

# SR Scales®

by **SR**® Instruments, Inc.

**Model**  
**SR725i / SR725i-L**



**Wheelchair Scale**

## **Operating and Service Manual**

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## TABLE OF CONTENTS

TABLE OF FIGURES .....	2
PACKING CHECKLIST – MODEL SR725I .....	3
PACKING CHECKLIST – MODEL SR725I-L .....	4
ASSEMBLY .....	5
REPLACEMENT PARTS AND ACCESSORIES.....	8
SYSTEM DESCRIPTION AND INTENDED USE .....	9
ANTIMICROBIAL PROTECTION .....	9
STORAGE AND TRANSPORTATION .....	10
CLEANING AND DISINFECTING .....	11
SPECIFICATIONS.....	12
BUTTON FUNCTIONS.....	13
BASIC SYSTEM OPERATION.....	14
BATTERY REPLACEMENT .....	16
THEORY OF OPERATION .....	17
CALIBRATION.....	18
CONFIGURING SEND BUTTON.....	20
TROUBLESHOOTING.....	21
WARRANTY .....	22
NOTES .....	23

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## TABLE OF FIGURES

Figure 1: Scale System Diagram.....	5
Figure 2: Parts Identification List .....	5
Figure 3: Display Mount .....	6
Figure 4: Display Unit.....	6
Figure 5: Printer Mounting Collar .....	7
Figure 6: Printer Mounting Bracket .....	7
Figure 7: Mast Snap Lock.....	10
Figure 8: Button Display .....	13
Figure 9: Battery Compartment Panel Screw .....	16
Figure 10: Calibration Tolerance Table.....	18
Figure 11: Calibration Switch Diagram .....	18
Figure 12: Display Board Calibration Switch Location .....	19

## PACKING CHECKLIST – Model SR725i

### Wheelchair Scale System

√	DESCRIPTION	QUANTITY
	<b>Box 1</b>	
	SCALE ASSEMBLY; 32 in x 30 in (81 cm x 76 cm)	1 ea
	PACKAGE OF SIX (6) “D” CELL BATTERIES	1 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea
	<b>Box 2 SR8219 Optional Printer Kit</b>	
	PRINTER	1 ea
	PRINTER BATTERY CHARGER	1 ea
	PRINTER CABLE	1 ea
	PRINTER MOUNTING COLLAR& HARDWARE	1 ea
	PRINTER MOUNTING BRACKET & HARDWARE	1 ea
	PRINTER PAPER	1 ea
	LOCTITE®	1 ea

## PACKING CHECKLIST – Model SR725i-L

### Wheelchair Scale System

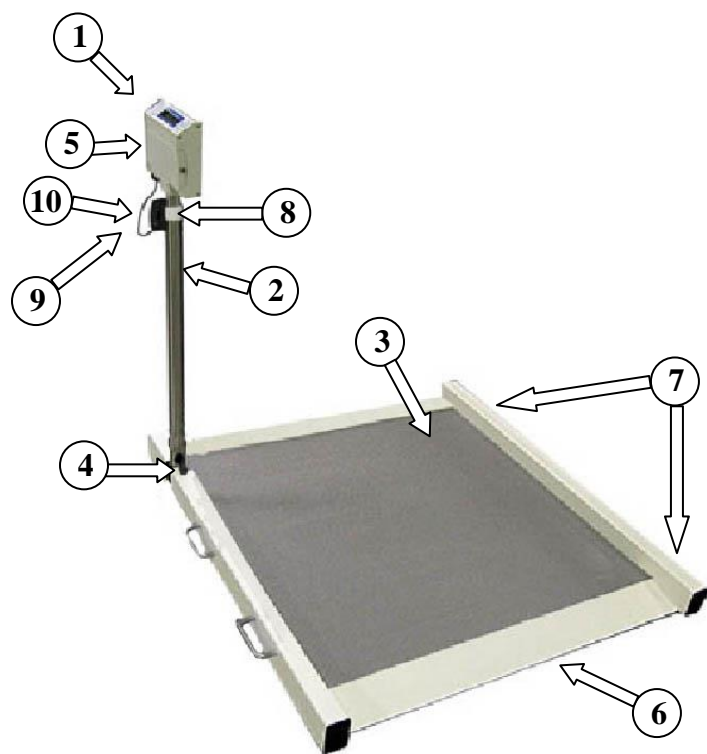
√	DESCRIPTION	QUANTITY
	<b>Box 1</b>	
	SCALE ASSEMBLY; 36 in x 30 in (91 cm x 76 cm)	1 ea
	PACKAGE OF SIX (6) “D” CELL BATTERIES	1 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea
	<b>Box 2 SR8219 Optional Printer Kit</b>	
	PRINTER	1 ea
	PRINTER BATTERY CHARGER	1 ea
	PRINTER CABLE	1 ea
	PRINTER MOUNTING COLLAR& HARDWARE	1 ea
	PRINTER MOUNTING BRACKET & HARDWARE	1 ea
	PRINTER PAPER	1 ea
	LOCTITE®	1 ea

