SRScales®
by SR® Instruments, Inc.

SR463*i*R-H SERIES

In-Floor Platform Scale

Operating and Service Manual

SR® Instruments, Inc., 600 Young Street, Tonawanda, NY 14150
Tel: 716-693-5977 Fax: 716-693-5854 URL: www.srscales.com
email: sri@srinstruments.com

TABLE OF CONTENTS

TABLE OF FIGURES

PACKING CHECKLIST- SR463*i*R-H (Two Separate Shipments) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	1st Shipment	
	WALL BOX ASSEMBLY	1 ea
	PIT FRAME ASSEMBLY	1 ea
	CONDUIT	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	2nd Shipment	
	CABLE ASSEMBLY	1 ea
	PLATFORM ASSEMBLY 32 IN X 36 IN	1 ea
	FRONT PANEL ASSEMBLY	1 ea
	HANDRAIL	1 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

PACKING CHECKLIST- SR463*i*R-H (Single Shipment) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	Box 1	
	FRONT PANEL/WALL BOX ASSEMBLY	1 ea
	PLATFORM/PIT FRAME ASSEMBLY 32 IN X 36 IN	1 ea
	CONDUIT	1 ea
	CABLE ASSEMBLY	1 ea
	HANDRAIL	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

PACKING CHECKLIST- SR463*i*R-3H (Two Separate Shipments) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	1st Shipment	
	WALL BOX ASSEMBLY	1 ea
	PIT FRAME ASSEMBLY	1 ea
	CONDUIT	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	2nd Shipment	
	CABLE ASSEMBLY	1 ea
	PLATFORM ASSEMBLY 32 IN X 50 IN	1 ea
	FRONT PANEL ASSEMBLY	1 ea
	HANDRAIL	1 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

PACKING CHECKLIST- SR463*i*R-3H (Single Shipment) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	Box 1	
	FRONT PANEL/WALL BOX ASSEMBLY	1 ea
	PLATFORM/PIT FRAME ASSEMBLY 32 IN X 50 IN	1 ea
	CONDUIT	1 ea
	CABLE ASSEMBLY	1 ea
	HANDRAIL	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

PACKING CHECKLIST- SR463*i*R-4H (Two Separate Shipments) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	1st Shipment	
	WALL BOX ASSEMBLY	1 ea
	PIT FRAME ASSEMBLY	1 ea
	CONDUIT	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	2nd Shipment	
	CABLE ASSEMBLY	1 ea
	PLATFORM ASSEMBLY 48 IN X 72 IN	1 ea
	FRONT PANEL ASSEMBLY	1 ea
	HANDRAIL	1 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

PACKING CHECKLIST- SR463*i*R-4H (Single Shipment) In-Floor Platform Scale

√	DESCRIPTION	QUANTITY
	Box 1	
	FRONT PANEL/WALL BOX ASSEMBLY	1 ea
	PLATFORM/PIT FRAME ASSEMBLY 48 IN X 72 IN	1 ea
	CONDUIT	1 ea
	CABLE ASSEMBLY	1 ea
	HANDRAIL	1 ea
	¼" LONG FLAT HEAD SCREW	4 ea
	⅞" LONG FLAT HEAD SCREW	8 ea
	½" LONG BUTTON HEAD SCREW	4 ea
	STAR WASHERS	4 ea
	INSTALLATION INSTRUCTIONS	1 ea
	CALIBRATION CERTIFICATE	1 ea
	WARRANTY CARD	1 ea
	MANUAL	1 ea

ASSEMBLY

STEP 1: Unpack the scale system 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 label of Wall Box Display matches that on Platform Base.

STEP 3: (Figure 1) Mount Wall Box Display into wall and run the conduit, with connector cable inside, down through wall and into pit as shown.

STEP 4: Prepare pit area to accept the Scale Frame. It is recommended that a properly plumbed drain be installed in the center of pit to avoid any water buildup that might damage scale.

STEP 5: (Figure 2) Center the Scale Frame in the pit using the supplied installation tabs to suspend the frame in place (see "**Pit Area Installation Notes**").

