

Stella[™]

Prototype Hardware

Instructions and Notices

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Welcome to Stella's Beta Program.

Stella is excited to work for your business!

Stella greets customers, answers questions, and acts like a salesperson in conversations.

By hiring Stella in Beta, your business is now at the cutting edge of AI. Throughout the Beta, Stella will receive frequent remote updates.

On behalf of our California team, **thank you for hiring Stella**. We hope she is an effective addition to your team!

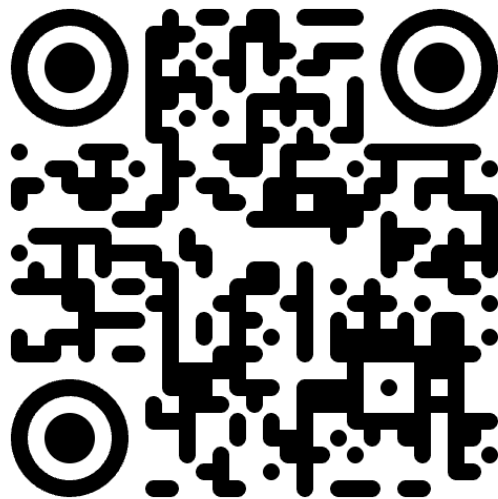

MICHAEL TREHAN
Chief Executive Officer


HARISH PALANI
Chief Technology Officer

Getting started.

Watching a **video** may make everything easier.

Visit **stellabots.com/unboxing** – or scan this QR code:



If asked, you have Hardware Version: Prototype.

Need assistance? Our California team is ready to help.
Log in to your **stellabots.com** account to submit a ticket.

Important safety, usage, and legal information is provided at the end of this manual.

Keep her box.

Stella is **leased** to you.

Keep the box and packaging materials somewhere safe – this is now your **lease return box**.

If Stella needs to find employment elsewhere, we will provide a free return label¹ – but not packaging.

¹ Return shipping is free – but ending your lease early may incur a separate fee. Please refer to your lease agreement for specifics.

What's in her box?

 <p>Base</p>	 <p>Base Rear Cover</p>	 <p>Jug and Jar Weights</p>
 <p>Wheels (x4)</p>	 <p>Snap Locks (x4)</p>	 <p>Silver and Black Hex Keys</p>
 <p>Metal Column</p>	 <p>Tablet Module</p>	 <p>Screen Module</p>
 <p>Tube A, B (x2), C (x2)</p>	 <p>Tube A and B (x2) Front Covers</p>	 <p>Tube A and B/C (x4) Cable Covers</p>
 <p>Top Cover</p>	 <p>Retention Cable</p>	

Step 0: What does she need?

Assembling the prototype takes **~30 minutes**. You need:

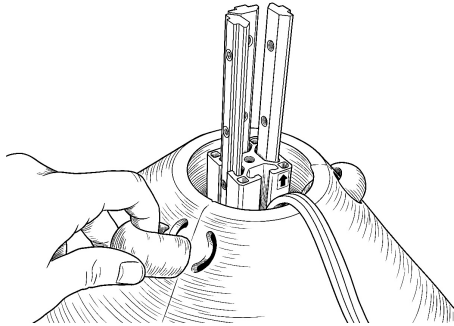
- A sink (to fill the base weights).
- A place to plug her in and secure her.
- Wi-Fi.

A helper is recommended if you have trouble lifting heavy items, but most people assemble Stella solo.

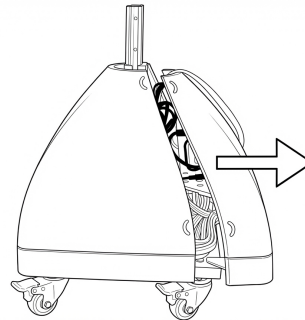
Never lift Stella's base by the plastic. Lift it by the bottom (it's rough plywood, be careful to avoid splinters) or by the metal prongs.

Now, **carefully lift everything out of the box** and remove the packaging material. Save packaging materials in the box.

