



Actxa Sense 2 Smart Scale CS10A User Manual

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Actxa Sense 2 Smart Scale CS10A User Manual



Supports Actxa Wellness Programme and Healthy Living Score

Introducing Actxa Sense 2

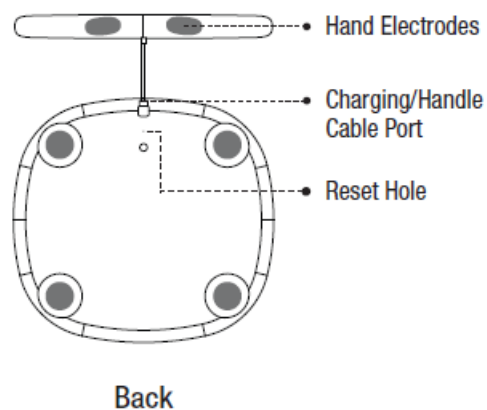
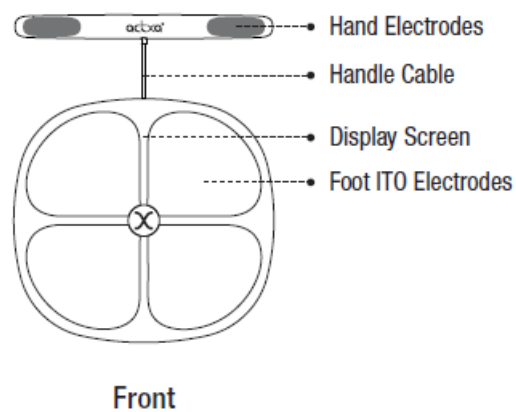
The Actxa Sense 2 smart scale is a professional grade segmental body composition analyser. It provides segmental analytics of your body composition using 8 electrodes and dual frequency Bioelectrical Impedance Analysis (BIA). It supports more than 20 body compositions indicators, including weight, body fat percentage, visceral fat level, muscle mass percentage, bone mass and total body water.

Actxa Sense 2 smart scale uses Dual-Frequency BIA technology to measure your body impedance at two different frequencies. With the additional frequency, an even higher accuracy of measurements can be achieved as compared to body composition scale that uses single frequency.

Together with Tetrapolar 8-point Tactile Electrodes measurement method (4 ITO conductive layer on the scale and 4 metal electrodes on the handle), Actxa Sense 2 smart scale is able to distinguish and measure your body in five segments: each arm, leg and abdominal area, and provide segmental analytics of body composition in these five segments.

When the Actxa Sense 2 smart scale is paired with the Actxa App, your measurements are synchronized wirelessly to your mobile phone. The Actxa App provides health insights and the trending of your body composition measurements that help you reach your target goals.

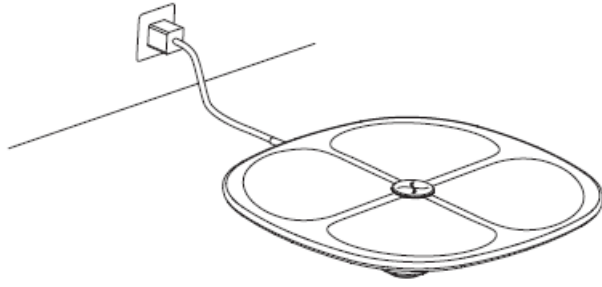
Scale Overview



Display Icons

Icons	What It Means
	Charging In Progress
	Bluetooth Connection
	Muscle Mass Reading
BMI	Body Mass Index Reading
Fat	Body Fat Percentage Reading
Lo	Low Battery Alert
EEr	Overload Alert
CAL	Calibration In Progress

Charging The Actxa Sense 2



On your first use, charge your Actxa Sense 2 smart scale fully.

Step 1: Connect the bundled USB charging cable to the Actxa Sense 2, before switching on the power either from an adapter or standard USB port.

Step 2: Charge for approximately two hours.

Step 3: Turn off the power source and remove the USB charging cable.

