omni*pemf*

NeoSurround

USER MANUAL

SCIENTIFICALLY TESTED & PROVEN EFFECTIVE

Harmony in Every Space.

Recharge, Relax, Revive.

Your daily partner for a balanced, healthier life.

Contents

The device is intended for use by adults over the age of 18. It may also be used by children over the age of 12 under adult supervision. For children under 12 years old, parental consultation with a health care provider is recommended before use to ensure suitability and safety. Children should not play with the device. Children should not clean or service the device without adult supervision. These rules are in place to prioritize user well-being and ensure a positive experience with our product.

Must only be supplied with a safety extra-low voltage corresponding to the marking on the appliance.

The appliance is only to be used with the power supply unit provided with the appliance.

1. Introduction

In a world full of options, we want to take a moment to say thank you for choosing us. PEMF Stimulation devices are an excellent tool for achieving the desired state of body and mind. Please take your time to read this user manual carefully, even if you are familiar with a similar product. To ensure your safety and that of others, please read this user manual before using NeoSurround. Please do not disassemble the device. It can be unsafe and will void the manufacturer's warranty.

2. Device Description

NeoSurround® is an innovative PEMF (Pulsed Electromagnetic Field) device featuring a precisely engineered single-coil design that delivers focused and consistent electromagnetic stimulation. It helps users achieve the desired state of mind by emitting scientifically supported frequencies through electromagnetic fields.

The brain and body naturally synchronize with these frequencies, promoting relaxation, enhanced focus, increased energy and vitality, faster sleep onset and improved sleep quality, deeper meditation, and overall well-being.

The optimized positioning of the single coil enables targeted field distribution to stimulate the intended area effectively.

The efficacy and safety of the emitted frequencies are supported by two independent double-blind, placebo-controlled studies and further validated by numerous scientific publications in the field of PEMF technology.

For more information about the underlying science, please visit https://omnipemf.com/how-pemf-works/.

3. Included in the Package

1. NeoSurround
2. Charger
3. USB C cable
5. User Manual - QR code
6. Test tube
7. NeoSurround bag

4. Who CAN and CAN'T Use NeoSurround?

✓ CAN:

NeoSurround has been developed for the general public to safely and effectively energize the body. The expected key benefit of using NeoSurround is better living. When PEMF is regularly and properly applied, the expected results include improved sleep quality, easier achievement of specific awake states, and enhanced emotional and logical intelligence.

NeoSurround is intended for adults and children above the age of 12. For details and safety information, please refer to Chapter 5: Age Restrictions.

⚠️ CAN'T:

The use of a pulsed electromagnetic field device is contraindicated in people with pacemakers or other active implants, non-MRI-safe IUDs, cochlear implants, or mechanical heart valves because the magnetic field can shut the device or otherwise interfere with its functioning. You also shouldn't use NeoSurround if you have epilepsy.

Pulsed electromagnetic field is also contraindicated in organ transplant patients due to a possible risk of affecting the immune suppression/rejection process. There is a chance that electromagnetic fields may stimulate or activate a more aggressive rejection process by stimulating the immune system.

The safety of pulsed electromagnetic fields has not been established in pregnancy, although there is no evidence of harm. We advise against using NeoSurround during pregnancy.

Patients should consult their doctors when thinking about using a pulse generator (NeoSurround) with conventional medical treatment. This information is not a substitute for professional medical advice.

5. Age Restrictions

The device should be used by adults 18 years of age or older ("Permitted Age"). **It may also be used by children over the age of 12 under adult supervision.** If the user is of the Permitted Age but under the age of majority in the jurisdiction where the user resides, the user should review this manual and any applicable terms of use with his or her parent or guardian to ensure that the parent or guardian understands this manual and any applicable terms of use.

6. Possible Side Effects and General Precautions

NeoSurround emits an electromagnetic field. There is no valid scientific reason to believe that NeoSurround's pulsed electromagnetic emission is harmful, but if you have concerns about exposure to these emissions, you should not use this device. Pulsed electromagnetic field side effects are usually non-existent or minor and temporary, but they may be observed in users who are hypersensitive to electromagnetic fields. It is very important to drink at least 8-10 oz (2-3 dl) of water before and after using NeoSurround.

