Sarang Knowledge-based company

(Instruction) (User) manual

Anea 3D body scanner

⧉ Before using the device, please read this instruction manual carefully.

Second Edition

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Chapter 1 _ general information

1-1 Introduction

3D body scanners reconstruct the 3D model, Through various technologies such as Structured Light, 3D Depth Measurement, Stereo Vision and others, to study ergonomics and body measurements of the human body. Anea 3D Scanner provides a 3D image of your body and its changes. Anea extracts accurate body sizes. It is also able to calculate body composition values, health indicators, skeletal shape and the risk of common diseases. It uses advanced image processing technology and 3D cameras to deliver high-precision and reliable results. Anea is an advanced device made in Iran that has competed with and surpassed all foreign models. The experts of this company have been able to implement the highest standards in this device.

1-2 general information

Anea 3D Scanner has revolutionized the way to record, measure and track body changes in various fields of medicine and fitness with an alternative approach to conventional and traditional measurement methods. Using modern 3D camera technology and image processing in this scanner, it is able to check the status of the body, measure different parts of the body (rounds, volumes, areas and lengths), calculate health indicators, and calculate body composition and skeletal shape. Among the applications of Anea, we can mention its role in health and fitness, the use of a 3D model in plastic surgery, medicine, health, and so on.

When using Anea 3D body scanner, it is necessary to pay attention to the following items:

- This device can be used to scan people weighing between 10 to 200 Kg and height between 1 to 2 meters.
- This device can be used by nutritionists and sports physiologists who have passed the user training of Anea scanner device. Other users who intend to use this device are required to pass the device user training course, which is provided by specialists of the company.
- The device is standalone and does not require changes to peripherals.
- Anea works as a standalone device and does not require changes in peripheral devices.
- This device can be used in nutrition clinics or sports complexes without any limitation in the number of times of use during the day.

- Anea scanner can be moved from one place to another, when all the conditions, such as safe movement, space required for proper performance, and suitable input power, are met.

1-3 Symbols & Abbreviations

BMI	Body Mass Index
WHR	Waist-Hip Ratio
WHtR	Waist-Height Ratio
FMI	Fat Mass Index
FFMI	Fat-Free Mass Index
VAT	Visceral Adipose Tissue

Table 1: Abbreviations

	It is mandatory to read the manual before use
	Electrical medical device type B
	Class II equipment
	Make sure to use the specified power cable
	temperature limitation: maximum operating temperature +45 minimum operating temperature +5
	Maximum RH (relative humidity) : 85% Minimum RH (relative humidity): 0%

IP22	No water penetration and Humidity inside the device
	Fragile, handled with care.
	Manufacturer
	Date of manufacture
SN	Serial number
	Not for general waste
REF	Catalog number
Medical device class	- Class B: Based on the classification of the General Directorate of Medical Equipment of Iran - Class IIA: Based on the standard classification of the European Union

1-4 Environment laws

No hazardous materials have been used in the production of this device, but not all the materials used can be returned to nature directly.

In order to prevent these materials from entering the environment and contribute to the utilization of natural resources, it is recommended to refer to local laws and recycling methods to dispose of the device.

Some parts of this device are recyclable and can be recycled to help the environment and the survival of natural resources.

1-5 Warning and caution

Most of the warnings are given in different places in this manual, but for easy access, they are all given here in more details. In case of any doubt and ambiguity please contact Anea support.

- Using the device by an untrained user may result in incorrect reporting and damage to the device.
- Keep device parts and power cables away from the water.
- Keep device parts and power cables out of the reach of children under 12 years
- The product should be used in an environment with a temperature between 5 and 45 ° C.
- Electrical hazard: Do not use damaged power cables or accessories for your device.
- The risk of falling: do not place the scanning platform and the sensor tower on an uneven or unstable surface.
- Be careful not to lose your balance when stepping on the scanning platform
- Never step on or fall off a spinning platform.
- Cover the cables to prevent them from falling or damaging the connections.
- In order to use the device correctly, it is necessary to follow the mentioned instructions.
- To prevent damages to the bases and weight sensors, never pull the platform on the ground and lift it to move it.
- Avoid spilling water and other liquids on the device.
- Use a damp cloth to clean the body of the device. Do not spill liquids or chemical detergents on the device.
- Do not use any other chemical to clean the body of the device, except alcohol-water mixture or glass cleaner solution

Warning

Failure to do so could result in serious and irreparable damage from electric shock, or cause a fire and damage to your device.

- Use only the cables supplied with the device
- Do not use a non-standard power supply such as a generator or converter. Use only AC power supplied by standard AC power outlets.
- Make sure your city power outlets, wires, power lines and other electrical connections are not overloaded.
- To reduce the risk of losing balance or getting stuck with cables, arrange all cables. Never allow children to play with power cable and wires.
- Install the device in a dry place away from moisture
- The distance of the device from the power outlet should not be more than 1 meter

1-6 Useful tips to increase efficiency

- Always use the device in a flat place (preferably on the ground to avoid the risk of falling and losing balance). Be careful when stepping on or descending the platform.
- To ensure proper operation, the device requires periodic calibration, which is recommended to be done at least once a year by company experts.
- Always power the device with its special power cable
- The working temperature of the device should not be more than +45C
- Never (tap)(knock)(hit) the sensor (screen)(plate)
- Avoid contact of sharp objects with the sensor (plate)(screen)
- The working environment of the device should be completely dry and free of dust
- Install the device in a fixed location.

1-7 Device periodic service

To service the device, please contact the after-sales services department.
Before contacting the service unit to solve the problems of working with the device, please check the troubleshooting section of this manual, and if the problem is not resolved, contact the support unit.

In order to improve performance and prevent potential risks, it is the responsibility of the user to plan and perform preventive and periodic maintenance services on the device at least once a year.

Certification of safe and correct operation of the device, including the control of connections and communication between the device and the computer, is the responsibility of the experienced personnel introduced by the user of the device.

To prevent unnecessary transfer of the device to the after-sales services unit, contact this unit before sending the device.

1-8 Guarantee terms

The Company will be responsible for repairing or replacing defective equipment and accessories for 14 months from the time of installation of the device, in case that the failure do not include the conditions mentioned below

1-8-1 Terms out of guarantee

- Damage to the system due to fire or explosion with any source, including disturbance and sabotage, transportation, war or any natural disaster, including lightning, storm, flood or earthquake, etc.
- Damage caused by repair or alteration caused by unauthorized persons
- Improper use of the device or accessories (use outside the user manual)
- Opening Device screws
- damaged original system label containing the serial number and model of the device
- Any problems caused by: electric shock, power fluctuations, physical shock, fractures, cracks, burns, liquids or chemicals, cleaning the system regardless of the instructions for cleaning, transportation and etc.

Chapter 2 - General description of Anea 3D body scanner

2-1 -components

Anya 3D scanner consists of three parts including sensor tower, scanning platform and Anya scanner software.

2-1-1- sensor tower

the sensor tower is made of an ABS (Acrylonitrile Butadiene Styrene) body that has a high-speed USB3.0 port that is used to transfer the three-dimensional image received from the sensor to the computer, in addition it is used to control the sensor tower and scanning platform. This port is connected to the computer by SuperSpeed USB3.0 cable. The sensor tower weighs approximately 5 kg and is 118.5 cm high. The sensor used in the tower is the Microsoft Kinect v2 which provides an accuracy of 5 mm for measurements. At the top of the tower, there is a colored ring (Light Head) that gives you information about the various states of the system.

Figure 2-1 Sensor Tower

2-1-2 scan platform

when scanning a 3D image of a subject, the scanning platform rotates it to capture the subject completely from all angles. The scanning platform communicates through Wi-Fi with the tower and the computer. The platform weighs approximately 17 kg and is 16 cm high. It has 6 load cell bases that are installed under the platform, which provide an accuracy equivalent to 25 grams for weighing. The rotation speed of the platform is 1 round per 40 seconds.

Figure 2-2 Scan Platform

2-1-3 – software

Anea scanner software is designed by the R&D team of the Knowledge-based company of Sarang. It has the ability to support both Persian and English languages. In the core of this software, powerful algorithms and technologies have been implemented to analyze the 3D model of the human body. It allows the user to provide a variety of analyzes of the scanned person's body. Also, this software is designed so that the scanning operation steps are performed completely automatically with just one click.

System requirements for installing Anea software:

- OS: Windows 8 or later
- RAM: 4 GB
- Graphical processor with more than 1 GB graphical memory supporting DirectX11
- Storage space: a minimum 120 GB SSD memory for OS, and 500 GB HDD for storing the information, or instead of using an HDD user can provide a higher capacity SSD.
- Main processor: 7th Generation Core i3
- USB port: USB 3.0 port with 5G bandwidth

2-2 accessories

Row	Name	Type of use	Number	Code
1	Power cable (Ability to connect to municipal electricity)	Multi use	1	ANEA-Power Cable
2	USB 3.0 cable (2 meters)	Multi use	1	ANEA- USB 3.0 cable

Chapter 3 _ Installation and Setting up

3-1 Device Install Location
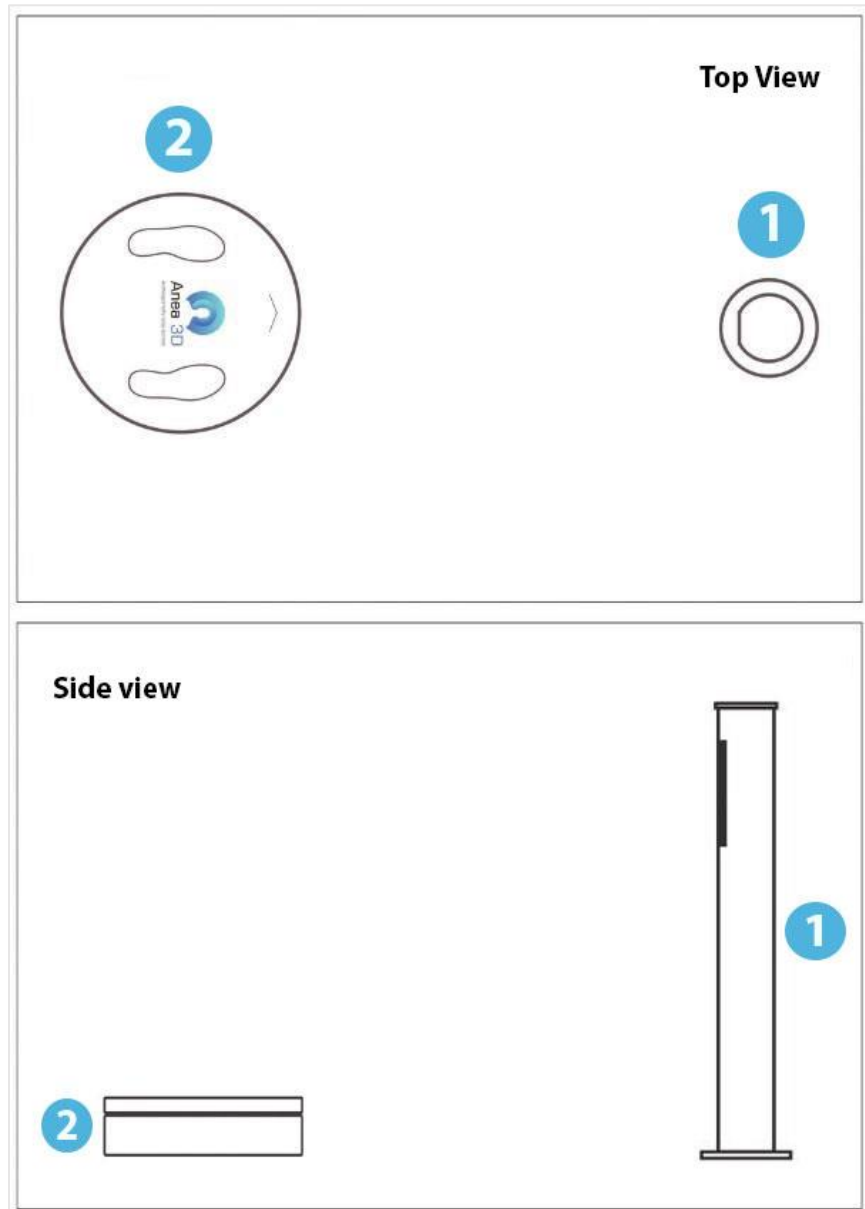
Figure 3-1 Device Install Location

3-1-1 Sensor Tower and Scan Platform Install Location

The place you will put the device is very important for having precise accuracy to scan for the initiation use. The scan platform must be placed exactly in front of the sensor tower.

