



LSQ-40L LABEL PRINTING SCALE



QUICK START MANUAL

INDEX

| | |
|--|----|
| Before you begin..... | 2 |
| Cleaning the scale | |
| Requirements for using a computer to program | |
| Setting up scale for first use..... | 4 |
| Testing printer | |
| Printing your first label..... | 5 |
| Setting up the network..... | 6 |
| Connecting the devices | |
| Installing the software | |
| Configuring you computer | |
| Configuring your scale(s)..... | 7 |
| Starting up the software..... | 8 |
| Adding scales to the network | |
| Configuring general information..... | 9 |
| Adding products..... | 10 |
| Moving products to/from scale..... | 11 |
| Access Direct | |
| General configuration..... | 12 |
| Bar code setup | |
| Printed text on labels..... | 13 |
| Headlines | |
| Passwords | |
| Programming using the keyboards..... | 14 |
| Entering store information | |
| Edit scrolling message..... | 15 |
| Configuration..... | 16 |
| Setting up label print..... | 17 |
| Setting up bar code | |
| Placing text on label..... | 18 |
| Set up text on label..... | 19 |
| Add plu's..... | 20 |
| Key assignation | |
| Troubleshooting..... | 22 |

BEFORE YOU BEGIN

Please read this section carefully. The following has some important safeguards to prevent damage or failure of your scale.

CLEANING THE SCALE:

- 1). You may use stainless cleaner or mild soap to wipe down the metal areas of the scale. The keyboards and display should be wiped down with a damp cloth only. While the keyboards and display are reasonably sealed, do not allow liquids to get between the plastic surfaces and the metal.
- 2). Use only the supplied cleaning kit to clean the print head. Do not use sharp objects around the print head or the pinch roller below it. Damaging these parts will cause your label printouts to be unreadable or you may even cause internal damage to the scale.
- 3). Do not immerse the power supply in water. This will cause possible electrical shock and failure of the adapter. Unplug adapter from power and wipe down with a damp cloth. Do not spray the adapter with cleaning fluids.
- 4). Keep the print cartridge area clean of any food or other debris. If contaminants are picked up by the labels and brought across the print head, it can cause labels to print poorly. This can also damage the print head.

COMMUNICATIONS WITH THE SCALE:

If you are going to program your scale using a personal computer, here are a few things you will need.

- 1). You will need to purchase a network adapter (hub) and two (2) category 5 cables. These can be purchased from electronics or department stores that sell computer equipment. A network adapter allows you to plug your computer and scale(s) into one hub. NOTE: You cannot plug the scale directly into your computer. Being your scale is actually a computer; all computers that communicate with each other require a network adapter to control data flow between machines.



Network Adapter with category 5 cables

The picture above shows an example of a 5 port hub. One computer and up to 4 scales can be connected for programming.

NOTE: It is not necessary to have a computer to program your scale. Programming can be done by using the keyboard on the scale. However, it is much easier to program using a computer especially if you have more than one scale.

A few other advantages of using a computer are:

- 1). Information can be saved to your hard drive or other backup device.**
- 2). You can communicate to the scales from a remote location such as a back office. You would not have to go to the machine or move it to program/update.**
- 3). You can generate reports from the scale and print them without interrupting normal operations of the day.**

SETTING UP THE SCALE FOR FIRST TIME

- 1). Carefully unpack scale from its box. Lift the indicators arm all the way up until it stops. Adjust the correct angle of the indicator by loosening the black nut on the arm next to the indicator. Move the indicator to the correct angle and then tighten the nut. DO NOT over tighten.**
- 2). Plug in the ac adapter to the wall socket and the other end into the scale. The connector may appear tight on a new scale. You might try twisting the connector as you are pushing it into the scales receptacle.**
- 3). Turn on the scale. It should do a regressive countdown, then a label should dispense. If the scale does not turn on, try twisting the connector again while leaving the switch in the on position.**

QUICK TEST OF THE PRINTER:

- 1). Remove the template from the main keyboard. There is a tab on the left side so it can be pulled out. This exposes the programming keyboard.**
- 2). Find the key(s) that came with the scale. Insert the key into the lock on the bottom right of the scale. Turn it right 90 degrees.**
- 3). The indicator should display PWD? Press the PRINT key. The scrolling message should say PROGRAMMING MODE.**
- 4). On the programming keyboard, press CONFIG. Using the arrow down button, scroll down until it says MODE.**
- 5). Press ENTER. The indicator should say AGENTS. Press ENTER.**
- 6). Arrow up/dn until you see DISABLE. Press ENTER.**
- 7). Arrow down until you see NON PLU. Press ENTER.**
- 8). Arrow up/dn until you see ENABLE. Press ENTER.**
- 9). Press ESC on the small keyboard until the scrolling message says PROGRAMMING MODE again. Turn the key to the left and remove it.**

TO PRINT A LABEL (continued):

1). Place a product on the platter. Enter in the price. Press PRINT.

