



Twiiins® Headset & Smart Button

Technical, Care, Maintenance, Warranty & Legal Notices

English



TECHNICAL SPECIFICATIONS

	Twiiins® Headset	Twiiins® Smart Button
Description	Bluetooth® Headset Intercom for Helmet	Push To Talk Button (PTT)
Model	TWHF3.0	TWPTT 2.0
Dimensions	Speaker: outer diameter 39.6mm, height 8.5mm Microphone: 35mm x 18mm x 12mm	Button only: outer diameter 43.7mm, height 16.7mm
Device Weight	41g	15g (Button only)
Wireless Connection	Version: BT 5.2 Pairing Name: "Twiiins Headset" Profiles: HSP v1.6, HFP v1.7, A2DP v1.3, AVRCP v1.6, BLE Range: 20 metres Frequency: GHz 2.40~2.48	Pairing Name: "Blu-PTT" Range: 10 metres Frequency: GHz 2.40~2.48
Charging Input	5.0V 500mA, USB Type-C	5.0V 500mA, USB Type-C
Battery	Polymer Lithium-Ion 140 mAh Standby: 65 hours Charging: 2h30' Fast Charging: 20' adds 1h working time Working: Around 6 hrs speech or music (Max Volume 100dB +/-3dB) Time will vary by type of usage & environment.	Polymer Lithium-Ion 3.7V 200mAh Standby: 800 hours (connected with phone) Charging: 3 hours Working: Up to 500 hours Time will vary by type of usage & environment.
Microphone	Noise Reduction Technology One Button Control LED indication	
Speakers	Stereo Sound Premium hook and loop fastener fit	
Certification	ECE 22-06 Universal Accessory certified communication device. CE. FCC. Reach. RoHS.	CE. FCC. Reach. RoHS. IPX5.



MANUFACTURER

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CARE AND MAINTENANCE

Twiiins® devices use components with the latest technology and are manufactured to high standards. To keep your device from inadvertently becoming damaged, please follow these recommendations carefully:

- Do not attempt to open any of the system components, as the electronic parts inside may become damaged.
- Keep Twiiins® devices in a dry place. Humidity, water ingress and condensation may damage electronic circuits and other parts.
- Avoid exposing the device to extreme temperatures. Intense cold may create condensation inside the components as they warm up. Extreme heat may damage the battery, circuits, or body of the device and components.
- Do not drop, hit, or bend the unit or components as the internal circuits may become damaged.
- Do not paint or decorate Twiiins® devices as the casings may become damaged or this may impede correct operation.
- Do not use chemical products, solvents, or detergents to clean Twiiins® devices as these may damage the devices.



BATTERY CARE AND MAINTENANCE

- Charge properly:** Use only the charging cable provided with this device with a USB Type-C| 5.0V 500mA charger approved by the manufacturer. Overcharging or using incompatible chargers can damage the battery.
- Avoid extreme temperatures:** Do not expose the device or its battery to temperatures outside the range 0-45°C, such as extreme sunlight, heat, or freezing temperatures, as this may affect battery performance and lifespan.
- Regular charging:** For optimal battery performance, it is recommended to charge the battery regularly, even if not in use. Avoid fully discharging the battery whenever possible.
- Unplug after charging:** Once the battery is fully charged, unplug the charger from the device to prevent overcharging, which can reduce battery lifespan.
- Proper storage:** If storing the device for an extended period, charge every 6 months for the best battery maintenance and performance. Store in a cool, dry place. Avoid storing the device with a fully discharged battery.
- Dispose of properly:** Dispose of the device in accordance with local regulations and guidelines. Do not dispose of the device or battery in household waste; instead, recycle or dispose of them at designated collection points.
- Safety precautions:** In case of battery leakage, device overheating, or other abnormalities, discontinue use immediately and contact the manufacturer for assistance. Do not attempt to disassemble or repair the device yourself.

