

# User Manual for Renpho Bluetooth Body Fat Scale

This manual is for following scale models: ES-CS20M / ES-CS20M-W / ES-32MD/ ES-24M / ES-26GB-B / ES-BR003 / ES-28ML / ES-30M ...

## Precaution For Use

### Safety Precautions

When using digital scale, certain basic safety precautions must be followed, including the following:

- . The Bluetooth scale should not be used to diagnose or treat any medical condition. You should consult a doctor when undertaking any diet or exercise program.
- . If you are pregnant or have a pacemaker or other internal device, you should not over rely on the data provided by this product. All data is for reference and is not a substitute for advice from a licensed health care professional.
- . If the scale malfunction, first checks the batteries power and change/charge it if needed.
- . Check the device before every use. Do not use the device if damaged. The continuous use of damaged unit may cause injury or improper results.
- . Please keep the scale dry. Be careful when use on the wet and slippery surface.
- . Fragile, handle with care.
- . Scale is a high-precision measuring device. Never jump or stomp on the scale or disassemble. Please handle the scale carefully to avoid breakage.
- . 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 chemicals.

# Know Your Renpho Scale

## Specification

Battery Model	AAA Battery Model				Rechargeable Model		
Model	ES-CS20M	ES-32MD	ES-24M	ES-26GB	ES-30M	ES-28ML	ES-BR003
Size(inch)	11*11*1		10.2*10.2*0.91		11*11*1		10.2*10.2*0.91
Weight	2.86lbs/1.3kg		2.43lbs/1.1kg		3.09 lb		2.43lbs/1.1kg
Batteries	3*1.5V AAA				Li-ion battery		
Capacity	6.6-396lbs/3-180kg						
Division	0.2lb/0.05kg						
Unit	Lb/kg/st ( Switch via RENPHO App in the Settings)						

## Accuracy Range

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

## Trouble Shooting

[For Batteries Models]:

 <p>Functioning normally</p>	 <p>No Bluetooth connection</p>	
 <p>Change battery</p>	 <p>Overload</p>	 <p>Calibrating</p>

[For rechargeable Models]:

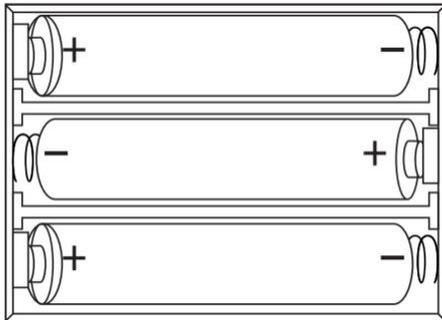


## Getting Started

### Step 1:

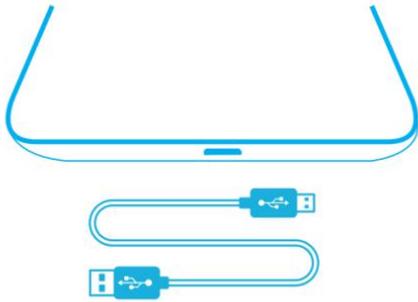
Install batteries in the package or Charge the battery:

AAA battery model:



Li-ion battery model: (Rechargeable)

Please charge 2-3 hours before first use with the USB cable in the package.



### Step 2:

Use the scale in a firm, flat and stable location, avoid any carpet.



### Step 3:

Download the app: go to the app store on your device (App Store for iOS or Play Store for Android) and search for “Renpho”, or follow these links:

<https://apps.apple.com/us/app/renpho/id1219889310>

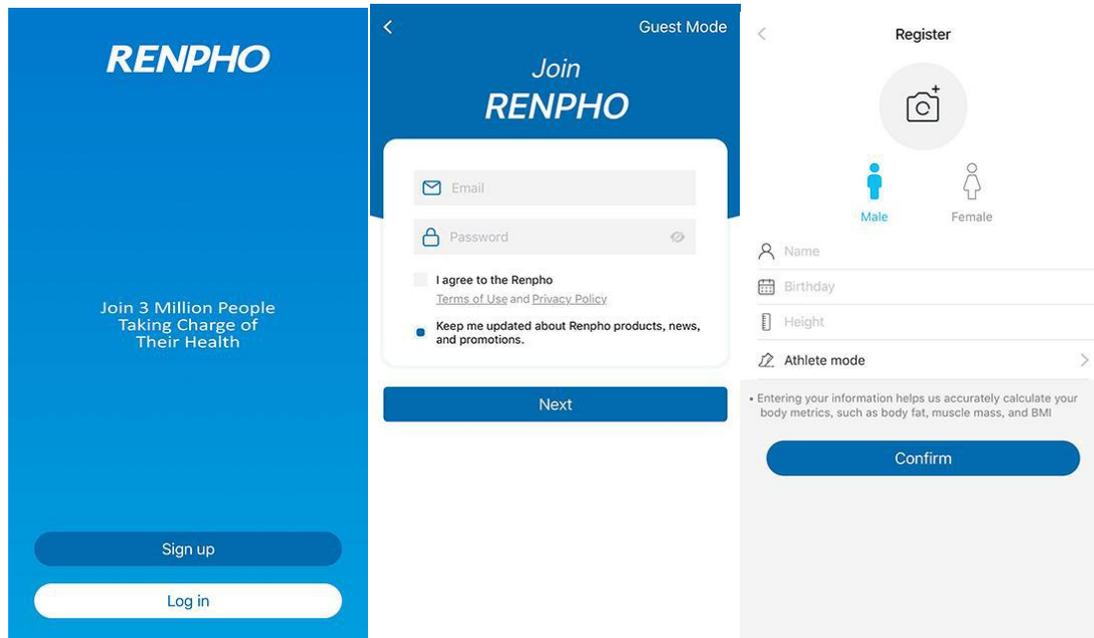
<https://play.google.com/store/apps/details?id=com.qingniu.renpho>

Or scan this QR code with your smartphone.



