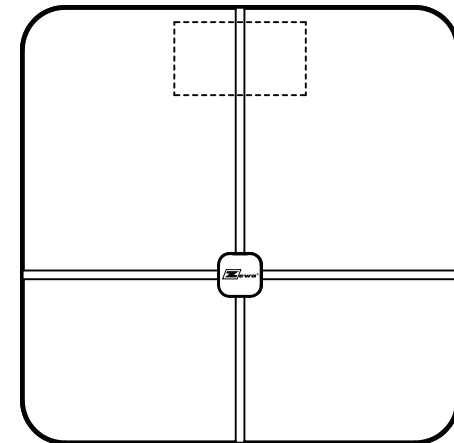




# User Manual

Wireless Smart Scale 21300



Manufactured for ZEWA, INC.  
12960 Commerce Lakes Drive  
Suite 29  
Fort Myers, FL 33913  
[www.zewa.com](http://www.zewa.com)  
Toll Free Customer Service:  
1-888-993-3592  
[warranty@zewa.com](mailto:warranty@zewa.com)










- Thank you very much for selecting the Zewa Wireless Smart Scale 21300.
- Please do read the user manual carefully and thoroughly so as to ensure the safe usage of this product, and keep the manual well for further reference in case you have problems.

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## ♥ Safety and Usage Information

The warning signs and symbols are essential to ensure your correct and safe use of this product and protect you and others from injury. Please kindly find the meanings of the warning signs and symbols, which you may encounter in the label and user manual, as follows:

|   |   |   |   |
|---|---|---|---|
|  | Symbol for "THE OPERATION GUIDE MUST BE READ" |  | Caution: These notes must be observed to prevent any damage to the device.  |
|  | Symbol for "RECYCLE"                          |   |   |
|  | Symbol for "TYPE BF APPLIED PARTS"            |  | Symbol for "DIRECT CURRENT"   |
|  | Symbol for "SERIAL NUMBER"                    |  | Symbol for "ENVIRONMENT PROTECTION – Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice" |
|  | Symbol for "MANUFACTURE DATE"                 |   |   |
|  | Symbol for "MANUFACTURER"                     |   |   |

### CAUTION

The Wireless Smart Scale 21300 offers you a seamless way to manage your health. Please be aware that this device is designed for adults' self-measuring and self-monitoring body fat level. Any information provided by this device is in no way meant to treat, cure or prevent any disease or illness from happening. This device should not be used by anyone who is acutely or chronically ill, suffering from a disease or taking medications that affect your water levels. The accuracy of readings for these patients has not been verified. Specific medical advice should be obtained from a physician.

Before diet and exercise, you must first find a professional medical guide.

The Wireless Smart Scale is equipped with data transmission function. It may emit electromagnetic energy so as to perform its intended function. Nearby portable and mobile RF communications equipment can affect the performance of the device.

Portable and mobile RF communications equipment can affect the measuring accuracy of the Wireless Smart Scale.

Kindly note that the use of accessories, transducers or cables other than those specified, with the exception of transducers and cables sold by the manufacturer as replacement parts for internal components, may result in increased EMISSIONS or decreased IMMUNITY of the device.

Be aware that misuse of electrical equipments can cause electric shock, burns, fire and other hazards. Please do not use the device in flammable gas environment.

Warning that the Wireless Smart Scale should not be used adjacent to or stacked with other equipment.

Manufacturer will make available on request circuit diagrams, component parts list, etc.

WARNING: No modifications of this equipment is allowed.

During using the analyzer, the patient will contact with the upper surface of the Analyzer. The upper surface of the analyzer is type BF Applied part.

The device doesn't need to be calibrated in five years lifetime.

Do not touch the output of batteries when using the analyzer.

The patient is an intended operator. The patient can perform all the operations in the manual, such as measurement, data transmitting, changing batteries.

## INDICATIONS FOR USE

- The Zewa Wireless Smart Scale measures weight and uses bio-electrical impedance analysis(BIA) technology to estimate body fat and heart rate in generally healthy children 10-17 years old and healthy adults.
- It is intended for use in the domestic setting only.