Note Carefully:

All batteries lose charging capacity over time. **For the greatest possible battery life, it is important to:**

- Charge the battery fully before first use.
- Allow the device to use most of its charge between charging cycles.
- NOT operate the device during charging.
- If storing for a long period, ensure the device is off and recharge every six months.

Warning: Follow these instructions carefully to ensure safe and optimal battery performance.



TROUBLESHOOTING

Twins® devices should give you years of trouble-free and reliable service. If you experience any issues, please check the product manual and www.twins.com for detailed explanations, solutions and (online) tutorials.



WARNING: USER INFORMATION

Carefully read the Twins® product user's manual included in the original packaging of each product and follow its recommendations.

Important safety considerations appear below, in this information booklet.

Do not make changes or modifications to any Twins® product or its parts, as these may cause damage, prevent the normal operation of the device, diminish the intended function of the device, or make using the device dangerous.



IMPORTANT SAFETY INFORMATION

Please read and adhere to all safety precautions and warnings provided in this and all other Twins® product manuals to ensure safe and proper usage of the device.

- The use of electronic communication devices while driving a motor vehicle or performing any kind of activity requiring your full attention can lead to serious accidents, injuries or even death.
- You are responsible for the proper use of the Twins® device, and for ensuring that it is compatible with and does not violate traffic, safety or any other laws or provisions in your country or jurisdiction.
- The manufacturer recommends you avoid risk when operating a motor vehicle of any kind. Exercise due caution while driving and pay attention to the road. You are responsible for keeping your attention on driving, traffic, weather conditions and the road, as well as avoiding anything that may distract you from safe driving.
- Avoid using this product at petrol stations, near fuel tanks or close to explosive substances.
- Keep the volume to reasonable levels, to prevent noise pollution. Hearing loss: The prolonged use of audio devices, together with excessive volume, can lead to a loss or decrease of your hearing.
- **Pacemaker, hearing aids and other medical devices:** Make sure you check that there is no interference between your medical devices and Twins® electronic communication devices, respecting the applicable regulations and the manufacturer's instructions for both devices. We recommend that you consult your doctor and the manufacturer of the medical device to verify safe compatibility and use. Follow the suggested precautionary measures.
- Do not attempt to open, pierce, or change the battery, as this may be dangerous.
- **Keep Twins® devices out of the reach of children and pets.**
- Some Twins® devices are small or contain small parts that can present a choking hazard, particularly to children. If swallowed, seek immediate medical attention.



BATTERY SAFETY

These devices contain lithium-ion batteries. Additional precautions are required:

- Do NOT attempt to replace batteries - Twins® devices are sealed and ultrasonically welded and the battery is fixed inside the unit. Batteries are NOT user serviceable and cannot be replaced.
- Disposal of a device containing a battery or a battery itself into fire or a hot oven, or mechanically crushing or cutting of a device containing a battery or the battery itself, can result in an explosion.
- Leaving a device containing a battery or a battery itself in an extremely high temperature environment can result in an explosion or the leakage of flammable liquid or gas.
- A device containing a battery or a battery itself subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.
- Keep devices containing batteries away from children and pets, batteries are highly toxic and are dangerous if pierced or otherwise damaged. If a battery or the chemicals within it are ingested, seek immediate medical advice.



MANUFACTURER'S DECLARATION - MAT GROUP™

The devices marketed under the Twins® brand are manufactured in compliance with the requirements stipulated by European regulations for the commercialization of radioelectric devices, have all certifications required by the CE Directive and applicable EU Sectoral Directives and meet all the specifications of the standards for the protection of consumers and users of the Union.

Devices, marketed under the Twins® brand, have been manufactured according to the requirements stipulated by the applicable FCC and CE regulations. Outside FCC and CE regulated countries, please contact your distributor for local homologation regulations.

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ENVIRONMENTAL MANAGEMENT WARNING

These symbols denote how to dispose of the device at the end of its service life in the European Union and in European countries with a selective waste collection system. They are used to indicate that this product cannot be treated as normal household waste and must be sent to a specific collection point for electronic devices.

