

FIT3D



Training Pack 2021

Congratulations on purchasing your Fit3d Body Scanner!

This training pack has been developed by Peter Halstead. The information included in this pack is based on Peter's experience in conducting over 10,000 Fit3d body scans from 2017-2021. It is not formally endorsed by Fit3d USA.

If you have any ideas on how this pack can be improved, please email peter@healthandfitnessstesting.nz

Enjoy 😊

Quick links

Technical Online support: support@fit3d.com

Machine breakdown: support@fit3d.com

Data Platform questions: peter@healthandfitness-testing.nz or text 0210758660

About Fit3d

- Established in USA in 2012
- Fit3d are the most popular 3d Body Composition Testing brand in the WORLD
- Fit3d perform at least one scan every 30 seconds in over 60 countries world-wide
- Health and Fitness Testing NZ Ltd have the sole NZ distribution rights to Fit3d Body Scanners in NZ
- The 1st Fit3d Scanner in NZ was January 2017
- There are approx. 40-50 Fit3d Scanners in NZ and over 150 in Australia.
- At present, 3 brand new Fit3d body scanners are purchased every day world-wide

How does the Fit3d Body Scanner work?

- It takes over 1200 photos of you using 3 infrared cameras'
- Over 400 measurements generated in just one 35 second scan
- Within minutes, the main measurements are displayed on the user's dashboard

Is it safe?

- YES
- Same technology as Microsoft Kinect, used in millions of households world-wide
- Fit3d machine are NOT bio-impedance scanners
 - No electrical signals or currents
 - Safe for people with Artificial implants, Pacemakers etc

How can the Fit3d Scanner help machine owners?

- Generate leads
- Grow your business
- Add-value to your product
- Save you time

How can the Fit3d Scanner help clients?

- It enables your clients to make more informed decisions, based on a holistic set of data and images
- Accurate, reliable, independent way to track progress
- Increased motivation – the power of an image is priceless
- Give members non-biased, independent results
- Increased accountability
- 24/7 online access – no loose bits of paper
- Education tool re body composition and posture
- Perfect add-on for boot camps and challenges

The more you know about Fit3d the better it will be for your customer and your business

Training and Machine Warrantee

It is essential that all staff members administering Fit3d Body Scans have completed the **Fit3d Certification Program**. This is a FREE 60–90-minute online course that staff members can complete in their own time on their computer/tablet/phone. If you have not done so already, please email support@fit3d.com for an updated link to the certification program. All staff will receive a certificate once this course has been completed.

The completed of this course is also a requirement if you require any assistance during the warrantee period.

Fit3d Additional Training

There are 6 parts to Fit3d Training. It is strongly recommended that all staff who will be administering Fit3d Body Scans (or who are involved in Fit3d Sales/business development) complete the following, in the order listed below:

1. Read the Fit3d Training and Business Growth Kit below
2. The online Fit3d Certification Course. This takes approx. 60-90 minutes. All staff will gain a certificate upon completion. This course can be done individually or as a group. Staff can book their certification training time [here](#)
3. Staff should then scan themselves at least 3 x each
4. Watch all self-help videos I have created [here](#)
5. Book a group Zoom meeting with me for all staff that have questions. The purpose of this meeting is a Q and A – to tidy up any questions that staff may have
6. Email me if you ever have any questions or if you would like to arrange an additional 1:1 online zoom meeting

Fit3D Contact Policy

Fit3d's support team is based in USA. They generally offer support within USA business hours. They are best equipped to answer any questions that you may have, as well as handle any technical support issues.

If you have questions, you can contact the support team the following ways:

- Email support@fit3d.com
- Support hours are Monday-Friday, 9am-5pm Pacific Time. Fit3d respond to all requests in the order they are received
- The Fit3d support team in USA are all humans. Please keep calm and focus on the resolution process instead of sending abusive, threatening messages.
- Please note, some technical support requests will require that one of your staff members be available onsite at your facility to help with troubleshooting, either through emailed troubleshooting instructions or via a remote session on your scanner's tablet.

Fit3d Travel Bags - **Highly recommended for mobile testing**

- Travelling with your Fit3d scanner is where damage, wear and tear can occur
- If testing at multiple locations, it is easy to scratch you Fit3d Body Scanner
- If you are planning on testing at multiple sites, we would recommend investing in Fit3d travel bags. In NZ, we have created made-to-measure travel bags using the highest quality materials. The advantages of these bags are:
 - Less scratches on your machine

- Easier to transport the different parts of your body scanner
- Safer transportation of your machine parts
- Made-to-fit travel bags can be purchased for \$1,000+ gst and delivered to your door. Please email peter@healthandfitnesstesting.nz should you wish to purchase these.



Setting up your Fit3d Scanner for the 1st time

- 99% of the time I will have already set up your machine for you in Wellington, activated it, performed a couple of test scans on myself, re-boxed the machine, and sent it to you. This is to ensure everything is working well after the long-haul shipment from USA. By me activating the machine you will save you a couple of hours when you receive your machine.
- When you first receive your machine, you will need 2 people to help unload it and unpack it – the boxes are heavy.
- Please **follow the instructions** that come with the machine in the box.
- **Be careful when attaching the machine base to the vertical pole – do not force it. Also, be sure that all attachments are plugged in properly (e.g. push them all the way in).**
- **Be careful with the wiring – gently attach the wiring to the handles.**
- Remember to keep all packaging and boxes that came with your machine

Camera Calibration Notes from Fit3d

1. If not already done so, be sure to remove the plastic that covers the face of each camera on your camera tower.
2. When you first set up your system, and get it activated, you may see a request to update your scanning application. Please be sure to run this update and any future updates promptly as they are there to ensure you have all the necessary updates to run your system effectively.
3. Additional scanning environment requirements for v5
 1. **A well lit environment, this is also necessary during the calibration step below**
 2. Once you have run any necessary updates, you will need to calibrate your cameras, only once.
 3. In the Fit3D app, on the Diagnostics screen, click on 'Advanced Diagnostics'
4. Here you will see a button to Calibrate Camera - click 'Calibrate'
5. After clicking calibrate, wait 2 minutes before continuing, then you should be good to go and should not need to do this process again.
6. Your system is set up to automatically run updates weekly. If you think you are seeing additional issues, please feel free to reach out to support.fit3d.com and Submit a Request to get help anytime.

Other equipment recommended

- A multi-plug (with surge protection is recommended)
- Extension cord, and mobile Wi-Fi modem are also recommended if you are going to be performing mobile Fit3d Body Scanning
- You need to manually input height into the machine. You will need some kind of height measure (cm's)
- It is strongly recommended to have a back-up set of scales on you (kg's) just in case anything goes wrong with the scanning platform and you are required to manually input weight into the machine. There is an option to input weight manually so it is well worth having a simple set of scales on-site.

Machine environment

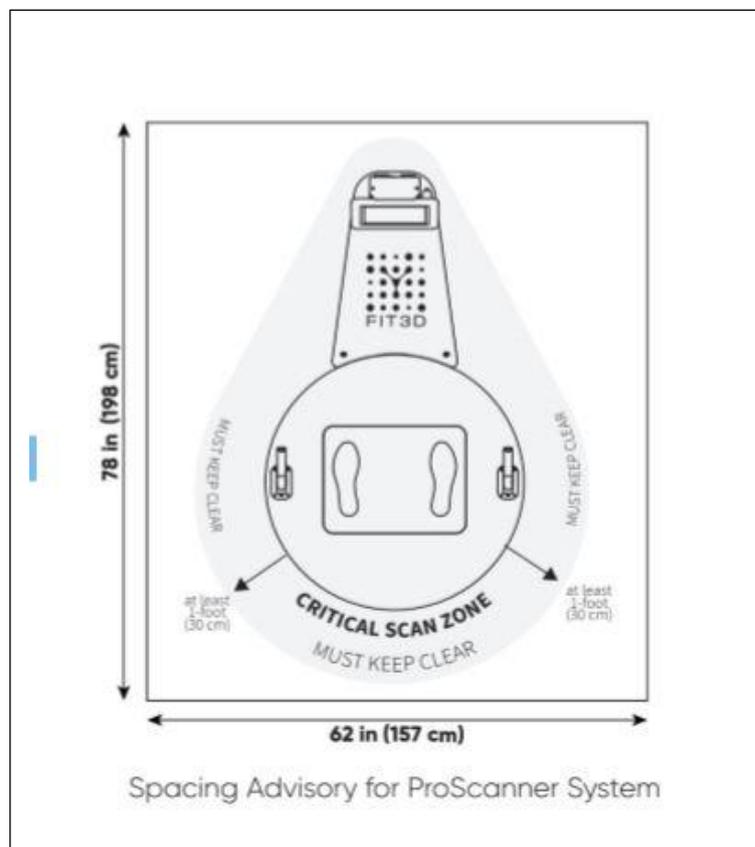
Very important for accuracy and reliability

- When setting up the machine, please take note of the machine environment recommendations (see instructions in the box when you purchased your machine)
- The machine will not work/won't be accurate with natural light coming into the room (curtains/blinds are needed). At least 30 cm's of free space is required on either side of the machine and 50cm of space is required in front of the end of the machine

Setting Up Your Equipment

When setting up your ProScanner, please ensure the following spacing is required:

- The room where you have placed your Equipment is at LEAST 2 metres x 1.6 metres
- Keep at LEAST 30 cm from the outside of the ProScanner clear, including clothing, chairs, etc.
- No natural light in the room - Sunlight includes infrared light, which can affect scan quality
- No reflective surfaces in the view of the cameras (e.g. no mirrors or shiny posters in foreground) - Reflective surfaces can reflect the infrared light from the camera, which can affect scan quality
- The foreground of the machine must be static e.g. you don't want to have curtains blowing in the wind of people working out in the foreground of the machine
- Normal room light for the machine is recommended
- Do not leave clothes/shoes within 30 cm of the machine.



The Fit3D Equipment will come with setup instructions inside the packaging. Please follow these instructions to ensure proper installation.