The scan platform must have at least 70cm free space from sides and 120cm from sensor tower and 90cm from back.
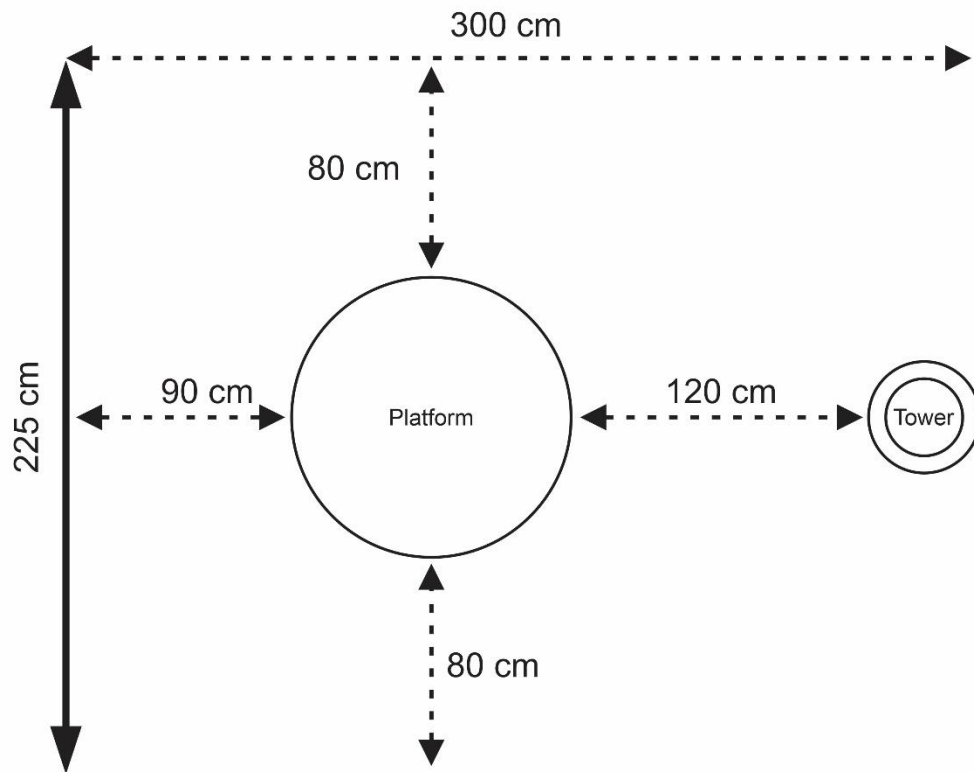
Figure 3-2 Sensor Tower and Scan Platform Install Location

You can check the correct position for scan platform in the setting:

System Setting → Platform Settings → Platform Location → View

The scan platform must be placed in the green circle (A).
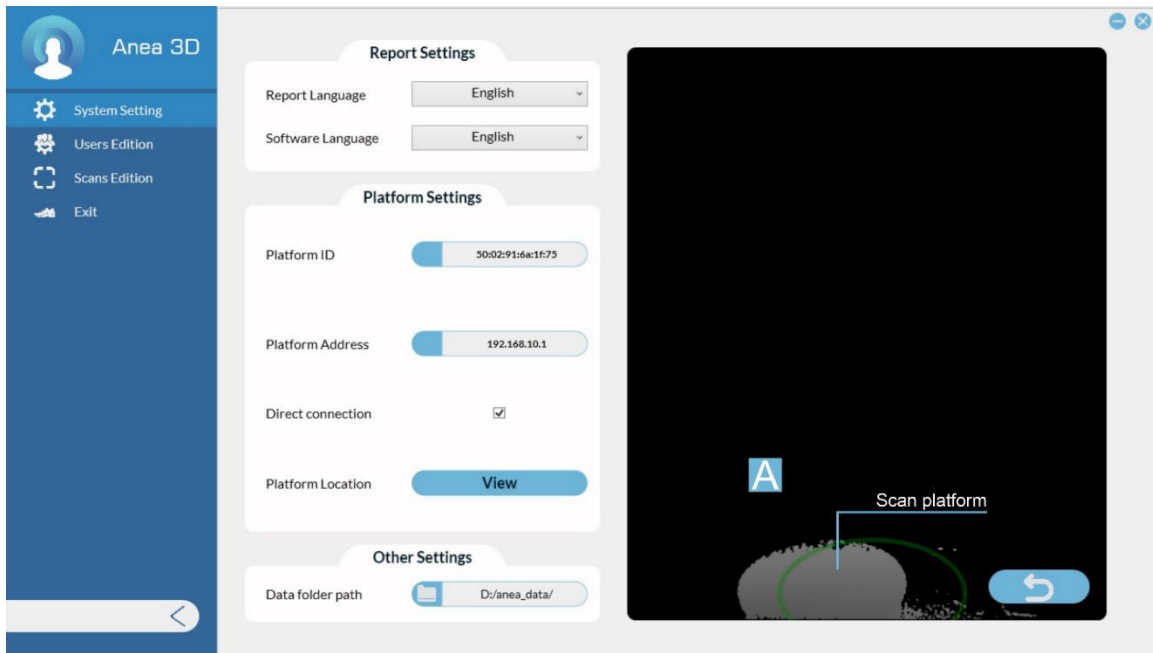
Figure 3-3 Platform Wrong Position
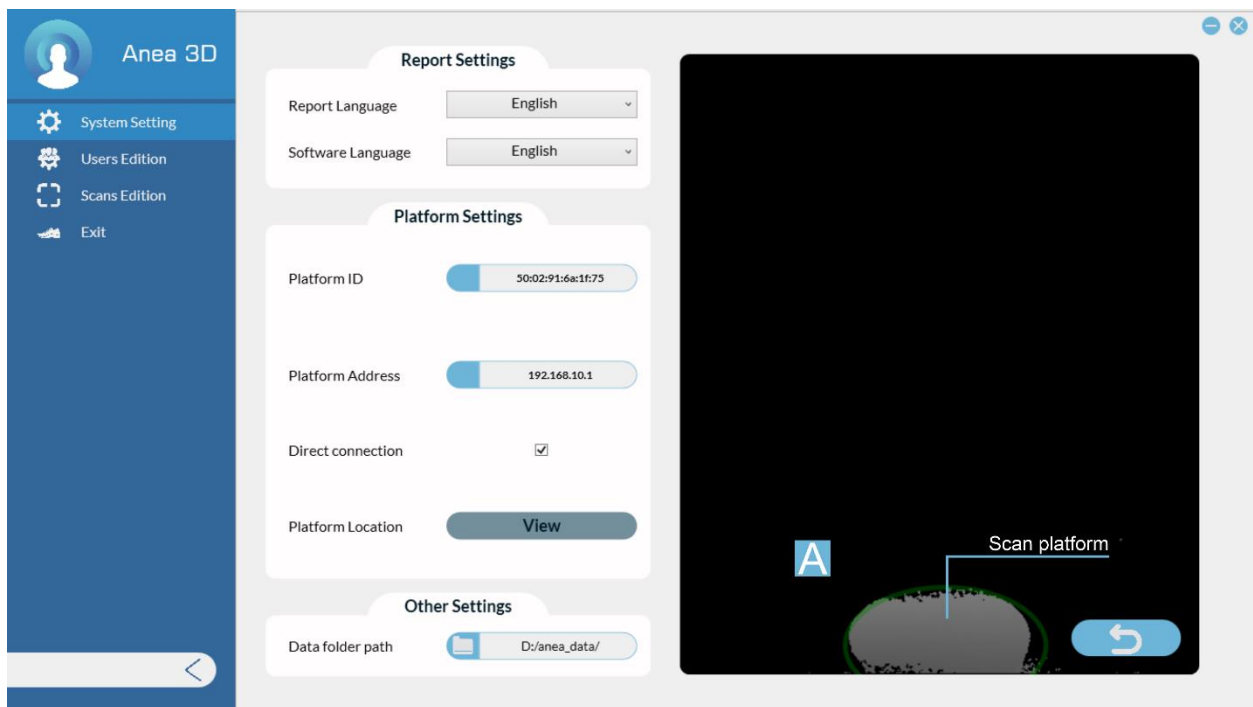
Figure 3-4 Platform correct position

3-1-2 Important tips for locating

ATTENTION: DO NOT PUSH OR PULL THE SCAN PLATFORM ON THE GROUND FOR
MOVING, OTHERWISE IT CAUSES DAMAGE TO LOAD CELLS.

Make sure that the behind wall of scan platform is smooth and straight (A).

Make sure there is no reflective surface or infrared source behind the scan platform
(B).

Do not place the scan platform at corners (C).

Have completely vacant room for the scan platform (D).
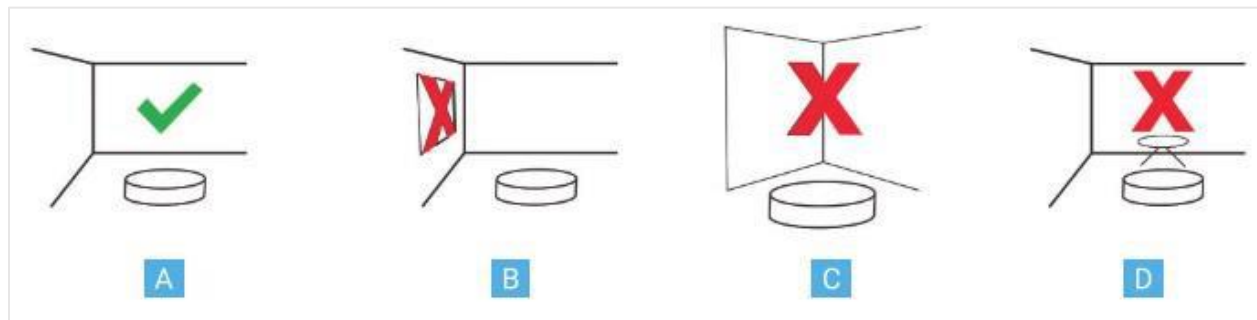
Figure 3-5 Platform Best Position

3-2 Sensor Tower and Scan Platform Connectors
Connect your PC/Laptop to the sensor tower with the USB 3.0 cable (shown in
picture from (A) to Tower Sensor Port (B))

Connect the USB 3.0 cable to your computer on the other side. (C)

Connect one of the power cables from the end of the (D) to the port of the tower (E)
and from the end of the two branches to the power outlet.

Connect the other power cable from the head (D) to port (H) of the platform and
from the two branches to the power outlet.

Note: Connect the scanning platform and sensor tower to the power outlet at the
same time
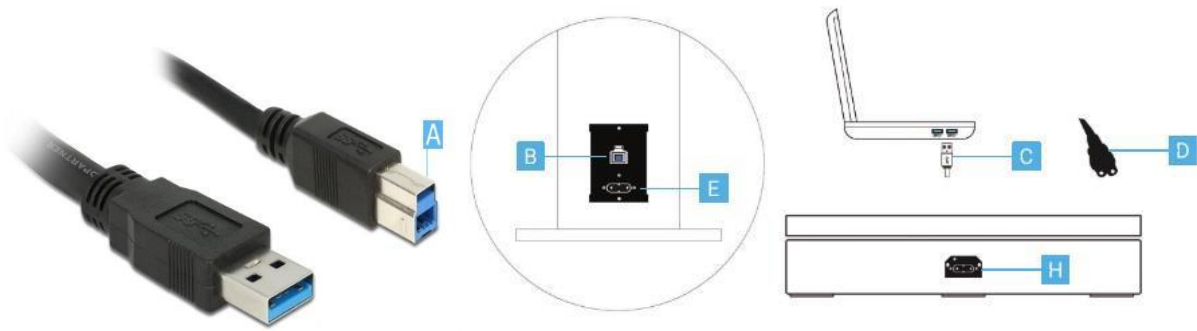
Figure 3-6 Sensor Tower and Scan Platform Connectors

3-3 Getting Start with ANEA Software

3-3-1 Start Window

Select "New User" (A) to create an account for new person.

To enter the profile of a person who has an account, search for the desired name or surname in the box (B). By entering "*" the list of all users will be displayed.
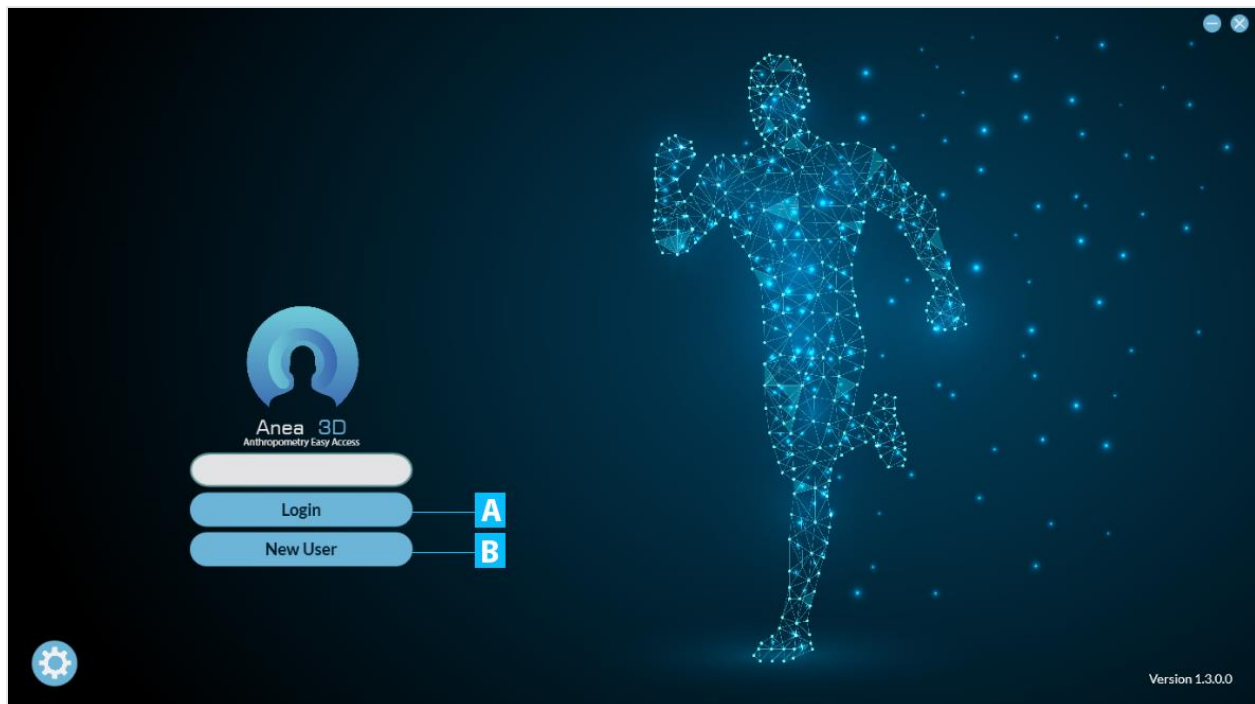
Figure 3-7 Login Page

After login into the new user page, you can select ![folder icon] a photo from the files on your computer for the client or by clicking on the option using ![camera icon] Take a picture of the person on your computer's webcam.