## ASSEMBLY

**STEP 1:** Unpack the scale and check parts against the **PACKING CHECKLIST**. If there are any missing or damaged parts, please call the Service Hotline at: 1-800-654-6360.

**STEP 2:** Verify that the serial number on the Display Unit (1) matches that on the Base Assembly (3).

**Figure 1: Scale System Diagram**



	PART NAME
1	Display Unit
2	Mast
3	Base Assembly
4	Mast Snap Lock
5	Battery Compartment Cover
6	Ramp
7	Transport Wheels
8	Printer Mounting Collar (optional)
9	Printer Cable (optional)
10	Printer (optional)

**Figure 2: Parts Identification List**

**STEP 3:** (Figure 1) Lay the scale on the floor with the feet on the floor.

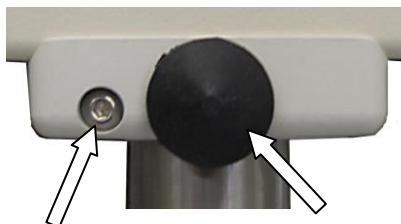
**STEP 4:** Adjust leveling feet, located in each of the four corners of the underside of the Base Assembly, to ensure that the scale will sit level on the floor. **Note:** Leveling feet must be in place to operate the scale properly.

**STEP 5:** Pull up the Snap Lock (4) to unlock the mast. Pull the mast up and away from the scale until the mast is perpendicular to the platform. Mast should lock into place when perpendicular.

Continued next page

## ASSEMBLY (Cont'd)

**STEP 6: (OPTIONAL)** When received, the SR725i scale display will be positioned facing the caregiver. To reposition the display to face the patient, remove the mounting screw and rubber bumper from the display base (Figure 3). Rotate the display 180 degrees. Re-insert mounting screw and rubber bumper and tighten. **Note:** To provide correct alignment and to secure the display to the mast properly, ensure that threaded end of rubber bumper is threaded into the hole in the display mast.



**Figure 3: Display Mount**

**NOTE:** If an optional printer has been ordered, go to Page 7 “INSTALLING OPTIONAL PRINTER” before proceeding.



**Figure 4: Display Unit**

**STEP 7:** Unscrew the Battery Cover Panel Screw (11) and remove the Battery Compartment Cover (5) from the Display Unit (figure 4). Install the six (6) “D” cell batteries as indicated on the plastic battery cradle. Replace the cover.

## ASSEMBLY (Cont'd)

### INSTALLING OPTIONAL PRINTER

**STEP 1:** Loosen the Phillips Pan Head screw and the black rubber bumper on the back side of the display, until the display will lift off of the mast post.

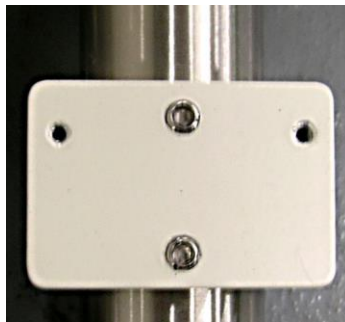
**STEP 2:** Carefully loosen the display cable connector.

**STEP 3:** Slide the Printer Mounting Collar (8) over the Mast (2). Position the Printer Mounting Collar approximately two inches from the top of the Mast. Tighten the two (2) set screws to secure the Printer Mounting Collar to the Mast. **NOTE:** The three (3) holes on the Printer Mounting Collar should be towards the top of the Mast facing the same direction as the scale display readout (Figure 5).