Ensure Proper Internet Connectivity

- Failed scans can occur due to an internet surge or poor internet connection.
- The ProScanner requires a **constant and consistent** wi-fi internet connection to process scans effectively.
- For best results you will require upload and download speeds greater than 2 MBPS (as a bare minimum)

To check your internet connectivity, you can take a laptop to the location where your ProScanner will be installed and check either of these two sites for your current wifi speed:

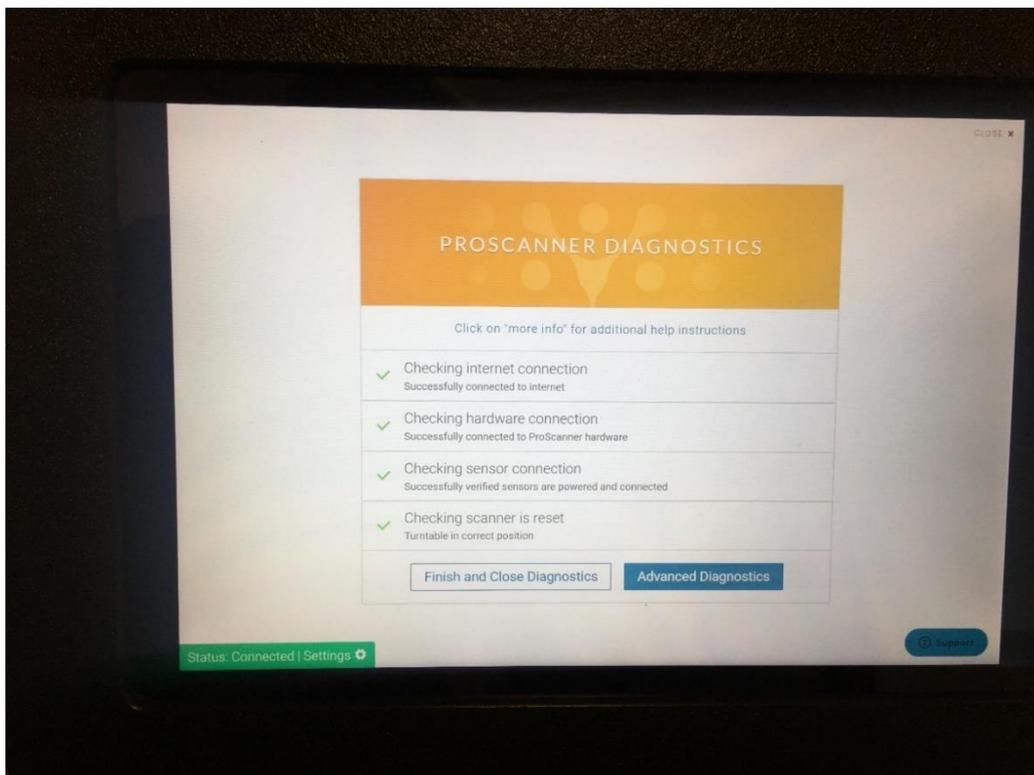
- www.speedtest.net
- www.measurementlab.net/tests/ndt

If your internet does not meet the minimum upload requirements, you may need to either upgrade your wireless internet or connect your system to internet via ethernet connection.

Starting your Fit3d Body Scanner for the 1st time

Your 1st steps are:

- Turn the power on at the wall,
- Start the Fit3d tablet,
- Ensure wifi is connected and **working**
- Open the Fit3D application – click twice on the Fit3d icon on the tablet
- The Fit3d app usually takes 5-10 seconds to load
- Once loaded, the scanner is properly connected if the status box in the lower left corner of the application says **“Connected” as is GREEN**. The green status box in the bottom left corner of the screen will turn red and say **"disconnected"** if the system is not connected.



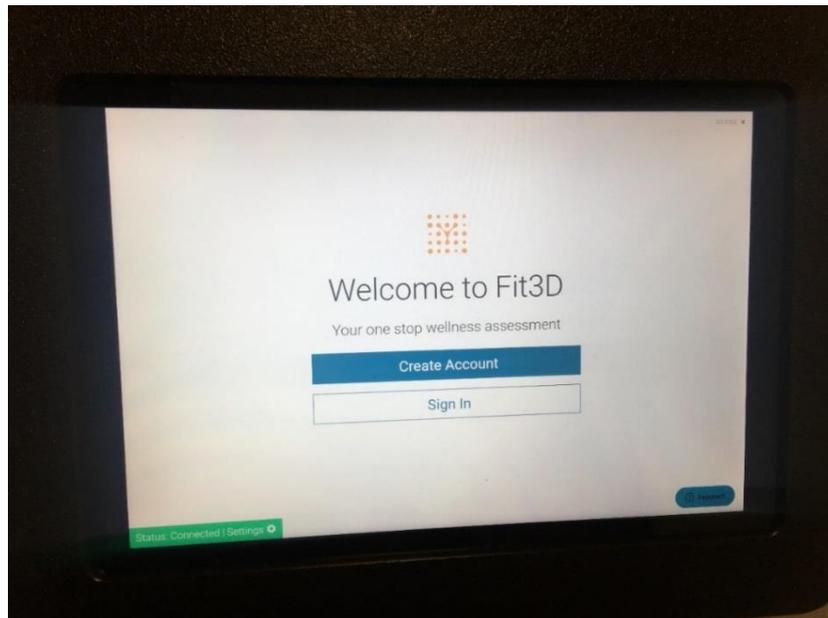
Pro-scanner Diagnostics:

Once the Fit3d app has loaded, it will take you through to the 'Proscanner Diagnostics' page. If one of the rows comes up with a **red cross** it will give you some tips on what to try. The most common reason for a red cross is a loose power chord or poor internet connection.

Please note – if you have good internet connection, all plugs are in, you haven't moved the machine, most of the time you can still perform a successful scan. You just need to choose 'finish and close diagnostics', sign in, and try to scan yourself.

Welcome screen:

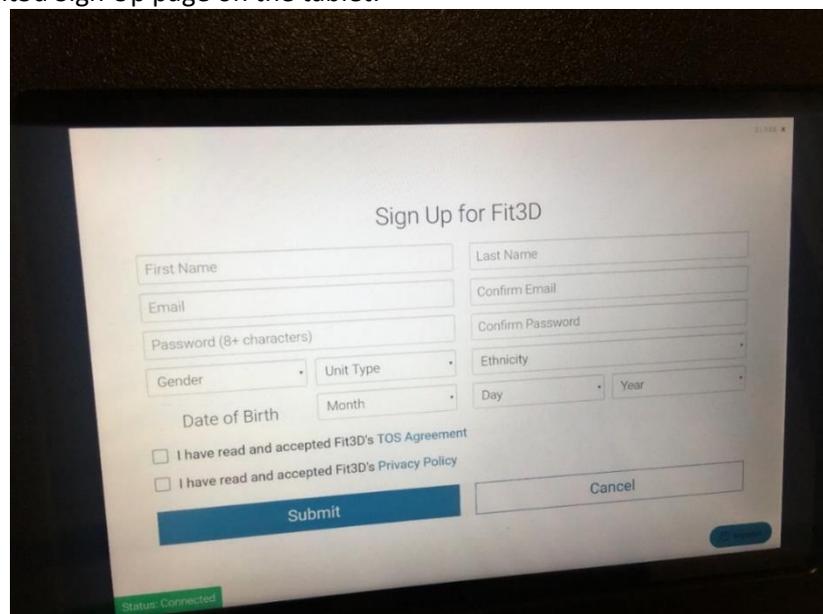
Once you choose 'finish and close diagnostics', the app will take you to the Welcome Screen/home page.



From here, clients can:

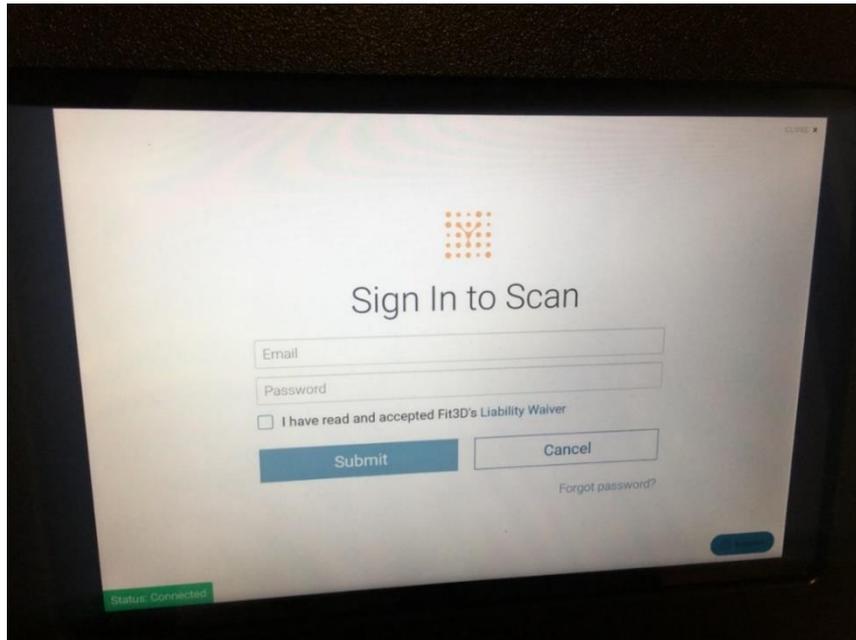
- Create Account: All clients are required to create an account in order to receive the results of their scans.

Picture of the Fit3d Sign Up page on the tablet:



Or clients can sign in if they already have an account:

- After a client has created an account, he or she simply types in his or her email and password to take a scan/sign in



Save time!

To speed up the sign in process it is recommended that you get clients to **sign up in advance** by creating an account here (click on the 'Sign Up' tab): <https://dashboard.fit3d.com/>. They need to choose 'metric' as the unit type. This will save you 3 minutes per client on their 1st scan!

Preparing For and Taking a Fit3D Scan

The Fit3D application walks the athlete through the proper clothing, position, posture, depth of breath, and hair placement to ensure quality scans, but this is often overlooked. **Please understand that clothing, position, posture, depth of breath, and hair placement WILL AFFECT measurements, so it is imperative that proper scanning protocol are followed.**

Fit3d body scanning is essentially **volume-based measurement**. Advantages of this, compared to BIA (electrical current) technology include:

- Outside of a lab (and a very controlled environment) it is much harder to manipulate your Fit3d results when using Fit3d Scanning compared to BIA scanning
- Fit3d results should be less affected by hydration status, time of day and menstrual cycle
- You can capture hundreds of metrics/a more holistic set of results and present them in a way that clients will understand. For example, Fit3d allows you to capture 3d images, full posture analysis, accurate girth measurements, compare left and right leg and arm volume etc none of which can be accurately captured using BIA.

