



QARDIOBASE X

Full body composition scale

USER MANUAL

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QARDIOBASE X SMART FULL BODY COMPOSITION SCALE

QardioBase X is the wireless smart scale and body analyzer that combines intelligent features, ease of use, and sleek design to make weight and health management an integral part of your life.

QardioBase X gives you a broad view of your fitness and wellness. When used with the companion Qardio App it allows you to measure your body mass index (BMI), % muscle mass, % body fat, % water, % bone mass, Metabolic Age, BMR (Basal metabolic rate), % Subcutaneous Fat, Visceral Fat, % Skeletal Muscle, % Protein, Fat-free Body Weight in addition to your weight. Your data automatically syncs with your Qardio app.

Please read through these instructions carefully to understand all functions and safety information. We want you to be happy with your QardioBase X. If you have any questions, problems or suggestions, please contact Qardio's Support Team at support.qardio.com, or visit our website at www.qardio.com for more information.

INTENDED USE

QardioBase X is a body analyzer that measures body weight and uses BIA (bioelectrical impedance analysis) to estimate body composition. QardioBase X should not be used to diagnose or treat any medical condition.

IMPORTANT SAFETY WARNINGS AND PRECAUTIONS

⚠ Please read the User Manual carefully before using the QardioBase X wireless smart scale and keep it handy for future reference.

⚠ QardioBase X can only be used in “weight mode” if you have a pacemaker, artificial lung, an ECG or any other internal medical device.

- If you are pregnant, please activate “Pregnancy Mode” or “Weight Only Mode” from the Qardio App before using QardioBase X.
- This body analyzer/scale passes a small low—level electrical signal through the body. “Weight Only Mode” or “Pregnancy Mode” must be selected to deactivate this function.
- Do not use this product if you have an elevated temperature.

- Do not use this product if you are in dialysis, if you have oedema/edema, if you suffer from osteoporosis, or if you have dysmorphias.
- Do not use this unit on slippery surfaces such as wet floors.
- Do not use when wet or with wet feet.
- The surface of the scale is slippery when wet.
- Do not use the QardioBase X smart scale and body analyzer for any purpose other than measuring weight and body composition.
- QardioBase X should not be used to treat or diagnose any medical condition. Always consult your physician to determine what is ideal for you. QardioBase X and the Qardio App should be used in conjunction with professional medical advice, diagnosis, or treatment, and not as a substitute, or a replacement for it.

- Do not stand on the edge of the scale or jump on it.
- Do not stand on the scale for a prolonged period of time.
- Do not store or operate near heat sources or in humid environments.
- Do not overload the scale (maximum weight capacity: 400lb / 180 kg)
- Do not put in water.

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.

- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.

- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

PACKAGE CONTENTS

- QardioBase X wireless smart scale
- USB type C Cable
- Quick guide
- Feedback sheet

REQUIREMENTS

Requires a device running iOS 12.0 or later, Kindle, Android 6 or later.

Requires Bluetooth 4.0.

Requires Qardio app installation and account creation with acceptance of terms and conditions for initial setup.

QardioBase X may be connected to a wifi wireless network with the following network configurations:

WI-FI 2.4 GHz 802.11 (b/g/n) compatible with WPA/WPA2 security protocols. Please note: QardioBase X is not compatible with 5GHz networks.

In order to use your QardioBase X wireless smart scale, you must download the free Qardio App from the Apple App Store, Google Play, or Amazon Appstore or go to www.qardio.com/download to download the Qardio App.

USING QARDIOBASE X FOR THE FIRST TIME

Press the activation button to activate QardioBase X. This is only needed the first time you turn on QardioBase X.

Open the rubber flap on the right hand side of your QardioBase X. Move the switch from right to left to turn QardioBase X on. You only need to switch on QardioBase X the first time you activate your scale.



Activation button



USB-C
charging port

Download the free Qardio App

1. Download the free Qardio App: on your mobile phone or tablet go to www.qardio.com/download and when prompted,

download the app. Alternatively, go on the iTunes App Store or Google Play.

2. Open the Qardio App on your phone or tablet. If requested, you should enable Bluetooth on your device. You can enable Bluetooth in the Settings menu on your smartphone or tablet.
3. Create a new user account, or login with your existing user name and password. If you are a new user, follow the on-screen instructions to register and set up your Qardio personal profile. Ensure you enter the details in your profile correctly as they are used to accurately calculate your BMI and body composition. Choose QardioBase X as your device to proceed with setup.
4. Follow the set-up instructions in the Qardio App to associate your QardioBase X with your Qardio account.

