

Aidplex ScolioSense Online Platform Instructions for Use

Document version: 7

Manufacturer: Aidplex

Last modified: 02-11-2025



Online Platform Instructions for Use

This manual is about the **ScolioSense** online platform of AIDPLEX SCOLIOSIS, under the trade name **ScolioSense**, a product of Aidplex. The information content is owned by Aidplex and is provided only for the operation of Aidplex devices and software.

This manual is subject to change.

Last edition: <https://scoliosense.com/Home/SupportEN>.

Contents

Contents	2
Introduction	3
The company	3
Important safety note	4
CONTRAINDICATIONS	4
INDICATIONS	4
WARNINGS AND PRECAUTIONS	5
General Operating Conditions	5
Operating environment	5
ScolioSense Online Platform	6
User Qualifications	6
Description	6
Getting started	7
New User Registration	7
User account login	8
Patient Page	8
Patient page for clinicians	8
Add patients	11
My account (My Profile)	15
Patient tab (Patient details)	17
Patient tab for clinicians	17
Pressure Chart Page (Adjustment graph)	22
Pressure Trendline	22
Edit patient page	23
Brace setting-Calibration	23
Help	27
Notifications	28
Compliance Report	28
Pressure Drop Report	28
Sync Status Report	29
Missing Adjustments Report	29
Patient Preferences	30
Forgot password	31
Email Report	32
Troubleshooting	33
Legal information	34
Service policy	35
Warning	35
Contact info	35

Introduction

Intended Use:

The AIDPLEX SCOLIOSIS is a system designed to ensure the good quality of use of scoliosis braces. It is intended to be used in combination with another medical device e.g. (Boston back brace, Cheneau brace, Rigo-Cheneau brace, custom-made braces). The system provides the ability to secure and assure the quality of the treatment of scoliosis with a brace and the ability to remind the patient about the appropriate fitting of the brace based on the instructions of the supervising clinician.

It consists of three subsystems:

- a wearable device with analog and/or digital sensors (e.g. pressure sensors) retrofitted on any type of scoliosis back brace,
- a mobile application for patients with scoliosis to track the wearing time of their brace and to remind them to continue wearing the brace as indicated by their clinician, and
- a web application for their supervising clinicians to assure the adherence to treatment of their patients, the quality of their wearing time based on the correct fitting of their patients' braces.

AIDPLEX SCOLIOSIS, under the trade name of **ScolioSense** consists of: the wearable device (**ScolioSense** device), the mobile application (**ScolioSense** app) and the web application (**ScolioSense** online platform).

To install the **ScolioSense** device, you need:

1. The **ScolioSense*** device.
2. One to three pressure sensors*.
3. A square and a round piece of velcro tape to install the device*.
4. **A special foam** cover for the sensor cables.

*included in the device packaging

The company

Aidplex operates in the health sector intending to improve the quality of life of patients.

More information: www.aidplex.com.

Important safety note

CONTRAINDICATIONS

The **ScolioSense** device is not intended for:

- Any other use besides a scoliosis brace.
- Direct contact with the body, open wounds, burned tissue, near the eyes, and near fractures.
- Different conditions beyond scoliosis and for patients who are not **ScolioSense** users.

The web application is not intended for:

- Any other use than the supervising clinician and authorized personnel.
- Use as a patient list for different conditions.

The mobile application is not intended for:

- Any other use than the scoliosis patient and user of the Aidplex system with the permission of the qualified clinician.
- Simultaneous use from multiple mobile devices.

INDICATIONS

ScolioSense is indicated for:

- Scoliosis patients undergoing treatment with the use of a brace and using the **ScolioSense** app and the **ScolioSense** device.
- Supervising clinicians with scoliosis patients undergoing treatment with the use of a brace using the **ScolioSense** online platform.
- Ensuring and assuring the course of scoliosis treatment with the use of a brace.
- Ensuring the fitting and use of the brace in accordance with the instructions of the supervising clinician.
- Reminding the patient about the appropriate fitting of the brace based on the instructions of the supervising clinician.

WARNINGS AND PRECAUTIONS

- Any use of the **ScolioSense** other than as indicated is prohibited.
- The **ScolioSense** online platform should only be used by supervising clinicians and authorized personnel.
- The **ScolioSense** app should only be used by scoliosis patients who are being treated with a brace.
- The **ScolioSense** device should only be installed on braces and only by authorized personnel who have followed an installation training program.
- The **ScolioSense** device must not be opened by unauthorized personnel.
- Patients should not interfere with connecting or disconnecting the sensors from the wearable device.
- The process of fitting the brace (calibration) inside the online platform should not be used to determine the fitting of the brace, but only to capture the appropriate fitting as defined by the supervising clinician.
- The calibration process in the **ScolioSense** online platform should not be used to determine the fitting of the brace, but only to capture the appropriate fitting as determined by the supervising clinician.

General Operating Conditions

Operating environment

To access the online platform, the user must have a web browser and an Internet connection. **ScolioSense** supports recent versions of Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge, and on iOS and Android mobile devices.

ScolioSense Online Platform

User Qualifications

ScolioSense is intended for patients with scoliosis, who wear a brace, and their supervising clinicians. The **ScolioSense** app and the **ScolioSense** device are used by patients. The **ScolioSense** online platform is used by medical or authorized personnel.

Description

The online platform has 7 pages:

1. Login page: Login to the platform.
2. Registration page (Register): Registering on the platform.
3. Patient Page (Dashboard): The main page of the **ScolioSense** online platform. Contains a patient summary as well as summary charts with patient information.
4. Patient Details page: Contains detailed information about the patient and his treatment.
5. Patient Edit page: The user can edit the patient information.
6. Profile page: The user can change their information and password for the **ScolioSense** online platform.
7. Help page (Help): The user can read the updated instructions for using the online platform.

Getting started

To visit the **ScolioSense** online platform, visit www.scoliosense.com.

New User Registration

To register on the **ScolioSense** online platform, use this [link](#). You will need to fill in your email address, and a representative of **Aidplex** will contact you to set up the account.

Thank you for your interest!

The registration process for Doctors and Manufacturers is **currently closed**.

To stay updated please provide us with your email address, and we will notify you accordingly when you are eligible to apply.



Notify me

Already Have Account? [Login now](#)

User account login

After creating your account, you can log in to the **ScolioSense** online platform using this [link](#) by filling in your login details.

