fisica Scale
User Manual

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Before You Start

1. The Fisica Scale and Fisica application are not medical devices.

The data provided by the Fisica Scale and Fisica application is for reference only and should not be used as a basis for medical diagnosis or treatment. If you have health concerns, please consult a professional medical institution.

2. Please make sure to follow the instructions and precautions for using this product.

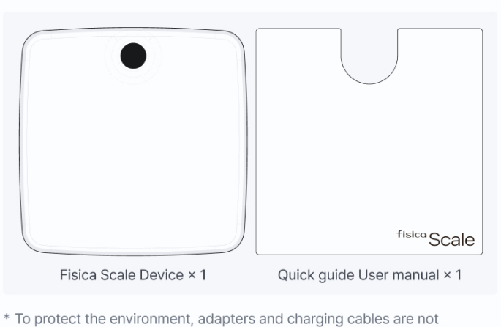
The manufacturer is not responsible for accidents or device damage caused by user manipulation or negligence. For safe use, please familiarize yourself with this manual (especially the precautions on page 14) before use.

3. Need help?

If you have questions during product use or technical inquiries, please refer to the 'Frequently Asked Questions (FAQ)' from pages 15 to 23 of this manual. For additional inquiries, please contact us at service@carenco.kr or use the Contact feature on the Careenco official website.

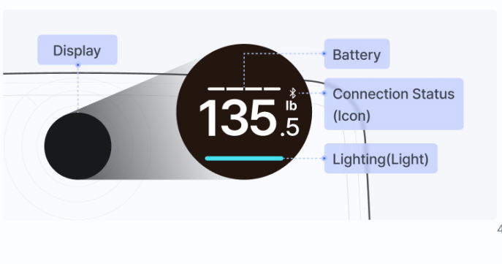
Composition & Discription

1. Product Composition


Fisica Scale Device × 1
Quick guide User manual × 1

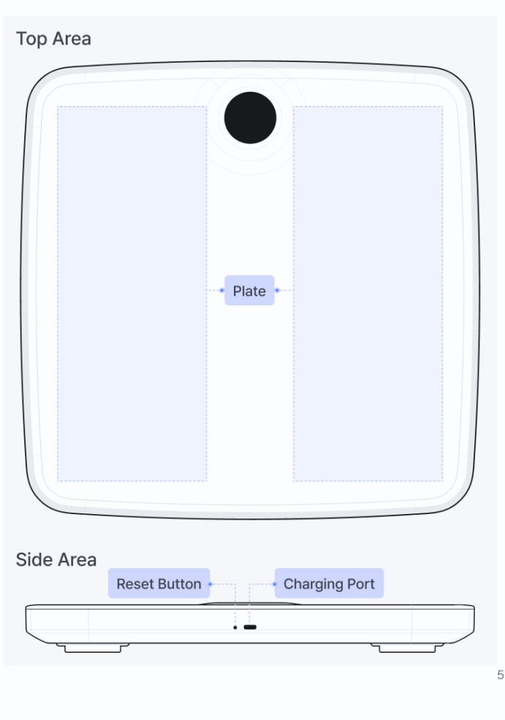
- * To protect the environment, adapters and charging cables are not included.
- * If you receive the product in a damaged condition, please contact customer service. We will respond promptly.

2. Device Discription



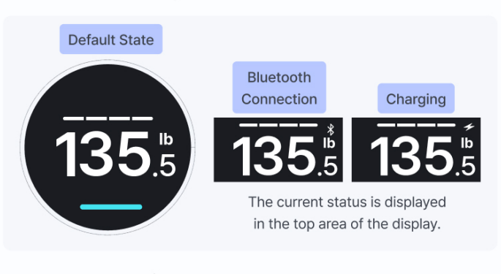
Composition & Discription

2. Device Discription



Composition & Discription

2. Device Discription



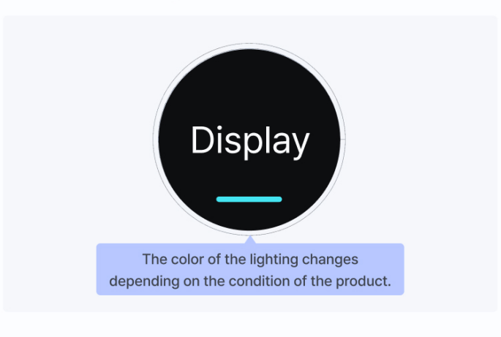
The current status is displayed in the top area of the display.

