

etekcity®

Performance Body Composition Scale



User Manual



**Thank you for purchasing the
Performance Body Composition Scale
by Etekcity.**

If you have any questions or concerns, please reach out to our
Customer Support Team at support.etekcity.com.

We hope you enjoy your new smart scale!

Questions or Concerns?

Mon–Fri, 9:00 am–5:00 pm PST/PDT
support.etekcity.com • 1-855-686-3835

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Package Contents

1× Smart Fitness Scale
1× USB-C Charging Cable
1× Quick Start Guide

Specifications

Name	Smart Fitness Scale
Model	EFS-A791-KUS EFS-A791-WUS
Weight Capacity	440 lb / 200 kg
Increments	0.1 lb / 0.05 kg
Battery	700mAh Li-ion Battery
Dimensions	13.4 × 15.6 × 2.4 in / 34.0 × 39.5 × 6.1 cm
Input	5.0V= 1A (USB Type-C Charging 3h to full charge)
Operating Environment	Temperature: 41°–104°F / 5°–40°C Humidity: 40–85% RH Pollution Degree: 2
Ingress Protection (IP) Rating	IP20

READ AND SAVE THESE INSTRUCTIONS

Safety Information

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

MEDICAL

WARNING: 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.

- 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.

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 15).
- 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 / 200 kg.
- 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.
- **Do not** use while charging. Remove the charging cable before using.
- 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**.
- If the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

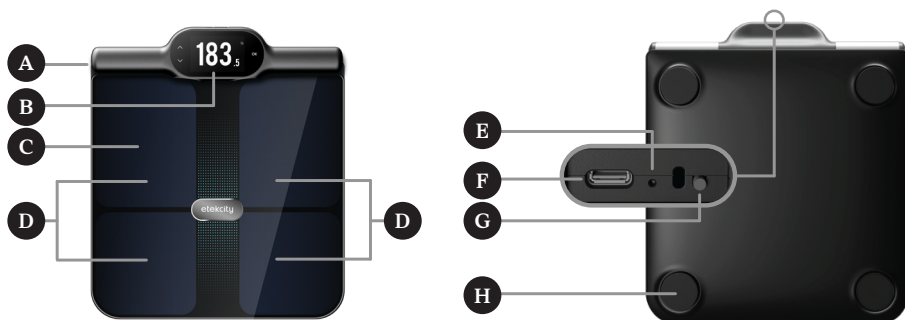
BATTERY WARNING

- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, may result in an explosion;
- Leaving a battery in an extremely high temperature surrounding environment, such as sunshine, fire, or hot surface, may result in an explosion or the leakage of flammable liquid or gas;
- A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

SAVE THESE INSTRUCTIONS

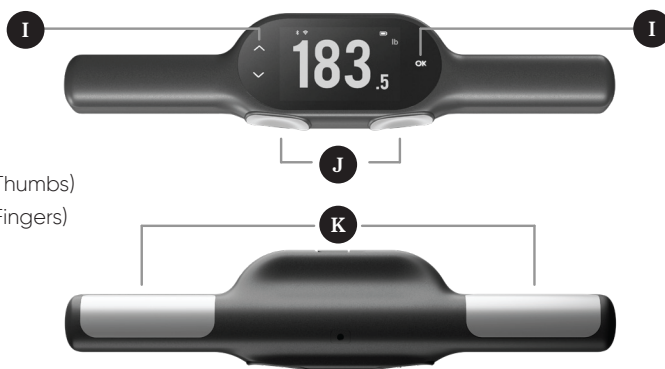
Getting to Know Your Smart Fitness Scale

- A. Handle
- B. Display
- C. Weighing Platform
- D. Conductive Areas
- E. Restart Button
- F. USB-C Charging Port
- G. Unit Switch Button (Press & Hold to Reset Scale)
- H. Anti-Skid Pads



HANDLE

- I. Controls
- J. Conductive Areas (Thumbs)
- K. Conductive Areas (Fingers)



Display

- a. Bluetooth® Icon
- b. Wi-Fi® Icon
- c. Weight Measurement
- d. Battery Icon
- e. Weight Unit



Display Messages

	Bluetooth is connected.
	Bluetooth is disconnected.
	Wi-Fi is connected.
	Wi-Fi is disconnected.
	Zero-Current Mode is activated (Electric current disabled. Scale will only measure weight and BMI).
	Baby Mode is activated (Use to measure babies or pets).
	Guest Mode is activated (Measurements will not be saved).

VeSync App Setup

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

Note:

- Please make sure your firmware and software are up to date.
- The VeSync app is continually being improved and may change over time. If there are any differences, follow the in-app instructions.



2. Open the VeSync app. **Log In or Sign Up.**
3. Follow the in-app instructions to set up your smart scale.
4. Tap **+** in the VeSync app.
5. Step on the scale and 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 display lights up and the app is opened to the device page, the scale will reconnect to Bluetooth.

Creating a User

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:

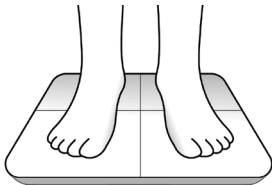
- Entering inaccurate information will make the scale's measurements less accurate.
- If you don't identify with the available gender options, or are unsure, pick the option that you think best physically matches you. This choice is used for physical measurements, such as body fat percentages.
- Children under 10 years of age cannot measure body metrics other than weight.
- Minors will need a guardian's consent to create a VeSync account.