Login

Enter your email address and password to login on the ScolioSense platform for Doctors and Manufacturers.

demo@aidplex.com

.....



☐ Remember Me

[Forgot your password?](#)

Sign in

[New to ScolioSense? Join now](#)

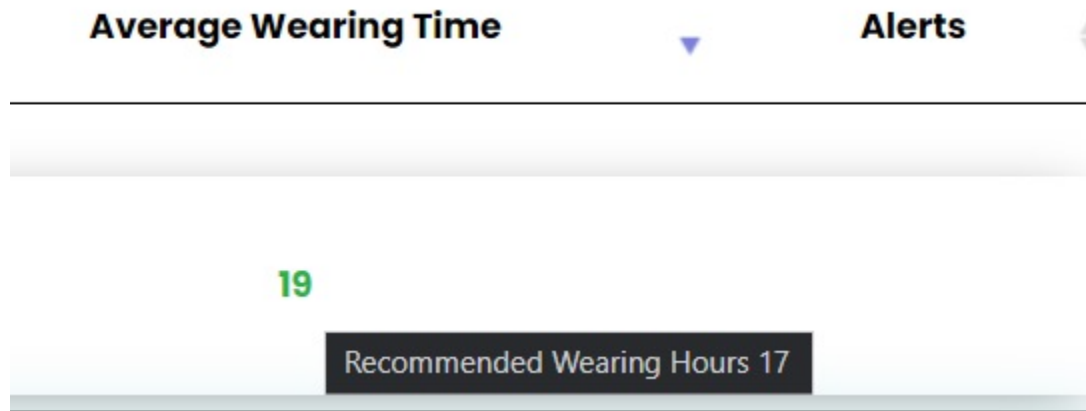
Patient Page

Patient page for clinicians

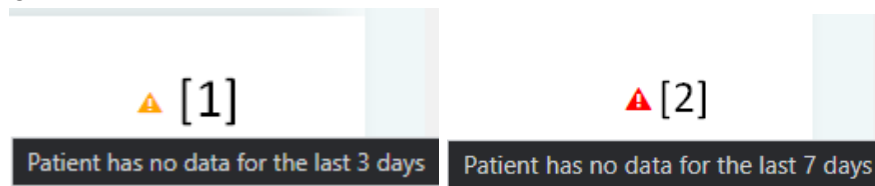
Under this section, you can see your list of patients. The list contains the First Name, Last Name, Scoliosis Type, Average Wear Time (of the brace), and Alerts.

Type of Scoliosis: The type of scoliosis is classified as S or C.

Average Wearing Time: The measurement appears Green when it meets the recommended time, otherwise it appears Red. Hovering the cursor over the measurement shows the number of recommended usage hours of the brace.



Alerts: Alerts indicate if the patient has had no data for the past 3 or 7 days. These alerts appear in orange in the first [1] case, while in red in the second [2] case.



My Patients					Search
First Name	Last Name	Scoliosis Type	Average Wearing Time	Alerts	
Dimitris	Moustakas	S	46	▲	
Argiris	Mouratidis	C	122	▲	
Dimitra	Natsidou	C	25	▲	
Aristotelis	Pallasidis	S	92		
Dimitris	Sakkoulas	C	34		

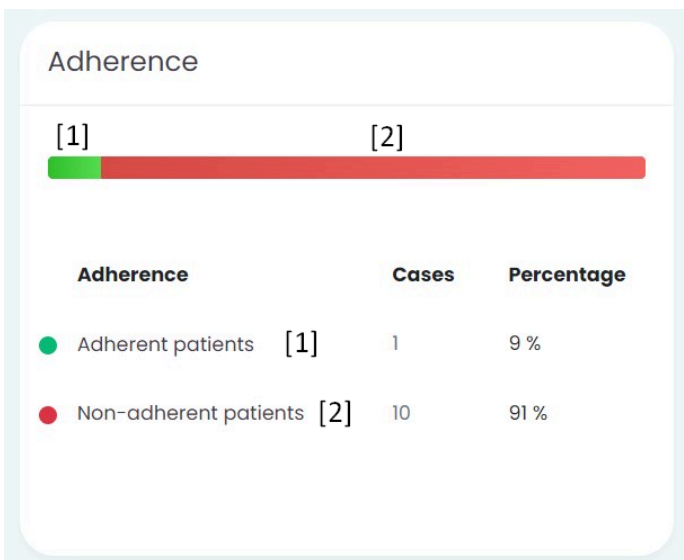
Previous 1 2 Next

Add patient

1. By pressing the “+ Add patient” button at the bottom of the patient list, you can create a [new patient account](#) on the platform.
2. Through the search bar, you can easily and quickly search for your patients.

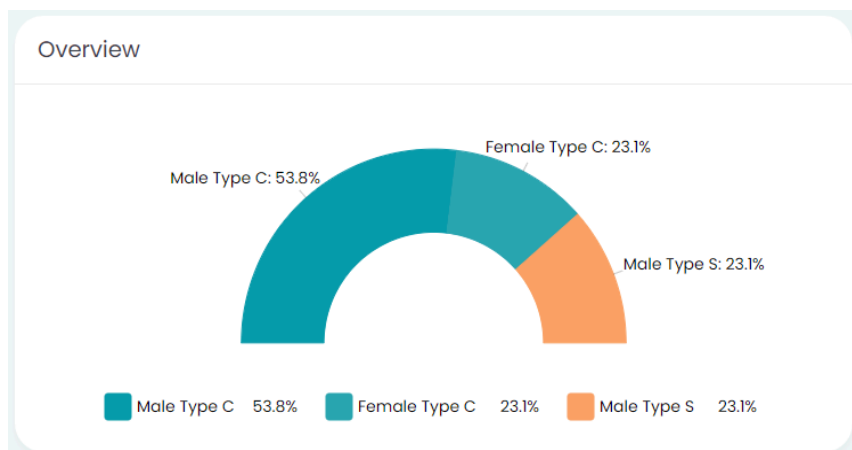
At the bottom of the Patient Page, there are 2 summary charts:

Adherence



1. Adherent
2. Non-adherent

Type of scoliosis by gender (Overview)



Add patients

Register new patient

 Patient

 Family

 Treatment

 Finish

Patient details:

