

FAQ

Why my phone cannot connect the digital baking scale via Bluetooth?

In general, once Bluetooth is turned on, the kitchen scale for baking will be automatically connected. The use of the kitchen scale for diet is very simple!

In case of connection failure, please try the following tips:

- 1.Connected Steps: Turn on Foodiet App - Turn on Bluetooth via the App - Power on the nutrition scale, then they will be automatically connected.
- 2.Make sure your phone's operating system is running on iOS 8.0+ or Android 4.3+, kindly open the "Location" function for Android.
- 3.Make sure the distance between the digital food scales for kitchen and phone is within 30 ft (10 m).
- 4.Make sure the food scale with nutritional calculator is not currently connected to any other phone.

Why can't I turn on my scale?

It may be due to the lack of electricity, please follow the steps below:

- 1.Use the charging cable that comes with the product to charge. After a while, you can turn on the kitchen scale while charging.
- 2.If the scale cannot be turned on while charging, please check whether the plug you are using is fast charging. Our products do not currently support compatible fast charging.
- 3.If you have ruled out these two factors and it still doesn't work, please let us know about it and we will solve it for you.

What should I do when the scale freezes or the weight does not change? There is a Reset Button on the back of the scale, please press this button.

Why I have been charging for a long time but still can't turn it on?

1. Please check if you are using a fast charger as we are temporarily unable to adapt it.
2. If the replacement charger still does not work, please contact our after-sales team.

Why are the scale feet loose? In order to achieve the same accuracy of weighing the scale surface regardless of the edge of the center, we use a loose structure, which is a better solution for accuracy. We will always work hard on the research of our products and strive to create more cost-effective products. Plus we're here to listen to you no matter what problem you have.

Troubleshooting

Why does the Kitchen Scale screen display 8888 and not work? It takes 2 seconds for the kitchen scale to boot up. If you operate the kitchen scale while it is booting up, it will easily go into calibration mode.

When it goes into calibration mode, press and hold the ON button for 3 seconds to turn it off, then restart it to return to normal operation.

Why doesn't my kitchen scale respond when charging or won't switch on after charging? Please use the USB-C cable for charging. This product does not support charging cables with a Type C connector on both sides.

Start

Reset Button

Press this button when the weighing scale does not change or freezes, and it can be restarted without interruption of power.

Charging Indicator

When charging, the indicator light is red. After charging is complete, the indicator light is green. It takes about 2 hours to fully charge.

Power Saving Mode

If there is no operation or weight changed on the scale within 60 seconds, it will enter into Power Saving Mode; And it will automatically shut down if there is still no operation within 5 minutes.

Custom shutdown time

Through the "Foodiet" app, you can change the automatic shutdown time to 2 minutes, 3.5 minutes, 5 minutes, or 30 minutes.

App

Can the App be switched between different languages?

Yes, the App automatically adjusts to the language of your phone system. If you want to change the language, you can do so in the settings of your phone.

Why can't I use the app to control the kitchen scales to switch units?

Please check if the version of the App is 1.4.7 and above, if not, please update the App version.

How can I give feedback on the App?

1. There is contact us in the App, leave your email and comments.
2. Contact our after-sales team.