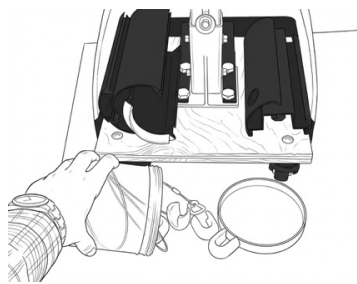
Step 1: Prepare her base.



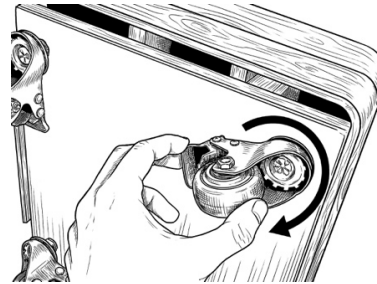
A: Pull out the 4 pink snap locks. It'll take some force. If you break them, we've provided extras.



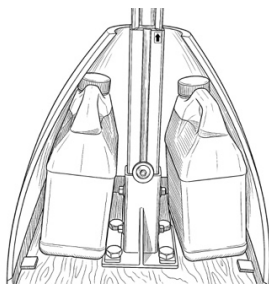
B: Carefully slide the base's rear out, horizontally. Leave it aside for now.



C: Remove all plastic pieces from inside the base. Remove any parts from the insides of the jars.



D: (May ship pre-completed) **Lock the 4 wheels.** Then, twist them by hand into the base's bottom.



E: Fill the jugs and jars with water. Put the jugs vertically in the base, towards the Stella logo. You may need to tilt them to get them to fit. Leave the jars aside for now.

A quick bit of help if Step 2 is tricky.

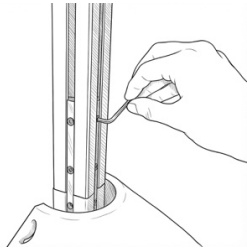
For Step 2, you may have trouble stacking the metal onto the prongs. Don't worry! The metal and prong alignment may shift during shipment, and it's easy to fix.

First, make sure you are sliding the metal vertically down onto the prongs. Also, try squeezing the prongs together as you slide the metal on top.

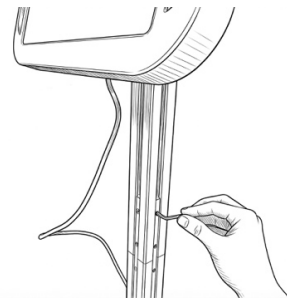
Still doesn't work? No big deal:

1. Loosen the 2 set screws on **all except one** of the preinstalled prongs. The prong will slide down. If it's the base prongs, we recommend leaving the front one close to the Stella logo tightened, because that one is annoying to tighten again.
2. Slide the metal onto the remaining single prong. This should be very easy.
3. Slide the fallen prongs back up into place (half on the lower metal, half on the upper metal). Tighten all 4 set screws for each prong.

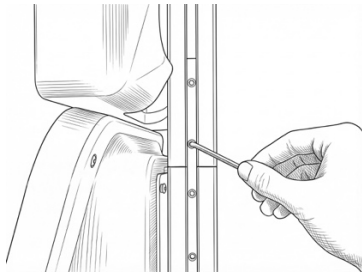
Step 2: Assemble her spine.



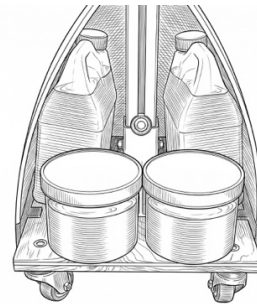
A: Slide the column onto the base. The column's top 3 prongs should match the layout of the base's top 3 prongs – there should be no prong at the rear. Tighten the 6 set screws with the silver hex key.



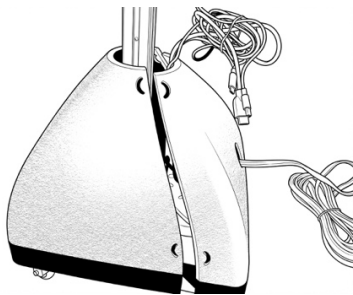
B: Slide the tablet module onto the metal column. The front of the tablet should be facing the same direction as the Stella logo. Tighten the 6 set screws.