7. NeoSurround Set-Up

1. Make sure your device is connected to a power outlet.

2. Search your app store for NeoSurround. Download the app.

3. Follow the in-app tutorial. It will guide you through connecting your NeoSurround to your mobile device and completing your first NeoSurround session.

4. Join NeoSurround's social networks. They are a great place to learn more about the device and its features, share experiences with other users, and chat with the team behind NeoSurround.

8. NeoSurround's Bluetooth® Settings (Stimulation status in the app)

When NeoSurround is activated, its Bluetooth® is automatically enabled and ready to connect with your phone. However, the settings in the NeoSurround app allow you to keep NeoSurround's Bluetooth® active while the stimulation process is on.

9. Controls

Quick Guide:
Smart Button, PIR Sensor, and App

① SMART BUTTON:
Single Press: Turn the device on/off.
Press & Hold (3 sec): Switch between modes (manual, motion detection, scheduled).
Light indicators:
  Green: On/manual mode.
  Blinking Green: scheduled mode.
  Blue: Motion detection active.
  Red: Error or standby.

② PIR SENSOR:
Motion Detection: Activates the device when motion is detected.
Time Delay: Device stays on for a set time after motion stops.
Light indicator:
  Blue: Motion detection ready.
  Blinking Blue: Motion detected.

③ APP USAGE:
Set Schedule: Define 24-hour on/off times for the device.
Adjust Settings: Configure modes, time delays, and sensor sensitivity.

9.1 Using NeoSurround For the First Time

1. CONNECT

Insert the cable into the device and then connect it to the power source.

The device will activate once connected.

2. DOWNLOAD THE APP

Download the NeoSurround App to your mobile device or tablet from the iOS App Store or Google Play Store.

3. START THE APP

Press START and accept the Terms and Conditions. Make sure to have Bluetooth on your mobile device or tablet turned ON and follow the step-by-step User Guide. If you are using an Android device, you will be asked to enable location services while using the app.

4. SMART BUTTON FUNCTIONS

NeoSurround allows you to quickly control key functions:

Button Action	What It Does
◯ Single Press	Starts or stops the selected therapy program.
◯◯ Double Press	Enables or disables the Bluetooth connection (BLE). **Bluetooth (BLE) Control** • **Solid blue light** indicates that **BLE is disabled**. • You can **enable or disable the BLE connection** by **double-pressing the button** on the device. • Once connected to the app, you can also **turn BLE off directly in the app**. (Note: To turn BLE **back on**, you must **double-press the button on the device**.) • **BLE is enabled by default** when the device is powered on. This feature allows you to **turn off BLE during use** if you prefer a low-emission or offline mode.
◯ ⏲ Long Press (2–3 sec)	Enables or disables PIR sensor. You can enable it through the **mobile app** or by **long-pressing the button** on the device. After about **10 seconds**, the PIR sensor becomes active. When a person is detected, the **current therapy will start automatically**.

5. CONNECT

Click the CONNECT button in the app and wait until NeoSurround (the device should be blinking BLUE) pairs with your app.

6. CHOOSE YOUR MODE

Choose between QUICK START or ADVANCED MODE.

7. START SESSION

Once you choose a program, set your duration, and the session will begin.

9.2 How to Turn It Off

○ Single Press	Starts or stops the selected therapy program.

9.3 How to check if stimulation is in progress?

Check if the LED indicator shows a solid light (check the program colors). You can also use the test tube with a magnet to confirm the presence of a magnetic field.

9.4 How to check if NeoSurround is on, and how to check the status?

NeoSurround shows its current status through the LED light color and behavior on the device:

- **Cyan (Fast Circle)** – The device is starting up (booting).
- **Blue (Solid)** – Bluetooth is turned off.
- **Blue (Blinking)** – Bluetooth is on and ready to connect, if BLE is enabled.
- **Light Yellow (Solid)** – Bluetooth is on and successfully connected.

How to check the status:

Simply look at the LED indicator on the device. The color and animation of the light tell you what mode NeoSurround is currently in.

9.5 How do I know NeoSurround is connected to my phone?

When NeoSurround is successfully paired with your phone, the indicator will turn light yellow.

