

# WITHINGS

PRODUCT GUIDE

BODY SCAN

This guide explains how to use your Withings Body Scan and gives additional regulatory information on how to use the Withings Scan Monitor 2.0 on your Withings Body Scan. **It applies to users in the United States of America.**

## Important notice \_\_\_\_\_

Before using Withings Body Scan, review the information in this guide. You may also find this guide online at: <https://www.withings.com/guides>

For more information on how to use the Withings Scan Monitor 2.0 with your Withings Body Scan, please refer to the Withings Scan Monitor 2.0 Product Guide, available in the packaging. Retain this documentation for future reference.

Installation instructions are available within the Quick Start Guide provided with this user guide. Please contact Withings when in need of assistance, setting up, using or maintaining the device or to report unexpected operations or events.

Any serious incident that has occurred in relation to the Withings Body Scan should be reported to Withings and competent authorities in your country of residence.

### **Disclaimer**

Information in this guide may change without notice.

## Intended Use \_\_\_\_\_

Withings Body Scan is a connected smart scale providing the following wellness features:

- measure weight
- calculate Body Mass Index (BMI)
- measure pulse rate
- estimate vascular age
- compute electrodermal activity score

Additionally, Withings Body Scan is intended: to measure body composition for weight management purposes, and to maintain healthy levels of muscle, bone and fat mass, and encourage healthy living. It is intended for use in adults.



## Contraindications \_\_\_\_\_

Do not use the Withings Body Scan if you have a cardiac pacemaker, an implantable cardioverter-defibrillator (ICD), or other implanted electronic devices.

## Warnings & safety notice

- Self-diagnosis and self-treatment can be dangerous. Always consult your doctor in case of questions or doubts.
  - If you are pregnant, accuracy may be impacted for body composition analysis, electrodermal activity score, vascular age and ECG. Consult your doctor during pregnancy.
  - Misuse of the device can cause injury.
  - Do not step on the scale with wet feet. Potential allergic reactions may occur due to contact with materials used in the device.
  - The device is not intended to continuously monitor vital signs in critical conditions or where the nature of the variations is such that it could result in immediate danger to the user.
  - The device does not provide alarms.
  - Keep away from children and pets. Small parts may be inhaled or swallowed.
  - Exposing the device to prolonged lint, dust or light (including sunlight) may reduce its life or damage it.
  - Inspect electrodes for warping, surface damage or corrosion and check for any other form of damage.
  - Do not use the device if it is damaged. Use of a damaged device could cause injury or equipment failure.
  - Do not submerge the scale or any of the components in water.
  - Do not try to repair or modify this equipment yourself.
- No service or repairs should be performed on the device other than the maintenance listed in this guide.
- Do not use accessories, detachable parts, or materials not described in the product guide.
  - Avoid using the device on feet with poor skin integrity, such as cuts, wounds or damaged skin.
  - No modification of this equipment is allowed.
  - Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
  - Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
  - Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
  - Do not interconnect this equipment with other equipment not described in the product guide.
  - Follow operational and storage conditions as described in the technical specifications section of this guide. Otherwise, measurement results may be impacted.
  - The power cord of the charger and the handle cable may cause a strangulation effect due to excessive length. Keep it away from children and pets.
  - Do not open or disassemble the device for battery replacement.

## How to use Withings Body Scan and take a first measurement

---

EN

- Follow the information in the Quick Start Guide and in the Withings application to set-up your device.
- To wake up your device for the first time, please press the power button for 3 seconds. If your product is not starting, consider charging it for a minimum of three hours and try again.
- Once your product is installed and configured, it will appear in your devices list in settings.
- You may have to follow some tutorials in the Withings application in order to activate some measurements. To activate the ECG please refer to the indications available within the ScanMonitor 2.0 Product Guide.
- To take the first measurement, grab the handle (optional) and step on the scale with bare feet. Your name, or trigram (as configured in the app), will appear on the scale's screen at the end of the weight measurement: it means your scale has correctly identified you and the measurements sequence (as defined in the app) will follow.
- If it is not the case, the measurement will most likely appear in "Unknown Measurements" in the application. Please assign it to your user so that the scale can automatically recognize the user during the next weigh-in.

