

RENPHO

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:



<https://renpho.com/pages/002>

Quick Start Guide

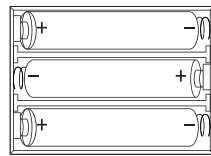
Caution!

- When using this scale, certain basic safety precautions must be followed.
1. The scale should not be used to diagnose or treat any medical condition. You should always consult a doctor prior to undertaking any diet or exercise program.
 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 product. 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. All body composition data is for reference and should not be used as a substitute for advice from a licensed health care professional.
 4. If the scale malfunctions, first check the battery power. Replace the batteries as necessary.
 5. Check the device before each use. Do not use the device if damaged. The continuous use of a damaged unit may cause injury or inaccurate results.
 6. Please keep the scale dry. Take caution when using the scale on wet and slippery surfaces.
 7. The scale is fragile, please handle it with care.
 8. This scale is a high-precision measuring device. Never jump on, stomp on, or disassemble the scale. Handle it carefully to avoid breakage.
 9. The scale is not waterproof; never immerse the scale in water. To clean the surface, use a damp cloth or glass cleaner. Do not use soap or other chemical cleaning agents.
 10. Always use the scale on a solid, flat surface and ensure the scale is kept completely still while weighing.
 11. Do not put heavy objects on the scale when not in use.
 12. This scale has been designed for household use only and is not intended for medical or commercial use.
 13. To prevent interference or danger, do not use the device in an environment near equipment with strong electromagnetic fields.
 14. Do not attempt to disassemble the scale for any reason.

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STEP 1

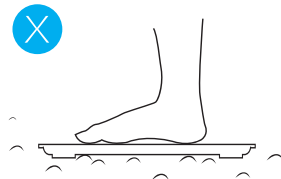
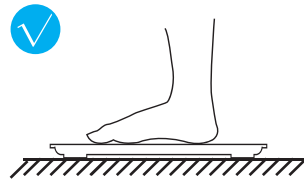
Before use:
Install the AAA batteries correctly; one set is included in the package.



- Note:**
1. Insert AAA batteries as indicated by the polarity symbols (+ and -) marked inside.
 2. The original batteries provided are NOT rechargeable. DO NOT attempt to recharge the batteries.
 3. If "LO" appears on the display, please replace the batteries.

STEP 2

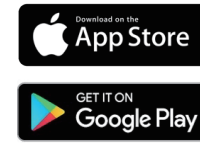
Use the scale in a flat and stable location. Avoid any carpeting or uneven flooring.



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STEP 3

Download and install the free "Renpho Health" App to your smartphone.



Note: Due to continuing updates and improvements, the "Renpho Health" App may appear slightly different.

STEP 4

- Open the App and follow set-up and pairing instructions:
- a. Register your account in the Renpho Health App using e-mail. You may also login using Guest mode if you do not wish to register.
 - b. Enable Bluetooth on your smart phone.
 - For iOS users, iOS 13 or later requires Bluetooth permissions:

1. Go to setting;
2. Scroll down to find the Renpho Health App;
3. Switch on the Bluetooth permission.
- For Android users, make sure your location is turned on for Android 6.0 or later.

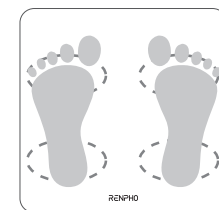
Note: Phone setting can not connect the scale, please go to Renpho Health app for connection.

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STEP 5

Pairing the RENPHO scale with the App.

Method 1

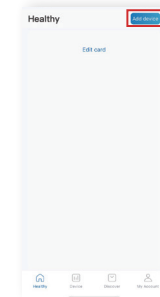


- a. Step onto the scale with bare and dry feet on the scale's conductive area. Wait the screen to light up.

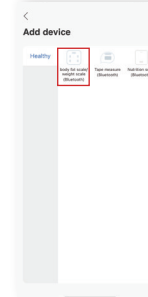


- b. Tap the "Pair" to pair the scale with the App.

Method 2



- a. Tap "Add device" on the top right corner of the Healthy page.



- b. Tap "body fat scale".

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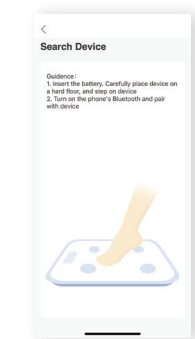
RENPHO

US Importer: JOICOM CORPORATION
14129 The Merge Street, Building 3 Unit A, Eastvale, CA 92880

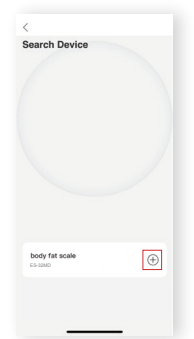
Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.
Qianhai Complex A201, Qianwan Road 1, Qianhai
Shenzhen-Hong Kong Cooperation Zone,
Shenzhen, P.R.China

*Please provide your order number before contacting customer support.
Made in China NA5

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- c. Step on the scale with bare and dry feet on the scale's electrodes.



- d. After the device name shows up, tap "+" to add the device.



- e. Keep standing on the scale for 5-10 seconds. Pairing is successful when your metrics appears on the Renpho Health App.

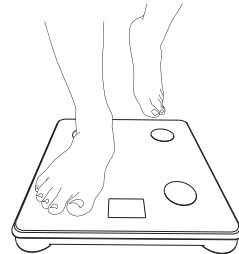
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Important!

Recalibration:

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

1. Please place your scale in a firm and flat, stable location. Avoid any carpeting.
2. Place one foot on the scale to wake it up.
3. When the monitor shows digits, remove your foot.
4. Then scale will show "CAL" then "0.0" or "0.00".
The recalibration process is complete.



CAL → 00
or
CAL → 000

**For more information,
please scan the QR code
or check out our website
of the detailed instruction.**



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Frequently Asked Questions

1. Why isn't the scale detecting body fat and/or other data?

- Ensure your feet are dry and bare.
- Stand firmly on the scale with feet apart, facing the LED digital display.
- Wait about 15s for the weighing process to finish.
- If not, try applying moisturizer to your feet and measure again.
- Ask another person to step on the scale and see if the body fat data works for them.

2. I have registered an account on the RENPHO website, why can't I log into the App?

Because the RENPHO website and Renpho Health App are two different systems, you must create an account for the App. If the regular connection to Bluetooth failed, please try the below steps:

- 1) Reset the scale.
 - Taking out one battery for 5 seconds and putting it back in.
- 2) Reset the Bluetooth connection.
 - Ensure Bluetooth and GPS (Android only) are enabled on your phone.
- A. Open "Renpho Health" App.
- B. Step one foot on the scale surface to wake it up.
- C. After a few seconds of loading, the scale model number will appear, tap it.
- D. Step on the scale again to complete the pairing.

This device complies with Industry Canada licence-exempt RSS standard(s) and US Electronic Code of Federal Regulations 47 CFR FCC Part 15; Operation is subject to the following three 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.
(3) This device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

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 (US&CA)
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.**

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