**Health o meter®**
Professional

# Model 2101KL
# Digital Handrail Scale

# User Instructions

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

# TABLE OF CONTENTS

**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

For User Instructions updates and revisions, please go to:

www.homscales.com

# CAUTION AND WARNING

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

- Assemble and operate the scale per the enclosed user instructions.

- 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 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.

- Ensure that the AC adapter and scale do not come in contact with liquids, excessive temperature, or excessive humidity.

- Operating this scale at voltages and frequencies other than specified can damage the equipment and will void the warranty.

- Do not transport the scale with any weight on the platform.

- Do not exceed recommended weight limit of 1000 lb / 454 kg 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.

- For accurate weighing, if the "Lo bAtt" 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.

- To prevent patient injury, the patient must be attended throughout the entire weighing event.

- If the scale is being connected to another medical device, the power adapter must not be used. Disconnect the power adapter from the scale and use only the battery power.

# SPECIFICATIONS FOR THIS SCALE

### General

The Model 2101KL Digital Handrail Scale uses 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.

This scale is set up to use motion-sensing weighing technology in order to determine the actual weight of a moving patient.

Weight can be displayed in pounds or in kilograms. The scale features a wrap-around handrail for patient comfort and safety.  It also has a 180° swivel display head for privacy and easy operator reading from either side of the scale. This scale has 2 wheels built-in for easy mobility. **This scale can be powered using an AC adapter (included), or by 6-AA batteries (not included).**

### 2101KL Scale Specifications

| Capacity and Resolution | 1000 lb x 0.2 lb  (454 kg x 0.1 kg) | |
|---|---|---|
| Power Requirements | 120 - 240VAC, 50-60Hz - 9V DC adapter (included) or 6 - AA batteries (not included) | |
| Environmental | Operating temperatures: 50°F to 95°F (10°C to 35°C)<br>Storage temperatures: 30°F to 125°F (0°C to 50°C)<br>Maximum Humidity: 85% RH | |
| Physical Dimensions | **Platform**<br>Length: 22" (56 cm)<br>Width: 26" (66 cm)<br>Height: 2-3/8" (6 cm) | **Assembled Size and Weight**<br>Length: 27" (68.6 cm)<br>Width: 31" (78.7 cm)<br>Height: 49-3/8" (125.4 cm)<br>Weight: 66 lb (29.9 kg) |

# CERTIFICATIONS / CONNECTIVITY / DISPOSAL

## Certification Descriptions

| | |
|---|---|
| **ISO13485:2003 CERTIFIED** | 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. |
| **MET®** c us | This product is tested to and meets the requirements of: <br> 1. UL60601-1 First Edition: Safety for Medical Electrical Equipment <br> 2. CSA C22.2 No. 601-1 M90: Medical Electrical Equipment |

## 2101KL Scale Connectivity Information

To enable reliable transmission of weight, height, and Body Mass Index (BMI) data, this scale is designed to connect to a computer, monitor, or other electronic device via a built-in USB port. This connectivity helps minimize a source of potential medical errors caused by incorrectly copying and then recording patient data.

This scale is EMR-EHR compatible. For more information regarding how to connect this scale to other electronic devices, please contact Health o meter® Professional Scales Technical Support, available during normal business hours at 1-800-638-3722.

## 2101KL 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.

# 2101KL ASSEMBLY INSTRUCTIONS

### Before Assembly

Each 2101KL digital handrail scale is shipped disassembled in a single 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.

### Parts List

(1) Scale platform
(1) Center handrail
(2) Side handrails
(1) Handle
(1) Small brown box
The small brown box contains:
- (1) Box containing the AC adapter
- (1) Long white box
- (1) User Information
- (1) Display assembly

The long white box contains:
- (4) Feet
- (1) AC adapter holder
- (1) 4mm Allen wrench
- (1) 5mm Allen wrench
- (1) 8mm Allen wrench
- (1) Plastic bag containing:
- (2) Covers for Display Support (Front & Back)
  - o Hardware for assembly (see Figure 1)
- (2) Pivot bracket screw covers

### Tools Required

Phillips head screwdriver (not included), Allen wrenches (included).

### Assembling the 2101KL Scale (Refer to Figures 1-6)

**Caution: It is recommended that the assembly be performed by two persons.**

1. Remove the scale platform from the carton and place scale platform on a flat, level and dry surface.

2. Locate and pick up the center handrail. Find the load cell cable connector, located at the bottom of the center handrail. Untie it and pull it out the bottom (see Figure 3).

3. Position the center handrail over the platform and feed the cable through the large center hole of the right handrail mounting hole array in the platform. Be sure not to pinch the cable (see Figures 2 & 3).

4. Position the center handrail over the left and right mounting holes arrays on the platform. Fasten the handrail to the platform. Use (8) M8 1.25 x ¾ screws (B) and (8) M8 washers (F). Use the 5mm Allen wrench to tighten the screws. Do not over tighten (see Figures 1 & 3).

