



# Maintenance & Troubleshooting Guide



BodySpex Fitness Kiosk  
2012

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## **Welcome**

BodySpex® and Sears® are excited to expand our mall coupon printing program to your store. This program is designed to drive traffic to and boost sales in your specialty fitness section. As fitness leads, with the help of your team, you will be responsible for basic maintenance of the program.

This Maintenance & Troubleshooting Guide describes the tasks you will perform. If you have any questions or difficulties, please contact BodySpex® support immediately.

## **Basic Information**

The BodySpex fitness kiosk is a convenient and easy way to quickly measure vital personal biometrics, such as weight, body fat percentage, fat mass, lean mass, BMI and metabolism.

For additional information and videos, please visit our scale page on our website: <http://www.bodyspex.com/scalehosting.aspx>

## **What Are My Tasks?**

The following **maintenance** tasks will be necessary on a regular basis:

### Change the printer paper roll

A full paper roll is good for about 600 tests. Depending on your usage rate, it will need to be changed **every 10-14 days**.

### Change the sani-wipes container

A full sani-wipe container holds 160 wipes. Not everyone uses a wipe, so depending on your usage rate, it will need to be changed **every 7-10 days**.

### Wipe down the kiosk and empty trash can

The Kiosk should be visually inspected and cleaned every **2-3 days**.

If you notice the Kiosk is not functioning properly, or you have been contacted by BodySpex support, the following **troubleshooting** tasks may be required:

- If the Kiosk is not printing: check for paper jam (page 15)
- If the touch-screen is locked up: cycle power to reboot the system (page 13)
- For additional service issues: contact BodySpex support (page 19)

Volume control and other preferences may be managed by contacting BodySpex support for instructions.

## Maintenance

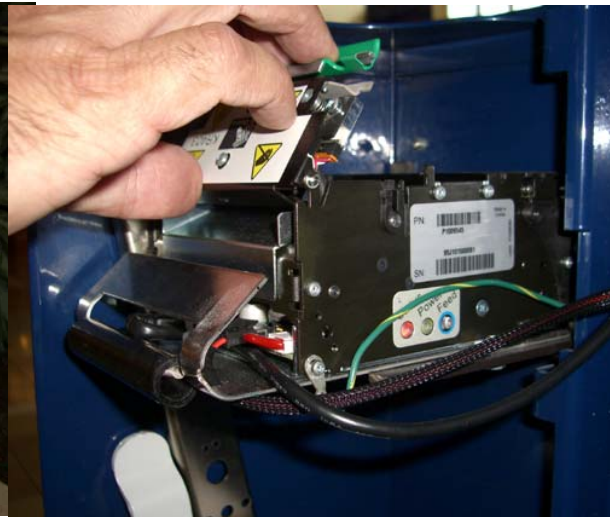
### CHANGE PAPER ROLL



#### STEP 1

Use key to open door. Turn ¼ turn counter-clockwise.

*Hint: If it is hard to turn key, press with your thumb to loosen the latch mechanism.*



#### STEP 2

Open printhead by depressing and squeezing green bar, then lifting printhead up.



#### STEP 3

Remove paper roll from green roll holder.



#### STEP 4

Remove sticker from new paper roll, if necessary.



**STEP 5**

Place new paper roll on roll holder. Use your left hand to gently pull the roll holder toward you so you can get the full roll on. Center the roll on the holder, so it spins freely.



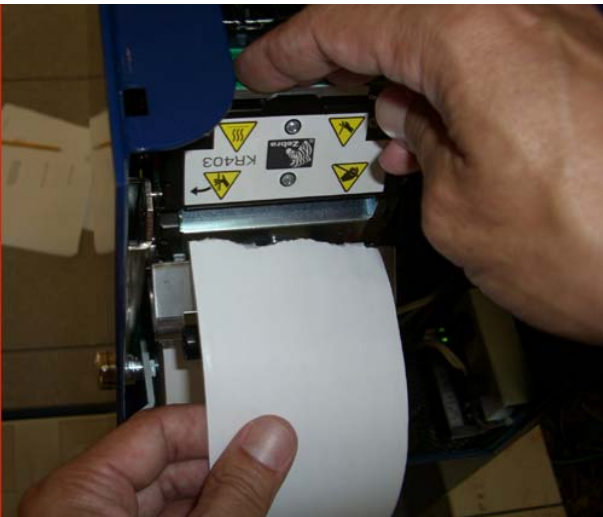
**STEP 6**

Confirm you have the roll on properly. The paper should roll off the bottom of the roll up to the printer.