5. Connecting QardioBase X to your Wi-Fi network allows your weight data to be transmitted without the need for your phone/tablet. If you would like to connect QardioBase X to your Wi-Fi network, follow the instructions on the screen of your phone or tablet. To connect QardioBase X to your Wi-Fi network you will need to know the following information:

- Wireless network name (SSID).
- WPA / WPA2 password
(Due to security reasons, only networks with WPA/WPA2 passwords are eligible).
- If you do not have this information, or you don't know how to change your WEP password or open network to a WPA/WPA2 password protected network, you can refer to the manufacturer of your wireless router or contact your Internet service provider for assistance.

6. Modes available:

- Normal
- Weight Only
- Pregnancy Mode
- Athlete Mode

See "Activating Special Modes" chapter for more information

7. After setup is complete, step onto the scale to turn on the scale, then step off to the scale calibrate. Wait until you see the scale displays "00", then step on the scale again to measure. By default, your weight will display first followed by % body fat.

The Qardio App will show detailed body composition data including, Weight, BMI, body fat %, muscle, bone %, water %, Metabolic Age, BMR (Basal metabolic rate), Subcutaneous Fat %, Visceral Fat %, Skeletal Muscle %, Muscle Mass, Bone Mass, Protein %, Fat-free Body Weight.

HOW TO TURN QARDIOBASE X ON/OFF

To turn on QardioBase X step on it, or tap it with your foot. The device turns itself off automatically after a few seconds of inactivity.

ACTIVATING SPECIAL MODE

You select the mode of measurement during set-up. Alternatively, you can go into the Settings section of the Qardio App and scroll down to QardioBase X, select "Mode setup."

Normal Mode

"Normal Mode" will perform body weight measurement and body composition analysis. In this mode QardioBase X will display weight first by default, followed by % body fat. If you have shoes on, QardioBase X will only display your weight. To take an accurate body composition measurement ensure you are completely barefoot. The Qardio App will show detailed body composition data, including weight, % body fat, % muscle mass, % water, % bone mass and BMI.

Weight Only Mode

“Weight Only Mode” will perform a body weight measurement without body composition analysis.

When “Weight Only Mode” is enabled you will see the icon below, which indicates that body composition is disabled and the scale will only take a weight measurement.

QardioBase X can only be used in weight mode if you have a pacemaker, artificial lung, an ECG or any other internal medical device.

Pregnancy Mode

QardioBase can be used to measure your weight progress during this special time, and beyond. In “Pregnancy Mode” QardioBase performs a body weight measurement without body composition analysis. The Qardio App tracks your weight change during

pregnancy, and after your baby’s birth helps you track your progress towards your original weight.

Athlete Mode

Athletic users have a body composition that needs to be calculated differently than the average person. Athlete mode is the same as normal mode but with a different algorithm tailored for athletes.

Smart Feedback Mode

“Smart Feedback Mode” can be enabled when users do not want to see the weight values but still track their progress.

DETAILED INSTRUCTIONS FOR CORRECT AND RELIABLE MEASUREMENTS

You can take reliable body weight and body composition measurements with the following steps:

The Qardio App will show detailed body composition data, including body fat %, muscle, bone mass, water %, Metabolic Age, BMR (Basal metabolic rate), Subcutaneous Fat %, Visceral Fat %, Skeletal Muscle %, Muscle Mass, Bone Mass, Protein %, Fat-free Body Weight.

1. Step on your QardioBase X to perform your measurement.
2. Stand still on the platform of the scale with bare feet. Do not worry if your feet appear too large for the unit, as accurate measurements can still be obtained if your toes extend outside the platform.
3. After a few seconds the measurement results will display. By default, weight will display first, followed by % body fat. If you have shoes on, or if you have

“Weight Only Mode” or “Pregnancy Mode” on, QardioBase will only display your weight. The Qardio App will show detailed body composition data, including weight, % body fat, % muscle mass, % water, % bone mass and BMI.

If you have set up Wi-Fi you don't need your phone/tablet to record your measurement. Step on QardioBase X with the metal circle on the same side as your heels and your feet well apart for a correct body composition measurement.

As with any scale: in order to ensure safety, as well as to ensure measurement accuracy, you should always make sure that your feet and the scale surface are completely dry before stepping on QardioBase X.



Heels positioned on either side of round feature



Toes may overhang measurement platform

Body composition and BMI measurement require that your QardioBase X has been set up with accurate information in your user profile in the Qardio App (height, age, biological sex). You do not need to complete this information in your profile to just measure weight.

To monitor progress, compare weight and body composition measurements taken under the same conditions over a period of time.

Only step on QardioBase X with dry feet and when the surface of the scale is not wet.

USING QARDIOBASE X WITH MULTIPLE USERS

Maximum 8 users can connect their Qardio account with a single QardioBase X.

All users need to create a Qardio account and set-up QardioBase X from their account to allow QardioBase X to recognize all users. If someone who does not have an account associated with the scale steps on QardioBase X, only his/her weight will display and the data will not be attributed to a user account.