5. Attach the left / right side handrails to the center handrail and platform using (2) M10 1.5 x 1 ½ screws (A), (8) M8 1.25 x ¾ screws (B) with (8) M8 washers (F), and lightly tighten (see Figures 1, 2 & 3).

6. Fully tighten all 10 screws in the handrail assembly, starting at the top of the handrail assembly and working down to the platform.

7. Attach the handle to the back of the center handrail using (2) medium M6 1.0 x ½ screws (C), and lightly tighten (see Figure 2).

8. Pull forward on the side handrails to tip the scale and gently place it face down on the floor.

9. Grasp the load cell cable protruding from the bottom of the platform and feed it through the protective metal shield above the wheel. Plug the connector into the load cell port located on the front of the platform (see Figure 6).

10. Pull the excess cable through the top of the center handrail (see Figure 2).

11. Thread the (4) feet into the underside of the platform. Each foot should be completely hand tightened. Back the feet out 1-½ full turns. This allows for proper load cell operation for accuracy of the scale (see Figure 6).

12. Carefully tilt the scale back to an upright position on the floor.

**Warning: Do not drop scale, as this can permanently damage the load cells.**

13. Adjust the feet to level the scale. Be certain that the feet are not completely tightened into the platform (refer to the scale platform - feet assembly instruction above).

14. Position the display assembly close to the display support. Plug the load cell cable connector into the load cell port on the rear of the display assembly (see Figures 2 & 5).

**Note**: Do not attach the power cord at this point. Wait until Step 20.

15. Align the four mounting holes on the back of the display assembly with the four mounting holes in the display support. Fasten the display assembly onto the metal display support by using (4) Phillips pan head #5 x 3/8 screws (E). Use Phillips head screwdriver to tighten the screws (see Figures 1 & 4).

16. Place the pivot bracket screw covers over the pivot screws. Fasten the covers to the back of the display using (4) Phillips pan head #5 x 3/8 screws (E). Use Phillips head screwdriver to tighten the screws (see Figures 1 & 4).

17. Attach the adapter holder to the center handrail using (2) #8 x ½ sheet metal screws (D). Use Phillips head screwdriver to tighten the screws. (see Figures 1 & 2).

18. Connect the AC adapter to the power port in the display. Do not plug the scale into a power source until the scale is fully assembled (see Figure 5).

19. Attach the front and rear display support covers, applying light pressure to snap these covers into place (see Figure 2).

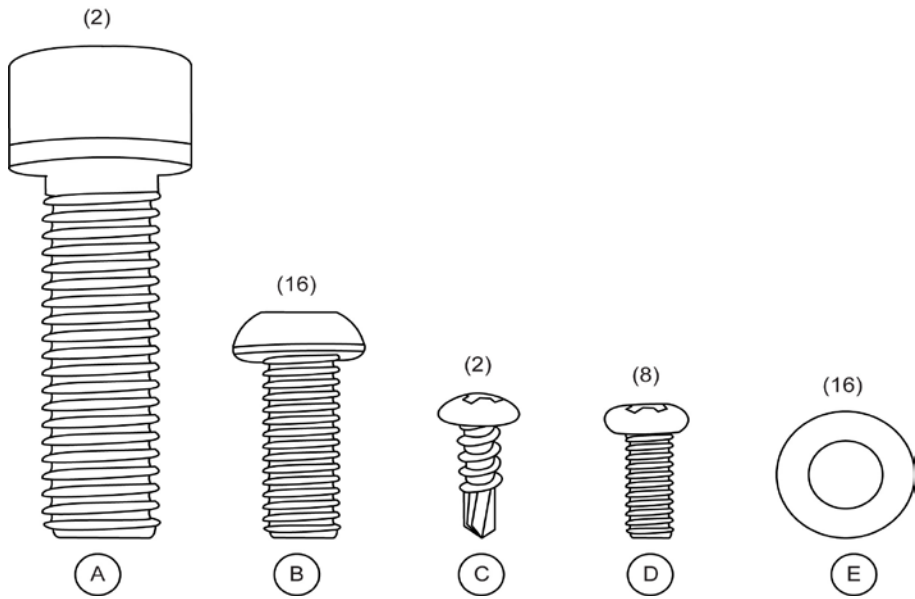20. The scale is now assembled. Plug the AC adapter into a power source and / or insert batteries.