By selecting the option, ![trash icon] the profile picture will be deleted, and by selecting the gender icon, you can specify the person's gender.
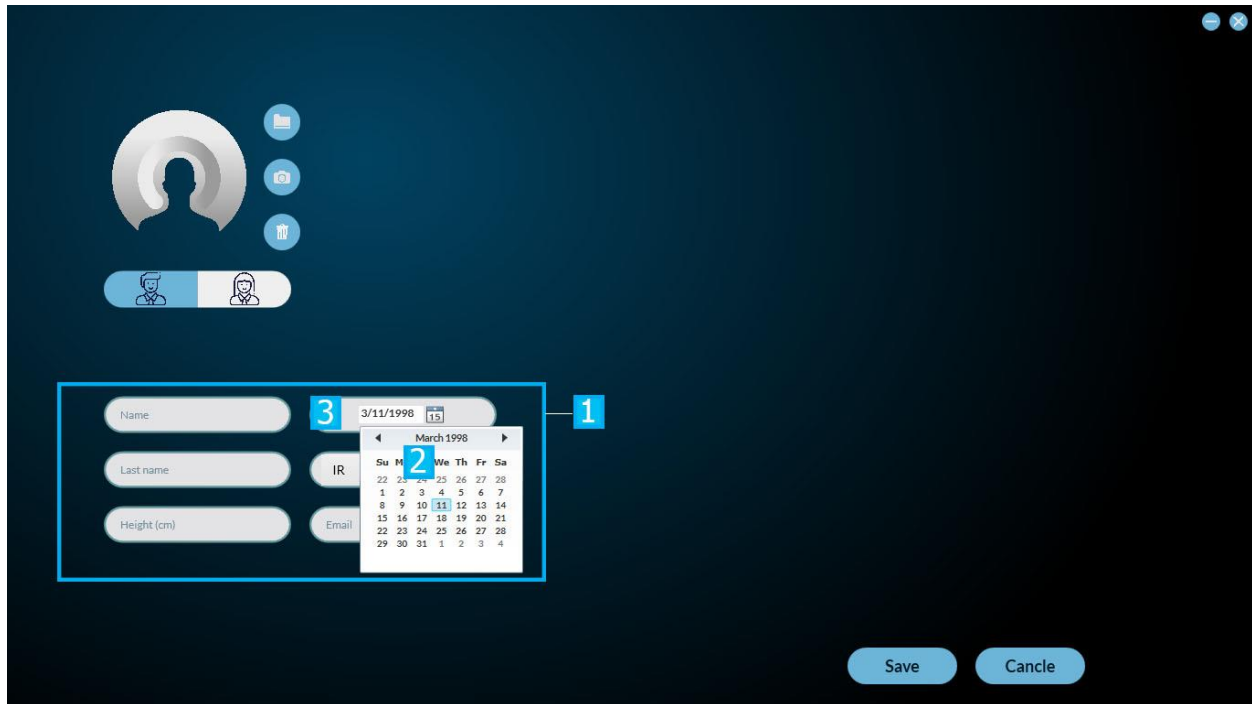
Figure 3-8 Profile Setting Page

In box (1), enter the client's personal details.

Tip1: Importing height manually will increase the accuracy.

Tip2: To enter the date of birth, after clicking on the calendar icon (2) on the box (3) Double-click to select the year of birth, then the month, and finally the birthday.

Note: Each phone number is specific to one account and it is impossible to define one number for two different accounts.

Importing Email is optional.

Attention: Be Careful OF Choosing THE Sex, It Is Very Effective To Determine The Body Composition.

3-3-2 System Settings

Click on the gear icon to access the setting page.

Click the gear icon from the home screen to access the settings menu. Enter the program settings by entering the password "admin".
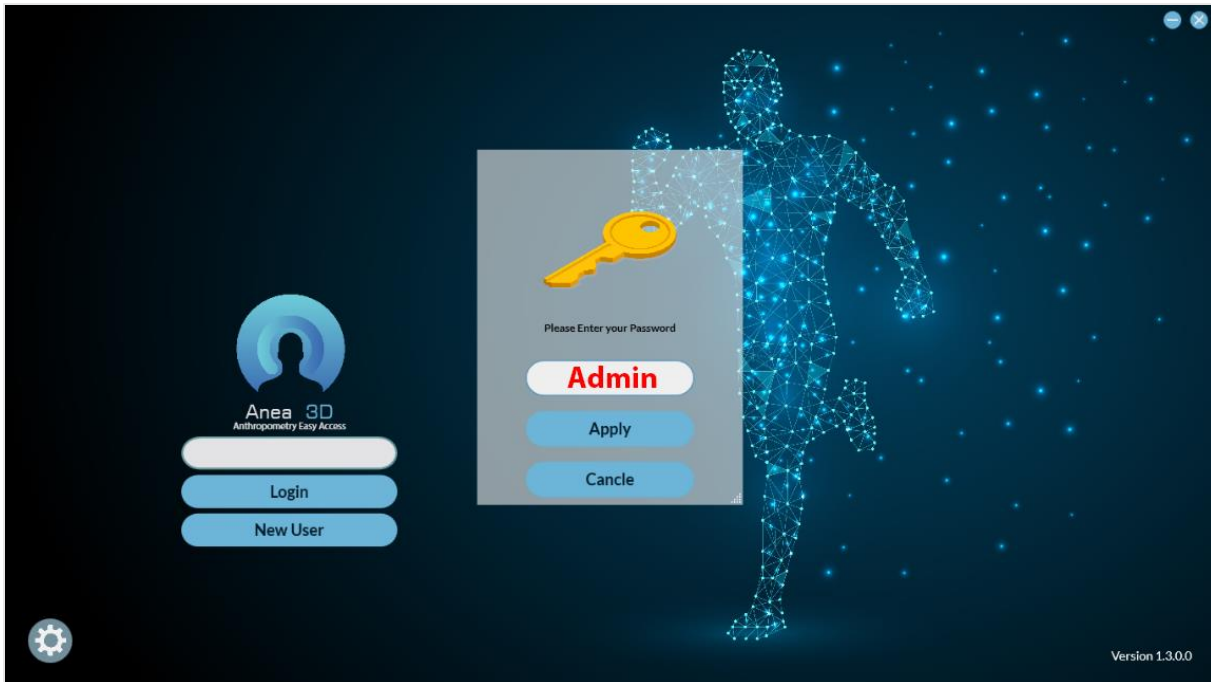
Figure 3-9 ANEA Software admin Page

The settings on this page are related to the language settings (A), platform settings (B) Location of the platform (C) Database Scan folder path are (D).

It is recommended not to change the data folder path.
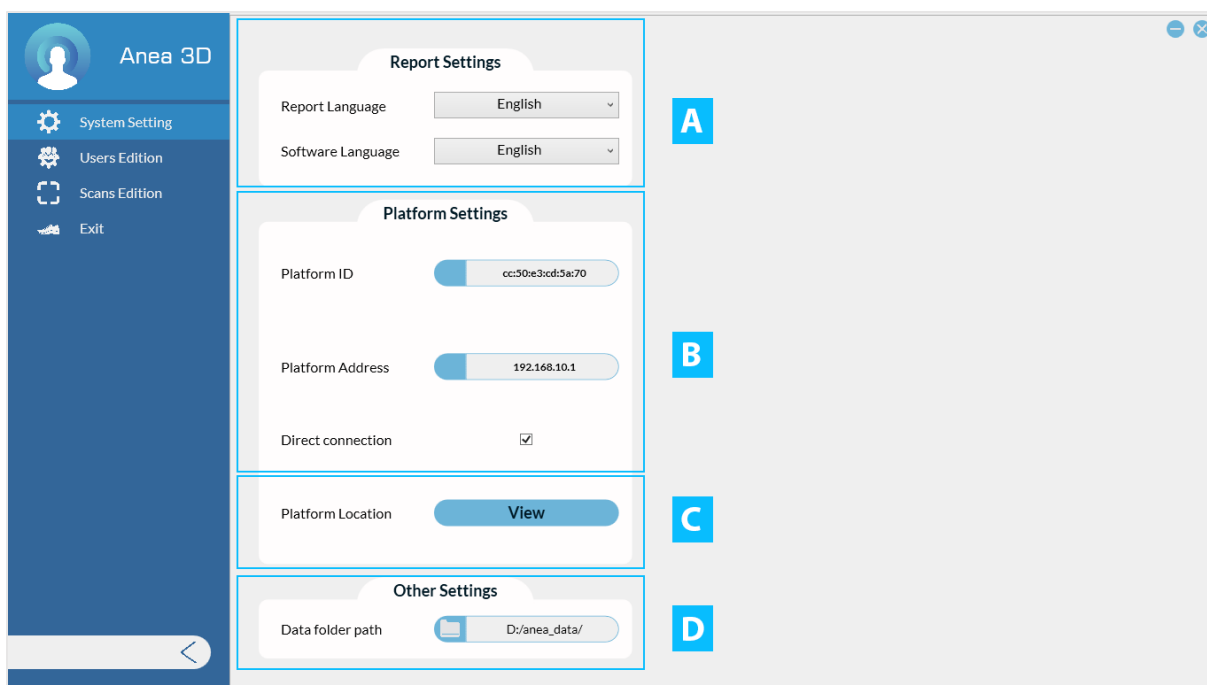
Figure 3-10 System Settings Page

3-3-3 Profile Page

After entering client`s profile page, you will face with these items:
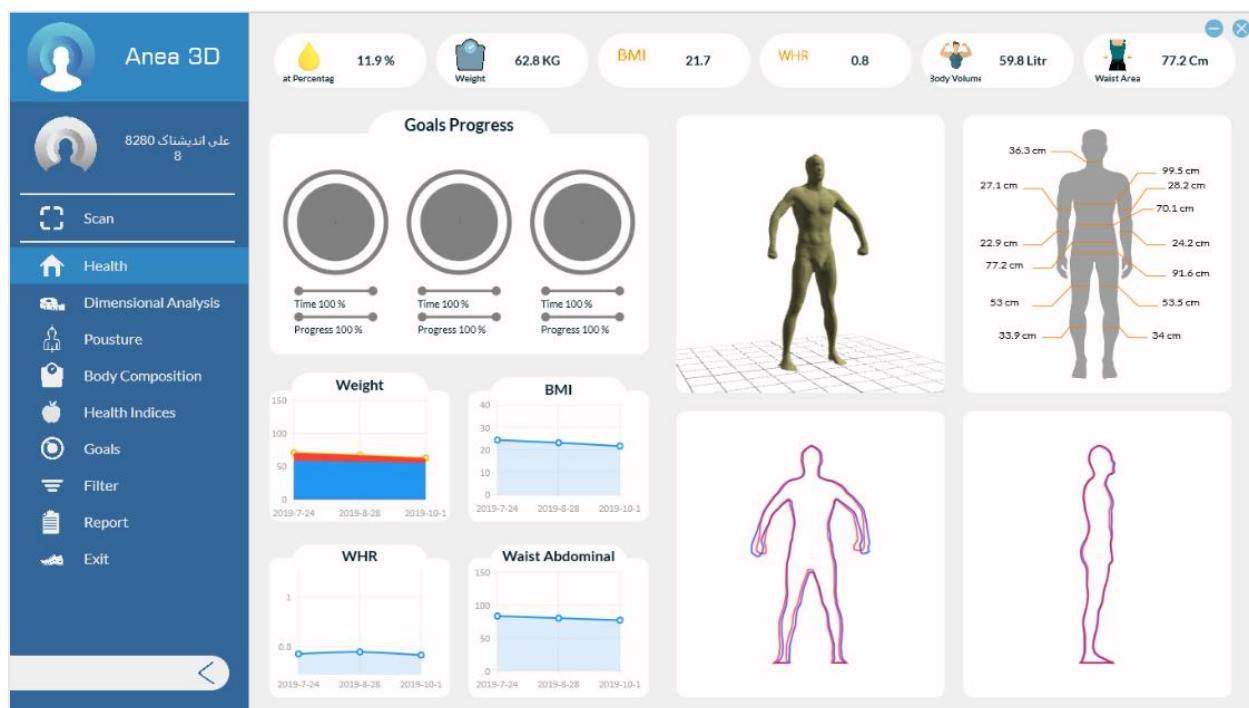
Figure 3-11 Profile Page

3-4 Scan Conditions

You must consider below tips before start scanning:

3-4-1 Wear minimal clothing

When scanning the body in 3D, it is best to have absorbing underwear. Since the goal is to get the actual size of the body, it is recommended to do the scanning process with minimal clothing. Otherwise, the garment must be absorbed by the body. It is recommended that the color of the garment is not black.

