

etekcity

# Smart Fitness Scale



User Manual

## Thank you for purchasing the Smart Fitness Scale by Etekcity.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at [support@etekcity.com](mailto:support@etekcity.com).

We hope you enjoy your new scale!

**Questions or Concerns?**  
[support.uk@etekcity.com](mailto:support.uk@etekcity.com)

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# Specifications

<b>Model</b>	EFS-A591S-KUK
<b>Weight Capacity</b>	400 lb / 180 kg / 28 st
<b>Increments</b>	0.1 lb / 0.05 kg
<b>Weight Units</b>	lb / kg / st
<b>Platform</b>	Tempered Glass
<b>Battery</b>	500mAh Li-ion Battery
<b>Input</b>	5.0V== 500mA (USB Type-C Charging)
<b>Dimensions</b>	11.8 x 11.8 x 1.2 in / 30 x 30 x 3 cm

# READ AND SAVE THESE INSTRUCTIONS

## Safety Information

Please read and follow all instructions and safety guidelines in this manual.

### MEDICAL

- This scale should not be used to diagnose or treat any medical condition.
- Scale data should not be used as a substitute for medical advice from a healthcare professional.
- This scale uses a harmless electrical current to measure body fat. Consult a healthcare professional before using the smart scale if you use electronic medical equipment such as a pacemaker.

### GENERAL USE

- Check the scale before using. **Do not** use the scale if it is damaged in any way.
- **Do not** strike or bang on the scale.
- **Do not** use the scale if there is a crack on the glass. While tempered glass is stronger and fractures more safely than ordinary glass, it may shatter unexpectedly after developing a slight crack. If you see a crack, contact Customer Support (see page 19).
- The glass platform is slippery when wet. **Always** make sure the platform and your feet are dry before stepping on for measurement.
- Place the scale on a hard, flat surface to avoid tipping.
- To weigh safely and accurately, stand with your feet shoulder-width apart while on the scale.

- **Do not** stand on the edge of the scale or jump on the scale.
- Avoid standing on the scale for a long period of time, or when not measuring yourself.
- **Do not** overload the scale. Maximum weight capacity is 400 lb / 180 kg / 28 st.
- Keep the scale in a cool area with low humidity.
- Keep the scale away from heat sources, such as ovens or heaters. Avoid temperature fluctuations.
- Store the scale in a horizontal position, not a vertical position.
- This scale is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Handle with care. Not for commercial use. Household use **only**.

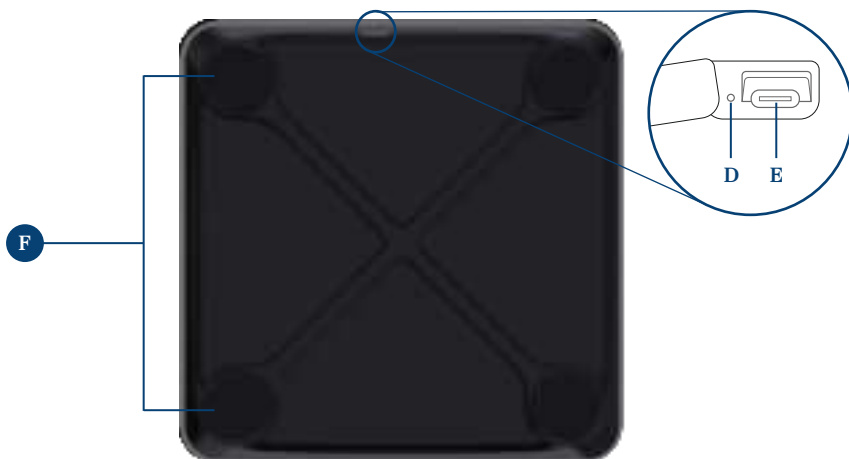
## BATTERY WARNING:

- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, may result in an explosion;
- Leaving a battery in an extremely high temperature surrounding environment, such as sunshine, fire, or hot surface, may result in an explosion or the leakage flammable liquid or gas;
- A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

