

RENPHO

Mini Smart Body Fat Scale



Model: R-A009

User Manual

Thank you for choosing RENPHO! The scale is specially designed to test your Body Water, Bone Mass, Metabolic Age, Weight, BMI, Body Fat, Subcutaneous Fat, Visceral Fat, Skeletal Muscle, Muscle Mass, Protein, BMR, Fat-free Body Weight. It works with the “Renpho Health” App and can be used as a helpful tool to control your weight. To ensure proper operation, please read this User Manual carefully before operating it.

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.

Tips

1. To ensure accuracy, we suggest using the scale at the same time each day.
2. To avoid falling off the scale, please remain centered on the scale and do not stand on the edges of the device.
3. Do not wear shoes when standing on the scale to avoid damaging the scale platform and electrodes.
4. Use alcohol to clean the electrodes and glass cleaner to keep them shiny. Apply cleaning alcohol onto a cloth and wipe along the surface; Avoid soaps.
5. For children under 10 years old or adults over 70 years old, the scale can only be used for regular weighing mode.

ABOUT BATTERIES

1. DO NOT mix new and used batteries.
2. The original batteries provided are NOT rechargeable. DO NOT attempt to recharge the batteries.
3. To insert or replace the batteries, open the battery compartment located underside the unit. When inserting the batteries, always observe the correct polarity (+/-). Please put the 3xAAA batteries into the battery compartment with the correct anode and cathode orientation (+/-).
4. If the low battery indicator appears on the display, replace the batteries.
5. If the scale is not in use for an extended period of time, remove the batteries to conserve battery life and extend the life of the scale.

ABOUT THE SCALE

1. Specification

Unit: kg/lb/st/st+lb (Change the unit on the App)

Range: 6.6lb-400lb/3-180kg

Division: 0.05kg/0.1lb

Minimum power-on weight: 11lb/5kg

Product Size: 11 * 7 * 0.96inch/280 * 180 * 24.5mm

Product Weight: 1.9lb/0.86kg

Material: T3 Tempered Glass + HIPS

Battery Type: 3*AAA(1.5V)

Bluetooth Version: 4.0 or later

Operating temperature range: 41-104°F

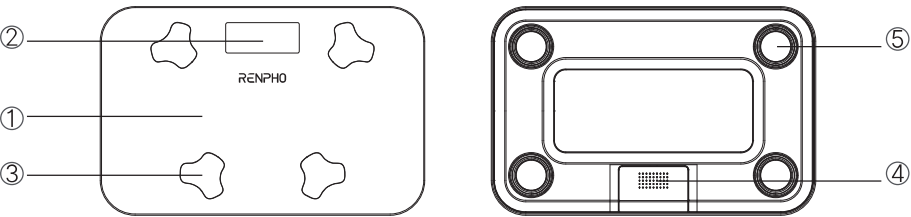
Working humidity range: ≤90%RH

Storage temperature range: 50-140°F

Accuracy Range:

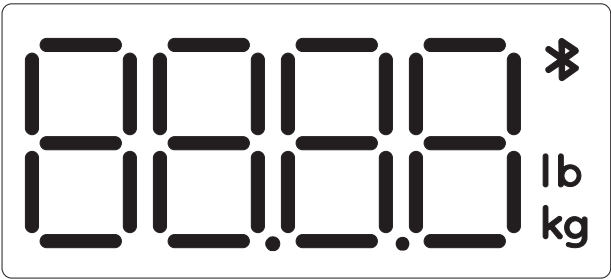
50kg: ± 0.3kg	110lb: ± 0.66lb
100kg: ± 0.4kg	220lb: ± 0.88lb
150kg: ± 0.5kg	330lb: ± 1.1lb

2. Product Introduction



- 1. Weighing Platform
- 2. Digital Display
- 3. Electrode
- 4. Battery Compartment
- 5. Foot Pad

3. Icons Indication





Bluetooth Connection: This symbol flashes when Bluetooth is not connected, and the symbol stays on when Bluetooth is successfully connected.

lb/kg Switch weight unit through App.