Error message guidance

No Battery	Battery discharged This message appears when the device is operated in a situation where the battery is insufficient.
USB ERROR	USB Error This message appears when the charging cable or port is not recognized.
Bluetooth ERROR	Bluetooth Error This message appears when an unexpected error occurs during Bluetooth connection.
Wi-fi ERROR	Wi-fi Error This message appears when an unexpected error occurs during Wi-Fi connection.
Measurement ERROR	Measurement Error This message appears when the weight is outside the measurable range.

Composition & Discription

2. Device Discription



The color of the lighting changes depending on the condition of the product.

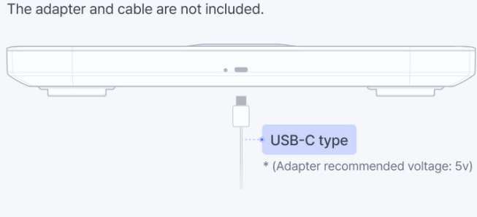
Status indication by light color

🟦	Device On Displayed in normal conditions.
🟦	Bluetooth Connection Displayed when connecting to a device and App via Bluetooth.
🟥	Charging Displayed when battery is between 0% and 25%.
🟧	Charging Displayed when battery is between 26% and 75%.
🟩	Charging Displayed when battery is between 76% and 100%.

Composition & Discription

3. Device charging method

Connect the USB-C charging cable to an adapter suitable for the voltage.
The adapter and cable are not included.



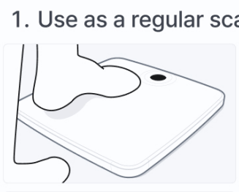
* (Adapter recommended voltage: 5v)

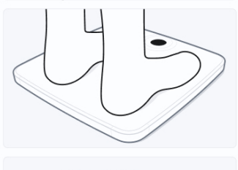
Please connect the cable to the charging port.
During charging, a charging indicator will be displayed on the screen, and different colors will show on the light depending on the charging status.

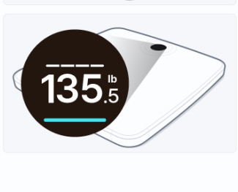
- * This product fully charges in 2 hours and has a maximum battery life of 7 days.
- * Battery duration and usage time may vary depending on the usage environment.

How to Use?

1. Use as a regular scale


1. Please place the product on a flat surface and step lightly onto the measurement area. If a weight of 2.4kg (4.4lbs) or more is detected, the power will turn on and the display will activate.


2. Stand with both feet on the measurement area of the product and maintain a steady position until the measurement is complete.
*Measurement time varies by environment and user movement.



3. Once the measurement is complete, your weight will be displayed. Please step off the product to check the measurement.

Notes

- * If you wish to change the unit of weight displayed, you can do so through the Fisica application. Please refer to the 'Frequently Asked Questions' section, specifically 'Q6. I want to change the unit of weight displayed on the application/device.'
- * If the weight result differs from what you previously knew or if there are fluctuations with each measurement, please check 'Q4. The weight measurement results are different/there are significant fluctuations' in the 'Frequently Asked Questions'.

How to Use?

2. Use in conjunction with the app

Before using this product, please check the operating systems below. Using an earlier version of the operating system may limit the use of the app due to compatibility issues.

Android		Apple iOS	
Minimum Version	Android 9.0 (API 28)	Minimum Version	iOS 15.5
Minimum Device	Galaxy S8	Minimum Device	iPhone 6s

- * As the service is updated and enhanced, the minimum version may change.
- * If the minimum version and device required for application use change, we will inform you through the relevant user manual and application notices.
- * Care & Co. (Fisica USA) will strive to ensure that as many users as possible can reliably enjoy good service with a wide version range.