To invite other users to connect to your QardioBase X follow these steps:

1. Download and open the Qardio App on their phone.
2. Create account.
3. Sign in, select QardioBase X and follow the set-up.

Guest Mode

If a user does not have a Qardio account, QardioBase X will display "guest". Guest readings will only show weight and no body composition.

CHANGING WEIGHT MEASUREMENT UNIT AND OTHER SETTINGS ON iOS

Weight measurement units are automatically set based on the region setting of the smartphone or tablet QardioBase X is first used with. To change them:

1. Tap the Q icon on the top left of the Qardio App screen.
2. Select settings.
3. Scroll down and select "Set up your QardioBase X"

You can change the measurement unit to be displayed for your body weight to Kg, Lb, or St.

Ensure your smartphone or tablet is already paired with your QardioBase X. If your phone or tablet and your QardioBase X are not already associated, follow the instructions described under "Using QardioBase X for the First Time."

CHANGING WEIGHT MEASUREMENT UNIT AND OTHER SETTINGS ON ANDROID

Weight measurement units are automatically set based on the region setting of the smartphone or tablet QardioBase X is first used with. To change them:

1. Tap the menu icon on the top left of the Qardio App screen.
2. Select settings.
3. Scroll down and select "Set up your QardioBase X"

You can change the measurement unit to be displayed for your body weight to Kg, Lb, or St.

Ensure your smartphone or tablet is already paired with your QardioBase X. If your phone or tablet and your QardioBase X are not already associated, follow the instructions described under "Using QardioBase X for the First Time."

SETTING GOALS ON iOS

QardioBase X allows you to set goals so you can keep track of your progress in any mode that you are using. If you have “Smart Feedback Mode” enabled, the facial expressions displayed upon measurement will reflect your progress towards the goal that you have set.

To set your goals follow these steps:

1. Open the QardioBase X section of your Qardio App.
2. Tap on “Set Goal”.
3. Slide the circle displaying your current weight to the left or right to indicate your goal weight.
4. Based on recommended weight loss and gain rates the Qardio App will show you how many weeks it will take you to reach your goal weight, and how much weight you will need to lose or gain each week to stay on track to meet your goal.
If you have a specific timeframe for your weight goal, you can also adjust the number of weeks in which you would like to reach your goal.
5. Hit the “Save” button located in the top right corner to record your new goal.
6. To delete your goal press the “x” in the upper left hand corner of your goal display in SET GOAL.

SETTING GOALS ON ANDROID

QardioBase X allows you to set goals so you can keep track of your progress in any mode that you are using.

To set your goals follow these steps:

1. Open the QardioBase X section of your Qardio App.
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If you have a specific timeframe for your weight goal, you can also adjust the number of weeks in which you would like to reach your goal.
5. Hit the "Save" button located in the top right corner to record your new goal.
6. To delete your goal press the "x" in the upper left hand corner of your goal display in SET GOAL.

RE-ASSIGNING A MEASUREMENT

QardioBase X can store in its memory the measurements of several pre-defined users. This information is used to identify and attribute new measurements taken to the respective user automatically:

- In the event that a measurement is incorrectly attributed to a user, you can re-assign it to yourself (in this case, the measurement will automatically be removed from the profile of the incorrect user).
- In the event that a measurement is attributed to you incorrectly, you can reject the measurement (in this case, the measurement will be allocated to a list of unassigned measurements).

You can follow these steps to re-assign measurements:

1. Tap the Q menu on the top left of the Qardio App screen and select QardioBase X.
2. Select HISTORY to view your measurement history.
3. Select the flag icon in the center at the top of the screen to enter CLAIM.
3. Swipe to the left on the measurement to claim the measurement to your measurement list or reject it from your measurement list.

CHECKLIST FOR AN ACCURATE AND RELIABLE MEASUREMENT

- ✓ Place QardioBase X on a flat, hard surface. Although QardioBase X is suitable for use on most surfaces, soft, uneven flooring can cause the scale to give less reliable measurements of your weight.
- ✓ Step onto the scale with your feet parallel and weight equally distributed. Do not worry if your feet appear too large for the unit, as accurate measurements can still be obtained if your toes extend outside the platform.
- ✓ Stand still while the scale measures your weight. An accurate reading will not be possible if you are not standing.
- ✓ Weigh yourself with dry, bare feet. Stand with your feet and legs apart. The scale cannot accurately measure body composition if you are wearing shoes, socks or stockings, or if your feet or the scale surface are not clean.
- ✓ Try to measure your weight each day on the same scale and at the same time to see consistent trends. Your weight and body composition will naturally vary over the course of the day.
- ✓ More consistent measurements will be taken if you measure yourself undressed, before eating, and showering, and after voiding your bladder.
- ✓ To improve the accuracy of the body composition percentage analysis, avoid measuring in the following cases:
 - High alcohol level.
 - High level of caffeine or other stimulants.

