



KEP[®]
ITALIA

KEP APP

User Manual

Your app for managing your helmet and Kep Italia services

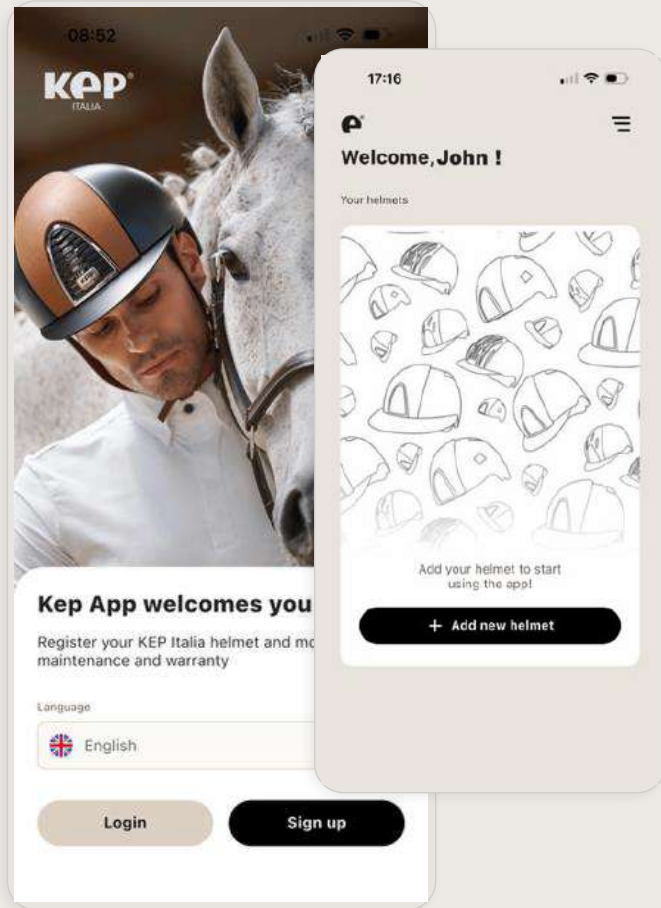
Updated Version- iOS & Android

1. Introduction

Welcome to the Kep App **User Manual**, the **official** Kep Italia app designed to guide you through every step of your helmet experience: from **registration** to **warranty**, from **training** to **safety**.

This new version introduces a completely revamped user experience that is simpler, more intuitive, and packed with features. Whether you're a rider, an experienced equestrian, or a newcomer to the sport, the Kep App is designed to offer you a digital experience that matches the quality of Kep Italia's products.

Note: The Kep App is available for free on the App Store (iOS) and Google Play Store (Android).



2. Requirements and Installation

System Requirements

Requested	iOS	Android
Operative System	iOS 15 or Later	Android 7.0 or Later
Space Requested	~50 MB	~50 MB
Internet Connection	Requested	Requested
Push Notifications	Optional (recommended)	Optional (recommended)
Camera	Optional (recommended)	Optional (recommended)
NFC Reader	Optional (recommended)	Optional (recommended)

How to install the app

- 1 Open the **App Store** (iPhone/iPad) or the **Google Play Store** (Android)
- 2 Search for "**Kep App**" o "**Kep Italia**" in the search bar.
- 3 Tap the Install button and wait for the **download** to finish.
- 4 Open the app and follow the registration process, or log in with your credentials.

3. Available Languages

The Kep App is available in **5 languages** to ensure a truly international experience. The language is automatically selected based on your device settings, but you can **change it** during **registration** or **at any time** in the app settings.

