

hims & hers

Smart scale



Body Composition Scale

Product Detail

Appearance and Structure

- **Product dimensions:** 300 × 300 × 24 mm
- **Product weight:** 1.44 kg
- **Glass size:** 300 × 300 mm with R30 corners
- **Glass color:** White silkscreen printing with ITO
- **Logo:** Molded on the bottom plastic housing
- **Base material:** ABS
- **Base color:** White
- **Foot pads:** Grey silicone

Weighing Performance

- **Maximum capacity:** 397 lb / 180 kg
- **Resolution:** 0.1 lb / 0.1kg
- **Supported units:** lb / kg
- **Default unit:** lb
- **Activation method:** Step-on
- **Accuracy specification:**
 - 50 kg: ±400 g
 - 100 kg: ±500 g
 - 180 kg: ±600 g

Display Specification

- **Display type:** LED display
- **Display area:** 81 × 40 mm
- **Backlight:** dual-color icons with white LED digits
- **Over load:** - - - -

Power and Electrical Specification

- **Power supply:** 4 × AAA batteries
- **Operating voltage:** 6V
- **Operating current:** ≤80 mA
- **Standby current:** ≤35 uA
- **Low battery indication threshold:** 4.2 ± 0.2V

Features

- Body Composition Measurement
- AccuCheck function
- Pairing Bluetooth Connectivity

Best Use

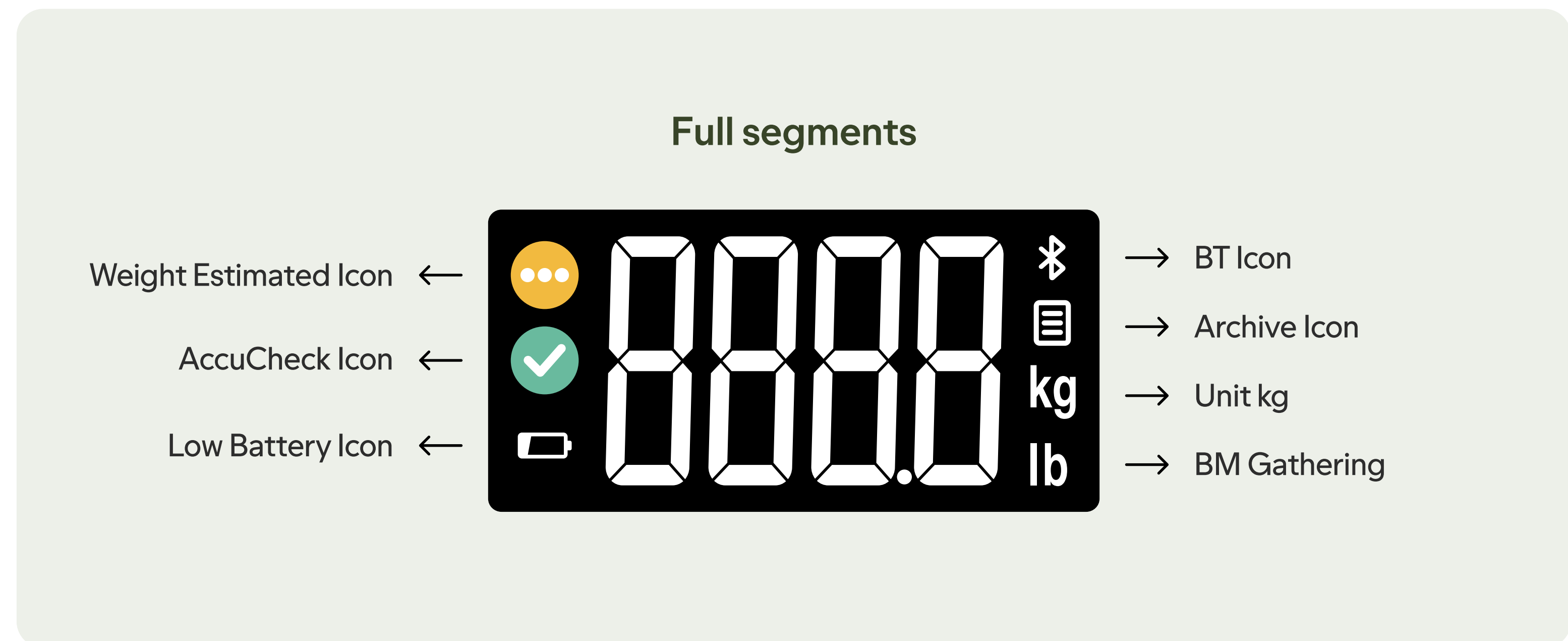
- Your scale is not waterproof, so never immerse it in any type of liquid.
- To clean the weighing platform, use a soft, slightly damp cloth or sponge and warm water.
- If you need to remove stains or other residue, carefully use a mild dishwashing soap with a sponge or cloth and warm water.
- Never use harsh cleaners on the scale.

