

# Rice Lake Wheelchair Scale

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*RL350 Series*  
*Software Revision 11439*

## Operation Manual





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## 1.0 Introduction

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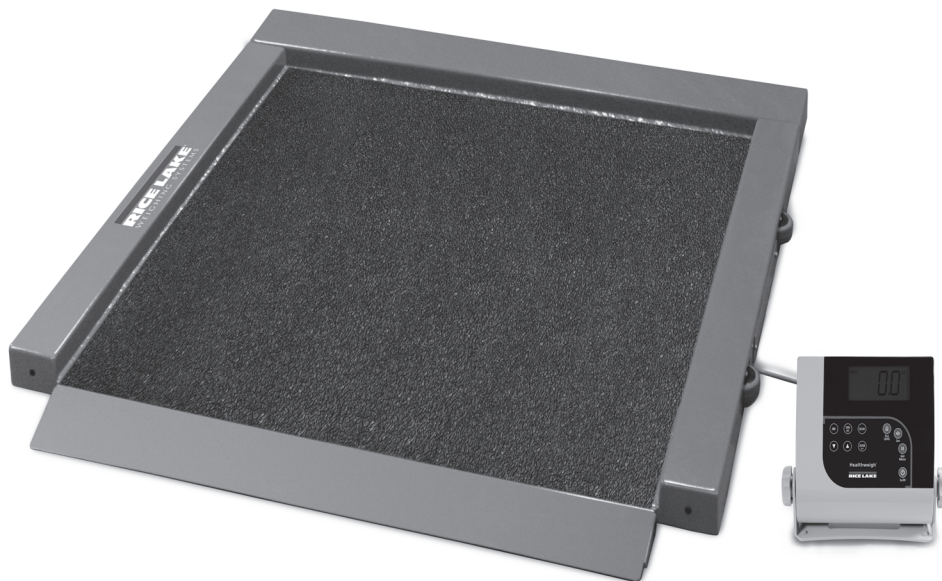
The Rice Lake Wheelchair Scale is a heavy-duty scale that easily accommodates wheelchairs with its large platform size and easy-access ramp in either a single ramp (RL-350-5) or dual ramp model (RL-350-6). It provides exceptional performance in applications where typical wheelchair scales are not large enough to meet the needs of the patient.

The Rice Lake Wheelchair Scale is a fully electronic, low profile floor scale that measures 34 in x 34 in (.86 m x .86 m), and has a capacity up to 1000 lb (450 kg). The Rice Lake Wheelchair uses four corner-mounted, alloy steel shear beam load cells, with the cells recessed into the frame channels for protection. The Rice Lake Wheelchair Scale offers two integrated handles and wheels for ease of portability.

Load cell cables are run through the main channels, and held down with replaceable cable ties near each corner, eliminating the possibility of cable damage in portable applications.

The adjustable feet are used to allow leveling the scale to make up for minor floor irregularities. Two of the four feet sit inside the foot keeper plates located on the front of the ramp.

The Rice Lake Wheelchair Scale comes equipped with a anti-slip rubber surface on the scale platform and a large 1" LCD indicator display. The indicator comes with six AA batteries and has an optional AC adaptor available.



*Figure 1-1. Rice Lake Wheelchair Scale (350-10-5 Model Shown)*

The scale is set up to use motion sensing technology, to determine actual weight of a moving patient. The weight can be displayed in either pounds or kilograms and you can enter a tare weight. The Scale Operation section on page 9 of this manual explains the scale operation and how to obtain a tare weight.

## 2.0 Safety

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There are certain precautions that should be taken to prevent personal injury to the user and damage to your scale.

### 2.1 Safety Signals

#### Safety Signal Definitions:



*Indicates a potentially hazardous situation that, if not avoided, could result in death or serious injury.*



*Indicates a potentially hazardous situation that, if not avoided, may result in minor or moderate injury.*



**Important**

*Indicates information about procedures that, if not observed, could result in damage to equipment.*

### 2.2 Safety Precautions



*Do not operate or work on this equipment unless you have read and understand instructions in the manual. Failure to follow the instructions or heed the warnings could result in injury or death. Contact any Rice Lake Weighing Systems dealer for replacement manuals. Proper care is your responsibility.*



*Before attempting to operate this unit, make sure every individual who operates or works with this unit has read and understands the following safety information. Please follow these instructions carefully.*

- Do not drop the scale or subject it to violent shocks.
- For accurate weighing, the scale must be placed on a flat, stable surface.
- Do not transport the scale while someone is standing on it.
- Weight exceeding the maximum capacity (1000 lb/450 kg) may damage your scale.
- Operating at voltages and frequencies other than specified could damage the equipment.
- If the *LO Bat* indicator activates, for accurate weighing, replace the batteries or connect the scale to an AC power source as soon as possible.
- Rice Lake Weighing Systems offers optional AC adaptors, utilizing an adaptor not supplied by us voids all warranties.
- To avoid cross contamination, the scale should be cleaned regularly.
- Avoid contact with excessive moisture.
- Do not allow minors (children) or inexperienced persons to operate this scale.
- Do not jump up and down on the scale.
- Do not use in the presence of flammable materials.
- Do not make alterations or modifications to the scale.
- People with disabilities, or who are physically frail, should always be assisted by another person when using this scale.
- Do not use the scale on slippery surfaces, such as a wet floor.
- Do not use this scale when your body/feet are wet, such as after taking a bath.