Once a program starts—either through the app or by a single press to repeat the last used program—the indicator will change to the color of the selected program (for example, Lime for Energy, Deep Pink for Sleep, etc.).

This means the device is connected and ready. After you start a program in the app, the LED will blink in a fast circular pattern using that program's color.

9.6 How to change a program?

1. Connect NeoSurround to the power supply.

The device will power on and begin its startup sequence. The LED will display a fast-moving cyan circle, indicating that NeoSurround is booting.

2. Wait for the ready signal.

After initialization, the LED will change to a blinking blue light, indicating that the device is ready for connection.

3. Connect via the NeoSurround App.

Open the NeoSurround app on your smartphone, and complete the Bluetooth pairing process.

4. Select your desired program.

Once connected, choose the preferred stimulation program (e.g., Sleep, Relaxation, Focus, etc.) from the app.

5. Program activation.

The LED will change to the color corresponding to the selected program, confirming that the session has started successfully.

6. Using the Device Button

a) Press the smart button once to start the last used program
   (previously set in the app).

b) For selecting a new program, always use the app.

10. Light Indicators

Therapy Modes Overview

NeoSurround offers a variety of therapy programs designed to support your well-being in different areas of life. Each mode is represented by a specific light color, so you can easily recognize which program is active.

🟢 Enhancing Mental Capabilities (Lime)	Supports focus, concentration, and cognitive performance.
🟢 Energy and Vitality (Lime)	Helps you recharge and feel more energized.
🟢 Custom Program (Green)	Allows you to create and save your own program.
🟢 24 Hours (Green)	Continuous support throughout the day.
🟡 Pain Control (Golden Rod)	Designed to help relieve discomfort and ease tension.
🔴 Sleep 1 (Deep Pink)	Promotes falling asleep more easily.
🔴 Sleep 2 (Deep Pink)	Supports deeper, continuous sleep.
🔴 Lucid Dreaming (Deep Pink)	Supports dream awareness and deep rest.

● Meditation Theta (Light Pink)	Assists in reaching deeper meditative states.
● Meditation Calming and Sync (Light Pink)	Promotes inner balance and calmness.
● Focus Meditation (Light Pink)	Enhances concentration during meditation.
● Mindful Meditation (Light Pink)	Encourages mindfulness and present awareness.
● Quiet Mind (Light Pink)	Helps calm racing thoughts.
● Open Heart (Light Pink)	Promotes emotional openness and balance.
○ Deep Relaxation (Antique White)	Encourages calmness and stress relief.

Note: While a program is active, the light on NeoSurround will display a solid color in the program's designated shade.

System Status Lights

NeoSurround uses different light colors to show its current status:

● Solid blue light	Device is connected, but no program is running.
◎ Blinking blue light	Device is not connected / ready to connect.
○ Solid yellow light	Device is disconnected.
Program color (see manual)	A program is currently running.

Error Status Lights

If NeoSurround detects an issue, the light will change color to indicate the type of error:

◉ Red (Fast Blinking)	Error. Please restart the device or contact support.
◉ Dark Orange (Blinking)	Incorrect power supply is connected. Use the original power adapter.
◉ Yellow (Slow Blinking)	Warning. The device may not be functioning properly — check connections and restart if needed.

11. NeoSurround accessories (Whole-Body Mat)

NeoSurround can be extended with accessories such as the Whole-Body Mat, which is connected using the supplied black cable. Passive accessory – requires NeoSurround control unit to operate. Once the accessory is connected to NeoSurround, the PEMF therapy is delivered through the accessory only. The main coils inside the NeoSurround device will pause, and the connected accessory (Mat) will become the active source of stimulation. This Whole-Body Mat contains no active electronics and does not generate RF emissions on its own.

You can use the same programs in the NeoSurround app with the accessories. The only difference is that, after inserting the accessory, the PEMF therapy will be applied through the connected Mat instead of the main unit.

12. Placement Guidelines

For optimal performance, place the NeoSurround® device close to the target area. It can also be positioned up to 50 cm (20 inches) away, depending on your environment and comfort — generally, the closer the device, the stronger the effect.

When using NeoSurround® during sleep, a distance of more than 30 cm (12 inches) is recommended.

Note: The placement of NeoSurround® can be adjusted to best fit your space and comfort. Positioning it within approximately ±20 cm (8 inches) of the suggested location will not reduce its effectiveness or interfere with its functioning.

