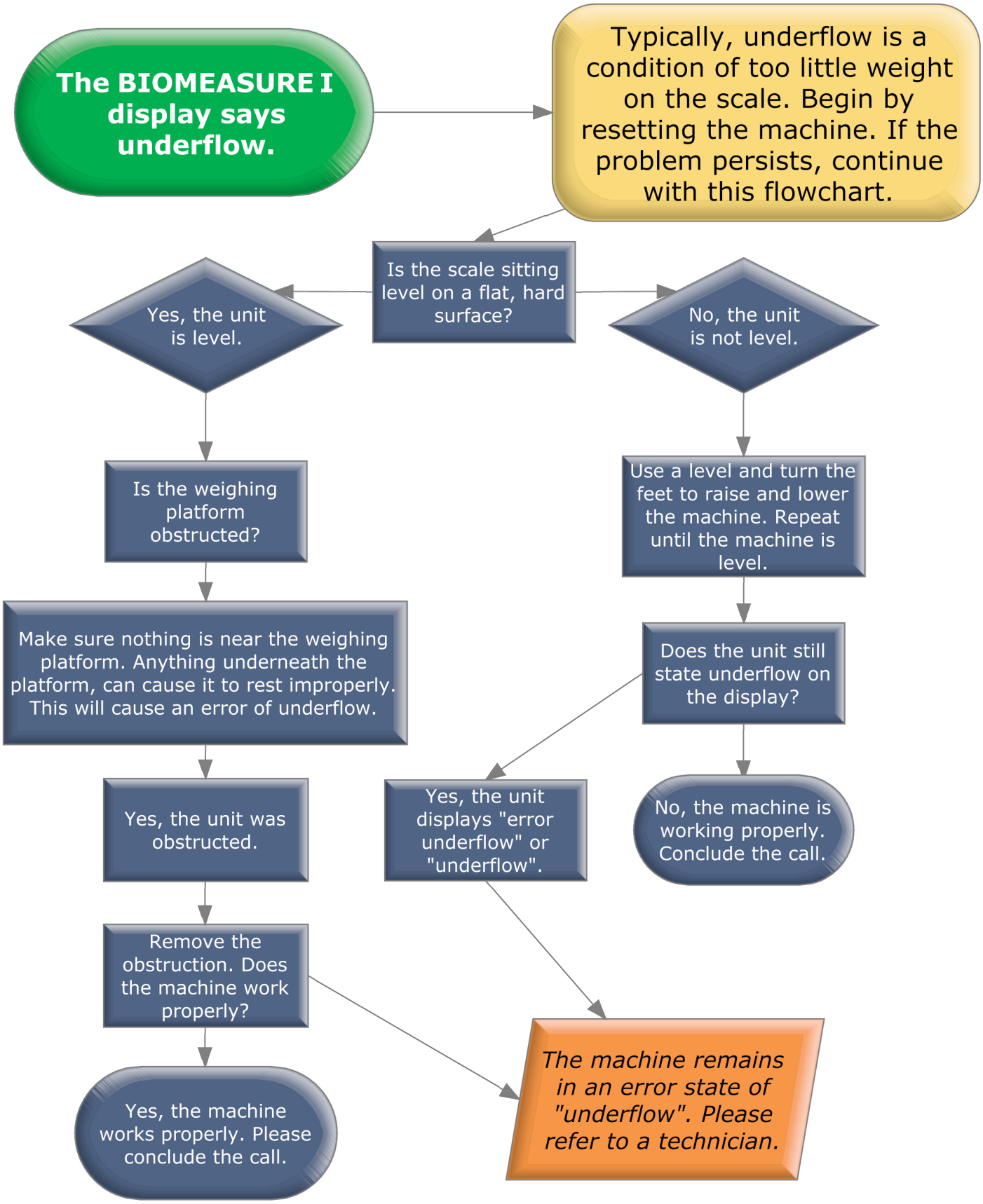
The BIOMEASURE I display says underflow.
Typically, underflow is a condition of too little weight on the scale. Begin by resetting the machine. If the problem persists, continue with this flowchart.
Is the scale sitting level on a flat, hard surface?
Yes, the unit is level.
No, the unit is not level.
Is the weighing platform obstructed?
Use a level and turn the feet to raise and lower the machine. Repeat until the machine is level.
Make sure nothing is near the weighing platform. Anything underneath the platform, can cause it to rest improperly. This will cause an error of underflow.
Does the unit still state underflow on the display?
Yes, the unit was obstructed.
Yes, the unit displays "error underflow" or "underflow".
No, the machine is working properly. Conclude the call.
Remove the obstruction. Does the machine work properly?
The machine remains in an error state of "underflow". Please refer to a technician.
Yes, the machine works properly. Please conclude the call.