

Please read this manual carefully, before the product installation and use.

1、Open box to check

After open the box, please check the items carefully, the items inside the box as follows:

- a. Host
- b. Tray
- c. Display group(A liquid crystal display, display bar, the four screws)
- d. Thermal label paper
- e. One fuses
- f. User manual
- g. Serial cable
- h. Power cable

2、Installation



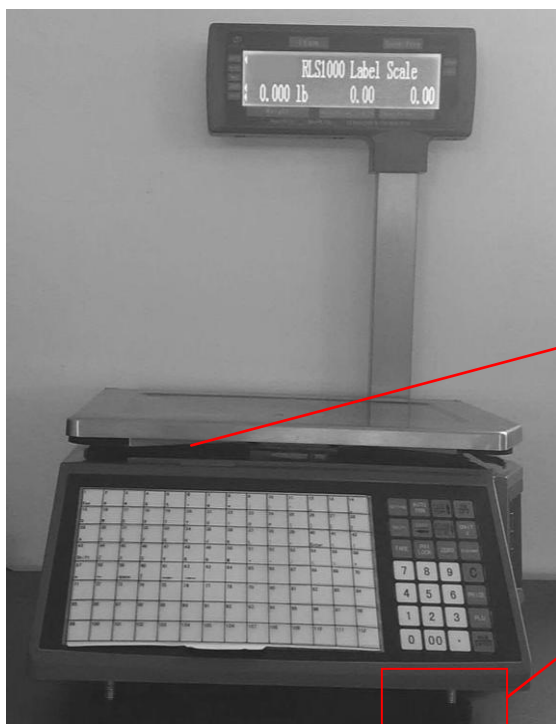
a. Connect air fittings



b. put the air fittings inside the display bar



c. Install the display bar and put the tray

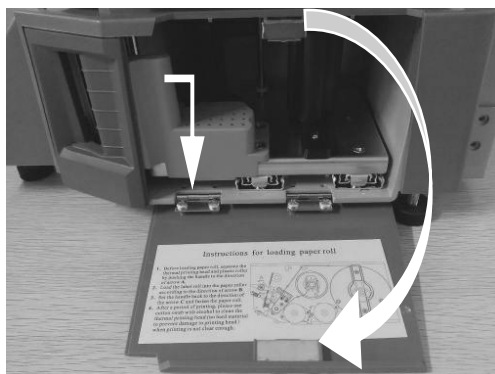


Put the level tool under the tray

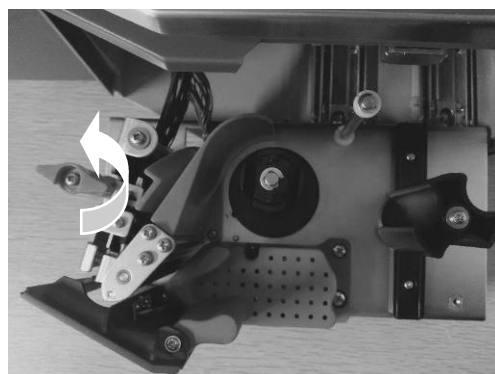


Adjust the feet to make the level tool inside the little circle

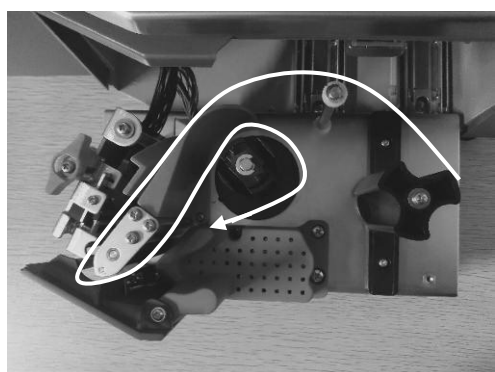
3、 The installation of the thermal label paper