(2)

(16)
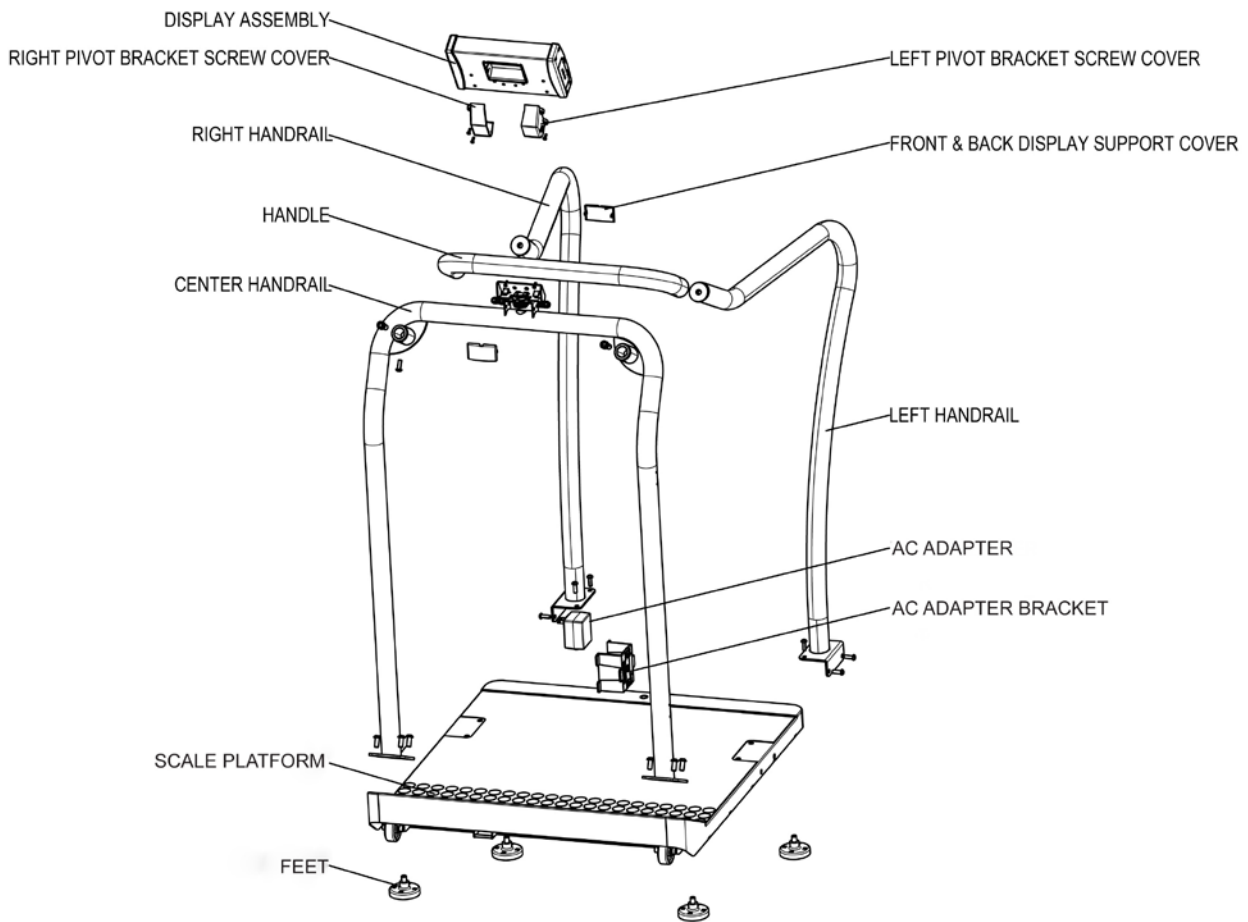
(2)

(8)

(16)

