

A Message to Our Customers

We strive to ensure the highest quality control for our products. However, if you encounter any defects or have any questions or uncertainties regarding the product, please contact our Customer Service Center (+82-1551-2536). This product is eligible for compensation based on the criteria for settlement of consumer disputes under the [Framework Act of Consumers].

Please note that the specifications may be changed without prior notice for product improvement, and the images in the user manual may differ from the actual product. We appreciate your understanding.



WIM® Product Operation Description Sheet

MyFirst-EverRobot,WIRobotics

Contact Us **+82-1551-2536**
Business hours: Weekdays10:00-17:00 (GMT+9)
excluding weekends and public holidays

WIRobotics. Inc. www.wirobotics.com
© WIRobotics2024

WEARABLE
MOBILITY WIM®

Product
Operation
Description
Sheet

For WIM Series
(WIR-WIM-KRA, WIM1-CNV,
WIM1-DBE, WIM1-DDG, WIM1-CGN)



MyFirst-EverRobot,WIRobotics



I . Get Started

1. Safety Precautions
2. Product Specifications
3. Product Components
4. Product Description
5. Purpose of Use
6. Intended Users
7. Operating Environment



1. Safety Precautions

- The WIM® 'Product Operation Description Sheet' has been prepared under the supervision of experts, including product developers, manufacturing personnel, and physical therapists.
- Please read it thoroughly before use and follow the provided guidelines.
- The safety precautions listed below are intended to ensure the safe and correct use of the product, preventing any unexpected risks or damages.



WARNING

WARNING

Failure to follow these instructions may result in serious injury.



PROHIBITION

PROHIBITION

Failure to follow these instructions may result in user injury or damage to the product or other property.



NOTE

NOTE

This symbol informs users about actions and operations that could be dangerous. To avoid any risk, please read the instructions carefully and follow them closely.



WARNING

- Failure to follow these instructions may result in serious injury.

WIM® is a walking assistive device for those who can walk independently. If any assistance is needed or hands are impaired, make sure to use it with a caregiver.	This may cause injury.
Always use the dedicated charger.	Fire, electric shock or product malfunction may occur.
Do not use the charger with wet hands.	Electric shock or injury may occur.
Do not use this product on marine or ship.	Failure may occur due to invisible corrosion.
Check if the power is off, then put on the product. After wearing it, turn on the power.	This may cause injury.
Make sure to change modes or intensity when fully stopped.	
After using WIM®, make sure to perform stationary walking or do stretching. You may feel disoriented when moving immediately after using the product.	
Be cautious of walking when changing modes or intensity.	
Make sure to check the activity records only when fully stopped.	
Check Bluetooth connection between the app and WIM®.	If it is not connected, workout analysis will not be provided.
Check and charge the battery before and after using WIM®.	Battery drain may cause injury.
WIM® is a IP54-certified device, but if used in the rain, separate the battery and ensure both the main device and battery are fully dried before use.	Fire or product malfunction may occur.
Do not use in crowded, obstructed, or slippery areas. Be cautious of falls.	This may cause injury.
Do not store or use the product near flammable materials or strong magnetic fields.	Fire or product malfunction may occur.
Do not store or charge in hot and humid environments or in low temperatures.	



PROHIBITION

- Failure to follow these instructions may result in user injury or damage to the product or other property.

Do not use or wear for purposes other than assisting your gait or exercising (e.g., driving).	This may cause injury.
Do not wear it too tightly.	
Wear the product on the appropriate clothing for exercise.	This may cause injury on bare skin.
Do not apply impact to the product.	Electric shock or malfunction may occur.
Do not excessively stretch the parts of the product.	May cause injury or product malfunction.
Be careful not to pinch your hands or any part of your body.	
Keep the product out of reach of infants, children, and pets.	This may cause injury.
Do not modify, repair, or disassemble the product.	This may cause the device to malfunction, and is not covered under warranty.
Never use the product when it is damaged.	This may cause injury.
Make sure to wear the waist strap correctly and attach the main device properly before use.	May cause injury or product malfunction.
If the main device is not properly secured, it may detach during walking. Make sure you hear a click sound and ensure it is firmly attached before use.	May cause injury or product malfunction.
Make sure the leg straps are correctly fastened. Check for any discomfort before use.	May cause injury or product malfunction.
Make sure to turn off the power before taking off the device.	This may cause injury.
Hold the main device with one hand to prevent it from falling and detach it side by side.	May cause injury or product malfunction.
Make sure the device is powered off when not in use. The battery may drain.	The battery may drain.
Check the user's skin before and after exercise, especially where the device contacts.	This may cause injury.
Make sure to check the washing and care instructions to maintain the product.	Check related details on page 41.



Please be aware that this product is not a medical device. It is designed as a walking aid, not for therapeutic purposes.

Please read the user manual before using the product.

Check all product components are present before use.

Check the product's charge status before use.

Check the product for any damage before use.

Make sure the product is powered on before connecting Bluetooth.

Activity records will be automatically saved if you walk for more than 5 minutes.

To check workout analysis, make sure the device is connected to the app via Bluetooth.

In assist/exercise mode, adjusting the intensity changes the level of assistance/resistance.

For more accurate results, please maintain a distance less than 1.5 m (4.9 ft) between your phone and the product.

This product is designed and optimized for walking.

For safety reasons, running or lifting the legs excessively will switch the device to rest mode.



Precautions for disposal after use

- Do not dispose of the product with normal household waste. Electrical and electronic products must be disposed of individually in the municipality's waste pre-treatment process at the nearest retail outlet or at a collection facility appointed and designated by the government or local authorities.
- For detailed information on the disposal of the product, please contact the ward office, waste service or the branch where the product was purchased.