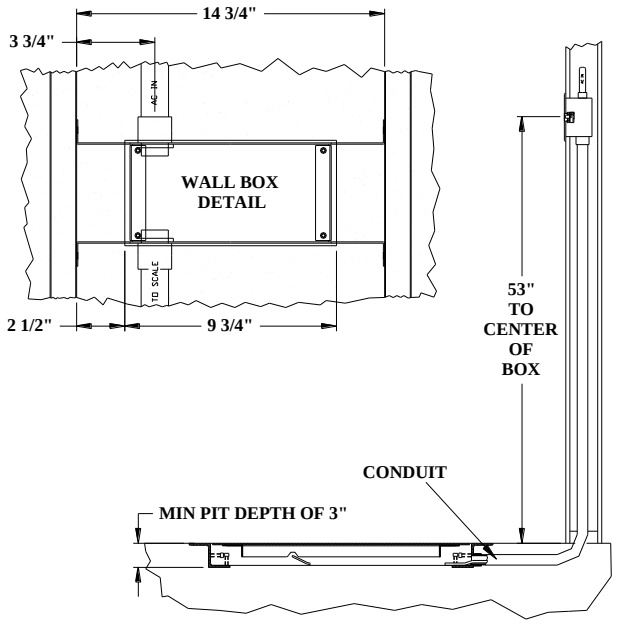


Figure 1: Wall Box Assembly/Conduit Placement

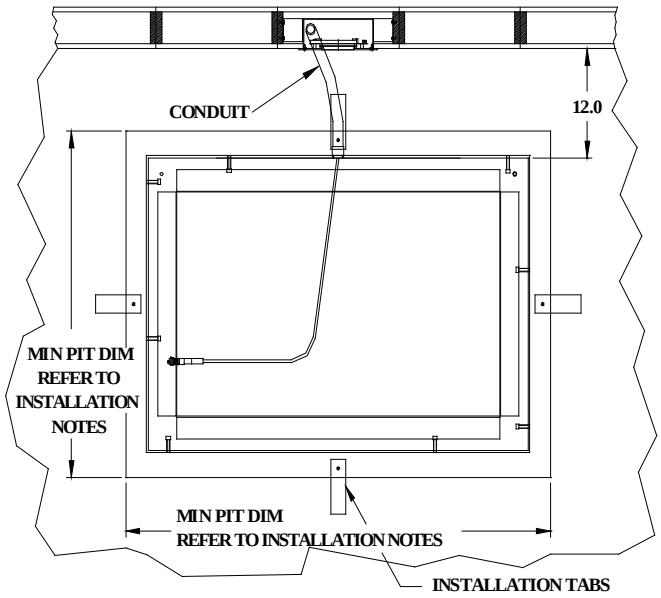


Figure 2: Conduit Placement and Installation Tabs

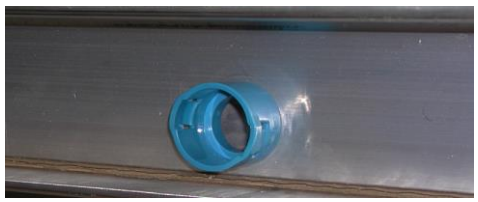


Figure 3: Conduit Hole in Scale Frame

Pit Area Installation Notes

- This is a rectangular frame so it is important to check the placement specifications to make sure the conduit connection is properly placed facing the wall where the conduit/cable connection is located. There are holes cut for conduit entry in the center of two sides of the frame so the scale can be placed with either the long or short side against wall (Figure 3). Run conduit/cable through hole and into pit area.
- **For 32" x 36" Platforms:** If using supplied installation tabs to suspend frame while pouring concrete, pit perimeter dimensions cannot exceed 44"x 48".
- **For 32" x 50" Platforms:** If using supplied installation tabs to suspend frame while pouring concrete, perimeter dimensions of pit cannot exceed 44"x 62".
- **For 48" x 72" Platforms:** If using supplied installation tabs to suspend frame while pouring concrete, pit perimeter dimensions cannot exceed 60"x 84".

ASSEMBLY cont'd

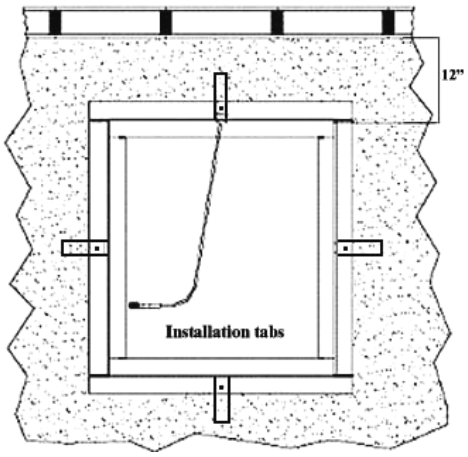
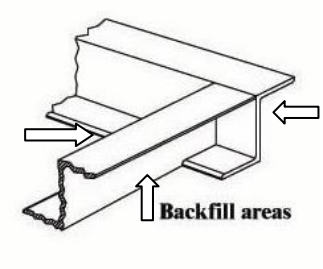


