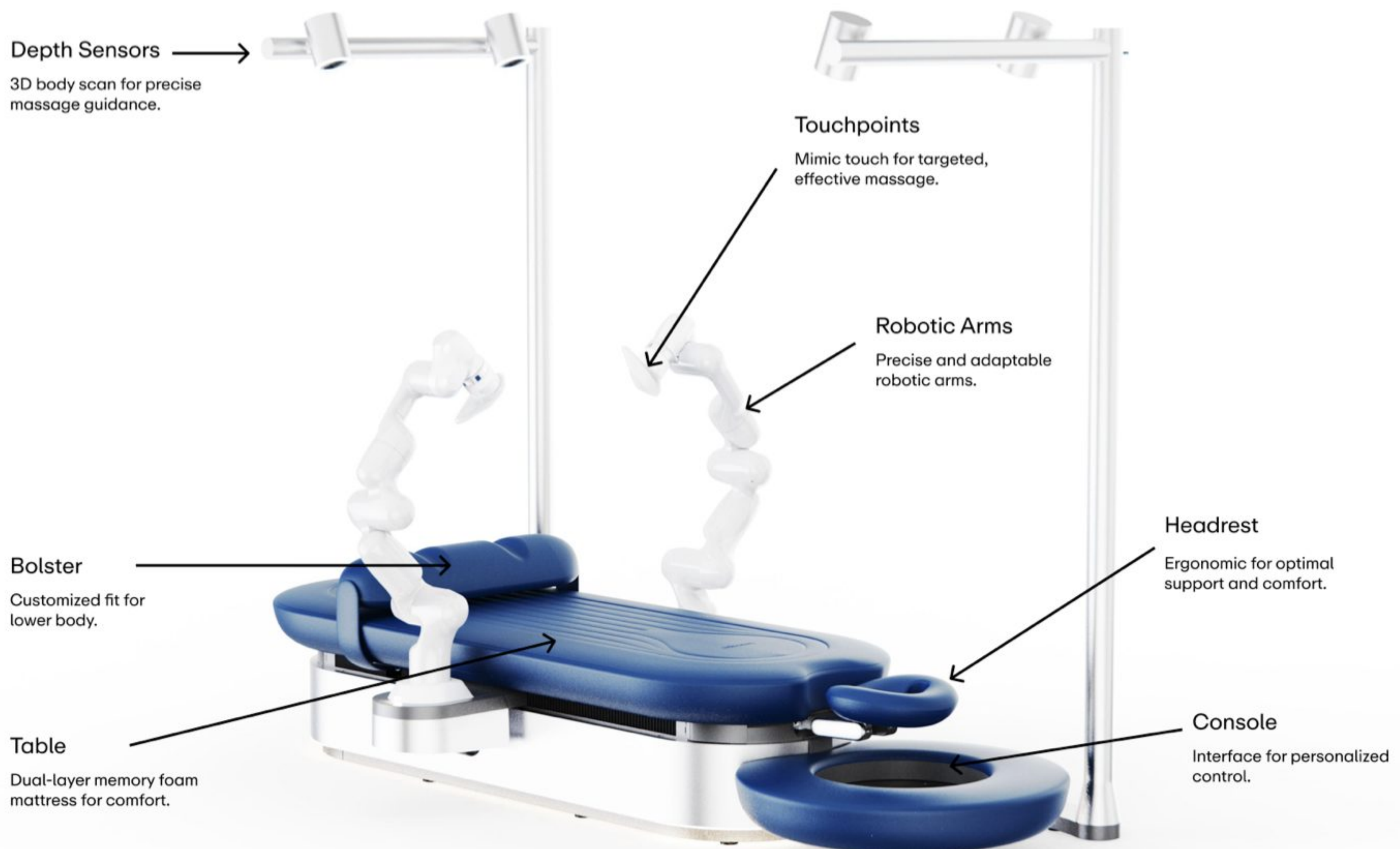
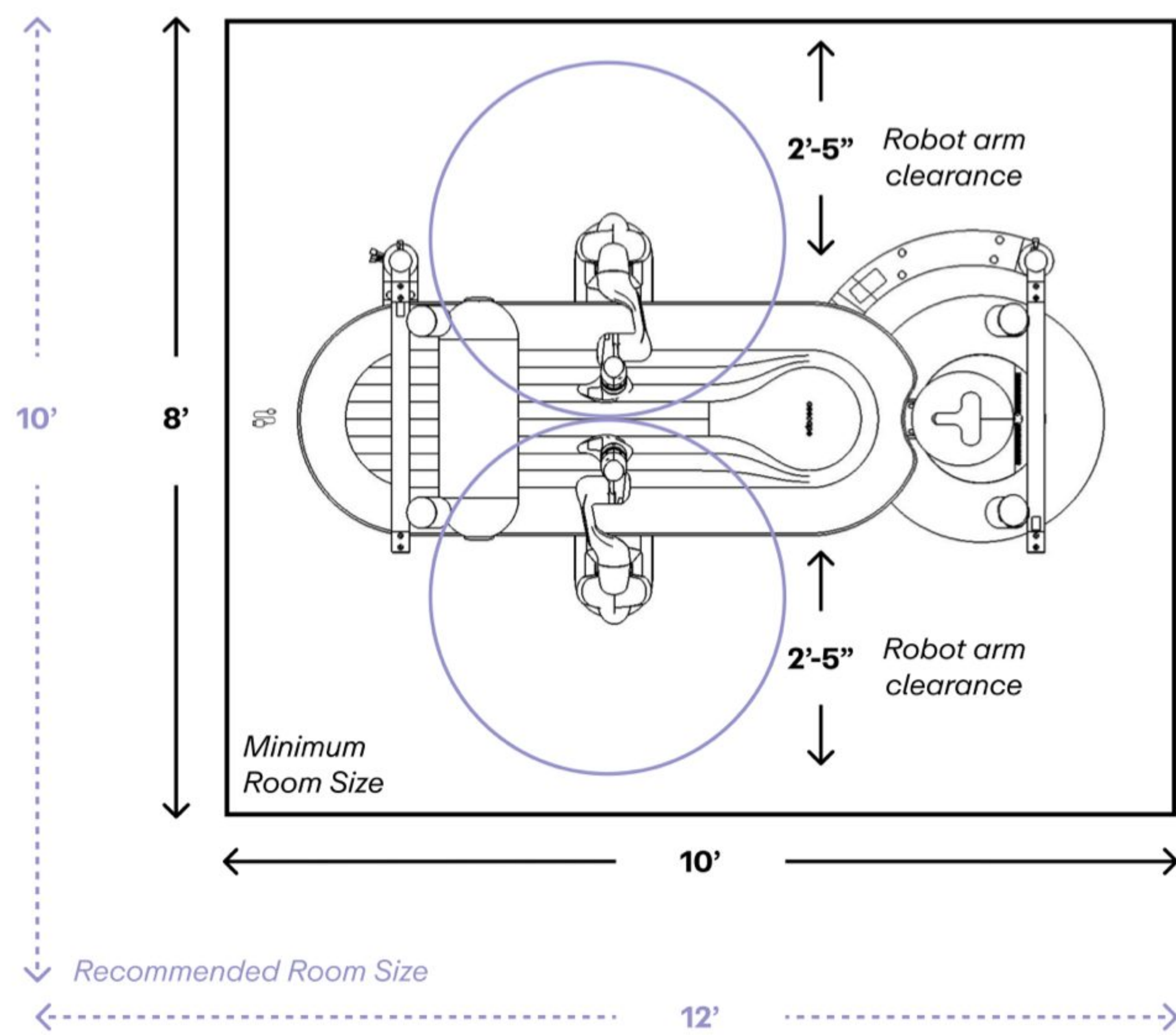






