



PROZIS 1647721481 Smart Scale with Heart Rate Monitor User Manual

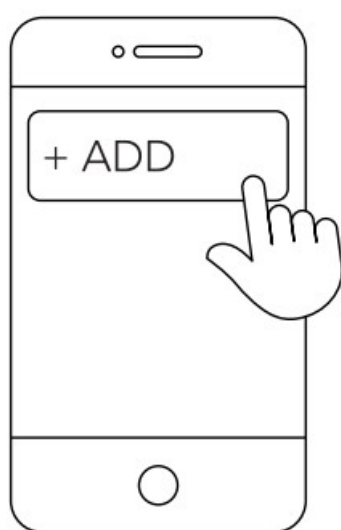
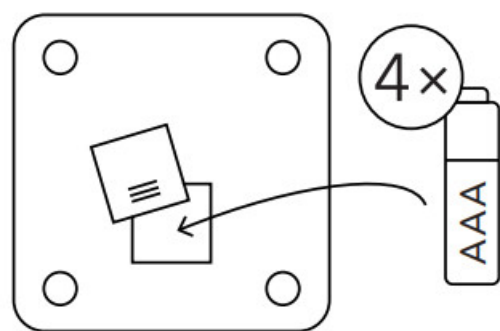
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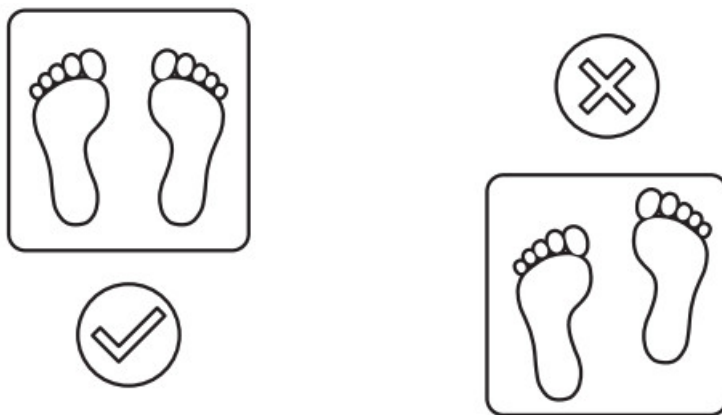


PULSAR
smart scale with Heart Rate Montir



<https://www.prozis.com/go>





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PROZIS reserves the right to adjust or modify the product or any of the associated documentation in order to ensure its suitability for use, at any time and without prior notice.

The most recent version of this document, which may contain such adjustments or modifications, is available for reference at www.prozis.com

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Legal compliance statement

CE By means of this document, PROZIS declares that the Prozis Pulsar Smart Scale with Heart Rate Monitor is fully compliant with all the standards specified in the applicable legislation as well as other relevant clauses.



Prozis will always be available for any additional clarification through our customer support communication channels, available at www.prozis.com/support



To avoid any impact on the environment or human health due to dangerous substances present in electrical and electronic devices, the end-users of such devices are expected to understand the meaning of the symbol consisting of a crossed-out waste container. Do not dispose of electrical and electronic equipment along with unsorted household waste. Dispose of it separately and properly instead. Used batteries should not be disposed of along with the household waste. They must be placed in a special container for used batteries. This is an obligation intended to ensure the ecological disposal of batteries. Dispose of them only when they are empty.



The packaging that protects the device against transport damage is made from non-polluting materials that can be disposed of via local recycle bins.

This device complies with part 15 of the FCC Rules. Operation is subject to the following- ing two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The most recent version of this user manual can be found at www.prozis.com/user-manuals

Safety warnings

Make sure to familiarize yourself with the product before preparing it for use and using it for the first time. To do so, please carefully read the following instructions for use and the important safety notes. Use the product only as described and for the indicated purposes. Keep these instructions in a safe place. Also make sure to include all documentation when passing the product on to others.

Failure to observe the following instructions may result in personal injury or property damage. The following safety notes and hazard warnings are not only intended to protect our own health and the health of others, but also to prevent damage to the product.



DANGER! This symbol, when combined with the note Danger means high risk. Failure to observe this warning may lead to injury to life and limb.