You are ready to pair your Actxa Sense 2 smart scale with Actxa App.

Each full charge of the Actxa Sense 2 smart scale could last for around 90 days of usage. When the battery is low, the scale will display “Lo”. Follow the steps above to charge the scale for approximately two hours.

Set-up With The Actxa App



Download the Actxa App to set up your personal account and to pair your Actxa Sense 2 smart scale via Bluetooth. The Actxa App can be installed from the App Store or Google Play. You may also scan the QR code above.

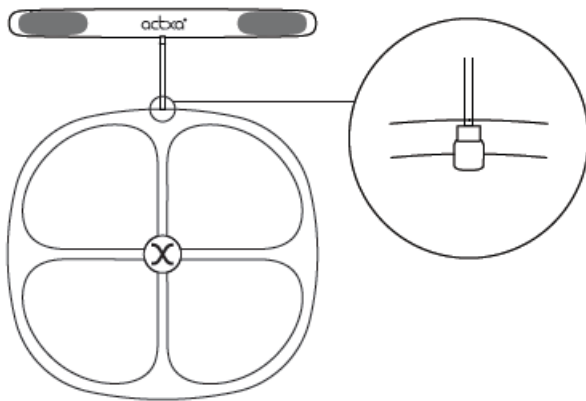
Turn on Bluetooth and launch the Actxa App on your smartphone. Follow the onscreen instructions to:

1. Set up and login to your Actxa App account
2. Set up your user profile. This involves providing information such as gender, height and age.
3. Pair the Actxa Sense 2 smart scale with the Actxa App.

If you own another Actxa product and have already installed the Actxa app, simply launch the app and add a new device. You can then follow the onscreen instructions as previously indicated.

Once your set-up on the Actxa app is completed, your Actxa Sense 2 smart scale is ready to start measuring and tracking data.

Taking Measurements



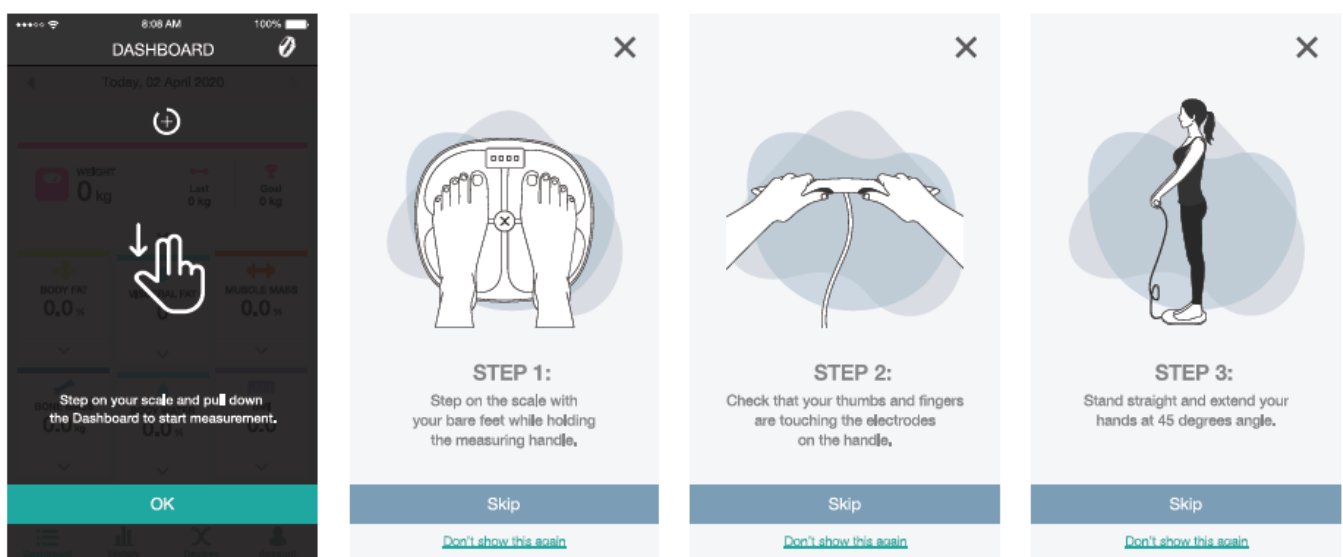
To take your body composition measurements, insert the measuring handle cable into the USB Type-C port on the scale.

