



- 技术要求：
- 1、黏合不可露胶
 - 2、保持印刷面板上的清洁
 - 3、注意套印的准确性
 - 4、表面处理不可爆开
 - 5、须满足RoHS、Reach的环保要求
 - 6、结构工艺以结构受控图为准
 - 7、颜色参考：

广东乐心医疗电子股份有限公司
2025-05-26
受控文件

修改点：更新内容，升级A3

产品型号	SFX48-AA01-01-001		对应结构图纸：-			零件名称	
产品名称	电子秤		材质：封面：200G哑粉，内页：128G哑粉(同客供样)			P0#1SF010350R-SFX48-AA01-01-001_GB-08_快速指引-A3	
	比例	1:1	尺寸：165x105mm（双面印刷，骑马钉）			零件图号：SFX48-AA01-01-001_GB-08	
	单位	mm	印色：CMYK			设计	邓妙珊 2025-05-26
Transtek 广东乐心医疗电子股份有限公司			表面处理：哑膜			审核	黄晓盈 2025-05-26
			版本：A/3	共 24 张	第 1 张	批准	付诗棋 2025-05-26

For help, call Member Support at **800-945-4355**
or **membersupport@teladochealth.com**.

We're available 24 hours a day, 7 days a week.

Version:

A01

Model:

Teladoc Health Weight Scale WM2000

Manufactured for:

Teladoc Health, Inc.
1945 Lakepointe Dr.
Lewisville, TX 75057

Manufactured by:

Zhongshan Transtek Electronics Co., Ltd.
Zone A, No. 105 Dongli Road
Torch Development District
528437 Zhongshan, Guangdong PRC.

Member Support:

800-945-4355
membersupport@teladochealth.com

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Intended Use

- This product is designed to measure body weight and body composition, including muscle, bone, fat and water content, as well as estimate Basal Metabolic Rate (BMR).
- Recommended for adult use
 - For home use only
 - This product is not intended for the diagnosis or treatment of any disease

Getting Started



The connected scale comes ready to use right out of the box. Your first-time setup should take only a few minutes. If you don't have the app yet, you can download it from the iOS App Store or Google Play Store.

In the app, you can choose to allow body composition measurements (muscle mass and body fat percentages) for a holistic picture of your weight loss trends. Find the body composition opt-in in the Weight Management onboarding program or Settings page. You can change this mode online and in the app at any time.

Note: body composition mode uses bioelectrical impedance analysis (BIA). BIA is not recommended for individuals who are pregnant or have a pacemaker (implanted electronic device).

1. Insert 4 AA batteries (included) into the scale. The battery compartment is located on the back of the scale. Close the battery compartment.
2. Place the scale on a hard surface (not on carpet or tile grooves).
3. Take your first measurement. Step onto the connected scale with both feet and wait for the measurement screen to complete before stepping off.
4. If you chose to allow body composition measurements, it may take a couple of minutes to sync and should be ready by your next weigh-in. You'll get confirmation when body composition mode is activated on the scale.
5. When "Upload successful" appears on the screen, it indicates that the data has been successfully uploaded online and to the app. When you step off the scale, it will power off automatically.

Check out all your data, trends and body composition metrics in the app.

Getting the Most Accurate Measurement



Step on the middle of the scale with clean, bare feet. Wear light clothing (or no clothing). Keep your feet apart and avoid contact.



Try to weigh yourself at the same time each day (for example, in the morning, before you eat or drink anything).



Stand up straight, hold still and apply your weight evenly. When weighing, keep your knees straight and avoid bending or touching them together.



Use the app for the full experience. There, you'll get all your trends and insights.



"Ready" will be displayed on the scale. Weighing will begin after 2 seconds.

Maintenance

DO use a dry soft cloth to wipe the dust off this device

DO use a wet soft cloth, dipped into water and wrung out, to clean the device. Then use a soft cloth to dry.

