

## 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:



# IMPORTANT SAFETY INSTRUCTIONS

---

## READ ALL INSTRUCTIONS CAREFULLY BEFORE USE.

1. The scale is for household use only and not for medical or commercial purposes.
2. Children under 8, the elderly, or individuals who are pregnant, have osteoporosis, a pacemaker, artificial joints, portable ECG or other metal implants should use the scale for weighing purposes only and make sure to wear shoes to prevent any electric current when stepping onto the scale.
3. All body composition data provided is for reference and should not be used as a substitute for advice from a licensed healthcare professional.
4. Do not overload the scale. (Maximum Capacity: 400lb / 180kg)
5. Inspect the scale for any damage before each use. Do not use a damaged scale to avoid inaccuracy or injury.
6. In case of any malfunction, check the battery power first. If necessary, replace the batteries.
7. Keep the batteries out of reach of children.
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.

15. Exhausted batteries should be immediately removed from the scale and properly disposed of. Do not dispose of batteries in fire. When discharged batteries are kept in the scale for a long time, electrolyte leakage can occur causing damage to the scale and/or personal injury.
16. Do not heat, short-circuit, force discharge, encapsulate and/or modify the batteries. Do not deform or dismantle the batteries.
17. Do not weld or solder directly to batteries.
18. Store unused batteries in their original packaging away from metal objects. If already unpacked, do not mix or jumble batteries.
19. Do not expose the scale or battery to excessive temperatures.
20. If the appliance is to be stored unused for a long period, the batteries should be removed.
21. Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.
22. This appliance contains non-rechargeable batteries, these batteries are not to be recharged.

### **SAVE THESE INSTRUCTIONS**

## **WHAT'S IN THE BOX**

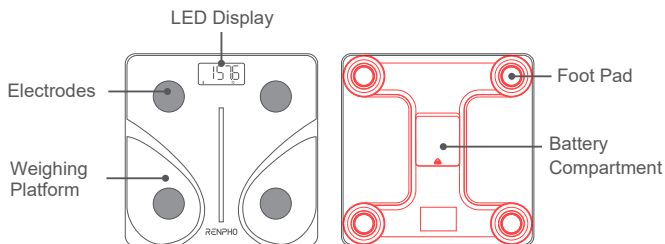
---

Body Composition Scale x1

1.5 AAA Battery x3

User Manual x1

# ABOUT YOUR SCALE



## Icons

CAL

Calibrating

Calibrate the scale before each use.

Err

Overload

Maximum Capacity: 180kg/400lb

Lo

Low Battery

Replace the batteries timely.

0000

Measuring Body Fat



Bluetooth



: Bluetooth is disconnected.



: Bluetooth is connected.

BMI

BMI



User Identification



Body Fat

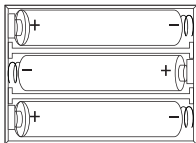


Bare Feet

## INSTALLING THE BATTERIES

---

Install the provided batteries into the scale before use. Always insert batteries correctly with regard to 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.
- Replace all batteries of a set at the same time.

## INSTALLING THE APP & PAIRING

---

- \* Pair the scale with the Renpho Health App and complete one measurement to activate user identification. Once activated, you can view your weight, BMI and body fat on the scale's display directly without the app.

### 1. Download the Renpho Health App

Scan the QR code below or search for “**Renpho Health**” from the App Store or Google Play to download the app.

System requirement: iOS 12.0 or later, Android 7.0 or later



**Note:** Due to continuous updates and improvements, the “Renpho Health” App may appear slightly different.

### 2. Log in / Sign up

- a. Log in directly with an existing Renpho App account.
- b. If you do not have any Renpho 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. Pair the Scale

Before pairing, enable the Bluetooth on your smartphone.