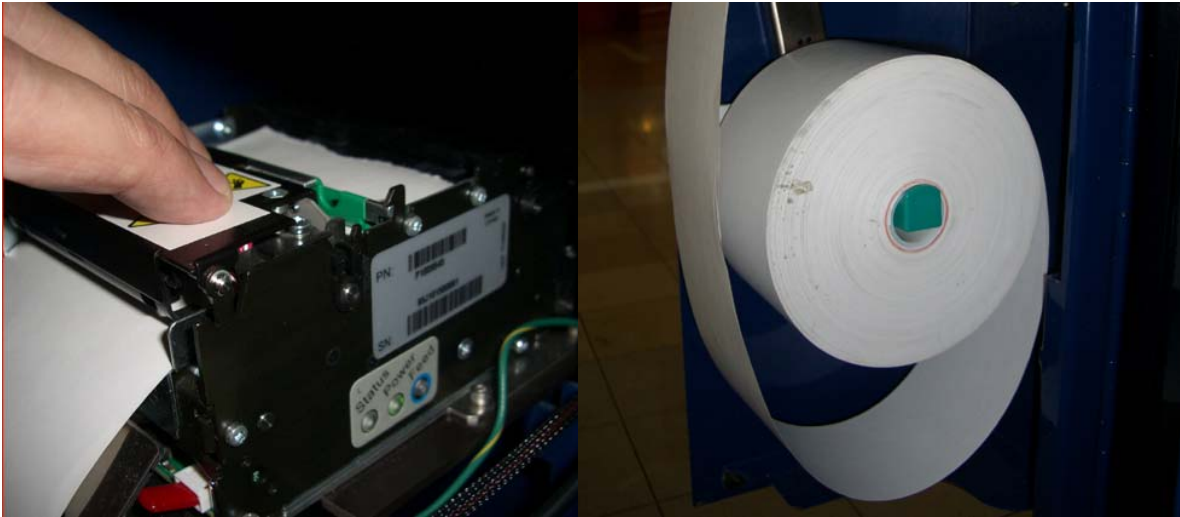
**STEP 7**

Tear a couple feet of paper off the new roll. Be sure to tear across the roll relatively straight.



**STEP 8**

Insert paper into the printer head using the aluminum paper guide to keep paper straight.



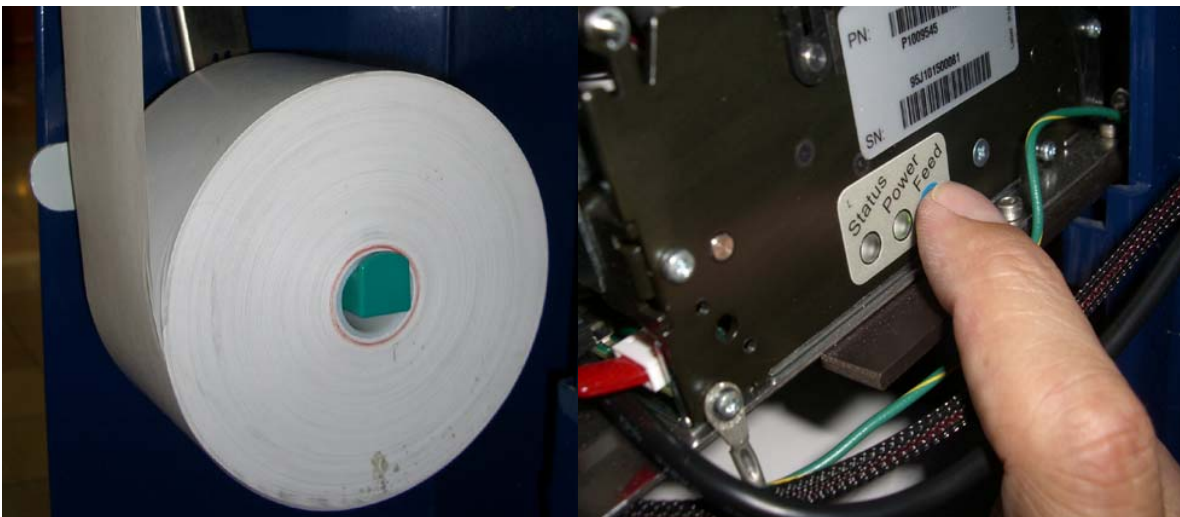
(NOT GOOD)

STEP 9

Place the paper about 1" past the green printhead latch. Close the printhead. Be sure it latches closed.