IT

Italian

EN

English

FR

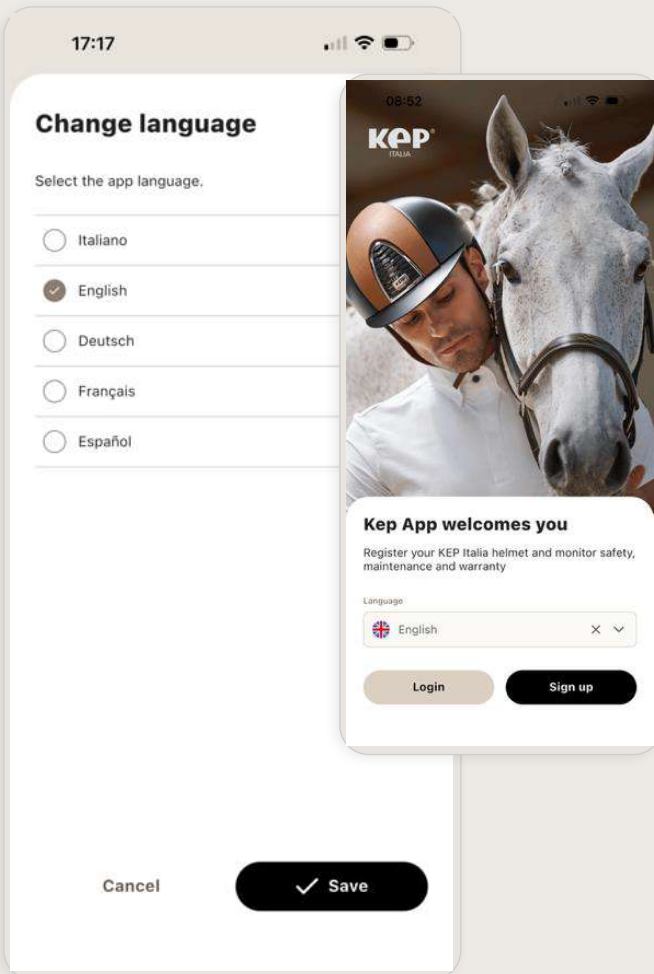
French

DE

German

ES

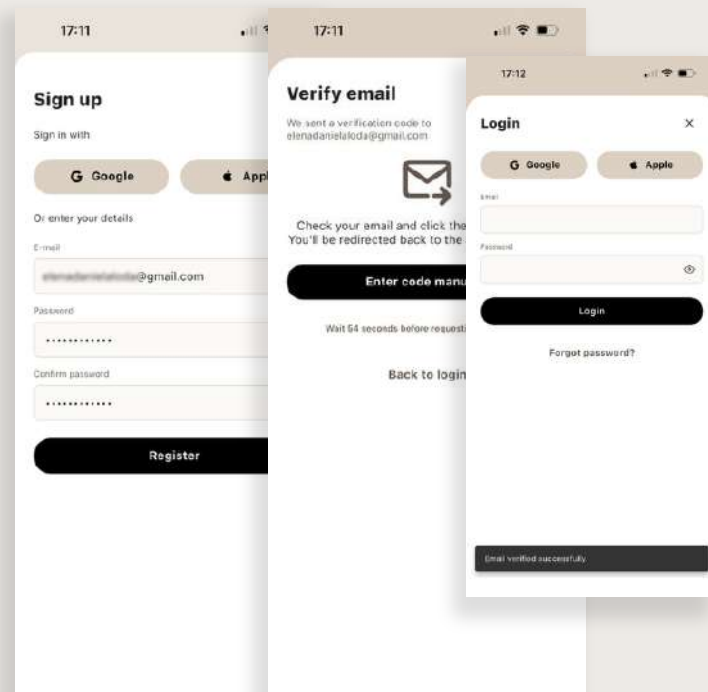
Spanish



4. How to Log In

How to Access the Kep App

- 1 Launch the Kep App from your device.
- 2 Log in with your **email address and password** (or sign up if this is your first time logging in).
- 3 If this is your first time logging in, you'll be asked to **verify your email address**; we'll send a **verification code** to the address you provided.
- 4 Once you've entered the **code** and **confirmed your email**, you'll be redirected to the login page -> log in by entering your **email and password**.



Complete the registration

There are just a few more steps left to complete the registration:

1 Enter Name

2 Enter Last Name

3 Enter your country of origin

4 Address (Optional)

5 Phone (Optional)

6 Accept the Terms of Use

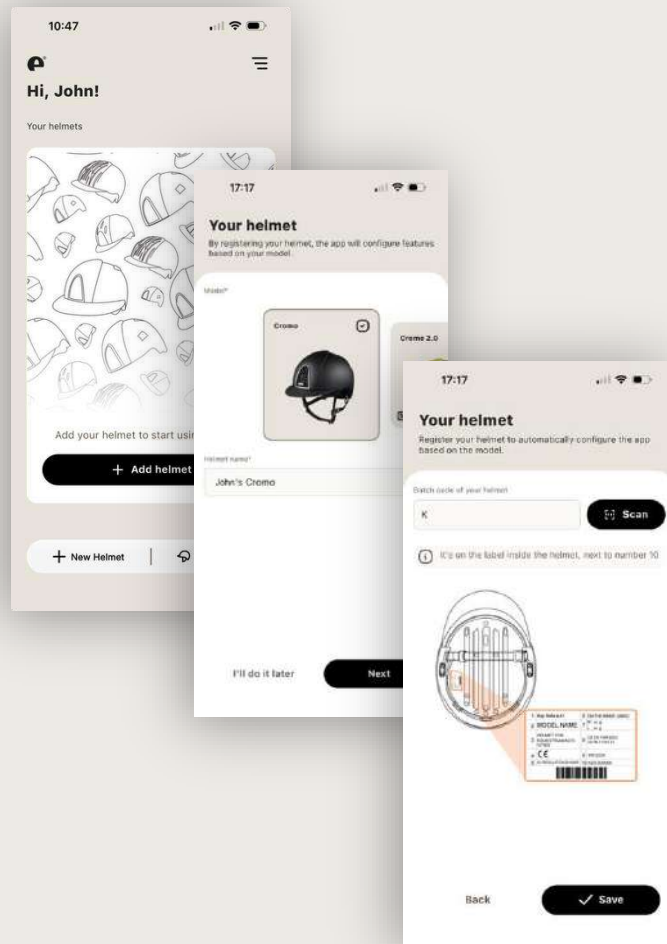
7 On the next screen, you will be asked to provide optional information such as: date of birth, gender, experience, sport, and padding shape and size. When finished, click "Save."

