

Frequently Asked Questions

For any questions related to EatSmart Products not answered here please contact us via email or phone at (866) 843-3905.

What is the accuracy of your kitchen scales?

All EatSmart digital scales are accurate to ± 0.1 ounces or less. Please check the specifications on the individual models for greater detail.

My scale displays ERR. What can I do?

If your scale displays an ERR message make sure that the scale is on a hard, flat stable surface. Take the batteries out of the scale for twenty seconds to reset the scale. Put the batteries back in and try items normally. If the problem persists call or email EatSmart.

My scale displays LO. What can I do?

The LO indicator means the batteries may have to be replaced. If you get this indicator a short time after installing new batteries please contact EatSmart for support.

My scale displays UNST. What does this mean?

Your scale may be in an unstable environment. Please make sure your scale is on hard, even surface free of any vibration.

My scale displays oL. What can I do?

The oL indicator occurs when too much weight has been placed on the scale. Please remove weight to get a reading.

What measurement units do your kitchen scales display?

All EatSmart kitchen scales are designed to display Metric as well as Imperial Unit of Measures (grams and ounces). Please refer to each specific manual for more detailed information.