

**Health o meter<sup>®</sup>**  
**P r o f e s s i o n a l**

## **565KL/565KG** **High Resolution Digital Baby Scale**



## **User Instructions**



**PELSTAR, LLC 9500 West 55th St. McCook, IL 60525-7110 USA [www.homscales.com](http://www.homscales.com)**

Health o meter<sup>®</sup> Professional 565KL  
Health o meter<sup>®</sup> Professional 565KG

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weigh**easier**<sup>®</sup>

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

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

For User Instructions updates and revisions please go to:

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

# CAUTIONS AND WARNINGS

## **Intended use**

The Health o meter® Professional 565KL/565KG scales were intended to be used in a professional medical environment by trained medical staff. This product was designed to weigh infants that are laying or sitting on the tray. Do not modify the product or use it for anything other than its intended purpose.

## **To prevent injury and damage to your scale, please follow these instructions very carefully.**

- Assemble and operate the scale per the enclosed user instructions.
- 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 transport the scale with a patient or object on the tray.
- Do not exceed the weight capacity specified for the scale.
- Do not use in the presence of flammable or explosive materials.
- Ensure that the scale or AC adapter do not come in contact with liquids, excessive temperature, or excessive humidity.
- If the scale becomes damaged, it should not be operated until properly serviced.

## **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.

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

- When replacing / inserting batteries, be sure to use all new batteries.

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

- 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.
- For use with AC adapter model listed on the next page
- 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.

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

# SPECIFICATIONS

## **General**

The Health o meter® Professional 565KL/565KG scales use highly sophisticated microprocessor technology. Each precision scale is designed to provide accurate, reliable and repeatable weight measurements. In addition, each scale is designed to provide the user with features that make the weighing process simple, fast, and convenient.

## **Scale Specifications**

Capacity and Resolution	565KL Capacity: 44 lb / 20 kg 565KG Capacity: 20 kg Resolution: 1g (to 6kg); 2g (to 20kg)
Power Requirements	Adapter Model No. UES12LCP-120100SPA Input: 100-240V – 50/60Hz, 0.5A Output: 12.0V — 1.0A (Included) Or 6 AA Batteries (not included)
Environmental	Operating temperatures: 32°F to 104°F (0°C to 40°C) Storage Specifications: -4°F to 140°F / -20°C to 60°C

# CERTIFICATIONS / CONNECTIVITY / DISPOSAL

## Certification Descriptions

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

## 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.

## Connectivity Information

To enable reliable transmission of weight this scale is designed to connect to a computer, monitor, or other electronic device via optional Pelstar® wireless technology. This connectivity helps minimize a source of potential medical errors caused by incorrectly copying and then recording patient data. For more information regarding how to connect the scale to other electronic devices, please contact Health o meter® Professional Scales Technical Support, available during normal business hours at 1-800-638-3722.

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

## POWERING THE SCALE / SET UP

### **Powering the Scale – Inserting Batteries (Batteries not included)**

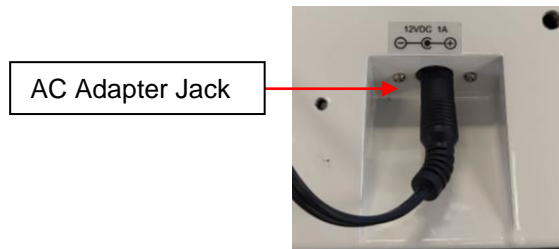
1. Locate the battery compartment underneath the scale base and remove battery compartment cover.
2. Place 6 new AA batteries into the battery compartment. Make sure the '+' and '-' are positioned correctly. (Use only AA alkaline batteries).
3. Replace the battery compartment cover.

**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 which apply to you.**

### **AC Adapter (included)**

Connect the AC adapter into the base of the scale and then into the outlet for power.


**Warning: To avoid a safety hazard, use only a Health o meter® Professional AC adapter.**



### **Measuring Tape**

For your convenience a measuring tape is included with the scale. You may affix the tape to either the bottom or side of the weighing tray depending on your preference for visually determining the length of the baby, up to 24" or 58 cm.


## SET UP INSTRUCTIONS

To enter the Options mode, push and hold the **UNIT** button while pressing and releasing the  button.