Posture and position matter

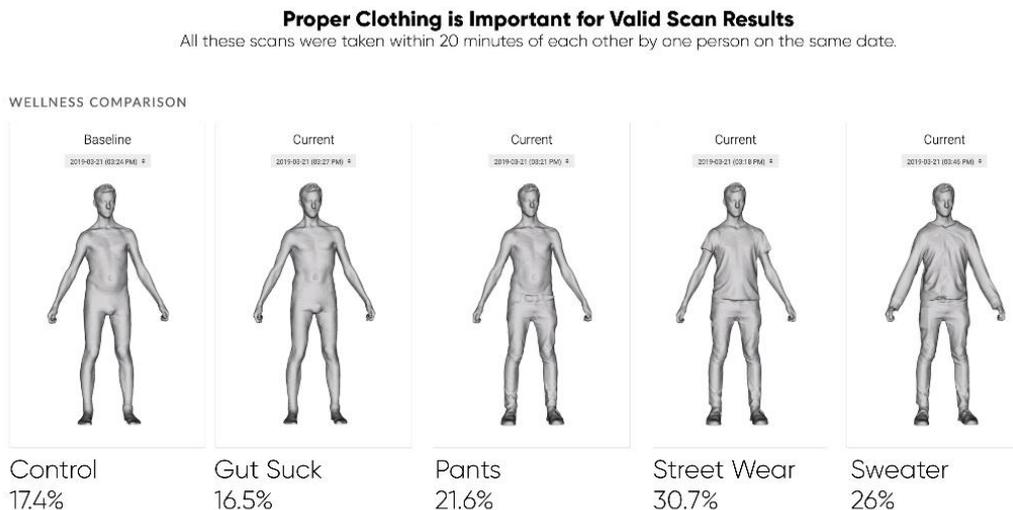
One of the disadvantages of Body Scanning with infrared cameras is that athletes must stand in the same scan position each time, wearing the same clothing (e.g. minimal). This does not necessarily need to be passed on to athletes in any detail however please see the following points to ensure you gain the most reliable results possible.

1. Wear minimal and form-fitting clothing (e.g. G-string/tight underwear and bra for women and tight/small underwear for men)
 - Please keep in mind that things like different bra styles (or baggy v tight underwear) from one scan to the next CAN affect measurements

2. Ensure that hair (and beards) are completely tied up above the neckline
 - Hair must be tied in tightly in a bun (ballerinas bun)
 - Long beards, must also be tied above the neckline e.g. in a tight beard bun

In their clothes (and bare feet), make the athlete practice the scan position before you leave them to scan in the room by themselves.

Here is an example of how clothing can affect one of the Fit3d metrics - body fat %:



3. The athlete should stand in a **relaxed and natural position** while holding the handles – **arms must be straight!**
 - Some athletes may want to suck in their belly or puff up their chest - this will affect measurements and therefore affect composition statistics.
4. The athlete should breathe slow, shallow breaths during the entire scan process
5. The athlete must STAND STILL, including NOT MOVING HIS or HER HEAD, during the entire scan
 - Just remind your athletes that there are lots of rules, but they're only required for the 35 seconds during the scan!
6. The athlete should NOT talk during the scan

Following these instructions should ensure scan consistency, which will ensure scan accuracy.

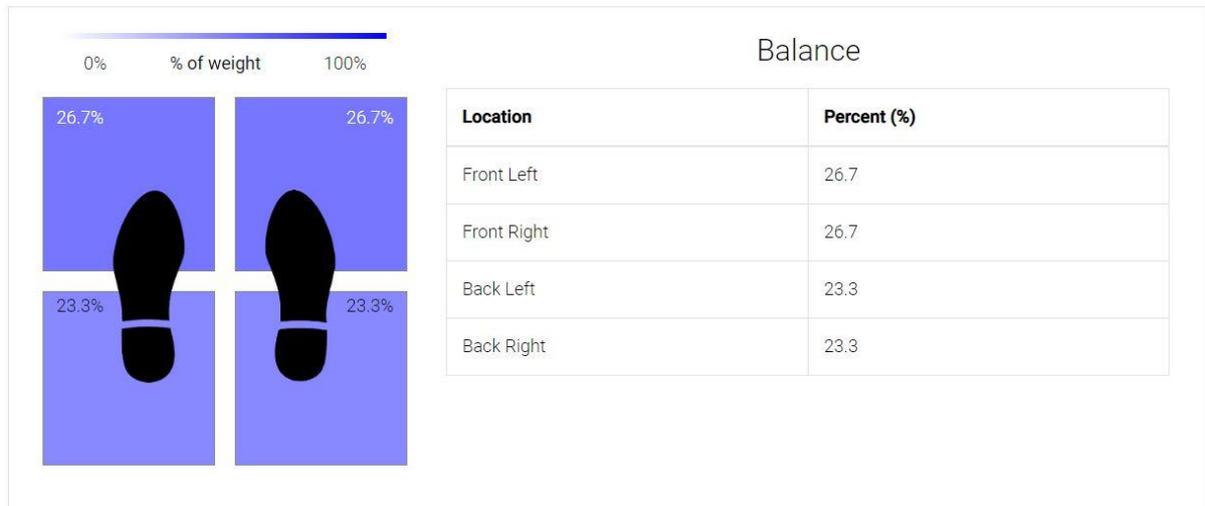
Common Scanning Technique mistakes that will affect results

- Bending the elbows during a scan
- Not remaining in a relaxed position in EVERY scan
- Breathing too deeply, or not breathing at all
- Movement during a scan
- Loose clothing during one scan and tight in another. A sports bra versus a 'normal' bra or a G-string versus slightly loose underwear will make a difference.

Weight capture and balance process

Fit3d offers the athlete a static 4-point weight distribution assessment.

Balance



The Fit3D application will walk your athlete through the weight capture process, but here are a few notes to ensure success:

- Set the scanner base up on a hard, flat floor. Soft carpet is NOT recommended
- When taking weight: Stand as still as possible on the footprints - Keep hands at your side and DO NOT touch the handles
- Keep the scale clear at all times until the software prompts the client to step on it
 - This helps the system to zero or tare properly prior to the weight capture process
- The Fit3D application will BEEP when weight has been captured successfully
 - If weight is not captured within 10 seconds, the Fit3D application will ask the client if he or she would like to try again or enter his or her weight manually.
 - It is recommended that you also carry a set of simple bathroom scales as a back-up with you just in case the base fails to register someone's weight. This way, you can type it in manually by choose 'manually input weight'

Completing a Fit3D Scan

When the scan is complete:

- The turntable will automatically stop turning
- The Fit3D application will chime and will show the client a "success" page
- As the scan data is processing, it is immediately encrypted and securely uploaded to Fit3D servers - This process generally takes 3-4 minutes depending on internet upload speed
- Fit3D servers then process the scan, measurements, and outcomes as well as posture.
- After the scan is processed, you as the administrator will be able to access their results on your Fit3d administrator dashboard and the client will receive an initial email, which will include his or her scan image, a short list of measurements, and a link to login the Fit3D dashboard to review his or her data in depth
- Posture is processed separately and can take between 10 minutes and 48 hours to be added to the client's data platform. Your client will receive a second email once the posture results have been processed and their posture report will be added to their Fit3d Results Platform.

It is strongly recommended that you and your staff practice scanning themselves and friends for a couple of weeks prior to selling scans to the public.

Pre-test Information and Fit3d sign up

It is recommended all clients are sent 'pre-test instructions' prior to their first Fit3d Body Scan or if this is not possible, having a separate 'sign up' computer/tablet in the waiting room will speed up the scanning process. It takes approx. 3 min to sign up per person – how many 3-minute blocks do you want to waste in your life?!

In Wellington, we email pdf instructions to all first-time scanners. 95% of people read them.

Here is a link to the pre-test instructions we use in Wellington. You can use/adapt these to suit your business as you please: <http://healthandfitnesstesting.nz/resources/pre-test-instructions/>

How to scan:

It is recommended that ALL Fit3d machine owners print out the next page and place it at the base of the machine or somewhere obvious for people to see – you do NOT want people to snap the machine handles

Please **GENTLY**
lift the handles up
to the scan
position **BEFORE**
you push the
buttons



This machine is very expensive

Post scan

Providing your internet speed/wifi is good, you, as an Administrator should gain access to the athlete's results within 3-4 minutes. The athlete will also be sent an email with a link to view their results. Both parties can view results by logging in at www.fit3d.com 24/7.

Sample admin view below:

Status will show 'complete' once scan results are ready to be viewed.

SUCCESS HUB

Client Scans

View most recent scans at your facility - OR - search to filter by email/name.

Name	E-mail	Scan Date	Scan Status	Posture Status	Access Level	PARQ	Actions
John Demo	user5@fit3d.com	2019-01-03 (12:11 AM)	Complete	Complete	Full	Complete	
Jane Demo	user4@fit3d.com	2017-09-05 (06:34 AM)	Complete	Complete	Full	Complete	
Jane Demo	user4@fit3d.com	2017-04-03 (08:39 AM)	Complete	Complete	Full	Complete	
User3 Three	user3@fit3d.com	2017-01-05 (03:14 PM)	Complete	Complete	Full	Complete	
Jane Demo	user4@fit3d.com	2017-01-02 (08:03 AM)	Complete	Complete	Full	Complete	

Select Page Size:

For some video examples of how to explain post-scan results please go to these links:

<https://www.healthandfitnessstesting.nz/resources/fit3d-results-explanation/>

<https://www.healthandfitnessstesting.nz/resources/fit3d-results-explanation-quick-version/>

Please keep in mind, one scan by itself is (in my opinion), a waste of time. The beauty of the whole Fit3d system is when people have at least 2 scans – this should always be encouraged. **Scanning will only work as motivation if your client knows when they will next be tested.**

What you do post-scan depends on your scan time allocation. If you are really short on time just tell the customer to check their email in 20 minutes and they will see their results – not recommended.

The Fit3d images are very confronting at first. It is strongly recommended you say these words to every client **“You will receive a grey 3d image of yourself. It is what it is, but be warned, many people find this quite confronting”** - most people will smile or laugh when you say this however if you don't say these words, you will likely have a few customers in tears when they see their results. You are dealing with their life, and their body - respect it.

If you are running a gym challenge, we will usually scan 2 people in a row (5 min appointments) and leave a 5-minute gap, and then repeat this process over and over. It is recommended that if you are new to scanning, and you have lots of people in a row to test, you leave a 15 min gap every hour. This will allow you to run on time and get your head around the entire process.