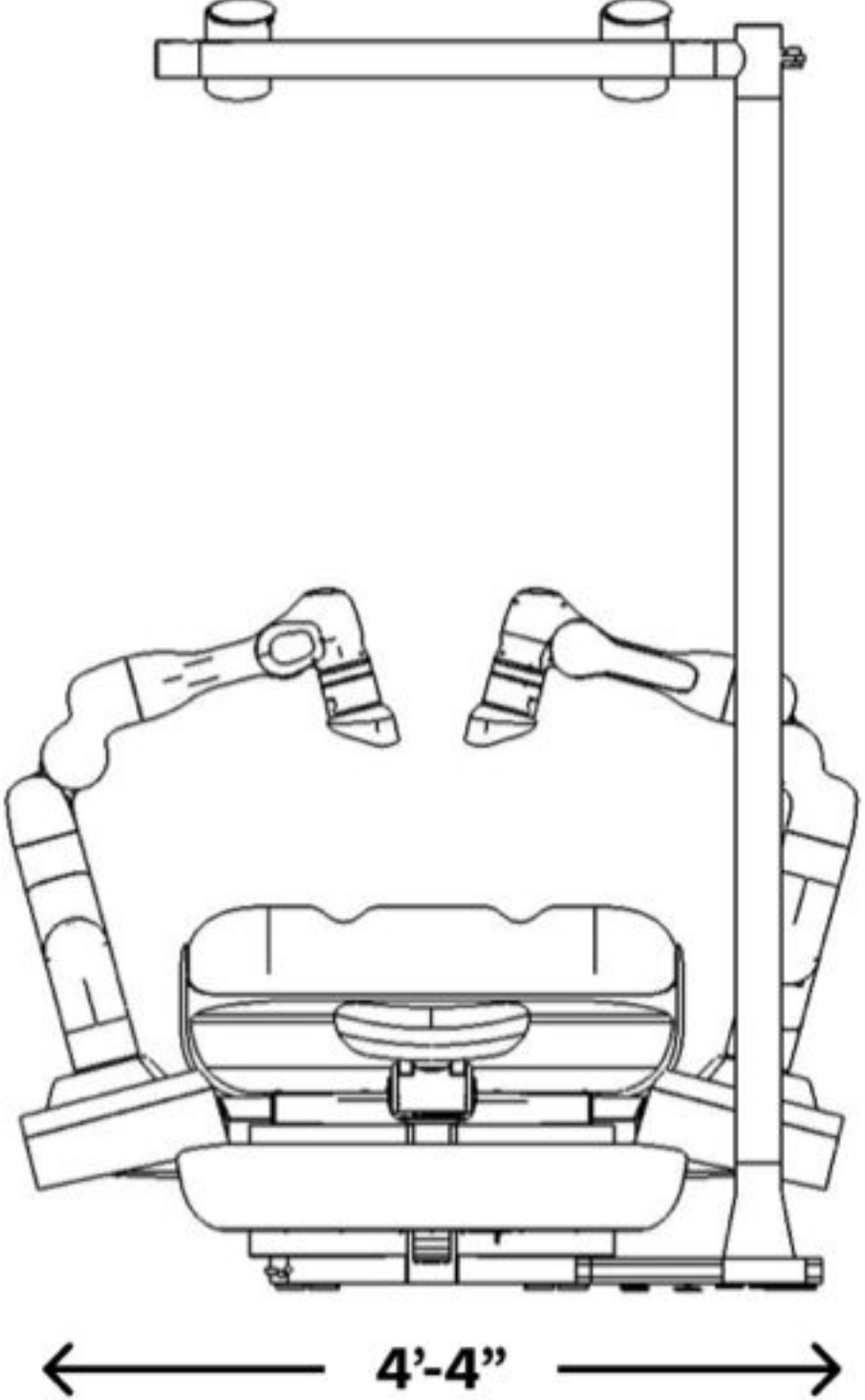
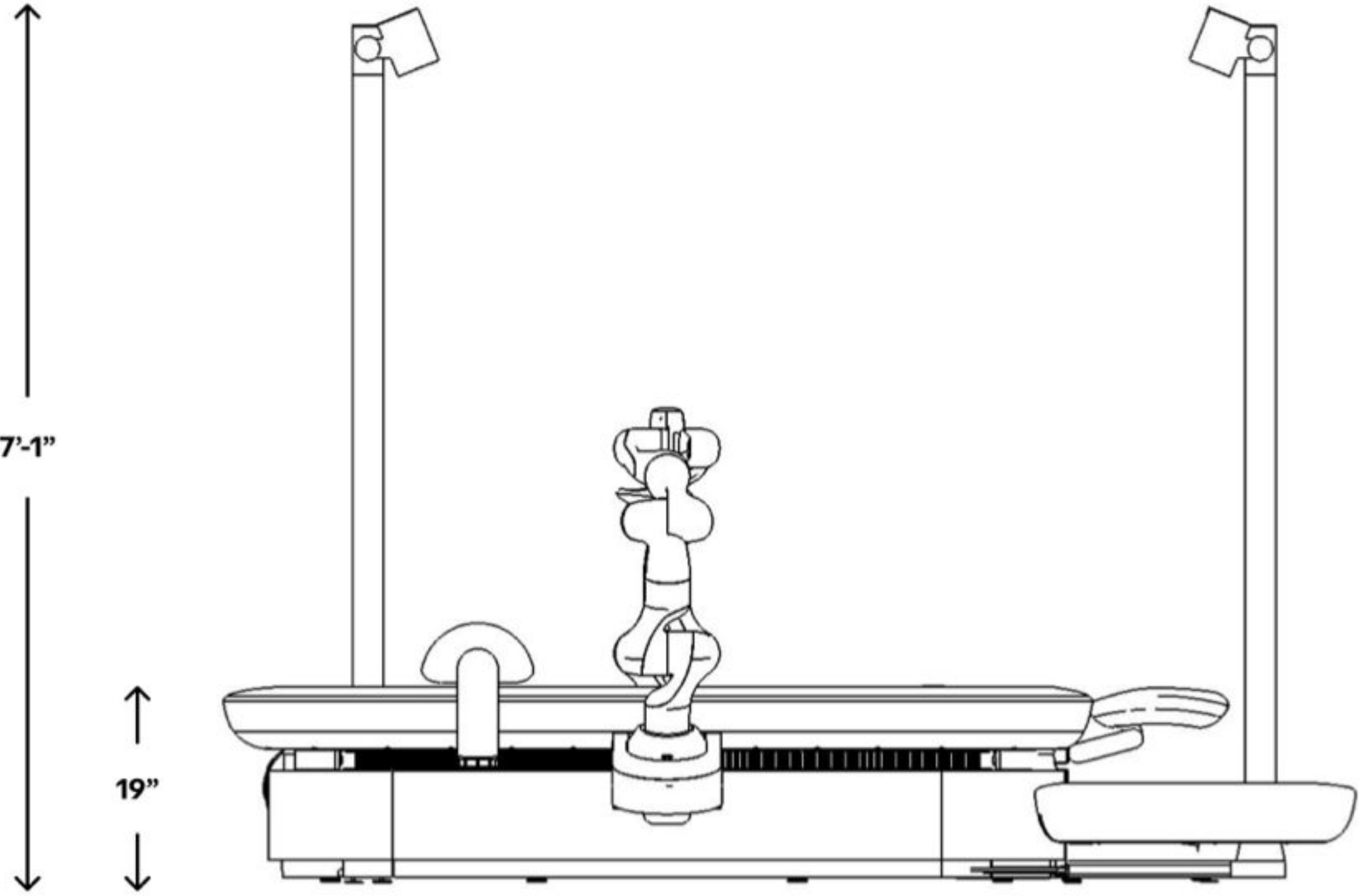
Clearance Requirements