- After intense sport activity.
- After heavy meals.
- When dehydrated.
- ✓ Ensure accurate data are included in your profile (height, age, biological sex) in the Qardio App. Inaccurate information affects the reliability of the body composition and BMI measurements.
- ✓ QardioBase X is safe to use by individuals that are 10 years old or older.
- ✓ Your QardioBase X will occasionally perform a calibration. This will happen more often if the scale is picked up or moved between measurements. In case of calibration, Step on, or tap QardioBase X with your foot to activate it. Once the scale turns on, step off. Wait until you see a smile displayed, and then step back on the scale again to perform your measurement.

BODY COMPOSITION MEASUREMENT

The term “body composition” is used to describe the percentage of body fat, muscle, water and bone in human bodies. It is a key metric for overall health and wellness and provides a more accurate assessment than weight alone.

QardioBase X measures body fat %, bone %, water %, Metabolic Age, BMR (Basal metabolic rate), Subcutaneous Fat %, Visceral Fat %, Skeletal Muscle, Muscle Mass, Bone Mass, Protein %, Fat-free Body Weight.

Body fat % is the measure of fat in your body. Knowing your body composition helps assess health risks related to weight such as blood pressure, diabetes and heart disease.

QardioBase X measures body mass using bio-impedance analysis (BIA). A small and safe signal is sent by the indium tin oxide (ITO) electrodes on the top of the scale and is analyzed to determine the impedance

of the body. Body composition is then calculated based on the electrical impedance, weight and user profile data.

It is recommended that pregnant women use QardioBase in “Pregnancy Mode” or “Weight Only Mode.”

Hydration levels in the body may affect body fat and body composition readings. Since the body tends to be dehydrated after a long night’s sleep, body composition tends to show the highest level of % fat and % muscle mass and the lowest % water upon waking. Exercising before measurement will show a higher % of muscle mass.

You should measure your body composition at the same time of the day and under consistent conditions in order to obtain the most reliable trend data.

CHANGING YOUR WI-FI NETWORK ON iOS

If you have a new Wi-Fi name or password, you will need to reconnect your QardioBase X to the new network. You can follow these steps to change your Wi-Fi configuration:

1. Ensure your phone or tablet is already paired to your QardioBase X. If your phone or tablet and your QardioBase X are not already paired, follow the instructions described under "Using QardioBase X for the First Time" and perform pairing.
2. Tap the Q icon on the top left of the Qardio App screen and select Settings.
3. Scroll down to QardioBase X settings.
4. Select Wi-Fi Configuration
5. Confirm you want to change the current Wi-Fi settings of your QardioBase X and follow the instructions on the screen of your phone or tablet to enter the new wireless network name and password

(due to security reasons, only networks with WPA/WPA2 passwords are eligible).

To connect QardioBase X to your Wi-Fi network you will need to know the following information:

- Wireless network name (SSID)
- WPA / WPA2 password

If you do not know this information, you can refer to the manufacturer of your wireless router or contact your Internet service provider for assistance.

CHANGING YOUR WI-FI NETWORK ON ANDROID

If you have a new Wi-Fi name or password, you will need to reconnect your QardioBase X to the new network. You can follow these steps to change your Wi-Fi configuration:

1. Ensure your phone or tablet is already paired to your QardioBase X. If your phone or tablet and your QardioBase X are not already paired, follow the instructions described under “Using QardioBase X for the First Time” and perform pairing.
2. Tap the menu icon on the top left of the Qardio App screen and select Settings.
3. Scroll down to QardioBase X settings.
4. Select Wi-Fi Configuration
5. Confirm you want to change the current Wi-Fi settings of your QardioBase X and follow the instructions on the screen of your phone or tablet to enter the new wireless network name and password

(due to security reasons, only networks with WPA/WPA2 passwords are eligible).

To connect QardioBase X to your Wi-Fi network you will need to know the following information:

- Wireless network name (SSID)
- WPA / WPA2 password

If you do not know this information, you can refer to the manufacturer of your wireless router or contact your Internet service provider for assistance.

CARE AND MAINTENANCE

- Avoid high temperatures and direct sunlight. Do not immerse in water or expose to excessive dust, as this will damage the scale.
- Always keep the scale in a horizontal position, do not store vertically.
- Do not attempt to disassemble the scale.
- Wipe down the surface with a soft damp cloth.

