



MDR300FM Troubleshooting Guide – Optum 5979

Product Description

- Medline Mechanical Floor Scale
- MDR300FM
- Mechanical Floor Scale (300 LB)

Troubleshooting Topics

Top Issue # 1 – Incorrect readings - Senerio 2

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Is the scale dial set to zero |
| <input type="checkbox"/> | <input type="checkbox"/> | Verify scale is not placed on carpet |
| <input type="checkbox"/> | <input type="checkbox"/> | Set scale to zero using turn dial at bottom of scale |
| <input type="checkbox"/> | <input type="checkbox"/> | If Yes, is scale on firm surface |
| <input type="checkbox"/> | <input type="checkbox"/> | If No, verify scale is not on carpet |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |

Top Issue # 1 – Incorrect readings - Senerio 2

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Gently step on scale a few times before weighing yourself |
| <input type="checkbox"/> | <input type="checkbox"/> | Adjust pointer to zero, if necessary at bottom of scale |
| <input type="checkbox"/> | <input type="checkbox"/> | If Yes, step on scale with weight evenly distributed |
| <input type="checkbox"/> | <input type="checkbox"/> | If No, place scale on firm, flat surface |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |

Top Issue # 2 – Dail won't adjust to Zero

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Issue # 1 – turn dail in the opposite direction |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue # 2 – place scale on firm, flat surface. |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2 |



Figure 1 – Product Photo



Figure 2 - Top Issue #2 Visual Aid



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Complaint Form

- Troubleshooting was attempted and could not resolve the issue
Document the following information below. Do not leave blank fields.

Convey Representative Name	
Customer Name	
Customer Phone Number	
Customer Address	
Customer Email Address	
Item Number	MDR300FM
Optum Item Number	5979
Age of Product (estimated)	
Product Serial or Lot Number	
Photo Available?	
Defect Code Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Incorrect Readings <input type="checkbox"/> Dial won't adjust to Zero <input type="checkbox"/> Bent/dented/fractured <input type="checkbox"/> Other: Please explain _____

Additional Information:

- Lot Number/Serial Placement:
 - Lot number is located on a sticker placed on the bottom of the scale.



Figure 3 – Lot/Serial Number Location