## 3.0 Scale Setup

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The following sections describe the correct installation procedures when installing the Rice Lake Wheelchair Scale.

### 3.1 Unpacking Your Scale

The Rice Lake Wheelchair Scale comes shipped in a wooden two piece box. Place the unopened box in an open area that has ample room for unpacking the scale.

Recommended tools needed to set up your scale include:

- Scissors or box cutters
- Small Phillips screwdriver

Using scissors or a box cutter, cut the strapping bands that secure the box together. Lift off the top cover. Immediately after opening the box, visually inspect your scale to ensure all parts are included and undamaged.

Parts contained in the shipping box include:

- Rice Lake Wheelchair Scale
- This manual
- Parts box which contains the indicator display

### 3.2 Repacking

If the Rice Lake Wheelchair Scale must be returned for modification, calibration or repair, it must be properly packed with sufficient packing materials. Whenever possible, use the original box when shipping the wheelchair scale back.



**Note** *Damage caused by improper packaging is not covered by the warranty.*

### 3.3 Setting Up Your Scale

Use the following steps to set up the Rice Lake Wheelchair Scale.

1. Locate the operation manual and set aside as it will provide instructions on the proper scale setup.
2. Using two people, remove the scale off of the shipping platform that it came in as shown in Figure 3-1.



*Figure 3-1. Un-box the Scale*

3. Move the scale into the area where the weighing process will occur. It's recommended to place the scale on a hard, level surface for the most accurate weighments. Thin carpeting is often acceptable but not recommended.

4. Stand the scale on its side so that the plastic packaging material can be removed.



*Figure 3-2. Remove Plastic Wrapping off of Scale*

### **3.4 Scale Feet Adjustment**

The scale feet are shipped attached to the scale. Adjustments need to be made in order for the scale to sit properly on the floor.

1. There must be adequate clearance between the scale base and the floor so screw each foot out counter clockwise two full turns. This will ensure that there is enough clearance between the scale base and the floor.



*Figure 3-3. Backing Out the Scale Feet*



- Carefully unwrap the load cell cable located on the underside of the scale. It will run out the underside of the scale.



Figure 3-4. Unwrap the Cable from the Underside of the Scale

- Gently set the scale base down to the floor. There should be minimal clearance between the scale base and the floor without having the scale base actually touching the floor.



**Note** *Not having clearance around the scale base will create inaccurate weighments.*

- It's also important to make sure that the scale is completely level. Gently press down on all corners of the scale base to ensure that there are no high spots or rocking of the scale base.



**Note** *An un-level base will produce inaccurate weight readings.*

### 3.5 Cable Connections

Ten feet of 4-wire cable to connect the scale to the weight indicator is supplied with each scale.



**Note** *The cable is pre-installed from the factory.*

The cable must be routed to the indicator in a manner that will protect the cable from damage. Cabling should exit the underside of the scale on the portable wheel side of the scale and not the ramp side(s). When planning cable routing, leave a loose coil of excess cable under the scale to facilitate future lifting of the scale for servicing or cleaning.

Cable should exit underside of the scale on the wheeled side of scale.

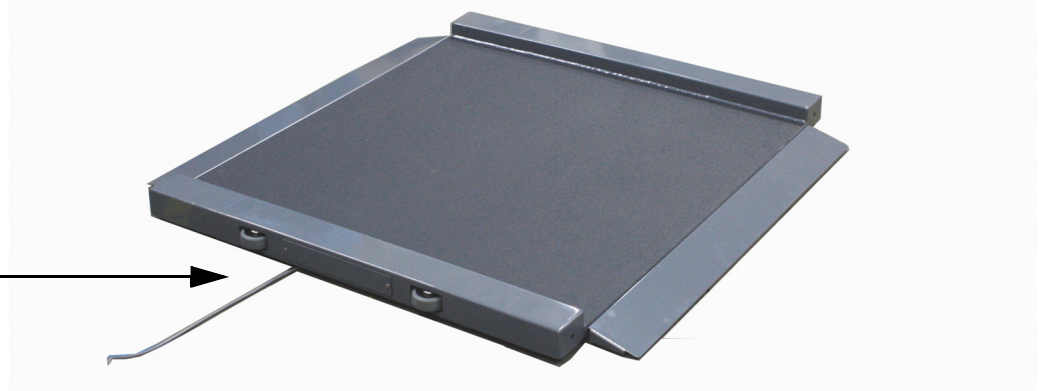


Figure 3-5. Indicator Cable Exiting the Side of the Scale Platform

- When the interface cable is protected and in its final position, complete connections to the indicator as described in Section 4.0.

## 4.0 Indicator Setup

To protect the indicator during transit, the indicator is shipped in a separate box inside the main shipping container. The following sections apply to indicator connections and setup.

