

# QARDIOBASE<sup>®</sup> 2

Know your body, not just your weight.

USER MANUAL

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## QARDIOBASE SMART SCALE: START YOUR DAY WITH A SMILE

Step up to a happier, healthier you. QardioBase 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 everyday life.



QardioBase gives you a broader 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 and % bone composition in addition to your weight. Your data is then automatically uploaded to your Qardio account.

Please read through these instructions carefully so you understand all functions and safety information. We want you to be happy with your QardioBase. If you have any questions, problems or suggestions, please contact Qardio's Customer Service at [support.getqardio.com](mailto:support.getqardio.com), or visit our website [www.getqardio.com](http://www.getqardio.com) for more information.

## INTENDED USE

QardioBase is a body analyzer that measures body weight and uses BIA (bioelectrical impedance analysis) technology to estimate the body fat percentage and body composition of an individual. It is intended for home use only. QardioBase 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 wireless smart scale and keep it handy for future reference.
- ⚠ QardioBase is safe for use by individuals that are 10 years old or older. People fitted with an implantable medical device must only use QardioBase in “Weight Only Mode”, which disables the body composition analysis. Do not use this product before first activating the “Weight Only Mode”, if you have

implanted electronic medical devices, such as pacemakers or defibrillators. See “Activating Special Modes” for important information on “Weight Only Mode.” Please refer to the instructions of the manufacturer of your implanted medical device for further information.

- If you are pregnant, please activate “Pregnancy Mode” or “Weight Only Mode” from the Qardio App before using QardioBase .
- 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 oedemas on your legs, 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 smart scale and body analyzer for any purpose other than measuring weight and body composition.

- QardioBase should not be used to treat or diagnose any medical condition. Always consult your physician to determine what is ideal for you. QardioBase 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.

## PACKAGE CONTENTS

- QardioBase 2 wireless smart scale
- USB to Micro USB charging cable
- Quick guide

## REQUIREMENTS

Requires iOS 10.0 or later, Android 5.0 or later, Kindle Fire. Requires iOS or Android device with Bluetooth and Qardio account creation with acceptance of terms and conditions for initial setup.

Your QardioBase connects to your home's wireless network with the following network configurations:

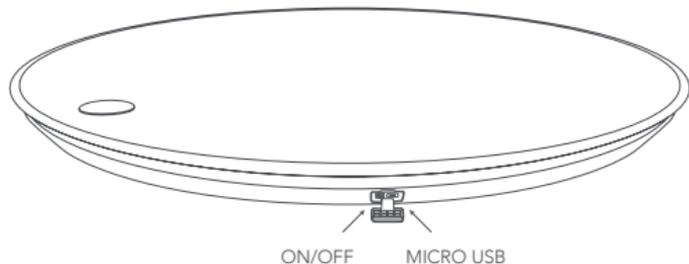
WI-FI 2.4 GHz 802.11 (b/g/n) compatible with WPA/WPA2 security protocols.

In order to use your QardioBase wireless smart scale, you must download the free Qardio App from the Apple App Store, Google Play, or Amazon Appstore or go to [www.getqardio.com](http://www.getqardio.com) and create an account with Qardio.

## USING QARDIOBASE FOR THE FIRST TIME

Switch on your QardioBase

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



Download the free Qardio App

1. Download the free Qardio App: on your mobile phone or tablet go to [www.getqardio.com/download](http://www.getqardio.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 as your device to proceed with setup.
4. With the Qardio App open, step on and stand on your QardioBase to associate your QardioBase with your phone or tablet. Follow the instructions in the Qardio App to perform setup.

**IMPORTANT:** QardioBase is safe for use by individuals that are 10 years old or older. People fitted with an implantable medical device should only use QardioBase in “Weight Only Mode”, which disables the body composition analysis. Do not use this product before first activating the “Weight Only Mode”, if you have implanted electronic medical devices, such as pacemakers or defibrillators. See “Activating Special Modes” for important information on “Weight Only Mode.” Please refer to the instructions of the manufacturer of your implanted medical device for further information.

5. Connecting QardioBase 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 to your Wi-Fi network, follow the instructions on the screen of your phone or tablet. To connect QardioBase to your Wi-Fi network you will need to know the following information:

- Wireless network name (SSID).
- WPA / WPA2 password (if applicable).