### **Auto Off Function**

When powering the scale via the AC adapter, the display can be set to power off after a period of inactivity. The Auto Off default setting is "disabled". Follow this procedure to enable or disable the Auto Off function. **Note:** When powering the scale via batteries, the Auto Off function is automatically enabled.



### **Enable / Disable Auto Off**

1. While the scale is turned off, press and hold the **UNIT** button then press and release the  button. Hold the **UNIT** button until "AOF=d" or "AOF=E" appears on the display, then release. Press the **UNIT** button again to change the setting.  
AOF=d Disables the Auto Off function  
AOF=E Enables the Auto Off function
2. Press **HOLD/RLS/RECALL** 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" (in lb mode) or "0.000" (in kg mode) the scale is ready to use.

# SET UP INSTRUCTIONS (CONT.)



## Setting Auto Off Time

When powering the scale via batteries or if Auto Off is Enabled for the AC adapter, the period of inactivity before the scale powers off can be set to a specific amount of time. The default setting for Auto Off time is 2 minutes. Follow this procedure to set the number of minutes of inactivity before power off.

1. While the scale is turned off, press and hold the **UNIT** button then press and release the  button. Hold the **UNIT** button until "AOF=d" or "AOF=E" appears on the display, then release. Use the **ZERO/TARE** to advance or the  button to scroll back the display screen until "AFt" appears. Press the **UNIT** button to change the Auto Off time.  
AFt = 1 Scale will power off after 1 minute of inactivity  
AFt = 2 Scale will power off after 2 minutes of inactivity  
AFt = 3 Scale will power off after 3 minutes of inactivity
2. Choose the setting you prefer and press **HOLD/RLS/RECALL** 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" (in lb mode) or "0.000" (in kg mode) the scale is ready to use..



## Auto Hold

The Auto Hold function allows the scale to continue displaying the weight measurement after the patient is removed from the weighing tray. The Auto Hold setting can be adjusted to display the weight for 0, 2 minutes, 5 minutes, or continuously when on AC power. The default setting is 2 minutes. Follow this procedure to adjust the Auto Hold setting.

1. While the scale is turned off, press and hold **UNIT** button then press and release the  button. Hold the **UNIT** button until "AOF=d" or "AOF=E" appears on the display, then release. Use the **ZERO/TARE** to advance or the  button to scroll back the display screen until "AHd" appears. Press **UNIT** to change the setting.  
AHd = 0 Weight measurement will not be held on the display after the patient is removed  
AHd = 1 Weight measurement will hold on the display for 2 minutes  
AHd = 2 Weight measurement will hold on the display for 5 minutes  
AHd = C Weight measurement will hold on the display continuously if the scale is on AC power
2. Choose the setting you prefer and press **HOLD/RLS/RECALL** 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" (in lb mode) or "0.000" (in kg mode) the scale is ready to use.

## Sound Options



The display can be set to stay silent or beep while operating the scale. The default setting for Sound is "enabled". Follow this procedure to enable or disable sound.

1. While the scale is turned off, press and hold **UNIT** button then press and release the  button. Hold the **UNIT** button until "AOF=d" or "AOF=E" appears on the display, then release. Use the **ZERO/TARE** to advance or the  button to scroll back the display screen until "Snd" appears. Press **UNIT** to change the setting.  
Snd = E Enables sound so the scale beeps when keys are pressed.  
Snd = d Disables sound so the scale stays silent when keys are pressed.
2. Choose the setting you prefer and press **HOLD/RLS/RECALL** 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" (in lb mode) or "0.000" (in kg mode) the scale is ready to use.

## SET UP INSTRUCTIONS (CONT.)



### **Locking Unit of Measure (LB or KG) (KL versions only)**

The weight measuring unit (pounds / LB or kilograms / KG) can be locked to display weight only in the selected unit of measure. The unit of measure lock default setting is “unlocked”. Follow this procedure to lock the **UNIT** button. **Note:** If Everlock® is engaged, this feature will not appear in the Options mode.

1. While the scale is turned off, press and hold the **UNIT** button then press and release the  button. Hold the **UNIT** button until “AOF=d” or “AOF=E” appears on the display, then release. Use the **ZERO/TARE** to advance or the  button to scroll back the display screen until “Unt” appears. Press the **UNIT** 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 = | Locks the unit button so weight is only displayed in kilograms (KG)  
Unt = g Locks the unit button so weight is only displayed in grams (g)
2. Choose the setting you prefer and press **HOLD/RLS/RECALL** 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” (in lb mode) or “0.000” (in kg mode) the scale is ready to use.

