

2700KL

FAQs

Does the 2700KL operate on batteries?


Scales that include the letter "E" or "B" in the serial number use six D batteries. Scales that include the letter "L" in the serial number use six AA batteries.





Can the scale be locked to weigh in only LB or KG?

For models with the letter "E" in the serial number follow this procedure to lock the weight measuring unit.

Unit of Measure Configuration / Unit Lock

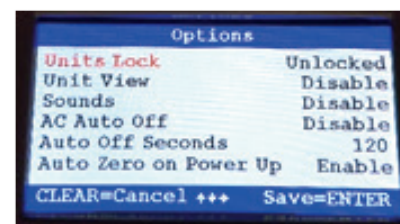
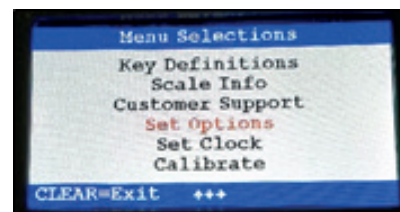
(This feature is not available on KG models)

The weight measuring unit (pounds/LB or kilograms/KG) can be changed by pressing . Follow this procedure to lock the weight measuring unit into LB or KG only.

1. Press  to access the Help menu options.
2. While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.
3. "Units Lock" is the first setting listed in the "Set Options" sub-menu. With "Units Lock" highlighted in red, press  to change the "Units Lock" option. Choose "Unlocked", "LBS Locked", or "KG Locked".

Note: You must press  to save your selection.

Note: To permanently lock the weight measuring unit, see the Everlock® section in the user manual.



How can the 2700KL 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.


Can the keypad sound be disabled?

For scales that include the letter "E" in the serial number, follow this procedure to disable the sound.

Press  to access the Help menu options.

While in the Help menu, press  to select "Set Options". Press  to advance to the next menu.

While in the "Set Options" sub-menu, press  to scroll through the options until "Sounds" is highlighted in red.

Press  to change the "Sounds" option. Choose "Disable" for the display to stay silent while operating the scale. Choose "Enable" for the display to beep while operating the scale.

Note: You must press  to save your selection.

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Can the Auto Off feature be deactivated?

For models with the letter "E" in the serial number follow this procedure to deactivate the Auto Off feature. **Note:** When powering the scale via batteries, the scale will automatically power off after a period of inactivity.

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select "Set Options". Press **→** to advance to the next menu.
3. While in the "Set Options" sub-menu, press **↓** to scroll through the options until "AC Auto Off" is highlighted in red.
4. Press **→** to change the "AC Auto Off" option. Choose "Disable" for the display to always remain on.

Note: You must press **Enter** to save your selection.

How is the time and date set on the scale?

1. Press **Help** to access the Help menu options.
2. While in the Help menu, press **↓** to select "Set Clock".
3. Press **→** to advance to the next menu.
4. Use **→** and **↑** to set the time and date.

Note: You must press **Enter** to save the information.

How does the Tare function work on the 2700KL?

For models with the letter "E" in the serial number follow this procedure to use the Tare function.

Weighing a Patient and Taring an Unknown Weight

1. Wait until "0.0" appears on the display.
2. Place the object to be tared on the scale. The display will show 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.
3. With the object remaining on the scale, press **Tare**. The scale will zero, and the word "TARE" will appear at the bottom center of the display along with the tared weight. Remove the object from the scale.
4. Place the patient and the object back on the scale. The scale will automatically deduct the tared weight of the object from the gross weight of the patient and object together. The display will show the patient's weight.
5. With no weight on the scale, the display will show the tare value as a negative amount. The tare value will remain on the display until changed, cleared, or until the scale is powered off.
Note: When in Tare mode the screen will not show a prompt to enter height mode.
6. The weight may be held on the display by pressing **Hold/Release**. The scale will continue to display the patient's weight after they are off the scale and will remain on the display until released or the scale is powered off. To release, press **Hold/Release**.

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7. To reweigh the patient without removing them from the scale, press **Reweight**.
8. To see the patient's weight in another unit of measurement, press and hold down **Unit**. If the scale is in LB mode, it will convert the weight to KG. If the scale is in KG mode, it will convert the weight to LB. **Note:** This function is not available on KG models or on KL models with Everlock® engaged or with the "Unit View" setting disabled.