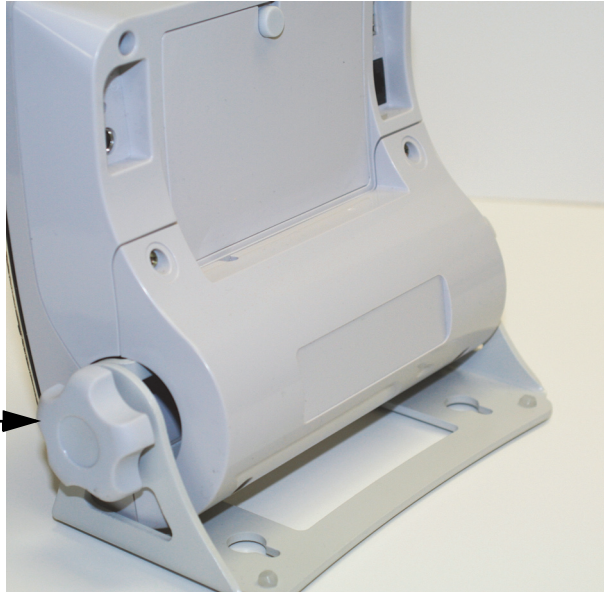
### 4.1 Load Cell Connections

The scale comes with ten feet of load cell cable which comes from the bottom of the scale (shown in Figure 3-5). The load cell cable must be connected to the indicator display.

To gain access to the load cell connection point, do the following:

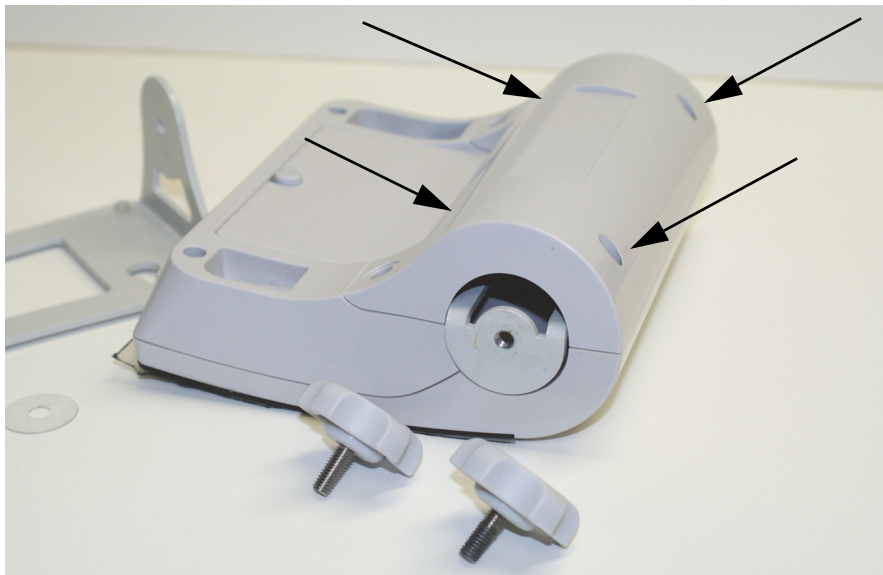
1. Unscrew and remove the tilt stand bracket from the indicator.

Unscrew tilt stand knobs and remove tilt stand from indicator



*Figure 4-1. Remove Tilt Stand From Indicator*

2. Remove the four back retaining screws as shown in Figure 4-2 and remove the back cover to the indicator.



*Figure 4-2. Remove Back Cover of Indicator*

3. Figure 4-3 illustrates where the load cell connection point is located.

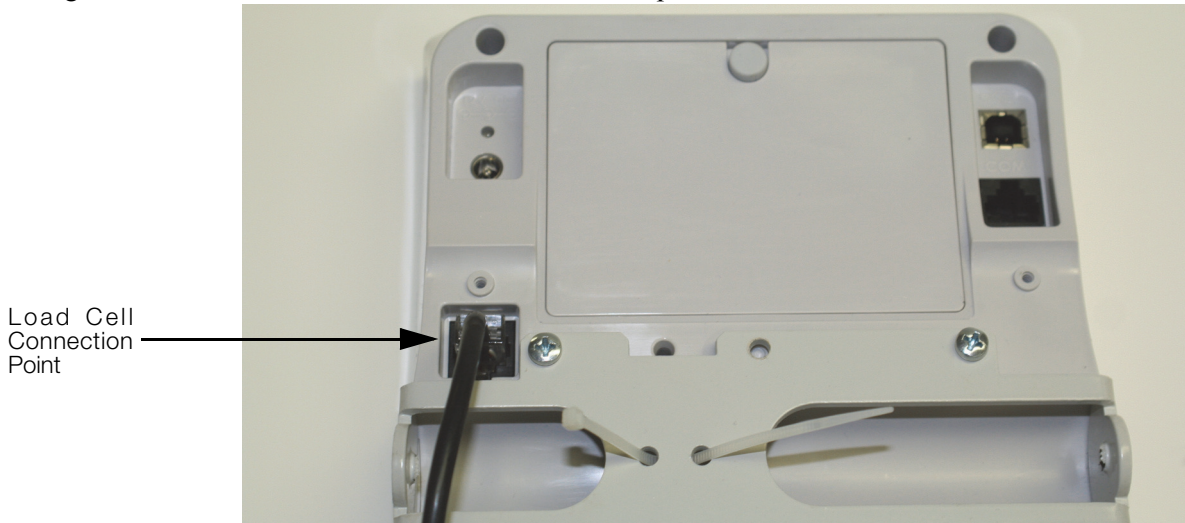


Figure 4-3. Load Cell Connection Point

Plug the end of the load cell cable into the load cell connection point shown in Figure 4-3. There will be a “click” when the load cell cable has been properly seated into the connection point.

