



RENPHO R-A011 Smart Scale Upgraded for Carpet User Manual

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RENPHO R-A011 Smart Scale Upgraded for Carpet

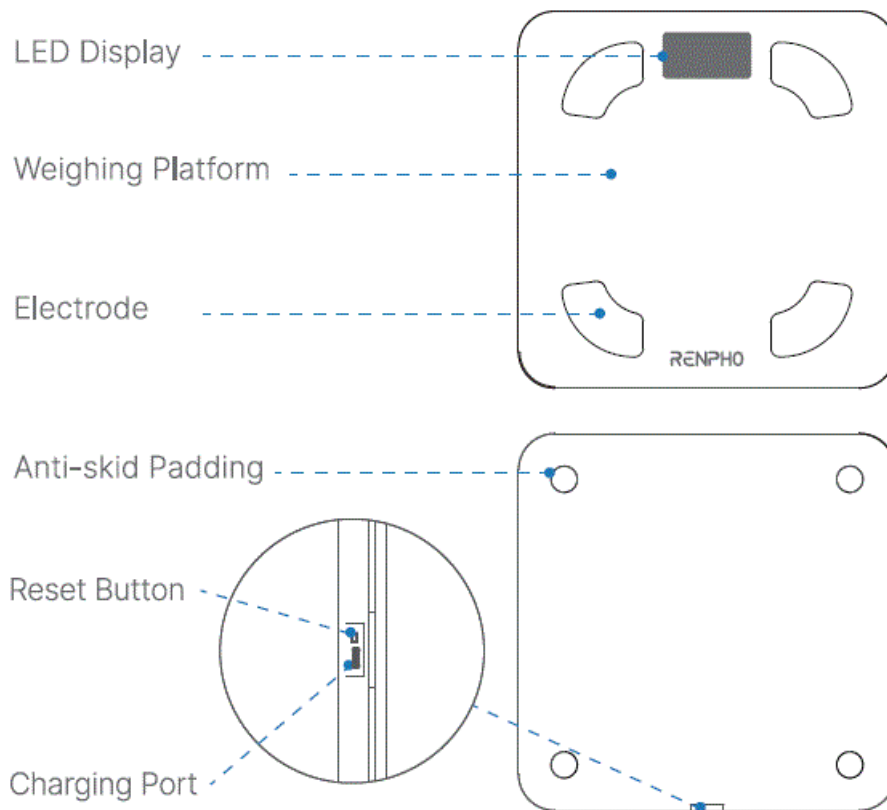


Caution!

Basic safety and precautions must be followed when using the smart scale, including the following:

1. All scale data is used only for reference and should not be used as a substitute for advice from a licensed health care professional.
2. Any persons who may be pregnant, suffer from osteoporosis, have a pacemaker, artificial joints, portable ECG or other metal devices implanted in their body are advised against using this scale. If doing so, please use for weight measurement exclusively and wear shoes in order to bypass the electric current when stepping on the scale for measurement.
3. If the scale fails to operate, check the battery power and charge if necessary.
4. Always check the scale before using. Do not use the scale if damaged in any way to avoid any injury or inaccurate results.
5. Please keep the scale dry. Always be careful when using the scale on wet or slippery surface.
6. The scale is fragile: please handle with care.
7. This scale is a high-precision measuring device. Do not strike, hit or disassemble the scale.
8. Always use the scale on a flat, solid and even surface to ensure the scale is stable when weighing.
9. Do not put heavy objects on the scale when not in use.
10. Do not use the scale near equipment with strong electromagnetic fields to prevent interference or any danger.
11. This scale is for household use only and not for medical or commercial purposes.

Overview



LED Display

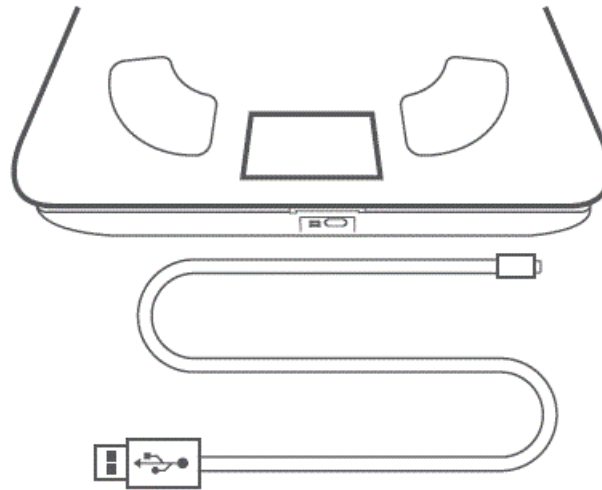
- **lb/kg:** Weight Unit (switch conversions via app)
- Bluetooth Connection
- “Err” indicates that the scale is overloaded. (maximum measurable weight for this device is 400 lb).
- “Lo” indicates that the battery power is low. Please charge the device immediately.