2. Product Specifications

Category	Content	
Basic Model Name	WIM ® / WIR-WIM-KRA	
Components	Robot main device (includes a battery and charger)	
	Waist strap (1 each in S/M sizes)	
	Leg strap (1 set each in S/M sizes)	
	Frame Band (2 sets)	
	User Manual	
Specs	Pouch	
	Weight	1.6 kg (3.6 lb)
	Color	Navy Blue, Light Green
	Size (Folded)	21.7 cm (W) x 11 cm (D) x 5.5 cm (H) (8.5" x 4.3" x 2.2")
	Operating Time	Assist/Ascent/Descent : 2 hours Exercise : Unlimited
	Max. Torque	6 Nm
	Charging Time	2 hours (30 W (16.8 V, 1.7 A))
	Charging Voltage	5-20 V (30 W PD Charger)
	Power	220 V~, 60 Hz
	Battery	Lithium-ion (14.4 Vd.c, 3.35 Ah)
	RF Frequency	2402 - 2480 MHz
	Modulation Mode	Fully automatic LDO AND DC/DC regulator system(Used LDO by Default)
	Max Target Power	1 dBm
	CLK Frequency	24 MHz -170 MHz

Category	Content
App	Android / iOS Check activity records via app
Certification	KC, CE/CB, cMETus, FCC/IC, SRRC, TELEC, IP54
Category	Content
Main Device	Aluminum alloy, PC-ABS, PC-GF30, ABS flame retardant V-0
Waist Strap	Polyester, Nylon, Acrylic, Cotton
Leg Straps	Nylon
Category	Content
Manufacturer	WIRobotics Inc.
Country of Origin	Made in Korea
Contact Us	+82-1551-2536 (Business hours: Weekdays 10:00-17:00)

■ Operating Torque

- Maximum torque: 6 Nm
 - Slow mode: 4.5 Nm(1Level) / 5.5 Nm(2Level) / 6.0 Nm(3Level)
 - Assist mode: 3.0 Nm(1Level) / 4.0 Nm(2Level) / 5.0 Nm(3Level)
 - Ascent mode: 4.5 Nm(1Level) / 5.5 Nm(2Level) / 6.0 Nm(3Level)
 - Descent mode: 1.0 Nm(1Level) / 2.0 Nm(2Level) / 3.0 Nm(3Level)
 - Exercise mode: 1.5 Nm(1Level) / 2.5 Nm(2Level) / 4.0 Nm(3Level)
- * Slow/Assist/Exercise: for Normal walking speed (4km/h)
- * Ascent: stair ascent with normal speed,
- * Descent: stair descent with normal speed
- ※ Differences may occur depending on individual stride length (individual hip range of motion) and usage environment.

3. Product Components

*Components may change for product improvement.
The images are for reference and may differ from the actual product.



4. Product Description

The images are for reference and may differ from the actual product.