Replace the back cover on the indicator with the four back retaining screws and re-attach to the tilt stand.

## 4.2 Inserting Batteries

The six AA batteries that come with the scale offer an average of 25 hours of continuous use.

To install the batteries,

1. Open the battery chamber cover by loosening the thumbscrew.
2. Insert batteries into the battery chamber as shown in Figure 4-4.

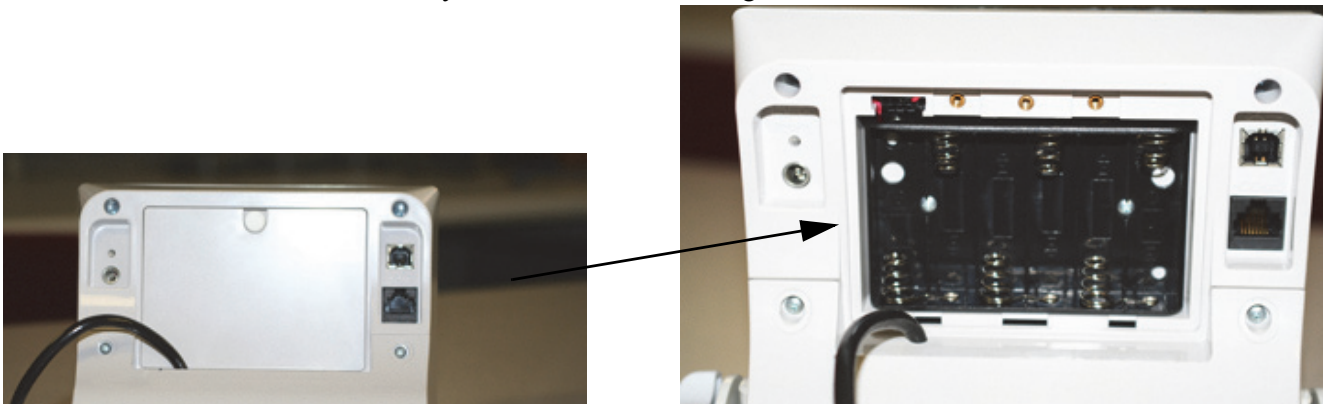


Figure 4-4. Battery Chamber

3. Close the battery chamber.

If an external power supply or USB power supply is connected, the battery flag on the display is turned off.

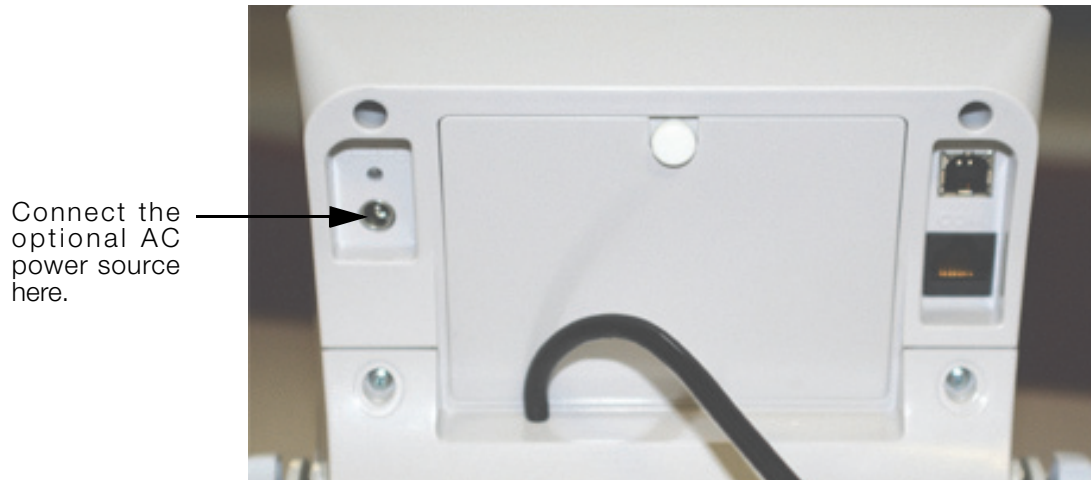
When using battery or USB power supply, the backlight power is deducted to 60%.



**Note** To maintain battery longevity we recommend you charge it on a regular basis rather than waiting until it is fully discharged.

### 4.3 AC Power Connections

Use the optional 120 VAC adaptor or 230 VAC adaptor to use when power is available. The AC power adaptor plugs into the back of the indicator as shown in Figure 4-5. Rice Lake Weighing Systems offers optional AC adaptors, utilizing an adaptor not supplied by us voids all warranties.



*Figure 4-5. Power Connection Site*

## 5.0 Scale Operation

The display has various front panel keys. They are shown below and their function is described in Table 5-1.