- Do not use antiseptic wipes, chlorine, or highly concentrated glass cleaner on the surface of the scale.
- Never use detergents to clean your scale. You may irreversibly damage the coating that protects the electrodes used to measure your body fat mass.
- Do not drop the scale or expose it to excessive vibrations.
- Do not drop any objects on the scale.
- If the scale has been moved or flipped upside down, it must be recalibrated to ensure accurate results. To do this place the scale on any surface. Step on the scale with one foot until the digits appear on the display, then step off. The scale will show “0.00”, indicating that the calibration process is complete.

CHARGING QARDIOBASE X

QardioBase X will show “Lo” and the app will notify you when the battery is running low, at which point we recommend you charge your scale. To do so, connect your QardioBase X to a power source using the USB to micro USB cable provided with the scale. Your QardioBase X will display a battery icon to indicate it is charging.

When your QardioBase X is fully charged your scale will display a fully charged battery icon. Charging the battery completely can take up to five hours.

- ⚠ Do not use your QardioBase X while it is charging.
- ⚠ Power source recommended is an adapter that complies with IEC60601-1: 2012.

RESETTING QARDIOBASE X ON iOS

It might be necessary to reset your QardioBase X if you have already reached the number of paired phones or tablets, or as a troubleshooting step.

To reset your QardioBase X, go into the settings on your Qardio App, and select "Reset" and follow the instructions displayed in the app.

RESETTING QARDIOBASE X ON ANDROID

It might be necessary to reset your QardioBase X if you have already reached the number of paired phones or tablets, or as a troubleshooting step.

To reset your QardioBase X, go into the settings on your Qardio App, and select "Reset" and follow the instructions displayed in the app.

CUSTOMER SERVICE CONTACT

Qardio customer service contact is available at support.qardio.com.

LIMITED WARRANTY

QardioBase X is covered by a one year limited warranty from the date of purchase. Batteries and other wearing parts are not covered by the limited warranty.

When does our limited warranty apply

The limited warranty is valid only on presentation of the purchase receipt confirming date of purchase. Opening or altering the device invalidates the limited warranty. This warranty applies only to purchases made by end users from Qardio and its authorized resellers. This warranty is void for purchases made from any other reseller, and Qardio offers no warranty for such purchases. The warranty does not cover damage caused by improper handling, abuse, discharged batteries, accidents, modifications, non-compliance with the operating instructions, normal wearing of parts, or other causes that are not defects in materials and workmanship.

The warranty applies only within supported locations, or those countries in which Qardio products can be shipped via the web store at qardio.com. For products purchased outside of these locations, the retailer's warranty and/or return policy applies.

A list of supported locations can be found here:

<https://www.qardio.com/shipping-returns/>.

How to obtain warranty service

To obtain warranty service, contact Qardio at <https://support.qardio.com>.

How we will support you

If a defect arises during the warranty period, Qardio, at its option and to the extent permitted by law will (1) repair the product at no charge, using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the product with a functionally equivalent product that is new or equivalent to new in performance and reliability, or (3) refund the original purchase price.

If Qardio opts to exchange the product, Qardio will bear the cost of shipping a replacement and, if deemed necessary, the

return shipping of the original device.

Online auctions and refurbished/second hand devices

Products purchased through online auctions are not eligible for rebates or other special offers from Qardio warranty coverage.

Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from an authorized retailer is required. Qardio will not replace missing components from any package purchased through an online auction.

The limited warranty only applies to the purchase of new and unused products, and excludes products purchased as refurbished, second hand, or previously used in any other way, unless such purchases are made directly at qardio.com.

Limitation of liability

Other than the consumer law rights to which you are entitled, all warranties, conditions and other terms not set out in this warranty document are excluded from the limited warranty. Some countries do not allow limitations on how long such warranties, conditions and/or implied terms may last, so the limitations described above may not apply to you.

In no event shall Qardio be liable for (a) any losses that were not caused by our breach of this limited warranty; (b) any

incidental, special, indirect or consequential damages, whether resulting from use, misuse, or inability to use this product or from defects in the product, (c) losses relating to any business of yours, loss of profits, loss of data or loss of opportunity.

The provisions of this limited warranty shall not apply to any other liability, except those that cannot be limited or excluded as a matter of law. Depending on where you live, some of the above limitations or exclusions may not apply to you.

Australian Purchases

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under our Limited Warranty are in addition to other rights and remedies under applicable law in relation to the products.

TROUBLESHOOTING

PROBLEM	POTENTIAL CAUSE	REMEDY
Though the battery is charged, the scale will not turn on when you step on it or tap it with your foot.	Battery level is too low.	1) Connect QardioBase X to charger If the problem occurs again, please contact customer support at support.qardio.com
You do not see your Wi-Fi network appear.	Wi-Fi Signal is too weak.	1) Move closer to your router. If you continue to have trouble connecting, please contact customer support at support.qardio.com
QardioBase X will not connect to Wi-Fi.	You have entered an incorrect Wi-Fi password.	1) Ensure that you are entering the correct password for your Wi-Fi. 2) If after entering the correct password QardioBase X still does not connect, reset your router. Make sure you are close to your router, and try again. If you continue to have trouble connecting, please contact customer support at support.qardio.com .

