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Note: your scale is triggered from a weight of 11.02 pounds

**How accurate is the scale? Why is there a deviation from the airline check-in weight?**

Your new scale can weigh weights between 11.02 and 66.2 pounds to an accuracy of max. +/-4%. The accuracy may increase to +/-5% over time and with very frequent use. In any case, the scale is fitted with sensitive sensors, and we advise that you use your luggage under reasonable conditions of use for a suitcase and that you do not apply loads heavier than the recommended weight range. We also advise that you hold your suitcase horizontally when weighing.

**What is the scale's operating range (weight and temperature)?**

Your scale functions between 11.02 and 66.2 pounds, and between 14°F and 104°F. If you leave your case in temperatures in excess of this for a certain period of time (example: in the boot of a car that is fully exposed to sunlight or outside during a snow storm), please do not use your suitcase’s scale
immediately and allow it to return to a temperature within the functioning range prior to the next use.
This will guarantee good measurement accuracy, even after years of use.

**How long will my scale remain switched on?**

If you are connected to your smartphone, your scale will remain switched on for as long as the connection with your smartphone is maintained. If you are not/are no longer connected to your smartphone, it will remain switched on for up to 5 minutes after your last weighing operation. If your scale is switched on for more than 30 seconds, the LCD screen will switch off with a view to remaining discreet and conserving battery power. It will switch on again when you next use the handle.

**I am pressing the ON button, but it doesn't switch on.**

Check that the batteries are properly installed and charged. When first switching on, the ON button must be pressed down for around half a second to switch on, which is intended to prevent foreign objects from switching on your lock accidentally. Be careful not to press for more than 3 seconds, as this will switch off your scale.

**Must I press the ON button each time I want to use it?**

No. If your scale is connected to your smartphone or if you are using it regularly (less than 5 minutes between 2 uses), your scale will remain permanently switched on. If your scale is not connected, it will switch off after 5 minutes without use. The LCD screen switches off after 30 seconds in order to remain discreet and conserve battery power. It will switch on again when you next use the handle.

**The scale screen appears to be switched off - is the scale switched off?**

As a safety measure and to preserve power, the scale's LCD screen switches off 30 seconds after your last use. It will switch on again when you next use the handle. If you are connected to your smartphone, your scale will remain switched on for as long as the connection is maintained. If you are not/are no longer connected to your smartphone, it will remain switched on for five minutes after your last weighing operation.

**How can I see if my scale is switched on/switched off/properly connected?**

Consult the ON/Off section below.

**Each time I pull on the side handle, my scale sends a notification with the weight to my smartphone. Is this normal?**

Yes, as long as your scale is switched on and connected to your smartphone. If you have finished weighing, you can choose to switch off only your scale by pressing on your scale for more than 3 seconds.

**How do I change the unit of measurement?**
On your scale's display screen (LCD): you can change the unit - kg (kilograms) or lb (pounds) - shown on your scale's screen by quickly pressing the "ON" button once while your scale is already switched on. Not: if you press the "ON" button after a weighing operation, your previous measurement will be erased. It should be noted that your scale will retain the last unit selected the next time it is switched on.

In your application: from the main screen of your application, select the weigh button and perform a weighing operation by pulling on the weighing handle. Once the weight is displayed on the screen, you will see a "unit" button.

The units on the scale of your screen and the smartphone application are independent and must be adjusted separately. This allows you to have 2 units for a single weight simultaneously.

**How do I switch off my scale?**

You have two options. We recommend switching off from the main screen of your application, using the "Switch off my suitcase" icon at the bottom of the screen. This function will switch off your lock AND your scale simultaneously. If you only want to switch off your scale, you can press the "ON" button on your suitcase directly for 3 seconds.