eo SwimBETTER

OPERATING INSTRUCTIONS

CON**T**ENTS

1. ABOUT YOUR eo SwimBETTER

These Operating Instructions cover everything you need to know about your **eo** SwimBETTER handsets. They're a bit more comprehensive than your Quick Start Guide and contain some important details and safety information, so sit back, relax and have a read before recording your first swim.

1.1 INTENDED USE

Purpose built to help improve your swim technique, **eo** SwimBETTER is worn on both hands to measure the force and power generated by your hands as you swim. Fitting neatly in your palms, the **eo** SwimBETTER handsets collect a host of additional data, including your hand path and velocity, stroke rate, stroke phases and consistency. The collected data is downloaded to the
eo app on your mobile phone for analysis and stroke intervention right on the pool deck and can be viewed in more detail on the **eo** SwimBETTER online platform: **swimbetter.eolab.com**

eo SwimBETTER is intended for use in indoor and outdoor chlorinated and salt water pools and can be used by swimmers of any age or experience level who are looking to improve their swim technique.

1.2 WHAT'S IN THE BOX

Everything you need to SwimBETTER:

1. Left and right handsets
2. A pair of straps and keepers
3. Two **eo** charging clips
4. Two USB-C charging cables
5. Mesh pouch: to carry your charged handsets to and from the pool
6. Two Sunscreens to clip over your handsets when swimming outdoors
7. Quick Start Guide
8. Protective case

1.3 GET TO KNOW YOUR eo SwimBETTER HANDSETS

Start / stop recording button

LED

Charging clip locator

Sensor band

Elasticised velcro strap

Pressure sensors

Left/Right Hand reference

Charging plates

Keeper

Strap clip

Battery cover

Serial number
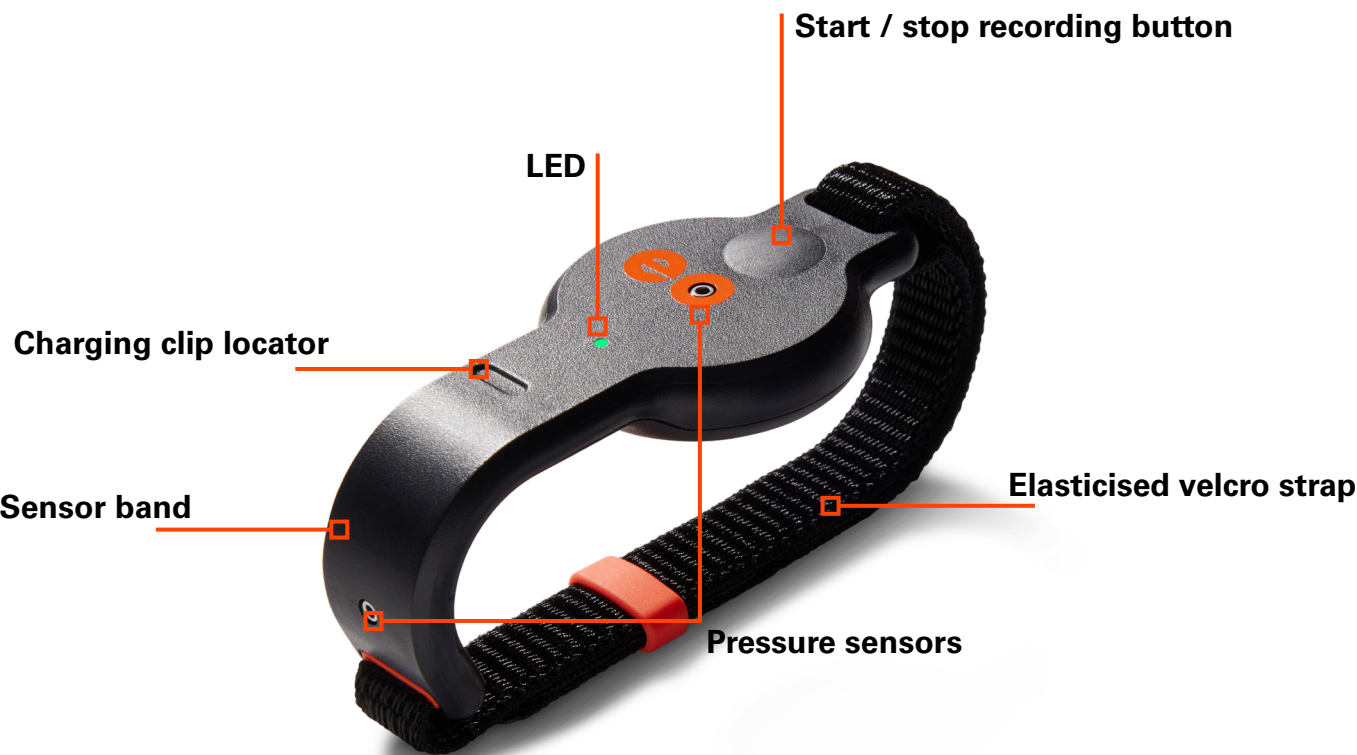
1.4 TECHNICAL SPECIFICATIONS

Size	Each handset is 11cm x 4cm x 1cm (4.3in x 1.5in x 0.4in) excluding straps.
Weight	Each handset weighs 30g (1.06 oz.) that's about as much as a slice of bread.
Operating voltage	3.6V DC
Charger supply voltage	5V 0.2A
Battery type	Lithium-ion cell - LIR2450
Battery voltage	3.6V 120mAh
IP rating	IPX8
Water resistance	30 metres (100 feet)
Recording time	**eo** SwimBETTER90 - records up to 90 minutes of data **eo** SwimBETTER15 - records up to 15 minutes of data
Data storage	Once downloaded, data is immediately deleted from the handsets so you can record more. Downloaded data is stored securely in the Cloud and is accessible any time on the **eo** app or platform via your **eo** account. We follow industry best practice to securely store all data which is end-to-end encrypted.
Connectivity	Bluetooth®
Charging	To charge, connect the supplied charging clip and cable (or any USB-C cable) to your handsets.

