



USER MANUAL

Version 1.0 – Global Release

Smart Diaper Sensor & Hygiene Alert Ecosystem

Official Slogan: Detect, Alert, Comfort

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1. INTRODUCTION

Thank you for choosing SyncAID — a real-time hygiene alert and care synchronization system designed for long-term care facilities, elderly homes, hospitals, and home-care environments.

SyncAID helps caregivers respond faster, families stay informed, and patients experience greater comfort.

It does **not** diagnose, treat, or provide medical advice.

2. SAFETY INFORMATION & LEGAL DISCLAIMERS

⚠ IMPORTANT SAFETY INFORMATION

- SyncAID is **not a medical device**.
- It does **not** detect or diagnose medical conditions.
- It does **not** replace caregiver supervision.
- All clinical decisions must follow facility protocols.

⚠ LIABILITY DISCLAIMER

SyncAID is not responsible for:

- Delayed caregiver response
- Incorrect installation or sensor placement
- Battery depletion
- Wi-Fi or power interruptions
- Misinterpretation of alerts
- Any medical or clinical outcomes

If you do not accept these terms, do not use the product.

3. SYSTEM OVERVIEW

SyncAID consists of four primary components:

1. **Smart Diaper Sensor (RF, 2.4 GHz)**
2. **Sensor Sleeve (Velcro Attachment)**
3. **SyncAID Gateway (Access Point)**
4. **SyncAID Cloud Platform & Mobile Apps**

How It Works

1. Sensor detects moisture/temperature change
2. Signal sent to the Gateway
3. Gateway forwards to SyncAID Cloud
4. Caregiver receives real-time alert
5. Intervention is logged in the system

5. COMPONENTS INCLUDED IN THE PACKAGE

Each SyncAID Set includes:

- **1× Smart Diaper Sensor**
- **2× Sensor Sleeves with Velcro Fastening**
- **1× SyncAID Gateway**
- **1× Power Adapter (Gateway)**
- **1× Quick Start Guide**
- **1× Warranty Card**

5. TECHNICAL SPECIFICATIONS

Smart Diaper Sensor

- Communication: 2.4 GHz RF
- Battery: CR-type replaceable battery
- Material: Medical-grade silicone outer shell
- Weight: 18–22 grams
- Operating Temperature: 5°C – 45°C

Gateway

- Connectivity: Wi-Fi / Ethernet
- Range: Up to 10–15 meters indoors
- Power Input: 5V / 2A
- Mounting height: 6–8 feet recommended

Cloud & Mobile Apps

- iOS & Android support
- Secure encrypted communication
- Multi-user access levels

6. INSTALLATION & SETUP GUIDE

This section explains how to properly attach, activate, deactivate, and cycle the SyncAID Smart Diaper Sensor during daily care routines.

Step 1 – Attach the Sensor to a Clean Diaper

1. Place the sensor's **Velcro surface firmly onto the outside of a clean diaper.**
2. Ensure that the sensor is attached securely, lies flat, and will not shift during patient movement.

Step 2 – Activate the Sensor (Start Monitoring Mode)

1. **Press the power button once.**
→ The **green light will turn ON.**
2. After seeing the green light, **press the power button once more.**
→ When the **green light turns OFF**, the sensor has successfully entered **Monitoring Mode** and will begin tracking temperature and moisture levels.

✓ The system is now active and ready to detect hygiene events.

Step 3 – Hygiene Event Detection

3. When the diaper becomes soiled, the sensor detects changes in **temperature and moisture** and automatically sends an alert to the SyncAID system.
 - The caregiver on duty will receive a notification.

Step 4 – Caregiver Intervention (“Cleaning Mode”)

4. When the caregiver receives an alert:
 - Go to the patient's room at the earliest available time.

- **Press the power button on the sensor once.**
→ The **green light will turn ON** and remain on during the cleaning period.
- Remove the sensor from the soiled diaper and place it aside in a clean area.
- This indicates the system has entered **Cleaning Mode**, acknowledging the alert and starting the care cycle.

Step 5 – After Cleaning (Return to Monitoring Mode)

- After completing the cleaning and care process:
 - Reattach the sensor firmly to the **outside of a fresh diaper**.
 - **Press the power button once.**
→ The **green light will turn OFF**, indicating that the sensor has re-entered **Monitoring Mode**.
 - The sensor will now resume monitoring and automatically detect the next hygiene event.

✓ The monitoring cycle continues seamlessly.

7. SENSOR PLACEMENT & USAGE INSTRUCTIONS

Correct Placement

- The sensor must be placed on the **front-center** outer surface of the diaper.
- Ensure strong Velcro contact.
- Do not place inside the diaper.