To remove the Tare, press **Tare**. The word "TARE" will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.

Weighing a Patient and Taring a Known Weight / Pre-Tare

Pre-Tare can be performed within the following weight limits: 0.2 lb - 200 lb / 0.1 kg – 91 kg)

1. Wait until "0.0" appears on the display.
2. Press and hold **Tare** for approximately 3 seconds. The display will change and prompt entry of the weight value to be tared. Use the arrow keys to enter the weight to be tared. Press **Enter** to save the tare value.
3. The scale will zero and the tare value will show as a negative weight on the display. The word "TARE" will also appear at the bottom center of the display along with the tare value.

For models with the letter "L" in the serial number, follow this procedure.

TARE

1. With all weight off the scale, press the **ON/OFF** button to turn on the scale.
2. Wait until the "0.0LB" or "0.0KG" appears on the display.
3. Place the wheelchair on the scale. The display will show a value for the wheelchair's weight.
4. Press the **TARE** button. The scale will zero out, and the word "TARE" will appear at the bottom center of the display, indicating that there is a tare value for this patient's wheelchair.
5. Remove the wheelchair from the scale. Once it is removed from the scale, the display will show a negative weight, equal to the weight of the wheelchair.
6. Place the patient and wheelchair on the scale. The scale will automatically deduct the tare weight of the wheelchair from the gross weight of the patient and wheelchair together.
7. The weight of the patient will appear on the scale.
8. With no weight on the scale, the tare value will remain on the display until changed, cleared, or until the scale is turned off.
9. To remove the Tare, press the **TARE** button again. The word "TARE" will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will resume normal operation.

PRETARE (Limit 200.0 lb)

1. Make sure that there is no object on the weighing platform.
2. Press the **ON/OFF** button to turn on the scale.
3. Wait until the "0.0LB" or "0.0KG" and "ZERO" appear on the display.

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4. Hold down the **TARE** button for 3 to 5 seconds. The word "TARE" will appear at the bottom center of the display, and the user will be prompted to enter the tare value.
5. Use the keypad ► and ▲ buttons to enter the weight of the wheelchair or other object. Press the **ENTER** button.
6. The value entered will show as a negative value on the display.

How do you clean the scale?

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.

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.

What are the shipping dimensions and shipping weight of the 2700KL?

56"L x 56"W x 10"D, 221 lb

What is the country of origin for the 2700KL?

The country of origin is China.

What are the platform dimensions of the 2700KL?

42"L x 43"W x 2.5" H

What are the total dimensions of the platform and ramps when both ramps are folded down?

51.5" L x 69 1/8" W

What is the total weight of the 2700KL?

187 lb

Are the ramps replaceable on the 2700KL?

No, the ramps cannot be replaced.

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Does the scale have an option to add handrails?

No a handrail option is not available. The patient can use a walker if the weight of the walker is tared.

The display is showing "Load Cell Error", what does that mean?

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.

After assembly the scale will not weigh, what is the error?

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. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance.

The scale is showing "LO", what does that mean?

That message means the batteries are low, it does not refer to a weight measurement. Install new batteries as soon as possible.

What is the weight capacity of the 2700KL?

The weight capacity is 1,000 lb / 454 kg.

What is the warranty period for the 2700KL?

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-2700KL. To purchase an extended warranty, contact your medical supply distributor.

Does the load cell cable come in longer lengths?

No, there is only one length cable available.

How long is the cord on the power adapter?

6 feet

How long is the load cell cable?

71" +/- .8" (approx. 6ft)

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Does the scale have the ability to connect to EMR software?

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. Via the connectivity solution the scale can interface with the following:

Allscripts TouchWorks® and Professional™ systems

Midmark® IQmanager® Software

MedicalMine's ChARM Health

Welch Allyn Connex® Spot Monitors, Welch Allyn Connex® Vital Signs Monitors and Welch Allyn Connex® Integrated Wall Systems

Can the scale connect to a Welch Allyn device?

