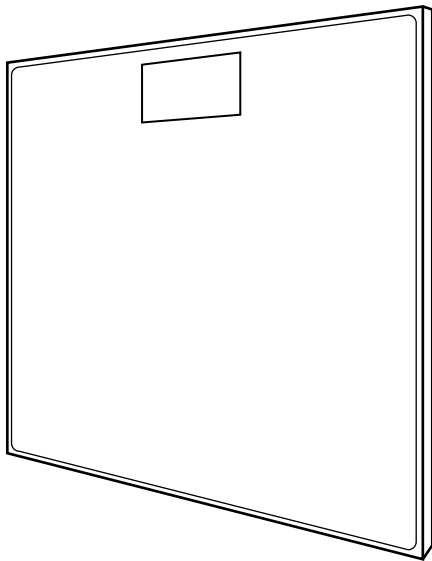




## Digital Body Weight Scale

Model No. EB9388H



### Questions or Concerns?

(855) 686-3835

[support@etekcity.com](mailto:support@etekcity.com)

Thank you for purchasing the Digital Body Weight Scale by Etekcity. This device can help you reach your physical goals by conveniently allowing you to measure body weight with reliable accuracy. Calculate and meet personal goals with simple step-on activation. Designed with a stainless steel platform cover, the scale is easy to clean and accents any home decor with a subtle modern touch. Get fit with the whole family. The EB9388H makes healthy living simple with high accuracy and convenient automation.

We're constantly working at building better living with the products and services we create. Should you ever experience any issues with your new product, feel free to contact our helpful customer service team via e-mail at [support@etekcity.com](mailto:support@etekcity.com).



## Safety Information

**IMPORTANT:** Please read, understand, and comply with all of the instructions provided in this manual before using the device.

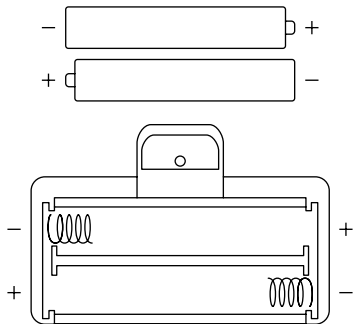
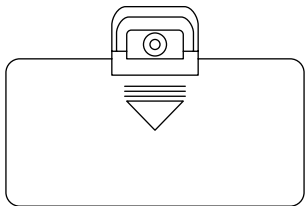
Failure to comply with the instructions given in this manual and/or using the device in ways other than the ones mentioned in this manual may result in serious injury and/or damage to the product.

- The stainless steel platform is slippery when wet. Make sure the platform is dry before stepping on for measurement.
- Consult your primary-care doctor or physician before making changes to your diet, exercise plans and/or physical activities.
- This scale is not intended for commercial use.
- To weigh safely and accurately, please stand in the center of the platform and stand still until a result is calculated.
- **DO NOT** strike or drop the scale.
- **DO NOT** stand on the edge of the scale or jump on it.
- **DO NOT** stand on the scale platform for a prolonged period of time or when not in weighing operation.
- Always place the scale on a hard, dry and flat surface before measurement.
- Handle the scale with care, as it is a precision instrument.
- Clean the scale with a damp cloth and avoid getting water or any other liquid inside the scale.
- **DO NOT** use chemical or abrasive cleaning agents to clean the scale.
- Keep the scale in a cool environment with dry air.
- Always keep the scale in a horizontal position, do not store vertically.
- If the scale fails to turn on, check whether the batteries are installed correctly. Replace the batteries if necessary.
- If an error appears on the display or if the scale does not turn off automatically, remove the batteries for 3 seconds, then reinstall them.
- **DO NOT** overload the scale (max. weight capacity: 180 kg / 400 lb).
- If the scale is not in use for an extended period of time, remove the batteries to ensure battery conservation and to extend the scale service lifetime.



## Set-Up

The 2 AAA 1.5V batteries are preinstalled in the scale battery compartment. Open the battery compartment cover located on the backside of the scale and remove the plastic film from the batteries. Re-apply the batteries under the correct polarity and re-seal the battery compartment in order to activate the scale.

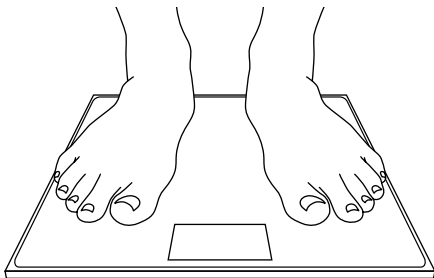




## Operation

### Weight Measurement

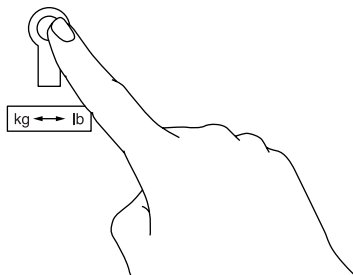
1. For best accuracy, place the scale on a hard, flat floor. Avoid carpet or soft surfaces.
2. Gently step on the scale. The scale will automatically activate.
3. Remain standing evenly on the scale, without moving or shifting your feet or body while the scale processes your results. The scale will then display and flash your final results.



