

**STANDARD OPERATING PROCEDURES
FOR THE INSTALLATION, TRAINING &
ACCEPTANCE OF THE SYNTOUCH TOCCARE®
HAPTICS MEASUREMENT SYSTEM**



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ABOUT THIS DOCUMENT

The purpose of these standard operating procedures (“SOPs”) is to ensure the safety of the operators of the Toccare Haptics Measurement System (“Toccare”), the Toccare’s integrity, and the fidelity of its measurements. This is not a detailed user manual for the operation of the Toccare. Procedures and questions not covered in this document may be obtained by requesting technical support from SynTouch.

These SOPs are pursuant to the *Policies for the Use, Support and License of the Toccare Haptics Measurement System* (“Policies”) and are to be strictly followed to be eligible for any warranties. Specifically:

- Only Certified Toccare Operators may operate the Toccare. Certified Toccare Operators must be certified by SynTouch, which training by SynTouch.
- Certified Toccare Operators must comply with both these SOPs and the Policies. Non-compliance may result in personal injury, damage to the Toccare or the BioTac sensors, low-fidelity data, or termination of SynTouch’s support and licensing obligations.

Related documents

These documents are located at syntouchinc.com/toccare-policies-and-sops

- *Policies for the Use, Support and License of the Toccare Haptics Measurement System*
- *Standard Operating Procedures for the Use of the SynTouch Toccare Haptics Measurement System*
- *Limited Warranty for the Toccare Haptics Measurement System*

Alerts and tips

This document contains four types of alerts that highlight especially important facts and procedures:

COMPLIANCE. Mandatory for compliance with the Policies.

SAFETY. Mandatory for prevention of injury to the operator.

DATA FIDELITY. Important for Toccare’s accurate capture and reproduction of measured haptics.

RECOMMENDED PRACTICE. Recommended for optimal use and performance of the Toccare.

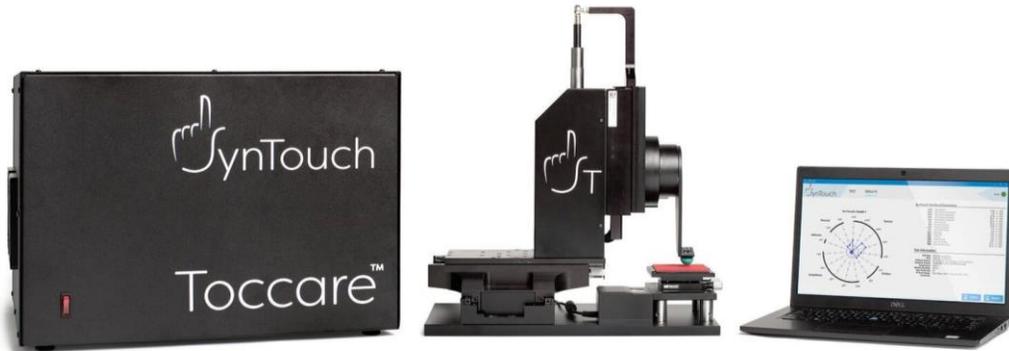
TECHNICAL SUPPORT

SynTouch's obligations to provide technical support are set forth in the Policies. SynTouch only responds to requests for technical support submitted by Certified Personnel on the SynTouch Help Desk at syntouch-inc.com/support.

- Technical support by SynTouch covers issues related to the Toccoare's standard operation, the Toccoare SOPs, the Policies, and the supply of BioTac sensors.
- Unless agreed upon in writing by SynTouch, technical support does not cover:
 - Personnel training.
 - Customization of the Toccoare, including fixtures or non-standard test movements.
 - Design, review or interpretation of studies and tests.
 - Support of third-party software or equipment not supplied by SynTouch, such as statistical analysis software.
 - The service or maintenance of the Toccoare performed at either SynTouch's or Customer's premises.
 - Out-of-pocket expenses such as travel, supplies and shipping incurred by SynTouch to provide technical support.

