

# Safety and Regulatory Guide

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## **Important Safety Information – Read Before Use**

READ THE FOLLOWING WARNINGS AND INFORMATION BEFORE USE OF THE PRODUCT AND FOLLOW ALL PRODUCT SAFETY AND OPERATING INSTRUCTIONS. FAILURE TO DO SO MAY CAUSE BODILY INJURY (INCLUDING ELECTRIC SHOCK, FIRE, AND OTHER INJURY), PROPERTY DAMAGE, OR EVEN DEATH. IF YOU ALLOW OTHERS TO USE THE PRODUCT, YOU ARE RESPONSIBLE FOR ENSURING EACH USER IS AWARE OF AND FOLLOWS ALL PRODUCT SAFETY AND OPERATING INSTRUCTIONS.

### **Ensure You Are Able to Safely Use the Product**

Consult your doctor before using the product if you have pre-existing serious medical conditions (such as a heart ailment), conditions that affect your ability to safely perform physical activities, psychiatric conditions (such as anxiety disorders or post-traumatic stress disorder), or if you are pregnant or elderly.

Do not use the product if you are sick, fatigued, under the influence of intoxicants/drugs, or are not feeling generally well, as it may exacerbate your condition.

### **Ensure the Area around You is Safe for Use of the Product**

While wearing the product you are blind to the world around you. The image displayed in the headset will not match the real world. Always use the product in a clear and safe area. Do not rely on the product's chaperone system for protection. Do not use near stairways, large windows, balconies, heat sources, or outdoors. Clear the play area of people, furniture, and other things that may be obstacles, tripping hazards, or that block you from freely moving around. For example, if a pet comes into the room while you are using the product, you likely will not be aware of the pet's presence and you could trip over your pet while moving in the virtual reality environment. Do not move outside the set play area. Use outdoors is not recommended. Injuries may occur from losing balance on uneven surfaces or from tripping over or running into objects. Do not handle sharp objects, hot liquids, or other potentially hazardous items while wearing the product. Do not use while driving or engaging in activities that require the ability to view your surroundings.

It is recommended that the product be used only while under the supervision of another person who is ready to warn of hazards that may arise while the product is being used. Examples of hazards that could arise include, but are not limited to, tangling of a cable in a manner that presents a tripping hazard, pets entering the area where the product is being used, and the user walking too close to a wall or another hazard.

### **Use Caution When Charging the Product**

Remain seated if using the product's headset while it is plugged in and keep in mind the location of the charging cable. Standing up or moving around energetically could cause personal injury or damage to the product.

### **Take Care with the Controller**

While using the controller, always check that you have sufficient overhead and surrounding clearance to allow you to fully extend your arms outwards and upwards. Hitting persons or objects may cause injury or damage. Hold the controller firmly and always use the wrist strap. If released during use, the controller may cause injury or damage to nearby persons, pets, or objects. Do not attempt to open the controller as doing so may lead to you coming into contact with internal parts that could cause electrical shock or electrocution.

### **Photosensitive Seizures**

Like other products that produce visual effects (including light flashes), the product may trigger epileptic seizures, seizures, fainting, or severe dizziness even in people who have no history of these conditions. If you have a previous history of epilepsy or seizures, loss of awareness, or other symptoms linked to an epileptic condition, consult your doctor before using the product. To reduce the likelihood of a seizure do not use the product if you are tired or need sleep.

### **Repetitive Stress Injuries**

Operate the product in a comfortable posture. Do not grip the product too tightly. Press the buttons lightly. If you have tingling, numbness, stiffness, throbbing, or other discomfort, immediately stop using the product and consult your doctor.

### **Physical and Psychological Effects**

Content viewed using the product can be intense, immersive, and appear very life-like and may cause your brain and body to react accordingly. Certain types of content (e.g. violent, scary, emotional, or adrenaline-based content) could trigger increased heart rate, spikes in blood pressure, panic attacks, anxiety, PTSD, fainting, and other adverse effects. If you have a history of negative physical or psychological reactions to certain real-life circumstances, or are sensitive to certain types of content, avoid using the product to view similar content.

Similarly, it is important to remember that simulated objects, such as furniture, that may be encountered while using the product do not exist in the real world, and injuries may result when interacting with those simulated objects as if they were real, for example, by attempting to sit on a virtual chair.

## **Radio Frequency Interference**

The product can emit radio waves that can interfere with the operation of nearby electronic devices. If you have a cardiac pacemaker or other implanted medical device, do not use the product until you have consulted with your doctor or the manufacturer of your medical device. To minimize radio frequency interference, use only original manufacturer-approved accessories, or accessories that do not contain any metal. Use of non-original manufacturer-approved accessories may violate your local radio frequency exposure guidelines and should be avoided.

## **Avoid Overuse**

Prolonged, uninterrupted use of the product should be avoided. It may negatively impact hand-eye coordination, balance, and/or causes other negative effects. While using the product frequently and for prolonged periods of time, you may experience tiredness or soreness in your muscles, joints, or other body parts. Take regular breaks from using the product. The length and frequency of necessary breaks may vary from person to person.