## Troubleshooting — Withings Body Scan

---

If you cannot fix the problem using the following troubleshooting instructions, please contact Withings or go to: [withings.com/support](https://withings.com/support)

Problems	Solutions
Scale does not wake up when I step on it.	<ul style="list-style-type: none"><li>- Make sure your Withings Body Scan has enough battery life. Recharge your scale if necessary as described in this user guide.</li><li>- Battery in sleep mode (before installation/configuration).</li></ul>
I'm having syncing issues with my scale.	<ul style="list-style-type: none"><li>- Make sure that your Withings Body Scan appears in Devices in the Withings Application. If not, please install.</li><li>- Make sure your Withings Body Scan has enough battery life. Recharge your scale if necessary using the included USB-C power cable. When plugged in, your Withings Body Scan will display the percentage of battery left.</li><li>- If your Withings Body Scan is configured with Wi-Fi, make sure your router is plugged in, that your Wi-Fi is operational and that the scale is in range of your router.</li><li>- If necessary, reboot your scale. Press and hold the button of your scale for 20 seconds.</li><li>- If necessary, reboot your mobile phone</li></ul>
I want to change the units of my scale (lb, kg, st lb).	<ul style="list-style-type: none"><li>- Press the button located on the front side of your scale.</li><li>- Press the button again to make the arrow point towards the right unit.</li><li>- Press the button once more and maintain it until the progress bar is complete.</li></ul>

## Technical specifications

**Product Name:** Withings Body Scan

**Model:** WBS08

**ECG Sensors:** 2 stainless steel electrodes (handle) and 1 ITO electrode (glass plate)

**Battery Operated:** 1 year typical use on a single charge

**Power Source:** Power internally by a 3.6 Vdc Lithium ion battery (use the USB-C charging cable included) and a DC 5V power adapter with a minimum power of 3W and a maximum power of 5W.

**Display:** Color 3.2inch LCD screen

**Weight Withings Body Scan:** 4.8kg (10.6lb)


**Operation time:** 60 seconds


**Parts in contact with the skin:** Glass plate of the scale and Handle with its electrodes


**Weight Units:** Kilograms (kg), Pounds (lb), Stone (st lb)

**Weight range:** 5kg - 200kg | 11lb - 440lb | 1st - 31st


**Electrodermal Activity Score:** <0.1%


**Transport and storage conditions:**  -10°C (14°F) — 50°C (122°F)


 10% — 90%

 86kPa — 106kPa

Max altitude: 2000m

**Operation conditions:**  5°C (41°F) — 35°C (95°F)

 20% — 80%

 86kPa — 106kPa

Max altitude: 2000m

**IP Protection level:** IP22

**Mode of operation:** Continuous Operation

## Wireless information

### Wireless Specifications

Mode	Frequency Band (MHz)	Maximum Output Conducted Power (dBm)
------	----------------------	--------------------------------------

BT LE	2402-2480	5 dBm
-------	-----------	-------

WLAN	2412-2462	16 dBm
------	-----------	--------

The wireless communication of the device is supported by BLE and Wi-Fi communication. This communication is established between the device and the Withings application. The communication between the device and the Withings application is encrypted through an exchange of a paired key.

The communication latency between the device and the Withings application takes less than 10 seconds when the device and the smartphone are less than 16 feet (5 meters) apart.

The communication between the device and the Withings application is not modified with sources of interference located within 5 meters. Wireless coexistence has been tested in accordance with the following standards:

- ANSI C63.27:2017 and,
- AAMI TIR69:2017

Electromagnetic disturbances have been tested in accordance with the standard IEC 60601-1-2:2014.

## Cleaning, Maintenance and Storage

### Cleaning and maintenance of Withings Body Scan

- It is recommended to clean the glass plate and the handle electrodes of the scale before each measurement.
- Use only a cloth dampened with warm water to clean your scale. The use of any detergents or cleaners may cause irreversible damage to the conductive coating on top of the glass plate.
- Do not use the device while doing cleaning and maintenance operations.
- To recharge the battery, follow instructions in this guide.

### Storage

- After a measurement using the handle, lower slowly so it rolls back into the scale without any sudden drop.
- Store the device in a clean and safe location between use.
- If storage conditions are different from the operating conditions indicated in the technical specifications, wait 30 minutes before

## Safety and performance

### RF Statement

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 accompanying documents. Portable and mobile RF communications equipment can affect medical electrical equipment

### Guidance and manufacturer's declaration-electromagnetic emissions

The device is intended for use in the electromagnetic environment specified below. The customer or the user of the The device should ensure that it is used in such an environment.


