

SPH10

Bluetooth® Stereo Headset
& Intercom

Bluetooth®
v2.1+EDR



SENA

www.senablueetooth.com

Users Guide

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INTRODUCTION

Thank you for choosing the SENA SPH10, Bluetooth Headset & Intercom designed for snow sports helmets. With the SPH10, you can call hands-free on your Bluetooth mobile phone, listen to stereo music and have intercom conversations in full duplex with other SPH10 users.

The SPH10 is compliant with the Bluetooth Specification v2.1+EDR supporting the following profiles: Headset Profile, Hands-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), and Audio Video Remote Control Profile (AVRCP). Please check with the manufacturers of other devices to determine their compatibility with this headset.

Please read this user's guide carefully before using the headset. Also check www.senablueetooth.com for the latest version of the user's guide and additional information related to SENA Bluetooth products.

The SPH10 features:

- Bluetooth hands-free for Bluetooth mobile phones
- Bluetooth stereo headset for Bluetooth audio devices such as MP3 players
- Bluetooth Intercom up to 900 meters (980 yards)*
- 3-Way Conference Intercom
- Stereo music by 3.5mm audio cable
- Firmware Upgradeable

Key Specifications:

- Bluetooth v2.1+EDR, Class1
- Supporting profiles: Headset Profile, Hand-Free Profile (HFP), Advanced Audio Distribution Profile (A2DP), Audio Video Remote Control Profile (AVRCP)

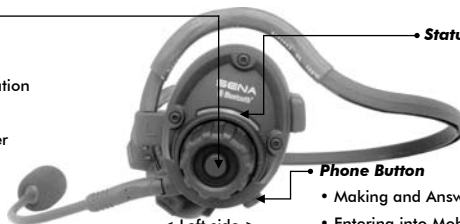
*in open terrain

PACKAGE CONTENTS

• SPH10 Headset

• Jog Dial

- Start and End an Intercom Conversation
- Volume adjustment by rotating
- Play and Pause Bluetooth MP3 player
- Track-forward and Track-back by rotating while pressing the button
- Entering into Intercom Pairing Mode
- Entering into Voice Activated Intercom Setting Mode
- Reject an incoming mobile phone call
- Call Transfer



• Status LED

• Phone Button

- Making and Answering a mobile phone call
- Entering into Mobile Phone Pairing Mode
- Entering into Bluetooth Audio Device Pairing Mode (MP3, GPS navigation)
- Entering into Voice Activated Phone Answering Setting Mode

< Left side >

< Right side >

• MP3 Jack

• Speakers

• Microphone

• DC Power Charging & Firmware Upgrade Port

< Left side >

- **Boom Microphone**



- **Mini Microphone**



- **USB Wall Charger**



- **USB Power Cable**



- **Stereo Audio Cable**



- **Boom Microphone Sponges**



- **Mini Microphone Sponges**



- **Rubber earpads**



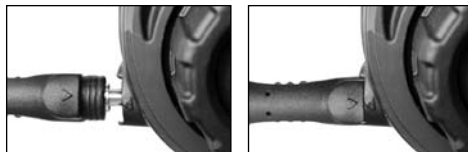
- **User Guide**

WEARING THE SPH10

- **Microphone Installation**

Two microphones are included in the package: a long-boom microphone for high noise environment and a short microphone for indoor use.

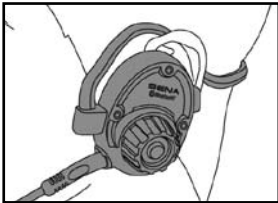
Plug the microphone into the microphone port to fit triangle marks as described in the below picture. Adjust the direction of the long-boom microphone so that the "II" mark on the microphone is pointing towards your mouth.



Since SPH10 is mostly exposed on external environment where noise prevails, microphone can be selected according to the noise level. For the highly noisy environment, boom-microphone is recommended allowing microphone to stay near user's mouth. For the less-noisy environment, mini microphone is recommended allowing users to move freely.

• **Placing the Headset on Your Ear**

The speaker with microphone should be placed on the left ear. Then you can place earhooks over ears as shown:



POWERING ON/OFF AND CHARGING

To power on and off the headset, you don't need to press and hold any button for several seconds. Just short press the Jog Dial and the Phone Button simultaneously, and you will get quick on-and-off convenience.

• **Powering On**

Press the Jog Dial and the Phone Button at the same time for about 1 second to power on. The blue LED turns on and you will hear ascending beeps.