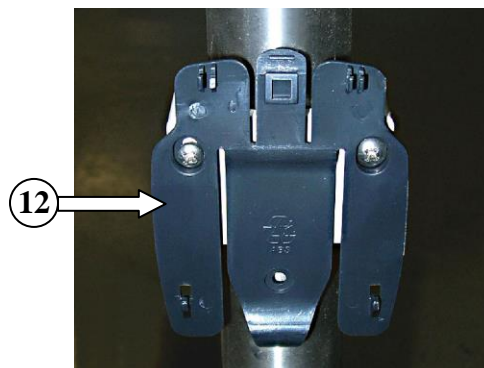
**STEP 4:** Apply a small amount of Loctite® to the two (2) small screws provided and attach the Printer Mounting Bracket (12) to the Printer Mounting Collar (figure 6).

**STEP 5:** Attach the Printer to the Printer Mounting Bracket by inserting the tabs on the Printer Mounting Bracket (12) into the slots on the back of the Printer and carefully snap in place.

**STEP 6:** After the Display Unit (1) is installed, plug the Printer Cable plug (9) into the Printer and into the connector on the bottom of the Display Unit; tighten Printer Cable screws.



**Figure 5: Printer Mounting Collar**



**Figure 6: Printer Mounting Bracket**

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## REPLACEMENT PARTS and ACCESSORIES

Part #	Description
SR8219	Printer Kit (optional; contains all printer parts listed below)
FRAP1300	Printer
FRAP1300BR-01	Printer Mounting Bracket
SE8294	Printer Cable
FRAP1300BP01	Rechargeable Battery Pack
FRBC1300	Printer Battery Charger
FRTTP130012C	Paper, thermal printer 58mm (10 Rolls)
MF8209	Printer Mounting Collar



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## SYSTEM DESCRIPTION and INTENDED USE

### SYSTEM DESCRIPTION

The SR725i / SR725i-L Wheelchair Scale employs the latest in microprocessor and load cell technology to provide accurate and repeatable weight data. Four (4) identically matched transducers are strategically placed to ensure an accurate representation of the patient's weight.

The low power microprocessor circuitry allows the SR725i / SR725i-L to derive its power from six (6) common "D" cell batteries, which will provide up to 400 hours of weight readings before needing replacement. This eliminates the need for an external battery charger or the danger of an AC power supply cord on a portable scale.

The patient's weight is displayed on a 16-character dot matrix LCD. The weight data may be viewed in either pounds or kilograms with a displayed resolution of 0.1 for each.

### INTENDED USE

The SR725i / SR725i-L Wheelchair Scale is specifically designed for use as a portable patient weighing system for ambulatory and non-ambulatory wheelchair bound patients. Maximum weight capacity must not exceed 1000 pounds or 454 kilograms gross weight.



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## ANTIMICROBIAL PROTECTION

Antimicrobial technology has been added to help reduce the growth of bacteria as part of a medical center's approach to creating a cleaner healthcare environment.

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## STORAGE and TRANSPORTATION

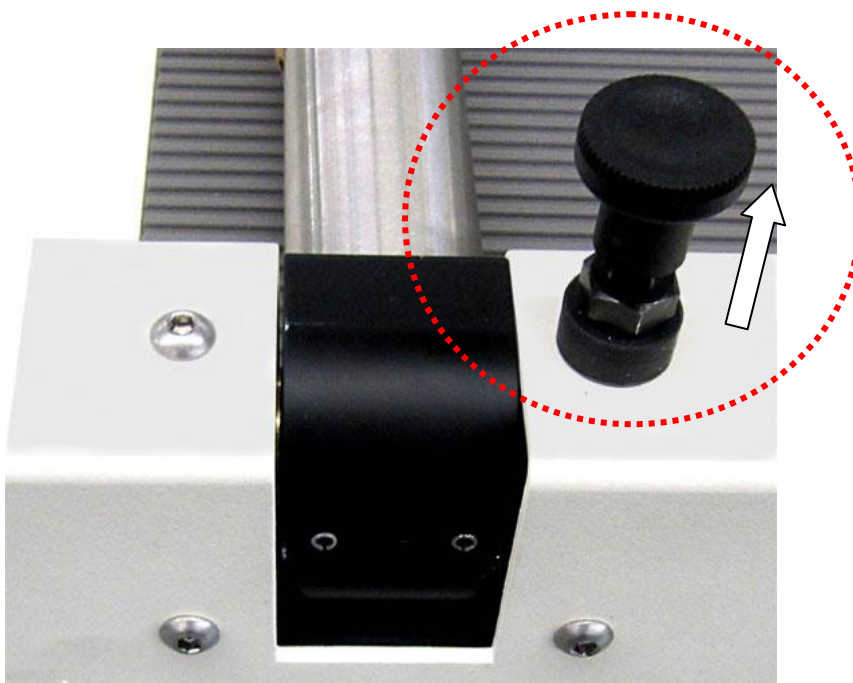
### STORAGE

If storing this equipment for periods longer than three (3) months, remove the batteries. To maintain proper operation of this instrument, storage and transport conditions should not vary outside the following conditions: Relative Humidity 0% to 85%, Ambient Temperature 14°F to 122°F (-10°C to +50°C).