STEP 10

Tighten slack on the paper roll.



(paper roll good)

STEP 10 (continued)

STEP 11

You should have a blinking green light on the printer. Press the "feed" button.

If you still have a red light, turn power to the kiosk "off" and back "on" (see page 13).



STEP 12

Remove the test paper slip. Press “feed” button again to generate a second test paper slip.

STEP 13

Close and lock the door. If the key does not turn  $\frac{1}{4}$  turn clockwise, use your thumb to loosen the locking mechanism.

After changing the paper roll always take a test (weight only) to confirm the kiosk is printing properly.

## CHANGE SANI WIPES



### STEP 1

Release the locking bar on the sani container mount.

### STEP 2

Remove the empty sani container.



### STEP 3

Remove the cap on the new sani container

### STEP 4

Remove the plastic seal.

*Hint: Do not tip over, there is liquid in there.*





**STEP 5**

Separate the wipes so that you can find the very center of the coil (the end of the roll).

**STEP 6**

Pull up the end of the roll.



**STEP 7**

Feed the wipe through the cap.

**STEP 8**

Pull up a couple wipes to get a clean feed through the cap.



STEP 9

Place the new sani container in the sani mount.



STEP 10

Secure the sani container in the mount by latching the locking mechanism.



STEP 11

Be sure the cap is looped around the mount latch as shown above.

## WIPE DOWN KIOSK



### STEP 1

Use a sani wipe to thoroughly wipe down the scale surface.



### STEP 2

Wipe down the base of the kiosk.



### STEP 3

Wipe down the tower, taking note of finger prints where people touch the housing to steady themselves while taking a test.



### STEP 4

Wipe down touch points on the head of the kiosk.



STEP 5

Wipe the screen clear of fingerprints and smudges.

STEP 6

Empty trash can.

**TROUBLE SHOOTING**  
**CYCLE POWER**



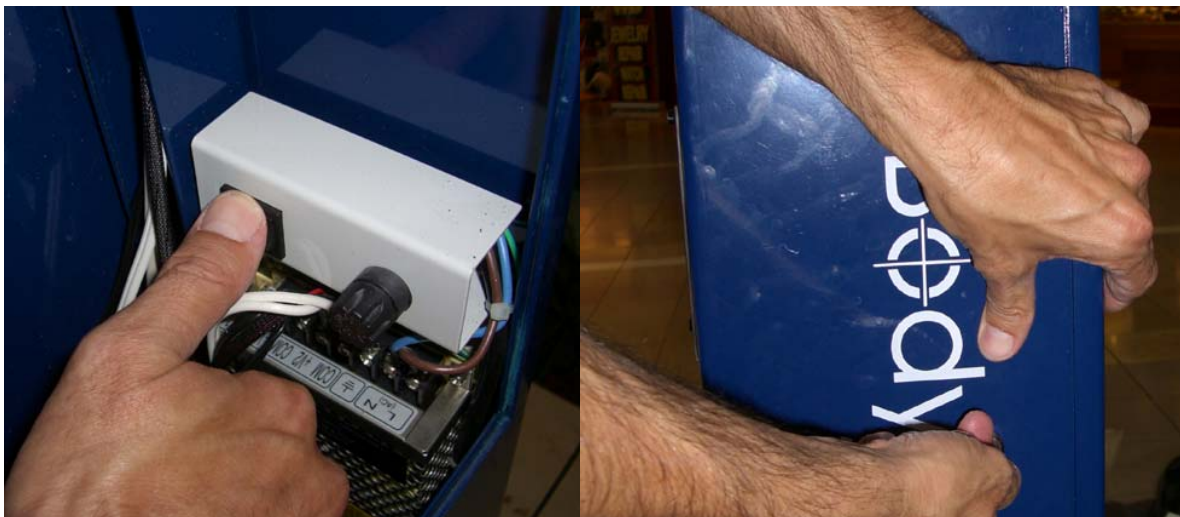
**STEP 1**

Use key to open door. Turn ¼ turn counter-clockwise.

*Hint: If it is hard to turn key, press with your thumb to loosen the latch mechanism.*

**STEP 2**

Locate the power switch on the power unit. Turn the switch “off.”



**STEP 3**

WAIT 30 SECONDS, then turn the power switch “on.”

**STEP 4**

Close and lock the door. If the key does not turn ¼ turn clockwise, use your thumb to loosen the locking mechanism.



