



PLATFORM INFORMATION GUIDE



THE SCALE



Weight



Body Mass Index



Body Fat Percentage



Hydration



ACCURACY

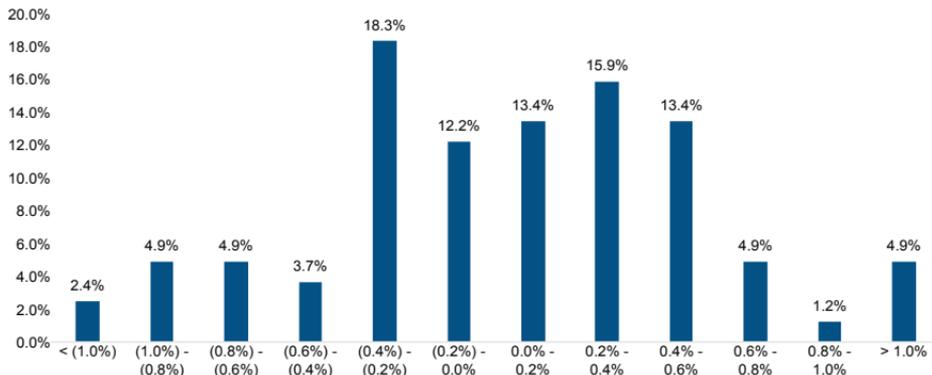


Via harmless electrical current stimulation (500 pA at 50 kHz), the Balance Scale calculates body fat percentage ("BFP") using the Bioelectrical Impedance Method. The current is passed through the body and electrical impedance is measured. Using this measurement, along with height, weight, age, and gender, BFP is calculated. As the calculation relies on the proper use of the scale and variables entered by the user, there are elements of this process that can produce erroneous readings, as described more fully in the troubleshooting section of this guide.

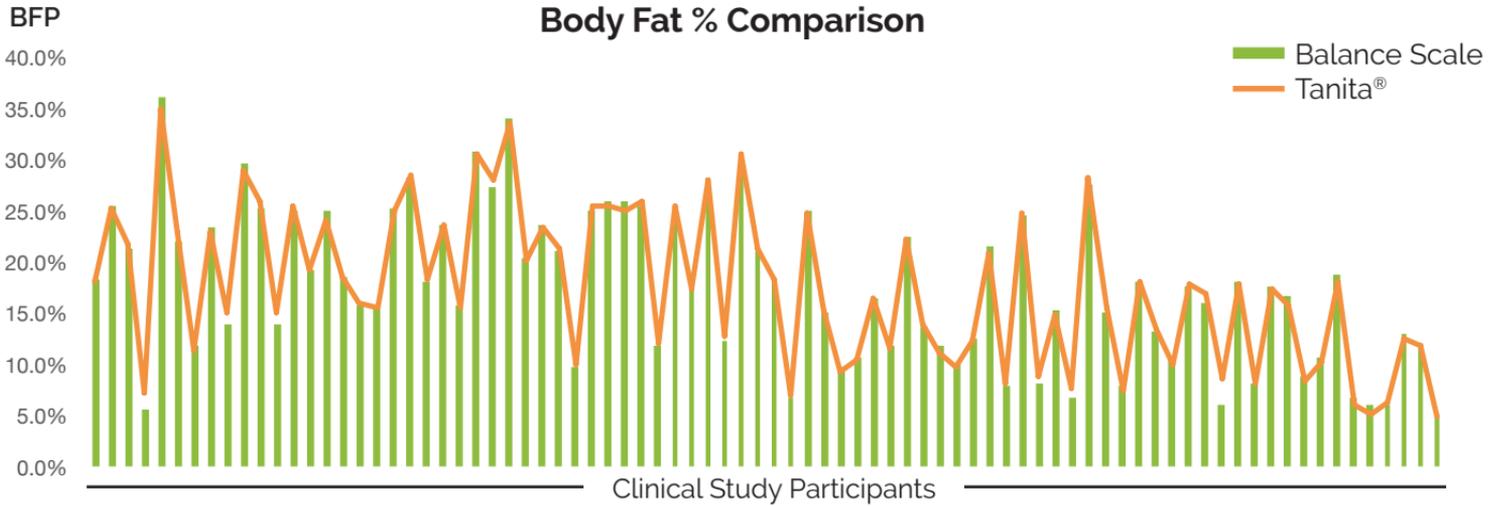
Based on clinical testing submitted to the FDA, the Balance Scale is substantially equivalent to the Tanita® BC-533 (K040778) Scale and the DEXA Standard.