# SAVE THESE INSTRUCTIONS

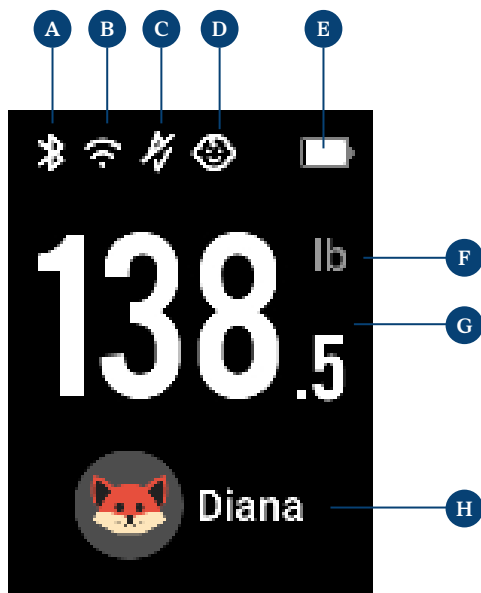
## Function Diagram

- A.** Weighing Platform
- B.** Display
- C.** Non-Conductive Areas
- D.** Reset Button
- E.** USB-C Charging Port
- F.** Anti-Skid Padding



## Display Diagram

- A. Bluetooth® Icon
- B. Wi-Fi® Icon
- C. Zero-Current Mode
- D. Baby Mode
- E. Battery Indicator
- F. Weight Unit
- G. Weight Measurement
- H. User Profile



# VeSync App Setup

**Note:**

- The VeSync app is continually being improved and may change over time. If there are any differences, follow the in-app instructions.
- Requires device to run app, Wi-Fi® or mobile data, and iOS version 15 or Android version 8 (or above). Standard data and messaging rates may apply. Registration is required.

1. To download the VeSync app, scan the QR code or search "VeSync" in the Apple App Store® or Google Play Store.

**Note:** For Android™ users, choose "Allow" to use VeSync.



2. Open the VeSync app. **Log In** or **Sign Up**.

**Note:** You must create your own VeSync account to use third-party services and products. These will not work with a guest account. With a VeSync account, you can also allow your family and friends to control your smart scale.

3. Follow the in-app instructions to set up your smart scale.

**Note:** Your phone must have Location turned on while your phone is connecting to your smart scale. This is required to establish the Bluetooth® connection. You can turn Location off after your smart scale is finished connecting to the VeSync app.

## Wi-Fi® Connection:

- To disconnect Wi-Fi, use a safety pin or paper clip to press the Reset Button near the charging socket. This will restore the scale's default settings and disconnect it from the VeSync app.
- To reconnect, please follow the instructions in the VeSync app for adding a device.



# Creating a User

**Important:** Entering inaccurate information will make the scale's measurements less accurate.

If you are a new user, you will need to enter physical information before weighing yourself for the first time so the scale can calculate your body metrics. Follow the in-app instructions to create a user profile.

***Note:** If you don't identify with the available gender options (or are unsure), pick the option that you think best physically matches you. This choice is used for physical measurements, such as body fat percentages.*

The scale only displays up to 10 user avatars at a time. To select which users you want displayed, you can manage user profiles in Device settings in the app.

## MULTIPLE USERS

### Multiple Users With Separate VeSync Accounts

Users can create or log in to their own VeSync accounts and pair the smart scale to their separate accounts.

**Note:**

- Only 5 VeSync accounts can pair with the smart scale at a time. If the maximum number of accounts is reached, an in-app alert will ask the user to disconnect one of the user accounts to continue the pairing process with the current user's account.
- Users with their own VeSync accounts will not be able to view other users' metrics recorded by the scale.

### Multiple Users With a Shared VeSync Account

Users who create or log in to a VeSync account can create multiple user profiles within their account. All users can log in to the same account (on their own smartphones) without requiring the other users to log out.

***Note:** Users sharing a VeSync account will be able to view each other's metrics recorded by the smart scale.*

## CHANGING YOUR USER AVATAR

1. Tap "Device settings" in the VeSync app
2. Then tap "Members"
3. Select the profile image you want to change
4. Change avatar in "Edit Member"

## WEIGHING CHILDREN

- Children under 3 years old cannot measure body metrics other than weight.
- Minors will need a guardian's consent to create a VeSync account.

