



PROZIS Pulsar Smart Scale with Heart Rate Monitor User Manual

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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



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 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 recycling bins.



FCC ID: 2AAEEEF916B4

This device complies with part 15 of the FCC Rules. Operation is subject to the following 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. 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 your 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 scale's bioelectrical impedance analysis 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 running a fever, experiencing symptoms of edema, with osteoporosis, or receiving dialysis

- Persons taking cardiovascular medications (relating to the heart and blood vessels)
- Persons taking vasodilatory or vasoconstrictive medication
- 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, such as placing the product on radiators or exposing 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 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.



Do NOT use outdoors. FOR INDOOR HOUSEHOLD USE ONLY



CAUTION! This symbol highlights dangerous situations that can 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.

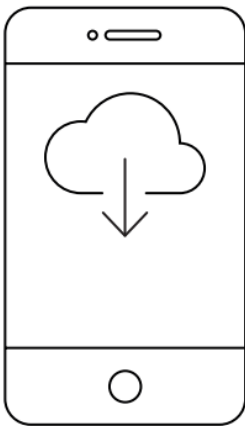
- Do not load the scale beyond 180 kg. Otherwise, the scale might be damaged.
- Do not step on to the scale with wet feet and do not use the scales if the platform is moist. Otherwise you may slip.
- Do not step onto only one outside edge of the diagnostic scales, tipping hazard!
- Do not store the scales in passageways. Otherwise, you or others may trip over it.
- Protect your scale from impact, moisture, dust, chemicals, and sudden temperature changes, and keep them away from heat sources (ovens, radiators).
- To prevent product damage, do not expose the product to:

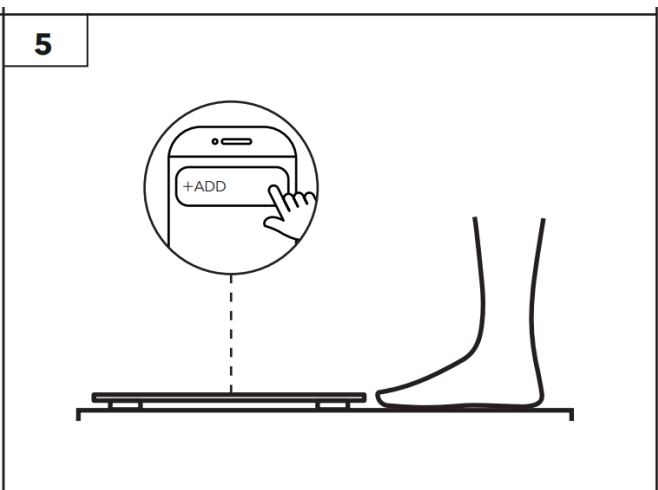
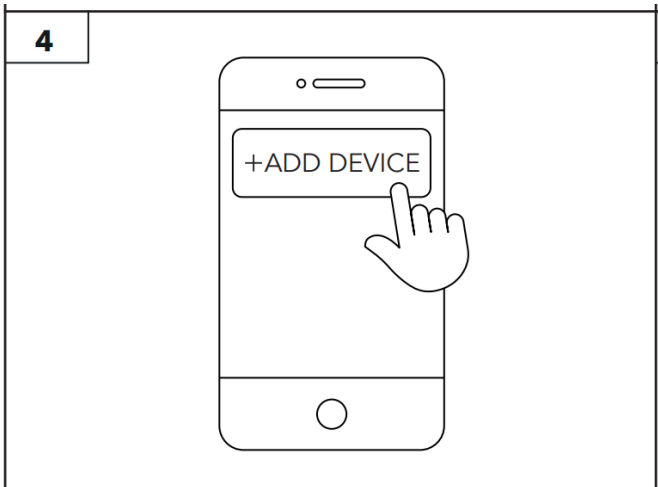
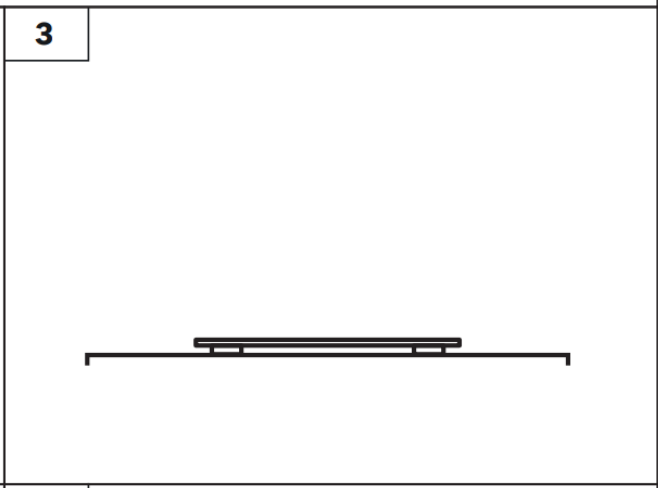
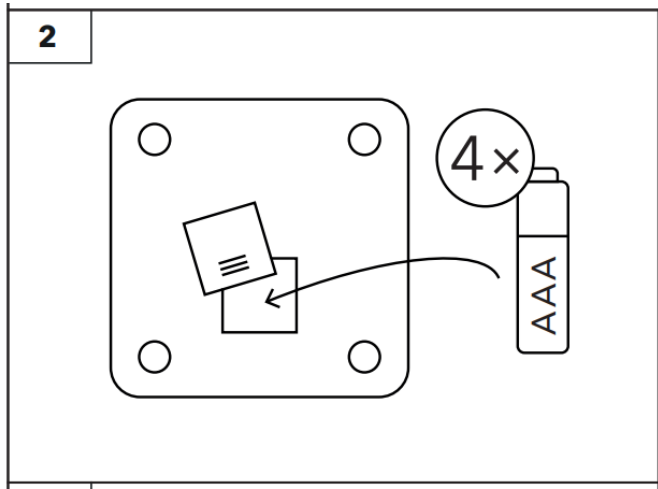
- Strong mechanical stress
- Direct sunlight
- Strong electromagnetic fields
- • Check the product for damage before use. Do not use the product if damaged.
- Remove the batteries if the product malfunctions or is defective.
- The device is equipped with a data transmission function that emits electromagnetic 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, its performance may be affected.
- Do not modify this device.