## CONTRAINDICATIONS

1. This device is contraindicated for any female subject who may be suspected of, or is pregnant. Besides provided inaccurate readings, the affects of this device on the fetus are unknown.
2. This device is contraindicated for any person who is connected to a wearable or implantable electronic device or instrument such as a pacemaker or defibrillator.

## ♥ Your Scale and Its Environment

**To ensure your safety as well as the service life of your scale, please avoid using the scale under the following circumstances:**

- Slippery floor such as tile floor
- Stepping onto the platform immediately after bath or with wet feet
- Near a cell phone or microwave oven

**Avoid storage in the following locations:**

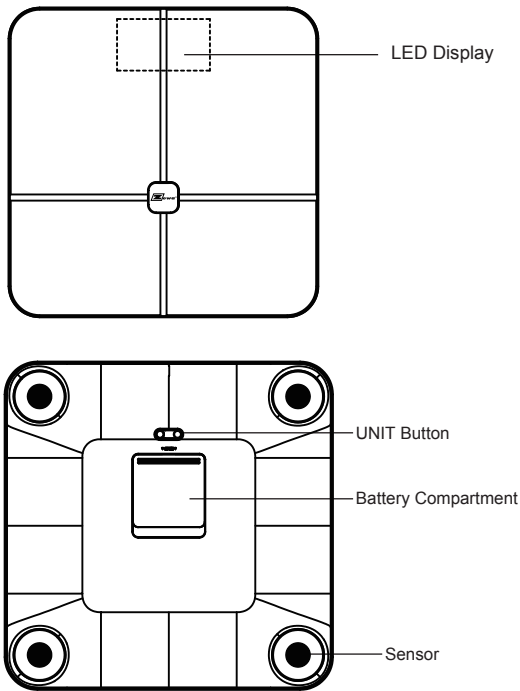
- Where there is water
- Where the device may be exposed to extreme temperatures, humidity, moisture, direct sunlight, dust, or salt air
- Where there is risk of shock or drop
- Where you store chemicals or full of corrosive gases
- Where in reach of the infants or children

## ♥ Efficient Use of Your Scale

**To ensure the accuracy of measurement, please follow below instructions when you start measurement.**

- Place the scale on a flat, hard surface. Soft surface such as carpet will affect the performance of the scale.
- Step onto the platform with bare feet. Stand still and keep full contact with the scale until the measurement is complete.
- Start measurement at least two hours after Getting up or Dinning.
- Avoid measurement immediately after strenuous exercise, sauna or bath, drinking, and dining.
- Always start measurement in the same time slot and on the same scale located on the same flat, hard surface.
- This device is not intended for use in an oxygen rich environment.

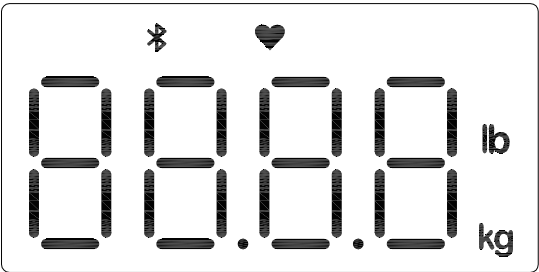
♥ Device Components



♥ List

- 1. Wireless Smart Scale 21300
- 2. Four AAA-size Batteries (1.5V per each)
- 3. User Manual

♥ LED Display



|                  |                                 |    |          |
|------------------|---------------------------------|----|----------|
| Bluetooth symbol | Bluetooth Connection Indication | lb | Pound    |
| Heart symbol     | Resting Heart Rate Result       | kg | Kilogram |

## ♥ General Instructions

Zewa Wireless Smart Scale 21300 applies BIA (Bio-impedance Analysis) technology. A small amount of weak current flows through the human body so as to detect the bio-impedance and estimate body fat and heart rate. The electrical current is small and may not be felt.

This BIA technology is safe, non-invasive, toxic-free and harmless. It also possesses the characteristics of simple operation and abundant information.