If you have some spare time and you want to give an example of what is possible with Fit3d tracking, feel free to show your client Frank's profile as per below. He has given permission for people to see his results. You can access his results here:

www.fit3d.com

Username: furtersrfg@gmail.com,

Password: Hebrews56

Using your Fit3d admin platform

You can assign one admin email/account per machine. You can create an admin account by creating an account and emailing support@fit3d.com, stating our email address (for the admin account) and they will set it up for you.

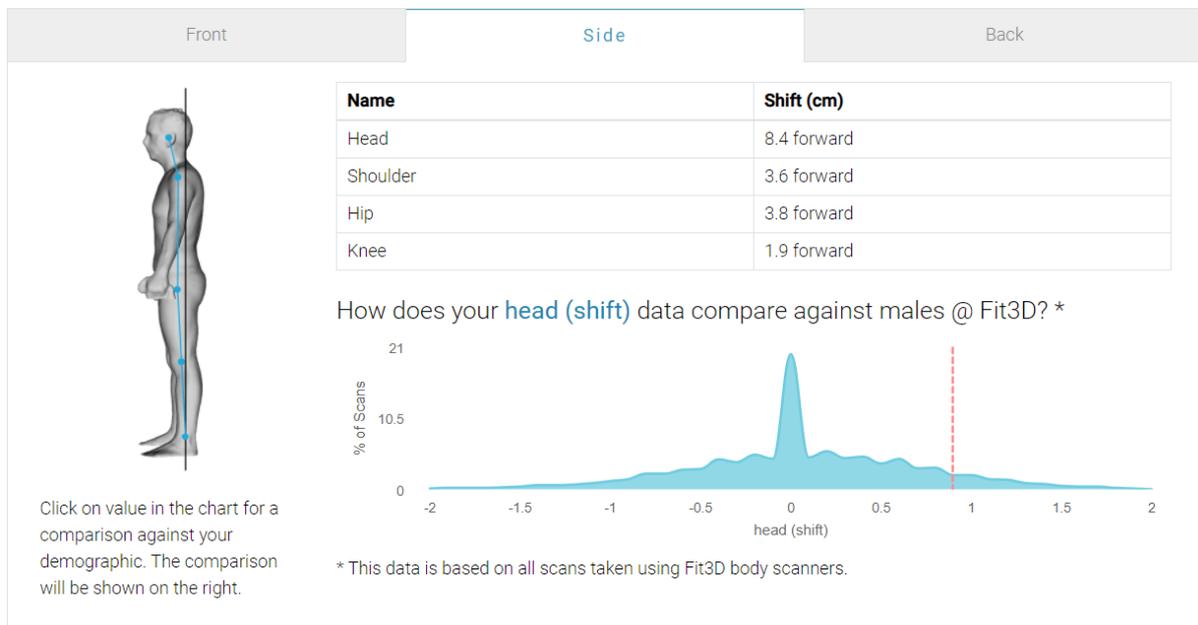
Posture Reports

Due to additional processing demands, posture reports come through delayed. They usually take between 10 minutes and 48 hours to come through. Once processed, the athlete will get sent a separate email telling them their posture report is ready. The report is then automatically added to their data platform and the posture status on your Administration Dashboard will come up as 'complete' for that athlete.

Sample Posture Report – Side on View

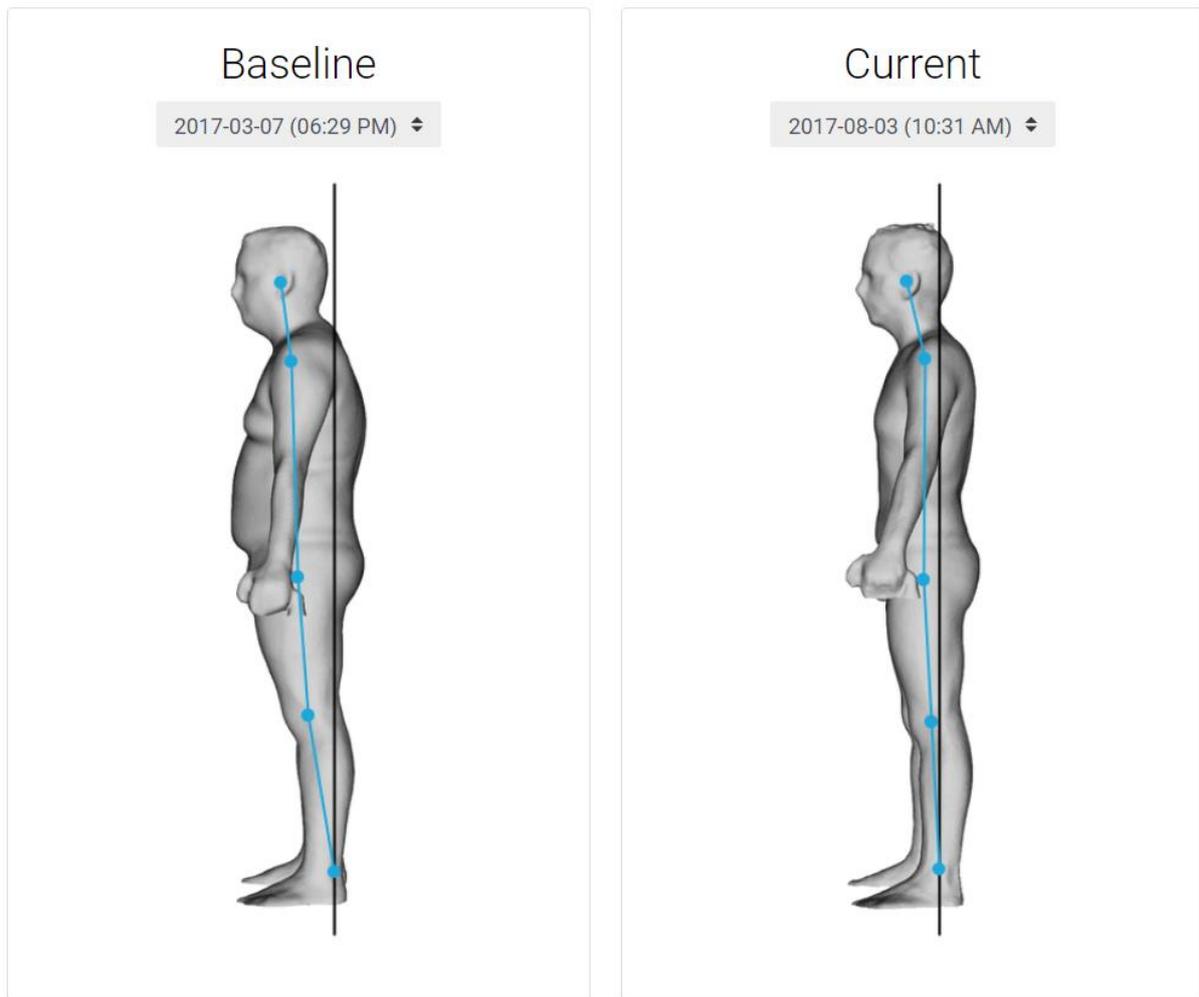
Zero is optimal and in this example, it is showing that all landmarks are in front/'forward' of the plumbline.

Posture



Sample Comparison Posture Report – Side on View

POSTURE COMPARISON



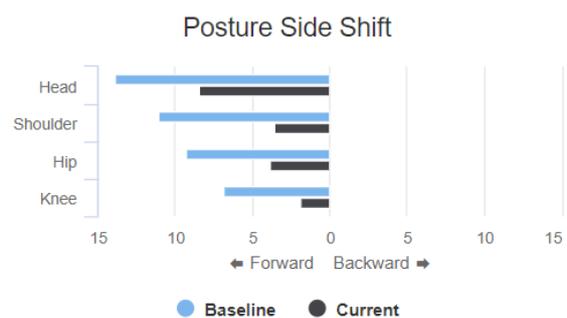
Sample Comparison Posture Report – Numbers and Graphs

Blue is the first scan and black is the most recent scan. In this example, showing an improvement of head protrusion by 5.5cm

FRONT BACK **SIDE**

Shift ⌵

Name	Baseline (cm)	Current (cm)	Diff (cm)
Head	13.9 F	8.4 F	5.5 B
Shoulder	11.1 F	3.6 F	7.5 B
Hip	9.3 F	3.8 F	5.5 B
Knee	6.8 F	1.9 F	4.9 B



Delete Scans

If an athlete moves, you are just trialling the machine in your clothes, or if only some of the results are downloaded you can delete scans. This way, the affected results will not interfere with your comparison graphs/data etc. To delete a scan follow this process:

1. Go to www.fit3d.com and login to the athletes account on a COMPUTER. You can only delete a scan when you are logged in as yourself (or logged in as the athlete) **not in admin mode**.
2. Go to the 3 horizontal line icon on your dashboard
3. Click Scan history
4. Click on the image you want to delete (time/date will be below the image)
5. Click delete in the bottom right on the computer screen.

Please note, in this same section you can download additional measurement into excel and also download OBJ and GIF 3d images of the athletes.

Other tests

Although the Fit3d system is amazing, all owners are recommended to encourage their clients to take a holistic view of their health and not become fixated on body fat %. For example, if they are over 35 years of age, consider tracking cholesterol, HbA1c (diabetes), blood pressure etc and for the younger client, consider tracking their fitness, speed, flexibility, strength etc. This may allow those who are too focused on body fat % to start thinking about some other measures.

Girth measurements

For tracking health, we use waist and hip girth measurements the most. We have found the test-retest reliability to be more reliable than blinded tape measure test-retest circumferences.

Expect girth measurements to be higher (sometimes up to 20cm) using Fit3d compared to a tape measure. The infrared cameras follow a longer pathway (go into every groove) compared to a tape measure and therefore will give a larger measurement.

Body Fat %

I would encourage all staff conducting Fit3d Body Scans to read this information below about BF%. This information doesn't need to be passed on to clients/patients in any detail however having an awareness of the issues with Body Fat % as a metric may make staff more comfortable when having to answer questions about client results.

Despite it being many sports scientists dream, there is no such thing as perfection on any mobile scanning device. Essentially reliable body composition testing is about minimising error. All Body Composition Testing devices have error. Remember, we are not cutting an athlete open and weighing all their muscle and fat. Even DEXA the so-called 'gold standard' can have measurement errors up to 5%.