## STEP 5

Wait for the operating system to load and the BodySpex software to launch. When you see “Do-It-Yourself Body Fat Scale” the system is ready.

## CLEAR A PAPER JAM



### STEP 1

Use key to open door. Turn ¼ turn counter-clockwise.

*Hint: If it is hard to turn key, press with your thumb to loosen the latch mechanism.*

### STEP 2

Note jammed paper.

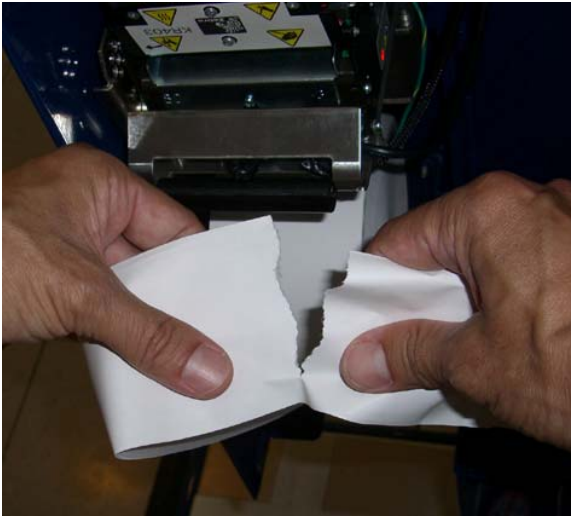


### STEP 3

Open printhead by depressing and squeezing green bar, then lifting printhead up.

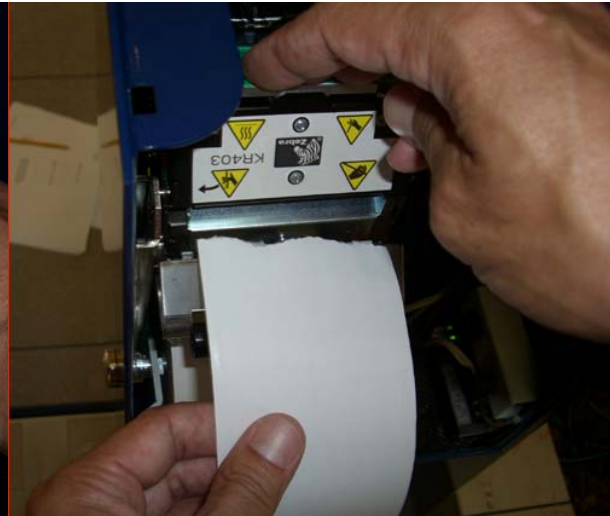
### STEP 4

Remove jammed paper or pull out paper from the printer entirely.



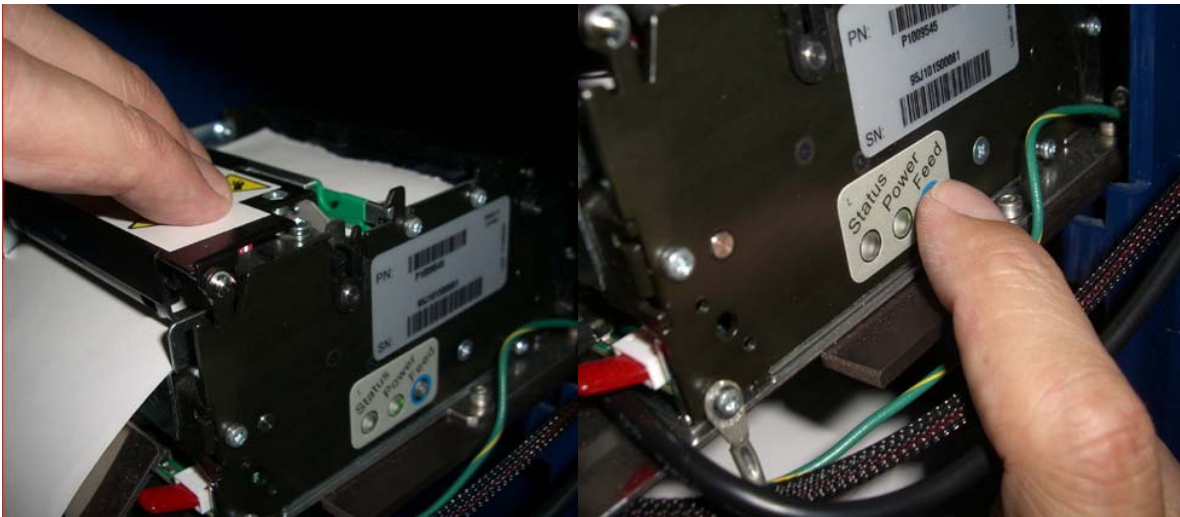
STEP 5

Tear a clean break off the paper roll.



