

1100KL

FAQs

Can the clock be changed to military time?

The clock cannot be changed to military time.

Can the power adapter port on the display head be replaced?

The adapter port cannot be replaced.

What is the part # for the power adapter for the 1100KL?

For scales with a serial number including the letter "E", "K" or "L", the power adapter part # is ADPT30. To purchase a replacement power adapter, contact your medical supply distributor.

What is the minimum weight that can be weighed on an 1100KL?

The scale will not lock on a weight less than 5 lb / 2.27 kg.

Does the 1100KL come with a height rod?

The 1100KL does not come with a height rod. To purchase an 1100KL scale with a mechanical height rod the scale must be ordered as item # 1100KLHR. For customers that already own an 1100KL and would like a height rod, customers can purchase item # PROPLUSROD. To purchase the 1100KLHR or the optional PROPLUSROD height rod, contact your medical supply distributor.

What is the warranty period for the 1100KL?

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-1100KL. To purchase an extended warranty, contact your medical supply distributor.

Can the display head on the 1100KL be replaced?

Depending on the manufacturing year of the scale the head may be replaceable or an upgrade kit may be utilized. Contact Customer Service at 800-815-6615 to determine the appropriate solution.

Does the 1100KL come with hand rails?

The scale does come with handrails that allow the patient to hold onto for stability while the scale accurately calculates weight.

Where can I find the manual for the 1100KL?

Visit the 1100KL product page, <https://www.homscales.com/products/digital-platform-scale>, and scroll down to click on the product manual link.

What are the dimensions of the scale?

31 ¼" x 27 ¼" x 49 ¾" (794 mm x 692 mm x 1264 mm)

1100KL

FAQs

What does the date code mean?

The date code located on the product label signify when the scale was manufactured. The first two numbers are the weeks and the last two numbers are the year. For example, a date code of 0420 means the scale was made in the 4th week of the year 2020.

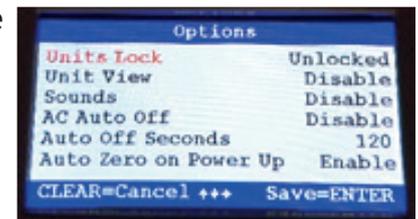
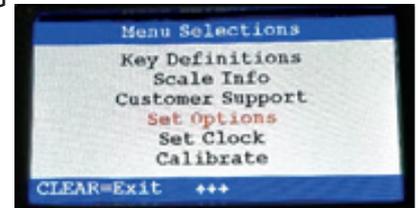
How do you lock the scale into KG or LB?

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.

When was the scale manufactured?

The date code located on the product label signify when the scale was manufactured. The first two numbers are the weeks and the last two numbers are the year. For example, a date code of 0420 means the scale was made in the 4th week of the year 2020.

After replacing the display head on the 1100KL, how much weight do you need to calibrate the scale?

The minimum weight to calibrate the scale after replacing the display head is 200lb or 100kg of certified weight.

When is maintenance required on the 1100KL?

There is no required maintenance schedule for the 1100KL, users should adhere to their institution's maintenance policies. Health o meter Professional Scales recommends that before first use, or after long periods of non-use, check the scale for proper operation and function.

1. Check the overall appearance of the scale for obvious damage, wear, and tear
2. If applicable, inspect the AC adapter cord for cracking, fraying, and for broken/bent prongs.

1100KL

FAQs

Where can you buy the 1100KL scale?

Health o meter Professional products are sold through medical supply distributors. Contact your medical supply distributor or perform an internet search for "1100KL" to find a dealer online.

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.

Can you replace the display head on every version of the 1100KL?

The display head on the current version of the 1100KL can be replaced. Previous versions will need item # PROKIT which includes new load cells for the base, a new load cell cable and a new display head. The PROKIT also comes with a 1 year warranty. For more information contact Customer Service at 800-815-6615.

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 pillar or the base of the scale.
3. Check that all feet are securely attached on the scale.
4. Check the load cell cable connection.

When turning on or off the scale the screen freezes, can that be fixed?

The scale may have an inoperative component. The display head on the current version of the 1100KL can be replaced. Previous versions will need item # PROKIT which includes new load cells for the base, a new load cell cable and a new display head. For more information contact Customer Service at 800-815-6615.

If the keypad overlay is worn out or damaged is it replaceable?

The keypad overlay is not a replaceable part.

How can the scale be tested to ensure the weight measurements are accurate?

Test the scale accuracy using certified weights. If the measurements are inaccurate the scale can be calibrated.

Where can we find calibration procedures?

<https://www.homscales.com/calibration>

1100KL

FAQs

When scale shows an under or over error message what does that mean?

Symptom	Possible Cause	Corrective Action
The display shows "UNDeR"	A negative weight is present	Press the TARE button to zero the scale.
The display shows dashes and the "OVERLOAD" icon is displayed	The weight on the scale exceeds the capacity	Remove the excess weight and use the scale according to its limits

What EMR can the scales be connected to?

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**

If the scale does not have internal Pelstar Wireless Technology, is add-on wireless technology available?

Wireless technology can be added by purchasing item # **PELSTARONE**. This kit is an external wireless solution that connects to the 1100KL. There is no need to purchase a new scale. To purchase the PELSTARONE kit contact your medical supply distributor.

Is a hardwire connection to a Welch Allyn Connex or Vital Signs LXi available?

Wired solutions are available to connect the scale to Welch Allyn Connex systems. The item numbers to order are: **C-HOMWA-1** (for Connex devices) or **L-HOMWA-1** (for LXi monitors).

Can we connect directly to a PC?

Direct connection to a PC is available both wired and wirelessly. A wired connection is available utilizing the scale's USB port and a USB 2.0 cable. A wireless connection is available wirelessly with the scale when purchased as a "BT" model or available as an after-market add-on using item # PELSTARONE

Note: Transfer to an EMR application on a PC requires the user to have an account with Allscripts or Midmark.

Can we extend our warranty on the scale?

An extended warranty for the 1100KL is available through Health o meter Professional's ScaleSurance extended warranty program. To purchase an extended warranty, contact your medical supply distributor and order item # SS-1100KL.