If you are interested, these 2 articles/video summarise the research I have conducted over the past 5 years on Body Composition Testing:

A review of Body Composition Testing Methods in NZ:

<https://www.healthandfittestesting.nz/resources/bodycompositiontesting/>

Issues with Body Fat % Testing:

<https://www.healthandfittestesting.nz/resources/issues-with-body-fat-measurement/>

There will be some measurement error (up to 1-3% test-retest) that occurs with Fit3d. I have not found a mobile body composition brand that can beat this and not have other faults. During our 1st 4 years of scanning over 10,000 people, we have found Fit3d a reliable way to track body fat % on those who scan regularly.

Using Fit3d, expect higher body fat %'s than skinfolds. In Wellington, we performed an 8-site ISAK skinfold test on 30 patients and then scanned them straight away on the Fit3d body scanner. BF% difference between the 2 methods varied by up to 16% and ALL results were lower using skinfolds. Generally, we've found that results between BIA, DEXA, Fit3d, skinfold can vary a lot e.g. up to 20% in a person. The message is to compare apples with apples. You will need to educate clients about this.

[This blog](#) shows how "GOLD Standard" methods can differ from one another by more than 7.2% on the same person all taken within 1 hour. **This is very important to remember when trying to compare Fit3D body fat algorithm to any other body fat algorithm.**

If you look strongly into the research, body fat % as a number on its own is a poor measure of body composition alone (and thus is Fat Mass and Lean Mass as they are on the same algorithm). In Wellington, we encourage clients to look at several numbers to track their progress. For health, the Body Shape Rating, Weight, and Waist circumference, body fat % are the main 4 numbers we track for health progress. We are also very interested in the overlay pictures.

Fit3d have released some more information on body fat % here:

Fit3D has worked with world leading body composition researchers from Harvard, LSU, UCSF, and Mount Sinai School of Medicine to produce it's body fat algorithm. Please review [this blog post](#) if you'd like to learn more.

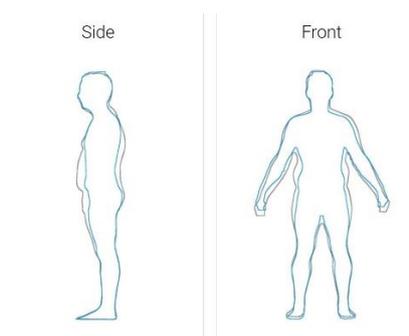
Overlay Feature:

- **This feature is only available when you are logged in as an 'administrator'**. Athletes will not be able to see their overlay feature on their own account. Fit3d will let you know if this function becomes available to individual clients.
- The overlay feature is a powerful tool to use when showing athletes progress/regression
- To view an overlay, you need at least 2 scans.

How to view an overlay image:

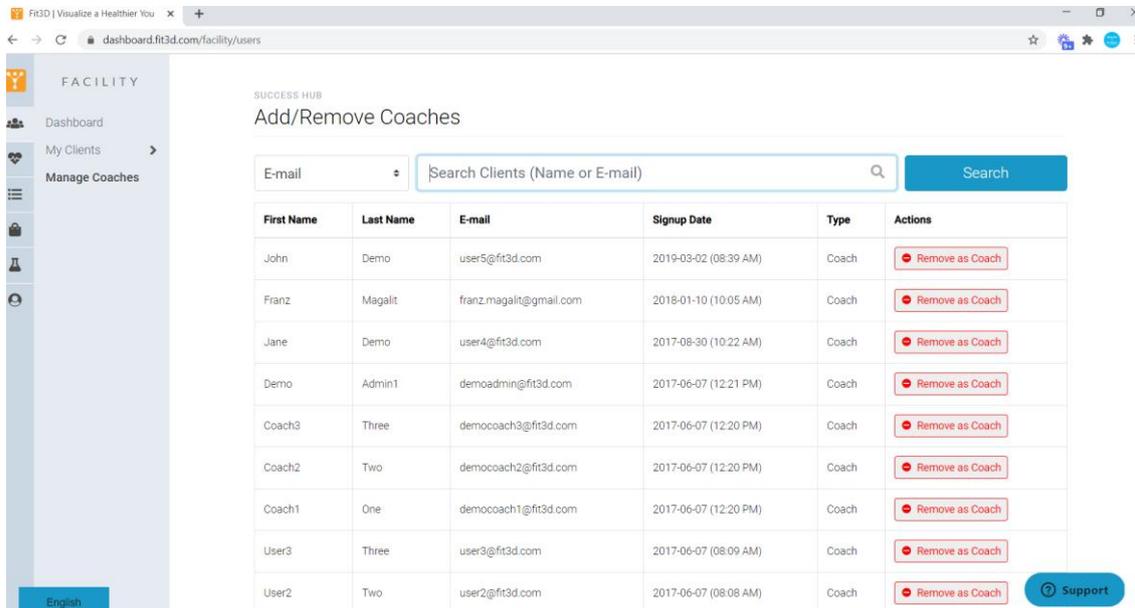
- Once signed in on your admin dashboard, click on client scans, choose your client, and on the left side of the screen click on 'comparison'. A drop down of 'overlay' should appear below. Click on this.
- If an athlete wants to see this, take a screenshot or snippet, and send it to them. This provides great position reinforcement to the athlete wanting to change body shape

Overlay example:



Coach Mode

Coach mode is only required if a trainer wants to see their own athletes under one login, but they/you don't want to see the entire athlete list that has scanned on your machine. Below is a picture of how you can add someone as a coach. You can find out more information by emailing support@fit3d.com



The screenshot shows the Fit3D dashboard in 'FACILITY' mode. The main content area is titled 'Add/Remove Coaches' and features a search bar for clients. Below the search bar is a table listing existing coaches. Each row in the table includes columns for First Name, Last Name, E-mail, Signup Date, Type, and Actions. The 'Actions' column contains a red button labeled 'Remove as Coach' for each coach entry.

First Name	Last Name	E-mail	Signup Date	Type	Actions
John	Demo	user5@fit3d.com	2019-03-02 (08:39 AM)	Coach	Remove as Coach
Franz	Magalit	franz.magalit@gmail.com	2018-01-10 (10:05 AM)	Coach	Remove as Coach
Jane	Demo	user4@fit3d.com	2017-08-30 (10:22 AM)	Coach	Remove as Coach
Demo	Admin1	demoadmin@fit3d.com	2017-06-07 (12:21 PM)	Coach	Remove as Coach
Coach3	Three	democoach3@fit3d.com	2017-06-07 (12:20 PM)	Coach	Remove as Coach
Coach2	Two	democoach2@fit3d.com	2017-06-07 (12:20 PM)	Coach	Remove as Coach
Coach1	One	democoach1@fit3d.com	2017-06-07 (12:20 PM)	Coach	Remove as Coach
User3	Three	user3@fit3d.com	2017-06-07 (08:09 AM)	Coach	Remove as Coach
User2	Two	user2@fit3d.com	2017-06-07 (08:08 AM)	Coach	Remove as Coach

Someone has scanned on a fit3d machine elsewhere before

If this is the case, their results will be sent to the machine that they had their FIRST fit3d scan on. No drama! All you need to do is email support@fit3d.com with your athlete's name and email and request their results be transferred to your machine from now on. If you are hoping to immediately go through results with that client, simply get them to login to their own account by visiting www.fit3d.com.

Failed Scans

You may occasionally get a failed scan. If you do, check the internet connection, make sure the athlete's hair is tied up (and beards), and make sure the client stands still and repeat the scan again. That will solve 99% of failed scans.

Occasionally you may get a body type that is "unusual" and Fit3d fails to pick up all of the data points. Generally, this occurs with a stocky person who has a very small neck or their thighs are touching. If this is the case, you may need to trial a couple of different positions e.g. stand with feet 5 cm further apart or stand 3-5 cm back from the front of the foot prints if you suspect a leg/thigh gap problem, or tilt the head slightly up to allow the infrared cameras to gain a full neck circumference if you suspect a neck problem. If in doubt, you can email support@fit3d.com and gain an opinion as to why an athlete's scan may have failed.

Marketing

Here are some marketing resources. You can use/adapt this information as you please.

- **We strongly recommend taking some time to set up your business properly – branding, test packages, social media etc before doing a strong launch. Take your time!**
- <https://www.fit3d.com/> and if you google fit3d there are some videos that can help with marketing. **Setting up a TV in a gym/business in advance of testing has been most effective in gaining interest**
- <https://www.youtube.com/watch?v=-Om55ZmuLmQ> is a video you could use for marketing if you don't want to tailor your own.
- Fit3d NZ Insta or FB page: https://www.instagram.com/fit3d_newzealand/ and <https://www.facebook.com/fit3dnewzealand/> has heaps of static images and short videos on it – use whatever you like
- [media kit](#) (use what you like however you will need drop box)
- Quick tips: Consider running some machine opening specials, giveaways, advertising scans on TVs in your health centre, using Instagram and Facebook celebrities, getting brand ambassadors on board for your company to promote your product etc.
- If you get the trainers on board at each gym you go to, they will be your biggest asset for marketing

Scanning Room set up

Creating a “wow-factor” for your machine is **essential** if you are wanting to add-value or justify a high price per scan. All communication to your members/clients/patients should be slick.