Step 1/4

Fields with asterisk (*) are required

First Name *

Tasos

Last Name *

Anastasiadis

Date of birth *

06/17/2014

Sex

☒ Male ☐ Female

Height (in cm)

143

Weight (kg)

49

Next

In the **Account Patient Information Details** section for registering a patient, you should fill in the following information:

1. First Name
2. Last Name
3. Date of Birth
4. Gender
5. Height
6. Weight

All required fields are marked with an asterisk (*)

Register new patient

Patient

Family

Treatment

Finish

Family Information: Step 2/4

Fields with asterisk (*) are required

Email of the guardian* 

tasos@aidplex.com 

Address

Chalkeon 19, Thessaloniki

Time Zone* 

(GMT +2:00) Eastern European Time

Guardian's phone number*

Greece (+30) 6971554267

Guardian's weekly email report language

☒ English ☐ Ελληνικά

Back **Next**

In the Family Information step, enter the guardian's email address, phone number, home address, time zone, and select the preferred language for the guardian's weekly report. Remember that all required fields must be filled in to continue. Click Next to proceed to the treatment details.

1. **Guardian's Email Address** (This will be used to log into the ScolioSense app)
2. **Guardian's Phone Number**
3. **Home Address**
4. **Time Zone**
5. **Report Language**

***Patient Account Creation Policy**

During patient account creation, the option to provide an email address becomes available for individuals aged 13 and older.

- **Ages 13–14:** Patients in this age group may access the application using their email address **with verified parental or legal guardian consent**.
- **Ages 15 and above:** Patients aged 15 years and older may access the application **without restrictions**.

Treatment Information:

Step 3/4

Scoliosis Type Selection

Type S

For Type S scoliosis, 2 Main Sensors are needed 1 for each spinal curve to ensure precise monitoring.

Select Type S

Type C

For Type C scoliosis, 1 Main Sensor and 1 Support Sensor are needed to ensure precise monitoring.

Select Type C

Understanding Type C Scoliosis & Sensor Placement

For Type C scoliosis, two sensors are required:

- The first sensor is the **Main Sensor**, placed over the primary curvature.
- The second sensor acts as a **Support Sensor**, positioned opposite the primary curvature.
- This setup ensures optimal monitoring of the brace's corrective effect.

Scoliosis Type C - Sensor Placement

Sensor 1 Placement (Position this sensor on the most pronounced spinal curve) *

Left Thoracic

Type

Main Sensor

Sensor 2 Placement (Place this sensor on the opposite side of the primary curve) *

Right Thoracic

Type

Support Sensor

Add Optional Sensor ⓘ

In the **Treatment Information** step, select the type of scoliosis (**Type S** or **Type C**). Both types of scoliosis require **at least two sensors**.

1. **Type S Scoliosis** involves two spinal curves and requires **two main sensors**, placed at the apex of each curve.
2. **Type C Scoliosis** involves a single spinal curve and requires:
 - One **sensor** placed at the apex of the curve.
 - One **sensor** placed on the opposite side.
The support sensor monitors the **total daily fitting time** but does **not** determine whether the brace was worn in an adjusted or non-adjusted pressure ranges.

You can add another sensor by clicking the **Add Optional Sensor**

Starting Cobb Angle 1	Cobb Angle 1 with brace
25	10
Skeletal Maturity Scale	Sanders Maturity Scale
Sanders	Sanders 5
Recommended Wearing Hours	Manufacturer
18	Brace Manufacturer
BackNext	

Additionally, configure the Cobb angles, the recommended wearing hours, the skeletal maturity scale (Risser or Sanders), and select the orthotist or clinician responsible for this patient.

Once the process is completed, an automated email will be sent to the patient's email address.

Register new patient

Account

Personal

Treatment

Finish

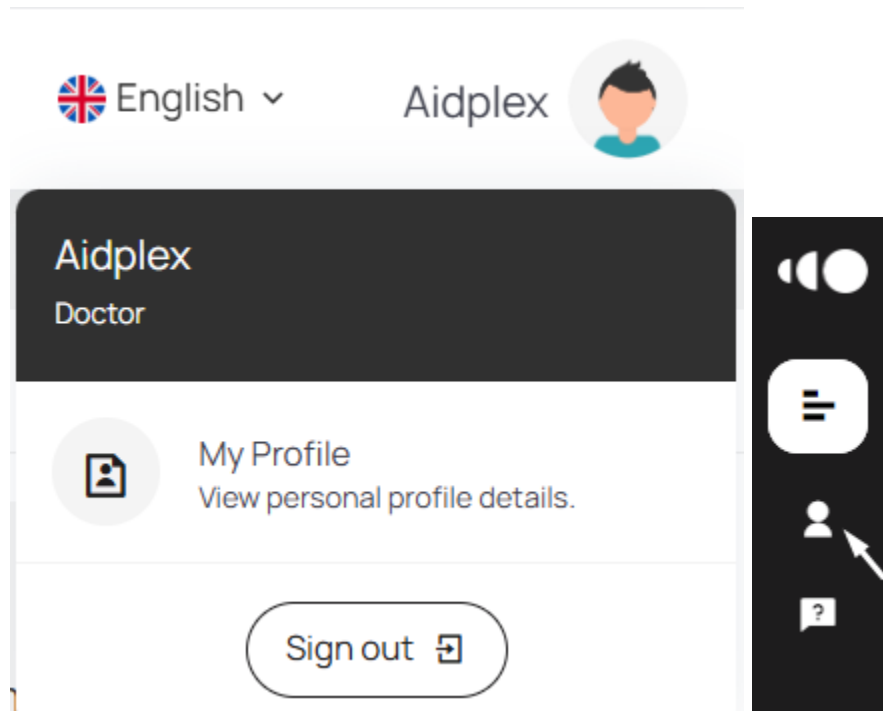
Finish:

Registering new patient

Step 4 - 4

My account (My Profile)

To view your account, select either your name in the top right and then select My Profile option or the profile icon from the side menu.



Through the profile screen, you can change the following:

- 1.Name
- 2.Surname
- 4.Telephone Number
- 5.Timezone

Important: The Email[3] address cannot be changed. In case you wish to change your email address, please contact the support department at support@aidplex.

To save your changes, you should select the “Save Changes” button[6].