Figure 4: Concrete Fill and Installation Tabs

STEP 6: (Figure 4) Back fill around the perimeter of the Pit Frame Assembly with 3000PSI concrete. Trowel the concrete level with the scale frame and existing floor. Trowel the base of the pit level with the base of the frame with a gradient toward the centered drain, if used. Conduit and cable should be left free so cable can be easily connected to the Platform Assembly.



STEP 7: (Figure 5) When the concrete has set, remove and discard the installation tabs and screws. Install the four ¼" long flat head screws into holes left by plate removal.

STEP 8: Remove the Platform Assembly from the Base Assembly using a 5/32" hex wrench to remove the four (4) mounting screws and set aside.

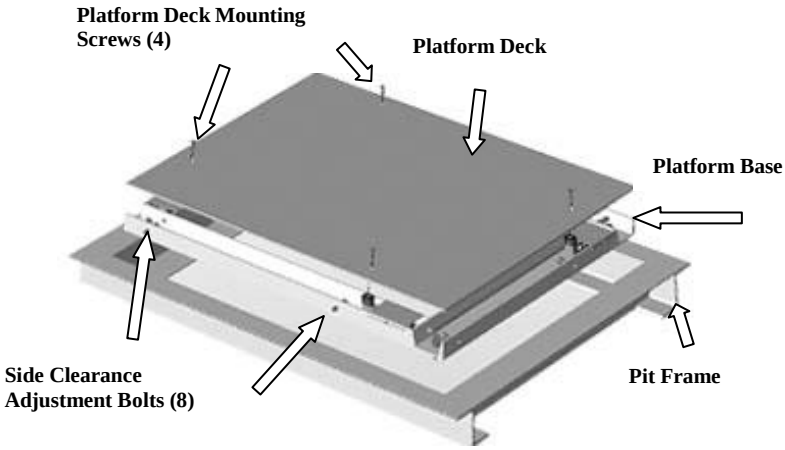


Figure 5: Hardware Placement

Figure 6: Cable Connection Inside Frame

STEP 9: (Figure 6) Place the Platform Assembly into the Pit Frame Assembly. The cable connection will plug into the connector on the platform base. Ensure extra cable does not interfere with platform top.

ASSEMBLY cont'd

Note: This scale is designed so that the Platform Assembly is level with the Pit Frame Assembly. When tiling or carpeting the platform deck, be sure to compensate for the thickness of the material. **Tiling Tip:** If tiling the floor, the use of an extra tile (or something with the same surface height) is placed under each of the four leveling feet of the pit frame. This will bring the scale surface flush with the tiled floor.

STEP 10: (Figure 7) Adjust the eight (8) Side Clearance Adjustment Bolts, so that the Platform Assembly is at an equal distance from all sides of the Pit Frame Assembly. Tighten bolts to secure Platform Assembly in place.

STEP 11: (Figure 5) Set the Platform Deck onto the platform base and secure in place with the four (4) top mounting screws. Allow 1/8" gap between Platform Assembly and floor.

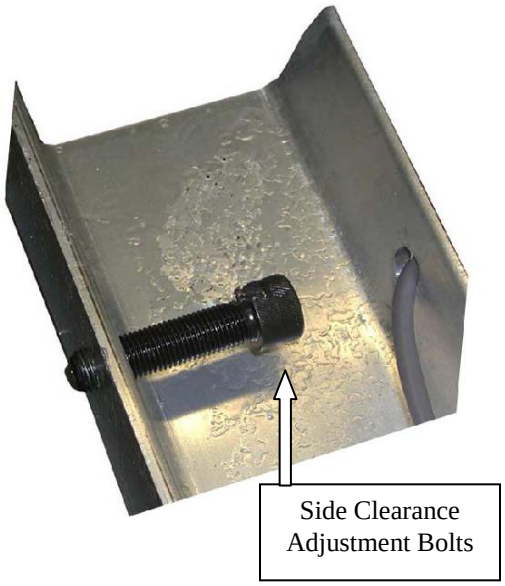


Figure 7: Side Clearance Adjustment Bolts

⚠ ELECTRIC SHOCK HAZARD ⚠

TURN OFF POWER AT CIRCUIT BREAKER FOR DISPLAY PRIOR TO INSTALLING FRONT PANEL. DISPLAY IS POWERED BY 120V A/C 60HZ.

