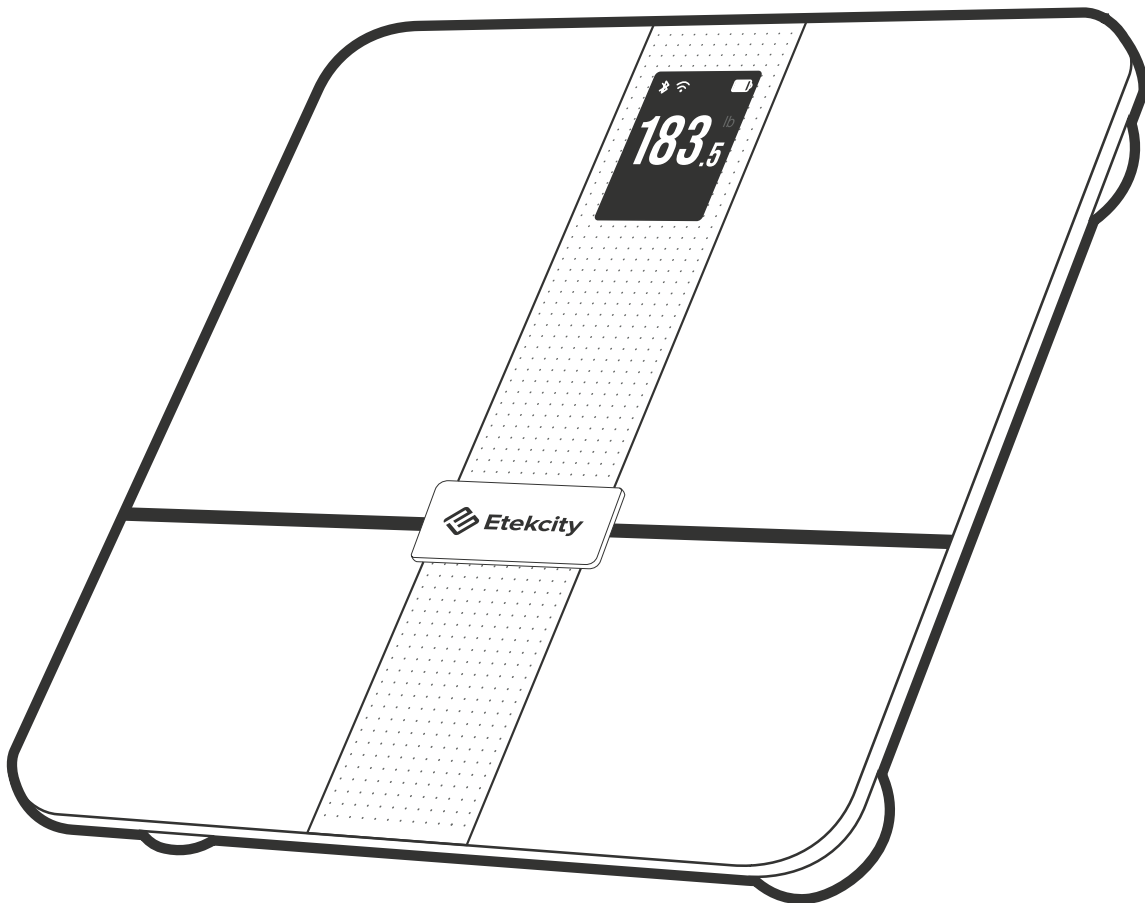


# HR Smart Fitness Scale

## User Manual



### Questions or Concerns?

Mon–Fri, 9:00 am–5:00 pm PST/PDT  
support@etekcity.com • (855) 686-3835

# Thank you for purchasing the HR Smart Fitness Scale by Etekcity.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at **[support@etekcity.com](mailto:support@etekcity.com)**. We hope you enjoy your new scale!

