

Q1: What does it mean when the scale displays “LO”?

When the LCD displays “LO” and automatically powers off the batteries need to be replaced. Only use new AAA batteries. Do not mix old and new batteries. Do not mix rechargeable and non-rechargeable batteries.

Q2: What does it mean when the scale displays “Err”?

When the weight detected exceeds 11 lbs or 5 kg, the LCD will display “Err”. Remove the object from the scale’s weighing platform immediately to avoid damage to the scale’s sensor.

Q3: What does it mean when the scale displays “Unst”?

If the scale displays “Unst” on its LCD, the object being weighed may have shaken. Remove the object from the weighing platform and allow a few seconds for the scale to reset. Then ensure the object to be weighed stationary before gently replacing it on the scale.

Q4: What does it mean when the scale displays “out2”?

If the scale displays “out2” on the LCD, the scale was not able to successfully reset. Remove all objects from the scale, and turn it off and back on. If the problem persists, briefly remove the batteries from the scale to force a hard reset.

Q5: Do I need to take the batteries out of the scale every time I use it?

Remove the batteries if the scale will not be used for an extended period of time.

Q6: Does it also go negative? For example, if I have a bowl with food in it and tare it, then removes some of the food, does it show a negative number?

Yes. If you leave a bowl with food on the scale, tare it and remove some food, the scale does show a negative number. You can put the bowl on the scale and tare it, then add food to get an accurate measurement.

Q7: How long is the battery life?

About six months on average if used for three times per day.

Q8: How to clean the scale?

To clean the scale, use only a damp cloth. Do not soak or submerge the scale in water or any other liquids since this scale is not waterproof. Do not expose the scale to moisture as this will cause damage to the scale and void the warranty.

Q9: Does this scale have an auto powered-off function?

Yes, it will automatically power off if idle for two minutes.

We hope these tips were useful. If you have any inquiries about our products or services feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT or visit us at healthcare-manager.com

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