Application Installation

Search for 'Fisica' in the application store that matches your OS.

Google Playstore
Search for 'Fisica' in the Google Play Store.

Apple Appstore
Search for 'Fisica' in the Apple App Store.

How to Use?

2. Use in conjunction with the app

(1) Allow Access Permissions

Please agree to the permissions below for a smooth service experience.

Network(Required) Connecting the Device	Camera(Required) Vision analysis
Bluetooth(Required) Connecting the Device	Photo(Required) Image Download
Location(Optional)* Connecting the Device	Health(Optional) Sync steps, sleep, calories

- * Due to application updates, there may be changes to the access permissions or re-authorization may be required.
- * For location permissions, they are mandatory only on Android versions 9 and above, up to 11 (API Level 28 - 30). Location permissions are not required on iOS and other Android OS versions.

(2) Sign Up and Agree to Terms

Fisica recommends using social login methods.

Continue with Google
Continue with Apple

Please sign up easily using your Google or Apple account.

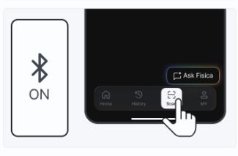
Your Fisica service membership will be completed once you enter your information and agree to the terms of service and the privacy policy.

How to Use?

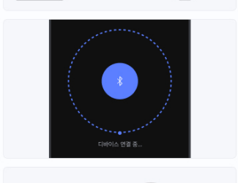
2. Use in conjunction with the app

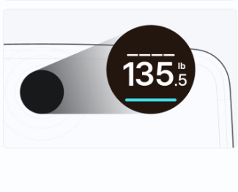
(3) Measurement of plantar pressure and vision

1. Place on a flat floor and stand on the measurement area.
The device will power on and the display will active once a weight of 2.4kg (4.4lbs) or more is detected.



2. Enable Bluetooth and navigate to the 'Scan' menu in the Fisica App.


3. The application will automatically search for the device.
* If the Fisica Scale device is powered off, please step lightly onto the measurement area again to activate the power.

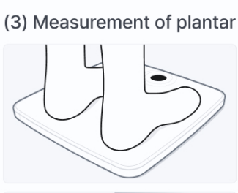


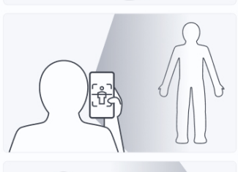
4. A Bluetooth Icon will appear at the top of the display once the connection is successful.
You are now connected to the Fisica Scale device.

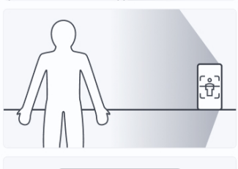
How to Use?

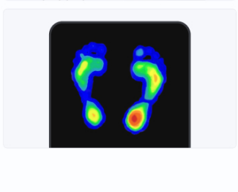
2. Use in conjunction with the app

(3) Measurement of plantar pressure and vision


5. After confirming that the device is connected, please start the plantar pressure measurement.
Step onto the measurement area and maintain a steady posture until complete.


6. Please take a full-body photos of your front and left side according to the shooting guide.
* Stand naturally as you did for the pressure test.
* Incorrect posture may cause data inaccuracies.


+ You can set your mobile phone vertically and take a photo in self-mode.
* Please move your position according to the screen and voice instructions.


7. The analysis report will be printed after shooting.
* If you do not wish to proceed with the Vision analysis, you can skip it through the Fisica application.
* If you do not conduct the Vision analysis, some items such as scores and avatars will not be printed.

Precautions & FAQ

1. Precautions

Please adhere to the detailed instructions provided.
Use only as directed in the instructions. You will not be compensated for accidents resulting from unauthorized use by the user.

