equipment or high-voltage appliances. - If the product or battery overheats, there is a risk of explosion. - Follow all applicable laws and regulations when recycling or disposing of the product and battery, as the disposal of certain electronic devices is strictly regulated in some areas.

Global Compliance

FEDERAL COMMUNICATION COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

FCC Caution: Any changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate this equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

INDUSTRY CANADA STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

[FR] Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

EUROPEAN ECONOMIC AREA

Hereby, bHaptics Inc. declares that the TactSuit Pro (BHTV32M1D) and TactSuit Air(BHTV16M1D) are in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address : <https://www.bhaptics.com/legals>

DISPOSAL AND RECYCLING INFORMATION (EUROPEAN ECONOMIC AREA AND UK ONLY)

The crossed-out wheeled bin means that you are obliged by law to dispose of this equipment separately from the unsorted municipal waste collection system. Disposing of it in the residual waste bin or the yellow bin for recyclable materials is prohibited. If the product contains one-way batteries or rechargeable batteries that are not permanently installed, these must be removed before disposing of the product and be disposed of separately as batteries.



Owners of waste electrical and electronic equipment (EEE) are allowed to return them to those facilities for returning or collecting waste electrical and electronic equipment set up and provided by the public-sector waste disposal authorities, to ensure that the waste electrical and electronic equipment is disposed of correctly. For more information about where and how to drop off your EEE waste, please contact your local authorities, retailer or household waste disposal service.

(Germany only) bHaptics Inc. has registered as a manufacturer of electrical and electronic equipment and batteries.

- WEEE-Reg.-Nr. DE 69516062
- Batt-Reg.-Nr. DE 93369122

Altgeräte und Batterien dürfen nicht über den normalen Hausmüll entsorgt werden. Endnutzer sind gesetzlich verpflichtet, diese an einer zugelassenen Sammelstelle (z. B. lokaler Wertstoffhof) abzugeben.

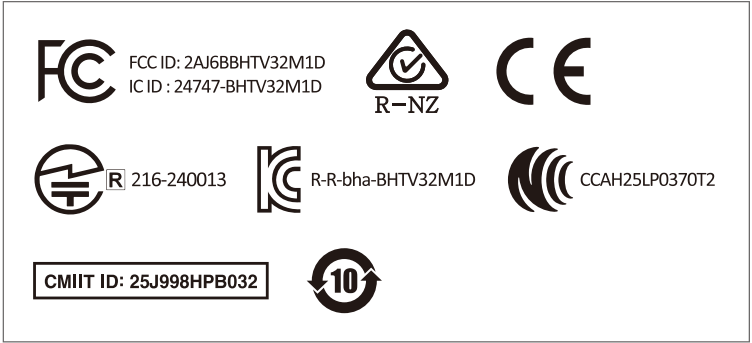
(UK Only) bHaptics Inc. has registered as a WEEE Small Producer with registration number WEE/ MM1053AA and Comply Direct membership number CD01/01286.

(Netherlands Only) bHaptics Inc. has registered as a manufacturer with registration number CO00015245.

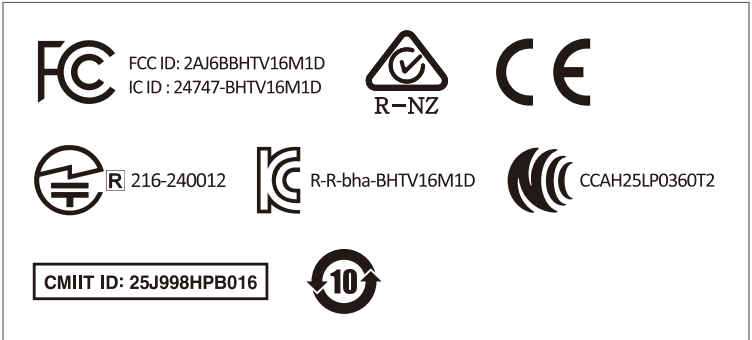
(France Only) bHaptics Inc. has registered as a manufacturer with the following Unique Identification Numbers (UIN / IDU) :

- EEE (WEEE) : FR331561_05DQHR
- Battery / Batterie : FR345372_06EVPH
- Packaging / Emballage : FR354967_01YPIC

-
- **Apparatus/Product Name** TactSuit Pro
 - **Model Name** BHTV32M1D



- **Apparatus/Product Name** TactSuit Air
- **Model Name** BHTV16M1D



Bluetooth Dongle

The included Bluetooth Dongle (Model: UB500) is a product of TP-Link (TP-Link Technologies Co., Ltd., China). For technical support, the user guide, and other information, please visit <https://www.tp-link.com/support>

- Do not attempt to disassemble, repair, or modify the device. If you need service, please contact us.
- Do not use the device where wireless devices are not allowed.
- Keep the device away from water, fire, humidity or hot environments.
- This product can be powered only by power supplies that comply with Power Source Class 2 (PS2) or Limited Power Source (LPS) of IEC 62368-1.