### Converting Weight Units

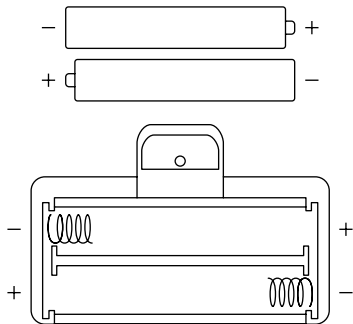
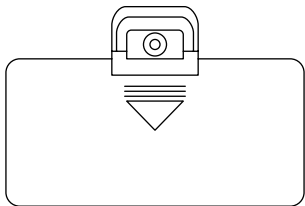
Apply pressure on the scale platform to activate the scale. Then, press the unit conversion button located on the backside of the scale to convert between pounds and kilograms. The LCD display will show the new unit of measurement as you switch.

**NOTE:** For accuracy, the digital scale may trigger automatic calibration when physically lifted and moved or when the unit of measurement is changed. Should a 'C' appear on the digital display at any time, recalibrate the scale by applying weight on it, then stepping off before results stabilize and lock.



# Battery Replacement

1. Open the battery compartment cover on the backside of the scale.
2. Take out the used batteries and dispose them properly.
3. Install 2 new AAA 1.5V batteries, taking note of the correct polarity displayed within the battery compartment.





## Specifications

- Weight Capacity: 400 lb / 180 kg
- Graduation: 0.2 lb / 0.1 kg
- Weight Units: lb / kg
- Platform: Tempered glass & Stainless steel
- LCD Display: 74 x 40 mm
- Battery: 2 x 1.5V AAA batteries
- Auto-off: ~15 seconds
- Dimensions: 300 x 300 x 22 mm

## Package Contents

- 1 x Digital Body Weight Scale EB9388H
- 1 x User Manual
- 2 x 1.5V AAA batteries (pre-installed)



## Troubleshooting

### Message

### Reason

### Solution

"Err"

Scale overload. Maximum weight capacity: 400 lb (180 kg).

Step off the scale to avoid damage.

"Lo"

Battery power is low.

Install new batteries.

"C"

Re-calibrate the scale.

Step off the scale. Recalibrate by applying weight on the scale, then stepping off before results lock. Then, re-test weight.





## Customer Support

Should you encounter any issues or have any questions regarding your new product, feel free to contact our helpful Customer Support Team. Your satisfaction is ours!

### **Etekcify Corporation**

1202 N Miller St. Suite A  
Anaheim, CA 92806

Toll-Free: (855) 686-3835

Fax: (657) 202-1693

Local: (657) 500-1872

Email: [support@etekcity.com](mailto:support@etekcity.com)

### **Support Hours**

Monday - Friday: 9:00 am - 5:00 pm PST

*\*Please have your order ID number ready before contacting customer support.*



# Warranty Information

## Terms & Policy

Etekcitiy warrants all products to be of the highest quality in material, craftsmanship and service for a minimum of 1 year, effective from the date of purchase. Warranty lengths may vary between product categories. For specific warranty terms, please refer to your product's listing page or operation manual.

Under the limited warranty, Etekcitiy will replace or refund any parts found to be defective due to manufacturer flaws. This warranty extends only to personal use and does not extend to any product that has been used for commercial use, rental use, 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. Etekcitiy is not responsible in any way for any damages, losses or inconveniences caused by equipment failure or 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.

Etekcitiy and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed above and within 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 EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

If your ETEKCITY product should require service: Should your product prove defective within the specified warranty period, please return the defective unit in its original packaging with (1) an original copy of invoice, (2) your order ID number, (3) and your warranty ID number.

## Exceptions & Exclusions

- 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.

To receive a valid warranty ID number, sign into your Etekcitey customer account at [www.etekcity.com](http://www.etekcity.com). At the top of the warranty page, type in your order ID number located in your order invoice to retrieve your warranty ID number. Your warranty ID number will then be sent to your email for your records. If deemed defective, your product will be replaced or refunded at no charge to you.

Date of Purchase: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Order ID: \_\_\_\_\_

Warranty ID: \_\_\_\_\_

To register your warranty or to make a claim, please contact our helpful customer support team:

### **Customer Support**

Etekcitey Corporation  
1202 N Miller St. Suite A  
Anaheim, CA 92806

Toll-Free: (855) 686-3835

Fax: (657) 202-1693

Local: (657) 500-1872

Email: [support@etekcity.com](mailto:support@etekcity.com)

### **Support Hours**

Monday - Friday: 9:00 am - 5:00 pm PST



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