PACKAGE CONTENTS

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

Product overview: SEE PAGE 2, **FIGURE A**





MAINTENANCE AND CLEANING

Switch the product off and remove all plugs before cleaning!

Do not use aggressive or abrasive cleaning agents or materials such as scouring milk or steel wool to clean the components. They can 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 any 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 to be used for an extended period of time.

Store your appliance in the original case provided

INSTRUCTIONS

APP AND BT SETUP: SEE PAGE 2, FIGURE A

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

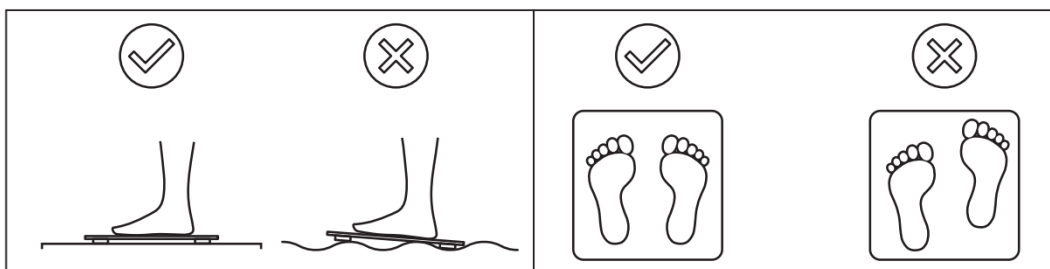
For future data synchronization, follow these steps:

Open the App > Swipe down > Sync prompt will appear

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

2. Make sure the device is powered with 4 AAA batteries inside.
3. Place the scale on a flat surface.
4. Open the Prozis Go app and select **Add New Device**. Select **Pulsar** as your new Prozis device and follow the app's pairing instructions.
5. On the app, select **Add (+)** and then press **Weight**. Stand on the scale.

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 running a fever
 - In combination with heavy alcohol intake

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 Fr .	Impedance error.	Please use the device while barefoot and do not move your feet while measuring.
Display shows Pr .	Heart rate measurement failed.	Please use the device while barefoot and do not move your feet while measuring.
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.	Perform an OTA upgrade.

Display shows oL .	Out of weight measurement range when measuring.	Do not use the device if your weight exceeds 180 kg.
The device displays an abnormal weight.	The product has been moved or it is not placed on a level surface.	<ol style="list-style-type: none"> 1. Please wait until 0.0 kg is displayed before stepping onto the scale. 2. Remove the battery and replace it, and then try again. Please make sure the device is placed on a flat, hard surface.
Abnormally high or low measurements. The measurements widely vary each time.	<ol style="list-style-type: none"> 1. The user is wearing socks or their posture is incorrect. 2. The device is being used on a soft surface, such as a carpet, or on uneven ground. 3. The soles of the feet or the body are too cold, or blood flow is not smooth. 	<ol style="list-style-type: none"> 1. Measurements should be taken barefoot. 2. Please measure on a flat, hard surface. 3. Please use heat and other methods to get your blood flow back to normal.
Unable to measure fat rate and meditative heart rate correctly.	The user is not barefoot.	Measurements should be taken barefoot.
PROBLEM	CAUSE	SOLUTION

The display is not working.	<ol style="list-style-type: none"> 1. There is no battery installed. 2. The battery is incorrectly placed. 3. The battery is dead. 	<ol style="list-style-type: none"> 1. Please install the battery. 2. Please place the battery correctly as indicated in the battery compartment. 3. Please replace the battery.
Unable to establish BT connection.	<ol style="list-style-type: none"> 1. Android phone does not support Bluetooth 4.0. 2. The phone model is incorrect. 3. Several phones are opening the App at the same time. 4. The phone is not paired with the device. 	<ol style="list-style-type: none"> 1. Please make sure the Android phone supports BT 4.0, and switch on the phone's BT function. 2. Please make sure the phone is selected correctly. 3. Please make sure only one cell phone is accessing the App. 4. Exit the App, reopen it, and pair your phone again.
Once BT is connected, the measurement data on the scale are not displayed on the App.	The app is being accessed by several phones at the same time when measuring.	Please switch off BT in other cell phones and make sure the one you are using is switched 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 superficial damage that 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:

Customer Support

PROZIS

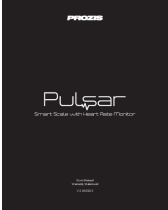
Rua do Cais no 198
4830-345 Póvoa de Lanhoso
Braga – Portugal

CONTACTS





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



Documents / Resources

	<p>PROZIS Pulsar Smart Scale with Heart Rate Monitor [pdf] User Manual 1680249648, Pulsar Smart Scale with Heart Rate Monitor, Pulsar, Smart Scale with Heart Rate Monitor, Pulsar Smart Scale, Smart Scale, Scale</p>
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References

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