#### Step 4:

- Create an account in the Renpho App with email. Or you could login as Guest mode if you don't want to register.
- Fill out the information(The app needs this information in order to calculate your body composition more precise).



#### Step 5:

Turn on Bluetooth on your smartphone. Location also needs to be turned on for Android 6.0 or higher.(Location is required by Android System)

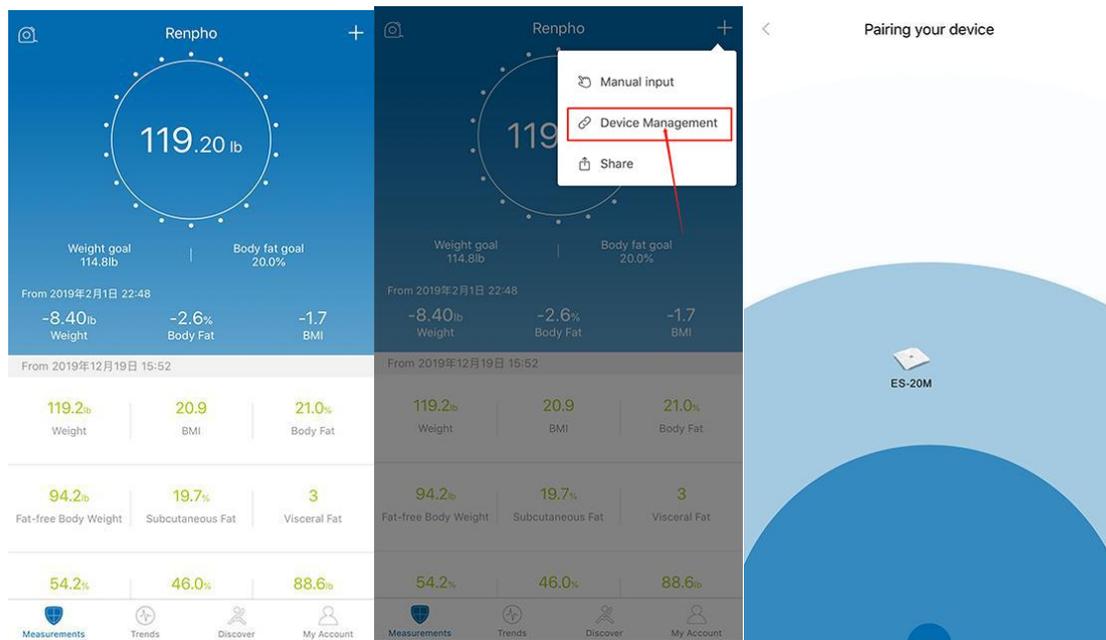
\*For iOS 13 users, please go to setting menu on your iPhone, find Renpho App, turn on the Bluetooth first.

#### Step 6:

With the Bluetooth on, you can begin the pairing process between Renpho scale and Renpho App.

- Tap + and choose "Device management" on the measuring page.
- Step onto the scale with bare and dry feet on the scale's conductive area.
- Tap the device name on the pairing page.
- Keep standing on the scale for 5-10 seconds. The weighing is finished after "000" has displayed twice.

You have successfully complete the first measurement, now you can check the metrics on the App.



You can step onto the scale anytime for your body weight, the body composition data will sync to the app once it is connected again.

## Bluetooth Troubleshooting

### Bluetooth connection:

If the regular connection to Bluetooth failed, please try the below steps:

1. Reset the scale.

For batteries modeals: Taking out one battery for 5 seconds and putting it back in; For rechargeable models: Press the reset button for 5 seconds.

2. Reset the Bluetooth connection.

Ensure Bluetooth and GPS (Android only) are enabled on your phone.

- Open the RENPHO app
- Under the "Measurements" section, select the top right "+".
- Select "Device Management".

- Find the model number that begins with "ES" and slide it left to forget the device.
- Tap "+" on the top right to enter pairing mode.
- Step one foot on the scale surface to wake it up.
- After a few seconds of loading, the scale model number will appear, tap it.
- Step on the scale again to complete the pairing.

If none of the above steps resolves your connectivity issues, try the "Bluetooth anomaly detection" function:

- Open the RENPHO app.
- Go to "My Account" select "Settings".
- Select the "Bluetooth anomaly detection" and follow up the instructions.
- Submit the abnormality report.
- Share your App account to support team. (support@renpho.com)

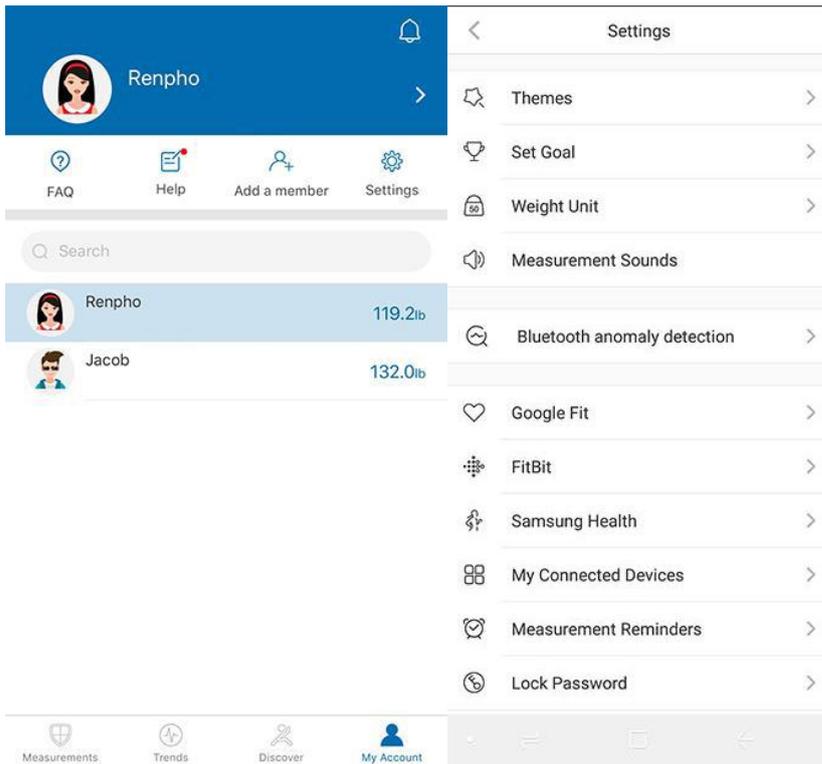
Our tech team will further diagnose the problem within 24 hours.