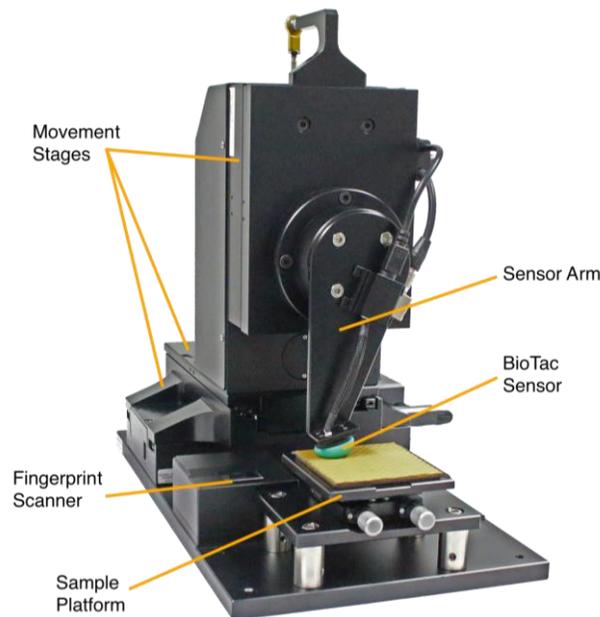
THE TOCCARE SYSTEM

The Toccare consists of three main components plus ancillary documents, minor components, cables, toolkit, reference sample materials, and accessories.



Controller. The black box that contains the Toccare’s electronics and power supply.

Test Station. Consists of the sample platform, sensor arm, BioTac® Sensor, movement stages, and fingerprint scanner.



Computer Console. A computer for the exclusive use by Certified Toccare Operators to operate the Toccare using the Toccare software (“STS”).

Environment Sensor. Located near the sample platform to record temperature, relative humidity and barometric pressure.

COMPLIANCE

The following actions are not allowed under any circumstances:

- Lift, carry or move any part of the Toccare, which must remain exactly as it was installed by SynTouch, except for (a) the replacement of BioTacs on the Test Station and (b) minor movements of the Computer Console, E-stop or the environment sensor to accommodate non-standard testing fixtures or samples as long as these components are not disconnected from the Toccare even momentarily.
- Dampen or apply water to the Toccare, including placing the Toccare in a humid environment.
- Substitute, modify, adjust, or unplug components and accessories installed by SynTouch including, but not limited to, data cables, electrical cables, zip ties, power strips, connectors, knobs, and switches.
- Connect any peripheral or external device(s) to the Toccare except for passive removable storage media connected to an open USB port on the Computer Console for the sole purpose of exporting data.
- Perform actions that could be interpreted as an intent to tune, adjust or modify the Toccare's performance.
- Disassemble or open any component or sub-component including, but not limited to, the Controller, Test Station, BioTacs, and Computer Console.
- Modify any setting or the configuration of the Computer Console.
- Connect the Computer Console to any internal or external network, or the internet.
- Install, modify, or delete, any software on the Computer Console.
- Subject the Toccare to non-approved environmental conditions (see next section).

SITE PREPARATION

ENVIRONMENTAL CONDITIONS

COMPLIANCE

Operating the Toccare outside these environmental conditions may damage the equipment or cause low data fidelity:

Temperature	10–30°C (50–95°F)
Relative humidity	10–90% – non-condensing

BEST PRACTICE

Temperature	22°C (~72°F) +/- 1°C
Relative humidity	50% +/- 3%

DATA FIDELITY

External sources of vibration (electrical and mechanical) will affect data fidelity.

The Test Station may be installed on a granite block intended to dampen extraneous vibrations. This does not guarantee that the Toccare will be isolated from all vibrations from external sources located on the same or a contiguous surface. Sources may include but are not limited to:

- other instruments
- lab equipment
- cell phones
- laptops
- fans
- HVAC system

ELECTRICAL

The Toccare can operate on any [power input worldwide](#), which SynTouch will configure prior to shipment of the system. Customer will provide SynTouch with the following information:

- Country or territory of installation
- Plug type
- Single phase voltage
- Frequency

TABLE OR LAB BENCH

The Toccare's Test Station, Console and Environmental Sensor must be placed on a table or bench that meets these requirements:

- Must be rigid to support the dynamic mass of the Toccare. This translates to the requirement of high lateral stiffness, and load capacity. Recommended table linked [here](#) or similar.
- Preferred: Securely fasten the table to the floor.
- No wheels or casters even if they are lockable.
- Lab benches may be used if they are extremely sturdy and meet or exceed the space and loading requirements of the above-specified table. Minimal dimensions: W 60" x D 28" x H 30".
- Air tables or other dynamic benches are **not acceptable**.