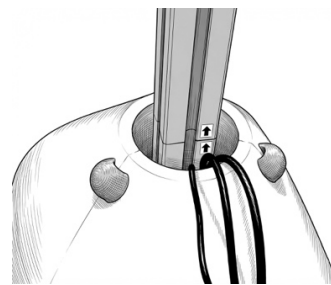
C: Slide the screen module onto the tablet module, facing the same direction. Tighten the 4 set screws.



D: Place the full jars on the back of the base.

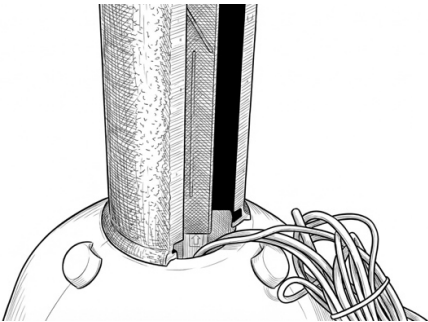


E: Slide on the base's back cover, horizontally. The alignment plastic on the bottom of the cover goes on top of the wood. Make sure the jars have clearance.

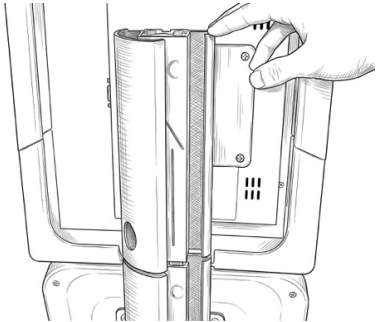


F: Make sure the short USB-C, long round DC, and long HDMI cables are sticking out from the top of the base. Then, insert the 4 pink snap locks. This may take some force.

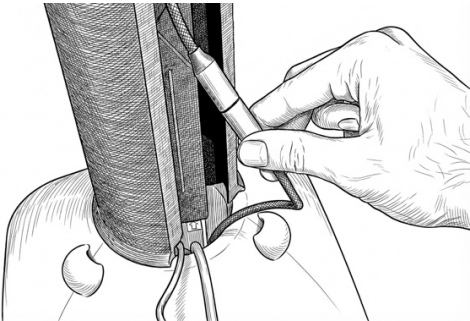
Step 3: Connect her electronics.



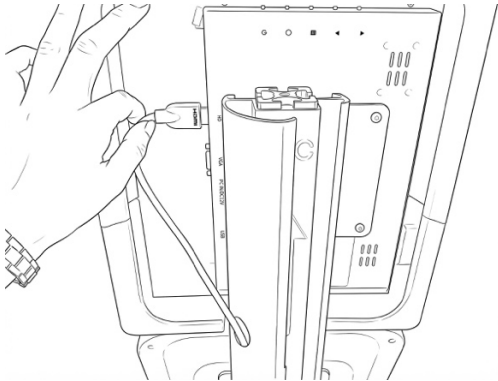
A: Slide Tube A from the top of the screen module's metal down to the bottom of her base. **Tube A's white piece slides into the base.**



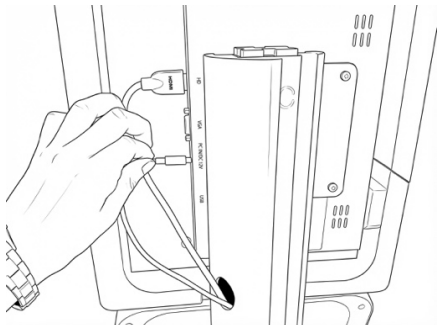
B: Repeat for 2x Tube B, then 2x Tube C. **Ensure all tube arrows are pointing up.** Tube A should be at the bottom, and Tube C at the top.