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# Package Contents

- 1 x HR Smart Fitness Scale
- 1 x USB Type-C Charging Cable
- 1 x Quick Start Guide

# Specifications

<b>Model</b>	EFS-A591S-KUS
<b>Weight Capacity</b>	400 lb / 180 kg / 28 st
<b>Increments</b>	0.1 lb / 0.05 kg
<b>Weight Units</b>	lb / kg / st
<b>Platform</b>	Tempered Glass
<b>Battery</b>	500mAh Li-ion Battery
<b>Input</b>	5.0V $\overline{=}$ 500mA (USB Type-C Charging)
<b>Auto-Off</b>	3 seconds (after displaying body indexes)
<b>Dimensions</b>	11.8 x 11.8 x 1.1 in / 30 x 30 x 2.9 cm
<b>Operating System</b>	iOS® 12.0+ or Android™ 6.0+



# READ AND SAVE THESE INSTRUCTIONS

## Safety Information

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

### Medical

- 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.
- 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.



## 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 31).
- 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.

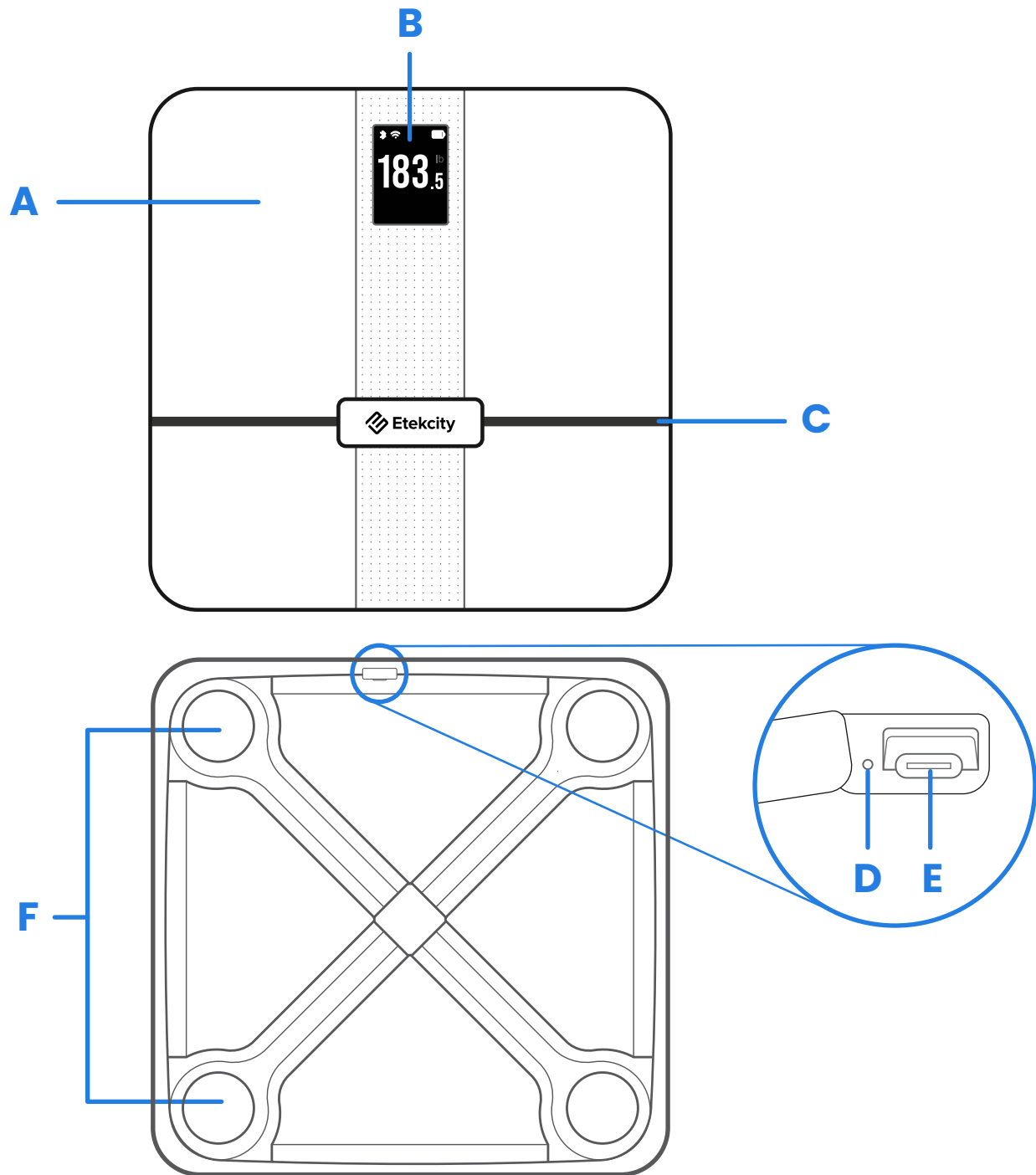


- Keep the scale in a cool area with low humidity.
