

FAQ

FREQUENTLY ASKED

QUESTIONS | **MZ-20 HOME SCALE**



▶ **Where should I place my scale to get the best readings?**

Always place on a hard surface (tile, hardwood etc). Do not place on carpet.

▶ **What is the warranty period on the MZ-20?**

The MZ-20 comes with a 1-year warranty.

▶ **How do I change my measurement units?**

In your Myzone profile you can select either Metric (kg's) or Imperial (lbs) units and this will be reflected on the scale.

▶ **Can I use the scale with a different app to Myzone?**

The MZ-20 is only compatible to upload data to the Myzone App. It can also be used to show weight only as a standalone device.

▶ **Do I need to take off my shoes and socks when using the scale?**

Yes, the MZ-20 uses Bioelectrical Impedance Analysis (BIA) which sends a low intensity electrical signal through the body to collect your body metric data. This has to be done through bare feet.

▶ **Do I need to use the scale at the same time of day?**

To get more consistent readings, try to repeat the same conditions for each use. We recommend you take the measurement in the morning before you start your day – prior to exercise, food, drink or take a shower. This will ensure optimal comparison between readings.

▶ **Will food and drink affect my results?**

Yes, both can affect the BIA readings and so for best results try to eat at the same time before you use the scale.

▶ **How does the scale take my body metrics?**

The MZ-20 uses Bioelectrical Impedance Analysis (BIA) which sends a low intensity electrical signal through the body to collect your body metric data.