A    B    C    D    E

**Figure 1**

DISPLAY ASSEMBLY

RIGHT PIVOT BRACKET SCREW COVER

LEFT PIVOT BRACKET SCREW COVER

RIGHT HANDRAIL

FRONT & BACK DISPLAY SUPPORT COVER

HANDLE

CENTER HANDRAIL

LEFT HANDRAIL

AC ADAPTER

AC ADAPTER BRACKET

SCALE PLATFORM

FEET

**Figure 2**

Holes arrays

Load cell cable

Center handrail

Scale platform

**Figure 3**

DISPLAY ASSEMBLY

RIGHT PIVOT BRACKET SCREW COVER    SCREW    DISPLAY SUPPORT    LEFT PIVOT BRACKET SCREW COVER

**Figure 4**

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**Figure 5**



Protective metal shield

Cable connector

Load cell port

**Figure 6**

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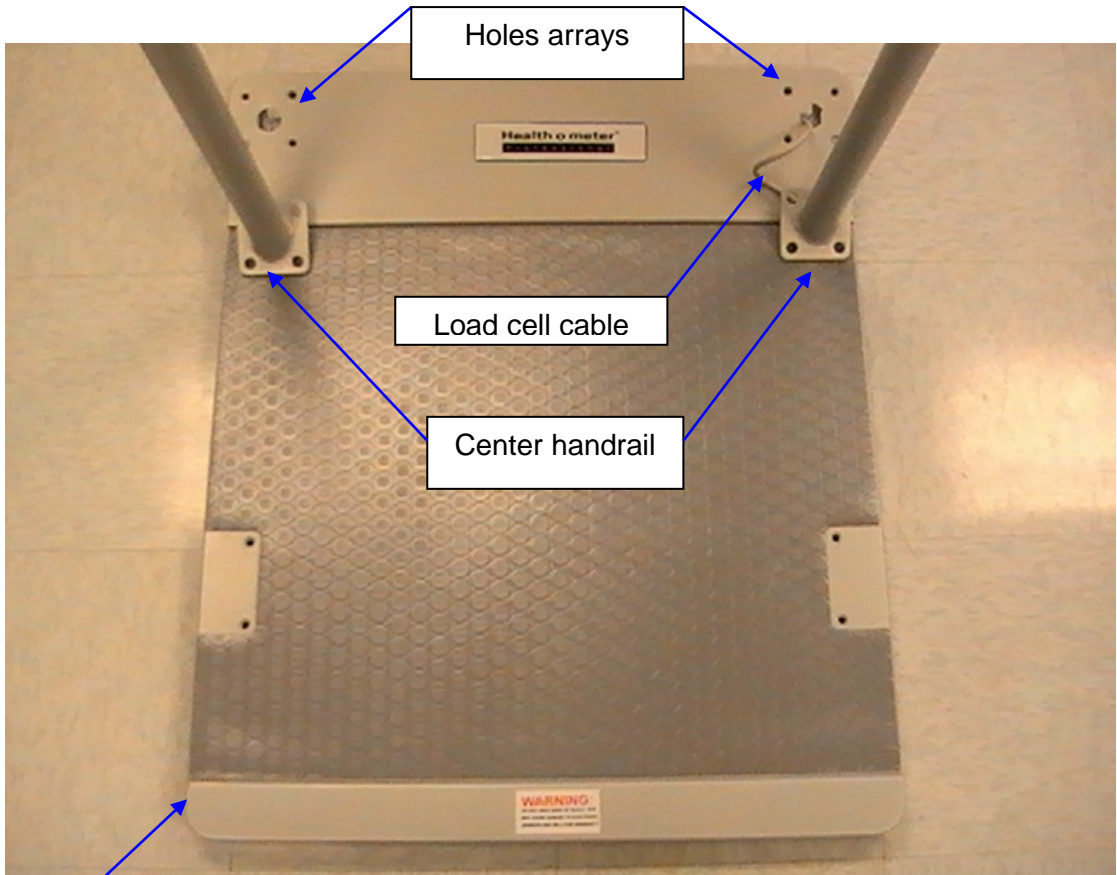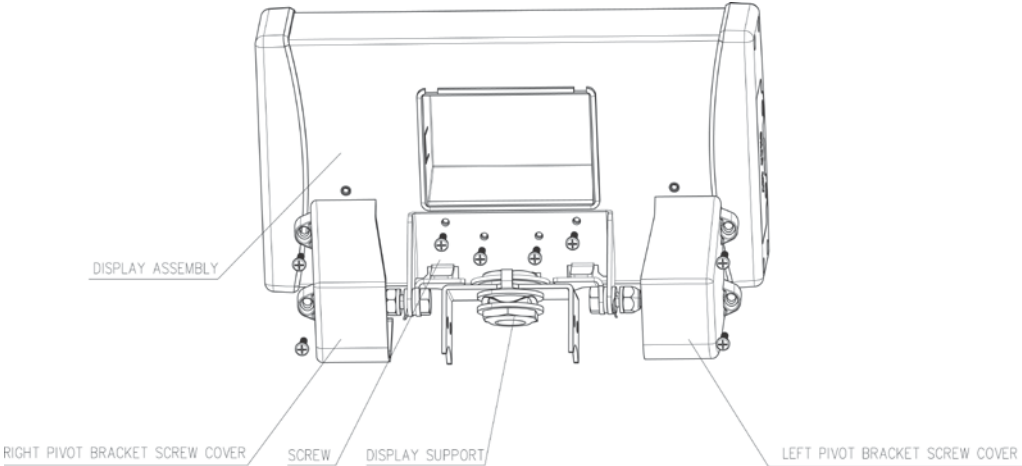
### Preparing the 2101KL Scale for Use