Warnings

- Do not use this scale if you have a medical electronic implant, such as a pacemaker. Do not allow others with such devices to use it.
- Do not use this scale if you rely on an electronic life support system, such as an artificial heart or lung machine. Do not allow others with such devices to use it.
- Do not use this scale if you use a portable electronic medical device, such as an electrocardiograph. Do not allow others with such devices to use it.
- In All Body Metrics mode, this scale passes a low-level electric current through your body during measurement. The current is harmless and undetectable but may cause the medical electronic devices listed above to malfunction.
- All Body Metrics mode is not intended for use by pregnant women.
- This scale is not intended for use by children under the age of 10.
- Do not use this scale if you weigh more than 397 lbs.
- Do not step on the edge of the scale while getting on or off, as it may tip.
- Always place the scale on a flat, level surface to prevent tipping.
- Do not step on or stand on the scale when your feet or body are wet, such as after a shower.
- Do not use the scale when its surface is wet, as there is a risk of slipping.
- Never jump on the scale.
- Protect the scale from hard impacts, extreme temperature changes, and heat sources such as radiators or stoves.
- Do not drop the scale or drop objects onto it.
- Body metric measurements obtained from this scale are approximations and should not be treated as precise medical data.

Instruction for Use

Scale Display



Primary Instruction

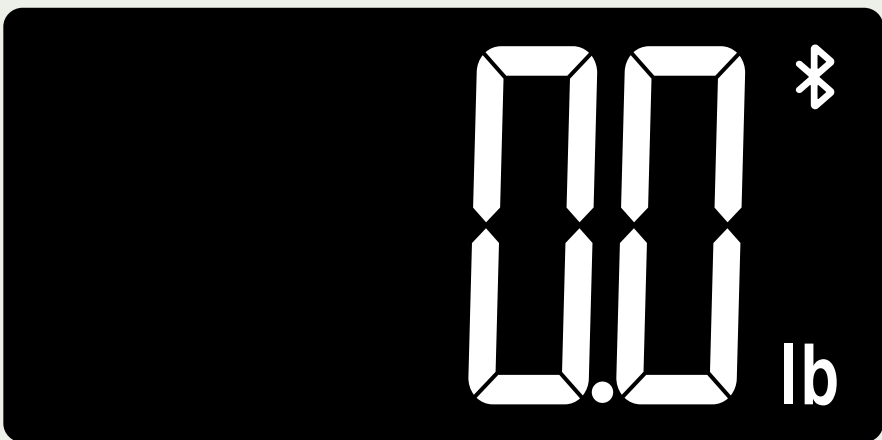
1. Open the app. On first use, pair your mobile device with the scale to begin syncing.
2. Place the scale on a hard, flat surface.
3. Step on the scale (Wake the scale up directly, no need to tap)
4. Wait for the measurement to settle.
5. Stay still while body composition data is collected (Weight number flashing)
6. When the orange “Weight Estimated” icon appears, step off the scale.
7. When the green “AccuCheck” icon appears, the result has been confirmed
8. Data syncs to the app automatically when connected.
9. If data cannot be synced, the “Archive” icon will appear, and measurements will be saved to the scale's local memory until the next sync.

Detailed Instruction

1 Start the scale

- Place the scale on a hard, flat surface.
- Step onto the scale to turn it on.
- The display will wake up and start measurement.