Note: The scale will automatically shut off after 10 seconds of idle time.

Specifications

- **Product Name:** Smart scale
- **Model:** R-A011
- **Unit:** kg / lb.
- **Weight Range:** 0.2 ~ 180 kg/ 0.4 ~ 400 lb.
- **Product Size:** 260 x 260 x 21.8 mm/ 10 x 10 x 0.86 inch Product Weight: 1.82 kg/ 4.01 lb.
- **Material:** T3 Tempered Glass + HIPS
- **Input:** 5 V = 0.2 A
- **Charging Time:** 2 H
- **Division:** <100kg: 0.05kg, >100kg: 0.1kg; lb. unit: 0.2lb. Precision:
- **0 ~ 50 kg:** ±0.25kg; 0 ~ 110 lb.: ±0.55 lb.
- **50 ~ 100 kg:** ±0.3kg; 110 lb.~ 220 lb.: 0.66 lb.
- **> 220 lb.:** ± 0.88 lb.

Using the Scale

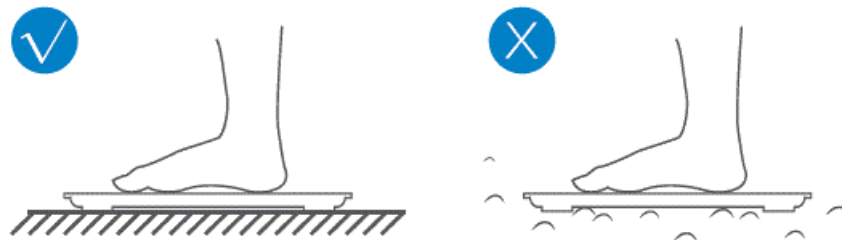


- **STEP 1. Before use**

Please charge the scale for 2 hours before first use.

- **STEP 2. Step on**

- a. Place the scale on a flat, solid and even surface (including floor carpet).
- b. Make sure your feet are dry. Place bare feet on the scale's electrodes and step on the scale. The scale will then activate automatically and start measuring your weight.
- c. Stand and keep still until the digits show on display screen and will flash twice to indicate your final measurement.



Tips:

- It is recommended to use the scale at the same time each day to ensure accuracy.
- Please maintain standing at the center of the scale and do not stand on the edges to avoid falling off the scale.

Setting up Your RENPHO Health App

1. Search

Search and download "REN PHO Health" app from Apple Store or Google Play.



Note: The “RENPHO Health” app may appear slightly different due to continuous updates.

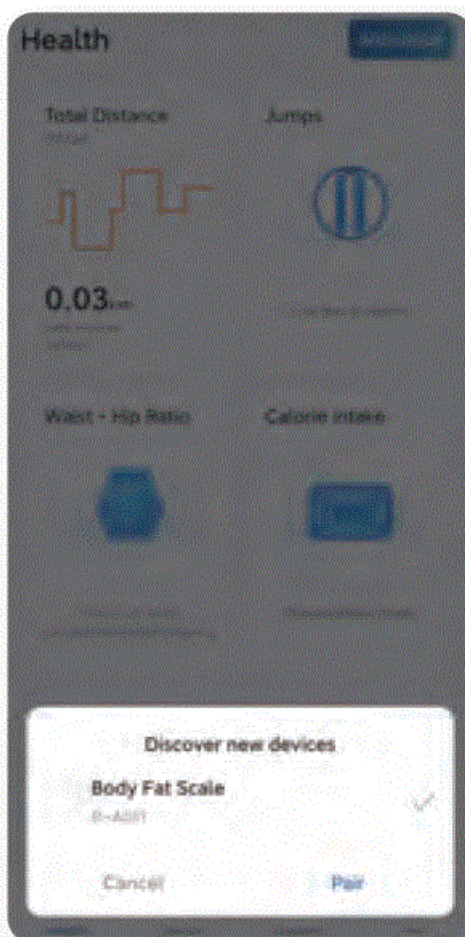
2. Log in & Register

- a. Log in directly with an existing RENPHO app account.
- b. If you do not have any REN PHO app account, tap “Sign up” using your email address and fill in the personal information; this step is required for calculating your health measurements accurately.