1. Remove the protective plastic film covering the display head (the film is printed "FACTORY CALIBRATED").
2. See **Powering the Scale** or **Battery Installation,** below, for battery and AC adapter instructions.
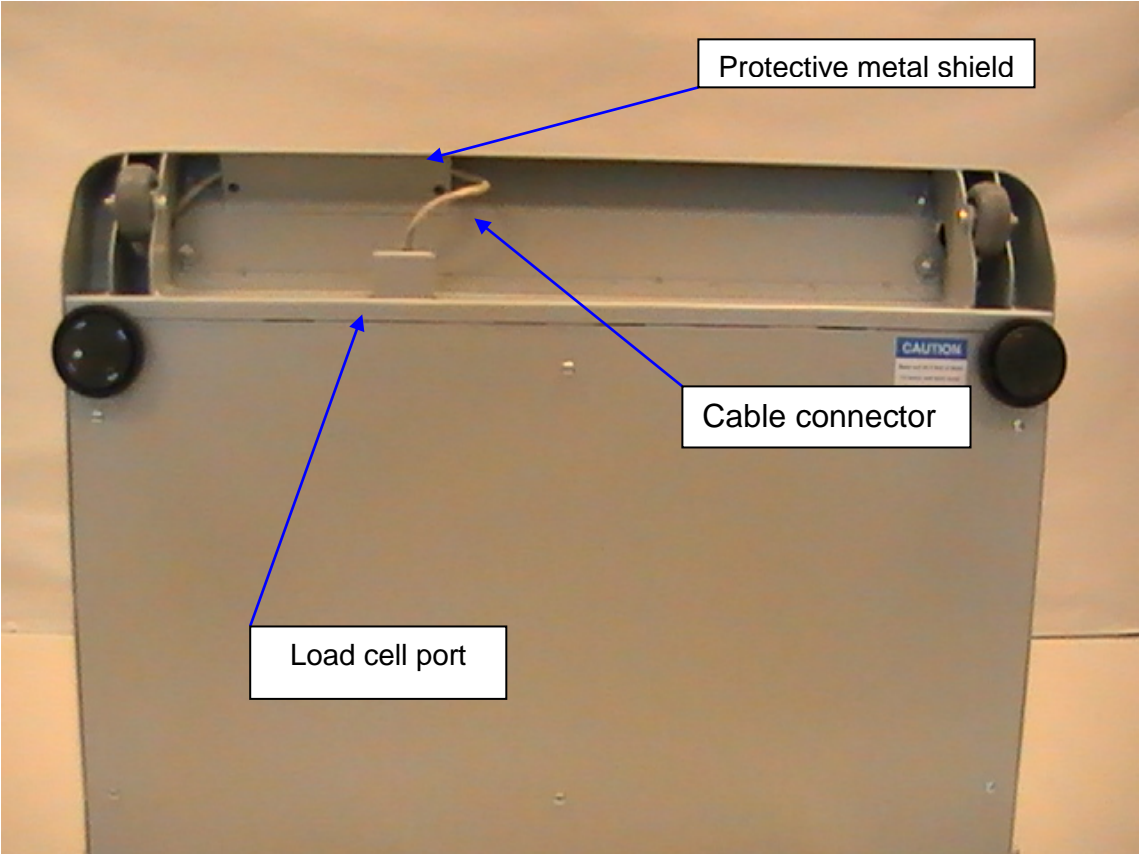

### Powering the Scale

1. Plug the AC adapter into the power adapter jack (the jack is located on the rear of the display head), then plug the scale's AC adapter into the power source.

**Warning:** To avoid a safety hazard, do not use an unspecified AC adapter. Only use the Health o meter® Professional AC adapter model ADPT30 designed for this scale.



Power Adapter Jack

2. For battery operation, see Battery Installation below.


### Battery Installation

1. If connected, unplug the AC adapter from the power source.
2. Use a Phillips head screwdriver to remove the battery cover on the side of the display head by unscrewing the (2) battery cover screws.
3. Replace or install fresh batteries, making sure to install them in the proper direction. 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-attach the battery cover to the display head.