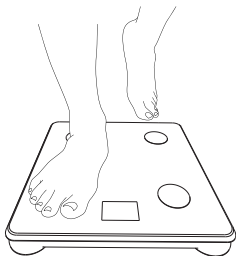
- a. Open the Renpho Health App, place the scale on a hard and flat surface, and step onto it with bare and dry feet.
- b. Tap “+” in the upper-right corner of the “Home” page and select your body fat scale from the device list.
- c. Follow the in-app instructions to complete pairing.

## CALIBRATING YOUR SCALE

---

Calibrate the scale before each use to ensure accuracy.

- Place the scale on a flat, solid and even surface. Avoid any carpeting or uneven flooring.
- Step on the scale to activate it and then step off.
- The scale will show "CAL" and then "0.0" or "0.00" to indicate calibrating is complete.



CAL → 00

or

CAL → 000



**US Importer: JOICOM CORPORATION**

14129 The Merge Street, Building 3 Unit A, Eastvale, CA 92880

**Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.**

Qianhai Complex A201, Qianwan Road 1, Qianhai Shenzhen-Hong Kong Cooperation Zone, Shenzhen, 518000 P.R.China

**Made in China**

NA2

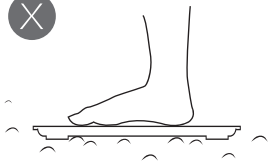
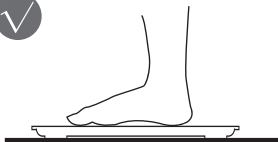


## USING YOUR SCALE

---

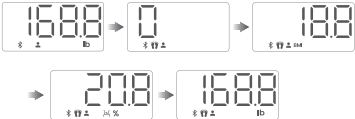



\*Create your correct user profile in the Renpho Health App before taking your first measurement. This ensures your measurements are precisely recorded and associated with your profile.

- Ensure the scale is placed on a flat, solid and even surface.
- After calibrating the scale, step on the scale's electrodes with bare and dry feet and wait for the measurement(s) to be shown on the scale's display.
- After measuring, the scale will transmit the data to the app via Bluetooth. Open the app to sync and view your detailed measurements, track your progress, and access additional features and insights.



# TROUBLESHOOTING GUIDE

## 1. Display Issues

Display	Description/Cause
 <p>Weight, BMI, Body Fat</p>	User identification was detected by the scale and this measurement was taken with bare feet.
 <p>Weight, BMI</p>	User identification was detected by the scale and this measurement was taken with socks or shoes.
 <p>Weight</p>	User identification was not detected by the scale and this measurement was taken with socks or shoes.
 <p>Weight</p>	User identification was not detected by the scale and this measurement was taken with bare feet.

## 2. Other Issues

Problem	Solution
<p>The scale cannot detect body fat and/or other data.</p>	<p>a. Ensure your feet are dry and bare. b. Stand and keep still until the final measurement(s) appear on the scale's display. If still not available, try applying moisturizer to your feet and measure again or ask another person to try the 2 steps mentioned above.</p>
<p>I registered an account on the RENPHO website but failed to use it to log in to the Renpho Health App.</p>	<p>The RENPHO website and Renpho Health App are two separate systems. Please create an account for the Renpho Health App.</p>
<p>I can get my data of weight, body fat and BMI from the scale's display, but my family or friends failed.</p>	<p>Your family or friends must complete their profile information on your app using the "add a member" function or log in to the Renpho Health App with their own account.</p>

## FCC Regulatory Compliance Policy

**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, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

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.

## 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 diminish 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: +1(844) 417 0149 (US ONLY)**

Monday-Friday 9:00AM-4:30PM

**1800 MY RENPHO (1800 69 7367) (AU ONLY)**

Monday-Friday 9:00AM-6:00PM (AEST)



**Email: [support@renpho.com](mailto:support@renpho.com) (US&CA)**

[support-au@renpho.com](mailto: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.



尺寸: 96x130mm

材质: 108g铜版纸

双面印刷 四色印刷风琴折