1.5 ENVIRONMENTAL CONDITIONS

eo SwimBETTER has been designed for use:

1. in indoor and outdoor chlorinated and salt water swimming pools and wet areas, and
2. in temperatures from -10°C (14°F) to 40°C (104°F).

IMPORTANT:
When using **eo** SwimBETTER outdoors during the day or in pools that get direct exposure to sunlight, you need to clip the **eo** Sunscreens included in your kit over each handset. They shade the pressure sensors, which are sensitive to sunlight, without hindering their ability to measure the pressure during the stroke.

1.5   SOFTWARE & FIRMWARE UPDATES

We're continually improving how **eo** SwimBETTER operates – from how data is processed to how it's presented in the app for easier understanding. These improvements are delivered through software and/or firmware updates via the **eo** SwimBETTER app.

To ensure you're always using the latest version of the **eo** SwimBETTER app, we recommend enabling automatic app updates in your device settings.

If a new firmware update is available, you'll see an ⓘ icon next to the paired handsets on the **Device Setup** screen in your app. We'll also notify all registered users of the update by email.

Updating firmware is quick and easy. Click the button below to watch the **Firmware Update Explainer** for step-by-step instructions.
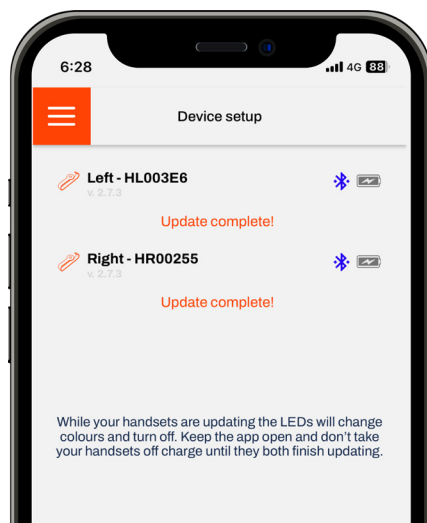
FIRMWARE UPDATE EXPLAINER
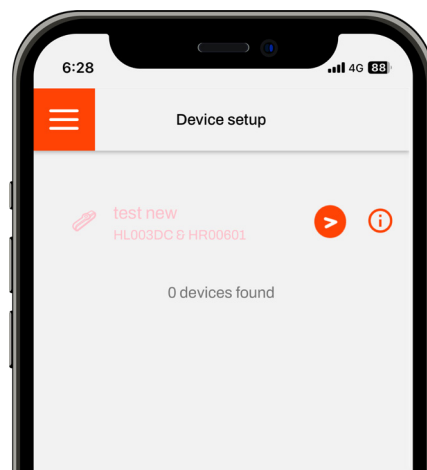
IMPORTANT:
While the handsets are updating:
- BOTH handsets must remain on charge.
- The LEDs will change colour and turn off.
- Keep the app open and DO NOT disconnect from charge.
- Wait until **Update complete!** appears on screen twice – once for each handset as indicated in the image on the right – before disconnecting.

2. SET UP & GET STARTED

2.1 ATTACH YOUR STRAPS

1. Place the handset face down with the sensor band facing away from you.

2. With the **eo** logo on the strap facing up, feed it through the hole from the inside of the sensor band until it clicks into place. When it's clicked in correctly you will have a smooth finish on the inside of the sensor band.

> **IMPORTANT:**
> There is a tiny key on the orange strap clip that clicks into the sensor band with minimal pressure. Please do not force it. If the strap doesn't click into place easily, check you have the strap the right way up and try again.

3. In your straps bag, you'll find two orange keepers to hold your straps closed during your swim. Slide one of these onto the strap.

4. Now feed the other end of the strap through the hole on the other side of the handset.

5. When the strap wraps around your hand, the velcro will connect to the strap. If it doesn't, it's upside down. Take the strap out, flip it and try again.
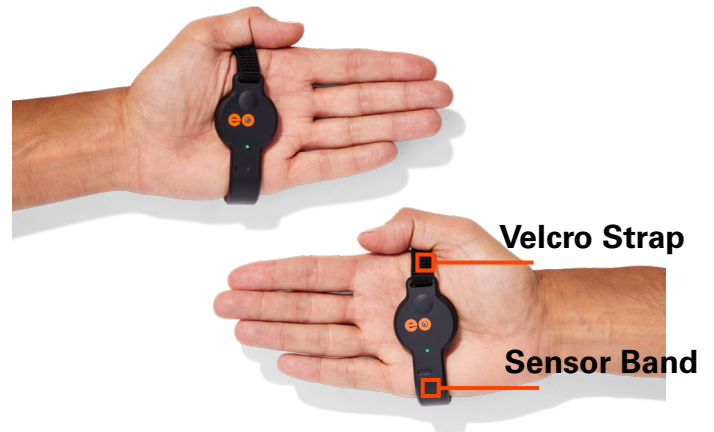
Here's one we prepared earlier:

2.2 PUT YOUR HANDSETS ON

The most important thing is to make sure you put your handsets on the correct hands. You'll see an L and R hand reference on the back to make this easy.

This is what they look like when on correctly – the **eo** logo should read from left to right when you're looking at your palms.

Velcro Strap

Sensor Band

1. Sit the body of the handset into the hollow of your palm.

2. The sensor band wraps around the outside (pinkie side) of your hand.

3. Adjust the velcro straps for a firm but comfortable fit. Ensure the straps are secure by sliding the orange keeper over the end of the strap. If your straps come loose during a swim, it could impact the quality of your data.

4. Avoid placing the straps across your knuckles as this can cause them to release when your hand flexes as you swim.

2.3 SET UP YOUR APP

1. It's important to set up your **eo** app and complete the **Your details** and **Device setup** sections before you record any swims. These steps will pair your handsets so they're ready to record and only need to be completed once. You can add additional pools at any time.

