Health o meter®
Professional

594KL/594KL-C Portable Digital Chair Scale

User Instructions

PELSTAR, LLC **9500 West 55th St. McCook, IL 60525-7110 USA** **www.homscales.com**

Health o meter® Professional 594KL
Health o meter® Professional 594KL-C

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weigheasier®

P/N UM594KL_594KL-C REV20230502

1

Thank you for purchasing this Health o meter® Professional product. Please read this manual carefully, and keep it for easy reference or training.

TABLE OF CONTENTS

<u>Note</u>: 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 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 on the weighing seat. This product is not designed for patient transfer, it is not to be used as a wheelchair. 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 transport the scale with a patient or object on the scale.
- 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.
- Patient should wear socks or other form of lightweight foot covering during weighing event.
- To prevent patient injury, the patient must be attended throughout the entire weighing event. Caregivers should provide support as needed when getting onto and off of the scale.
- Lock the wheels while weighing a patient. Wheels must not roll freely when positioning a patient on the scale.
- Do not use the footrest as a step.

When operating the scale with the AC adapter: (Not applicable to the 594KL-C)

- Operate this scale exclusively with the AC adapter provided by Health o meter Professional. 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 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:

- For accurate weighing, if the "LO" indicator activates, 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 whatsoever shall Pelstar, LLC be liable for damages or injuries arising from or connected with the assembly, use, or misuse of its products.

SPECIFICATIONS

General

The model 594KL/594KL-C portable chair scale uses highly sophisticated microprocessor technology. This 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.

Weight can be displayed in pounds (lb) or in kilograms (kg). **This scale can be powered using an AC adapter (included with 594KL, not available for 594KL-C) or 6 - AA batteries (included with 594KL-C, not included with 594KL).**

594KL/594KL-C Scale Specifications

Capacity and Resolution	600 lb x 0.2 lb (270 kg x 0.1 kg)	
Power Requirements	Adapter Model No. UES12LCP-120100SPA Input: 100-240V – 50/60Hz, 0.5A Output:12.0V $---$ 1.0A (included with 594KL, not available for 594KL-C) or 6 - AA batteries (included with 594KL-C, not included with 594KL)	
Environmental	Operating temperatures: 41°F to 95°F (5°C to 35°C) Storage temperatures: 30°F to 122°F (0°C to 50°C) Maximum Humidity: 95% RH	
Physical Dimensions	**Scale** **(Overall Dimensions)** Width: 23-1/4" (590 mm) Depth: 40-1/8" (1020 mm) Height: 37-7/8" (960 mm)	**Seat** Width: 18" (460 mm) Depth: 18-1/2" (470 mm)

DEFINITION OF SYMBOLS

 Attention, Consult Accompanying Documents

Type: UES12LCP
12.0V, 1.0A

CERTIFICATIONS / DISPOSAL

Certification Descriptions

ISO13485:2016 CERTIFIED ISO 9001:2015 CERTIFIED	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 design, marketing, and distribution of specialized scales for the Healthcare Industry.

Scale Disposal

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

ASSEMBLY INSTRUCTIONS

Before Assembly
Each 594KL/594KL-C scale 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.
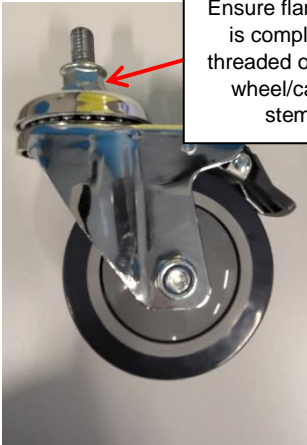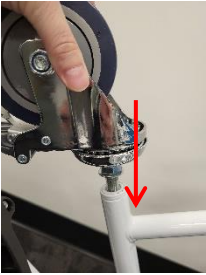
Carton
(1) Medium brown box containing:
- (4) Wheels/casters
(1) Small brown box containing:
- (1) Power adapter (not included with the 594KL-C)
- (6) AA batteries (not included with the 594KL)

Tools Required
Phillips Screwdriver (not included), wrench (included)

1. Remove the cardboard inserts and boxes surrounding the scale.	
2. Lift the scale up and out of the box and place upside down on a soft, flat and level surface.	
3. Obtain the four wheels/casters from the small cardboard box. Ensure the brakes are locked by pressing down the "ON" lever on the wheel. Prior to insertion ensure that the flange nut is threaded fully onto the stem of the caster/wheel until it touches the top portion of the wheel assembly, as shown. Hand tighten only at this time.	Ensure flange nut is completely threaded onto the wheel/caster stem.