⚠ WARNING ⚠

QUALIFIED ELECTRICIAN MUST INSTALL DISPLAY ACCORDING TO LOCAL, STATE, AND NATIONAL STANDARDS. 20A OR LESS BREAKER IS RECOMMENDED. GROUND FAULT INTERRUPTER IS RECOMMENDED.

STEP 12: Install building ground wire and green ground wire from Display Front Plate into the terminal lug in the wall box.

STEP 13: Connect Transducer Cable to the mating cable on the back of the Display Front Plate

STEP 14: Connect A/C power wires to the power supply wire leads

ASSEMBLY cont'd

STEP 15: Install Front Panel Assembly (Figure 8) to the previously mounted Wall Box Assembly. Use supplied star washers and screws. Ensure the screws are securely tightened.

Figure 8: Front Panel Assembly

STEP 16: Restore power to the display.

STEP 17: Secure the handrail to the platform deck using the eight (8) included flat head screws.

Figure 9: Handrail Attached to Scale

⚠ WARNING ⚠

HAND RAIL IS INTENDED TO HELP STABLIZE AN AMBULATORY PATIENT. DO NOT USE HAND RAIL AS A LIFTING AID OR TO ASSIST IN SUPPORTING A PATIENT.

REPLACEMENT PARTS AND ACCESSORIES

Part #	Description
SE4961-1	CABLE ASSEMBLY, 12 FT
SE4961-2	CABLE ASSEMBLY, 15 FT
MAN463IR-H	MANUAL
MF9526	HANDRAIL, 34” X 34”
MF9527	HANDRAIL, 48” X 34”

SYSTEM DESCRIPTION

The SR463*i*R-H Series weight systems are precision digital scales specifically designed for installation in the floor so the weighing surface is flush.

This scale system employs the latest in microprocessor and load cell technology to provide accurate and repeatable weight data. Four (4) identically matched load cell transducers are strategically placed to ensure an accurate representation of the patient’s weight regardless of weight distribution.

The SR463*i*R-H Series display units use 120v AC line power that is mounted in a recessed wall box so the display is flush with the wall (Figure 8).

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

INTENDED USE

The SR463*i*R-H Series is designed to be used as a stand-on scale for weighing ambulatory patients as well as a Wheelchair / Chair / Walker scale for semi or non-ambulatory applications.

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.

⚠ CAUTION ⚠

DO NOT ALLOW THE PIT TO FILL WITH WATER

STORAGE and TRANSPORTATION

This is a built-in scale system. To maintain proper operation of this instrumentation, storage and transport conditions should not vary outside the following conditions: Relative Humidity 0% to 85%, Ambient Temperature 14°F to 122° (-10°C to +50°C).

SPECIFICATIONS

MAXIMUM WEIGHT CAPACITY	1000 lb or 454 kg
PLATFORM SIZE	SR463*i*R-H: 32 in x 36 in (81 cm x 91cm) SR463*i*R-3H: 32 in x 50 in (81 cm x 127 cm) SR463*i*R-4H: 48 in x 72 in (122 cm x 183 cm)
DISPLAY TYPE	16-Character dot-matrix LCD
DISPLAY RESOLUTION	0.1 lb/0.1 kg
ACCURACY	0.1% +/- 1 digit of displayed resolution for calibrated range
ZERO	One button Auto-Tare
AUTO POWER DOWN	Adjustable between 30 and 300 seconds
AVERAGING	Automatic digital filter
POWER SUPPLY	120v AC, 50 – 60 Hz
CALIBRATION	Calibration is traceable to NIST standards.
OPERATING CONDITIONS	Normal operating conditions for this product: Ambient Temperature Range: 68°F to 85°F (20°C to 30°C), Relative Humidity Range: 0%-85%. Avoid exposure to high-pressure water or steam.
TRANSPORT and STORAGE	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