TROUBLESHOOTING

PROBLEM	POTENTIAL CAUSE	REMEDY
Weight measurement is not appearing.	You are moving too much while QardioBase X attempts to measure you.	It is important to stand still while on the platform of the scale. If QardioBase X detects too much movement, you will be prompted with the “Hold Still” icon. This will remind you to stand still so QardioBase X can take an accurate reading. If the problem occurs again, please contact customer support at support.qardio.com
Body analysis could not be performed.	You are not weighing yourself with dry, bare feet.	To allow QardioBase X to perform body analysis using BIA you must weigh yourself with dry, bare feet, and avoid your legs touching. The scale cannot measure body composition if you are wearing shoes, socks or stockings, or if your feet or the scale surface are not clean.
	You do not have “Normal Mode” enabled.	If it is safe for you to perform body analysis, review your mode selection to ensure you have “Normal Mode” enabled. If the problem occurs again, please contact customer support at support.qardio.com

TROUBLESHOOTING

PROBLEM

POTENTIAL CAUSE

REMEDY

Body analysis could not be performed.

You have “Pregnancy Mode” or “Weight Only” mode enabled.

If you have “Pregnancy Mode” or “Weight Only” mode enabled, body composition analysis will be disabled. If you may be pregnant or have an implantable device such as a pacemaker or defibrillator, always use QardioBase in “Pregnancy Mode” or “Weight Only” mode to disable body analysis and allow for your weight measurement to be taken safely.

You are not standing on the scale in the correct orientation.

Thanks to its design, QardioBase X works well on most surfaces. However, some people tend to move more when the scale is positioned on certain soft surfaces and movement can effect accuracy. If you encounter problems while measuring on a soft surface, you should move the scale to hard surface and repeat the measurement.

TROUBLESHOOTING

PROBLEM

POTENTIAL CAUSE

REMEDY

Weight measurement seems unreliable.

QardioBase X is on an uneven or unstable surface.

The round circle should be aligned with your heels. See “Detailed Instructions for Correct and Reliable Measurements” for further instructions. If the problem occurs again, please contact customer support at support.qardio.com

Weight measurement seems unreliable.

Water saturation from wet hair or body is skewing results.

Ensure that you are completely dry.

Try to measure your weight each day on the same scale at the same time to see consistent trends.

If the problem continues to occur, please contact customer support at support.qardio.com

TROUBLESHOOTING

PROBLEM

POTENTIAL CAUSE

REMEDY

Body composition measurement is inaccurate.

Your personal profile has inaccurate data.











Re-run the set-up on your QardioBase X, and ensure accurate data is included in your profile during the set-up.

Variations in your consumption or daily activities are skewing your results.




Avoid measuring after intake of alcohol, caffeine or other stimulants, after intense sport activity, after heavy meals, or in case of dehydration. If the problem occurs again, please contact customer support at support.qardio.com.

If the scale fails to turn on, or an error appears on the display, please use the tool to press the reset button next to the chargins port. Step onto the scale to turn on the scale, then step off to let the scale calibrate. Wait until you see the scale displays "00", then step on to the scale again to measure.

TROUBLESHOOTING

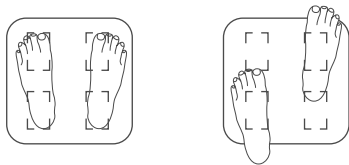
 <p>Bluetooth connection</p>	 <p>Wi-Fi Connection</p>	 <p>Change Battery</p>
 <p>Overload</p>	 <p>Calibrating</p>	 <p>Open App</p>
 <p>Data transfer failed</p>	 <p>Configure network failure</p>	 <p>Charging</p>
 <p>Finished Charging</p>		

DISPLAYING

 <p>Weight</p>	 <p>Body fat</p>	 <p>BMI</p>
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FAQ

1. Why doesn't the scale work?
 - Check if the scale is in the low power status.
2. Why does the date flash on the screen and then disappear?
 - The power is low and may need to be charged.
3. Why doesn't the scale connect with the Qardio App?
 - Make sure your phone's operating system is running iOS 12.0 or above, or Android 6 or later.
 - Download and open the newest version of the Qardio App.
 - Turn on Bluetooth on your phone (for Android users, make sure your Location is turned on as well).
4. Why is my body fat not measured when weighing in?
 - Step on the scale with dry, bare feet.
 - Make sure Bluetooth is turned on.
 - Enter your personal information when creating your Qardio account.