Personal Information

First Name:	Last Name:
Aidplex [1]	Test [2]
Email:	Phone Number:
test@doc.com [3]	6971554247 [4]
Timezone	
(GMT +2:00) Eastern European Time [5]	
Save changes [6]	

If you wish to change your login password, you should select the “Change Password” tab[6]

Personal Information

Change Password

Change Password

Current Password:

[1]

New Password:

[2]

Confirm Password:

[3]

To change your password, you must enter your current password[1].

If the password is incorrect, a message will appear, as shown below.

You should then enter the new code in the section “New Password”[2] and confirm it in the field “Confirm Password”[3].

Current Password: Your password was incorrect.

To save the new password, you should select the “Submit” button.

Patient tab (Patient details)

Patient tab for clinicians

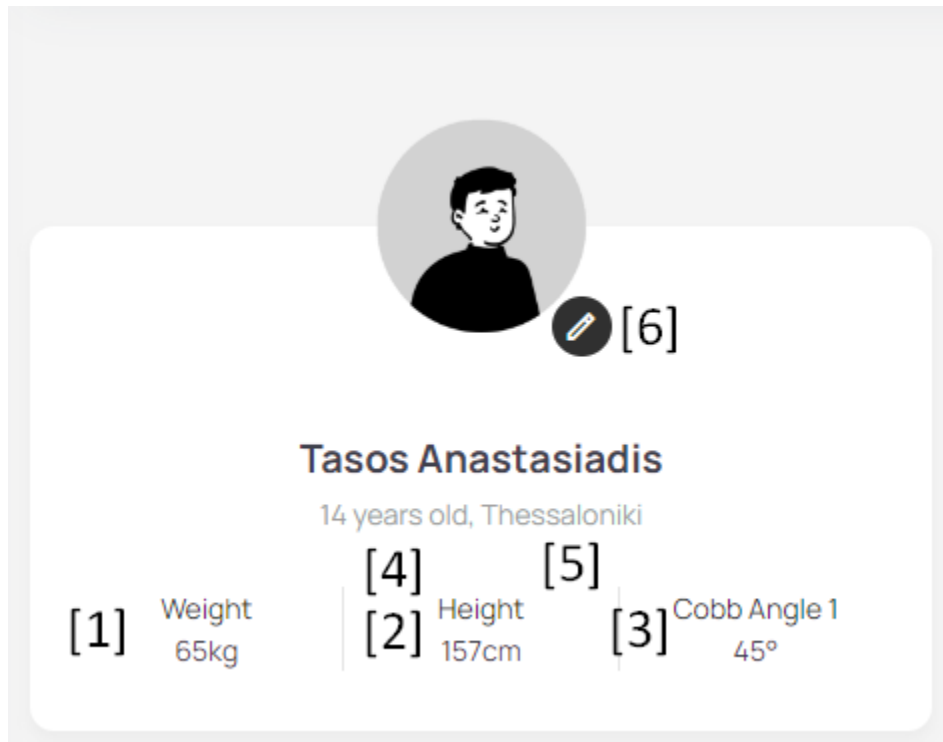
To see detailed information about a patient, you should select the patient from the list on the patient page.

My Patients					Tasos
First Name	Last Name	Scoliosis Type	Average Wearing Time	Alerts	
Tasos	Anastasiadis	S	14		
Previous	1	Next			

The first part of the screen shows personal information about your patient, such as:

1. Weight
2. Height
3. Current Cobb angle, (in case the patient has S-type scoliosis, then both Cobb angles are displayed),
4. Age
5. Location of the patient

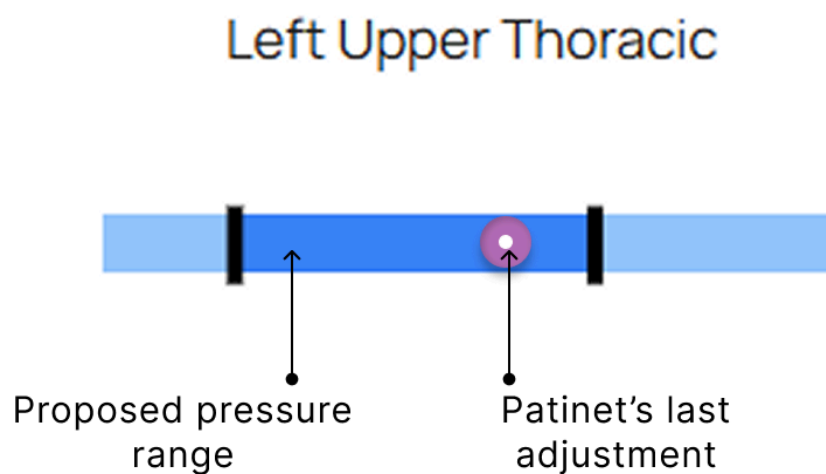
You can edit your patient details by pressing the “Edit” button[6] as seen below through the [Patient details modification page](#).