• **Powering Off**

Just short press the Jog Dial and the Phone Button simultaneously, you don't need to press and hold for a few seconds. The red LED turns on for a while until it turns off completely and you will hear descending beeps.

• **Charging**

The LED turns on red while charging, and turns to blue when

the headset is fully charged. It takes about 2.5 hours to be completely charged.

- **Low Battery Warning**

When the battery is low, the blinking blue LED in stand-by mode turns to red and you will hear mid-tone triple beeps.

PAIRING THE SPH10 WITH BLUETOOTH DEVICES

Before using the SPH10 Bluetooth headset with any of Bluetooth devices for the first time, you need to do the pairing operation. It can be paired with Bluetooth mobile phones, Bluetooth audio devices such as MP3 or GPS, and with other SPH10 Bluetooth headsets. This pairing operation is only required once for each Bluetooth device, and the headset will remain paired with the devices and automatically connects to the paired devices again when they are within range.

- **Mobile Phone Pairing**

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Search for Bluetooth devices on your mobile phone. The headset will be listed on your mobile phone as **SPH10**.
3. Enter 0000 for the PIN. (Some mobile phone may not ask for the PIN number)
4. The headset can be paired as **Handsfree** or **Headset**.

Handsfree profile is normally recommended for most mobile phones. If it is paired as **Headset**, the buttons of the SPH10 may not work properly.

• **Bluetooth MP3 Player Pairing**

1. The procedure is the same with the procedure of "Mobile Phone Pairing", except the SPH10 must be paired as **Stereo Headset**.
2. If you use a Bluetooth mobile phone and a Bluetooth audio device at the same time, please make sure to pair as **Handsfree** or as **Headset** with the mobile phone and to pair as **Stereo Headset** with the Bluetooth audio device.

• **Bluetooth GPS Navigation Pairing**

1. You can listen to Bluetooth voice instructions from a Bluetooth GPS navigation.
2. The pairing procedure is the same with the procedure of "Mobile Phone Pairing", except the SPH10 could be paired as either **Headset** or **Stereo Headset** depending on the Bluetooth GPS navigation.
3. Please refer to the manual of the Bluetooth GPS navigation for details.

PAIRING WITH SELECTIVE PROFILE: A2DP STEREO OR HANDSFREE

If you have a MP3 stereo music phone such as a smartphone, sometimes you may need to selectively use the SPH10 for A2DP stereo music only or for mobile phone hands-free only. This instruction is for advanced users who want to pair the SPH10 to their smartphones only with one selective profile: A2DP Stereo for music or HFP for phone call.

If it is not the first time to do pairing with the mobile phone, you have to clear the previous pairing list on both devices; the mobile phone and SPH10. To clear pairing list on SPH10, please do factory reset described on the page 16. To clear pairing list on the mobile phone, please refer to the mobile phone manual.

• **A2DP Stereo Music Only**

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Jog Dial again, then the LED turns to red flashing and the beeps turn to double mid-tone beeps.
3. Search for Bluetooth devices on your smartphone. The headset will be listed on your mobile phone as **SPH10**.
4. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

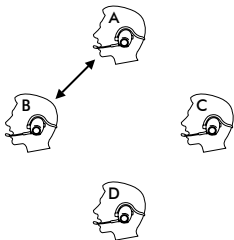
• **HFP for Phone Call Only**

1. Turn on the headset and press the Phone Button for 5 seconds until the LED flashes red and blue alternately and you hear multiple beeps.
2. Within 2 seconds, tap the Phone Button again, then the LED turns to blue flashing and the beeps turn to multiple mid-tone beeps.
3. Search for Bluetooth devices on your smartphone. The headset will be listed on your mobile phone as SPH10.
4. Enter 0000 for the PIN. Some smartphones may not ask for PIN.

PAIRING WITH OTHER SPH10 HEADSETS FOR INTERCOM CONVERSATION

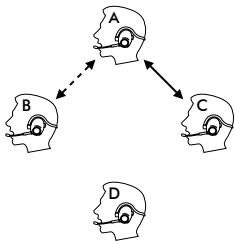
The SPH10 can be paired with up to three other headsets for Bluetooth Intercom conversation.