## Discover in Renpho App

### INTEGRATE WITH MULTIPLE FITNESS APP

#### Sync with Samsung Health

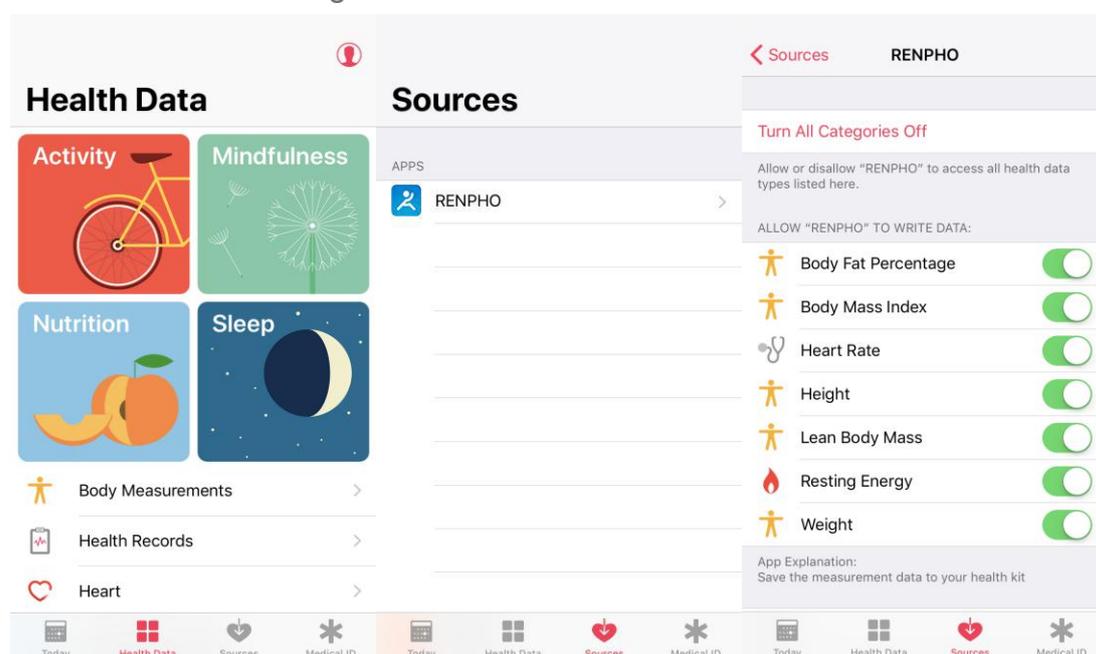
- Tap on the "Settings" icon "" at the top right corner of the "My Account" screen.
- Under "Settings", tap on "Samsung Health".
- After you log in your Samsung Health account, please go back to the Authorization page. Now please switch on the "Samsung Health" button again, then it will pop up the specific information to access authority, ensure all permissions are enabled, then click confirm. Try using the app again; Data from the RENPHO app should now sync with Samsung Health.



## Sync with Apple Health

For previous versions of iOS 13, please use the following steps to sync with Apple Health:

- Open the "Health" app on your iPhone or iPad.
- Tap on the "Data Sources"
- Select "RENPHO" from the sources list.
- RENPHO will synchronize the following data with Apple Health once you connect. You can customize what you want to share using the switches on the right.



For iOS 13 or above versions, please use the following steps to sync with Apple Health:

- Open the "Health" App on your iPhone, click the user image at the top right corner
- Select "Apps" under Privacy and select "Renpho"
- Enable all categories to allow the Renpho App to transfer data to Apple Health

# Summary



**Favorites** Edit

**Steps** 6:25 PM >

**2,489** steps

Show All Health Data >

**Highlights**

**Steps** >

On average, you're walking less this week than last week.

**4,248** steps/day  
This week

**6,525** steps/day  
Last week

Headphone Audio Levels >

Summary Browse

Done



**User**

**Medical Details**

- Health Profile >
- Medical ID >
- Organ Donation >

**Accounts**

- Health Records >

**Privacy**

- Apps** >
- Devices >
- Export All Health Data

< Back **Apps**

APPS

-  **RENPHO** >

As apps request permission to update your Health data, they will be added to the list.

< Apps **RENPHO Test**

Turn All Categories On

Allow or disallow "RENPHO Test" to access all health data types listed here.