2. If you haven't already, you first need to set up your **eo** Account. You can do this at **eolab.com** by clicking the **Login** menu link – second from the right at the top of the screen - then **Sign up with your email**.

3. Download the iOS or Android **eo** SwimBETTER App from the App Store or Google Play. Click one of the icons below or search for **eo** SwimBETTER in your relevant store.

4. Login with the email and password you used to set-up your **eo** Account.
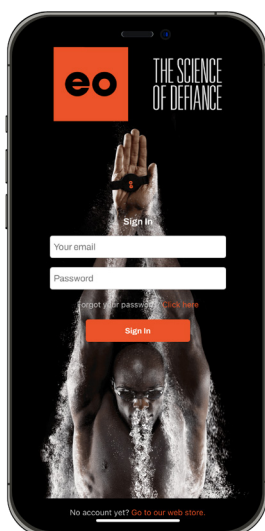
5. On your first log in, you will be taken to the **Your details** page. It's important to fill in this information before your first swim so your data is properly reflected.
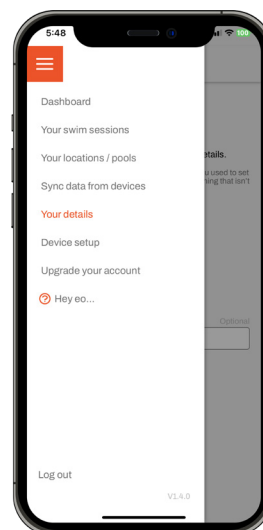
6. Review your personal details auto-populated from the information you provided when creating your **eo** Account. Change anything you need to, then follow the on-screen instructions by clicking the **Next** button at the bottom until you complete all information.

IMPORTANT:
You'll be asked to enter your hand width and length during setup. These measurements are used to calculate power, so it's crucial they are as accurate as possible.
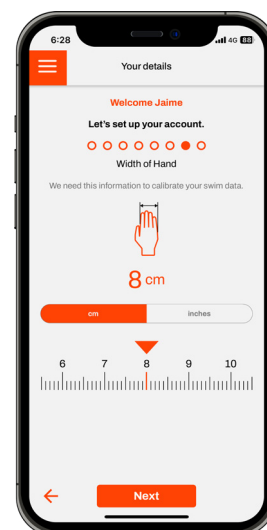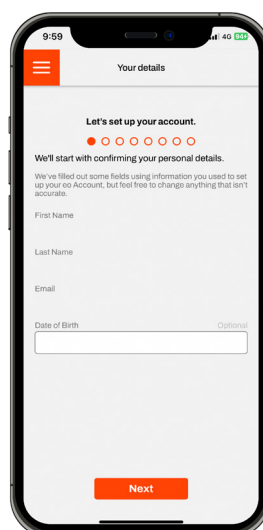
7. Now it's time to set up your pools. Click **Your locations / pools** on the Home Screen and fill in the details of the pools you regularly swim at. You can add as many pools as you like, at any time, but you will need to have at least one listed before uploading your first swim. If your pool has both short and long course, register it twice - once for each distance.
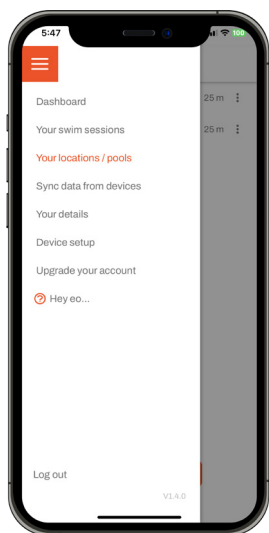

8. Next up, you need to pair your handsets. We recommend doing this at home where there aren't any other handsets in your vicinity.

   Make sure your phone has Bluetooth® enabled and that both of your handsets are turned on - the LED should be solid green - then click **Device setup** on the Home Screen.
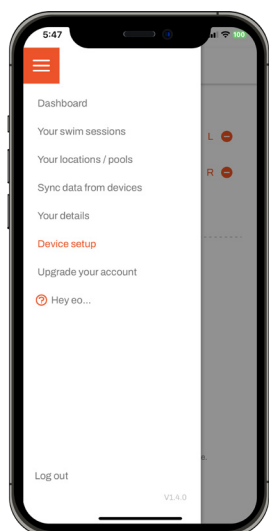
9. The app will automatically scan for handsets in its vicinity. Look for yours in the list, by matching the serial numbers with the ones that are printed on the back of each of your handsets - this is the large number that appears below the L and R.
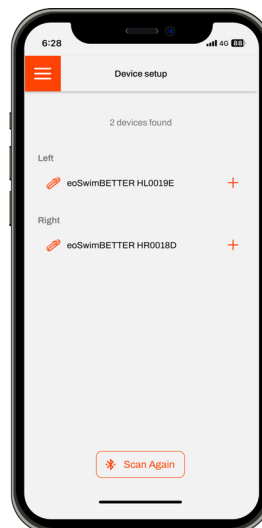
10. Hit the **+** button alongside your left handset. It will automatically be named as the serial number for the left handset. You can leave this as is, or change it to whatever you like, then click **done**. Do the same for your right handset.
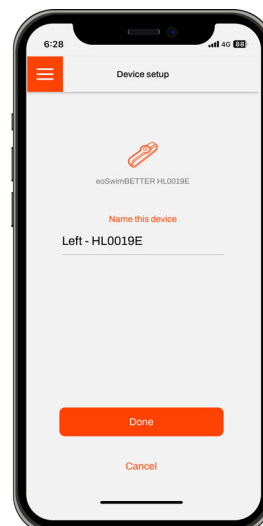
11. Your handsets will automatically start pairing. Once pairing is complete, click **Save this pair**.
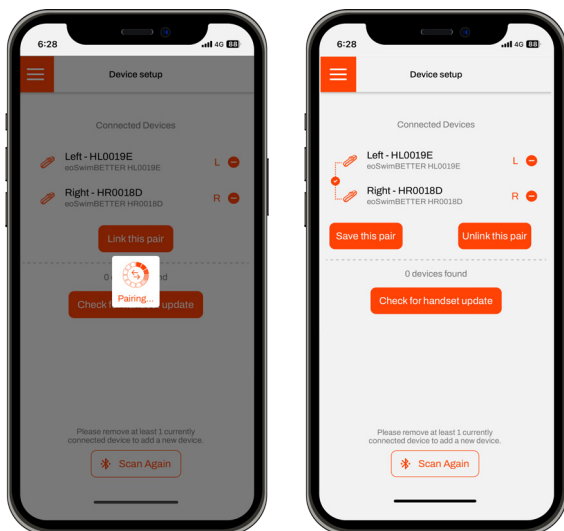
12. Give your paired handsets a name. If you're managing multiple pairs of handsets (e.g. for a team), make sure each pair has a unique name and colour. Use the drop-down menu to select a different colour for each pair — this will make it easier to tell them apart.
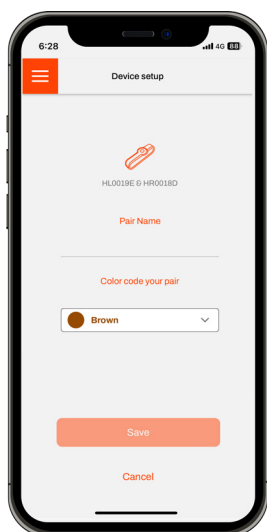
    Once you've set the name and colour, click **Save**.

