

TROUBLESHOOTING GUIDE

Service Issues

Suggestions

Headpiece only displays “Strt”.

The headpiece must travel past the reference dot after it is turned on to display a numeric value.

The display does not change while the headpiece is being raised.

The measurement value only changes while the headpiece is moving downwards. This is an intentional design feature that is part of the auto-hold function. Once the measurement is taken, the headpiece can be raised out of way so the subject can move away from the height rod and the measurement value is retained.

If I don't like the measurement, can I quickly re-measure?

Sure, while the subject is still under the headpiece, simply raise the headpiece a little ways and then lower to take a second measurement.

Is there a quick way to do a calibration check?

Yes, once calibrated, the value when the headpiece is all the way down (against the lower endcap) is a constant. You can record this value and quickly check whenever desired.

Why does the height rod display 5' 7.3" as 5. 7.3?

This is a limitation of the bright LED digits. We have found people become accustomed to this format very quickly.