Schematics

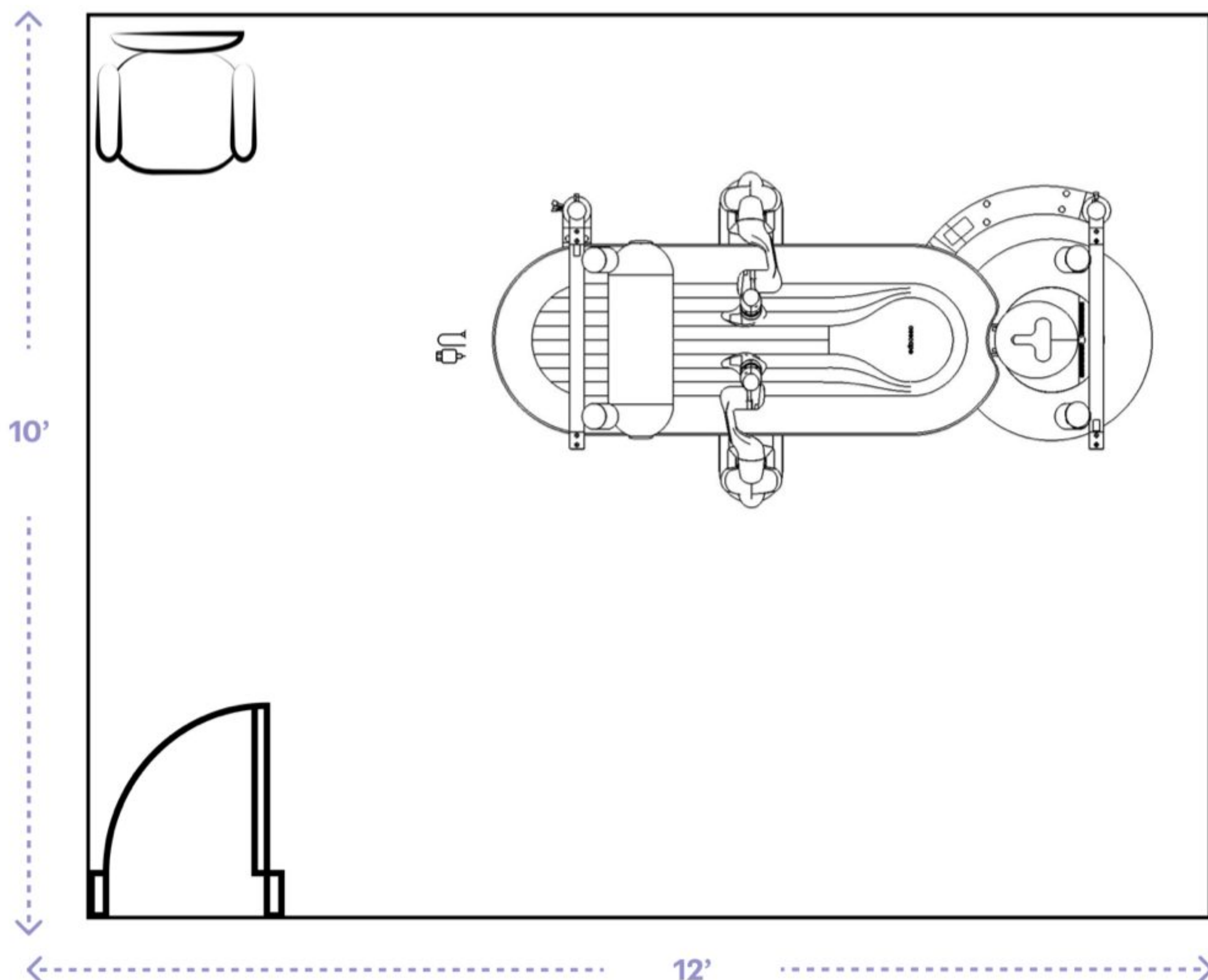
Height and Width

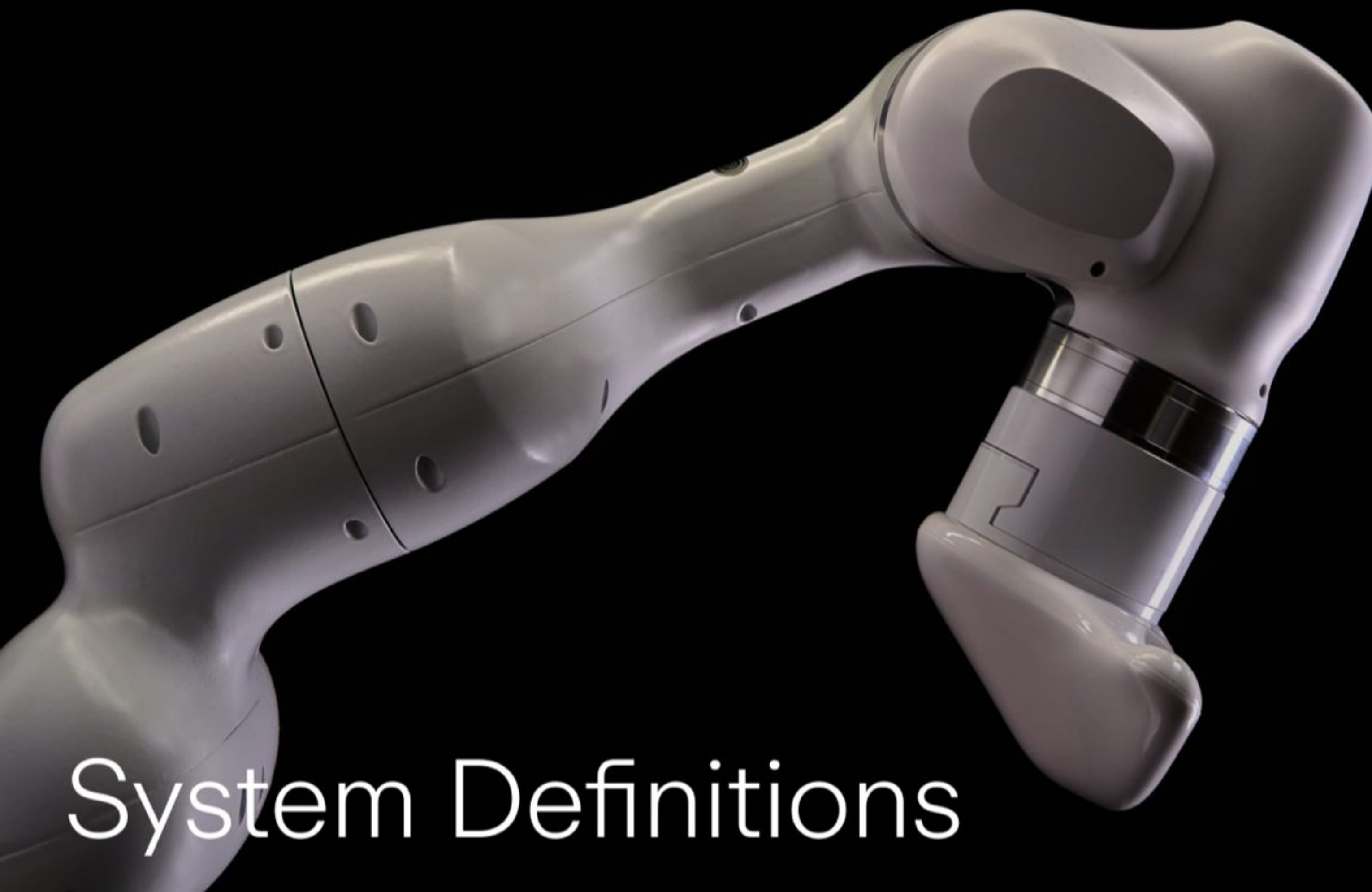




Recommended Layout

We recommend positioning the power and ethernet connections near the foot of the Aescape table, on the side closest to the wall for a clean and unobtrusive setup.