The Controller may be placed on or under the table but must be no more than 24" from the Test Station. The Controller may be placed on the floor or on a wood or metal shelf if it can support 50lbs (25kg) without any deformation whatsoever.

Customer will supply SynTouch with a picture of the table or lab bench prior to the arrival of SynTouch's representative for the installation of the system.

GRANITE SURFACE BLOCK

SynTouch will provide a granite surface block measuring 12" x 18" x 3" where the Test Station will be placed.

CONSUMABLES

SynTouch recommends the following consumables:

- Lint free wipes
- Isopropyl wipes

INSTALLATION OF THE TOCCARE

CUSTOMER'S RESPONSIBILITIES

Customer will:

- Receive the packages sent by SynTouch to the address provided by Customer.
- Move the packages to the room where the Toccare system will be installed.
- Safekeep the packages and ensure their physical integrity until the arrival of the SynTouch representative.
- **Not open the packages and not remove the contents of the packages.** Only an authorized SynTouch representative can perform these actions.
- Prepare the room and work area where the Toccare will be installed in strict compliance with this document's guidelines, and the room and work area ready before the SynTouch representative arrives to install the Toccare.
- Promptly respond to SynTouch's requests to rectify conditions in the room or work area that would prevent the Toccare from operating properly and safely.
- Designate the individuals who will be the Certified Toccare Operators and ensure that they are available and undistracted from other tasks and obligations during the scheduled training time.

SYNTOUCH'S RESPONSIBILITIES

SynTouch will:

- Certify that the room and work area where the Toccare will be installed has been prepared in compliance with this document's guidelines.
- Inspect the packages for possible damages during transportation and handling by Customer.
- Open and unpack the packages.
- Install the Toccare's components.
- Notify Customer of any incident, occurrence, condition, or circumstance that might prevent SynTouch from completing the installation successfully.
- Certify that the Toccare conforms with its functional, technical and safety specifications.

TRAINING

SynTouch will train and certify the individuals designated by Customer to be Certified Toccare Operators. The number of individuals will be mutually agreed upon by Customer and SynTouch.

The training will be conducted at the location mutually agreed upon by Customer and SynTouch.

Training will include the Toccare's functional description, operation, safety, maintenance and troubleshooting in conformance with the *Standard Operating Procedures for the Use of the SynTouch Toccare Haptics Measurement System* and the *Policies for the Use, Support and License of the Toccare Haptics Measurement System*.

Training typically lasts 16–24 hours during regular work hours over 3–4 working days. Customer will ensure that the Certified SynTouch Operators are available and undistracted from other tasks and obligations during the scheduled training time.

CERTIFICATION AND ACCEPTANCE FORMS

SYNTOUCH CERTIFICATION OF THE TOCCARE SYSTEM

Toccare serial numbers	
Test Station	
Controller	
Console	
Installation location	
Customer	
Country	
Street address	
Building #	
Room# / Lab #	
Lab point of contact	
Name	
Email	
Mobile phone	
Environmental conditions	
Temperature	
Relative humidity	
Vibrations, noise, other interference	
Electrical	
Country / Territory of Installation	
Plug type	
Single phase voltage	
Frequency	
Table & granite block	
Functionality	
Data fidelity	
Calibration	
Authorized SynTouch representative	
Name	
Title	
Email	
Phone	
Date	
Signature	
Notes	

SYNTOUCH CERTIFICATION OF CERTIFIED TOCCARE OPERATORS

Location of Toccare system	
Name of CTO	
Title	
Email	
Phone	
Signature	
Date	
Name of CTO	
Title	
Email	
Phone	
Signature	
Date	
Authorized SynTouch representative	
Name	
Title	
Email	
Phone	
Signature	
Date	
Notes	

CUSTOMER ACCEPTANCE OF THE TOCCARE SYSTEM

The authorized Customer representative accepts the Toccare Haptics Measurement System; and certifies that SynTouch has installed the Toccare in conformance with its functional, technical and safety specifications, and trained Customer's Certified Toccare Operators	
Toccare serial numbers	
Test Station	
Controller	
Console	
Installation location	
Customer	
Country	
Street address	
Building #	
Lab #	
Authorized SynTouch representative	
Name	
Title	
Email	
Phone	
Signature	
Authorized Customer representative	
Name	
Title	
Email	
Phone	
Signature	
Date	
Notes	