The image shows two overlapping mobile app screens. The left screen, titled 'Profile', has a subtitle 'Complete registration'. It contains input fields for 'First name', 'Last name', 'Country', 'Address (optional)', and 'Phone (optional)'. Below these are three radio buttons for terms and conditions: 'I accept Terms and Conditions and Privacy Policy', 'I consent to the analysis of my preferences', and 'I agree to the use of my data for marketing'. At the bottom are 'Back' and 'Next' buttons. The right screen, also titled 'Profile' with subtitle 'Complete registration with your profile', shows 'Personal details'. It includes a 'Date of birth (optional)' field with a calendar icon, a 'Gender' section with 'Male', 'Female', and 'Prefer not to say' options, an 'Experience' dropdown menu, a 'Disciplines' section with four icons labeled 'CROSS COUNTRY', 'DRESSAGE', 'DRIVING', and 'ENDURANCE', a 'Size' dropdown menu, and an 'Inner pad type (optional)' section with 'Oval' and 'Narrow' options. At the bottom are 'Back' and 'Save' buttons.

Add a Helmet

Now it's time to add a helmet to your list:

- 1 Click on "Add a New Helmet"
- 2 Choose a template, give it a name, and make it unique, then continue
- 3 Place the helmet upside down in front of you with the visor facing up, as shown in the figure. On the left side, pull back the padding and scan using the button; use the camera to frame the label, or enter the lot number manually and save.
- 4 Select the purchase channel.
- 5 Select the date of purchase or, if you purchased online, the date you received the merchandise.
- 6 We recommend that you also upload a photo of your receipt: the KEP App will save it for you, so you won't risk losing it or having the receipt fade over time.
- 7 If you purchased a model that comes with an NFC chip, you will be prompted to upload the information.



Add a Helmet – NFC Chip

If you purchased a model that comes with an NFC chip, you will be asked to upload the health information you want.

- 7 Place your phone's camera near the **top** of the helmet, at the **tip of the front insert**, as shown in the image.
- 8 Once the chip is recognized, a screen will open where you can enter your medical information and emergency contact details.

Note for iPhone users

Reading the chip embedded in the helmet may require a few more attempts on iOS devices. This is **not a malfunction**: on iPhones, the NFC reader is located at the top of the phone, near the camera. For optimal reading, bring that area of the phone close to the chip on the helmet, **moving it slowly** until you feel the confirmation vibration.



10:18

Health information
Link your health information to the helmet's built-in microchip

Smart Nova by John (Smart Nova)

Smart Nova is equipped with a built-in microchip, located under the front panel, onto which the rider's medical information can be uploaded.

In the event of an emergency, this information helps ensure that first aid is administered more promptly.

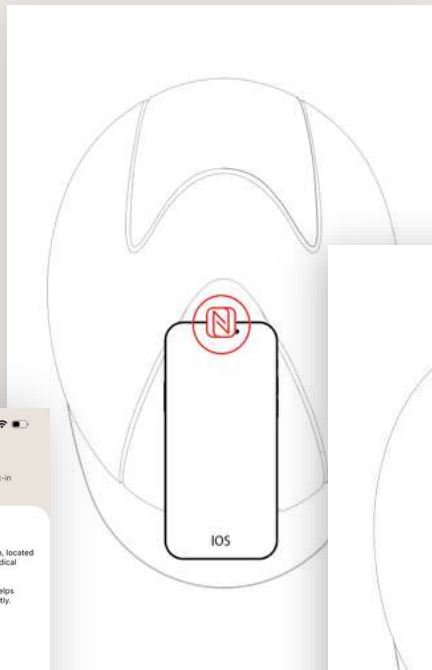
Before you begin:

- 1 Hold your helmet close
- 2 Check the location of the NFC sensor on your smartphone

1 On iPhones, the NFC sensor is located at the top of the back, near the camera

☐ I accept the Terms and Conditions and Privacy Policy

I'll do this later **Next**



NFC Chip and Health Data

Health Data Management

Each helmet has a dedicated section that allows you to view your health information in a clear and organized manner. This information can be useful in an emergency.

Note: Your health data is protected and stored securely; only you can edit or delete it at any time.

Delete or modify health data

- 1 Go to the section of the helmet where you want to edit the information
- 2 Click on the “Microchip” tab, and then click on the button at the bottom: “Edit Health Information”
- 3 Here you can make changes or delete the data stored on the chip

14:33

< Health Information

Link your health information to the microchip built into the helmet.

Helmet Name: John Black

Emergency Phone Number: 28464254645

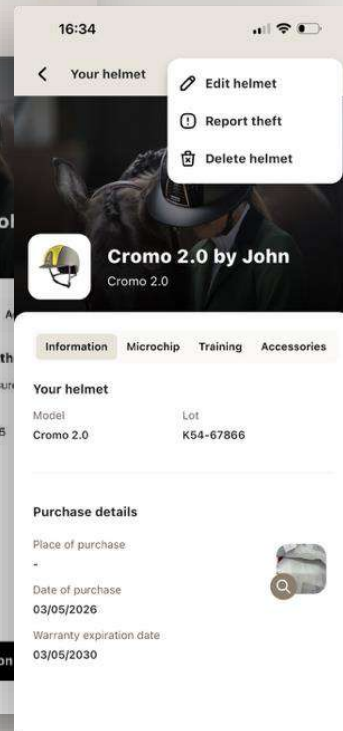
Medication allergies:

Blood Type:

Other notes:

