

## **Troubleshooting Steps**

### **( 1 ) troubleshooting steps of inaccurate measurement:**

1. Please try resetting the scale by taking one battery out for 5 seconds and putting it back in.
2. Please calibrate the scale before measuring  
Step on the scale with one foot until the scale screen lights up. Then step off and wait for the screen to display "CAL" . When "0.00" is displayed, the scale is calibrated.
2. Please test the accuracy of the scale by placing a 10-pound dumbbell(or an object with a known weight) on the scale and view the measurement. If the difference is out of the accuracy range, please take a photo for our reference.
4. Everyone's weight fluctuates throughout a typical day. Muscle usage and basic consumption of food and water will cause some weight fluctuation. Thus, if you weigh yourself multiple times during the day, you will see some differences. To minimize the fluctuations, weigh yourself at the same time each day (such as in the morning).

#### **Additional tips:**

1. Place the scale on a hard and flat surface. The unbalanced surface and softer floors such as carpet can cause inaccuracies.
2. Check the legs/pads of the scale for any obstruction that may cause an imbalance
3. During the measurement, try to keep your weight centered directly above the scale as much as possible.
4. Try waiting for the scale to auto-shutoff (about 10 seconds) before measuring again.
5. Avoid moving the scale. Moving the scale frequently increases the risk of inaccuracy.
6. Accuracy Range:  
50kgs:  $\pm 0.2\text{kg}$  (110lbs:  $\pm 0.44\text{lb}$ )  
100kgs:  $\pm 0.3\text{kg}$  (220lbs:  $\pm 0.66\text{lb}$ )  
150kgs:  $\pm 0.4\text{kg}$  (330lbs:  $\pm 0.88\text{lbs}$ )

### **( 2 ) troubleshooting steps of getting accurate body fat%:**

#### **Method of accurate body fat%:**

A. Please be informed that our scales use bio-electrical impedance analysis(BIA) technology to offer you the data. The data obtained by BIA bio-electric measurement is closely related to the following parameters: body impedance coefficient/height/weight/age/gender.

B. Please check if you set up your profile correctly.

C. To turn on/off the Athlete Mode will also affect the body fat percentage. Please be informed

that the body fat estimation using BIA could overestimate the percentage body fat of adult elite athletes. The physiological variation of athletes in bone density and level of hydration are two of the reasons said to account for the difference. So the body fat percentage with Athlete mode on and that with Athlete mode off are different even with the same weight. The body fat% with Athlete mode on is lower than the body fat% with Athlete mode off. Please try to change the Athlete mode status, then take a new measurement and check the new readings again.

### **Method of getting body fat%:**

A. Please be informed that teenagers under 18 cannot receive all 13 body composition metrics because they consume relatively more nutrition and are still growing. Currently, there is no standard evaluation system for body composition measurements for them. Thus, some bio-impedance data are not applicable to them.

B. Please find the following effective age ranges for each indicator for your reference.

Body weight: Effective at any age

BMI:  $\geq 4$  years old

Body fat percentage, Body water percentage, Subcutaneous fat, Basal metabolic rate, Fat-free weight:  $\geq 10$  years old

Visceral fat, Skeletal muscle percentage, Muscle mass, Bone Mass, Protein, Metabolic age:  $\geq 18$  years old

C. If you use the body fat scale and the profile age is above 18 but the app only displays the weight and BMI, it means you connected your phone with the scale but the bio-impedance technology is not detecting you. Please double-check the following and confirm if you do it correctly:

1. The scale needs time to completely finish the weighing process. Please stand on the scale until the weighing screen shuts down (about 15 seconds).
2. Make sure your feet are bare and the surface of the scale is clean.
3. Stand firmly on the scale, touching 4 electrode areas uniformly.
4. Try applying moisturizer to your feet and measure again.
5. Ask another person to stand on the scale to see if the bio-impedance detects them.

### **( 3 ) troubleshooting steps of bluetooth & phone connections:**

1. You can reset the scale by removing one battery for 5 seconds and putting it back in (if the scale is operated by batteries), or pressing the reset button on the back of the scale for 5 seconds (if the scale is rechargeable).
2. Restart your phone.
3. Delete the device in "Device Management".
4. Add the device again.
5. Try "Bluetooth Anomaly Detection" in the APP, and follow the "Solution" prompted under the ERR code and try again.

Tips:

1. Measure barefoot. Step off the scale only after the scale surface screen automatically turns off. Make sure to complete the entire measurement process (about 10-15 seconds).

2. If you want the data to be synchronized to your APP in real time, please go to the measurement page of the corresponding device before taking your measurement. Turn on Bluetooth on the phone, then select the correct user, and then begin your measurement.

If you do not have the APP on while doing your weighing, the data will be temporarily stored in the scale, and will be synchronized the next time when the scale is connected to your phone.