Problem	Possible Cause/Question/Action	Corrective Action/Answer/Solution
Scale weighing incorrectly	Verify the battery voltage.	Power on the scale box and monitor the display during the boot process. It will indicate the battery voltage. Battery voltage should be approximately 6.4 vdc. Anything less than 5.8 vdc is not acceptable and the scale will not work correctly. Replace the batteries.
	Verify the calibration.	Zero the scale and then place the 25 lb. weight on the chair. If it reads 25 lbs., it is calibrated and should weigh residents correctly. If it does not weigh them correctly the problem is something else.
	Parts loose/damaged on the carrier assembly.	Verify the rails on the carrier are tight. They are connected directly to the load cell and will affect weighing a resident. You can also reset all wiring connectors inside the scale box.
Scale Touch pad not working. Cannot enter Calibration mode. Scale does not turn on.	Verify ON/ZERO, first and second O in Apollo are working.	Press the ON/ZERO button. Power should come on. If not, verify batteries are at least 5.8 volts. If not replace batteries. Press the ON/ZERO. Power should come on. If not, replace the touch pad.
		Press the ON/ZERO button. Power should come on. Press the first O in Apollo. Every time you push the first O in Apollo, it will recall the last weight measured. If it does not, replace the touch pad
		Press the ON/ZERO button. Power should come on. Press the last O in Apollo. Every time you push the last O in Apollo, it will toggle between lbs. and kg. If it does not, replace the touch pad