Save

Delete health information



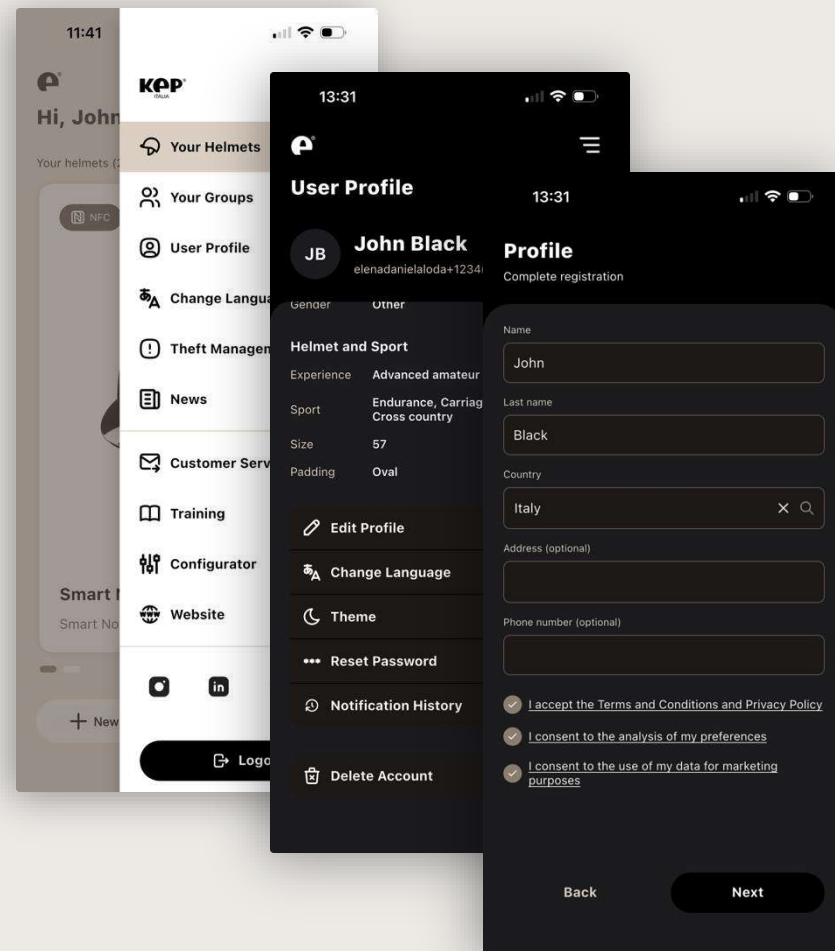
User Profile

You can update your profile information at any time. To access your settings:

Edit User Profile

- 1 Open the **side menu** in the upper-right corner
- 2 Select **User Profile**
- 3 Tap **"Edit Profile"** at the bottom of the screen
- 4 Make the desired changes and **save**

Note: From this section, you can **update** your **personal information**, change the **language** and the **theme** color, **reset your password**, and manage your consent to the processing of your data for marketing purposes. Please note that you must provide this consent to access the Training section, view accessories, and receive news and push notifications.



5. Warranty and Proof of Purchase

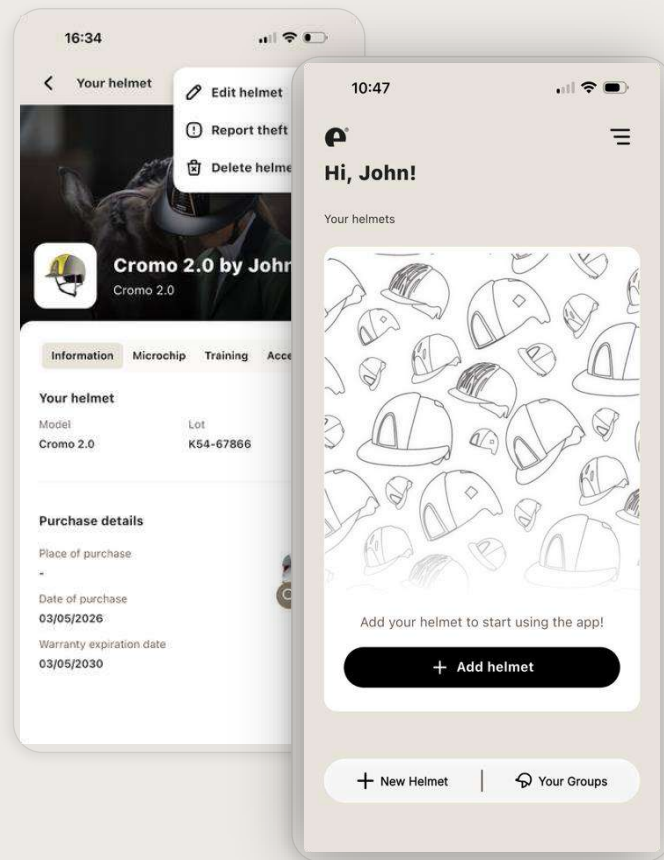
The Kep App lets you **activate** and manage your helmet's **extended warranty** directly from your smartphone as soon as you register your new helmet. It's simple and eliminates the need to keep paper documents; you can also choose to activate it at a later time.

How to Upload Your Proof of Purchase

- 1 Go to the **"Your Helmets"** section and select the helmet for which you want to activate the extended warranty.
- 2 Tap the **three dots**  in the upper-right corner of the screen.
- 3 Click on **"Edit Helmet"**
- 4 Follow the wizard
- 5 Select the date of purchase or, if you purchased online, the date you received the merchandise.
- 6 We recommend that you also upload a photo of your receipt: the KEP App will save it for you, so you won't risk losing it or having the receipt fade over time.