- Keep the scale away from heat sources, such as ovens or heaters. Avoid temperature fluctuations.
- Store the scale in a horizontal position, not a vertical position.
- This scale is not to be used by persons (including children) with reduced physical, 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**.

**SAVE THESE INSTRUCTIONS**



# Function Diagram



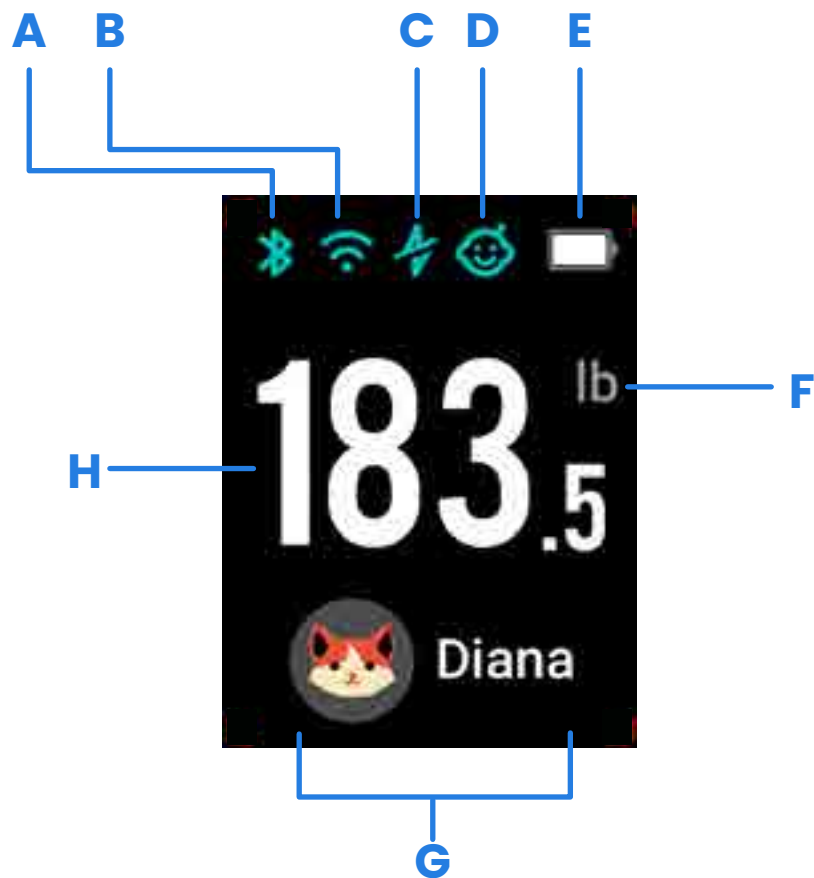
- A.** Weighing Platform
- B.** Display
- C.** Non-Conductive Areas

- D.** Restart Button
- E.** USB Charging Socket
- F.** Anti-Skid Padding





# Display Diagram



- A.** Bluetooth® Icon
- B.** Wi-Fi® Icon
- C.** Zero-Current Mode
- D.** Baby Mode
- E.** Battery Indicator
- F.** Weight Unit
- G.** User Profile
- H.** Weight Measurement



# 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.

1. To download the VeSync app, scan the QR code or search “VeSync” in the Apple App Store® or Google Play Store.

**Note:**

- This scale uses the VeSync app, not the VeSyncFit app.
- For Android™ users, you may need to select **Allow** to use VeSync.