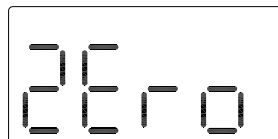
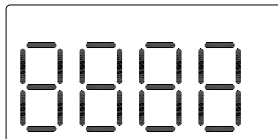
The current mentioned above is less than 0.5mA. However, please be aware that anyone with an wearable or implantable medical electronic instrument, such as a pacemaker, must avoid using this device.

The intended use of this device is for healthy children 10-17 years old and healthy adults.

## ♥ Insert the Batteries

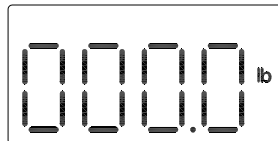
- Open the battery door in the back of the scale.
- Insert the batteries (4 x 1.5V AAA) into the battery compartment according to the polarity indications marked inside the compartment.

\* The digits "8888" will be shown on the LED.



- Close the battery door, the scale is initialized when the digits "ZErO" are shown. Place the scale on the ground and wait, "000.0" lb will be shown.

\* The scale will shut down in 30s without measurement.



## ⚠ CAUTION

- When the symbol "Lo" appears, you shall replace with a new set of batteries. Please replace all four batteries at the same time. Do NOT mix the old batteries with the new one.
- Worn batteries are hazardous waste. Do NOT dispose of them together with the household garbage.
- Please refer to the local ordinances and recycling instructions regarding disposal of the worn batteries and scrapped device.
- If you do not intend to use this unit for a prolonged period of time, it is advisable to remove the batteries before storing.
- Do not mix alkaline, standard(carbon-zinc), or rechargeable(Ni-Cd, Ni-MH, etc) batteries.
- Use the scale three times a day, and the lifetime of battery is one year.

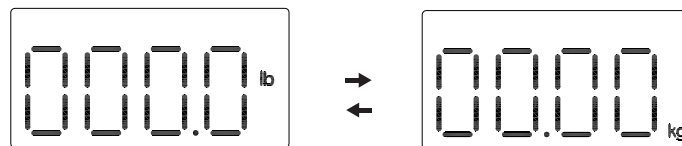
## ♥ Pair-Up

With the advanced Bluetooth 5.0 technology applied, the mobile or portable equipments, which are equipped with Bluetooth function in line with BLE Technical Specifications as well as BLP Protocol established by global organization Bluetooth SIG, are capable to receive your personal health data.

To get started install the App provided by your RPM solutions provider and follow the in-app installation guide.

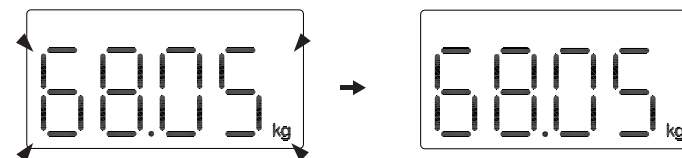
## ♥ Select Measurement Unit

With batteries correctly installed, press "UNIT" button in the back of the scale to select measurement unit. The default measurement unit is "lb". You may press "UNIT" button to choose between pound and kilogram.



## ♥ Daily Measurement

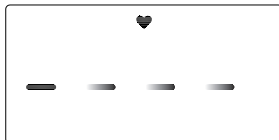
- With original SENSE ON patent technology, 21300 will switch on as you step on the platform barefooted.
- Stand still and keep full contact with the surface of scale until the LED stops blinking digits.



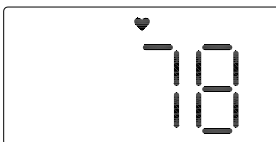
## ♥ Heart Rate Measurement

The heart rate is measured on the APP and this function is turned on by default. If you close this function, only the weight data shown on the scale.

- When the function of heart rate measurement is on, after the scale locks the weight, it starts to measure the heart rate. The scale displays moving "----" during the measurement.



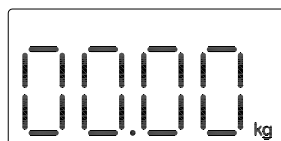
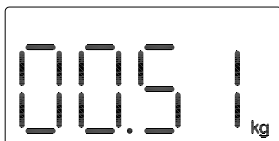
- After the heart rate measurement is completed, the measuring result will be shown.



- Then the all measuring results will be displayed one time again: Weight and Heart Rate result. And turn off.
- When finishing all measurement, the detailed measurement results will show on APP automatically. You can check it anytime.