3-4-2 Do not wear jewelries

Take of your jewelries like neckless, earing, bracelet, ring, watch or etc. before scan. Most of the jewelries can reflect the infrared and this can cause some defect on 3D scanned body. Also wearing jewelries will change the volume and dimensions that cause the scanner calculates the wrong information.

3-4-3 Neck Posture

If you have long hair, tie them at the top of the head so that the neck is perfectly detectable.

3-4-4 Arms Posture

Put your arms beside the body according to the picture and keep them unmoved while scanning.

Figure 3-12 Scan Conditions

3-4-5 Have the Same Condition for Each Scanning period

We recommend to definite and uniform abdominal position to prevent any Statistical error in surveys, so scan 4 hours after meal. If it is not possible, client should have the same abdominal position.

3-5 How to Scan

Important tip: Make sure your PC/Laptop is connected to the platform by WIFI before start the application and scanning. Obviously if it is not connected, you cannot scan and you will face with "Not Connected to the Platform" message.

Click on "Scan" to start. After scan is started you will face these stages:
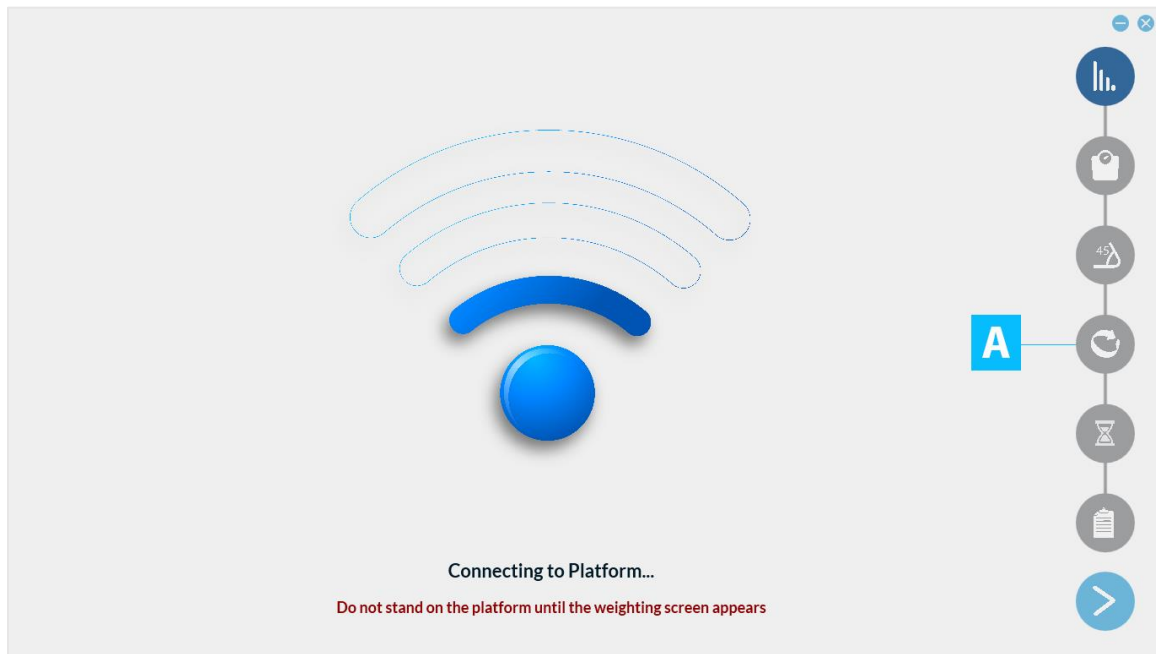
Figure 3-13 Platform Connecting to WIFI

The connection of the PC/Laptop, sensor tower and scan platform will be check (A).

Platform weight sensors will adjust automatically and scan platform will be placed at home location. Being in the position of the house means that the platform is in the direction of the tower. Then the system goes for Weight measurement stage.

Page (B) will be shown and sensor tower`s headlights will change to purple light. In this stage, client should stay on the scan platform. He/she should put his/her foot in the center of scan platform and then place them in the specified location.

Figure 3-14 Weight measurement stage

Tip1: No one should stay on the scan platform until Weight measurement stage will be shown. This will cause errors for weight sensors adjustment.

Tip2: Weight gain in Anea 3D is done in a way. For this reason, as long as the balance between the left and right sides of the body is not on the weight. After weight measurement, it goes to arm validation stage (C).
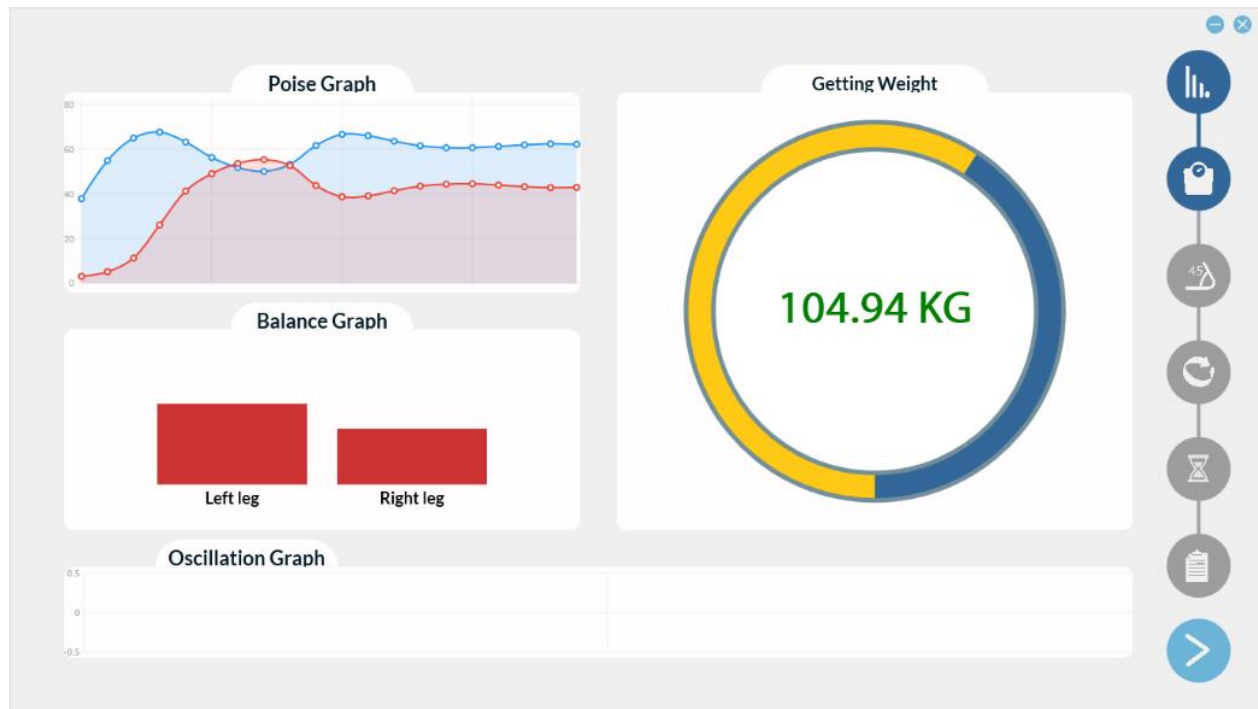
Figure 3-15 Weight measurement stage Starting

For starting scan, it is needed for body to be in an ergonomic posture. In ergonomic posture we can measure anthropometric parameters.

For being in this posture, client must fist hands, keep arms straight and in an appropriate distance from body. If posture is correct, two green circle will appear on screen (D) and after that scan will begin. If posture is not correct, circles change to red (E). Also, sensor tower`s headlights have the same color as what is shown in the screen.
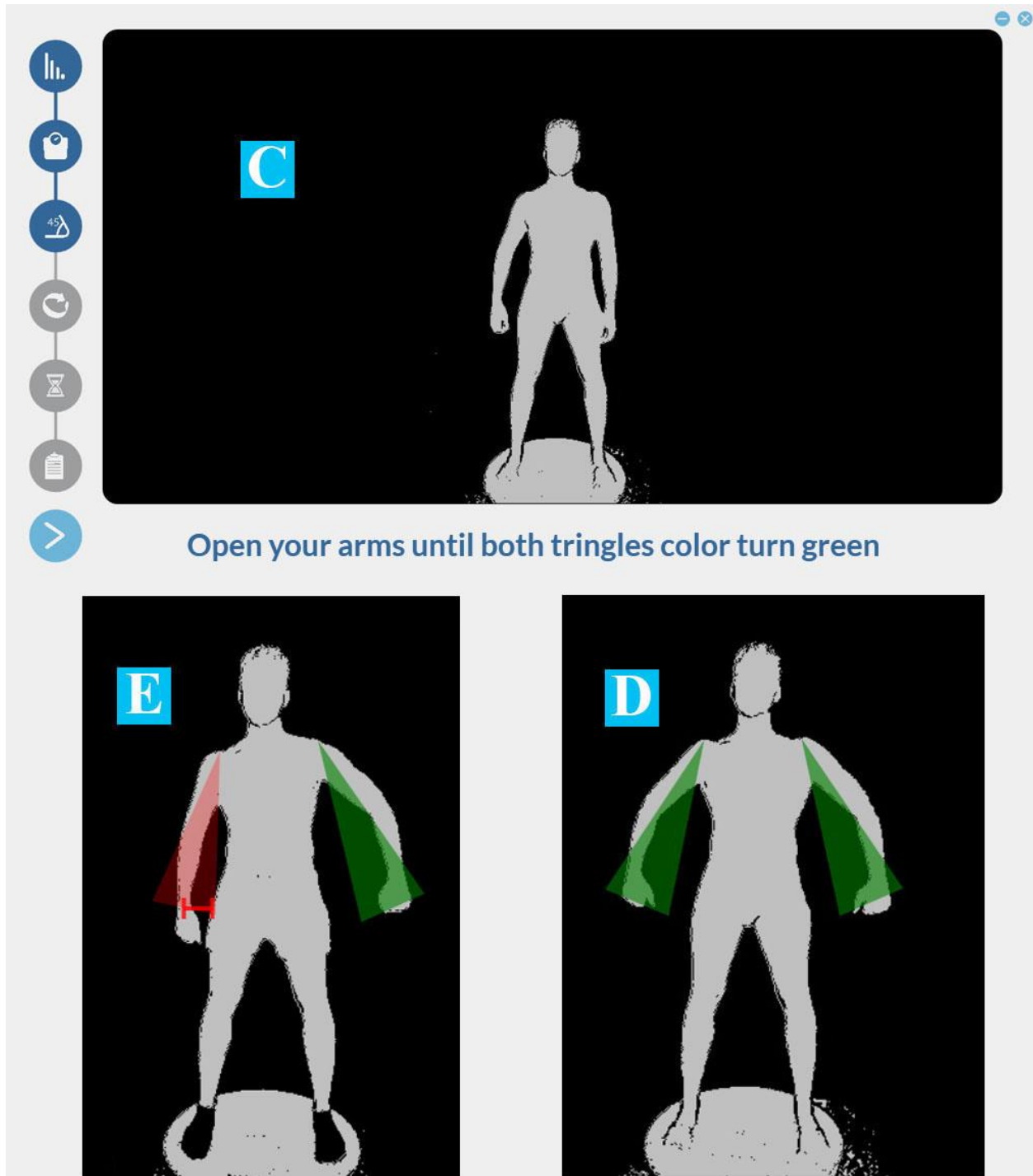
Figure 3-16 Arm Validation Stage

The scan will start after ergosnomic posture is checked. Client must remain steady, breath naturally and keep his/her head straight and be held steady while is in scanning mode.

Figure 3-17 Remain Steady of Arm Validation Stage

Client can be comfortable and end up on the scan platform after scan is done.
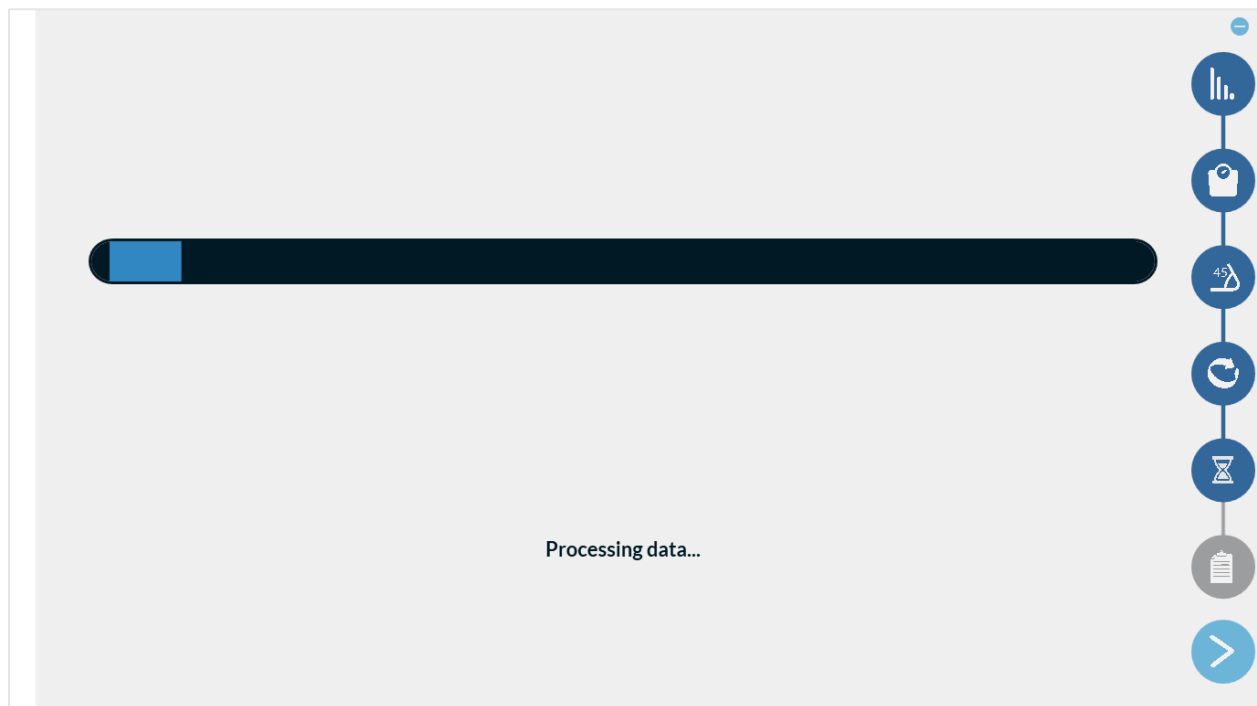
Figure 3-18 Information Processing of 3D model of client`s body

The 3D model of client`s body will be shown after the information processing is done.