## Using the Smart Scale

### Note:

- *Placing the scale on soft surfaces such as shaggy carpet may cause inaccurate measurements or tipping. If necessary, this scale can be used on low-pile carpet with a fiber length of 0.4 inches / 10 mm or less.*
- *If the scale cannot be turned on or the battery is low, it needs to be charged. Charging the scale may take up to 3 hours.*

1. For the best results, place the scale on a hard, flat surface.
2. Step on the scale, then step off. Wait for the screen to display "0.0" before using.

**Note:** You can customize the scale's display by selecting *Customize Screens* in the *Device Settings* menu.

3. Place dry, bare feet on the scale's conductive areas. Continue standing on the scale, then step off the scale when the display shows **"BYE"**. If your smart scale is connected to the VeSync app, additional metrics that are not selected for display on the scale will show in the app.

## PRECISYNC™ TECHNOLOGY

The smart fitness scale uses PreciSync™ auto-recognition technology to select an existing user profile based on weight, an ideal feature for a household with multiple users. To use this function, you must first connect the scale to your VeSync account and sync user information with the scale.


### Note:

- *PreciSync works with or without a Bluetooth connection.*
- *PreciSync will automatically turn on when there is more than one user profile connected to the scale in the VeSync app.*

## HOW PRECISYNC™ WORKS

- The scale will compare the user's current weight with all user profiles synced to the scale.
- If only one user profile is within 6.5 lb of the current weight, it will be automatically stored under that user's profile.
- If multiple user profiles are within 6.5 lb of the current weight, the display will prompt the user to tap their right foot to select a user profile.
- If no user is within 6.5 lb of the current weight, the weight will be automatically stored as a Guest Profile without prompting the user to select a profile.

## WEIGHING MODES

- **Zero-Current Mode:** Turns off the scale's electrical current and only provides measurements for weight and BMI. This mode can be helpful for users who are pregnant or who have implanted medical devices, such as pacemakers.
- **Baby Mode:** To weigh your baby or pet, tap  and follow the in-app instructions for weighing. Baby Mode will not measure other body metrics and will only measure weight and BMI.

## Features

Use the VeSync app to customize your scale with different features, such as:

- Weather: Scale shows current weather conditions on the display.

## SWITCHING UNITS

To switch between pounds (lb), kilograms (kg), and stone (st), open the VeSync app and select the weight unit in the Device Settings menu.

## Maintenance

### CLEARING THE SMART SCALE

If the scale has been moved or flipped upside down, it must be cleared to ensure accurate results.

1. Place the scale on a hard, flat surface.
2. Step on the scale until digits appear on the display, then step off. *[Figure 2.1]*

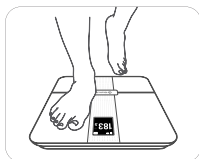


Figure 2.1

3. Wait until the scale displays "0.0". *[Figure 2.2]*





Figure 2.2

### CLEANING THE SMART SCALE

- Use a slightly damp cloth to clean the surface of the scale, followed by a soft, dry cloth to wipe away any remaining moisture.
- **Do not** use chemical or abrasive cleaning agents to clean the scale.

### CHARGING THE BATTERIES

The display will show  (Low Battery) when the batteries need to be charged.

1. Insert the USB charging cable into the USB charging socket.
2. Plug the USB charging cable into a DC 5V adapter and plug into an outlet. You can also plug the cable into a powered USB outlet.
3. The bars of the  will continuously fill as the scale charges. When completely charged, the  will be filled.

**Note:** Charging the smart scale with the provided USB-C cable will give the best results.

# Troubleshooting

## The scale doesn't turn on.

If the scale cannot be turned on or the battery is low, it needs to be charged. Charging the scale may take up to 3 hours.

## When I stand on the scale, it doesn't respond.

- The scale may need to be restarted. Use a safety pin or paper clip to press the **"Reset"** button near the charging socket to reset the scale.

## Information flashes on the display and then disappears.

- The batteries are low and may need to be replaced.


## The smart scale's Bluetooth doesn't connect to the VeSync app.

- Make sure your phone's operating system is running on iOS® 15.0+ or Android 8.0+.
- Close and relaunch the VeSync app. Make sure you're using the latest version.
- Make sure your phone has Bluetooth turned on. For Android users, make sure your Location is turned on as well.
- Make sure your scale and phone are within 30 ft / 10 m of each other.
- Make sure the scale is not currently connected to any other phone or app.
- The scale should only be connected to your phone via the VeSync app. **Do not** connect the scale to your phone's Bluetooth settings.
- Make sure any VPN apps are turned off.

