

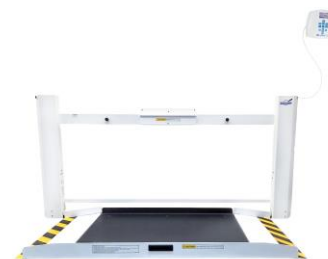


## Model 2920KL-AM/2920KG-AM

Find the serial number on your scale’s product label and follow this chart to select the version specific user instructions for your scale.

<u>Serial Numbers</u>	<u>Link/Page #</u>
For all other serial numbers not shown below, click <a href="#">here</a> or skip to page 2	
2920E50250001, 2920E50250002, 2920E50250003, 2920E50250004, 2920E50250005, 2920E50250006, 2920E50250007, 2920E50250008, 2920E50250009, 2920E50250010, 2920E50250011, 2920E50250012, 2920E50250013, 2920E50250014, 2920E50250016, 2920E50250017, 2920E50250018, 2920E50250019, 2920E50250020, 2920E50250025, 2920E50250027	Click <a href="#">here</a> for skip to page 26

## Model 2920KL-AM/2920KG-AM



**CLICK THE BOX BELOW OR  
SKIP TO THE PAGE NOTED**

<b>Cautions and Warnings</b> p. 3	<b>Specifications / Definition of Symbols</b> p. 4	<b>Certifications / Connectivity / Disposal</b> p.5
<b>Assembly Instructions</b> p.6	<b>Powering the Scale / Battery Replacement</b> p.10	<b>Set Up Instructions</b> p.11
<b>Everlock<sup>®</sup> Permanent Unit Lock Instructions</b> p.14	<b>Operating Instructions</b> p.15	<b>Cleaning / Replacement Parts</b> p.21
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## CAUTIONS AND WARNINGS

### **INTENDED USE**

This Health o meter® Professional wheelchair scale is intended to be used in a professional medical environment by trained medical staff. This product was designed to weigh patients who are safely seated in a wheelchair or standing on the platform. Do not modify the product or use it for anything other than its intended purpose.

**To prevent patient/caregiver injury or damage to your scale, please follow the instructions in this user manual very carefully.**

- Do not exceed the maximum weight capacity specified for this scale.
- For accurate weighing, this scale must be placed on a flat, stable surface.
- For accurate weighing, verify before each use the proper operation according to the procedure described in this manual.
- Do not use in the presence of flammable or explosive materials.
- If the scale becomes damaged, it should not be operated until properly serviced.
- To prevent injury and damage to your scale, do not drop or mishandle scale, during use.
- Ensure that the AC adapter and scale do not come in contact with liquids, excessive temperature, or excessive humidity.

### **Patient/caregiver safety**

- This scale is designed for static weighing of patients only.
- To prevent patient injury, the patient must be attended throughout the entire weighing event.
- Ensure the ramps and platform are kept clean and dry. Exercise caution when assisting the patient or rolling the wheelchair onto and off of the scale.
- Use the handle when raising and lowering the platform. Keep feet, toes and fingers clear when raising or lowering the platform.

### **When operating the scale with the AC adapter**

- Operate this scale exclusively with the AC adapter that is provided (ADPT30). Use of an unspecified adapter will void the warranty, and can pose a serious safety hazard.
- Prior to using this scale, inspect the AC adapter cord for cracking / fraying, or for broken / bent plug prongs.
- Prior to using this scale, ensure that the AC adapter is plugged into an outlet with the rated voltage appropriate for operation.
- Ensure that the AC adapter outlet is wired to a circuit breaker or other protected power source.
- Unplug the AC adapter, and carefully store both the adapter and adapter cord before moving the scale.
- Operating this scale at voltages and frequencies other than specified can damage the equipment and will void the warranty.

### **When operating the scale with batteries:**

- If the scale's battery icon indicates that the batteries are low replace the batteries or switch to the AC adapter as soon as possible.
- When replacing / inserting batteries, be sure to use all new batteries.
- Consult Customer Service or a field service technician for help.

**In no event shall Pelstar®, LLC be liable for damages or injuries whatsoever arising out of or connected with the assembly, use, or misuse of its products.**

# SPECIFICATIONS

## General


This scale uses highly sophisticated microprocessor technology. Each precision scale is designed to provide accurate, reliable, and repeatable weight measurements. In addition, each scale is designed to provide the user with features that make the weighing process simple, fast, and convenient.

The 2920KL-AM displays weight in pounds (lb) or kilograms (kg). Refer to Page 11 to learn more about configuring the weight measuring unit setting. The 2920KG-AM displays weight in kilograms only.

**Each scale can be powered using an AC adapter (ADPT30 included), or by 6 D batteries (not included).**

## Specifications

Capacity and Resolution	2920KL-AM: 1000 lb x 0.2 lb (454 kg x 0.1 kg) 2920KG-AM: 454 kg x 0.1 kg	
Power Requirements	Adapter Model No. UE15WCP1-090050SPA, Part No. UE160714HKKK1-P or Adapter Model No. UES06WNCP-090050SPA, Part No. UE190716HKSH1RM Health o meter® Professional Model (ADPT30) (included) Input: 100-240VAC, 50/60Hz, 500mA Output: 9.0V $\overline{\text{---}}$ 0.5A  Or 6 D batteries (not included)	
Environmental	Operating temperatures: 50°F to 95°F (10°C to 35°C) Storage temperatures: 30°F to 125°F (0°C to 50°C) Maximum Humidity: 85% RH	
Physical Dimensions	Platform Raised: Width: 77.5" / 1968 mm Depth: 4.7" / 122 mm Height: 36.9" / 937 mm	Platform Extended: Width: 77.5" / 1968 mm Depth: 37.9" / 962 mm Height: 36.9" / 937 mm

Scale information can also be found by pressing  and selecting "Scale Info" in the submenu. This screen provides model number, capacity, calibration weight, the most recent field calibration date, number of field calibrations, and software version.

# DEFINITION OF SYMBOLS



Attention: Consult Accompanying Documents



Caution



Do not dispose of this device in the domestic waste stream.



Type B Applied Parts



DC Power Supply



Temperature Limit



Manufacturer



Catalogue Number




Batch Code



Serial Number

## CERTIFICATIONS / CONNECTIVITY / DISPOSAL

### Certification Descriptions

 <p>ISO13485:2016 CERTIFIED</p> <p>ISO 9001:2015 CERTIFIED</p>	<p>Pelstar<sup>®</sup>, LLC has been officially certified as the manufacturer of Health o meter<sup>®</sup> Professional medical devices. The Pelstar<sup>®</sup>, LLC quality assurance system covers the development, production, sales and service of medical scales and measuring systems.</p>
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All Health o meter<sup>®</sup> Professional scales are manufactured in FDA-registered factories.

### Scale Connectivity Information

To enable reliable transmission of weight, height, and Body Mass Index (BMI) data, this scale is designed to connect to a computer, monitor, or other electronic device via USB or Pelstar<sup>®</sup> wireless technology. This connectivity helps minimize a source of potential medical errors caused by incorrectly copying and then recording patient data. For more information regarding how to connect the scale to other electronic devices, please contact Health o meter<sup>®</sup> Professional Scales Technical Support, available during normal business hours at 1-800-815-6615.

**Note:** If this product was purchased with a BT Kit, refer to the Wireless Communication Set Up Instructions included with the packaging.

### Scale Disposal



Health o meter<sup>®</sup> Professional scales must be disposed of properly as electronic waste. Follow the national, regional or local regulations which apply to you for disposal of electronic waste or batteries. Do not dispose of this device in the domestic waste stream.

Note: This product is Platinum certified by Corada and meets applicable ADA Standards when installed, maintained, and operated correctly. Any modifications to the scale will disqualify the scale as ADA compliant.



# ASSEMBLY INSTRUCTIONS

## **Before Assembly**

Carefully inspect the carton for shipping damage before unpacking. If damage is found, contact your shipper or a Health o meter® Professional representative immediately at 1-800-815-6615. Claims must be filed with the shipper as soon as possible after receipt of the package. The following information details what you will find inside the main carton as you unpack the parts for assembly.

To prevent scratching any components, carefully remove each assembly from the carton and unwrap the packing materials. Set the carton aside for storage. To avoid damaging the scale parts when unpacking, do not use a box cutter, knife, scissors, or any sharp object to open the protective inner packaging.

## **Parts List**

- (1) Platform scale
- (1) Mounting bracket with hardware
- (1) User manual
- (1) Display head (with mounting bracket attached)
- (1) Load cell cable
- (1) AC Adapter

1. Unpack the carton and check parts against the Parts list. If there are any missing or damaged parts, please call Customer Service at 800-815-6615.

**IMPORTANT: Scale must be installed by qualified personnel.**

2. Determine the best location for the scale following these recommendations:

- 10 feet of space is recommended on each side of the platform to allow for a wheelchair to be rolled onto the scale.
- The platform extends 37.9" / 962 mm outwards in its unfolded, lowered position. Allow for sufficient space around the platform for personnel to move past the scale.
- A 120v AC power outlet must be within 36" / 914 mm of the power supply on the scale.
- The floor and wall surrounding the scale is flat and free of obstructions.

**Caution: When wall mounting the scale, ensure that the mounting location is free of electrical lines, gas pipes, and other safety hazards. Ensure that wall is of construction that can support the wall mounting bracket.**

3. When the appropriate location is determined, obtain the supplied wall bracket and hardware and begin the mounting process continued on the next page.



**WARNING: The scale must be installed in a location that allows for means of egress according to local, state and national standards.**

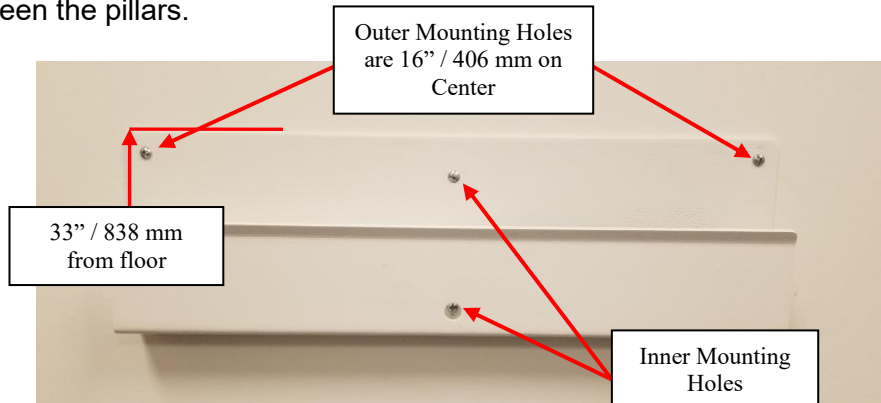


**WARNING: The wall bracket must be securely anchored to the wall using appropriate hardware.**

## ASSEMBLY INSTRUCTIONS (CONT)

4. When the desired location is determined, measure 33" / 838 mm up from the floor and mark the location. This location is where to align the top edge of the wall mounting bracket.