By ensuring this product is disposed of correctly, you will help prevent negative effects on the environment and human health that could arise from improper handling when disposing of this product. Recycling helps conserve natural resources. To receive detailed information about recycling this product, please contact your local authority, the nearest recycling collection point or the establishment where you purchased the product.



IMPORTANT INFORMATION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



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/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. 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.

This equipment complies with recommendation 1999/519/EC, of July 12, 1999, Guide updated in 2020, based on the scientific guidelines established by the International Commission on Non-ionizing Radiation Protection (International Commission on Non-ionizing Radiation Protection, ICNIRP), derived from studies of exposure to electromagnetic fields. The ICNIRP established the international standards, included in the cited European recommendation, and are endorsed by the World Health Organization (WHO).



GUARANTEE

This product is fully guaranteed, following the regulations in force in the country of purchase. The guarantee is only valid with the presentation of the sales receipt or original purchase invoice issued at the Twins® point of sale, showing the purchase date. The guarantee does not cover natural wear defects from the use or improper use of the device. We recommend that you read the instruction manual and respect all the indications on the correct use of this product, as well as the maintenance conditions and the manufacturer's care label.

In the CE, the product purchased by an end-user consumer has a guarantee of three (3) years counted from the date of delivery of the product. For other countries outside of the CE, the product is guaranteed per the regulations in force in the country of purchase but Twins® will always provide a minimum of one (1) year's guarantee, even if local regulations require less.

The guarantee does not cover and will lose its validity in case of defects or deterioration caused to the device by external factors such as electrical accidents, corrosive materials, liquids, inadequate air flow, negligence, blows, wear and/or improper installation and use and defects due to the use of accessories that are not original Twins®. Products that have been tampered with, modified, or repaired by the CUSTOMER or any other person who has not been previously authorized by the manufacturer are excluded from the warranty service.



ECE 22.06 INFORMATION

Please, bear in mind that all ECE22.06-related topics are applicable to Twins® Headset only (not the Twins® Smart button).

Twins is universal for helmets worldwide.

This universal accessory is very easy to install without any external support. It is only provided with two speakers and one microphone. Because all components are integrated into the speakers, it can be easily installed. Twins® is a homologated Universal Accessory ECE 22.06 and is suitable to be fitted into any helmet ready for UA marked "F", "L", "R", "M", "S", "S45".

No accessory shall be mounted in helmets whose symbols, other than location fitting symbols, marked in the helmet homologation label do not include all the symbols marked in the accessory homologation label.

(a) Notice:

This is a "Universal" accessory. It is approved to UN Regulation No.22, 06 series of amendments, for general use in helmets ready for "UA" accessories and it will fit most, but not all, helmets. A correct fit is likely if the helmet manufacturer has declared in the helmet handbook that the helmet is capable of accepting a "Universal" accessory and it is marked as such on the homologation label of the helmet. If in doubt, consult either the accessory manufacturer, the helmet manufacturer or the retailer.



LIMITATION OF LIABILITY

In addition to the legal grounds for limitation of liability, the manufacturer shall not be held responsible for any consequences derived from the improper use of the product, or any case in which the user employs it in violation of traffic law, safety regulations or any other regulations and that may cause damage to the consumer, or to third parties.



CONTACT INFORMATION

Troubleshooting:

Please see the Twins® product's user manual and www.twiins.com, before contacting us. You will find further information, tutorials and answers to most questions and issues there.

General questions:

If you can't find the answers you need above, please contact the point of sale or distributor first, they should be able to answer your questions. If you can't get the answers you need there, please contact: info@twiins.com.

Warranty/malfunction:

In the case of malfunction or a warranty claim, please contact the point of sale or distributor where you purchased the product first, as they deal with these issues. If you are not fully satisfied by the retailer, please contact: service@twiins.com.



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