% of users

Body Fat % Variance Distribution



BFP variance between the Balance Scale and the Tanita® BC-533



Clinical and Regulatory Validation

Clinical Study

Clinical studies have validated that body composition measurements from the Balance Scale are substantially equivalent to an established in-market scale from Tanita®. This clinical outcome shows a positive and high correlation across all body composition measurements: body fat %, hydration %, lean mass and bone mass. The average variance in body fat % was 0.45%, and the correlation of body fat % was very high at 0.994 (max value is 1.000).

DEXA Standard

The Tanita® Scale was used as the comparative device for the clinical study above because Tanita® Scales have consistently shown positive and high correlations against the most accurate, industry-standard form of body composition analysis, the DEXA (dual-energy x-ray absorptiometry) scan. These correlations confirm the Balance Scale is also highly correlated with the DEXA standard.

INSTRUCTIONS

-  Install AAA batteries on back of scale (batteries included).
- 
  Download your clinic's app to your mobile device.*
-  Turn Bluetooth on in your phone settings.
-  Open the app and select "weigh-in" on the home screen FIRST, then step on your scale barefoot, with your feet centered on the metal sensors.
-  Remain still on your scale and on the app's scale sync page until your scale completes its measurements.

**The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. Weight range: 4 to 396 pounds (2 to 180 kilograms). May not be compatible with certain LG and Motorola devices.*

SCALE FREQUENTLY ASKED QUESTIONS

What measurements does my Balance Scale collect?

Your scale collects the following:

1. Weight
2. Body Mass Index (BMI)
3. Body Fat % and Body Fat Mass
4. Lean % and Lean Mass
5. Hydration

Can I take the Balance scale home or will it be in my clinic?

Balance scales are available for clinics and for patients to take home. Having a Balance scale at home is a way to deepen the patient-coach relationship and capture more data to help your coaches improve the outcomes of patients.

What is the weight limit on my Balance Scale?

The scale weight limit is 396 pounds / 180 kilograms.

Does my phone need to be connected to a data source (WIFI or cellular data)?

Yes. You need your phone to connect to wifi or your cellular data network to connect your app profile with your scale and to receive all the scale's measurements (weight, body fat %, hydration %, BMI).

Can multiple people use the same Balance Scale?

Yes, an unlimited number of people can use the same scale. The scale connects to your app and uses your app profile to calculate measurements, so anyone who has the app and has set their profile can use the scale.

Is the Balance Scale accurate?

Yes. The Balance scale uses bio-impedance technology for body composition and has been rigorously tested as part of the FDA clearance process. Like all bio-impedance devices, the Balance scale's calculations are based on an algorithm and the readings can fluctuate depending on a number of factors at the time of weigh-in, including the time of day, the water intake of the patient and the patient's muscle mass. You should also expect to see a variance when comparing scales from any two manufacturers because they use different algorithms. We guide coaches and patients to focus most on the trend of the body composition measurements over time.

Does the Balance Scale have an athlete mode?

No. The scale is not intended for athletes.

Can I manually record my weight?

Yes! By selecting the "weigh-in" button on the homepage, you are presented with the option of a manual weigh-in.



SCALE TROUBLESHOOTING

My Balance Scale does not complete my measurements / show all measurements.

1. Reset your scale by removing and then replacing the batteries.
2. Log out of Your clinic's app and then log in again.
3. Ensure that Bluetooth is enabled on your phone.
4. Open the app and select "weigh-in" FIRST, then step on your Balance Scale.
5. Remain still on your scale and on your app's scale sync page until your scale completes its measurements. You will know this is complete when the app lists your weight and body fat %.

My Balance Scale measurements do not appear to be accurate.