Click on "Apply" to save the scan or click on "Cancel" to remove it.

Do not save the scan if it is not in correct size or has some defect.
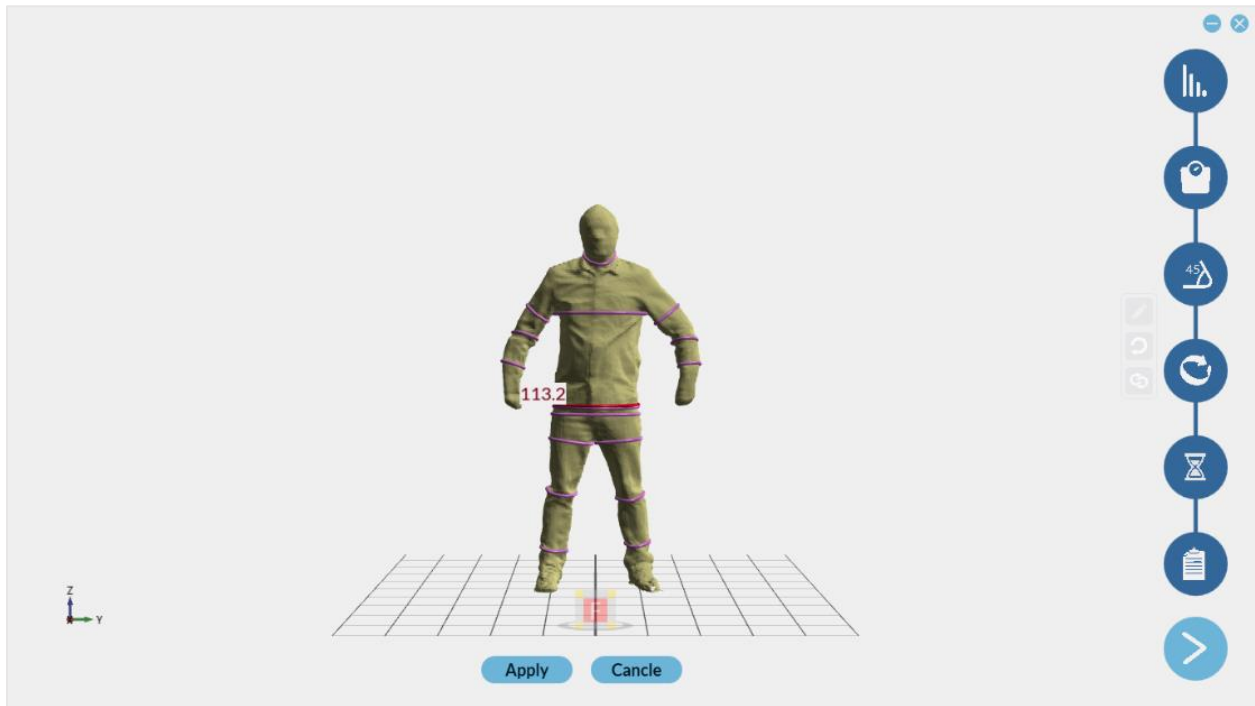
Figure 3-19 3D model of client`s body

After save, you will go to client`s account.

3-6 Health page

This page displays a summary of the client`s latest status like fat percentage, weight, BMI and WHR indicators and the size of the abdomen
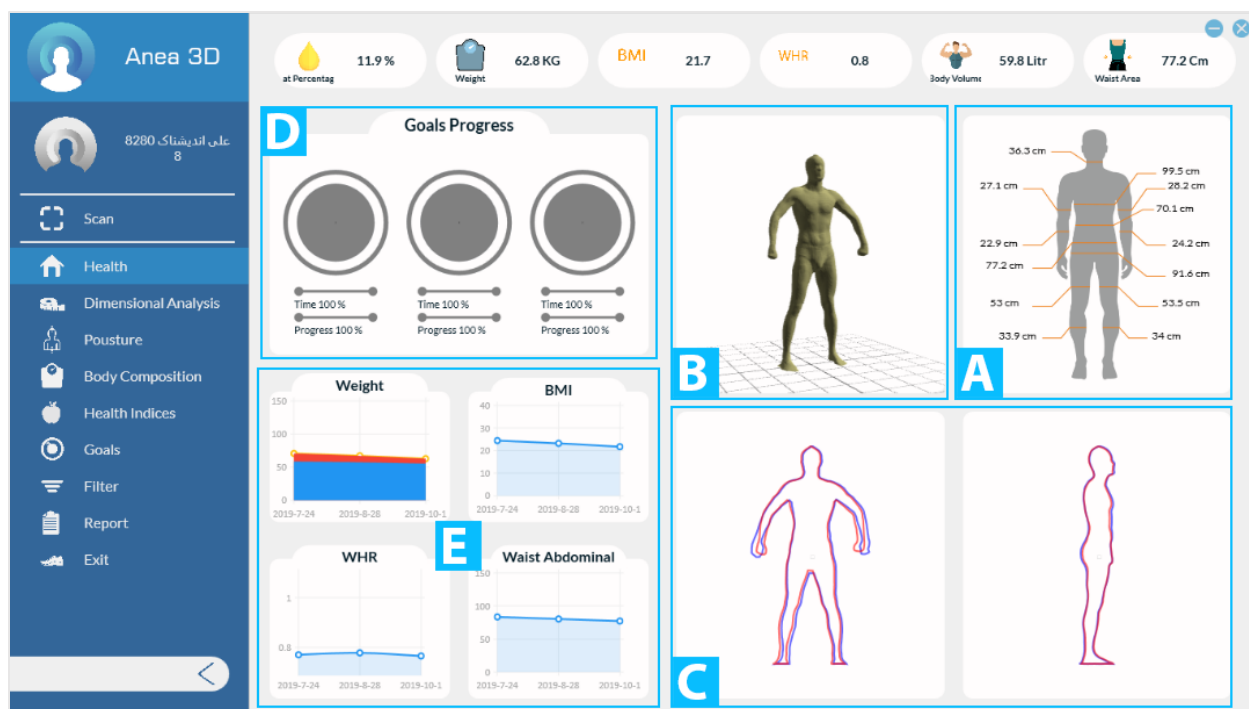
Figure 3-20 Health page

Health page guide:

(a) Summary of different part of client's body in a picture

(b) Latest 3D body scan

(c) 2D body scan from front and side

(d) Specified goals progress

(e) Weight, BMI and WHR and abdominal circumference Charts

3-7 Dimensional Analysis

This page shows the analysis of the measured dimensions.
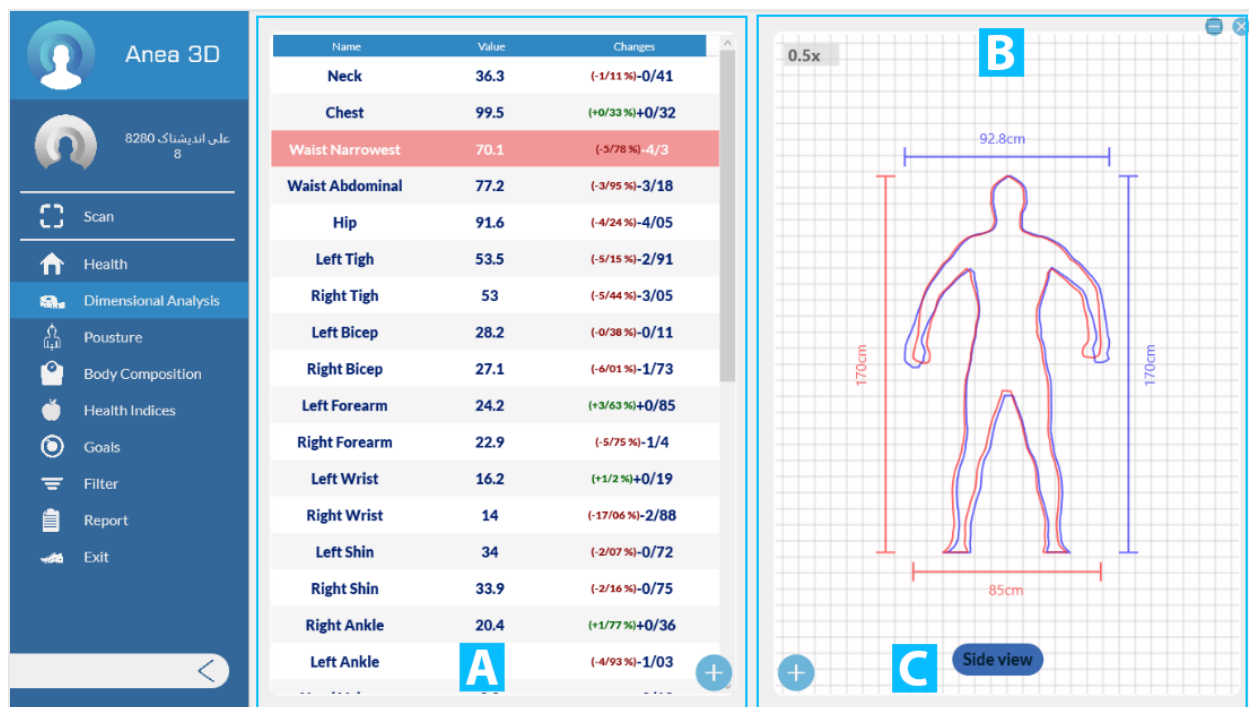
Figure 3-21 Dimensional Analysis (2D dimension & side view)

You can check circumference, volume and area in table (A). In section (B) shows front 2D dimension of body. Click on "Side View" will change it to side view (c).

Figure 3-22 Dimensional Analysis (Top Side)

By click on "+ ", in page (B) three options will be shown:

Option (1): Shows 2D dimension of body.

Option (2) is related to the cross section of the body and diagrams related to the dimensions of the body. And clicking on that page (D) will be displayed for you, the upper part of which is a cross section and the lower part of which is a diagram related to the changes in the desired part of the body.

Option (3): 3D scan of body will be shown.
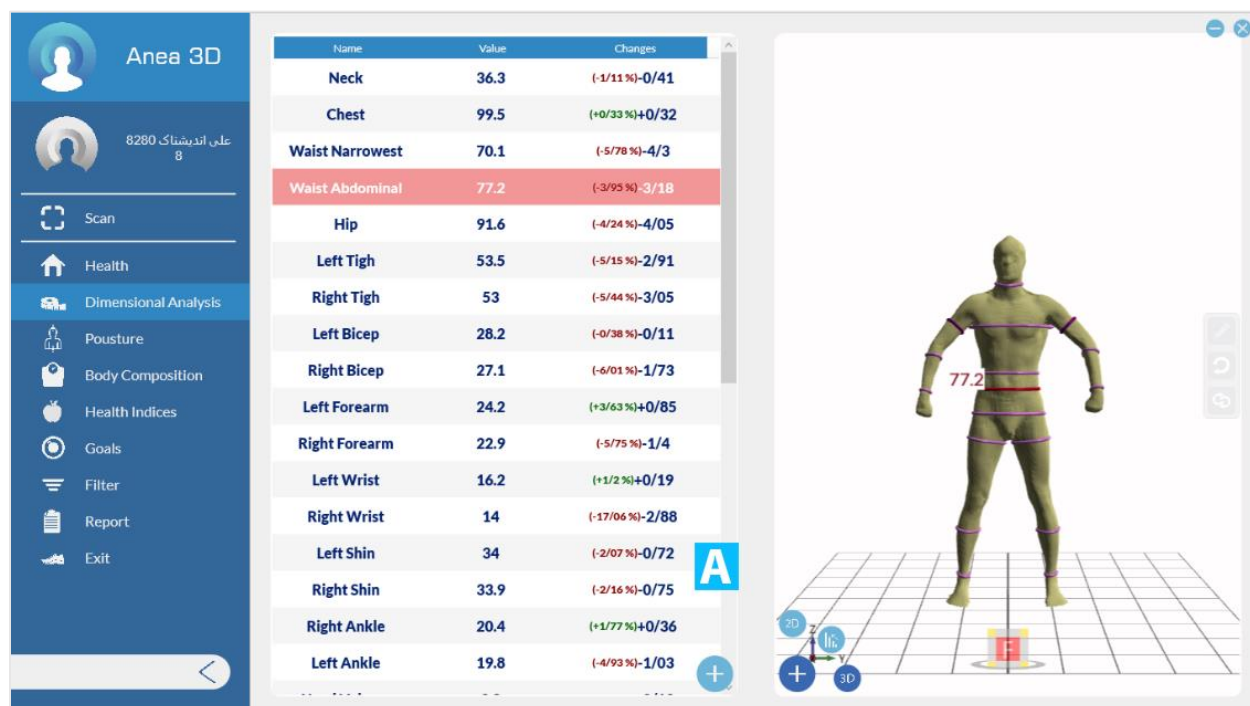
Figure 3-23 Dimensional Analysis (3D Body Scan)

To rotate the 3D model, you can hold down the right mouse button and rotate the model. You can also use the cube below the model to see different faces. If necessary, you can use the "Shift + Right Click" keys to move the model in the four main directions.