**NOTE:** The wall mounting bracket does not need to be centered on the crossbar, but must be located between the pillars.



**IMPORTANT:** The wall bracket is intended to keep the scale from pulling off of the wall. Ensure that the entire weight of the scale is on the floor and not on the wall bracket.

5. For stud walls, use a stud finder and locate any studs in the mounting area:

- For two (2) studs located within the mounting area (usually 16" / 406 mm on center) align the outer mounting holes with the studs, level the wall bracket and mark all four screw locations.
- For one (1) stud located within the mounting area align the inner mounting holes with the stud, level the wall bracket and mark all four screw locations.
- For no studs located within the mounting area, level the wall bracket and mark all four screw locations.

For concrete walls, level the wall bracket and mark all four screw locations

6. For stud wall mounting locations without a stud, use a screwdriver to drive the provided self-drilling wall anchors into the wall. It is not recommended to use a power drill to set the wall anchors.

For concrete wall mounting, install appropriate wall anchors at all marked screw locations (not included). **NOTE:** The supplied wall anchors are not designed for use with a concrete wall.

7. Mount the bracket to the wall by either using the provided #8 x 1" Phillips flat head screws into the self-drilling wall anchors or using the customer supplied appropriate flat head screws long enough to anchor into the wall or the concrete anchors.

**NOTE:** The screws need to be a flat head type screw so there is adequate clearance for the scale frame to slide into the wall bracket.

8. After the bracket is securely fastened to the wall, have two people lift the scale and place it into the wall mounting bracket.



**WARNING:** The counterbalance actuators assist the end user when raising or lowering the platform. The user needs to control the raising and lowering of the platform. Keep feet, toes and fingers clear when raising or lowering the platform.

# DISPLAY HEAD WALL MOUNTING INSTRUCTIONS


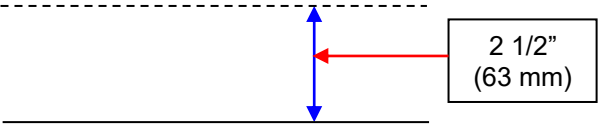
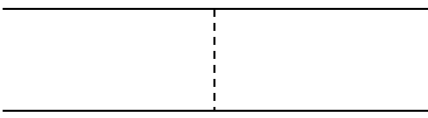
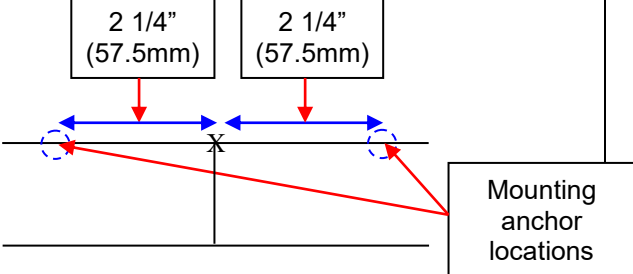
## Required Parts

- (1) Display head
- (2) #8 Anchoring screws (4.2 mm nominal OD)
- (2) Mounting anchors, compatible with wall construction







**Caution:** When wall mounting the display head, ensure that the mounting location is free of electrical lines, gas pipes, and other safety hazards. Ensure that wall is of construction that can support the display head.

**Note:** Remote display head can be mounted on a wall up to 36" (.9 m) from the scale or placed on a table up to 36" (.9 m) from the scale.

**Note:** Display head color may vary from the images shown.

<p>1. Place the display head with its attached mounting bracket on the wall in the desired location. The display can be mounted on the left or right side of the scale. Ensure the display head is level and that the load cell cable can be plugged into the display. Draw a line on the wall at the bottom center of the display head. Set the display head aside.</p>	
<p>2. Draw a level horizontal line, 2 1/2" (63 mm) above the bottom line.</p>	
<p>3. Draw a vertical line starting from the center of the bottom line to the line created in the previous step.</p>	
<p>4. Locate the point where the upper horizontal line and vertical line intersect. From that point draw mounting anchor locations on the upper horizontal line 2 1/4" (57.5mm) to the left and right of the intersection. Drill holes at the marked locations.</p>	

## DISPLAY HEAD WALL MOUNT INSTRUCTIONS (CONT)

<p>5. Once the holes are drilled, use a hammer or Phillips head screwdriver to set the 2 drywall anchors into the holes. Use a screwdriver to insert the drywall anchors completely into the wall. Screw the two mounting screws into the anchors. Adjust the screw head depth so the screw heads protrude 1/8" (3.2 mm) from the wall.</p> <p><b>Warning: Extending the screw heads beyond 1/8" (3.2 mm) can damage the display assembly.</b></p>	 
<p>6. Obtain the display head and the load cell cable. Feed the load cell cable through the slot in the bracket as shown. Plug the load cell cable into the load cell port on the rear of the display head.</p>	 
<p>7. Plug the other end of the load cell cable into the port on the side of the scale pillar. The display head can be mounted to the right or the left of the scale.</p>	
<p>8. See Powering the Scale on the next page for battery/AC adapter instructions. Then position the mounting bracket holes onto the mounting screws, and carefully pull down on the display head to secure. The scale is now ready to use.</p>	

# POWERING THE SCALE

## Powering the Scale

If powering the scale via AC adapter, feed the AC adapter cord through the same slot as the load cell cable. Plug the AC adapter into the power adapter jack (the jack is located on the rear of the display head), then plug the scale's AC adapter into the power source.




**Note:** Display head color may vary from the images shown.

**Warning:** To avoid a safety hazard, do not use an unspecified AC adapter. Only use the Health o meter® Professional AC adapter model ADPT30 designed for this scale.



For battery operation, see Battery Installation below.

## Battery Installation


<p>1. If connected, unplug the AC adapter from the power source. Use a Phillips head screwdriver to remove the battery cover on the side of the display head by unscrewing the battery cover screw.</p>	 <p>Battery Cover</p>
<p>2. Remove the battery pack from the display head. Replace or install fresh batteries, making sure to install them in the proper direction. Health o meter® Professional recommends using an alkaline battery rated for 130°F (54°C) operation. Do not use Zinc-Carbon batteries.</p>	
<p>3. Re-insert the battery pack into the display head, ensuring the end with the silver contacts is inserted facing the inside of the display. Re-attach the battery cover to the display head by replacing the battery cover screw.</p>	





**Warning:** If the scale will not be used for some time, remove the batteries to avoid a safety hazard. Disposal of batteries must be performed in accordance with the prevailing national, regional or local regulations that apply to you.

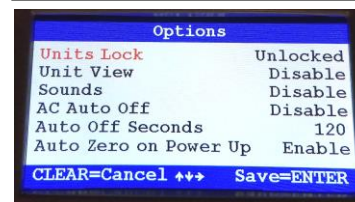
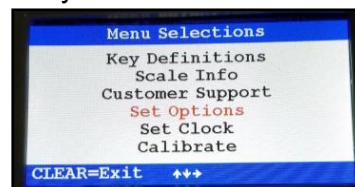
# SET-UP INSTRUCTIONS (CONT)

The scale must be powered on before performing any of the following operations. Press  to turn on the scale.

## Unit of Measure Configuration / Unit Lock (This feature is not available on KG models)

The weight measuring unit (pounds/LB or kilograms/KG) can be changed by pressing . Follow this procedure to lock the weight measuring unit into LB or KG only.

1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. "Units Lock" is the first setting listed in the "Set Options" sub-menu. With "Units Lock" highlighted in red, press  to change the "Units Lock" option. Choose "Unlocked", "LBS Locked", or "KG Locked".








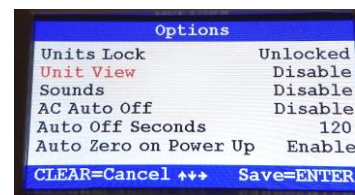
**Note:** You must press  to save your selection.

**Note:** To permanently lock the weight measuring unit, see the Everlock® section on page 14.

## Enabling Unit View with Unit of Measure Locked (This feature is not available on KG models)

Users can still view the alternate weight measuring unit by enabling the "Unit View" option. Enabling the "Unit View" option allows the user to press and hold the **UNIT** button to briefly display the weight in the alternate weight measuring unit. After releasing the **UNIT** button the display will return to the locked weight measuring unit. The "Unit View" default setting is "Disable". Follow this procedure to enable "Unit View" when the weight measuring unit is locked.  
**Note:** If Everlock® is engaged this feature is not available and the setting will show as "Everlocked".

1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. While in the "Set Options" sub-menu, press  to scroll through the options until "Unit View" is highlighted in red.
4. Press  to change the "Unit View" option. Choose "Enable" to allow the user to view the weight in the alternate weight measuring unit. Choose "Disable" to completely disable the **Unit** button when weight measuring unit is locked.



**Note:** You must press  to save your selection.

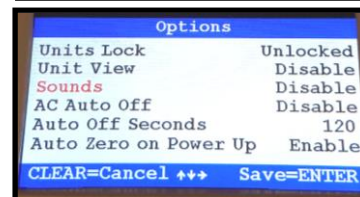
## SET-UP INSTRUCTIONS (CONT)

### Setting Sound Options

The display can be set to stay silent or beep while operating the scale. Follow this procedure to set the preferred option.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Options”. Press **→** to advance to the next menu.
3. While in the “Set Options” sub-menu, press **↓** to scroll through the options until “Sounds” is highlighted in red.
4. Press **→** to change the “Sounds” option. Choose “Disable” for the display to stay silent while operating the scale. Choose “Enable” for the display to beep while operating the scale.

**Note:** You must press **Enter** to save your selection.

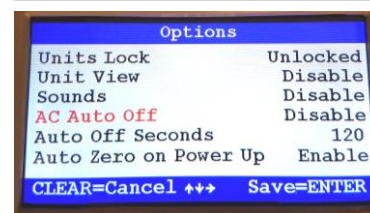
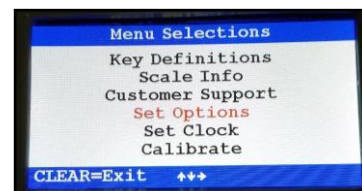


### Activating/Deactivating AC Auto Off

When powering the scale via the AC adapter, the display can be set to power off after a period of inactivity. Follow this procedure to set the preferred option. **Note:** When powering the scale via batteries, the scale will automatically power off after a period of inactivity. See the next section to set the preferred time of inactivity before power off.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Options”. Press **→** to advance to the next menu.
3. While in the “Set Options” sub-menu, press **↓** to scroll through the options until “AC Auto Off” is highlighted in red.
4. Press **→** to change the “AC Auto Off” option. Choose “Enable” for the display to turn off after a period of inactivity. Choose “Disable” for the display to always remain on.