DANGER FOR CHILDREN AND PEOPLE WITH DISABILITIES

- Packing materials are not toys. Children must not play with the packing materials. There is a suffocation risk.
- This product may be used by children 8 years and up as well as persons with physical, sensory or mental impairments or lacking experience and knowledge, when supervised or instructed in the safe use of the product and understanding the associated risks.
- Children must not play with the device.
- Cleaning and maintenance must not be performed by children without supervision.
- Keep the product and its cord out of the reach of children.



DANGER! This product is not suitable for people with medical implants (e.g.: a pacemaker). The measuring voltage for the bioelectrical impedance analysis of the scale may interfere with the operation of such implants.

- Do not use this product if you are pregnant.
- Since the values may be incorrect or implausible when determining body fat percentage and other parameters, this product is not suitable for:
- Children under approx. 16 years of age.
- People with a fever, edema symptoms, osteoporosis, or receiving dialysis.
- Persons taking cardiovascular medications (relating to the heart and blood vessels).
- Persons taking vasodilatory or vasoconstrictive medications.
- Persons with significant anatomical variances of the legs related to total body height. (one leg considerably shorter or longer than the other).

DANGER FROM BATTERIES

- Only use batteries of the same brand and type, and do not use new and used batteries together.
- Be sure to observe the correct polarity when inserting the batteries.
- Clean the battery and device terminals before you insert the batteries.
- Keep batteries away from children. Keep small cells and other batteries which are considered swallowable out of the reach of children.
- Do not leave unpacked batteries lying about in bulk.
- When changing batteries, always replace all batteries by new ones of identical type and brand.
- Do not swallow batteries. Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 h of ingestion. In case of ingestion of a cell or battery, seek medical assistance promptly.
- Do not throw batteries into water or fire.
- Avoid deep discharge by timely replacing batteries.
- Do not short-circuit batteries.
- Do not recharge primary batteries.
- Do not open or disassemble batteries.
- Do not subject batteries to extreme conditions, e.g.: do not place the product on radiators or expose it to direct sunlight. Otherwise, there is an increased danger of batteries leaking.
- In case of battery acid leakage, avoid contact with the skin, eyes and mucous membranes. In case of contact with the acid, rinse the affected area immediately with plenty of clean water and seek medical assistance immediately.
- Remove the batteries from the product if you do not intend to use the product for a longer period of time, or if the battery runs out of power. The batteries may leak and damage the product.



CAUTION! This symbol highlights dangerous situations which may lead to minor to moderate injuries, damage, malfunction and/or destruction of the appliance.

To prevent harm or damage from happening to users or others, make sure to comply with the following requirements.

- Do not load the scale beyond 180 kg. Otherwise, the scale might be damaged.
- Do not step on to the scale with wet feet and do not use the scales if the platform is moist. Otherwise you may slip.

- Do not step onto only one outside edge of the diagnostic scales, tipping hazard!
- Do not store the scales in passageways. Otherwise, you or others may trip over them.
- Protect your scales from impact, moisture, dust, chemicals and sudden changes in temperature, and keep them away from sources of heat (ovens, heating radiators).
- To prevent product damage, do not expose the product to:
- Strong mechanical stresses.
- Direct sunlight.
- Strong electromagnetic fields.
- Check the product for damage before use. Do not use the product if damaged.
- Remove the batteries if the product malfunctions or is defective.
- The device is equipped with a data transmission function that emits electromagnetic energy. Portable Radio Frequency (RF) communications equipment (including peripherals such as antenna cables and external antennas) should not be used within 30 cm (12 inches) of the device, otherwise, performance may be affected.
- Do not modify this device.



This product is intended for indoor use only.

PACKAGE CONTENTS

- 1 × Prozis Pulsar Smart Scale with Heart Rate Monitor
- 4 × LR03 Batteries
- 1 × Quick Guide

Product description: see page 2, figure A

1. Pulsar Smart Scale with Heart Rate Monitor

INSTRUCTIONS

APP AND BT SETUP: SEE PAGE 2, FIGURE A

2. Download the Prozis Go app from the Apple App Store® or Google Play Store®. Turn on BT and GPS (Android) or BT (iOS).

For future data synchronization, follow these steps: Open the App > Swipe down > Sync prompt will appear

Note: Do not attempt to pair the device through your phone's BT settings.