13. Your app set up and device pairing is now complete. You're ready to record your first swim.

14. If you ever need to remove your handsets from your app, just click the ⊝ button alongside the pair you want to remove, then the ⊖ button and follow the prompts. You can relink a new pair by following steps 8 to 11.

2.4 eo SUNSCREENS

Your handsets need sunscreen too.

Photons from the sun can dramatically impact the performance of the pressure sensors on the top and side of each handset. So, when swimming in sunlight, either outdoors or in a pool that gets direct sunlight through glass windows (skylights are OK), you'll need to clip the **eo** Sunscreens included in your kit over each handset.

The **eo** Sunscreens are shaped to perfectly fit the handsets and are easy to clip on. Just make sure they're clipped in both locations (top and sensor band) before you start to swim.

The **eo** Sunscreens are not required if you're swimming at night, but they won't impact your data at all if you decide to leave them on. You will need to remove them to charge your handsets.

Clip on both sides at top and sensor band

2.5 TURN YOUR HANDSETS ON & RECORD DATA

Your handsets will arrive with some charge in them so you can jump in the pool straight away. We recommend you top up the charge after your first session or even before if you have some time.

Follow these steps to record your data:

STEP 1:
LEDs are off
Press and hold the button on **EACH** handset for **3 seconds** to turn on.

STEP 2:
Both LEDs are solid green
Handsets are on and ready to record. With both hands out of the water, double press **ONE** handset to start recording.

STEP 3:
Both LEDs are flashing green
Recording has started, it's time to swim. See tips on the right to get accurate recordings every time.

You can start and stop recording each swim by double pressing the button on either handset.

Your handsets will automatically turn off after 10 minutes of inactivity to save battery.

2.6 TIPS FOR ACCURATE RECORDINGS EVERY TIME

Follow these tips to get accurate recordings every time.

1. **Your handsets need sunscreen too.**
    The sensors in your handsets are sensitive to sunlight. If you're swimming outdoors during the day – or in a pool with direct sun exposure – clip the sunscreens (included in your kit) onto each handset before you start. This prevents sunlight from corrupting your data.

2. **Don't forget the 2-second rule.**
    When both LEDs are flashing green, you're ready to swim. At the start of each lap, make sure both hands are fully submerged at the same time for 2 seconds, followed by a minimum of three full strokes. This ensures accurate lap start and turn detection. If you streamline at the start of each lap, this counts towards your 2 seconds.

3. **Remember to stop recording.**
    Always stop recording before turning your handsets off to ensure your swim data is saved.

NOTE: We've updated the algorithm to automatically remove any "non-swimming" strokes during processing. This means you no longer need to start and stop your recordings between laps when taking a breather – unless you prefer to keep your recordings separate.

2.7   DOWNLOAD YOUR DATA

File transfer data usage
As you may be downloading and transferring quite large swim data files, we recommend connecting to Wi-Fi to save your mobile data.

If you're not connected to mobile data or Wi-Fi, your swim files won't transfer to the Cloud until you are connected. Once your files have been transferred to the Cloud, it can take a couple of minutes for them to show up in **Your swim sessions** so don't worry if they don't show up immediately.

1. Ensure Bluetooth® is enabled on your phone and both your handsets are switched on (the LED should be green) and within range of your phone. Log in to your app.

2. On the Home Screen, click **Sync data from devices**.
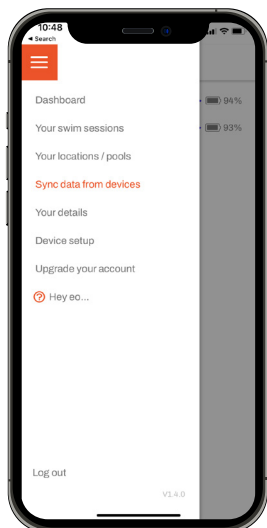
3. When your left and right handsets appear on screen, click **Connect**.
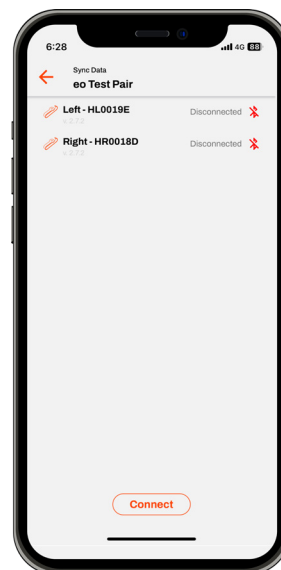

4. Once handsets are connected, click the **Download data** button. Be careful not to hit the red **Erase button** as this will delete the data from your handsets before it's downloaded. Your LEDs will flash dark blue during the download process.
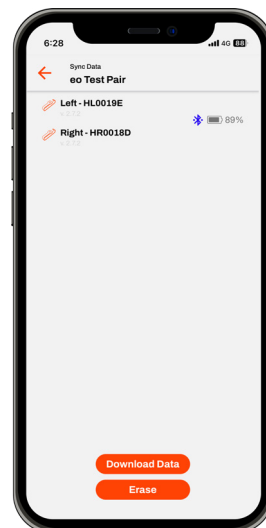
5. Once your swims have downloaded, remove any you don't want to keep by clicking the 🗑 icon - this will remove it from your app.