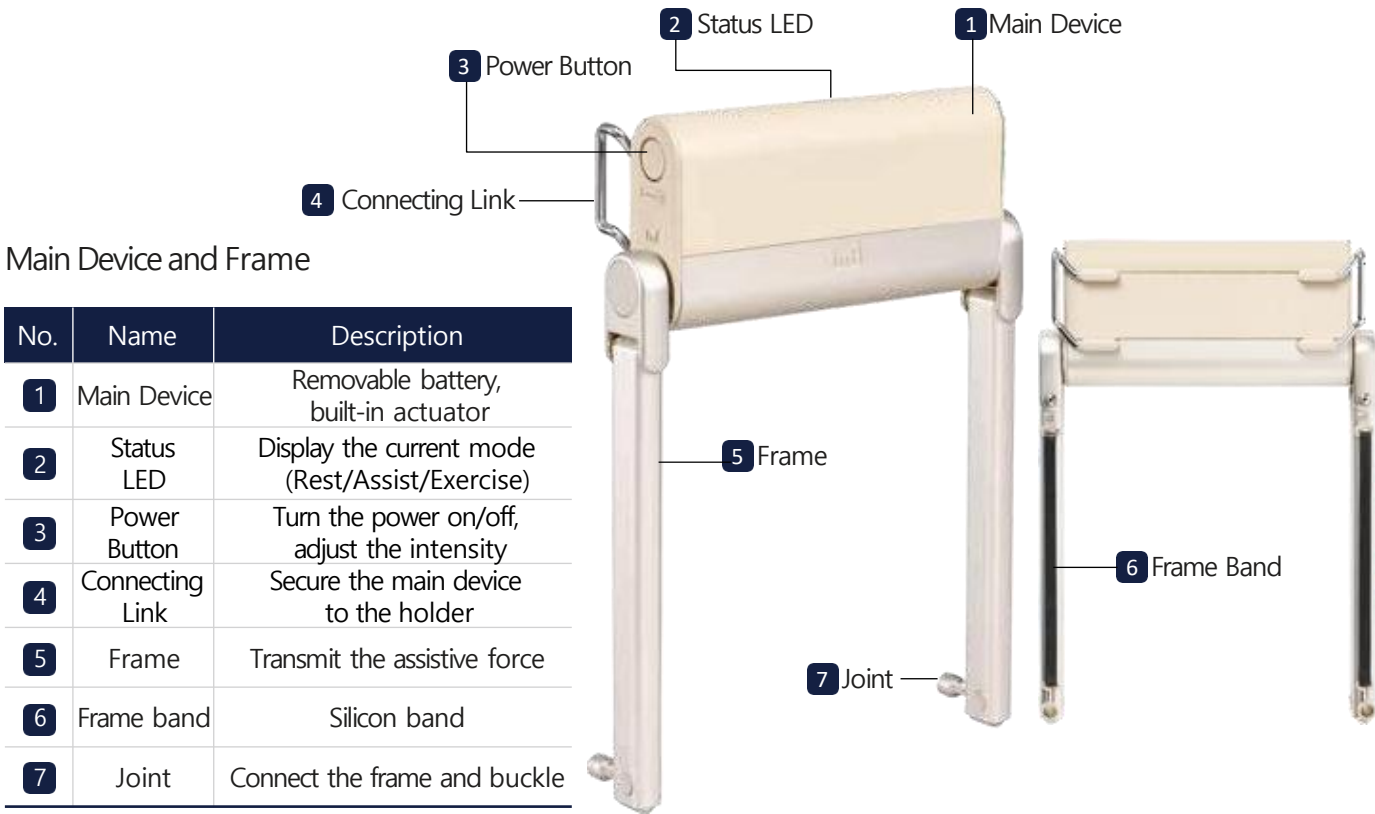


Appearance and Components

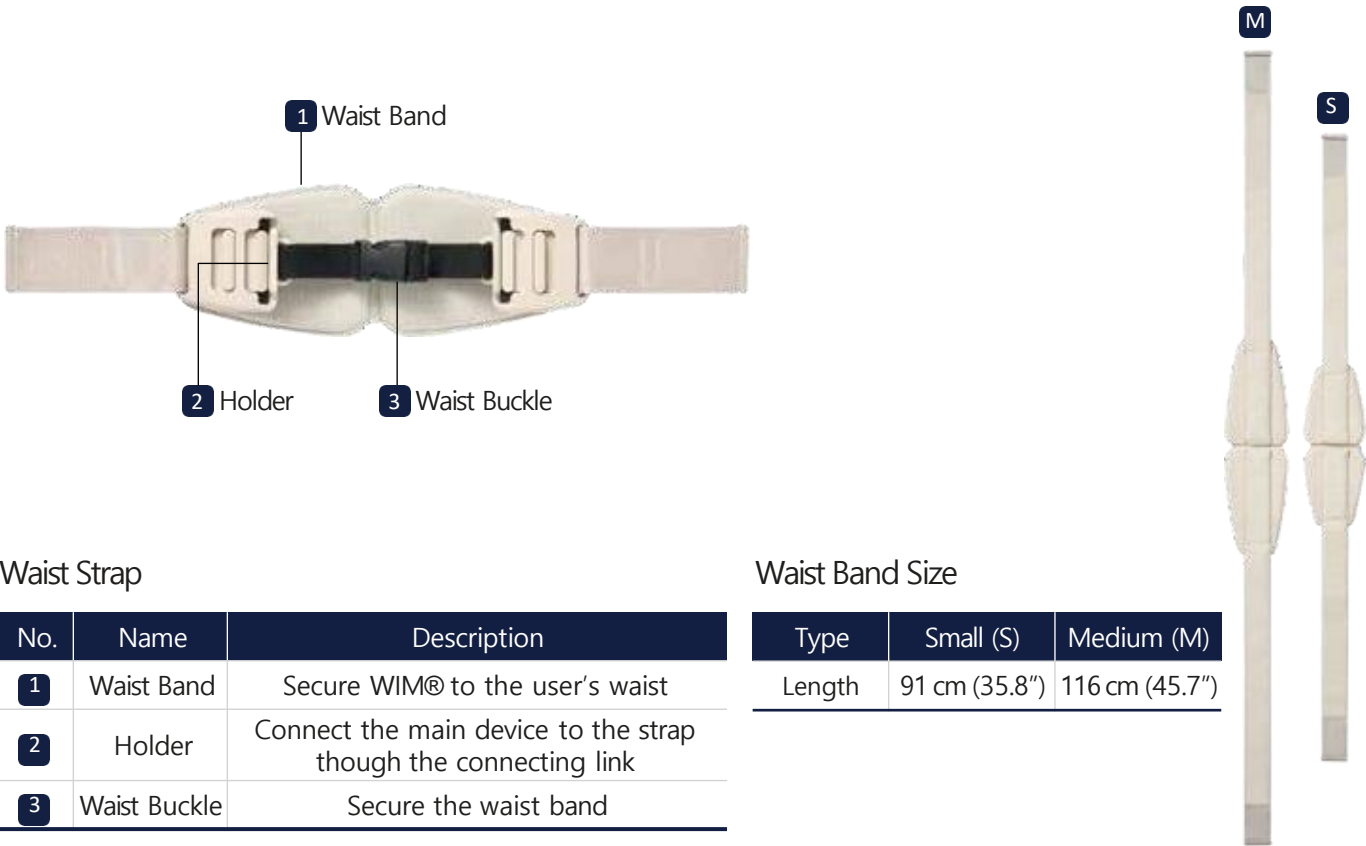
No.	Name	Description
1	Main Device	Include power button, battery, and actuator
2	Waist Strap (S/M sizes)	Secure WIM® to the user's waist
3	Frame	Transmit the assistive force
4	Leg Straps (S/M sizes)	Secure WIM® to the user's legs

4. Product Description

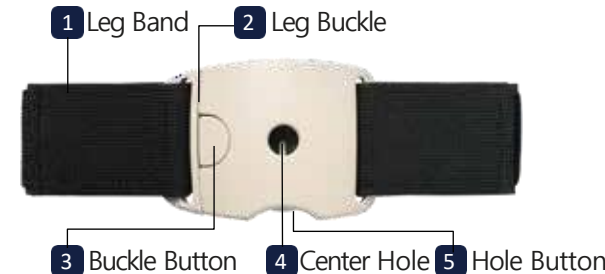
The images are for reference and may differ from the actual product.



4. Product Description



4. Product Description



Leg Straps (*It is also referred as the thigh straps.)

No.	Name	Description
1	Leg Band	Fasten the leg strap around the user's leg
2	Leg Buckle	Attach the leg band
3	Buckle Button	Detach the leg band
4	Center Hole	Connect the frame joint and leg strap
5	Hole Button	Button to attach or release the joint



Leg Band Size

Type	Small (S)	Medium (M)
Length	49 cm (19.3")	59 cm (23.2")

5. Purpose of Use

- WIM® is a walking assistive wearable robot.
- WIM® is designed to be worn over clothing on the user's waist and legs, providing assistive force to aid walking and resistive force to strengthen lower body muscles.
- With WIM®, the user can receive assistive force to maintain an energetic walk with a wide stride and proper posture or resistive force to improve muscle strength.
- WIM App analyzes the user's walking ability and visually displays relevant scores. This helps the user understand the individual's overall condition or efficiency, providing the motivation to continue regular workouts.
- WIM® and the app are useful tools for efficiently conducting a walking exercise program.



