

SmartPlate™ and SmartPlate App User Guide

Fitly Inc.



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1. SmartPlate TopView™ Introduction

SmartPlate is an A.I powered food tracking device that helps users "automatically" identify and weigh their food intake. It allows the user to instantly analyze and track up to three separate food items – a complete meal – at once. Just load the dishwasher and microwave safe plate with your favorite food items, snap a photo with your Android or iOS phone, and get all your nutrition information instantly. SmartPlate will accurately identify, analyze, and track your entire meal, giving you a level of accuracy and convenience that has never been possible before.

1.1. Safety

Do not operate or work on this equipment unless you have read and understand the instructions and warnings in this manual. Failure to follow the instructions or heed the warnings could result in injury or death. Contact any Rice Lake Weighing Systems dealer for replacement manuals. Proper care is your responsibility.

WARNING

Failure to heed may result in serious injury or death.

Electric shock hazard.

Do not put the base in a dishwasher.

Do not use the SmartPlate TopView device with hot pots or pans.

Do not allow minors (children) or inexperienced persons to operate this unit.

Do not jump on the scale.

Do not use for purposes other than weighing food.

Do not place fingers into slots or possible pinch points.

Do not use this product if any of the components are cracked.

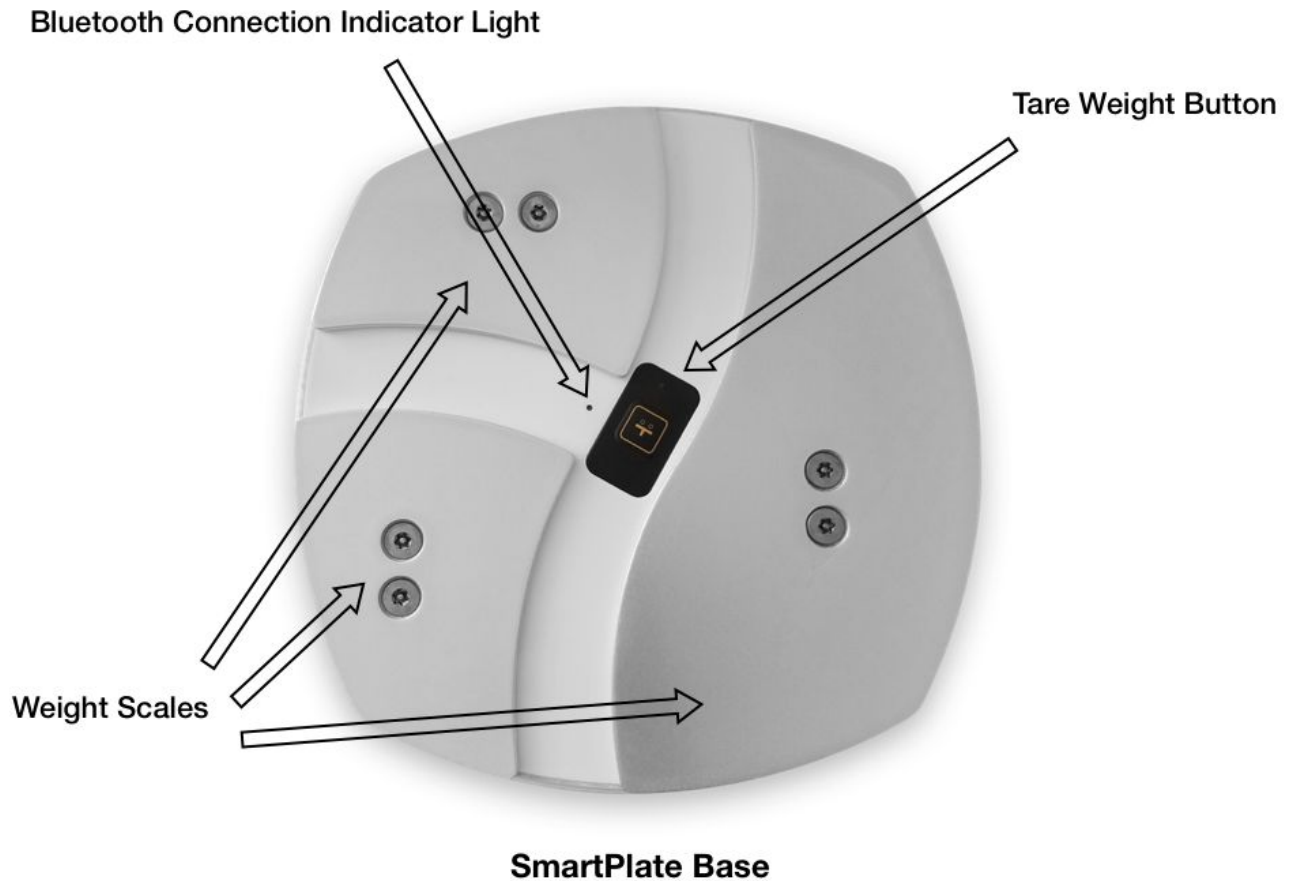
Do not exceed the rated load limit of the unit.