Using Your Smart Scale

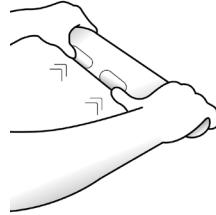
Note:

- If the scale has never been connected to the VeSync app, it will default to Guest Mode. Measurements will not be saved.
- Turning on Zero-Current Mode in the VeSync app will turn off the scale's electrical current and will only provide measurements for weight and BMI. This mode can be helpful for users who are pregnant or who have implanted medical devices, such as pacemakers.
- To measure your baby or pet, turn on Baby Mode and follow the in-app instructions for weighing. Baby Mode will not measure other body metrics and will **only** measure weight and BMI.
- If a guest would like to use the scale, turn on Guest Mode in the VeSync app and follow the in-app instructions.

1. Place the scale on a hard, flat surface (not a carpet or mat).
2. Step on the scale, then step off. Wait for the display to show "0.0".
3. Place bare feet on the scale's conductive areas. Keep your feet apart and make sure your legs are not touching one another.

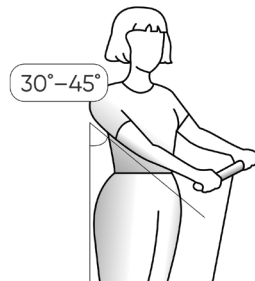


4. Lift the handle straight up with both hands. Press thumbs firmly against the conductive areas when holding the handle.



Note:

- Grasp the handle tightly during use.
 - Hands and feet must be clean and slightly moist to accurately measure biometrics. If necessary, wash your hands and feet before measuring.
5. Keep arms straight and away from your body at about a 30°–45° angle.



6. Stay on the scale until it is done measuring. **Only** some biometrics will be shown on the scale. The complete list of 50+ biometrics can be viewed in the VeSync app.

Using the Smart Scale (cont.)

SWITCHING UNITS

1. Flip over the scale and press **UNIT**.



2. The default unit is in pounds (lb). To switch back to kilograms (kg), press **UNIT** again.
3. Optionally, open the VeSync app and select the scale's settings icon . Select the measurement unit you want to use.
4. After changing units, the scale will show the new unit of measurement.

Care & 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.
2. Step on the scale until digits appear on the display, then step off.



3. The scale will show "0.0" when cleared.

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 SCALE

 will flash on the display when the scale needs to be charged.

1. Insert the USB-C charging cable into the charging port.
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.

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

Troubleshooting

- **If your scale won't connect to the VeSync app:**

- Allow VeSync to access Bluetooth® in your phone settings.
- Make sure to choose the right smart scale model (you can find it underneath the scale).
- Make sure the scale is not 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 if you are using one.
- Download and open the newest version of the VeSync app.
- Make sure your phone's operating system is iOS® 15.0+ or Android™ 8.0+.
- For Android users, please allow the app to access nearby devices in your phone's settings.

- **If the scale doesn't turn on.**

- The scale may need to be charged. Plug in the scale and charge for 3 hours.

- **If the scale can't measure biometrics:**

- Make sure the scale's surface and conductive areas are clean.
- To measure biometrics, you must step on the scale with bare feet.
- Wash your hands and feet before measuring.
- Press thumbs firmly against the conductive areas when holding the handle.
- Keep arms straight and away from your body at about a 30°–45° angle.

- If you have other scale problems, try restarting the scale. Use a safety pin or paper clip to press the Reset Button near the charging port to restart the scale.
- If you need to reset the scale, press and hold Unit button to reset. All saved data and configurations will be deleted.

If your problem is not listed, please contact **Customer Support** (see page 15).

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.

Caution: 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.

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 SDOC SUPPLIER'S DECLARATION OF CONFORMITY

Vesync (US) Corporation hereby declares that this equipment is in compliance with FCC requirements. The declaration of conformity can be found at www.vesync.com/legal/compliance/fcc

RF Exposure Information (SAR)

Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. This equipment has been tested and meets applicable limits for radio frequency (RF) exposure. During testing, device radios are set to their highest transmission levels and placed in positions that simulate use near the extremity, with 0 mm separation. Accessories with metal parts may change the RF performance of the device and use such accessories should be avoided.

The SAR limit is 4.0 W/kg over 10 grams of tissue in US.

Limited Warranty Information

Product Name	Smart Fitness Scale
Model	EFS-A791-KUS EFS-A791-WUS
<i>For your own reference, we strongly recommend that you record your order ID and date of purchase.</i>	
Order ID	
Date of Purchase	

Etekcify 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

Vesync (US) Corporation ("Vesync") 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).

California Residents Only

The Warranty Period begins on the original date of delivery or pick-up.

Your Limited Warranty Benefits

During the Limited Warranty Period and subject to this limited Warranty Policy, Vesync will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Vesync 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. Vesync's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Vesync'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 Vesync 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.

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 Vesync.
- 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 VESYNC (US) 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 VESYNC (US) 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, VESYNC (US) CORPORATION PROVIDES THE PRODUCTS YOU PURCHASE FROM VESYNC (US) CORPORATION "AS IS" AND VESYNC (US) 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 VESYNC (US) 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 VESYNC (US) 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 VESYNC (US) 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, VESYNC (US) 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:

Vesync (US) Corporation
1775 Flight Way, Suite 150
Tustin, CA 92782
USA

Customer Support

If you have any questions or concerns about your new product, please contact our Customer Support Team.

Vesync (US) Corporation

1775 Flight Way, Suite 150
Tustin, CA 92782
USA

Website: support.etekcity.com

Phone: 1-855-686-3835

SUPPORT HOURS

Mon–Fri, 9:00 am–5:00 pm PST/PDT

**Please have your order invoice PDF or screenshot(s) ready before contacting Customer Support.*

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