****

**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. |