Please be aware that WIM® is not a medical device.
WIM® is designed as a walking aid, not for therapeutic purposes.

6. Intended Users

Individual users	① Those who are capable of independent walking outdoors ② Those with balance, strength, or mobility issues, the following should apply: • Able to perform 5 times sit-to-stand within 15 seconds • Able to walk 4 m within 5 seconds ③ Those who have not experienced a fall in the last 6 months
Individuals with a caregiver	① Those with balance, strength, or mobility issues, the following should apply: • Able to perform 5 times sit-to-stand within 30 seconds • Able to walk 4 m within 10 seconds ② Those with relatively high risk of falling (refer to the fall risk scale by Huhn) • Those who have experienced a fall within the past 6 months • Those suspected of cognitive impairments (e.g., dementia, depression) • Those taking medications affecting the mind (e.g., antidepressants, tranquilizers, or sleep aids) • Those experiencing symptoms like dizziness, orthostatic hypotension, or postprandial hypotension ③ Thos who cannot wear the product independently due to impaired hand function
Ineligible users	① Those advised by doctors to avoid any active exercises ② Those with complete paralysis of the lower limbs ③ Those with spasticity due to central nervous system disorders ④ Those who have experienced multiple falls ⑤ Those with severe contractures or physical deformities in the lower limbs

6. Eligibility Criteria For Reference

4 m Gait Speed	0 - 5 seconds	5 – 10 seconds	Over 10 seconds
Individual users	O	X	X
Individuals with a caregiver	O	O	X

5 Times Sit-to-Stand	0 – 5 seconds	15 – 30 seconds	Over 30 seconds
Individual users	O	X	X
Individuals with a caregiver	O	O	X

Other criteria	Use of Assistive Devices	Impaired Hand Function	Fall Experience (within 6 months)
Individual users	X	X	X
Individuals with a caregiver	O	O	O

* If the user uses any assistive devices, has impaired hand function, or has had a recent fall, WIM® must be used with a caregiver.

7. Recommended Environments

- WIM® is suitable for indoor and outdoor walking paths and hiking trails.
- Indoor and outdoor walking paths refer to the following walking environments, including straight paths, curved paths, inclines, and stairways:
 - Park trails, fitness center tracks / Welfare centers, nursing homes, senior town walkways / Hiking trails
- With IP54 rating, WIM® can be used in light rain or snowy conditions.
After using in the rain, be sure to remove the battery and dry it thoroughly before using it again.
* Please be cautious of slippery surfaces and risk of falling when using WIM in such conditions.
- Recommended Use condition
 - Temperature: 15 ~ 35 °C
 - Humidity: 25~75% RH (non-condensing)
 - Atmospheric pressure range: 860 ~ 1,060 hPa
- Storage Limit
 - Temperature: -20 ~ 45°C
 - Humidity: 15~90 % RH (non-condensing)
 - Atmospheric pressure range: 700 ~ 1,060 hPa



Be cautious in environments where you might risk falling or colliding with other individuals or objects. Pay extra attention on steep or slippery surfaces.

- Crowded area or places with obstacles that hinder smooth walking
- Slippery or unstable ground, and steep slopes or uneven terrain that increases the risk of falling

II. How to Use

1. Application
2. Wearing WIM
3. Exercising
4. Detaching & Replacing Parts
5. Storage
6. Maintenance
7. Charging
8. Troubleshooting



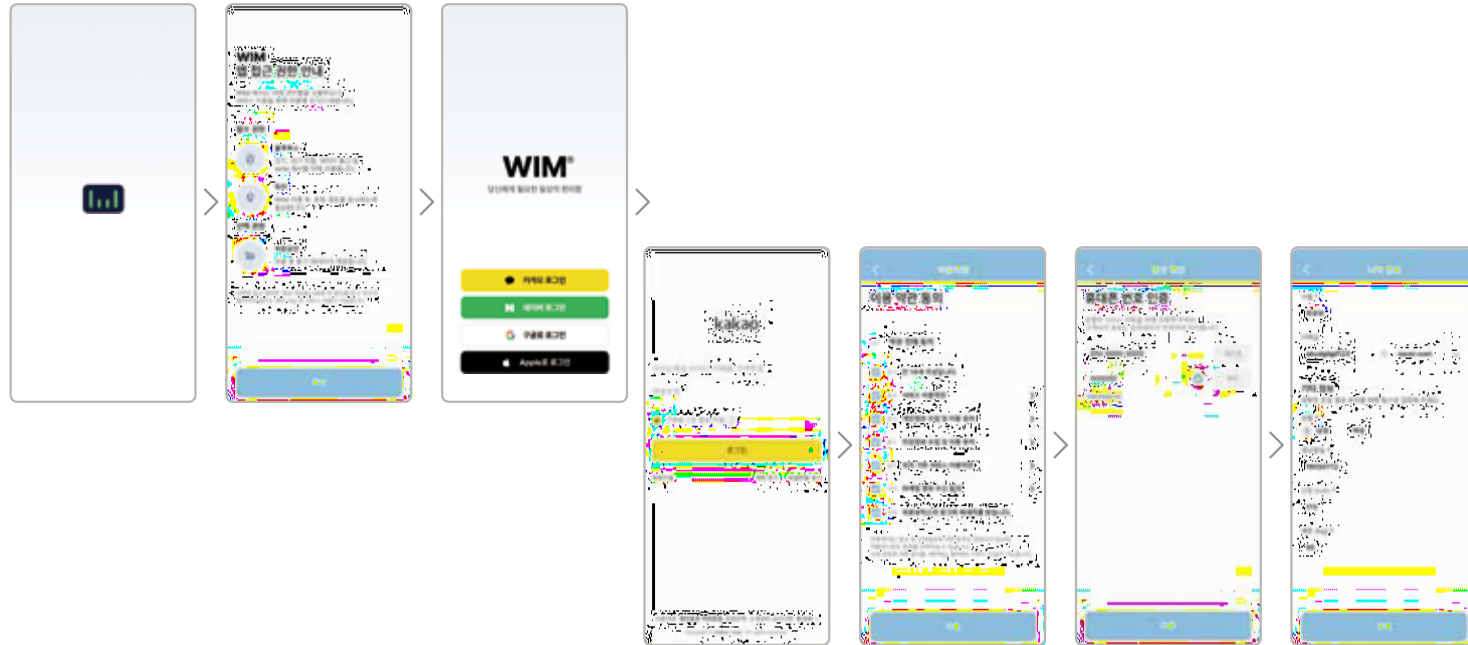
The images are for reference and may differ from the actual product.