### TRANSPORTATION

To transport the scale, pull up on the Snap Lock (Figure 7). Fold Mast Pipe Assembly down into the scale platform assembly. Press down on the Snap Lock to ensure it snaps into place and secures the Mast Pipe Assembly in position. Use the built in handles to transport the unit with the built in wheels.

See **ASSEMBLY** for detailed instructions to re-assemble the scale system. When placing the scale system in the new location, care should be taken not to shock the unit. Lift the scale up and onto the Transport Wheels.



**Figure 7: Mast Snap Lock**

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## CLEANING and DISINFECTING

### CLEANING

To clean the display / user interface and other scale contact areas:

- Use a soft cloth dampened with water and mild detergent to clean scale surfaces.
- Wipe surface with clean soft cloth dampened with water and then dry with clean soft cloth.
- Do not use abrasive materials to clean scale surface to prevent damage to the surface finish.
- Do not spray liquid directly onto scale surfaces. Use only a damp cloth.

### DISINFECTION

To disinfect the display / user interface and other scale contact areas:

- Use a soft cloth dampened with disinfectant or a damp disposable disinfectant cloth. Cloth cannot be dripping wet. Follow manufacturer's instruction on the proper use of commercially available disinfectants.
- Disinfectant solutions with 1% sodium hypochlorite or 70% isopropyl alcohol are suitable for display / user interface and other scale contact surfaces.
- After disinfecting, use a soft cloth dampened with clean water and dry with a soft clean cloth to prevent buildup of material on scale finish.
- Do not use abrasive material to disinfect / clean scale surfaces to prevent damage to the surface finish.
- Do not spray liquid directly onto scale surfaces. Use only a damp cloth.

**WARNING: DO NOT SPRAY CLEANING SOLUTION OR LIQUIDS DIRECTLY ON SURFACES TO BE CLEANED.**

**WARNING: EXPOSURE TO EXCESSIVE LIQUID WILL DAMAGE USER INTERFACE KEYPAD.**

**WARNING: DO NOT USE PRESSURIZED WATER OR STEAM. THE SCALE SYSTEM CONTAINS ELECTRONIC COMPONENTS THAT MAY BE ADVERSELY AFFECTED BY EXPOSURE TO SUCH AN ENVIRONMENT.**

## SPECIFICATIONS

<b>MAXIMUM WEIGHT CAPACITY</b>	1000 lb or 454 kg
<b>PLATFORM SIZE</b>	SR725i: 32 in x 30 in (81 cm x 76 cm) SR725i-L: 36 in x 30 in (91 cm x 76 cm)
<b>DISPLAY TYPE</b>	16-Character dot matrix LCD
<b>DISPLAY RESOLUTION</b>	0.1 lb / 0.1 kg
<b>ACCURACY</b>	0.1% +/- 1 digit of displayed resolution for calibrated range
<b>AUTO ZERO</b>	One button operation
<b>AUTO POWER DOWN</b>	Approximately 30 seconds (adjustable to 300 seconds)
<b>ENTER</b>	Stores displayed reading in memory
<b>RECALL</b>	Recalls last stored stable weight, height, and BMI
<b>AVERAGING</b>	Automatic digital filter
<b>POWER SUPPLY</b>	Six (6) "D" cell batteries
<b>CALIBRATION</b>	Calibration is traceable to NIST standards
<b>OPERATING CONDITIONS</b>	Normal operating conditions for this product: Ambient Temperature Range: 68°F to 85°F (20°C to 30°C) Relative Humidity Range: 0% to 85% Avoid exposure to high-pressure water or steam.
<b>TRANSPORT and STORAGE</b>	Storage and transport conditions should not vary outside the following conditions: Relative Humidity 0% to 85%, Ambient Temperature 14°F to 122°F (-10°C to +50°C). Remove batteries if storing longer than three (3) months.