- 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.

6. You can enable one of QardioBase Special Modes

- Normal Mode
- Smart Feedback Mode
- Weight Only Mode
- Pregnancy Mode

See “Activating Special Modes” for more information



Open the  
Qardio App  
(Step 1)



Set up  
(Step 2)



Measure  
(Step 3)

7. After setup is complete, you can step on QardioBase to perform a weight measurement. 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 with the metal circle on the same side of 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 ensure that your feet and the scale surface are dry before stepping on QardioBase.

## HOW TO TURN QARDIOBASE ON/OFF

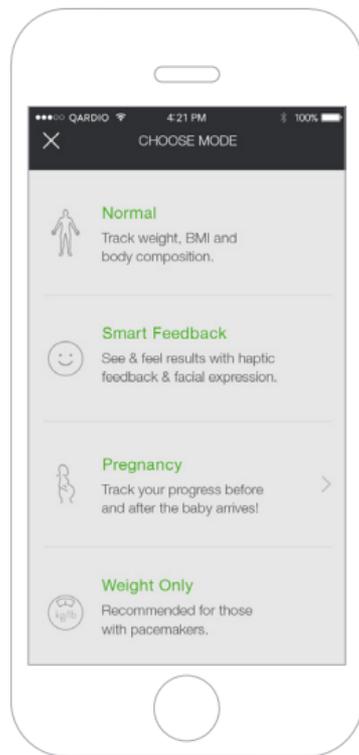
To turn on QardioBase step on it, or tap it with your foot. The device turns itself off automatically after a few seconds of inactivity.

## ACTIVATING SPECIAL MODES

You select the mode of measurement upon configuration. Alternatively, you can go into the Settings section of the Qardio App and scroll down to QardioBase, select “Mode setup.”

### Normal Mode

“Normal Mode” will perform body weight measurement and body composition analysis. In this mode QardioBase will display weight first by default, followed by % body fat. If you have shoes on, QardioBase 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.



ATTENTION: QardioBase is safe for use by individuals that are 10 years old or older. People fitted with an implantable medical device must only use QardioBase in “Weight Only Mode”, which disables the body composition analysis. Do not use this product before first activating the “Weight Only Mode”, if you have implanted electronic medical devices, such as pacemakers or defibrillators. See the section on “Weight Only Mode” for more information. Please refer to the instructions of the manufacturer of your implanted medical device for further information. Pregnant women are recommended to use QardioBase in “Pregnancy Mode” or “Weight Only Mode.”

### **Smart Feedback**

Enable “Smart Feedback Mode” and set your weight target to have QardioBase display facial expressions indicating the progression of your weight and body composition data towards your target.

In “Smart Feedback Mode”, your weight and detailed body composition data, including weight, % body fat,

% muscle mass, % water, % bone mass and BMI are not displayed on the scale, but are accessible on the Qardio App. If you have shoes on, or if you have “Weight Only Mode” or “Pregnancy Mode” on, QardioBase will only display your weight.

## Weight Only Mode

“Weight Only Mode” will perform a body weight measurement without body composition analysis. If you have an implantable device such as a pacemaker or defibrillator, “Weight Only Mode” must be enabled before you use QardioBase.

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.



A weight measurement will be taken without body composition. To ensure that you are in “Weight Only Mode” please check for this symbol before taking your measurement.



If you have an implantable device such as a pacemaker or defibrillator, you should always check that you have “Weight Only Mode” properly enabled by tapping the scale with your foot before stepping on. When the weight only mode icon displays you will know it is now safe to step on the scale to take your measurement.

## 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 and will display a smile rather than your weight. The Qardio App tracks your weight change during pregnancy, and after your baby’s birth helps you track your progress towards your original weight.

## DETAILED INSTRUCTIONS FOR CORRECT AND RELIABLE MEASUREMENTS

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

1. Step on your QardioBase 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 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.



Heels positioned on either side of round feature



Toes may overhang measurement platform

It is important to stand still while on the platform of the scale. If QardioBase detects too much movement, after five seconds of attempting to take your measurement, you will be prompted with the “Hold Still” icon. This will remind you to stand still so QardioBase can take an accurate reading. You should step off and repeat the measurement.