**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.
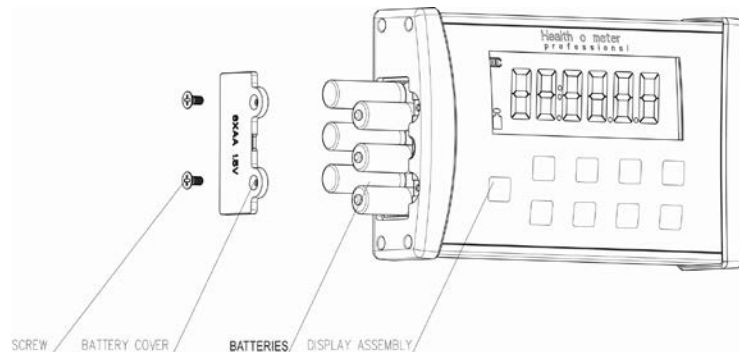


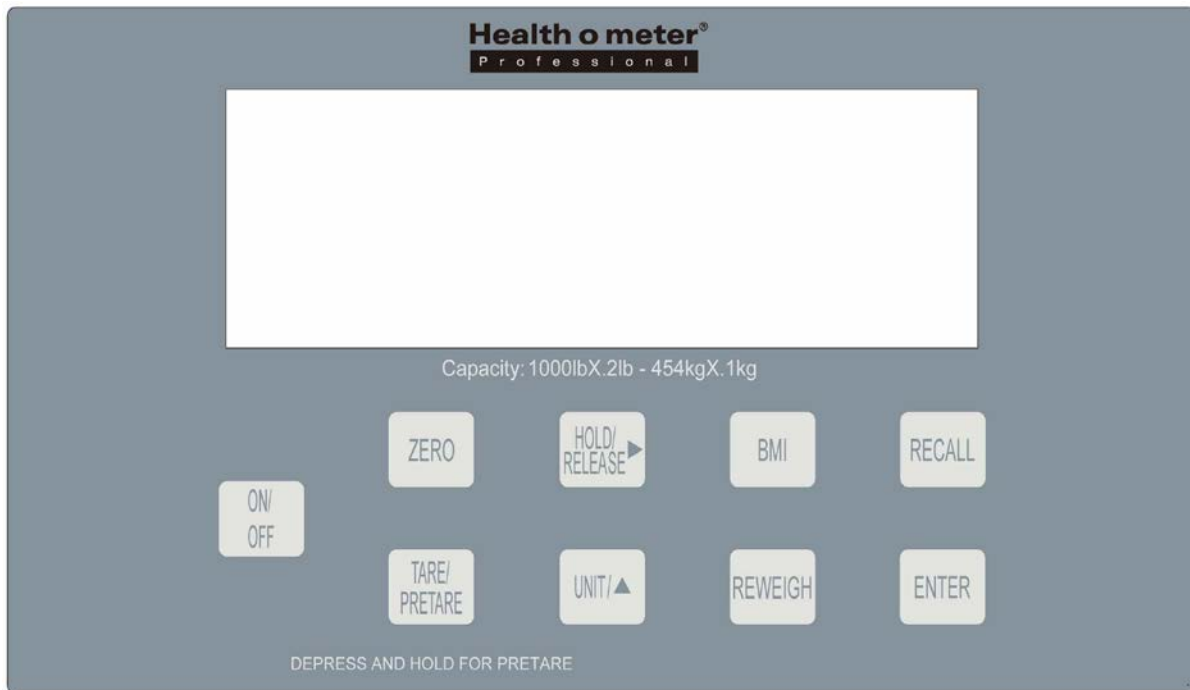**Figure 7**

# OPERATING INSTRUCTIONS

**Keypad**



**Figure 8**

| Function | Description |
|----------|-------------|
| **ON/OFF** | Power scale on and off. |
| **ZERO** | Zeros the scale prior to a weighing. |
| **HOLD/RELEASE ►** | Holds the weight value of the patient on the display until the button is pressed again to clear the value.  Also moves the cursor from left to right on the display for entering height and pretare value. |
| **BMI** | Prompts entry of height data to calculate patient's Body Mass Index (BMI). |
| **RECALL** | Recalls the previous weight. |
| **TARE/PRETARE** | TARE-Tares out weight of an object on the platform.<br>PRETARE-Prompts entry of a tare value that will be deducted from the weight on the platform. Also releases tare weight (returns display to zero). |
| **UNIT/▲** | Toggles between pounds and kilograms.<br>Also used to increment height value and pretare value. |
| **REWEIGH** | Allows repeated weighing of the patient without stepping off the scale. |
| **ENTER** | Used to accept height value in BMI mode, and tare value in PRETARE mode.  Also releases the recall value and BMI value. |

### Unit of Measure Configuration
The **UNIT** button allows the user to toggle the weight measuring unit between LB and KG. The display can be locked to only measure in LB or KG by following these procedures.

### KG Lock Instructions
1.  Turn the scale on and wait for "0.0" to appear on the display.
2.  Press the **UNIT** button and set the unit of measure to "0.0 KG".  Press and hold the **UNIT** button for approximately 30 seconds.  When the display beeps and "KG" begins to flash on the display, release the **UNIT** button. The **UNIT** button is now disabled, and the scale is now locked in "KG" mode.
3.  To disable KG lock, press and hold the **UNIT** button for approximately 30 seconds until "KG" begins to flash on the display, release the **UNIT** button. The **UNIT** button is now active and weight measuring unit can toggle between KG and LB.

### LB Lock Instructions
1.  Turn the scale on and wait for "0.0" to appear on the display.
2.  Press the **UNIT** button and set the unit of measure to "0.0 LB".  Press and hold the **UNIT** button for approximately 30 seconds.  When the display beeps and "KG" begins to flash on the display, release the **UNIT** button. The **UNIT** button is now disabled, and the scale is now locked in "LB" mode.
3.  To disable LB lock, press and hold the **UNIT** button for approximately 30 seconds until "LB" begins to flash on the display, release the **UNIT** button. The **UNIT** button is now active and weight measuring unit can toggle between KG and LB.