Warranty Status

Once activated, you can always check the status of your warranty: Helmet Details → **Information Tab** → Warranty Start Date / Warranty Expiration Date



6. Training

The new Training section features educational and informational content designed to help you learn more about your helmet, get the most out of it, and stay up to date on the latest news from Kep Italia.

What You'll Find in the Training Section

Video tutorials from YouTube

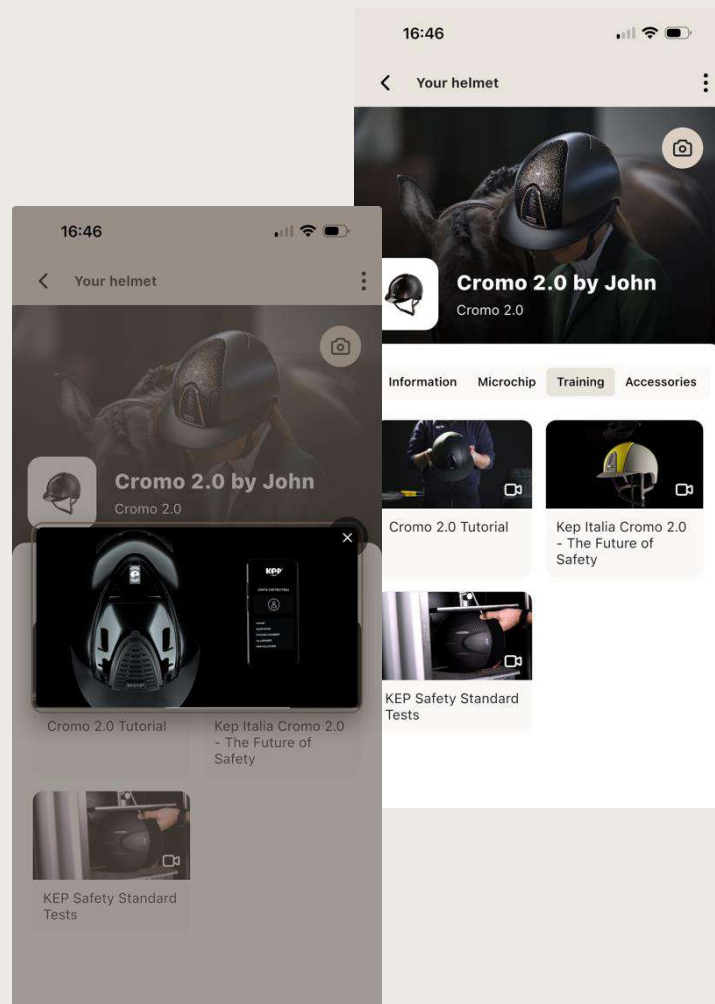
- Guides for Using and Adjusting Your Helmet
- Tips for Routine Maintenance
- Demo of Available Accessories

Information and Updates

- News about Kep products and accessories
- Articles and in-depth coverage on security

How to Access the Training

- 1 On the “Your Helmets” page, select your helmet
- 2 On your helmet's profile page, select the “Training” tab
- 3 Tap a video to watch it directly in the app.

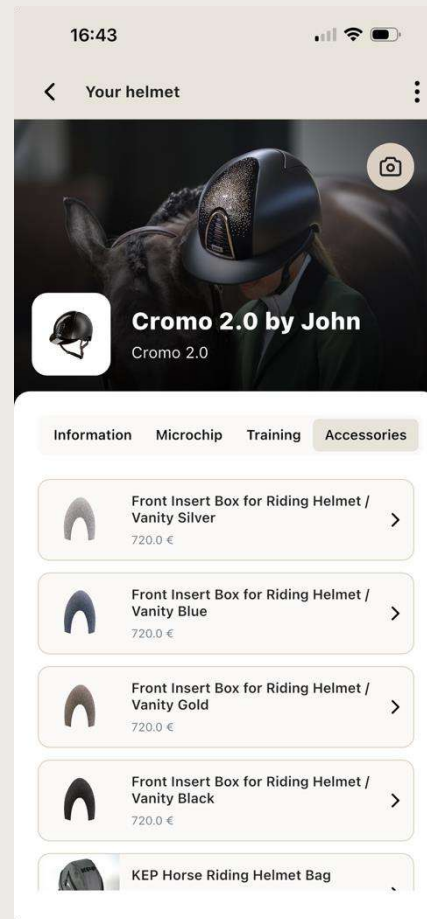


6. Accessories

The new Accessories section features tips designed to help you customize your kep. The tips are tailored to your specific model.

How to Access the Accessories

- 1 On the “Your Helmets” page, select your helmet
- 2 On your helmet's product page, select the “Accessories” tab
- 3 Tap an accessory to view the product page



7. Theft Reports and Assistance

If your helmet is stolen, the Kep App offers a dedicated feature that allows you to **quickly report the incident** to one or more groups of trusted **contacts of your choice**.