Note: The recommended placement for each stimulation program is also displayed within the NeoSurround® mobile app.

Where to use: For more information, please visit https://omnipemf.com/support/
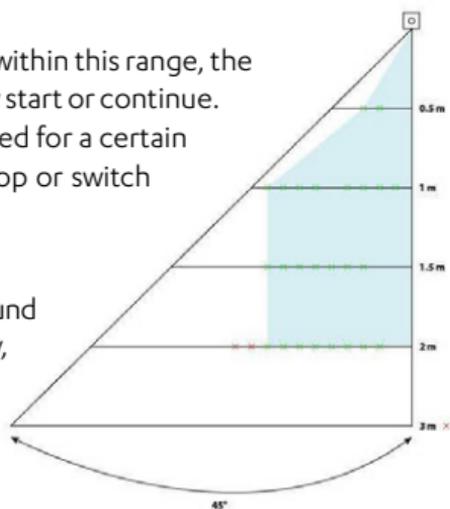
12.1 How does the PIR sensor work on NeoSurround?

NeoSurround is equipped with a PIR (infrared) motion sensor that detects the presence of a person in the room.

The sensor detects heat and movement within an angle of approximately **45°** and at a distance of up to **3–4 meters**.

- If movement is detected within this range, the therapy will automatically start or continue.
- If no movement is detected for a certain period, the device will stop or switch to standby mode.

This ensures that NeoSurround operates only when you are nearby, increasing therapy effectiveness and helping save energy.

By default, the PIR sensor is disabled.

You can enable it through the mobile app or by long-pressing the button on the device. After about 10 seconds, the PIR sensor becomes active. When a person is detected, the current therapy will start automatically.

How does the PIR sensor work with 24-hour mode?

The PIR sensor simply starts the current therapy in the same way as a single press of the button.

In 24-hour mode, if that therapy is the active one, the PIR sensor will start it again whenever it has stopped, and a person is detected.

13. 24-Hour Mode

NeoSurround includes a 24-hour mode that allows you to schedule therapy programs across the entire day. This mode is ideal if you want your device to automatically switch between different programs (e.g., focus during the day, relaxation in the evening, and sleep support at night).

How it works:
- You can set up to 9 custom programs in one 24-hour cycle.
- Each program includes a start time, a frequency mode, and a duration.
- Programs run in sequence, one after another, according to the times you set.
- The device will automatically switch to the next scheduled program without requiring any action from you.

Key points to know:
- Start times are based on a 24-hour clock (e.g., 14:00 = 2:00 PM).
- Programs can be scheduled starting from 00:00 (midnight).
- Each program must end before the next one begins.
- The total schedule cannot extend past 24:00 (midnight).

- If you do not wish to use all nine available slots, you can leave some of them empty. Simply set the frequency to 0 Hz for any unused slot – during that time, the device will not deliver any therapy.

How to set it up:
1. Open the NeoSurround app.
2. Go to 24-Hour Mode in the program settings.
3. Add your desired programs with start time, duration, and type (e.g., Relaxation, Focus, Sleep).
4. Save the configuration. Define the next one.
5. Once saved, NeoSurround will automatically follow your daily schedule.

Example usage:
- 08:00 – Energy & Vitality (to start the day with focus).
- 14:00 – Deep Relaxation (midday break).
- 22:00 – Sleep 2 (nighttime sleep support).

13.1 How the PIR Sensor Works in 24-Hour Mode

The PIR sensor simply starts the current therapy in the same way as a single press of the button.

In 24-hour mode, if a therapy is currently active, the PIR sensor will restart that same therapy whenever it has stopped and a person is detected. This applies to any therapy that is selected as active in the schedule.

14. Test Tube - How to Use and What Does It Tell You?

In most cases, the non-invasive pulses are not tangible. For this reason, we included a magnetic tester tube in the NeoSurround package. With this tester, you can hear the impulses emitted by the device.

It can be used to confirm that a stimulation program is running — NeoSurround emits an electromagnetic field when active, and the magnet inside the tester reacts to it, producing a sound when you listen through the tube.

Note: The magnet will not jump or move visibly; it only creates an audible response to the pulses.

