



# FAQ HELO

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## What is HELO?

### **Is it just a smartband?**

HELO is not just a smartband.

It is a personal device that monitors the vital signs thanks to last generation sensors, completely different from those installed on generally available trackers or smartbands. Thanks to a dedicated app, HELO is not only able to monitor important parameters but is also able to provide hints and analysis in order to help you improve your life style.

### **What are HELO main features?**

HELO monitors heart rate, blood pressure and respiratory rate and it delivers ECG (electrocardiogram) readout as well as a complete HRV analysis to indicate "mood" and "fatigue".

Through an analysis software matrix, it also provides interesting parameters to assess the quality of your sleep and your lifestyle.

### **Does HELO need a smartphone?**

Yes, HELO uses a Bluetooth connection to work with your smartphone: you just need to download the dedicated app.

HELO is also able to monitor your parameters for 72 hours without Bluetooth connection and then it synchronizes data to the App as soon as you connect.

### **Is HELO equipped with WiFi connection?**

No, it is not equipped with WiFi connection.

### **What is the battery life of the HELO smatband?**

HELO battery is a high efficiency lithium battery. Its duration varies from 3 to 5 days, depending on the use of the device.

There is no need to turn the smartband off since the device will go into standby as soon as the software detects little user activity.

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### **What are the supplied titanium plates for?**

Another HELO feature is that apart from being a smart band that monitors your health, it improves it through important tips and suggestions. Over the entire length of the hypoallergenic silicone band, you can install small titanium plates which contain specifically designed stones which give special benefits to your body.

### **What types of stone are mounted on the titanium plates?**

HELO comes with 2 titanium plates with 2 germanium stones each, as well as a titanium plate with 2 hematite stones.

### **What is germanium?**

Germanium is an element which is commonly found in nature, a semiconductor indicated with Ge in the table of elements and atomic number 32.

It is an antioxidant and its most important feature is that when it comes into contact with the skin, at a temperature of 32 °C, it favors the negative ions rebalancing by activating the water molecules that are found in our bodies, increasing blood flow of 300%.

## What are the effects of the germanium on our body?

It reduces stress, rebalancing the ions. Also, penetrating deeply into the skin, muscles, tendons and ligaments, germanium improves blood circulation, eliminating the toxins, and it purifies the cells.

Germanium facilitates the movement of oxygen and fresh nutrients, which can be effectively absorbed by the bloodstream.

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### **What is hematite for?**

Hematite improves iron absorption by the small intestine and it stimulates red blood cells production. It promotes a better oxygenation of all body tissues and a general health improvement.

### **Are there any side effects or contraindications to the use of these stones?**

The use at the dosage indicated on the packages and as supplied does not cause any undesired effect, except for a known hypersensitivity to the elements. In this case you can remove the plates and consult a doctor.

### **May I use also other minerals on my HELO?**

You can also buy titanium plates with Himalayan Crystal Salt stones.

Among their benefits, there is the control of water levels in the body and their adjustment, so as to ensure more balanced pH levels in the body, at a cellular level, included brain.

### **Do the plates have a shelf-life? When shall I replace them?**

The germanium does not lose its effectiveness over time.

Of course you can purchase additional plates you can use on other HELO smartbands or you can decide to increase the germanium concentration. Hematite loses its magnetic effectiveness after 6 months. Himalayan Crystal Salt loses its effectiveness after 3 months.

### **Can we say that HELO prevents diseases and discomfort?**

No, HELO is not a healing device and cannot replace your doctor advice.

It is an innovative smartband that monitors your vital parameters and brings benefits to your body by means of stones whose natural principles are well known and scientifically documented.

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### **What is the panic button ? How does it work?**

Pressing twice the button on the side of the HELO case, activates a signal that sends a text message through your phone indicating your GPS location coordinates together with a preset SOS message to all your present numbers.\*\*

### **May I also monitor the health of my relatives and friends?**

Yes, you can, through WeCare It is an advanced feature of the HELO App that allows you to add as many contacts as you like, in order to monitor their vital parameters.

Your contacts will decide whether or not to allow you to read their data.

It is a very useful function, especially in a family with children and elderly.

### **May I have my doctor read my health personal data?**

Of course, data can be sent via email directly to the person that you want to. Your doctor will be able to evaluate your body behavior, day by day, and draw useful information for a better and more complete diagnosis.

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