**Warranty and Care Step-by-Step BIA**

1. **Care and Maintenance**

* BIA machines self-calibrate upon start up. When turning on the machine, follow the instructions on the screen, to allow the BIA to self-calibrate.
* Place the hand electrodes on the hand electrode holder to prevent the electrodes from falling down.

* Dropped hand electrodes may cause malfunctions.

* Do not place any objects on the footplate.
* Do not apply excessive force on the equipment.
* Turn off the equipment if you are not using it for a day or longer.
* Do not allow any liquid substances to contact the equipment directly. Keep food and drinks away from the equipment. Substances getting inside the equipment can cause critical damage to the electronic components.
* Use a lint-free cloth to gently wipe the external surface of the equipment about once every week. Be careful not to scratch the LCD screen.
* InBody770 does not need regular maintenance. If some problems occur while operating the device, contact the USMC contracted InBody Warranty POC.
* When transporting, have two people keep the InBody770 parallel to the ground.
* Once the InBody770 is installed, avoid transporting the equipment. See the user manual for specific instructions if the BIA required repackage.

1. **Unit Level Trouble Shooting**

**Q. What should I do if the BIA machine isn’t working**?

A. If a problem arises with the InBody770, you may first attempt to check the

‘Troubleshooting’ tab in the User Manual. The InBody770 can help you diagnose and

Solve some problems. If your problem cannot be resolved through the

‘Troubleshooting” tab, contact the USMC contracted InBody Warranty POC.

**Q. My InBody770 does not turn on.**

A. Insert the power plug completely into a grounded 3-socket outlet. When using a

power surge protector, the equipment may not power on if the power switch on the

power, ensure the surge protector is turned off. Check the power surge protector which

the power plug is connected to. The problem may occur if the power cord is not

completely plugged into the adapter. Insert the power cord completely into the adapter.

The problem may occur if you are using a power adapter that was not provided by

InBody. Always connect a power adapter (DC 12V, 3.4A/3.34A) provided by InBody.

**Q. What if my touchscreen is inaccurate or not responsive?**

A. Calibrate the touchscreen under Setup of the Administrator Menu ‘23. Touchscreen

Alignment’. \* Press firmly to optimize touchscreen response. If you cannot enter the

Administrator Menu due to touchscreen problems, please restart the InBody. The

InBody stores the last touchscreen alignment and will automatically recall the previous

touchscreen settings. The InBody can also recognize if its touchscreen alignment is off

screen and will automatically take the user to the calibration screen after restarting.

**3. InBody 770 Scan Specific Information**

**Q. Must socks be removed for the InBody Test?**

A. Bare skin contact is essential in the analysis using the BIA method. Socks may cause a varying

degree of distortion in the results. Socks must be removed to obtain accurate data.

**Q**. **Is it okay to wear accessories (jewelry, watch, rings, etc) or metal objects while taking the**

**InBody Test?**

A. Marines will wear green on green with socks removed.

**Q. Who cannot take the InBody Test or will have difficulties taking the InBody Test?**

A. Individuals with medical implant devices such as pacemakers, or essential support devices such

as patient monitoring systems, must not use this equipment. The currents will flow through the

body during the test, which may cause malfunctioning of the device or endanger lives.

**Q. Can a person with metal implants in their body take the InBody Test?**

A. It is strongly recommended that Marines take off any metallic wear. Except for the weight,

jewelry does not affect the body composition analysis, as the contact point with the InBody770

are the hands and feet.

**Q. Is the electric current harmful to the body?**

A. The physiological electric impedance method uses safe low level currents that is not harmful to

the body. The safety of the InBody has been tested and proven. The InBody products have been

approved for medical use by the CE and all over the world. Many medical institutions around

the world are actively using the InBody.

**Q. How often should I take the BIA Test?**

A. Marines assigned to BCP must have a BIA scan prior to BCP assignment, at the end of BCP

periods, and prior to administrative separation.

**4. Required Supplies (GSA listing numbers will be updated in January 2023)**

InBody 770 Printer Ink GSA #XXXXX

InBody 770 Results Sheet GSA #XXXX

Optional Supplies:

InBody 770 booties GSA #XXXX

InBody 770 Cleaning Wipes GSA#XXXXX

**5. Warranty Information**

* The TECOM Inbody 770 contract includes a 1-year manufacturer warranty and a 3-year

extended warranty for BIAs purchased on the TECOM contract for service from

30 September 2022 through 29 September 2026.

* If an InBody 770 is not working, units should first refer to the Manufacturer Manual and

use the trouble shooting menu on the BIA system.

* If trouble shooting does not resolve the issue the following steps should be followed:
  + Unit operations sections should contact the TECOM contracted InBody 770 Account POC at XXXXXXX for assistance.
  + To gain assistance, the operations section should have ready the machine serial number and the TECOM registered and USMC issued Item Unique Identification (IUID). The warranty is assigned to each contracted machine’s IUID.
  + For issues that may not be resolved, InBody may ship a replacement BIA to the unit and will supply shipping labels and instructions to the unit to return the disabled InBody 770 for repairs.
  + General InBody 770 questions can also be referred to the contracted Account POC.
* **Q. Do I need to contact InBody to activate the 1-yr manufacturer warranty?**

A. No. The warranty will begin automatically at the time of shipment and is correlated

to the UID.

* **Q. Do I need to contact InBody to activate the 3-yr extended warranty?**

A. No. The extended warranty will begin automatically at the end of the 1-

yr manufacturer warranty and will be associated to the UID#.

* **Q. What should I do if I am experiencing any issues with the InBody 770?**

A. All questions in regard to product support, warranty, and general

questions should be directed to [usmcsupport@inbody.com](mailto:usmcsupport@inbody.com) or call for support

at 562 645 4083 ext. 163.