### **Enabling Unit View with Unit of Measure Locked**

If the scale is locked per the instructions above, users can still view the alternate weight measuring unit by enabling the “Unit View” option. Enabling the “Unit View” option allows the user to press the **UNIT** button to briefly display the weight in the alternate weight measuring unit. After releasing the **UNIT** button the display will return to the locked weight measuring unit. The “Unit View” default setting is “Disable”. Follow this procedure to enable “Unit View” when the weight measuring unit is locked. **Note:** If Everlock® is enabled, this feature will not appear in the Options mode.

1. While the scale is turned off, press and hold the **UNIT** button then press and release the  button. Hold the **UNIT** button until “AOF=d” or “AOF=E” appears on the display, then release. Use the **ZERO/TARE** button to advance or the  button to scroll back the display screen until “UdP” appears. Press the **UNIT** button to change the setting.  
UdP = d Disables the **UNIT** button so it will not display the other weight measuring unit.  
UdP = E Allows the user to view the other weight measuring unit by holding down the **UNIT** button even if the weight measuring unit is locked. Enabling this function will only allow the user to view the other unit while pressing the **UNIT** button; it will not unlock the weight measuring unit.
2. Choose the setting you prefer and press **HOLD/RLS/RECALL** 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” (in lb mode) or “0.000” (in kg mode) the scale is ready to use.





## SET UP INSTRUCTIONS (CONT.)

### **Everlock® (KL versions only)**

The Everlock® feature allows the measuring unit to be permanently locked on the scale, disabling the **UNIT** button. The Everlock® default setting is “disabled”. Follow this procedure to engage Everlock®.

**Warning: This lock is permanent and cannot be reversed.**

### **Notes:**

- Press **HOLD/RLS/RECALL** at any time to exit the Everlock® procedure.
  - Once Everlock® is engaged the Unt and UdP options will no longer be displayed when scrolling through the Options menu.
  - There is no method to undo Everlock® without sending the scale back to the manufacturer.
1. While the scale is turned off, press and hold the **UNIT** button then press and release the  button. Hold the **UNIT** button until “AOF=d” or “AOF=E” appears on the display, then release. Use the **ZERO/TARE** to advance or the  button to scroll back the display screen until “ELC=d” appears. This is the default setting with Everlock disabled. Press the **UNIT** button to start the Everlock procedure. “PASS1” will appear on the display.
  2. With “PASS1” displayed, press the following keys in this sequence:  
, **ZERO/TARE**, **UNIT**
  2. If entered correctly, “ELC=L” (if scale was in LB mode) or “ELC= ƒ” (if scale was in KG mode) will appear on the display.
  3. Use the **ZERO/TARE** button to toggle between (L) Pounds and (ƒ) Kilograms. When the desired unit is displayed, press **UNIT** and “PASS2” will appear on the display.
  4. This will prompt the user to enter the second password. Press the following keys in this sequence:  
**ZERO/TARE**, **UNIT**,  (**Warning: Entering this password will engage Everlock.**)
  5. If entered correctly, the scale will display “ELC = E”
  6. Choose the setting you prefer and press **HOLD/RLS/RECALL** to save your selection and exit the Options mode.
  7. The scale will restart. The display will show “UEr”, followed by a version number, and then dashes. When the display shows “0.0” (in lb mode) or “0.000” (in kg mode) the scale is ready to use.

**Warning: Do not power off the scale until **HOLD/RLS/RECALL** is pressed to save the Everlock option, the scale has restarted and the display has returned to “0.0”.**

