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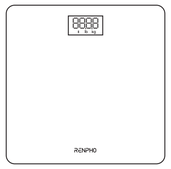
RENPHO
Smart Health Simplified

User Manual



Body Composition Scale

RENPHO is committed to our environment. To reduce paper usage, please scan the QR Code or enter the following URL to download the full version of the electronic User Manual:

https://renpho.com/pages/product-manual-body-fat-scale

IMPORTANT INSTRUCTIONS.

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.

1. The scale is for household use only and not for medical or commercial purposes.
2. This appliance is not intended for use 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.
3. Children should be supervised to ensure that they do not play with the appliance.
4. All body composition data provided is for reference and should not be used as a substitute for advice from a licensed healthcare professional.
5. Do not overload the scale. (Maximum Capacity: 400lb / 180kg)
6. Inspect the scale for any damage before each use. Do not use a damaged scale to avoid inaccuracy or injury.
7. In case of any malfunction, check the battery power first. If necessary, replace the batteries.
8. To ensure accuracy, use the scale on a hard, flat and dry surface.
9. To avoid interference or danger, do not use the scale in an environment near equipment with strong electromagnetic fields.
10. To prevent injury, do not stand on the edges of the scale, jump on or stomp it.
11. The scale is a delicate and precise measuring device. Handle with care to avoid breakage.
12. The scale is not waterproof. Keep it dry and never submerge it in water. To clean the surface, use a damp cloth or glass cleaner. Do not use soap or chemical cleaning agents.
13. Do not expose the scale to direct sunlight or use it in high temperatures or extremely humid areas. Store the scale in a cool, dry place.
14. Do not attempt to disassemble the scale for any reason, as this may cause damage or void the warranty.

About the battery

1. Do not expose the appliance or battery to excessive temperatures.
2. Replace all batteries of a set at the same time.
3. Different types of batteries or new and used batteries are not to be mixed.
4. Exhausted batteries are to be removed from the appliance and safely disposed of.

5. If the appliance is to be stored unused for a long period, the batteries should be removed.
6. Do not use modified or damaged batteries.
7. Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.
8. This appliance contains non-rechargeable batteries, these batteries are not to be recharged.
9. Always insert batteries correctly according to the polarity (+ and -) marked on the battery and scale.
10. Do not heat, short-circuit, force discharge, encapsulate and/or modify the batteries. Do not deform or dismantle the batteries.
11. Keep batteries out of the reach of children.
12. Do not charge the batteries.
13. Do not weld or solder directly to batteries.
14. Do not dispose of batteries in fire.
15. Do not allow children to replace batteries without adult supervision.
16. Store unused batteries in their original packaging away from metal objects. If already unpacked, do not mix or jumble batteries.

SAVE THESE INSTRUCTIONS

Step 1

Install the provided batteries into the scale before use. Always insert batteries correctly according to the polarity (+ and –) marked on the battery and scale.

Note:

- Always select the correct size and type of battery most suitable for the intended use. Do not mix new and used batteries or batteries of different types or brands. Do not charge the batteries.
- Clean the battery contacts and also those of the scale prior to battery installation.
- If "Lo" appears on the display, please replace the batteries and make sure to replace all batteries of a set at the same time.

Step 2

Use the scale on a flat, hard surface. Avoid any carpeting or uneven flooring.

Step 3

Download and install the free "Renpho Health" App to your smartphone.

Note: Due to continuing updates and improvements, the "Renpho Health" App may appear slightly different.

Step 4

Open the app and follow the set-up and pairing instructions:

a. Register your account in the Renpho Health App using e-mail. You may also login using Guest mode if you do not wish to register.

b. Enable Bluetooth on your smartphone.

- For iOS users (iOS 12.0 or later), Bluetooth permission is required:
  1. Go to setting;
  2. Scroll down to find the Renpho Health App;
  3. Switch on the Bluetooth permission.
- For Android users (Android 7.0 or later), make sure your location is turned on.

Note: Phone setting can not connect to the scale, please go to Renpho Health App for connection.

Step 5

Pairing the RENPHO scale with the App.

Method 1

a. Step onto the scale with bare and dry feet. Wait for the display to light up.

b. Tap "Pair" to pair the scale with the app.

Method 2

a. Tap "Add device" on the top right corner of the Healthy page.

b. Tap "body fat scale".

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Warranty Policy

Your RENPHO product purchase is covered by a one-year limited manufacturer warranty from the date of delivery. For warranty terms and conditions, please visit:

https://renpho.com/pages/warranty-terms-and-conditions

Note: Product registration is not required for the warranty. If you choose not to register your product, it will not void the product warranty.