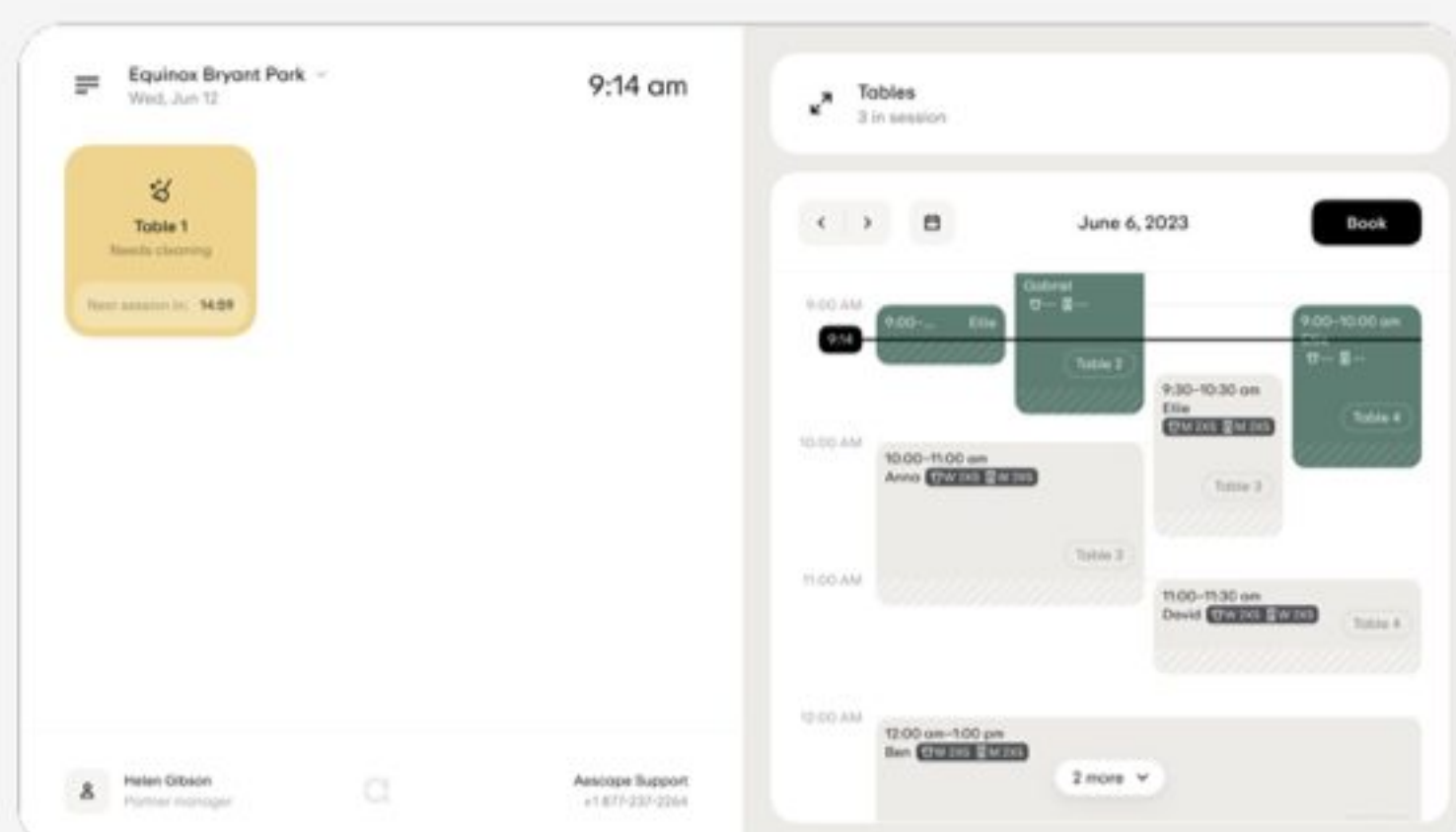




System Definitions

Concierge

Aescape's front desk-facing management application, designed to streamline table operations. Concierge enables staff to schedule sessions, manage calendar availability, monitor system alerts, initiate service or maintenance workflows, and more. Access is provided via a pre-configured iPad during onboarding.



The Aescape System

The fully integrated hardware and software system comprising all functional components necessary for operation, including the console, robotic arms, touch points, depth-sensors, massage table, positional bolster, and adjustable headrest assembly.





2. Room Accommodations



Windows & Mirrors

Windows

Do not place the system in direct sunlight or near uncovered windows.