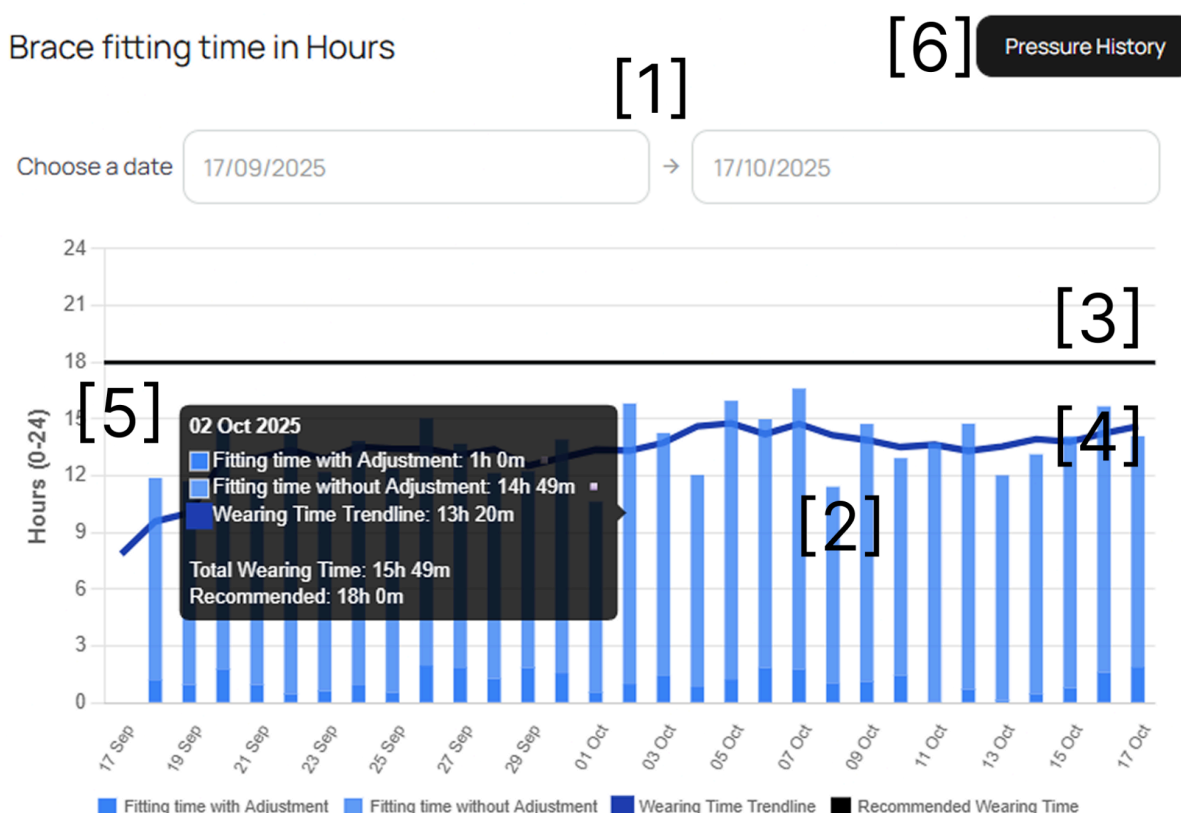
The image shows a patient details modification page. At the top, there is a circular profile picture of a man and an edit icon (a pencil inside a circle) labeled [6]. Below the profile picture, the patient's name "Tasos Anastasiadis" is displayed in bold. Underneath the name, it says "14 years old, Thessaloniki". Below this, there are three columns of patient data. The first column has a label [1] and the text "Weight 65kg". The second column has a label [2] and the text "Height 157cm". The third column has a label [3] and the text "Cobb Angle 1 45°". Above the second and third columns, there are labels [4] and [5] respectively. The entire page is enclosed in a light gray border.

[1]	[4]	[5]	[3]
Weight 65kg	Height 157cm		Cobb Angle 1 45°

Below the patient's personal information, the sensor pressure graphs display the recommended pressure range in green. The last brace adjustment is indicated with a purple marker, while orange sections indicate pressure readings outside the optimal range.



Next to the patient information is the patient brace usage summary graph. Each bar represents one day. The hours of use with the appropriate fitting of the brace[2] are represented in light green and the hours without in orange. Hovering over a bar shows more information about that day. The black line[3] refers to the appropriate hours of use of the brace. At the top of the chart, you can set a custom range of days[1]. The trendline representing the combined data from both the adjusted and unadjusted fittings is shown in blue [4]. When hovering over a specific day on the chart, a detailed summary for that day is displayed [6]. By selecting the **Pressure History** button [6], users can access a more in-depth chart illustrating the pressure applied to the sensors over time.



Next, to the usage graph, information related to the treatment course is presented such as:

1. The date that the treatment has started (date of enrollment in the **ScolioSense platform**)
2. Risser or Sanders classification
3. The Cobb angle
4. The Cobb angle while using the brace (in the case that the patient has S-type scoliosis, then both Cobb angles appear).

Finally, to start the [Brace setting-Calibration](#) you should press the button **Start Calibration**[1].

Status

Started on

29 September 2023

Risser classification

Stage 4

Starting Cobb Angle 1

45

Cobb Angle 1 with brace

43

Starting Cobb Angle 2

27

Cobb Angle 2 with brace

23

Calibrated by:

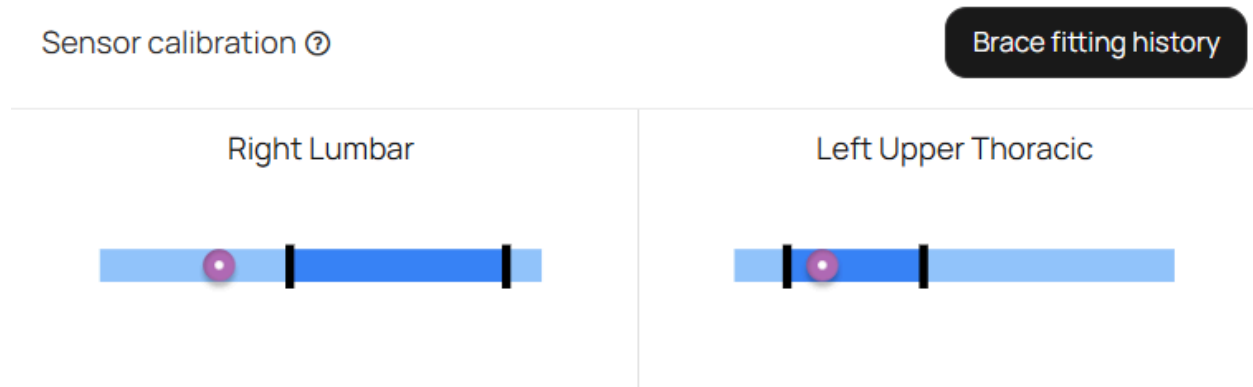
Demo Doctor

Start Calibration

[1]

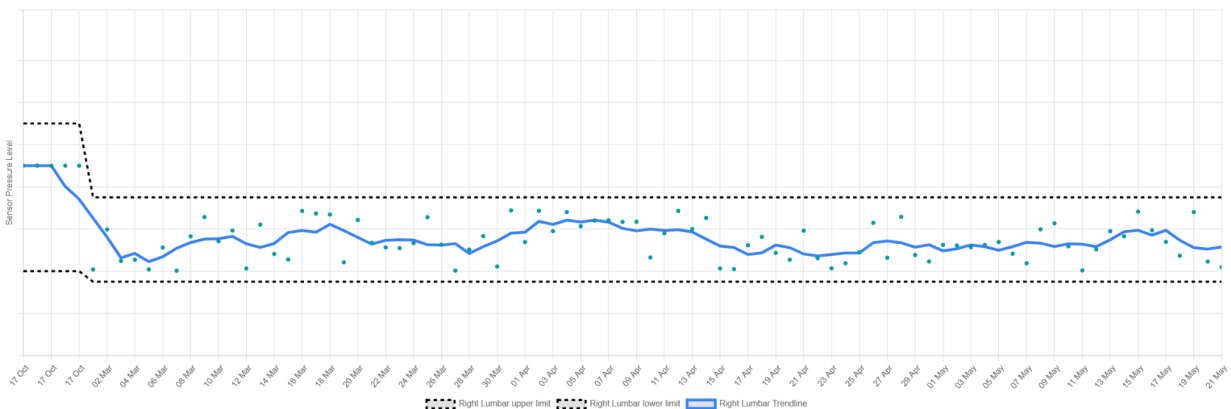
Pressure Chart Page (**Adjustment graph**)

Selecting the “Adjustment History” button within the Patient tab navigates the user to the Adjustment Graph page, where historical adjustment data can be reviewed.



