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1. What's in the Box



eufy Smart Scale C20



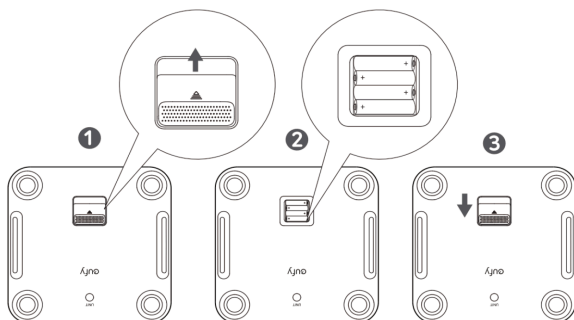
AAA Battery (×4)



Document

2. Inserting the Batteries

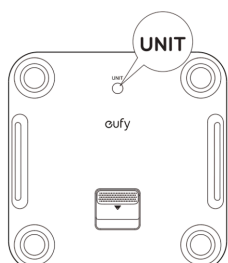
1. Turn the scale over and place it on a flat surface
 2. Slide up to open the battery compartment door and insert 4 AAA batteries. Make sure the positive and negative ends are facing the correct polarity directions marked in the battery compartment.
 3. Slide down to close the battery compartment door. Make sure the battery compartment door is fixed in place.
- After inserting the batteries, the TFT display will light up.



- 💡 • Low Battery
 - will appear on the TFT display when the batteries are low. Replace all batteries at the same time. Do not mix new and used batteries.
 - When not measuring, the TFT display will be off automatically after being idle for 10 seconds.

3. Selecting the Measuring Unit

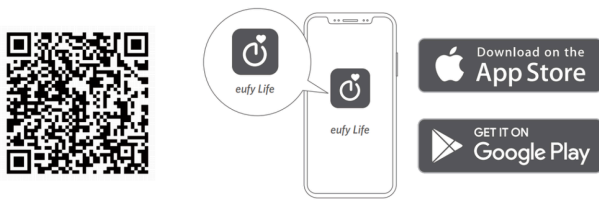
Press the UNIT button at the bottom of the scale to cycle through and select the measuring unit: lb (Pound) / kg (Kilogram). The measuring unit can be selected from within the EufyLife app as well.



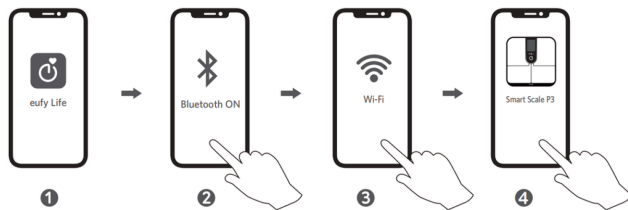
- 💡 • To restore factory settings, press and hold the UNIT button for 5 seconds to enter the menu. Select "Resetting", then continue to press and hold the button for 3 seconds until the reset process is completed.

4. Installing the EufyLife App and Pairing

1. Download the EufyLife app from the App Store (iOS devices) or Google Play (Android devices).



2. Enable Bluetooth and Wi-Fi on your smartphone.
3. Open the EufyLife app and create a user account. Please enter accurate information in your user profile.
4. Select Add Device on the Me page. Follow the in-app instructions to add eufy Smart Scale C20.



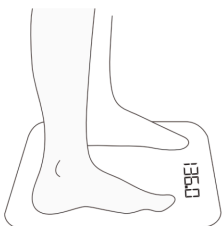
Once paired, the app and scale will automatically connect the next time the app is opened.

	Status Icon	Indicates
	Flashing	Pairing
	Solid	Connected

This scale is compatible with devices running iOS 11.0 and above or Android 6.0 and above versions. Do not pair the scale from your smartphone's Bluetooth menu. Use the EufyLife app to pair the scale with your smartphone.

