etekcity

Smart Fitness Scale



User Manual

veSync

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Package Contents

1 x Smart Fitness Scale
4 x 1.5V AAA Batteries (Pre-Installed)
1 x Quick Start Guide

Specifications

Model	EFS-C651-KUS
Weight Capacity	400 lb / 180 kg / 28 st
Increments	0.1 lb / 0.05 kg
Weight Units	lb / kg / st
Platform	Tempered Glass
Battery	4 x 1.5V AAA Batteries
Dimensions	11 x 11 x 0.9 in / 28 x 28 x 2.4 cm
Operating Systems	iOS® 15.0+ or Android™ 8.0+

Questions or Concerns?
Mon–Fri, 9:00 am–5:00 pm PST/PDT
support@etekcity.com • 1-855-686-3835

READ AND SAVE THESE INSTRUCTIONS

Safety Information

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

MEDICAL

WARNING: 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.

- 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.

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 16).
- 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**.

BATTERIES

- **Do not** mix new and old batteries.
- If the low battery indicator appears on the display, replace the batteries.
- If the scale is not in use for a long period of time, remove the batteries to extend the lifetime of the scale.

SAVE THESE INSTRUCTIONS

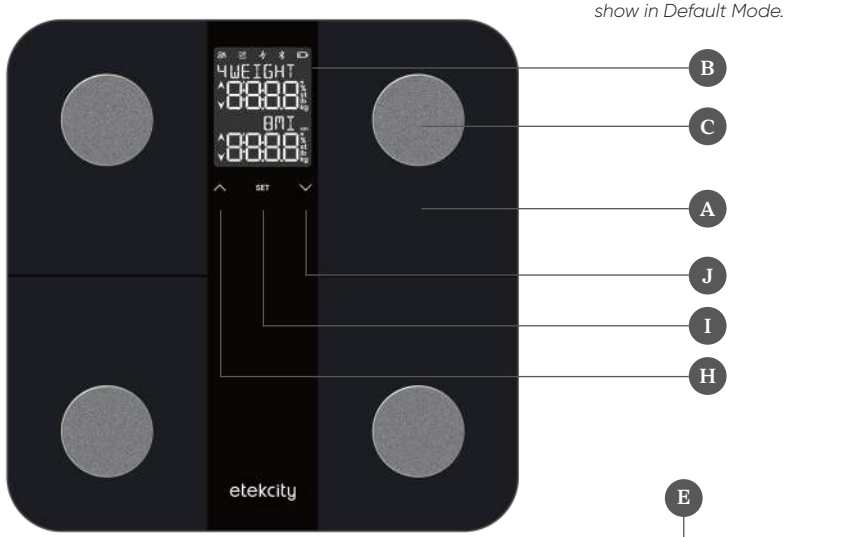
Getting to Know Your Smart Scale

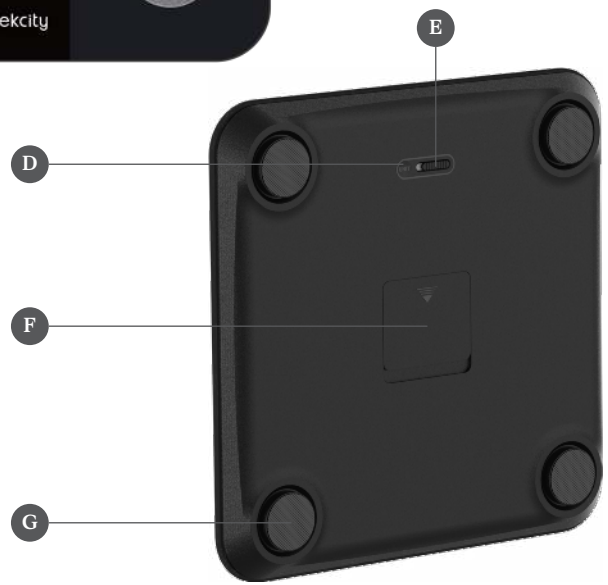
A. Weighing Platform
B. LCD Display
C. Conductive Areas
D. Unit Button
E. Default/Manual Setting Switch
F. Battery Compartment
G. Anti-Skid Padding