**Note:** You must press **Enter** to save your selection.



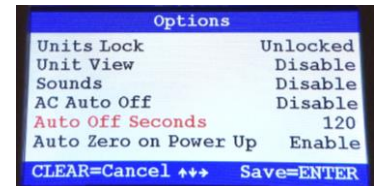
## SET-UP INSTRUCTIONS (CONT)

### Setting Auto Off Timer

When powering the scale via batteries or if Auto Off is Enabled for the AC adapter, the period of inactivity before the scale powers off can be set to a specific amount of time. Follow this procedure to set the amount of seconds of inactivity before power off.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select "Set Options". Press **→** to advance to the next menu.
3. While in the "Set Options" sub-menu, press **↓** to scroll through the options until "Auto Off Seconds" is highlighted in red.
4. Press **→** to change the "Auto Off Seconds" option. Choose from 60, 90, 120, 150 or 180 seconds.

**Note:** You must press **Enter** to save your selection.



### Setting Date and Time

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select "Set Clock". Press **→** to advance to the next menu.
3. Use **→** and **↑** to set the time and date.

**Note:** You must press **Enter** to save the information.



# EVERLOCK® INSTRUCTIONS (CONT)






## Everlock®

(This feature is not available on KG models)

The Everlock® feature allows the scale to be permanently locked in KG (metric) or LB (imperial) units. When activating this feature, the **Unit** button will become disabled. This lock is permanent and can only be reversed at the factory.

This procedure engages Everlock® and will permanently lock the scale into LB or KG.

**Warning: This lock is permanent and can only be reversed at the factory. If you need to change the units on your scale after Everlock® has been engaged, contact Health o meter® Professional Scales Customer Service at 1-800-815-6615.**


1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. While in the "Set Options" sub-menu, press  to scroll through the options until "Everlock" is highlighted in red.
4. Press  to begin the Everlock® procedure.

To exit the procedure without engaging Everlock® press

 Zero/  
(Clear)

5. The screen will prompt you to enter the password. Use the arrows keys to enter the password as follows:

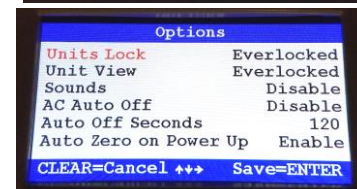
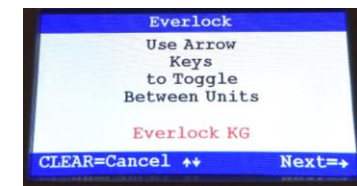
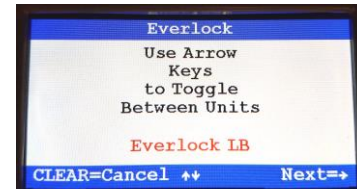
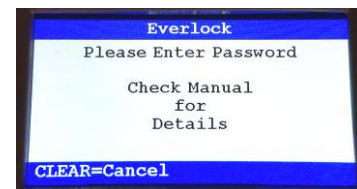
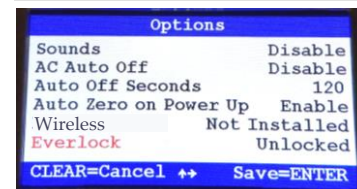
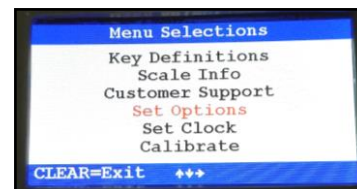


6. Use the up and down arrow keys to select "Everlock LB" or "Everlock KG", press  to advance to the next step.

7. The screen will display a warning. To proceed with locking the weight measuring unit, use the arrow keys to enter the password as follows:



8. The weight measuring unit is now locked. The Options screen will now show "Units Lock" and "Unit View" as "Everlocked" and those settings cannot be changed by any user.



# OPERATING INSTRUCTIONS

Key definitions can also be found by pressing **Help** and selecting “Key Definitions” in the submenu.



**Keypad**

Function	Description
	Powers scale on and off.
<b>Zero/ (Clear)</b>	Zeroes the scale prior to a weighing. Also used as a screen navigation key to exit a display menu.
<b>Hold/ Release</b>	Holds the weight value on the display until the button is pressed again to clear the value.
<b>BMI</b>	Prompts entry of height data to calculate patient’s Body Mass Index (BMI).
<b>Recall</b>	Recalls the previous weight.
<b>Tare</b>	TARE-Deducts the weight of an object on the platform. PRETARE-When held for 3 seconds, prompts entry of a weight value to be deducted from the weight on the platform. Also releases tare weight (returns display to zero).
<b>Unit</b>	Toggles between pounds and kilograms. If weight measuring unit is locked and Unit View setting is enabled, press and hold Unit button to briefly display the alternate weight measuring unit. Note: The Unit button is disabled on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
<b>Reweigh</b>	Allows repeated weighing of the patient without stepping off the scale.
<b>Enter</b>	Used to accept height value in BMI mode, and tare value in PRETARE mode. Also used to save selections in Set Options menu.
	Display navigation keys.



# OPERATING INSTRUCTIONS

## Tare Function

When using this scale, the weight of an object, such as a wheelchair, can be subtracted from the total weight in order to determine the weight of the patient alone. The scale allows a tared weight to be entered manually by using the keypad, or automatically, as outlined in this section.

## Weighing a Patient and Taring an Unknown Weight

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait until “0.0” appears on the display. Place the object to be tared on the scale. The display will show the object’s weight. The minimum weight that can be tared is 5 lb / 2.27 kg. **Note:** The scale must lock onto a weight before it can be tared.
- With the object remaining on the scale, press **Tare**. The scale will zero, and the word “TARE” will appear at the bottom center of the display along with the tared weight. Remove the object from the scale.
- Place the patient and the object back on the scale. The scale will automatically deduct the tared weight of the object from the gross weight of the patient and object together. The display will show the patient’s weight.
- With no weight on the scale, the display will show the tare value as a negative amount. The tare value will remain on the display until changed, cleared, or until the scale is powered off. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they are off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without removing them from the scale, press **Reweight**. When weighing process is complete, carefully remove the patient from the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
- To remove the Tare, press **Tare**. The word “TARE” will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



# OPERATING INSTRUCTIONS (CONT)

## Weighing a Patient and Taring a Known Weight / Pre-Tare

Pre-Tare can be performed within the following weight limits: 0.2 lb - 500 lb / 0.1 kg – 226 kg)

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait until “0.0” appears on the display. Press and hold **Tare** for approximately 3 seconds. The display will change and prompt entry of the weight value to be tared. Use the arrow keys to enter the weight to be tared. Press **Enter** to save the tare value.
- The scale will zero and the tare value will show as a negative weight on the display. The word “TARE” will also appear at the bottom center of the display along with the tare value.
- Place the patient on the scale. The scale will automatically deduct the tare value from the weight of the patient. The display will show the patient’s weight. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they are off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without removing them from the scale, press **Reweigh**. When weighing process is complete, carefully remove the patient from the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
- To remove the Tare, press **Tare**. The word “TARE” will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



# OPERATING INSTRUCTIONS (CONT)

## Weighing a Patient Standing on the Platform

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait for the display to show “0.0” then ask the patient to step on the scale. The scale will begin to display the patient’s weight and the word “PROCESSING”. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight. The display will show the patient’s weight and the word “LOCKED” when measuring is completed. Press **BMI** for height mode.

**Note:** The scale will not lock on a weight less than 5 lb / 2.27 kg.

- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they step off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without having them step off of the scale, press **Reweigh**. When weighing process is complete, ask the patient to step off the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.



## Weight Recall

- To recall the last weight measured, press **Recall**.
- To clear the display of the recalled weight, press **Zero (Clear)**.

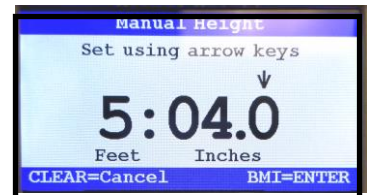
**Note:** Recall will display the data for approximately 10 seconds or until **Zero (Clear)** is pressed. If BMI and height measurement were taken the recall screen will display that data as well.



## OPERATING INSTRUCTIONS (CONT)

### **BMI Function**

1. Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows "0.0". Three beeps will indicate the scale is ready for the patient.
2. Follow weight measuring procedure. After obtaining the patient's weight, and with the patient remaining on the scale, press **BMI**.
3. The scale will prompt entry of the patient's height. Use the arrow keys to enter the patient's height. **Note:** When weighing in pounds, the height is displayed in inches. When weighing in kilograms, the height is displayed in centimeters.
4. Once height is keyed in, press **Enter**.
5. The display will show the patient's BMI. When process is complete, ask the patient to step off the scale or carefully remove the patient from the scale.
6. Press **Zero (Clear)** to return to the normal weighing mode. Return the weighing platform to its upright folded position.



**Note:** The BMI summary screen will display for approximately 10 seconds or until **Zero (Clear)** is pressed to return to normal weighing mode. After exiting from the BMI summary screen if the patient is still on the scale the screen will display the weight measurement again.

## OPERATING INSTRUCTIONS (CONT)

### Parent/Child Function

The Parent/Child function on Health o meter® Professional scales provides the convenience of weighing a small child or infant while being held by a parent. Follow these simple steps to subtract the parent's weight from the total so only the child's weight is displayed.

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows "0.0". Three beeps will indicate the scale is ready for the patient.
- Wait for the display to show "0.0" then ask the parent to step onto the scale without the child. The display will show a value for the parent's weight.
- With the parent remaining on the scale press **Tare**. The scale will zero, and the word "TARE" will appear at the bottom center of the display along with the parent's tared weight.
- Carefully place the child into the parent's arms. The scale will automatically deduct the weight of the parent and only display the child's weight. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
- When weighing process is complete, ask the patient to step off the scale. Return the weighing platform to its upright folded position.

**Note:** For an alternate method, after taring the parent's weight in step 3, have the parent step off of the scale. With no weight on the scale, the display will show the tare value as a negative amount. Have the parent to step back onto the scale while holding the child. The scale will automatically deduct the weight of the parent and only display the child's weight.