Direct sunlight can interfere with sensor performance and may cause overheating — use blinds, curtains, or other coverings to shield the system from strong natural light.

Mirrors

Avoid placing a mirror within 0.85m (~3ft) of the system on any side — nearby mirrors can disrupt the system's sensors.



Room Temperature

Environmental Requirements

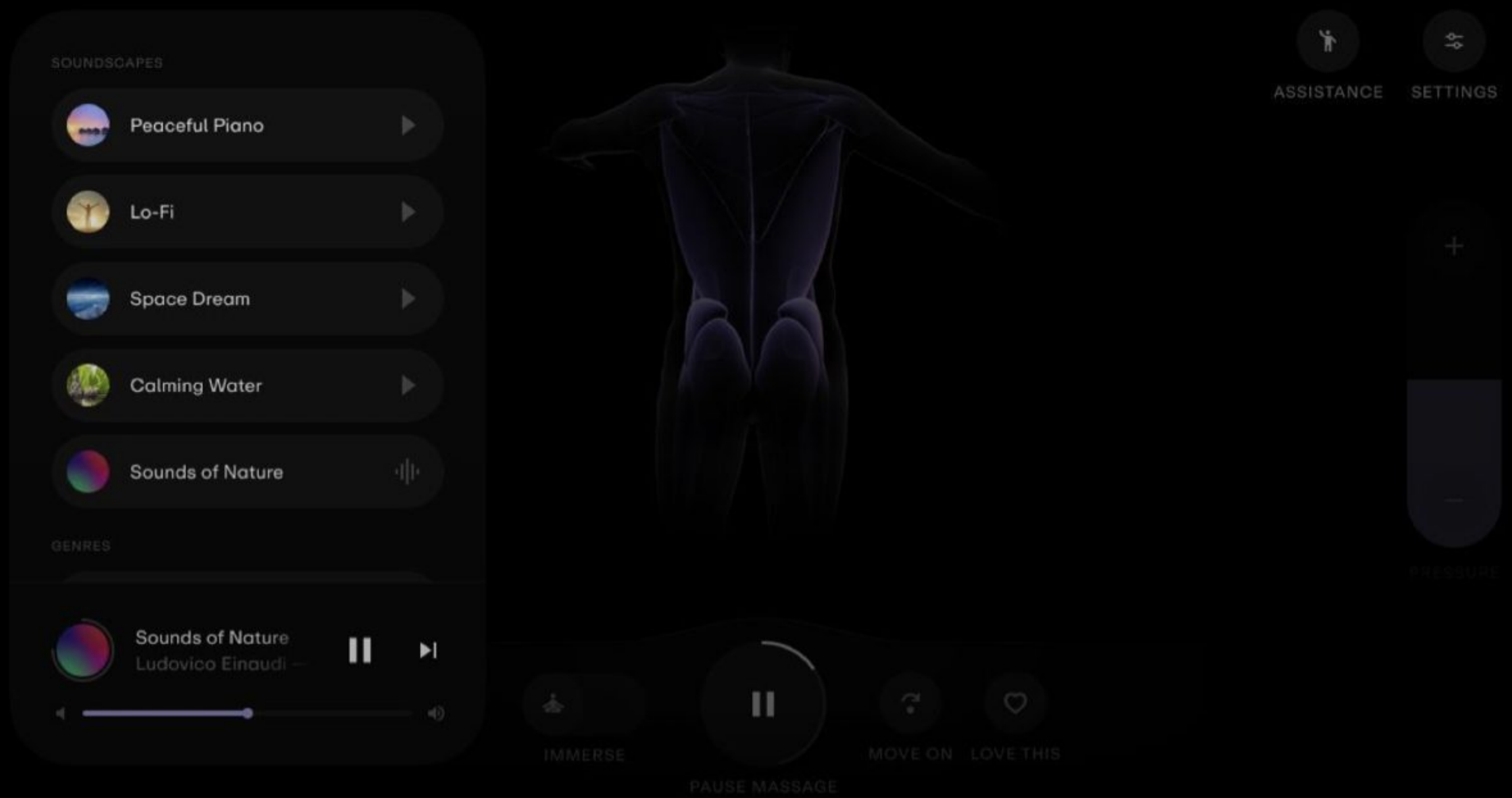
Recommended Ambient Temperatures:
21° C to 26° C (69° F to 79° F)

Overnight Ambient Temperatures:
15.5° C to 32.2° C (60° F to 90° F)

Ambient Humidity:
Up to 95% RH

Storage Temps:
0° C to 60° C (32° F to 140° F) with
95% RH (non-condensing)

*Air Conditioning is generally required to keep temperatures in these ranges while keeping your guests comfortable - keep in mind that the Aescape table gives off light ambient heat as well.