Step on the scale barefoot-ed while holding the measuring handle.

At the Actxa App Dashboard, pull down the screen and follow the onscreen instructions to take the measurement.

Once the measurement is completed, your results will be displayed on the Actxa App Dashboard.

You are encouraged to take your measurements daily or minimally once a week, to keep track of your body composition trending over a period of time.



Efficient Use Of Your Scale

To ensure the accuracy of measurement, please follow the instructions below during measurement

- Place the scale on a flat surface. Soft surface such as carpet will affect the accuracy of the scale.
- Step onto the scale with bare feet. Stand still and keep full contact with the electrodes until the measurement is complete.
- Start measurement at least 2 hours after waking up or dining.
- Avoid measurement immediately after strenuous exercise, sauna or bath, drinking, and dining.
- Always start measurement in the same timeslot and on a flat, hard surface.
- Always recalibrate the scale to ensure accurate result if it has been moved or flipped upside down.

Step 1: Place the scale on a hard, flat surface.

Step 2: Step on the scale with one foot. Once the display lights up, quickly step off the scale.

- The scale will display “CAL” followed by “0.00” when the calibration is completed.

Specifications

- Dimension: Scale: 320 x 300 x 21mm • Handle: 317 x 35 x 23mm Net
- Weight: Approximately 1.93kg
- Display: Digital LED
- Measurement Unit: Kilogram/Pound
- Measurement Range: 0.2kg to 180kg • 0.4lb to 394lb Accuracy: 0~50kg (± 0.2 kg); >50~100kg (± 0.3 kg); >100~150kg (± 0.4 kg); >150~180kg (± 0.5 kg)
- Input: 5.0VDC, 500mA (Approximately 2 hours of charging)
- Auto-Off: The Actxa Sense 2 smart scale will turn off after about 20 seconds if there is no operation
- Protection Against Ingress Of Water: IPx3
- Data Transmission: Bluetooth™ and WiFi*
- Measurement Method: Multi-segment dual frequency BIA Technology
- Electrode Method: Tetrapolar 8-point Tactile Electrodes
- Accessories: Type-C charging cable, User Guide

*** WiFi support will be available via software update**

Caution & Safety Notes

The Actxa Sense 2 smart scale is intended for home-use only and is not a medical device. Please note that all data should be used as a reference and is not a substitute for medical advice from a licensed healthcare professional. Do not self-diagnose or self-medicate on the basis of this device without consulting your doctor. This device is for healthy individuals over 13 years old. However, some body composition indicators may require other minimum or maximum age requirements.

The Actxa Sense 2 smart scale uses Dual-band Bio-electrical Impedance Analysis (BIA) technology, which generates a weak electrical current at low frequency of 20kHz and high frequency of 100kHz that passes through your body to make the various measurements. This current is small (less than 50mA) and may not be felt. It is safe, toxic-free and non-invasive.

However, the Actxa Sense 2 smart scale should NOT be used for individuals who are pregnant or those wearing implantable electronic devices (eg. Pace-maker).

Contraindications

1. This device is contraindicated for any female subjects who may be suspected of, or is pregnant. Beside

possibility of inaccurate readings, there might be unknown implications on the fetus through this device.

2. This device is contraindicated for any person who is connected to a wearable or implantable electronic device or instruments such as a pacemaker or defibrillator.

Limited Product Warranty

The Actxa Sense 2 (The 'Product') is guaranteed against manufacturer's defects for a period of 1 year from the date of purchase. This warranty only covers defects in material and workmanship. If the smart scale is found to be faulty due to defects in materials and workmanship, the authorized service provider will replace it with another Actxa Sense 2 smart scale.

