WATA - FAQ

1. **Question:** What is the WATA app?

Answer: WATA is an innovative application cooperating with ecological SportsArt Eco - Powr equipment, combining the functionality of a sports tracker and enabling the promotion of ecological behavior through competition and prizes.

2. **Question:** How can I join the application?

Answer: To join the application, simply download the WATA application from the AppStore or Google Play, complete the registration form and confirm your email address.

3. **Question:** If I change my mobile phone, will my results and points remain in my account?

Answer: Yes, just download the application to your new phone and log in to your account. All results will appear in your account.

4. **Question:** I don't remember the password. How can I recover them?

Answer: Please, use the password reset option available on the login screen in the application.

5. **Question:** How do I connect to the machine so that my training counts in the application?

Answer: After logging into the application, click the camera icon on the main screen and scan the QR code from the marked SportsArt Eco-Powr machine. When you want to finish training, press the "Stop training" button. The results will be automatically saved in our account.

6. **Question:** Do Eco - Powr machines really generate electricity?

Answer: Of course, Eco - Powr machines, thanks to built-in microinverters, are able to convert the kinetic energy resulting from our training into electricity.

7. **Question:** On what phone can I install the WATA app?

Answer: The WATA application can be installed on any phone with iOS 12.0 or newer operating system or Android 5.0 or newer operating system.

8. **Question:** What are push notifications and why should they be turned on?

Answer: Push notifications are information sent to users directly on the phone. After allowing this

type of notification, notifications are displayed on the screen of the phone. The WATA app sends eco-friendly facts, reminds you to train and motivates you to do ecological exercises at the gym.

9. **Question:** Where can I check my accumulated points?

Answer: The point balance in individual club wallets is visible on the main screen under the counters and in the Wallets tab in the Menu.

10. **Question:** Where can I check what rewards are available in my club?

Answer: Prizes available in individual clubs are visible after pressing the selected club wallet.

11. **Question:** Where can I collect the rewards?

Answer: Each Partner designates a place where Participants may collect rewards. Detailed information should be sought at the reception or the facility manager.

12. **Question:** Can I exchange the reward for another?

Answer: No, you cannot exchange it for another prize.

13. **Question:** Can I exchange points for money?

Answer: No, points cannot be exchanged for money.

14. **Question:** Where can I report problems with the application?

Answer: All problems with the application should be reported using the contact form on our website www.wata-app.com.

15. **Question:** What do statuses mean and how can I get them?

Answer: The statuses say that we were able to achieve the right amount of generated energy and the number of training days. There are three statuses: bronze, silver and gold. Each status provides additional benefits in watts to points.

Brown - 5000 Wh and 5 days of exercise in a row

Silver - 8000 Wh and 8 days of exercise in a row

Gold - 10,000 Wh and 10 days of exercise in a row

16. **Question:** How do I recognize Eco - Powr equipment that will allow me to collect points?

Answer: Eco - Powr equipment that allows generating electricity and collecting points should be marked with the application logo and a QR code to connect to the machine.

17. **Question:** Do I have to pay for the Application?
Answer: The application is completely free.

18. **Question:** Why should I update the Application?
Answer: Allowing the phone to automatically update the application or download the update after it is published is very important for its proper operation. Updates introduce new functionalities, bug fixes and other important factors for comfortable use of the application.

19. **Question:** How can I delete my account?
Answer: A request to delete an account should be sent via the contact form at www.wata-app.com, and then the application administrator will delete all data and the account from the system and database.