4. Insert each wheel/caster into the chair legs on the base of the scale. Turn the wheel/caster clockwise to thread the wheel into the chair leg. Ensure the wheel is completely inserted so the flange nut is touching the bottom of the chair leg. Hand tighten only at this time. Flip the scale over to its upright position.	Ensure wheel is completely inserted with flange nut flush against chair leg.
5. Cut the bands and remove the protective cardboard around the display head. Use a Phillips screwdriver to remove the two screws and retain for use in the next step.	
6. Align the display head with the mounting bracket located on the handrail. Attach the display head to the mounting bracket by inserting the two screws removed in the previous step through the bracket and into the display head.	
7. Raise the seatback to its upright position. Ensure that you hear a click and that the seatback is locked.	
8. Raise the handrail to its upright position. Ensure that you hear a click to ensure that the handrail is locked.	
9. Raise the armrests to their upright position.	

10. Utilizing the built-in bubble level, check that the scale is balanced. The bubble level is located on the bottom stabilizing bar next to the wheel. The scale is balanced when the bubble is located in the center of the bubble level. To correct balance issues, start by adjusting the wheels on the side of the scale where the bubble is closest. Adjust each wheel one at a time by turning the wheel once counterclockwise keeping the flange nut against the chair leg. After each turn check the placement of the bubble to ensure it is moving towards the center of the black circle. Adjust the wheels as needed until the bubble is in the center of the circle. Once the bubble is centered, hold each wheel in place and return the flange nut to its position against the chair leg. Hand tighten only at this time.	 bubble level not balanced balanced
11. Once the scale is balanced, all four wheels/casters must be completely tightened. Without threading the wheel in or out of the chair leg, ensure the flange nut is turned all the way against the white chair leg. Use the included wrench to completely tighten the flange nut onto the chair leg. Use the side of the wrench marked "18" to tighten the flange nut. The scale is now ready for use.	

POWERING THE SCALE

Powering the Scale – Inserting Batteries

1. Remove the battery compartment cover located on the side of the display by sliding it downward in the direction of the arrow.	Display Battery compartment cover
2. Remove the battery housing from the display by pushing down the notch under the battery compartment.	
3. Replace or install 6 new AA batteries. Health o meter® Professional recommends using an alkaline or lithium battery, rated for 130°F (54°C) operation. Do not use zinc-carbon batteries.	
4. Re-install the battery housing into the display. Ensure that the battery housing pins are inserted facing the inside of the display.	
5. Replace the battery compartment cover.	

Note: This scale will always default to the settings and units last used (LB or KG).

Note: If "Lo" appears on the display, it indicates that the battery power is low. It does NOT indicate a problem with the weight measurement.

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.

Powering the Scale – AC Adapter (not applicable to 594KL-C)

1. Connect the AC adapter into the adapter jack on the scale's display.

Warning: To avoid a safety hazard, use only the AC adapter provided with the scale.

2. Plug the scale's AC adapter into the power source/wall outlet.
3. When the AC adapter is disconnected from the scale, the scale will switch to battery power if batteries are installed.

Caution: Always plug the AC adapter into the scale first, then into the power source/wall outlet.

SET-UP INSTRUCTIONS

Auto Off Function

When powering the scale via batteries, the display can be set to power off after a period of inactivity. Follow this procedure to disable the Auto Off function or set the number of seconds of inactivity before power off.

1. Press [⏻ ZERO] to power on the scale. Wait for "0.0" to appear on the display.

2. To enter the settings mode, press and hold [TARE BSA] for approximately 6 seconds. Release the button when "SETUP" appears on the display followed by "AOFF".

3. To access the Auto Off time options, press [⏻ ZERO] and numbers will appear on the display Press [HOLD PRESS 3 SECS FOR BMI MODE] to scroll through the setting options. Options are available in number of seconds 120, 180, 240, or 300 or the Auto Off function can be set to "OFF".