A label should dispense with printed information such as weight, date, total sale, etc.

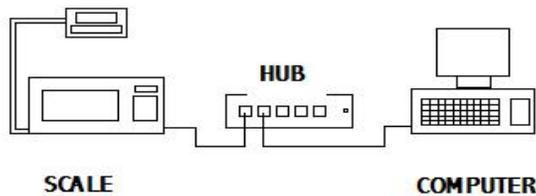
NOTE: The printer will not print a label if no price is entered, no weight is on the platter or negative weight is displayed on the indicator. Repeat steps on page 5 if no label comes out.

****CONGRADULATIONS!!** You have just printed your first label.**

SETTING UP THE NETWORK

(Skip this part if not using a computer)

1). Connect up the equipment as shown in the drawing below.



2). Place the Scalenet (LSQ-40L) software CD in your drive. The auto install should begin automatically. Complete the installation as instructed.

NOTE: This software is intended to run on a Windows XP operating system with SP2 (Service Pack 2) installed only.

CONFIGURING YOUR NETWORK ON YOUR COMPUTER:

- 1). Click on **START**, and then **NETWORK CONNECTIONS**.
- 2). Click on **LOCAL AREA NETWORK**.
- 3). Click on **PROPERTIES**.
- 4). Scroll down on window and click **ONCE** on **INTERNET PROTOCOL TCP/IP**.
- 5). Click on **PROPERTIES**.
- 6). Click on **MANUALLY ENTER IP ADDRESS**.
- 7). Enter in the IP address **131.1.100.100**. Click **OK**.

NOTE: If you are already using a network connection for another application, you may want to create a new connection and configure it for scale communications.

CONFIGURING YOUR NETWORK ON THE SCALE:

The scales network IP address should already be configured from the factory. If you want to check it or if you are using more than one scale, follow the procedure below.

TO SEE/CHANGE SCALES IP ADDRESS:

- 1). If the scale is on, turn it off.**
- 2). Turn on the scale. During the countdown, press and release the following keys in sequential order. Press X, +, and then AGENT before the countdown completes.**
- 3). Display should go blank. Enter 2005 and press PRINT.**
- 4). Press PRINT to scroll thru the address numbers. At any time you may change them by entering the new numbers. The first scales address should be 131.1.100.101.**
- 5). Press ESC when complete.**

If you are using more than one scale on the network, then each scale must have its own network address. EXAMPLE:

| | |
|----------------|----------------------|
| SCALE#1 | 131.1.100.101 |
| SCALE#2 | 131.1.100.102 |
| SCALE#3 | 131.1.100.103 |

