

Health o meter®

P r o f e s s i o n a l

600KL-BT

Heavy Duty Eye Level Digital Scale With Integral Digital Height Rod and Built-in BLUETOOTH® Wireless Technology



**ISO13485:2016
CERTIFIED**

Patent: D667323

USER INSTRUCTIONS

Health o meter®

P r o f e s s i o n a l

Thank you for your purchase of this Health o meter® Professional scale. Please read this manual carefully and keep it for easy reference or training.

TABLE OF CONTENTS

CAUTIONS AND WARNINGS	3
DEFINITION OF SYMBOLS AND SPECIFICATIONS FOR THIS SCALE	4
CONNECTIVITY / CERTIFICATIONS / DISPOSAL	5
ASSEMBLY INSTRUCTIONS	6
SET UP	10
OPERATING INSTRUCTIONS	11
BLUETOOTH® WIRELESS COMMUNICATION	14
HARDWARE/DRIVER INSTALLATION (FOR SCALE COMMUNICATION TO WINDOWS® PC)	15
HARDWARE INSTALLATION (FOR SCALE COMMUNICATION TO WELCH ALLYN® CVSM)	19
HARDWARE INSTALLATION (FOR SCALE COMMUNICATION TO WELCH ALLYN® LXI)	20
TROUBLESHOOTING USB BLUETOOTH® WIRELESS DONGLE	22
MAINTENANCE	23
CALIBRATION	24
SCALE TROUBLESHOOTING.....	25
HEIGHT ROD TROUBLESHOOTING.....	26
WARRANTY.....	27

Note: This scale has been factory calibrated, and does not require calibration prior to use.

Please register your scale for warranty coverage at:

www.homscales.com

For User Instructions updates and revisions please go to:

www.homscales.com

CAUTIONS AND WARNINGS

INTENDED USE

This Health o meter® Professional platform 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 positioned and 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 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.
- Do not wheel or pull the scale down stairs, doing so may damage internal parts.
- 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. No scale should be used for patient transfer.
- To prevent patient injury, the patient must be attended throughout the entire weighing event. Caregivers should ensure that the patient is stable and provide support as needed when getting onto and off of the scale.
- Patient should wear socks or other form of lightweight foot covering during weighing event.

When operating the scale with the AC adapter:

- Operate this scale exclusively with the AC adapter that is provided (ADPT50). 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.

This equipment has been tested and found to comply with the EMC limits for the Medical Device Directive 93/42/EEC (EN 55011 Class A and EN 60601-1-2). These limits are designed to provide reasonable protection against harmful interference in a typical medical installation. The equipment generates, uses and may radiate radio frequency energy and, if not installed and used in accordance with these instructions, may cause harmful interference to other devices in the vicinity. There is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with other devices, which can be determined by turning the equipment off and on, the user is encouraged to try to eliminate the interference by one or more of the following measures:

- Reorient or relocate the receiving device.
- Increase the separation between the equipment.
- Connect the equipment into an outlet on a circuit different from that to which the other device(s) is connected.
- Consult Customer Service or a field service technician for help.

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

DEFINITION OF SYMBOLS / SPECIFICATIONS FOR THIS SCALE

Definition of Symbols



Attention, Consult Accompanying Documents



Type BF Applied Parts



Temperature range
(50°F to 104°F / 10°C to 40°C)

Approved by the standards of the
Federal Communications
Commission.



AC to DC power supply

Scale surface is applied part, Type B.



Scale Specifications

Health o meter® Professional model 600KL-BT uses sophisticated microprocessor technology. This precision instrument is designed to provide accurate, reliable and repeatable weight measurements and features that make the weighing process simple, fast and convenient. The scale is set up to determine the weight of a stationary patient. The weight can be displayed in pounds or in kilograms. The 600KL-BT features a swivel display which allows for viewing from either side of the scale plus wheels for easy mobility. The scale can be operated with a power adapter or by 6-C cell batteries (not included), depending on use.

Capacity and Resolution:	600 lb x 0.2 lb (272 kg x 0.1 kg)
Power Requirements:	110-240V AC – 6V DC 50-60Hz, Adapter Model ADPT50 (INCLUDED), or 6 C-cell 1.5V batteries (not included).
Environmental:	Operating Temperature: 50°F to 104°F / 10°C to 40° C Storage Temperature: 30°F to 125°F (-1°C to +52°C) Maximum Humidity: 85% RH in use or in storage
Platform Dimensions:	14 1/4" x 14 1/4" x 2 5/8" / 36cm x 36cm x 6.8cm
Assembled Dimensions:	14 3/4" x 22 11/16" x 54 1/4" (37.5cm x 57.6cm x 137.8cm)

CERTIFICATIONS / CONNECTIVITY / DISPOSAL

Certification Descriptions:

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

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 a built-in USB port or using Bluetooth® wireless technology. This connectivity helps minimize a source of potential medical errors caused by incorrectly copying and then recording patient data.

Note: The Bluetooth® wireless module in this scale is exclusively paired with the provided USB Bluetooth® wireless dongle and will only connect to that specific dongle. If required to connect to another Bluetooth® wireless compatible device, other than the provided USB Bluetooth® wireless dongle, such as a computer or tablet, please contact Health o meter® Professional Scales Technical Support at 1-800-638-3722.

Scale Disposal:



Do not dispose of this device in domestic waste. This Health o meter® Professional scale must be disposed of properly as electronic waste. Follow the national, regional or local regulations which apply to you for disposal. For scale assistance or telephone support, please call Health o meter® Professional Customer Service (available on normal business days) at (+1) 800-815-6615 or (+1) 708-377-0600.

600KL-BT ASSEMBLY INSTRUCTIONS

Before Assembly

Each 600KL-BT Heavy Duty Eye Level Digital Scale with Integral Digital Height Rod is shipped disassembled in one carton. 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.