   On the swims you want to keep, click **Next** to add in your stroke, location, date and time of swim, and, if you're on a team, select the name of the swimmer from the drop down menu.
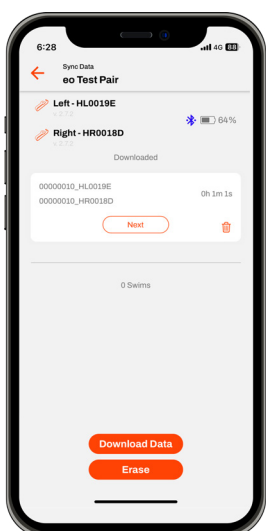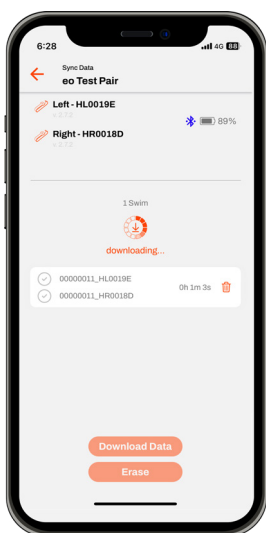
6. You can click **Apply to all swims**, to add the same information to each of the swims you're uploading.

   Once your information is added, click **Save & Upload** to securely store your data. Your swims will upload to the Cloud one by one. When they have all safely uploaded you will see 0 Swims on your screen.
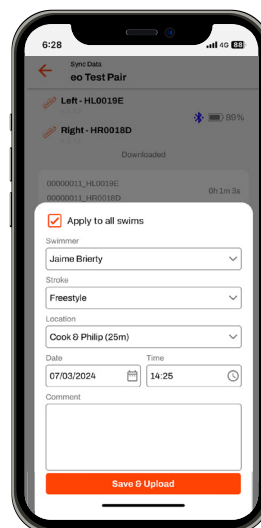
   If one or more of your swims gets stuck - which can sometimes happen - it will still appear on your screen with **Save to Cloud**. Just click **Save to Cloud** again and it will upload.

   NOTE: Transferring your data to the Cloud can take a minute or two - depending on the length and number of recordings.

   Once your swims are visible under **Your swim sessions**, they'll also be available to review in more detail on the **eo Platform**.
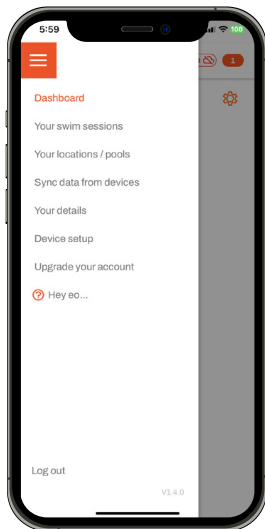
   Deletes an upload from your app.

   Deletes all data currently stored on your handsets.

2.8   SET UP YOUR DASHBOARD

On the eo app

1. From the menu screen, click **Dashboard**. This will bring up your Dashboard screen.

2. Click the settings symbol ⚙ . This will bring up your Dashboard Preferences Screen.
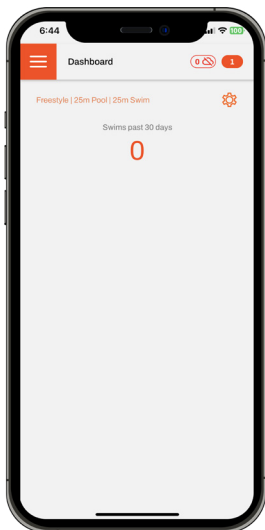
3. Select your core stroke, usual pool type and swim distance, then select the metrics that you would like to display on your dashboard. You can include them all or just a few, it's up to you. Click **Save settings**.
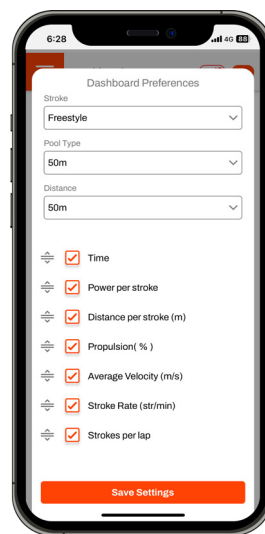
4. Every swim you upload is automatically included in your Dashboard summary. To exclude any swims from your Dashboard, simply click **Your swim sessions** and then click the star icon alongside the swims you'd like to exclude. If the star is red it's included. If it's white it is not.

On the eo Platform

There are a lot more options available in setting up your dashboard on the **eo** Platform. For instance, you can create quick tabs to view dashboards for any number of your swim subsets making it easy to compare like for like swims.

Click the button below to watch our **Tips for Setting up your Dashboard**.

SETTING UP YOUR DASHBOARD

2.9 ANALYSING YOUR DATA

For help analysing your **eo** SwimBETTER data watch our explainer video **HERE**.

We also offer a free, one-on-one Zoom session with one of our data experts (we call them power whisperers). If you'd like to book one of these sessions, send us an email at: **support@eolab.com** and we'll get back to you to arrange a suitable time. Please note, we will request access to your data for this session, but it will only be viewed by the power whisperers.

