

QUICK START GUIDE

Read this manual carefully and save it for future reference.

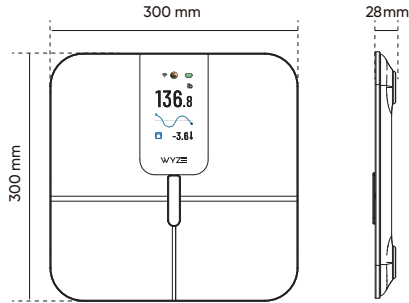
Disclaimer: The products, accessories, user interfaces, etc. illustrated in this guide are intended for reference only. Due to product updates, the actual product and the illustrations in this guide may vary.

WELCOME TO WYZE

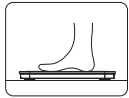
Hi! Thanks for getting your hands on a Wyze Scale Ultra, and if this is your first Wyze product, welcome to the Wyze family! You just made a commitment to a better, more connected lifestyle. This guide will help you get things set up.

IN THE BOX

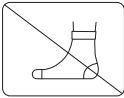
Wyze Scale Ultra × 1
1.5V AAA Batteries × 4
Quick Start Guide × 1



TIPS



Place on a hard, flat surface



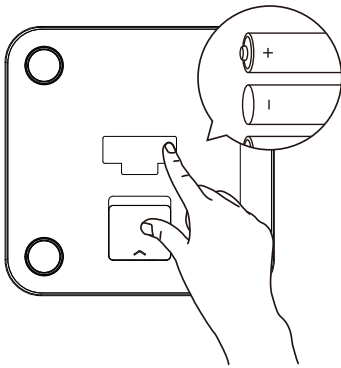
Don't wear socks



Don't let your knees touch

SETUP

- Before first use, open the battery compartment and insert the batteries.

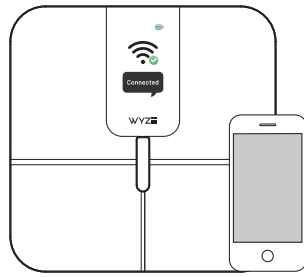


Note: When inserting the batteries, line up the positive and negative signs to make sure the batteries are installed correctly.

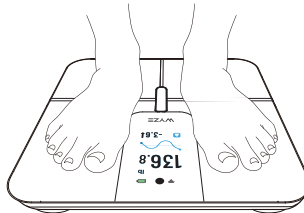
- Download the Wyze app and sign in or create an account.



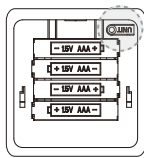
- In the Wyze app, tap the + plus sign, then Device > Lifestyle > Wyze Scale Ultra. Follow the instructions in the Wyze app to complete setup. To connect, enable your phone's Bluetooth® and tap on the scale's surface to activate it.



- After the connection is established, place the scale on a hard, flat surface and step onto the scale with bare feet to begin the measurement. Make sure your feet are touching the 4 electrodes for the most accurate measurements.



UNITS AND FACTORY RESET



On the back of your scale, find the UNIT button under the battery cover. Press it to change the units from lb to kg to stones. To factory reset the scale, press and hold the same button for 5s until the display shows "Clear".

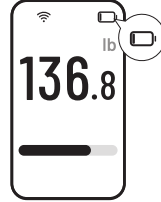
NOTES

- You can share Wyze Scale Ultra with other family members by following the sharing instructions inside the Wyze app.
- Your scale may need to be calibrated to show accurate weight measurements. Place the scale on a hard, flat surface and re-calibrate it (step on and then step off, allowing the scale to return to "0.0 lb").
- If you work out more than 10 hours a week and have a resting heart rate below 60 bpm, you may need to use Athlete Mode.
- Make sure your age, sex, and height entered during the setup process are correct to get the most accurate results.
- Open the Wyze app and connect to your Wyze Scale Ultra before taking measurements to ensure the data is recorded on the correct profile.
- If your Wyze Scale Ultra is shared by users with similar weights, make sure the scale is connected to the Wyze app of the user taking the measurement or data may not be recorded on the correct profile.
- People that are under 18 or over 65 years of age, that are pregnant, that have osteoporosis or very low bone density, that have edema, or that have artificial dialysis should use Wyze Scale Ultra only as a reference, as the body fat measurement could be inaccurate due to deviations from standard averages.

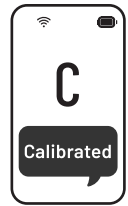
THIN-FILM-TRANSISTOR (TFT) DISPLAY



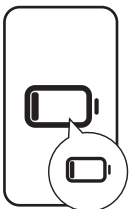
Suspected error. Please clean the scale with a damp cloth if needed, then step on the scale again with bare feet.



The batteries are low. Please replace the batteries.



An error has occurred. Please step off of the scale, then step on again to repeat the measurement.



Critical low battery. Please replace the batteries. TFT display will remain off after "the battery symbol" is displayed 5 times.



Weight not in supported range. Please measure again.

SYMBOLS ON UNIT



Warning.



Please recycle where facilities exist. Waste electrical products should not be disposed of with household waste. Check with your local authority or retailer for recycling advice.