Carton

(1) Large brown box containing:

- (1) Scale platform
- (1) User Manual

(1) Long brown box containing:

- (1) Pillar

(1) Small brown box containing:

- (1) Small white box containing the AC adapter (ADPT 50)
- (1) Plastic bag containing:
 - (1) 5mm Allen wrench
 - (4) 5mm hex screws (Allen screws)

(1) Medium brown box containing:

- (1) Display assembly
- (1) USB Bluetooth® wireless dongle

Tools Required

5mm Allen Wrench (included), Phillips Screwdriver (not included)

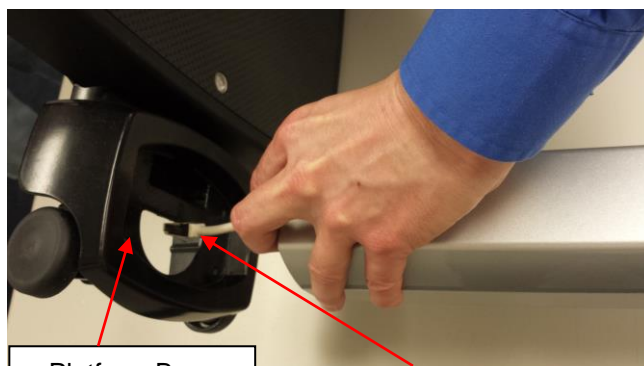
600KL-BT ASSEMBLY INSTRUCTIONS (continued)

Prior to assembly, remove all brown cardboard in and around pillar, base, and display head.

1. Carefully remove the contents of the carton and place each part on a flat, level, and dry surface. Place the scale platform on its side and align the pillar perpendicular to the platform. The front of the display head on the pillar should be facing forward and above the scale platform.



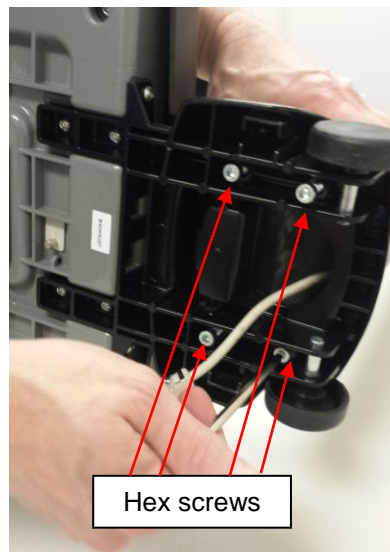
2. Locate the load cell cable connector at the bottom of the pillar. Feed the cable through the opening at the base of the platform.



Platform Base

Load Cell Cable Connector

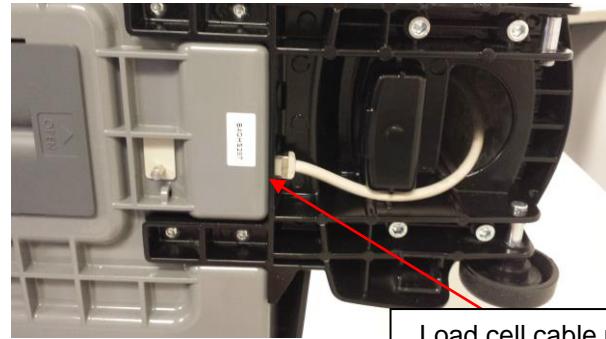
3. Insert the pillar into the pillar base on the platform. Insert the 4 hex screws on the underside of the platform and tighten using the supplied 5mm Allen wrench.



Hex screws

600KL-BT ASSEMBLY INSTRUCTIONS (continued)

4. Plug the load cell cable connector into the load cell plug in the platform base. The base of the scale has been designed to provide wire management for the load cell cable. Route the load cell cable as shown.



Load cell cable port

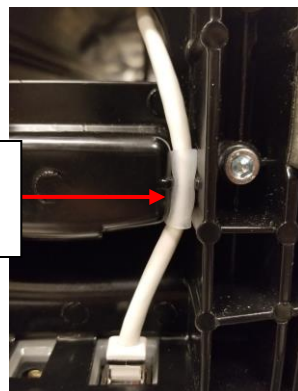
5. After plugging in the load cell cable, slide the section of plastic tubing surrounding the cable upwards.

plastic tubing



6. Tuck the cable and tubing into the protective guide in the underside of the scale platform. This holds the cable in place and protects it from being damaged.

tuck into
protective
guide



600KL-BT ASSEMBLY INSTRUCTIONS (continued)

7. Set the base/pillar assembly upright. Obtain the display head module. Plug the cable labeled “SCALE” into the SCALE jack in the display module. Plug the cable labeled “COM” into the COM jack in the display module.



8. Place the display module on top of the pillar and align the tab on the front of the pillar with the slot at the bottom of the display module.



9. Remove the screw from the back of the display module, place the module on top of the pillar and use a Phillips screw driver to replace and tighten the screw securing the display head to the pillar.



SET UP

Set Up

1. Remove the protective film from the display window on the display head.
2. Ensure the scale base is on a stable, level and flat surface and that the sides of the base are clear of any obstacles.
3. Utilizing the leveling bubble located at the top of the scale platform, level the scale by adjusting the leveling feet at each corner of the underside of the base.

Powering the Scale

1. For greater flexibility the scale offers two options for attaching the AC adapter and both are equally acceptable. The AC adapter can be plugged into the base of the scale and into the power source/outlet. The AC adapter can also be plugged into the “DC IN” plug on the back of the display module and then into the power source/outlet.