ALLOW "RENPHO TEST" TO WRITE DATA:

-  Body Fat Percentage
-  Body Mass Index
-  Heart Rate
-  Height
-  Lean Body Mass
-  Resting Energy
-  Weight

App Explanation:  
Save the measurement data to your health kit

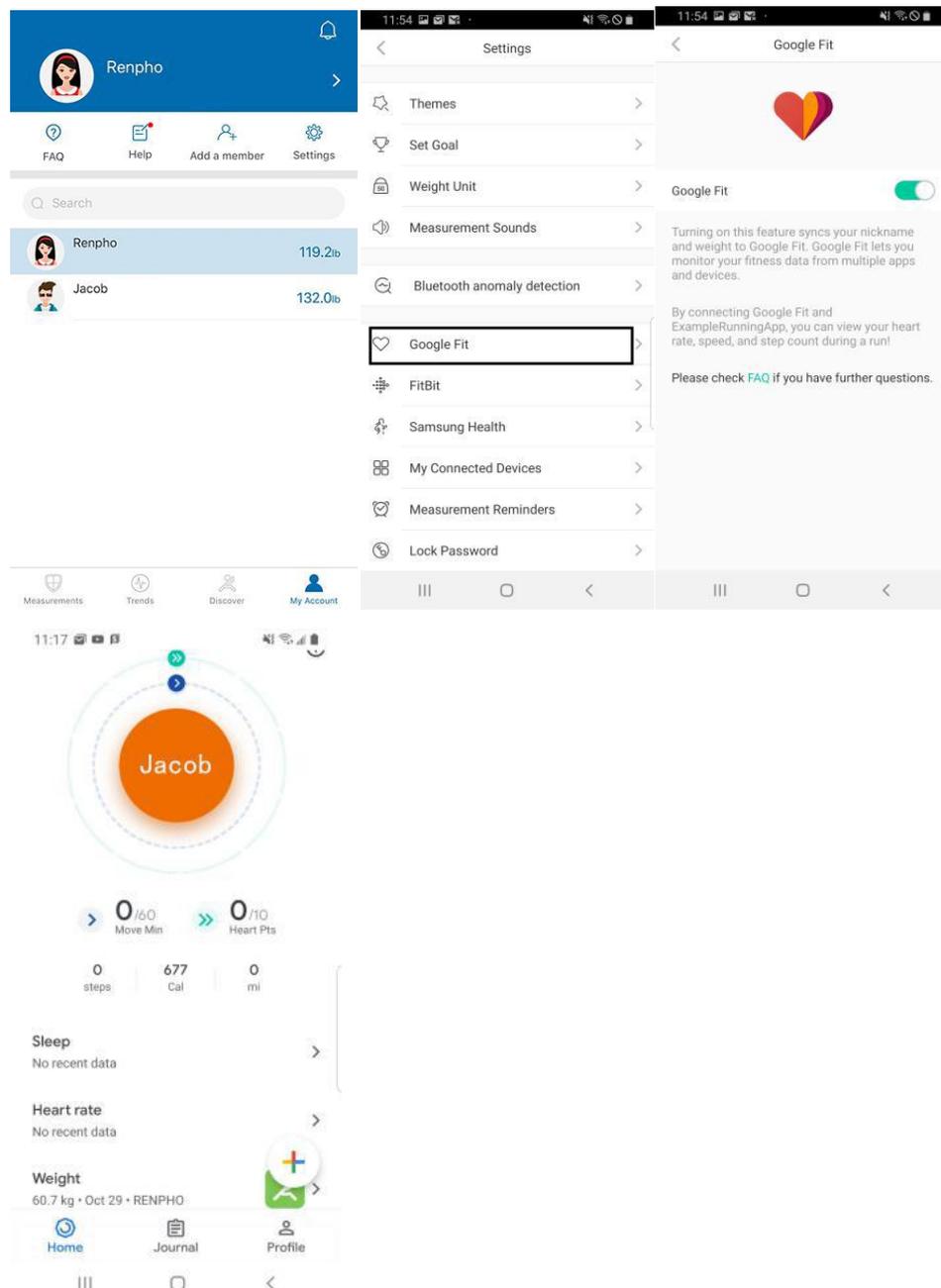
Data >

ALLOW "RENPHO TEST" TO READ DATA:

## Sync with Google Fit

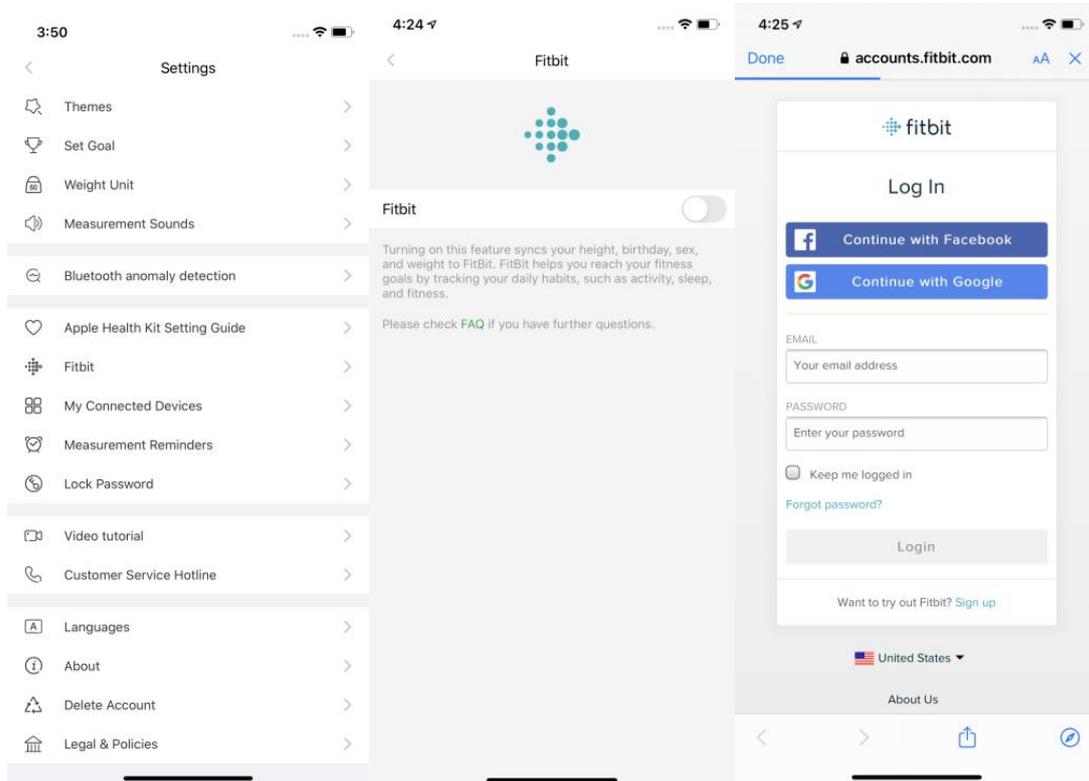
- Open the Renpho app
- Select/tap the "My Account" tab
- Select/tap "Settings" in the upper right
- Select Google Fit and login to your Google Fit account and allow Renpho to access your Google Fit account.