CAUTION

People fitted with an implanted medical device such as a pacemaker, an electronic life support system such as artificial heart/lungs, or that use a portable electronic medical device such as an electrocardiograph, and women who are pregnant, must only use this product while wearing shoes, or in the "Only Measure Weight" setting. Please refer to the manufacturer's instructions for your medical device for more information. Do not use this product unless you are wearing shoes, or activate the "Only Measure Weight" setting, if you have an implanted medical device, have an electronic life support system, use a portable electrical medical device, or are pregnant. Pregnant women should also consult their healthcare provider before use.

To activate the "Only Measure Weight" setting:

- Open the Wyze app and tap Wyze Scale Ultra.
- Tap on the gear to open Scale Settings.
- Tap "Users," then select your email address to open the "Account Info" screen.
- Tap the slider next to "Only Measure Weight," then "Yes" to confirm."

Some physical conditions could affect hydration levels that may lead to inaccurate results. Please consult your healthcare provider for more information.

- Only use 1.5V AAA batteries in the scale. Using the incorrect type of batteries creates a risk of explosion.
- Do not expose batteries to extremely high temperatures or fire. Doing so creates a risk of explosion or leakage of flammable liquid or gas.
- Do not manually crush, cut or deform batteries. Doing so creates a risk of explosion or leakage of flammable liquid or gas.
- Do not subject batteries to extremely low air pressure. Doing so creates a risk of explosion or leakage of flammable liquid or gas.

GENERAL SAFETY & PRECAUTIONS

- Do not stand on the edge of scale, as you may fall over or influence the accuracy of the measurement.
- Do not use the scale on a tiled or wet floor, as this may result in a fall.
- When measuring your heart rate with your phone's camera lens, do not touch your phone's camera flash. Your phone's camera flash could overheat and burn your fingers.
- Make sure the surface of the scale is clean before you step onto it, to prevent any slippage.
- Treat your scale with care. Do not drop it or jump on it. The scale is designed to be stood on; misuse or abuse may break the electronic sensors, cause injury, or result in inaccurate measurements.
- Avoid using this scale near strong magnetic fields, such as microwave ovens, etc.
- This device complies with part 15 of the FCC Rules. Its 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.
- 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. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- Bluetooth® associated logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Wyze Labs Inc. is permitted under license. Other trademarks and trade names are those of their respective owners.

CARE & MAINTENANCE

- Avoid high temperatures and irradiation.
- If the scale is stored close to freezing point, allow it to acclimate to room temperature before use.
- Remove the batteries if the scale is not going to be used for 3 months or more.
- Clean the scale with a soft damp cloth. Do not use abrasive or solvent-based cleaners, and never immerse it in water.
- The scale will maintain its safety and performance features for at least 10,000 measurements.

FCC WARNING

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

ISED/FCC RADIATION EXPOSURE STATEMENT

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment is installed and operated with minimum distance 14.23mm between the radiator and human body.

SPECIFICATIONS

Product Name: Wyze Scale Ultra

Model: WL_SCLU

SKU: WSCLU_BL_UK/WSCLU_WH_UK

Product Size: 300 mm x 300 mm x 28 mm

Product Weight: 3.96 lbs / 1.80 kg

Power: 4 x 1.5V AAA batteries (included)

Display Units: lb/kg/stones

Weight Measurement Range:

11 - 400 lbs / 5 - 180 kg / 0.78 - 28.57 stones

Operating Temperature: 41°F - 104°F (5°C - 40°C)

Operating Humidity: 20 - 85% RH

Storage and Transport Humidity: ≤90% RH

Storage and Transport Temperature:

-4°F - 131°F (-20°C - 55°C)

Wi-Fi: 2.4GHz (2412-2472MHz), Max Power: <20dBm EIRP.

Bluetooth: 2.4GHz (2412-2472MHz), Max Power: <20dBm EIRP.

Disposal & Recycling: This symbol indicates that according to local laws, your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities for safe recycling.

Manufacturer: Wyze Labs, Inc., 8815 122nd Ave NE, #201, Kirkland, WA 98033, USA

UK Authorised Representative: 24hour Solutions Ltd., 15 Beaufort Court, Admirals Way, Canary Wharf, London, E14 9XL, UK

WARRANTY INFORMATION

Your Wyze product is covered by a one-year limited warranty. You can view the limited warranty terms at <https://www.wyze.com/policies/refund-policy>.

Apple logo and App Store are trademarks of Apple Inc., registered in the U.S. and other countries and regions. Google Assistant, Google Home, Google Play, and the Google Play logo are trademarks of Google LLC.

Wyze and Wyze Scale Ultra are trademarks of Wyze Labs, Inc.

Radio: Wyze Labs, Inc. hereby declares that this radio equipment (Wyze Scale Ultra) is in compliance with the UK Radio Equipment Regulations 2017.

Cybersecurity: Wyze Labs, Inc. declares that this product complies with the security requirements in Schedule 1 of the UK Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Full Declarations: The full UK Declaration of Conformity and the PSTI Statement of Compliance are available at: <https://wyze.com/pages/legal/pssti>

Security Support Period: Software security updates will be provided for this product until at least December 31, 2030.

Vulnerability Reporting: To report a security concern, please visit <https://global.wyze.com/pages/security-report>. We will acknowledge all reports within 3 business days and provide status updates every 15 days until the issue is resolved.

NEED HELP?

Contact our Support Team:
<https://wyze.com/support>
Join the Community:
<https://wyze.com/community>



Scan the QR code to learn more