Each graph represents one sensor showing adjustment data. The black dashed lines represent the upper and lower limits of the sensor's calibrated range, while the blue trendline shows the pressure pattern over time.

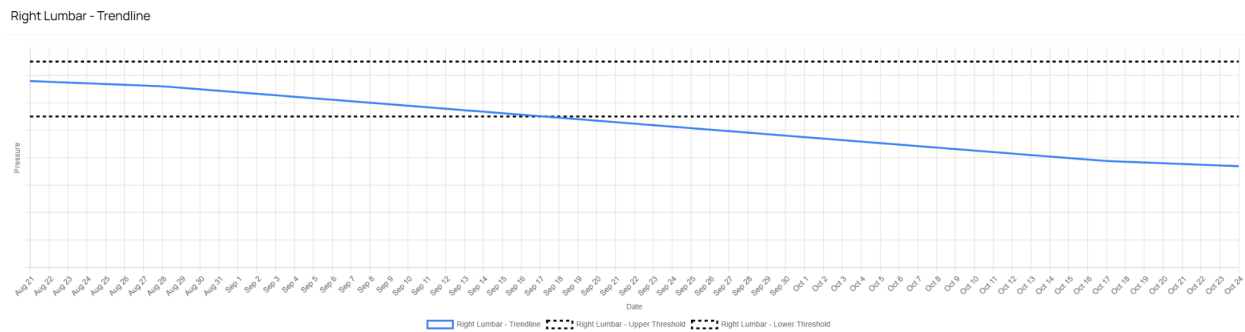
Right Lumbar



Pressure Trendline

Selecting the “Pressure History” button on the Patient tab navigates the user to the Sensor Time Analysis page, where pressure trendline data for each sensor is displayed across the patient's

complete history, including calibration threshold references.



Edit patient page

Through the “Edit patient page”, you can edit the patient’s information.

The patient can be deleted with the button “Remove Patient”[1].

CAUTION: The procedure of deleting a patient is **irreversible!**

To change a patient's **ScolioSense** device, you must select the **Change ScolioSense** device[2]. After changing the device, another calibration is required.

In case you change the number of sensors or the positions of the sensors, then another calibration is required[3].

To save the changes, you should select the button “Submit”[4].

In case you do not wish to save the changes, you can transfer to the patient's details without saving by pressing “Cancel Without Saving”.

Patient Information [1] Remove patient

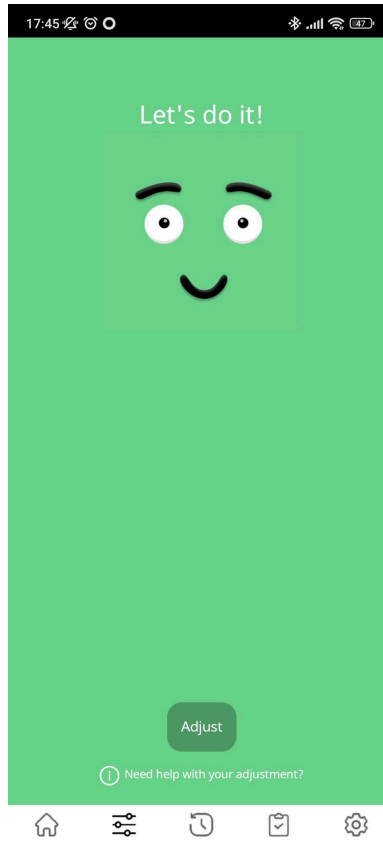
Fields with asterisk (*) are required

[2] Change ScolioSense Cancel Without Saving

[4] Save changes

Brace setting-Calibration

To adjust the sensors, the patient should wear the brace and be in an upright position. The correct fitting of the brace is defined by the user of the **ScolioSense** online platform. The patient must have the **ScolioSense** app installed on their mobile device, be logged into the app, and have an active Internet connection with Location and Bluetooth services enabled. The patient must also be on the adjustment page.



Calibration Type

- **Range Calibration (Recommended):** Sets both the **minimum and maximum pressure limits**. The patient's pressure readings must remain within this range to be classified as adjusted.
- **Threshold Calibration:** Sets **only a minimum pressure limit**. Readings **above this threshold** are considered adjusted.

Select a Method: Range vs. Threshold

Left Upper Thoracic



As a Range (Recommended)

Using a range sets both a minimum and a maximum. A patient's measurements must stay between these two values for their wearing time to be considered adjusted.

As a Range (Recommended)

Left Upper Thoracic



As a Threshold

Using a single threshold provides only one lower boundary. As long as a patient's measurements stay above this boundary, their wearing time is considered adjusted.

As a Threshold

Once you have fitted the patient's brace in the desired position, you should press the button, **Start calibration.**

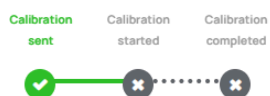
Then a notification is sent to the mobile device of the patient and the process of the calibration starts.

Calibration process

×

Calibration is about to start, make sure that:

- The patient is connected with a ScolioSense
- Pressure is applied to the sensors
- The patient is currently on the adjustment (Green) page on the ScolioSense mobile application



Close

Start calibration

During the calibration process, the patient should take two deep breaths and then breathe normally so that the pressure limits of the sensors are properly set.