"Err" symbol on the display indicates that the scale is overloaded. Please note that the maximum measurable weight for this unit is 400 lb.



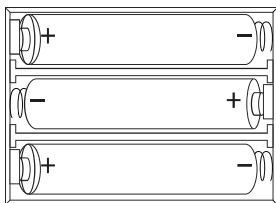
"Lo" If this symbol flashes, it indicates that the battery power is low. Please replace the battery.

Note: The scale will automatically shut off after 10 seconds without any operation.

OPERATION

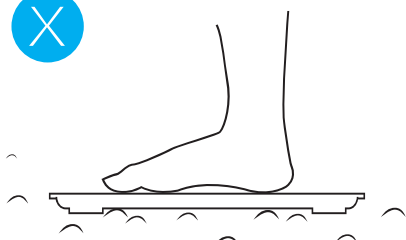
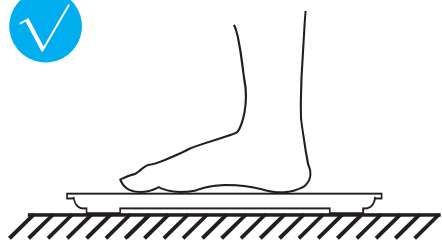
1. Before use

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



2. Weighing

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



3. Application Download

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.

4. Register

Use the email address to register the account and complete the personal information; this information is used in calculating your measurements.

Note: You may also log in using Guest mode if you do not wish to register, but your measurement data will not be saved if you change a phone.

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User Permission

Terms of Use

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Privacy Policy

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Renpho Health takes your privacy seriously. Please read the following information to learn more about our Terms of Use and Privacy Policy.

☐ I have read and agree to Terms of Use and Privacy Policy.

☒ Get the latest on Renpho Health product updates, events, and promotions delivered right to your inbox.

Next Step

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Create your account

Email

Password

Your password must be 6-16 characters and contain both letters and numbers.

Confirm

Get started

Male

Female

Name

R_Es3IN

Birthday

Please choose >

Height

Not completed >

Weight

Not completed >

Athlete mode

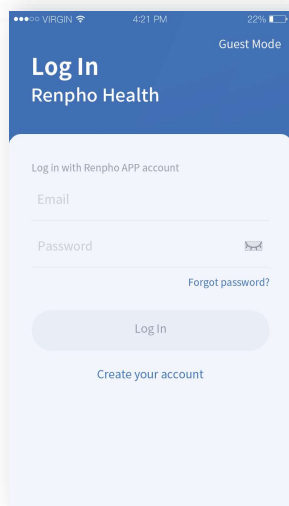
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Entering your information helps us accurately calculate your body metrics, such as body fat, muscle mass, and BMI

Save

5. Log in

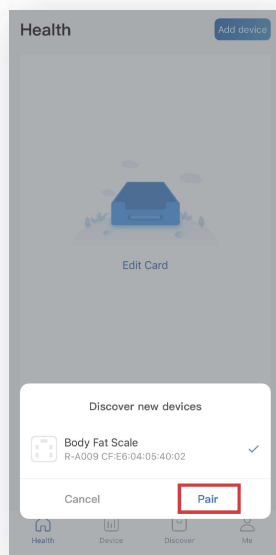
Users can create a new account or log in directly with an existing RENPHO App account.