**Note:** The tare value will remain on the display until changed, cleared, or until the scale is powered off. To remove the Tare, press **Tare**. The word "TARE" will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



## MAINTENANCE AND CLEANING

 **WARNING:** Platform should be stored in the upright position when not in use to prevent a trip and fall hazard.

### Maintenance

The following pages provide instructions for maintenance, cleaning, calibration, and troubleshooting for your scale. Maintenance operations other than those described in this manual should be performed by qualified service personnel.

**Caution:** Before first use, or after long periods of non-use, check the scale for proper operation and function. If the scale does not operate correctly, contact Customer Service at 800-815-6615.

1. Check the overall appearance of the scale for obvious damage, wear, and tear.
2. Inspect the AC adapter cord for cracking, fraying, and for broken/bent prongs.
3. Ensure counterbalance actuators are sufficiently supporting the raising and lowering of the platform.
4. Ensure wall mounting bracket is securely attached to the wall.

### Cleaning and Disinfecting

Proper care and cleaning is essential to ensure a long life of accurate and effective weighing.

**Caution:** Disconnect the scale from the AC adapter power source prior to cleaning the unit.

1. Health o meter® Professional recommends using one of the following solutions on a soft cloth or disposable wipe:
  - mild soap and water solution
  - 70% isopropyl alcohol
  - solution with 1-5% hydrogen peroxide concentration

After cleaning/disinfecting, wipe with a cloth dampened with water and then with a clean dry cloth. To avoid residue build-up or damp surfaces, ensure the screen and scale parts are completely dry after cleaning.

2. Never use rough or abrasive materials to clean the scale, as these will damage the scale's finish.
3. Do not submerge the scale in water or any other liquid.
4. Do not pour or spray fluids directly on the scale.

### Replacement Parts

Parts may be available if a piece of the scale needs to be replaced. Contact Health o meter® Professional Scales Customer Service at 1-800-815-6615 to inquire about the availability of these replacement parts.

Part #	Description
ADPT30	Power Adapter
B3822801-0	Replacement battery door cover
10-00252	Replacement battery holder










# CALIBRATION

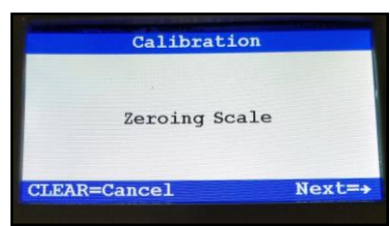
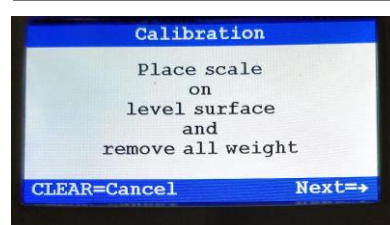
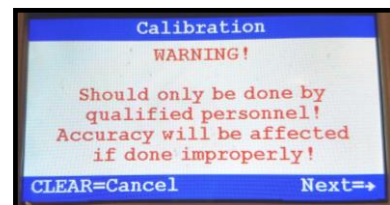
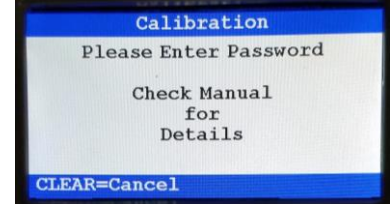
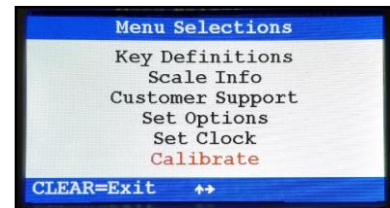
This scale has been factory calibrated, and does not require calibration prior to use. There are no requirements for calibration in the field; users should adhere to their institution's calibration policies.

Calibration of your scale can be performed using calibrated kilogram (kg) or pound (lb) weight standards. Minimum calibration is 300 lb / 136 kg. Maximum calibration weight is 1000 lb / 454 kg. The required calibration standard will be the Unit of Measure (UOM) for which the scale is configured. **KG models can only be calibrated in kilograms.** If Everlock® is engaged the scale can only be calibrated in the locked unit of measure.

**Note:** Only weights certified and traceable to national standards should be used for calibration.

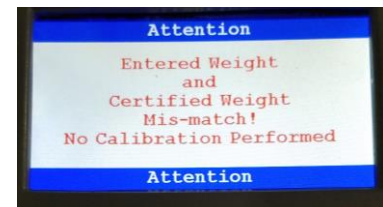
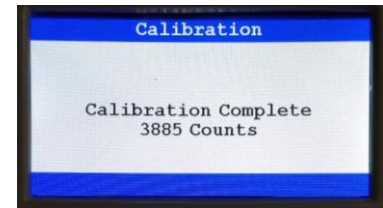
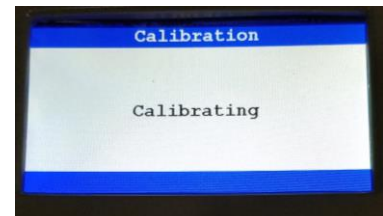
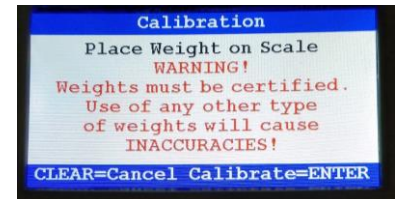
**Warning:** Always ensure that the scale is returned to the correct UOM after scale calibration.

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. Note: If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not start the calibration process until the display shows "0.0".
- Wait for the display to show "0.0" then Press  to access the Help menu options.
- While in the Help menu, press  to select "Calibrate". Press  to advance to the next step.
- The display will prompt for entry of the password. Press the following keys in this sequence to proceed with the calibration procedure.    
- The display will show a warning. If prepared and qualified to perform the calibration procedure, press  to advance to the next step.
- Follow the screen prompt and ensure the scale is on a level surface with no weight on the platform. Press  to advance to the next step.
- The display will show "Zeroing Scale" as it calculates the zero value. Do not touch the scale during the zeroing process.



## CALIBRATION (CONT)






8. When the zeroing process is complete the display will prompt for entry of the calibration weight. Minimum calibration is 300 lb / 136 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.
9. The display will prompt for the calibration weights to be placed on the platform. Press **Enter** after calibration weights are placed on the platform.
10. The display will show "Calibrating" during the calibration process.
11. If calibration is successful, the display will show "Calibration Complete" with a 4 digit calibration count.
12. 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 1-800-815-6615.

Symptom	Possible Cause	Corrective Action
Scale does not power on	<ol style="list-style-type: none"> <li>1. Dead battery</li> <li>2. Faulty electrical outlet</li> <li>3. Bad power supply</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries</li> <li>2. Use a different outlet</li> <li>3. Replace AC adapter</li> </ol>
Questionable weight or the scale does not zero	<ol style="list-style-type: none"> <li>1. External object interfering with the scale</li> <li>2. The display did not show "0.0" before weighing</li> <li>3. Scale is not placed on a level floor.</li> <li>4. Scale is out of calibration</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove interfering object from the scale</li> <li>2. Remove the patient from the scale, press  to zero the scale and begin weighing process again</li> <li>3. Place the scale on a level floor.</li> <li>4. Check weight with known weight value</li> </ol>
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 shows a weight upon power up and cannot be cleared by pressing 	The scale does not have a proper zero point.	Power off the scale. Then power on the scale and immediately press and hold  . Release the button when the scale beeps.
Scale is displaying "Load Cell Cable Not Detected"	The load cell cable is not completely plugged into the ports or the load cell cable is damaged.	Inspect the load cell cable to ensure it is completely plugged into the port on the back of the display head and port on the side of the scale pillar. If cable was plugged in, unplug and plug in again until it clicks into place. If the cable is damaged contact Customer Service at 800-815-6615.
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 the  button or press 

# WARRANTY

## Limited Warranty

### **What does the Warranty Cover?**

These Health o meter® Professional scales are warranted from date of purchase against defects of materials or in workmanship for a period of two (2) years. If product fails to function properly, return the product, freight prepaid and properly packed to Pelstar®, LLC (see “To Get Warranty Service”, below, for instructions). If the manufacturer determines that a defect of material or in workmanship exists, the customer’s sole remedy will be replacement of the scale at no charge. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. All replaced parts are covered only for the original warranty period.

### **Who is Covered?**

The original purchaser of the product must have proof of purchase to receive warranty service. Please save your invoice or receipt. Pelstar® dealers or retail stores selling Pelstar® products do not have the right to alter, or modify or any way change the terms and conditions of this warranty.

### **What is Excluded?**

**Your warranty does not cover normal wear of parts or damage resulting from any of the following:** negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, abuse including tampering, damage in transit, or unauthorized repair or alternations. Further, the warranty does not cover natural disasters, such as fire, flood, hurricanes and tornadoes. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country, state to state, province to province or jurisdiction to jurisdiction.

**To get Warranty Service make sure you keep your sales receipt or document showing proof of purchase.** Call (+1) 800-815-6615 or (+1) 708-377-0600 to receive a return authorization (RA) number, which must be included on the return label. Attach your proof of purchase to your defective product along with your name, address, daytime telephone number and description of the problem. Carefully package the product and send with shipping and insurance prepaid to:

Pelstar, LLC  
Attention R/A# \_\_\_\_\_  
Return Department  
9500 West 55<sup>th</sup> Street  
McCook, IL 60525

### **Extended Warranty Available\***

This product is eligible for Health o meter® Professional ScaleSurance Extended Warranty Program. ScaleSurance extends the warranty period for an additional two years. This extension to the standard Limited Warranty can be purchased with new products or for a facility’s existing product before its current warranty has expired. To learn more, visit [www.homscales.com/scalesurance/](http://www.homscales.com/scalesurance/) or contact your medical supply distributor.

\*Not available in all countries.