1. Turn on the two headsets (A and B) that you would like to pair with each other.
2. Press and hold the Jog Dial of the headset A for 5 seconds until red LED starts to flash rapidly.
3. Press and hold the Jog Dial of the headset B for 5 seconds until red LED starts to flash rapidly.
4. Simply tap the Jog Dial of any one of the two headset A or B (It doesn't matter that you choose A or B) and wait until the LEDs of both headsets turn to blue and intercom connection is automatically established. (Headset A is paired with Headset B)

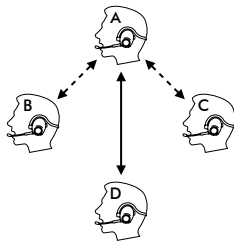


Pairing A & B

5. You can make other pairings between the headset A and C, and between the headset A and D by following the same procedure as above. (Headset A is paired with Headset C and with Headset D)



Pairing A & C



Pairing A & D

6. If a headset has multiple paired headsets for intercom conversations, the lastly paired headset is set as **First Intercom Friend**. The older Intercom friend goes to be **Second Intercom Friend**, and **Third Intercom Friend**.

** For example, after the pairing procedures as above, the headset D is the **First Intercom Friend** of the headset A, the headset C is the **Second Intercom Friend** of the headset A, and the headset B is the **Third Intercom Friend** of the headset A.

USING THE SPH10

• Volume Adjustment

You can easily adjust the volume by rotating the Jog Dial. You will hear a beep when the volume reaches maximum or minimum level. The volume is set and maintained separately at different levels for each function even when you turn off and on the headset. For example, once you set the mobile phone conversation volume, it is not changed even if you raise the volume when you hear Bluetooth MP3 music. So you can always maintain preferred optimum volume level for each function.

• Mobile Phone Call Making and Answering

1. When you have an incoming call, simply tap the Phone Button to answer the call.
2. You can also answer the incoming call by loudly speaking any word of your choice if the **Voice Activated Phone Answering Function** of the SPH10 is enabled. (Refer to the next section for detail.)
3. To reject a call, tap the Jog Dial while the phone is ringing.

4. To transfer a call between the mobile phone and the headset, tap the Jog Dial during the phone conversation. You will hear a short/long beep when the call is transferred to the phone/headset.

5. There are several ways to make a phone call:

- Enter number on your mobile phone keypad and tap the Phone Button. The call is automatically transferred to the headset.
- Tap the Phone Button in stand-by mode to activate the voice dialing of your mobile phone. For this, the voice dialing feature must be available on the mobile phone. Refer to your mobile phone manual for further instructions.
- To redial the last number, double tap the Phone Button in stand-by mode.

• Enabling/Disabling Voice Activated Phone Answering (Factory Default: Disabled)

If this feature is enabled, you can answer incoming calls by simply saying a word loudly enough. For example, when you hear a series of beeps by an incoming call, you can answer the phone by saying "Hello" or any other word loudly. The factory default setting is disabled. You can enable or disable this mode.

If this mode is disabled, the only way to answer an incoming call is to tap the Phone Button.

1. Press and hold the Phone Button for 8 seconds until the red LED is rapidly flashing. When you do this, after first 5 seconds you press the button, you will see the headset enters into the Mobile Phone Pairing sequence, but you have to keep pressing the button for another 3 seconds until the red LED flashes rapidly.
2. To enable, tap the Phone Button, then the LED shows solid blue for 2 seconds and you will hear double beeps.
3. To disable, tap the Jog Dial, then the LED shows solid red for 2 seconds and you will hear a single beep.

• **Intercom Conversation**

1. You can start an intercom conversation with any of Intercom Friends by tapping the Jog Dial: single tapping to intercom with the **First Intercom Friend**, double tapping with the **Second Intercom Friend**, and triple tapping with the **Third Intercom Friend**.



1st Intercom Friend



2nd Intercom Friend



3rd Intercom Friend

2. To terminate an intercom conversation, single tap the Jog Dial. Any intercom connection with any Intercom Friend will be terminated by a single tapping. A double or triple tapping will do nothing in this case.



Terminate

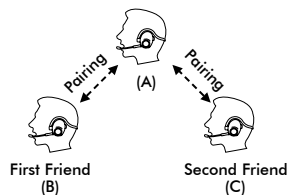
3. When you have an incoming phone call during intercom conversation, you can choose whether to pick up the call or not after you hear the ring tone.
4. When you have an incoming intercom call during a mobile

phone conversation, you will hear high tone 4 beeps. You have to hang up the mobile phone to make an intercom connection.