Note: You may also log in using Guest mode if you do not wish to register. However, your measurement data will not be saved if you log it in on another device.

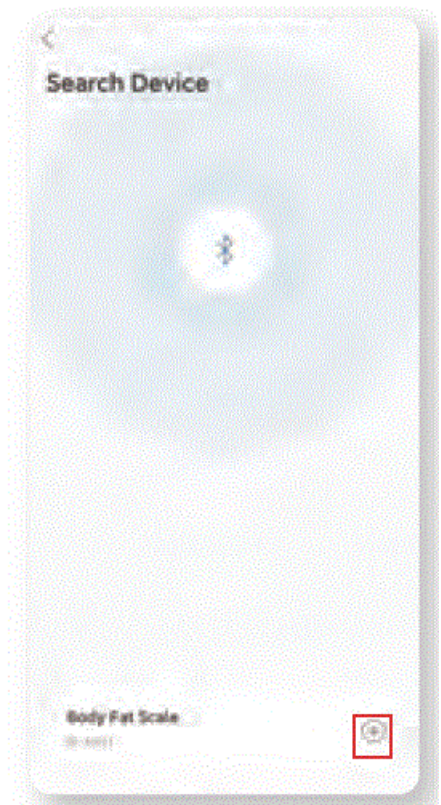
3. Add Device

Enable Bluetooth on your smartphone (Android System also requires Location access) and then step on the scale. A pop-up window will appear on the app to allow you to pair your phone with the device.



Alternatively, click “Add device” on the upper right corner to connect manually.

- a. Click the “Body Fat Scale”.
- b. Step on the scale following the in-app instructions until a pop-up window will display on the screen.
- c. Click “Pair” to connect.



The Bluetooth will appear on the LED Display once pairing is successful and you will be directed to the weight homepage.

*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.

Measure

1. Click the “Body Fat Scale” on the “Device” page to enter the weight homepage.
2. Keep your smartphone’s Bluetooth on.
3. Step on the scale with bare and dry feet on the scale’s conductive area.
4. Keep still for 5-10 seconds. The measurement will then be finished and displayed on the app after the value flashes twice then “00.00”.



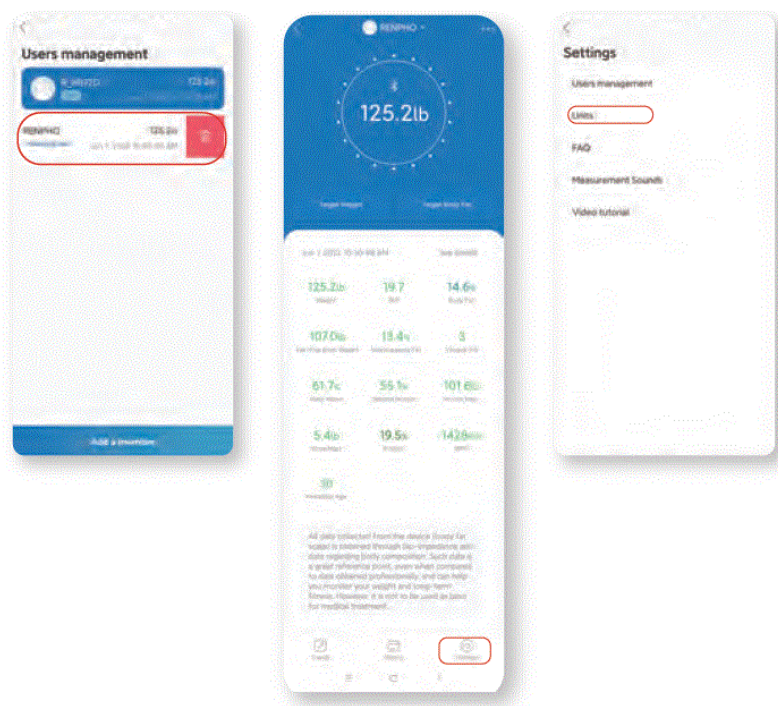
5. Check Measurement & Settings

On the homepage, you can check your latest measurement data or all measurement details. You can also set the Target Weight and Target Body Fat.

