

# ForaCare Suisse AG

## Weight Scale FAQ



**W310**

- Large display with LCD backlit makes it easy to read numbers
- Sleek & modern design
- Low-profile, thin platform
- Free iFORA WS app



**W320**

- Compact design.
- 3 colours available : Swiss Red, FORA Blue, and Pure White.



**W550**

- Extra-large Weight Scale, designed for overweight people
- LCD backlit and extra large display
- Free iFORA WS app

**Version: Rev 4.1**  
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**Editor: Dean Chiu**

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## General Weight Scale Questions:

Q1: What are the general features of FORA's weight scale?



Name	FORA W550	RORA W310	FORA Comfort fit
Model No.	W550	W310	W320
Scale Type	Body weight and BMI	Body weight and BMI	Body weight only
Max Capacity	4~250 kg/8.8~550 lb	3~180 kg/ 6.6~396 lb	3~150 kg / 6.6~330.6 lb
Weight unit	Kg/ lb	Kg/ lb	Kg/ lb
Dimensions	340 (L) x 400 mm (W) x 26 mm (H)	300 (L) x 300 mm (W) x 25 mm (H)	280 (L) x280 (W) x16.5mm (H)
LCD Display	98 (L) x 92 (W) mm	91 (L) x52 (W) mm	45 (L) x 29 (W) mm
Weight	3200 g without batteries	1600 g without batteries	1200 g without battery
Power Source	6V, 4 x AAA batteries	6V, 4 x AAA batteries	1x CR2032 battery
Available Color	White	White	Blue/ White/ Red
Data Transmission	Bluetooth 4.0	Bluetooth 4.0	N/A
Accuracy	4.0kg ~ 60.0kg± 0.3kg/ 60.1kg ~ 250.0± 0.5%	50 kg ± 0.3Kg /100 kg± 0.5 kg /150 kg ± 0.7kg	50 kg ± 0.3Kg /100 kg± 0.5 kg /150 kg ± 0.7kg
Memory	135 (5 users and 135 record spaces)	135 (5 users and 135 record spaces)	N/A
Operating Conditions	5°C-40°C, ≤ 85% R.H.	5°C-40°C, ≤ 85% R.H.	0°C~40°C-, 25%~85%R.H.
Storage Conditions	-25°C-70°C, ≤ 93% R.H	-25°C-70°C, ≤ 93% R.H	-20°C ~60°C, 20%~90%R.H

## Q2: When is the best time and method to do the body weight measurement?

### Time:

Use your scale every morning (the best time to weigh yourself) after you empty your bladder, wearing as little clothing as possible. Because you lose water weight overnight, you'll get a lower number, too. Weighing yourself first thing in the morning is usually best. If you weigh yourself in the evening or during the day, the ever changing consumption of food and liquid can negatively influence the weighing results.

### Method:

Different floor coverings and air temperature and humidity variations may lead to a distortion of the weighing results. Always ensure a secure, horizontal position of the scale on a hard surface, e.g. hardwood floor or tiles. Never place the scale directly in front of a wall but at a distance of at least 30 cm to the wall. This will prevent an unbalanced load on the scale during the weighing process.

## Q3: Why is the weight at my doctor's office so different than at home?

Weight of a person can vary widely throughout the day, and depends on such factors as meals, amount of water in the body, exercise, etc. If you weigh yourself at home in the morning and then at the doctor's in the afternoon, the weight can vary, that is just the nature of the human body.

**Q4. Will moving my scale to different place affect accuracy and dependability?**

No, it would not affect the accuracy and dependability. However, please make sure that you don't move the scale when doing the measurement and put the scale on a flat, hard surface but not on the carpet.

**Q5: Why are FORA's weight scales function?**



Name	FORA W550	RORA W310	FORA Comfort fit
Overload indication	✓	✓	✓
Low Battery Indication	✓	✓	✓
Auto Zero and Auto Off	✓	✓	✓
LCD Backlight	✓	✓	✓
Low Profile	✓		
Large Platform	✓		
Large LCD and Font	✓		
Talking Meter	✓		
BMI	✓	✓	
APP Support	iFORA WS iFORA MP	iFORA WS iFORA MP	N/A
Software Support	TeleHealth	TeleHealth	N/A

**Q6: What are the safety precautions in using FORA's weight scales?**

1. Do **NOT** use any of FORA's weight scales on slippery surfaces such as wet floors.
2. Do **NOT** step on the weighing platform of any of FORA's weight scales when your body or feet are wet.
3. Do **NOT** use any of FORA's weight scales if they are not working properly or damaged.
4. Do **NOT** use microwaves or any other device that generates strong electrical or electromagnetic fields near the device. This may result in an operational failure.

