**Logo

Description automatically generated**

**Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Error** | **Meaning** | **Remedy** |
| 0 **- - - -**  **Err H** | Zero display shows scale is outside of calibration | Remove any items from the scale.  Check if the platform/top pan is damaged.  Power cycle the indicator/scale.  Re-calibrate the scale.  If calibration fails, replace the platform/scale and carry out new calibration. |
| **- - - -**  **-OL-** | Overload = max Cap + 9divs |
| 0 **- - - -**  **Err L** | Zero display shows scale is outside of calibration |
| **- - - -** | Underload = 0 kg - 20divs | Power cycle the indicator/scale.  Check if the platform/top pan is damaged.  If pan/scale is not damaged, recalibrate.  If pan is damaged or calibration fails, replace the platform/scale and carry out new calibration. |
| **Ad**  **ADC**  **Err N** | ADC board fail | Power cycle the indicator.  If it fails, replace indicator (or scale) and carry out new calibration. |
| **EEP.E#**  **Err #** | Config / Cal / Operation errors | See manual and make sure that the settings/parameters are correct and have been saved. |
| **Lo.bAt** | Battery doesn’t hold charge | Replace the battery |

|  |  |  |
| --- | --- | --- |
| **Symptom** | **Probable Cause** | **Remedy** |
| **Weighing is not accurate / doesn’t hold the Zero** | * The platform is not level / the top pan moves * Load cell is damaged | Make sure that the pan is in position and the scale/platform is on a flat surface.  Recalibrate.  If calibration fails, replace the platform/scale and carry out new calibration. |
| **Incorrect counting result or percent weighing result** | * Sample quantity is too small * Load cell is damaged | Increase the sample size.  If it persists, carry out a recalibration.  If it fails, replace the platform/scale and carry out new calibration. |
| **Cannot zero the display** | * Load on the scale is unstable * Load on the scale is +2% from zero * Keypad/board fail | Wait until weight is stable and below 2% capacity.  Press the Zero key.  If it persists, check if the platform/top pan is damaged.  If platform / top pan is damaged, replace platform/scale.  If not damaged, recalibrate.  If calibration fails, replace platform/scale. |
| **Keys don’t work** | * Keypad/board fail | Replace indicator (or scale) and carry out new calibration. |