1. Application

A. Sign Up (For first-time users)

Download the WIM app from Google Play Store or Apple App Store and follow the steps below.

Sign up using any SNS account, agree to the terms and conditions, and enter your personal information to complete the account setup.



1. Application

B. Log In (For registered users)

If the user has already registered on the website, log in to the app using the same SNS account.

Agree to the location-based service terms and conditions and enter your personal information to complete the account setup.



1. Application

C. Connecting to WIM®

To connect your WIM® device to your phone, turn on WIM® and tap 'Search Robot' on 'WIM Exercise' tab located at the bottom of the screen. The nearest product will be displayed. Select it to pair the phone with WIM®.

If you received a notification that the connection has been lost or failed, please check the device's power and search again.

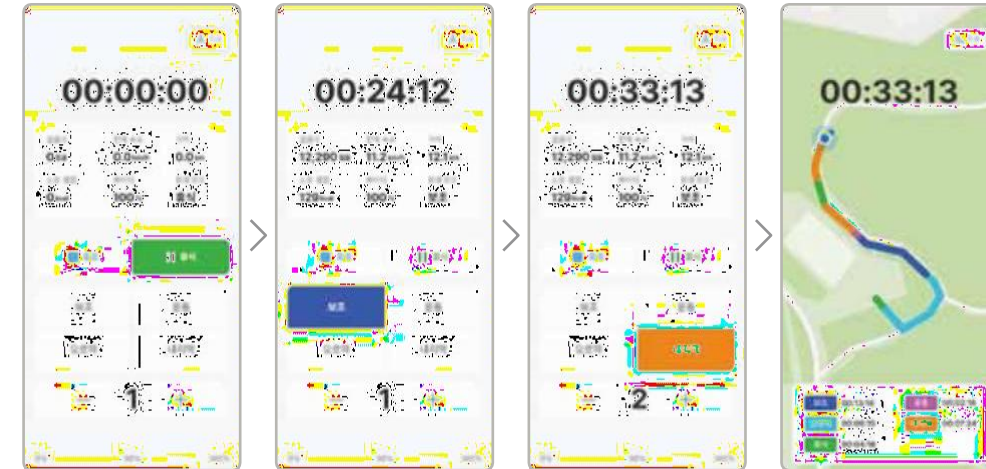
A Bluetooth connection is required to use extra modes and analyze your workout. A minimum of 5 minutes of exercise is required.



1. Application

D. Exercising with WIM®

Tap 'WIM® Start Workout'. The app allows you to choose a total of 4 modes: Assist, Exercise, Ascent, and Descent. The strength of each mode can be adjusted with the buttons at the bottom. Tap 'Map' to check the route you walked in each selected mode.



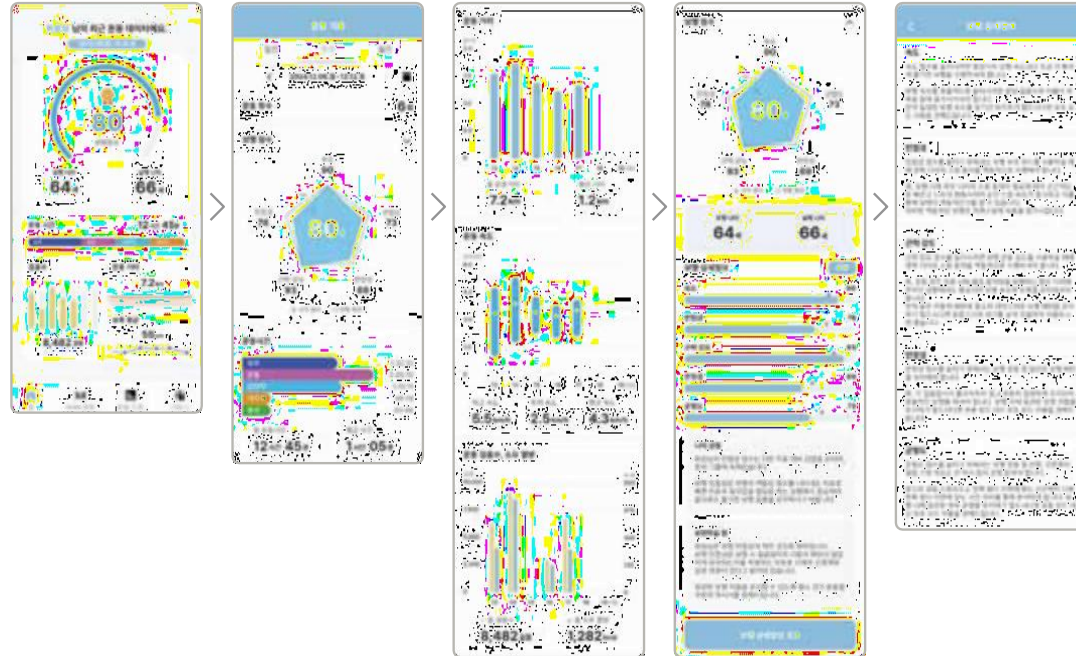
1. Application

E. Home

The 'Home' screen displays your weekly summary from the most recent workout.

Tap the dashboard to see more detailed weekly workout statistics.