- **Create a wow-factor!**
- Do NOT just place the Fit3d machine in a messy room without any signage or wow-factor around it.
- Although the Fit3d system is designed to be simple to use, machine owners are recommended to create a ‘wow-factor’ experience for new users. Some ideas on how to do this include:
 - Having a large computer screen/monitor on-site to show people results
 - Having a tidy scanning room
 - Placing Fit3d (or your own branding) pop up banners behind the machine
 - Printing out some 3d prints of people and displaying them next to your computer screen
 - Dressing appropriately when conducting scans (e.g. shirt and trousers or gym uniform)

Here's some NZ examples of those creating a "wow-factor" with signage around their Fit3d Scanner:



 <p>Accelerator</p> <p>\$140</p> <p>2 x 3D Body Scans - SAVE \$20</p> <p>Valid for 6 months</p> <p>Choose this plan</p>	<p>Best Value</p> <p>Accelerator</p> <p>\$200</p> <p>4 x 3D Body Scans - SAVE \$120</p> <p>Valid for one year</p> <p>Choose this plan</p>	<p>Performer</p> <p>\$400</p> <p>Unlimited 3D Body Scans</p> <p>Valid for one year</p> <p>Choose this plan</p>
<p>2x 3D Body Scans</p> <p>Book your scan when it is convenient for you</p> <p>Analysis of your results with a certified Fit3D technician</p> <p>Comparison of scans</p> <p>24/7 online access to your data</p>	<p>4x 3D Body Scans</p> <p>Book your scan when it is convenient for you</p> <p>Analysis of your results with a certified Fit3D technician</p> <p>Comparison of scans</p> <p>24/7 online access to your data</p>	<p>Unlimited 3D Body Scans for one year</p> <p>Book your scan when it is convenient for you</p> <p>Analysis of your results with a certified Fit3D technician</p> <p>Comparison of scans</p> <p>24/7 online access to your data</p>

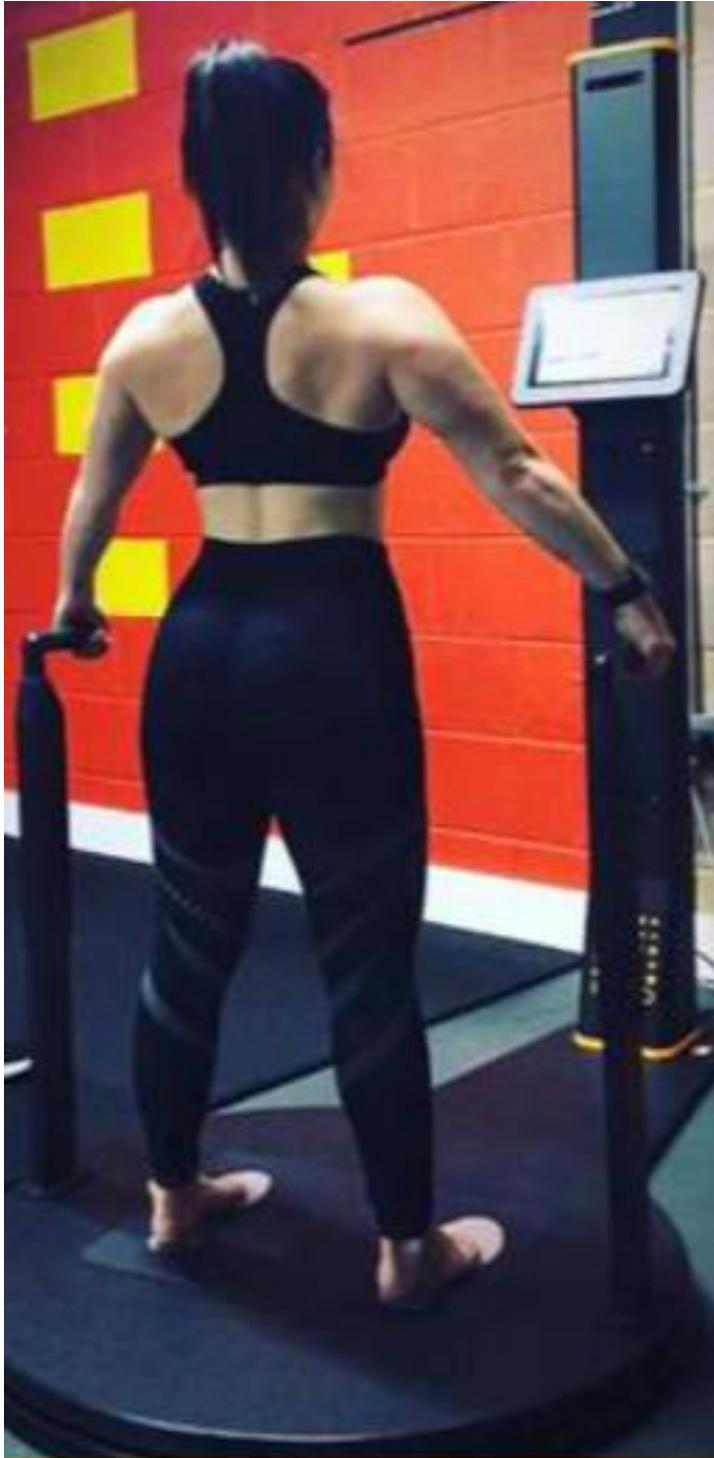


Here is an example of an uninspiring/poor set up:

No posters

It is in the middle of a gym floor

No wow-factor



Pricing

Being a Fit3d machine owner, you can set your own price however in NZ we are encouraging all owners to market the Fit3d Scans as a **premium product** and NOT get in a price war with other body scan providers. Your product is the BEST mobile body scanner on the market– don't stoop to their level.

Here's some reasons WHY it should be marketed as the BEST:

- Fit3d have the best visual resources on the NZ scanning market. No other company can offer accurate 3d images, posture analysis, colour-coded graphs, numbers, line graphs tracking progress of every single scan, all automated and all accessible 24/7 privately online.
- Your Fit3d Scanner has 3 infrared cameras, fixed handles, and you scan at a set distance from the cameras. These will all ensure your 3d scan is more accurate than any other competitor 3d body scanner.
- The ability for someone to scan on any Fit3d machine world-wide and their results will be compared to their last test (s),
- Having 24/7 online, private access whenever you like and not losing bits of paper with results on it,
- Being part of the **largest 3d body composition database in the world** making data more meaningful
- The detail of the 3d imagery and easy to understand reporting,
- It doesn't use bioimpedance to estimate all measurements, which essentially means the amount of error in each scan is easier to control and should be less

The majority of current owners in NZ will be charging people for scans. At the time of writing, here's what we currently charge in Wellington. In some centres you may not be able to charge this much (some more) however when setting price, keep in mind that one scan on its own is a waste of time.

Scan pack	Cost
One off scan	\$100
2-pack	\$180
4-pack	\$240
Unlimited (12 months)	\$250 (or \$5/week)
Corporate	Negotiated per client
8-week challenge testing (minimum 20 people)	\$90 for 2 scans pp. The gym is usually invoiced for this. Some gyms we go will clip the ticket and sell scans to members for slightly higher

If you have purchased a Fit3d Scanner for your gym and wish to offer free scans to your members (or certain membership levels), please feel free to do so. Gym retention rates have been reported to increase by up to 30% should you set this up correctly.

Additional Measurements section

<https://www.healthandfitnessstesting.nz/resources/additionalmetrics/>

Although we rarely show clients/members this function, if you are interested, there are plenty more measurements (not shown on the main data platform) that can be viewed from one scan. You can view these by following the instructions below.

Once signed in to your Fit3d dashboard, go to the '3 horizontal line icon on the top left', click on 'scan history', click on one of the available 3d images, and then click on 'download measurements' on the bottom right of the screen. You will need Excel to download these measurements. Presuming you have Excel; your measurements will automatically begin to download, and Excel will open. Please check out 'Fit3d extended measurement reference' below:

Fit3D Extended Measurement Reference

Standard Measurements		
Measurement Name	Description	Units
Neck	Circumference at mid-point of neck (typically over the larynx)	in/cm
Chest	(Male Only) Circumference at inner point of shoulder blades	in/cm
Bust	(Female Only) Circumference at forward most protruding point above the waist	in/cm
Waist	Circumference at small of back	in/cm
Hips	Circumference at rear most protruding point below the waist	in/cm
Biceps L/R	Max Circumference of arm between shoulder and elbow	in/cm
Forearm L/R	Max Circumference of arm between elbow and wrist	in/cm
Thigh L/R	Max Circumference of leg between crotch and knee	in/cm
Calf L/R	Max Circumference of leg between knee and ankle	in/cm
Extended (Downloaded) Measurement Set		
Measurement Name	Description	Units
Overarm	Circumference around body, including shoulders, taken at deltoid	in/cm
Waist Max	Maximum circumference around midsection	in/cm
Waist Natural	Thinnest circumference of the midsection	in/cm
Belly Max	Circumference around midsection taken at forward most protruding point of belly	in/cm
Hips Max	Max Circumference around hips	in/cm
Hips at Max Width	Circumference around hips, taken at height of max hip width	in/cm
Knee Upper L/R	Circumference measurement, 2-inches above center knee measurement	in/cm
Knee L/R	Circumference around center of knee	in/cm
Chest Width	As stated	in/cm
Waist Width	As stated	in/cm
Hips Width	As stated	in/cm
Torso Volume	Volume of Torso - from Waist to Chest	in ³ /L
Arm L/R Volume	Volume of Arm from Armscye out	in ³ /L
Leg L/R Volume	Volume of Leg from Thigh measurement down	in ³ /L
Shoulder to Shoulder	Width measured between outer edge of shoulder	in/cm
Armscye L/R	"Armhole of a garment" measurement	in/cm
Arm L/R Length	Length of arm - shoulder to wrist	in/cm
Shoulder L/R to Wrist Length	Length taken from centroid of Armscye through main axis of arm to wrist	in/cm
Crotch Height	Height from crotch to floor	in/cm
Inseam L/R	Inner "seam" measurement of legs - crotch to inside foot	in/cm
Outseam L/R	Outer "seam" measurement of legs - hip to outside of foot	in/cm
Torso Sagittal	The "U": described as length taken from neck, around groin and back up back to neck	in/cm

3d printing

- Having a 3d print sit on your desk or drawer will 100% motivate you to change. It can also be an awesome memento for those who have just completed a body building competition, challenge etc.



- We have a contract with a nationwide 3d print company that can create:

A: 15cm high 3d print, \$140

B: 10cm high 3d print, \$110

All main colours are available

Price includes postage

How to order a 3d print

1. You will need your member to download their 3d image by doing the following:
2. Once logged in to Fit3d, go to the 3 horizontal line icon on the top left of the screen and click on 'scan history'
3. Click on the 3d image that they want printed
4. Click on 'download scan OBJ' on the bottom right of the screen
5. Save the 3d image/OBJ file with their postal address and send it to you
6. You will forward the email to peter@healthandfitnessstesting.nz and list exactly what height and colour you would like the print to be
7. We will then generate an invoice, which you will be responsible for paying (you can charge your client what you like)
8. Your client's 3d print should arrive within approx. 5 working days

Please feel free to use the above photo for advertising. There is also a video link from my Instagram here: <https://www.instagram.com/p/BrMRgYdH0aq/>

Machine maintenance

- **Be very careful with the machine when transporting it to different locations.** Your Fit3d body scanner is like a big computer – if you drop it or if you are rough with it, it may lead to problems.
- It is recommended that the machine base and handles are cleaned once every 2 weeks – normal gym equipment spray will suffice. **Do NOT spray the camera lenses** on the vertical pole
- It is recommended that the 3 glasses lenses that cover the cameras on the vertical pole are wiped once every 2 weeks using a microfibre cloth (e.g. the cloths you use to clean eye glasses)
- Fit3d and windows occasionally release software updates. These can sometimes take several hours so updating outside of testing hours is recommended (I have been caught out and had to cancel a whole testing day in the past!). **Be pro-active when an update is available**
- It is recommended that the machine be completely turned off each night and turned on again at the beginning of the next day
- It is recommended that a staff member do a trial test at the start of each day and that the machine tablet is **TURNED OFF** at the end of each day.