Room Accommodations

Music & Noise

Ambient Music

To ensure the best possible experience, we recommend minimizing external music or ambient noise in the room where the Aescape table is located. We've received feedback that background music from gyms or spas can interfere with a member's session.

Each table plays music selected by the member as part of their personalized massage experience. While the sound is directed and contained, it may carry slightly depending on the room's layout. Please be mindful of how this may affect nearby areas—and consider the overall sound environment when placing the table.

Lighting Considerations

Environmental Requirements

The Aescape system includes built-in lighting that automatically dims during the massage. No overhead lighting is necessary—soft ambient room lighting is more than sufficient to support the experience.



3. Network Requirements

Essential Requirements



Network Connectivity

Table Connection: Wired Ethernet (1Gbps) preferred, WiFi supported as long as performance meets speed requirements.

Concierge Connection Needed for provided iPad: Wifi

Connection Point: Located next to the robot installation area



Network Access

Internet Access: Outbound internet connection required

Bandwidth: 20 Mbps download / 10 Mbps upload



Network Configuration

IP Assignment: DHCP address

MAC Address: May need to be registered with your network (provided during installation)

Ports: Outbound TCP/443 (HTTPS), UDP/41641, and UDP/3478 access required. Outbound TCP/80 (HTTP) access required.

Common Scenarios & Solutions

SCENARIO

No Ethernet Near Installation

SOLUTION

The Aescape team will assess Wifi speeds to ensure it meets the requirements for installing the table.

SCENARIO

Captive Portal Authentication

SOLUTION

A network or VLAN without a captive portal will be needed. Alternatively, the device MAC address can be added to the captive portal allowlist during installation.



Network Requirements

Domain Access Requirements

Tier 1 (Required) *Core Functionality*

- *.aescape.com
- *.zitadel.cloud
- aescape-8ocoec.zitadel.cloud
- *.launchdarkly.com
- *.amazonaws.com
- feed.fm
- api.stripe.com
- 1.1.1.1, 8.8.8.8
(for DNS queries, ports 853/53)
- time.android.com
(for NTP, port 123)

Tier 2 (Required) *Analytics & Updates*

- *.qualtrics.com
- api.qualtrics.com
- iad1.qualtrics.com
- *.sentry.io
- *.datadoghq.com
- api.segment.io
- *.cloudfront.net
- *.quay.io
- *.gcr.io
- *.us.auth0.com
- api.snapcraft.io
- *.ubuntu.com
- ppa.launchpad.net
- *.docker.com
- *.github.io
- *.tailscale.com

Tier 3 (Optional) *Network Evaluation*

- <https://speedtest.net>
— for our Network check tool
- 52.119.87.38 (New York, NY Natural Wireless LLC) — for our Network check tool

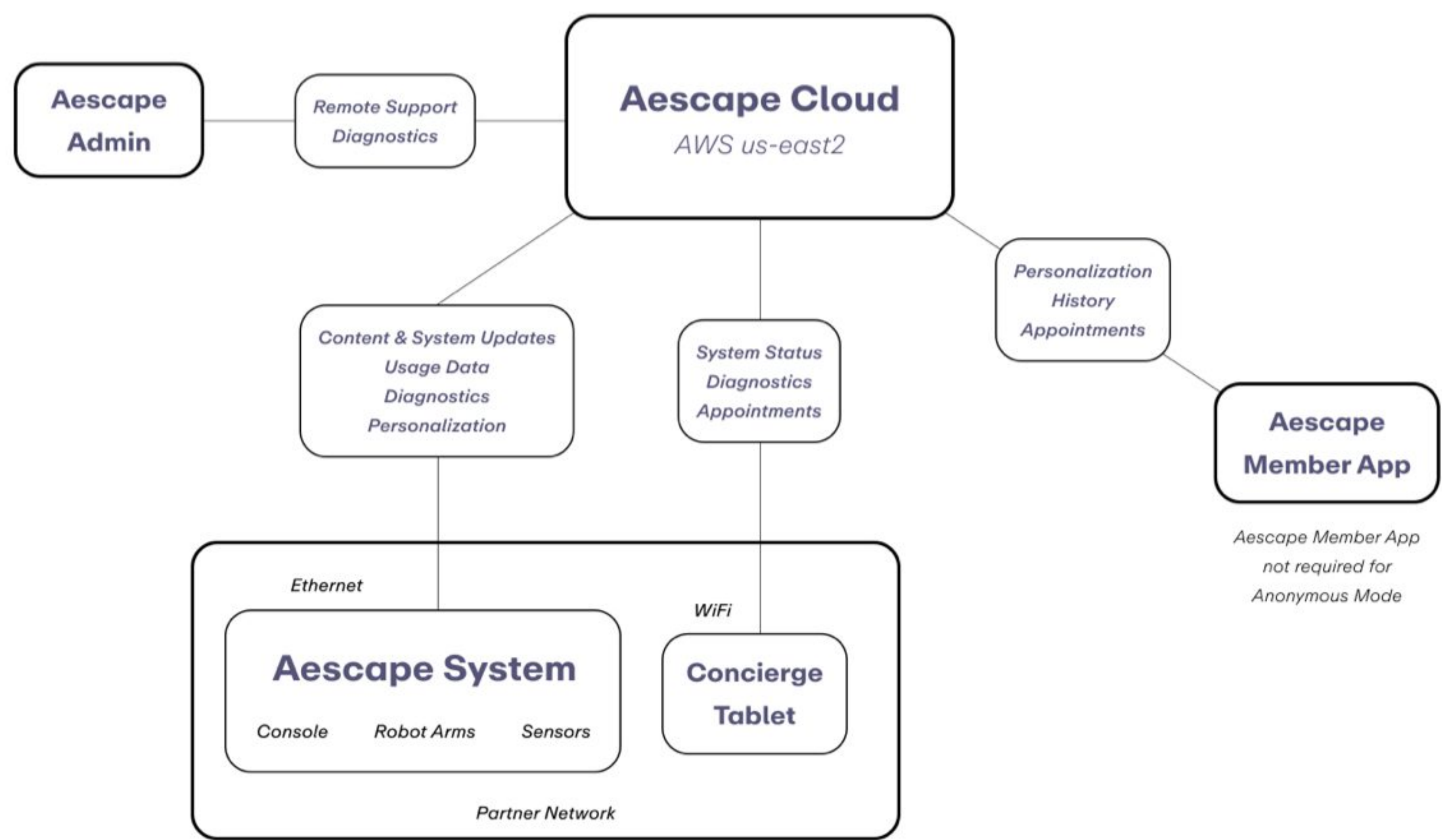
Pre-Installation Checklist

- ☐ Ethernet port available at installation location.
- ☐ Network administrator contact available during installation.
- ☐ Any proxy, firewall, or security requirements communicated to installation team.