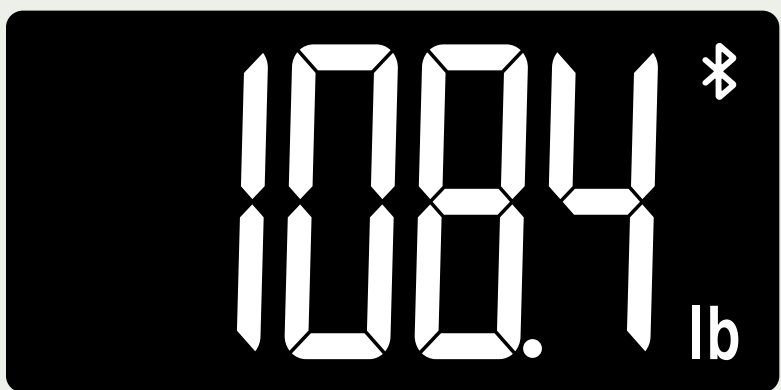
Idle



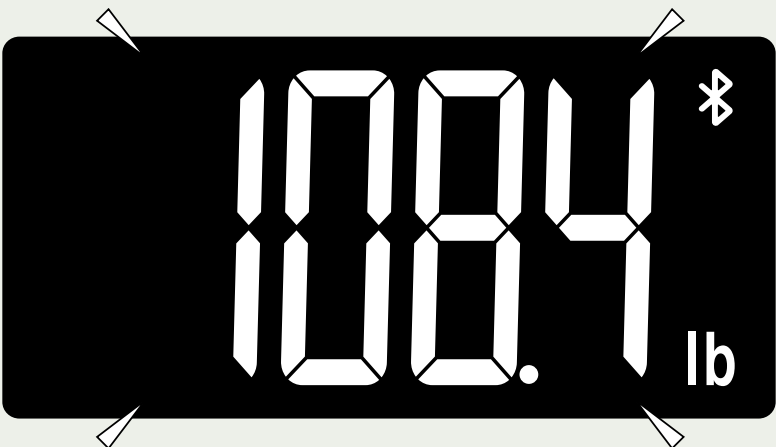
2 Measure your weight

- Stand still during measurement.
- The display will count up and then settle on a reading.
- During body composition collection, the weight number flashes briefly.
- If stepping off during body composition collection, body composition data will be incomplete and will not sync to the app.

Measuring



Weight settled

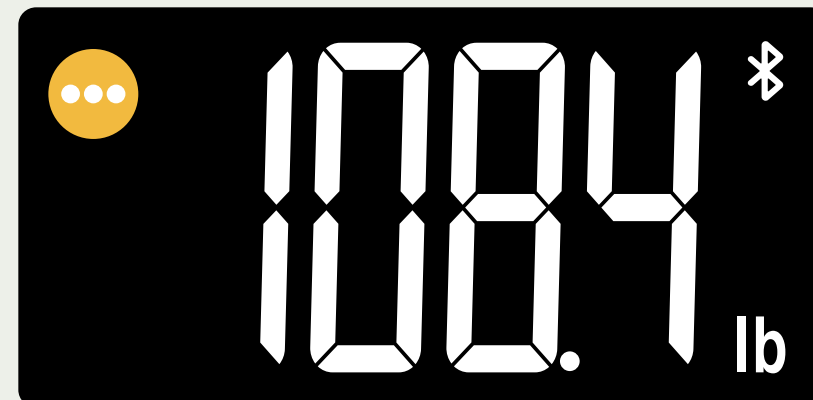


BM Gathering
(Flash weight)

3 Step off the scale

- When the orange “Weight Estimated” icon appears, Body composition gathering is completed, step off the scale.
- If you do not step off, the scale will beep after 10 seconds, and it will turn off after 20 seconds.