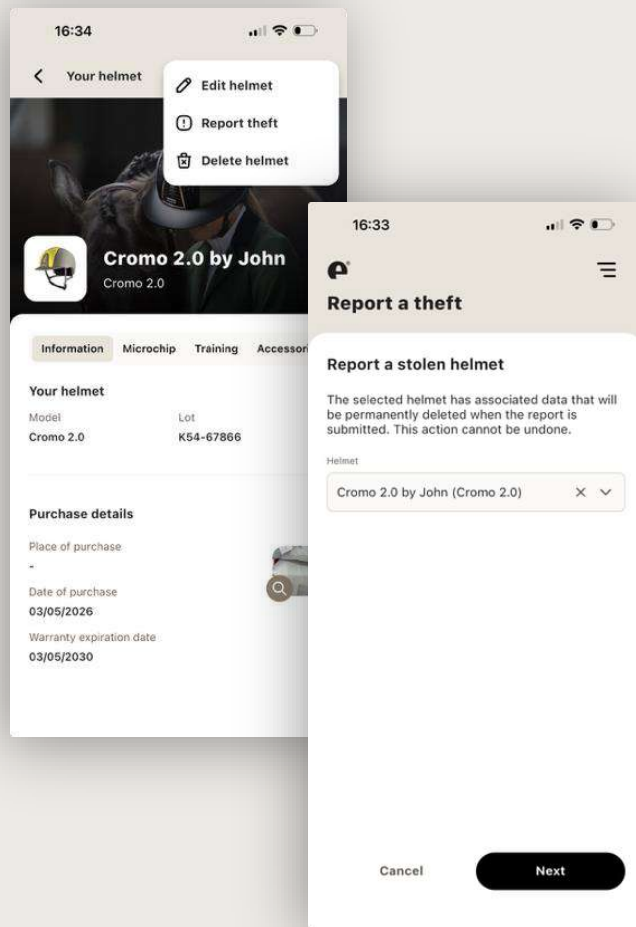
How to Report a Theft - Method 1

- 1 Log in to the **“Your Helmets”** section and go to the page for the stolen helmet
- 2 Tap the three dots in the upper-right corner
- 3 Click on **“Report Theft”**
- 4 A new screen will open with the helmet name already filled in.

Cromo 2.0 by John (Cromo 2.0) X

If the helmet shown is not the correct one, tap the name to open the complete list of your helmets and select the one you want.

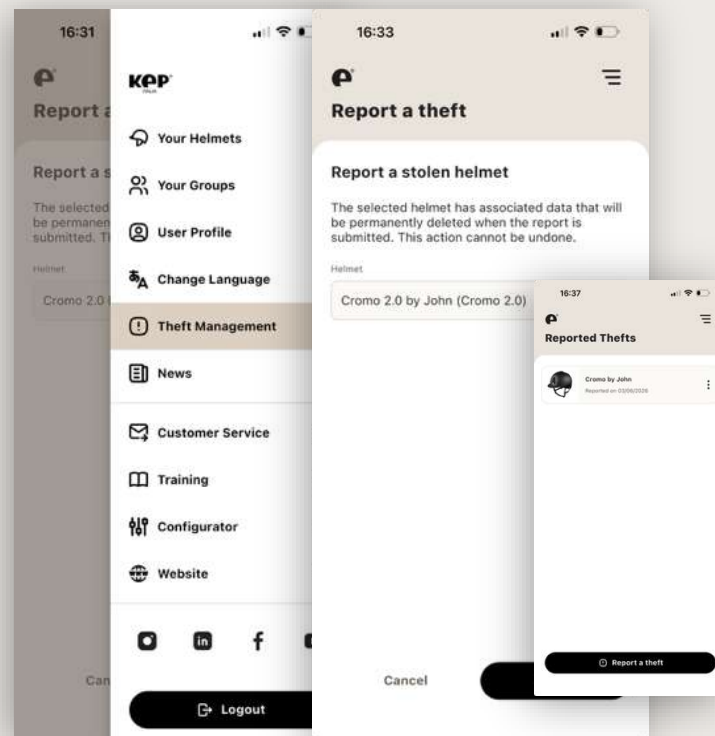
- 5 Once you've selected the right helmet, **continue**
- 6 Once the process is complete, you'll be taken to a summary of your stolen helmets



7. Theft Reports and Assistance

How to Report a Theft - Method 2

- 1 In the side menu, select “**Theft Management**”
- 2 If this is the first theft you're reporting, you'll go directly to the reporting screen with the helmet field **already filled in**. If the helmet shown isn't the correct one, tap the name to open the full list of your helmets and select the one you want.
- 3 If you've already reported thefts before, you'll be taken directly to **the summary of reported thefts**. To add a new report, tap the “Report a Theft” button at the bottom of the page.
- 4 You'll be taken directly to the reporting screen with the helmet field already filled in. If the helmet shown isn't the correct one, tap the name to open the full list of your helmets, select the one you want, and continue.
- 5 Once the procedure is complete, you'll end up on the list of stolen helmets