Note: You can use the mouse scroll to zoom in and out, in both 2D and 3D models.

Clicking on the "+" option will display three options:
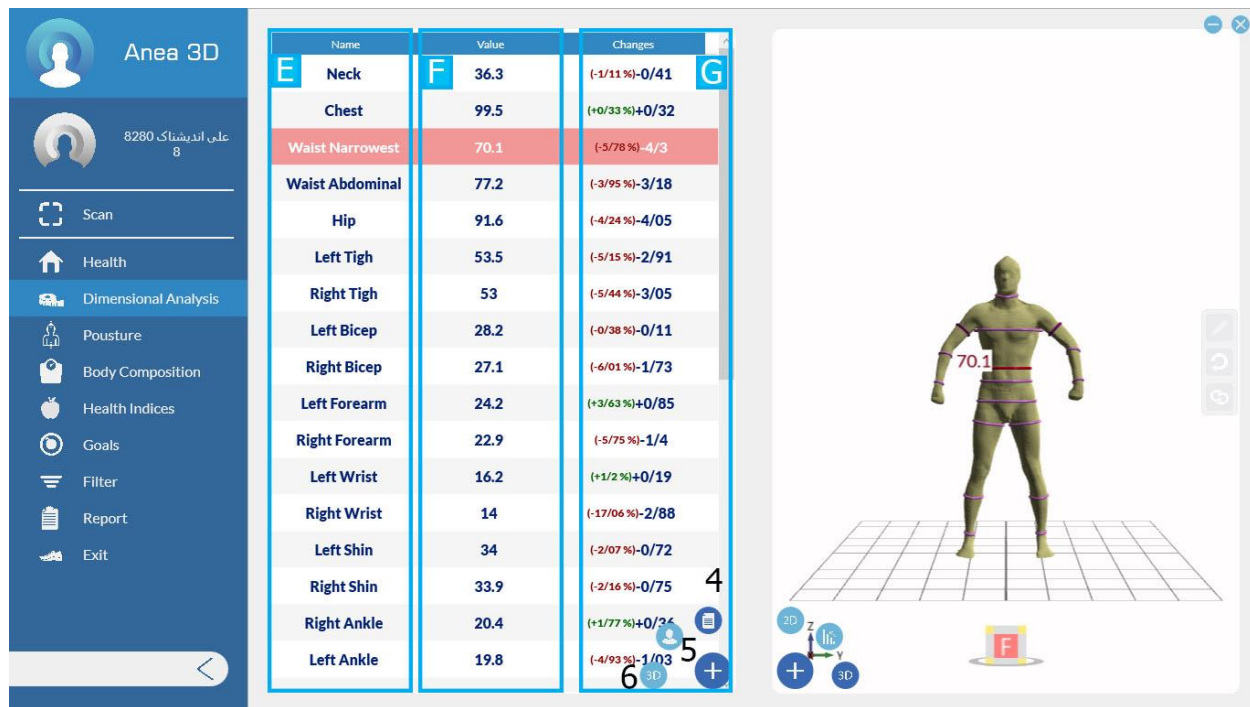
Figure 3-24 Dimensional Analysis (Size chart)

Option (4) Size chart. Column (E) of the table is the title of the measured parameters. Column (F) displays the size value. The unit of measurement for the environment is centimeters, for volume is liters and for area is square meters. Column (G) shows the amount of change and if it is positive it is green and if it is negative it is red.

Option (5) shows all the measured environments in one figure.

Option (6) is a 3D reference scan model that is included on this page for comparison

Note: In options 4 and 5 by clicking on any of the environments, cut it into two-dimensional models See transverse and three-dimensional models.

If the position of the measured tape of an organ was not correctly detected, perform the steps

You can edit it below.

1. Select the pencil icon (H).
2. Click on the size you want to change to orange.
3. Move the desired measurement bar by holding down the left mouse button.
4. Click the pencil (H) icon to save.
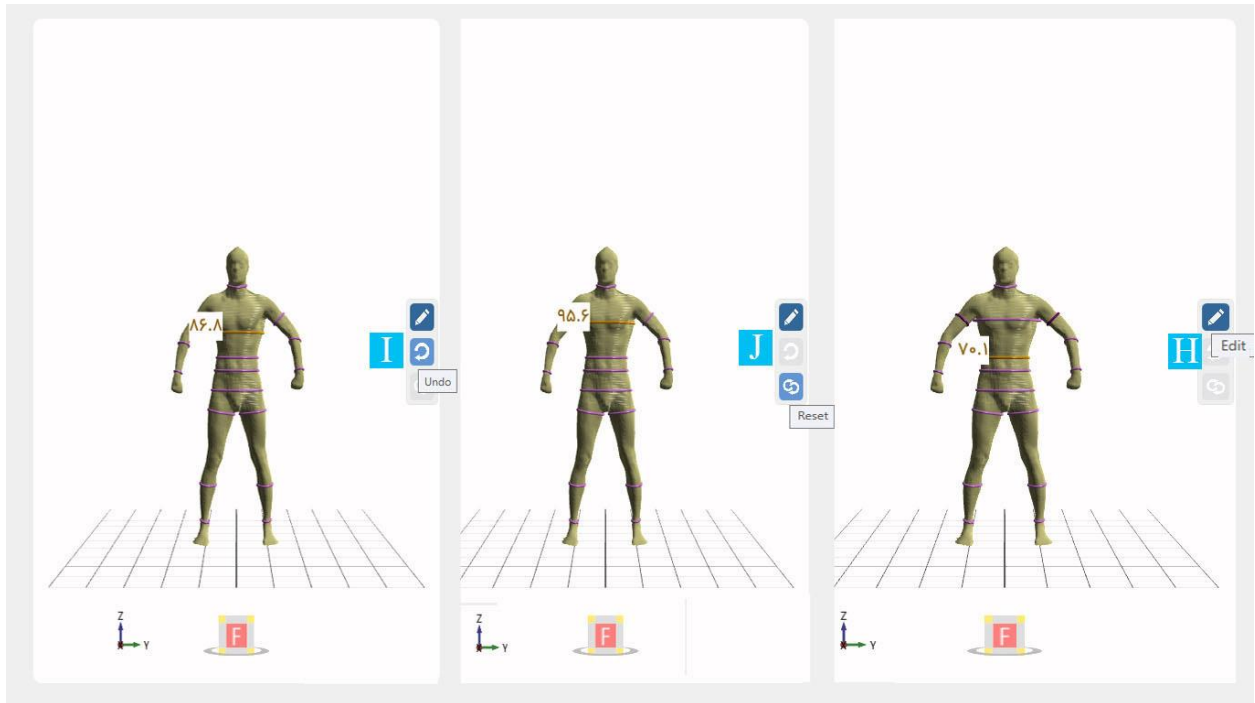
Figure 3-25 Setting of position of the measured tape

To save these changes only for the scan you see, select the "This scan" option. If you want to make these changes for a few more scans, select the Other Scans option. Then check and confirm the scans you want.

Use the Back (I) option when making changes if you need to restore the size bar to a previous step. If you want to go back to the first step, use the redirect option (J).

3-8 Skeletal shape and length of limbs

Proper posture means having a very good relative arrangement between all parts of the body so that all the muscles and skeletons of the body should be in the same direction and in balance. Those who are in a good physical condition consume the least amount of energy. This is one of the benefits of good posture, which helps to minimize stress on the tissues. Those who have an abnormal situation, any Changes in their body system cause excessive pressure and tension on their body structure.
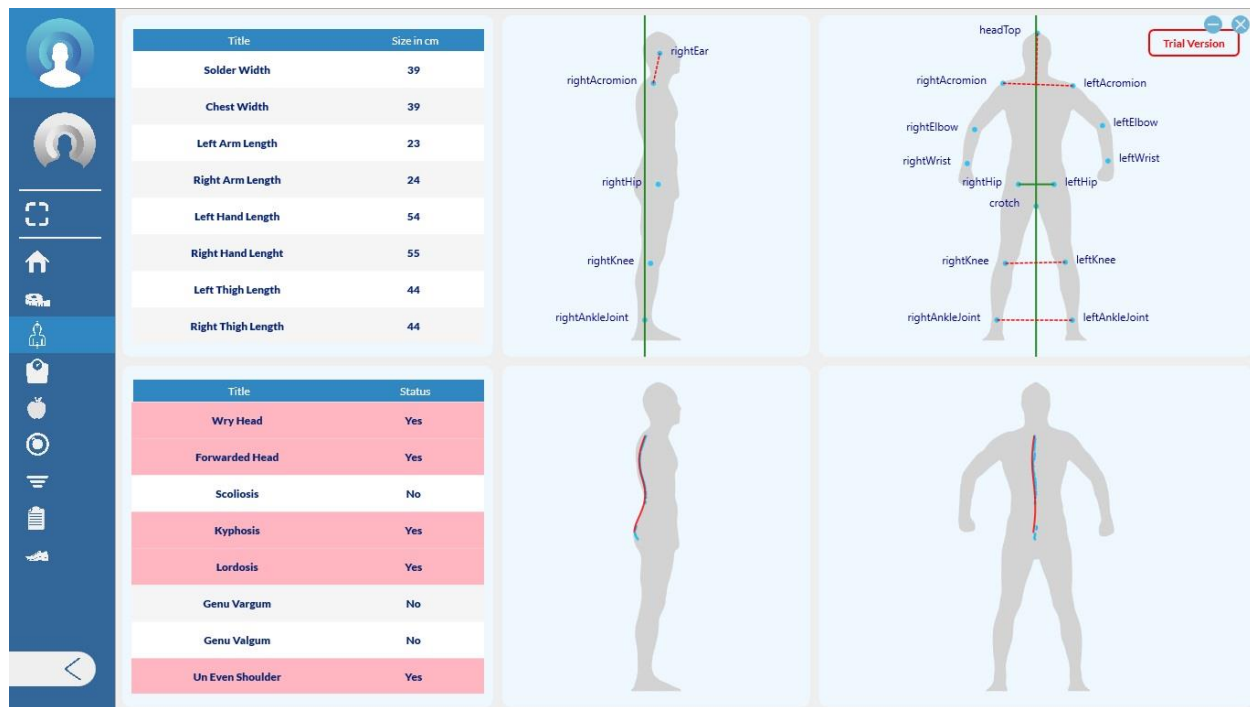
Figure 3-26 Skeletal shape and length of limbs

For example, squatting is an abnormal or bad posture and can lead tomany other problems and abnormalities. One of the treatments that can be done is to improve the posture of people.

Postural and spinal analyzers help the physiotherapist diagnose postural problems, including spinal deviations, scoliosis, and other muscle and spinal deviations. The scanner can help patients with a basic posture network, body alignment percentage, performance appraisal network, and other posture assessment tools. Anea body scanner is one of the most important tools for diagnosing health and exercise. This device is designed to detect and evaluate postural abnormalities, such as neck and shoulder deviation, spinal curvature, leg deviation, and more. The examinations are performed by examining the three-dimensional model and the joints are placed in the exact location.

3-9 Body composition
In this section, we examine the composition of the body from different aspects.

3-9-1 Weight analysis (A)
You can see different factors of weight, optimal weight, fat status, overweight and body shape in this section.

3-9-2 Body composition analysis (B)

The table of body composition values is given in this section. The table shows the amount of each component in kilograms, and the percentage of body weight. Diagram (D) is a pie chart whose yellow part shows the weight of fat and the brick part shows its weight without lean body.

If you click on any of the body components, in Table (C) the value of that quantity is displayed up to the last 6 scans.

3-9-3 Graph of changes in units of time (E)

It is a bar chart that shows the amount of fat weight and lean weight in different scans.