5. Starting a Measurement

1. Place the scale on a hard and flat surface.
2. When measuring for the first time, please make sure you have selected your user profile.
3. Step barefoot onto the scale.
 - An analysis of your body's composition will begin automatically.
 - After measuring, your weight and other available information will be shown on the TFT display. You can find your detailed body composition analysis within the Eufylife app.



- 💡 • Step barefoot onto the scale. Stand still until the measurement is complete.
- The scale can automatically recognize users based on their previous stats.
- If the current user is not recognized, simply tap your feet to rotate between users.

6. Supported Biometric Measurements

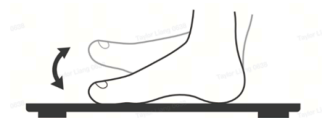
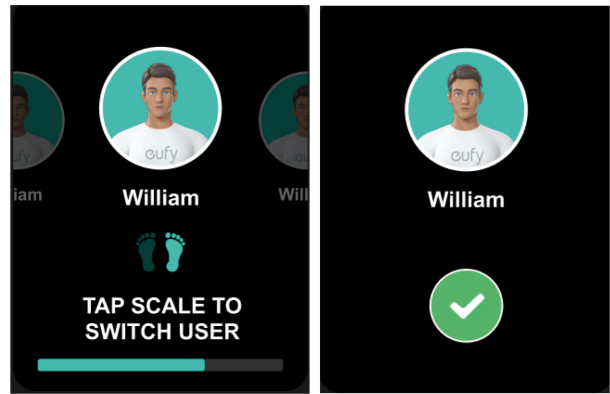
eufy Smart Scale C20 supports the measurement of the following health metrics.

Health Metrics	
Weight	kg
Body Fat	%
Body Mass Index (BMI)	–
Heart Rate	bpm
Water	%
Muscle Mass	kg
Body Fat Mass	kg

Lean Body Mass	kg
Basic Metabolic Rate (BMR)	kcal
Bone Mass	kg
Visceral Fat	–
Protein	%
Skeletal Muscle Mass	kg
Subcutaneous Fat	%
Body Age	–
Body Type	–

7. Multi–User Measurement

If you are sharing the scale with another user whose weight is within ±3kg of yours, the product may not automatically recognize the correct user. In such cases, a user selection page will be displayed on the scale's screen. Tap the surface of the scale with one foot to switch to the correct user.

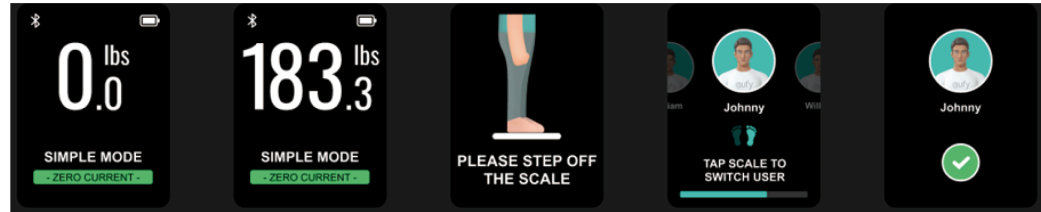


8. Selecting Different Measurement Modes

You can press and hold the UNIT button for 5 seconds to select different modes. Mode selection is also available in Eufylife app.

8.1 Simple Mode

Simple Mode only supports conventional weight–reading. Simply step on the scale to measure your current weight.



8.2 Guest Mode

In Guest Mode, you can measure your weight without the need to log into a user account. In this case, your weight data won't be stored.



8.3 Baby Mode (Only Available in App)

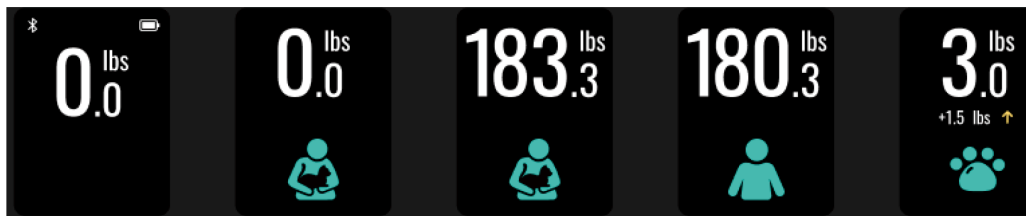
eufy Smart Scale C20 supports the measurement of your baby's weight. Tap [...] on the top right corner of the main interface, then select [Weight with Baby]. Follow the in–app instructions to complete the measurement process.