## BUTTON FUNCTIONS




Figure 8: Button Display

### ZERO / WEIGH



Press and hold to zero. The display will read “**WT = 0.0 Lb**”. This is used to zero the system before placing the patient on the scale system. This action also resets previously stored weight, height and BMI values to zero. Ensure that nothing is in contact with the weighing surface during this procedure.

Press to weigh. Weight stable indicator “” flashes then remains solid when stable. Auto stores stable weight in memory.

### SEND (PRINTER / EHR)



Press to send stored values to EHR or to printer. Output values include time, date, weight, height, and BMI. Also, indicated on display when paper is out, “**PAPER OUT**” and when door is open, “**PAPER DOOR OPEN**”.

### RECALL



Press to recall the last stable weight. Display will scroll thru “**WT**”, “**HT**”, and “**BMI**” stored values in approximately two second intervals.

### MENU



Press Menu to edit setup.

Setting the **UNITS**: Use **UP** or **DOWN** arrow buttons to select “**Lb**” or “**Kg**”. Press **ENTER** to save changes.

Setting **ON TIME**: Use **UP** or **DOWN** arrow buttons to adjust the “**ON TIME**”. The “**ON TIME**” may be set from 30 to 300 seconds in 30 second increments. Press **ENTER** to save changes.

Setting **TIME** and **DATE**: Use the **UP** arrow button to select digit. To change digit use the **DOWN** arrow button. Press **ENTER** to save changes.

**NOTE**: When selected, the year position defaults to “00”

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## BUTTON FUNCTIONS (Cont'd)

### ENTER



Press to save height data and display BMI calculation. Stable weight, height and BMI values are stored in memory until next stable weight is stored or until system is zeroed.

### BMI



Press to calculate the BMI. When the “**BMI**” is pressed, the default starting value “**HT = 65 in**” or “**HT = 165 cm**” is displayed. If there is no stored stable weight, the display will indicate “**NO WEIGHT DATA**” and then go back to the weigh screen “**WT = 0.0 Lb**”.

### UP



Press **UP** to adjust height up from the default, to increase the scale’s “on time”, or to select a digit when setting time and date.

### DOWN



Press **DOWN** to adjust the height down from the default, to decrease the scale’s “on time”, or to change the value of a selected digit when setting time and date.

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## BASIC SYSTEM OPERATION

### SETTING SYSTEM ZERO



Make sure the scale is free and clear of any obstructions and press and hold the **ZERO / WEIGH** button. The displayed message will indicate “**HOLD TO ZERO**” and count down to zero. Make sure that nothing is in contact with the scale while zeroing the system. In a few seconds, the display will read “**WT = 0.0 Lb**” (or **Kg**). This action also resets previously stored weight, height, and BMI values to zero.

### WEIGHING



Press the **ZERO/WEIGH** button. Position the patient on the scale. Lock the patient’s wheelchair brake to prevent movement. The weight stable indicator “□” flashes on the display. When the weight is stable, the weight stable indicator remains solid. The display will indicate the patient’s weight in either pounds or kilograms; example: “**WT = 123.5 Lb**”. The stable weight is auto stored in memory.

**NOTE:** If patient will be using a cane for support on the scale, place the cane on the scale while zeroing the system. This will ensure that the patient’s **NET** weight will be displayed. It is recommended that the system be zeroed prior to each new patient.



**CAUTION**



**DO NOT LEAVE PATIENT UNATTENDED ON THE SCALE PLATFORM**

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## BASIC SYSTEM OPERATION (Cont'd)

### CALCULATING BMI



Press to calculate BMI.

When the **BMI** button is pressed, the default starting value is set either to 65 in or to 165 cm; example: "**HT = 65 in**". Use the **UP** or **DOWN** arrows to adjust the default height to the value of the patient's height.

**NOTE:** To calculate the BMI, a patient's stable weight needs be stored as indicated in "**WEIGHING**" above, if no stable weight has not been stored "**NO WEIGHT DATA**" will be displayed and the display will then go back to the weigh screen "**WT = 0.0 Lb**".

Press **ENTER** to save height data and display BMI calculation. The BMI will be displayed; example: "**BMI = 20.5**".

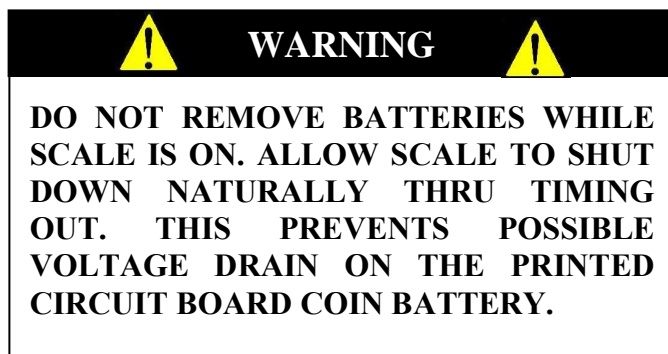
### RECALLING LAST STABLE WEIGHT



Press to recall last stable weight.

