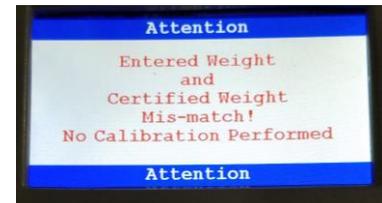
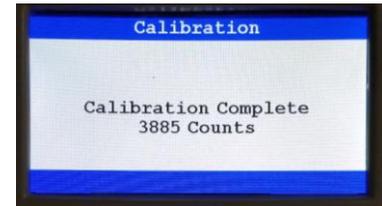
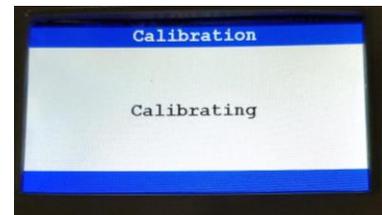
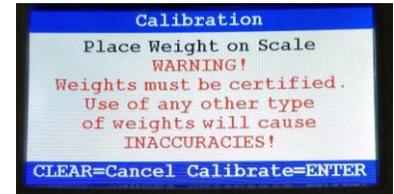


CALIBRATION (CONT)

7. When the zeroing process is complete the display will prompt for entry of the calibration weight. Minimum calibration is 200 lb / 100 kg. Maximum calibration weight is 1000 lb / 454 kg. Calibration weight can be adjusted in 10 lb or 10 kg increments. Press **Enter** when the calibration weight is set.
8. The display will prompt for the calibration weights to be placed on the platform. Press **Enter** after calibration weights are placed on the platform.
9. The display will show “Calibrating” during the calibration process.
10. If calibration is successful, the display will show “Calibration Complete” with a 4 digit calibration count.
11. If calibration is unsuccessful, the display will show an error message that the entered calibration weight and the certified weights do not match. The display will then revert back to the set calibration weight screen for entry of calibration weight.



TROUBLESHOOTING

Troubleshooting

Before contacting service personnel, refer to the following instructions to check and to correct any failures. For further assistance, contact Health o meter® Professional Scales Technical Support at 1-800-638-3722.

Symptom	Possible Cause	Corrective Action
Scale does not power on	<ol style="list-style-type: none"> 1. Dead battery 2. Faulty electrical outlet 3. Bad power supply 	<ol style="list-style-type: none"> 1. Replace batteries 2. Use a different outlet 3. Replace AC adapter
Questionable weight or the scale does not zero	<ol style="list-style-type: none"> 1. External object interfering with the scale 2. The display did not show "0.0" before weighing 3. Scale is not placed on a level floor or feet are not properly balanced 4. Scale is out of calibration 	<ol style="list-style-type: none"> 1. Remove interfering object from the scale 2. Remove the patient from the scale, press  to zero the scale and begin weighing process again 3. Place the scale on a level floor. Ensure all 4 feet are properly balanced. Completely hand tighten the feet, then turn them back 1-½ full turns. 4. Check weight with known weight value
Weighing is performed but the weighing process takes too long and the weight does not lock on the display	The patient is not sitting or standing still	Ask the patient to stand or sit still
The battery icon on the display indicates that the batteries are low	The batteries are depleted	Replace batteries according to instructions on page 10
Scale is displaying "Load Cell Cable Not Detected"	The load cell cable is not completely plugged into the ports	Inspect the load cell cable to ensure it is completely plugged into the ports on the back of the display head and the back of the platform. See assembly instructions. If cable was plugged in, unplug and plug in again until it clicks into place.
In the Help menu, display is not advancing to the next screen for the menu selection and saying "invalid key"	Correct key is not being pressed	To make a selection in the Help Menu and advance the screen, press 