The warranty does not cover normal wear and tear, excessive abuse, or misuse and damage arising from failure to follow instructions relating to the Product's use. This Limited Warranty does not cover the services provided by Actxa Pte Ltd or any 3rd party service provider rendered to owners of the Product. All warranty claims must be accompanied by a valid sales receipt.

Please visit actxa.com/support/ for more information

Complies with IDA Standards DA107472

Actxa Limited 1 Year Product Warranty

What is covered under this limited 1 year warranty?

This Limited Warranty applies to Actxa products purchased from an Authorized Actxa dealer or authorised online store by the original purchaser for normal use and not for resale. Actxa warrants that a covered product is free from defects in material and workmanship, with the exception as stated below.

How long does the limited warranty coverage last?

This Limited Warranty lasts for 1 year from date of purchase. A valid proof of purchase will be required to prove eligibility. If you do not have a valid proof of purchase, the Limited Warranty period will be measured from the date of sale by Actxa to the authorised distributorship. Actxa reserves the right to reject any warranty claim without any valid proof of purchase.

What is not covered under this Limited Warranty?

This Limited Warranty applies only to the product manufactured by or for Actxa that can be identified by the "Actxa" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) Actxa products and services other than the Product, (b) non-Actxa hardware product, (c) consumables (such as batteries), or (d) software, even if packaged or sold with the Product or embedded in the Product. This limited warranty does not cover damage resulting from commercial use, misuse, accident, modification or alteration to the hardware or software, tampering, water resistant limitations exceeded, damage caused by operating the product outside the permitted or intended uses, improper voltage or power supply, improper maintenance or failure caused by a product that Actxa is not responsible for. Brightness of OLED screen and product color consistency may vary from 1 batch to the other and such cases should not be treated as manufacturing or material defects. There is no warranty of uninterrupted or error free operation. There is no warranty for loss of data and you must regularly sync your product to your smart devices. There is no warranty for product with removed, defaced or altered product label. This warranty does not cover defects caused by wear and tear.

Actxa's Commitment to Product Excellence

Actxa will inspect the product to ascertain the nature of defects. Actxa will repair the product at no charge, using new or refurbished replacement parts or replace the product with a new or refurbished product. Where a replacement product is supplied, this shall be guaranteed for the balance of the original warranty period. Any models that is no longer available shall be replaced by a model of a value and with such features as Actxa consider appropriate in the circumstances. Actxa is not responsible for freight forwarding charges, losses or damage in transit.

Limited Liability

ACTXA AND ITS AFFILIATES, SUPPLIERS, DISTRIBUTORS AND RESELLERS ARE NOT LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES. 2) LOSS OF OR DAMAGE TO YOUR DATA. 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES, OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF INFORMED OF THE POSSIBILITY.

ACTXA DOES NOT PROVIDE ANY OTHER WARRANTIES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

If any of the provisions of the foregoing are contrary to any relevant legislation, then that provision shall be deemed excluded from the warranty and the rest of the provisions will continue to apply.

General

How do I set up my Sense 2 smart scale?

Download the ActxaApp to set up your personal account and to pair your Actxa Sense 2 smart scale via Bluetooth. The ActxaApp can be installed from the App Store or Google Play. You may also scan the QR code below. Turn on Bluetooth and launch the ActxaApp on your smartphone. Follow the onscreen instructions to take your weight and body composition measurements.



How do I take my measurement?

To take your body composition measurements, insert the measuring handle cable into the USB Type-C port on the scale. Step on the scale barefooted while holding the measuring handle. At the Actxa App Dashboard, pull down the screen and follow the onscreen instructions to take the measurement. Once the measurement is completed, your results will be displayed on the Actxa App Dashboard. You are encouraged to take your measurements daily or minimally once a week, to keep track of your body composition trending over a period of time.

How do I sync my measurements to the Actxa app?

