



ActiveX Ivy Plus BMI Scale Owner's Manual

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Ivy Plus BMI Scale

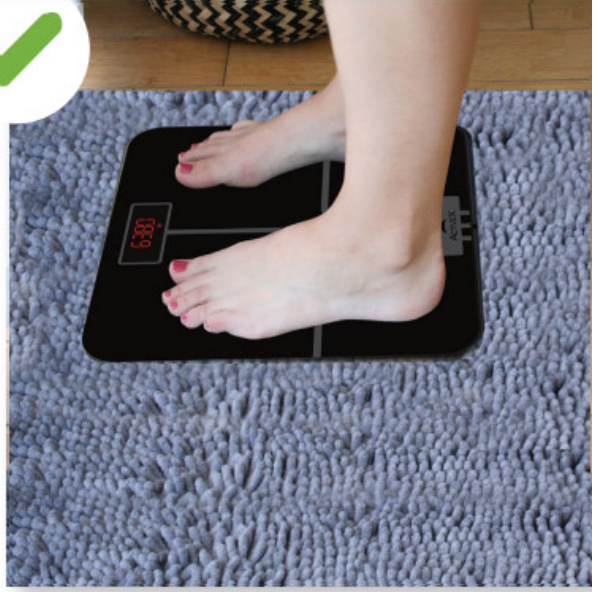
Top Listed FAQs:

1. My scale is not showing accurate results.
2. I have not received my free eBooks.
3. The package does not include freebies as promised in the listing.

My scale is not showing accurate results

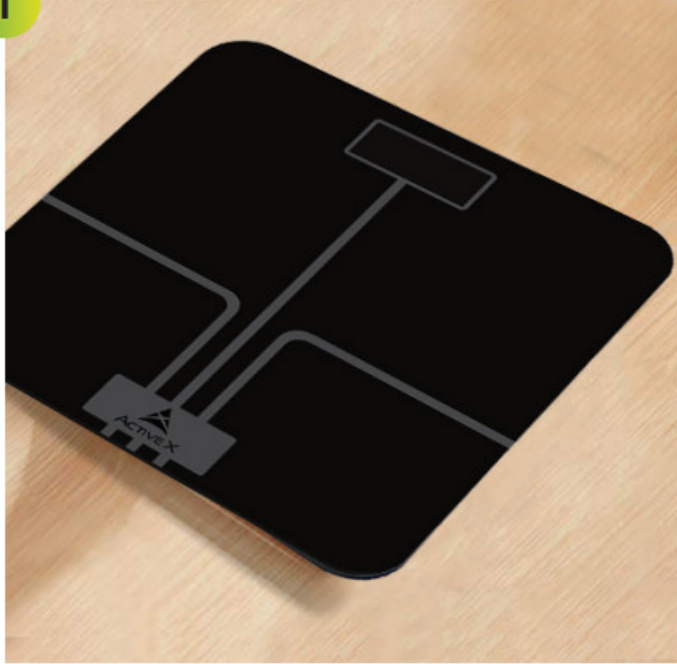
Answer: This could happen due to the following:

(a) The scale is placed on a carpet or an uneven or tilted surface. The uneven flooring in this case stops you from uniformly transferring your weight to the sensors. The load on a scale should be perpendicular to the surface and parallel to the gravitational direction.



(b) If the scale is not calibrated properly. Calibrating the scale resets the internal mechanisms allowing the scale to find the correct “zero” weight and thus ensure accurate readings. Please follow the steps mentioned below to calibrate the scale:

1



Step 1: Place it on a flat and hard surface.
(There should be no carpet)

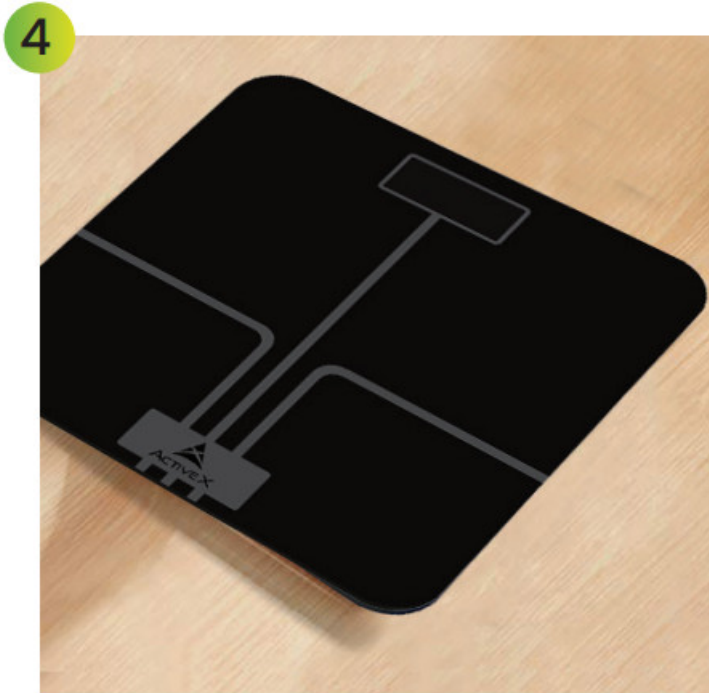
2



Step 2: Activate the weighing scale by pressing it gently either with your hand or feet. a



Step 3: Wait for it to show “CAL” on the display screen.