a. Open the side panel



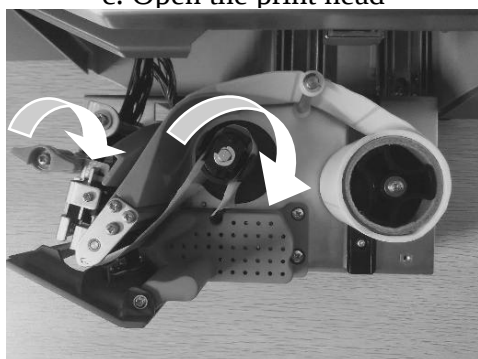
b. Take out the printer



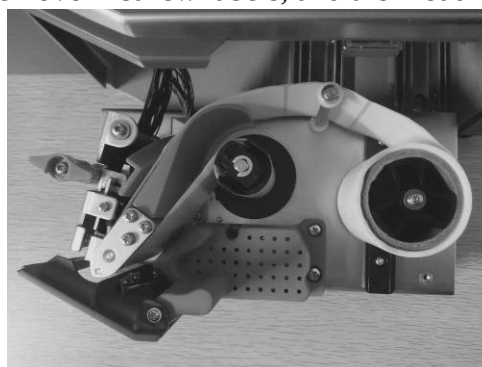
c. Open the print head



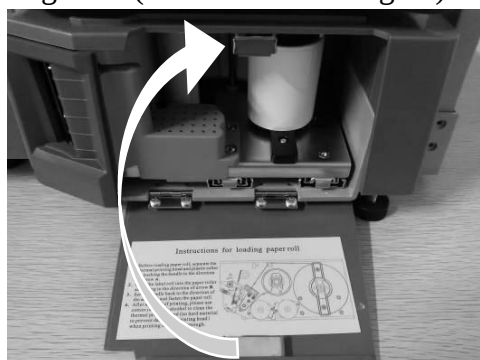
d. Remove first few labels, and then loading the roll



e. Thread the front of new label roll through the filter plate and wrap in pick-up clamp, and close the printing head (As shown in the figure)



f. Press [↑] button to roll the label paper

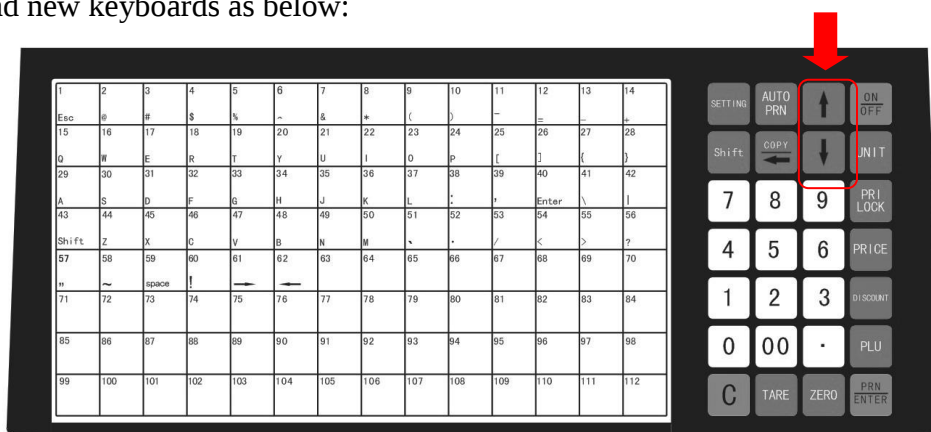


g. Put the printer back to the host printer

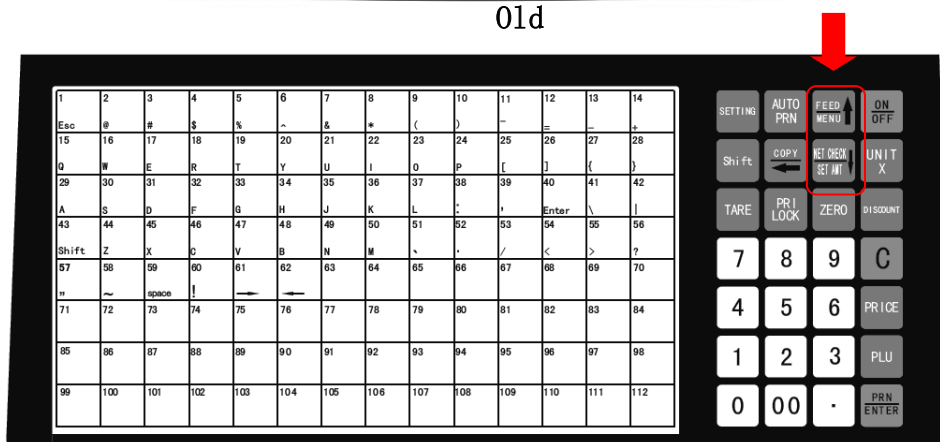


h. Close the side cover of the printer

NOTE: Press [↑]、[↓] button to adjust label position and long press [↑] button to align paper, there are old and new keyboards as below:



Old



New

●Differences of new and old keypad

Layout: Several keys of Number and Function make the related adjustments

Function: The new keyboard Deletes the function of unwinding key ,which is instead by the function of internet test and printing by total price of single commodity

●Switch of new and old keypad

New and old keypad d can switch in the hardware option of upper computer software 's function setting (0-255: bit0->ESC first , then Print , 1-> no ESC ; Bit1:0->old keypad , 1->new keypad ; Bit2:0->long screen ,1->square screen .)

Table: Hardware options parameter settings

Hardware options	Parameter	settings
long screen、 old keypad、 ESC first	0000 0000	0
long screen、 old keypad、 no ESC	0000 0001	1
long screen、 new keypad、 ESC first	0000 0010	2
long screen、 new keypad、 no ESC	0000 0011	3
square screen、 old keypad、 ESC first	0000 0100	4
square screen、 old keypad、 no ESC	0000 0101	5
square screen、 new keypad、 ESC first	0000 0110	6
square screen、 new keypad、 no ESC	0000 0111	7

4、Description of label paper

The label which is used at RLS is: Thermal Seam Marking Label. As shown below:

Height: 60mm, width: (30~60) mm, Max outside diameter: 100mm, Minimum inner diameter: 40mm.