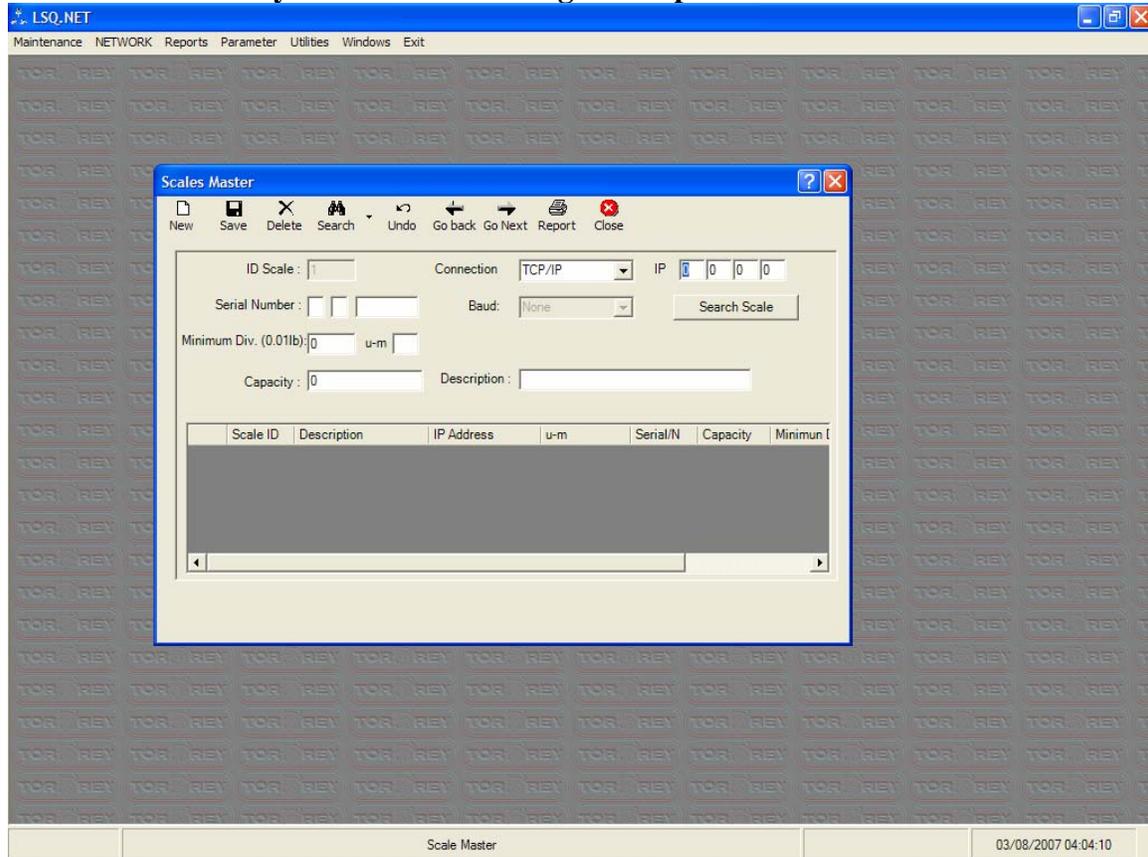
NOTE: You should write down each address. You will need to type it in again later to add them to the network.

STARTING UP THE LSQ-40L SOFTWARE

(Be sure your scale and hub are powered up and connected at this time)

1). Launch the LSQ-40L software. On the logon screen, **do not** enter a password. Click on ACCEPT to continue.

2). At the top of the screen, click on MAINTENANCE and then SCALE MASTER. Below is the screen you should be viewing at this point.



SCALE MASTER allows you to add new scales to the network. You will have to add each scale to the network one at a time. As long as you use the same computer each time you communicate to your network, you should not have to add them again.

TO ADD A NEW SCALE TO THE NETWORK:

1). Click on NEW.

- 2). Go to the first IP box and click in it. Enter the first number. Press TAB and enter the second number. Repeat for the last two numbers.
- 3). Click on **SEARCH FOR SCALES**. If the network detects the scale, it will ask you 'Do you want to add scale?'. Click **YES**.
- 4). The scales information should appear on the screen. If you have more than one scale, repeat step 1.

NOTE: If you get an **Enable** message, the network did not find the scale. Either you entered the wrong IP address, or the network is not configured correctly. If you have more than one network configured, you may have to disable the other networks.

CONFIGURE GENERAL PARAMETERS:

To set up for North America (USA) operations and currency, on the top of the screen click on **PARAMETER** and then **SYSTEM COFIGURATION**.

- 1). Under the **COMPANY INFORMATION** tab, enter your stores information.
- 2). Under the **SYSTEM DATA** tab, enter the following information:
 - Current Symbol = \$
 - Decimal Symbol = .
 - Decimal Number= 2
- 3). Click on **SAVE** the **CLOSE**.

ADDING PRODUCTS TO THE SCALE:

1). Click on NETWORK, then NET DISTRIBUTION (keep this window open while programming).

On the left side of the screen, you can see your scale(s) and a Group1 icon. This is the network tree. You can drag and drop scales into different groups. You can also create/delete groups by right clicking in the tree box. By creating groups, you can program several scales at once with the same information. When you click on a group, all scales in that group will be programmed at the same time.

2). Click once on the scale you wish to program.

3). At the top of the screen, click on the PLU's arrow (pull down). Clicking on PLU READ will download the plu's from the scale. If you have not entered any plu's into the scale yet, go to next step.

4) Click on Maintenance, then PRODUCTS MASTER.

5). Click on ADD to enter new products. Be sure to SAVE after each entry.

WHAT YOU CAN ENTER ON THIS SCREEN:

Description: Product Name

PLU#: Product number (1-300). This number can be typed during a sale to bring up the information (Desc., price, etc.).