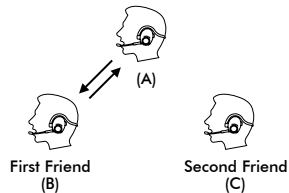
• 3-Way Conference Intercom

You (A) could have a 3-way conference intercom with 2 other SPH10 friends (B & C) by establishing two intercom connections at the same time. While a 3-way conference intercom is in progress, mobile phone connection of all three participants would be temporarily disconnected, but as soon as the conference intercom terminates or one of the participants leaves the intercom, all mobile phones would be automatically reconnected. During the conference intercom, if you have an incoming mobile phone call, terminate the conference intercom to automatically reconnect the mobile phone and receive the call.

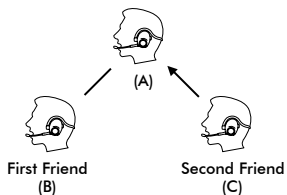
1. You (A) need to be paired with two other friends (B & C) for 3-way conference intercom.



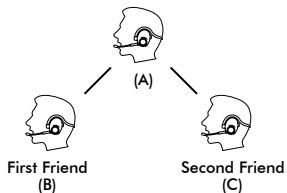
2. Start an intercom conversation with one of the two friends in your intercom group. For example, you (A) may start an intercom conversation with the Intercom Friend (B). Or Intercom Friend (B) may start an intercom call with you (A).



3. The Second Intercom Friend (C) may join the intercom by making intercom call to you (A)



4. Now you (A) and two SPH10 Intercom Friends (B & C) are having a 3-way conference intercom.



• Terminating Conference Intercom

When you are a member of an active conference intercom, you can completely get out of the conference intercom or just terminate an intercom connection with one of your active Intercom Friends.

1. With a 1 second press-and-hold of the Jog Dial, you can get out of the conference intercom completely. It terminates

both of the two active intercom connections: one with (B) and one with (C).

2. By single or double tapping the Jog Dial, you can terminate the intercom connection with one of the two connected Intercom Friends accordingly. For example, by single tapping the Jog Dial, you can just terminate the intercom connection with your First Intercom Friend (B). However, you still have the intercom connection with your Second Intercom Friend (C).

• Enabling/Disabling Voice Activated Intercom (Factory Default: Disabled)

If this feature is enabled, you can initiate an intercom conversation with the last connected Intercom Friend by speaking any word loudly enough. The most effortless way to trigger intercom VOX is to blow into the microphone as if blowing dust off the microphone. If you start an intercom conversation by VOX, the intercom terminates automatically when you and your Intercom Friend remain silent for 20 seconds. However, if you manually start an intercom conversation by tapping the Jog Dial, you have to terminate the intercom conversation manually by tapping the Jog Dial

again.

If this feature is disabled, the only way to initiate and terminate an intercom conversation is to tap the Jog Dial.

1. Press and hold the Jog Dial for 8 seconds until the red LED turns on solidly. When you do this, after first 5 seconds you press the Jog Dial, you will see the headset enters into the Intercom Pairing sequence, but you have to keep pressing the Jog Dial for another 3 seconds until the LED turns to solid red.
2. To enable, tap the Jog Dial, then the blue LED flashes for 2 seconds and you will hear double beeps.
3. To disable, tap the Phone button, then the red LED flashes for 2 seconds and you will hear a single beep.

However, even when this feature is enabled, if you terminate intercom conversation manually by tapping the Jog Dial, you cannot start intercom by voice temporarily. In this case, you have to tap the Jog Dial to restart the intercom. This is to prevent repeated unintentional intercom connections by strong wind noise. If you tap the Jog Dial to start intercom

conversation, it is not terminated by 20 seconds of silence. After turning SPH10 off and on, you can start intercom by voice again.

Tip:

The Jog Dial is for any kind of Intercom related function, and the Phone Button is for any functions of mobile phone. With this reason, as far as intercom function is concerned, the Jog Dial is used for a positive manner of action such as enabling, and the Phone Button is for a negative manner of action such as disabling. Vice versa for the mobile phone functions.

• **Intercom Failure**

When you try to start an intercom conversation with an Intercom Friend who is already having a 3-way conference intercom with other persons or a mobile phone call, you will hear a low tone double beep signifying a busy signal. In this case, you have to try again later.

• **Intercom Reconnection**

If your Intercom Friend goes out of range while having an intercom conversation, you may hear static noise and

eventually the intercom will be disconnected. In this case, the SPH10 automatically tries to reconnect the intercom every 8 seconds and you will hear high tone double beeps until the intercom is reestablished. If you don't want to make a reconnection, tap the Jog Dial to stop the attempt.