Emissions Test	Compliance	Electromagnetic environment - guidance
CE emissions CISPR11	Group 1	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.
RE emissions CISPR11	Class B	
Harmonic emissions IEC 61000-3-2	Not applicable	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.
Voltage fluctuations/ Flicker emissions IEC 61000-3-3	Not applicable	

## Safety and performance

**Declaration: electromagnetic emissions and immunity for equipment and systems that are not life-supporting and are specified for use only in a shielded location.**

### Declaration - electromagnetic immunity

Withings Body Scan is intended for use in the electromagnetic environment specified below. The customer or the user of the Withings Body Scan should ensure that it is used in such an environment.

Immunity test	IEC 60601 Test Level	Compliance Level	Electromagnetic environment - guidance
Conducted RF IEC 61000-4-6	3 Vrms 150kHz to 80MHz	N/A	N/A
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	N/A	Portable and mobile RF communications equipment should be used no closer to any part of the equipment or system including cables than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Interference may occur in the vicinity of equipment marked with the following symbol:  .
Electrostatic discharge (ESD) IEC 61000-4-2	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Contact: ±8 kV Air: ±2 kV, ±4 kV, ±8 kV, ±15 kV	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-8	2 kV for power supply lines 1 kV for input/output lines	N/A	The main power quality should be of the kind used in a typical commercial or hospital environment.
Surge IEC 61000-4-5	1 kV differential mode 2 kV common mode	line(s) to line(s): +/- 1kV	The main power quality should be of the kind used in a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	-5% UT (95% dip in UT) for 0.5 cycles, -40% UT (60% dip in UT) for 5 cycles, -70% UT (30% dip in UT) for 25 cycles, -5% UT (95% dip in UT) for 5 sec	N/A	The main power quality should be of the kind used in a typical commercial or hospital environment. If the user of the equipment or system requires continued operation during power main interruptions, it is recommended that the equipment or system be powered from an uninterruptible power supply or a battery.
Power frequency (50/60Hz) magnetic field IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz or 60 Hz	The power frequency magnetic field should be at levels characteristic of a typical location in a typical commercial or hospital environment.



## Federal Communication Commission interference statement

---

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.

**FCC Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

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.

### **IMPORTANT NOTE:**

#### **Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.  
Country Code selection feature to be disabled for products marketed to the US/CANADA

## Disposal

Actuation of European directive 2012/19/EU, 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 should not be disposed of with domestic waste. At the end of the device's useful life, the user must deliver it to a collection center for electric and electronic garbage, or return it to the retailer when purchasing a new device. Disposing of the product separately prevents possible negative environmental and health consequences deriving from inadequate disposal. It also allows the recovery of materials it is composed of to save energy and resources and avoid negative effects to the environment and health. In case of abusive disposal of devices by the user, will be applied administrative endorsements in compliance with current standards. The device and its parts must be disposed of as appropriate, in accordance with national or regional regulations.



## Warranty

### Withings™ Two (2) Years Limited Warranty - Withings Body Scan

Withings, 2 rue Maurice Hartmann, 92130 Issy-les-Moulineaux, ("Withings") warrants the Withings-branded hardware product ("Withings Product") against defects in materials and workmanship when used normally in accordance with Withings' published guidelines for a period of TWO (2) YEARS from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Withings' published guidelines include but are not limited to information contained in technical specifications, safety instructions or the quick start guide. Withings does not warrant that the operation of the Withings Product will be uninterrupted or error-free. Withings is not responsible for damage arising from failure to follow instructions relating to the Withings Product's use.



**Need help?**

→ [withings.com/support](https://withings.com/support)

## Equipment Symbol Description



Do not dispose of this product as unsorted municipal waste, take it to electronic recycling.



Read the Instruction Manual before use



Direct Current



Medical device



Medical device manufacturer



Temperature range



Upper and lower limits of pressure



Upper and lower limits of relative humidity



Ingress of water or particulate matter



Type BF-Applied Part (handle, glass plate)



Do not use if package is damaged and consult instructions for use



Caution



Complies with FCC regulations



Unique device identifier



Serial number



Withings hereby declares Body Scan is in conformity with the essential and relevant requirements of applicable EU Directives. The full text of the EU declaration of conformity is available at: [withings.com/compliance](https://withings.com/compliance)

# WITHINGS

Withings Body Scan | Proactive Health Tracking © 2023 Withings. All rights reserved. Feb. 2023  
support.withings.com - 2 rue Maurice Hartmann, 92130 Issy-les-Moulineaux, France