## **Stop Using If You Experience Any Discomfort**

Stop using the product and consult your doctor if you experience any of the following symptoms.

- Seizures, loss of awareness, convulsions, involuntary movements, dizziness, disorientation, impaired balance, nausea, lightheadedness, drowsiness, or fatigue.
- Eye pain or discomfort, eyestrain, eye twitching, or vision abnormalities (such as altered, blurred, or double vision).
- Excessive sweating increased salivation, impaired sense of balance, impaired hand-eye coordination, or other symptoms similar to motion sickness.

Use in a moving vehicle such as a car or bus may exacerbate any adverse symptoms and is not recommended.

Until fully recovered from these symptoms, do not drive, operate machinery, or take part in activities that may have potentially serious consequences.

Before resuming use of the product, make sure that it is properly configured.

The type of content you were using may cause your symptoms. Continuing to use such content may make you prone to experiencing the same symptoms.

## **Use by Children**

The product was not designed to be used by children. Do not leave the product within the reach of young children or allow them to use or play with it. They could hurt themselves or others, or could accidentally damage the product.

The product may contain small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard for young children. Consult your doctor immediately if any parts of the product or accessories are swallowed.

If older children are permitted to use the product, then adults should monitor them closely for any negative effects during and after their use of the product. Do not allow older children to use the product if negative effects are observed. Adults should also ensure that older children avoid prolonged use of the product.

## **Not Intended for Fail-Safe Performance**

The product was not designed for applications that require fail-safe performance. Do not use the Product in any application in which a malfunction of the Product could result in a foreseeable risk of injury or death to any person or damage to property. Any such use is at your own risk.

# **General Use and Maintenance Instructions**

## **Electrical safety**

This product is intended for use when supplied with power from the designated batteries or power supply units. Other usage may be dangerous and will invalidate any approval given to this product. Do not connect with incompatible products or accessories. Do not attempt to disassemble.

CAUTION: Connecting to improperly grounded equipment can result in an electric shock.

## **Safety precautions for power supply units/Batteries**

• Use the correct external power source.

- Product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your authorized service provider or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product.
- This product should be operated only with the following designated power supply unit(s).  
Headset : HTC, Model TC NE30W-AU, TC NE30W-EU, TC NE30W-UK, TC NE30W-US,  
TCNE30W-CN, TC NE30W-IN, TC NE30W-KR  
Controller : HTC, Model TC NESW-AU, TC NESW-EU, TC NESW-UK, TC NESW-US  
TC NESW-CN, TC NESW-IN, TC NESW-KR

• Handle battery packs carefully.

Keep batteries out of the reach of children.

Do not drop or expose to liquid. Do not attempt to remove the battery in the product's headset or controller.

The product's headset contains a lithium-ion polymer or lithium-ion battery. There is a risk of fire and burns if a battery pack is handled improperly.

**WARNING:** To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts or circuits, expose to temperature above 60° C (140° F), or dispose of in fire or water. Always recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.

## **Safety precautions for environmental conditions**



**Keep the product away from excessive moisture and extreme temperatures.**

Do not leave the product in places such as on a window sill, or behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage or overheat the battery, or otherwise pose a risk of damage to the product or surrounding persons or property. Do not allow the product to be exposed to rain or other sources of moisture.

The product should be kept away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

**Avoid using the product after a dramatic change in temperature.**

When you move the product between environments with very different temperature and/or humidity ranges, condensation may form on or within the product. To avoid damaging the product, allow sufficient time for the moisture to evaporate before using the product.

Notice: When taking the product from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the product to acclimate to room temperature before turning on power.

## **General precautions**

- Protect the product. Always treat the product and its accessories with care.
- Do not use near a heater, fireplace, direct sunlight, air conditioning unit or other source of direct energy.
- Do not expose product to liquid.
- Do not use the product in any potentially explosive atmosphere or where flammable materials exist.
- Use only accessories approved for use with the product. Do not connect with incompatible products or accessories.
- Do not attempt to open, take apart or otherwise disassemble this product or its accessories.
- Keep product in a clean and dust-free place.
- Do not expose the product or its accessories to open flames or lit smoking products.
- Do not drop, throw or bend the product or its accessories.
- Do not paint or apply any coating to the product or its accessories.
- Store the product and its accessories at temperatures between 0°C to 40°C
- Please check local regulations for disposal of electronic products
- Never push objects of any kind into slots or other openings in the product. Slots and openings may be provided for ventilation. These openings must not be blocked or covered.
- If the product becomes uncomfortably warm during use, stop and allow it to cool down before continued use to avoid discomfort, redness, or low temperature burns.
- If you notice any itching, eczema, swelling, irritation of the skin, or you experience any discomfort, please discontinue use and consult your physician.

## **Faulty and damaged products/Service**

- If user suspects damage or identifies signs of overheating, stop use and return product to a service center for inspection.
- If the product is exposed to liquid or excessive heat, or does not operate normally when you follow the operating instruction, stop use and return product to a service center for inspection.
- Do not attempt to disassemble or service the product or its accessories.
- Only qualified personnel must service or repair the product or its accessories.
- Do not use a damaged product as personal injury or further damage may result.