The display will scroll thru "**WT**", "**HT**", and "**BMI**" stored values in approximately two second intervals; example: "**RCL WT = 123.5 Lb**", "**RCL HT = 65 in**" and "**RCL BMI = 20.5**".

## BATTERY REPLACEMENT



**STEP 1:** The display will read “**REPLACE BATTERY**”.

**STEP 2:** (Figure 9) Unscrew the panel screw on the Battery Compartment Cover (13) and remove the battery compartment cover.

**STEP 3:** Remove and replace ALL six (6) “D” cell batteries. Refer to diagram in the battery compartment for placement.

**STEP 4:** Press the “**WEIGH**” button to confirm display is working.

**STEP 5:** Secure the battery cover using the panel screw.

**STEP 6:** Zero the system.



**Figure 9: Battery Compartment Panel Screw**



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## THEORY OF OPERATION

SR Instruments patient weighing systems are digital scales. Strain-gauge force cells convert the force of an applied weight into an analog signal. This signal is amplified by an operational amplifier and converted to a digital signal by an on-chip analog to digital converter. The digital signal is filtered, converted to appropriate units, and displayed on the liquid crystal display.

Strain-gauge force cells each contain four strain gauges mounted in a full Wheatstone-bridge configuration. These bridges convert the physical movement of the force cell, due to the applied mass on the system, into minute changes in electrical resistance. These changes in resistance produce a voltage difference across the Wheatstone-bridge, which is amplified by the operational amplifier. The amplifier is configured to current sum the output of each cell, with potentiometers serving to normalize the sensitivity (voltage out per unit of weight applied) of each bridge. The offset potentiometer produces a small current, which nulls the output of the amplifier for an unloaded system.

The output of the operational amplifier is digitized by the analog to digital converter. The sigma-delta converter sums a rapid sequence of 0's (0 volts) and 1's (reference voltage) to achieve balance with the input signal from the amplifier.

The micro-controller filters the digital output of the analog to digital converter, subtracts the value saved during the system zero operation and scales the filtered output, and then displays the result on the liquid crystal display. The micro-controller performs a moving-median filter of data for continuous weigh and, for AutoHold; the micro-controller performs checks for signal stability before locking in on the reading. If the data variance is greater than 0.1% in the AutoHold mode, the micro-controller will reset the filter and start a new filtering period.

The micro-controller can be placed in a calibration mode, where the system can be re-calibrated. In the calibration mode, the system slope is calculated from two points (zero and full scale) in the 2-point calibration mode or the slope and change in slope is calculated from three points (zero, half, and full scale) in the 3-point calibration mode.

## CALIBRATION

**NOTE:** Ensure that nothing is in contact with the scale system during this procedure. Remove hands from the system when noting the displayed calibration results.

### CHECKING CALIBRATION

**STEP 1:** Select two (2) known calibrated weights, traceable to NIST.

**NOTE:** The first weight should be at least 500 pounds (half of the maximum scale capacity). The second weight should be less than half of the first weight. **DO NOT USE** barbells or uncalibrated weights.

**STEP 2:** Zero the scale by pressing and holding **ZERO / WEIGH** button.

**STEP 3:** Place the first calibrated weight on the scale. Wait for scale to stabilize; note scale reading. Remove weight.