8. Group Management

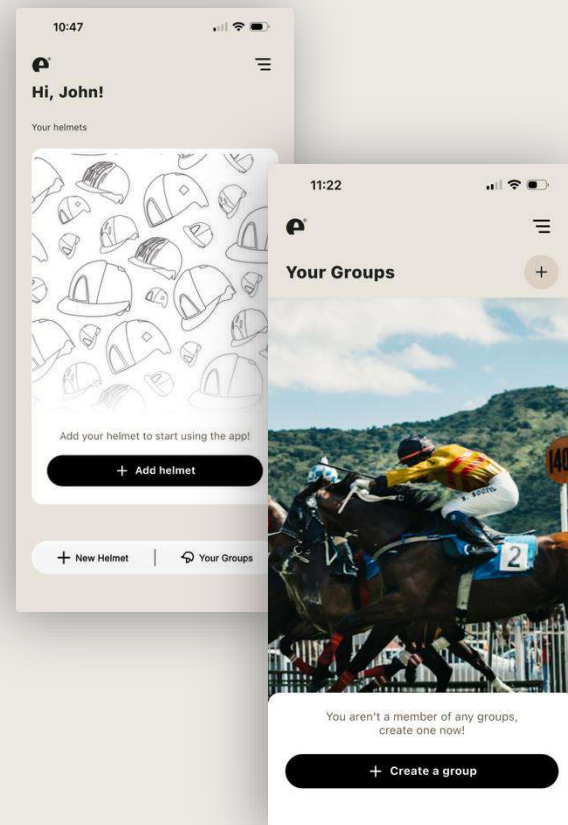
You can set up a **small group of trusted contacts in advance** (e.g., **family members, instructors, stablemates**) who will receive an **immediate** notification if a theft is reported.

How to Create a Group - Method 1

- 1 Go to the “**Your Helmets**” section
- 2 Tap the “**Your Groups**” button at the bottom of the screen
- 3 If you don't belong to any groups yet, the app will suggest that you create one. Otherwise, tap the icon  in the upper-right corner.
- 4 Choose a name for the group (e.g., John Black - La Fenice Stable)
- 5 Add a **description** and an **image**, such as a photo of your helmet
- 6 Enter the **email addresses** of the people you want to include: they will receive an **invitation** via email

Once the invitations have been sent :

- If you don't have the Kep App yet, you'll need to download it and create an account to join the group
- Those who already have the Kep App will receive a confirmation notification or, depending on the type of login (Apple or Google), a link via email that they must open in the app to confirm their entry into the group



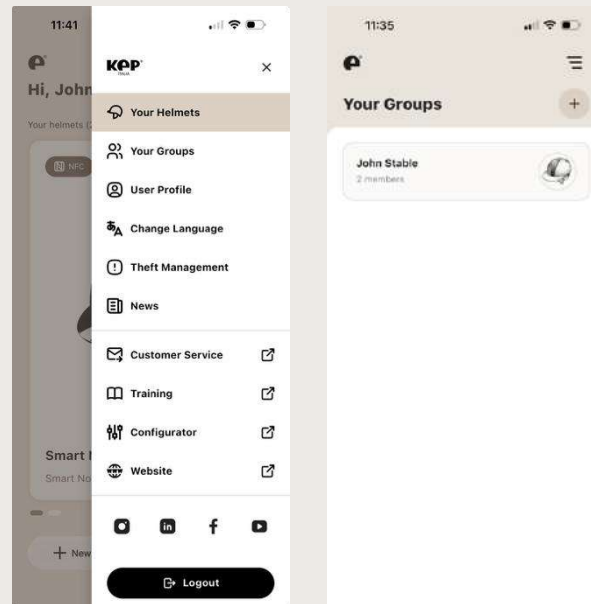
8. Group Management

How to Create a Group-Method 2

- 1 Go to the “**My Helmets**” section
- 2 Open the side menu and select “**Your Groups**”
- 3 If you don't belong to any groups yet, the app will suggest that you create one. Otherwise, tap the icon  in the upper right corner.
- 4 Choose a name for the group (e.g., John Black - La Fenice Stable)
- 5 Add a **description** and an **image**, such as a photo of your **helmet**
- 6 Enter the email **addresses** of the **people** you want to include: they will receive an invitation via email

Once the invitations have been sent :

- If you don't have the Kep App yet, you'll need to download it and create an account to join the group
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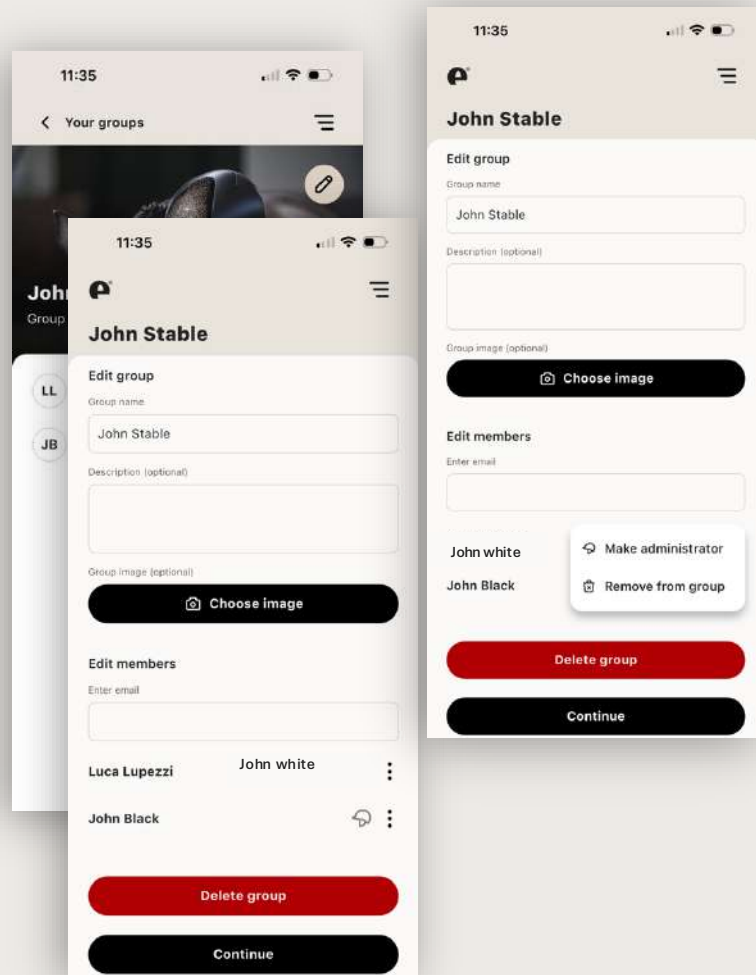
8. Group Management