- Keep away from water: Do not use or store the product in wet or humid environments. It is not waterproof; ensure it stays dry.
- Avoid dust: Do not use or store the product in dusty environments.
- Avoid extreme temperatures: Keep away from direct sunlight, extreme heat or cold, high humidity, and heat-generating devices like heaters.
- Guardian supervision: Users under 14, the elderly, or disabled individuals should use the product under the guidance of a guardian.
- Use on flat surfaces: Always use the product on a flat, dry surface. Using it on carpets or rugs may result in inaccurate readings.
- Stay centered: Do not stand on the edges of the product to avoid falling or damaging the device.
- No Unauthorized Disassembly: Do not disassemble or use for unintended purposes. Disassembly voids the warranty and any damage compensation.
- Professional repair only: If the product is damaged or fails to power on, do not attempt to repair it yourself. Contact customer service.
- Not a toy: Do not allow children to put batteries or parts in their mouths or swallow them.
- Dry feet only: Do not use the product with wet feet to prevent electric shock or slipping.
- No jumping: Do not jump on or off the product.
- Check for damage: If dropped or subjected to strong impact, check the exterior. Do not use if the product is broken or cracked.
- Port safety: Do not use the product if the charging port is damaged.
- Correct charging: Use only undamaged chargers with the correct voltage. (Rated voltage: 5V 1A 5W)

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Q1 The product's Bluetooth connection is not working.

A1 Please try the methods below according to each OS.

[Android]

Try 1 **Please check if you have connected via the Fisica app.**
After enabling the Bluetooth feature in your smartphone's settings, please proceed to connect the device via the Fisica application.

Try 2 **Please enable your smartphone's location and GPS.**
For Android devices, to connect Bluetooth through the application on versions Android 11 (API level 30) and below, 'Location permission settings' are required. Please check if location permission is granted.

* Smartphone [Settings] - [Location] - Allow location
* Smartphone [Settings] - [Applications] - [Fisica] - [Permissions] - [Location] - Allow location

Try 3 **Please check if your device and smartphone are charged.**
If the battery level of the Fisica Scale device and smartphone is low, it may cause difficulties in establishing a Bluetooth connection.
If the device's display shows one bar of battery or a low battery warning, please charge the device sufficiently and try connecting again.
If your phone's battery level is below 20%, please charge your phone sufficiently and try connecting again.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Try 4 **Please reset the Fisica application and Fisica Scale.**

(1) Reset the Fisica application.
Please reboot your smartphone and close all apps running in the background. Go to [Settings] on your smartphone, then [Applications] - [Fisica] - [Storage], and proceed to [Clear Data & Cache]. Relaunch the Fisica application, agree to all necessary permissions, and log in. With your phone's Bluetooth turned on, step lightly onto the device's measurement area to wake it up, and enter the 'Measure' tab on the bottom navigation. Please check if the device is properly connected through the displays of both the phone and the device.

* You will be logged out during the application process, so please ensure you have your account and password ready.

(2) Reset the Fisica Scale.
On the side of the Fisica Scale display (top side), there is a reset button along with the charging port. Please gently press the reset button with a thin pin. A 'click' sound indicates that the reset button has been pressed correctly, and the product's settings will be restored to factory defaults. All settings, including the zero value and unit settings, will be reset and need to be reconfigured.

If Bluetooth connection still does not work after trying all the above methods, please contact customer service. We will quickly check the issue.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

[Apple (iOS)]

Try 1 **Please check your Bluetooth connection in the Fisica app.**
After enabling the Bluetooth feature in your smartphone's settings, please proceed to connect the device via Bluetooth within the Fisica application.

Try 2 **Check Bluetooth permission settings**
Bluetooth permission settings may have been disabled during service updates or other situations. Please verify the permission settings.

* Smartphone [Settings] - [Privacy and Security] - [Bluetooth] - Enable permissions for [Fisica]

Try 3 **Please charge the batteries of the Fisica Scale device and your smartphone.**
If the battery level of the Fisica Scale device or smartphone is low, it may cause difficulties in establishing a Bluetooth connection.
If the device display shows one battery bar or a low battery warning, please charge the device sufficiently and try connecting again.
If your phone's battery level is below 20%, please charge your phone sufficiently and try connecting again.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Try 4 **Please reset the Fisica application and Fisica Scale.**

(1) Reset the Fisica application.
Please delete the installed Fisica application.
Reboot your smartphone and close all apps running in the background.
Reinstall the Fisica application, agree to all necessary permissions, and proceed to log in.
With your phone's Bluetooth turned on, step lightly onto the device measurement area to wake the device, and enter the 'Measure' tab in the bottom navigation.
Please check through the displays of your phone and the device to ensure they are connected properly.