• Stereo Music

You can listen to stereo music in either way: with the enclosed stereo audio cable or by Bluetooth wireless stereo.

1. By Stereo Audio Cable

Plug your stereo MP3 player directly to the SPH10 by using the enclosed 3.5mm stereo audio jack cable. To adjust the volume, rotate the Jog Dial on the headset. You may adjust the volume on the MP3 player also.



2. By Bluetooth Wireless Stereo

The Bluetooth audio device must be paired with the SPH10 by following the **Bluetooth Audio Device Pairing** instructions described in the previous chapter. The SPH10 supports the Audio/Video Remote Control Profile (AVRCP), so if your Bluetooth audio device also supports the AVRCP, you can use the SPH10 to remotely control music playback. So, you may not only adjust the volume but also use the functions such as play, pause, next track and previous track.

- To adjust the volume, rotate the Jog Dial.



- To play or pause music, press and hold the Jog Dial for 1 second until you hear a double beep.



- To track forward or track back, rotate while pressing the Jog Dial clockwise or counter clockwise.



• Function Priority

The SPH10 operates in the following order of priority:

- (highest)** Mobile phone,
Intercom,
Stereo music by audio cable, and
- (lowest)** Bluetooth stereo music

A lower priority function is always interrupted by a higher priority function. For example, stereo music is interrupted by intercom call, and intercom conversation is interrupted by incoming mobile phone call.

Tip: Stereo Music by Bluetooth or 3.5mm audio cable

Bluetooth music is available only when the MP3 jack port remains open. Please make sure the audio cable is unplugged from the clamp unit to play music by Bluetooth

Tip: Stereo Music by Bluetooth or 3.5mm audio cable

• Reset to Factory Default Settings

1. To restore the SPH10 to factory default settings, press and hold the Phone Button for 12 seconds until the LED shows solid red and you hear double beeps.
2. Then within 5 seconds, press the Jog Dial to confirm reset. The headset will be restored to factory setting and switched off automatically.
3. If you don't press the Jog Dial within 5 seconds, the reset attempt is canceled and the headset returns to stand-by mode.

- **Fault Reset**

When the SPH10 is not working properly or is in faulty status with any reason, you may reset by pushing the pin-hole reset button at the back of the headset main unit. Insert a paper clip into the reset pin-hole and press the reset button for a second with light pressure. The SPH10 will be switched off and you have to turn on and try to use again. However, this will not restore the headset to factory default settings.

FIRMWARE UPGRADE

The SPH10 supports firmware upgrade function. Please visit SENA Bluetooth web site www.senablueetooth.com to check the latest software downloads.

OPERATION QUICK REFERENCE

Button	Description	Duration	LED	Beep
Phone Button + Jog Dial	Power-on	1 sec	Solid blue	Ascending beeps
	Power-off	Tapping	Solid red	Descending beeps
Phone Button	Mobile phone pairing	5 sec	Blue & red alternatively flashing	High-tone multiple beeps
	MP3, GPS pairing	5 sec	Blue & red alternatively flashing	High-tone multiple beeps
	Voice activated phone answering setting	8 sec	Red flashing	Mid-tone single beep
	Factory reset	12 sec	Solid red	High-tone double beeps
		Jog Dial within 5 sec to confirm reset		
	Make & answer phone call	Tapping	-	-
Jog Dial	Intercom pairing	5 sec	Red flashing	Double-tone beeps
		Jog Dial of any one of the two headsets		
	Voice activated Intercom setting	8 sec	Solid red	Mid-tone single beep
		Jog Dial to enable Phone Button to disable		
	Start/end intercom conversation	Tapping	-	-
	End conference intercom	1 sec	Blue flashing	Mid-tone single beep
	Reject incoming call	Tapping	-	-
	Call transfer	Tapping	-	High-tone short/long beep
	Volume adjustment	Rotating	-	-
Track forward/ back	Rotating w/ pressing	-	-	
Play/pause Bluetooth music	1 sec	-	Mid-tone double beeps	

BATTERY INFORMATION

The Product has an internal, non-removable, rechargeable battery. Do not attempt to remove the battery from the device as you may damage the device. The battery can be charged and discharged hundreds of times, but it will eventually wear out. Recharge the battery only with SENA approved chargers designated for this device. Use of an unapproved charger may present a risk of fire, explosion, leakage, or other hazard.