Figure 5-1. Front Panel Display Keys








Key	Name	Function
 On/Off	On/Off	Switches the scale on or off.
 Print LB/KG	Print LB/KG	Print — A long key press will send data out from the RS-232 port. LB/KG — A short key press allows the user to toggle between kilograms and pounds providing that it's enabled in configuration mode. There is no toggling while in the BMI mode.
 Zero	Zero	Clears the weight off the scale and returns it to zero after three seconds. It works only if the current weight is stable and zero up to 2% of full weight.
 Hold Release	Hold Release	Hold & Release — The first press holds the most current weight value shown on the display. A second press releases the weight value shown. This key is not active while in BMI mode.
 BMI	BMI	Enables the user to access the BMI (Body Mass Index) function. This key only works if there is a locked weight shown on the display and the BMI function is turned on in the configuration mode.
 TARE	TARE	Used to subtract the weight off the scale, example: oxygen tank, other equipment.
 ENTER	ENTER	Used to accept height in BMI mode. Accepts the value of the parameter last entered and moves to the next stage. A long press of the <b>ENTER</b> key during the scale's start up process will enter the ID display (pre-parameter mode).

Table 5-1. Key Functions





Key	Name	Function
	Up/Down Arrows	Used to adjust height input (0.5 in/0.5 cm) while in BMI mode. Adjusts the value of the flashing digit/number.

Table 5-1. Key Functions (Continued) (Continued)

 **Important** The keys on the front panel display are very sensitive so only a gentle pushing motion is required to obtain results.

## 5.1 Weighing

Use the following steps to weigh a person.

1. Press the **On/Off** key to turn on the scale and *0.0* will appear on the display along with *ZERO* on the upper display.
2. When the person steps on the scale the display shows the person's weight. The *LOCK* annunciator is on in the upper display and beeps to indicate the end of the weighing process.
3. To change the display from kg to lb and vice-versa, press the **LB/KG** key.
4. To turn off the scale, press and hold the **On/Off** key until *OFF* appears on the display.

## 5.2 Hold/Release Function

Use the following steps to use the Hold/Release function.

1. When the person is on the scale, press the **Hold/Release** key.
2. When the person steps off the scale, the weight and the *HOLD & LOCK* annunciator will remain on the display.
3. At this stage the **Zero** key will not work. The only way to return to zero from here is to press the **Hold/Release** key one more time.



**Note** Pressing the **Hold** key prior to a person getting on the scale will also work.

## 5.3 Preset Tare

Use the following steps to use the Preset Tare.

1. When the weight is set to *0.0*, place the extra load on the scale. Press the **TARE** key until the display returns to *0.0* and *NET* appears on the display.
2. Remove the extra load from the scale. The weight will appear with a negative symbol to the left of it.
3. Ask the patient to step on the scale with the extra weight. The display shows the patient's weight. The *NET* annunciator is still on. The weight of the extra load remains stored in memory.
4. To cancel the tare weight, press and hold the **TARE** key until *NET* disappears from the display and the display turns back to *0.0* and *GROSS* appears. Tare weight is also canceled when the scale is turned off.

## 5.4 Toggle Tare

Use the following steps to use the Toggle Tare function.

1. When the weight is set to 0.0, press the **TARE** key.
2. The default tare value is displayed (default is programmed to be 33.0 lb/15.0 kg), while the zero is flashing.
3. Use the **Up/Down** arrow keys to adjust the value.
4. Press **ENTER** to start the tare function and the *NET* annunciator will be turned on instead of the *GROSS* annunciator.

## 5.5 Using the Body Mass Index (BMI) Function

Use the following steps in determining the BMI.

### LB Mode

1. Ensure that the scale is at zero.
2. Have the person step on the scale to obtain a weight.
3. The *LOCK* annunciator is illustrated on the display.
4. Press the **BMI** key. The BMI and FT/IN annunciators are lit on the display and a default value of 5 feet and 7.5 inches (5-07.5) is flashing.
5. Use the **Up/Down** arrow keys to adjust the height value, and press the **ENTER** key to move to the next step.
6. The BMI value and BMI annunciator is shown on the display. Press **CLEAR** to return to the weighing mode and the BMI function will be turned off.

### KG Mode

1. Ensure that the scale is at zero.
2. Have the person step on the scale to obtain a weight.
3. The *LOCK* annunciator is illustrated on the display.
4. Press the **BMI** key. The BMI and CM annunciators are lit on the display and a default value of 170.0 cm (170.0) is flashing.
5. Use the **Up/Down** arrow keys to adjust the height value, and press the **ENTER** key to move to the next step.
6. The BMI value and BMI annunciator is shown on the display. Press the **CLEAR** key to return to the weighing mode or step off the scale and the BMI function will be turned off.

## 6.0 RS-232 Communication

The scale comes with an RS-232 port which enables weight data to be transmitted to other equipment, such as a computer or printer. The RS-232 cable with DB-9 connector (PN 100719) is available from Rice Lake Weighing Systems. Figure 6-1 shows the RS-232 connection location.

The RS-232 parameters are 9600 baud (selectable in the programming mode), 8 data bits, 1 stop bit, no parity and no handshaking.

There are three methods of communication:

- Pushbutton keypad print
- Standard remote protocol
- Escape protocol

### 6.1 Pushbutton Keypad Print

With a stable, in-range weight, press and hold the **Kg-Lb/Print** key for at least three seconds, or until the scale emits two quick beeps. Note that if the scale does not beep after five seconds, then release the button as the weight was either in motion, or out of range.

