# SymptomSense™ FAQs

1. **What is the throughput number of people per hour that can be tested?**

    - Up to 720 individuals can be tested per hour. The system is capable of processing over 5,000 people per 8-Hr shift, with zero downtime.

2. **What field testing has been done and what results can Soter share?**

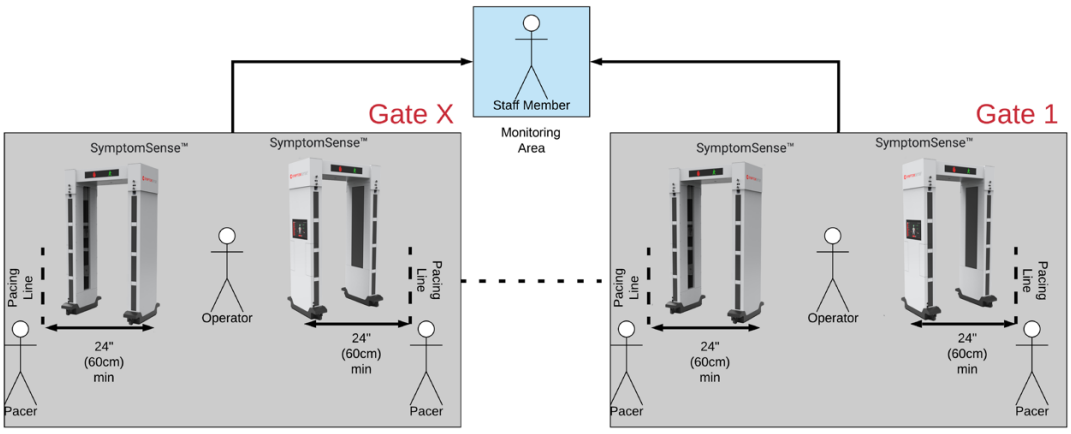
    - The system has gone through a series of benchmark tests for known non-invasive medical equipment, such as EKG machines, various thermometers, and has maintained an accuracy of 98-99%. We have followed industry standard engineering processes and ISO procedures.

    - We have applied EVT (Engineering Verification Testing) models, allowing the system to satisfy the baseline of engineering. We have also applied DVT (Design Verification Test) models, ensuring that the system's design is sound and reproducible. We have finalized the system's PPT (Pre-Production Test) model and are now proceeding to full production.

    - Regarding the Medical Verification, we have hosted a panel discussion with medical professionals from across the United States to verify the system's approach and determine the desired outputs. As of the end of March 2020, the first orders have been placed, and we have begun fulfillment.

3. **What does an implementation look like? How many people are needed to operate each unit? Is the expectation that this will be an additional responsibility for on-site personnel?**
    - Visually, the implementation is very similar to a metal detector at an airport. Traffic Flow should remain consistent and unrestricted to minimize the time a single person remains within the gateway – this time is estimated to be 5 seconds.

    - A single operator can reasonably cover up to two units, and a single supervisor can monitor the entire health screening area. All personnel should be instructed regarding the screening of persons with special medical needs and the use of alternative screening methods that meet the requirements of medical practitioners. They must also be trained on how to handle red-lit targets, i.e. individuals with detected symptoms of illness.




SymptomSense™ Suggested Layout

4. What is the Operating Temperature and Humidity range?

    - 59° F (15° C) to 122° F (50° C); Humidity up to 95% non-condensing.

5. What are the Power Requirements?

    - Units operate at both 110 and 240V. Fully automatic conversion, 50 or 60 Hertz, 45 watts. No rewiring, switching or adjustments are needed.

6. What is the Weatherproofing Rating?

    - Meets IP 55, IP 65, IEC 529 Standard for moisture, foreign matter protection.

7. What is the Product Warranty?

    - 24 months limited parts and labor. Additional documentation available upon request.

8. What is the false positive rate?

    - False positive (Type-I error) rate is currently estimated at 1%. In other words, SymptomSense™ is estimated to be 99% accurate per a defined statistical population.

9. What is the construction type and materials?

    - Ruggedized steel frame that can be bolted to the site or suspended on locking swivel wheels.

10. What is the networking set-up?

    - The units connect easily to any local area network — wired or wireless internet connection. In remote locations, the units can also connect to the internet over telephone networks.

11. What are the installation guidelines?

    - A unit is secured by a surface mount with structural bolts (A325, steel, plain finish, 1/2"-13 x 5”), and monitored by TPZ camera with orthogonal view of each SymptomSense™ device.