**PELSTAR®**, LLC

**9500 West 55th St. McCook, IL 60525-7110 USA**

**1-800-638-3722 or 1-708-377-0600**

PLEASE REGISTER YOUR SCALE FOR WARRANTY COVERAGE AT:

[www.homscales.com](http://www.homscales.com)

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# Health o meter<sup>®</sup>

Professional

## Model 2920KL-AM/2920KG-AM



**CLICK THE BOX BELOW OR  
SKIP TO THE PAGE NOTED**

<b>Cautions and Warnings</b> p. 27	<b>Specifications / Definition of Symbols</b> p. 28	<b>Certifications / Connectivity / Disposal</b> p.29
<b>Assembly Instructions</b> p.30	<b>Powering the Scale / Battery Replacement</b> p.34	<b>Set Up Instructions</b> p.35
<b>Everlock<sup>®</sup> Permanent Unit Lock Instructions</b> p.38	<b>Operating Instructions</b> p.39	<b>Cleaning / Replacement Parts</b> p.45
<b>Calibration</b> p.46	<b>Troubleshooting</b> p.48	<b>Warranty</b> p.49

## CAUTIONS AND WARNINGS

### **INTENDED USE**

This Health o meter® Professional wheelchair scale is intended to be used in a professional medical environment by trained medical staff. This product was designed to weigh patients who are safely seated in a wheelchair or standing on the platform. Do not modify the product or use it for anything other than its intended purpose.

**To prevent patient/caregiver injury or damage to your scale, please follow the instructions in this user manual very carefully.**

- Do not exceed the maximum weight capacity specified for this scale.
- For accurate weighing, this scale must be placed on a flat, stable surface.
- For accurate weighing, verify before each use the proper operation according to the procedure described in this manual.
- Do not use in the presence of flammable or explosive materials.
- If the scale becomes damaged, it should not be operated until properly serviced.
- To prevent injury and damage to your scale, do not drop or mishandle scale, during use.
- Ensure that the AC adapter and scale do not come in contact with liquids, excessive temperature, or excessive humidity.

### **Patient/caregiver safety**

- This scale is designed for static weighing of patients only.
- To prevent patient injury, the patient must be attended throughout the entire weighing event.
- Ensure the ramps and platform are kept clean and dry. Exercise caution when assisting the patient or rolling the wheelchair onto and off of the scale.
- Use the handle when raising and lowering the platform. Keep feet, toes and fingers clear when raising or lowering the platform.

### **When operating the scale with the AC adapter**

- Operate this scale exclusively with the AC adapter that is provided (ADPT30). Use of an unspecified adapter will void the warranty, and can pose a serious safety hazard.
- Prior to using this scale, inspect the AC adapter cord for cracking / fraying, or for broken / bent plug prongs.
- Prior to using this scale, ensure that the AC adapter is plugged into an outlet with the rated voltage appropriate for operation.
- Ensure that the AC adapter outlet is wired to a circuit breaker or other protected power source.
- Unplug the AC adapter, and carefully store both the adapter and adapter cord before moving the scale.
- Operating this scale at voltages and frequencies other than specified can damage the equipment and will void the warranty.

### **When operating the scale with batteries:**

- If the scale's battery icon indicates that the batteries are low replace the batteries or switch to the AC adapter as soon as possible.
- When replacing / inserting batteries, be sure to use all new batteries.

**In no event shall Pelstar®, LLC be liable for damages or injuries whatsoever arising out of or connected with the assembly, use, or misuse of its products.**

# SPECIFICATIONS

## General


This scale uses highly sophisticated microprocessor technology. Each precision scale is designed to provide accurate, reliable, and repeatable weight measurements. In addition, each scale is designed to provide the user with features that make the weighing process simple, fast, and convenient.

The 2920KL-AM displays weight in pounds (lb) or kilograms (kg). Refer to Page 35 to learn more about configuring the weight measuring unit setting. The 2920KG-AM displays weight in kilograms only.

**Each scale can be powered using an AC adapter (ADPT30 included), or by 6 D batteries (not included).**

## Specifications

Capacity and Resolution	2920KL-AM: 1000 lb x 0.2 lb (454 kg x 0.1 kg) 2920KG-AM: 454 kg x 0.1 kg	
Power Requirements	Adapter Model No. UE15WCP1-090050SPA, Part No. UE160714HKKK1-P or Adapter Model No. UES06WNCP-090050SPA, Part No. UE190716HKSH1RM Health o meter® Professional Model (ADPT30) (included) Input: 100-240VAC, 50/60Hz, 500mA Output: 9.0V $\overline{\text{---}}$ 0.5A  Or 6 D batteries (not included)	
Environmental	Operating temperatures: 50°F to 95°F (10°C to 35°C) Storage temperatures: 30°F to 125°F (0°C to 50°C) Maximum Humidity: 85% RH	
Physical Dimensions	Platform Raised: Width: 77.5" / 1968 mm Depth: 4.7" / 122 mm Height: 36.9" / 937 mm	Platform Extended: Width: 77.5" / 1968 mm Depth: 37.9" / 962 mm Height: 36.9" / 937 mm

Scale information can also be found by pressing  and selecting "Scale Info" in the submenu. This screen provides model number, capacity, calibration weight, the most recent field calibration date, number of field calibrations, and software version.

# DEFINITION OF SYMBOLS



Attention: Consult Accompanying Documents



Caution



Do not dispose of this device in the domestic waste stream.



Type B Applied Parts



DC Power Supply



Temperature Limit



Manufacturer



Number





Batch Code



Number

# CERTIFICATIONS / CONNECTIVITY / DISPOSAL

## Certification Descriptions

	<p>Pelstar<sup>®</sup>, LLC has been officially certified as the manufacturer of Health o meter<sup>®</sup> Professional medical devices. The Pelstar<sup>®</sup>, LLC quality assurance system covers the development, production, sales and service of medical scales and measuring systems.</p>
	<p>Complies with: ANSI/AAMI ES60601-1 (2005) + AMD 1 (2012), CAN/CSA-C22.2 No. 60601-1 (2014), IEC 60601-1-6 (2010 ) + AMD 1 (2013)</p>

All Health o meter<sup>®</sup> Professional scales are manufactured in FDA-registered factories.

## Scale Connectivity Information

To enable reliable transmission of weight, height, and Body Mass Index (BMI) data, this scale is designed to connect to a computer, monitor, or other electronic device via USB or Pelstar<sup>®</sup> wireless technology. This connectivity helps minimize a source of potential medical errors caused by incorrectly copying and then recording patient data. For more information regarding how to connect the scale to other electronic devices, please contact Health o meter<sup>®</sup> Professional Scales Technical Support, available during normal business hours at 1-800-815-6615.

**Note:** If this product was purchased with a BT Kit, refer to the Wireless Communication Set Up Instructions included with the packaging.

## Scale Disposal



Health o meter<sup>®</sup> Professional scales must be disposed of properly as electronic waste. Follow the national, regional or local regulations which apply to you for disposal of electronic waste or batteries. Do not dispose of this device in the domestic waste stream.

# ASSEMBLY INSTRUCTIONS

## **Before Assembly**

Carefully inspect the carton for shipping damage before unpacking. If damage is found, contact your shipper or a Health o meter® Professional representative immediately at 1-800-815-6615. Claims must be filed with the shipper as soon as possible after receipt of the package. The following information details what you will find inside the main carton as you unpack the parts for assembly.

To prevent scratching any components, carefully remove each assembly from the carton and unwrap the packing materials. Set the carton aside for storage. To avoid damaging the scale parts when unpacking, do not use a box cutter, knife, scissors, or any sharp object to open the protective inner packaging.

## **Parts List**

- (1) Platform scale
- (1) Mounting bracket with hardware
- (1) User manual
- (1) Display head (with mounting bracket attached)
- (1) Load cell cable
- (1) AC Adapter

1. Unpack the carton and check parts against the Parts list. If there are any missing or damaged parts, please call Customer Service at 800-815-6615.

**IMPORTANT: Scale must be installed by qualified personnel.**

2. Determine the best location for the scale following these recommendations:

- 10 feet of space is recommended on each side of the platform to allow for a wheelchair to be rolled onto the scale.
- The platform extends 37.9" / 962 mm outwards in its unfolded, lowered position. Allow for sufficient space around the platform for personnel to move past the scale.
- A 120v AC power outlet must be within 36" / 914 mm of the power supply on the scale.
- The floor and wall surrounding the scale is flat and free of obstructions.

**Caution: When wall mounting the scale, ensure that the mounting location is free of electrical lines, gas pipes, and other safety hazards. Ensure that wall is of construction that can support the wall mounting bracket.**

3. When the appropriate location is determined, obtain the supplied wall bracket and hardware and begin the mounting process continued on the next page.



**WARNING: The scale must be installed in a location that allows for means of egress according to local, state and national standards.**

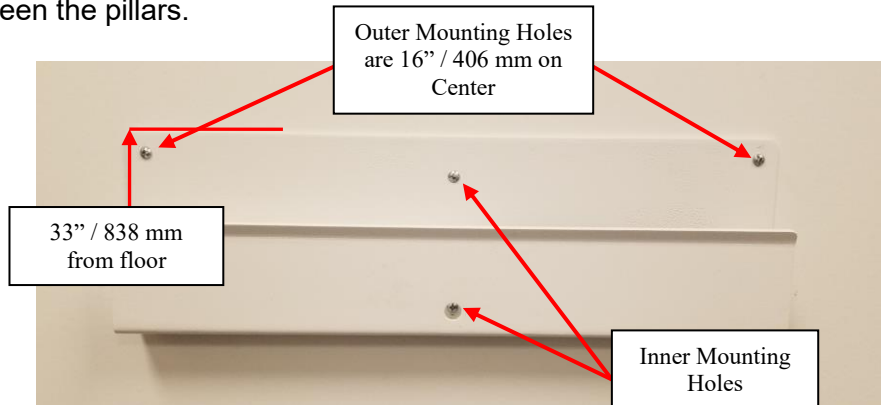


**WARNING: The wall bracket must be securely anchored to the wall using appropriate hardware.**

## ASSEMBLY INSTRUCTIONS (CONT)

4. When the desired location is determined, measure 33" / 838 mm up from the floor and mark the location. This location is where to align the top edge of the wall mounting bracket.

**NOTE:** The wall mounting bracket does not need to be centered on the crossbar, but must be located between the pillars.



**IMPORTANT:** The wall bracket is intended to keep the scale from pulling off of the wall. Ensure that the entire weight of the scale is on the floor and not on the wall bracket.

5. For stud walls, use a stud finder and locate any studs in the mounting area:

- For two (2) studs located within the mounting area (usually 16" / 406 mm on center) align the outer mounting holes with the studs, level the wall bracket and mark all four screw locations.
- For one (1) stud located within the mounting area align the inner mounting holes with the stud, level the wall bracket and mark all four screw locations.
- For no studs located within the mounting area, level the wall bracket and mark all four screw locations.

For concrete walls, level the wall bracket and mark all four screw locations

6. For stud wall mounting locations without a stud, use a screwdriver to drive the provided self-drilling wall anchors into the wall. It is not recommended to use a power drill to set the wall anchors.