Conductive Areas

QARDIOBASE X TECHNICAL SPECIFICATIONS

Materials	Tempered Glass ABS Bottom Housing
Device Dimensions	320x320x20mm
Weight	6.6 lbs (3.0 kg)
Display & Controls	LED Display Displays Weight and % body composition, User selection
Measurement Range	0.5 ~396 lbs (0.2 - 180 kg)
Measurement Accuracy	with 4 sensors 0.1 lbs (50g) when < 220lbs (100kg) 0.2 lbs (100g) when 220~396lbs (100~180kg)

Units	Kg, Lbs, St
Power Source	Rechargeable battery lasts up to 12 months between charges with frequent use (USB to USB type C charging cable included)
Wireless Sync	Bluetooth 5.0 Wi-Fi 802.11 (b/g/n) with WPA / WPA2 security protocols
Works with	iOS 12.0 or later, Kindle, Android 6 or later. Requires Bluetooth 4.0.

Requires iOS or Android device and the creation of a Qardio account for initial setup.

DISPOSAL



Actuation of European directives 2002/95/EC, 2002/96/EC and 2003/108/EC, for reduction in use of dangerous substances in the electric and electronic device and for garbage disposal. The symbol applied on the device or its packaging means that at the end of its useful life the product must not be disposed of with domestic waste.

At the end of devices useful life, the user must deliver it to the able collecting centers for electric and electronic garbage, or give back to the retailer when purchasing a new device. Disposing of the product separately prevents possible negative consequences for the environment and for health, deriving from inadequate disposal. It also allows the recovery of materials of which it's made up in order to obtain an important saving of energy and resources and to avoid negative effects to the environment and health. In case of abusive disposal of device by the user, will be applied administrative endorsements in compliance with current standard. The device and its parts is made with regard to disposal, as appropriate, in accordance with national or regional regulations. This product complies with RoHS Directive 2011/65/EU and Amendment (EU) 2015/863.

CE COMPLIANCE

A full declaration of conformity (DoC) may be consulted at:
<http://qardio.com/conformity>

FCC Compliance Statements

Federal Communications Commission (FCC) Statement

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.

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.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Compliance Statements

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

EXPLANATION OF SYMBOLS

The meanings of the symbols used for marking shall be explained in the instructions for use.



General warning, caution, risk of danger
Please read the instructions carefully before operating the product.



Type BF Applied Part
Note: B = Body; F = Floating

SN

Manufacturer's serial number



Date of manufacture



Manufacturer



Waste electrical and Electronic Equipment Directive 2002/96/EC (WEEE Directive) the machine should be treated on local law or regulation requirement. To avoid hurt users and pollute environment.

Designed by and manufactured for Qardio, Inc. California, USA.

FOR US AND INTERNATIONAL

www.qardio.com



Type BF Applied Part
Note: B = Body; F = Floating



FCC ID: 2ABF2-888BASX
IC: 11885A-888BASX



Read this manual before use.



WEEE



YA HORNG ELECTRONIC CO., LTD.
No.35, Shalun, Anding Dist, Tainan City, 745, Taiwan



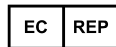
2022

US Importer

Qardio Inc
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San Francisco, CA 94104, USA.

EU Importer

Qardio Europe Ltd.
1 Poultry, London, EC2R 8EJ
United Kingdom



Kahl Handelsvertretung
Add.: Isarstr.33 40699 Erkrath, Germany

Designed by and manufactured for Qardio, Inc. California, USA.
FOR CANADA
www.qardio.com



Type BF Applied Part
Note: B = Body; F = Floating



FCC ID: 2ABF2-888BASX
IC: 11885A-888BASX



Read this manual before use.



WEEE



ATTEN ELECTRONIC (DONGUAN) CO., LTD.
No.34 Gao Yu Nan Road, Tang Xia Town, Dong Guan,
Guang Dong 523728 China



2022

US Importer Qardio, Inc. San Francisco, CA

Manufacturer's declaration-electromagnetic emissions

The QardioBase X (Model No.: BX00) is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the BX00 should assure that it is used in such an environment.

Emissions test	Compliance	Electromagnetic environment-guidance (for home healthcare environment)
RF emissions CISPR 11	Group 1	The BX00 uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RE emissions CISPR 11	Class B	The BX00 is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/Flicker emissions IEC 61000-3-3	Compliance	


Manufacturer's declaration-electromagnetic immunity

The QardioBase X (Model No.: BX00) is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the BX00 should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Electrostatic discharge(ESD) IEC 61000-4-2	Contact: ± 8 kV Air ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Contact: ± 8 kV Air ± 2 kV, ± 4 kV, ± 8 kV, ± 15 kV	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output lines	± 2 kV for power supply lines Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 0.5 kV, ± 1 kV line(s) to line(s) ± 0.5 kV, ± 1 kV, ± 2 kV line(s) to earth	± 0.5 kV, ± 1 kV line(s) to line(s) Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Voltage Dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 25/30 cycles Voltage interruptions: 0 % UT; 250/300 cycle	Voltage dips: 0 % UT; 0,5 cycle 0 % UT; 1 cycle 70 % UT; 25/30 cycles Voltage interruptions: 0 % UT; 250/300 cycle	Mains power quality should be that of a typical commercial or hospital environment. If the user of the BX00 requires continued operation during power mains interruptions, it is recommended that the BX00 be powered from an uninterruptible power supply or a battery.
Power frequency(50, 60 Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz	The BX00 power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.
NOTE UT is the A.C. mains voltage prior to application of the test level.			