1. Reset your scale by removing and then replacing the batteries.
2. Make sure you are barefoot when weighing-in.

3. Place the scale on a flat, even, hard surface.
4. Make sure the scale surface is dry and clean.
5. Stand balanced on your Balance Scale with your feet firmly placed on the metal sensors.
6. Make sure your profile settings in the app (particularly height, age and gender) are correct.
7. Do not eat or drink anything for at least 2 hours prior to weigh-in. Weigh-in at the same time each day to ensure consistent measurements.

My Balance Scale does not display weight in my preferred unit of measurement.

Press the red button on the back of your scale to switch to your preferred unit of measurement (pounds, kilograms or stone). Each time you press the red button the unit of measurement will display in the bottom right on the front screen of the scale.

In your clinic's app, locate "settings" in the menu to view and change your measurement unit preferences.

THE APP



Meal Journaling



Scheduling



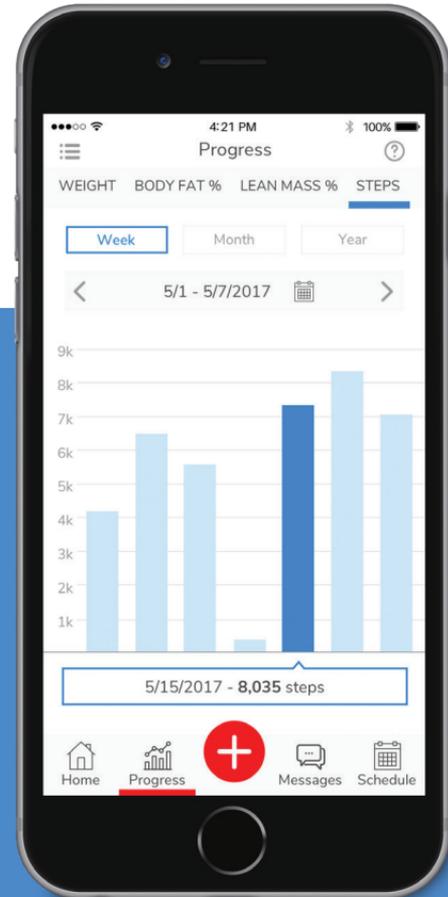
Messaging



Device Integration



Pain Tracking



INSTRUCTIONS

1



Download your clinic's app to your mobile device.*



2



Open the app. Register for a new account using the "sign up" button, or log in to your existing account.

3



Make sure your Bluetooth is on before you sync CoachCare-powered devices.

4



For specific feature instructions, select "support" on the home screen to access the support menu.

**The mobile app is compatible with the iOS and Android platforms with currently supported operating systems. May not be compatible with certain LG and Motorola devices.*

APP FREQUENTLY ASKED QUESTIONS

What are the features of my clinic's app?

The app allows you to:

1. Sync with your Balance Scale, Strive Tracker and other devices
2. Journal your meals, hydration, supplements, pain and exercises
3. Videochat or message with your coach
4. View your progress
5. Schedule consultations
6. Access support and user guides
7. Access your clinic's custom content

How do I get my clinic's app?

Download the app from



To access all features, you must be a registered patient at an authorized clinic.

What devices support this app?

The app is supported by Android and iOS devices with currently supported operating systems.

Does my clinic's app integrate with other devices?

CoachCare-powered platform was designed as an integrated technology platform specifically intended for use with certain weight loss protocol. The app only works with CoachCare-powered devices.

Can my coach view data I log in the app, such as my meal logging?

