

snúza[®] HERO^{MD}

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 monitor!

Please tag us on social media:



@snuzamonitors



@SnuzaGlobal
@SnuzaUK

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

Your feedback helps to further our work in
promoting safe sleep for infants worldwide.

IMPORTANT: Register your Snuza monitor 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 monitor comes with a 2-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. A. Register as a user on snuza.com/register, follow the prompts to complete registration and add your device, **OR**
B. If you have already registered, log in and scan the QR code below to register your device, or navigate to www.snuza.com/account/device/add/.
2. Enter your device's serial number and your child's details.
3. Upload your proof of purchase and enter the purchase date, and save.

To get product support:

1. Log into snuza.com.
2. Go to your product's dashboard and click on your device's serial number.
3. Click on the 'Get Support' button.
4. Enter your product support query, then click the 'Send' button.
5. We will be in contact via email to try and resolve your issue.
6. If we are unable to resolve the issue, then the warranty claim process becomes available.
7. You can do this either on your product's dashboard by clicking the 'Report fault' button or the link provided in the email that you will receive.



If you have any feedback or questions, please contact us via your product's dashboard by clicking the 'Send a message' button or email us at support@snuza.com.

Welcome to the Snuza Family!
The Snuza Team

Hero^{MD} Quick Start Guide

Scan the QR
code for the full
instruction manual



IMPORTANT: Scan the
QR code to watch
the Calibration video



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 run, followed by the indication of the battery level with 3 beeps.
- 1.3 You will hear a 2-tone beep with 2 flashing red LEDs, indicating that calibration is required. Place on a flat, stationary surface to perform calibration.
- 1.4 Wait for the start-up tone and green flash. The Hero^{MD} is now ready to clip onto your baby's nappy/diaper for monitoring. Scan the QR code above to watch the Calibration video.

2. Attach

- 2.1 Fold over the top edge of the nappy/diaper and ensure the Hero^{MD} fits snugly.
- 2.2 Attach the Hero^{MD} squarely to the folded edge of the nappy/diaper.
- 2.3 Ensure the silicone Breathing Sensor is in contact with your baby's tummy.
- 2.4 **IMPORTANT:** Ensure no skin pinching by gently sweeping your fingers between the skin and clip.

3. Monitor

- 3.1 When breathing is detected, the Breathing Indicator Light flashes with each breath.
- 3.2 When no breathing is detected, the Alarm Indicator Light will flash red every 3 seconds.
- 3.3 If no breathing is detected for 15 seconds, the Hero^{MD} vibrates and beeps with a red flashing Breathing Indicator Light.

- 3.4 If breathing is detected within 5 seconds after a vibration, the Breathing Indicator Light flashes red on each subsequent breath to indicate there was a vibration event.
- 3.5 After three vibrations, the Rouse Warning is activated (red flash and beeps every 2 seconds). This feature can be deactivated. See section 9.2 of the user manual.
- 3.6 If the period of no breathing reaches 20 seconds, the full audible alarm will sound, alerting the parent/caregiver to quickly intervene.
- 3.7 If there are less than 8 breaths per minute, the Breathing-Rate warning is activated - Breathing Indicator Light flashes yellow with a simultaneous dual-tone audible beep every second. This feature can be deactivated. See section 9.3 of the user manual.
- 3.8 To turn off, press the 'ON/OFF' and 'MODE/OFF' buttons simultaneously.

Precautions:

- To avoid pinching baby's skin, gently sweep your fingers between the clip and skin after attachment.
 - Only use the Hero^{MD} when baby is in a motionless bed/cot/crib.
 - Not suitable for co-sleeping or bed sharing.
 - Movement from external sources such as being pushed in a pram/stroller or travelling in a vehicle or aircraft may be detected by Hero^{MD}'s sensor.
 - Hero^{MD} should not be relied upon where external sources of movement are present.
 - This breathing monitor may not be able to detect all life threatening events.
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Disclaimer: Customers use this monitor at their own risk. Snuza International (Pty) Ltd, its members, employees, agents, contractors, representatives, manufacturers, distributors and associates ("SNUZA") shall not be held liable for any loss, damage or injury suffered by the customer or any other person arising from, or in connection with, the use or manufacture of the monitor, including loss, damage or injury suffered by the customer or any other person as a result of any defects in respect of the monitor, and all warranties, and any other liability from whatsoever cause arising, are hereby excluded. The customer hereby indemnifies Snuza International (Pty) Ltd in respect of any such liability. **Guarantee:** Snuza International (Pty) Ltd guarantees this product to be free from defects in materials and workmanship for a period of 24 months from the original date of purchase, verified by a sales receipt.

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