Manufacturer's declaration-electromagnetic immunity

The BX00 is intended for use in the electromagnetic environment specified below.
The customer or the user of the BX00 should assure that is used in such and environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM and amateur radio bands between 0,15 MHz and 80 MHz	3 Vrms: 0,15 MHz – 80 MHz 6 Vrms: in ISM and amateur radio bands between 0,15 MHz and 80 MHz	Portable and mobile RF communications equipment should be used no closer to any part of the BX00 including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: $d = 1,2 \sqrt{P}$ $d = 1,2 \sqrt{P}$ 80MHz to 800 MHz $d = 2,3 \sqrt{P}$ 800MHz to 2,7 GHz
Radiated RF IEC 61000-4-3	80 % AM at 1 kHz e) 10 V/m 80 MHz – 2,7 GHz b) 80 % AM at 1 kHz c)	80 % AM at 1 kHz e) 10 V/m 80 MHz – 2,7 GHz 80 % AM at 1 kHz	Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in metres (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, a should be less than the compliance level in each frequency range. ^b Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTE1 At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the BX00 is used exceeds the applicable RF compliance level above, the BX00 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the BX00.

b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

Recommended separation distance between portable and mobile RF communications equipment and the QardioBase X (Model No.: BX00)

The QardioBase X (Model No.: BX00) is intended for use in an electromagnetic environment (for home healthcare) in which radiated RF disturbances are controlled. The customer or the user of the BX00 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the BX00 as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	150 kHz to 80 MHz $d = 1,2\sqrt{P}$	80 MHz to 800 MHz $d = 1,2\sqrt{P}$	800 MHz to 2,7 GHz $d = 2,3\sqrt{P}$
0,01	N/A	0,12	0,23
0,1	N/A	0,38	0,73
1	N/A	1,2	2,3
10	N/A	3,8	7,3
100	N/A	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where p is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

Manufacturer's declaration-electromagnetic immunity

Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communications equipment

The QardioBase X (Model No.: BX00) is intended for use in the electromagnetic environment (for home healthcare) specified below.

The customer or the user of the BX00 should assure that it is used in such an environment.

Test frequency (MHz)	Band a) (MHz)	Service a)	Modulation b)	Maximum power (W)	Distance (m)	IMMUNITY TEST LEVEL (V/m)	Compliance LEVEL (V/m) (for home healthcare)
385	380 – 390	TETRA 400	Pulse modulation b) 18 Hz	1,8	0,3	27	27
450	430 – 470	GMRS 460, FRS 460	FM c) ± 5 kHz deviation 1 kHz sine	2	0,3	28	28
710	704 – 787	LTE Band 13, 17	Pulse modulation b) 217 Hz	0,2	0,3	9	9
745							
780							
810	800 – 960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation b) 18 Hz	2	0,3	28	28
870							
930							

Test frequency (MHz)	Band a) (MHz)	Service a)	Modulation b)	Maximum power (W)	Distance (m)	IMMUNITY TEST LEVEL (V/m)	Compliance LEVEL (V/m) (for home healthcare)
1 720	1 700 – 1 990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation b) 217 Hz	2	0,3	28	28
1 845							
1 970							
2 450	2 400 – 2 570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation b) 217 Hz	2	0,3	28	28
5 240	5 100 – 5 800	WLAN 802.11 a/n	Pulse modulation b) 217 Hz	0,2	0,3	9	9
5 500							
5 785							

NOTE If necessary to achieve the IMMUNITY TEST LEVEL, the distance between the transmitting antenna and the ME EQUIPMENT or ME SYSTEM may be reduced to 1 m. The 1 m test distance is permitted by IEC 61000-4-3.

- a) For some services, only the uplink frequencies are included.
b) The carrier shall be modulated using a 50 % duty cycle square wave signal.
c) As an alternative to FM modulation, 50 % pulse modulation at 18 Hz may be used because while it does not represent actual modulation, it would be worst case.

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Qardio products should be only used in conjunction with professional medical advice for diagnosis or treatment, and not as a substitute or replacement of it.

Patents assigned and pending.

NOTES