4. When the desired option is displayed, press [⏻ ZERO] to confirm the setting. "AOFF" will appear on the display. Press [TARE BSA] and "End" will appear on the display. Press [⏻ ZERO] to return to weighing mode.

Enabling/Disabling Sound

The display can be set to stay silent or beep while operating the scale. Follow this procedure to enable or disable sound.

1. Press [⏻ ZERO] to power on the scale. Wait for "0.0" to appear on the display.

2. To enter the settings mode, press and hold [TARE BSA] for approximately 6 seconds. Release the button when "SETUP" appears on the display followed by "AOFF".

3. Press [HOLD PRESS 3 SECS FOR BMI MODE] once and "burr" will appear on the display.

4. To access the sound options, press [⏻ ZERO] then "off" or "on" will appear on the display. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on".

   When the desired option is displayed, press [⏻ ZERO] to confirm the setting and "burr" will appear on the display.

5. Press [TARE BSA] twice and "END" will appear on the display.

6. Press [⏻ ZERO] to return to weighing mode.

Hold Function

The Hold function can be set to "on" or "off" on the display. Setting the Hold function to "off" will allow the weight to be held on the display by pressing [HOLD PRESS 3 SECS FOR BMI MODE] . The default setting for Hold is "off". Follow this procedure to change the Hold function setting.

1. Press [⏻ ZERO] to power on the scale. Wait for "0.0" to appear on the display.
2. To enter the settings mode, press and hold [TARE BSA] for approximately 6 seconds. Release the button when "SETUP" appears on the display followed by "AOFF".
3. Press [HOLD PRESS 3 SECS FOR BMI MODE] twice and "Hold5" will appear on the display.
4. To access the Hold function options, press [⏻ ZERO] then "off" or "on" will appear on the display. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on".

   Note: If display shows "off" it means the HOLD is on. If display shows "on" it means the HOLD is off.

5. When the desired option is displayed, press [⏻ ZERO] to confirm the setting and "Hold5" will appear on the display.
6. Press [TARE BSA] three times and "END" will appear on the display.
7. Press [⏻ ZERO] to return to weighing mode.

Weight Unit Lock

The scale is delivered with the ability to toggle the weight measuring unit between LB and KG. The display head can be modified to lock the weight measuring unit in LB or KG by turning units "on" or "off". The procedure to lock weight measuring units is available in the advanced settings menu. Follow this procedure to enter the advanced menu and lock the weight measuring units.

1. Press [⏻ ZERO] to power on the scale. Wait for "0.0" to appear on the display.
2. Use a small screwdriver or thin tool to press the advanced menu button located underneath the display head. You may need to break through the "SEAL" tape located over the button.
3. When the button is pressed the display will show "SETUP" followed by "Unit". Follow the instructions below for the desired weight unit lock.

KG Lock

1. Enter the advanced settings menu by following the instructions above. When "Unit" appears on the display, press [⏻ ZERO] "kg" will appear on the display.
2. Press [⏻ ZERO], "off" or "on" will appear on the display. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on".
3. When the display shows "on", press [⏻ ZERO] to confirm the setting and "kg" will appear on the display.

P/N UM594KL_594KL-C REV20230502

4. Press [HOLD PRESS 3 SECS FOR BMI MODE] and "lb" will appear on the display. Press [ZERO] and "off" or "on" will appear on the display.

5. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on". When the display shows "off", press [ZERO] to confirm the setting and "lb" will appear on the display.

6. Press [HOLD PRESS 3 SECS FOR BMI MODE] multiple times until "End" appears on the display.

7. When "End" appears on the display, press [ZERO] to return to weighing mode.

LB Lock

1. Enter the advanced settings menu by following the instructions above. When "Unit" appears on the display, press [ZERO], "kg" will appear on the display.

2. Press [ZERO], "off" or "on" will appear on the display. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on".

3. When the display shows "off", press [ZERO] to confirm the setting and "kg" will appear on the display.

4. Press [HOLD PRESS 3 SECS FOR BMI MODE] and "lb" will appear on the display. Press [ZERO] and "off" or "on" will appear on the display.