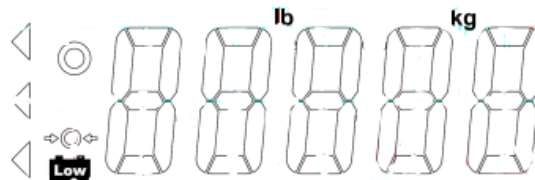
# OPERATING INSTRUCTIONS

## Keypad



Function	Description
	Turns scale on and off. Also used when entering Calibration or Options mode.
<b>ZERO/TARE</b>	Zeroes out or tares the scale prior to a weighing.
<b>HOLD/RLS/RECALL</b>	Holds the displayed weight until the button is pressed again to release the value. Will recall the previously locked weight if pressed when nothing is on the scale.
<b>UNIT</b>	565KL: Toggles between pounds (LB) and kilograms (KG). If weight measurement unit is locked, press and hold <b>UNIT</b> button to display other weight measurement unit. Note: Weight measurement will not toggle on 565KG or if Everlock® is engaged. Also used to entering Calibration or Options mode. The UNIT button is also disabled if the "Unit View" setting is disabled.
<b>Hold</b>	Arrow points to Hold when a weight is held after pressing the HOLD/RLS/RECALL button.
<b>Tare</b>	Arrow points to Tare when a during the Tare process and when a tared weight is calculated.
	BT models only: When arrow pointing to icon is flashing it indicates that the scale's wireless module is searching for an auxiliary wireless device to connect to. When the arrow pointing to the Icon is solid it indicates that the scale's wireless module is connected to an auxiliary wireless device.

## Screen Icons




Icon	Description
	Flashes during weighing process. Stays displayed while weight measurement is locked.
<b>lb</b>	Indicates weight in pounds.
<b>kg</b>	Indicates weight in kilograms.
	Indicates the power adapter is supplying power.
	Indicates battery power is low.
	Appears and points to the icon on the keypad when Hold, Tare or Wireless Connection is activated

# OPERATING INSTRUCTIONS (CONT.)



**IMPORTANT:** To prevent falls or injury, place the scale securely far from the edge of the counter, table or other flat surface used to hold the scale. Do not let the scale touch the wall or any other object near or around the scale while it is in use.

## Weighing a Patient

**Note:** When this scale is turned on, it will always default to the settings and units last used (LB or KG).

1. With all weight off the scale, press the  button to power on the scale.
2. Place the baby on the scale so that its weight is evenly distributed on the tray. As the scale calculates weight a small ring will flash in the upper left corner of the display along with weight measurements. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight.
3. When a stable weight is calculated, the ring will stay displayed and the weight of the baby will lock. Note: If the display shows “-----” you have exceeded the capacity of the scale.(44 lb / 20 kg)

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

4. The weight may be held on the display by pressing the **HOLD/RLS/RECALL** button. To release, press the **HOLD/RLS/RECALL** button again.
5. After the weight measurement has been taken and is recorded, remove the patient from the scale. To reweigh the patient without removing them from the scale, press the  button.
6. Press and hold the  button to power off the scale.

## Weight Recall

1. To recall the last weight measured, with all weight off the scale and the display showing “0”, press the **HOLD/RLS/RECALL** button.
2. To clear the display of the recalled weight, press the **HOLD/RLS/RECALL** button again.

## Zero Function


The **ZERO/TARE** button zeroes the scale prior to a weight measurement. The **ZERO/TARE** button is also used in the Tare function outlined below.

## Tare Function

When using this scale, the weight of an object, such as a blanket, can be subtracted from the total weight in order to determine the weight of the patient alone.

## Weighing a Patient and Taring an Unknown Weight:

The minimum weight that can be tared is 0.02 lb / 0.01 kg / 10 g. **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” 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 arrow on the display will appear and point to the Tare icon on the display.
4. Keep the object on the platform, and then gently place the patient onto the scale. 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, “UndEr” will show on the display. Press the **ZERO/TARE** button to clear the tared value.

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

## OPERATING INSTRUCTIONS (CONT.)

### **Weighing a Patient and Taring a Known Weight (Pre-Tare):**

Pre-Tare can be performed for items between 0.2 lb and 5 lb (0.1 kg and 2.26 kg).

1. With all weight off the scale, press the  button to turn on the scale.
2. Wait until "0" appears on the display. Press and hold the **ZERO/TARE** button until the arrow on the display points to the Tare icon on the display.
3. Use the  and **ZERO/TARE** buttons to increase or decrease the weight. Pounds will change in 0.1oz increments and KG will change in 0.001 kg increments.
4. Once the desired tare value is set, lock the value by pressing the **HOLD/RLS/RECALL** button. The display will show "UndEr".
5. Weigh the patient following the weighing procedure outlined on the previous page including the item to be tared. The scale will automatically deduct the tare value and only display the patient's weight.
6. To clear the tare value, press the **ZERO/TARE** button.