Always try to keep the battery between 15°C and 25°C (59°C and 77°C). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily. Battery performance is particularly limited in temperatures well below freezing.

Do not dispose of batteries in a fire as they may explode. Batteries may also explode if damaged. Never use any charger that is damaged. Operating times are estimates only and depend on the devices used together, features used, battery

age and condition, temperatures to which battery is exposed, and many other factors.

MAINTENANCE AND CARE

The Product should be treated with care and the following suggestions will help you protect your warranty coverage.

1. Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged.
2. Do not store the device in hot areas. High temperatures can shorten the life of electronic devices, damage batteries, and wrap or melt certain plastics.
3. Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device and damage electronic circuit boards.
4. Do not attempt to open the Product.
5. Do not drop or knock the device. Rough handling can break internal circuit boards and fine mechanics.
6. Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.
7. Do not paint the device. Paint can clog the moving parts and prevent proper operation.

These suggestions apply equally to the headset main unit, speaker-microphone clamp unit, or power charger.

DISPOSAL



The crossed-out wheel bin symbol on the product, literature, or packaging reminds you that all electrical and electronic products, batteries, and accumulators must be taken to separate collection at the end of their working life. This requirement

applies to the European Union and other locations where separate collection systems are available. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please do not dispose of these products as unsorted municipal waste, but hand it in at an official collection point for recycling.

CERTIFICATION AND SAFETY APPROVALS

• FCC Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

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.

• **FCC RF Exposure Statement**

The antenna(s) used for this device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

• **FCC Caution**

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

• **CE Declaration of Conformity**

This product is CE marked according to the provisions of the R&TTE Directive (99/5/EC). Hereby, SENA declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information please consult <http://www.senablutooth.com>. Please note that this product uses radio frequency bands not harmonized within EU. Within the EU this product is intended to be used in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom and within EFTA in Iceland, Norway and Switzerland.

• **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 interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

• Bluetooth License

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by SENA is under license.

Other trademarks and trade names are those of their respective owners

The SPH10 is compliant with and adopts the Bluetooth® Specification 2.1+EDR and has successfully passed all interoperability tests that are specified in the Bluetooth® specification. However, interoperability between the device and other Bluetooth®-enabled products is not guaranteed.

WAIVER AND GENERAL RELEASE

By using the Product you will waive substantial legal rights including the right to sue. Please read the following carefully before using the device. If you do not accept all terms of this agreement, you should immediately return the product for a full refund. By using the headset you agree to be bound to this agreement and forfeit the right to sue. Using a communication device while riding a motorcycle, scooter, moped, ATV, quad-bike or any other vehicle or equipment, whether on land, water or air (jointly referred to as “Vehicle”) requires your complete and undivided attention. SENA Technologies, Inc., including its Officers, Directors, Affiliates, Parent Company, Representatives, Agents, Contractors, Sponsors, Employees, Suppliers and Resellers (jointly referred to as the “Company” or “SENA”) strongly advises you to take all necessary precautions and remain alert to the traffic, weather and road conditions if you choose to use the Product, including all derivative models irrespective of its commercial name or branding (the “Device”), and stop your Vehicle on the roadside prior to

initiating or receiving calls. Any publications, advertisements, announcements or similar notes that refer to using the Device while riding a Vehicle are solely intended to address its technical capabilities and should not be misconstrued as if encouraging users to operate the Device while actively involved in traffic.

By way of purchasing this Device and not returning it for a full refund (see below), you are irrevocably releasing, indemnifying from any liability, loss, claim and expense (including attorneys fees) and holding SENA harmless for any bodily injuries, harm or death as well as losses or damages in goods, to any Vehicles including your own, or to any property or asset that belong to you or to third parties, any of which may result from using the Device under any circumstances or conditions and irrespective of jurisdiction. SENA will not be responsible for any physical damages, irrespective of reasons, conditions or circumstances, including malfunctioning of the Device, and all risks associated with operating it rest solely and entirely with the user of this Device, irrespective of whether the Device is used by the original purchaser or any third party.

SENA hereby notifies you that using this Device may also be in contravention to local, federal, state or national laws or regulations, and that any use of the Device is entirely at your sole risk and responsibility.