**Q7: Do FORA's weight scale with bio-impedance and Bluetooth function have a contraindication for pregnant or pacemaker patients?**

ForaCare Suisse has three types of weight scale:

1. FORA Comfort fit (W320): weight only.
2. FORA W310: weight, BMI and Bluetooth BLE.
3. FORA W550: weight, voice function, BMI and Bluetooth BLE.

Basically, the Bluetooth modules in W550 and W310 are passing RF (Radio Frequency) test and the distance between Bluetooth module and pacemaker is far enough rather than Bluetooth headsets. It could not cause influence in patients with pacemaker. (You can refer to the following link for more information about pacemaker:

[http://www.heart.org/HEARTORG/Conditions/Arrhythmia/PreventionTreatmentofArrhythmia/Devices-that-may-Interfere-with-Pacemakers\\_UCM\\_302013\\_Article.jsp#.V9e1o\\_B97Dd](http://www.heart.org/HEARTORG/Conditions/Arrhythmia/PreventionTreatmentofArrhythmia/Devices-that-may-Interfere-with-Pacemakers_UCM_302013_Article.jsp#.V9e1o_B97Dd))

**Q8: Will FORA's weight scale work on carpet or other soft flooring?**

No, FORA weight scales are engineered to provide accurate measurements. If you place them on carpet or soft flooring, they will give you an inaccurate reading. Please use them on hard and flat surfaces.

**Q9: How do I change the unit of measurement?**

All FORA weight scales display the metric as well as imperial units of measurement (kilograms: kg and pounds: lb). You can select the unit of weight to the desired unit indication by pressing the unit button located under the scale.

**Q10: Should I take off my socks when I step on the weight scales?**

No, you don't need. As for **FORA Comfort fit (W320)**, **FORA W310** and **FORA W550**, it is not necessary to remove socks when measuring weight or BMI.

**Q11: How do I measure my body weight?**

All FORA's weight scales will automatically turn on when the user steps on the platform. As for **FORA Comfort fit (W320)**, **FORA W310** and **FORA W550**; the correct weight will be displayed after flashing 3 times.

**Q12: How do I set up and change my personal data?**

**FORA Comfort fit (W320)** is simple; it is a weight-only scale and therefore setting up or changing any personal data is not necessary.



As for the **FORA W310 digital weight scale**, you can set up and change your personal data when measuring body weight and BMI. Press the SET button to turn the scale on so as to enter the measuring mode and then press SET again to enter the setting mode. Please refer to the owner's manual for more detailed instructions regarding the setting and changing of your personal data.

As for the **FORA W550 (W550)**, start with the scale off. Press SET to turn the scale on. Select the personal profile number. Press ▲ or ▼ to select a number from P1 to P5. Press SET. Enter the personal profile data. Press ▲ or ▼ to set all status Press SET to exist setting mode.

You can refer to the owner's manual to complete your personal data setting.

#### Q13: How do I measure my body composition reading?

It depends on the features of each weight scale (please refer to the owner's manual).

**FORA Comfort fit (W320)** is a body-weight-only scale which does not measure body composition.

**FORA W310 digital weight scale** and **FORA W550 (W550)** measure body weight and BMI which also does not measure body composition.

#### Connect to Your Mobile via Bluetooth:

#### Q14: How can I manage my personal data on the weight scales?

There are iFORA apps (iFORA WS and iFORA MP) to manage your weighing data. With the iFORA WS and iFORA MP apps, you can use your mobile device to track your weight control trends and share the progress on an Android or iOS mobile device.

**Q15: Where can I download the iFORA WS and iFORA MP apps?**

You can download and install iFORA WS and iFORA MP apps from Play Store/App Store for free.

iFORA WS

iFORA MP



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**Q16: How do I pair my mobile phone with the weight scales?**

You can refer to the owner's manual and the quick-user guide to receive more detailed pairing information on our different products. Here is an example of FORA W310b and its general process:

1. Pairing for the first time:

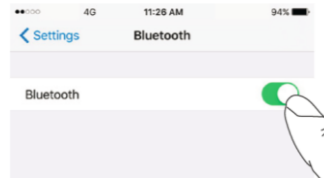
- (1) Download and install iFORA WS app from Play Store/App Store.



