Thank you for purchasing the **ESF37 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**. We hope you enjoy your new scale!

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Package Contents

1 x Smart Fitness Scale
3 x 1.5V AAA Batteries (Pre-Installed)
1 x User Manual

Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight Capacity</td>
<td>400 lb / 28 st / 180 kg</td>
</tr>
<tr>
<td>Increments</td>
<td>0.2 lb / 0.1 kg</td>
</tr>
<tr>
<td>Weight Units</td>
<td>lb / st / kg</td>
</tr>
<tr>
<td>Platform</td>
<td>Tempered Glass</td>
</tr>
<tr>
<td>Dimensions</td>
<td>11.8 x 11.8 x 1.0 in (300 x 300 x 24 mm)</td>
</tr>
<tr>
<td>Battery</td>
<td>3 x 1.5V AAA batteries</td>
</tr>
<tr>
<td>Auto-Off</td>
<td>30 seconds</td>
</tr>
</tbody>
</table>
Safety Information

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

NOTE:
• 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. We do not recommend using the scale if you use medical electronic equipment such as a pacemaker. Consult a healthcare professional before use.
• The glass platform is slippery when wet. Always make sure the platform and your feet are dry before stepping onto the scale.
• 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.
• Do not overload the scale. Maximum weight capacity is 400 lb (180 kg).
• Keep the scale in a cool area with low humidity. Keep the scale away from heat sources, such as ovens or heaters. Store the scale horizontally, not vertically.
• Not intended for commercial use. Household use only.
• Handle with care.

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, and do not use the scale if there is a slight crack in the glass. Due to the nature of tempered glass, the glass will shatter if there is a slight crack. If you see a crack, contact Customer Service (page 30).
Batteries

• **Do not** mix new and old batteries.
• If the scale is not in use for a long period of time, remove the batteries to extend the lifetime of the scale.

**NOTE:** This smart scale 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.
Function Diagram

A. Platform
B. Display
C. Anti-Skid Padding
D. Battery Compartment
E. Unit Conversion Button
**Setup**

**Before First Use**

1. Open the battery compartment on the underside of the scale. Remove the included AAA batteries from the scale.

2. Remove the plastic wrap from batteries, or remove the insulator strip from the battery compartment.

3. Replace the batteries. Follow the guidelines in the battery compartment to match the + and - terminals.

*Push down and lift*
App Setup

1. Scan the QR code or search for “VeSync” to download the app from the Apple App Store® or the Google Play™ Store.

NOTE: For Android users, you must select Allow to use VeSync.

2. Open the VeSync app. If you have an existing account, tap Log In to sign in to your account. If not, tap Sign Up to create a new account.

NOTE: Due to app updates and improvements, the contents of this manual may change without notice. The VeSync app user interfaces may appear slightly different.
Using the Smart Scale

**NOTE:** Some measurements may not be accurate if you are pregnant.

**Weighing without the VeSync App**

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

**NOTE:** Using the scale on soft surfaces such as carpets and mats will result in inaccurate measurements.

2. Step onto the scale. The scale will automatically turn on and start measuring your weight.

3. Keep standing on the scale until the digits on the screen flash 3 times with your final measurement.

**NOTE:** Press the unit conversion button on the underside of the scale to change units from pounds (lb) to stone (st) to kilograms (kg).
Weighing with the VeSync App

Pairing the Scale with VeSync

1. Tap +.

2. Tap Scales.
3. Select Etekcity Fitness Scale (ESF37).

4. Make sure your phone’s Bluetooth® is on in your phone settings. Tap Connect.
5. The app will take a moment to scan for devices. Tap **Etekcity Fitness Scale** to connect.

6. If the connection succeeded, go to step 9. If the connection failed, tap **Why couldn’t I connect to my device?** at the bottom of the screen.
7. After following the Troubleshooting steps, tap < to return to the previous screen.

8. Then tap Search Again.

9. Give your smart scale a unique name, or simply use the default name.

NOTE:
- You can change the name and picture at any time in “Device Settings”.
- If you are a new user, you will need to enter physical information so the scale can calculate body metrics.
Using the App

1. On the “My Home” screen, tap on the name of your smart scale.
2. Step on the scale with bare feet. Keep standing on the scale for 5–10 seconds. Your measurements will appear in the VeSync app.

NOTE: If you see a series of zeroes on the scale display, the scale is measuring your body fat and sending measurements to the VeSync app.

3. The app may ask whether you just measured your weight. Tap Yes to confirm, or tap Other Users for more options.
4. Choose one of the following:
   A. Add or Switch Users (see page 17)
   B. More Measurements (see page 18)
   C. Data Graphs (see page 19)
   D. Device Settings (see page 21)

**NOTE:** If you’re wearing shoes, the app will only show weight.
A. Add or Switch Users

Select a user by tapping on the profile picture, or tap + to add a new user.

**NOTE:** The smart scale can only track up to 8 users. If you need to add another user, delete an existing user first (see Edit Member, page 23).
B. More Measurements

Scroll down for a comprehensive analysis of 12 health metrics that the scale tracks. Tap on any of the health metrics for more information.
C. Data Graphs

1. Tap **Data Graphs**.

2. You can view daily, weekly, or monthly progress. Tap ** »** to view your weighing history.
3. Tap on any entry to see more information.