2.10 TURN YOUR HANDSETS OFF

1. Press and hold the button on **EACH** handset for three (3) seconds.
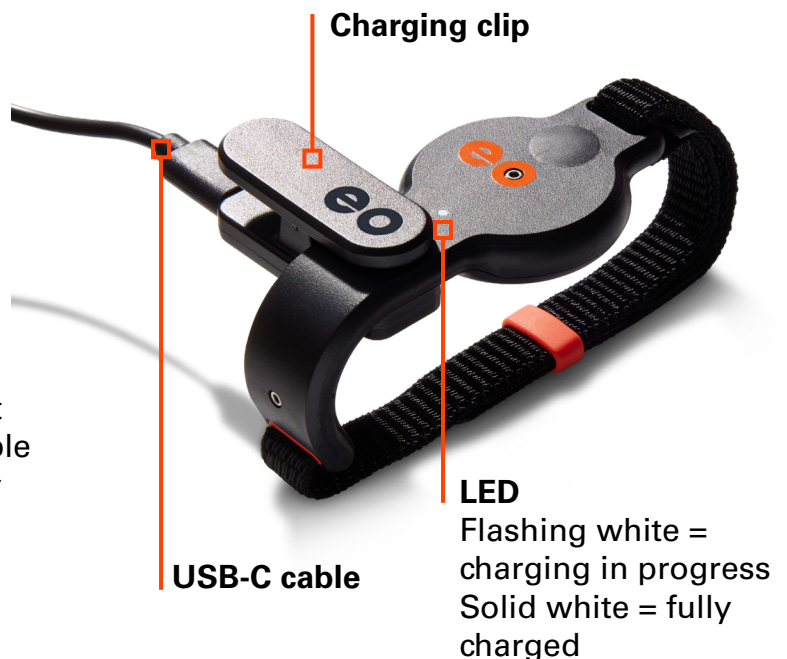2. The LEDs with go red and then turn off completely.

2.11 eo PLATFORM

Once your swim data has transferred to the Cloud, and shows up in "Your Swim sessions" on the app you can view it in more detail on the **eo** Platform at: **swimbetter.eolab.com**.

Open the platform in a new browser on your computer, login to your **eo** account and all your swim history will be available to view in larger format charts with easy interaction to zoom in on sections.

2.12 CHARGING

1. After turning your handsets off, attach one charging clip to each handset - the **eo** logo on your charging clip should be facing up – see image below. Align the charging pins with the charging plates on the inside of the sensor band – you will feel it click into place when properly connected.

2. Plug one end of the USB-C cable into the charging clip and the other end into a power adaptor or computer.

3. The LED on your handset will flash white while charging is in progress.

4. Charging is complete when the LED turns solid white.

5. Try not to leave your handsets connected to power once they are fully charged as overcharging may reduce the battery life.

Charging clip

LED
Flashing white = charging in progress
Solid white = fully charged

USB-C cable

2.13   LED COLOUR GUIDE

Appearance	LED	Handset status	Button presses
No visible light	○	Off	3-second press on EACH handset to turn on
Green - solid	●	On and ready to record	With BOTH hands out of the water, double press ONE handset to start recording
GREEN - FLASHING	◎	**RECORDING IN PROGRESS**	**With BOTH hands out of the water, double press ONE handset to stop recording**
Dark blue - solid	●	Handset connected to PC or mobile device via Bluetooth®	
Dark blue - flashing	◎	Data transferring and memory clearing	
Yellow - solid	●	Memory full – time to download	
Red - flashing	◎	Low battery – you have about 20 minutes of power left from when it starts flashing red	
Red - solid	●	Turning off	3-second press on EACH handset
White - flashing	○	Charging	
White - solid	○	Fully charged	
Red - flashing double time	◉	Clearing corrupt memory following hard reset. This will flash for 30 seconds.	See trouble shooting for more information.

2.14   SYNC DATA WITH VIDEO

You can sync videos of swims to your data to see each frame of footage alongside the corresponding data.

Instead of trawling through hours of footage to spot technique flaws, you can identify anomalies in the data and instantly see the corresponding vision. If something catches your eye in the footage, pausing on that frame will display the aligned data.

Uploaded your video to the **eo** SwimBETTER platform, attach it to the relevant swim, and sync. Videos will remain synced unless you manually adjust it later. We support all video formats and automatically reprocess footage into the correct format on upload.

When recording video for syncing, be sure to capture the very first flash of the handset LED at the start of recording. This flash is your sync point. You can fine-tune alignment afterwards using the Nudge button.

OUR TIPS
- Shoot at 30 FPS.
- Any resolution is fine, but we standardise to 720p during processing.
- To reduce uploading and processing time, set your camera to 720p before recording – higher resolutions will make the file unnecessarily large.

Click the button below to watch the **Video Sync Explainer**.

VIDEO SYNC EXPLAINER

2.15   DATA SHARING

The data sharing feature makes it easy to share your data with anyone you like. You maintain complete control and can remove the

sharing access at any time with the click of a button. This is a great feature for swimmers who work remotely with a coach, a parent who would like access to their child's data, or simply for bragging rights amongst team mates.

Click the button below to watch the **Data Sharing Explainer** for instructions on how to share your data.

DATA SHARING EXPLAINER

2.16   ANNOTATING DATA

Coaches and swimmers can interact on the **eo** SwimBETTER platform making feedback and coach/swimmer connection fast and efficient and, being data driven, very focussed.

The annotate and export feature is perfect for this situation. It allows coaches and swimmers to mark up charts with notes and instructions. Coaches can provide instructions to the swimmer on areas to work on in their next session. Swimmers can post notes and questions to their coach. You can also export data for further analysis or to share as an image.

To add notes or export any chart, just click the ellipsis (three dots) **...** in the top right of the chart to bring up the export and annotate menu.

Click the button below to watch the **Annotate & Export Data Explainer**.

ANNOTATE & EXPORT DATA

2.17 eoi - YOUR AI-OPTIMISED SWIM ANALYST

When it comes to analysing your **eo** SwimBETTER data, **eo**i does the heavy lifting for you. With a single click, you can generate a personalised report for any freestyle swim, that highlights the key changes to focus on, and provides drills and videos to help you improve.