### Weighing a Patient
1.  Make sure there is nothing on the weighing platform.
2.  Press the **ON/OFF** button to turn on the scale.
3.  Wait until the "0.0" LB or "0.0" KG appears on the display.
4.  Ask the patient to step on the scale. The scale will begin to display the patient's weight and will lock on the patient's weight when completed. Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight.
5.  The weight may be held on the display by pressing the **HOLD/RELEASE** button. The scale will continue to display the patient's weight after they step off the scale and will remain on the display until released or the scale is powered off. To release, press the **HOLD/RELEASE** button again.
    **Note:** If Auto Off is enabled, the scale will not power off if a weight is being held on the display.
6.  After recording the weight, have the patient step off the scale.
7.  Press the **ON/OFF** button to power the scale off.

### BMI Function
**Note:** The scale will not calculate BMI for a patient weighing less than 24 pounds (12 kg). If a height is not entered for the patient within 30 seconds of pressing the **BMI** button, the scale will return to normal weighing mode.
1.  Make sure there is nothing on the weighing platform.
2.  Press the **ON/OFF** button to turn on the scale.
3.  Wait until the "0.0" LB or "0.0" KG appears on the display.
4.  Ask the patient to step on the scale. The scale will begin to display the patient's weight and will lock on the patient's weight when completed.  Depending on the movement of the patient on the scale, it may take several seconds for the scale to lock onto the weight.

5. After obtaining the patient's weight, and with the patient remaining on the scale, press the **BMI** button.
6. The scale will prompt entry of the patient's height. Use the keypad ▲ and ► buttons to enter the patient's height.
   **Note:** When weighing in pounds, the height is displayed in inches. When weighing in kilograms, the height is displayed in centimeters.
7. Once height is keyed in, press the **ENTER** button.
8. The display will show the patient's **BMI**.
9. Press the **ENTER** button to return to the normal weighing mode.

### Weight Recall
The last weight reading on the scale can be recalled by pressing the **RECALL** button. The last weight reading can be recalled after the scale has automatically or manually powered off. To clear the display of the recalled weight, press the **ENTER** button.

### Tare Function
When using this scale, the weight of an object, such as a cane, can be subtracted from the total weight in order to determine the weight of the patient alone. The Tare Function automatically performs this subtraction. The scale allows a tared weight to be entered manually by using the keypad, or automatically, as outlined in this section.

### Tare
1. With all weight off the scale, press the **ON/OFF** button to turn on the scale.
2. Wait until the "0.0" LB or "0.0" KG appears on the display.
3. Place the object to be tared on the scale. The display will show the object'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 the object.
5. 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.
6. Place the patient and the object back on the scale. The scale will automatically deduct the tare weight of the object from the gross weight of the patient and object together.
7. The display will show the patient's weight.
8. With no weight on the scale, the tare value will remain on the display until changed, cleared, or until the scale is powered off.
9. To remove the Tare, press the **TARE** button. 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.

### To Tare with a Known Weight / Pre-Tare (Limit 200 lb / 91kg)
1. Make sure that there is nothing on the scale.
2. Press the **ON/OFF** button to turn on the scale.
3. Wait until the "0.0" LB or "0.0" KG appears on the display.
4. Press the **TARE** button for 3 to 5 seconds. The word "TARE" will appear at the bottom center of the display, prompting the user to enter the tare value.
5. Use the keypad ► and ▲ buttons to enter the weight of the object. Press the **ENTER** button when finished.
6. The value entered will show as a negative value on the display.

7. Place the patient and the object on the scale. The scale will automatically deduct the tare weight entered from the gross weight of the patient and the object.
8. The display will show the patient's weight.
9. With no weight on the scale, the tare value will remain on the display until changed, cleared, or until the scale is powered off.
10. To remove the Tare, press the **TARE** button again. The word "TARE" will disappear from the display and the tare value will be cleared from the display. The scale will resume normal operation.

### Parent/Child Function

The Parent/Child function on Health o meter® Professional scales provides the convenience of weighing a small child or infant while being held by a parent. Follow these simple steps to subtract the parent's weight from the total so only the child's weight is displayed.

1. With all weight off the scale, press the **ON/OFF** button to turn the scale on.
2. Wait until "0.0" LB or "0.0" KG appears on the display.
3. Ask the parent to step onto the scale without the child. The display will show a value for the parent'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 the parent's weight
5. Ask the parent to step off of the scale.  Once the parent is off of the scale, the display will show a negative weight, equal to the parent's weight.
6. Ask the parent to step back onto the scale while holding the child. The scale will automatically deduct the weight of the parent and only display the child's weight.
7. With no weight on the scale, the tare value will remain on the display until changed, cleared, or until the scale is powered off.
8. To remove the Tare, press the **TARE** button. The word "TARE" will disappear from the bottom of the display, and the tare value will be cleared from the display. The scale will return to normal weighing mode.

