

Troubleshooting Guide

I. Scale			
Problem	Cause	Remedy	
1. Inaccurate weights	1. Not zeroing out scale properly.	1. Zero scale according to directions.	
	2. Pounds/Kilograms switch is in the wrong setting.	2. Switch to desired setting.	
	3. Systems out of calibration.	4. Resident/patient is moving while trying to take weight.	3a. Calibrate unit using a certified 50 lb. weight. Follow instructions for new-style calibration.
			3b. If your unit is equipped with a calibration port (black cap on right hand side of display box) you can calibrate the unit by zeroing the unit out and then hanging a known weight from the cross bar. Next, turn the calibration screw until the display reads the correct weight.
2. Display is erratic.	1. Short-circuit in the wiring harness connecting battery receiver box to the display box.	1. Remove digital display box and replace wiring harness. (Part #400760).	
3. Nothing appears on display screen.	1. Power not turned on.	1. Turn on power on battery receiver box. Press the weight button.	
	2. Wiring harness connecting battery receiver box to display box has been disconnected.	2a. Remove digital display box and reconnect 2-prong (yellow & black) wiring harness to the display box.	
2b. Remove receiver box and make sure (yellow & black) wiring harness is plugged in.			
4. Display box zeros out but will not change when pressure is applied to the platform (Stand-N-Weigh) or the hanger (Total Lift with scale).	1. The wiring harness connecting the load cell to the display box has either been cut or disconnected.	1. Remove the display box and reconnect the black 4-prong plug to the display board.	
		2. Check entire black wire connecting the load cell to the display box for a cut or break. If cord is cut or pinched, replace scale hanger assembly. (Part #400600)	

II. Lift or Stand		
1. Lift will not go up.	1. Plug from actuator to battery box is not securely attached.	1. Push plug firmly into socket.
	2. Dead Battery.	2. Charge battery.
	3. Hand control not plugged in completely.	3. Tighten small allen screws holding hand control in. (NOTE: Do not over tighten).
	4. Machine turned off.	4. Turn switch to "ON" on the back of battery receiver housing.
	5. Hand control is broken. (Take hand control off machine, try the silver "UP/DOWN" toggle switch and if it works you will need to replace the hand control.	5. Purchase new hand control.
	6. Actuator not working and only clicks.	6. Replace actuator.
	7. Battery not pushed into receiver box far enough to make connection.	7. Make sure battery pack is pushed firmly into battery receiver box.

III. Actuator		
Problem	Cause	Remedy
1. Actuator makes noise.	1. Faulty or worn out actuator that wobbles.	1. Replace actuator.
	2. Loud clicking noise when lift is going up or down.	2. Put white lithium grease on the upper and lower actuator bolts.
2. Light appears on lower actuator plastic housing.	1. Green light – indicates normal actuator life.	1. Normal life.
	2. Yellow light – indicates 90% of actuator run time has expired.	2. Be ready to replace.
	3. Red light with alarm – indicates 1,000,000 seconds of run time has expired. Spindle nut has worn.	3. Replace actuator.
3. Emergency lowering needed or Actuator does not work.	1. Bad motor.	1. Replace actuator.

IV. Battery Pack		
1. Charge battery light stays on constantly.	1. Batteries are worn out. (Cells are bad.)	1. Order new batteries.
2. Batteries wearing out too quickly.	1. Batteries are not being charged long enough. They need an eight hour charge.	1. Order new batteries. Make sure that you charge batteries after a full day's use. Do not wait for the red light to come on.
3. Battery will not plug into unit far enough to make contact.	1. Improperly aligned plug.	1. Order new battery.

V. Battery Charger		
1. Battery charger heats up.	1. Batteries have worn out and are unable to be charged any further.	1. Order new batteries. Also, make sure that you charge batteries after a full day's use or when the red light comes on.
2. Battery charger lights do not come on when plugged in.	1. Fuse is blown in the battery charger.	1. Replace fuse (Part #400876)
	2. Electrical outlet is not operational.	2. Use different outlet.
3. Red & green lights blink in rotation	1. Charger is testing battery.	1. This should go away after a couple of complete discharge and recharge cycles.