Calibration process

×

Calibration is about to start, make sure that:

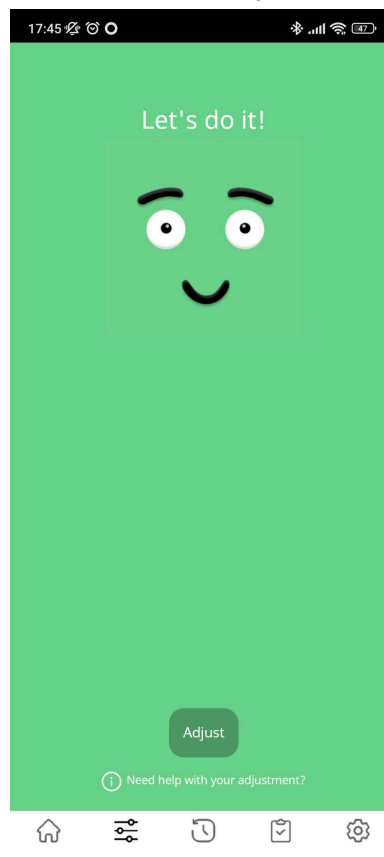
- The patient is connected with a ScolioSense
- Pressure is applied to the sensors
- The patient is currently on the adjustment (Green) page on the ScolioSense mobile application



Close

Start calibration

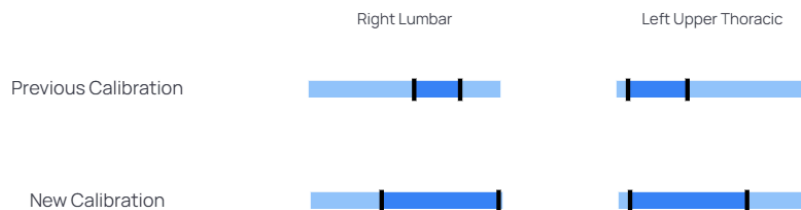
The process of setting up the brace is shown below through the **ScolioSense** app in an Android environment. The process is completed automatically.



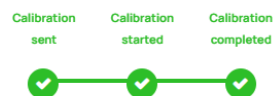
After the calibration process is completed, the window will refresh and the limits of the previous and new calibration will be displayed. The pressure range for recommended use is displayed in green, while the non-recommended range is displayed in orange.

Calibration is about to start, make sure that:

- The patient is connected with a ScolioSense
- Pressure is applied to the sensors
- The patient is currently on the adjustment (Green) page on the ScolioSense mobile application



Calibration completed successfully. You may now close this window or initiate another calibration by clicking Start Calibration.

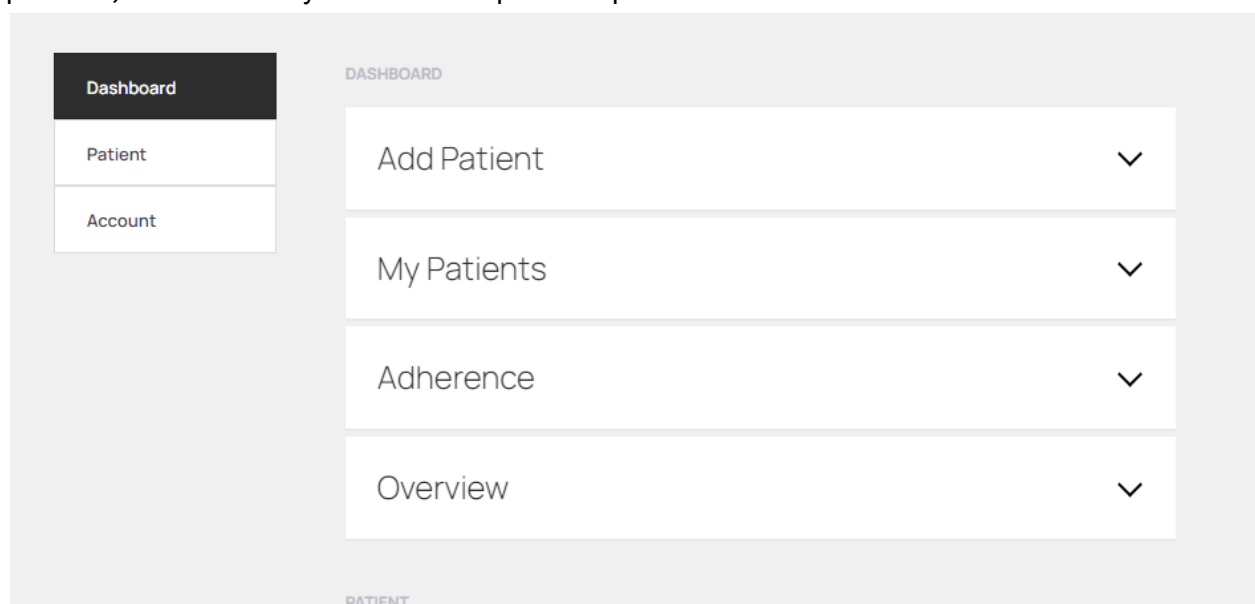


Close

Start new calibration

Help

Through the help page, you can learn more about all the functions of the **ScolioSense** online platform, as well as ways to deal with possible problems.



Notifications

Configure automated reports and alerts delivered to clinicians. The following notifications can be enabled per clinician with custom schedule and timezone:

- Weekly Compliance Report: summary of average wearing times per patient.
- Pressure Drop Report: daily analysis when wearing pressure falls below the selected threshold.
- Missing Brace Adjustments: patients who have not performed brace adjustments in the selected period.
- Data Sync Report: reminders when the device has not synced data recently.

Compliance Report

Track brace-wearing time for each patient compared to the prescribed target. Quickly spot patterns of non-compliance.

Weekly Compliance Report				
Patient	Last Sync	Wearing Time	Phone Number	Action
Emma Dubois	38 Days	14.4h / 18h Weekly average	306983581633	
Luca Moretti	25 Days	14.5h / 12h Weekly average	306973484612	
Sofia Marinou	5 Days	18.2h / 18h Weekly average	306987991501	
Jonas Schneider	0 Days	13.8h / 18h Weekly average	306983581633	

Close

Pressure Drop Report

Get alerted when a patient's sensor shows a significant drop in pressure — possibly indicating loosening, detachment, or misfitting.

Customizable: Set your alert threshold (e.g., 20%, 40%) to filter only critical cases.