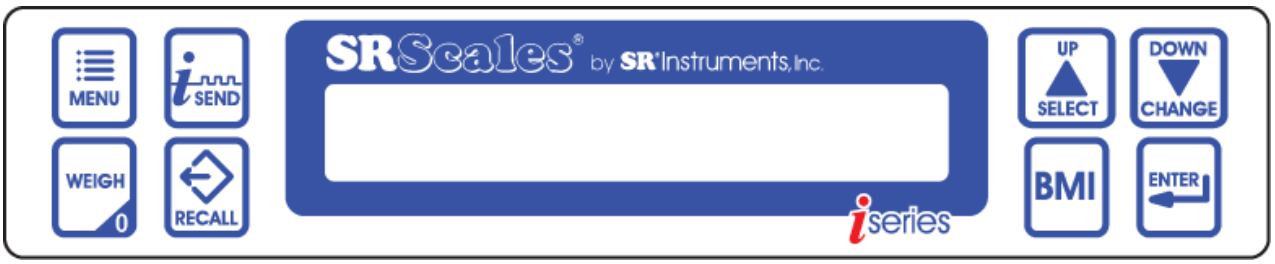


Figure 10: Button Display

WEIGH

Press and hold to zero scale. Button is used to zero the system before placing the patient on the scale. Ensure that nothing is in contact with the weighing surface during this procedure.

SEND (PRINTER)

Press to send stored values to printer. Output values include time, date, and weight. If BMI was calculated, BMI and height will be included in the output values. Also, low paper and low batteries are output values.
Button is non-operational on this model.

RECALL

Press to recall the last stored weight. The stored weight will be erased when the scale is zero or another stable weight is stored.

BMI

Press to calculate BMI. When the "**BMI**" is pressed, the default 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**".

MENU

Press Menu to toggle through the menu options.
UNITS: Use **UP** or **DOWN** arrow buttons to select "**Lb/ in**" or "**Kg/ cm**". Press **ENTER** to save changes.

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.

gLOCAL: Non-adjustable. Set at factory.

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"

Continued next page

BUTTON FUNCTIONS con't

ENTER

Press to save change in digits for calibration, for unit's set-up, for time and date set-up and saving completed calibration data.

UP / SELECT

Press **UP** to adjust height up from the default for BMI calculation, to increase the scale's "on time", or to select a digit when setting time and date.

DOWN / CHANGE

Press **DOWN** to adjust the height down from the default for BMI calculation, to decrease the scale's "on time", or to change the value of a selected digit when setting time and date.

BASIC SYSTEM OPERATION

SETTING SYSTEM ZERO

Make sure the scale is free and clear of any obstructions. Press and hold the **ZERO / WEIGH** button. The displayed message will indicate "**HOLD TO ZERO**" and count down to zero. Release the button when display message indicates "**HANDS OFF**". 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**).

WEIGHING

Position the patient on the scale. 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.

RECALLING LAST STORED WEIGHT

Press to recall last stored weight. The stored weight will be erased when the scale is zero or another stable weight is stored.

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 analog to digital converter. The digital signal is transferred to a micro-controller where it is filtered, converted to appropriate units and displayed on a 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 adjust 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 converter integrates the analog signal onto the integrating capacitor over a short interval. The integrating capacitor is then discharged at a rate proportional to the reference voltage applied to the converter. The residual voltage on the integrating capacitor is then multiplied by a factor and again discharged at a rate proportional to the reference voltage. The residual voltage from this discharge is again multiplied by a factor and again discharged. The time taken to discharge the capacitor is proportional to the voltage from the operational amplifier, which is proportional to the applied load on the force cells. The time is stored as a binary number in the analog to digital converter and is transferred to the micro-controller when the conversion is complete.

The micro-controller averages and filters the digital output of the analog to digital converter, subtracts the value saved during the system zero operation and scales the filtered output, then displays the result on the liquid crystal display. The micro-controller performs a rolling average of data for continuous weigh and, for AutoHold, the micro-controller averages the data 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 averaging period.

The micro-controller can be placed in a calibration mode, where the system can be re-calibrated. In the calibration mode, the result of the weigh operation is scaled to match the value by adjusting the “up” and “down” calibration buttons. This new calibration factor is then stored in the non-volatile memory.

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 known calibrated weights, traceable to NIST.

NOTE: DO NOT USE barbells or un-calibrated weights.

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

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

STEP 4: Scale readings should be within Calibration Tolerance Table (**Figure 11**)

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 11: Calibration Tolerance Table

IMPORTANT

CALIBRATION Qualified service personnel only should perform this procedure. The SR463*i*R-H 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.