12. Is a video available of the unit’s operations?

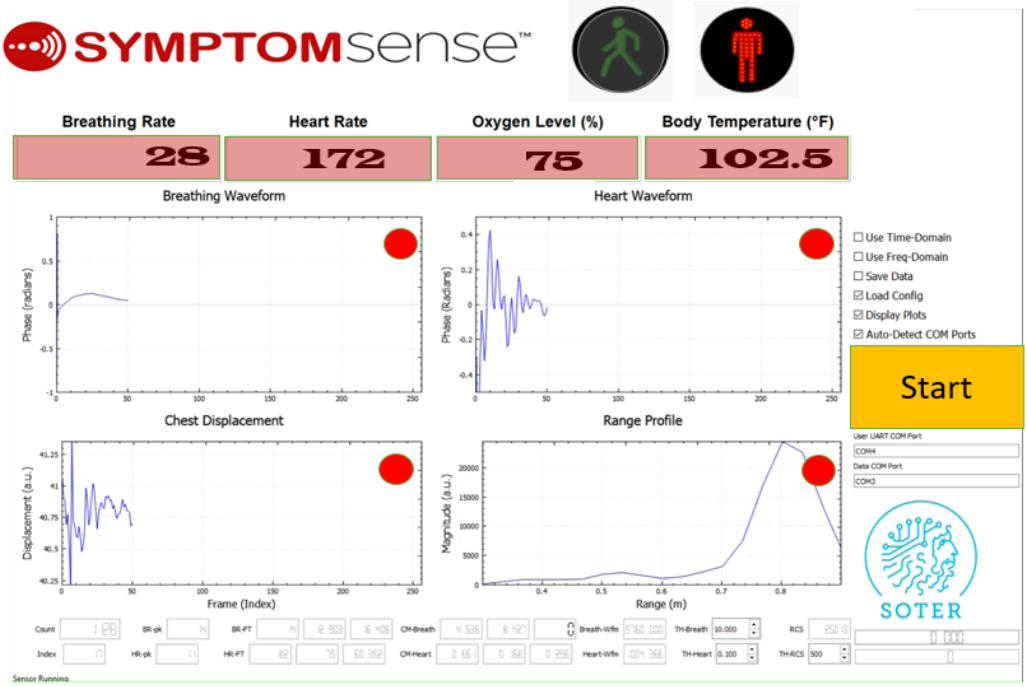
    - Yes, click here to learn how SymptomSense™ works: https://youtu.be/ngzzKqtZhpY.

13. What are the control outputs?

- The units will provide a target's temperature, chest displacement, indication of shortness of breath, heart rate, indication of elevated heart rate, respiration rate, indication of lung congestion, and oxygen level. Sample control output screens are shown below. These may be modified in the future, as the software is continuously being upgraded and improved.

Healthy


Suspected Infection



14. What is the unit's other security recommendations?

    - Provide prior notification to on-site security personnel to help ensure highest compliance to site security protocol. We recommend installing a PTZ networked camera directed so as to provide an orthogonal view of the exit point of each SymptomSense™ unit. The camera should be positioned such that facial recognition is possible.

15. What is the unit's Passageway Interior Size?

    - Width 30" (0.76 m), Height 80" (2.03 m), Depth 23" (0.58 m).

16. What is the unit's Overall Exterior Size?

    - Width 35" (0.90 m), Height 87" (2.21 m), Depth 23" (0.58 m).

17. What is the unit's Shipping Size?

    - Width 35.5" (0.90 m), Height 91.5" (2.32 m), Depth 6.25" (.16 m).

18. What is the unit's Shipping Weight?

    - It is 165 lbs. (74 kg).

19. What is the lead time to receive a unit?

    - The lead time is currently at 4-weeks, after receipt of purchase order and non-refundable 50% deposit. This stated, given that demand is increasing substantially each week, the lead time depends on the size, customizations (if any), and time of placement of a given order. There may also be an estimated 10-days lead time to ship a given order and clear customs.

20. What is production capacity?

    - We are presently ramping production up to five-thousand units per month.

21. What is the procedure to order a unit?

    - Orders are typically placed through our Distributors or Value-Added Resellers. However, in some circumstances with government or institutional clients, orders are placed through our Inside-Sales Department. (info@sotertechnologies.com) To become a Distributor or Reseller please refer to item 23 below.

22. What additional features will be added?

    - We intend to incorporate Facial Recognition (optional) and Concealed Weapon Detection (CWD) into next generation units. This will allow customers to discard their existing metal detectors.

23. Can I become a distributor of the SymptomSense™ units in my country?

    - Yes. We are seeking experienced distributors. Exclusivity may be negotiated. (https://www.symptomsense.com/reseller-application)

24. Is there an opportunity to invest into Soter Technologies?

    - Yes. We have a process for reviewing strategic investor opportunities. You are welcome to submit an inquiry to the following email, info@sotertechnologies.com.

25. How are privacy concerns handled?

    - Companies and government agencies around the world seek the right balance between privacy, health concerns, and economic needs. In the United States, it has been decided that if the Centers for Disease Control (CDC) or a regional health authority proclaims that a pandemic has spread in an area, then it is both a legal and moral requirement to measure an individual or a group's temperature.

    - Additionally, the infrared forehead thermometers ("thermometer guns") are "notoriously unreliable", according to the medical experts quoted in a New York Times article (https://www.nytimes.com/2020/02/14/business/coronavirus-temperature-sensor-guns.html).

    - The SymptomSense™ Medical Evaluation Gateway (MEG) provides a private, non-invasive, and contact-free method of measuring External Body Temperature with an uncertainty of only 0.2 degrees, along with Heart Rate, Respiration Rate, and Blood Oxygen Levels, to enable the correlation of vital signs to known symptoms of a viral infection, e.g. COVID-19. Within 8 seconds, our system is able to obtain highly accurate measurements of vital signs and calculate the likelihood of a known disease in a given person.

    - The system does not record personal information, such as name or social security number, and thus protects an individual's privacy. Each scan is simply provided a number. E.g. Scan 3,455 was green-lit, while scan 3,456 was red-lit with an elevated temperature of 102 degrees Fahrenheit and an elevated heart rate of 150. The details of the process can be tailored to a given community, company, institution, or government agency, taking into account their respective circumstances, and in compliance with building or site security, as per regional or federal guidelines.