DISPLAY CONTROLS

H. Up Button
I. Set Button
J. Down Button

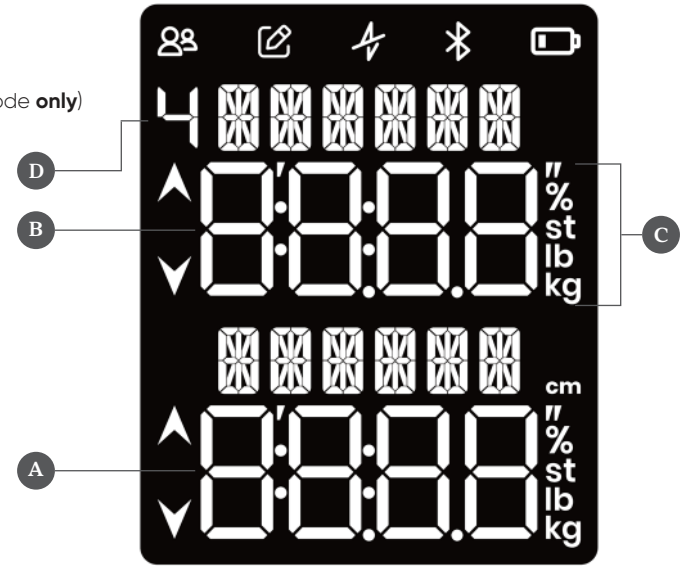
Note: *Controls* ***only*** *show when in* ***Manual Mode****. They will not show in Default Mode.*





Display Diagram

A. Biometric
B. Measurement
C. Measurement Unit
D. User ID (Manual mode **only**)



Display Icons

User Icon (Manual Mode **only**)

Manual Mode Indicator

Zero-Current Mode is on (electrical current is off). **Only** weight and BMI are measured.

Bluetooth® Indicator shows when the scale is connected to the VeSync app.

Low Battery Indicator only shows when the batteries are getting low and need to be replaced.

Increase/Decrease Indicators display the change in current result compared to previous result.

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 12 or Android version 6 (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.*

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.

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 4 user IDs at a time. You can select which users you want displayed or manage more user profiles in Device Settings in the app.

Before First Use

1. Open the battery compartment underneath the scale.
2. Remove the insulator strip from the battery compartment.

   Note: *If the scale does not turn on, the batteries need to be replaced (see Replacing the Batteries, page 9).*

Using the Smart Scale

Note:

- *Placing the scale on soft surfaces such as shaggy carpet may cause inaccurate measurements or tipping.*
- *The scale uses calibration-free technology, so you don't need to recalibrate after replacing the batteries.*

WEIGHING IN DEFAULT MODE

Default Mode uses the VeSync app to track 13 of your biometrics. It is recommended to use the scale in Default Mode to take full advantage of your scale. In this mode, your scale measures and tracks the following biometrics:

- Weight
- BMI
- BMR
- Body Fat
- Muscle Mass
- Skeletal Muscle
- Protein
- Subcutaneous Fat
- Body Water
- Bone Mass
- Fat-Free Body Weight
- Visceral Fat
- Metabolic Age

1. Make sure your scale is connected to the VeSync app (see page 6).
2. For the best results, place the scale on a hard, flat surface.
3. Place dry, bare feet on the scale's conductive areas. Continue standing on the scale to view your calculated biometrics.

Note:

- *If you're wearing shoes, the scale can only measure your weight. To measure other biometrics, such as body fat, you must step on the scale with bare feet.*
- *If this is not your first time standing on the scale, the Increase/Decrease Indicators will show on the display so you can track your progress compared to your previous biometric results.*

WEIGHING IN MANUAL MODE

Manual Mode allows you to use the scale without the VeSync app. In Manual Mode, your scale only measures and tracks 4 biometrics:

- Weight
- BMI
- Body Fat
- Muscle Mass

Note:

- *To access additional smart features and record your health data, connect the scale to the VeSync app, page 6.*
- *During Manual Mode, you can still connect the scale to the VeSync app without adjusting the Default/Manual Settings Switch.*

1. Move the Default/Manual Settings Switch (underneath the scale) to the right to enable Manual Mode.

   Note: *The scale is in Default Mode upon first open.*

2. For the best results, place the scale on a hard, flat surface.
3. Tap **SET**. Use ∧, ∨, and **SET** to enter your gender, age, and height before stepping on the scale.
4. Wait for the display to show "STEPON".
5. Place dry, bare feet on the scale's conductive areas. Continue standing on the scale to view your biometrics (Weight, BMI, Body Fat, and Muscle Mass).