Price: Price of the product per pound or total cost for it (see Type PLU).

Tax: Tax on the product (must be a whole number).

Expire day: How many days before product expires (EX: 7 would equal day label was printed + 7 days).

Group: Name of group scale belongs to (optional).

Dept: Department product belongs to by entering a number (must be defined in the department table).

Type PLU: Determines how the product is to be sold.

| | |
|------------------|--|
| Weighed/Lock | Sold per pound/Price per pound locked |
| Weighed/Unlock | Sold per pound/Price per pound can be changed |
| Unweighed/Lock | Sold per unit. Product is not weighed/price locked |
| Unweighed/Unlock | Sold per unit/Price can be changed |

NOTE: If the product is locked, only the programmer can change the price.

User 1-3: Defined by programmer.

Ingredient: Enter number as defined by ingredient table. This table has to be programmed in the Ingredients Master selection (found under MAINTENANCE).

MOVING PRODUCTS TO AND FROM SCALE:

- 1). Click on PLU'S pull down arrow and click on READ.
- 2). Click on COPY. This should open 2 windows. The left window is what will be uploaded to the scale. The right window is the master products selection.
- 3). To add a product to the plu list, click on the product the click COPY PLU.
- 4). When you are finished, click on UPDATE and SELECT ALL. The scale will upload the new plu list to the scale.

ASSIGNING PRODUCTS TO THE MAIN KEYBOARD:

During the sale, you can press a single key on the main keyboard to bring up a pre-programmed product. This works by placing a product on the platter, pressing the appropriate (programmed) key, and press PRINT. A label will be printed with the products information including weight and total sale.

- 1). If you are in the PLU's –MEMORIES READ selection, you can click on ACCESS DIRECT to see the keyboard and products window. Drag and drop the products on the key you want it assigned to. Remember to write the product names on the template that fits over the program keyboard.
- 2). When you are finished, click on UPDATE, then ONLY ACCESS DIRECT. This updates the scales keyboard configuration (product location).

GENERAL CONFIGURATION:

This will configure label printing features, and lock/unlock other features, setting up the bar code, etc. Click on CONFIGURATION, then READ.

SCROLLING MESSAGE: This message will scroll across your indicator when there are no sales in progress.

INGREDIENTS: The number of lines dedicated for ingredient text on the label.

HEADLINES: The number of lines of text that appears at the top of the label. Usually your store name, address, etc.

NOTE: The more lines you dedicate for ingredients and headlines, the less space that will be available for other information.

UNDER THE OPTIONS BOX:

ALLOW AGENTS: If you want to keep track of your employees sales. This will place the employees name on the label (if configured). Before each sale, the employee must enter his employee#.

NON PLU'S: You can sell a product that has not been programmed in the scale.

KEY NOT REQUIRED: You can enter PROGRAM MODE by pressing the PROG MENU key. This bypasses the security feature of having a key.

BAR CODE TAB:

You can select from 4 different bar code configurations or select CUSTOMIZED to configure your own. This depends on your POS system and the information you want in the bar code.

If you do not want a bar code, follow these steps:

- 1). Click on the LABEL FORMAT tab.
- 2). Click LABEL WITH GAP and then CUSTOMIZED.
- 3). Click on VIEW. The widow shows how the information is placed on the label. Right click on bar code, and then click DELETE.

PRINTED TEXT ON LABEL:

This allows you to change the text as it appears on the label. An example is if you would like to change Agent and have it print Employee instead.

PRINT FORMAT:

You can choose a selection of print formats. You can use labels or paper rolls. There are 4 preset formats or you can customize your own label.

TO CUSTOMIZE A LABEL:

- 1). Select a LABEL/PAPER type.**
- 2). Select CUSTOMIZE and then VIEW.**
- 3). In the label window, you can drag and drop where you want the information to be printed on the label.**
- 4). Right clicking on a text object allows you to select font size, justify, or you can delete it.**
- 5). You can also drag and drop text objects from the DATA FIELDS window on the right or select FIELD by right clicking in the text object.**

NOTE: Do not make the label width larger than 58mm. Making font sizes as small as possible will save space on the label. Font sizes are as follows:

1= smallest 5= largest

HEADLINES TAB:

Enter in the information you want printed at the top of the label. This is usually a store name, etc. The amount of lines that will be printed is configured in the GENERAL TAB.

PASSWORDS:

You can set additional passwords to prevent unauthorized programming. However resetting passwords because they were lost will require the machine to be returned to the factory. This is not covered under warranty. The owner of the scale will be required to pay all shipping costs and labor.