3-9-4 Weight / fat balance (F)

This section shows how much weight is desirable and how much overweight. It is also stated about fat, how much is desirable, how much is suitable and how much is fat.
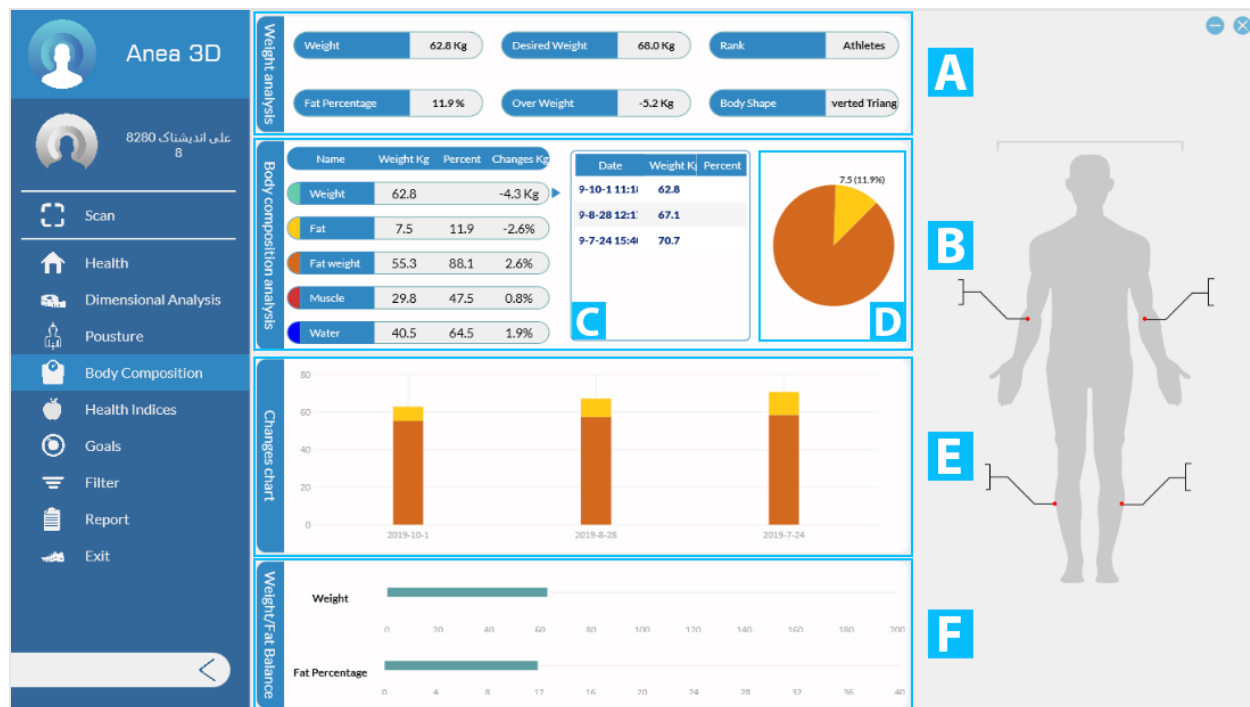
Figure 3-27 Body composition

3-10 Health characteristics

The health indicators presented in this section are BMI, FMI, FFMI, VAT, WHR and WHTR (A) In section (B) you can see the change chart of these indicators.

33
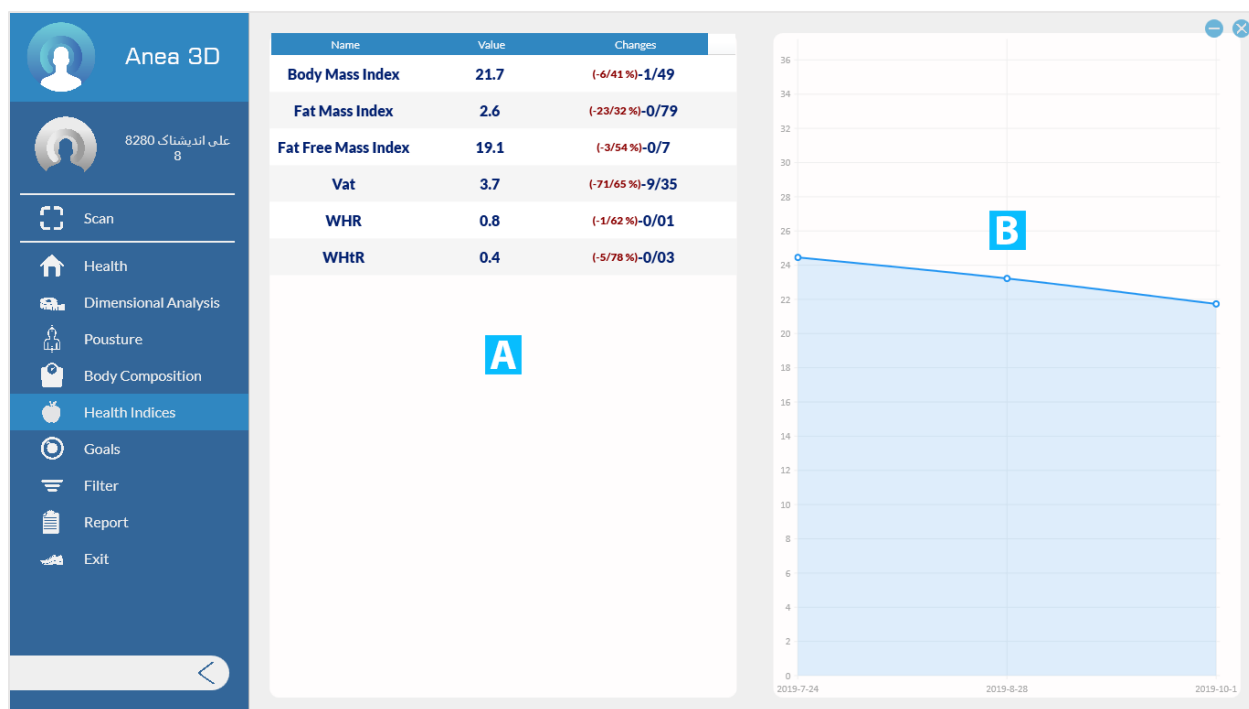
Figure 3-28 health indicators

3-11 Goals

You can define up to 3 goals for the person to follow the client's situation as well as create a challenge for him. Click "+" to create a target. Select the parameter you want to define for that purpose. In the column that opens for you, the reference date is the value Reference and current value are specified. By specifying the target date and target value and selecting the confirmation option, your target is defined.
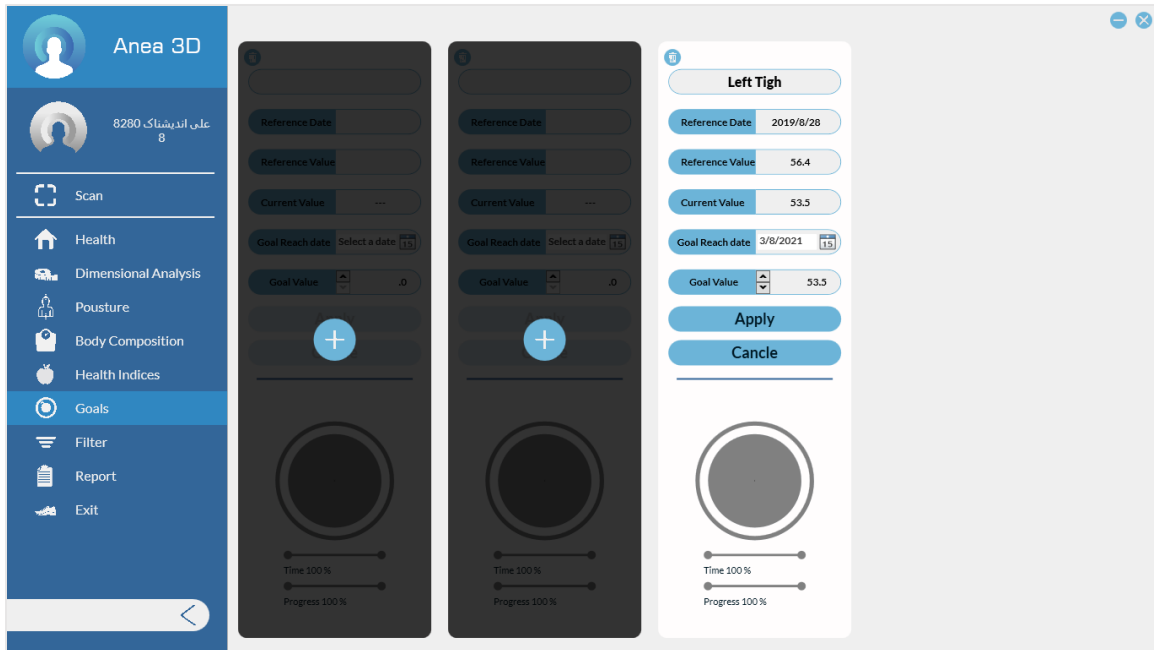
Figure 3-29 Goals

3-12 filter

In this section you can change the reference scan, comparison and the other four scans that are displayed in the charts. By default, apart from comparison scans and reference scans, four scans The last one is selected.
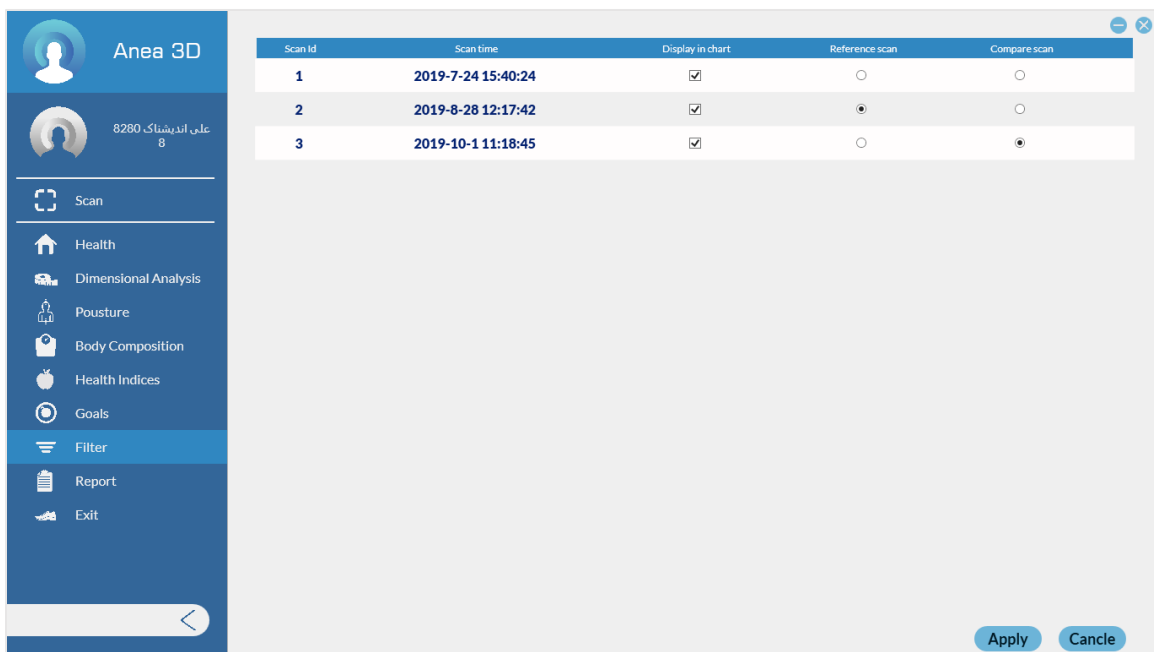
Figure 3-30 filter

3-13 Reports

It is a combination of the most important factors that have been mentioned so far:

Figure 3-31 Reports

3-13-1 Changes

You see the Size of the organs and their changes. These changes are also displayed in the form of graphs.

3-13-2 Balance state

Shows weight, volume and area on each side of the body.

3-13-3 Body composition

Displays different values of body composition and examines the individual for each component what level is it.

3-13-4 Volume

The size of the arms, Body and legs are shown in this section in the form of a diagram.

3-13-5 Analysis

The condition of the person's body is examined in terms of health characteristics. Also, the shape of the person's body is given in this section.

3-13-6 Risk

Shows you the risk of various diseases depending on the WHR, WHTR and waist circumference of the client.

In the box (A) you can see the cross section of the waist.

Box (B) Side view of the reference 3D model, current and box (C) Side view of the 2D model it shows.

Box (D) also contains 6 scans, including comparison scans, reference scans, and the last four scans is an individual.
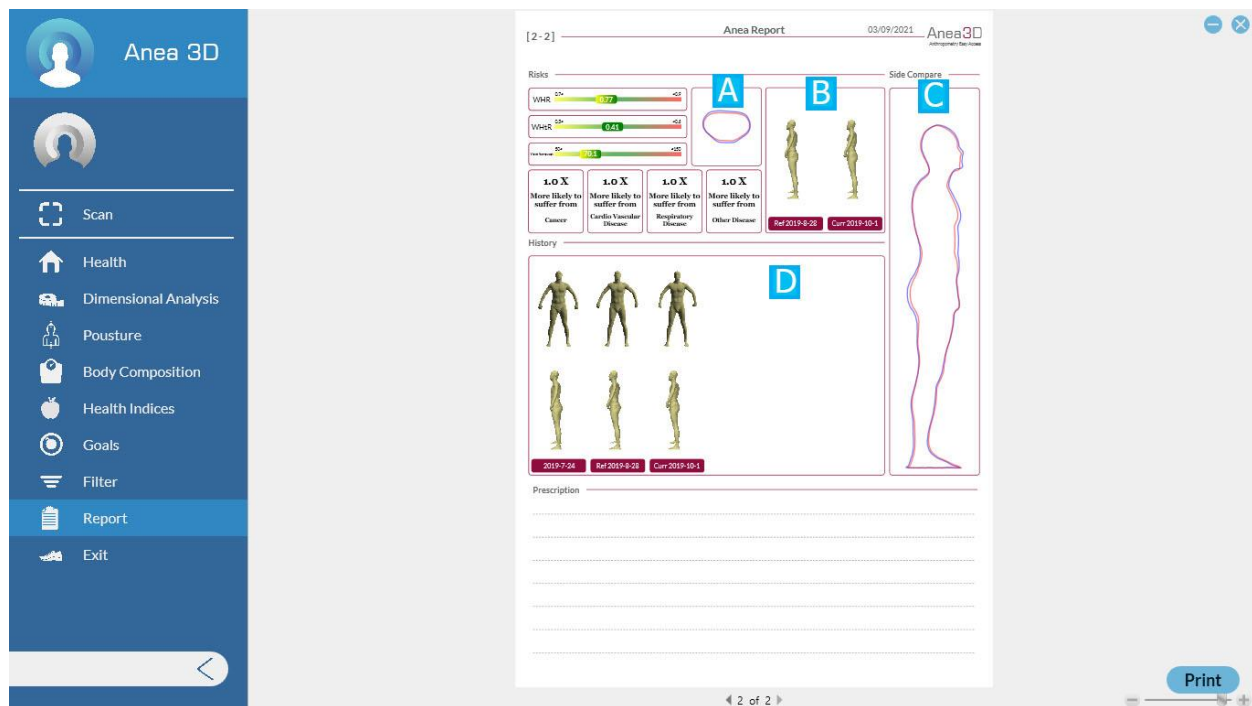
Figure 3-32 Risk of Various Diseases

Chapter 4 - Alarm and Errors

What is an alarm? It is a symbol produced by the LED at the top of the tower or through a computer system for the computer user and indicates a technical problem in the device or its various modes of operation.