Stand still so QardioBase  
can take an accurate  
measurement

If you have set your weight target and have “Smart Feedback Mode” enabled, QardioBase will display facial expressions indicating your progression of your weight and body composition data towards your target. Please see “Activating Special Modes” for more details.

Body composition and BMI measurement require that your QardioBase 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 with dry feet and when the surface of the scale is not wet.

## USING QARDIOBASE WITH MULTIPLE USERS

Several users can connect their Qardio account with a single QardioBase.

The association of one or more Qardio accounts to QardioBase is important to allow QardioBase to recognize all users in a household. If someone who does not have an account associated with the scale steps on QardioBase, 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 follow these steps:

1. Download and open the Qardio App on their phone.
2. Create account.
3. Have them step on the scale & set up their profile.

After you take a measurement your name will display

on the scale to indicate the profile the measurement is associated with. Tap the scale with your foot to select the correct name.

## CHANGING WEIGHT MEASUREMENT UNIT AND OTHER SETTINGS

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

1. Tap the Q menu on the top left of the Qardio App screen and select Profile.
2. Scroll down to QardioBase settings.
3. Step on QardioBase and put it in configuration mode by going to settings and then selecting "Setup your QardioBase"

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. If your phone or tablet and your QardioBase are not already associated, follow the instructions described under "Using QardioBase for the First Time."

## SETTING GOALS

QardioBase 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 section of your Qardio App.
2. Select the HISTORY tab at the bottom of the screen to bring up your measurement history.
3. Select the target icon at the top right of the screen to enter SET GOAL.
4. Slide the circle displaying your current weight to the left or right to indicate your goal weight.
5. 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.

6. Hit the “Save” button located in the top right corner to record your new goal.
7. 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 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.
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 on a flat, hard surface. Although QardioBase 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 apart to avoid your legs touching. 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 accurate 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 is safe to use by individuals that are 10 years old or older. People fitted with an implantable medical device should only use QardioBase in “Weight Only Mode”, which disables the body composition analysis. Pregnant women should use QardioBase in “Pregnancy Mode” or “Weight Only Mode.”
- ✓ Your QardioBase 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 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 measures % body fat, % muscle mass, % water composition and % bone mass.

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 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.

People fitted with an implantable medical device should only use QardioBase in “Weight Only Mode” which disables body composition analysis. If you have implanted electronic medical devices such as pacemakers or defibrillators, do not use QardioBase before activating “Weight Only Mode.” Please refer to the instructions from the manufacturer of your medical device for more information. 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

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

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

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

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.
- 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.

## CHARGING QARDIOBASE

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

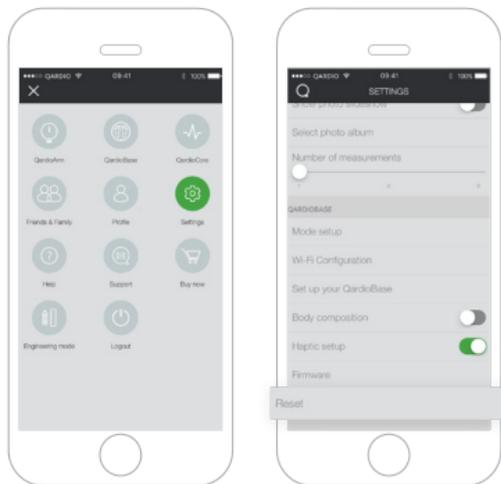
When your QardioBase is fully charged your scale will display a fully charged battery icon. Charging the battery completely can take up to five hours.

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

## RESETTING QARDIOBASE ON IOS

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

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



## RESETTING QARDIOBASE ON ANDROID

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

To reset your QardioBase, 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.getqardio.com](https://support.getqardio.com).

## LIMITED WARRANTY

QardioBase 2 is covered by a three year limited warranty from the date of purchase. Batteries and other wearing parts are not covered by the limited warranty.

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 guarantee does not cover damage caused by improper handling, discharged batteries, accidents or non-compliance with the operating instructions and normal wearing of parts.