PROGRAMMING USING THE SCALES KEYBOARDS

This Section is for programming and editing without the use of a computer. Before you start programming your scale, you should perform startup operations on pages 4 and 5. This will confirm the scale is operating normally and will make programming easier. You can change the settings later if you need to.

NOTE: At any time you need to enter PROGRAMMING MODE, please follow steps 1 to 3 on page 4 under QUICK TEST OF THE PRINTER.

TO ENTER STORE INFORMATION:

(This will be printed on the top of your label)

- 1). Enter PROGRAMMING MODE.**
 - 2). Press PROG. FORMAT.**
 - 3). Arrow down until you see HEADLINES. Press ENTER.**
 - 4). LINE 1 is displayed. Press ENTER.**
 - 5). TEXT is displayed. Press ENTER.**
 - 6). MY STORE IS DISPLAYED (or previous text). Press DEL until all text is erased.**
 - 7). Type in your stores name and press ENTER.**
 - 8). TEXT will appear again. Arrow down until you see SIZE (1-6). Press ENTER.**
 - 9). Press DEL. Enter the font size you want. (1=smallest 5=largest). Press ENTER.**
- NOTE: The larger you make the font; the more space is used on the label. Also fewer characters will appear on label. LINE 1 recommended size is 2.**
- 10). Press Arrow down. POSITION will appear. Press ENTER.**
 - 11). By using the arrow buttons, you can select if you want the text to be centered on the label, or start left or right on the label. Press ENTER when selected.**
 - 12). Press ESC once. Arrow down to the second line (LINE 2). Press ENTER. Repeat lines 5 to 11 to edit.**

NOTE: You can have up to 10 lines printed on the label. It is recommended no more than 2 lines used so all other text can be printed. Too much text will go past the end of the label causing another label to be used. You can correct this by making font sizes smaller, using less text lines, or using longer labels.

TO SET AMOUNT OF TEXT LINES TO BE PRINTED:

- 1). Press ESC until HEADLINES appear. Press ENTER.**
- 2). LINE 1 appears. Press arrow down until # LINES appear. Press ENTER.**
- 3). Press DEL. Type in the amount of text lines you want printed (how many HEADLINES you typed in). Press ENTER.**
- 4). Press ESC until PROGRAMMING MODE appears. Your store information is now programmed in the scales memory. It will appear at the top of a label each time you print.**

EDIT SCROLLING MESSAGE:

This is the message that scrolls across the lower window of the display when the scale is idle (not being used). This can be your store name, a special of the day, etc.

- 1). Enter PROGRAMMING MODE.**
- 2). Press EDIT SCROLLING MESSAGE key.**
- 3). Press DEL to erase previous text.**
- 4). Type in new text you want displayed. Press ENTER.**

CONFIGURATION:

This sets up the scales time, date, and preferences of the scale. Extreme care should be used as some features can cause loss of memory or be locked out of programming features.

1). Enter PROGRAMMING MODE.

2). Press the CONFIG button.

What you can program in CONFIG:

DATE (DDMMYY) Must be in this format.

HOUR (HRMM) Must be in 24 hour format.

MODE (AGENTS – ENABLE/DISABLE) and (NON PLU – ENABLE/DISABLE)

NOTES: AGENTS enabled requires employee to enter in their id# before a transaction can proceed. NON PLU enabled allows a product label to be printed that is not been programmed in the scale. You have to have weight on the platter and enter a price before pressing PRINT.

VALIDATE (DISCOUNTS – ENABLE/DISABLE) AND (PLU RETURN – EN/DI)

PASSWORD (PROG ACCESS, SUPERVISOR)

CONTRAST (LIGHT/DARKNESS OF PRINT [1=LIGHT 2=DARK])

RESET MEMORY (PLUS = erases all plu's from memory – TOTAL=erases ALL memory)

MENU (ENABLED= Can enter PROGRAMMING MODE without using a key by pressing the PROG MENU button).

VERSION (Displays the firmware version of scale – Not a user function).

3). Press ESC until PROGRAMMING MODE appears when finished.

SETTING UP THE LABEL PRINT:

If you are satisfied the way the labels are being printed, you can skip this section. If you are using Safe Handling Labels or want to customize your own label, then proceed to the next step.