STEP 6

Insert paper into the printer head using the aluminum paper guide to keep paper straight.



STEP 7

Place the paper about 1" past the green printhead latch. Close the printhead. Be sure it latches closed.

STEP 8

You should have blinking green lights on the printer. Press the "feed" button.





(paper roll good)

STEP 9

Remove the test paper slip. Press “feed” button again to generate a second test paper slip.

STEP 10

Tighten slack on the paper roll.



STEP 11

Take a test (weight only) and print a receipt. The first receipt may not fully exit.

STEP 12

Take a second test (weight only) and be sure you get a full receipt with two parts, the Sears® coupon and the test results.



**STEP 13**

Close and lock the door. If the key does not turn  $\frac{1}{4}$  turn clockwise, use your thumb to loosen the locking mechanism.

## **BodySpex® Support**

Please contact us if you have any questions.

Email: [support@bodyspex.com](mailto:support@bodyspex.com)  
[jmc@bodyspex.com](mailto:jmc@bodyspex.com) (in case of emergency)

Phone: 310-502-3634 (8am – 8pm PST)

Address: BodySpex  
30025 Alicia Parkway, #334  
Laguna Niguel, CA 932677

## **Helpful Resources**

### **What is BIA?**

Bioelectrical Impedance Analysis technology (BIA) measure a body's resistance to a small electrical signal. With other information like height, weight, age, gender and body type, the scale calculates a user's body fat percentage based on the body's hydration-- muscle contains more water than fat.

### **How to read your results**

**Weight** – is your total weight, less the amount of clothing weight you indicated during your test.

**Body Fat Percentage** – is the percentage of your total weight that is fat.

**Fat Mass** – is the weight of all the fat in your body, including essential body fats. Everyone needs some fat.

**Lean Mass** – is the weight of everything else, including muscle, organs, skin and bones. Your Fat Mass and Lean Mass added together equal your Weight.

**Metabolism** – is an estimate of your Basal Metabolic Rate (BMR) – the number of calories your body burns during a day of rest to maintain itself. Exercising will increase the number of calories you burn.

**BMI** – is a simple weight and height formula to determine if you are at increased risk for weight-related illnesses. A reading between 18.5 and 24.9 is considered healthy.

## Testing Tips

Like your weight, your hydration level fluctuates throughout the day. These fluctuations in your body will affect your body fat reading. Follow these tips to achieve more accurate BodySpex® body fat test results

### **Test under similar conditions.**

Take your BodySpex® body fat test at the same time each day, at the same time after eating and/or drinking. Accurate trending lines are more important than a single test.

### **Be properly hydrated.**

BIA calculates your body fat percentage based on water content levels in your body. If you are dehydrated (or overly hydrated) your body fat reading will be affected. Hydrate yourself (drink 8-10 ounces of water) three hours before testing.

### **Answer all questions precisely.**

The BodySpex® scale uses your gender, body type, height, weight and age in calculating your body composition. A one-half of an inch discrepancy in your actual height will affect your test results. To verify the data you entered for your tests, log in to your account at BodySpex.com and click MyAccount to confirm your AboutMe settings.

### **Test before working out.**

Exercise may dehydrate you, affecting your test results. Test before you exercise.

### **Test on an empty stomach.**

Undigested food in your stomach counts as additional weight, affecting your test results.

### **Empty your bladder before you test.**

By emptying your bladder, you reduce your weight allowing for more accurate body fat results.

### **If possible, don't test first thing in the morning.**

Your limbs may take up to three hours after waking to fully re-hydrate (your body's fluids concentrate in your core when you are asleep). For best results, hydrate yourself when you wake up and wait three hours before testing. Tests just after waking will generally result in body fat readings several points higher. If you must test prior to being awake for three hours, hydrate yourself before going to sleep.

### **Coffee and alcohol effect results.**

Caffeine and alcohol consumption causes dehydration, affecting your test results.

### **Menstruation effects test results.**

Women, please be aware that your menstrual cycle effects your body's hydration and will cause fluctuations in your body fat testing. It is recommended women refrain from testing during their period to avoid erroneous measurements and misleading progress graphs.

### **Center your feet on the scale.**

The scale has four points of contact with your feet. It's recommended that users step onto the scale heel first and pay attention to placing your feet on the center of all four foot pads.