6. Add device

Method 1

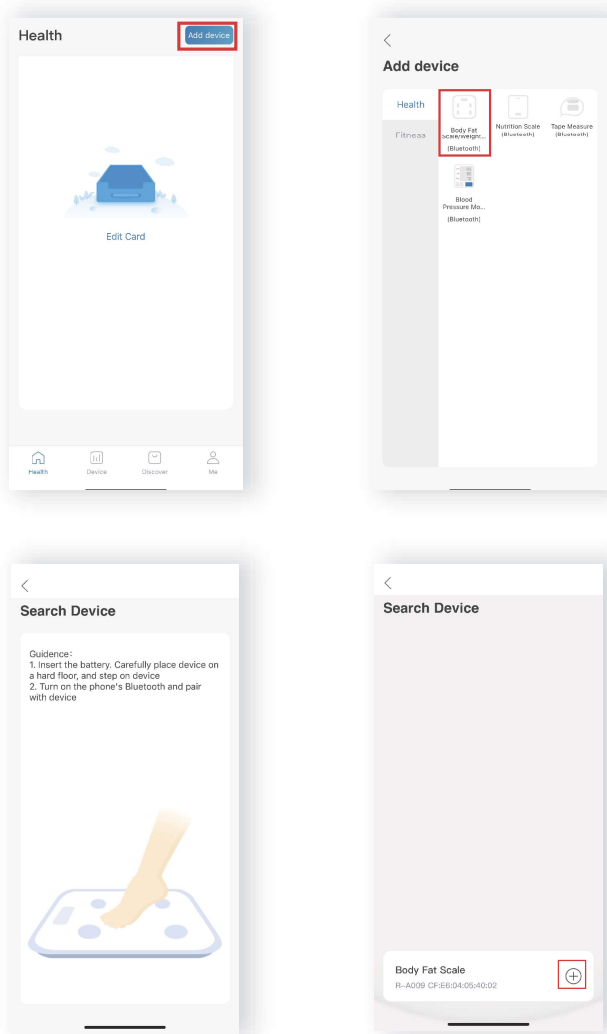
1. Turn on Bluetooth on your smartphone.
(Android phones also need to turn on GPS)
2. Step on the scale and wait for the screen to light up.
3. After the screen lights up, click the “Pair” on the App to pair the scale with the App.



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

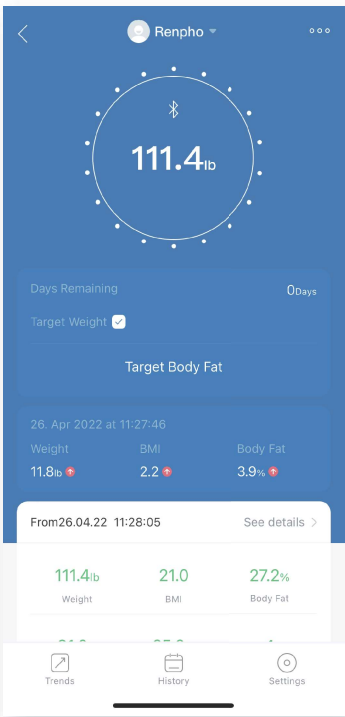
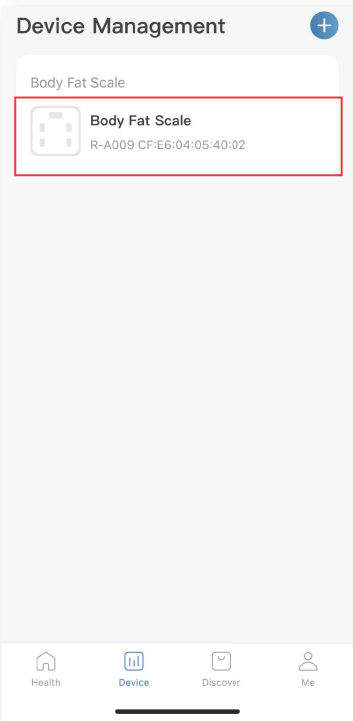
Method 2

- 1. Click the “Add device” on the top right corner of the Health page.
- 2. Click the “Body Fat Scale” .
- 3. Step on the scale with bare and dry feet on the scale’s electrodes.
- 4. After the device name shows up, click “+” to add the device.