You can also test the frequency of pulsed electromagnetic fields in different stimulation programs, as well as observe the change in the strength of the electromagnetic field as the test tube moves away from or closer to NeoSurround.

What do you actually hear when using the tube?

As the magnet in the tube reacts to the magnetic field produced, you get to hear the frequency of the electromagnetic pulses emitted by the coils inside NeoSurround.

Testing the frequency of different stimulation programs

Choose the desired program in the application, run it, and place the test tube on NeoSurround. The test tube must touch the device. Place the glassy bottom of the tube on the device, and place your ear on the other side where the silver cap is.

Testing is done on the NeoSurround, which is where the coils are placed, and the impulses can be heard. If you, for example, choose the Improve Sleep program, you will be able to hear a low frequency, because this program uses low frequencies of theta brainwaves to calm your brain and prepare it for sleep. It will sound like a slow beating (with 3-4 beats per second). Then try the Improve Focus Capacity program. Select it in the application, run it, and move the test tube close to NeoSurround. The sound frequency will be much higher because the Enhance Mental Capacity program uses beta brainwave frequencies to sharpen your brain and prepare it for intensely focused work.

15. How to Use NeoSurround Most Effectively

Recommendations

1. For general wellness, it is recommended that you use your NeoSurround twice a day. That helps recharge your cells to their optimal state. Check the in-app instructions found inside each stimulation program to learn what is the recommended usage frequency and the duration of stimulation.

2. It is recommended to drink enough water (at least 8-10 8-ounce cups or 2 liters a day) and at least one 8-ounce (2 dl) cup of water before using NeoSurround and immediately after as to help facilitate the natural release of toxins.

3. Eat a healthy diet, free of chemicals and pesticides, refined foods, and sugar, and consume a lot of green vegetables.

16. Maintenance and Cleaning

Do not use NeoSurround near water and when you are wet. NeoSurround is not water-resistant but may be wiped down with a damp cloth for cleaning.

Avoid excessive physical impact to the device, as this can damage the copper coils and the hardware. The manufacturer does not take responsibility for devices damaged by improper use.

17. Troubleshooting Guide

It is important to know that we are always here for you. If you have any questions, please contact us through our social media (Omnipemf Community on Facebook) or by email (foryou@omnipemf.com) also found on our website.

The LED indicator is not working.

Check that the USB cable is properly connected to both the device and the power outlet.

The device has been exposed to excessive amounts of water.

NeoSurround is not designed to be waterproof, although short exposure to water may not permanently damage the device. If NeoSurround has been exposed to water, recovery may be possible by placing the unit in a sealed bag or a container with dry uncooked rice for 2 to 3 days. The rice will act as a desiccant and slowly remove the moisture.

NeoSurround fails to help the problem for which it was purchased.

First, verify that NeoSurround is functioning. Make sure the LED lights are functioning.

Contact us through our social media (FB) accounts or by email about using NeoSurround. It is possible that the device has been placed incorrectly. There are several positions on how you can use NeoSurround. In many cases, simply adjusting the device placement greatly improves the effectiveness of the device.

It is also possible that the period of use has not been long enough for the desired effect to be seen. Consider using NeoSurround regularly for 2 to 3 weeks. Beneficial effects are usually seen within the first few days.

NeoSurround seems to help, but then the problem eventually comes back.

If a short period of using NeoSurround yielded good results, but then after not using NeoSurround for a while, the problem recurs, consider using NeoSurround for a more extended period. Proper nutritional support and supplements are also helpful in conjunction with using NeoSurround.

18. Technical and System Specification

Operating system	Android™ 5.0 or later
	iOS™ 7.0 or later
Waveform	Trapezoidal
Frequency Range	1 – 100 Hz
Maximum Magnetic Field Intensity	Up to 128 Gauss (12.8 mT) — device only (without MAT)
	0.87 – 3.8 Gauss (87 µT – 380 µT) — when used with MAT accessory
Number of Programs	15 pre-set programs + 1 customizable program
Program Duration	Adjustable from 1 minute to 24 hours, or continuous operation
Power Supply	External power outlet connection
Dimensions	120 mm × 80 mm × 50 mm (4.7 in × 3.1 in × 2.0 in)
Weight	200 g

Cables and Accessories affecting EMC compliance

The following cables and accessories are part of the NeoSurround system and are relevant for compliance with IEC 60601-1-2 (emissions and immunity):

1. Charging cable – Black USB-C cable, length 1.0 m (39 in), from wall charger to NeoSurround control unit.
- Replaceable by the responsible organization with an equivalent certified USB-C cable of the same length and shielding.