FEDERAL COMMUNICATION COMMISSION INTERFACE STATEMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

EUROPEAN ECONOMIC AREA

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2011/65/EU and (EU) 2015/863. The original EU Declaration of Conformity may be found at <https://www.tp-link.com/en/support/ce>

UNITED KINGDOM

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017. The original UK Declaration of Conformity may be found at <https://www.tp-link.com/en/support/ukca>



R-C-TPN-UB500

Limited Warranty

GLOBAL

READ THIS INFORMATION BEFORE USING YOUR DEVICE. THIS LIMITED WARRANTY CONTAINS A MANDATORY ARBITRATION CLAUSE AND A CLASS ACTION WAIVER. BY USING YOUR BHAPTICS PRODUCT, YOU AGREE TO THE LIMITED WARRANTY, INCLUDING THE MANDATORY ARBITRATION CLAUSE AND CLASS ACTION WAIVER BELOW. IF YOU DO NOT ACCEPT THIS LIMITED WARRANTY, DO NOT USE YOUR BHAPTICS PRODUCT. INSTEAD, PLEASE RETURN IT TO BHAPTICS OR THE RETAILER FROM WHOM YOU PURCHASED IT, WITHIN THE RETURN PERIOD STATED IN BHAPTICS' RETURN POLICY (FOUND AT <https://www.bhaptics.com/legals/cancellationreturn-refund/>) FOR A REFUND.

INTELLECTUAL PROPERTY

All Intellectual Property, as defined below, that is owned by or otherwise the property of bHaptics or its respective suppliers relating to the Product—including, but not limited to, accessories, parts, or software—is proprietary to bHaptics and protected under international treaties, national laws, federal laws, and state laws. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, related documentation, and other works of authorship.

You may not infringe or otherwise violate the rights secured by the Intellectual Property. Additionally, you agree that you will not (and will not attempt to) modify, create derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to derive source code from the software. No title to or ownership of the Intellectual Property is transferred to you. All applicable rights to the Intellectual Property shall remain with bHaptics and its suppliers.

WHO IS THIS WARRANTY FROM?

This limited consumer warranty (the "Warranty") is issued by bHaptics Inc. of 201-B, 361-17, Gapcheon-ro, Yuseong-gu, Daejeon, Republic of Korea ("bHaptics", "we", "us").

WHO IS THIS WARRANTY TO?

bHaptics issues this warranty to you, as a consumer who has purchased a new, covered product from bHaptics or an authorized retailer ("you").

This Warranty is not available to products that were purchased from any source other than bHaptics or an authorized retailer.

This Warranty applies only to those countries to which bHaptics ships and supports. For information about the countries bHaptics supports, go to www.bhaptics.com/shop.

WHAT IS COVERED BY THIS LIMITED WARRANTY AND FOR HOW LONG?

This Warranty covers defects and malfunctions in the new bHaptics product(s) it accompanies (the "Product"). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the "Warranted Functionality") during the Warranty Period.

WHAT IS COVERED BY THIS LIMITED WARRANTY AND FOR HOW LONG?

This limited Warranty continues for one (1) year from the date of purchase or delivery of the Product, whichever is later (the "Warranty Period"). However, if you purchase the Product from within the EU or EFTA, the Warranty Period shall be two (2) years.

If and to the extent the Product needs bHaptics software or services to achieve the Warranted Functionality, we will make and keep the software and services available during the Warranty Period. We may update, modify or limit such software and services in our sole discretion so long as we continue to maintain (or exceed) the Warranted Functionality.

This Warranty gives you specific legal rights, and you may also have other rights, which vary from country to country (or by state or province).