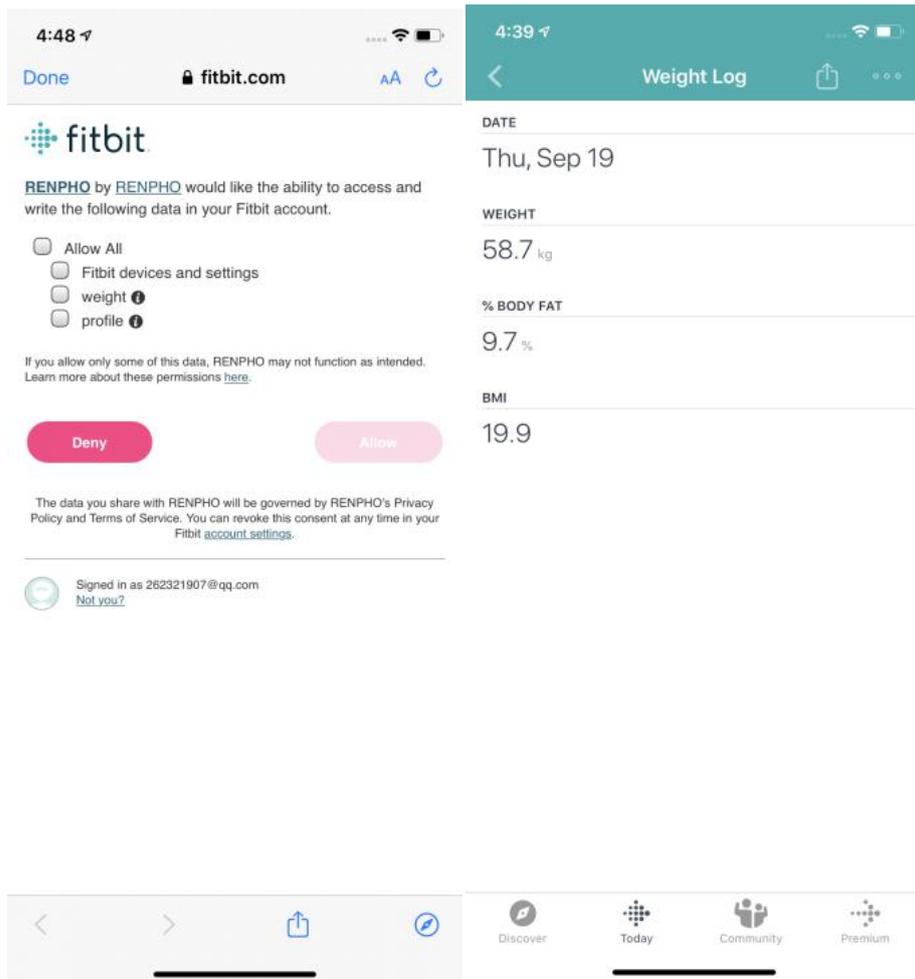
After you use the scale, the data will be uploaded to Google Fit. You can login to your app to view your data.



## Sync with Fitbit App

- . Enter Settings page in Renpho App, select "Fitbit".
- . Tap on "Fitbit", turn on Fitbit button, log in your Fitbit account.
- . Select "Allow" to access Fitbit App.
- . After connection, all the data(Weight, BMI) will sync to Fitbit app. You can view both on app and web.





## USE APPLE WATCH WITH RENPHO SMART SCALE

Before you can use the Renpho scale on your Apple Watch, ensure you have the Renpho App downloaded on your phone and you have the scale paired with the Renpho app on your phone first. Once that is done, you can use the Renpho scale on your Apple Watch with the following steps.

- Install and open the Renpho Apple Watch App. On the main interface, tap "Measuring".
- Step onto the scale and stand still.
- After standing still for several seconds, you will see "Connecting" followed by the status "Measuring". Your measurements will appear after 5-10 seconds.
- Tap the back arrow to view your measurement history.

### Other tips:

- . You can use the Apple Watch with your smartphone under these following conditions:
  - When the Apple Watch is disconnected with smartphone
  - When the watch is offline (i.e. it is not connected to WiFi).
  - When the Apple Watch is offline and disconnected with smartphone, after restarting the watch.
- . Ensure you keep the watch screen on during the entire measurement process.

