

2101KL

FAQs

What is the warranty period for the 2101KL? Can the warranty period be extended?

The manufacturer warranty begins the date you purchase and covers the scale for 2 years. A 2 year extended warranty is available for purchase with the item # SS-2101KL. To purchase an extended warranty, contact your medical supply distributor.

Can the feet on the scale be replaced?

Yes, the feet on the 2101KL can be replaced. To purchase replacement feet, contact your medical supply distributor and order item # B2266701-0.

Is the power adapter replaceable on the 2101KL?

For scales with a serial number including the letter "E", "K" or "L", the power adapter part # is ADPT30. To purchase a replacement power adapter, contact your medical supply distributor.

If the power adapter is broken or unavailable, does the 2101KL operate on batteries?

The 2101KL can operate on batteries. The current version of the 2101KL that include the letter "E" in the serial number operate using six D-cell batteries. Previous versions that include the letter "L" in the serial number operate on six AA batteries. Health o meter® Professional recommends using Alkaline batteries. Do not use zinc-carbon batteries.

The scale is not registering any weight, can that be fixed?

Follow these check procedures. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance. Please have model number, serial number and date code available from the base and display head before calling.

1. Ensure the scale is on a flat solid surface.
2. Ensure sure nothing is touching or interfering with the pillar or the base of the scale.
3. Check that all feet are securely attached on the scale. Each foot should be completely hand tightened then back the feet out 1-½ full turns.
4. Check the load cell cable connection. Ensure the cable connecting the display to the base is connected in the port labeled "LOADCELL" and is connected at the base.

The scale will not power on with the power adapter, what can be done?

To ensure the scale will power on with battery operation install new batteries. For models with the letter "E" in the serial number install six new D-cell batteries. For models with the letter "L" in the serial number install six new AA batteries. If the scale will work on batteries and not the power adapter, the power adapter may need to be replaced. To purchase a replacement power adapter, contact your medical supply distributor and order item #ADPT30. If the scale will not power on with new batteries or using the power adapter, contact Health o meter® Professional Scales Customer Service at 800-638-3722.

The scale is showing an error message, what does it mean?

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

Error Code	Possible Cause	Corrective Action
"UNDeR"	A negative weight is present	Press the TARE button to zero the scale.
dashes and "OVERLOAD"	The weight on the scale exceeds the capacity	Remove the excess weight and use the scale according to its limits
"Load Cell Cable Not Detected"	The load cell cable is not completely plugged into the ports	Inspect the load cell cable to ensure it is completely plugged into the ports on the back of the display head and the back of the platform. If cable was plugged in, unplug and plug in again until it clicks into place.

What information do I need before calling for troubleshooting assistance?

Please have model number, serial number and date code available from the base and display head before calling. The sticker with the information is located on the back of the display head and the second label is located at the back of the base.

How much certified weight does the scale require to be calibrated?

For models with the letter "E" in the serial number the minimum calibration weight is 200 lb / 100 kg. Maximum calibration weight is 1000 lb / 454 kg. For models with the letter "L" in the serial number, the minimum calibration weight is 400 lb / 180 kg.

The display head is no longer working, can it be replaced?

The display head on the current version of the 2101KL can be replaced. Previous versions will need item # PROKIT which includes new load cells for the base, a new load cell cable and a new display head. The PROKIT also comes with a 1 year warranty. For more information contact Customer Service at 800-815-6615.

The scale is weighing inaccurately, can that be fixed?

The scale may need to be calibrated. Click this link to find the calibration procedure: <https://www.homscales.com/calibration>

If still experiencing a problem after calibrating, please contact Technical Support at 800-638-3722 for troubleshooting assistance. Please have model number, serial number and date code available from the base and display head before calling. The sticker with the information is located on the back of the display head and the second label is located at the back of the base.

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The scale is displaying a random weight when there is not a patient on the scale, can that be fixed?

Follow these check procedures.

1. Verify that all four feet on the underside of the scale are properly seated in the base. Each foot should be completely hand tightened then back the feet out 1-½ full turns.
2. Ensure that the load cell cable is connected in the port on the back of the display head labeled "Load Cell". If connected, unplug and reconnect the cable into the port.

If still experiencing a problem, please contact Technical Support at 800-638-3722 for troubleshooting assistance. Please have model number, serial number and date code available from the base and display head before calling. The sticker with the information is located on the back of the display head and the second label is located at the back of the base.

Can I determine when the scale was manufactured?

The date code located on the product label signifies when the scale was manufactured. The first two numbers are the weeks and the last two numbers are the year. For example, a date code of 0420 means the scale was made in the 4th week of the year 2020.

What is the capacity of the 2101KL?

The capacity of the 2101KL is 1,000 lb / 454 kg.

What are the product dimensions of the 2101KL?

Product Footprint (w x d x h): 31" x 27" x 50" / 787 mm x 686 mm x 1270 mm

Product Weight: 66 lb / 30 kg

Does the 2101KL come with a power adapter?

Yes the scale comes with a 100-240V power adapter included.

Does the 2101KL ship via Ground service or does it require a freight carrier?

The scale ships via Ground service.

Does the 2101KL require assembly?

Yes the scale does require assembly. The manual provides step-by-step instructions and the tools required are included with the scale.

What is the price of the 2101KL and where can I purchase it?

Health o meter® Professional products are sold exclusively through medical supply distributors. Contact your medical supply distributor for pricing or to find a distributor in your area contact Customer Service at 1-800-815-6615.

What is the country of origin for the 2101KL?

The country of origin is China.

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Can I use the 2101KL on carpet?

The scale is recommend to be used on hard, level surface or industrial carpeting.

Can I send my scale for service or have a representative come to our facility?

Health o meter® Professional Scales does do not offer calibration or repair services. You can find calibration services near you or contact customer service at 800-815-6615 and we would be happy to find one for you. All scale must be calibrated using certified weights; fitness weights are not recommended.