FAQ

BEFORE YOU BUY

Compatibility

- Most newer models of iPhone (TBD), and Android phones.

Is Flow-EZ available in my language?

- It will be defaulted to and compatible with your OS language setup in your phone.

Which Flow-EZ products are available in my country?

What communications are required to setup Flow-EZ?

- Flow-EZ does not require cellular service. A phone that only has Wi-Fi will work fine.
- However, connectivity of Bluetooth 5 is required to create an account.

HOW TO ORDER

How can I place the order?

- Leave the order form on site to fill out the order form, or pre-order on our website.

Do you accept credit cards?

- Yes. We accept all kinds of credit cards, PayPal, etc.

What payment options are available?

- For US users, the Flow-EZ devices can be purchased securely online at store.alivecor.com using:
  - Major Credit Cards (Discover, MasterCard, Visa, American Express)
  - PayPal
  - Other country payment types will vary.

Can I cancel my order?

- Yes, you can.
- Please email support@above-care.com by 6:00pm Pacific Time on the day you place your order. Be sure to include your order number. Orders that have already been processed or shipped cannot be cancelled.

Is Flow-EZ for Sale in my Country?

- Currently in USA and Taiwan.

What is its warranty period?

- It is one month under normal usage.

HOW TO SETUP ON MY CELLPHONE

Firstly, download the Flow-EZ app?

- Open your App Store or Google play store and search for "Flow-EZ", and tap to download it for free.
- You can use this link to go the Flow-EZ app directly:
- Flow-EZ on the Apple App Store
- Flow-EZ on the Google Play Store

Can I download the Flow-EZ app onto my Apple iPad, Mac or Watch?

- We don't support those devices currently

User Manuals

- English (pdf)
- Chinese (Traditional) (pdf)

Setting up your Flow-EZ (video)

- See the Following video link
  https://drive.google.com/file/d/1xGZBLplebt5gLuJ02ZSBjOy7kkeFBiv8/view?usp=share_link

CREATING AN ACCOUNT

Setting up your Flow-EZ account

- Please refer to user manual

How do I create an account? (Please refer to user manual)

- To create a new account you must download and install a Flow-EZ app to a compatible phone.
- When you launch the App you will be given the option to "Create Account". Follow the onscreen directions, providing required information as you. When complete, you will be in the app where you can choose to record your first signal with your Flow-EZ device.

Do I have to create a Flow-EZ account?

- Yes, a personal account is required. You will need to create a Flow-EZ account from the Flow-EZ app to use the Flow-EZ product.

YOUR FIRST FLOW-EZ

How do I take my first Flow-EZ?

- After your account setup is complete, when you want to record your first signal.
- For the Flow-EZ, open the phone app, place the device lightly and firmly on the skin surface of your fistula or graph in a way that no ambient noise will come into the recording microphone, and tap "Record", then keep it still and wait for the progress bar to end and pops up the "Normal" or "Possibly stenotic".

Will I have to pay for a result of each Flow-EZ?

- No, every EKG gets an automatic and instant algorithmic result from our Flow-EZ determination's. It can give you results like Possible, Normal.
- A subscription is not needed to take EKG readings and get your Flow-EZ analysis results.
- We do offer an optional service to additionally have your EKG sent to our Clinician Review service, where you can have your EKG read by a real-life human Clinician. Clinicians can identify many more arrhythmias than Above Care is cleared to give. (Offerings of review types vary country to country.

PRODUCT

- Is this product on the market?
  - Yes, it's just that the delivery time is two to three months, so we offer a half-price discount.
- Is this a medical product?
  - Currently it is still a digital health device, we will apply for domestic and foreign medical certification, such as FDA.
- Who is suitable for it?
  - It is mainly used by two types of people, one is patients with kidney dialysis, and the other is patients who have had or will have a stroke and have carotid artery stenosis.
- Do I need a doctor's order?
  - Because the operation is simple, there is no need for a doctor's instructions, but once there is a stenosis display, please notify your doctor immediately.
- Can it be used at home? How many times a day should be measured?
  - Yes, it can be used at home and can be used anywhere. We recommend measuring once or twice a day.
- How accurate is it?
  - According to our clinical test, the accuracy is 85%.
- If it is too high, should I go to the doctor?
  - Stenosis too high
- Is it waterproof?
  - No. So the unit should not soaked in the water or under heavy rain.
- There is no power button, how do I turn it on and off?
  - The device is built with a G-sensor, therefore the power is turned on automatically if it is moved, and off if placed on the flat surface for about 10 seconds.
- What does it measure?
  - The result shows whether you might have a low chance of excessive stenosis, or very likely to be stenotic.
- How often should I measure?
  - We suggest at least once per day

- What is the meaning of "possible stenotic"?
  - Meaning you might have a high chance of serious stenosis
- What is the meaning of "Normal"?
  - Meaning you might have a low chance of serious stenosis
- Does it employ Artificial Technology?
  - Yes. We leverage the big dataset of dialysis to analyze the likelihood of stenosis condition

YOUR PERSONAL DATA

Is my personal information safe?

- Yes. Most of your personal data resides in your cellphone, only the data needed for analysis is uploaded to the secured cloud platform, where no personal info is transmitted.

Where is my personal information kept or stored?

- Currently in the Amazon Cloud storage

PRICING

What is the price of this product?

- The original price is US$1000, so it is NT$1600, but now it is half price, and only the first 100 orders can enjoy the discount.

DEVICE SETUP

What can it detect?