2. Open the VeSync app. If you already have an account, tap **Log In**. To create a new account, tap **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 use your smart fitness scale.



3. Make sure to enable Bluetooth® permission of the APP and turn on Bluetooth. For Android users, please allow the app to access nearby devices in your phone settings.

**Note:** *If your Android phone system is lower than Android™ 12.0+, please authorize the location (GPS) permission of the VESYNC app in your phone settings.*

4. Tap + in the VeSync app.

5. Select your smart scale from the device list.

**Note:**

- *You can tap on the product categories to jump to different sections of the device list.*
- *Make sure to choose the right device model (you can find it on the back of the scale), or it will lead to a connection failure.*

6. Follow the in-app instructions to complete setup.

**Note:**

- *You can change the scale's in-app name and icon at any time in the smart fitness scale settings.*
- *When the scale display turns off, the scale's Bluetooth will disconnect and go into auto-off mode. However, when the scale is on and the app is opened to the device page, the scale will reconnect to Bluetooth.*



# 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. Follow the in-app instructions to create a user profile.

**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 10 user avatars at a time. To select which users you want displayed, you can manage user profiles in Device settings in the app.

## Multiple Users

### Multiple Users with Separate VeSync Accounts

Users can create or log in to their own VeSync accounts and pair the smart scale to their separate accounts.

**Note:**

- *Only 5 VeSync accounts can pair with the smart scale at a time. If the maximum number of accounts is reached, an in-app alert will ask the user to disconnect one of the user accounts to continue the pairing process with the current user's account.*
- *Option 1 will allow for more data privacy, as each user's data will not be visible to other user, and each user can connect the VeSync app to other third-party apps to sync his data.*



## Multiple Users with a Shared VeSync Account

Users who create or log in to a VeSync account can create multiple user profiles within their account. All users can log in to the same account (on their own smartphones) without requiring the other users to log out.

***Note:** For the second option, each user's data can be viewed since both profiles are on the same phone.*

## Changing your User Avatar

1. Tap **“Device settings”** in the VeSync app
2. Then tap **“Members”**
3. Select the profile image you want to change
4. Change avatar in **“Edit Member”**

## Weighing Children

- Children under 3 years old cannot measure body metrics other than weight.
- Minors will need a guardian's consent to create a VeSync account.



# Using the Smart Scale

**Note:**

- *Placing the scale on soft surfaces such as shaggy carpet may cause inaccurate measurements or tipping. If necessary, this scale can be used on low-pile carpet with a fiber length of 0.4 inches / 10 mm or less.*
- *If the scale cannot be turned on or the battery is low, it needs to be charged. Charging the scale may take up to 3 hours.*

1. For the best results, place the scale on a hard, flat surface.
2. Step on the scale, then step off. Wait for the screen to display “0.0” before using.

**Note:** *You can customize the scale’s display by selecting Customize Screens in the Device Settings menu.*

3. Place dry, bare feet on the scale’s conductive areas. Continue standing on the scale, then step off the scale when the display shows “BYE”. If your smart scale is connected to the VeSync app, additional metrics that are not selected for display on the scale will show in the app.

## PreciSync™ Technology

The smart fitness scale uses PreciSync™ auto-recognition technology to select an existing user profile based on weight, an ideal feature for a household with multiple users. To use this function, you must first connect the scale to your VeSync account and sync user information with the scale.

**Note:**


- *PreciSync works with or without a Bluetooth connection.*
- *PreciSync will automatically turn on when there is more than one user profile connected to the scale in the VeSync app.*



## How PreciSync™ Works

- The scale will compare the user's current weight with all user profiles synced to the scale.
- If only one user profile is within 6.5 lb of the current weight, it will be automatically stored under that user's profile.
- If multiple user profiles are within 6.5 lb of the current weight, the display will prompt the user to tap their right foot to select a user profile.
- If no user is within 6.5 lb of the current weight, the weight will be automatically stored as a Guest Profile without prompting the user to select a profile.

## 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.
- **Baby Mode:** To weigh your baby or pet, tap  and follow the in-app instructions for weighing. Baby Mode will not measure other body metrics and will only measure weight and BMI.