* Note that logging out will occur during the app deletion and reinstallation process, so please confirm your account and password before proceeding.

(2) Reset the Fisica Scale.
On the side of the Fisica Scale display (top side), there is a reset button along with the charging port.
Gently press the reset button with a thin pin. When you hear a 'click' sound, the reset button has been pressed correctly, and the product settings will be reset.
All settings, including the default zero value and unit settings, will be reset and need to be reconfigured.

If Bluetooth connection still does not work after trying all the above methods, please contact customer service. We will quickly check the issue.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Q2 While using the product, silicone deformation occurred.

A2 The composite material of the sensor located within the measurement area is designed to gradually fill the internal space according to usage patterns.
The composite material of the sensor is a consumable, and its lifespan may vary depending on the user's usage patterns.
* Please avoid excessive twisting, rubbing, or heating of the measuring device.
* If deformation is detected on the product's exterior, please replace the sensor's composite material to maintain optimal performance.

Item	Cycle	Replacement Effect
Silicone Pad	2 Years	Sensor Protection & Accuracy
Battery	2 Years	Power & Usage Stability

Q3 It looks like the plantar pressure image is cropped.

A3 There are sensors that detect plantar pressure distributed within the measurement area of the Fisica Scale's top plate. Since there are no sensors outside the measurement area, please ensure that all areas of your foot are accurately positioned within it. If part of the plantar pressure image appears cropped even though your foot is fully within the measurement area, please check for any sagging or damage to the silicone pad.
If there are no visible issues, please contact customer service for an internal sensor check. We will respond quickly.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Q4 The weight measurement results are inconsistent / fluctuate significantly.

A4 Please ensure that the Fisica Scale device is placed in the correct position. The device should be used on a flat, solid, and dry surface without moisture. Measuring on uneven surfaces like carpets or rugs may lead to inaccurate results.
For weight measurements, like most common scales, there is a certain level of acceptable error. The error range below is within the acceptable limits recognized for commercial scales, so it is not a malfunction of the product.

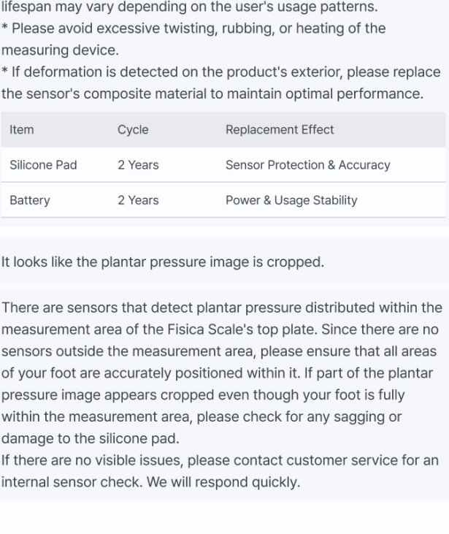
Weight	Range
Up to 149lbs (67.5kg)	±0.3lbs (100g)
Up to 331lbs (150kg)	±0.5lbs (200g)
Up to 396lbs (180kg)	±0.7lbs (300g)

If the error range is larger than the values displayed in the table, please calibrate the device through the settings.