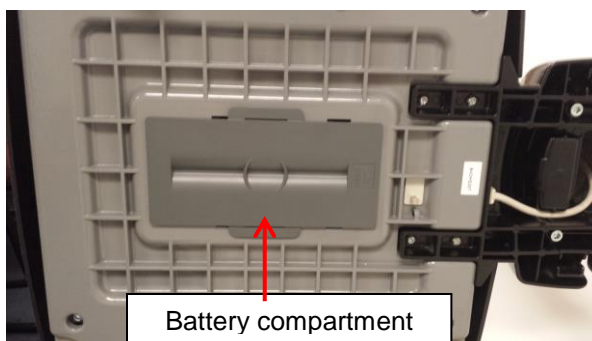
Note: The Auto Off function is only active when the scale is being used without the AC adapter.

2. For battery operation, see Battery Installation below.

Battery Installation

1. Place the scale on its side. The battery holder is located in the center of the bottom of the base.
2. Slide the battery cover in the direction of the “open” arrow.
3. Place the 6 C-cell batteries into the battery holder. Note the orientation that is shown and ensure the batteries are placed in the proper direction. Do not use zinc-carbon batteries.
4. Replace the battery cover.

Note: When powering the scale via batteries, the AC adapter must be disconnected from the scale.



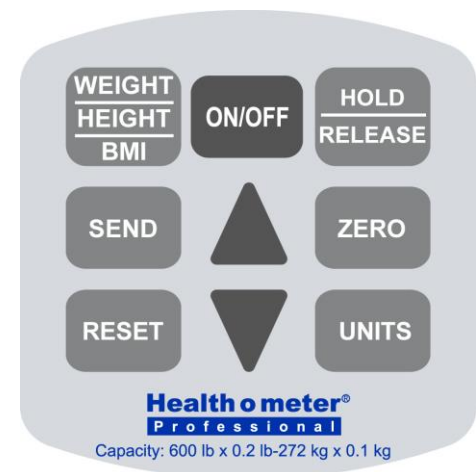
(underside of scale platform)

Warning: If the scale will not be used for some time, remove all batteries to avoid a safety hazard. Disposal of batteries should be done according to the national, regional or local regulations.

OPERATING INSTRUCTIONS

Using the Keypad

KEY	FUNCTION
ON/OFF	Power scale ON and OFF.
ZERO	Zeroes the scale prior to weighing.
HOLD/RELEASE	Holds the value of the weighed object on the display until the button is pressed again to clear the value.
UNITS	Toggles between kilograms or pounds.
▲	Scrolling method for entering weight when in Calibration mode.
WEIGHT/HEIGHT/BMI	Toggles the display between the weight reading, height reading and corresponding Body Mass Index (BMI) reading.
▼	Scrolling method for entering weight when in Calibration mode and when in the Program Mode.
RESET	Functions to unlock height and BMI display.
SEND	“Locks” the height and BMI display and sends weight, height and BMI data.



CAUTION: To prevent patient injury, the patient must be attended to throughout the entire event.

Weighing a Patient

1. Press the **ON/OFF** button to power the scale on.
2. Wait until '0.0' and 'Zero' appear on the left side of the display.
3. Ask the patient to step on the scale. Ensure they are positioned directly in the center of the platform. The scale will display the patient's weight.

NOTE: The weight will change until the patient weight is stable. Once the patient is standing still, the scale will beep three times and the word “Lock” will appear on the display. The weight may be held on the display by pressing the **HOLD/RELEASE** button. To release, press the **HOLD/RELEASE** button again.

4. If desired, press the **SEND** button to send the weight information to the connected device.

OPERATING INSTRUCTIONS (CONTINUED)

Height Measurement Instructions

WARNING: Use caution when sliding height rod up and down. The rod should move smoothly. Do not move the rod in a jerking motion. Fold headpiece down when not in use.

Note: A patient must be at least 23-5/8" (60cm) tall for the height to be accurately measured.

1. Press the **WEIGHT/HEIGHT/BMI** button once. The scale will display "----" until the height rod or headpiece is moved. With the headpiece in the folded down position, slide the headpiece up or down to the estimated height of the patient. Then raise the headpiece into its horizontal position.

Note: For patients under 44", slide the headpiece down the pillar.

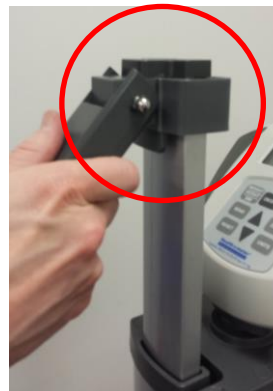


Patients above 44"



Patients below 44"

Note: When moving the headpiece, ensure the height rod and headpiece stay together.



2. Ask the patient to step on the scale. Position the patient facing the display head. Ensure that the patient's posture is upright, and that the patient's head is straight and level. Slide the headpiece down until it gently rests on the patient's head. The display will show the patient height.

Press the **RESET** button to revert back to weight display.



OPERATING INSTRUCTIONS (CONTINUED)

To Obtain BMI

1. Press the **ON/OFF** button to power on the scale.
2. Ask the patient to step on the scale platform and obtain the patient's weight. Press the **WEIGHT/HEIGHT/BMI** button once. The scale will now display the position of the height rod. While the patient remains on the platform, adjust the height rod so that the headpiece gently rests on the patient's head. Press the **WEIGHT/HEIGHT/BMI** button again. The display will show the patient's BMI.
3. If desired, press the **SEND** button to send the weight, height and BMI information to the connected device.
4. Press the **RESET** button to revert back to weight display.

KG Only Procedure

Caution: Please make sure you carefully and precisely follow the directions below as you will be in the PROGRAM MODE of your scale. Any modification outside of what is listed below may greatly affect the functionality of your scale.

1. Press the **ON/OFF** button to power on the scale. As soon as you turn on the scale, press the **ZERO** button once, the **UNIT** button twice, and then the **ZERO** button once again. The scale will display "CAL".
 2. Press the ▼ once and "PROG" will show on the display.
 3. Press the **SEND** button and OP1-1 will be displayed.
 4. Press the ▼ once and the display will read "OP2-0" for the KG only function, then press the **UNIT** button to enable KG only mode. Your display should read "OP2-1".
 5. Press the ▼ (7 times) until display reads "DONE"
 6. Press the **SEND** button, the scale will read "START", then read "0.0 Kg"
- You have successfully locked your scale into KG Only.*

KG Only (Deactivation) Procedure

1. Press the **ON/OFF** button to power on the scale. As soon as you turn on the scale, press the **ZERO** button once, the **UNIT** button twice, and then the **ZERO** button once again. The scale will display "CAL".
 2. Press the ▼ once and "PROG" will show on the display.
 3. Press the **SEND** button and OP1-1 will be displayed.
 4. Press the ▼ once and the display will read "OP2-1" for the KG only function, then press the **UNIT** button to disable KG only mode. Your display should read "OP2-0".
 5. Press the ▼ (7 times) until display reads "DONE"
 6. Press the **SEND** button, the scale will read "START", then read "0.0"
- You have successfully deactivated the KG Only feature on your scale.*

BLUETOOTH® WIRELESS COMMUNICATION

Note: The serial number on the Bluetooth® wireless dongle must match the BT device # on the label located on the back of the 600KL-BT scale display head.

BLUETOOTH® WIRELESS DONGLE



**SERIAL NUMBER AND BT DEVICE
NUMBER MUST MATCH
TO ENABLE BLUETOOTH®
WIRELESS COMMUNICATION.**

BACK OF SCALE DISPLAY HEAD

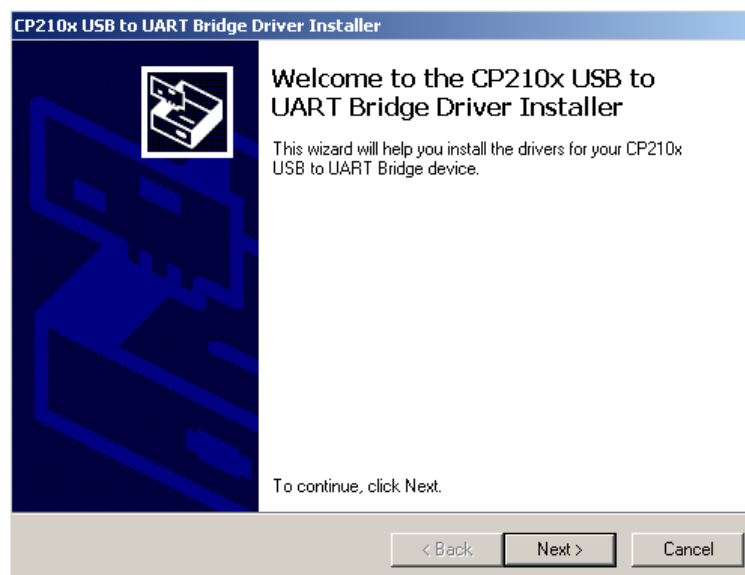


Hardware/Driver Installation (for Scale Communication to Windows® PC)

1. Download the CP210x USB to UART Bridge VCP Driver using one of the following methods:
 - a. Go to <http://www.silabs.com/products/mcu/pages/usbtouartbridgevcpdrivers.aspx>
 - b. Go to <http://www.silabs.com/> and search for “CP2102 Driver Download”.
2. Select the download for Windows® XP/Server 2003/Vista/7/8/8.1/10 (6.7) – Version 6.7 or the latest version available.
3. Unzip the downloaded file if necessary.
 - a. The following example shows installation for a Windows 64 bit OS.

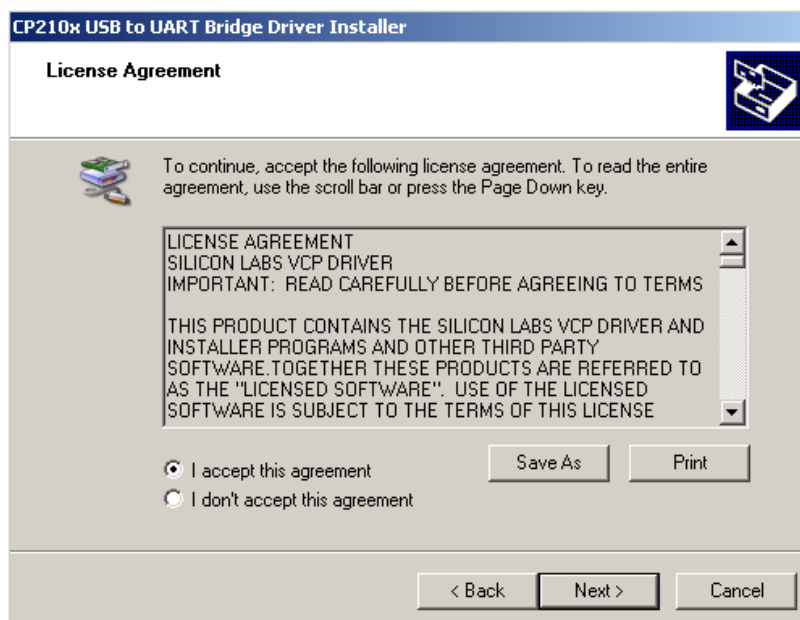
Name ^	Type	Size
x64	File folder	
x86	File folder	
CP210xVCPInstaller_x64	Application	1,026 KB
CP210xVCPInstaller_x86	Application	901 KB
dpinst	XML Document	12 KB
ReleaseNotes	Text Document	11 KB
SLAB_License_Agreement_VCP_Windows	Text Document	9 KB
slabvcp	Security Catalog	12 KB
slabvcp	Setup Information	5 KB

- b. Follow the installation wizard steps. Click the “Next” button.



Hardware/Driver Installation (for Scale Communication to Windows® PC)

- c. Accept the license agreement and click “Next”

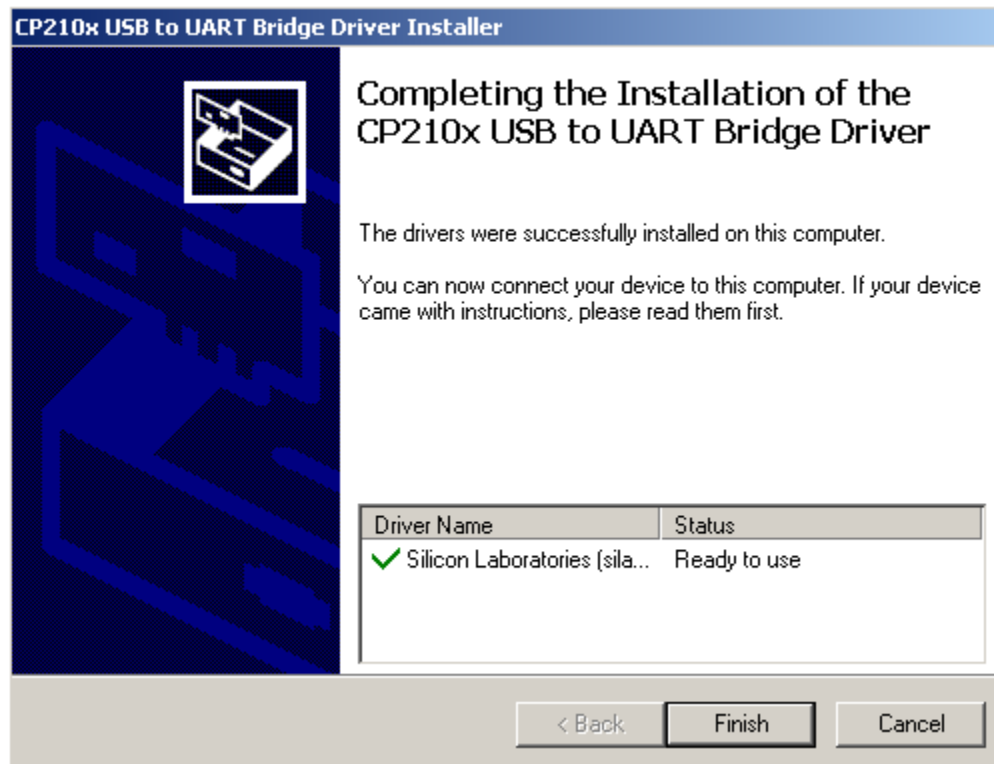


- d. Please wait while the driver installs.



Hardware/Driver Installation (for Scale Communication to Windows® PC)

- e. Driver installation is now complete. Click the “Finish” button to close the installation Wizard.

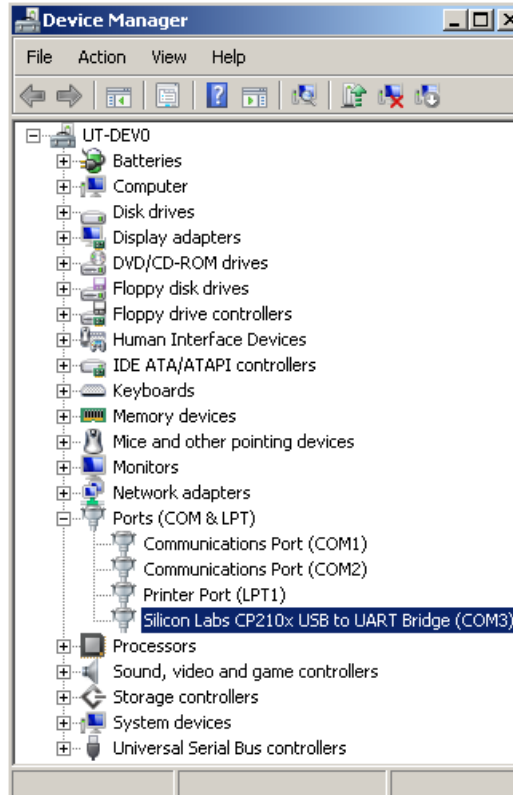


4. Connect the USB Bluetooth® wireless dongle to any available USB 2.0 port on the Windows® PC.



Hardware/Driver Installation (for Scale Communication to Windows® PC)

5. Open Windows® “Device Manager” and check that the USB Bluetooth® wireless dongle was recognized by the Windows® OS.

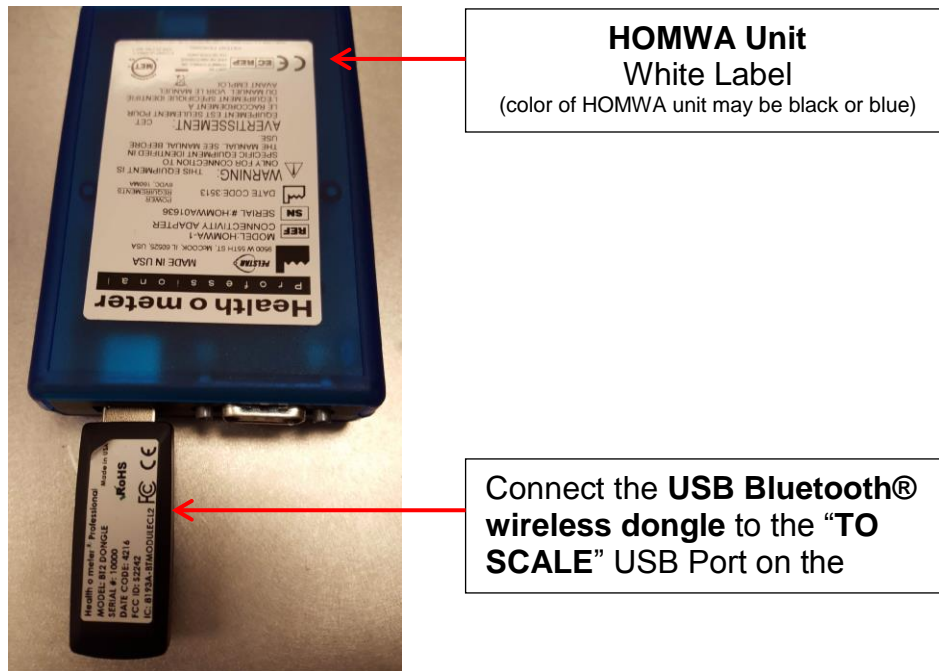


6. Once the driver installation is complete, the Bluetooth® wireless dongle will automatically connect to the paired 600KL-BT scale and will be ready to transmit data.
7. The driver installation is now ready to communicate with the following applications, Allscripts™ App or Midmark IQ Manager® Software. Please consult the user instructions for the specific application being used.
8. Power on the scale to initialize Bluetooth® wireless communication.

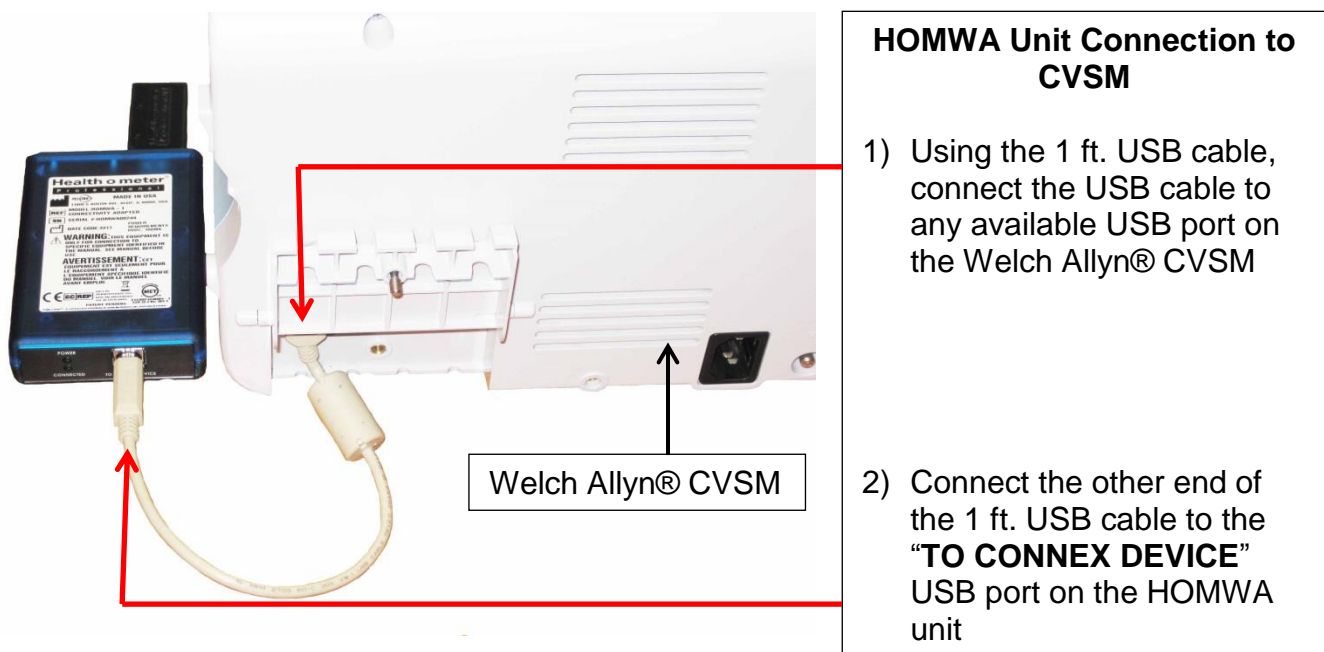
Hardware Installation (for Scale Communication to Welch Allyn® CVSM)

Note: To connect the scale to a Welch Allyn CVSM unit, Health o meter® Professional C-HOMWA-1 kit must be purchased separately. The HOMWA unit and the USB cable are not included with the 600KL-BT scale.

1. Connect the USB Bluetooth® wireless Dongle to the HOMWA unit as shown.



2. Connect the HOMWA to the Welch Allyn® CVSM as shown.



3. Power on the CVSM unit and power on the scale to initialize Bluetooth® wireless communication.

Hardware Installation (for Scale Communication to Welch Allyn® LXi)

Note: To connect the 600KL-BT scale to a Welch Allyn LXi unit, a Health o meter® Professional L-HOMWA-1 kit must be purchased separately. The HOMWA unit and the RS232 cable (LXi cable) are not included in the 600KL-BT option box.

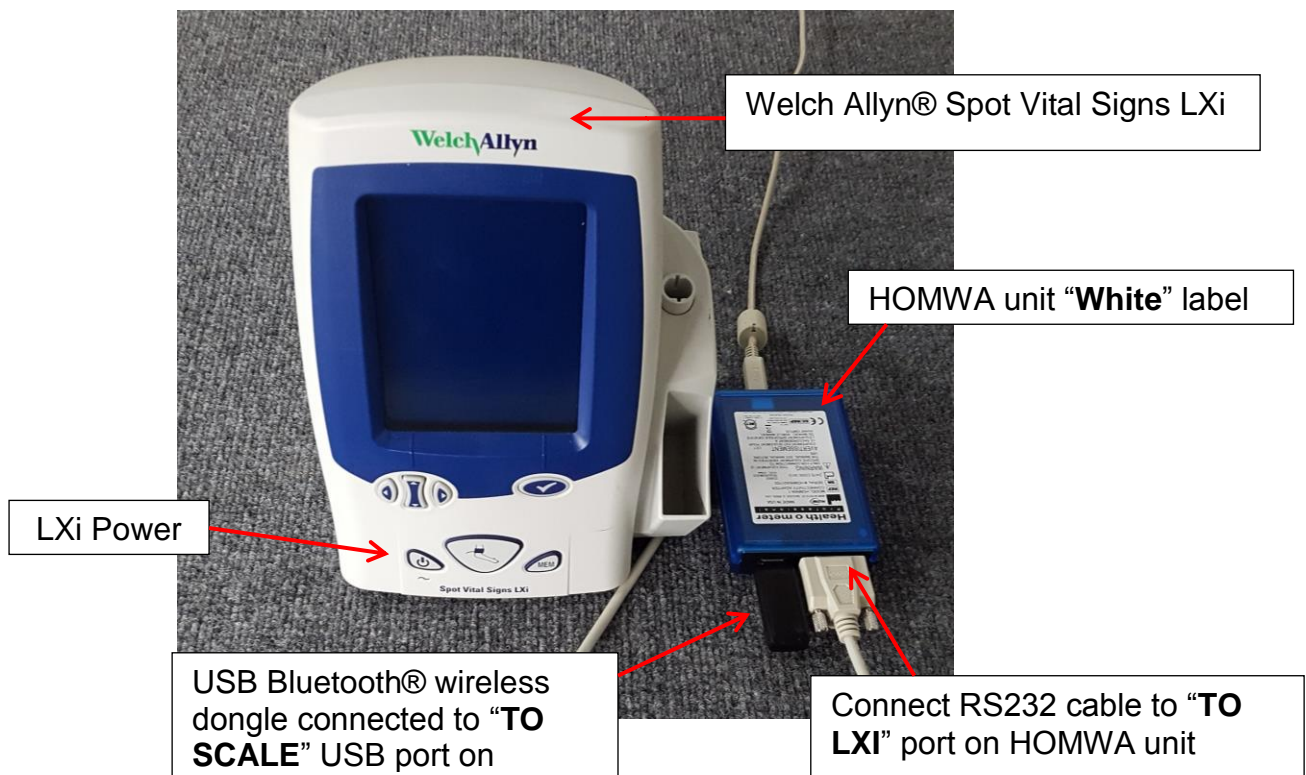
1. Connect the USB Bluetooth® wireless dongle to the HOMWA unit.



HOMWA Unit
White Label
(color of HOMWA unit may be black or blue)

Connect the **USB Bluetooth®** wireless dongle to the “**TO SCALE**” USB Port on the HOMWA unit

2. Connect the RS232 Cable female end to the “TO LXi” port on the HOMWA unit.



Welch Allyn® Spot Vital Signs LXi

HOMWA unit “**White**” label

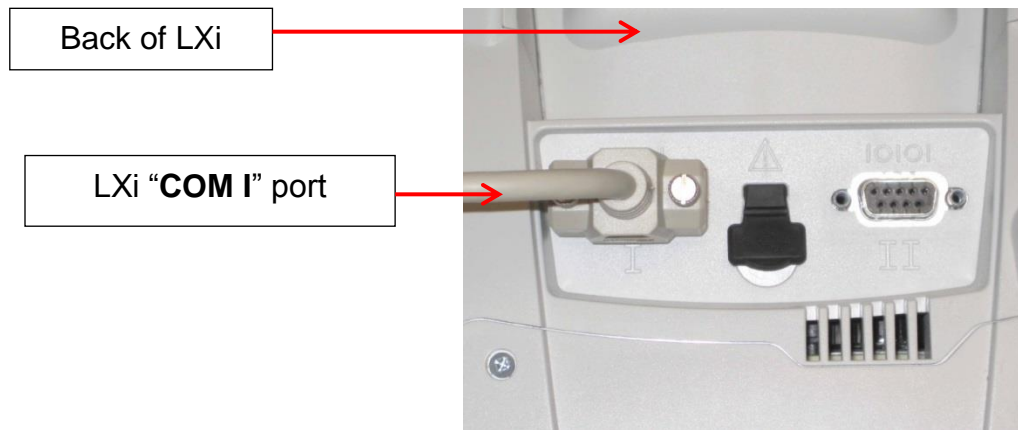
LXi Power

USB Bluetooth® wireless dongle connected to “**TO SCALE**” USB port on

Connect RS232 cable to “**TO LXI**” port on HOMWA unit

Hardware Installation (for Scale Communication to Welch Allyn® LXi)

3. Connect the RS232 cable male end from the HOMWA unit to “COM I” port on the back of the LXi.



4. Power on the LXi unit and power on the scale to initialize Bluetooth® wireless communication.

Note: The LXi will only display Weight Readings **greater than ~11.0lb (5.0Kg)**. The LXi will NOT display Height or Body Mass Index (BMI).

Troubleshooting USB Bluetooth® Wireless Dongle

USB Bluetooth® Wireless Dongle Fault Symptoms

Problem	Possible Cause	Suggested Action
No Power/USB	Power failure or USB error failure	Re-cycle power to the HOMWA unit by disconnecting the USB cable connected to “TO CONNEX DEVICE” or TO LXI and re-connecting
No Communication	USB Bluetooth® wireless dongle out of communication range	Check that the distance between the scale and CVSM, LXI or PC is less than ~328ft (100m)
	Serial Number on Bluetooth® wireless dongle does not match the BT Device Number on the scale.	Check that the BT Device Number on back of the scale’s display head matches the Serial Number on the Bluetooth® wireless dongle. If the number does not match contact Customer Service at 1-800-815-6615.
	Wireless network interference	Move scale or CVSM away from other WiFi/Bluetooth® wireless devices nearby
	HOMWA unit to CVSM	Re-cycle power to the HOMWA unit by disconnecting the USB cable connected to “TO CONNEX DEVICE” and re-connecting
	USB Bluetooth® wireless dongle to Windows® PC	Check that the Virtual Comport CP210x Driver Installation is installed properly via Windows® Device Manager. Re-install Driver if necessary

MAINTENANCE

General

This section provides instructions for maintenance, cleaning, calibration, and troubleshooting. Maintenance operations other than those described in this section should be performed by qualified service personnel.

1. This scale contains electronic parts. Use it carefully. Do not drop, kick or jump on it.
2. Do not store near chemicals, heaters or radiators.
3. Do not store the scale on its side.

Before first use and after periods of non-use, check the scale for proper operation. If the scale does not operate correctly, refer to qualified service personnel.

1. Check overall appearance of the scale for any obvious damage, abuse, etc.
2. Inspect condition of AC adapter cord and prongs, replace if needed.

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.

CALIBRATION

This scale is factory calibrated and does not require calibration prior to use.

The calibration procedure may be performed using a known/certified weight in either pounds or kilograms. The default is in pounds. The following instructions assume the scale is set to pounds. If you prefer to calibrate in kilograms, please call Customer Service at 1-800-815-6615.

Note: Calibration weight must be between 60 lb (27 kg) and 300 lb (150 kg).

ACTION	DISPLAY SHOWS
Turn the scale on. While “START” is displayed (for approximately 3 seconds), press ZERO - UNITS - UNITS - ZERO	“CAL” will appear on the LCD
Press SEND	“Load/300.0 lb”
Press SEND to calibrate with 300 lb. If calibrating with less weight, press WEIGHT/HEIGHT/BMI to change the weight and then use the arrows to change the flashing digit; press WEIGHT/HEIGHT/BMI to move to the next digit, until you reach the desired weight (between 60 lb and 300 lb)	“CLEAR”
Clear the platform and press SEND	Zero Calibration “-----”
Wait without touching or shaking the scale until the zero calibration process is finished.	Weight calibration “Put XXX.X”
Load the platform with the required weight and press SEND	“-----”
Wait without touching or shaking the scale until calibration process is finished.	“DONE”/“CLEAR”
Remove weight from the platform.	Scale will reboot. “StArt” will appear followed by the software version and “0.0”

CALIBRATION ERROR LIST

ERROR NO.	DEFINITION	CHECK/REPLACE
Err 1	Mathematical mistake; division by zero. Cannot calculate calibration factor	Will show when trying to calibrate with no calibration weight
Err 2	Weight loaded too low. Cannot calibrate	While in calibration procedure add more weight in load mode
Err 3	Unstable weight. Cannot calibrate	Check the load cells’ surroundings and ensure that nothing touches them and the cables are well connected
Err 5	Calibration disabled	On the back of the display, locate the silver extended screw and plastic tab. Use a nut driver or pliers to remove the tab and gain access to the push button underneath. Press and release one time to enable proper calibration. When finished, toggle the calibration switch to enable.
Err 6	High saturation state (high A/D)	The load cell cable is not connected correctly. Check the cables and mechanical connection.
Err 7	Low saturation state (low A/D)	See Err 6

SCALE TROUBLESHOOTING

Refer to the following instructions to check and correct any failure before contacting Customer Service at 1-800-815-6615.

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
Scale does not turn on	<ol style="list-style-type: none"> 1. Dead battery 2. Faulty electrical outlet 3. Bad power supply (Check LED light at back of display module to determine if adapter cord is working) 	<ol style="list-style-type: none"> 1. Replace batteries 2. Use a different outlet 3. Replace adapter
Questionable weight or the scale does not zero	<ol style="list-style-type: none"> 1. External object interfering with the scale 2. The display did not show '0.0' before weighing 3. Scale is not placed on a level floor or platform feet are not balanced. 4. Scale is out of calibration 	<ol style="list-style-type: none"> 1. Remove interfering object from the scale 2. Ask the patient to get off the scale, zero the scale and begin weighing process again 3. Place the scale on a level floor and ensure the feet on the underside of the platform are balanced. 4. Check weight with known weight value. Recalibrate if necessary following the instructions on page 24.
The display shows "OVER"	The load on the scale exceeds the capacity (600 lb/272 kg)	Remove the excess weight and use the scale according to its limits
The display indicates that the batteries are low.	The batteries are depleted	Replace batteries according to instructions

HEIGHT ROD TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
Questionable height	<ol style="list-style-type: none"> 1. Improper connection 2. The display shows “ ____ ” 3. Height is out of tolerance 	<ol style="list-style-type: none"> 1. Check scale base connection, pillar connection, and display head connection – ensure cables are correctly connected 2. Check scale base connection and ensure cables are correctly connected to the display head 3. Check the 3 known height standards. <p>(Dimensions are in cm.)</p> <p>Lowest position – 60.5 +/- 0.8 Neutral position – 112.5 +/- 0.8 Highest position – 222.4 +/- 0.8</p> <p>After checking the 3 known height standards and the connection - determine if the scale needs to be replaced.</p>
The height rod is difficult to move or immobile	<ol style="list-style-type: none"> 1. The pillar may still contain the cardboard within the pillar. 2. Pillar may be damaged. 	<ol style="list-style-type: none"> 1. Look inside the groove of the pillar to ensure the brown cardboard from shipping has been removed. 2. Contact Customer Service at 1-800-815-6615.

WARRANTY

What does the Warranty Cover?

This Health o meter® Professional scale is 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 in 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) 800-638-3722 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 55th 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/ or contact your medical supply distributor.



Patent: D667323

PELSTAR, LLC

9500 West 55th Street • McCook, IL 60525 • USA

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

PLEASE REGISTER YOUR SCALE FOR WARRANTY COVERAGE AT:

www.homscales.com

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