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. This warranty excludes damage resulting from abuse, accident, modifications or other causes that are not defects in materials and workmanship.

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

Online Auction Purchases: 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 the original retailer is required. Qardio will not replace missing components from any package purchased through an online auction.

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 to charger

If the problem occurs again, please contact customer support at [support.getqardio.com](mailto:support.getqardio.com)

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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.getqardio.com](mailto:support.getqardio.com)

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QardioBase 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 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.getqardio.com](mailto:support.getqardio.com)

## TROUBLESHOOTING

### PROBLEM

### POTENTIAL CAUSE

### REMEDY

---

Weight measurement is not appearing.

You are moving too much while QardioBase attempts to measure you.

It is important to stand still while on the platform of the scale. If QardioBase detects too much movement, you will be prompted with the “Hold Still” icon. This will remind you to stand still so QardioBase can take an accurate reading. If the problem occurs again, please contact customer support at [support.getqardio.com](mailto:support.getqardio.com)

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Body analysis could not be performed.

You are not weighing yourself with dry, bare feet.

To allow QardioBase 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.

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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.getqardio.com](mailto:support.getqardio.com)

## TROUBLESHOOTING

### PROBLEM

Body analysis could not be performed.

### POTENTIAL CAUSE

You have "Pregnancy Mode" or "Weight Only" mode enabled.

### REMEDY

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 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 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.getqardio.com](mailto:support.getqardio.com)

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Weight measurement seems unreliable.

Water saturation from wet hair or body is skewing results.

Ensure that you are completely dry.

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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.getqardio.com](mailto:support.getqardio.com)

## TROUBLESHOOTING

### PROBLEM

Body composition measurement is inaccurate.

### POTENTIAL CAUSE

Your personal profile has inaccurate data.

### REMEDY

Ensure accurate data is included in your profile (height, age, biological sex) in the Qardio App.

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.getqardio.com](mailto:support.getqardio.com)

## QARDIOBASE 2 TECHNICAL SPECIFICATIONS

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|           |                                      |
|-----------|--------------------------------------|
| Materials | Tempered Glass<br>ABS Bottom Housing |
|-----------|--------------------------------------|

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|                   |                         |
|-------------------|-------------------------|
| Device Dimensions | 13.4 in (34cm) diameter |
|-------------------|-------------------------|

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|        |                   |
|--------|-------------------|
| Weight | 6.7 lbs (3.04 kg) |
|--------|-------------------|

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|                    |                                                                                                                                 |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Display & Controls | LED Display<br>Displays Weight and % body composition,<br>User selection, Smart Feedback, Haptic Feedback<br>Units: Kg, lbs, St |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------|

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|                   |                          |
|-------------------|--------------------------|
| Measurement Range | 9 - 396 lbs (5 - 180 Kg) |
|-------------------|--------------------------|

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|                      |                                |
|----------------------|--------------------------------|
| Measurement Accuracy | 0.2 lbs (100 g) with 4 sensors |
|----------------------|--------------------------------|

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|                                       |                                                                                                                                     |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Operating Conditions                  | 50°F~104°F (10°C~40°C) with 45%~85% relative maximum humidity atmospheric pressure 86~106kpa, maximum altitude: 2000m (9,842 ft).   |
| Storage and Transportation Conditions | -4°F~113°F (-20°C~45°C) WITH 45%~85% relative maximum humidity, atmospheric pressure 86~106kpa, maximum altitude: 2000m (9,842 ft). |
| Shelf Life                            | Estimated 3 years                                                                                                                   |
| Power Source                          | Rechargeable battery (USB to Micro USB charging cable included)                                                                     |
| Connectivity                          | Bluetooth 4.0<br>Wi-Fi 802.11 (b/g/n) with WPA / WPA2 security protocols                                                            |

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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://getqardio.com/conformity>

## FCC STATEMENT

Federal Communications Commission (FCC) Statement

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105 (b)

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

#### FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

2. This equipment complies with RF radiation limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 0cm between the radiatory and your body.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body.

#### IC Radiation Exposure Statement / IC Déclaration sur la radioexposition

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie 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, et

(2) Cet équipement est conforme aux limites de rayonnement RF définies pour un environnement incontrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 0 cm entre l'appareil rayonnant et votre corps.

#### Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 0 cm de distance entre la source de rayonnement et votre corps.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portable est conçu pour répondre aux exigences d'exposition aux ondes radio établie par le développement énergétique DURABLE. Ces exigences un SAR limite de 1,6 W/kg en moyenne pour un gramme de tissu. La valeur SAR la plus élevée signalée en vertu de cette norme lors de la certification de produit à utiliser lorsqu'il est correctement porté sur le corps.

## RF STATEMENT

RF Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0 cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the following section.

Interference may occur in the vicinity of equipment marked with the following symbol (☞).

Portable and mobile RF communication equipment (e.g. cell phones) can affect Medical Electrical Equipment. The use of accessories and cables other than those specified may result in increased emissions or decreased

immunity.

The device 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.

The device 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.

Portable and mobile RF communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.

The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. Any other accessories, transducers and cables may result in increased emissions or decreased immunity and EMC performance.

The device should not be used adjacent to or stacked with other equipment and if adjacent or stacked use is necessary, it should be observed in order to verify normal operation in the configuration in which it will be used.

Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in the following. Portable and mobile RF communication equipment (e.g. cell phones) can affect Medical Electrical Equipment. The use of accessories and cables other than those specified may result in increased emissions or decreased immunity of the unit.

## 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.

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

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**SN**

Manufacturer's serial number

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Date of manufacture

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Manufacturer

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Waste electrical and Electronic Equipment Directive 2002/96/EC (WEEE Directive) after over the valid term within 3 years, the machine should be treated on local law or regulatião requirement. To avoid hurt users and pollute environment.

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**IP21**

Protection against harmful ingress of water and particular matter (Protection against vertical falling water drops)

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Designed by and manufactured for Qardio, Inc. California, USA.  
FOR US AND INTERNATIONAL  
[www.getqardio.com](http://www.getqardio.com)



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



FCC ID: 2ABF2-888BAS2  
IC: 11885A-888BAS2



*Read this manual before use.*



WEEE



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



2018

**US Importer**

115 Sansome St. #1005  
San Francisco, CA 94104, USA

**EU Importer**

Qardio Europe Ltd.  
14-16 Dowgate Hill, London, EC4R 2SU  
United Kingdom



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

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

FOR CANADA

[www.getqardio.com](http://www.getqardio.com)



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



Factory: ATTEN ELECTRONIC (DONGGUAN) CO., LTD  
188 Industrial District, Ping Shan Administrative District,  
Tang Xia Town, Dongguan, 190, CN, 518055. China



FCC ID: 2ABF2-888BAS2  
IC: 11885A-888BAS2



2018



*Read this manual before use.*

**US Importer** Qardio, Inc. San Francisco, CA



WEEE



### Manufacturer's declaration-electromagnetic emissions

The QardioBase 2 (Model No.: B200) is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the B200 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 B200 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 B200 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<br>IEC 61000-3-2                        | Class A    |                                                                                                                                                                                                                       |
| Voltage fluctuations/Flicker<br>emissions<br>IEC 61000-3-3 | Compliance |                                                                                                                                                                                                                       |

### Manufacturer's declaration-electromagnetic immunity

The QardioBase 2 (Model No.: B200) is intended for use in the electromagnetic environment (for home healthcare) specified below. The customer or the user of the B200 should assure that it is used in such an environment.