**STEP 4:** Place second calibrated weight on scale. Wait for scale to stabilize; note scale reading. Remove weight.

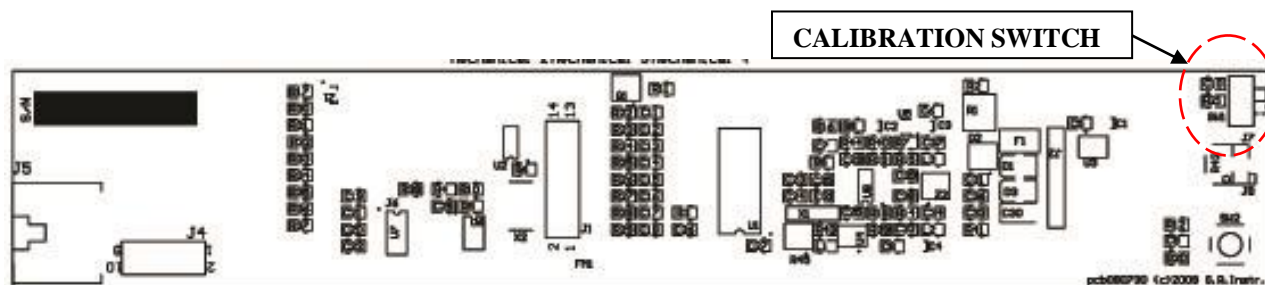
**STEP 5:** The scale readings for both weights should be within the Calibration Tolerance plus or minus one digit of display resolution (Figure 10).

CALIBRATION TOLERANCE TABLE		
LOW LIMIT	APPLIED LOAD	HIGH LIMIT
99.9	100.0	100.1
199.8	200.0	200.2
299.7	300.0	300.3
399.6	400.0	400.4
499.5	500.0	500.5
599.4	600.0	600.6
699.3	700.0	700.7
799.2	800.0	800.8
899.1	900.0	900.9
999.0	1000.0	1001.0

**Figure 10: Calibration Tolerance Table**

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IMPORTANT
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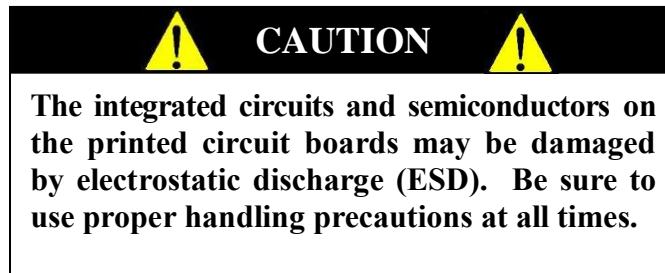
**CALIBRATION** Qualified service personnel only should perform this procedure. The SR725i / SR725i-L load cells have no user serviceable components and should not be tampered with for any reason. Re-calibration is generally not required, but should be verified periodically to ensure accuracy. The recommendation for calibration check is at least once every 12 months, or as individual maintenance policy requires.



**Figure 11: Calibration Switch Diagram**

Continued next page

## CALIBRATION (Cont'd)



### SETTING CALIBRATION

**NOTE:** Ensure that nothing is in contact with the scale system during this procedure. Remove hands from the system when noting the displayed calibration results.

**STEP 1:** Remove the three (3) screws on the left side cover of the display housing. Put the scale system into the Calibration Mode by switching the calibration switch (14) on the display board (Figure 12). "CALIBRATION" will flash on the display.



**Figure 12: Display Board Calibration Switch Location**

**STEP 2:** Select two (2) known calibrated weights, traceable to NIST.

**NOTE:** The first weight should be at least 500 pounds (half of the maximum scale capacity). The second weight should be less than half of the first weight. **DO NOT USE** barbells or uncalibrated weights.

**STEP 3:** Press the **MENU** button until "**FULL = 1000.00 Lb**" is displayed. Set the **FULL** value of the first selected calibrated weight. Use the **UP** arrow button to select the digit and the **DOWN** arrow button to change digit. Press **ENTER** to save changes.

**STEP 4:** Press the **MENU** button until "**HALF = 500.00 Lb**" is displayed. Set the **HALF** value of the second selected calibrated weight. Use the **UP** arrow button to select the digit and the **DOWN** arrow button to change the digit. Press **ENTER** to save changes.

**STEP 5:** Press **MENU** button until "**3 Pt Calibration**" is displayed. Press the **UP** arrow button.

**STEP 6:** Zero the scale by removing all weight from the platform. Press the **UP** arrow button.

**STEP 7:** Place the **HALF** weight from Step 4 on platform. Allow weight to stabilize. Press **UP** arrow to save change. Remove weight.

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## CALIBRATION (Cont'd)

**STEP 8:** Place the **FULL** weight from Step 3 on platform. Allow weight to stabilize. Press **UP** arrow to save change. Remove weight.