## **Cleaning the product**

Remove the battery and/or unplug the product from its power source before cleaning. Use a soft damp cloth for cleaning, but NEVER immerse the product in water or cleaning solutions. Do not use harsh chemicals, cleaning solvents, liquid cleansers or aerosols to clean the product or its accessories.

## **Prevention of hearing loss**



### **CAUTION:**

Permanent hearing loss may occur if product's headset is used at high volume for prolonged periods of time. Your product is configured to assist with prevention of hearing damage through the use of warning messages when the volume is set over a threshold for an extended period of time.

This device has been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards.

## **About Headset regulatory agency identifications**

For regulatory identification purposes, VIVE headset product is assigned a model number of 2QA4100. Headset FCC ID is NM82QA4100. This FCC/IC ID can also be found as below process: Setting → About → Regulatory information

To ensure continued reliable and safe operation of headset, use only the following accessory with your 2QA4100:

- Battery Pack with a model number of B028QK100.

NOTE: This product is intended for use with a certified Class 2 Limited Power Source, rated 12 Volts DC, 2.5 Amp power supply unit.

## **About Controller regulatory agency identifications**

For regulatory identification purposes, VIVE controller product is assigned a model number of 2Q8R100 / 2Q8R200. controller FCC ID is NM82Q8R100 / NM82Q8R200. This FCC/IC ID can also be found on the controller itself

To ensure continued reliable and safe operation of your controller, use only the following accessory with your 2Q8R100 / 2Q8R200:

Battery Pack with a model number of B0PLH100.

NOTE: This product is intended for use with a certified Class 2 Limited Power Source, rated 5 Volts DC, 1 Amp power supply unit.

## **About Battery Pack Regulatory agency identifications**

For regulatory identification purposes, the Battery Pack has been assigned a model number of Headset : B028QK100 ; Controller: B0PLH100

THE BATTERY IS NOT FULLY CHARGED WHEN YOU TAKE THE DEVICE OUT OF THE BOX.

## **Federal Communication Commission 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 try 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 that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

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.

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.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

This product is for indoor use only

### **Radio Frequency Exposure Statement:**

For body worn operation, this device complies with the FCC and ISED portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

Prohibited for control of or communications with unmanned aircraft systems, including drones.

### **Innovation, Science and Economic Development Canada Statement**

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(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.

### **Caution :**

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

CAN ICES-003(B)/NMB-003(B) CAN ICES-3 (B)/NMB-3(B)

### **European Union notice**



HTC declares that the device complies with the essential requirements and relevant provisions of Directive (2014/53/EU) and UK Radio Equipment Regulations 2017 SI 2017/1206 and Electrical Equipment (Safety) Regulations 2016. For more information including a full copy of Declaration of Conformity certificate please visit: <http://www.vive.com/doc>.

The radio equipment operates with the following frequency bands and maximum radio frequency power:

Product	Radio Type /Description	Transmitter Frequency(MHz)	EIRP
2QA4100	2.4GHz wireless	2402 ~ 2480	4.23 dBm
	BT	2402 ~ 2480	7.92 dBm
	Wifi	2402 ~ 2480	18.89 dBm
	WiFi	5180 ~ 5240	19.17 dBm
	WiFi	5260 ~ 5320	19.60 dBm
	WiFi	5500 ~ 5700	19.56 dBm
	WiFi	5925~6425	22.98 dBm

2Q8R100	2.4GHz wireless	2402 ~ 2480	6.09 dBm
2Q8R200	2.4GHz wireless	2402 ~ 2480	6.21 dBm

AT	BE	BG	CY	CZ	DE
DK	EE	EL	ES	FI	FR
HR	HU	IE	IT	LT	LU
LV	MT	NL	PL	PT	RO
SE	SI	SK	UK	CH	IS
LI	ND	TR			

### **WEEE Notice**

Please do not discard your device in a landfill. Electronic devices contain substances that may be hazardous to the environment if not properly disposed of. For more information about electronic and electrical waste equipment disposal, recovery, and collection points, please contact your local city center, household waste disposal service, shop from where you purchased the equipment, or manufacturer of the equipment.

### **RoHS Compliance**

This product is in compliance with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and its amendments (EU 2015/863).

This product is in compliance with the UK Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, statutory instrument 2012/3032 and its amendments.

### **ErP compliance**

The AC adapter is in compliance with Commission Regulation (EU) 2019/1782 ecodesign requirements for external power supplies pursuant to Directive 2009/125/EC of the European Parliament and of the Council.

The AC adapter is in compliance with the UK Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020.

Information	Value	Unit
Manufacturer's name or trademark, commercial registration number and address	Trade mark: HTC	--
	Registration No.: 0000364335	
	Address: HTC Poland Sp.z o.o. Al. Jerozolimskie 146A.02-305 Warszawa, Poland	
Model identifier	TC NE30W-EU	--
	TC NE30W-UK	
Input voltage	100-240	V
Input AC frequency	50/60	Hz
Output voltage	DC 12.0	V
Output current	2.5	A
Output power	30	W
Average active efficiency	88.2	%
Efficiency at low load(10%)	89.3	%
No-load power consumption	0.05	W