



**Date:** Date

**To:** ReWalk System Owners, Companions, Distributors and ReWalk Certified Physiotherapists

**Subject:** Customer Communication Letter - Proper Operation and Storage of the ReWalk System Batteries

**Relevant Systems:** ReWalk Personal 6.0, Personal 5.0 and ReWalk R Systems

Dear Customer:

In the interest of promoting optimal performance of your ReWalk System batteries, we would like to highlight the importance of the below guidelines:

- General:
  - Do not charge the batteries while wearing the device.
  - If the battery usage time becomes much shorter than usual, contact your ReWalk representative.
  - Do not store, charge or use the system in an environment where the ambient temperatures may be higher than 113° Fahrenheit (45° Celsius) or lower than 32° Fahrenheit (0° Celsius).
  - Improper handling of the ReWalk Main and Aux rechargeable batteries may cause chemical leakage, heat, smoke, fire, or an explosion.
- During System Charging:
  - When connecting the charger to the system, make sure the connector is securely screwed in place.
  - Do not charge the batteries continuously for more than 8 hours. If the battery is not fully charged after 8 hours - discontinue charging, stop the usage of the system and call your ReWalk Service representative.
  - Make sure to fully charge the system after each use.
  - The system is fully charged when the charger LEDs are **Green**.
  - Do not charge the system if the charger LEDs are flashing - discontinue charging, stop the usage of the system and call your ReWalk Service representative.
- Charging Before System Storage:
  - Short term storage (7 days or less)
    - The system must be fully charged before storage.
    - The ReWalk system should be fully charged at least once a week.
  - Long term storage (more than 7 days)
    - Fully charge the system before storage, then turn off the system, open the waistpack and disconnect the Main and Aux battery plugs (refer to the relevant steps in the User Guide).
    - For first use after storage – connect the plugs, close the waistpack and charge the system until the charger LEDs are **Green**. Do not charge the batteries for more than 8 hours.



- ReWalk System or Batteries Transportation:
  - For air shipments follow the International Air Transport Association (IATA) requirements.
  - Contact your airline representative or ground shipper and follow shipment guidelines.

For any questions please contact your ReWalk Representative.

Sincerely,

To be completed before sending

- References to Battery Plug Disconnect and Connection:
  - ReWalk Personal 6.0 User Guide, follow the relevant steps in sections 10.4 and 10.5
  - ReWalk Personal 5.0: User Guide, follow the relevant steps in sections 9.2.2 and 9.2.3
  - ReWalk R: Operation Guide, follow the relevant steps in sections 8.2.2 and 8.2.3