How to Edit or Delete a Group

- 1 Go to the “Your Helmets” section
- 2 Open the **side menu** and select “Your Groups”
- 3 Select the **group you own** that you want to **edit**
- 4 Tap the **pencil icon**  in the upper-right corner to enter **edit mode**
- 5 Make the desired changes, such as adding a new member, and then **continue** to **save** them

Administrator Management

Each group has a **single administrator**-the **person who created it**. The administrator is the **only one who can edit or delete the group and manage its members**. If you want to hand over management of the group to another member, you can designate them as the new administrator from the edit screen by clicking the **three dots** next to their name. Once you confirm this change, you will lose your administrator privileges, and the role will be transferred to the member you selected.



9. Push notifications

The Kep App introduces a smart push notification system designed to keep you informed at all times without being intrusive. Notifications are personalized based on your profile and your helmet.

Types of Notifications

Type of Notification	Description
Product Updates	Technical Information and Important News About Your Helmet
Maintenance Reminder	Regular reminders for helmet care and cleaning
Warranty Expiration Date	Advance Notice Before the Warranty Expires
New Products	Announcements Regarding the Launch of New Kep Helmets and Accessories



9. Push Notifications-How to Turn Them On

How to Manage Notifications on an iPhone (iOS)

- 1 Go to Device Settings
- 2 Scroll down to the Kep App
- 3 Tap Notifications
- 4 Turn on “Allow Notifications” and choose the type (banners, sounds, badges).

How to Manage Notifications on Android

- 1 Go to Device Settings
- 2 **App**
- 3 **Kep App**
- 4 **Notifications**
- 5 Turn on **Show Notifications**.



Nota

Alternatively, on both systems: the first time you open the app, you'll be asked for permission right away; just tap “Allow.”

10. News

The News section contains all of Kep Italia's official announcements, which are always up to date and accessible directly from the app. Keep an eye on it to stay up to date with the world of Kep.

Types of Notifications

Type of Notification	Description
Product Updates	Previews and official presentations of new helmets and accessories
Events	Trade shows, competitions, and events where Kep Italia will be present
Official Announcements	Important updates on products, regulations, and certifications
Further Reading	articles, tips, and content dedicated to the world of horseback riding



10. News-How to Activate Them

How to Receive and View News

To receive news updates, you must have agreed to receive communications during registration or in the app settings. When a new news item is available, it will automatically appear as a pop-up the next time you open the app. To view all news items at any time:

- 1 Tap the menu in the upper-right corner
- 2 Select **News**
- 3 **Browse** the list of available **announcements**
- 4 Tap a **news** item to **view** its details



9. Frequently Asked Questions (FAQ)



I can't log in to the app. What should I do?

Make sure you've entered your credentials correctly. If you've forgotten your password, tap "Forgot Password" on the login screen and follow the instructions to reset it via email.



Can I use the app on multiple devices?

Yes, you can log in to your Kep App account from any iOS or Android device using the same login credentials. Your data is automatically synced.



How do I change the app's language?

Go to the side menu > Change Language and select the language you want from the 5 available options. The change takes effect immediately.



How do I upload my proof of purchase if it's a paper document?

You can take a photo of it directly from the app using your device's camera. Make sure the document is legible and well-lit, or upload it from your gallery. Only image files are allowed.



What happens after I report a theft?

If you have set up a group of authorized contacts, they will all receive a notification at the same time.



How can I update the app?

Updates are distributed through the App Store and Google Play Store. We recommend that you enable automatic updates to ensure you always have the latest version available.

9. Frequently Asked Questions (FAQ)



I don't want to receive news anymore?

If you no longer wish to receive news from Kep Italia, click on the menu in the upper-left corner > User Profile > Edit Profile, and uncheck the box next to "I agree to the use of my data for marketing purposes."



Once the chip is setted, how do I read the data stored on it?

It's easy! Unlock your device and hold it near the chip reader; when it vibrates, you'll see a pop-up notifying you that your health record has been opened.



How can I verify that my health information is accessible to everyone who needs it?

It's easy! Unlock your device and hold it near the chip reader; when it vibrates, you'll see a pop-up notifying you that your health record has been opened..



Do you need to have downloaded the Kep App to read the data stored on the chip?

No! Since your health data is stored on the chip, you don't need the Kep App to read it. All you have to do is unlock your device and hold it against the chip area to read the data.

10. Contact and Support

If you have any questions or need assistance, the Kep Italia team is here to help through the following channels:

Website: kepitalia.com

Support Email: contact@kepitalia.com

Official App: Kep App - App Store / Google Play

Headquarters: Kep Italia S.r.l.

Thank you for choosing Kep Italia.