- If displaying weight and not BMI, the scale will send out the following 21 character string:

```
xxxxxxxx<SP>uu<SP>mmmmm<SP><CR><LF>
```

Where:

xxxxxxxx is the weight with decimal point and " - " sign, if negative, uu is the unit (lb or kg).

mmmmm is the mode (gross or net)

Examples:

```
-10 Lb net = <SP><SP><SP><SP>-10.0<SP>lb<SP><SP>Net<SP><SP><SP><CR><LF>
```

```
10 Lb gross = <SP><SP><SP><SP><SP>-10.0<SP>lb<SP>Gross<SP><CR><LF>
```

- In BMI mode (displaying the BMI value), the scale will send out the following data:

GROSS WEIGHT	215.0 LB
TARE WEIGHT	0.0 LB
NET WEIGHT	215.0 LB
PATIENT HEIGHT	6-01.0 FT
PATIENT BMI	28.4

### 6.2 USB Connection

The Rice Lake Wheelchair Scale has the capability of connecting to a PC using a USB connection and a USB cable (not included). That connection location is shown in Figure 6-1.

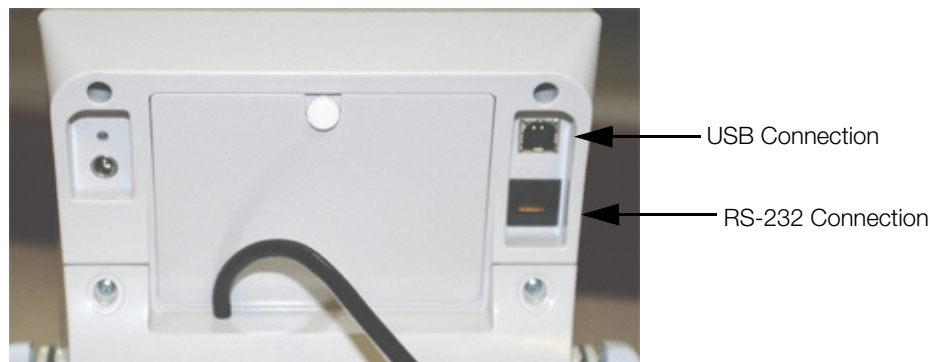


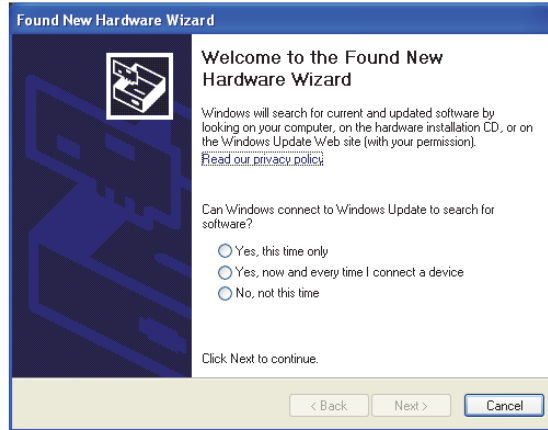
Figure 6-1. USB Connection Port and RS-232 Connection Port



Connecting software and downloads should be addressed by your IT department and can vary depending on what type of computer platform you're using. Basic information on USB driver installation using Windows is described in the following steps and serves only as an example. The USB driver can be downloaded from the Rice Lake Weighing Systems website at the following location; <http://ricelake.com/software.aspx>

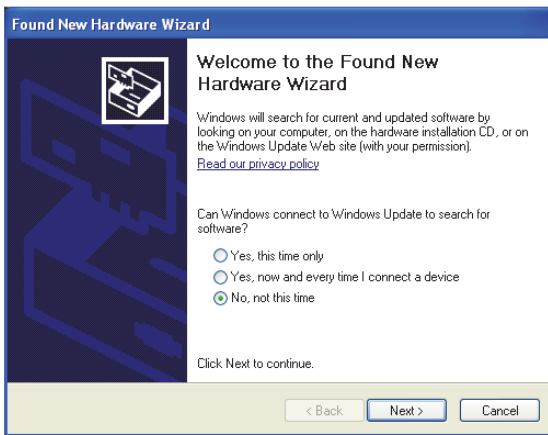
Select Medical/Health Scales, Software and Get Downloads. Opening any product will show a USB driver download. Click on *Download* to open and download the driver to your computer.

1. The graphic below shows the window that pops up when the USB cable is connected to the indicator and the scale is turned on.



Follow the screen prompts to navigate through the screens below.

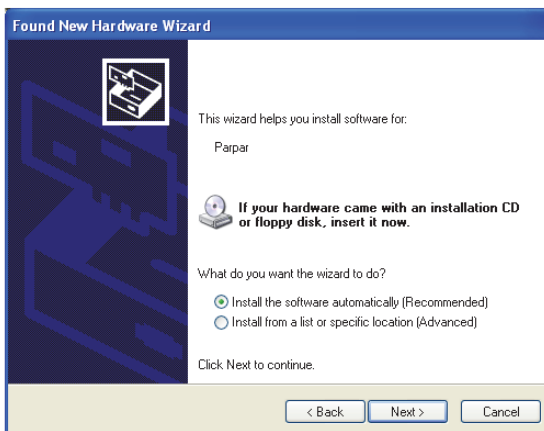
2. Select *No, not this time* and then select **Next**.