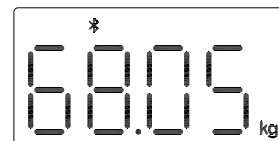
## ♥ Small Items Measurement



When the weighed items are between 0.15-9.95kg, the scale is in the small items weighing mode. The scale will not lock the weight. If you remove the item, the scale will return to zero.




## ♥ Data Transmission

- With 21300 successfully pair-up with your smartphone, the measurement data will be transmitted to your mobile via Bluetooth.



- ONLY when the measuring results are attached to a specific User ID will it be transmitted to your mobile after measurement.
- The symbol  will display after successful data transmission, and you may check your personal health data stored in your smartphone.
- If the data transmission fails, the symbol  doesn't display. The pending measurement data will be temporarily kept in the scale and transmitted to your smartphone when next measurement is complete.


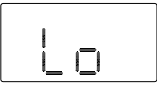
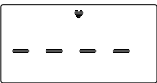
### ⚠ CAUTION

- Interference may occur in the vicinity of equipment marked with the following symbol . And the Analyzer may interfere vicinity electrical equipment.
- To enable the data transmission function, this product should be paired to a Bluetooth 5.0 or above end.

#### How to mitigate possible interference?

1. The range between the Analyzer and the Bluetooth end should be reasonably close, from 1 meter to 10 meters. Please ensure no obstacles between the Analyzer and the Bluetooth end so as to obtain quality connection.
2. To avoid interference, other electronic devices (particularly those with Bluetooth transmission / Transmitter) should be kept at least 1 meter away from the Analyzer.

### ♥ Error Prompt

| Error   | Description   | Solution   |
|---|---|--|
|  | Overload.   | Stop using this scale for measurement.   |
|  | Low Battery.  | Replace all four batteries in the same time. Please purchase the authorized batteries for replacement. |
|  | The heart rate analysis fails to complete the analysis. | Turn on the heart rate measurement function on the APP.  |

### ♥ When Measuring ...

| Problem   | Root Cause  | Solution  |
|---|---|---|
| Abnormal measuring results:<br>- Too high;<br>- Too low;<br>- Huge difference between two recent measurement. | Incorrect posture   | Please step on the platform barefooted and stand still. |
|   | The device is located on the soft ground such as a carpet or on a rugged surface. | Please place the device on a flat, hard surface.        |

| Problem   | Root Cause  | Solution   |
|---|---|--|
| Abnormal measuring results:<br>- Too high;<br>- Too low;<br>- Huge difference between two recent measurement. | Your feet are too dry.  | Wipe your feet with a damp cloth, keeping them slightly damp when starting measurement.                |
| No display on LED when the device powers on.  | Batteries not yet installed.  | Install the batteries. (Please refer to <a href="#">Insert the Batteries</a> )                         |
|   | Worn batteries.   | Replace all four batteries at the same time. Please purchase the authorized batteries for replacement. |
| CANNOT proceed to analyze body fat and heart rate.  | Step onto the platform wearing socks or shoes.                          | Please keep barefooted during the measurement, and keep full contact with the electrodes as well.      |
|   | The system cannot identify the possible User ID with most similar data. | Please assign a User ID again on the APP.  |
| The device powers off.  | Low battery.  | Replace all four batteries at the same time. Please purchase the authorized batteries for replacement. |

## ♥ When Data Transmitting ...

| Problem                   | Root Cause                              | Solution                                   |
|---------------------------|---|--|
| Data transmission failed. | Bluetooth is OFF.                       | Turn ON the Bluetooth via Settings.        |
|                           | The APP is OFF.                         | Press the icon to turn ON your APP.        |
|                           | Out of range of Bluetooth transmission. | Place your smartphone closer to the scale. |
|                           | None of the user ID is assigned.        | Please assign a User ID on the APP.        |

### About the Accuracy of This Product

- This product passes strict inspection before delivery and therefore its accuracy is guaranteed by the manufacturer. Please refer to the above table for the descriptions on accuracy.
- This product is specially designed for body fat analysis as well as weight measurement. It should NOT be used by anyone during the process of transaction for verification of goods' weight.