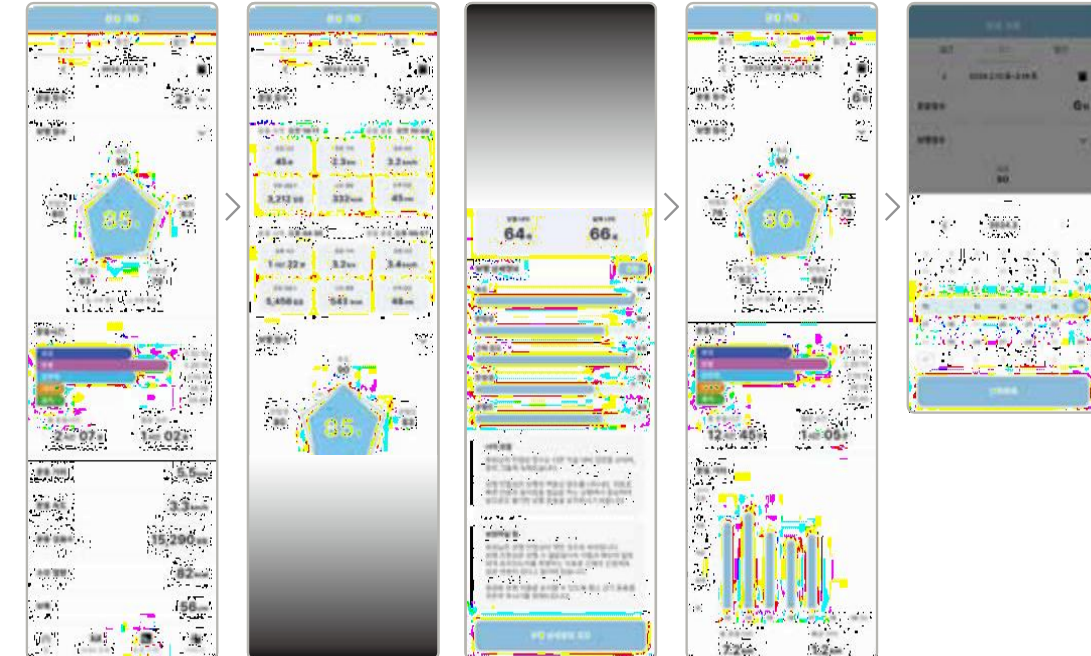
Tap  to view more details for your walking scores.



1. Application

F. Activity

The 'Activity' shows your workout statistics. The statistics are based on the most recent workout, and daily / weekly / monthly workout summaries are also available. Tap 'Calendar' to view records for the desired workout date.



1. Application

G. More

The 'More' tab contains menus such as My Information, My Robot, Purchase Robot, and Register Product. My Information includes your physical information you provided during sign-up. If there are any changes, please update your information. This helps the robot provide more accurate analysis.



1. Application

H. Renaming WIM®

Navigate to 'More > My Robot' to check the information of the currently connected WIM® device. To rename the device, tap 'Rename', reconnect your phone to the device, and enter the desired name. Then restart the device to complete the change.



2. Wearing WIM®

A. Setup

1) Choose the waist band size



S Size: Waist circumference 26~30" (66~76cm)

M Size: Waist circumference 28~36" (71~91cm)

* If the waist band does not fit, try different band size.

2) Choose the leg band size

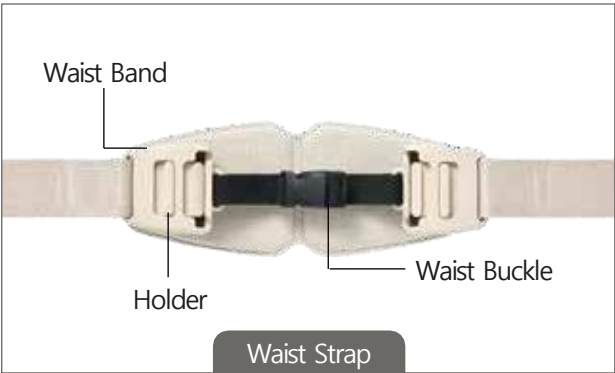


* If the leg band does not fit, try different band size

2. Wearing WIM®

A. Setup

3) Connect the waist band to the holder



Prepare it as shown in the image.

4) Connect the leg band to the leg buckle



Ensure that the leg buckle is positioned towards the outside of the knee.

2. Wearing WIM®

The images are for reference and may differ from the actual product.

A. Setup

5) Connect the joint to the center hole of the leg strap



Insert the joint to the center hole of the leg strap. Make sure you hear a “click” sound and that the hole button has popped out. Press the hole button to release it.

Incorrect example



If the hole button is popped out or the center hole is not fully open, the joint will not be properly secured.

2. Wearing WIM®



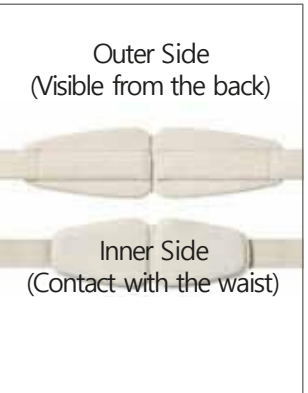
A ‘How to Wear WIM’ tutorial is available on YouTube. Scan the QR code to watch the video.

B. Waist Strap



Incorrect wearing of the waist strap may cause injury or product malfunction. Make sure there is no discomfort before using the product.

1) Check the sides of the waist strap. Make sure the outer side faces outward when viewed from the back.



2) Place the waist strap at the belt position (above the hip bones).



3) Make sure the buckle is centered, then fasten the buckle.



4) Adjust the size of the waist band using the Velcro to fit your waist.



2. Wearing WIM®

The images are for reference and may differ from the actual product.

B. Waist Strap (Incorrect Example)



Incorrect wearing of the waist strap may cause injury or product malfunction. Make sure there is no discomfort before using the product.

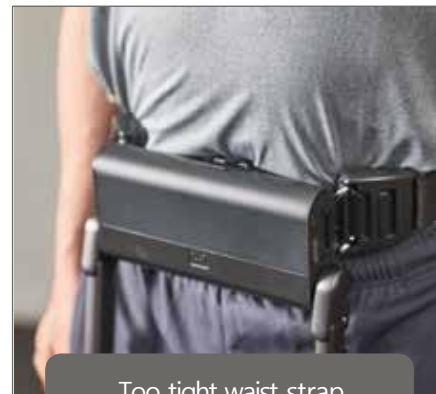
- 1) Make sure the buckle is centered and not off to either side.
- 2) If the waist strap slips down, tighten it using the Velcro.
- 3) Adjust the size so the waist strap does not press too tightly on your abdomen.