2. Therapy connection cable – Black cable, length 1.0 m (39 in), from NeoSurround control unit to the whole-body MAT.
- This cable is integrated with the accessory and not user-replaceable.

No other external transducers or replaceable accessories are intended for use with NeoSurround. Use only the provided or manufacturer-approved accessories to maintain compliance with EMC requirements.

Electromagnetic Compatibility (EMC) Information

NeoSurround has been designed and tested to comply with IEC 60601-1-2 for use in the home (Class B) environment.

Precautions:

To prevent adverse events to the operator or patient due to electromagnetic disturbances, NeoSurround should be used only in the environments specified in Section 19 and with the accessories and cables provided by the manufacturer. Avoid close operation with portable RF communications equipment (see Safety Warnings).

Compliance statement:
- **Emissions:** CISPR 11, Group 1, Class B.
    - Group 1: The equipment uses RF energy only for internal function.
    - Class B: Suitable for use in domestic environments and those directly connected to a low-voltage power supply network that supplies buildings used for domestic purposes.

- **Immunity:** Tested in accordance with IEC 60601-1-2 for the following test levels:
    - Electrostatic discharge (ESD): ±8 kV contact, ±15 kV air.
    - Radiated RF electromagnetic fields: 10 V/m, 80 MHz to 2.7 GHz.
    - Electrical fast transients/bursts: ±2 kV for power supply lines.
    - Surge immunity: ±1 kV differential mode, ±2 kV common mode.
    - Conducted disturbances induced by RF fields: 3 Vrms, 150 kHz to 80 MHz.
    - Voltage dips and interruptions: 0 % for 0.5 cycle, 40 % for 5 cycles, 70 % for 25 cycles, 0 % for 250 cycles.
    - Power frequency magnetic fields: 30 A/m, 50/60 Hz.

NeoSurround continues to operate as intended after exposure to the above test levels. In the presence of strong electromagnetic interference, the device may temporarily stop stimulation or require restarting, but it will not deliver unsafe output levels.

19. Classification

NeoSurround® complies with the essential requirements and relevant provisions of the following directives and standards:

- **Safety:** EN 60335-1 – Household and similar electrical appliances – Safety requirements
- **Electromagnetic Compatibility (EMC):** EN 303 446-1 (EN 55014-1 / EN 55014-2)
- **Radio Equipment Directive (RED):** 2014/53/EU

FCC Compliance (for U.S. market)

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

Device Classification

NeoSurround® is classified as a household electrical device.

(a) Environments of Use and Exclusions

Intended Environments

NeoSurround® is suitable for use in **home and similar environments**, including:

- Bedrooms
- Living rooms
- Offices

Excluded Environments

NeoSurround® is **not suitable for** use in the following locations:

- Hospitals or clinical environments where high-frequency (HF) surgical equipment is in operation
- Magnetic Resonance Imaging (MRI) shielded rooms
- Any other environment where strong electromagnetic disturbances are expected

These exclusions are defined based on the results of the device's risk analysis in accordance with IEC 60601-1-2.

(b) Performance Under Electromagnetic Disturbances

The essential performance of NeoSurround® is the correct delivery of the selected PEMF stimulation program.

- If electromagnetic disturbances temporarily interfere with the device, the user may observe that the program pauses, stops, or fails to start correctly.
- Such disturbances do not create unsafe output levels; the device will either stop stimulation or resume normal operation once the interference is removed.
- In case of performance loss, the user should restart the device and verify program operation through the NeoSurround® app or LED indicators.

20. Safety Warnings

1. Fire, Heat, and Pressure Hazards

- Do not expose NeoSurround® to open flame or place it near a hot oven, heater, or other heat sources, as this may result in fire or explosion.
- Do not crush, puncture, or cut the device.
- Do not expose NeoSurround® to extremely high temperatures, as this can cause explosion or leakage of flammable liquid or gas.
- Do not expose NeoSurround® to extremely low air pressure (e.g., high-altitude transport without proper packaging), as this may also lead to explosion or leakage.

