

## Acaia FAQ



### **Do I need to wait for it to fully charge before it turns on or should it work once it's plugged in?**

No, you do not need to wait for it to fully charge. You may also use the scale until [LOW battery] shows up before charging for the first time. You may also use it when it's plugged in, even before it is fully charged.

### **What's the standard procedure of unpacking the acaia coffee scale?**

Have a look at the [video](#) which details the unpacking process. The main issue is to remove the extra cushion strip inserted around the bottom of the scale. If you do not remove the cushion insert, it will affect the readouts of weights. Please check the [video](#) upon opening the package.

### **I have experienced a scale drift, the reading is jumping up and down. What should I do?**

Have you removed the protective cushion beneath the scale? Look at the [video](#) of what it looks like and how to remove it. Please let us know if you still see any drifting after the removal of the protective cushion. Each scale has been checked before being shipped out, therefore drifting should not be occurring at all.

### **What do I do if I see a decrease of weight over time during the brewing process?**

From a professional balance maker's standpoint, there are several reasons why this type of reading may occur, the most common being one of the following:

- **Temperature:** scale sensors are directly affected by temperature and acaia has a set of standards which allow for a range of temperatures. Since temperature changes may affect the performance of the scale, it is advised to use a heat insulation pad on the scale for protection.

- **Evaporation:** The responsiveness of the scale is also one of our key technologies. Since the acaia scale is built to a higher resolution and sensitivity, it is able to detect and reflect the slow evaporation of water into the air. This process is intensified with heated liquids.

To check if the acaia sensor is faulty, or if a decrease is due to evaporation, there is a simple test you may conduct:

1. Put a glass teapot (or any open lid container) on the scale
2. Pour in some hot water
3. Observe if the displayed weight on the scale decreases
4. Put a lid on the teapot (or container)
5. Observe if the displayed weight has stopped decreasing and condensation has appeared on the lid.

If steps 4 and 5 are completed without a weight decrease, then the decrease is solely due to evaporation. Evaporation is a process that has a relatively large impact on weight, which most people neglect to factor in.

If there continues to be a sizable decrease in weight with the lid on, it is possible the scale is faulty.

### **What are the requirements for the acaia coffee scale connection?**

The acaia coffee scale app supported iOS devices include:

- iPhone 4S (late 2011)
- iPhone 5, 5S and 5C
- iPod Touch 5th generation (late 2012)
- iPad 3rd generation (early 2012), 4th generation, and iPad Air
- iPad Minis - 1st and 2nd generations
- The acaia coffee app runs on iOS Version 7.0+

Several Android devices are supported at this time. Supported Android devices have: A Bluetooth Low Energy (BLE) radio, present in some devices as part of Bluetooth 4.0. A working BLE API that allows third-party App code to access BLE. This is present in some Android 4.3+ devices.

Tested:

- Nexus 5 and Nexus 7
- HTC One
- Samsung Galaxy Note III
- Samsung Galaxy Note II (may be unstable)

Hardware compatible, but without a full test:

- LG G2
- Samsung Galaxy S4
- Samsung Galaxy S III (may be unstable)
- Samsung Galaxy Note 10.1
- Motorola Moto X and Motorola Moto G
- Motorola Droid RAZR M, RAZR HD, RAZR Maxx HD (OS v4.1.2 with Nov 2013 firmware update)
- Motorola Ultra, Maxx, Mini (OS v4.4+ only)
- Sony Xperia Z, Z1, Z1s, ZL, ZR, Z Ultra, Z1 Compact, Tablet Z (OS v4.3+ only)

### **Is the App required to use the scale?**

No, it does not require the app to use the scale. The scale can function on its own including Tare/Unit changes. When you change the unit into ounces, there will be a small blue LED indicating it is in ounces mode. There is another small orange LED that will indicate charging. These LEDs are hidden when not active for aesthetics.

**Will an Android app be developed?**

Yes, it is in the works! There are also plans for Windows Phone support as well.

**What is the capacity?**

2kg

**Can the acaia be used as an everyday kitchen scale?**

Yes, and it will be able to switch between units (grams, ounces). It will also do a negative measurement

**Will a standard espresso portafilter fit on the scale?**

If the portafilter is within 6.6 includes it will fit on the scale.