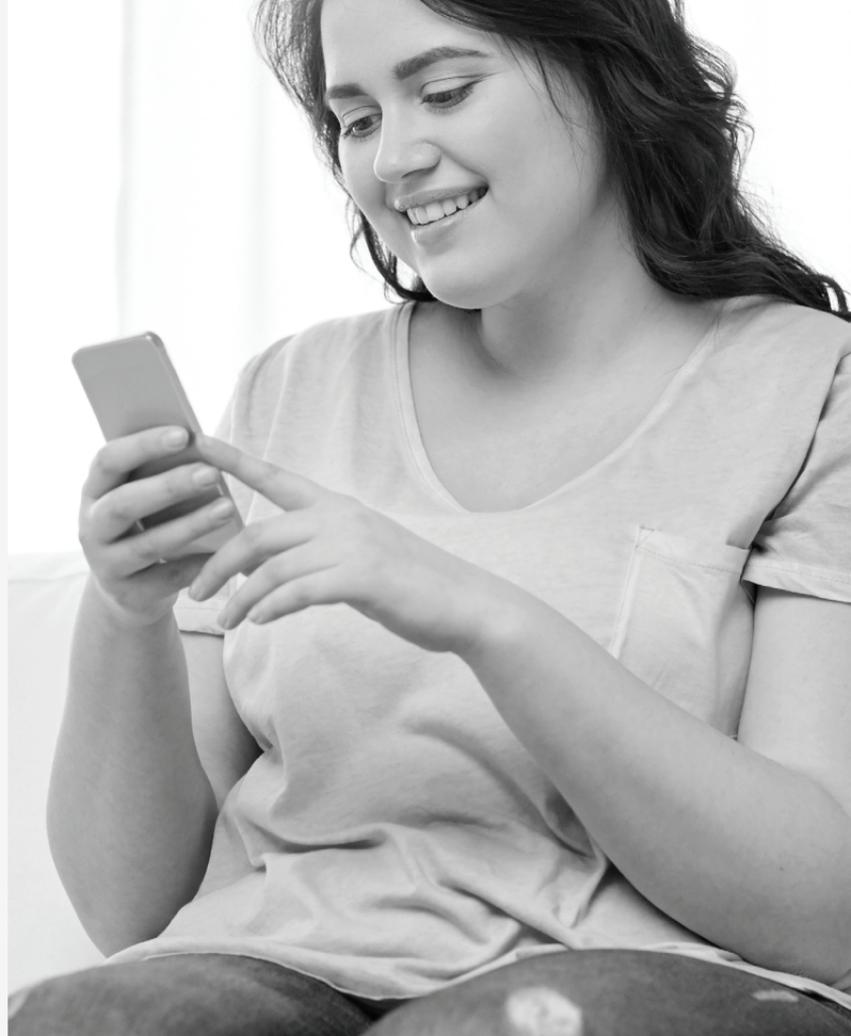
Yes! Your coach can view all data that you upload or record in the app. This allows your coach to tailor guidance based on your specific weight loss journey.

Is my data safe?

Yes. The CoachCare-powered platform is HIPAA compliant. Your identifiable data is available only to those who need to access it to provide you the best care and service possible. Your identifiable data is never shared.

What if I don't have a smart phone?

Your clinic's app requires a smart phone to access. The mobile app is compatible with the iOS and Android platforms with currently supported operating systems.



APP TROUBLESHOOTING

I cannot remember my password.

Use the “forgot password” link to reset your password, and follow the instructions in the password reset email.

I don't see any available times to schedule a consultation.

Check with your coach to make sure they have set their available times.

I don't see my coach listed or I can't message my coach.

Check with your clinic to make sure you have been assigned a coach.

My clinic's app crashed.

Please delete and reinstall the app. Don't worry, all of your data is saved and will be available to you.

It is taking a long time for my progress charts or meal selections to load.

Ensure you have a strong enough data connection on your device. If you are connected to WIFI, make sure the signal strength is strong. If you are using a cellular data connection, make sure cellular data is turned on and that you have sufficient bandwidth.



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DISCLAIMERS

The devices are intended for use by active participants in participating CoachCare-powered clinics and are designed to be used with mobile apps powered by CoachCare.

These devices come with limited warranties.

These products are not intended for use for children under 10 years of age, or people with a pacemaker or other internal medical device.

These products should not be used to diagnose or treat any medical condition.

These products comply with the FDA general performance standards and Health Canada guidelines for radiation-emitting products.

The scale is not intended for use by women who are pregnant or may become pregnant.

SCALE CAUTION:

Slippery when wet. Supports weights up to 396 pounds / 180 kilograms.

REGULATORY APPROVALS

Scale



Tracker