4-1 Platform error

This error occurs when there is no connection between the platform and the computer system. To solve this problem, first close the program and then check the connection of your system with the scanner. Make sure that the computer system is connected to the platform via WIFI, after making sure Run the program again.
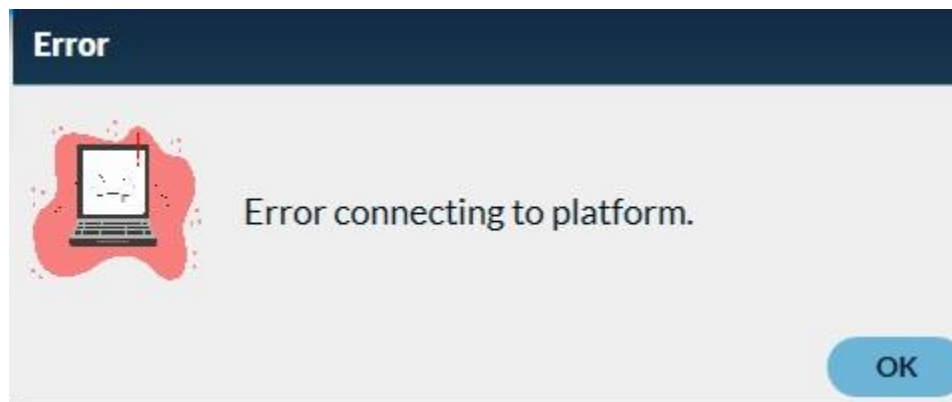
Figure 4-1 Platform error

4-2 Software Activation

This message occurs when the software is not activated or deactivated. To solve this problem, first connect to the Internet, then select the Yes key, if the Internet connection is a message Successful activation appears.
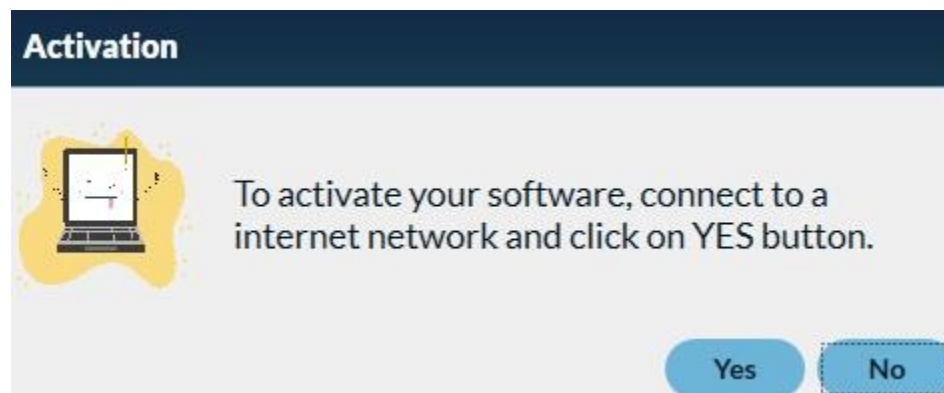
Figure 4-2 Software Activation

Note: If you are sure of your internet connection and do not receive an activation response, please contact the support team.

Figure 4-3 Software Activation Done

4-3 Bad cloud error message

This message appears when the subject is not stationary and rotates while rotating the platform, which causes the formed model to have an error. To fix the problem when scanning, emphasize to the person that they are fixed during the scan.

Figure 4-4 Bad cloud error message

Chapter 5 - Care and Maintenance

5-1 Platform
The outer surface of the platform is made of ABS and the turntable is made of aluminum. Use suitable detergent to clean the device.

- Avoid spilling water and other liquids on the device.
- Use a damp cloth to clean the body of the device. Do not spill liquids or chemical detergents on the device or immerse the device in water.

- Do not use any other chemical other than glass cleaner solution or a mixture of water and alcohol to prevent body failure.

5-2 Sensor Tower
The outer surface of the sensor tower is made of ABS. Suitable for cleaning the machine from detergents Use.

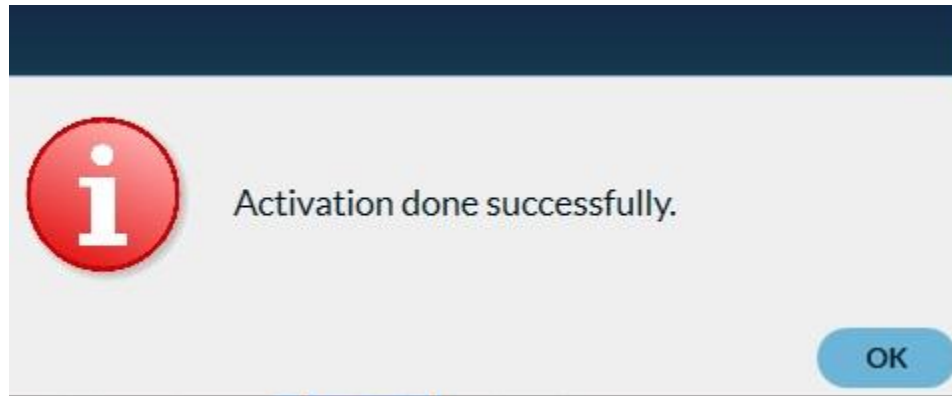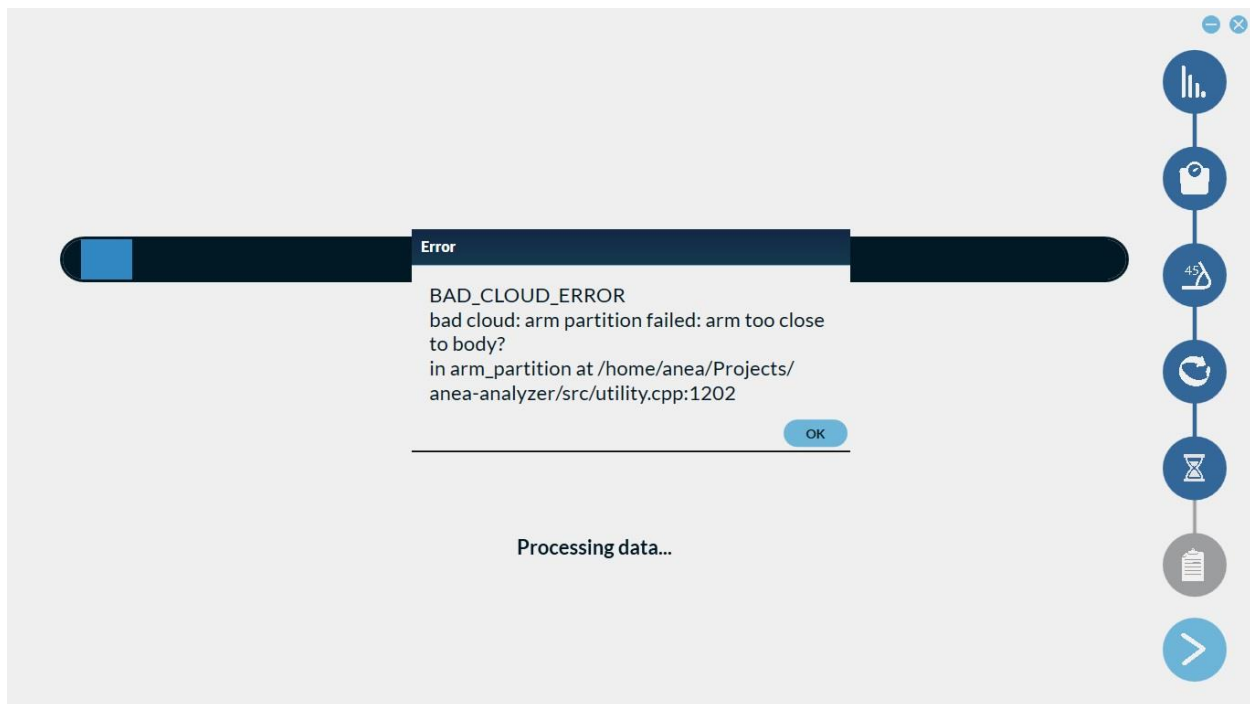- Avoid spilling water and other liquids on the device.
- Use a damp cloth to clean the body of the device. Do not spill liquids or chemical detergents on the device or immerse the device in water.
- Do not use any other chemical other than glass cleaner solution or a mixture of water and alcohol to prevent body failure.
- Due to the body material, there is a possibility of fracture due to impact.
- Watch out for the tower falling to the ground.
- Do not use non-standard cables to connect to power and system.

5-3 Warehousing and transportation
- To increase the life of the device, if not used for a long time, put it in your special box and keep it in a suitable environment away from moisture.
- Use Device special box to transport the device.
- Never drop the device high on the ground. Raise the device from the bottom to the top to prevent any possible damage.
- Suitable temperature for storing the device: minimum temperature is $5\,^\circ$C and maximum temperature is $45\,^\circ$C.
- Suitable humidity for device maintenance: minimum 0% and maximum 85% suitable humidity for the environment Device maintenance.

Chapter 6 - Quick Troubleshooting

6-1- The Device Doesn't turn On
- Unplug device and wait two minutes
- Plug in device power cord and check LED power

6-2- Anea software does not open
- Check the connection of the computer system to the platform via Wi-Fi.
- Anea Software needs network connection for running.
- Reset your PC and run software again after connecting to network.

6-3- After weighing, the person's 3D model is not seen
- Make sure Anea data USB cable is connected (between Tower and PC)

6-4- The green triangle does not form on the person to be scanned
- Check the clothes of the person being scanned (no black colors and loose clothes)
- Measure distance between Anea Tower and Platform, check accuracy with software locating guide

6-5- The model will not be scanned after scanning
- Measure distance between Anea Tower and Platform, check accuracy with software locating guide
- Ask person to stay steady during scan

Chapter 7 – Support

7-1 Device failure

In case of device failure, the buyer can notify the company at any time through the following methods:

- Call the company's after-sales service department at 09109101170
- By sending an e-mail to the company's after-sales service department **support@anea3d.com**

After announcing the breakdown of the device by the buyer, the company's experts with prior coordination to the maximum They repair and deliver the device within 72 hours. It is worth mentioning that the warranty service is provided only in the main office of the company or the representative offices of the company and the cost of sending and returning to It is the responsibility of the buyer.

In case of system failure and the buyer's insistence on referring to experts, their travel and accommodation costs will be borne by the buyer if necessary.

7-2 Training

After delivery of the sold device to the buyer, the buyer is obliged to have the manual of the device Read from beginning to end and in case of any ambiguity, contact the company's public relations or after-sales service.

- The training is done once and after the delivery of the system to the buyer and with the coordination of the buyer.
- In case of announcing new people by the buyer, the training of these people will be done according to a separate contract or the type of support contract.

7-3 Call mechanism

In case of occurrence or identification of any problem in the device system, Industrial Solutions Company Sarang obliges all product owners to recall this problem Inform and take action to resolve it as soon as possible. Call from below it is done by Sarang Industrial Roads Company:

Therefore, buyers are required to announce a landline and a Valid mobile number at the time of purchase.

- Through direct telephone contact with product owners
- Through public announcement on the company's telegram channel.

7-4 Communication mechanism and measuring customer satisfaction

Sarang Company as a customer-oriented organization is one of the most important goals Sees satisfaction and obtaining valuable opinions of product user experts and in this regard, measuring customer satisfaction as one of its main challenges to monitor and improve Your satisfaction with the 3D body scanner counts.

Due to the great impact of valuable expert opinions in improving the system and achieving the product Better and in accordance with the needs of customers, hereby your communication mechanisms with the company are introduced. By visiting the company website **www.anea3d.com**, you can get information about The product participates in the customer satisfaction measurement plan and informs us of its valuable opinions Kurds.

After sales service unit of Sarang Co.

You can also request repairs or comments by contacting the company's after-sales service unit. To do this, you can call 09109101170.

Email

E-mail The company's after-sales service unit is another way of communicating with the company Sarang Co. You can address your comments Send support@anea3d.com.