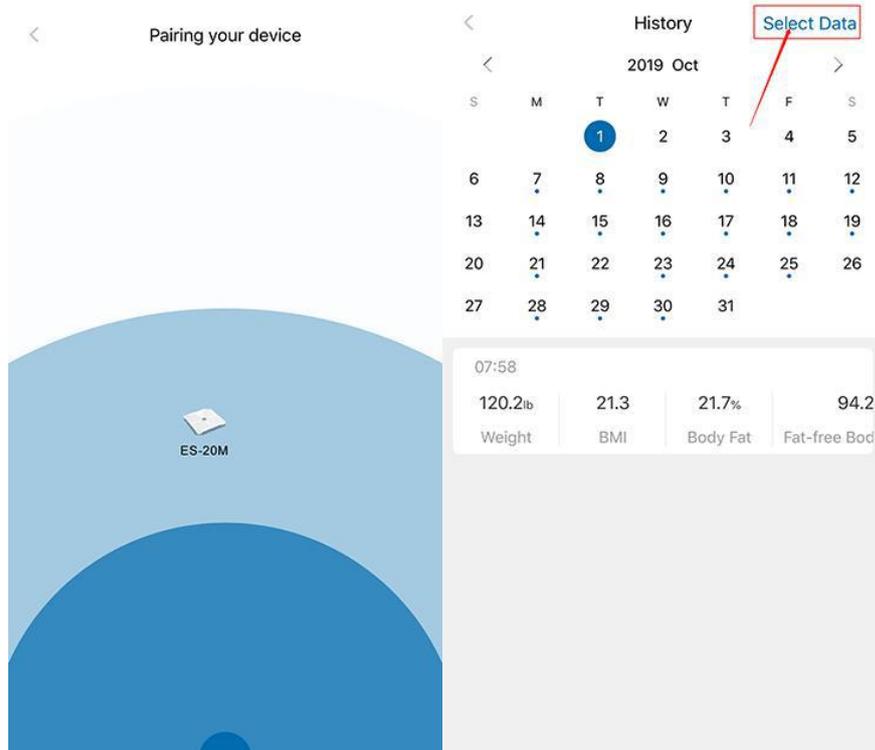
*To use the Renpho ES-26BB Scale, ensure your Watch has iOS 4.0 or above.*

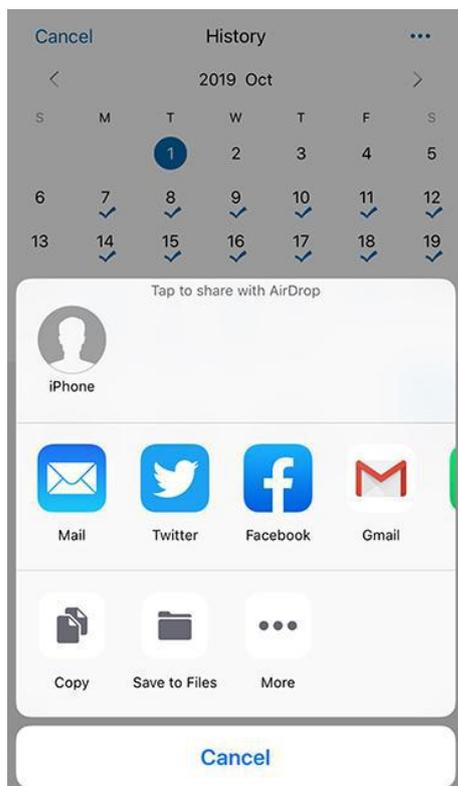
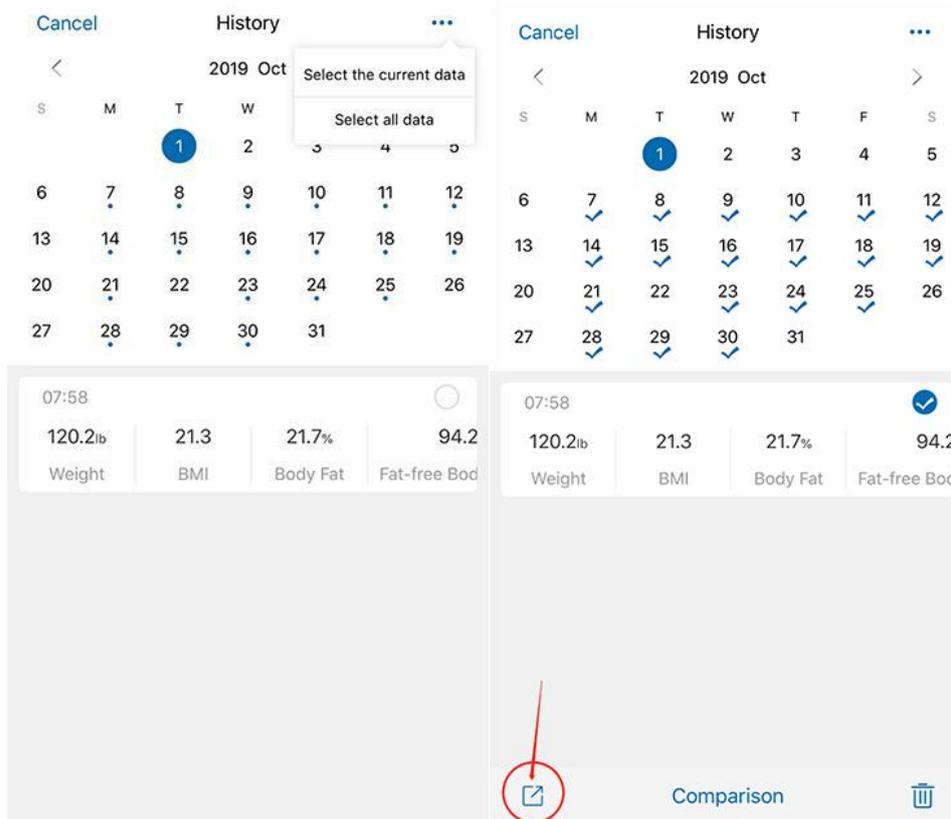
## HOW CAN I VIEW THE CHART AND SHARE PROGRESS?

Click "Chart" to view your progress history.