REMOVING THE BAR CODE:

- 1). Enter PROGRAMMING MODE.**
- 2). Press PROG FORMAT.**
- 3). Press ENTER when you see FORMAT.**
- 4). Use arrow up/dwn to find LABEL W/ GAP. Press ENTER.**
- 5). Use arrow up/dwn to find CUSTOMIZED. Press ENTER.**
- 6). Press ESC twice. Arrow down to NO BAR CODE. Press ENTER.**

If you decide later to have a bar code, repeat the above procedure and select either EAN-13 or UPC-13 (depending on your POS).

SETTING UP THE BARCODE:

If your POS system cannot recognize the bar code, you may have to alter the way the bar code encodes the product data (makes the barcode).

- 1). Enter PROGRAMMING MODE.**
- 2). Press PROG FORMAT.**
- 3). Press ENTER when you see FORMAT.**
- 4). Use arrow up/dwn to find LABEL W/ GAP. Press ENTER.**
- 5). Use arrow up/dwn to find CUSTOMIZED. Press ENTER.**
- 6). Press ESC twice. Arrow up/dwn and select either EAN-13 or UPC-13. Press ENTER.**
- 7). Arrow up/dwn until you see CUSTOMIZED. Press ENTER.**

You should see something similar to PCCCCCWWWWW.
 This is the bar code layout. Below are the meanings of the letters that make up the bar code.

- P = PREFIX (start code)
- W= WEIGHT
- C= PRODUCT CODE
- T = TOTAL SALE
- A = AGENTS#
- N = QUANTITY OF PRODUCTS
- X = NULL VARIABLE

The prefix code usually starts with 2 or 02. So the first letter(s) will have to be P or PP. Most weighed barcodes look like PCCCCCTTTTT or PPCCCCCTTTTT. The 13th digit is the end code that is set by the scale. The car code has to be 12 digits long or the POS may not read it.

You can change the code by using left and right arrow buttons and make changes by typing letters on the keyboard. Press ENTER when finished.

After pressing ENTER, PREFIX will appear. Type in the code and press ENTER.

PLACING TEXT ON THE LABEL:

Some planning on how to layout the label is strongly recommended before proceeding. One way to do this is by using the template below.

| | LEFT | CENTER | RIGHT |
|---------|------|--------|-------|
| LINE 1 | | | |
| LINE 2 | | | |
| LINE 3 | | | |
| LINE 4 | | | |
| LINE 5 | | | |
| LINE 6 | | | |
| LINE 7 | | | |
| LINE 8 | | | |
| LINE 9 | | | |
| LINE 10 | | | |

NOTE: You must consider the font size and what text you actually need to have on the label. You can print samples as you are formatting the label.

Below is a list of what you can put on a label.

HEADLINE- Store information

DESCRIPTION- Product name

WEIGHT TEXT- The word **WEIGHT**

WEIGHT – The weight of the product

PRICE TEXT- The word **PRICE**

PRICE- The price of the product

TOTAL TEXT- The word **TOTAL**

INGREDIENTS- Ingredients

BAR CODE- The bar code (usually at the bottom but above add. text)

DATE TEXT- The word **DATE**

DATE- Today's date

SELL BY TEXT- The words **SELL BY**

SELL BY- Expiration date of product

ADDITIONAL TEXT- Usually appears below bar code (Thank you, etc.)

HOUR- Time label printed

AGENT TEXT- The word **AGENT**

AGENT#- Agents employee number

AGENT NAME- Agents name

SPACE- Line space. Important for spacing over safe handling information

SET UP TEXT ON LABEL:

1). Enter PROGRAMMING MODE.

2). Press PROG FORMAT.

3). Press ENTER when you see FORMAT.

4). Use arrow up/dwn to find LABEL W/ GAP. Press ENTER.

5). Use arrow up/dwn to find CUSTOMIZED. Press ENTER.

6). The next two questions are the width and length of the label. The scale has a sensor to detect the end of the label, so there is no need to change the dimensions. Exceeding 56mm width or 99mm in length can cause printer error. Press ENTER 3 times to get to next step.

7). LIN 1 () should be in the display. You can arrow down to program what line you want to place text on. Press ENTER.

NOTE: If you go past LIN 20, you can print a sample label to preview your layout.

8). Use arrow up/down to justify where you want it one the line. Press ENTER.

9). Arrow up/down to select what text you want placed on the coordinates you selected. Press ENTER.

10). SIZE (1-6) is displayed. Type font size and press ENTER. (1-sm 6-lg)

11). Repeat steps 7 to 9 until all text has been entered.