Add Measuring Member

To create a member profile, click the current profile name directly on the top part or go to Settings page and tap “Users management”.

Note: You can add unlimited member profiles on your account.



Go to Settings page if you want to delete the measuring member. Tap “Users management” and select the member then swipe left and tap.

Switch Measuring Unit

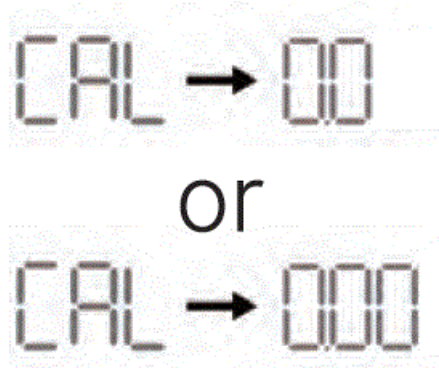
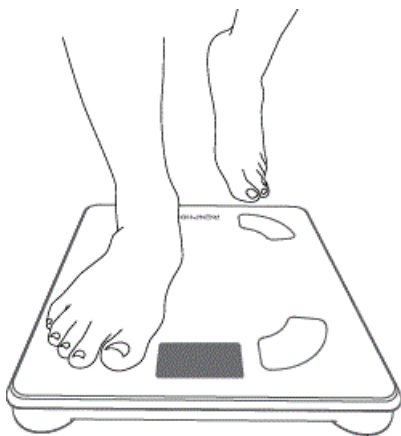
Go to Settings page and tap "Units" to switch measuring units.

Important!

Recalibration:

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

1. Ensure the scale is placed on a flat, solid and even surface (including floor carpet).
2. Place one foot on the scale to activate the display.
3. Remove your foot once the display shows measurement digits.
4. The scale will then show "CAL" and then "0.0" or "0.00" to indicate the recalibration process is complete.



Care Your Scale:

1. Place the scale in a cool, dry place when not in use. Do not place the scale in high temperature or extremely humid areas.
2. The scale is not waterproof; never immerse the scale in water.
3. Use a soft damp cloth to clean the scale's surface. Do not use chemicals or harsh cleaning solutions.

Troubleshooting Guide

Problem	Possible Cause	Solution
The scale cannot	1. Your feet are wet.	1. Ensure your feet are
detect any body	2. You are not	dry before stepping on
measurements.	standing properly on the scale.	the scale.
		<p>2. Stand firmly on the scale with feet apart facing the LED display. Wait about 15 seconds for the weighing process to finish. If not, try applying moisturizer to your feet and measure again.</p> <p>3. Restart the scale by pressing the reset button.</p>

You have already	The RENPHO	Create a new account
registered an	website and	on the RENPHO Health
account on the RENPHO web site	RENPHO Health app are two	app.
but cannot use it to log in on the RENPHO Health	different systems.	
app.		

Problem	Possible Cause	Solution
Body weight measurement on the scale is inaccurate.	<ol style="list-style-type: none"> 1. Internal error. 2. The scale is placed on an uneven floor. 	<ol style="list-style-type: none"> 1. Press the Reset button to restart the scale. 2. Always place the scale on a flat, solid and even surface. 3. Always check for any obstructions with in or near the scale.
The scale cannot turn on.	Low battery	Charge the scale immediately.

Warranty Policy

Your REN PHO 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 diminish the product warranty.

FCC Regulatory Compliance

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.

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.

RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Regulatory compliance

This device contains license-exempt transmitters that comply with Innovation, Science and Economic Development Canada's license-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.

Customer Service

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

TEL: 1(844) 417-0149 (US ONLY)
Monday-Friday 9:00AM-4:30PM
Email: support@renpho.com

Documents / Resources

	<p>RENPHO R-A011 Smart Scale Upgraded for Carpet [pdf] User Manual RA011, 2A26P-RA011, 2A26PRA011, R-A011, Smart Scale Upgraded for Carpet, R-A011 Smart Scale Upgraded for Carpet</p>
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