1. You, your heirs, legal representatives, successors or assigns, hereby voluntarily and forever release, discharge, indemnify and hold harmless SENA from any and all litigation, claims, debts, demands, actions and liability which may arise, directly or indirectly, from using the Device for any distress, pain, suffering, discomfort, loss, injury, death, damages to or in respect to any person or property however caused, WHETHER ARISING FROM THE NEGLIGENCE OR OTHERWISE, and which may hereafter accrue to you on some future date as a result of said use, to the fullest extent permitted by law.
2. You fully understand and assume the risks in using the Device, including risk of negligent acts or omissions by others.
3. You confirm that you are physically capable to use the Device and that you have no medical conditions or needs that may infringe upon your abilities to do so in a safe manner. You confirm that you are at least eighteen (18) years of age and that you have been advised of the risks associated with

the use of the Device. You further confirm that you will not consume any alcohol that may affect your alertness or any mind-altering substance, and will not carry, use or consume these substances before or during the use of the Device.

4. You fully acknowledge our warnings and understand that: (a) risks and dangers exist in using the Device while in traffic, including but not limited to injury or illness, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious disability; (b) these risks and dangers may be caused by the negligence of the manufacturers or its agents or any third party involved in designing or manufacturing the Device; (c) these risks and dangers may arise from foreseeable or unforeseeable causes. You hereby assume all risks and dangers and all responsibility for any losses and/or damages, whether caused in whole or in part by the negligence or other conduct of others, including the Company. You confirm that you have read this release of liability and fully understand its terms and that you have given up substantial rights by not returning the Device for a full refund (see refund option below).

• **Two-Year Limited Warranty**

Sena Technologies, Inc. ("SENA") warrants that this product ("Product") shall conform to and perform in accordance with published technical specifications and the accompanying written materials, and shall be free of defects in materials and workmanship, for a period of two (2) year from the date of purchase by the first consumer purchaser of the Product. The limited warranty extends only to the original consumer purchaser of the Product and is not assignable or transferable to any subsequent purchaser/end-user.

This warranty is limited to the repair and/or replacement, at SENA's discretion, of defective or non-conforming Product, and SENA shall not be responsible for the failure of the Product to perform specified functions, or any other non-conformance caused by or attributable to: (a) any misapplication or misuse of the Product; (b) failure of Customer to adhere to any of SENA's specifications or instructions; (c) neglect of, abuse of, or accident to, the Product; or (d) any associated or complementary equipment or software not furnished by SENA. Limited warranty service may be obtained by delivering the Product to SENA or to the international distributor it was

purchased through and providing proof of purchase or receipt date. Customer agrees to insure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to SENA, and to use the original shipping container or equivalent.

• **Limitation of Liability**

EXCEPT AS EXPRESSLY PROVIDED HEREIN, SENA MAKES NO WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, WITH RESPECT TO ANY EQUIPMENT, PARTS OR SERVICES PROVIDED PURSUANT TO THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NEITHER SENA NOR ITS DEALER SHALL BE LIABLE FOR ANY OTHER DAMAGES, INCLUDING BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER IN AN ACTION IN CONTRACT OR TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), SUCH AS, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR BENEFITS RESULTING FROM, OR ARISING OUT OF, OR IN CONNECTION WITH THE USE OF FURNISHING OF EQUIPMENT, PARTS OR SERVICES

HEREUNDER OR THE PERFORMANCE, USE OR INABILITY TO USE THE SAME, EVEN IF SENA OR ITS DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL SENA OR ITS DEALERS TOTAL LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT.

- **Return for Full Refund**

IF YOU ARE UNWILLING TO ACCEPT AND AGREE TO THE ABOVE CONDITIONS, YOU MAY RETURN THIS DEVICE TO SENA FOR A FULL REFUND, PROVIDED THAT YOU DO SO NO LATER THAN 14 BUSINESS DAYS FOLLOWING THE PURCHASE OF THE DEVICE AND SUBJECT TO THE WRAPPING BEING INTACT. WHEN DOING SO, PLEASE REFER TO THIS SECTION. BY NOT RETURNING THE DEVICE FOR REFUND WITHIN THE PERIOD PROVIDED, YOU ARE EXPLICITLY IN AGREEMENT WITH THE ABOVE AND RENOUNCE ALL RIGHTS TO FUTURE CLAIMS AND DEMANDS AGAINST SENA AS DEFINED ABOVE.

WARNING

Using the headset with loud volume may be harmful to your eardrums and cause hearing loss. Please maintain proper volume level to protect your ears.