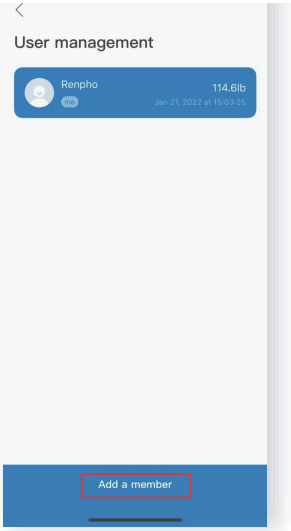
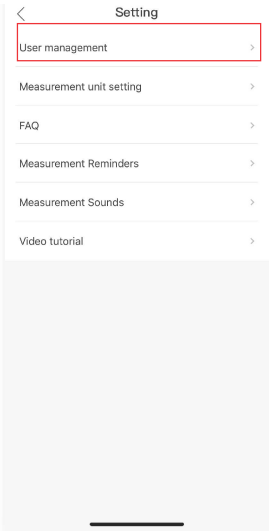
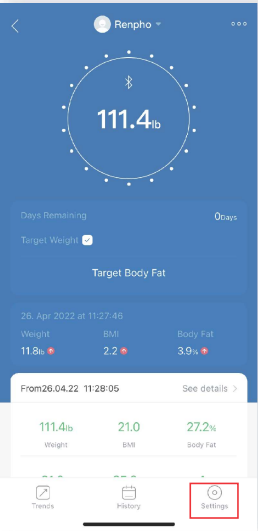
7. Measure

1. Click the device on the Device page to enter the weight homepage.
2. Keep the phone's Bluetooth on.
3. Stand on the scale barefoot, separate your legs naturally and cover the electrodes on both sides, and stand stably until the end of the measurement. After the measurement is complete, the App will display the measured data.



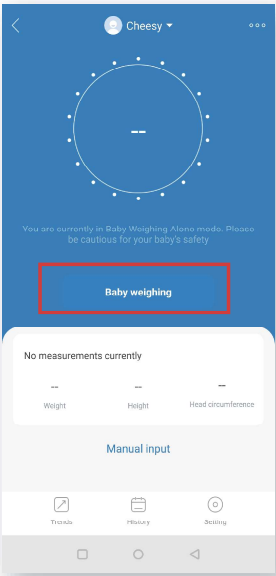
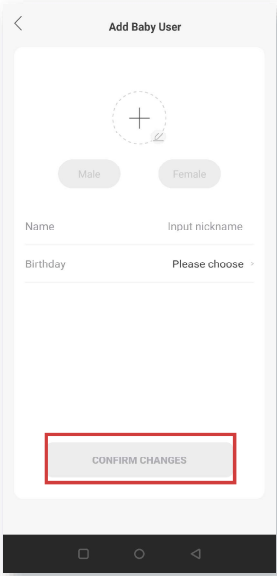
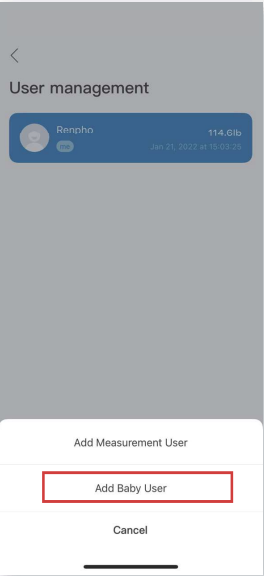
8. Weight Homepage

On the weight homepage you can view your latest measurement data, goal completion status, comparison status, or add a member: Go to Setting > User management > Add a member.



Baby Holding Mode

1. In the “User management” interface, add Baby User. Then fill in your baby’s information.
2. Go back to the weighing interface and choose “Baby weighing”.

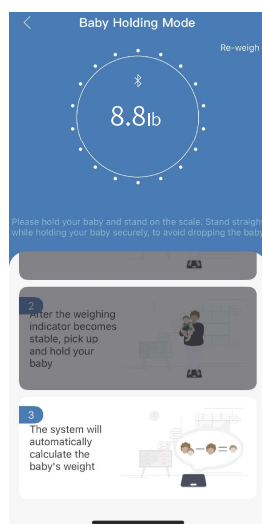
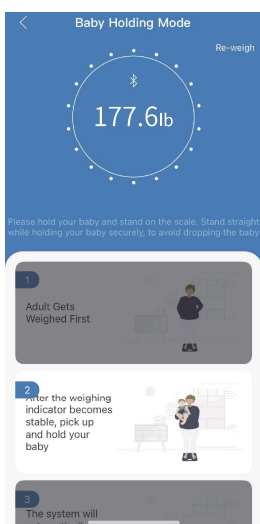
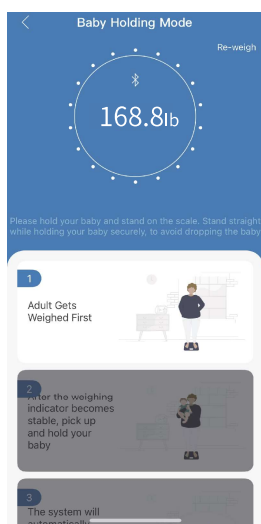


3. Three steps to get your baby's weight measurement:

Step 1: Adult weighs first, stay still until the data is stable, then step off the scale.