3. Make sure the device is powered with 4 AAA batteries inside.
4. Place the scale on a flat surface.
5. Stand on the scale, open the Prozis Go app, and select Add New Device.
6. Select Pulsar as your new Prozis device and follow the app's pairing instructions.

MEASURING TIPS: SEE PAGE 2, FIGURE B

- Stand straight, barefoot, and with clean feet on the scale.
- For the most accurate and consistent measuring results, use the product during the day and try to maintain the same measuring conditions. Avoid measuring:
- During or immediately after intense exercise.

- During or immediately after meals.
- Immediately after a shower, bath or sauna.
- While having a fever.
- In combination with heavy alcohol consumption

MAINTENANCE AND CLEANING

Switch the product off and remove all plugs before cleaning!

When cleaning the components, do not use aggressive or abrasive cleaning agents or materials such as scouring milk or steel wool. These could damage the upper surface of the appliance! Protect the device from water drops and water spray. Only use a clean, dry cloth for cleaning our device and never use any corrosive liquids. Use a slightly damp cloth and a mild cleaning agent to remove stubborn dirt. Make sure moisture does not enter the product during cleaning to prevent damage to the product and related repairs.

STORAGE

When no longer using the device, store the product in a dry environment, protected from dust and direct sunlight. Remove batteries if the product is not used for an extended period of time. Store your appliance in the original case provided.

Troubleshooting

Some issues that arise may be solved by the user. If the problem persists after having tried the following solutions, please contact Prozis customer service.

PROBLEM	CAUSE	SOLUTION
Display shows	No user information.	Connect to the APP to synchronize user information before measuring.
Display shows.	Impedance error.	The barefoot test measures fat during the process without moving the feet.
Display shows.	Heart rate measurement failed.	The barefoot test measures your heart rate without moving your feet.

PROBLEM	CAUSE	SOLUTION
Display shows – – blinking.	User information conflict: the information of more than two people with similar weight cannot be automatically recognized.	Manually claim user information on the APP.
Display shows Er.	Firmware upgrade failed.	Re-OTA upgrade.
Display shows.	Out of the range of weight measurement when measuring.	Do not use if weight exceeds 180 kg.

Displays an abnormal weight value.	The product is not used for a long time after moving or the ground is not smooth.	<ol style="list-style-type: none"> 1. Please gently step on the scale body first, wait for 0.0kg display before stepping on the scale 2. Remove the battery and reinstall the battery, and then complete the initialization. Please measure on a flat, hard surface.
Abnormally high or low measurements The measurements vary widely each time.	<ol style="list-style-type: none"> 1. Wearing socks or measuring posture incorrectly. 2. Measure on soft ground such as carpet or uneven ground. 3. The soles of the feet or the body are too cold, and the blood circulation is not smooth. 	<ol style="list-style-type: none"> 1. Barefoot measurement. 2. Please measure on a flat, hard surface. 3. Measure blood circulation back to normal state by covering heat and other methods.
Unable to measure fat rate and meditative heart rate correctly.	Not measured barefoot.	Measure barefoot.
No display.	<ol style="list-style-type: none"> 1. No battery installed. 2. The positive and negative sides of the battery are in the wrong direction. 3. The battery is dead. 	<ol style="list-style-type: none"> 1. Please install the battery. 2. Please place the battery in the correct direction as marked in the battery compartment. 3. Please replace the battery.
Unable to establish BT connection.	<ol style="list-style-type: none"> 1. Android phones do not support BT 4.0. 2. The phone model is not correct. 3. Several phones open the APP at the same time. 4. The phone is not tied to the meter. 	<ol style="list-style-type: none"> 1. Please make sure that the Android phone supports BT 4.0, and turn on the BT function of the phone. 2. Please make sure the phone is selected correctly. 3. Please make sure that there are several mobile phones open the APP at the same time. 4. Exit the APP, reopen the APP and connect again Mobile APP is bound to the product.
After BT connection, the measurement data on the scale cannot be displayed on the APP.	Whether to open the APP on several phones at the same time when measuring.	Please turn off the BT of other mobile phones and make sure the mobile phone you are using is turned on and connected.