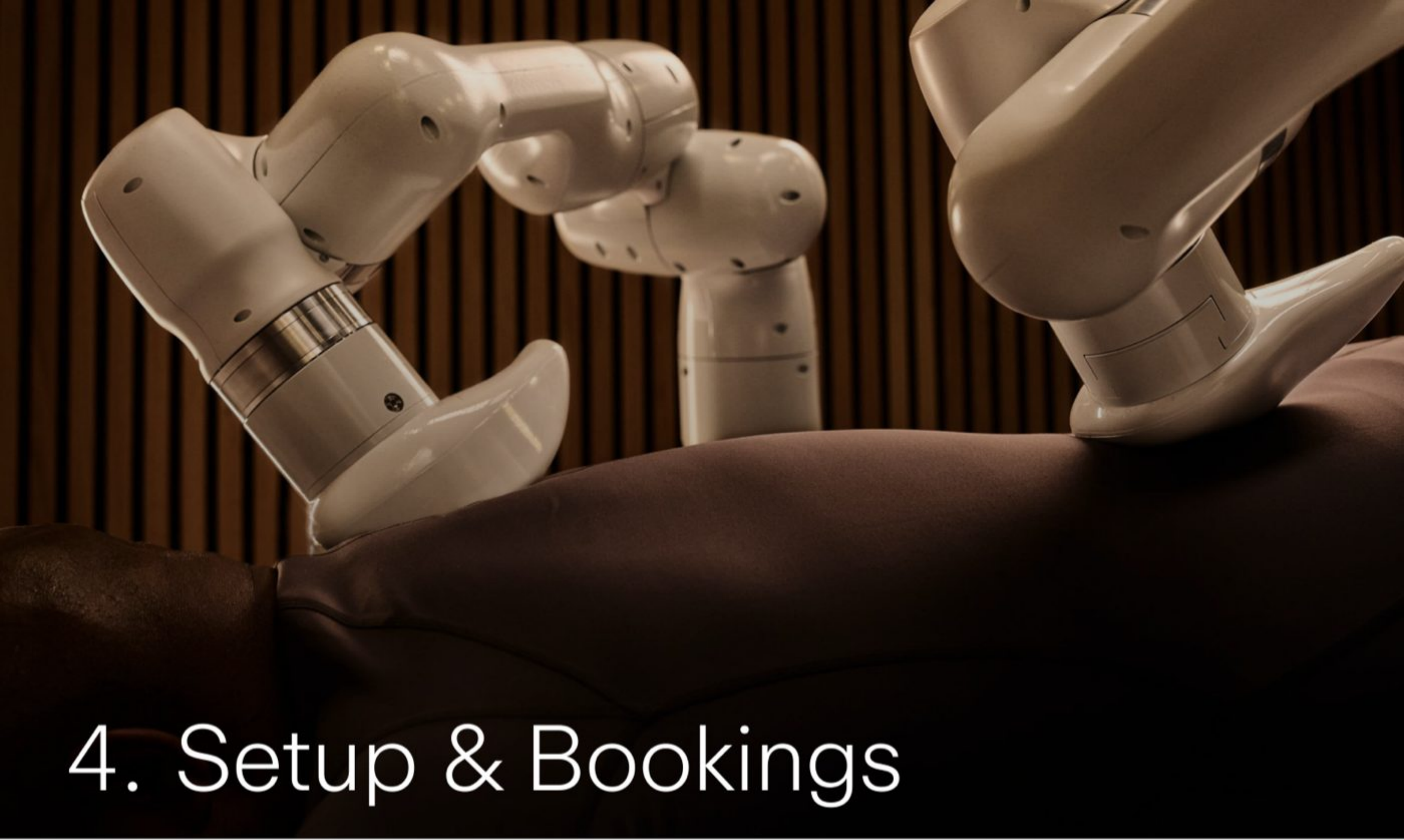


Network Requirements

Where does the data go?



The Aescape System needs to stay powered on and connected to internet overnight.