Shifting to one side



Waist strap slipping down



Too tight waist strap

2. Wearing WIM®

The images are for reference and may differ from the actual product.

C. Attaching Main Device



If the main device is not properly secured, it may detach during walking. This may cause injury or damage to the product. Make sure it is firmly attached.

- 1) Secure the main device's connecting link to the waist strap holder. Make sure you hear a click sound.



- 2) Check the main device is centered on your body.



2. Wearing WIM®

The images are for reference and may differ from the actual product.

C. Attaching Main Device (Incorrect Example)



If the main device is not properly secured, it may detach during walking. This may cause injury or damage to the product. Make sure it is firmly attached.

- 1) Please make sure that the connecting link is properly engaged with the holder.
- 2) Make sure that the main device has not slipped.



Disengaged connecting link



Main device excessively slipped

2. Wearing WIM®



A 'How to Wear WIM' tutorial is available on YouTube. Scan the QR code to watch the video.

D. Leg Straps



Incorrect wearing of the leg straps may cause injury or product malfunction. Make sure there is no discomfort before using the product.

- 1) Make sure the leg straps are correctly oriented.
- 2) Place the leg bands 4~5 cm above the knees (approx. the width of 4 fingers).
- 3) Fasten the leg buckles to secure it around your legs.
- 4) Adjust the size using the Velcro on the leg bands.



2. Wearing WIM®

D. Leg Straps (Incorrect Example)



Incorrect wearing of the leg straps may cause injury or product malfunction. Make sure there is no discomfort before using the product.

- 1) Ensure the frame is not excessively extended
- 2) If the leg straps are too loose, adjust the straps tightly using the Velcro.
- 3) Always make sure that the buckles are securely fastened (disengaged buckles may cause injury).
- 4) Make sure the buckles are centered and properly aligned.



Extended frame, loosened leg straps, and tilted buckles



Disengaged buckles

2. Wearing WIM®

E. After-Wearing Check

Before beginning an exercise, double-check the followings:

- The main device, waist and leg straps are properly aligned with your body.
- The main device is securely attached to the waist strap.
- The Velcro on the waist and leg straps are firmly fastened.
- The frames are tightly connected to the leg straps.
- The buckles on the leg straps are facing the outside and properly fastened.
- The battery is above 20% (check the circular LED on the battery's side)

Battery Level	Check the Side LED
60%-100%	● Green LED
20%-60%	● Blue LED
0%-20%	● Red LED

*While the battery is connected to the charger, the LED will turn white when it is fully charged.

3. Exercising with WIM®

Power On / Off



WARNING

Power on WIM® after properly wearing the device. Failure to do so may result in injury.

- 1) Press the power button on the side of the main device.
- 2) The device will play a sound, and the status indicator LED will turn green.
- 3) To turn off WIM®, press and hold the button for 2 seconds.

Mode Descriptions

Mode	Description
Assist	This mode reduces the load on lower limb muscles or expands the range of joint motion, making it easier to maintain proper walking posture—a wide stride and an upright, energetic, dynamic movement instead of a narrow, slow gait. This improves walking posture, reduces energy consumption by 10-20%, and increases workout duration.
Exercise	This mode increases muscle load by approximately 10-30% and exercise intensity by applying resistance in the opposite direction of walking to strengthen lower limb muscles.
Rest	For resting purposes, this mode stops generating torque.
Ascent	This mode assists when walking up slopes or stairs. Compared to walking on flat ground, ascending slopes or stairs increases your hip motion range and lower limb muscle load. Ascent mode adapts to this pattern, reducing muscle load by 20-30%* during hiking and trekking.
Descent	This mode protects your knees when walking down slopes or stairs. It supports the stepping leg, reducing descent speed and impact by approximately 20%*. This helps during long hikes.

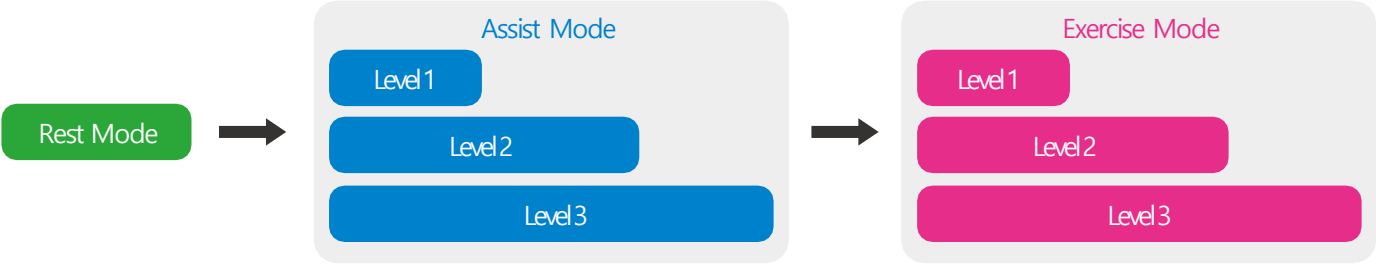
*Values may vary depending on conditions.

3. Exercising with WIM®

Status Indicator LED

Green LED	Rest Mode
Blue LED	Assist Mode
Magenta LED	Exercise Mode
Sky Blue LED	Ascent Mode
Orange LED	Descent Mode

- The default mode is set to ● Rest Mode when the device is on.
- Press the power button once to change modes.
● Rest Mode → ● Assist Mode → ● Exercise Mode
* You cannot switch directly from Rest Mode to Exercise Mode without using the app.
- Double-press the power button to adjust the intensity.
- ● Assist and ● Descent modes are only accessible through the app.
- In ● Ascent or ● Descent Mode, pressing the power button will switch to Rest Mode.