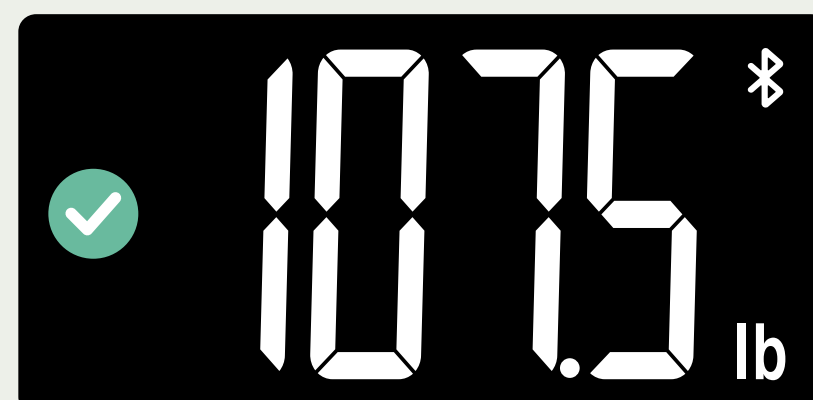
Weight Estimated



4 View the final result

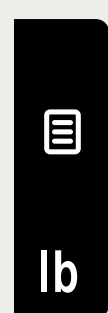
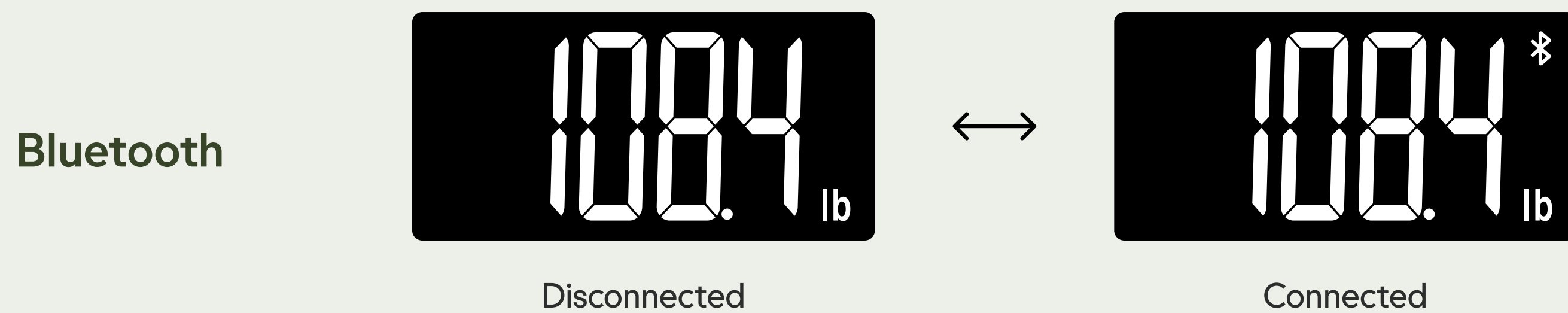
- When the green “AccuCheck” icon appears, the result has been confirmed.
- If a weight adjustment is detected, the scale will show the adjusted result and give two short beeps.

AccuCheck



5 Sync with the app

- If the scale is connected to the app, the measurement will sync automatically.
- If the scale is not connected, the measurement will be stored first and synced later when the connection is available.



If Disconnected

- Current measurement will be stored.
- Once connected, stored records will automatically sync to the app.

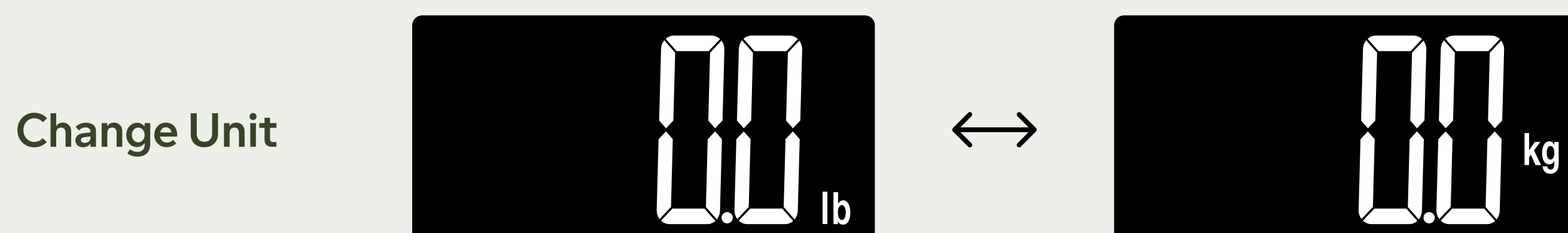


If Connected

- Current measurement and stored records will be automatically sync to the connected app via BLE.

6 Change the unit

- Press the UNIT button to switch between lb and kg.
- Unit switching via the app is supported. (app implementation required)
- The selected unit will be saved over reboot.
- The factory default unit is lb.



7 Battery and overload indication

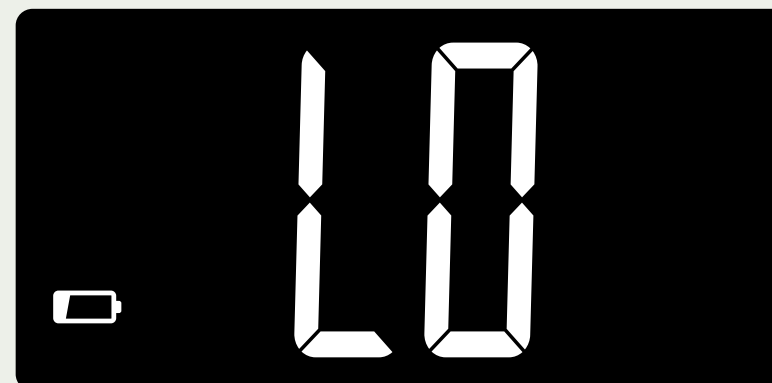
- When the battery is low, the scale will show a low battery warning.
- If the measured weight is over 397 lb, the scale will show an overload warning.