Note:

- *If you're wearing shoes, the scale can only measure your weight. To measure other biometrics, such as body fat, you must step on the scale with bare feet.*
- *If this is not your first time standing on the scale, the Increase/Decrease Indicators will show on the display so you can track your progress compared to your previous biometric result.*

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.

  - To turn Zero-Current Mode on, press and hold **UNIT** underneath the scale for 5 seconds. The display will show ϟ to indicate Zero-Current Mode is enabled.

Note: *You can also turn on Zero-Current Mode in the VeSync app.*

- **Baby Mode:** Baby Mode will only measure weight and BMI and will not measure other biometrics. This mode can be helpful to users who want to weigh their baby or pet.

  - To turn Baby Mode on, make sure your scale is connected to the VeSync app and follow the in-app instructions.

  Note: *You can **only** turn on Baby Mode in the VeSync app.*

SWITCHING UNITS

- To switch between pounds (lb), kilograms (kg), and stone (st), press **UNIT** underneath the scale.
- Optionally, you can change the measurement unit in the VeSync app.

Maintenance

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.

REPLACING THE BATTERIES

The display will show ▭ when the batteries need to be replaced.

1. Open the battery compartment underneath the scale.
2. Remove the old batteries and dispose of them properly.
3. Install 4 new 1.5V AAA batteries, making sure they are placed under the correct polarity.
4. Replace the battery compartment cover.

   Note: *The scale uses calibration-free technology, so you don't need to recalibrate after replacing the batteries.*

Troubleshooting

The scale doesn't turn on.

- If the scale won't turn on or the battery is low, the batteries need to be replaced.

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

- The scale may need to be reset. Press and hold **UNIT** for 15 seconds to reset the scale.
- You may need to restart the scale. Remove the batteries and reinsert them to restart 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® 12.0+ or Android 6.0+.
- 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.
- Press and hold **UNIT** for 15 seconds to reset the scale.
- Tap the "Disconnected" button on the top of the weigh-in screen in the VeSync app to view troubleshooting tips.

If the issue still exists, please contact our helpful **Customer Support** team (see page 16).

The scale readings seem unstable or inaccurate.

- Make sure the scale is on a hard, flat surface.
- The scale may need to be reset. Press and hold **UNIT** for 15 seconds to reset the scale.

Note: *All data will be lost after a scale reset.*

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.
- Make sure to place your bare feet on the scale's conductive areas.
- Depending on which biometrics you want to see, make sure the scale is connected to the VeSync app (see VeSync App Setup, page 6).
- Check to see if you are in Default Mode or Manual Mode. In Manual Mode, the scale will only provide the weight, BMI, body fat, and muscle mass.
- Check if Zero-Current Mode is on. If it is, the scale will only provide measurements for weight and BMI, no other biometrics.

If your problem is not listed, please contact **Customer Support** (see page 16).

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Federal Communication Commission Interference Statement – Part 15

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.

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.

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

FCC SDOC Supplier's Declaration Of Conformity

Etekcity Corporation hereby declares that this equipment is in compliance with the FCC Part 15 Subpart B. The declaration of conformity may be consulted in the support section of our website, accessible from www.etekcity.com

Limited Warranty Information

Product Name	Etekcity Smart Fitness Scale
Model	EFS-C651-KUS
For your own reference, we strongly recommend that you record your order ID and date of purchase.	
Date of Purchase	
Order ID	

Etekcity 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

Etekcity Corporation ("Etekcity") 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, Etekcity will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly

from the online Etekcity 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. Etekcity's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Etekcity'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 Etekcity 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.

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 Etekcity.
- 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.
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

THE FOREGOING LIMITED WARRANTY CONSTITUTES ETEKCITY CORPORATION'S EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY, FOR ANY BREACH OF ANY WARRANTY OR OTHER NONCONFORMITY OF THE PRODUCT COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT. THIS LIMITED WARRANTY IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES. NO EMPLOYEE OF ETEKCITY CORPORATION OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY IN ADDITION TO THE LIMITED WARRANTY IN THIS LIMITED PRODUCT WARRANTY STATEMENT.

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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:

Etekcity Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806
USA

Customer Support

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

Etekcity Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806
USA

Email: support@etekcity.com
Toll-Free: 1-855-686-3835

SUPPORT HOURS

Mon–Fri, 9:00 am–5:00 pm PST/PDT

**Please have your order invoice and order ID ready before contacting Customer Support.*

Notes

Notes

Notes

etekcity
by VeSync

[Writer Initials + [MMDDYY] + [Designer Initials] + "-" + [Project Code]