

NC° Band

User Guide

Model number: NCBG1

Introduction

Please read and save these instructions

Thank you for purchasing the NC° Band, please read these instructions carefully to ensure proper use and safe operation of your band. If you have any questions or comments about the band, contact Customer Support at help@naturalcycles.com.

Intended Use

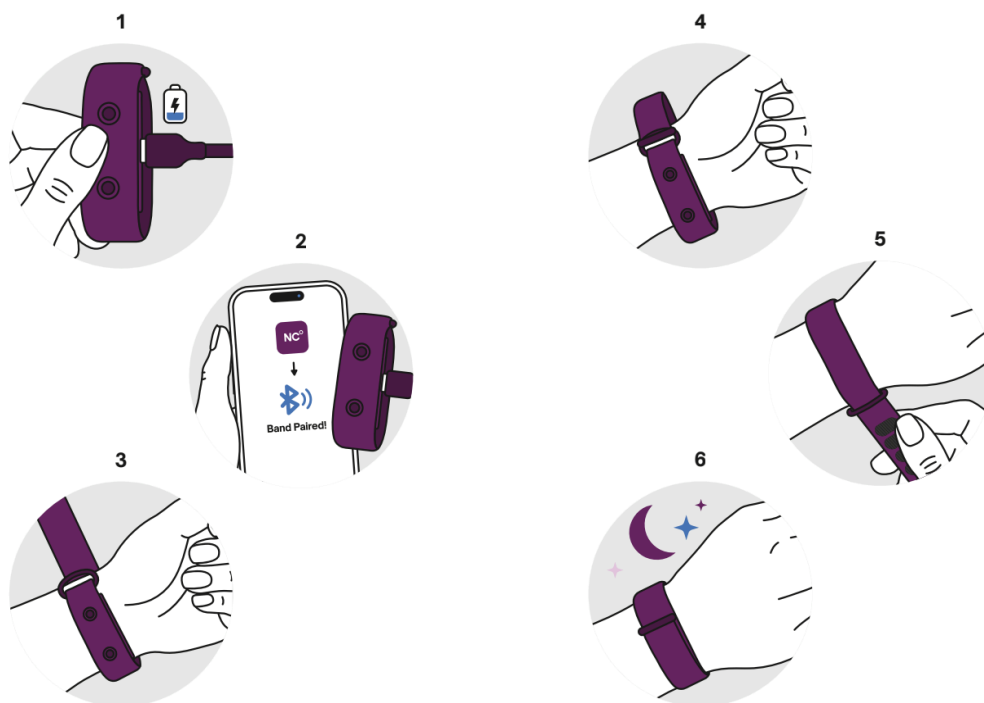
The NC° Band is used for the collection of various biomarkers and is intended to promote a healthy lifestyle.

Warnings and Cautions

- This product is not intended to diagnose or treat any health problem or disease and should not be used as a substitute for the consultation and advice of a physician or other medical professional.
- Keep the device away from sources of high levels of power line magnetic fields to reduce the likelihood of interference.
- The use of the device may be limited in the presence of electromagnetic disturbances. This could result in issues such as error messages or the failure of the display/device.
- Use of accessories, transducers, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 in (30 cm) to any part of the equipment, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- Do not replace a battery with an incorrect type that can defeat a safeguard, dispose of a battery into fire or a hot oven, or mechanically crush or cut a battery, that can result in an explosion or fire. Do not leave a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas. Do not subject a battery to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
- Do not subject the battery to extremely high or low temperatures or low air pressure at high altitude during use, storage or transportation.

Precautions

- This device uses Bluetooth Low Energy 5.2 to interact with a dedicated iOS/Android smartphone App.
- The band is water resistant, not waterproof. Do not wear the device when showering. Never dip the band into water or other liquids. Do not boil the band. For cleaning and disinfecting, please see the Care and Cleaning section.
- Keep out of reach of young children and pets.
- Do not use the band if there are signs of damage or after a drop/shock that might have caused damage. If damaged, do not attempt to repair. Please contact Customer Support at help.naturalcycles.com.
- Do not store in direct sunlight or at high temperatures.
- The use of heat and cold producing devices, such as electric heating blankets, heating pads or ice packs, may impair the performance of the device and increase the risk of injury to the patient.
- The manufacturer recommends using a password on your smartphone



Operating Your Band

Put your band on before going to sleep. Make sure it is charged and worn tightly on your lower wrist.

Syncing Data with NC App

You can sync the data collected during the night to your phone right when you wake up or later in the day by following the instructions in the app. Once you open the app, the nightly temperatures will be transferred via Bluetooth. You will then see a single value extracted from the night in the Add Data page.

Syncing temperatures troubleshooting

If you have issues syncing your data from the band into the app, please visit <https://help.naturalcycles.com/> or scan the QR code below and find the instructions for different types of devices.