Instead of spending time combing through charts, **eo**i instantly interprets your data and delivers an easy-to-understand report with:

- Key insights into your stroke technique,
- A list of areas to focus on, and
- Recommended drills and videos tailored to you.

How to run an eoi report

Upload your swim to the **eo** SwimBETTER app, then log in to your **eo** account on the platform – **swimbetter.eolab.com**. Open the swim file you'd like analysed then click the blue **eo**i button in the top right hand corner. Your report will appear on screen in about 60 seconds.

Note: **eo**i currently works with freestyle only. Back, fly and breasat analysis will be added as this feature evolves.

> **SEE eoi IN ACTION**

2.18 MEMBERSHIPS

An **eo** membership is required to get full access to all your technique data. We recommend every swimmer has their own membership to keep their data clean and separate from other swimmers. If you don't have a membership yet, you can purchase one here **HERE**. Scroll down and click the "I just need a membership" button.

Coaches who purchase team memberships can create teams and allocate those memberships to any swimmer they like. They can also invite other coaches to join their team, providing that coach with access to view that team's swimmers' data. Coaches joining a team do not need a membership, they just need a **free eo Account** which they can open by clicking the "Log in" button in the top right of the **eo** website.

Click the button below to watch our **How to Set Up a Team and Allocate Memberships Explainer**.

> **HOW TO SET UP A TEAM AND ALLOCATE MEMBERSHIPS**

A swimmer with their own individual membership can join a team, providing that team's coach with access to their data. They can request to join the team using the unique team ID which is supplied by the coach. Once the coach accepts the swimmer's request, they're on the team. The swimmer or the coach can remove the swimmer from that team at any time, which removes the coaches' access to the swimmer's data.

Click the button below to watch our **How Athletes Join a Coach's Team Using Their Own Membership**

> **HOW TO JOIN A TEAM USING YOUR OWN MEMBERSHIP**

2.19 SYNC TO TRAININGPEAKS

Keep your swim, bike and run data all in one place.

Connect your **eo** and TrainingPeaks accounts once and every future swim you upload to the **eo** app will land in your TrainingPeaks calendar – complete with poewr, IF, TSS and more.

Click the button below to see how to connect your accounts.

> **HOW TO CONNECT YOUR eo AND TRAININGPEAKS ACCOUNTS**

2.20 GLOSSARY

There may be some acronyms and abbreviations used in the chart metrics that are unfamiliar to you.

Here's a breakdown:

Avg	Average
DPS	Distance per stroke
PPS	Power per stroke
Glide	The time your arm spends in the forward extended position before catching the water for the pull.
Left	Strokes taken by your left arm.
Pull	The action of moving your hand through the water to propel you forward.
Propulsive	Percentage of the power you generated that contributed to moving you forward.
Recovery	Begins when your hand exits the water at the end of your stroke and ends when that same hand re-enters the water to start the next stroke.
Right	Strokes taken by your right arm
SR	Stroke rate
Str/min	Strokes per minute
Stroke	The full rotation of both arms.
Work	Sum of the work done of each stroke (L & R) converted to Joules for the whole swim.

2.21 TROUBLESHOOTING

What the heck!!! Something's not right.

App issue	User instruction
I've uploaded my data but it's not showing up in my list of swim sessions.	Make sure you're connected to Wi-Fi or have mobile data available so your swims can transfer to the Cloud. Once uploaded, they may take a few minutes to appear under **Your swim sessions**, depending on the number of laps, length, and duration of the swim.
I've uploaded my data but it's showing up as a 0:00:00 in the time.	OK, this could be one of three things: 1. You were swimming outdoors or in direct sunlight and forgot to clip your **eo** Sunscreens over each handset 2. You weren't under water for long enough before taking your first stroke. The handsets need to both be under water for a minimum of **2 seconds** and then you must take at least **3 strokes** for your recording to register.
My hand path and consistency data doesn't look right.	To ensure accurate hand path and consistency data, you need to maintain a stroke rate between 20–45 cycles per minute (one cycle = both arms completing a full stroke). Stroke rates outside this range may reduce the accuracy of these specific metrics. Power data is unaffected and remains accurate across all stroke rates. For validation testing, researchers should use a slightly narrower range of 20–40 cycles per minute to maximise reliability.
Why isn't my swim showing up in the **eo** platform?	Check you're on the "All Swims" tab - in the tabs at the top of the page under your name. Check the date range you've selected covers the date of the swim that you're looking for. You can select: today, 7 days, 30 days, 90 days or set a custom date range using the buttons in the top right. If that doesn't help, email **support@eolab.com** for further intructions.

Handset state	Left LED	Right LED	User instruction
I'm trying to record but the LED on one, or both, of my handsets is yellow.	🟡	🟡	Your memory is full. Better download your data so you can get back in the pool and record some more.
The LEDs are doing strange things. One is blinking and the other is solid.	🟢	🟢	Yeah, that is strange. Turn them both off and try again. If it happens again, check that your handsets are paired in the app. See 2.3.8 on page 9.
When I turn my handsets on, the LEDs are purple.	🟣	🟣	OK, that means your handsets are running on old firmware that required Pool Orientation before recording could commence. **Watch this video** for instructions on how to update your firmware - it's really easy and only takes a couple of minutes. Please make sure you keep your handsets on charge until they have both finished updating.
I was recording data and one of my handsets turned off and now I can't stop the other handset from recording.	🟢	⚪	This is rare and means you'll need to do a hard reset on the handset that is stuck in recording mode. Unfortunately this will mean any data that has not yet been downloaded will be lost. To do the hard reset, press the button on the handset that is in recording mode for 5 seconds or more - until the LED turns off. You can then turn the handset back on. Your LED will flash red which is the handset clearing corrupted data. This will take about 40 seconds. Once that stops you're all set to record again.
My handsets are on charge, but the LED is not flashing white.	⚪	⚪	Check the charging clip is located correctly with the charging pins connecting to the charging plates in the sensor band. Give the clip a gentle wiggle and you should feel it click into place. That should do the trick. If you're still having issues, get in touch with our customer service at: **support@eolab. com** and they'll help you out.

