

# VR safety Warnings

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# Conditions that may affect the VR experience

A comfortable virtual reality experience requires an unimpaired sense of motion and balance. Do not use the headset when you are experiencing any of the following (as it may increase your susceptibility to more adverse symptoms):

- Tiredness or exhaustion
- Under the influence of alcohol or drugs
- Under emotional stress or anxiety
- When suffering from cold, flu, headaches, migraines, nausea, or earaches

## Pre-existing medical conditions

Consult with your doctor before using the headset if you are pregnant, elderly, have preexisting binocular vision abnormalities or psychiatric disorders, or suffer from a heart condition or other serious medical conditions.

## Seizures

Some people (about 1 in 4,000) may have severe dizziness, seizures, eye or muscle twitching, or blackouts triggered by light flashes or patterns. This may occur while they are watching TV, playing video games, or experiencing virtual reality, even if they have never had a seizure or blackout before or have no history of seizures or epilepsy. These symptoms arise more commonly in children and teenagers. Anyone who experiences any of these symptoms should stop use of the headset and see a doctor. If you previously have had a seizure, loss of awareness, or other symptom linked to an epileptic condition, you should see a doctor before using the headset.

## Play space and surroundings

Your headset is designed to track your movement during use and model your actions in the virtual world as you move in the real world, all without requiring wires or cables connected to a personal computer. This freedom of movement means that you must take appropriate action to have a safe experience

## Set up and use only in a safe environment

The headset produces an immersive experience that can distract you and can completely block your perception of your actual surroundings.

## Only use your headset indoors

Clear a safe area all around you, including overhead, before using the headset. Serious injuries may occur from tripping, running into, or striking walls, furniture, objects, or people.

Also avoid use in, near, or under areas, objects, animals, or other things that could cause injury through trips, falls, contacts, strikes, loss of balance, or other unsafe conditions or interactions, such as:

- Walls
- Furniture
- Lamps
- People
- Stairs
- Ramps
- Balconies
- Windows
- Computers, televisions, monitors, or other electronic devices

## Usage time and breaks

Ease into using the headset to allow yourself to adjust to both the headset and the specific experience. Appropriate use periods and breaks will vary from person to person, but you should always take regular breaks when using your headset. We recommend a break after 45 minutes (or less) of use. For anyone under 18, we recommend a break after 30 minutes (or less).

- Start by using your headset for a few minutes and increase the amount of time using the headset as you grow accustomed to the experience.
- Always take a break if you feel discomfort and don't start again until you are no longer feeling discomfort.
- Extended use without adequate breaks may increase the risk of injury, other adverse effects, or property damage.

## Moving carefully in VR

Move carefully while you explore the virtual world. Fast or abrupt motion may cause a collision or loss of balance.

If you lose your balance or your sense of balance feels affected, remove your headset and take a break until normal balance returns.

Remember that objects you see in the virtual world may not exist in the real world. Don't sit, stand, or lean on virtual objects.

The rings on your controllers extend away from your hands. Use caution when moving your hands and arms so the controllers don't collide and so you don't strike yourself with the controllers.

## The Guardian system

The headset contains a virtual boundary feature called the Guardian system which is designed to help you stay in your play space and avoid collisions with objects in the physical world while you are in your virtual environment.

Follow on-screen instructions to define your play space, and follow the instructions and warnings meant to keep you in your designated cleared play space.

The Guardian system works best in a cleared space with walls and surroundings that create different patterns for the sensors to track. The Guardian system may not work properly in areas with undecorated, plain walls, glass, or mirrors.

The Guardian system will only alert you to the boundary of your play space. It cannot prevent you from moving out of your play space or other objects from entering your play space. For example, it will not prevent you from running into a wall, or falling through a door or window, or down a stairwell if you go past the red virtual warning wall that appears in VR when you approach the edge of your Guardian space.

Take care to ensure your play space is clear of overhead hazards like ceiling fans and light fixtures. Follow all on-screen notifications for redefining the boundaries of your play space or for the proper operation of the Guardian system if prompted to do so.

Moving at high speeds may not permit you to react in time to stay in your play space, even if the Guardian system alerts you, so make sure you move slowly enough to react to any Guardian system alerts. Always remove your headset for any real-world situation that requires attention or coordination so that you have an unobstructed view.

## Passthrough camera

Your headset is equipped with a "passthrough" camera feature that uses a camera to display your physical surroundings on your headset screen. The passthrough camera can help you stay inside your preset play space boundaries created in the Guardian system and help alert you if you approach your boundaries or go outside them. Take appropriate precautions when using the passthrough camera to view your surroundings. In general, do not use the passthrough camera to interact with real-world objects.

Move slowly and carefully whenever you are using the passthrough camera.

Do not use the pass-through camera to navigate the real world, other than for short distances to return to your play space or transition to another nearby play space. Do not attempt to use the passthrough camera to navigate areas that may contain stairs, slopes, or other hazards. Follow all software instructions and warnings that arise before, during, and after pass-through camera use. Only use the passthrough camera to focus on real-world objects briefly.

Focusing on objects in the real world through the pass-through camera may result in temporary effects on balance and hand-eye coordination if used for a long period of time.

## System alerts

For your protection, take immediate action when prompted by system alerts. The headset may provide you with the following alerts:

**Overheating Alert:** An audible and visual alert in the event the headset is overheating. If that alert appears/sounds, to reduce the risk of personal injury, immediately remove your headset and let it cool down before continuing use.

**Sound Volume Alert:** A visual alert in the event of high volume levels. If that alert appears, lower the sound volume to reduce the risk of hearing loss.

**Outside of Play Space Alert:** A visual alert if you are outside of your play space. If that alert appears, remove your headset or go back to your play space to continue your experience.