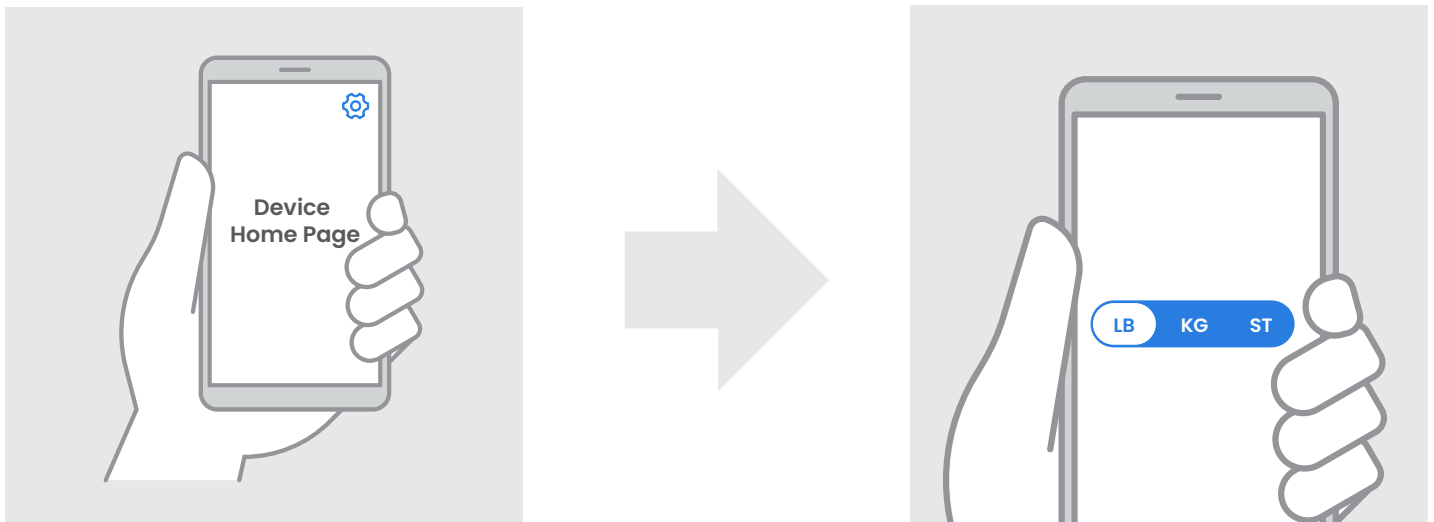
**Note:** If you have athletic build, you may turn on the Athlete mode:

Open the VeSync app > click the scale picture > tap the gear box in the upper right corner > Members > select the member that needs the Athlete mode > Scroll down and turn it on.



## Switching Units

1. To change the unit of measurement (kg, lb, or st), lightly tap on the scale and open the VeSync app. Select the scale (you should see “Connected” in the app), then tap the Settings icon (⚙️). You can adjust the units on this page. [\[Figure 1.1\]](#)
2. The default unit is pounds (lb). After changing units, the scale will show the new unit of measurement.



[\[Figure 1.1\]](#)





# Maintenance

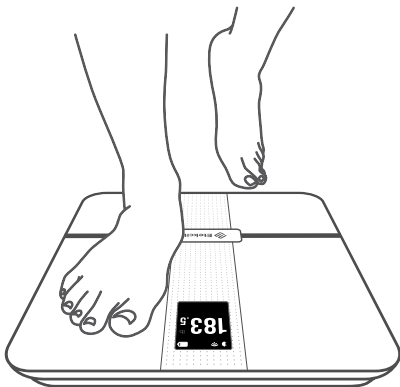
## Clearing the Smart Scale

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

1. Place the scale on a hard, flat surface.

***Note:** Placing the scale on soft surfaces such as shaggy carpet may cause inaccurate measurements or tipping. If necessary, this scale can be used on low-pile carpet with a fiber length of 0.4 inches / 10 mm or less.*

2. Step on the scale until digits appear on the display, then step off. [\[Figure 2.1\]](#)
3. Wait until the scale displays “0.0”. [\[Figure 2.2\]](#)



[\[Figure 2.1\]](#)

0.0


[\[Figure 2.2\]](#)





## 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.

## Charging the Batteries

The display will show “” (Low Battery) when the batteries need to be charged.