## If the smart scale still cannot connect via Bluetooth, please try the following:

- Restart Bluetooth or restart your smartphone.
- Use a safety pin or paper clip to press the **"Reset"** button near the charging socket.
- Tap the **"Disconnected"** button on the top of the weigh-in screen in the VeSync app to view troubleshooting tips.

## The smart scale doesn't connect to Wi-Fi.

- Make sure the scale is connected to the VeSync app via Bluetooth.
- Step on the scale to turn it on.
- Open the VeSync app and go to device settings . Select "Wi-Fi Connection".
- Follow the on-screen instructions to connect. Keep the scale on while connecting.
- Make sure your smartphone is connected to Wi-Fi.

**Note:** The scale only supports 2.4GHz networks. If you have a 5GHz network, chances are you may have a 2.4GHz one as well (i.e., a dual-band router).

- Your scale might be too far from your router. Try moving the scale within 164 ft / 50 m of your router.
- Make sure you've typed in your password correctly, checking for capitalization and spacing.

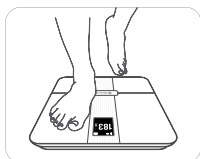
- If you enter your Wi-Fi SSID manually, make sure all the letters and punctuation marks are correct.
- Make sure you have turned off MAC address filtering and do not have active firewalls on the router. Check whether the router DHCP is normally enabled.
- Make sure the DHCP in your router settings allows the devices with special characters to be connected.
- Make sure you don't have too many devices connected to your router (10 or fewer is best).
- Restart the router and try connecting the scale with the VeSync app (see page 8).

### **The scale readings seem unstable or inaccurate.**

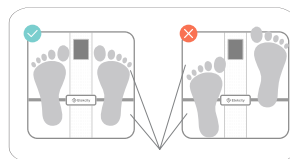
- Make sure the scale is on a hard, flat surface.
- The scale may need to be restarted. Use a safety pin or paper clip to press the “Reset” button near the charging socket.
- The scale may need to be cleared. Follow instructions to clear the scale (see page 12).

### **My scale will only measure my weight, not other biometrics.**

- If you're wearing shoes or socks, the scale cannot measure biometrics such as body fat. Step on the scale with bare feet. [\[Figure 3.1\]](#)
- Make sure to place your feet on the scale's conductive areas. [\[Figure 3.2\]](#)



*Figure 3.1*



*Figure 3.2*

- Make sure the scale is connected to the VeSync app (see **VeSync App Setup**, page 8).
- Check if Zero-Current Mode is on. If it is, the scale will only provide measurements for weight and BMI, not other biometrics.

**If your problem is not listed or you still need help,** please contact **Customer Support** (see page 19).

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## Electromagnetic Fields (EMF)

Your Etekcity Smart Fitness Scale complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, the appliance is safe to use based on scientific evidence available today.

## RoHS Statement

This product is RoHS compliant.

This product is in compliance with Directive 2011/65/EU, and its amendments, on the restriction of the use of certain hazardous substances in electrical and electronic equipment.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment.



For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.



# Limited Warranty Information

<b>Product Name</b>	<i>Smart Fitness Scale</i>
<b>Model</b>	EFS-A591S-KUK
<i>For your own reference, we strongly recommend that you record your order ID and date of purchase.</i>	
<b>Order ID</b>	
<b>Date of Purchase</b>	

## Etekcitiy Limited Product Warranty

Register your products at <https://warranty.etekcity.com/warranty> to stay up to date with important product information such as product updates, limited warranties, usage and maintenance recommendations, and notifications concerning safety warnings or product recalls. Registration is not required to claim your limited warranty.

## Two (2) Year Limited Consumer Product Warranty

Etekcitiy Corporation ("Etekcitiy") warrants that the product shall be free from defects in material and workmanship for a period of 2 years from the date of original purchase ("Limited Warranty Period"), provided the product was used in accordance with its use and care instructions (e.g. in the intended environment and under normal circumstances).