## ♥ Specifications

|  |   |
|--|---|
| <b>Product Name</b>                        | Wireless Smart Scale (21300)  |
| <b>Dimension</b>                           | Scale: 300x300x27.6mm (Approximately)   |
| <b>Net Weight</b>                          | Approximately 1.678kg   |
| <b>Display</b>                             | Digital LED   |
| <b>Measurement Unit</b>                    | Pound / Kilogram  |
| <b>Measurement Range</b>                   | 0.33lb to 397lb / 0.15kg to 180kg   |
| <b>Division</b>                            | < 10kg: 0.01kg / 0.1lb<br>10-100kg: 0.05kg / 0.1lb; > 100kg: 0.1kg / 0.2lb  |
| <b>Accuracy</b>                            | 10-50: ±0.2kg; 50.05-100: ±0.3kg;<br>100.1-150: ±0.4kg; 150.1-180: ±0.7kg;<br>Small Items Mode:<br>0.15-5kg: ±0.05kg; 5.05-9.95: ±0.1kg;                            |
| <b>Working Environment</b>                 | Temperature: 5 °C to 40 °C Relative Humidity: ≤90% RH<br>Atmospheric pressure: 86kPa to 106kPa  |
| <b>Storage Environment</b>                 | Temperature: -20 °C to 60 °C Relative Humidity: ≤90% RH<br>Atmospheric pressure: 50kPa to 106kPa  |
| <b>Power Source</b>                        | 6V (Four AAA-size Batteries)  |
| <b>Auto-ON</b>                             | SENSE ON technology   |
| <b>Auto-OFF</b>                            | The scale will turn off after about 30s if there is no operation.   |
| <b>Accessories</b>                         | 1. Four AAA Size Batteries<br>2. User Manual  |
| <b>Mode of Operation</b>                   | Continuous Operation  |
| <b>Module No</b>                           | LS1200  |
| <b>Module Supply Voltage</b>               | 2.0-3.6V  |
| <b>Module Output Power</b>                 | < 2dBm  |
| <b>Module Frequency Range</b>              | 2.4G  |
| <b>Software Version</b>                    | 1.4.0   |
| <b>Degree of protection</b>                | Type BF applied part  |
| <b>Protection against ingress of water</b> | IP21(The first number 2: Protected against solid foreign objects of 12.5 mm Φ and greater. The second number 1: Protection against vertically falling water drops.) |
| <b>Battery life</b>                        | 120 days by using 2 times a day, 1 minute each time.  |



## ♥ Maintenance

When carrying out usual maintenance, please ensure practice of the following Do's and Don'ts:

- DO use a dry soft cloth to wipe the dust.
- DO use a wet soft cloth, dipped into water and wrung out, to wipe the dirt. Then use a dry soft cloth to dry up the device.
- DON'T wash the device with water or immerse it in water.
- DON'T use propellant, abrasive or other chemicals to wipe the dirt in avoidance of discolor or malfunction.
- DON'T disassemble this device. If you have any problems, please contact Zewa. *(Please refer to [Warranty](#) for contact information)*

## ♥ FCC Regulations

### FCC User Guide Information

#### Radio Frequency Interface Requirements - FCC

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.

#### Radio Transmitters (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.

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

### FCC RF Exposure Guidelines

#### Safety Information

##### Reducing RF Exposure - Use Properly

Only operate the device in accordance with the instructions supplied.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

## ♥ Warning

Warning: Don't be near active HF surgical equipment and the RF shielded room of an ME system for magnetic resonance imaging, where the intensity of EM disturbances is high.

Warning: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

Warning: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation."