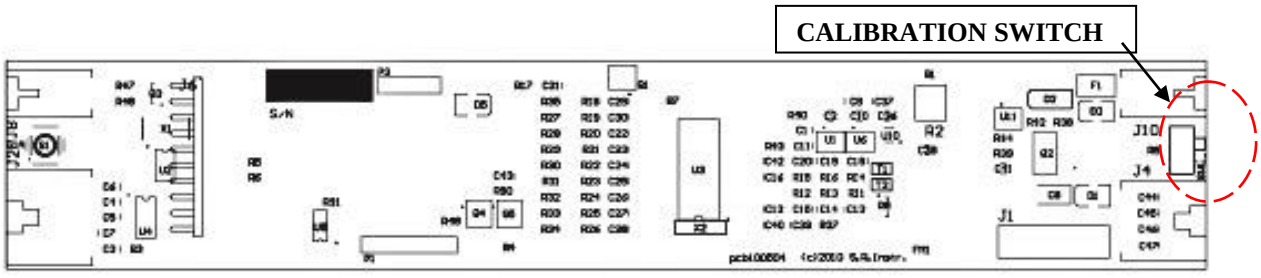


Figure 12: Calibration Switch Diagram

CAUTION

The integrated circuits and semiconductors on the printed circuit boards may be damaged by electrostatic discharge (ESD). Be sure to use proper handling precautions at all times.

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: Access the Calibration Switch by breaking the Calibration Seal on the underside of the display extrusion. Put the scale system into the Calibration Mode by switching the calibration switch on the display board (Error! Reference source not found.).

NOTE: USE A NON-METALLIC DEVICE TO SLIDE THE SWITCH. FAILURE TO DO SO WILL RESULT IN DAMAGE TO THE BOARD

STEP 2: Select known calibrated weights, traceable to NIST, up to the Full Scale value (maximum capacity).

STEP 3: Press the "**MENU"** button until "**1000.0Lb FULL**" is displayed. Set the **FULL** value to the actual quantity of calibrated weight being used for Full Scale. Use the "**UP"** arrow button to select the digit and the "**DOWN"** arrow button to change digit. Press "**ENTER**" to save changes. Press "**WEIGH**" button to abort any changes.

STEP 4: Press the **MENU** button until "**500.0Lb HALF**" is displayed.

NOTE: The Half-Scale value is a value between zero and the Full Scale values. It is usually close to half the Full Scale value.

Set the **HALF** value to the actual quantity of calibrated weight being used for Half Scale. Use the "**UP"** arrow button to select the digit and the "**DOWN"** arrow button to change the digit. Press **"ENTER"** to save changes. Press "**WEIGH**" to abort the changes.

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

STEP 6: Display will read "**ZERO**". Ensure that all weight has been removed from the platform and press the "**UP"** arrow button.

STEP 7: Display will read "**ADD HALF**". Place the calibrated weight on platform for **HALF** Scale. Allow weight to stabilize. Press "**UP"** arrow button to save change.

STEP 8: Display will read "**ADD FULL**". Place the calibrated weight on platform for **FULL** Scale. Allow weight to stabilize. Press "**UP"** arrow to save change.

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

STEP 10: Switch the scale system out of the Calibration Mode on the display board (Error! Reference source not found.).

NOTE: Ensure that no wires have become unplugged during calibration

STEP 11: Calibration Seal must be placed over the access hole on the display extrusion by authorized personnel only.

TROUBLESHOOTING

SYMPTOM	REASON/CORRECTIVE ACTION
Characters only appear on half of the display	Press the "**WEIGH**" button.
Display shows no reading at all	Check to ensure that circuit breaker to the scale is on.
Display reads "**WEIGHT OVERLOAD**"	Disconnect the transducer cable from the platform. If the "**WEIGHT OVERLOAD**" message goes away, the problem is in the platform. Check to make sure the platform transducer wires are intact and pit is clean and dry.
For additional information or assistance, phone our Service Hotline: 1-800-654-6360 or e-mail: sri@srinstruments.com	

⚠ WARNING ⚠

ELECTRIC SHOCK HAZARD
QUALIFIED SERVICE
PERSONNEL ONLY

WARRANTY

FOUR (4) YEAR LIMITED WARRANTY

Each **SR**Scales® 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**.**

SRScales®

SR® Instruments, Inc.

Precision & Technology in Perfect Balance®

SR® Instruments, Inc., 600 Young Street, Tonawanda, NY 14150
Tel: 716-693-5977 Fax: 716-693-5854 URL: www.srscales.com
email: sri@srinstruments.com