- We use the flow velocity in the blood vessel to measure whether the blood vessel is narrowed.

What does it include?

- The sensing device to detect your vessel sound, just like a stethoscope
- The mobile App to receive the signal from the device and send to the cloud to process
- Communication - cellphone and cloud
- Cellphone App
- Does it have a hardware device?

Does it have battery?

- Yes, rechargeable one
- How do I charge the battery?
- Do I need to replace the battery?

What type of cell phones does it support?

- iPhone

- Android phones

What is the price?

- Subscription (refurbished)
  - Monthly $10
  - Yearly $100
- Purchasing (un-opened)
  - One-time fee of $200
- Shipping & Handling fees applied for order
- Re-stocking fees applied for return
  - How accurate is Flow-EZ?
    - It is currently 80% accuracy based on hospital's clinical data, in other words, the data is taken from the diseased patents as well as health one.

How to order Flow-Ez

- Please refer to Order section

Does it have RF? Eg. Bluetooth or WiFi

- Yes

What version of Bluetooth?

- V5

Is it backward compatible?

- Yes, for most cellphone models

Is it FCC certified?

- Yes.

APP SETUP

Is this product cloud computing?

1. Yes, this product adopts artificial intelligence, uses a large amount of data, and obtains more accurate analysis results by machine learning.

Is he doing calculations on his mobile phone?

1. No, it is calculated by artificial intelligence in the cloud.

Can I see past data?

1. Currently we provide one month of historical data.

Why fill in race?

Do I measure both left and right?

1. It is recommended to measure as long as there is a suspected narrow side.

Up and down too?

1. We recommend to measure once on the top and one on the bottom, so that narrower intensity can be collected.

What is the effect of listening to the sound? How to listen?

1. Bluetooth earphones are required to listen. In the future, it will be provided to remote doctors to listen to it, so that it is easier to judge.

1. Because the genes of different races are different, we need the categories of races to obtain more accurate data.

25. What does encoding mean?

1. Codes are used in dialysis centers or medical offices of hospitals to identify different patients who are tested with the same device, so codes must be used to identify them.

26. Which one should I choose between home and medical clinics?

1. If it is for home use or personal use, please choose home use, otherwise it is a medical place.

27. Should I use metric or imperial?

1. Taiwan uses the metric system, so please fill in values such as kilograms and centimeters.

28. What does the nearest narrow value mean?

1. Since we want to compare the stenosis of this device with the stenosis % measured in the hospital to make the analysis results more accurate, please fill in the stenosis % measured last time in the hospital as much as possible.

29. Why are the values I measured the same?

30. Because we only used this test for renal dialysis, and the carotid artery has different characteristics, so the prediction results will be different.

17. What does the above waveform represent?

1. The waveform represents the strength of the vibration generated by the blood vessel flow.

GENERAL

- Do I still need to see my family doctor?
  - Yes, absolutely! Flow-EZ provides only the reference data, it is NOT supposed to take the place of your doctors
- Do I still need to take blood pressure, blood fructose and cholesterol regularly?
  - Yes. You should keep what you're doing to monitor your cardiovascular functions and medical data.
  - Then what is Flow-EZ's role?

- It is taking the vessel's flow speed inside your artery (vain in dialysis), and judge if the flow is blocked or not, if yes, is there much blocked?

RETURN AND REFUND POLICY

Thank you for shopping at Above Care Inc.

If, for any reason, you are not completely satisfied with a purchase We invite You to review our policy on refunds and returns. This Return and Refund Policy has been created with the help of theReturn and Refund Policy Generator.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

- Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

- Definitions

For the purposes of this Return and Refund Policy:

- Applicationmeans the software program provided by the Company downloaded by You on any electronic device, named Flow-EZ

- Company(referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Above Care Inc, San Jose.

- Goodsrefer to the items offered for sale on the Service.

- Ordersmean a request by You to purchase Goods from Us.

- Servicerefers to the Application.

- Youmeans the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

YOUR ORDER CANCELLATION RIGHTS

You are entitled to cancel Your Order within 7 days without giving any reason for doing so.

The deadline for cancelling an Order is 7 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, you must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email:hello @above-care.com

- By visiting this page on our website:https://www.above-care.com/

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

▪ Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 7 days

- The Goods are in the original packaging

The following Goods cannot be returned*:

- The supply of Goods returned does not function as it should, such as "Bluetooth not to be detected or not transmitting", "not measuring signal", "not communicating with AWS (Amazon Web Services)", etc.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

*In cases of return of a faulty Goods, Company is entitled to charge repair fees and its associated taxes.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

▪ Returning Goods

You are responsible for the cost and risk of returning the Goods to Us, and $20 re-stocking fee. You should send the Goods at the following address:

Above Care Inc.
San Jose, CA 95124

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

- Gifts

If the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to You.

If the Goods weren't marked as a gift when purchased, or the gift giver had the Order shipped to themselves to give it to You later, we will send the refund to the gift giver.

- Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email:return@above-care.com

- By visiting this page on our website:https://www.above-care.com/

for example, goods are in the original packaging can be returned, that means the customer who received the device didn't open the package. (it should be rephrased as opened but under original condition would be acceptable.)

Following goods cannot be returned if the device does not function as it should won't make sense under mentioned condition. because there would be no way to prove that if the device itself was sent under malfunction. it should be rephrased to if the device received malfunction when opened, then its eligible for a return. but if it was working and had working reports over the app before 7 days and reported malfunction then its human fault.