Warning: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the equipment 21300, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

## ♥ EMC Guidance

### Guidance and manufacturer's declaration -electromagnetic emissions and Immunity

Table 1

| Guidance and manufacturer's declaration - electromagnetic emissions |                |
|---|----------------|
| Emissions test  | Compliance     |
| RF emissions<br>CISPR 11  | Group 1        |
| RF emissions<br>CISPR 11  | Class B        |
| Harmonic emissions<br>IEC 61000-3-2                                 | Not applicable |
| Voltage fluctuations/ flicker<br>emissions<br>IEC 61000-3-3         | Not applicable |

Table 2

| Guidance and manufacturer's declaration - electromagnetic Immunity  |  |  |
|---|--|--|
| Immunity Test   | IEC 60601-1-2<br>Test level                      | Compliance level                                 |
| Electrostatic discharge (ESD)<br>IEC 61000-4-2  | ±8 kV contact<br>±2 kV, ±4 kV, ±8 kV, ±15 kV air | ±8 kV contact<br>±2 kV, ±4 kV, ±8 kV, ±15 kV air |
| Electrical fast transient/burst<br>IEC 61000-4-4  | Not applicable                                   | Not applicable                                   |
| Surge<br>IEC 61000-4-5  | Not applicable                                   | Not applicable                                   |
| Voltage dips, short<br>interruptions and voltage<br>variations on power supply<br>input lines<br>IEC 61000-4-11 | Not applicable                                   | Not applicable                                   |
| Power frequency magnetic<br>field<br>IEC 61000-4-8  | 30 A/m<br>50Hz/60Hz                              | 30 A/m<br>50Hz/60Hz                              |
| Conducted RF<br>IEC61000-4-6  | Not applicable                                   | Not applicable                                   |
| Radiated RF<br>IEC61000-4-3   | 10 V/m<br>80 MHz – 2,7 GHz<br>80 % AM at 1 kHz   | 10 V/m<br>80 MHz – 2,7 GHz<br>80 % AM at 1 kHz   |
| NOTE U <sub>T</sub> is the a.c. mains voltage prior to application of the test level.                           |  |  |

Table 3

| Guidance and manufacturer's declaration - electromagnetic Immunity  |                            |                  |   |  |                   |                 |                                    |
|---|----------------------------|------------------|---|--|-------------------|-----------------|------------------------------------|
| Radiated RF<br>IEC61000-4-3<br>(Test specifications<br>for ENCLOSURE<br>PORT IMMUNITY to<br>RF wireless<br>communications<br>equipment) | Test<br>Frequency<br>(MHz) | Band<br>(MHz)    | Service   | Modulation                               | Modulation<br>(W) | Distance<br>(m) | IMMUNITY<br>TEST<br>LEVEL<br>(V/m) |
|   | 385                        | 380 –<br>390     | TETRA 400   | Pulse<br>modulation<br>18 Hz             | 1,8               | 0.3             | 27                                 |
|   | 450                        | 430 –<br>470     | GMRS 460,<br>FRS 460  | FM<br>± 5 kHz<br>deviation<br>1 kHz sine | 2                 | 0.3             | 28                                 |
|   | 710                        | 704 –<br>787     | LTE Band<br>13,<br>17   | Pulse<br>modulation<br>217 Hz            | 0,2               | 0.3             | 9                                  |
|   | 745                        |                  |   |  |                   |                 |                                    |
|   | 780                        |                  |   |  |                   |                 |                                    |
|   | 810                        | 800 –<br>960     | GSM<br>800/900,<br>TETRA<br>800,<br>iDEN 820,<br>CDMA 850,<br>LTE Band 5                | Pulse<br>modulation<br>18 Hz             | 2                 | 0.3             | 28                                 |
|   | 870                        |                  |   |  |                   |                 |                                    |
|   | 930                        |                  |   |  |                   |                 |                                    |
|   | 1720                       | 1 700 –<br>1 990 | GSM 1800;<br>CDMA<br>1900;<br>GSM 1900;<br>DECT;<br>LTE Band<br>1, 3,<br>4, 25;<br>UMTS | Pulse<br>modulation<br>217 Hz            | 2                 | 0.3             | 28                                 |
|   | 1845                       |                  |   |  |                   |                 |                                    |
|   | 1970                       |                  |   |  |                   |                 |                                    |
|   | 2450                       | 2 400 –<br>2 570 | Bluetooth,<br>WLAN,<br>802.11<br>b/g/n,<br>RFID 2450,<br>LTE Band 7                     | Pulse<br>modulation<br>217 Hz            | 2                 | 0.3             | 28                                 |