**STEP 9:** Press **ENTER** to save the calibration, or **WEIGH** to exit without saving.

**STEP 10:** Switch the scale system out of the Calibration Mode on the display board (Figure 13).

**STEP 11:** Reinstall the side cover onto the display housing and secure in place with three (3) mounting screws.

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## CONFIGURING SEND BUTTON

**STEP 1:** Press the “**MENU**” key until “**DATA OUT = PRINT**” is displayed

**STEP 2:** Press “**UP**” or “**DOWN**” key to select between “**EHR**” and “**PRINT**”

**STEP 3:** Press the “**ENTER**” key to save

### EHR OUTPUT

Electronic Medical Records (EMR) / Electronic Health Records (EHR) technology is supported by the i-series scales from SR Instruments. The EMR/ EHR software is not included with scale. There are many different EMR/ EHR software available and the connectivity of the scale to the software requires the services of a professional.

A null modem cable is required to communicate with the scale.

Scale output when send button is configured to Electronic Health Records is as follows:

```
<esc>R<esc>Wnnn.n<esc>Hmmm.m<esc>Bkk.k<esc>Uuu<esc>E
```

Where: R is read

W is weight

nnn.n is the weight in Lb or kg

H is height

mmm.m is the height in inches or cm.

B is BMI

kk.k is the BMI

U is units (lb or kg; in or cm)

uu is LB or KG

E is end of packet.

## TROUBLESHOOTING

SYMPTOM	REASON/CORRECTIVE ACTION
The characters only appear on half of the display.	Press the “ <b>WEIGH</b> ” button or remove one battery. Wait five seconds, then re-install the battery and try the “ <b>WEIGH</b> ” button again.
The display lights appear to work, but do not respond to button activation.	Check to ensure the membrane switch label is correctly plugged into display board. Check to ensure the calibration switch is not in the Calibration Mode (Figure 12).
The display shows no reading at all.	Check to ensure batteries are installed correctly (see directions for <b>BATTERY REPLACEMENT</b> ). Check display cable to make sure it is connected securely.
The display feels loose when raising or lowering.	Remove the black plastic plug located below the display rotation assembly. Insert a 5/32” Allen Key and slightly tighten the tensioning screw until the mast feels “tight” again.
<b>For additional information or assistance, telephone our Service Hotline: 1-800-654-6360 or e-mail: <a href="mailto:sri@srinstruments.com">sri@srinstruments.com</a></b>	

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## WARRANTY

### FOUR YEAR LIMITED WARRANTY

Each **SR Scales**<sup>®</sup> system is manufactured with high quality components. SR Instruments, Inc. warrants that all new equipment will be free from defects in material or workmanship, under normal use and service, for a period of four (4) years from the date of purchase by the original purchaser. Normal wear and tear, injury by natural forces, user neglect, and purposeful destruction are not covered by this warranty. Warranty service must be performed by the factory or an authorized repair station. Service provided on equipment returned to the factory or authorized repair station includes labor to replace defective parts. Goods returned must be shipped with transportation and/or broker charges prepaid. SR Instruments, Inc.'s obligation is limited to replacement of parts that have been so returned and are disclosed to SR Instruments, Inc.'s satisfaction to be defective. The provisions of this warranty clause are in lieu of all other warranties, expressed or implied, and of all other obligations or liabilities on SR Instruments, Inc.'s part, and it neither assumes nor authorizes any other person to assume for SR Instruments, Inc. any other liabilities in connection with the sale of said articles. In no event shall SR Instruments, Inc. be liable for any subsequent or special damages. Any misuse, improper installation, or tampering, shall void this warranty.

### DAMAGED SHIPMENTS

Title passes to purchaser upon delivery to Transportation Company. Purchaser should file any claims for shortage or damage with the delivery carrier and should refuse any shipment that has obvious external damage.

### RETURN POLICY

All products being returned to SR Instruments, Inc. require a Return Goods Authorization number (RGA). To receive an RGA, call our Customer Service at 716-693-5977 ext 103 or toll-free in the USA and Canada at 800-654-6360 ext 103.

When inquiry is made, please supply model and serial numbers, purchase order and reason for return.

Generally, deleted, damaged, and outdated merchandise will not be accepted for credit. A minimum restocking charge of 15% will be assessed on return of current merchandise unless scale is returned because of SR error.

No returns will be accepted after 30 days.

All returns are to be shipped **FREIGHT PREPAID** to: SR Instruments, Inc., 600 Young Street, Tonawanda, NY 14150.

### RESTOCKING FEE

- **15% fee** will be assessed on return of current merchandise
- **No fees** will be charged if the scale is returned because of an error on the part of SR Instruments, Inc.
- **No returns** accepted after 30 days.

## NOTES

# **SR Scales®**

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**Precision & Technology in  
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