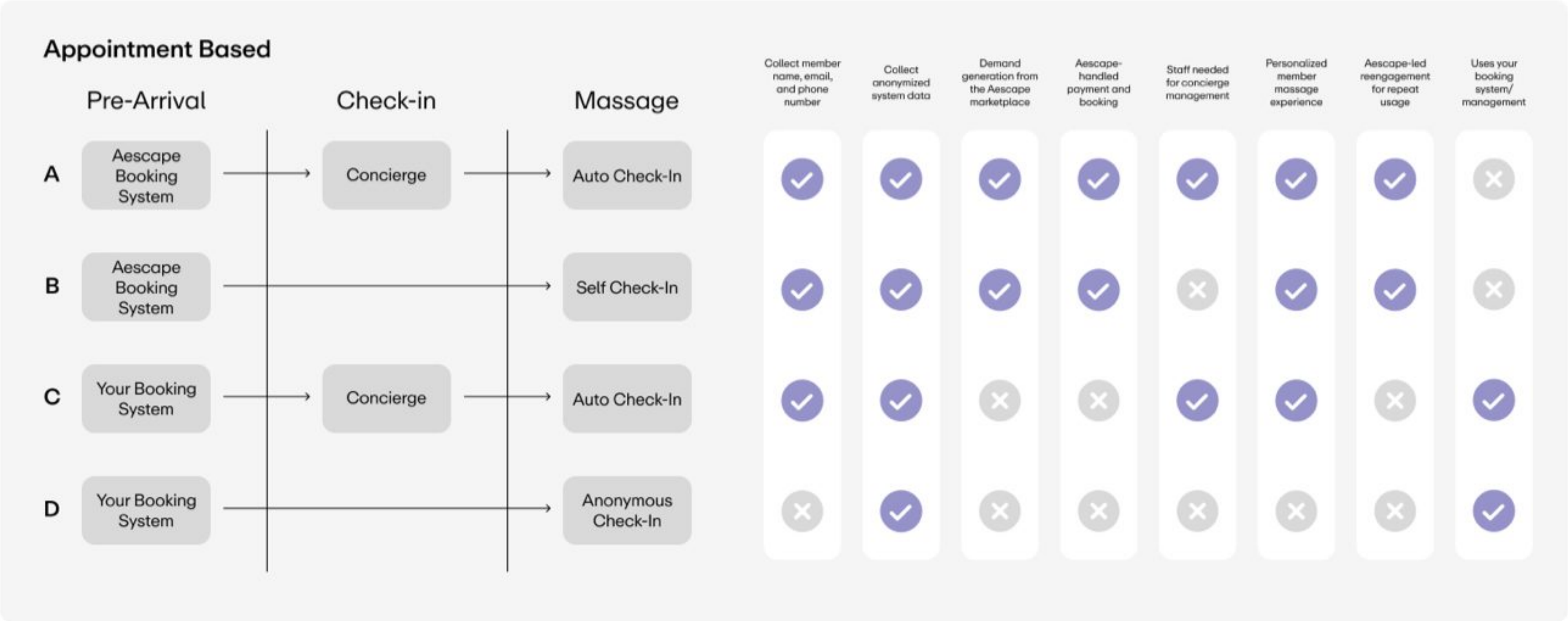


4. Setup & Bookings

What ways can I set up my system?

There are two primary flows for use of the Aescape System: Appointment Based and Walk Up.

Appointment Based is best for those looking to bring in demand as a beneficiary of the Aescape Marketplace and give their guests the most personalized experience.

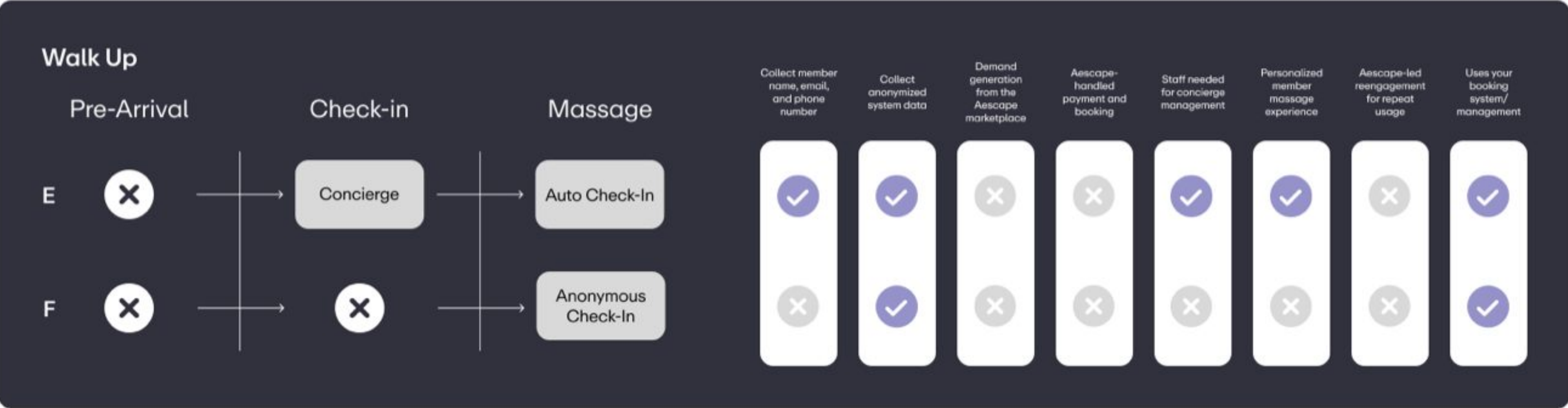




Setup & Bookings

What ways can I set up my system?

The Walk Up flow is best for those looking for the simplest onboarding — book, step up, and go.





5. Data & PII

Data Aescape Collects, Processes, and Stores

From Members

- *Name, phone number, email, gender, clothing size**
- Payment instrument (Handled by Stripe, not Aescape)
- Appointment history

Appointments

- Date, time, location, price
- Massage type, duration
- Massage preferences*
- System diagnostics

From Partners

- Location details for listings
- *Employee name & contact information for Concierge system access**
- Disbursement details for payouts

Data Aescape Shares with our Partners

From Members

- *Name, phone number, email, gender, clothing size**
- Appointment history for a specific partner only

Appointments

- Date, time, location, price
- Massage type, duration

<https://www.aescape.com/privacy>

All data is securely stored in AWS; italicized elements are considered PII

**not collected in walk-up mode*



6. Apparel Install Bundle

What unisex apparel you’ll receive upon install:

Size	XXS	XS	S	M	L	XL	XXL	3XL
Quantity	15	30	30	30	30	15	5	5

Apparel Sizing Chart:

Shirt								
Size	XXS	XS	S	M	L	XL	XXL	3XL
Chest	29-31"	31-33"	33-36"	36-39"	39-42"	42-46"	46-50"	50"+
Leggings								
Size	XXS	XS	S	M	L	XL	XXL	3XL
Waist	23-25"	25-27"	27-29"	29-32"	32-35"	35-38"	38-41"	41"+



7. Cleaning & Care

There are three basic cleaning procedures required to ensure proper maintenance of the system:

1. Once daily deep clean
2. Post-massage clean
3. Major/ emergency clean

More details will be included on cleaning procedures in the full Operation Manual provided with Aescapelle.

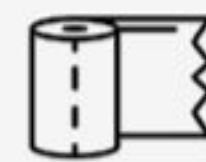


Provided Cleaning Supplies

Aescapelle will provide cleaning supplies specifically designed to protect the product. These are the only supplies that should be used to clean the system. Using non-Aescapelle provided cleaning products runs the risk of damage to aesthetic and useability.



Alcohol wipes (70%)
regular cleaning



Paper towel
(sustainable)



Tissues



Bleach solution
wipes, only as
a disinfectant



Face Cradle Cover

Should be positioned to avoid contact of the member's face to the upholstery of the face cradle.

Should be replaced between every massage to maintain hygienic standards.