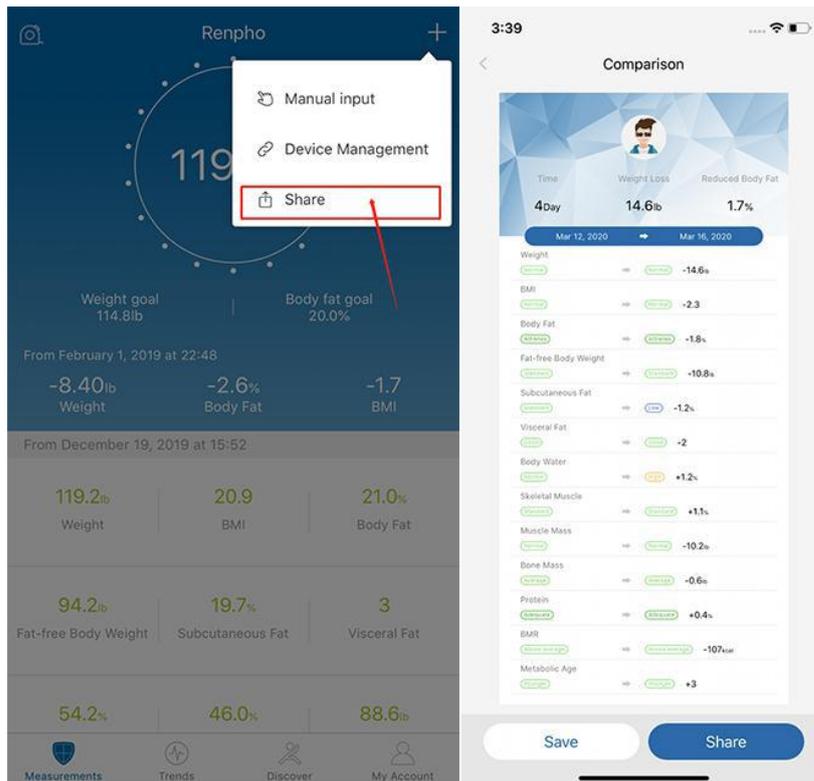
Enter it into the calendar to form a list and select a data or all data you want to compare with or delete.

You can also download and send the data to your email address in CSV format.





You can click [Share] to share your fitness data with friends via Facebook, Instagram on the Measuring page.



## HOW TO ADD “MEASUREMENT USERS” OR “FRIENDS”?

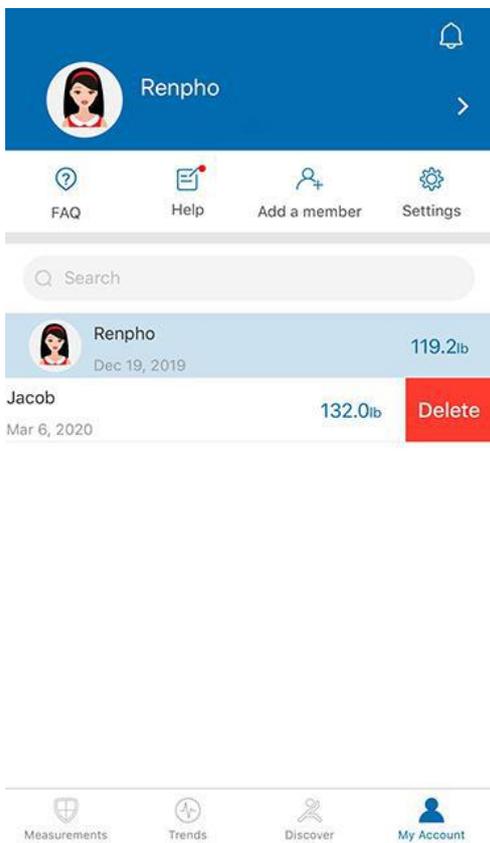
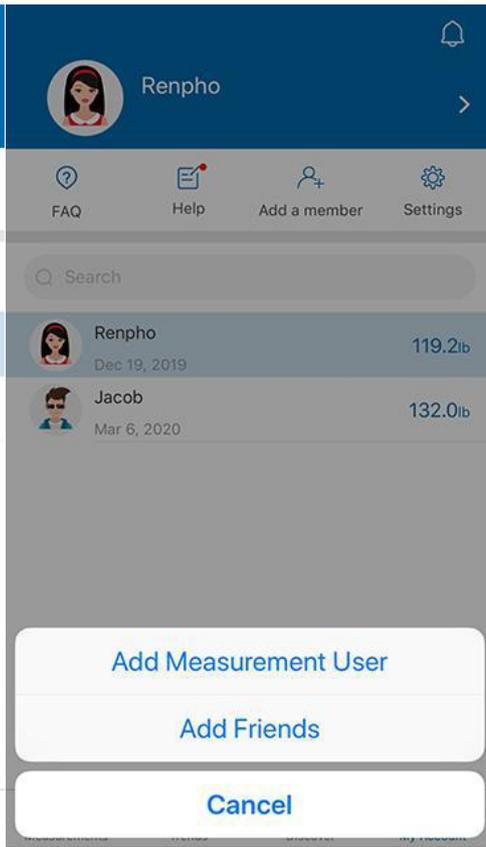
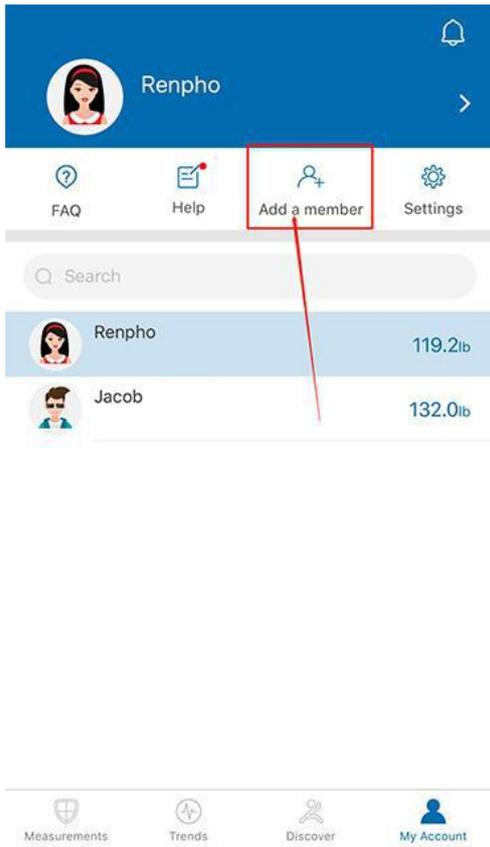
Q: What’s the difference between “Measurement Users” and “Friends”?