4. The following screen appears while the driver is installing on to your system.



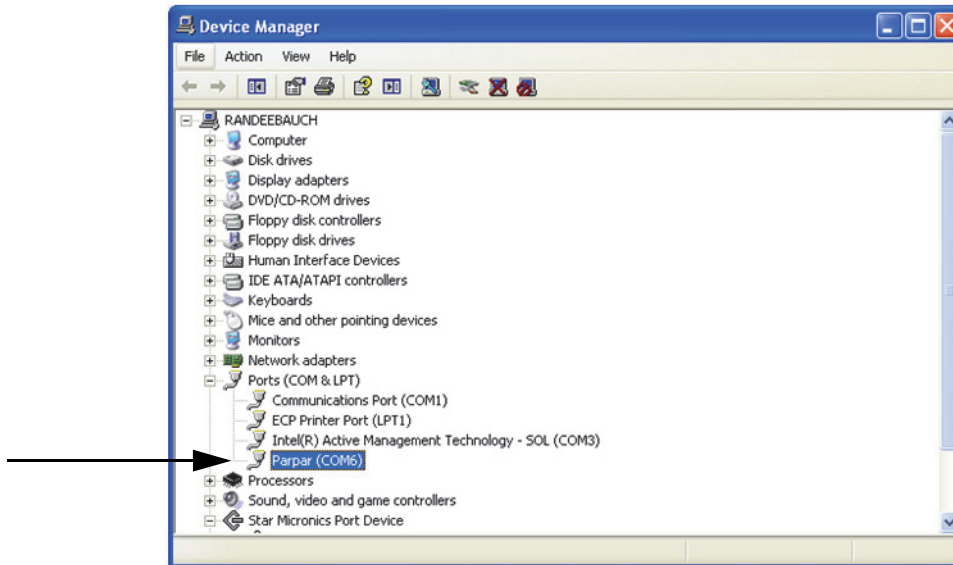
3. Select *Install the software automatically*, then select **Next**.



5. The following screen appears when installation is complete. Click on **Finish**.



- If you want to verify the installation, you can view the driver by looking at the device manager of your system.



- To print a ticket using the USB driver, open the software driver (shown above) and the port assigned to that driver is shown.
- Ensure that the USB cable is properly connected and the unit is on.
- Another terminal type program (such as Hyperterminal) needs to be opened and connected through the USB driver to the indicator to be able to see the information being sent to the PC. A port needs to be established so select the port that is assigned to Parpar and print the ticket. The following are examples of tickets that will print.

PATIENT WEIGHT	84.4 lb	WEIGHT
----------------	---------	--------

GROSS WEIGHT	84.4 lb	BMI
TARE WEIGHT	0.0 lb	
NET WEIGHT	84.4 lb	
PATIENT HEIGHT	4ft 07.0in	
PATIENT B.M.I	19.6	



**Note**

A single print ticket has four spaces after the “patient weight” and only one space between weight and lb in the examples shown above. Then seven <CR><LF> after.

## 7.0 Maintenance

### 7.1 Transporting & Storing the Scale

For ease of portability, the Rice Lake Wheelchair Scale comes with two built-in handles and wheels. This allows the user to transport the scale from one location to another. Use the following steps to transport the scale or to store it.

1. Carefully pick up the scale by standing on the side **opposite** of the wheels, where the cabling comes out from the bottom of the scale platform.

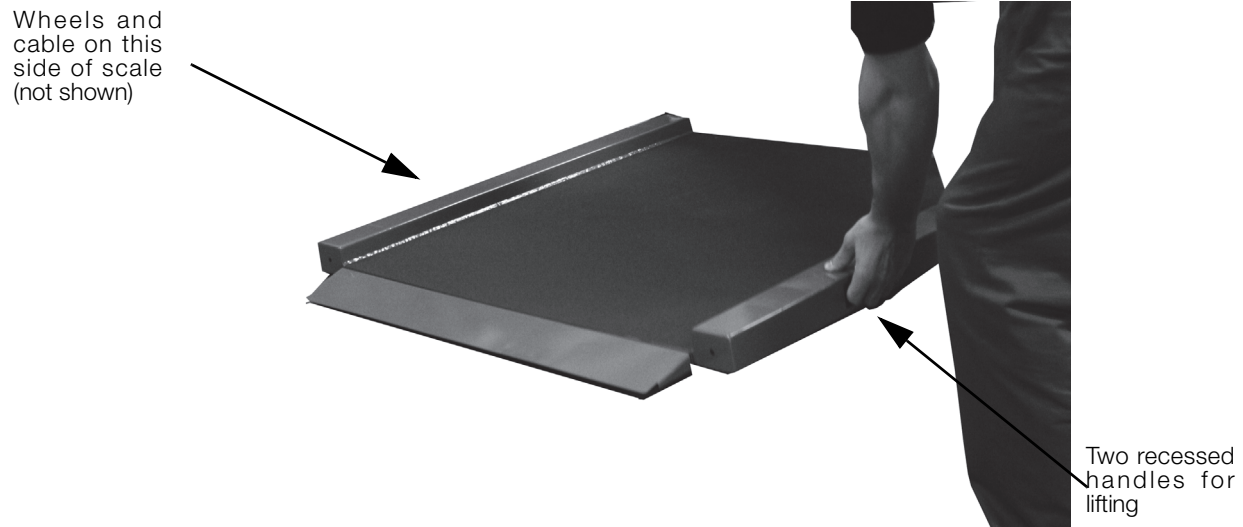


Figure 7-1. Pick up Scale Using Handles

2. With scale upright, wrap cable around brackets on underside of scale and hang indicator on bracket.
3. The scale can now be rolled to another location.