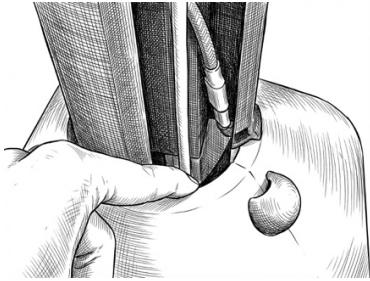
C: Loop the tablet module's female USB-C cable into the lower Tube C's hole and down to the base. Then, plug it into the base's short male USB-C cable.



D: Loop the HDMI cable from the base up through the spine, out through the hole in the upper Tube C, and plug it into the screen.

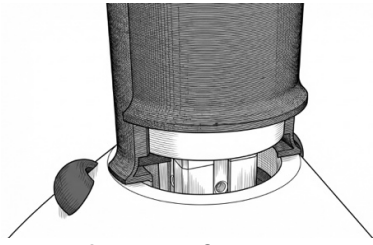


E: Repeat for the DC power cable.

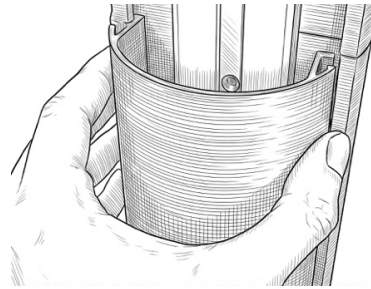


F: Carefully push any excess cable length into the base.

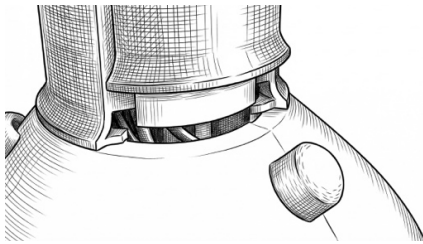
Step 4: Make her pretty.



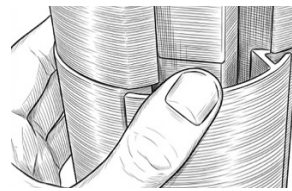
A: Snap Tube A's front cover (it has a **white piece**) slightly above Tube A's front. Then, slide it down until the white part is in the base.



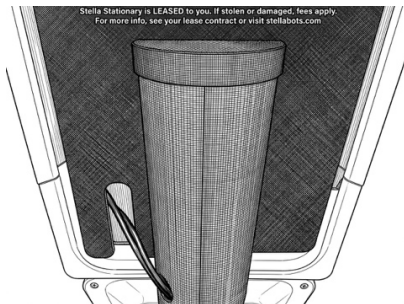
B: Repeat for the Tube B covers. Once all are installed, gently push them down to reduce seams.



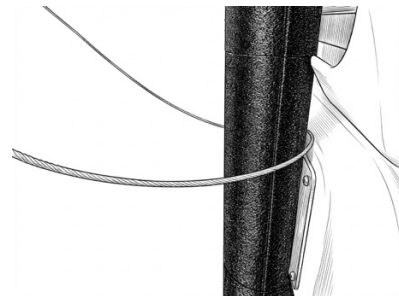
C: Snap Tube A's cable cover (it has a **white piece**) slightly above Tube A's back. Then, slide it down until the white part is in the base.



D: Snap the 4 remaining cable covers into the backs of Tube B/C. If they pop into the tubes or have seams, squeeze the tubes or retry until they seat properly.

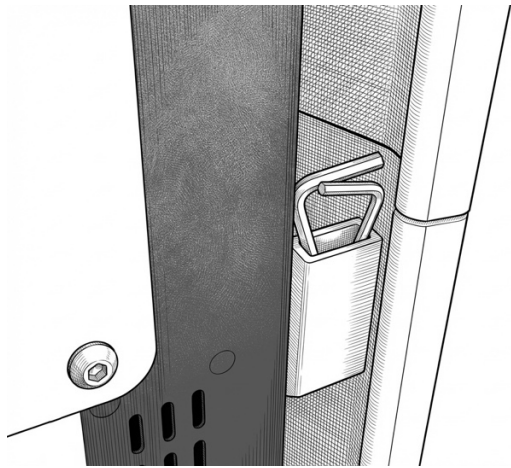


E: Align the top cover's peg with the hole in the screen module's metal. Then, slide it down. You may have to stretch it to get it behind Tube C. Ensure the screen cables pass through the top cover's gap.