| Immunity test                                                                                       | IEC 60601 test level                                                                                                              | Compliance level                                                                                                                  | Electromagnetic environment - guidance                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Electrostatic discharge(ESD)<br>IEC 61000-4-2                                                       | Contact: $\pm 8$ kV<br>Air $\pm 2$ kV, $\pm 4$ kV, $\pm 8$ kV, $\pm 15$ kV                                                        | Contact: $\pm 8$ kV<br>Air $\pm 2$ kV, $\pm 4$ kV, $\pm 8$ kV, $\pm 15$ kV                                                        | Floors should be wood, concrete or ceramic tile.<br>If floors are covered with synthetic material, the relative humidity should be at least 30%                                                                                                                          |
| Electrical fast transient/burst<br>IEC 61000-4-4                                                    | $\pm 2$ kV for power supply lines<br>$\pm 1$ kV for input/output lines                                                            | $\pm 2$ kV for power supply lines<br>Not applicable                                                                               | Mains power quality should be that of a typical commercial or hospital environment.                                                                                                                                                                                      |
| Surge IEC 61000-4-5                                                                                 | $\pm 0.5$ kV, $\pm 1$ kV line(s) to line(s)<br>$\pm 0.5$ kV, $\pm 1$ kV, $\pm 2$ kV line(s) to earth                              | $\pm 0.5$ kV, $\pm 1$ kV line(s) to line(s)<br>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:<br>0 % UT; 0,5 cycle<br>0 % UT; 1 cycle<br>70 % UT; 25/30 cycles<br>Voltage interruptions:<br>0 % UT; 250/300 cycle | Voltage dips:<br>0 % UT; 0,5 cycle<br>0 % UT; 1 cycle<br>70 % UT; 25/30 cycles<br>Voltage interruptions:<br>0 % UT; 250/300 cycle | Mains power quality should be that of a typical commercial or hospital environment. If the user of the B200 requires continued operation during power mains interruptions, it is recommended that the B200 be powered from an uninterruptible power supply or a battery. |
| Power frequency(50, 60 Hz) magnetic field IEC 61000-4-8                                             | 30 A/m<br>50 Hz or 60 Hz                                                                                                          | 30 A/m<br>50 Hz                                                                                                                   | The B200 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 B200 is intended for use in the electromagnetic environment specified below.  
The customer or the user of the B200 should assure that is used in such and environment.

| Immunity test                 | IEC 60601 test level                                                                                        | Compliance level                                                                                            | Electromagnetic environment - guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Conducted RF<br>IEC 61000-4-6 | 3 Vrms:<br>0,15 MHz – 80 MHz<br>6 Vrms:<br>in ISM and amateur<br>radio bands between<br>0,15 MHz and 80 MHz | 3 Vrms:<br>0,15 MHz – 80 MHz<br>6 Vrms:<br>in ISM and amateur<br>radio bands between<br>0,15 MHz and 80 MHz | Portable and mobile RF communications equipment should be used no closer to any part of the B200 including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.<br><br>Recommended separation distance:<br>$d = 1,2 \sqrt{P}$<br>$d = 1,2 \sqrt{P}$ 80MHz to 800 MHz<br>$d = 2,3 \sqrt{P}$ 800MHz to 2,7 GHz                                                                                                                                                       |
| Radiated RF<br>IEC 61000-4-3  | 80 % AM at 1 kHz e)<br>10 V/m<br>80 MHz – 2,7 GHz b)<br>80 % AM at 1 kHz c)                                 | 80 % AM at 1 kHz e)<br>10 V/m<br>80 MHz – 2,7 GHz<br>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).<br>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. <sup>b</sup> 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 B200 is used exceeds the applicable RF compliance level above, the B200 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the B200.

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 2 (Model No.: B200)

The QardioBase 2 (Model No.: B200) 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 B200 can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the B200 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<br>$d = 1,2\sqrt{P}$                      | 80 MHz to 800 MHz<br>$d = 1,2\sqrt{P}$ | 800 MHz to 2,7 GHz<br>$d = 2,3\sqrt{P}$ |
| 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 2 (Model No.: B200) is intended for use in the electromagnetic environment (for home healthcare) specified below.

The customer or the user of the B200 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;<br>CDMA 1900;<br>GSM 1900;<br>DECT;<br>LTE Band 1, 3,<br>4, 25; UMTS | Pulse modulation b)<br>217 Hz | 2                 | 0,3          | 28                        | 28                                           |
| 1 845                |               |                                                                                |                               |                   |              |                           |                                              |
| 1 970                |               |                                                                                |                               |                   |              |                           |                                              |
| 2 450                | 2 400 – 2 570 | Bluetooth,<br>WLAN,<br>802.11 b/g/n,<br>RFID 2450,<br>LTE Band 7               | Pulse modulation b)<br>217 Hz | 2                 | 0,3          | 28                        | 28                                           |
| 5 240                | 5 100 – 5 800 | WLAN 802.11 a/n                                                                | Pulse modulation b)<br>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.