DON'T wash the device with water or immerse it in water

DON'T use propellant, abrasive or other chemicals to clean. This can cause the device to discolor or malfunction.

DON'T disassemble or attempt to service this device. If you have any problems, please contact Member Support at 800-945-4355 or membersupport@teladochealth.com

DON'T dispose of batteries in fire. Batteries may explode or leak. Remove the batteries if the device will not be used for a long period of time.

DON'T perform maintenance while device is in use

Error Messages and Troubleshooting

Problem	Description	What you should do
Hardware error	Hardware error (displays during data upload)	Contact Teladoc Health Member Support
SIM card error	SIM card error (displays during data upload)	Contact Teladoc Health Member Support
Server error	Server error (displays during data upload)	Contact Teladoc Health Member Support
Connectivity error	Network error (displays during data upload)	1. Take another measurement at the exact same location 2. Take another measurement at a new location, preferably closer to a window 3. Take three consecutive measurements

For help, call Member Support at 800-945-4355 or membersupport@teladohealth.com.
We're available 24 hours a day, 7 days a week.

Problem	Description	What you should do
Weak signal	Signal not strong enough (displays during data upload)	1. Take another measurement at the exact same location 2. Take another measurement at a new location, preferably closer to a window 3. Take three consecutive measurements
Critical battery level error	Critical battery level	Replace batteries
Low battery error	Low battery	Replace batteries
Reading error	Overload error (displayed during weighing procedure)	The connected scales' maximum capacity is 440 lb (200 kg)

Safety Warnings

- Do not use this scale to diagnose or treat any medical condition
- Do not use body composition mode if you are pregnant or have a pacemaker (implanted electronic device). If you chose to allow body composition mode, you can deactivate it anytime in the app's Settings.
- Do not put anything else on the scale if not in use. This will consume power and reduce the battery life.
- Do not step on the scale if it is wet or slippery. Keep the scale clean and dry (avoid excessive humidity).
- Do not use the scale if there are cracks in the glass
- Do not expose the scale to extremely high or low temperatures
- This device is mainly designed for household use. It is intended to measure and display the weight from 11 lb to 440 lb (5 kg to 200 kg) and provide all data for clinical diagnostic purposes or reference. All data is wirelessly uploaded to your account by cellular connection to make your data management more convenient.
- The connected scale requires 30 minutes to warm from the minimum and cool from maximum storage temperature between uses until it is ready for measurement
- After drop or shock that may cause changes in the performance, please contact Teladoc Health Member Support at 800-945-4355 or membersupport@teladochealth.com. Don't open or repair the device yourself. The use of heat and cold producing devices, such as electric heating blankets, heating pads or ice packs, may impair the performance of the device and increase the risk of injury to the user.
- If you are allergic to plastic or rubber, don't use this device.
- Do not use the device if it is damaged in any way. The continuous use of a damaged unit may cause injury, improper results or serious danger.

WARNING: Don't use near active high frequency surgical equipment and the RF shielded room of a medical equipment system for magnetic resonance imaging, where the intensity of electromagnetic disturbances is high.

WARNING: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

WARNING: Use of accessories, transducers and dabbles other than those specified or provided by the manufacturer or this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

WARNING: Portable RF communications equipment (including peripherals such as antenna cables and external antennas should be used no closer than 12 in (30cm) to any part of the equipment, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Specifications

Maximum Capacity:

440 lb / 200 kg

Resolution:

0.2 lb / 0.05 kg

Power Source:

4x 1.5V AA alkaline batteries (included)

Battery Life:

When measured once per day, it can last approximately one year

Units:

lb (default), kg

Display:

TFT Screen: 3.5 in

Physical Size:

320 x 320 x 28.5 mm

SW version

A01

Working environment:

Temperature: 10°C to 40°C (50°F to 104°F)
Atmospheric pressure 800 hPa to 1050 hPa
Humidity 15% RH to 90% RH

Storage: Transport/Storage Conditions:

Temperature -20°C to 55°C (-4°F to 131°F)
Atmospheric pressure 800 hPa to 1050 hPa
Humidity ≤90% RH

Symbols

Symbol	Description
	Type BF applied part (top surface)
	Date of manufacture
	This symbol shows this device is expected to comply with part 15 of the FCC rules
	Humidity limitation
	Temperature limit
	Atmospheric pressure limitation

Symbol	Description
	The device could be protected against solid foreign objects of 12.5 mm Φ and greater, and against vertically falling water drops
	The product should not be discarded as unsorted waste. It must be sent to separate collection facilities for recovery and recycling
	Catalogue number
	Serial number
	Refer to instruction manual/booklet
	Direct current

Notes

When the depleted battery symbol (symbol) appears, replace all four batteries with new ones. Items stored in memory are retained even if the batteries are removed. Disposal of used batteries should be carried out in accordance with the national regulations for the disposal of batteries.

Warranty

Your connected scale is guaranteed to be free of material and workmanship defects for a period of ONE (1) year from the date of receipt.

California Proposition 65 Warning

THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

FCC

This device, model WM2000, 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.

Modifications not expressly approved by Teladoc Health, Inc. could void the user's authority to operate this device.

Note: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 distance between the device and receiver
- Connect the device into an outlet on a circuit different from that to which the receiver is connected
- Consult Member Support or an experienced radio/TV technician for help

FCC Radiation Exposure Statement 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.

Interference from external devices has not been found to affect the WM2000 scale.

Radio Frequency Radiation Exposure Information:

This device uses cellular radio frequency technology to accomplish required communications with the company's secure server. Only operate the device in accordance with the instructions supplied. This device complies with the FCC radiation exposure limits set forth for an uncontrolled environment.

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic emissions and immunity

Emissions test	Compliance
RF emissions CISPRU	Group 1
RF emissions CISPRU	Class B
Harmonic emissions IEC 61000-3-2	Not applicable
Voltage fluctuations/flicker emissions IEC 61000-3-3	Not applicable

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Immunity Test	IEC 60601-1-2	Compliance Level
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2 kV , ±4 kV , ±8 kV , ±15 kV air	±8 kV contact ±2 kV , ±4 kV , ±8 kV , ±15 kV air
Electrical fast transient/burst IEC 61000-4-4	Not applicable	Not applicable
Surge IEC 61000-4-5	Not applicable	Not applicable
Voltage dips, short interruptions, and voltage variations on power supply input lines IEC 61000-4-11	Not applicable	Not applicable

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Immunity Test	IEC 60601-1-2	Compliance Level
Power frequency magnetic field IEC 61000-4-8	30 A/m 50 Hz/60 Hz	30 A/m 50 Hz/60 Hz
Conducted RF IEC61000-4-6	Not applicable	Not applicable
Radiated RF IEC61000-4-3	10 V /m 80 MHz – 2,7 GHz 80 % AM at 1 kHz	10 V /m 80 MHz – 2,7 GHz 80 % AM at 1 kHz

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Modulation (W)	Distance (m)	Immunity Test Level (V/m)
385	380 – 390	TETRA 400	Pulse modulation 18 Hz	1,8	0.3	27
450	430-470	GMRS 460, FRS 460	FM ± 5 kHz deviation 1 kHz sine	1,8	0.3	27
710	704 – 787	LTE Band 13,17	Pulse modulation 217 Hz	0,2	0.3	9
745						
780						
870	800 – 960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation 18 Hz	2	0.3	28
870						
930						

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Modulation (W)	Distance (m)	Immunity Test Level (V/m)
1720	1700 –1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation 217 Hz	2	0.3	28
1845						
1970						
2450	2400 –2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation 217 Hz	2	0.3	28
1720	5100 –5800	WLAN 802.11 a/n	Pulse modulation 217 Hz	0,2	0.3	9
1845						
1970						