For concrete wall mounting, install appropriate wall anchors at all marked screw locations (not included). **NOTE:** The supplied wall anchors are not designed for use with a concrete wall.

7. Mount the bracket to the wall by either using the provided #8 x 1" Phillips flat head screws into the self-drilling wall anchors or using the customer supplied appropriate flat head screws long enough to anchor into the wall or the concrete anchors.

**NOTE:** The screws need to be a flat head type screw so there is adequate clearance for the scale frame to slide into the wall bracket.

8. After the bracket is securely fastened to the wall, have two people lift the scale and place it into the wall mounting bracket.



**WARNING:** The counterbalance actuators assist the end user when raising or lowering the platform. The user needs to control the raising and lowering of the platform. Keep feet, toes and fingers clear when raising or lowering the platform.

# DISPLAY HEAD WALL MOUNTING INSTRUCTIONS


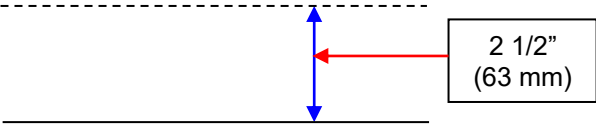
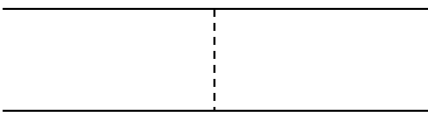
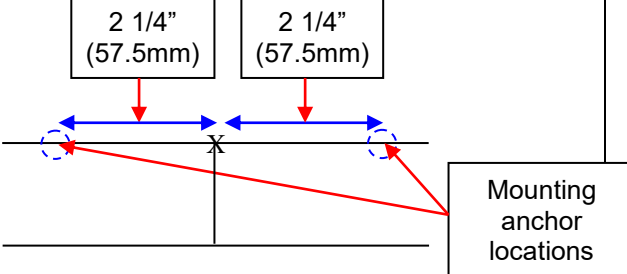
## Required Parts

- (1) Display head
- (2) #8 Anchoring screws (4.2 mm nominal OD)
- (2) Mounting anchors, compatible with wall construction


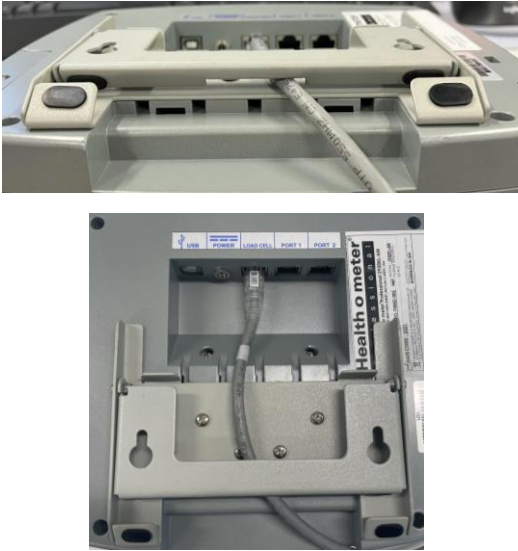


**Caution:** When wall mounting the display head, ensure that the mounting location is free of electrical lines, gas pipes, and other safety hazards. Ensure that wall is of construction that can support the display head.

**Note:** Remote display head can be mounted on a wall up to 36" (.9 m) from the scale or placed on a table up to 36" (.9 m) from the scale.

**Note:** Display head color may vary from the images shown.

<p>1. Place the display head with its attached mounting bracket on the wall in the desired location. The display can be mounted on the left or right side of the scale. Ensure the display head is level and that the load cell cable can be plugged into the display. Draw a line on the wall at the bottom center of the display head. Set the display head aside.</p>	
<p>2. Draw a level horizontal line, 2 1/2" (63 mm) above the bottom line.</p>	
<p>3. Draw a vertical line starting from the center of the bottom line to the line created in the previous step.</p>	
<p>4. Locate the point where the upper horizontal line and vertical line intersect. From that point draw mounting anchor locations on the upper horizontal line 2 1/4" (57.5mm) to the left and right of the intersection. Drill holes at the marked locations.</p>	

## DISPLAY HEAD WALL MOUNT INSTRUCTIONS (CONT)

<p>5. Once the holes are drilled, use a hammer or Phillips head screwdriver to set the 2 drywall anchors into the holes. Use a screwdriver to insert the drywall anchors completely into the wall. Screw the two mounting screws into the anchors. Adjust the screw head depth so the screw heads protrude 1/8" (3.2 mm) from the wall.</p> <p><b>Warning: Extending the screw heads beyond 1/8" (3.2 mm) can damage the display assembly.</b></p>	
<p>6. Obtain the display head and the load cell cable. Feed the load cell cable through the slot in the bracket as shown. Plug the load cell cable into the load cell port on the rear of the display head.</p>	
<p>7. Plug the other end of the load cell cable into the port on the side of the scale pillar. The display head can be mounted to the right or the left of the scale.</p>	
<p>8. See Powering the Scale on the next page for battery/AC adapter instructions. Then position the mounting bracket holes onto the mounting screws, and carefully pull down on the display head to secure. The scale is now ready to use.</p>	

## POWERING THE SCALE

### Powering the Scale

If powering the scale via AC adapter, feed the AC adapter cord through the same slot as the load cell cable. Plug the AC adapter into the power adapter jack (the jack is located on the rear of the display head), then plug the scale's AC adapter into the power source.




**Note:** Display head color may vary from the images shown.

**Warning:** To avoid a safety hazard, do not use an unspecified AC adapter. Only use the Health o meter® Professional AC adapter model ADPT30 designed for this scale.



For battery operation, see Battery Installation below.

### Battery Installation


<p>1. If connected, unplug the AC adapter from the power source. Use a Phillips head screwdriver to remove the battery cover on the side of the display head by unscrewing the battery cover screw.</p>	 <p>Battery Cover</p>
<p>2. Remove the battery pack from the display head. Replace or install fresh batteries, making sure to install them in the proper direction. Health o meter® Professional recommends using an alkaline battery rated for 130°F (54°C) operation. Do not use Zinc-Carbon batteries.</p>	
<p>3. Re-insert the battery pack into the display head, ensuring the end with the silver contacts is inserted facing the inside of the display. Re-attach the battery cover to the display head by replacing the battery cover screw.</p>	





**Warning:** If the scale will not be used for some time, remove the batteries to avoid a safety hazard. Disposal of batteries must be performed in accordance with the prevailing national, regional or local regulations that apply to you.

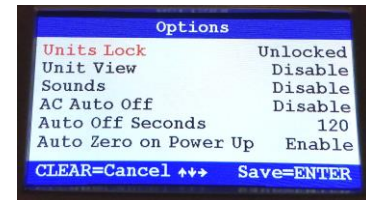
# SET-UP INSTRUCTIONS (CONT)

The scale must be powered on before performing any of the following operations. Press  to turn on the scale.

## Unit of Measure Configuration / Unit Lock (This feature is not available on KG models)

The weight measuring unit (pounds/LB or kilograms/KG) can be changed by pressing . Follow this procedure to lock the weight measuring unit into LB or KG only.

1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. "Units Lock" is the first setting listed in the "Set Options" sub-menu. With "Units Lock" highlighted in red, press  to change the "Units Lock" option. Choose "Unlocked", "LBS Locked", or "KG Locked".








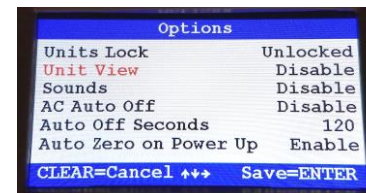
**Note:** You must press  to save your selection.

**Note:** To permanently lock the weight measuring unit, see the Everlock® section on page 14.

## Enabling Unit View with Unit of Measure Locked (This feature is not available on KG models)

Users can still view the alternate weight measuring unit by enabling the "Unit View" option. Enabling the "Unit View" option allows the user to press and hold the **UNIT** button to briefly display the weight in the alternate weight measuring unit. After releasing the **UNIT** button the display will return to the locked weight measuring unit. The "Unit View" default setting is "Disable". Follow this procedure to enable "Unit View" when the weight measuring unit is locked.  
**Note:** If Everlock® is engaged this feature is not available and the setting will show as "Everlocked".

1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. While in the "Set Options" sub-menu, press  to scroll through the options until "Unit View" is highlighted in red.
4. Press  to change the "Unit View" option. Choose "Enable" to allow the user to view the weight in the alternate weight measuring unit. Choose "Disable" to completely disable the **Unit** button when weight measuring unit is locked.



**Note:** You must press  to save your selection.

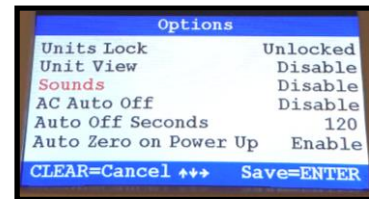
# SET-UP INSTRUCTIONS (CONT)

## Setting Sound Options

The display can be set to stay silent or beep while operating the scale. Follow this procedure to set the preferred option.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Options”. Press **→** to advance to the next menu.
3. While in the “Set Options” sub-menu, press **↓** to scroll through the options until “Sounds” is highlighted in red.
4. Press **→** to change the “Sounds” option. Choose “Disable” for the display to stay silent while operating the scale. Choose “Enable” for the display to beep while operating the scale.

**Note:** You must press **Enter** to save your selection.

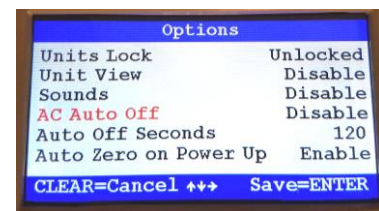


## Activating/Deactivating AC Auto Off

When powering the scale via the AC adapter, the display can be set to power off after a period of inactivity. Follow this procedure to set the preferred option. **Note:** When powering the scale via batteries, the scale will automatically power off after a period of inactivity. See the next section to set the preferred time of inactivity before power off.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Options”. Press **→** to advance to the next menu.
3. While in the “Set Options” sub-menu, press **↓** to scroll through the options until “AC Auto Off” is highlighted in red.
4. Press **→** to change the “AC Auto Off” option. Choose “Enable” for the display to turn off after a period of inactivity. Choose “Disable” for the display to always remain on.

