



10.2. Recycling

The symbol above signifies that this product must be disposed separately from ordinary household waste. Ensure that you dispose of this product at an appropriate recycling center or collection point designated by local authorities.

- The Tomo Kit box is made from 100% recyclable materials



- The Tomo device: PC-ABS, PC, HDPE



- The Tomo bracelet



- Tomo kit Power Supply





11. Regulatory

This device complies with FCC Rules Part 15 and with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) this device must accept any interference received including interference that may cause undesired operation.

For Industry Canada:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.
- This Class B digital apparatus complies with Canadian ICES-003.

For Industry Canada:

- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



Caution: Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Future Living 2010 Ltd.) could void the user's authority to operate the equipment.



WARNING! To comply with FCC RF exposure compliance requirements, the device should be located at a distance of at least 20 cm from all persons during normal operation. The antennas used for this product must not be co-located or operated in conjunction with any other antenna or transmitter.

AVERTISSEMENT! Le dispositif doit être placé à une distance d'au moins 20 cm à partir de toutes les personnes au cours de son fonctionnement normal.

Les antennes utilisées pour ce produit ne doivent pas être situés ou exploités conjointement avec une autre antenne ou transmetteur.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Future Living 2010 Ltd.) could void the user's authority to operate the equipment.

FCC Statement

This device complies with part 18 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. Changes or modifications not explicitly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note: this equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 and part 18 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.

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. During the operation of device a distance of 15 cm surrounding the device and 20 cm above the top surface of the device must be respected.

This device complies with Part 18 of the FCC Rules. 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. 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:

- Increase the separation between the equipment and any other radio device.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. This device complies with FCC Rules Part 15 and with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) this device must accept any interference received including interference that may cause undesired operation.



12. Warranty & Return Terms

12.1. Essence Future Living Tomo Warranty Policy

Warranty terms are outlined in the [Essence Future Living Tomo Warranty Policy](#).

12.2. Tomo's Return Policy

Your satisfaction is our priority. Try Tomo risk free for 30 days, and if it's not a fit, we'll refund your purchase. The Tomo RMA terms are outlined in the [Essence Future Living Tomo RMA Policy](#).



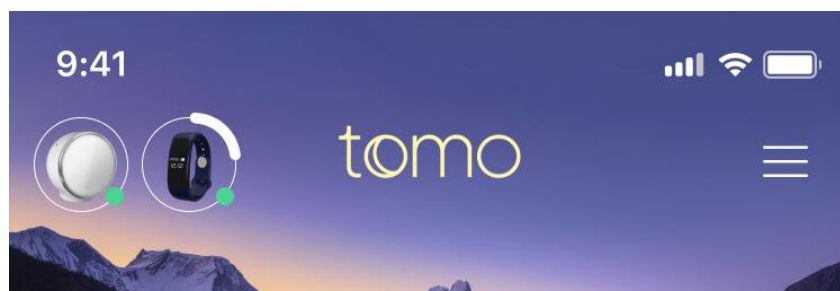
13. Troubleshooting

13.1. Tomo does not illuminate when the sleep plan is initiated

1. Light intensity is set to OFF
2. Verify that Tomo is powered on:
 - The power adaptor is securely connected to the wall
 - Verify that the Tomo power switch is in the ON position (on the underside of the device)
 - Verify that the power LED indicator is illuminated red



3. Verify that the Tomo is connected to Wi-Fi - check the Tomo status icon on the Tomo Sphere app homepage (top left corner).
 - A green dot indicates that the Tomo is connected
 - A red dot will indicate a problem with the connection



13.2. No power LED indication

Tomo is plugged in, but the power LED indicator does not illuminate red.

1. Verify the Tomo is turned ON via the ON/OFF switch.
2. Connect Tomo to a different AC socket.
3. Try connecting Tomo to a different USB type C power source.



For more assistance see: [Tomo FAQ](#)

13.3. Tomo stopped after several hours of sleep

Tomo stops after completing the sleep plan. However, if the sleep plan stops in the middle, power cycle Tomo, and then restart the sleep plan.

13.4. Water was spilled on Tomo

The Tomo device is not waterproof. If water was spilled on the device, unplug it immediately and contact Tomo customer support.

The Tomo bracelet is waterproof and rated IP68.

13.5. Tomo did not wake me up

Tomo doesn't function as an alarm clock. Tomo's sleep plan does include a wake-up phase which is designed to gradually emit higher-intensity light (to mimic natural sunrise) and faster natural brain waves. Be sure to set your own separate alarm clock device to the desired wake up time.

13.6. Problems connecting Tomo to Wi-Fi

1. Verify that Tomo is connected to a power source and turned on.
2. Verify that your mobile device is connected to a Wi-Fi network which supports the 2.4Ghz band.
3. Ensure that your mobile device is connected to the same Wi-Fi network to which you wish to connect Tomo.
4. Ensure that the Wi-Fi network is available.
5. Verify that the Wi-Fi network has internet connectivity.
6. Verify that the Wi-Fi network covers the area where Tomo is to be used. If coverage is lacking, consider using a Wi-Fi repeater to improve signal coverage.
7. Verify the Wi-Fi network password.
8. Begin the pairing process in the Tomo Sphere app
9. Press the Tomo central button for 3-5 seconds, then release.
10. Tomo will blink blue while ready to connect.
11. Follow the on-screen instruction and enter the Wi-Fi password. Note that the password is case sensitive – be sure to enter it precisely.

13.7. Red dot on Tomo device/Tomo bracelet icon

A red dot on either the Tomo or bracelet icon indicates that device is Offline

To establish a connection:

1. Verify that Tomo is connected to a power source and turned on.
2. Ensure that a Wi-Fi network is available.
3. Verify the password for the Wi-Fi network has not changed.
4. Verify that the Wi-Fi network has internet connectivity.
5. Verify that your mobile device is connected to the same Wi-Fi network to which you wish to connect Tomo.
6. Verify that the Wi-Fi network covers the area where Tomo is to be used. If coverage is lacking, consider using a Wi-Fi repeater to improve signal coverage.

If all else fails, repeat the connecting/pairing process. On Tomo Sphere:

1. Press on Account
2. Locate the Devices. Click on Tomo
3. Click on Remove Device

4. Pair the Tomo bracelet again

If the issue persists after following the above steps, please contact our support team at support@tomosleep.com for further assistance.



14. Additional Resources

- [Tomo Website](#)
- [Tomo FAQ](#)
- [Tomo Clinical Trials & Research](#)
- [Tomo Certifications](#)
- [Tomo Privacy Notice](#)
- [Tomo Sphere End User License Agreement](#)
- [Warranty Policy](#)
- [Essence Future Living Website](#)
- [Tomo Kickstarter Campaign](#)
- [Contact Us](#)



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