Maintaining Your Band

Care And Cleaning Instructions

Do not store the band where it will be exposed to direct sunlight, dust or humidity. Avoid extreme temperatures. Do not attempt to disassemble the band. Clean and disinfect the surface of the band by wiping with 70% isopropyl alcohol wipes or mild soap and water. Do not submerge in any liquid or autoclave. Wipe the band with a dry cloth and allow it to air dry for at least 5 minutes. There should be no visible soil after cleaning the device.



Charging Your Band

If the device battery is low, the user will be informed in the app. The device takes about 2 hours to charge. When charging, the LED light pulsates slowly. When charging is complete, the light glows steadily. The battery life is up to 14 days between charges.

Product Specifications

Input	5V 1A
Battery Nominal Voltage	3.7V DC
Battery Type	Lithium Polymer
Battery Life Between Charges	Up to 14 days
Battery Charging Time	Approximately 2 hours
Measurement Range (temperature and heart rate)	32-42°C (89.6-107.6°F), 30-115 beats per minute
Suggested Wear Guide	Users must wear band for at least 4 hours a night while sleeping to fulfill the intended purpose
Skin Contacting Materials	Polycarbonate, ABS, silicone (if using silicone band, nylon (if using nylon band))
Operating Temperature	15-40°C (59-104°F)
Dimensions	45.5 x 19.5 x 13mm
Weight	7 grams (0.25 ounces)
Memory Function	400kb
Service Life	5 years

Troubleshooting

Performance may be affected should one or more of the following errors occur. If you encounter another error, please contact Customer Support.

Error	Problem/Cause	Solution
My device is not connecting to the app	If your NC° Band is not connecting to the Natural Cycles App on your iOS or Android device, it could mean that it is out of reach, out of battery or asleep.	<p>Please try the following troubleshooting steps:</p> <ul style="list-style-type: none">Make sure your phone and NC° Band are close to each otherPlug your NC° Band into its chargerTurn off your phone's Bluetooth and turn it on againOpen your NC° app again and let the app try to find your device automaticallyIf this fails, try connecting the NC° Band manually via the My Device page <p>Tip: Make sure you are connecting to the right NC° Band by checking that it's serial number matches the one shown in your My Device > Device info page.</p> <p>If you are still having issues, please contact Customer Support.</p>

My temperature data isn't syncing	This can happen for a number of reasons, including you device running out of battery or not connecting to the app.	We recommend wearing your device to bed with sufficient battery charge, checking the app and NC° Band are connected and that your device is fully set up. If this problem persists, please contact Customer Support.
My data is shown as invalid	The invalid data error can be displayed for a number of reasons. These include a sensor malfunction, an issue with data transfer or problems while measuring.	Contact Customer Support.

Technical Specifications for Connection of NC° Band and Smartphone Application (Optional and only intended for users over the age of 18)

Please see Smartphone and Smartphone application labelling for information regarding use of the smartphone and app.

Smartphone Requirements	Smartphone running Android OS (version 11 or above) or iOS (version 17 or above)
Bluetooth Version Number	Bluetooth LE V5.2
Frequency range	2402 - 2480 MHz
Max. transmission power/dBm	<10dBm

FCC Statement

IMPORTANT INFORMATION REQUIRED BY THE FCC

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: 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

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

FCC Radiation Exposure Statement

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IC Statements

This device complies with Industry Canada 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'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, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

CAN ICES-003(B) / NMB-003(B)

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

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

EU Declaration of Conformity

Xiamen Intretech Inc. declares that the radio equipment is in compliance with the RED Directive 2014/53/EU. The full text of the EU declaration of conformity is available at help.naturalcycles.com.

Warranty Information

The manufacturer provides the warranty of 1 year, starting from the date on which the hardware product and accessories is sold to the end user.

The warranty only covers defects in material or workmanship.

The repairs under warranty may only be carried out by an authorized service center. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.

The warranty will not apply in cases of:

- Normal wear and tear
- Incorrect use, e.g. overloading of the appliance, or use of non-approved accessories
- Use of force, damage caused by external influences
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions
- Partially or completely dismantled appliances

Software Updates

The device will periodically receive software updating in terms of bugs, issues or features change. Device software updates will be available for the service life of the device.




During the service life of the device (5 years), the software maintenance service is provided.


Proposition 65 Warning

WARNING: This product may contain chemicals known to the State of California to cause birth defects or other reproductive harm.

For more information on Proposition 65 chemicals, please visit: <https://www.p65warnings.ca.gov/>

Explanation of Symbols

	Technical equipment and batteries do not belong in household waste. They must be disposed of at appropriate collection and disposal points.
	Reference Number
	Lot Number

	Dust tight, protected against splashing water
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Name of the Manufacturer:

Xiamen Intretech Inc.

Address of the Manufacturer:

No. 100, Dongfu West Road,
Haicang District, Xiamen, Fujian, China

Contact Information:

<http://www.intretech.com/>

EU Representative and Importer:

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