F: Unlock the wheels, roll Stella to your desired location, and re-lock the wheels. Then, **loop the metal retention cable through the bottom of the screen module** and clip it to a fixed object for safety.

Step 5: Put the tools and box away.



Place both hex keys into the hidden holder on the right side of the rear of the screen module.

You may have noticed you didn't use the black hex key. It is provided for troubleshooting and internal disassembly.

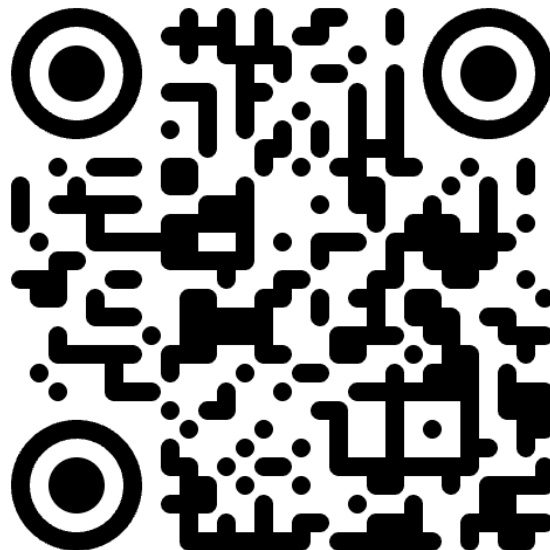
Save these instructions and the extra snap locks in Stella's base or in the box.

The box is now your **lease return box**. Save it somewhere safe.

Step 6: Train her.

Once plugged in, let Stella start up. **This process may take a while.** Do not worry if you see an app launcher screen. Eventually, the Stella program will launch.

To connect Stella to Wi-Fi and continue setup, visit **stellabots.com/setup** – or scan the QR code below:



Troubleshooting

If Stella's tablet module or top screen do not turn on:

1. Unplug Stella and plug her back in.
2. Check if the outlet is working.
3. Check that the two power bricks are seated to the power strip inside Stella's base.
4. Check that the USB-C power brick is connected to the Hub in Stella's base.
5. Check that the DC monitor jack and HDMI cable are **fully** inserted into Stella's top screen.
6. Press the power button on the top rear of the screen. It may have accidentally been turned off.
7. Check the cables for any damage.

Need assistance? Our California team is ready to help. Log in to your **stellabots.com** account to submit a ticket.

Safety and Legal

WARNING

It is your responsibility to **always** secure Stella to a wall or fixed mount using the included retention cable to avoid tip-overs, which may result in injury or death.

REMINDER

It is your responsibility to ensure that your placement and usage of Stella comply with all regulations, including, but not limited to, the Americans with Disabilities Act of 1990.

USAGE

Stella is for indoor use only. Keep liquids away. Do not climb, sit on, lean on, or hang objects from Stella.

Important: Please read this section carefully. It contains important safety, usage, and legal information that applies to your use of the Stella™ device ("Stella"). Additional binding terms apply under your separate lease and subscription agreement.

1. Intended Use

Stella™ is a stationary, indoor AI kiosk designed to provide informational, conversational, and promotional interactions in public commercial environments.

Stella:

- Is not mobile
- Is not a safety, security, or monitoring system
- Does not replace employees, attendants, or emergency systems
- Is intended solely for informational and customer-engagement purposes

Stella must be used only as described in this manual and in accordance with all applicable laws and agreements.