## Your Limited Warranty Benefits

During the Limited Warranty Period and subject to this limited Warranty Policy, Etekcitiy will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Etekcitiy store, (ii) repair any defects in material or workmanship, (iii) replace the product with another product of equal or greater value, or (iv) provide store credit in the amount of the purchase price.

## Who Is Covered?

This limited warranty extends only to the original consumer purchaser of the product and is not transferable to any subsequent owner of the product, regardless of whether the product transferred ownership during the specified term of the limited warranty. The original consumer purchaser must provide verification of the defect or malfunction and proof of the date of purchase to claim the Limited Warranty Benefits.

## Be Aware of Unauthorized Dealers or Sellers

This limited warranty does not extend to products purchased from unauthorized dealers or sellers. Etekcitiy's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Etekcitiy's quality controls and have agreed to follow its quality controls. Please be aware, products purchased from an unauthorized website or

dealer may be counterfeit, used, defective, or may not be designed for use in your country. You can protect yourself and your products by making sure you only purchase from Etekcitiy or its authorized dealers.

If you have any questions about a specific seller, or if you think you may have purchased your product from an unauthorized seller, please contact our Customer Support via [support@etekcity.com](mailto:support@etekcity.com).

## What's Not Covered?

- Normal wear and tear, including parts that might wear out over time (e.g. batteries, filters, cleaning brush, essential oil pads, etc.).
- If the proof-of-purchase has been altered in any way or is made illegible.
- If the model number, serial number or production date code on the product has been altered, removed or made illegible.
- If the product has been modified from its original condition.
- If the product has not been used in accordance with directions and instructions in the user manual.
- Damages caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- Damages or defects caused by accident, abuse, misuse, or improper or inadequate maintenance.
- Damages or defects caused by service or repair of the product performed by an unauthorized service provider or by anyone other than Etekcitiy.
- Damages or defects occurring during commercial use, rental use, or any use for which the product is not intended.
- If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation, dishwasher, or water (unless the user manual expressly states that the product is dishwasher safe).
- Incidental and consequential damages.
- Damages or defects exceeding the cost of the product.

## Claiming Your Limited Warranty Service in 5 Simple Steps:

1. Make sure your product is within the specified limited warranty period.
2. Make sure you have a copy of the invoice and order ID or proof-of-purchase.
3. Make sure you have your product. **DO NOT** dispose of your product before contacting us.

4. Contact our Customer Support team via [support@etekcity.com](mailto:support@etekcity.com).
5. Once our Customer Support team has approved your request, please return the product with a copy of the invoice and order ID.

#### **Sole and Exclusive Remedy**

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THE REMOVAL OR REPLACEMENT OF ANY PRODUCT.

#### **Other Rights You May Have**

SOME JURISDICTIONS DO NOT ALLOW FOR: (1) EXCLUSION OF IMPLIED WARRANTIES; (2) LIMITATION ON THE DURATION OF IMPLIED WARRANTIES; AND/OR (3) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; SO THE DISCLAIMERS

IN THIS POLICY MAY NOT APPLY TO YOU. IN THESE JURISDICTIONS YOU HAVE ONLY THE IMPLIED WARRANTIES THAT ARE EXPRESSLY REQUIRED TO BE PROVIDED IN ACCORDANCE WITH APPLICABLE LAW. THE LIMITATIONS OF WARRANTIES, LIABILITY, AND REMEDIES APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS IN YOUR JURISDICTION. THIS STATEMENT OF LIMITED WARRANTY IS SUBJECT TO APPLICABLE LAWS THAT APPLY TO YOU AND THE PRODUCT. PLEASE REVIEW THE LAWS IN YOUR JURISDICTION TO UNDERSTAND YOUR RIGHTS FULLY.

#### **Changes To This Policy**

We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

This warranty is made by:

VE SYNC(SINGAPORE) PTE.LTD.

6 Raffles Quay #14-06, 048580 Singapore

## Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

**VESYNC(SINGAPORE)PTE.LTD.**

6 Raffles Quay #14-06, 048580  
Singapore

**Email:** support.uk@etekcity.com

*\*Please have your order invoice PDF or screenshot(s) ready before contacting Customer Support.*

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