5. Press [HOLD PRESS 3 SECS FOR BMI MODE] to toggle between "off" and "on". When the display shows "on", press [ZERO] to confirm the setting and "lb" will appear on the display.

6. Press [HOLD PRESS 3 SECS FOR BMI MODE] multiple times until "End" appears on the display.

7. When "End" appears on the display, press [ZERO] to return to weighing mode.

OPERATING INSTRUCTIONS

Display
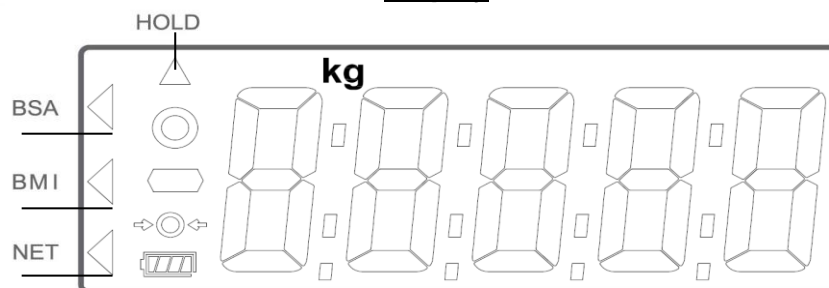
BSA : Body surface area is activated
BMI : Body Mass Index is activated
NET : Net weight appears after press tare button
HOLD : Weight lock function is activated

Stability sign
Negative sign
Zero indication
Battery symbol
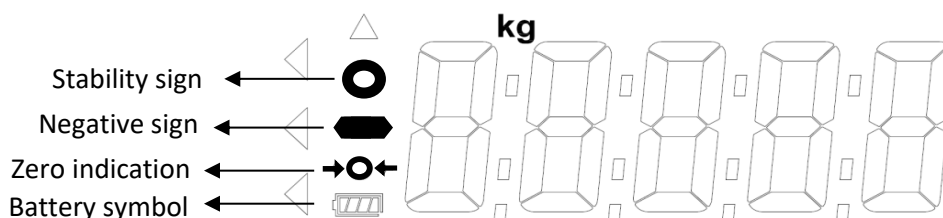
Symbol	Information	Remark
O	Stability sign	Appears when weight is stable
⬤	Negative sign	Appears when weight value is negative
→O←	Zero indication	Appears when scale is set to zero
▥	Battery symbol	Indicates level of battery power

Keypad

Function	Description
LB / KG	Press once to switch measuring unit from kg and lb. Weight unit will not toggle if weight unit is locked.
►	Used in settings mode to select a digit position
⏻ ZERO	- Powers the scale on and off. To turn off the scale, press and hold the button for approximately 3 seconds - When the scale is on, press once to set the scale to zero
HOLD PRESS 3 SECS FOR BMI MODE	- Press once to enable weight lock function. - Press and hold for 3 seconds to enable BMI mode
TARE BSA	- Press once to enable TARE function - Press once in BMI mode to display BSA (body surface area)

WARNING: Fold up the footrests and lock the wheels before assisting the patient onto the scale. Do not allow the patient to use the footrest as a step. To lock the wheels use your foot to push down the gray lever marked "ON".

unlocked	locked		Fold up footrests	
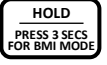
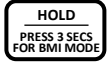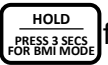## Weighing a Patient

1. With all weight off the scale, press [⏻ ZERO] to turn on the scale. Wait until the stability sign ⭘ appears on the display.

2. Assist the patient onto the scale. The stability sign will disappear as the scale calculates weight. The stability sign reappears when the scale locks onto 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.

3. The weight may be held on the display by pressing [HOLD PRESS 3 SECS FOR BMI MODE]. The display will continue to show the patient's weight while the patient is safely assisted off the scale. To release the held weight, press [HOLD PRESS 3 SECS FOR BMI MODE] again. Note: Weight must be a minimum of 4 lb / 2 kg to be held on the display.

Calculating Body Mass Index (BMI)

Body Mass Index (BMI) is a ratio between a person's weight and height and interpreted as a BMI score. This BMI score is then used as a tool to categorize a patient as underweight, normal, overweight, obese or morbidly obese.