Warranty Statement

All electrical and electronic products commercialized by Prozis via www.prozis.com are covered by the warranty applicable to the purchase and sale of consumer goods.

GENERAL CONSIDERATIONS

This document contains the terms and conditions of Prozis' warranty for final consumers. This warranty is valid exclusively for consumers who purchase the product for non-professional purposes.

WARRANTY PERIOD

Prozis guarantees the product is to remain free from material and production defects for a 3-year period, counting

from the date of initial purchase by a consumer and respective delivery, or for longer if legally established by the applicable national law. In the event that repair is required, this 3-year period is suspended during repair time.

CONSUMABLES

The gradual performance decrease caused by prolonged use of the product's consumable components, such as batteries, is not covered by this warranty unless the malfunction is caused by faulty design, materials or production.

HOW TO MAKE A CLAIM

If the need arises to exercise the rights conceded to you through this warranty, please contact Prozis customer service via the communication channels provided on the Prozis website, and follow the provided instructions or recommendations. Contact and technical assistance information is also provided at the end of this warranty. Any claims made regarding this warranty will only be valid if proof of purchase is presented by the original customer. This proof of purchase may be the original invoice or receipt, as long as it includes information regarding the date of purchase and the product's model name.

WARRANTY REPAIRS

Any repairs made under this warranty cannot be made by third parties. This warranty does not apply to any repairs, or damage caused directly by such repairs, that have impacted or caused the damage that is the subject of the respective warranty claim.

EXCLUSIONS

The following situations are not covered by this warranty:

1. Any wear and tear of parts and components resulting from normal product use.
2. Cracks, dents, scratches, and other types of surface damage only affect the product's appearance.
3. Any malfunction caused by inappropriate use of the product that does not comply with user manual instructions.
4. Use and storage of the product not complying with user manual instructions.
5. Opening of the product by a third party who is not authorized to proceed to its repair.
6. Altering or changing parts or components, whether internal or external.
7. Damage caused by battery leakage resulting from the breaking of any of its components, or from product misuse.
8. Malfunction or damage due to reasons that cannot be ascribed to the production or design of the product.
9. Use of the product in the context of a business, occupation or commerce.
10. Malfunction due to use that does not comply with the technical or security norms in force, or with user manual instructions.

The services provided by Prozis in order to repair or fix any fault or malfunction resulting from the verification of any of the aforementioned excluded situations will be subject to payment of labor, transport and component costs.

The customer shall bear all risks of loss and damage to the product during transportation to Prozis. This warranty will be void if the returned product arrives with labels or stickers that have been removed, damaged, tampered with or modified in any way.

LIMITED RESPONSIBILITY

Prozis cannot be held responsible for indirect damage or loss due to usage of the product.

WHAT TO DO?

To request warranty service, you must first contact Prozis customer service via the communication channels provided on the Prozis website, and follow the provided instructions and recommendations. Send back the product inside its original packaging, including all accessories and documentation, to the following address:

PROZIS
Rua do Cais no 198
4830-345 Póvoa de Lanhoso
Braga – Portugal

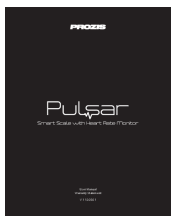
CONTACTS

Prozis is always available for additional clarification through their customer service communication channel at www.prozis.com/support



Zona Franca Industrial
Plat 28 – Pavilhão K – Mod 6
9200-047 Caniçal, Madeira

Documents / Resources



[PROZIS 1647721481 Smart Scale with Heart Rate Monitor](#) [pdf] User Manual
1647721481 Smart Scale with Heart Rate Monitor, 1647721481, Smart Scale with Heart Rate Monitor

References

- [P Prozis – Official Store | Exceed Yourself!](#)
- [P Prozis – Official Store | Exceed Yourself!](#)
- [P Prozis - MessageNew CustomerService](#)
- [P User Manuals](#)