**Note:** You must press **Enter** to save your selection.



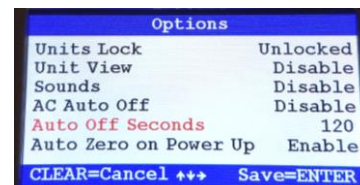
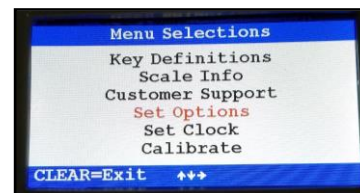
## SET-UP INSTRUCTIONS (CONT)

### Setting Auto Off Timer

When powering the scale via batteries or if Auto Off is Enabled for the AC adapter, the period of inactivity before the scale powers off can be set to a specific amount of time. Follow this procedure to set the amount of seconds of inactivity before power off.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Options”. Press **→** to advance to the next menu.
3. While in the “Set Options” sub-menu, press **↓** to scroll through the options until “Auto Off Seconds” is highlighted in red.
4. Press **→** to change the “Auto Off Seconds” option. Choose from 60, 90, 120, 150 or 180 seconds.

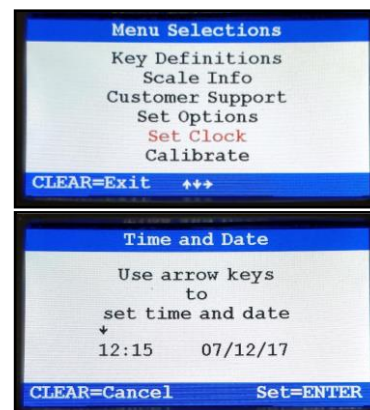
**Note:** You must press **Enter** to save your selection.



### Setting Date and Time

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select “Set Clock”. Press **→** to advance to the next menu.
3. Use **→** and **↑** to set the time and date.

**Note:** You must press **Enter** to save the information.



# EVERLOCK® INSTRUCTIONS (CONT)






## Everlock®

**(This feature is not available on KG models)**

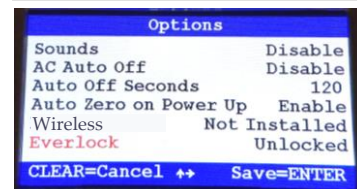
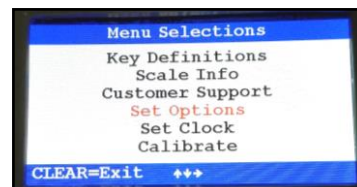
The Everlock® feature allows the scale to be permanently locked in KG (metric) or LB (imperial) units. When activating this feature, the **Unit** button will become disabled. This lock is permanent and can only be reversed at the factory.

This procedure engages Everlock® and will permanently lock the scale into LB or KG.

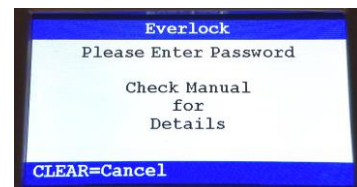
**Warning: This lock is permanent and can only be reversed at the factory. If you need to change the units on your scale after Everlock® has been engaged, contact Health o meter® Professional Scales Customer Service at 1-800-815-6615.**


1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. While in the "Set Options" sub-menu, press  to scroll through the options until "Everlock" is highlighted in red.
4. Press  to begin the Everlock® procedure.

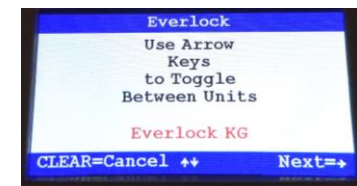
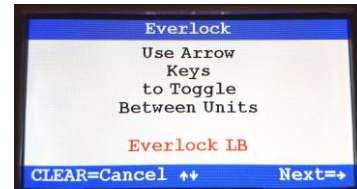
To exit the procedure without engaging Everlock® press 



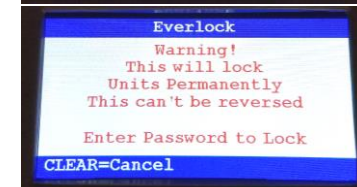
5. The screen will prompt you to enter the password. Use the arrows keys to enter the password as follows:



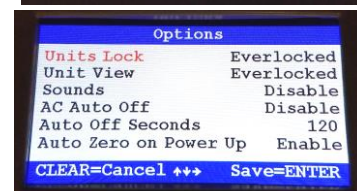
6. Use the up and down arrow keys to select "Everlock LB" or "Everlock KG", press  to advance to the next step.



7. The screen will display a warning. To proceed with locking the weight measuring unit, use the arrow keys to enter the password as follows:



8. The weight measuring unit is now locked. The Options screen will now show "Units Lock" and "Unit View" as "Everlocked" and those settings cannot be changed by any user.



# OPERATING INSTRUCTIONS

Key definitions can also be found by pressing **Help** and selecting “Key Definitions” in the submenu.



**Keypad**

Function	Description
	Powers scale on and off.
<b>Zero/ (Clear)</b>	Zeroes the scale prior to a weighing. Also used as a screen navigation key to exit a display menu.
<b>Hold/ Release</b>	Holds the weight value on the display until the button is pressed again to clear the value.
<b>BMI</b>	Prompts entry of height data to calculate patient’s Body Mass Index (BMI).
<b>Recall</b>	Recalls the previous weight.
<b>Tare</b>	TARE-Deducts the weight of an object on the platform. PRETARE-When held for 3 seconds, prompts entry of a weight value to be deducted from the weight on the platform. Also releases tare weight (returns display to zero).
<b>Unit</b>	Toggles between pounds and kilograms. If weight measuring unit is locked and Unit View setting is enabled, press and hold Unit button to briefly display the alternate weight measuring unit. Note: The Unit button is disabled on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
<b>Reweigh</b>	Allows repeated weighing of the patient without stepping off the scale.
<b>Enter</b>	Used to accept height value in BMI mode, and tare value in PRETARE mode. Also used to save selections in Set Options menu.
	Display navigation keys.



# OPERATING INSTRUCTIONS

## Tare Function

When using this scale, the weight of an object, such as a wheelchair, can be subtracted from the total weight in order to determine the weight of the patient alone. The scale allows a tared weight to be entered manually by using the keypad, or automatically, as outlined in this section.

## Weighing a Patient and Taring an Unknown Weight

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait until “0.0” appears on the display. Place the object to be tared on the scale. The display will show the object’s weight. The minimum weight that can be tared is 5 lb / 2.27 kg. **Note:** The scale must lock onto a weight before it can be tared.
- With the object remaining on the scale, press **Tare**. The scale will zero, and the word “TARE” will appear at the bottom center of the display along with the tared weight. Remove the object from the scale.
- Place the patient and the object back on the scale. The scale will automatically deduct the tared weight of the object from the gross weight of the patient and object together. The display will show the patient’s weight.
- With no weight on the scale, the display will show the tare value as a negative amount. The tare value will remain on the display until changed, cleared, or until the scale is powered off. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they are off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without removing them from the scale, press **Reweight**. When weighing process is complete, carefully remove the patient from the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
- To remove the Tare, press **Tare**. The word “TARE” will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



# OPERATING INSTRUCTIONS (CONT)

## Weighing a Patient and Taring a Known Weight / Pre-Tare

Pre-Tare can be performed within the following weight limits: 0.2 lb - 500 lb / 0.1 kg – 226 kg)

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait until “0.0” appears on the display. Press and hold **Tare** for approximately 3 seconds. The display will change and prompt entry of the weight value to be tared. Use the arrow keys to enter the weight to be tared. Press **Enter** to save the tare value.
- The scale will zero and the tare value will show as a negative weight on the display. The word “TARE” will also appear at the bottom center of the display along with the tare value.
- Place the patient on the scale. The scale will automatically deduct the tare value from the weight of the patient. The display will show the patient’s weight. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they are off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without removing them from the scale, press **Reweigh**. When weighing process is complete, carefully remove the patient from the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.
- To remove the Tare, press **Tare**. The word “TARE” will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



# OPERATING INSTRUCTIONS (CONT)

## Weighing a Patient Standing on the Platform

- Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows “0.0”. Three beeps will indicate the scale is ready for the patient.
- Wait for the display to show “0.0” then ask the patient to step on the scale. The scale will begin to display the patient’s weight and the word “PROCESSING”. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight. The display will show the patient’s weight and the word “LOCKED” when measuring is completed. Press **BMI** for height mode.

**Note:** The scale will not lock on a weight less than 5 lb / 2.27 kg.

- The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient’s weight after they step off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.
- To reweigh the patient without having them step off of the scale, press **Reweight**. When weighing process is complete, ask the patient to step off the scale. Return the weighing platform to its upright folded position.
- To see the patient’s weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the “Unit View” setting disabled.



## Weight Recall

- To recall the last weight measured, press **Recall**.
- To clear the display of the recalled weight, press **Zero (Clear)**.

**Note:** Recall will display the data for approximately 10 seconds or until **Zero (Clear)** is pressed. If BMI and height measurement were taken the recall screen will display that data as well.



## OPERATING INSTRUCTIONS (CONT)

### **BMI Function**

1. Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows "0.0". Three beeps will indicate the scale is ready for the patient.
2. Follow weight measuring procedure. After obtaining the patient's weight, and with the patient remaining on the scale, press **BMI**.
3. The scale will prompt entry of the patient's height. Use the arrow keys to enter the patient's height. **Note:** When weighing in pounds, the height is displayed in inches. When weighing in kilograms, the height is displayed in centimeters.
4. Once height is keyed in, press **Enter**.
5. The display will show the patient's BMI. When process is complete, ask the patient to step off the scale or carefully remove the patient from the scale.
6. Press **Zero (Clear)** to return to the normal weighing mode. Return the weighing platform to its upright folded position.



**Note:** The BMI summary screen will display for approximately 10 seconds or until **Zero (Clear)** is pressed to return to normal weighing mode. After exiting from the BMI summary screen if the patient is still on the scale the screen will display the weight measurement again.

## OPERATING INSTRUCTIONS (CONT)

### Parent/Child Function

The Parent/Child function on Health o meter® Professional scales provides the convenience of weighing a small child or infant while being held by a parent. Follow these simple steps to subtract the parent's weight from the total so only the child's weight is displayed.

1. Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. **Note:** If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not place the patient on the scale until the display shows "0.0". Three beeps will indicate the scale is ready for the patient.
2. Wait for the display to show "0.0" then ask the parent to step onto the scale without the child. The display will show a value for the parent's weight.
3. With the parent remaining on the scale press **Tare**. The scale will zero, and the word "TARE" will appear at the bottom center of the display along with the parent's tared weight.
4. Carefully place the child into the parent's arms. The scale will automatically deduct the weight of the parent and only display the child's weight. **Note:** When in Tare mode the screen will not show a prompt to enter height mode.
5. When weighing process is complete, ask the patient to step off the scale. Return the weighing platform to its upright folded position.