1. With all weight off the scale, press [⏻ ZERO] to turn on the scale. Wait until the stability sign ⭘ appears on the display.

2. Assist the patient onto the scale. The stability sign will disappear as the scale calculates weight. The stability sign reappears when the scale locks onto 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.

3. Press and hold [HOLD PRESS 3 SECS FOR BMI MODE] for three seconds. Release the button when "HOLD" appears on the display followed by digits.

4. Adjust the height value by using [HOLD PRESS 3 SECS FOR BMI MODE] (↓) and [TARE BSA] (↑). Advance to the next digit by pressing [►]. When weighing in pounds height is entered in inches. When weighing in kilograms height is entered in centimeters.

5. Press [⏻ ZERO] to confirm the height value.

6. The display will show "Hold" then begin rotationally displaying the BMI, height and weight measurements.

7. Once the measurements are recorded press [HOLD PRESS 3 SECS FOR BMI MODE] then press [⏻ ZERO] to return to weighing mode.

P/N UM594KL_594KL-C REV20230502

Calculating Body Surface Area

1. Follow the BMI calculation procedure as noted on the previous page. During step 6 when the measurements are rotationally displaying, press $\boxed{\frac{\text{TARE}}{\text{BSA}}}$ to display the BSA value.

2. After the BSA is recorded, press $\boxed{\frac{\text{HOLD}}{\text{PRESS 3 SECS FOR BMI MODE}}}$ to return to weighing mode.

Tare Function

When using this scale, the weight of an object, such as a portable oxygen tank, can be subtracted from the total weight in order to determine the weight of the patient alone. The Tare Function automatically performs this subtraction. Follow this procedure to tare a weight prior to weighing a patient.

1. With all weight off the scale, press $\boxed{\frac{\circlearrowleft}{\text{ZERO}}}$ to turn on the scale. Wait until the stability sign

   ⬤ appears on the display.

2. Place the object to be tared on the scale. When the stability sign appears and locks onto a weight press $\boxed{\frac{\text{TARE}}{\text{BSA}}}$. The scale will zero and an arrow will appear next to NET on the display, indicating that there is a tare value for the object.

3. Remove the object from the scale. Once the object is removed from the scale, the display will show a negative weight, equal to the weight of the object.

4. Place the patient and the object on the scale. The scale will automatically deduct the tare weight of the object from the gross weight of the patient and object together. The display will show the patient's weight.

5. To remove the tare value press $\boxed{\frac{\circlearrowleft}{\text{ZERO}}}$.

Storing the Scale

If the scale will not be used for some time the scale can be folded to minimize storage space.

1. Spin the armrests around so they are aligned next to the bottom of the chair.	
2. Unlock the handrail by pushing down on the two black tabs. Then gently lower the handrail to its folded position.	
3. Unlock the seatback by pulling out the silver and black knob located on the scale base behind the seat. Lower the seatback to its folded position. The scale is now ready for storage.	

P/N UM594KL_594KL-C REV20230502

MAINTENANCE AND CLEANING

Maintenance
The following pages provide instructions for maintenance, cleaning, calibrating, and troubleshooting of the 594KL/594KL-C 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, refer to qualified service personnel.

1. Check overall appearance of the total scale for any obvious damage, wear, and tear.
2. Inspect the AC adapter cord for cracking or fraying, or for broken/bent prongs. (not applicable to the 594KL-C)
3. Check to ensure all four wheels/casters are securely inserted and tightened on the scale.

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. (not applicable to the 594KL-C)

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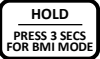2. Never use rough or abrasive materials to clean the scale as these will damage the scale's finish.
3. Do not submerge the scale in water or any other liquid.
4. Do not pour or spray fluids directly on the scale.

CALIBRATION

This scale has been factory calibrated, and does not require calibration prior to use.
If required, the scale can be calibrated following the procedure below. Calibration of your scale is performed using calibrated kilogram (kg) or pound (lb) weight standards. Minimum calibration is 110 lb / 50 kg. Maximum calibration weight is 600 lb / 270 kg. **Note: Only weights certified and traceable to national standards should be used for calibration procedures.**

The calibration procedure is available in the advanced settings menu. Follow this procedure to enter the advanced menu and calibrate the scale.