12). Press ESC to go back to PROGRAMMING MODE.

ADDING PLU'S:

The list below explains the information needed when adding a new plu.

DESCRIPTION- Product name

CODE- Product identifier number you POS system recognizes

DEPARTMENT- Department number (defined in department table) [Optional]

GROUP- Group of scales [Optional]

PRICE- Price of product by pound or item

TYPE- (See page 10) Press ENTER the select by using arrow up/down. Press Enter

TARE- Type number as defined in TARE table [Optional]

EXPIRATION DATE- Type number of days from today [Optional]

TAX- Must be a whole number [Optional]

INGREDIENTS- Type number as defined in ingredients table [Optional]

1). Enter PROGRAMMING MODE.

2). Press NEW PLU.

3). Enter in the plu number (1 to 300) and press ENTER.

4). Enter the information or you can press ENTER on optional lines.

5). When NEW PLU appears again, you can type in another product or ESC to go back to PROGRAMMING MODE

KEY ASSIGNATION:

During normal operation of the scale, you can type a plu# and press PLU to pull a product from memory, or you can use the main keyboard as quick access keys. However you have to assign the plu's to a button.

1). Go to PROGRAMMING MODE.

2). Press KEY ASSIGNATION. Press ENTER.

3). Type in plu# and press ENTER.

4). Press the button on the main keyboard where you want it assigned to.

5). Press ENTER and repeat step 3 an 4 to assign another plu or ESC to go back to PROGRAMMING MODE.

| PLU | PRODUCT | PRICE | T | PL U | PRODUCT | PRICE | T |
|-----|---------|-------|---|---------|---------|-------|---|
| 1 | | | | 26 | | | |
| 2 | | | | 27 | | | |
| 3 | | | | 28 | | | |
| 4 | | | | 29 | | | |
| 5 | | | | 30 | | | |
| 6 | | | | 31 | | | |
| 7 | | | | 32 | | | |
| 8 | | | | 33 | | | |
| 9 | | | | 34 | | | |
| 10 | | | | 35 | | | |
| 11 | | | | 36 | | | |
| 12 | | | | 37 | | | |
| 13 | | | | 38 | | | |
| 14 | | | | 39 | | | |
| 15 | | | | 40 | | | |
| 16 | | | | 41 | | | |
| 17 | | | | 42 | | | |
| 18 | | | | 43 | | | |
| 19 | | | | 44 | | | |
| 20 | | | | 45 | | | |
| 21 | | | | 46 | | | |
| 22 | | | | 47 | | | |
| 23 | | | | 48 | | | |
| 24 | | | | 49 | | | |
| 25 | | | | 50 | | | |

TROUBLESHOOTING

| PROBLEM | CAUSE | SOLUTION | PAGE |
|-----------------------------------|--|---|-------------|
| Scale will not turn on | Power not getting to scale | Twist plug as you are inserting in scale. | 4 |
| | Fuse Blown | Replace fuse | |
| | No power at outlet | Plug in at a different outlet | |
| Too many labels come out | Too much text attempting to be printed | Remove some of the text that is being printed | |
| | | Make font sizes smaller | 19 |
| | Label sensor | Clean sensor Bad sensor | |
| Printout stretched out | Defective step gear. motor | Contact dealer | 2 |
| | Label wrapped around pinch roller | Remove stuck labels | |
| Poor printing of label | Dirty print head | Clean print head | 2 |
| | Contrast too low | Set contrast darker | 16 |
| | Defective print head | Replace print head | |
| Out of paper | Out of paper | Replace with new roll of labels | |
| | Paper sensor | Labels moved away from sensor. Adjust cartridge guide | |
| Print head up error | Print head up | Close print head by moving lever down. | |
| | | Defective print head position sensor | |
| Label comes out but print | Print board | Replace board | |
| | Print head | Replace print head | |
| Printer error | Print board | Replace board | |
| | Print head | Replace print head | |
| Cannot communicate using computer | IP address wrong | Check scales ip address | 7 |
| | | Disable all networks except the one for scale in computer | 6 |
| | | Cable plugged in wrong on hub | |
| | | Check configuration | 8 |
| | | Not using a cat 5 Ethernet cable | 3 |
| No label comes out | Set for paper mode | Check plug on cartridge is in D position | |
| | | Check configuration-should be label with gap | 17 |
| | | No weight on platter or neg | 5 |
| Labels tearing | Cartridge guide too tight | Open gap where label passes thru | |
| Label roll snaps | bad label roll | Install new label roll | |
| Label and wax paper comes out | Paper came of spooler | Reinstall label roll | |