1. Insert the USB charging cable into the USB charging socket.
2. Plug the USB charging cable into a DC 5V adapter and plug into an outlet. You can also plug the cable into a powered USB outlet.
3. The bars of the  will continuously fill as the scale charges. When completely charged, the  will be filled.

***Note:** Charging the smart scale with the original USB cable will provide the best results.*



# Troubleshooting

## The scale doesn't turn on.

- Restart the scale by using a safety pin or paper clip to press the "Restart" button near the charging port.
- Charge the scale with the provided charging cable for 3 hours.

## The smart scale can't be added to the VeSync app.

1. Please confirm the following things before pairing:

- Allow VeSync to access Bluetooth® in your phone settings.
- 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. Please do not connect it in your phone's Bluetooth® settings.
- Turn off VPN (please ignore it if you are not using it).
- For Android users, please allow the app to access nearby devices in your phone settings.

**Note:** *If your phone system is lower than Android™ 12.0+, please authorize the location (GPS) permission of the VeSync app.*

2. Try the following steps to pair your scale and your phone:

- Enable Bluetooth® on your Phone.
- Light up the scale and keep it on.
- Open the VeSync App, and click "Add Device" or "+" on the top right corner of the home page. Choose "Health" to select your device model, and then follow the APP guides.

**Note:** *Make sure to choose the right device model (you can find it on the back of the scale), or it will lead to a connection failure.*



## **If the smart scale still cannot connect via Bluetooth, please try the following:**

- Restart Bluetooth or restart your smartphone
- Use a safety pin or paper clip to press the “Restart” button near the charging socket.

If the issue still exists, please contact our helpful **Customer Support team** (see page 31).

## **The smart scale doesn't connect to Wi-Fi.**

- Step on the scale to turn it on, go to “Device Settings” and tap “WiFi-Connection”. Keep the scale on while connecting.
- Make sure your smartphone is connected to Wi-Fi.

***Note:** The scale **only** supports 2.4GHz networks. If you have a 5GHz network, chances are you may have a 2.4GHz one as well (i.e., a dual-band router).*

- Your scale might be too far from your router. Try moving the scale within 164 ft / 50 m of your router.
- Make sure you've typed in your password correctly, checking for capitalization and spacing.
- If you enter your Wi-Fi SSID manually, make sure all the letters and punctuation marks are correct.
- Make sure you have turned off MAC address filtering and do not have active firewalls on the router. Check whether the router DHCP is normally enabled.



- Make sure the DHCP in your router settings allows the devices with special characters to be connected.
- Make sure you don't have too many devices connected to your router (10 or fewer is best).
- Restart the router and try connecting the scale to the WiFi network again.

If you still need help, please contact our helpful **Customer Support** team (see page 31).

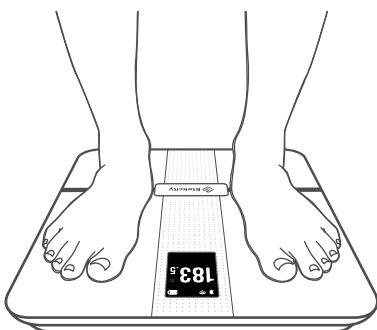
### **The scale readings seem unstable or inaccurate.**

- Make sure the scale is on a hard, flat surface.
- The scale may need to be restarted. Use a safety pin or paper clip to press the "Restart" button near the charging socket.
- The scale may need to be cleared . Follow instructions to clear the scale (see page 17).