Step 2: Hold your baby, then step onto the scale again and stay still.

Step 3: The system will automatically calculate your baby's weight.



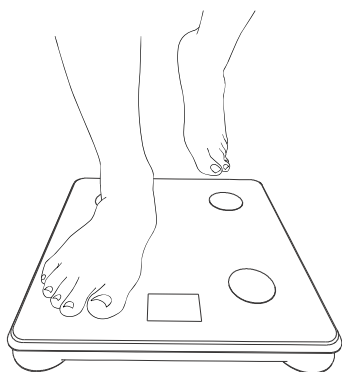
Note: This function does not support measuring infants under 4.4lb/2kg.

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 → 0.0

or

CAL → 0.00

ADVISE FOR USE & CARE

1. Treat the scale with care as it is a precise instrument.
2. Clean the scale with a damp cloth and avoid water getting inside the scale. DO NOT use chemical or abrasive cleaning agents.
3. Keep the scale in a cool place with dry air.
4. Always keep your scale in a horizontal position.

FAQ

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.

3. Why is my body weight not accurate?

If you think you are getting an inaccurate weight measurement, please try below steps to fix the problem inaccurate issues:

- 1) Place the scale on a hard and flat surface. Softer floors such as carpet would cause inaccuracies.
- 2) Step on the scale with one foot until the LED screen lights up.

Then step off and wait for the LED screen to display “CAL”.

When "0.00" is displayed, the scale is calibrated and you could step on it for measurement.

- 3) During the measurement, try to keep your weight centered directly above and over the scale as much as possible.

- 4) Try waiting for the scale to auto-shutoff (about 10 seconds) and you should be able to view accurate results via app.

If you think you're still getting inaccurate results, it may be caused by the following factors:

- A. A type of internal error.

Try resetting the scale by taking one battery out for 5 seconds and putting it back in.

- B. The unbalanced surface such as carpet could also cause inaccurate results. Always try using the scale on a flat surface.

- C. Check the legs/pads of the scale for any obstruction that may cause an imbalance.

4. Why my scale won't turn on?

Please make sure the batteries are placed correctly, if they are, please put a different set of batteries in the scale and try step on again.

5. No body fat measured when weighing, what's wrong?

Step on with dry and bare feet.

Ensure Bluetooth is enabled and working.

Ensure personal data is entered.

6. How to restart the scale?

First, take one of the batteries out of the scale.

Then, put back the batteries and wait for 5 seconds.

Now the scale has been automatic restart, you can step onto the scale.

7. Body composition inaccurate?

Body composition analysis is an inexact science, regardless of the manufacturer or method of measurement. Because your scale combines the measurements it takes with variables stored in your user profile according to our algorithm, the numbers you see may vary from those you see using other measurement methods—which is completely normal. When you're measuring body composition, it's more important to pay attention to overall trends than day-to-day numbers.

8. How to change the unit?

Please go to Renpho Health App, "Weight Homepage > Setting > Measurement Unit Setting"

9. How do I trust that my data is secured?

We know that the information you share with us is sensitive, and it's important to us that we honor your trust. Your scale creates a secure, one-to-one connection to your account on a device of your choice to sync your results, which are then backed up to our servers. We don't allow any third parties access to your data unless required to by law.

10. When do I change the batteries?

When you step on the scale and it shows "LO", it means low batteries, it requires you to change batteries.

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

(888)316-1491 (CA ONLY)

Monday-Friday 9:00AM-5:00PM (PST)

 **Email: support@renpho.com**

*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.

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 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.

US Importer: JOICOM CORPORATION

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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

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