Overload



*If the weight is over 397 lb

Low battery



8 Auto power off

- The scale will turn off automatically after 20 seconds of inactivity.

FAQs

What do the orange and green icons on my scale mean?



When you see this icon, step off the scale. This means your scale has gotten your weight and will check it to make sure that it is accurate.



This icon indicates that your scale has calibrated and your weight has been verified as accurate.

I just got my scale and it won't turn on. Help!

Make sure you've removed the plastic pull tab from the battery compartment on the back of your scale. Your scale won't turn on until you activate the batteries.

I'm having trouble getting my scale connected. Any tips?

Make sure that the device you're using is compatible with both the scale and the app. You need an iOS or Android device with Bluetooth Smart or LE (Low Energy), also known as Bluetooth 4.0—an Android device running 5 or above, an iPhone 5S or beyond, and any iPad released 2013 or later (Air, mini 2, and above) should work.

My phone synced my first weigh-in, but now it's stopped syncing.

The most common reason you might have trouble transferring new weigh-ins is that the app isn't open when the scale is trying to sync information. To fix this, make sure that your device is in range with the app open when you weigh in.

Next, make sure you've downloaded the latest version of the app.

My phone will sometimes show a weight that is 4 or 5 pounds heavier when I first step on it. If I step off and back on (sometimes it takes 2 or 3 tries) it will finally register my correct weight.

This can sometimes happen if you move the scale to store it, especially if you store it on its side. The scale has a feature called “auto-on” which allows users to just step on and weigh without first calibrating the scale. If you move your scale in between weigh-ins, however, that feature won’t work correctly. The scale calibrates itself when it turns off to prepare for your next weigh-in; if it’s then picked up and moved, it might not be able to properly account for its own weight when you turn it back on, causing a perceived swing in your weight measurement by up to 4-5 pounds.

We understand that many bathrooms are too small to keep the scale out at all times, so an easy fix for this issue is to calibrate the scale before you weigh yourself. To do this, simply place it on a hard, flat surface, press it awake, and let it settle at 0.0. Once it has zeroed out, it will be calibrated and you can step on to weigh yourself.

How do I change the unit of measure?

Press the UNIT button on the back of the scale to switch between lb (pounds) and kg (kilograms).

How does this scale measure body composition?

Like most body composition scales, we calculate your health metrics by using an algorithm to combine the measurements your scale takes in real time with the user information you provided at setup.

To take those measurements, the scale uses a technique called BIA (bioelectric impedance analysis). When you step on, the scale passes a harmless, unnoticeable electrical current through your body. Muscle, fat, and water all slow down this current by different amounts, so the app can use that resistance value to estimate your body composition. But the app needs some knowledge in advance—your age, sex, and activity level—to make sense of the raw numbers it collects.

When we say that the app uses an algorithm, that doesn’t mean the measurements you see are “preloaded”; instead, it describes how your scale combines raw data with information about you to produce a meaningful result.

Why are my body composition numbers different than the ones I see at my gym, doctor, etc.?

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. (Tracking in the app helps with that.)

When is the best time to weigh in?

Consistency is key! Your weight fluctuates during the day due to exercise, meals, etc. For this reason, it's important to compare like weigh-ins to each other to get a true picture of your progress. We recommend that you weigh yourself under similar conditions each time, and follow a routine—for example, weigh daily around the same time each day, or weekly on the same day each week.

How do I clean my scale?

Your scale is not waterproof, so you should never immerse it in water or place it in a dishwasher. To clean the weighing platform, use a soft, slightly damp cloth or sponge. If you need to remove stains or other residue, use a mild dishwashing soap. Never use harsh cleaners or treated cloths.

How do I change the batteries?

Your scale uses 4 AAA batteries. To replace them, open the battery door on the bottom of the scale, remove the old batteries and replace them with the + end oriented as shown in the battery compartment.

How do I set my scale up without Bluetooth?

You will need to set up your scale with the app to view your body composition results. If you don't want to connect your scale over Bluetooth, it will function as a weight scale only.

FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

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.