# MAINTENANCE

## **Maintenance**

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

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

1. Check overall appearance of the total scale for any obvious damage, wear, and tear. Inspect the AC adapter cord for cracking or fraying, or for broken/bent prongs. *\*Not included with model 565KL-C or 565KG-C*
2. Do not store the scale on its side.
3. This scale contains electronic parts. Use it carefully. Do not drop, kick or jump on it.
4. Do not store near chemicals, heaters or radiators.

**Note:** This scale is an extremely sensitive weighing device. If the auto-off function is disabled, battery power will be consumed. Items such as clothing or towels placed or dropped on the scale may cause it to activate. To prevent run down of the batteries, do not store or leave anything on the scale.

## **Cleaning and Disinfecting**

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


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 concentrationAfter 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 all 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

Your scale has been factory calibrated and does not require calibration prior to use. There are no requirements for calibration in the field; users should adhere to their institution's calibration policies. If required, the scale can be calibrated. A 5kg weight is required for calibration. If the scale is Everlocked into pounds, the calibration procedure will still require use of a 5kg weight.

**Note: Avoid scale placement near heating/cooling vents, heating appliances, areas of high airflow or direct sunlight. Calibration must be done in a controlled environment.**

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

1. Press and hold **HOLD/RLS/RECALL**, then press and release the  button to power on the scale. Remain pressing **HOLD/RLS/RECALL** until "CAL" appears on the display. Release all buttons.
2. Once the buttons are released the following message will display, "CAL59", "CAL58" etc., until the display counts down to zero. This allows the load cells time to settle before calibration starts. **HOLD/RLS/RECALL** can be pushed at any time to cancel the countdown, however this is not recommended.
3. Once the time has elapsed, "2Ero SCALE" will scroll horizontally across the screen. With no weight on the scale, press **ZERO/TARE**.
4. The scale will zero and "PLACE 5 ON SCALE PrESS HOLD" will scroll across the screen.
5. Place a certified 5kg weight on the center of the weighing tray, then press **HOLD/RLS/RECALL**. "CAL" will flash on the screen while the scale is calibrating.
  - A. If the weight is within calibration range, a four digit number will be displayed for approximately 5 seconds. Remove the weight from the scale and the scale will restart.
  - B. If the weight placed on the scale does not match the correct calibration standard (5 kg), "Out OF RANGE" will appear on the display. Calibration is not performed. Press **ZERO/TARE** to exit calibration mode. Obtain the correct amount of calibration weight and begin the calibration process again.

# TROUBLESHOOTING

## **Troubleshooting**

Before contacting service personnel, refer to the following instructions to check and to correct any failures.

<b>Symptom</b>	<b>Possible Cause</b>	<b>Corrective Action</b>
Scale does not turn on	<ol style="list-style-type: none"> <li>1. Dead battery</li> <li>2. Faulty electrical outlet</li> <li>3. Bad power supply</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries</li> <li>2. Use a different outlet</li> <li>3. Replace AC adapter</li> </ol>
Questionable weight or the scale does not zero	<ol style="list-style-type: none"> <li>1. External object interfering with the scale</li> <li>2. The display did not show "0.0" before weighing</li>   <li>3. Scale is not placed on a level surface</li> <li>4. Scale is out of calibration</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove interfering object from the scale</li> <li>2. Remove the patient from the weighing tray, zero the scale and begin weighing process again</li> <li>3. Place the scale on a level surface and begin weighing process again</li> <li>4. Check weight with known weight value</li> </ol>
The display shows "UNDER"	Negative weight, indicating a tare was present. Load on the scale is below initial zero point.	Clear scale of any weight and re-zero the scale by pressing <b>ZERO/TARE</b> button.

# 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 55<sup>th</sup> Street

McCook, IL 60525

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

This scale 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 scales or for a facility's existing scale before its current warranty has expired. To learn more, visit [www.homscales.com/scalesurance/](http://www.homscales.com/scalesurance/) or contact your medical supply distributor.

\*Not available in all countries



**PELSTAR, LLC**

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

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

PLEASE REGISTER YOUR SCALE FOR WARRANTY COVERAGE AT:

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