**NOTE:** To delete, swipe left on an entry.

4. View the 12 health metrics that the scale tracks. Tap on any of the health metrics for more information.
D. Device Settings

In Device Settings, you can customize the following scale settings:

A. Device Name
B. Icon
C. Weight Unit (see page 22)
D. Members (see page 22)
E. Connect to Fitbit
F. Connect to Apple Health
G. Delete Device (see page 24)

**NOTE:** You can only connect to Fitbit or Apple Health using the first member profile created on your VeSync account.
Weight Unit
Tap to change the weight unit.

**NOTE:** If you change the weight unit in the app, the smart scale will change to match.

Members

Add Member
1. Tap **Add**.
2. Enter member information. Tap ✔ to save.
**Edit Member**

1. Tap on member’s picture to edit information.
2. Tap **Save** when finished.
3. To delete the member profile, tap 🗑️ in the upper right corner.

**NOTE:**
- You cannot delete the first member profile created on your VeSync account (except by deleting your VeSync account). You can still delete any individual weigh-in (see page 20).
- Once a member is deleted, there is no way to retrieve deleted information.
Delete Device

Tap **Delete Device** to delete the scale from your VeSync app.
Cleaning the Scale

• Use a slightly damp cloth to clean the surface of the scale, followed by a soft, dry cloth to wipe away the remaining moisture.
• Do not use chemical or abrasive cleaning agents to clean the scale.

Recalibrating the Scale

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

1. Place the scale on a hard, flat surface.
2. Step on the scale with one foot until digits appear on the display. Then, step off.
3. The scale will show “C” while calibrating, then “0.0” when complete.
Replacing the Batteries

The display will show “Lo” when the batteries need to be replaced.

1. Open the battery compartment on the underside of the scale.
2. Remove the old batteries and dispose of them properly.
3. Install 3 new 1.5V AAA batteries. Follow the guidelines in the battery compartment to match the + and - terminals.
4. After closing the battery compartment, recalibrate the scale (see page 25).
## Display Messages

<table>
<thead>
<tr>
<th>Bluetooth® Connection</th>
<th>No Bluetooth® Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>680 kg</td>
<td>680 kg</td>
</tr>
<tr>
<td>Lo</td>
<td>Err</td>
</tr>
<tr>
<td>Change Battery</td>
<td>Overload</td>
</tr>
<tr>
<td></td>
<td>Calibrating</td>
</tr>
</tbody>
</table>
Troubleshooting

1. **Why doesn’t the scale turn on?**
   - Check if the batteries are properly installed. If the scale is new, make sure to remove the plastic wrap from the batteries, or remove the insulator strip from the battery compartment.

2. **Why does information flash on the screen and then disappear?**
   - The batteries are low and need to be replaced.

3. **Why doesn’t the scale connect with the VeSync app?**
   - Make sure your phone’s operating system is running on iOS™ 8.0+ or Android™ 4.3+.
   - Download and open the newest version of the VeSync app.
   - Turn on your phone’s Bluetooth® (for Android users, make sure your Location is turned on as well).
   - Make sure your scale and phone are within 30 feet (10 meters) of each other.
   - Make sure the scale is not currently connected to any other phone or device.
   - Make sure your phone is not currently connected to another Bluetooth® device.

4. **Why is my body fat not measured when weighing in?**
   - Step on the scale with dry, bare feet. Make sure your feet are on the scale’s conductive areas.
   - Make sure Bluetooth® is turned on.
   - Enter your physical information into the VeSync app.

**NOTE:**
- If the scale has errors on the display, will not turn off automatically, or has a problem not listed here, then try removing the batteries for 3 seconds, then replacing them.
- To reset the scale, press and hold the unit button for 10 seconds until “CLR” appears on the display. This will permanently delete any information stored in the scale.

If you still need help, please contact **Customer Support** (see page 30).
Warranty Information

<table>
<thead>
<tr>
<th>Product</th>
<th>ESF37 Smart Fitness Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Warranty Period</td>
<td>1 year</td>
</tr>
</tbody>
</table>

For your own reference, we strongly recommend that you record your order number and date of purchase.

**Order Number**

**Date of Purchase**

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**Terms & Policy**

Etekcity warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

Etekcity will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Etekcity is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

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This warranty does not apply to the following:

- Damage due to abuse, accident, alteration, misuse, tampering or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcity and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

**ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

**Additional 1-Year Warranty**

You can extend your 1-year warranty by an additional year. Log onto www.etekcity.com/warranty and enter your order number (for example, from Amazon or Houzz) to register your new product for the extended warranty.

If you are unable to provide the order number for your product, please type a short note in the order number field along with the date you received your product.

**Defective Products & Returns**

If your product proves defective within the specified warranty period, please contact Customer Support via support@etekcity.com with your order number. **Do not** dispose of your product before contacting us. Once Customer Support has approved your request, please return the unit with a copy of the invoice or your order number.
Customer Support

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team. Your satisfaction is our goal!

Customer Support

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Anaheim, CA 92806

Toll Free: (855) 686-3835
Email: support@etekcity.com

Support Hours

Mon-Fri, 9:00 am-5:00 pm PST/PDT

*Please have your order confirmation number ready before contacting Customer Support.
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Building on better living.