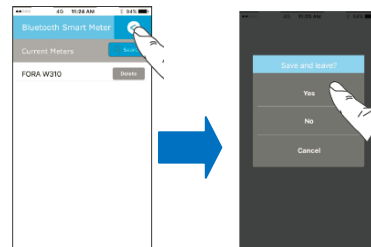
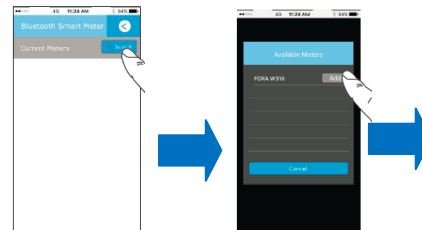
- (2) Switch on the scale by tapping on it or pressing the SET button. Bluetooth will automatically turn on.



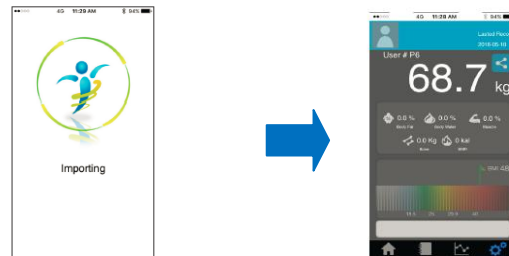
- (3) Activate Bluetooth on your mobile device,



- (4) Turn on the iFORA WS app and start the Bluetooth pairing process in your iFORA WS.



- (5) All results will be auto-synced to the app.



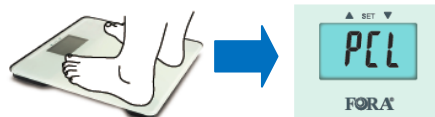
2. After pairing for the first time:

(You have turned on Bluetooth on your mobile and the pairing has been completed):

- (1) Turn on iFORA WS app on your mobile.



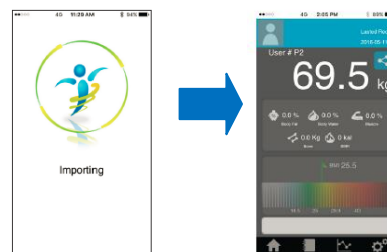
- (2) Tap on the scale and weigh yourself or press the SET button to turn on Bluetooth.



OR



- (3) All results will be auto-synced to the app.



## Cleaning

### Q17: How do I clean my weight scale?

In order to clean the surface of the scale, wipe it with a slightly damp cloth by using water or a mild cleaning agent, then dry the device with a soft dry cloth. Do **NOT** immerse the device in water. Do **NOT** use chemical or organic solvents to clean the scale. Wipe the scale clean at once if any grease, sauce, vinegar, juice or any other substance that may cause damage is spilled on the scale.

**Common troubleshooting:**

Q18: My LCD screen only displays some parts of the digit numbers or symbols. What is the reason?

The reason that "Partial digits" are displayed is usually because of a loose connection between the LCD screen and PCB board. It could be caused by improper handling during the shipping process or product dropped by user. If you have this problem, please contact our service member and we will repair it based on our service policy.

Q19: When I step on the scale, the LCD screen displays 0.0kg. Why?

The most likely reason for this is the loose connection between the sensor and PCB board. It could be caused by improper handling during the shipping process. Please contact our service member and we will repair it based on our service policy.

Q20: I cannot get any readings or nothing is displayed when I tap on the scale, what is wrong?

There are some reasons for this problem:

1. The batteries are empty or not inserted properly in the battery compartment. Please reload or replace your batteries. Make sure the springs are connected with the batteries and inserted in the correct polarities (+ and -).
2. The scale was dropped and damaged to cause a defect in the electrodes or wiring inside. Contact us and we will repair it based on our service policy.

Q21: My scale is not showing weighing results or error messages are displayed on the screen. What is wrong?

1. The weighing subject exceeds the maximum capacity of the scale.
2. There is a short circuit caused by damp thighs rubbing together or some unknown reason.
3. The scale is damaged and there is an electrical defect inside the device.