4. Detaching & Replacing Parts

The images are for reference and may differ from the actual product.



WARNING

- Make sure the power is off before detaching the device. Failure to do so may result in injury.
- Hold the main device with one hand to prevent it from falling and detach it side by side.

- 1) Press and hold the button for 2 seconds to turn off WIM®.
- 2) Press the buckle buttons to release the leg straps.
- 3) Pull the holder of the waist strap outward to detach the main device. Do this one side at a time.
- 4) Unfasten the waist buckle to take off the waist strap.

1) Turn off WIM®

2) Press the buckle buttons to release the leg straps.

3) Pull the holder of the waist strap outward to detach the main device.

4) Take off the waist strap



4. Detaching & Replacing Parts



Tutorials are available on YouTube.
Scan the QR code to watch the video
S.

- How to replace the waist band of the waist strap
- How to replace the leg bands of the leg straps
- How to replace the frame band of the leg frame

5. Storage

The images are for reference and may differ from the actual product.



Make sure WIM® is powered off when not in use. The battery may drain.

- 1) Press the hole button to detach the leg strap from the frame.
- 2) Fold both sides of frame toward the main device (see the image below).
- 3) Store the main device, waist strap, and leg straps in the pouch.



Main Device



Pouch

6. Maintenance



Make sure you check the washing instructions for each material.
Please refer to the care labels for information on the materials and care guidelines.

Part	Material		Care Instructions
Waist Strap	Webbing	Polyester 100%	- Wash at or below 86 °F / 30 °C - Hand wash recommended - Machine wash on a gentle cycle - Use a natural detergent (Do not bleach) - Do not dry clean - Dry in the shade - Hang to dry
	Velcro	Nylon 100%	
	Outer Fabric	Acrylic 100%	
	Lining	Cotton 90%, Acrylic 10%	
Leg (Thigh) Straps	Elastic Band	Nylon 100%	
	Velcro		

7. Charging & Battery

The images are for reference and may differ from the actual product.

⚠ Charging



WARNING

- Check the battery percentage before and after the workout. Recharge if necessary. If the battery runs out during exercise, it may cause injury.
- Use only the provided USB-PD adapter. Using a different charger could damage the device

Charge the device with the provided USB-PD. (When it is fully charged, the LED will turn white. Charging fully takes up to 2 hours.

Connect the Charger



Battery Level	Check the Side LED
60%-100%	● Green LED
20%-60%	● Blue LED
0%-20%	● Red LED

⚠ Battery

- Do not handle with wet hands when replacing the battery.

2) Be careful not to change the polarity .

3) Do not disassemble or modify the battery by yourself.

4) Do not heat the battery or put it in a fire.

5) Do not use the battery for any other product or purpose.

6) Do not shock the battery.
- 7) Use only original WiRobotics batteries that meet the specifications.

8) Do not remove the battery during operation.

9) Put the end-of-life battery in the collection bin.

10) If the battery lasts less time, replace it with a new battery.

11) If the product will not be used for a long time, remove the battery.

8. Troubleshooting



A. App Notifications

Problem	Message	Possible Cause	Solution
Received the following notifications.	Detected abnormal robot body tilting. (0x4000)	• Main device detached from the waist strap. • Detected fall to the ground while wearing the device.	Stand up straight and properly secure the main device and waist strap. Restart the device to start workout with any mode. *To remove the device, switch to the rest mode for your safety.
	Exceeded joint velocity limit. (0x1000)	• Climbed more than two stairs at once while in Assist/Exercise/Ascent/Descent Mode. • Detected excessive spread of legs while in Assist/Exercise/Ascent/Descent Mode.	Stand up straight and properly fasten the leg straps. Restart the device to proceed workout with any mode at your usual walking angle.
	Exceeded joint velocity limit. (0x8000)	• Detected a sudden leg strap detachment while in Assist/Exercise/Ascent/Descent Mode. • The leg straps and frame are not properly secured while in Assist/Exercise/Ascent/Descent Mode.	Properly secure the frames and leg straps. Restart the device to resume any mode. *To remove the device, switch to the rest mode for your safety.
	Device temperature high. Intensity set to level 1. (0x6000)	• Detected high device temperature.	This message indicates that the intensity has been reduced to level 1 to prevent further device temperature increase. However, you can continue to use all the modes at level 1 intensity.
	Device temperature too high. Stop use. (0x9000)	• Detected excessively high device temperature.	For safety, please stop using the device until the temperature decreases.



B. Other Issues

Possible Cause	Solution
The device joint does not move.	Avoid applying excessive force to the device. Turn it off and remove it from your body. Gently move the joints, and if the issue persists or recurs, please contact customer service for further assistance.
The device, frame, or straps are damaged.	For any damaged components, please replace them before use.
Cannot connect the device and phone.	Try the followings with your phone: • Make sure that the Bluetooth is enabled. • Close the app and restart it. • Restart your phone and try again. Try the followings with the device: • Restart the device. • If the battery is low, recharge it before use. If the problem persists or recurs, please contact customer service.
The device's assist level is either too strong or not noticeable.	Try the followings with your phone: • Check whether WIM app indicates "Assist" or "Exercise." • Restart your phone and try again. Try the followings with the device: • Restart the device. • If the battery is low, recharge it before use. If the problem persists or recurs, please contact customer service.
The assist power suddenly stops during operation. The device powers off without any apparent reasons.	Turn off the device and detach the device. Restart the device, or if the battery is low, recharge it before use. If the problem persists, please contact customer service.

9. FCC, ISED Statement

1. FCC Statement

1) FCC Compliance Statement

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.

2) FCC Interference Statement

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 correct the interference by one 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 which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

9. FCC, ISED Statement

3) FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

4) FCC Radiation Exposure Statement :

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

9. FCC, ISED Statement

9.2 ISED Statement

1) Innovation, Science and Economic Development Canada Certification Statement

This device complies with Innovation, Science and Economic Development Canada Certification licence-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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

2) Innovation, Science and Economic Development Canada Certification Radiation Exposure Statement (Déclaration d'exposition aux radiations):

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé.