

500KL

FAQs

How do you read the height measurements on the 500KL height rod?

CAUTION: 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: Patients must be a minimum of 23-5/8" (60 cm) tall for the height to be accurately measured.

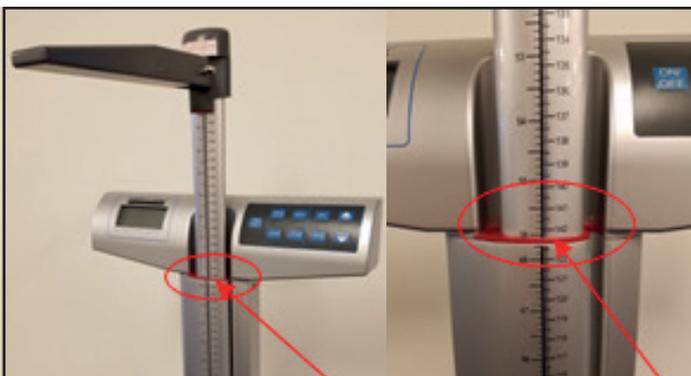
1. With the headpiece in the folded down position, slide the headpiece up or down to the estimated height of the patient. Then raise the headpiece into its horizontal position. **Note:** For patients under 48.5" / 123 cm, slide the headpiece down the pillar.



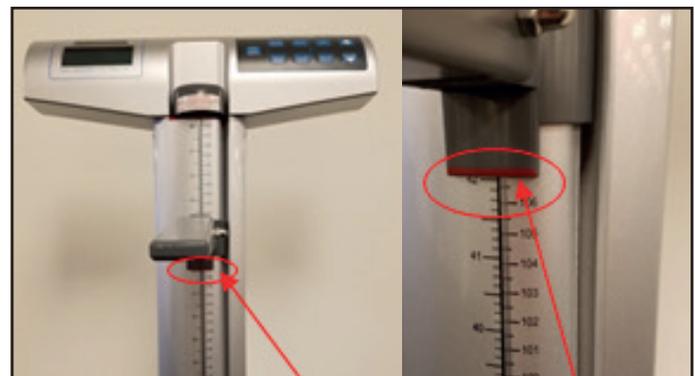
2. Position the patient facing the display head. Ensure that the patient's posture is upright, and that the patient's head is straight and level. Slide the headpiece down until it rests on the patient's head.



3. Determine the patient's height by reading the value on the measuring strip nearest to the line on the red indicator, as shown below. For heights greater than 48.5" / 123 cm, the height measurement is read at the red line on the pillar. For heights less than 48.5" / 123 cm, the height measurement is read at the red line on the headpiece.



For heights greater than 48.5" / 123 cm



For heights less than 48.5" / 123 cm

How do you activate the Auto Off feature on the 500KL?

To activate the Auto Off feature on scales with Date Code with the last two digits of 19 or lower:

1. While the scale is turned off, press and hold the **HOLD/RELEASE** button.
2. While holding the **HOLD/RELEASE** button, press the **ON/OFF** button to turn the scale on.
3. "START" will briefly appear on the display followed by "AOF=1".
4. Auto-off is now enabled.

To activate the Auto Off on scales with Date Code with the last two digits of 20 or higher:

Enable / Disable Auto Off

1. While the scale is turned off, press and hold the **ENTER** button then press and release the  button. Hold the **ENTER** button until "AOF=d" or "AOF=E" appears on the display, then release. Press the **ENTER** button again to change the setting.
 - AOF=d Disables the Auto Off function
 - AOF=E Enables the Auto Off function
2. Press **CLEAR/REWEIGH** to save your selection and exit the Options mode.
3. The scale will restart. The display will show "UEr", followed by a version number, and then dashes. When the display shows "0.0" the scale is ready to use.

Note: When powering the scale via batteries, the Auto Off function is automatically enabled.

How do you lock the weight measuring unit on the 500KL or toggle between LB and KG?

To toggle between pounds and kilograms press the **LB/KG** button or the **UNIT** button. The weight measuring unit can be locked to display weight only in the selected unit of measure.

To lock the weight measuring unit on scales with Date Code with the last two digits of 19 or lower:

KG Lock Instructions

1. Press the **ON/OFF** button to turn the scale on. Wait for "0.0" to appear on the display.
2. Press and hold the **LB/KG** button so the KG icon is displayed and continue holding the **LB/KG** button for approximately 10 seconds.
3. When the KG icon flashes, release the **LB/KG** button. The KG weight measuring unit is now locked and will remain locked even if the scale is turned off.

LB Lock Instructions

Note: To lock in LB weight mode, you must follow the instructions above to lock in KG weight mode first.

1. Once the scale is locked in KG mode, press and hold the **LB/KG** button for approximately 10 seconds until the LB icon flashes.
2. When the LB icon flashes, release the **LB/KG** button. The LB weight measuring unit is now locked and will remain locked even if the scale is turned off.

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Disabling LB/KG Lock Out

Note: If your scale is locked in KG mode, you must first follow the instructions above to lock into LB mode, and then begin the disabling instructions below.

1. Press the **ON/OFF** button to turn the scale on. Wait for "0.0" to appear on the display.
2. Press and hold the **LB/KG** button until LB and KG icons both flash. When LB and KG are flashing, release the **LB/KG** button. The weight measuring unit is now unlocked; pressing the **LB/KG** button will allow user to toggle between LB and KG.

To lock the weight measuring unit on scales with Date Code with the last two digits of 20 or higher:

1. While the scale is turned off, press and hold the **ENTER** button then press and release the  button. Hold the **ENTER** button until "AOF=d" or "AOF=E" appears on the display, then release. Use the ▲ or ▼ buttons to advance the display screen until "Unt" appears. Press the **ENTER** button to change the setting.
 - Unt = U Allows the user to toggle weight measurement between LB and KG.
 - Unt = L Locks the unit button so weight is only displayed in pounds (LB)
 - Unt = G Locks the unit button so weight is only displayed in kilograms (KG)
2. Choose the setting you prefer and press **CLEAR/REWEIGH** to save your selection and exit the options mode.
3. The scale will restart. The display will show "UEr", followed by a version number, and then dashes. When the display shows "0.0" the scale is ready to use.

Does the 500KL operate on batteries or come with a power adapter?

The 500KL uses 6 AA regular alkaline batteries. The scale can also operate on a power adapter but is not included with the scale unless it was ordered as model 500KLAD. To purchase a replacement power adapter, contact your medical supply distributor and order item #ADPT31.

What parts can be replaced on the 500KL?

Contact Health o meter Professional Scales Customer Service at 1-800-815-6615 to inquire about the availability of these replacement parts.

Part #	Description
500HEADPIECE	Headpiece for height rod
500KLROD	Height rod
500KLWHEELS	Set of 2 wheels
500KLFOOT	Foot for base
500KLMAT	Replacement mat for platform
BATTDOR500	Battery compartment door
500KLPILLARFOOT	Foot for pillar
ADPT31	Power adapter
500REDINDICATOR	Red indicator tab at height rod base
500HRTAB	Connector tab for height rod
10-00266	Connector tab for pillar

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Can the display head be replaced on the 500KL?

The display head on the 500KL cannot be replaced.

Can the base on a 500KL be replaced?

The base on the 500KL cannot be replaced.

Can the load cell cable on a 500KL be replaced?

The load cell cable on the 500KL cannot be replaced.

Can the 500KL be calibrated?

Follow this process to calibrate the scale. The process is dependent on the version of the scale, see date code information below. To find your date code, refer to the product label on the back of the display head. If still experiencing a problem after calibrating, please contact Technical Support at 800-638-3722 for troubleshooting assistance.

Calibration process for scales with a Date Code with the last two digits of 19 or lower:

Calibration of your scale is performed using kilograms (KG) or pounds (LB), according to the units of measure used upon entering into the calibration path. When calibrating in pounds, a total of 300 lbs is required, applied in increments of 100 lb, 200 lb and 300 lb. If calibrating in kilograms, a total of 120 kg is required, applied in increments of 40 kg, 80 kg and 120 kg.

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

ACTION	DISPLAY SHOWS
With the scale off, press and hold the LB/KG button (500KL) or the blank blue button (500KG) and ZERO buttons at the same time, then press the ON/OFF button to turn on the scale. Release all three buttons when "CAL" appears on the display. Numbers will appear indicating that you can begin calibration.	"CAL" followed by numbers
When calibration numbers stabilize, press the ZERO button. "C-100" (for LB mode) or "C-40" (for KG mode) will flash on the display, followed by "0" or "1".	Numbers followed by "C-100" (LB mode) or "C-40" (KG mode) then "0" or "1"
Place 100 lbs or 40 kg on the scale. Numbers will appear on the display. When calibration numbers stabilize, press the ZERO button. "C-200" (for LB mode) or "C-80" (for KG mode) will appear on the display, followed by "0" or "1".	Numbers followed by "C-200" (LB mode) or "C-80" (KG mode) then "0" or "1"
Place 100 lbs or 40 kg on the scale. Numbers will appear on the display. When calibration numbers stabilize, press the ZERO button. "C-200" (for LB mode) or "C-80" (for KG mode) will appear on the display, followed by "0" or "1".	Numbers followed by "C-300" (LB mode) or "C-120" (KG mode) then "0" or "1"
Place an additional 100 lbs or 40 kg on the scale, for a total of 300 lbs or 120 kg. Numbers will appear on the display. When calibration numbers stabilize, press the ZERO button. "END" will appear on the display, followed by "OFF". The scale will automatically shut off.	Numbers followed by "END" then "OFF"

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Calibration process for scales with Date Code with the last two digits of 20 or higher.

Calibration of your scale is performed using 80 kilograms (KG) or 200 pounds (LB), according to the units of measure used upon entering into the calibration path. 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 procedures.

1. Press and hold the **UNIT** and **ZERO/TARE** buttons at the same time, and press and release  the button to turn on the scale. Remain pressing the **UNIT** and **ZERO/TARE** buttons until "CAL" appears on the display. Release all buttons. **Note:** The display will show "CAL" until the button combination is released.
2. Once the buttons are released the following message will scroll horizontally across the screen : "– 2Ero SCALE –". With no weight on the platform, press the **ZERO/TARE** button.
3. The scale will zero and the following message will scroll horizontally across the screen: "– PLACE 200 ON SCALE PrESS EnTEr–" (if in pounds) or "– PLACE 80 ON SCALE PrESS EnTEr–" (if in KG). You may toggle between pounds and kilograms using the UNIT button. If Everlock® is engaged you will only be able to calibrate in the locked weight measurement unit.
4. Once the proper weight is placed on the platform, press the **ENTER** button. The message "– CAL –" will flash on the screen while the scale is calibrating
 - A. If the weight is within calibration range, a four digit number will display for approximately 5 seconds then display the calibration weight. Calibration is now complete. Press the **CLEAR/REWEIGH** button to exit calibration mode.
 - B. If the weight placed on the scale does not match the correct calibration standard (200 lb or 80 kg), the following message will be displayed: "– Out OF RANGE –". Calibration is not performed. Press the **CLEAR/REWEIGH** button to exit calibration mode. Obtain the correct amount of calibration weight and begin the calibration process again.

What is needed to calibrate the 500KL?

Only weights certified and traceable to national standards should be used for calibration procedures.

Scales with Date Code with the last two digits of 19 or lower require a total of 300 pounds, applied in increments of 100 lb, 200 lb and 300 lb. If calibrating in kilograms, a total of 120 kg is required, applied in increments of 40 kg, 80 kg and 120 kg.

Scales with Date Code with the last two digits 20 or higher require 80 kilograms (KG) or 200 pounds (LB) of certified weights, applied in a single increment of 80 kg or 200 lb.

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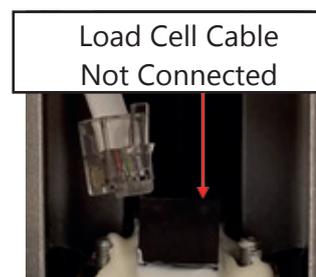
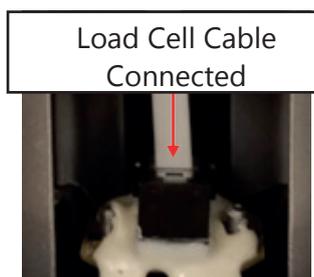
Symptom	Possible Cause	Corrective Action
The display shows "UNDeR"	A negative weight is present	Press the ZERO/TARE button to zero the scale.
The display shows "OVER" or dashes and the "OVERLOAD" icon is displayed	The weight on the scale exceeds the capacity	Remove the excess weight and use the scale according to its limits
The display shows "LoBat" or "Lo" and scale powers off	The batteries are depleted	Replace batteries according to instructions
The display continually shows dashes and will not settle on "0.0"	Load cell connector cable is not plugged in or load cell is damaged	Refer to the instructions below to inspect the load cell cable.

Inspecting the Load Cell Cable

Note: The load cell cable door is only available on scales with a date code with the last two digits of 18 or higher. To check the load cell cable connection on scales without a load cell cable door, disassemble the scale.



1. Using a Phillips screwdriver, remove the door at the back of the platform base.



2. Inspect the load cell connector cable to ensure it is completely plugged into the RJ jack. If cable was plugged in, unplug and plug in again until it clicks into place. After checking connection, replace door at the back of the platform base.

Where is the USB port located/what connectivity options are available?

The USB port is located on the back of the display head. For reliable transmission of weight data, this scale is designed to connect to a computer, monitor, or other electronic data device via Health o meter® Professional Connectivity Solutions. For further information regarding how to connect this scale to other electronic devices, please contact Health o meter® Professional Scales Technical Support at 800-638-3722 or visit www.hom scales.com/innovations/connectivity-solutions.

What is the estimated battery life of the scale?

The estimated battery life is 7,000 readings with the auto off activated.

Where does the power adapter plug into the scale?

The adapter jack is located at the bottom of the scale's pillar at the back of the platform. There is a sticker with an arrow pointing to the location of the adapter jack.



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What is the capacity on the 500KL?

The capacity on scales with a Date Code with the last two digits of 19 or lower is 500 lb / 220 kg.
The capacity on scales with Date Code with the last two digits of 20 or higher is 550 lb / 250 kg.

How do you obtain a patient's BMI on the 500KL?

To obtain BMI on scales with Date Code with the last two digits of 19 or lower:

Note: The scale will not calculate BMI for a patient that is 24 pounds (12 kg) or less.

Note: If a height is not entered for the patient within 30 seconds of pressing the **BMI** button and no weight is on the platform, the scale will return to the normal weighing mode.

1. With all weight off the scale, press the **ON/OFF** button to turn on the scale.
2. "StArt" will briefly appear on the display, followed by "0.0" LB or "0.0" KG.
3. Assist the patient onto the scale. The scale will begin to display weight information. When a stable weight is determined, "LOCK" will appear along with the patient's weight. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight.
4. After obtaining the patient's weight and with the patient remaining on the scale, press the **BMI** button.
5. The display will show 65.0" (in LB mode) or 150.0 cm (in KG mode). Use the keypad ▲ and ▼ buttons to enter the patient's height in inches if weighing in LB or centimeters if weighing in KG.
6. Once height is keyed in, press the **ENTER** button.
7. The display will show the patient's BMI.
8. Press the **CLEAR** button to return to the weighing mode.

To obtain BMI on scales with Date Code with the last two digits of 20 or higher:

Note: The scale will not calculate BMI for a patient that is 24 pounds (12 kg) or less.

Note: If a height is not entered for the patient within 30 seconds of pressing the **BMI** button and no weight is on the platform, the scale will return to the normal weighing mode.

1. With all weight off the scale, press the  button to turn on the scale.
2. Wait until "0.0" LB or "0.0" KG appears on the display then assist the patient onto the scale. "LOCK" will appear and when a stable weight is determined, the patient's weight will also be displayed. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight.

Caution: To prevent patient injury, the patient must be attended throughout the entire weighing event.

3. After obtaining the patient's weight, press the **BMI** button.
4. The display will show "65.0" (in LB mode) or "150.0" (in KG mode). Use the keypad ▲ and ▼ buttons to enter the patient's height in inches if weighing in lb or centimeters if weighing in kg. Holding down the arrow keys will cause the rate of change to progress faster.
5. Once height is keyed in, press the **ENTER** button.
6. The display will show the patient's BMI.
7. Press the **CLEAR/REWEIGH** button to return to the normal weighing mode of the scale.

Why am I getting a low battery error when the battery on the display shows full?

On scales with Date Code with the last two digits of 19 or lower, the battery icon does not indicate the remaining life of the batteries, it indicates that batteries are in use.

Can I send my scale back to be calibrated? Can I use fitness weights to calibrate?

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

How do you perform the Tare function on the 500KL?

To use the Tare function on scales with Date Code with the last two digits of 19 or lower:

1. With all weight off the scale, press the **ON/OFF** button to turn on the scale.
2. "StArt" will briefly appear on the display, followed by "0.0" LB or "0.0" KG.
3. Place the object on the scale. The display will show a value for 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.
4. Press the **ZERO** button. The word "TARE" will appear on the display, followed by "0.0" LB or "0.0" KG.
5. Keep the object on the platform, and have the patient to step onto the scale. The scale will automatically deduct the weight of the object and only display the patient's weight.
6. When you remove the item from the platform, "under" will be temporarily displayed and then the display will return to "0.0" LB or KG.

To use the Tare function on scales with Date Code with the last two digits of 20 or higher:

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.

1. With all weight off the scale, press the  button to turn on the scale.
2. Wait until the "0.0" LB or "0.0" KG appears on the display then place the object on the scale. The display will show a value for the object's weight.
3. Press the **ZERO/TARE** button. The word "TARE" will appear on the display, followed by "0.0" LB or "0.0" KG.
4. Keep the object on the platform, and then ask the patient to step onto the scale as well. The scale will automatically deduct the weight of the object and only display the patient's weight.
5. When you remove the patient and the item from the platform, a negative value will show on the display. Press the **ZERO/TARE** button to clear the tared value.