2. Handling and Use

- Do not disassemble or modify the device or its components. Servicing should only be performed by qualified personnel.
- Do not use NeoSurround® near water or when your skin is wet. Avoid using it in humid environments such as saunas or steam rooms.
- Always ensure the power connection and environment are dry and clean before use.

Operating Conditions:

Tempearture: +5°C to +40°C

Relative Humidity: 15%rh to 90%rh

Atmospheric Pressure: 700 hPa to 1060 hPa

Transport / storage conditions:

Tempearture: -25°C to +70°C

Relative Humidity: 15%rh to 90%rh

Atmospheric Pressure:: 500 hPa to 1060 hPa

3. Electromagnetic Compatibility (EMC)

⚠️ **Warning:**

Use of this equipment adjacent to or stacked with other electrical or electronic equipment should be avoided, as it may cause improper operation.

If such use is necessary, both devices should be observed to verify normal function.

Note:

NeoSurround® has not been specifically tested for stacked or adjacent operation with other medical electrical equipment.

Typical household electronic devices (such as smartphones, laptops, or lamps) do not normally affect operation, but users should verify proper function if devices are used in close proximity.

⚠️ **Warning:**

Use of accessories, transducers, or cables other than those specified or provided by the manufacturer may result in increased electromagnetic emissions or reduced immunity, potentially leading to improper operation.

⚠️ **Warning – RF Communication Equipment:**

Portable radio-frequency (RF) communications equipment (including antennas, cables, or external transmitters) should be kept at least 30 cm (12 inches) away from any part of the NeoSurround® device and its cables.

Failure to maintain this distance may result in performance degradation or interference.

Key to Symbols – NeoSurround®

Abbreviation	Definition / Description
CE Mark	Certification mark indicating that the product conforms to all applicable European Union directives and regulations, including safety, EMC, and environmental requirements.
Intertek / ETL	Certification marks indicating that the product has been tested and found in compliance with applicable U.S. and international safety standards (e.g., IEC 60335-1, IEC 60601-1 where applicable).
EMC	Electromagnetic Compatibility — the ability of equipment to function satisfactorily in its electromagnetic environment without introducing intolerable electromagnetic disturbances.
IEC	International Electrotechnical Commission — global organization that prepares and publishes international standards for electrical, electronic, and related technologies.

Abbreviation	Definition / Description
SN	Serial Number — unique identification code assigned to each device for traceability.
PEMF	Pulsed Electromagnetic Field — technology used by NeoSurround® to emit low-frequency electromagnetic fields for relaxation, focus, and sleep support.
BLE	Bluetooth Low Energy — wireless communication standard used for device connection and app control.
LVD	Low Voltage Directive (2014/35/EU) — EU directive ensuring electrical equipment within certain voltage limits provides a high level of protection for users.
RoHS	Restriction of Hazardous Substances Directive (2011/65/EU) — restricts the use of specific hazardous materials in electrical and electronic equipment.
RED	Radio Equipment Directive (2014/53/EU) — EU directive that ensures safety and EMC compliance for radio communication devices.
PIR	Passive Infrared Sensor — sensor used in NeoSurround® for proximity or presence detection.
IP Rating	Ingress Protection Rating — indicates the level of protection against solid objects and liquids (NeoSurround®: IP20).

Symbol	Meaning / Description
CE	Device conforms to applicable European directives (LVD 2014/35/EU, EMC 2014/30/EU, RoHS 2011/65/EU).
ETL	Compliance verified by Intertek – safety tested for household use.
IP20	Protection against solid objects >12.5 mm, no protection against water. Indoor use only.