Health o meter® Professional Scales offers wired and wireless options for our digital scales to interface directly with Welch Allyn Connex® Spot Monitors, Welch Allyn Connex® Vital Signs Monitors and Welch Allyn Spot Vital Signs® LXi monitors.* These connectivity solutions allow the transfer of weight, height, and BMI measurements from a Health o meter® Professional digital scale to a Welch Allyn Device. From the Welch Allyn device, the data can be displayed, saved, and transferred into EMR systems.** Our [PELSTARONE](#) solution is the market's only wireless system for Welch Allyn products that is also compatible with the hundreds of thousands of Health o meter® Professional scales already in use; there is no need to purchase new scales to take advantage of the scale's wireless capabilities. Wired solutions are also available as items [C-HOMWA-1](#) (for Connex devices) or [L-HOMWA-1](#) (for LXi monitors). If purchased as a "BT" model scale, all required hardware to transmit data to a Welch Allyn device is included.

*Spot Vital Signs LXi: Only accept and display weight; height must be entered manually on the LXi. BMI is calculated but is only displayed on the review screen, not on the main screen. Note: Spot LXi accepts only weights > 5 kg (11.02 lbs)

Connex Devices with 1.7 Software: Accept and display weight, height, and BMI when transmitted from the scale (the Connex monitor does not calculate BMI). The monitor also allows for manual entry of weight, height, and/or BMI.

**Transfer to the EMR requires the EMR vendor to have an existing interface that accepts these parameters from Welch Allyn devices.

The scale will not zero, can that be fixed?

Follow these check procedures. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance.

1. Ensure the scale is on a flat solid surface.
2. Ensure sure nothing is touching or interfering with the base of the scale.
3. Check that all feet are securely attached on the scale and are properly balanced. Completely hand tighten the feet, then turn them back 1.5 full turns.
4. Check the load cell cable connection.

The scale weighs but takes a long time and will not lock, can that be fixed?

The patient may be moving excessively. Ask the patient to stand still during the weight measuring process. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance.

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The display is not advancing to the next screen for the menu selection and saying “invalid key”, is the scale broken?

An incorrect key is being pressed. Ensure you are following the screen prompts and pressing the correct arrow or key to make your selection.

The display is showing “OVER”, what does that mean?

The load on the scale exceeds the 1,000 lb / 454 kg capacity. Remove the excess weight and use the scale according to its capacity limit.

What does it mean when the display shows “LO BAT”?

It means the batteries are depleted and it is time to install new batteries.

The weight measurement will not settle or lock, can that be fixed?

Follow these check procedures. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance.

1. Ensure the scale is on a flat solid surface.
2. Ensure sure nothing is touching or interfering with the base of the scale.
3. Check that all feet are securely attached on the scale.
4. Check the load cell cable connection. Ensure the cable is not damaged or pinched.
5. Check that the edges of the ramps are not completely resting on the floor. A piece of paper should be able to slide underneath the ramps.

The display shows “UNDER”, what does that mean?

Follow these check procedures. If still experiencing a problem contact Technical Support at 800-638-3722 for troubleshooting assistance.

1. Ensure the scale is on a flat solid surface.
2. Ensure sure nothing is touching or interfering with the base of the scale.
3. Check that all feet are securely attached on the scale.
4. Check the load cell cable connection. Ensure the cable is not damaged or pinched.
5. Check that the edges of the ramps are not completely resting on the floor. A piece of paper should be able to slide underneath the ramps.
6. Check that any Tare values are cleared.

What can be done if the scale will not power on with adapter or batteries?

If powering the scale via batteries, replace all 6 batteries with new D 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.

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What parts are replaceable on the 2700KL?

See the list below. For pricing and availability contact your medical supply distributor or Customer Service at 1-800-815-6615.

Description	Part #
Power adapter	ADPT30
Display head	DISPLAY2700: For scales with a serial number that includes the letter "L". DISPLAY17-2700: For scales with a serial number that contains the letter "E".
Feet	2266701-0
Load cell cable	LVERSIONCABLE: For the scales that include the letter, "L" or "E" in the serial number. B2033702-0: For scales that include the letter "B" in the serial number
Battery holder/compartment	10-00252: For scales that include the letter "E" in the serial number.
Display head battery door	B3822801-0: For scales that include the letter "E" in the serial number. BATTDORLSERIES: For scales that include the letter "L" in the serial number.
Summing board	The keypad is only replaceable on models that include the letter "L" in the serial number and a date code with the last two digits higher than 15. The part # is L2138901-0
Wheels	2700KLWHEEL