Operation	Display
1. Press [ZERO] to power on the scale. Wait for "0.0" to appear on the display.	"0.0"
2. Use a small screwdriver or thin tool to press the advanced menu button located underneath the display head. You may need to break through the "SEAL" tape located over the button.	
3. When the button is pressed the display will show "SEtUP followed by "UnIt".	"SEtUP" followed by "UnIt"
4. Press [HOLD / PRESS 3 SECS FOR BMI MODE] until "CAL ib" appears on the display.	"CAL ib"
5. Press [ZERO] and "CAL-U" will appear on the display.	"CAL-U"
6. The default calibration weight unit is kilograms. To calibrate the scale in pounds, press [ZERO] to enter the weight unit. Press [HOLD / PRESS 3 SECS FOR BMI MODE] to change from kg to lb. When "lb" appears on the display, press [ZERO] to confirm.	"kg" or "lb"
7. Press [HOLD / PRESS 3 SECS FOR BMI MODE] and "CAL-0" will appear on the display.	"CAL-0"
8. Press [ZERO]. The display will show 4 or 5 digits as the Zero count value. Then press [ZERO] again and "CAL-0" will appear on the display.	"XXXXX" followed by "CAL-0"
9. Press [HOLD / PRESS 3 SECS FOR BMI MODE] and "CAL-5" will appear on the display.	"CAL-5"
10. Press [ZERO] then enter the calibration weight. Press [HOLD / PRESS 3 SECS FOR BMI MODE] to decrease the value or press [TARE / BSA] to increase the value. Press [►] to move to the next digit..	"XXX"

CALIBRATION (CONT.)

Operation	Display
11. When the calibration weight is set press $\boxed{\underset{\textbf{ZERO}}{\circlearrowleft}}$. "0" will appear on the display.	"0"
12. Place the entered calibration weight onto the center of the scale seat. The display will show a Span count value. After the digits stabilize press $\boxed{\underset{\textbf{ZERO}}{\circlearrowleft}}$.	"XXXXX"
13. After a moment the display will change to weighing mode and the calibration weight value will appear on the display. Remove the weights from the scale seat then press and hold $\boxed{\underset{\textbf{ZERO}}{\circlearrowleft}}$ to power off the scale.	"XXX"
14. The calibration procedure is complete.	

TROUBLESHOOTING

Troubleshooting

Before contacting service personnel, refer to the following instructions to check and to correct any failures. If display shows other error messages than displayed below, contact Health o meter® Professional Scales Technical Support at 1-800-638-3722.

Symptom	Possible Cause	Corrective Action
Scale does not turn on	1. Dead battery 2. Faulty electrical outlet 3. Bad power supply (not applicable to the 594KL-C) 4. AC adapter not properly inserted into scale (not applicable to the 594KL-C)	1. Replace batteries 2. Use a different outlet 3. Replace AC adapter 4. Check the connection of the AC adapter into the scale display
Questionable weight or the scale does not zero	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 4. Scale is out of calibration	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 begin weighing process again 4. Check weight with known weight value
Weighing is performed but the weighing process takes too long and the weight does not lock on the display	The patient is not sitting still	Ask the patient to stand still
The display shows "Err"	The weight on the scale exceeds the capacity	Remove the excess weight and use the scale according to its limits
The display shows "Lo"	The batteries are depleted	Replace batteries according to instructions on page 8
The display shows "Err.H", "Err.L" or "Err.P"	Indicates a problem with the software or load cells	Contact Health o meter Professional Scales Technical Support at 1-800-638-3722.
The display shows "0000"	1. Scale is not placed on a level floor 2. Scale is not balanced 3. Scale needs to be calibrated	1. Place the scale on a level floor and begin weighing process again 2. Use the bubble level and adjust the wheels to balance the scale, see page 9 3. Follow the instructions on page 17 to calibrate the scale

WARRANTY

Limited 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.

*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

Health o meter® is a registered trademark of Sunbeam Products, Inc. used under license.

Health o meter® Professional products are manufactured, designed, and owned by Pelstar, LLC.

We reserve the right to improve, enhance, or modify Health o meter® Professional product features or specifications without notice.

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