If all else fails, turn your handsets off then back on, and / or relaunch your **eo** app.

3. SAFETY & HANDLING

WARNING: Failing to follow these safety instructions could result in fire, electric shock, injury, or damage to your **eo** SwimBETTER handsets or other property that is not covered by warranty.

If **eo** SwimBETTER is not used in the manner specified in these guidelines, the protection provided by the equipment may be impaired. Read all the safety information below before using **eo** SwimBETTER.

3.1 HANDLE WITH CARE

- **eo** SwimBETTER contains sensitive electrical components, including batteries, that can be damaged, impair functionality, or cause injury if dropped, burned, punctured, crushed, or disassembled.
- Do not push up out of the pool with **eo** SwimBETTER still on your hands as the pressure of your bodyweight may crack the casing.
- Do not use your **eo** SwimBETTER handsets if they are cracked as this may allow water to enter the units and damage the sensitive electronic components inside.

3.2 REPAIRING

- Do not attempt to repair your **eo** SwimBETTER handsets or charging components yourself. Disassembling may cause further damage, resulting in loss of water resistance, injury, or void your warranty.
- If your **eo** SwimBETTER is damaged or malfunctioning, contact us at: **support@eolab.com** for help.

3.3 REPLACING THE BATTERY

- Do not attempt to replace the **eo** SwimBETTER battery yourself as this could cause injury or damage to your handset.
- If you think your battery needs replacing, please contact our customer service at: **support@eolab.com** for further instructions. A special tool is needed to remove the back of the handset, and it needs to be torqued to a specific level to ensure no water ingress after replacing, therefore please do not take them to a watchmaker without contacting us first as this may void your warranty.
- Battery must be replaced with an LIR2450 3.6V 120 mAh Lithium-ion cell battery.
- Used batteries must be recycled or disposed of separately from household waste.
- Do not incinerate the battery.

3.4 CHARGING

- **eo** SwimBETTER should be charged indoors in a well ventilated location.
- Do not charge **eo** SwimBETTER on wet surfaces, or within 3 metres (10 feet) of a pool, bath, or sink.
- Do not handle the charging clips or cords with wet hands.
- Do not expose the charging clip or charging cords to moisture.
- Temperature of the handsets may increase while charging.
- Do not use or charge **eo** SwimBETTER

in the presence of gaseous fumes, dust, or flammable materials - sparks may be generated, and cause a fire.

- Do not charge with a damaged cord.
- Do not place charging cord under strain.
- Keep the cord away from heated surfaces.
- Do not leave your handsets connected to power once they are fully charged as overcharging may reduce their life.
- Only use the supplied **eo** charging clip to charge **eo** SwimBETTER.
- Only charge with an adapter and USB-C cord that is compliant with your country regulations and international and regional safety standards, including the International Standard for Safety of Information Technology Equipment (EC-62368-1). Charging with adapters that do not meet the applicable safety standards could pose a risk of death or injury.
- Using damaged cables or chargers, or charging when moisture is present, can cause fire, electric shock, injury, or damage to property and **eo** SwimBETTER.
- **eo** SwimBETTER is not compatible with wireless charging.

3.5 DISPOSAL

- Do not burn or incinerate your **eo** SwimBETTER handsets. This can cause the internal battery to explode, causing injury or damage.
- When your **eo** SwimBETTER reaches the end of its life, please do not dispose of either the handsets, charging clip or charging cord with normal household waste. Instead, please take them to a local designated collection point for the recycling of waste electrical and electronic equipment. Please dispose of packaging in an environmentally friendly way.

3.6 CARE & CLEANING

- Thoroughly rinse **eo** SwimBETTER in fresh water after swimming in chlorinated or salt water, and dry with the supplied microfibre cloth or a similar soft cloth before storing in the protective case.
- Do not leave the handsets in direct sunlight.
- Do not use detergents, coarse cloths, ultrasonic cleaners, or compressed air to clean your **eo** SwimBETTER handsets.

3.7 FCC COMPLIANCE

Contains FCC ID 2AA9B05

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.

Note: 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.

Changes or modifications to this product not authorised by **eo** could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.

3.8 CHARGING CABLE & CLIP

The radiated output power of this device meets the limits of FCC/IC radio frequency exposure limits. This device should be operated with a minimum separation distance of 20cm (8 inches) between the equipment and the body of a person.

Responsible party contact for FCC matters:

eo
Level 13
477 Pitt Street
Sydney NSW 2000
Australia
E: **support@eolab.com**

3.9 BATTERY WARNING

This product contains a coin cell battery. Do not ingest battery; chemical burn hazard.

Keep new or used batteries away from children. The battery can cause severe or fatal injuries within two (2) hours due to chemical burns. If swallowed or placed inside any part of the body, seek immediate medical attention.

If you're in Australia, contact the Australian Poisons Information Centre immediately on 13 11 26 for fast, expert advice 24/7.

3.10 COPYRIGHT

Patent protected technology.
See **eolab.com/IP** for details.

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Google Play and the Google Play logo are trademarks of Google LLC.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

3.11 LIMITED WARRANTY

Click **HERE** to read our limited warranty information or go to:
eolab.com/limited-product-warranty.

4. SUPPORT & FAQs

For support, battery replacement, warranty claims or spare parts, please email us at:
support@eolab.com

Click the button below to read our FAQs.

FREQUENTLY ASKED QUESTIONS

5. CONTACT

eo
c/o Fishburners Limited
Level 13, 477 Pitt Street
Sydney NSW 2000
Australia
E: **support@eolab.com**
W: **eolab.com**

We have made every effort to ensure the accuracy of the information in these Operating Instructions. If you can't find the information you're looking for, email us for more help:
support@eolab.com