**Tracking Error System Alerts:** A visual alert if the headset's tracking system is not operating properly. Note if the headset is experiencing tracking issues, then the Guardian system may not be functioning properly or may be disabled. If this alert appears, remove the headset and move to a safe space. Afterwards, follow the on-screen instructions to address the issue.

## Discomfort

Immediately discontinue using the headset if any of the following symptoms are experienced:

- Seizures
- Altered, blurred, or double vision or other visual abnormalities
- Dizziness
- Disorientation
- Impaired balance
- Nausea
- Lightheadedness
- Discomfort or pain in the head or eyes
- Fatigue
- Any symptoms similar to motion sickness

Just as with the symptoms people can experience after they disembark a cruise ship, symptoms of virtual reality exposure can persist and become more apparent after use. These post-use symptoms can include the conditions listed above, as well as excessive drowsiness and decreased ability to multitask. These symptoms may put you at an increased risk of injury when engaging in normal activities in the real world.

**Do not use the headset until all symptoms have completely subsided for several hours.**

## Headset and charging

Your headset contains a rechargeable, Lithium-Ion battery and comes with a power adapter (charger) and charging cable. Improper use of the battery or power adapter may result in a fire, explosion, battery leakage, or other hazard. Follow these instructions to reduce the risk of injury to you or others, or damage to your product or other property.

The battery in your headset is not user replaceable or serviceable. Do not attempt to open your headset to access the battery, or to open, repair, or replace the battery. Please contact Transfr Technical Support ([technicalsupport@transfrvr.com](mailto:technicalsupport@transfrvr.com)) if you need battery or power management support for your device.

## Headset and charging (continued)

Do not attempt to charge or use the headset if it does not turn on after attempted charging, if it gets abnormally warm when it is used or charged, or if the battery compartment is swollen, leaking liquid, or smoking.

Do not disassemble, crush, bend or deform, puncture, shred, or put a high degree of pressure on the headset. This can cause leakage or an internal short-circuit in the battery, resulting in overheating. Avoid dropping your headset. Dropping it, especially on a hard surface, can potentially cause damage to the headset and battery. Inspect your headset for visual damage before each use. If you suspect damage to your headset or battery, contact Transfr Technical Support.

Do not let your headset get wet or come in contact with liquids. Even though the headset may dry and appear to operate normally, the battery contacts or circuitry could slowly corrode and pose a safety hazard. If the headset gets wet, contact Transfr Technical Support, even if the headset appears to be working normally.

Do not place your headset in areas that may get very hot, such as on or near a cooking surface, cooking appliance, iron, radiator, or in direct sunlight. Excessive heating can damage the headset or the battery and could cause the headset or the battery to explode. Do not dry a wet or damp headset with an appliance or heat source such as a microwave oven, hair dryer, iron, or radiator. Avoid leaving your headset in a car in high temperatures.

In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact occurs, wash the affected area with large amounts of water and seek medical advice.

Always ensure that the headset has adequate ventilation and air flow while in use or charging. Covering the headset with materials that significantly affect air flow may affect its performance and poses a possible risk of fire or explosion.

Your headset and power adapter comply with applicable limits for industry surface temperature standards. To prevent potential low-temperature burns from prolonged direct contact, avoid direct skin contact with your power adapter for long periods of time when charging, or when plugged into a power source. Ensure the power adapter is in a well-ventilated area when in use. Do not place the adapter under a pillow, blanket, or part of your body. Users with special medical or physical conditions that impair the ability to detect heat against your skin should take special care when using the device or charging with the power adapter. Follow any thermal warnings and advisories that may appear on your device's screen.

**Refer to Transfr Technical Support for any questions about proper maintenance and replacement of your headset.**



## Headset and temperature

It is important to check the temperature of your headset as some contact points – including front surfaces – may get hot. It is normal for your headset to feel warm to the touch while in use or while charging. Prolonged skin contact with a headset that is hot may produce skin discomfort or redness, or low-temperature burns. If your headset feels hot to the touch or is uncomfortably warm, stop using or charging it and allow it to cool down.

## VR system care

Do not use your system if any part is broken or damaged.

Do not attempt to repair any part of your system yourself. Please contact Transfr Technical Support for any headset repair or maintenance needs.

To avoid damage to your headset or controllers, do not expose them to moisture, high humidity, high concentrations of dust or airborne materials, high or low temperatures, or direct sunlight.

To avoid damage, keep your headset, charger, cables, and accessories away from pets.

## Contagious conditions

To avoid transferring contagious conditions (like pink eye), do not share the headset with persons with contagious conditions, infections, or diseases, particularly of the eyes, skin, or scalp. The headset and controller(s) should be cleaned between each use with skin-friendly non-alcohol, non-abrasive antibacterial wipes and with a dry microfiber cloth for the lenses. Do not use liquid or chemical cleansers on the lenses.

The headset is worn next to your skin and scalp. Stop using the headset if you notice swelling, itchiness, skin irritation, loss of hair, or other skin reactions. As with the hand-controller, please stop use if you observe any skin irritation or reaction. If symptoms persist, contact a doctor.

## Prohibited usage

The headset is not recommended for use outdoors. Use of the headset outdoors creates additional and uncontrolled hazards, such as uneven and slippery surfaces, unexpected obstacles, parked vehicles, and traffic. Also, the headset may not work properly outdoors.

Never wear the headset in situations that require attention, such as running, bicycling, driving, or handling hazardous objects, whether indoors or outdoors.

Avoid direct sunlight on the lenses. Do not store or carry the headset so the lenses are exposed to direct sunlight. Direct sunlight on the lenses for even brief periods may damage the optics and display.