When applying a new diaper:

- Move the sensor sleeve to the new diaper OR
- Use a second sleeve to rotate sensors during cleaning.

8. GATEWAY SETUP

1. Choose Installation Location

- 6–8 feet high
- Avoid metal surfaces
- Avoid areas with poor Wi-Fi coverage

2. Power On

- Plug in the adapter
- **Blue LED indicates power**

3. Connect to Wi-Fi / Ethernet

- Follow mobile app setup instructions
- Confirm cloud connection

4. Pair Sensors

- The app will guide you through pairing
- Successful pairing is confirmed by a green light on the sensor

9. MOBILE APP SETUP

For Caregivers / Nurses

- Download “SyncAID Nurse Console”
- Create or receive login credentials
- Pair assigned rooms/sensors

- Enable notifications on the device

For Family Members

- Download “SyncAID Family App”
- Log in using facility-issued access
- View hygiene event history and summaries

10. UNDERSTANDING ALERTS

Alert Types

1. **Moisture Detected** → Immediate attention needed
2. **Prolonged Alert** → No caregiver confirmation yet
3. **Battery Low** → Replace sensor battery soon
4. **Sensor Offline** → Check placement or battery
5. **Gateway Offline** → Check Wi-Fi or power

Alert Delivery

- Push notifications
- On-screen alerts
- Dashboard highlights

11. DAILY OPERATION WORKFLOW

For Caregivers

1. Start shift → Log into app
2. Check gateway and sensor status
3. Respond to alerts
4. Mark intervention as completed
5. Review daily dashboard if needed

For Management

- Export reports
- Track caregiver performance
- Review hygiene response times

12. BATTERY REPLACEMENT

Battery Monitoring

SyncAID continuously monitors the battery level of each sensor through the cloud system. When a sensor’s battery level drops **below 10%**, the system automatically flags it for replacement.

The **distributor, regional manager, or facility maintenance team** is responsible for replacing low-battery sensors to ensure uninterrupted monitoring.

Patients or caregivers are **not** required to replace batteries.

Replacement Procedure (Performed by Authorized Personnel Only)

1. Locate the sensor identified by the system as “Low Battery.”
2. Remove the sensor from the diaper and place it on a clean surface.
3. Open the silicone battery compartment.
4. Remove the old CR battery.
5. Insert a new CR battery, ensuring the **correct polarity**.

6. Press the power button once to activate the sensor.
→ Green light turns ON.
7. Press the button again.
→ Green light turns OFF (Monitoring Mode starts).
8. Confirm in the system dashboard that the sensor is back online.

⚠ SAFETY WARNING

- Do **not** use damaged, swollen, or leaking batteries.
- Dispose of used batteries according to local regulations.
- Battery replacement must be done only by trained facility staff or the authorized distributor.

13. CLEANING & MAINTENANCE

Sensor

- Wipe with alcohol-free disinfectant
- Do not submerge in water
- Do not autoclave

Sleeve

- Hand wash with mild soap
- Air dry completely

Gateway

- Keep dust-free
- Do not expose to liquids

14. TROUBLESHOOTING GUIDE

Problem: No alerts received

- Check gateway Wi-Fi connection
- Check sensor battery
- Re-pair sensor

Problem: False alerts

- Ensure proper placement
- Tighten Velcro
- Replace sleeve if worn out

Problem: Sensor offline

- Replace battery
- Move gateway closer
- Restart sensor

Problem: Gateway offline

- Restart router
- Check power adapter
- Reconnect Wi-Fi

15. FREQUENTLY ASKED QUESTIONS

Is SyncAID a medical device?

No. SyncAID is not intended for medical diagnosis or treatment.

Does SyncAID prevent infections?

No. It only alerts caregivers of hygiene events.

Can the sensor be washed?

It can be wiped, but not submerged.

How often should batteries be replaced?

Typically every 4-6 months depending on usage.

Can multiple sensors be used with one gateway?

Yes.

16. WARRANTY & SUPPORT

Limited Warranty

SyncAID hardware is covered under a **12-month limited warranty** for manufacturing defects.

Warranty excludes:

- Water damage
- Physical damage
- Misuse
- Unauthorized repairs

17. CONTACT INFORMATION

SyncAID Support Team
Innovative Teknoloji A.Ş.

Email: support@syncaid.net

Sales: sales@syncaid.net

Web: www.syncaid.net

SyncAid AR01 label:

FCC Warning

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 1: 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.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.