

VALVE XXXXX™ VIRTUAL REALITY KIT

SAFETY, MAINTENANCE, REGULATORY, AND WARRANTY & AGREEMENT INFORMATION

I. PRODUCT DESCRIPTION

The Valve Index Virtual Reality Kit (“VR Kit” or “Hardware”), when used with your own virtual reality (“VR”) ready personal computer, contains the hardware you need to experience virtual reality. Your VR Kit contains two Base Stations, two Controllers, a Headset and associated components. A complete list of components is found later in this manual. This manual applies to all the components in the VR Kit as well as each component (Headset, Controllers, Base Stations) when purchased individually. The words “Headset,” “Controller,” and “Base Station” are used throughout to highlight information that applies to these specific components. If a specific component is not mentioned, the information applies to the Hardware generally.

Steam. In order to play video games or other experiences on Valve’s online gaming platform, Steam, you are required to create a Steam account; there is no charge to join Steam. Steam is limited to individuals who are 13 years or older.

Additional information. Within this manual see “Safety Notes” for information regarding safe use and use limitations, “VR Kit Components” for a list of the components, “Regulatory Information” for governmental requirements, and “Summary of Limited Warranty & Agreement” for a summary of your warranty coverage from Valve. You will find additional instructions in the Setup Guide included in your VR Kit. Online, refer

to steamvr.steampowered.com for set up, usage and troubleshooting information. Read this entire document and Setup Guide and review the online information before using the Hardware.

II. SAFETY NOTES

Follow these instructions for the safe set up, use, and care of the Hardware to reduce the risk of injury or death. Additionally, read the user documentation provided by third-party component manufacturers or game and software developers relating to their products. If you allow anyone else to use the Hardware, make sure they know all the safety information relevant to its use. Keep this document for future reference.

LIMITATIONS ON USE OF THE HARDWARE

Valve designed the Hardware to introduce you, your family, and friends to virtual reality, but there are limitations on its use:

Children. The Hardware is intended for adults and teens, not for children under 13. Children may not be able to use the Hardware safely and comfortably. The size and weight of the Headset and Controllers may not be comfortable for children. Children may also be unable to follow the rules for safe use outlined in this document. Be sure teens use the Hardware safely and make sure they immediately stop use if they experience any physical (such as dizziness or nausea) or psychological (such as extreme fright) issues.

Fit of Headset and Controllers. The Headset and Controllers can be adjusted to fit a variety of sizes. The Headset has an adjustable head strap and rear adjustment knob, a slider to adjust inter-pupil distance (IPD) and an adjustable eye relief knob, and comes with a cradle adaptor to accommodate different head sizes. The Controller strap and its anchor point can be adjusted for different hand sizes. Use the accompanying Setup Guide or instructions online (steamvr.steampowered.com) for instructions on proper fit. If you cannot adjust them to fit comfortably and securely, do not use them.

Medical Conditions. If you have a medical or psychological condition that could affect your safe use of the Hardware consult a healthcare professional prior to use. Consider your health status, balance, and physical capabilities in relation to how you will be using the system. For example, consider:

- whether you will be using the Hardware while seated, standing, or moving around,
- the type and intensity of physical movements you will be doing, and
- the kinds of media you'll view, such as intense or scary content.

Impairments such as Sickness, Fatigue, or Drugs. Do not use the Hardware if you are sick or fatigued or have been using alcohol or drugs. These conditions increase your risk of nausea, dizziness, discomfort and loss of balance. Drugs and alcohol may also impact your judgment and reactions to the virtual environment.

Contagious Conditions. Avoid sharing the

Headset and Controllers with anyone with a health condition that can be transmitted by contact. Clean contact surfaces regularly.

Medical Device Interference and Radio Frequency. The Headset and each Controller and Base Station contains radio-emitting technology that may interfere with the normal operation of nearby electronic devices. They use 2.4GHz ISM band radios with GFSK modulation and custom low-latency protocol. While they have been tested for non-interference with common devices, do not operate around critical electronic equipment (e.g. in hospitals).

Implanted Devices. Consult your health professional prior to using the Hardware if you have implanted electronic devices (e.g. pacemaker) to confirm that these devices will not be impacted. Do not use the Hardware if your medical device will be affected by the emitted radio waves.

PLAN A SAFE PLAY AREA

The Headset blocks your view and the audio can drown out sounds around you, so you'll need to create a safe play area to avoid injuring yourself or others. See the information at steamvr.steampowered.com for additional instructions regarding set up of your play area.

- Clear the area of objects. For room scale VR, you'll need an open space at least 2m x 1.5m (6.5ft x 5ft). For standing or seated use, you need enough room that your outstretched arms, including Controllers, do not touch objects around you including anything above you such

as the ceiling, fans or lights.

- Check the area for things that could make you trip or slip.
- Be sure there is nothing dangerous (for example, sharp objects, balconies, stairs or other places you could fall) next to the play area, in case you accidentally leave the area during use.
- Place Base Stations and their power cords outside the play area, far enough that a player will not strike them. The Base Stations are precision electronic devices and drops, bumps or other contact may negatively affect performance.
- Set up your Base Stations near electrical outlets and at opposite corners of your space, diagonally and as described in the Setup Guide.
- Use the included Base Station mounting kit to mount them on a wall, light stand, cargo pole or tripod, or to set them on a stable surface.
- Use only the Base Station power supply provided with the Base Station. The power supply has a unique adapter designed to fit in the Base Station. Other power supplies that are not designed to work with the Base Station may pose an electrical or fire hazard. If you need a replacement power supply, contact Valve.
- Avoid areas with bright light, which might degrade the performance of the Base Stations.
- Take precautions to keep pets and children away.

- Set up and understand the Chaperone boundaries (see below).

SET UP AND UNDERSTAND THE CHAPERONE™ FUNCTION.

Once you download SteamVR (at steamvr.steampowered.com), you will have access to instructions about the setup of your play area and “Chaperone.” Chaperone is technology that indicates the boundaries of your play area. On its default setting, Chaperone displays a grid pattern when you approach a boundary. Chaperone only indicates the boundaries you designate – it does not identify physical objects in the play area, such as a table or a pet, and does not show floor, ceilings, or overhead obstacles. If you move the Base Stations, even accidentally, you will need to set the boundaries again. Chaperone may not display a boundary soon enough if you are moving quickly (for example, running or lunging suddenly). It is not a substitute for planning a safe play area or using a spotter.

The default Chaperone setting provides the most visible boundaries, but when wearing the Headset, you can customize the Chaperone settings (accessed in VR by pressing the System button on your Controller) to accommodate different VR experiences. When you change VR experiences or hand off to another player, be sure that the settings are appropriate for the use. Familiarize new players with Chaperone and its settings.

PREPARE TO PLAY

Plan for falls. When setting up the play area and deciding whether, what, and how

to play, plan for falls. People who may be particularly susceptible to falling, or to injury from falls, may wish to only participate in seated VR experiences. New users may be more likely to fall, so a spotter may be particularly useful.

Depending on the VR experience, there are a variety of ways that players might react that could lead to falls. For example:

- Players may attempt to lean against or sit upon virtual objects (such as a virtual window sill or chair).
- Players may try to move quickly to react to things they see in VR.
- Players may become disoriented by VR experiences where the virtual floor doesn't match the real floor.
- With the Headset blocking your view and Controllers on your hands, it may be harder to recover your balance if you start to fall and you may be more likely to fall awkwardly.

Have a Spotter. It is helpful to have a responsible person in the room to monitor your game play. This person can help guide you if you approach the edge of the play area or become entangled in cords and can direct others from entering the play area. The spotter should be aware that the player may move unpredictably and keep a safe distance except when assisting the player. The spotter should verbally alert the player when approaching.

Route VR Cables. The Headset cable and Connection cable (collectively “Cables”) connect together and should run unobstructed from the Headset to your PC.

Do not loop the Cables around objects or route the Cables through walls. The Headset cable will separate from the Connection cable if pulled hard enough. This helps reduce the risk of falls from the Cables pulling on the Headset or being tangled on your body. It also helps prevent your PC from being pulled, however, it is still advisable to place your PC where it will not fall if pulled. Do not tape the Cables together or otherwise prevent them from separating. A spotter can help you avoid tripping or being tangled in Cables.

Use Lanyards and Tighten Controller Adjustment Straps. Accompanying the Controllers are two wrist lanyards (“Lanyards”). The Lanyards and Controller adjustment strap help prevent accidentally dropping or throwing the Controllers, particularly during vigorous use. Attach the Lanyards to the Controller grips and tighten on your wrists. Tighten the adjustment straps to secure the Controllers on your hands. If the Controllers do not feel secure, tighten the straps. See the Setup Guide accompanying your VR Kit for Controller and adjustment instructions.

DISCOMFORT AND HEALTH EFFECTS

VR Discomfort. You may experience discomfort when using virtual reality, especially as you begin using it. This may include temporary feelings of nausea, motion sickness, dizziness, disorientation, headache, fatigue, eye strain, or dry eyes.

Adjusting to VR. Start slowly and learn how the system reacts as you move around, and

how you react to virtual reality. Keep your first few sessions brief and take breaks.

Certain situations can increase your risk of VR discomfort. For example:

- Being a new user - symptoms tend to decrease as your vision system adapts.
- Being prone to motion sickness in other situations, having a fear of heights or health conditions, such as inner ear disorders, or being prone to migraine headaches.
- Headset not oriented correctly on your head.
- Certain types of content, particularly games or movies that make you feel as if you are moving through space or looking down from a height, or interactions that involve tracking moving objects.
- Using virtual reality for extended periods without a break.

Take breaks periodically. The timing and length of breaks may depend on how you as an individual react to virtual reality and what you are doing within the system. *If you experience any discomfort, stop and rest until you feel better.* Sitting still in a well-lit environment can help speed recovery from disorientation. If you feel disoriented or otherwise impaired, avoid activities that rely on balance, coordination, or other potentially diminished capabilities until you recover. Note the type of content you were viewing and other aspects of the situation, so you can adjust or ease into the situation next time. If symptoms are severe or persist, consult a qualified health professional.

Musculoskeletal discomfort. As with many physical activities, repetitive or prolonged activities with the Hardware may cause occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Take breaks periodically and stop and rest if you get tired, sore, or experience any discomfort such as pain, tingling, numbness, or stiffness. If you experience persistent or recurring discomfort, consult a qualified health professional.

Photosensitive Seizures. A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may be displayed on the Headset. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these photosensitive epileptic seizures. Children and teenagers are more likely than adults to experience these seizures.

Symptoms may include involuntary muscle movements (such as eye or face twitching, or jerking of arms or legs), lightheadedness, altered vision, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop using and consult a health professional if you experience any of these symptoms. Parents should watch for and ask about the above symptoms. The risk of photosensitive epileptic seizures may be reduced by not using your Hardware when you are tired.

If you or any of your relatives have a history

of seizures or epilepsy, consult a health professional before using the Hardware.

Hearing Safety. The Headset includes integrated audio earpieces. Adjust the volume of the Headset so you can still hear what is going on around you. If the sound is too loud for you to hear people speaking nearby, it is likely loud enough to damage your hearing.

Skin Irritation. The Headset, Controllers, and Lanyards are made of materials commonly used in wearable consumer electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities to materials in prolonged contact with their skin. To reduce the risk of skin irritation:

- Wipe your device dry with a cloth if it gets wet.
- Avoid using lotions or other products on skin that touches the Hardware.
- Do not wear over injured skin.
- Adjust the Headset strap and rear adjustment knob, Controller adjustment straps, and Lanyards only until snug – avoid tightening them uncomfortably.
- Remove the Headset and take off the Controllers during breaks to allow your skin to breathe.
- If your skin becomes red, itchy, swollen, or otherwise irritated, stop using the system. If symptoms are severe or persist, consult a health professional.

III. CARE, CLEANING, AND MAINTENANCE

Keep dry, clean appropriately. Keep all Hardware dry and away from liquids.

WARNING! Exposing the power supplies to liquid could create a shock hazard. If you need to clean the Base Stations, unplug them first. For all Hardware, use the included microfiber cloth or a cloth lightly moistened with water. Do not use cleaning chemicals; these may damage the product.

Maintain suitable environmental conditions.

- **Humidity.** If you operate the Hardware in an area with high humidity, moisture may collect in the Base Stations causing them to operate incorrectly. If that occurs, stop using the Base Stations until the moisture evaporates.
- **Extreme Temperatures.** Avoid using the Hardware in extreme temperatures - operating temperature range should remain between 10 °C and 35 °C (50 °F and 95 °F).
- **Sunlight. WARNING!** If focused through the Headset lenses, sunlight can pose a risk of fire. Do not expose the Headset to direct sunlight.

Batteries. Each Controller contains a non-replaceable lithium-ion battery. **WARNING!** To reduce the risk of risk of overheating, fire, and burns:

- Do not use or store the battery where it is exposed to extreme heat, such as under a window in direct sunlight on a hot day. Keep the battery within the following temperature ranges:

Condition	Celsius	Fahrenheit
When Charging the Battery	0°C ~ 45°C	50°F ~ 113°F
When Discharging the Battery	-10°C ~ 45°C	14°F ~ 113°F
When Stored up to 30 days	-10°C ~ 45°C	14°F ~ 113°F
When Stored up to 90 days	-10°C ~ 35°C	14°F ~ 95°F

- Avoid exposing the batteries to impacts.
- Have the batteries serviced or recycled by an authorized service provider only.
- If the battery leaks and electrolyte gets in your eyes, do not rub them. Instead, rinse them with clean running water and immediately seek medical attention. If left as is, electrolyte can cause eye injury.

Do not attempt to repair, open, or service any part of the Hardware. WARNING! This may pose electrical or other hazards. Do not use any component or cable if damaged. Contact Valve Support at <https://help.steampowered.com/> if there is a problem.

IV. VR KIT COMPONENTS

Base Stations

- Base Stations (2)
- Mounting kits
- Power cord (2)
- Power supplies (2)

- Regional electric plug adaptor(s)

Controllers

- Left and Right Controllers
- Wrist lanyards (2)
- USB Type C charging cables (2)

Headset

- Headset with removable face gasket
- A Headset cable (5 meters long) that connects the Headset to the Connection cable
- A Connection cable (1 meter long) that connects to your computer and power
- Power adaptor
- Regional electric plug adaptors(s)
- Cradle adaptor
- Microfiber cleaning cloth

REGULATORY INFORMATION

FEDERAL COMMUNICATION AND INDUSTRY CANADA (IC)

Valve Headset FCC ID: 2AES41007 / IC ID: 20207-1007

Valve Left Controller FCC ID: 2AES41005 / IC ID: 20207-1005

Valve Right Controller FCC ID: 2AES41006 / IC ID: 20207-1006

Base Station FCC ID: 2AES41004 / IC ID: 20207-1004

COMPLIANCE STATEMENT

This equipment is tested to comply with FCC (Federal Communication Commission) Standards. For home and office use. Not intended for use in machinery, medical, or industrial applications. This device is for use with NRTL- listed (UL, CSA, ETL etc.) and/or IEC/EN 60950 compliant (CE marked) IT equipment. No serviceable parts included.

This device complies with Part 15 of the FCC Rules. 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 harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of 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. If not installed and used in accordance with the instructions, it 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 and correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna and increase the distance between the equipment and the receiver.
2. Connect the equipment to outlet on a circuit different from that to which the receiver is connected.
3. Consult an experienced radio/TV technician for help.

CAUTION: The FCC requires that you be notified that any changes or modifications to the Hardware not expressly approved by the manufacturer could void the user's authority to operate the equipment.

NOTE: The Base Stations should be installed and operated with a minimum distance of 20 cm between the Base Stations and any person to comply with RF exposure guidelines.

BASE STATION 1004
LASER WARNING
CLASS 1 LASER PRODUCT



CAUTION - Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The SteamVR™ Base Station 2.0 contains a Class 3B laser, which can produce hazardous levels of laser radiation. However, the design of this product incorporates optics, a protective housing and a scanning safe guard such that there is no access to levels of laser radiation above Class 1. Under no circumstances should this device be operated with the housing removed. Only trained factory personnel should open the protective housing.

Complies with FDA performance standards for laser products except for deviations pursuant to Laser Notice No. 50, dated June 24, 2007. Evaluated to IEC 60825-1:2014. There are no serviceable parts.

EUROPEAN ECONOMIC AREA

The full declaration of conformity can be found at: <http://compliance.steampowered.com>.



This device bears the CE mark in accordance with Directive 2014/53/EU. Hereby, Valve Corporation declares that this Valve Index VR Kit is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and may be operated in all European Economic Area (EEA) countries.

Model 1004: Operating frequencies: 2402-2483.5MHz, max EIRP: 6.24 dBm.

Model 1005: Operating frequencies: 2400-2483.5MHz, max EIRP: 5.80 dBm

Model 1006: Operating frequencies: 2400-2483.5MHz, max EIRP: 7.42 dBm

Model 1007: Operating frequencies: 2402-2483.5MHz, max EIRP: 9.64 dBm

EU Representative

Valve GmbH, Roedingsmarkt 9, 20459 Hamburg

PROPER HANDLING OF WASTE ELECTRONIC EQUIPMENT



This symbol on the product(s) and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. This symbol is only valid in the European Union. For proper treatment, recovery, and recycling, please take this product(s) to designated collection points where it will be accepted free of charge.

LEGAL NOTICES

Software License

The Valve Index™ VR Kit requires the use of the Steam Client software (<http://store.steampowered.com/about/>) and SteamVR (steamvr.steampowered.com). Use of the software is subject to the Steam Subscriber Agreement: <http://store.steampowered.com/subscriber-agreement/>.

Export Control

The Steam Client software is subject to certain restrictions under U.S. Export Administration Regulations, and may not be exported or re-exported to U.S. embargoed destinations or to persons or entities prohibited by the U.S. Export Administration Regulations.

Internet Connection

An internet connection is required to access and use the Steam Client software. You are responsible for any Internet service fees. If you need more help, please go to: <http://support.steampowered.com>.

Copyrights and Trademarks.

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SUMMARY OF LIMITED WARRANTY & AGREEMENT

(BINDING ARBITRATION AND CLASS ACTION WAIVER)

Notice. IF YOU ARE A CONSUMER WITH RESIDENCE IN AN EU MEMBER COUNTRY, THE PROVINCE OF QUEBEC (CANADA), AUSTRALIA OR NEW ZEALAND, THE LIMITED WARRANTY DOES NOT APPLY TO YOU; INSTEAD YOU ARE ENTITLED TO THE STATUTORY WARRANTIES PROVIDED BY YOUR HOME JURISDICTION.

Summary of Limited Warranty. Valve warrants your Valve Index™ Virtual Reality product to be free from defects in materials and workmanship under ordinary consumer use for one (1) year from the date of original purchase. The warranty excludes normal wear and tear and damage caused by improper cleaning, accident, or abuse. Other exclusions apply. IF YOUR LOCAL LAW GIVES YOU ANY IMPLIED WARRANTY, INCLUDING OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ITS DURATION IS LIMITED TO ONE (1) YEAR. SOME STATES, PROVINCES, OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

If the product does not work properly due to a defect in materials or workmanship, Valve will, at Valve's option, repair it, replace it with a new or refurbished product or components, or

refund your purchase price. This is your only remedy. Read the Limited Warranty & Agreement at s.team/warranty. By buying, receiving or using the product you agree to it. To obtain warranty service visit http://s.team/hw_help.

Notice. IF YOU ARE A CONSUMER WITH RESIDENCE IN AN EU MEMBER COUNTRY OR THE PROVINCE OF QUEBEC (CANADA), THE BINDING ARBITRATION AGREEMENT AND CLASS ACTION WAIVER DOES NOT APPLY TO YOU.

Summary of Arbitration/Class Action Waiver. The Limited Warranty & Agreement contains a BINDING ARBITRATION AGREEMENT AND CLASS ACTION WAIVER. It applies if you live in the United States—or in another country unless your country's laws make it unenforceable. IT AFFECTS YOUR RIGHTS ABOUT HOW TO RESOLVE A DISPUTE ARISING OUT OF OR RELATING TO YOUR RELATIONSHIP WITH VALVE, THE LIMITED WARRANTY & AGREEMENT, THE PRODUCT, ITS PRICE, THE PURCHASE TRANSACTION, OR ANYTHING ELSE RELATING TO THE PRODUCT. Please read it at s.team/warranty.

Any dispute not resolved by informal negotiation or in small claims court will be resolved ONLY BY INDIVIDUAL BINDING ARBITRATION under the U.S. Federal Arbitration Act before a neutral arbitrator whose decision will be final. YOU AND VALVE ARE GIVING UP THE RIGHT TO SUE IN COURT, TO HAVE A TRIAL BEFORE A JUDGE OR JURY, AND TO BRING OR PARTICIPATE IN A CLASS OR REPRESENTATIVE ACTION, PRIVATE ATTORNEY GENERAL ACTION, WHISTLEBLOWER ACTION, OR CLASS, COLLECTIVE, OR REPRESENTATIVE ARBITRATION. No action or arbitration may be combined with any other without the consent of all parties. The American Arbitration Association will conduct the arbitration under its Consumer or Commercial Arbitration Rules at www.adr.org. Outside the U.S., Valve will select a neutral arbitration provider that uses these or similar rules. The Limited Warranty & Agreement contains the rest of the arbitration terms, and instructions and forms for notifying Valve of a dispute or commencing arbitration.