Symbol	Meaning / Description
⚠	**Warning** – Refer to user manual for safety instructions.
📘	**Attention: See Instructions for Use (IFU)** – Read all instructions before use.
☂	**Keep Dry** – Protect from moisture and liquids.
🌡	**Temperature Limitation** – Operating range: +5°C to +35°C.
📶	**EMC Non-Ionizing Radiation** – Device emits low-intensity electromagnetic fields.
⌲	**DC Power Connector** – Device must be powered via supplied DC adapter (12V).
🔄	**Accessory Port** – Secondary connector for add-ons (e.g., NeoSurround® MAT).
⚡	**Electrical Warning** – Risk of electric shock. Do not open the enclosure.
✳	**Bluetooth® Symbol** – Wireless connectivity for control and firmware updates.
🏠	**For Home Use** – Designed for domestic environments (not for clinical use).
♻	**Recycling Symbol** – Dispose of packaging and electronics responsibly.
🗑	**WEEE Symbol** – Do not dispose of in household waste.
🧭	**Magnetic Field Warning** – Do not use near magnetic-sensitive devices or implants (pacemakers, etc.).

21. Manufacturer and Warranty Service

Manufacturer Information

Manufacturer:

MDCN Tech d.o.o.

Letališka cesta 33

1000 Ljubljana, Slovenia

Made in Europe

Warranty & Customer Support

For warranty service or product inquiries, please contact:

Email: foryou@omnipemf.com

Website: www.omnipemf.com

Warranty Policy

Our **Warranty Policy** covers both **physical and digital defects** of the NeoSurround® device.

All devices purchased through omnipemf.com or any official **sales channels of MDCN Tech d.o.o.** are covered under this warranty.

If a device exhibits a physical or digital defect that affects its performance, and this is **verified by our customer support team, a replacement or direct compensation** will be provided in accordance with this policy.

The warranty is valid for **two (2) years** from the date the device is received by the customer, with a **maximum possible extension to twenty-six (26) months.**

If a defect is verified and replacement is approved, a new product will be shipped to the customer using the **address and shipping details from the original order**, unless otherwise requested.

Please note that **products designated as non-returnable** on our website are not eligible for replacement or refund.

Warranty Exclusions

This warranty **does not apply** in the following cases:

- Failure or damage caused by **improper use**, mishandling, or non-compliance with operating instructions.
- Damage, contamination, or corrosion resulting from **insufficient protection** or exposure to unsuitable environmental conditions.
- Cases where the device's **hardware or software** has been **opened, accessed, or modified** from its original state.

Environmental Commitment

We are committed to sustainability and use **recyclable materials** for all product packaging to help **protect the environment**.

22. Disclaimer

MDCN Tech d.o.o. and its authorized distributors offer **low-risk, general wellness products** designed to promote a healthy lifestyle, encourage good health, and support overall well-being.

These products may help **maintain or improve quality of life** by supporting relaxation, sleep, focus, and vitality — areas where a healthy lifestyle plays an essential role in wellness.

These statements **have not been evaluated by the U.S. Food and Drug Administration (FDA).**

NeoSurround® and other PEMF devices from MDCN Tech are **not intended to diagnose, treat, cure, or prevent any disease or medical condition.**

PEMF technology is intended to **support the body's natural processes** by influencing **energetic balance** and promoting **the body's innate restorative abilities.**

The **low- and medium-intensity pulsed electromagnetic fields** generated by these devices operate at energy levels **comparable to the Earth's natural magnetic field.**

Contraindications

Use of PEMF devices, including NeoSurround®, is **contraindicated** for individuals who:

- Have **pacemakers, implanted defibrillators**, or other **electronic or mechanical implants** (e.g., cochlear implants, mechanical heart valves).
- Are **pregnant**.
- Have **epilepsy** or are prone to **seizures**.
- Have **active bleeding**, or conditions where magnetic exposure is inadvisable.
- Have undergone **organ transplantation** or are on **immunosuppressive therapy**.
- Have **non-MRI-safe intrauterine devices (IUDs)** or other metallic implants not certified as MRI-safe.

Medical Advice and Responsibility

Users are encouraged to **consult their physician or healthcare provider** before using NeoSurround® or any PEMF-based product, especially if they are undergoing medical treatment or have known health conditions.

The information provided by **MDCN Tech d.o.o.** through its products, website, or customer support is intended **for informational purposes only** and is **not a substitute for professional medical advice, diagnosis, or treatment.**

MDCN Tech d.o.o. is **not a licensed medical or healthcare provider** and does not claim expertise in diagnosing, examining, or treating medical conditions of any kind.

Always seek the advice of a qualified healthcare professional if you have or suspect a medical issue.

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