Customer Service

Please feel free to contact us if you have any questions or concerns. RENPHO Customer Service Team guarantees a quick response and hassle-free solutions to any issue you may have within business hours.

TEL: **+44(0)7434 666088 (UK ONLY)**
Monday–Friday 9:00AM–5:00PM (GMT)
+1(844) 417 0149 (US&CA)
Monday–Friday 9:00AM–4:30PM
1800 MY RENPHO (1800 69 7367) (AU ONLY)
Monday–Friday 9:00AM–6:00PM (AEST)
+49 40 23969285 (DE ONLY)
Monday–Friday 9:00AM–6:00PM (CET)

Email: **support-eu@renpho.com (UK&EU)**
support@renpho.com (US&CA)
support-au@renpho.com (AU)

***For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dispose of any product parts as they may be required for inspection/repair.**

Made in China NA9

c. Step on the scale with bare and dry feet.

d. After the scale's name shows up, tap "+".

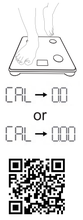
e. Keep standing on the scale for 5-10 seconds. Pairing is successful when your metrics appear on the Renpho Health App.

Important!

Calibration:

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

1. Please place your scale on a flat, hard surface. Avoid any carpeting.
2. Place one foot on the scale to wake it up.
3. When the display shows digits, remove your foot.
4. The scale will show "CAL" then "0.0" or "0.00", indicating calibrating is complete.



For more information, please scan the QR code or check out our website of the detailed instruction.

Frequently Asked Questions

1. Why isn't the scale detecting body fat and/or other data?

- Ensure your feet are dry and bare.
- Stand firmly on the scale with feet apart, facing the LED digital display.
- Wait for about 10 seconds to allow the weighing process to complete.
- If not, try applying moisturizer to your feet and measure again, or ask other persons to step on the scale and see if the body fat data works for them.

2. I have registered an account on the RENPHO website, why can't I log into the Renpho Health App?

Because the RENPHO website and Renpho Health App are two different systems, you must create an account for the app. If the regular connection to Bluetooth failed, please try the below steps:

1) Reset the scale.
Take out one battery, wait for 5 seconds and put it back in.
2) Reset the Bluetooth connection.
Ensure Bluetooth and GPS (Android only) are enabled on your phone.

a. Open the "Renpho Health" App.
b. Step one foot on the scale surface to wake it up.
c. After a few seconds of loading, the scale model number will appear and tap it.

FCC Regulatory Compliance

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

ISED Regulatory Compliance
This device contains licence-exempt transmitters that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).
Operation is subject to the following two conditions:
(1)This device may not cause interference.
(2)This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage.
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

1. Meaning of the crossed-out wheeled bin symbol

The crossed-out wheeled bin symbol means that you are legally obliged to dispose of these appliances separately from unsorted municipal waste, i.e. old appliances must be disposed of separately from household waste. Batteries or rechargeable batteries that are not permanently installed must be removed beforehand and disposed of separately.

2. Options for returning old appliances

Owners of WEEE can return or collect it within the framework of the possibilities set up and available by public waste management authorities to ensure proper disposal.

3. Personal data

All end-users of WEEE are reminded that you are responsible for deleting personal data from the WEEE to be disposed of.

1. The symbol of the crossed-out garbage can on batteries or accumulators indicates that they must not be disposed of in household waste at the end of their life.
2. You are legally obliged to return old batteries and accumulators after use. You can do this free of charge at a retail store or other collection point in your area. Addresses of suitable collection points can be obtained from your city or local government.
3.Batteries may contain substances that are harmful to the environment and human health. The separate collection and recycling of old batteries and accumulators is intended to avoid negative effects on the environment and human health.
4.Please avoid the generation of waste from old batteries as far as possible.
e.g.Please avoid littering public spaces by not carelessly leaving batteries or electrical and electronic equipment containing batteries.

Hereby, Shenzhen Ruiyi Business Technology Co., Ltd. declares that this equipment complies with Directive 2014/53/EU, Directive 2011/65/EU, Radio Equipment Regulations 2017, Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, and other relevant provisions. The full text of the Declaration of Conformity can be obtained at the following internet address: https://renpho.eu/pages/compliance-data

Maximum RF power: -0.46 dBm
Operation frequency: 2402 MHz to 2480 MHz

技术要求	
规　　格	96*130mm 风琴四折五页
材　　质	128G铜版纸
印　　刷	4C
表面处理	/

深 圳 市 伊 欧 乐 科 技 有 限 公 司				过程	人员	日期
物料编号	03.04.04.07750	版　本	A/0	设计	卢强	2024/8/2
品　　名	说明书	图　号	/	审核		
规格描述	96*130mm （展开480*130mm） 四折五页 128铜版 双面印刷 4C A/0			批准		