| | | | |
|---|--|---|--|
| | Label roll snapped | Check if too tight coming thru cartridge | |
| | | Defective label roll/replace | |
| | Defective dc motor | Replace motor | |
| Scale say unload or help | possible load cell damage | Contact dealer | |
| Strange characters on display | Corrupted memory | Go to config/total reset/reset scales memory (all data will be lost) | |
| Scale drifts | Vibration or air blowing on platter | Relocate scale to hard/quiet area. | |
| Quick access keys show only a letter or other character when pressed | In ABC mode | Press ESC. Press ABC button to turn off | |

If you are experiencing mechanical problems you must contact your dealer first! It is up to your dealer to decide a course of action to take to resolve any matter concerning your scale. No returns will be accepted without a return authorization number. You may contact us for any technical questions you might have. Please read carefully the warranty sheet supplied with the scale.

Limited Warranty Statement (1) Year Warranty

TOR REY ELECTRONICS, INC. "TOR REY" WARRANTS THIS PRODUCT AGAINST DEFECTS IN MATERIALS OR WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE.

Should any manufacturing defect be discovered within one year from date of purchase, you must deliver the entire product to the TOR REY dealer that sold it or to a TOR REY service center in its original packaging or in packaging affording an equal degree of protection, along with proof of purchase. TOR REY will at its option, repair or replace on an exchange basis with an equal or equivalent unit, the defective unit, without charge for parts and labor. The transportation and insurance charges to and from the TOR REY service center are not included in this warranty.

What this warranty does not cover.

1-This warranty covers only normal consumer use in Canada and the United States. This warranty **does not cover wear parts**, which due to the nature of the machine, have a limited usable life, and have to be replaced on a use and wear basis, nor:

- a. Damage caused by disasters such as fire, flood, lightning, and improper electrical current.
- b. Improper or inadequate installation.
- c. Improper or inadequate maintenance.
- d. Unauthorized modification or misuse.
- e. Damage caused by service other than by an authorized TOR REY service center.

2-This warranty **does not cover in-house call service to your location**. Your product has to be shipped or taken (properly packaged to prevent damage) to a TOR REY dealer or service center for service and or repairs. (Some dealers may opt to offer an optional added value in-house call service warranty policy. Please consult with your dealer for details)

Limitations of Warranty

NEITHER TOR REY ELECTRONICS, INC. OR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO TOR REY PRODUCTS.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY OTHER PERSON OR FIRM ARE VOID.

THE DURATION OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON YOUR TOR REY PRODUCT SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER TOR REY ELECTRONICS, INC. NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE TOR-REY PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

Some states do not allow limitations on how long an implied warranty lasts and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

How to obtain Warranty Service

1. Refer to the troubleshooting guide in your owner's manual. This list may solve your problem.
2. Call the TOR REY dealer that sold you the product, it has a complete service department that should be able to help you and fix or repair your product.
3. If unable to find service at the dealer that sold you your TOR REY product call the TOR REY toll free number 888-748-3934 for technical assistance and instructions. (Your warranty covers any manufacturing defects but does not cover in-house service calls.)
4. If your product needs to be serviced it would have to be shipped to a TOR REY service center be sure to obtain a "RMA" number (return authorization) from the TOR REY service center at 888-748-3934.
5. Arrange for the delivery of the product to the authorized TOR REY service center. **Products shipped to any service center must be insured and safely and securely packaged**, preferably in the original carton, and a letter explaining the defect and also a copy of the bill of sale or other proof of purchase must be enclosed.
6. Make sure to include inside the package a complete description of the defect or trouble with the unit and **complete names, address, and phone numbers of who to contact for more questions and who to ship to.**
7. Make sure to clearly write outside of the package **the "RMA" number and the full address for the TOR REY service center**

In the United States contact
TOR REY ELECTRONICS, Inc
3739 Yale St.
Houston, TX 77018
Or via the Internet at <http://www.tor-rey-electronics.com>

Customer Support

If the suggestions in the user's manual and the accompanying documentation do not solve your problem, please call your TOR REY dealer or the TOR REY service center at 1-888-748-3934 for additional support.

IMPORTANT: PACKING AND SHIPPING INSTRUCTIONS

When you send the product to a TOR REY service center, you should use the original box, and packaging material. Insert the original carton box containing the unit into another carton, using more packing material to ensure it will not be damaged during shipping.