To sync your data from the Sense 2 Smart scale to the Actxa app, kindly do the following:

1. Turn on Bluetooth on your mobile device
2. Open the Actxa application
3. Select "Devices" on the bottom of the screen and connect to the Actxa Sense 2
4. Select "Weight now" and follow onscreen instructions to take your measurements

How often should I charge the Actxa Sense 2?

Each full charge of the Actxa Sense 2 smart scale could last for around 90 days of usage. When the battery is low, the scale will display "Lo". Follow the steps below to charge the scale for approximately two hours.

Step 1: Connect the bundled USB charging cable to the Actxa Sense 2, before switching on the power either from an adapter or standard USB port.

Step 2: Charge for approximately two hours.

Step 3: Turn off the power source and remove the USB charging cable.

I'm having issues with my Sense 2 Smart Scale. How do I resolve this?

Kindly send in a support ticket through your Actxa app by selecting "Account" on the bottom right, then "About", then "Contact Actxa Support".

Provide a clear and accurate description of the issue you are facing and we will investigate your issue and provide you with the assistance you require.

How do I maintain or clean my Actxa Sense 2?

Wipe the surface with a damp cloth first.
Then, wipe dry with a dry cloth.

What is the warranty period for my Sense 2 Smart scale?

Please refer to the Actxa limited 1 year product warranty.

Can I use my Sense 2 Smart in the bathroom?

You are recommended not to use the Actxa Sense in the bathroom. Not only does it reduce the lifespan of the scale, the surface might also be too slippery to step on.

Is my phone compatible with the Actxa Sense 2?

Actxa Sense 2 supports mobile phones with the following version of OS:

- iOS 12 and above
- Android 5.0 and above

I am pregnant. Can I use Actxa Sense 2?

If you are pregnant or wearing a cardiac pacemaker, you should not be using the Actxa Sense smart scale. Due to lack of extensive research and testing on this user group, we are unsure of the unknown risks that might occur from using this product.

I am using a cardiac pacemaker. Can I use the Actxa Sense 2?

If you are wearing a cardiac pacemaker, you should not be using the Actxa Sense smart scale. Due to lack of extensive research and testing on this user group, we are unsure of the unknown risks that might occur from using this product.

Where can I obtain my readings after weighing?

Once the measurement is completed, your results will be displayed on the Actxa App Dashboard.

How do I set up and change my personal information?

You may make changes to your profile information in Actxa App under Account > Profile.

Note: If you have signed up for the Employee Wellness Programme or Corporate Challenge, some of the profile setting fields may be locked. Please contact your company's Wellness Officer if you would like to make the change.

Do I need an internet connection to sync the measurements to the Actxa app?

Yes, you are advised to have internet connection (Wi-Fi or Mobile Data) to sync your measurements to the Actxa app to prevent data loss.

Why do I receive a prompt in Actxa App that says that my weighing is unsuccessful?

Unsuccessful weighing could be due to the measuring handle not connected to the scale during measurement. Check that the measuring handle cable is inserted to the USB Type-C port on the scale. During measurement, hold it with both hands, stand straight and extend your hands at a 45 degree angle. You may also follow the

onscreen tutorial for the step by step instructions.

The screen on the scale does not turn on when I step on it.

1. Step off the scale and step on the scale again after a few seconds
2. Charge the scale to check if this issue arose from a flat battery
3. If the scale is already fully charged, try to reset the scale by inserting a small object into the mechanical reset hole located on the bottom of the scale

How do I calibrate the Actxa Sense 2?

If the Actxa Sense 2 has been moved from one location to another (for example, from your living room to your bedroom), or has been flipped upside down, it must be recalibrated to ensure accurate measurement results.

1. Place the scale on a hard, flat surface.
2. Step on the scale with one foot. Once the display lights up, quickly step off the scale.

The scale will display "CAL" followed by "0.00" when the calibration is completed.

How do I reset my scale?

For issues such as big deviations between 2 weight measurements under the same conditions of measurement, or other issues that you wish to attempt to troubleshoot by resetting the scale, do so by inserting a small object into the mechanical reset hole located on the bottom of the scale.

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