2. General Safety Information

To reduce the risk of injury, damage, or malfunction:

- Indoor use only. Do not expose Stella to rain, moisture, or outdoor conditions unless explicitly rated for such use.
- Do not climb, sit on, lean on, or hang objects from Stella.
- Do not block ventilation openings.
- Keep liquids away from the device and power connections.
- Do not open, disassemble, or modify any part of the device.
- Supervise children. Stella is not a toy.
- Use only approved mounting methods and hardware as described in the installation instructions.

Failure to follow these guidelines may result in damage, injury, or service interruption.

3. Electrical Safety

- Connect Stella only to a properly grounded power outlet.
- Do not use damaged power cords, adapters, or outlets.
- Do not overload circuits.
- If Stella appears damaged, emits unusual odors, or behaves abnormally, disconnect power immediately and contact support.

4. Placement and Stability

You are responsible for ensuring Stella is:

- Securely mounted or placed on a stable surface
- Installed in a location where it cannot be easily tipped, struck, or obstruct emergency paths
- Positioned away from high-traffic collision risks and wet areas

Improper placement may create a hazard and may constitute misuse.

5. Cameras, Microphones, and Recording Notice

Stella includes cameras, microphones, and other sensors required for intended operation.

Depending on configuration, Stella may:

- Capture audio and/or video in publicly accessible areas
- Perform automated processing and analysis of interactions

You are solely responsible for:

- Only placing Stella in areas where recording the public is permitted

- Complying with all applicable privacy, surveillance, employment, and consumer-protection laws
- If applicable, posting clear and legally required signage notifying customers and employees that recording and automated processing may occur
- Obtaining and maintaining any required consents

Stella Bots does not provide legal advice regarding compliance obligations.

6. Acceptable Environment

Operate Stella only within supported conditions, including:

- Publicly accessible, commercial indoor environments (e.g., retail floors, lobbies, reception areas)
- Normal ambient temperature and humidity ranges
- Adequate lighting and network connectivity

Do not deploy Stella in environments involving:

- Water exposure
- Excessive heat, dust, or vibration
- Hazardous or regulated industrial settings
- Life-safety or emergency-response use cases

7. Software, Connectivity, and Remote Access

Stella operates using cloud-based software and services.

By using Stella, you acknowledge that:

- Software updates, patches, and configuration changes may be applied automatically
- Stella Bots may remotely monitor device health, connectivity, and performance
- Remote access may be used for diagnostics, maintenance, safety, abuse prevention, and product improvement

Service availability depends on power, network connectivity, and external systems.

8. No Reliance; Informational Use Only

Stella's responses and outputs:

- Are provided for general informational and promotional purposes only
- May be considered offensive, incomplete, inaccurate, or outdated
- Must not be relied upon for legal, medical, safety, employment, financial, or regulatory decisions

You remain responsible for verifying information and supervising customer interactions as appropriate.

9. Damage, Misuse, and Responsibility

You are responsible for safeguarding the device from:

- Theft
- Vandalism
- Abuse
- Unauthorized modification
- Improper relocation or installation

Damage beyond normal wear, loss, or failure to return the device may result in replacement or repair charges as outlined in your separate lease and subscription agreement.

10. No Warranty; No Service-Level Guarantee

Stella™ and all associated software and services are provided “as is” and “as available.”

To the fullest extent permitted by law:

- No express or implied warranties are provided
- No uptime, availability, or performance guarantees are made

Your rights and remedies, if any, are governed solely by your separate written agreement with Stella Bots.

11. Limitation of Liability

To the maximum extent permitted by applicable law, Stella Bots is not responsible for:

- Indirect, incidental, special, consequential, or punitive damages
- Lost profits, lost data, or business interruption
- Injuries or damages resulting from misuse, improper installation, or failure to follow instructions

Additional liability limitations apply under your lease and subscription agreement.

12. Governing Terms and Agreement Priority

Your use of Stella is governed by a separate Terms of Service and Lease Agreement provided at the time of ordering or available through your account.

If there is any inconsistency between this manual and your executed agreement:

- The agreement controls
- This manual does not modify or replace any contractual obligations.

13. Support and Contact

For questions, support, or safety concerns, contact:

Stella Bots

support@stellabots.com