Kids/pets

- The Fit3d Body Scanner is not a toy. Kids under 16 are recommended to have parental approval.

Fit3d Laptop/tablet use

- The Fit3d laptop/tablet is not to be used for any other purpose than Fit3d Body Scanning. There is no anti-virus software - **no other internet sites should be searched on this laptop.**

Machine breakdown

If multiple coaches/trainers will be administering scans, it is recommended you print out these instructions below and inform all staff of their location.

- It is recommended that a staff member do a trial test at the start of each day
- If the machine does not work:
 1. Check the diagnostics screen has 4 green ticks when you log into the app.
 2. Check that the internet is connected
 3. Once logged into Fit3d dashboard on the tablet, check that there is a green “connected” sign showing in the bottom left corner of the screen.
 4. Check that the machine power is turned on
 5. Check all the plugs are plugged in properly – sometimes they become loose esp with the USA-NZ converters
 6. Try turning the power off at the wall and waiting for 30 seconds. When you turn it back on the machine base should rotate around twice. If it doesn't, check all the plugs are plugged in properly.
 7. Try restarting the laptop/tablet and un-plugging the USB from the laptop
 8. If it's still not working, email support@fit3d.com

Mobile Fit3d Scanning

Plan ahead!

- World-wide Fit3d machines are transported to different gyms/businesses on an hourly basis.
- The machine base is approx. 45 kg. If possible, use 2 people to lift it. Purchasing a 2-wheel trolley (the one's truck drivers use) is recommended for transporting the machine long distances.



- It is recommended that if you are testing at a new venue that you check out the venue **in advance** yourself or get the venue owner to send you a video/photos of the scanning room. This will avoid being placed in an inappropriate room.
- Performing an internet speed test at each new venue is recommended: <https://www.google.co.nz/search?q=internet+speed+test&ie=&oe=>. From experience, anything under 2-3 mbps may produce some failed scan results.
- Setting up a TV in advance of the gym/business you are going to scan at, with a scan promo video playing on repeat will significantly increase your sales.
- Offering free testing to gym owners/key staff is recommended. You also need to spend some time educating the gym owners etc on the new technology, particularly if they have been using the old-school BIA or skinfold testing methods.

Gym or corporate challenge testing

- Challenge testing can be quite lucrative for body scan owners. If you want to earn some additional money from your Fit3d Body Scanner we would encourage you to link up with local gyms/business running challenges
- When testing at an 8-week challenge, members will be receiving a nutrition and exercise program from the gym. We found that members were not interested in having too much of a chat- they just wanted a quick scan/get to the point
- In Wellington, ALL members doing an 8-week challenge must sign up to Fit3d in advance. If they haven't, they are told they may miss their time slot (because it takes 3 minutes to sign up and we don't have a spare 3 minutes).
- We test 2-3 people in a row in 5-minute time slots, and then leave a 5 min break in our booking system because the average person takes 6 minutes to complete the scan process (instructions, clothes on and off, the scan).
- When the next person is scanning, we go through the results briefly with the person who has scanned before us (before we are not in the room during a scan)
- Advertising your upcoming scanning with a video replaying on a TV and a sign with scan dates on it is recommended in the 2 weeks leading up to testing at that gym

Fit3d App

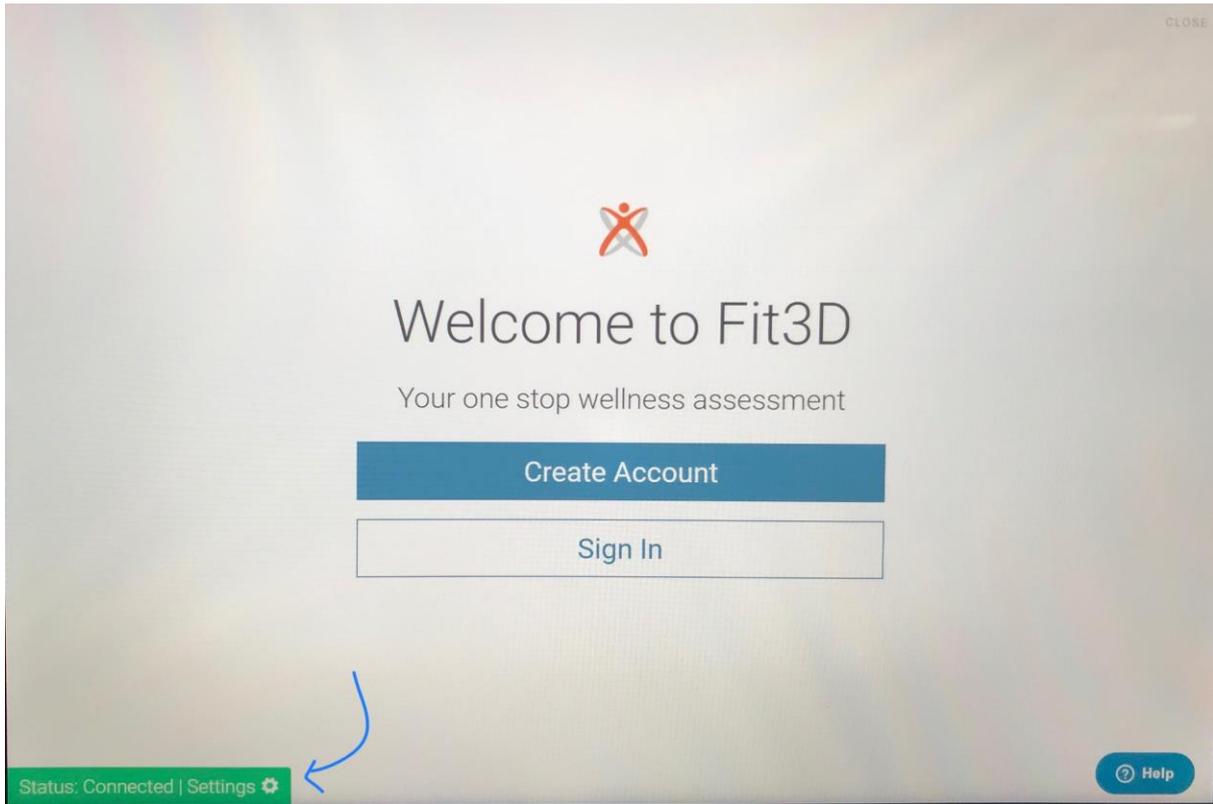
Fit3d have developed an app that can be downloaded for free from the app store "My Fit3d". The app is in its infancy and metrics are only recorded in pounds. Until this is developed further, I'd encourage NZ Fit3d users to just compare their results online via the cloud at www.fit3d.com.

Weight scale calibration

In Wellington, we take our Fit3d Body Scanners to different venues every week. We calibrate the weight scales about 2 x year and perform approx. 2000/scans per machine/year and generally find repeat-testing e.g. 2 scans 1 minute apart gains similar weights e.g. within 100 grams each time. Should a specific research study be done on the Fit3d Body Scanner, we would recommend recalibrating weight at the start of each testing day.

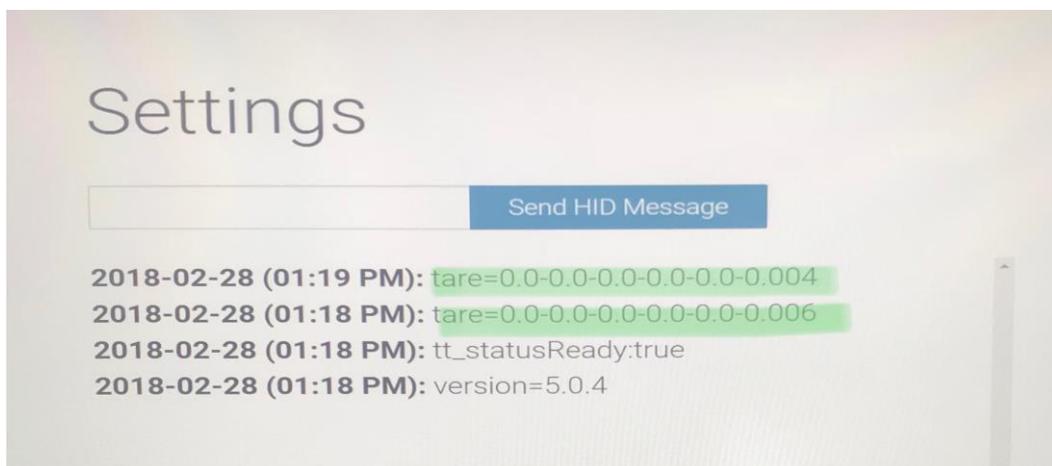
How to recalibrate the weight scales:

1. Open the Fit3D application installed on your Tablet/Laptop and click **Settings** on the bottom left corner. If the status bar on your screen is red instead of green, confirm that the USB connection between the Laptop/Tablet and Scanner is securely in place and you have good wifi connection.