This Warranty is in addition to and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

This limited Warranty does not apply: (i) if the Product serial number, the date code or the water indicator has been removed, erased, defaced, or altered, or is illegible; (ii) to any deterioration of the cosmetic appearance of the Product due to normal wear and tear; (iii) to rips and peeling of textile elements, straps, or zippers; (iv) to protective coatings that are designed to diminish over time or batteries, unless failure has occurred due to a defect in materials or workmanship; (v) to damage caused by misuse, accident (e.g. accidental physical impact, exposure to liquid, food or other contaminants, etc.), neglect, abuse, forces of nature, or other actions beyond the reasonable control of bHaptics (including but not limited to deficiencies in consumable parts) unless the defect was caused directly by a malfunction; (vi) to damage caused by improper or unauthorized repair or other modification, tampering, or use with unsuitable equipment, devices, software, services or other unauthorized third-party item(s); (vii) to used or resold products unless they meet the conditions specified for covered Refurbished Products (as defined below); (viii) to Products purchased from sources other than bHaptics or a bHaptics authorized retailer (including non-authorized online auctions); (ix) to use of the Product in violation of any laws, regulations or ordinances in effect where the Product is used; (x) to features or performance parameters pertaining to any software or services beyond the Warranted Functionality of the Product.

This Warranty does not include any specific guarantees that the product will be error-free, or regarding uptime or continued availability, data security features of software or online accounts, or that any software, firmware or online sites will function uninterrupted or error-free.

WHAT WILL BHAPTICS DO IF THERE IS A PROBLEM WITH THE PRODUCT?

If your Product is defective or malfunctioning, we will either repair or replace that Product, or update software or services, so that the Product performs

substantially according to the Warranted Functionality. The approach taken to resolve any issues will be at our sole choice. If we determine that a product should be replaced, the replacement may be a new, refurbished, or remanufactured Product. If we determine, in our sole discretion, that none of the listed means are reasonable to correct for a defect or malfunction, then we may refund to you the price you paid to purchase the Product.

WHAT WILL BHAPTICS DO IF THERE IS A PROBLEM WITH THE PRODUCT?

Any repaired or replaced Product will continue to be covered by this Warranty for the remainder of the original Warranty Period or ninety (90) days following your receipt of the replacement or repaired Product, whichever is greater.

WHAT MUST YOU DO TO OBTAIN WARRANTY SERVICE?

In the event of a perceived malfunction in the Product, please visit us at <https://www.bhaptics.com/support/contact-us> to get helpful services, the user manuals and contact information, and to submit a claim form to obtain warranty service. If it is necessary for you to send your Product in for service, we will provide you with a pre-addressed shipping label, and you will have to send the Product in an adequate container for shipping, accompanied by the sales receipt or comparable proof of purchase showing the original date of purchase by the first consumer purchaser, the serial number of the Product and the seller's name and address.

You may be required to pay the cost of shipping the Product to us, and by sending the Product, you agree to transfer ownership of that Product to bHaptics. When we receive the Product, we will determine if there is a defect or malfunction covered by this Warranty. If we find a defect or malfunction covered by this Warranty, we will repair or replace the Product to provide the Warranted Functionality, and we will send the repaired Product, if any, to you at our cost. We may not return the original Product to you.

If we are unable to verify your proof of purchase in advance, and you send us a Product without a valid proof of purchase, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up before it is disposed of.

REFURBISHED PRODUCTS

This Warranty also applies to Products which have been refurbished by bHaptics and purchased from bHaptics ("Refurbished Products"). The limited Warranty Period for Refurbished Products is one (1) year from the date of purchase or delivery of the Refurbished Product, whichever is later (the "Warranty Period"). However, if you purchase the Refurbished Product from within the EU or EFTA, the Warranty Period shall be two (2) years.

Minor cosmetic imperfections of the Refurbished Products, if present, are not included in the Warranty coverage.

WHAT ARE THE LIMITS ON BHAPTICS' LIABILITY?

TO THE EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS. BHAPTICS LIMITS THE DURATION AND REMEDIES OF ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS TO THE DURATION OF THIS WARRANTY AND, AT BHAPTICS' OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. IN NO EVENT SHALL BHAPTICS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR FOR, WITHOUT LIMITATION, COMMERCIAL LOSS OF ANY SORT; LOSS OF USE, TIME, DATA, REPUTATION, OPPORTUNITY, GOODWILL, PROFITS, OR SAVINGS; INCONVENIENCE; INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES; OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT.

Some countries and jurisdictions (states and provinces) do not allow limitations on how long an implied warranty lasts or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

SEVERABILITY

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

GENERAL

Nothing contained in the user manual or any other document shall be construed to create an express warranty of any kind with respect to the Product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of bHaptics regarding the Products or this Limited Warranty.

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Any Questions

contact@bhaptics.com