Weekly Compliance Report				
Patient	Last Sync	Wearing Time	Phone Number	Action
Emma Dubois	38 Days	14.4h / 18h Weekly average	306983581633	
Luca Moretti	25 Days	14.5h / 12h Weekly average	306973484612	
Sofia Marinou	5 Days	18.2h / 18h Weekly average	306987991501	
Jonas Schneider	0 Days	13.8h / 18h Weekly average	306983581633	

Close

Sync Status Report

Stay informed about patients who haven't synced in X+ days — a quick way to detect disengagement or technical issues.

Weekly Compliance Report				
Patient	Last Sync	Wearing Time	Phone Number	Action
Emma Dubois	38 Days	14.4h / 18h Weekly average	306983581633	
Luca Moretti	25 Days	14.5h / 12h Weekly average	306973484612	
Sofia Marinou	5 Days	18.2h / 18h Weekly average	306987991501	
Jonas Schneider	0 Days	13.8h / 18h Weekly average	306983581633	

Close

Missing Adjustments Report

Identify patients who haven't made brace adjustments recently — including a breakdown of how many sensors remain out of range.

Weekly Compliance Report				
Patient	Last Sync	Wearing Time	Phone Number	Action
Emma Dubois	38 Days	14.4h / 18h Weekly average	306983581633	
Luca Moretti	25 Days	14.5h / 12h Weekly average	306973484612	
Sofia Marinou	5 Days	18.2h / 18h Weekly average	306987991501	
Jonas Schneider	0 Days	13.8h / 18h Weekly average	306983581633	

Close

Go to Web Notifications > Settings to enable or disable specific reports, choose the day/time, and save.

Patient Preferences

In the Patient Preferences section, you can enable specific patients to be included in each type of notification. This allows you to:

Enable specific patients to be included in each type of notification (compliance, pressure drop, brace adjustment, data sync)

This feature gives you control over which patients are included in each notification type, allowing you to customize your alert system based on your specific needs and patient requirements.

Patient Notification Preferences

Manage which patients are included in which notifications

Settings

Bulk Actions					
Patient	Weekly Report	Data Sync	Pressure Drop	Brace Adjustments	Enable/Disable All
Tasos Anastasiadis	☐	☒	☐	☒	☐

Forgot password

In case you can't remember your password, you can retrieve your password by clicking at this [link](#).

Forgot Password

Please enter your email address and we'll send you an email with instructions to reset your password.

[Back](#)

In the next few minutes, an email is sent containing a link to the page to create a new password. After filling in the new password and selecting “Reset Password” you can enter the platform with your new password.

Reset Password

The password should be between 6 and 20 characters long. A strong password has a combination of letters and digits.

Email Address

New Password

Confirm password

Email Report

ScolioSense supports sending a weekly report via email to the patient's guardian. The report includes the wearing time per day for the previous week.

Reports are sent every Sunday at 18:00. If the guardian wishes to stop receiving these emails, they can visit the following link: <https://scoliosense.com/Report/Stop>.

There, they can enter their email address and click the "Unsubscribe" button. A confirmation email will be sent to verify the unsubscription.

Unsubscribe from Weekly Report Emails

Please enter your email address below to stop receiving
weekly report emails from ScolioSense.

Email Address

Unsubscribe

You can re subscribe the weekly email report [here](#).

A sample weekly report



ScolioSense weekly report

Tasos for the period 26/06 - 02/07:

Thursday 26/06: 24 hours

Friday 27/06: 24 hours

Saturday 28/06: 24 hours

Sunday 29/06: 24 hours

Monday 30/06: 24 hours

Tuesday 01/07: 24 hours

Wednesday 02/07: 0 hours

Total: 144 hours

Average: 21 hours per day

This is an automated message from the ScolioSense system. To stop receiving these messages, [click here](#).

Troubleshooting

Problem	Coping
No connection is made to the platform	Contact Aidplex.
Brace calibration is not performed	1. Make sure the ScolioSense app has the Location and Bluetooth services enabled and an active Internet connection. 2. Make sure the ScolioSense app is open, and the patient is on the adjustment page. 3. In case the ScolioSense app responds to the

	platform's calibration request but the process terminates unexpectedly, then: - Turn off the Location and Bluetooth services of the patient's device, and then turn the above services back on. - Restart the ScolioSense app. Close the app from the background and try again. 4. In case the ScolioSense app does not respond to the calibration request of the platform then: - Log the patient out of the ScolioSense app and then log the patient into the ScolioSense app. - Uninstall the ScolioSense app and reinstall it on the patient device. If the problem persists, contact Aidplex.
The patient did not receive his registration email from the platform	- Ensure that an email has been delivered to the address provided by the patient, both in the inbox and in the spam folder. - Make sure that the address given by the patient is entered correctly in the platform. - Delete the patient from the platform and create a new patient account. If the problem persists, contact Aidplex.

Legal information

Aidplex disclaims all liability for any loss of data, loss of profits, or any other loss or damage suffered by the end customer.

The **ScolioSense** device is warranted for 2 years from purchase when used in accordance with this manual.

Aidplex can proceed with the replacement of a **ScolioSense** device (if deemed necessary) free of charge, in the case of an active warranty.

Warning: The warranty is **not** applied if any part of the device is modified or replaced by personnel, that is not authorized by **Aidplex** or its authorized representative.

Aidplex does not guarantee any therapeutic results when using **ScolioSense**.

Service policy

Whenever the **ScolioSense** product is repaired, settings may change or data loss may occur on the device.

Warning

Before sending for repair, the data of the **ScolioSense** device should be synchronized through the **ScolioSense** app (if possible), to ensure the maintenance of its data.

Aidplex has a support team for **ScolioSense**, which you can contact every day during the hours 10.00 - 18.00 (Greek Time), except Saturdays, Sundays, and Holidays, via the telephone number +302316014433 or via email: support@aidplex.com for any questions or product related problem.

Warning

ScolioSense is a Class 1 Medical Device, an accessory of the scoliosis brace, which is a Class 1 Medical Device as well.

ScolioSense must be used in accordance with the instructions for use.

Failure to do so may result in injury.

Users are responsible for the way they are using **ScolioSense**.

Please check the **Aidplex** or **ScolioSense** website periodically for available information regarding contraindications, risks, or side effects related to **ScolioSense**.

ScolioSense does not offer treatment advice or any medical diagnosis.

Aidplex does not guarantee any therapeutic results when using **ScolioSense**.

Contact info

Address: 40 Vasileos Irakleiou Street, Thessaloniki, 54623

Phone: +302316014433

Email: info@aidplex.com