2. Watch the screen for about 10-20 seconds, do not step on the turntable yet. You should see a status message showing:

tare=0.000... (Highlighted below)

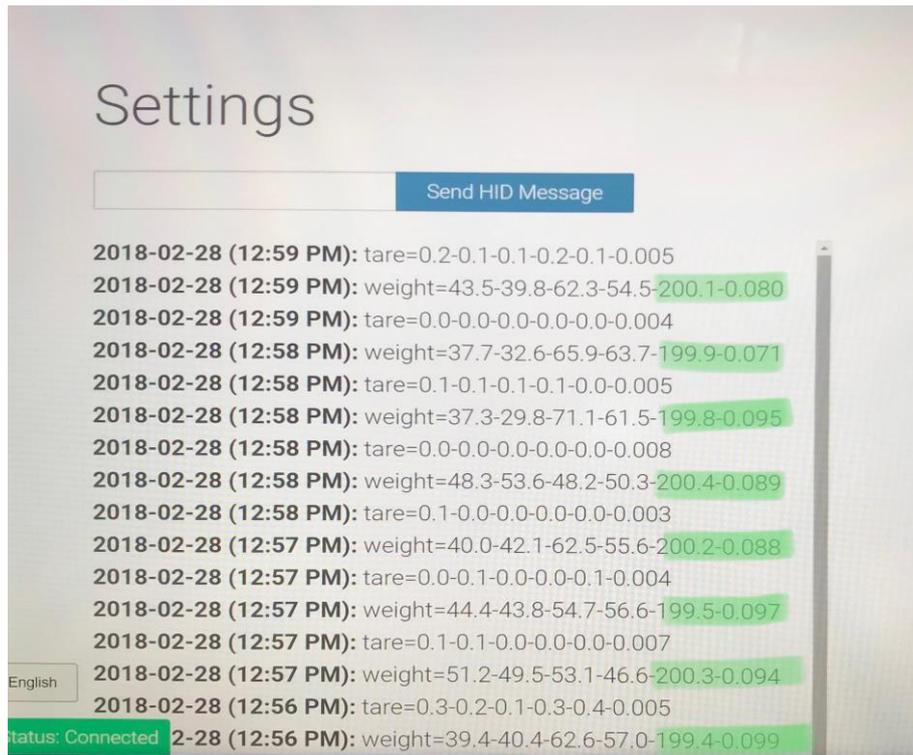


3. Step on to the scale and be as still as possible. **Do not touch the handles.**

If your weight was successfully captured the system will see a status message indicating...

Weight=....

The final sequence of numbers is your weight (most likely shown in pounds). Once that appears stand clear of the turntable and wait until the **tare=0.000...** prompt appears again. It may take 15-20 seconds to appear again, so please be patient. Repeat these steps 5 times to capture enough data. See sample date below.



You should be aiming for the 1st 3 numbers in the green highlighted area above to be similar e.g. within 1 for each 'weight' row. If this is the case, your machine has been calibrated and you are good to go.

From there, you should be able to go back to the Fit3d home page and begin scanning.

It is recommended that all machine owners print out the next page, laminate it, and store it next to the machine in case you run into any technical issues

Fit3d – tasks to try if you are experiencing difficulty with your Fit3d Scanner

Fit3d is like one big computer. Like computers, occasionally there are technical issues.

1. Once set up, if the scanner is set up correctly, when you turn the power on at the wall, the Fit3d round weight scale/base should turn around twice and there should be an orange light above each of the 3 infrared cameras.
If this does not occur, power is not getting to your weight scale and you will not be able to scan. Turn the power off and check that ALL plugs are connected/pushed in correctly (including the adaptors). Also check that each part is securely connected to the next e.g. that the vertical power is securely connected to the triangle base, the triangle base is securely connected to the round weight scale etc. Turn power on and try again.
2. If your machine has power, the **most common reason for a failed scan or machine that is 'not working' is internet**. If a client can login, scan themselves, the turntable does the full rotation and says 'successful scan' at the end, the scanner clearly has power and power is getting to all components of the scanner.
Even if you have the best internet in the world, if your results are coming through delayed (e.g. slower than 5 minutes) 99.9% of the time it will be an internet problem. Therefore, try changing your wifi connection – I 'hot spot' off my phone every now and then.
3. The next task you can try is simply turning your whole machine off at the wall, restarting the tablet, waiting 30 seconds, and turning them back on again. Like a computer, sometimes they just need a reset.
4. 'Failed scans' occasionally appear on the 'fit3d admin dashboard'. Expect this to happen every now and then. If a client has 2 or more failed scans in a row you need to double check:
 - a. Is their hair completely tied up – you cannot have ANY loose hair crossing the neck. A high 'ballerinas bun' is essential
 - b. If they have a long beard or long earrings this also must be tied up (or earrings taken off)
 - c. Make sure the client has their arms straight and stands still during the whole test
 - d. Make sure clothes are not within 50cm of the machine, there is no sunlight getting into the scan room, and there is nothing reflective in the foreground of the machine.
 - e. If your client is a larger person and their upper thighs merge together or their upper arms merge with their trunk (and they get 2 or more failed scans), try getting them to stand with their feet slightly wide e.g. half of the foot will be outside the silver foot plates. Or try getting them to stand slightly back from the front of the silver foot plate e.g. try standing with their big toe 5cm back from the front edge of the grey foot plate
5. If you have tried ALL of the above and still having trouble with your Fit3d Body Scanner please email support@fit3d.com, list what the issue is and what you have tried already. The more detail you give the better. Whilst waiting for a reply, you can also text the Fit3dNZ director (Peter) on 0210758660 and request a call back or shoot him an email peter@healthandfitnessstesting.nz if it is non-urgent.

Future potential

Our goal in NZ is to make Fit3d the dominant method of testing body composition in NZ. If we can achieve this, your client results will become more meaningful.

At the time of writing (2021), we have Fit3d Scanners in most regions of NZ. Although machines are all individually owned, there is real potential if all owners could work together on any nationwide projects that present themselves. No other body scanning company is doing this at present. If anyone has ideas or connections to arrange any nationwide projects, we'd love to hear them and we'd be happy to assist in getting them up and running – there may even be a way you can 'clip the ticket' on every scan if you are coordinating a project!

There is potential to open the online shopping 'marketplace' for Fit3d NZ customers. This is currently only available to USA customers – they can purchase online clothing based on their scan results. Watch this space in NZ or please let us know if you have a clothing brand that may be interested.

“Together we can achieve so much. Alone, we can achieve so little”...



MEASUREMENT GUIDE

NECK
Circumference at midpoint of the neck (typically over the larynx)

BUST
Circumference at forward most protruding point above the waist

BICEPS
Max circumference of arm, between shoulder and elbow

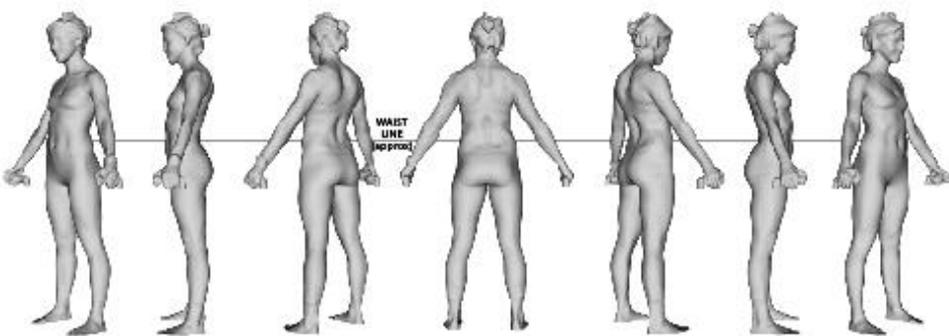
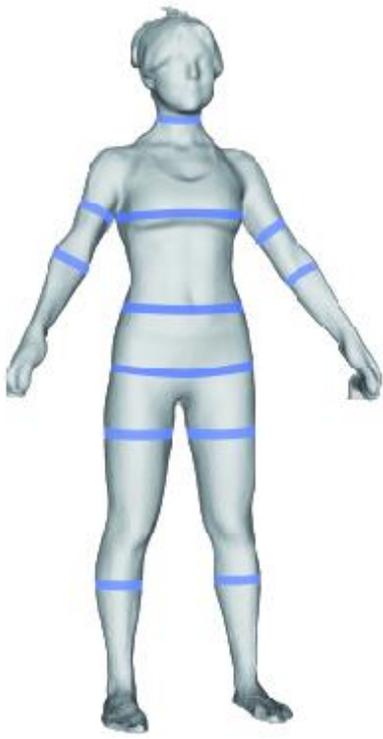
FOREARM
Max circumference of arm, between elbow and wrist

WAIST
Circumference at small of the back (typically between lowest rib and top of iliac crest)

THIGH
Max circumference of leg, between crotch and the knee

HIP
Circumference at rear most protruding point below the waist

CALF
Max circumference of leg, between knee and ankle



WAST LINE approx

MEASUREMENT GUIDE

NECK

Circumference at midpoint of the neck (typically over the larynx)

CHEST

Circumference at forward most protruding point above the waist

BICEPS

Max circumference of arm, between shoulder and elbow

FOREARM

Max circumference of arm, between elbow and wrist

WAIST

Circumference at small of the back (typically between lowest rib and top of iliac crest)

THIGH

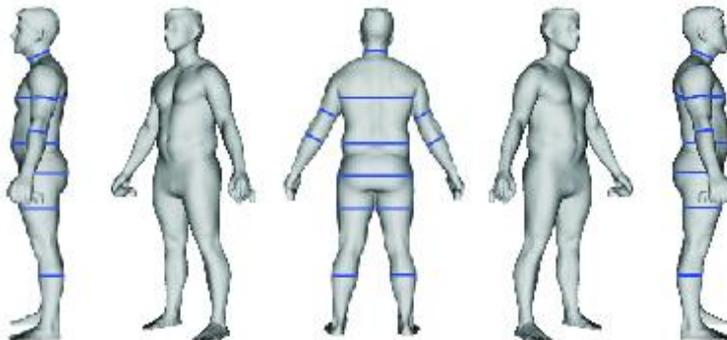
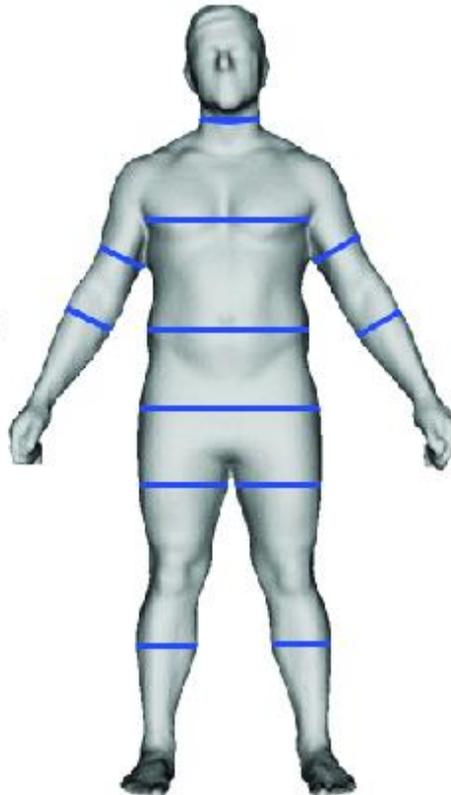
Max circumference of leg, between crotch and the knee

HIP

Circumference at rear most protruding point below the waist

CALF

Max circumference of leg, between knee and ankle



If you have any further questions about Fit3d please contact peter@healthandfitnesstesting.nz

Happy Scanning 😊