A: Measurement Users is different users using one scale, such as family members or roommates.

Friends is another user using other Renpho scale, you can only have the access to view his/her data. Keep motivated with your friends!

Under "My Account" you can add user(s) - Add Measurement Users / Add Friends.

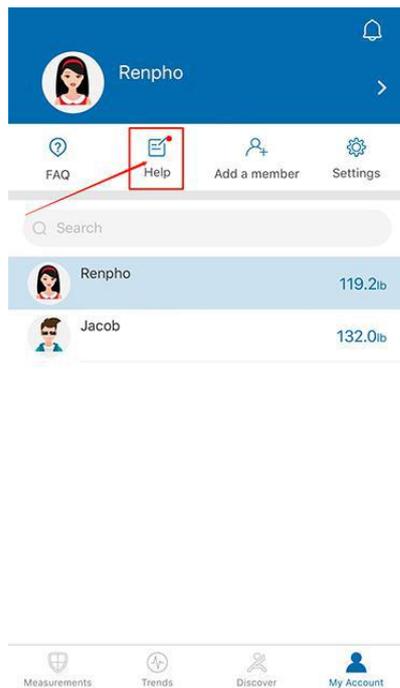
To delete an account, swipe the account to the left and select "Delete".



# Contact Us

## FEEDBACK THROUGH APP

Open Renpho App, at “My Account” page, tap on [Help] to get in touch with us, we will get back to you within 24 hours.



## GIVE US A CALL

For US Customer: 1-(844)-417-0149 (9am to 4:30pm)

For UK Customer: 44-785-555-5664 GMT 9:00am-5:00pm Mon-Fri

## WRITE US EMAIL

Please feel free to write us email, we will get back to you within 24 hours.

For US Customer: [support@renpho.com](mailto:support@renpho.com)

For EU Customer: [support-eu@renpho.com](mailto:support-eu@renpho.com)

# FAQ

## Why is my body weight not accurate?

Q: Why is my body weight not accurate?

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

1. Place the scale on a hard and flat surface. Softer floors such as carpet can 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.

[For Batteries Models]:

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

[For rechargeable Models]:

There is a [RESET] button on the back of the scale, please press it for 5 seconds to restart the scale.

B. The unbalanced surface could also cause inaccurate results. Always try using the scale on a flat surface. Putting it on a softer surface such as carpet can also cause inaccuracies.

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

### **Additional tips:**

1. Avoid moving the scale. Moving the scale frequently increases the risk of inaccuracy.
2. Everyone's weight fluctuates throughout a typical day. Muscle usage and

basic consumption of food and water will cause some weight fluctuation no matter what. Thus, if you weigh yourself multiple times during the day, you will see some differences. To minimize the fluctuations, weigh yourself the same time each day (such as the morning)

3. Accuracy Range:

50kgs:  $\pm 0.3\text{kg}$

100kgs  $\pm 0.4\text{kg}$

150kgs  $\pm 0.5\text{kg}$

110lbs:  $\pm 0.66\text{lb}$

220lbs  $\pm 0.88\text{lb}$

330lbs  $\pm 1.1\text{lbs}$

We hope these tips are helpful and they address your issues.

## Why my scale won't turn on?

Q: Why my scale won't turn on?

A: [For Batteries Models]:

Please make sure the batteries is placed correctly, if it is, please put a different set of batteries in the scale and try step on again. If the scale still won't turn on, please contact us via [\[Contact Us\]](#) menu.

[For rechargeable Models]:

Please charge the scale until the scale's display shows the green battery icon, indicating that the scale is fully charged. If the scale still won't turn on, please contact us via [\[Contact Us\]](#) menu.

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

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

A: Please go to the [\[Bluetooth Troubleshooting\]](#) menu, if the Bluetooth still won't connect after the troubleshooting process, please contact us through [\[support@renpho.com\]](mailto:support@renpho.com), our tech team will help you with your problem ASAP.

## **No body fat measured when weighing, what's wrong?**

Q: No body fat measured when I am weighing.

A: Step on with dry and bare feet.

Ensure Bluetooth is enabled and working.

Ensure personal data is entered.

## **What is "Athlete Mode"?**

Q: I saw "Athlete Mode" option when I create my profile, what is it? Should I turn it on?

- What is the definition of an Athlete?

A: The general consensus among researchers is that a quantitative dimension could be used to define an athlete. An athlete is defined for this scale as a person who consistently works out for approximately 3 times per week at 2 hours for each occurrence. These individuals should select Athlete Mode for the most accurate measurement results.

Please note that scale is not calibrated for professional athletes or body builders.

### **Why is the Athlete Mode necessary in a Body Fat Scale?**

- It has been found that body fat estimation using BIA could overestimate the percentage body fat of adult elite athletes. The physiological variation of athletes in bone density and level of hydration are two of the reasons said to account for

the difference.

## **How to restart the scale?**

Q: How to restart the scale?

A:

[For Batteries Models]:

- First, took 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.

[For rechargeable Models]:

There is a [RESET] button on the back of the scale, please press it for 5 seconds to restart the scale.

## **Body Composition Inaccurate?**

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

A: 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 Renpho app helps with that.)

## **How to change the unit?**

Q: How to change the unit?

A: Please go to Renpho App, "My account>Settings>Weight Unit"

## Privacy

Q: How do I trust that my data is secured?

A: 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. Check out our [privacy policy \(https://renpho.com/pages/renpho-privacy-policy\)](https://renpho.com/pages/renpho-privacy-policy) for more information.

## Password setting

Q: How to set my password for App?

A: You can find "Lock Passord" under Settings menu.

## Change batteries[For Batteries Models]

Q: When do I change the batteries?

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

## When to charge[For Rechargeable Models]

Q: When do I need to charge the scale?

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