Figure 7-2. Roll Away For Transporting or Storage

## 8.0 Troubleshooting and Testing

Refer to the following to check and correct any failure before contacting service personnel.

Symptom	Possible Cause	Corrective Action
Scale does not turn on.	Dead battery	Connect the scale to a power source.
	Faulty electrical outlet	Use a different electrical outlet.
	Bad power supply	Replace adaptor.
Questionable weight or the scale does not zero.	External object is interfering with the scale.	Remove the interfering object from the scale.
	Display did not show 0.0 before weighing.	Help the patient off the scale, zero the scale and begin the weighing process again.
	Scale is not placed on a level floor.	Ensure the scale is level and begin the weighing process again.
	Scale is out of calibration.	Check the weight with a known weight value.
The display shows E messages as detailed below.		
E06	Identifier — ADC	A/D is too high.
E07		A/D is too low.
E10	Overload	Scale has been overloaded. Remove load from scale.
E4L	BAT	Battery low but still useable — One bar left on the indicator display.
E4U		Battery low and unstable — no bars left on the indicator display.
E11	CAL	Calibration Error — recalibrate the scale again.
Err 2	Low saturation state (low A/D)	The load cell is not connected properly. Check the cables and mechanical connections. If the problem persists, replace the set of load cells.
Err 3	High saturation state (high A/D)	See Err 2.
Err 6	Unstable weight. Cannot calibrate.	Check the load cells' mechanical surroundings and see that nothing touches them and that the cables are properly welded.
SAT	Damaged load cell cable	Replace load cell cable.

Table 8-1. Troubleshooting Table for the Rice Lake Scale Line

## 9.0 Scale Specifications

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### Load Cell Excitation

Rated Excitation: 10 VDC

Maximum Excitation: 15 VDC

### Grade Level Requirements

The supporting surface for the four feet of the scale must be level within 1/4 inch of horizontal.

### Nominal Scale Height

3.0 inch (76 mm)

## 9.1 Indicator Specifications

### Power

120 VAC-9VDC-50Hz / 230 VAC-9VDC-50Hz

### Battery Type

6 AA size Alkaline batteries

### Battery Use

25 hours continuous use

Automatic power-off can be configured

### Environmental

Operating Temperature

50 to +104°F (14 to 40°C)

Storage Temperature

32 to 158°F (0 to 70°C)

Humidity

85% relative humidity

### Certifications and Approvals

RoHS Compliant



# For More Information

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## System Manuals

- *RL-350 Series Wheelchair Scale Technical Manual*, PN 162532

## Literature

- *Wheelchair Scales, 4 Color*, PN 115157

# Rice Lake Wheelchair Scale Limited Warranty

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Rice Lake Weighing Systems (RLWS) warrants that all RLWS equipment and systems properly installed by a Distributor or Original Equipment Manufacturer (OEM) will operate per written specifications as confirmed by the Distributor/OEM and accepted by RLWS. All systems and components are warranted against defects in materials and workmanship for two years.

RLWS warrants that the equipment sold hereunder will conform to the current written specifications authorized by RLWS. RLWS warrants the equipment against faulty workmanship and defective materials. If any equipment fails to conform to these warranties, RLWS will, at its option, repair or replace such goods returned within the warranty period subject to the following conditions:

- Upon discovery by Buyer of such nonconformity, RLWS will be given prompt written notice with a detailed explanation of the alleged deficiencies.
- Individual electronic components returned to RLWS for warranty purposes must be packaged to prevent electrostatic discharge (ESD) damage in shipment. Packaging requirements are listed in a publication, *Protecting Your Components From Static Damage in Shipment*, available from RLWS Equipment Return Department.
- Examination of such equipment by RLWS confirms that the nonconformity actually exists, and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair or improper testing; RLWS shall be the sole judge of all alleged non-conformities.
- Such equipment has not been modified, altered, or changed by any person other than RLWS or its duly authorized repair agents.
- RLWS will have a reasonable time to repair or replace the defective equipment. Buyer is responsible for shipping charges both ways.
- In no event will RLWS be responsible for travel time or on-location repairs, including assembly or disassembly of equipment, nor will RLWS be liable for the cost of any repairs made by others.

**THESE WARRANTIES EXCLUDE ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER RLWS NOR DISTRIBUTOR WILL, IN ANY EVENT, BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

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**SHOULD THE SELLER BE OTHER THAN RLWS, THE BUYER AGREES TO LOOK ONLY TO THE SELLER FOR WARRANTY CLAIMS.**

**NO TERMS, CONDITIONS, UNDERSTANDING, OR AGREEMENTS PURPORTING TO MODIFY THE TERMS OF THIS WARRANTY SHALL HAVE ANY LEGAL EFFECT UNLESS MADE IN WRITING AND SIGNED BY A CORPORATE OFFICER OF RLWS AND THE BUYER.**

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