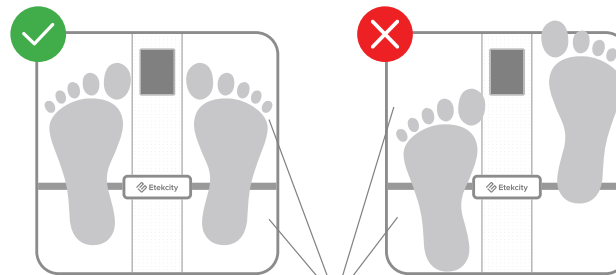


## My scale will only measure my weight, not my other biometrics.

- If you're wearing shoes or socks, the scale cannot measure biometrics such as body fat. Step on the scale with bare feet. [\[Figure 3.1\]](#)
- Make sure to place your feet on the scale's conductive areas. [\[Figure 3.2\]](#)
- Make sure Bluetooth is turned on.
- Check if Zero-Current Mode is on. If it is, the scale will only provide measurements for weight and BMI, not other biometrics.
- If your feet are too dry or too wet, the biometrics may not be detected. Since skin can become very dry during winter, please also try to apply some lotion or have a foot soak when it cannot measure other measurement values.



[Figure 3.1](#)



Conductive Areas

[Figure 3.2](#)

If your problem is not listed, please contact **Customer Support** (see page 31).



# Attributions

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Wi-Fi® is a registered trademark of Wi-Fi Alliance®.

Google, Android, and Google Play are trademarks of Google LLC.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Etekcify Corporation is under license. Other trademarks and trade names are those of their respective owners.



# 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 Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

## FCC SDOC SUPPLIER'S DECLARATION OF CONFORMITY

Etekcitey Corporation hereby declares that this equipment is in compliance with the FCC rules. The declaration of conformity may be consulted in the support section of our website, accessible from [www.eteckcity.com](http://www.eteckcity.com)



# Warranty Information

<b>Product</b>	Etekcitey HR Smart Fitness Scale
<b>Model</b>	EFS-A591S-KUS
<i>For your own reference, we strongly recommend that you record your order ID and date of purchase.</i>	
<b>Order ID</b>	
<b>Date of Purchase</b>	

## Etekcitey 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

Etekcitey Corporation (“Etekcitey”) 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, Etekcitey will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Etekcitey 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](mailto: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.

### Disclaimer of Limited Warranties.

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, EXCEPT AS WARRANTED IN THIS LIMITED PRODUCT WARRANTY POLICY, ETEKCITY CORPORATION PROVIDES THE PRODUCTS YOU PURCHASE FROM ETEKCITY CORPORATION "AS IS" AND ETEKCITY CORPORATION HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY



WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR PARTICULAR PURPOSE.

### **Limitations of Liability**

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, IN NO EVENT WILL ETEKCITY CORPORATION, ITS AFFILIATES, OR THEIR LICENSORS, SERVICE PROVIDERS, EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS BE LIABLE FOR:

(a) DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH PRODUCTS PURCHASED FROM ETEKCITY CORPORATION IN EXCESS OF THE PURCHASE PRICE PAID BY THE PURCHASER FOR SUCH PRODUCTS, OR

(b) INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES EVEN IF ETEKCITY CORPORATION OR ONE OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.

AND REGARDLESS OF WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT, OR OTHERWISE. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

EXCEPT AS COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT, ETEKCITY CORPORATION SHALL NOT BE LIABLE FOR COSTS ASSOCIATED WITH THE REPLACEMENT OR REPAIR OF PRODUCTS PURCHASED FROM IT, INCLUDING, BUT NOT LIMITED TO, LABOR, INSTALLATION, OR OTHER COSTS INCURRED BY THE USER AND, IN PARTICULAR, ANY COSTS RELATING TO THE REMOVAL OR REPLACEMENT OF ANY PRODUCT.

### **OTHER RIGHTS YOU MAY HAVE**

SOME JURISDICTIONS DO NOT ALLOW FOR: (1) EXCLUSION OF IMPLIED WARRANTIES; (2) LIMITATION ON THE DURATION OF IMPLIED WARRANTIES; AND/OR (3) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; SO THE DISCLAIMERS 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.

## **Etekcitey Corporation**

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

**Email:** [support@etekcity.com](mailto:support@etekcity.com)

**Toll-Free:** (855) 686-3835

## **Support Hours**

Mon–Fri, 9:00 am–5:00 pm PST/PDT

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