**Note:** For an alternate method, after taring the parent's weight in step 3, have the parent step off of the scale. With no weight on the scale, the display will show the tare value as a negative amount. Have the parent to step back onto the scale while holding the child. The scale will automatically deduct the weight of the parent and only display the child's weight.

**Note:** The tare value will remain on the display until changed, cleared, or until the scale is powered off. To remove the Tare, press **Tare**. The word "TARE" will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.



# MAINTENANCE AND CLEANING

 **WARNING: Platform should be stored in the upright position when not in use to prevent a trip and fall hazard.**

## **Maintenance**

The following pages provide instructions for maintenance, cleaning, calibration, and troubleshooting for your scale. Maintenance operations other than those described in this manual should be performed by qualified service personnel.

**Caution: Before first use, or after long periods of non-use, check the scale for proper operation and function. If the scale does not operate correctly, contact Customer Service at 800-815-6615.**

1. Check the overall appearance of the scale for obvious damage, wear, and tear.
2. Inspect the AC adapter cord for cracking, fraying, and for broken/bent prongs.
3. Ensure counterbalance actuators are sufficiently supporting the raising and lowering of the platform.
4. Ensure wall mounting bracket is securely attached to the wall.

## **Cleaning and Disinfecting**

Proper care and cleaning is essential to ensure a long life of accurate and effective weighing.

**Caution: Disconnect the scale from the AC adapter power source prior to cleaning the unit.**

1. Health o meter® Professional recommends using one of the following solutions on a soft cloth or disposable wipe:
  - mild soap and water solution
  - 70% isopropyl alcohol
  - solution with 1-5% hydrogen peroxide concentration

After cleaning/disinfecting, wipe with a cloth dampened with water and then with a clean dry cloth. To avoid residue build-up or damp surfaces, ensure the screen and scale parts are completely dry after cleaning.

2. Never use rough or abrasive materials to clean the scale, as these will damage the scale's finish.
3. Do not submerge the scale in water or any other liquid.
4. Do not pour or spray fluids directly on the scale.

## **Replacement Parts**

Parts may be available if a piece of the scale needs to be replaced. Contact Health o meter® Professional Scales Customer Service at 1-800-815-6615 to inquire about the availability of these replacement parts.

<b>Part #</b>	<b>Description</b>
ADPT30	Power Adapter
B3822801-0	Replacement battery door cover
10-00252	Replacement battery holder










# CALIBRATION

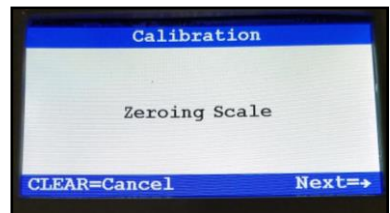
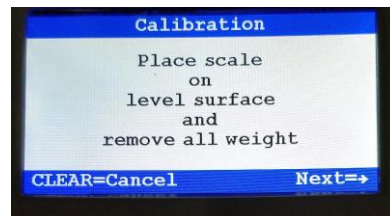
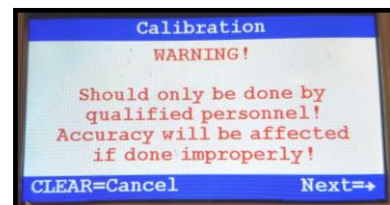
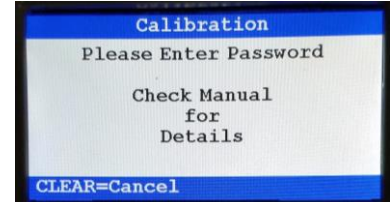
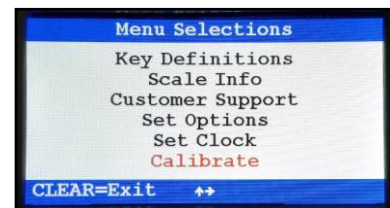
This scale has been factory calibrated, and does not require calibration prior to use. There are no requirements for calibration in the field; users should adhere to their institution's calibration policies.

Calibration of your scale can be performed using calibrated kilogram (kg) or pound (lb) weight standards. Minimum calibration is 300 lb / 136 kg. Maximum calibration weight is 1000 lb / 454 kg. The required calibration standard will be the Unit of Measure (UOM) for which the scale is configured. **KG models can only be calibrated in kilograms.** If Everlock® is engaged the scale can only be calibrated in the locked unit of measure.

**Note:** Only weights certified and traceable to national standards should be used for calibration.

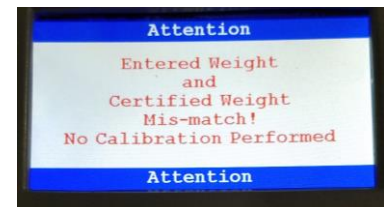
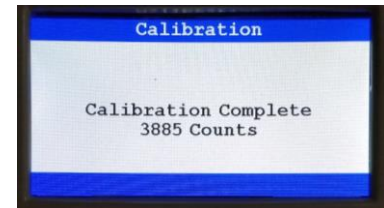
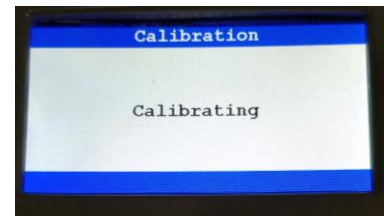
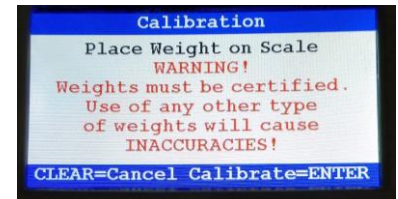
**Warning:** Always ensure that the scale is returned to the correct UOM after scale calibration.

1. Carefully lower the weighing platform. When the platform is flat on the floor, power on the scale. Note: If the scale is powered on with the platform in the folded position, the display will instruct the user to lower the platform. Do not start the calibration process until the display shows "0.0".
2. Wait for the display to show "0.0" then Press  to access the Help menu options.
3. While in the Help menu, press  to select "Calibrate". Press  to advance to the next step.
4. The display will prompt for entry of the password. Press the following keys in this sequence to proceed with the calibration procedure.    
5. The display will show a warning. If prepared and qualified to perform the calibration procedure, press  to advance to the next step.
6. Follow the screen prompt and ensure the scale is on a level surface with no weight on the platform. Press  to advance to the next step.
7. The display will show "Zeroing Scale" as it calculates the zero value. Do not touch the scale during the zeroing process.



## CALIBRATION (CONT)






8. When the zeroing process is complete the display will prompt for entry of the calibration weight. Minimum calibration is 300 lb / 136 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.
9. The display will prompt for the calibration weights to be placed on the platform. Press **Enter** after calibration weights are placed on the platform.
10. The display will show "Calibrating" during the calibration process.
11. If calibration is successful, the display will show "Calibration Complete" with a 4 digit calibration count.
12. 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 1-800-815-6615.

Symptom	Possible Cause	Corrective Action
Scale does not power on	<ol style="list-style-type: none"> <li>2. Dead battery</li> <li>2. Faulty electrical outlet</li> <li>3. Bad power supply</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries</li> <li>2. Use a different outlet</li> <li>3. Replace AC adapter</li> </ol>
Questionable weight or the scale does not zero	<ol style="list-style-type: none"> <li>1. External object interfering with the scale</li> <li>2. The display did not show "0.0" before weighing</li> <li>3. Scale is not placed on a level floor.</li> <li>4. Scale is out of calibration</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove interfering object from the scale</li> <li>2. Remove the patient from the scale, press  to zero the scale and begin weighing process again</li> <li>3. Place the scale on a level floor.</li> <li>4. Check weight with known weight value</li> </ol>
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 shows a weight upon power up and cannot be cleared by pressing 	The scale does not have a proper zero point.	Power off the scale. Then power on the scale and immediately press and hold  . Release the button when the scale beeps.
Scale is displaying "Load Cell Cable Not Detected"	The load cell cable is not completely plugged into the ports or the load cell cable is damaged.	Inspect the load cell cable to ensure it is completely plugged into the port on the back of the display head and port on the side of the scale pillar. If cable was plugged in, unplug and plug in again until it clicks into place. If the cable is damaged contact Customer Service at 800-815-6615.
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 the  button or press 

# WARRANTY

## Limited Warranty

### What does the Warranty Cover?

These Health o meter® Professional scales are warranted from date of purchase against defects of materials or in workmanship for a period of two (2) years. If product fails to function properly, return the product, freight prepaid and properly packed to Pelstar®, LLC (see "To Get Warranty Service", below, for instructions). If the manufacturer determines that a defect of material or in workmanship exists, the customer's sole remedy will be replacement of the scale at no charge. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. All replaced parts are covered only for the original warranty period.

### Who is Covered?

The original purchaser of the product must have proof of purchase to receive warranty service. Please save your invoice or receipt. Pelstar® dealers or retail stores selling Pelstar® products do not have the right to alter, or modify or any way change the terms and conditions of this warranty.

### What is Excluded?

**Your warranty does not cover normal wear of parts or damage resulting from any of the following:** negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, abuse including tampering, damage in transit, or unauthorized repair or alternations. Further, the warranty does not cover natural disasters, such as fire, flood, hurricanes and tornadoes. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country, state to state, province to province or jurisdiction to jurisdiction.

**To get Warranty Service make sure you keep your sales receipt or document showing proof of purchase.** Call (+1) 800-815-6615 or (+1) 708-377-0600 to receive a return authorization (RA) number, which must be included on the return label. Attach your proof of purchase to your defective product along with your name, address, daytime telephone number and description of the problem. Carefully package the product and send with shipping and insurance prepaid to:

Pelstar, LLC  
Attention R/A# \_\_\_\_\_  
Return Department  
9500 West 55<sup>th</sup> Street  
McCook, IL 60525

### Extended Warranty Available\*

This product is eligible for Health o meter® Professional ScaleSurance Extended Warranty Program. ScaleSurance extends the warranty period for an additional two years. This extension to the standard Limited Warranty can be purchased with new products or for a facility's existing product before its current warranty has expired. To learn more, visit [www.homscales.com/scalesurance/](http://www.homscales.com/scalesurance/) or contact your medical supply distributor.

\*Not available in all countries.



**PELSTAR®**, LLC

**9500 West 55th St. McCook, IL 60525-7110 USA**

**1-800-638-3722 or 1-708-377-0600**

PLEASE REGISTER YOUR SCALE FOR WARRANTY COVERAGE AT:

[www.homscales.com](http://www.homscales.com)

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