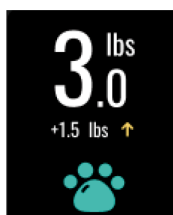
8.4 Pet Mode (Only Available in App)

Eufy Smart Scale C20 can also weigh your pet. You can either let your pet step on the scale, or step on while holding your pet. Follow the in-app instructions to complete the measurement process.

With Your Pet:



Pet Only:



9. Data Service

Third Party Services

EufyLife App supports three third-party data service software, Apple Health, Google Fit, and Fitbit. You can open EufyLife App and find **Third Party Services** on **Me** page to synchronize data.

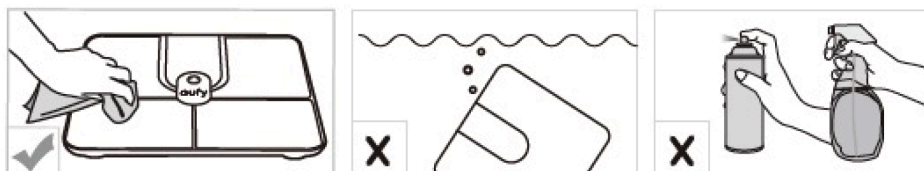
Note: Only registered accounts data can be synchronized, family member data will not be synchronized.

Data Export

EufyLife APP supports exporting a copy of your data. You can open EufyLife App and find Privacy and Data – **Export All Data** on **Me** page to export data.

10. Maintenance

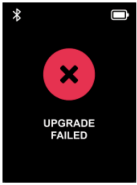
Regularly clean the scale with a dry or slightly dampened soft cloth.



- Never wash the scale with water or immerse it in water.
- Never use detergents to clean the scale as this may cause it to malfunction or discolor.

11. Troubleshooting

Error Display	Description	Solution
	Overload. The device will power off.	Stop using this scale for measurement.
	Low battery. The device will power off.	Replace all batteries at the same time.

	Upgrade Failed	Open the EufyLife app and tap Device Settings , and then select Firmware Upgrade .
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When Measuring

Issue	Possible Cause	Solution
Abnormal measurement results: - Too high - Too low - Huge difference in two consecutive measurements	Incorrect posture.	Step onto the scale barefoot and stand still.
	Inaccurate user profile.	Make sure the user profile is accurate.
	Device is placed on soft carpeting or uneven surface.	Place the device on a hard and flat surface.
TFT display does not turn on after stepping onto the scale.	Batteries not installed.	Install 4 new AAA batteries.
	Batteries are worn.	Replace all batteries at the same time.
Scale does not proceed to analyse body composition.	Taking a measurement while wearing shoes or socks	Stand barefoot on the scale.
	Using the Simple Mode in the EufyLife app.	Change the measuring mode in the EufyLife app or by long pressing the UNIT button for 5 seconds.
	Incorrect posture.	Step onto the scale barefoot and stand still.
	Inaccurate user profile.	Make sure the user profile is accurate.

12. Specifications

Product Model	
Power	
Screen	
Measurement Units	
Unit Increments	
Body Fat Unit Increments	
Body Water Unit Increments	
Muscle Mass Unit Increments	
Measurement Range	
Working Environment	
Storage Environment	
Operating Frequency Range	
Radio–Frequency Power	
Dimension	
Net Weight	

13. Customer Service

Contact Us:



24–month limited warranty



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For video tutorials, FAQs, warranty policies, and more information, please visit: <https://support.eufy.com/>
 Hereby, Anker Innovations Limited declares that this device is in compliance with The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. For the Statement of Compliance, visit the website: <https://www.eufy.com/uk/psti-related>.