Do not make alterations or modifications to the unit.

Do not remove or obscure warning labels.

Always consult with your physician prior to beginning a diet or exercise program.

1.2. Overview

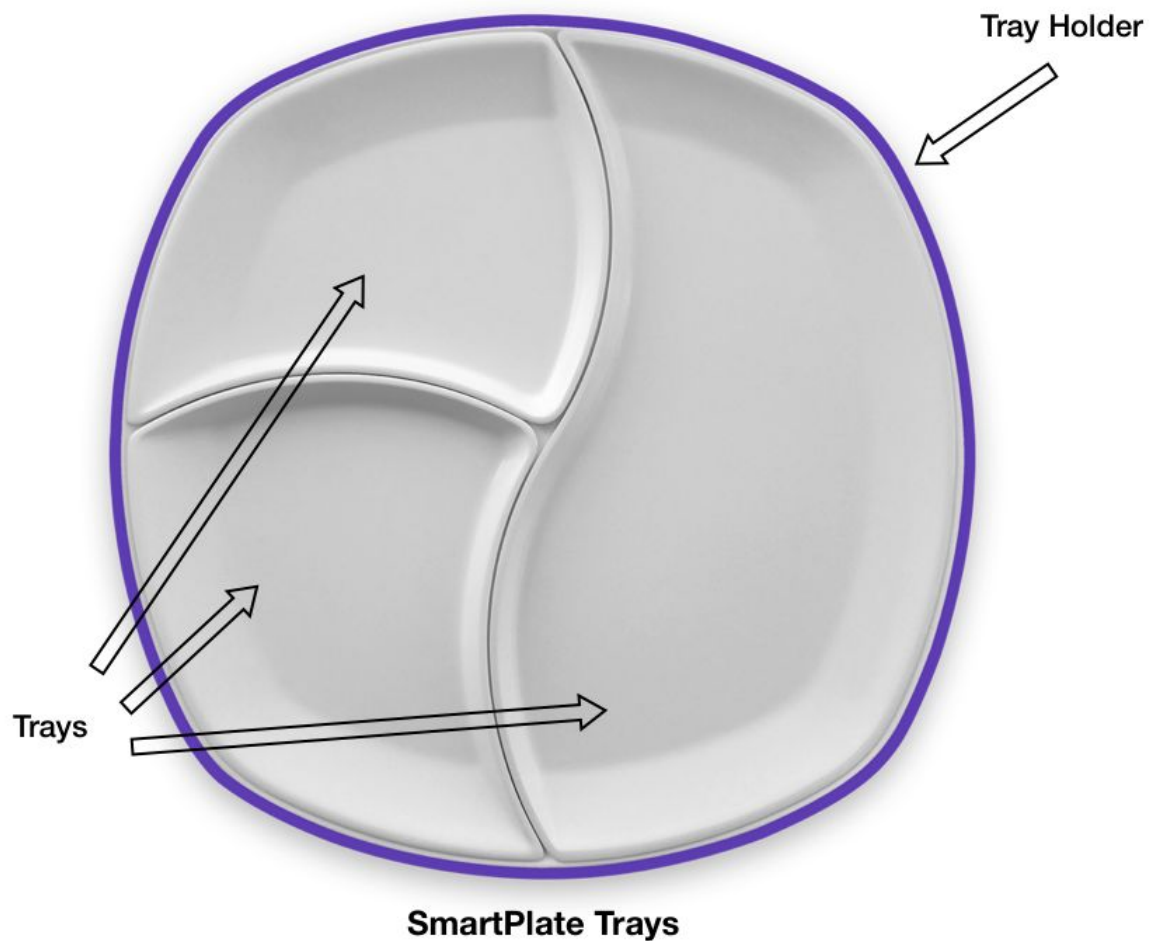


SmartPlate Base:

1. AA battery slots
2. Weigh Food Button (ON Button)
 - a. Press once to enable bluetooth connection
3. Bluetooth connection indicator light:
 - a. Rapid flashing: searching for bluetooth connection
 - b. Slow flashing: connected to a smartphone
 - c. No flashing: the device is off

Warning: The SmartPlate Base (Base) is not dishwasher and microwave safe!
Keep the base in a dry, safe area at all times.