* Zero Calibration: [Fisica] - [My] - [Device Settings] - [Zero Adjustment] - Zero Calibration
* Weight Adjustment: [Fisica] - [My] - [Device Settings] - [Device Detailed Settings] - [Weight Adjustment] - Enter and apply weight

Precautions & FAQ

2. Frequently Asked Questions (FAQ)


Device Settings
Connection active up to 10 min during setup.
Battery Level 63%
Unit Setting: ○ kg ● lb
Set the weight unit displayed on the Fisica Scale device. The weight unit displayed in the application is set in Application Settings.
Auto Shutdown Time
The current displayed value is saved as the auto shutdown time when saved.
30 seconds later
Zero Adjustment: Set Zero

Advanced Device Setting
Connection active up to 10 min during setup.
Minimum Weight: 6.6 lb
Maximum Pressure: 3000
Wakeup Sensitivity: 30
Weight Adjustment
Adjust the weight based on the input weight.

If there are continuous changes in the measurement values every time you measure even after calibration, a sensor malfunction is suspected, so please contact customer service. We will assist you in resolving the issue quickly.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Q5 Vision analysis results or avatar posture seem odd.

A5 Fisica analyzes joint positions using image and pressure data. To ensure accuracy, please follow these three points:

- * Maintain consistent posture: If your posture shifts between front and side photos, the avatar may be misaligned. Keep a steady, correct posture throughout.
- * Wear form-fitting clothing: Loose clothes hinder silhouette recognition. We recommend slim-fitting attire that clearly shows your body shape.
- Enter accurate info: Age and height are essential for analysis. Inaccurate data leads to distorted results, so please ensure your info is correct.

Q6 How to change App and Device units?

A6 **[Fisica App Unit Settings]**
The weight unit in the app is automatically set based on your country. If you wish to change it, please follow this path:
* [Fisica] - [My] - [Application Settings] - [Weight Unit Settings] - Change to your desired unit.

[Fisica Scale Device Unit Settings]
The Fisica Scale is set to kg by default upon shipment. To change the display unit, please follow this path:
* [Fisica] - [My] - [Device Settings] - [Unit Settings] - Change to your desired unit.

Precautions & FAQ

2. Frequently Asked Questions (FAQ)

Q7 The previous measurement data has disappeared.

A7 Please check if this is the account you usually use. If it is indeed your existing account, please log out of the application and attempt to log back in after about an hour. If the issue persists, please leave an inquiry through customer service or the website, and we will respond promptly.

Q8 No variation detected in the plantar pressure image.

A8 Wearing shoes or indoor slippers while standing on the device may damage the sensors and prevent accurate plantar pressure measurement. Please try to measure barefoot or with thin socks if possible.

The sensors that detect plantar pressure are distributed within the measurement area of the Fisica Scale's top plate. There are no sensors outside of this area, so please ensure that all parts of your foot are correctly positioned within the area. If it appears that part of the plantar pressure image is cut off even though your foot is completely within the measurement area, please check for any stretching or damage to the silicone pad.
If there are no visible issues, please contact customer service for an internal sensor check. We will respond quickly.

Certification & Specifications

1. Product Certification

This Bluetooth-enabled product is certified for global radio compliance, including FCC, CE, KC, and TELEC.

- * This device may cause interference and is not for life-safety services.
- * Communication quality and range may vary depending on the wireless environment.
- * Certification documents are available under 'Fisica Scale' on the website.

2. Product Specifications

Item	Spec
Model Name	CN-1G002
Product Dimensions (Size)	12.64in * 12.64in * 1.42in
Product Weight	5.3lbs(2.4kg)
Measurement Unit	0.3lbs(0.1kg)
Minimum Measurement	4.4lbs(2kg)
Maximum Measurement	396lbs(180kg)
Charging Type	USB-C Type
Battery Life	7 days / Based on full charge
Rated Voltage	5V 1A 5W

Company Information

1. Manufacturer & Seller

Item	Contents
Company Name	Care&Co.
Address	57 Oryun-daero, Geumjeong-gu, Busan Room 108, B-dong
A/S and Product Inquiries	service@carenco.kr
Website	carenco.kr/ko

2. U.S. Branch

Item	Contents
Country	United States
Company Name	Fisica USA
Address	254 CHAMPMAN RD STE 208 17942 NEWARK, DE 19702
A/S and Product Inquiries	service@carenco.kr Virtual phone number to be designed
Website	carenco.kr/en