### Deactivating the Auto-Off Feature

The scale is shipped with the Auto Off feature enabled. To deactivate the Auto Off feature, while the scale is off, press and hold down the **TARE** button. While holding down the **TARE** button power on the scale by pressing the **ON/OFF** button. "START" will briefly appear on the display followed by "AOF=0". The Auto-Off feature has now been deactivated and the scale will remain on until manually powered off.

### Activating Auto Off Feature

While the scale is off, press and hold down the **TARE** button. While holding down the **TARE** button power on the scale by pressing the **ON/OFF** button. "START" will briefly appear on the display followed by "AOF=1". The Auto-Off feature has now been enabled and the scale will shut off after 2-3 minutes of inactivity.

# MAINTENANCE

## Maintenance

The following pages provide instructions for maintenance, cleaning, calibration, and troubleshooting for the 2101KL 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 for cord cracking or fraying, or for broken/bent prongs.


**Note:** This scale is an extremely sensitive weighing device. If the auto-off function is disabled, battery power will be consumed.

## Cleaning

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

**Caution: Disconnect the scale from the AC adapter power source prior to cleaning the unit.**

1. Clean all external surfaces with a clean damp cloth or tissue. Mild antimicrobial or antibacterial soap and water solution may be used. Dry with a clean soft cloth.

2. Do not immerse the scale into cleaning or other liquid solutions.

3. Do not use Isopropyl Alcohol or other solutions to clean the display surface.

4. Do not use abrasive cleaners.

# CALIBRATION

## Calibration

**This scale has been factory calibrated, and does not require calibration prior to use.** For maintenance, the scale can be calibrated. Calibration of your 2101KL scale is performed using kilograms (KG) or pounds (LB), according to the units of measure used upon entering into the calibration path. The following calibration assumes the scale is set to pounds, and 400 lb (the default weight) is employed as the calibration weight.

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

## Scale Calibration

| Operator Action | Display |
|---|---|
| 1. Make sure the display is turned off, then press and hold the **HOLD/RELEASE** button while pressing the **ON/OFF** button. (Two alphanumeric characters will appear next to U followed by 4-5 characters.) | U"XX" followed by a 4-5 digit 'idle scale count' number. |
| 2. Press the **ENTER** button. | "CAL". |
| 3. Make sure there is nothing on the scale, then press the **ENTER** button again. | "Clear" followed by "0400.0LB". |
| 4. Use the ► and ▲ buttons to set the calibration weight to a value other than the default weight.  The calibration weight should be as high as possible, with 400 lb as a minimum calibration weight. | Shows "400.0" or entered calibration weight. |
| 5. Press the **ENTER** button. | Alternating "Load" followed by "400.0LB". |
| 6. Load the scale with the required weight. | Display increments showing raw weight data. |
| 7. Without touching or shaking the scale, allow the display to stabilize, then press the **ENTER** button. | "SUCC" or "Err1". |
| 8. If the calibration is successful, the display will show SUCC and turn off.  If the calibration is not successful, the display will show Err1 and turn off.  Contact customer service for an Err1 display (+1 800-638-3722). | ------- |

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# TROUBLESHOOTING

## Troubleshooting

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

| Symptom | Possible Cause | Corrective Action |
|---|---|---|
| Scale does not turn on | 1. Dead Battery | 1. Replace batteries |
| | 2. Faulty electrical outlet | 2. Use a different outlet |
| | 3. Bad power supply | 3. Replace AC adapter |
| Questionable weight or the scale does not zero | 1. External object interfering with the scale | 1. Remove interfering object from the scale |
| | 2. The display did not show "0.0" before weighing | 2. Ask the patient to get off the scale, zero the scale and begin weighing process again |
| | 3. Scale is not placed on a level floor | 3. Place the scale on a level floor and begin weighing process again |
| | 4. Scale is out of calibration | 4. Check weight with known weight value |
| | 5. Improper Tare | 5. Place the item to be tared on the scale. Press **REWEIGH**. Once the weight of the item is displayed, press **TARE**. Place the patient and the tared item back on the scale. Press **REWEIGH** again |
| Weighing is performed but the weighing process takes too long and the weight does not lock on the displayed | The patient is not sitting or standing still | Ask the patient to stand or sit still |
| The display shows "Over" message | The load on the scale exceeds the capacity (1000 lb / 454 kg) | Remove the excess weight and use the scale according to its limits |
| The display shows "Lo bAtt" message | The batteries are depleted | Replace batteries according to instructions |

# 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 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

**PELSTAR, LLC**

**9500 West 55th Street • McCook, IL 60525 • USA**

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

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