SmartPlate Trays and Tray Holder



SmartPlate Trays and Tray Holder

4. 3 dishwasher, microwave safe trays (2 small, 1 large).
5. 1 tray-holder

2. Operations

2.1. Installation

In your SmartPlate box, you should find:

- SmartPlate Base x1
- SmartPlate Tray-holders x3
- SmartPlate Tray Set (2 small, 1 large) x3
- 2 AA batteries

How to setup your device:

Step 1. Download the SmartPlate app (Android or iOS), register and watch the tutorial.

Step 2. Select connect SmartPlate at the end of registration and select your device by serial number. Then name your device.

Step 3. Press the “Weigh Food” Button (ON Button) to enable bluetooth connection.

Bluetooth connection indicator lights mean the following:

- a. Rapid flashing: searching for bluetooth connection
- b. Slow flashing: connected to a smartphone
- c. No flashing: the device is off

Step 4. Rinse your SmartPlate trays and lid, **not the base!** Let them dry and start your SmartPlate journey to better health!



2.2. SmartPlate Operations

How to create a new user account

Video Tutorial: <https://youtu.be/T1Yv9IcHEtI>

Link your SmartPlate device to your user account

Video Tutorial: <https://youtu.be/T1Yv9IcHEtI>

Log your first meal using snapit! Feature

Video Tutorial: <https://youtu.be/719RljYhmCE>

How to use the Portable Lid

Video Tutorial: <https://youtu.be/JQm3GXczyVE>

How to use SmartPlate in the microwave

Video Tutorial: <https://youtu.be/WAR2AVWB3g8>

How to use the Blood Glucose & Carbs feature

Video Tutorial <https://youtu.be/pPCb9EYustk>

How to clean SmartPlate Device

Video Tutorial <https://youtu.be/qa6K47xFsUQ45>

2.3. SmartPlate App Operations

How to use the scanit! feature

Video Tutorial https://youtu.be/JMDA_3Zn41k

How to view/edit/delete your journal history

How to log an activity

How to sync your app with 3rd party apps and wearables

Sync with Fitbit

How to add an additional user

How to recover your login details

How to delete your account permanently

3. Appendices

3.1. Specifications

| | |
|-----------------------|---------------------------|
| Dimensions | 11 in x 11 in x 3 in |
| Weight | 2.00lb |
| Operating Temperature | 41 - 219 °F (5 to 104 °C) |
| Minimum Weight | 5 g |
| Maximum Weight | 5,000 g |
| Battery | 2 AA batteries |

3.2. FCC Caution

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.

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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

3.3. Product Warranty

SmartPlate TopView is Your Personal Nutritionist®, a countertop device with a portable plate that, when paired with the SmartPlate Android or iOS app, analyzes, and tracks your whole meal at once within seconds, then gives you expert, personalized guidance to move you closer to your goals.

1. A Return Merchandise Authorization (RMA) must be requested from our customer service team within 30 days of the date of receipt of SmartPlate. To request an RMA, email holler@fitly.com
2. Returned product(s) must be in good physical condition (not physically broken or damaged). All accessories originally included with your purchase must be included with your return.
3. The RMA number must be included along with your returned product.
4. Additional terms and conditions:
 - Products ordered in November and December can be returned through January 31 of the following year (or 30 days – whichever is longer).
 - Shipping and handling charges, gift wrap fees, and taxes paid (e.g., state, customs, VAT) are not refundable.
 - You are responsible for and must prepay all shipping charges and you shall assume all risk of loss or damage to the Product while in transit to SmartPlate.
 - If you return Product to SmartPlate
 - without an RMA from SmartPlate or
 - without all parts included in the original package, SmartPlate retains the right to either refuse delivery of such return or charge you a restocking fee of 15% of the original price of the product or the retail value of the missing accessories, whichever is higher.
 - Refunds will be processed and paid within 2 weeks of SmartPlate's receipt of Product.

3.4. FAQs

What if my SmartPlate device won't turn on?

What if my SmartPlate device won't connect?

What if my SmartPlate device gives wrong readings?

How do I contact customer service?

Please email customer service at SmartPlate@[fitly.com](mailto:SmartPlate@fitly.com), and describe your problem in the email. Or you can call our Fitly hotline at 844 438 3485.

3.5. About Fitly Inc.

Mission

Company overview

Address and contact info.

FCC Warning

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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.

Radiation Exposure Statement

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.