Step 4: Let it switch off.
Now your scale is ready for accurate measurement.

(c) Frequently moving your scale from one place to another. Moving any digital scale potentially affects its calibration and accuracy. Calibrating the scale resets the internal mechanics, allowing it to determine the proper “CAL” weight and provide accurate readings. To calibrate the scale, follow the instructions outlined above.



(d) Taking multiple readings on the same day. Since daily weight fluctuation is natural, the readings taken multiple times on the same day will differ. Bodyweight fluctuates up to 1.5-2kgs during the day in anormal adult. These changes occur as a result of what you eat, drink, exercise, and even sleep. It's best to weigh yourself in the morning, at the same time every day, after your morning rituals, with minimal clothing, & without socks.



(e) If you're comparing your weight on different weighing scales, keep in mind that each scale has its own mechanics. As a result, if you compare your weight readings on two or more weighing scales, you will always find a difference in weight. According to studies, there can be a five-pound difference between scales! Hence, it's best if you stick to one weighing scale throughout your fitness journey.

(f) Not standing properly on the scale. Make sure your weight is evenly distributed on the weighing scale by standing straight on it. Allow time for your weight to be accurately reflected on the scale.



If you have followed all the above steps and the problem still persists, please get in touch with our customer service or

Whatsapp us at +91 95080 80810 or email us at support@myactivex.com

We would be happy to troubleshoot the issue further.

I have not received my free eBooks

Answer: The e-books are delivered immediately after your complete the purchase on Amazon via Amazon email. In case, you have not received it, please get in touch with our customer service or Whatsapp us at +91 95080 80810 or email us at support@myactivex.com along with your Order ID and we would resend the e-books immediately.



The package does not include freebies as promised in the listing.

Answer: All the packages are quality checked before dispatching to ensure everything is in place including the freebies as promised. In some instances, if it is missing, do not worry, just get in touch with our customer service or Whatsapp us at +91 95080 80810 or email us at support@myactivex.com along with your Order ID and we would process it ahead.

Warranty Related Queries

1. How can I register my warranty?
2. How long is my scale's warranty period?
3. My scale is under warranty period and I'm having an issue with my product, what should I do?
4. My machine is under warranty and I'm having some issues with my product, I want to take it to your nearest service center?

C1. How can I register my warranty?

Answer: Warranty registration is simple. You can visit our website <https://myactivex.com/pages/activex-warranty> fill in the details and click on Register. Once done, you would get an email confirmation on the email provided at the time of warranty registration.

ActiveX Warranty Registration

Register your purchase

Please fill in the following information to successfully register your product

Full Name	◆	Enter Full Name	
Address	◆	Enter Address	
Enter your email	◆	Enter Address	
🇮🇳 Phone Number	◆	Enter Phone no.	
Product	◆	Select Product	
Order ID on Amazon/Flipkart	◆	Enter Order ID no.	
Order Date DD/MM/YYYY	◆	Enter Order Date	
PURCHASED FROM			
<input type="checkbox"/> Amazon			
<input type="checkbox"/> Flipkart			
<input type="checkbox"/> Other		◆	Select Purchased From
Register		◆	Click on Register

Thanks for registering warranty!

Check your email for a confirmation message.

Join our exclusive community by clicking on the banner below



After filling the form you get a warranty confirmation mail on your registered mail ID.

How long is my scale's warranty period?

– **Answer:** The warranty period of the scale is one year from the date of purchase.

My scale is under warranty period and I'm having an issue with my product, what should I do?

– **Answer:** To access warranty services, please contact us at support@myactivex.com or call us at 95080 80810 so that we can assess the issue and provide the best solution for you.





My machine is under warranty and I'm having some issues with my product, I want to take it to your nearest service center?

– **Answer:** At the moment, we do not have any offline service centers. All our customer support processes are taken care of via phone or email. Please contact us at support@myactivex.com or call us at 95080 80810 and we'll do our best to assess the issue and solve the problem.

ActiveX Customer Support:




Our pro-active customer support is available on Phone, email, Whatsapp, and Facebook. You can get in touch with us on any of these platforms for any issue/query or general chat on health and nutrition.

   	Whats app 95080 80810
	Facebook Messenger https://m.me/MyActiveX
	Speak to support team on 95080 80810 or
	Email us at support@myactivex.com

www.myactivex.com

Documents / Resources

	
	ActiveX Ivy Plus BMI Scale [pdf] Owner's Manual Ivy Plus BMI Scale, Plus BMI Scale, BMI Scale

References

- [ActiveX - Be fit Go Far](#)
- [ActiveX Warranty Registration](#)