AS shown in the right:



5、The Label scale's specification

- The Weighing range and accuracy.

Max weight: 15lb

Min weight: 40g

0lb to 6lb * 0.002lb (e=2g)

6lb to 15lb * 0.005lb (e=5g)

Max weight: 30lb

Min weight: 100g

0lb to 15lb * 0.005lb (e=5g)

15lb to 30lb * 0.010lb (e=10g)

Max weight: 33lb

Min weight: 100g

0lb to 15lb * 0.005lb (e=5g)

15lb to 30lb * 0.010lb (e=10g)

- The accuracy grade: **III**

- Resolution:

Input sensitivity: greater than or equal to 50u V/D

Zero-point adjustment range: $\pm 60\text{MV}$

Temperature coefficient: $\pm 0.0012\%\text{CTYP}$

[Zero] $\pm (0.2\mu\text{V} + 0.0008\% \text{ of Dead Load}) / ^\circ\text{CTYP}$

Nonlinearity: 0.01%F.S.

A/D resolution: Max 30000 resolution

Display resolution: 1/3000

A/D conversion rate: 6 times/second

- LCD display board:

Info/weight: 5byte(APHA)

Simple lattice: 8 byte

Total lattice: 8byte

Unit of weight: g. Lb.

- Regular:

Power supply: AC100-240V, 50/60Hz

Power consumption: Standby 3W, line printing 30W

Operating temperature: 0 C-40 C

Physical appearance: Length 437mm $\times$ width 372mm $\times$ high 523mm

6、Simple Operation

- Auto Print: Switch to automatic print, otherwise need to press button **[PRN / ENTER]** to print
- Charge unit: Press button **[UNIT]** 2 seconds to switch charge unit \$/Lb or \$/g.
- Price Locking: Press button **[PRI LOCK]** to continuously print label of same product (product name will not disappear). Press again to unlock.
- Price change: Press any hotkey $\Rightarrow$ press button **[PRICE]** and input price.
- Discount: Enter the discount rate (e.g.: enter 80 for 80% discount) and press button

[DISCOUNT] to calculate $\Rightarrow$ Enter hotkey of the goods $\Rightarrow$ put good on the scale and start printing

- Fresh Commodity code printing: put the goods on scale $\Rightarrow$ press button [PLU] and enter the Fresh Code 100 xxx(xxx means 1~174, can be increased)
- Zero: press button [ZERO] to make zero of all the data.
- Peeling/Tare: weight the tare and press button [TARE] $\Rightarrow$ put goods on the scale $\Rightarrow$ enter corresponding hotkey $\Rightarrow$ after printing, press button [TARE] to clear the tare weight.
- Clear: this button commonly used to clear the unit price and abnormal screen or an error message to keep the normal running of the system.
- Setting: press button [SETTING] 2 seconds to enter Setting interface, where you can reset basic setting and parameters of the printer and scale.

Note: when wrong operation cause system crash, need to restart the scale.

7、Troubleshooting

7.1.Scales Crash

- Boot up without any response

Reasons: a. bad contact between the power plug and socket.

- b. the power cord is disconnected
- c. Filtering group Fuse is disconnected.
- d. Transformer is broken.
- e. Motherboard is broken.

Solutions: use multimeter to check them one by one, use method of exclusion to find the solution.

- Boot up without any sound, No display, Backlit.

Reasons: the spark generated by the power plug impact the program.

Solutions: Replace the Motherboard, reset the number, and download all the files.

- Boot up without any sound, display “Update”

Reasons: a. Program downloads error

- b. misoperation during the downloading of the program (such as halfway power outage)

Solutions: a. downloads the right program again; the scale with Ethernet interface can update the program by “update” option, the scale without Ethernet interface have to update the program after revise the scale number to “78343338” and revise the baud rate to 9600.
b. ditto

7.2. Print related issues

- Print a blank label, paper orientation is normal.

Reasons: Setting label type error. Usually the label type computer download is D₀, so label type of label scale printing should be set D₀. Or the printed label is blank.

Solutions: a. adjust the settings in following key order (on the scale)

[SETTING] $\Rightarrow$ Enter the system setting $\Rightarrow$ Press hotkey[L] $\Rightarrow$ Enter the select label type (0: D₀; 1: D₁) $\Rightarrow$ Press [PRN/Enter]

- b. It's also available to adjust software on computer. Open label scale, input serial number of the scale. Change label type to D₀ in set function, then carry out function set command.

- Print half or a half label, paper orientation is abnormal.

Reasons: a. Set paper type detection error.

b. Printer rear photoelectric has slanting direction or is dust.

c. Photovoltaic panels is bad.

d. Photoelectric pair of printer rear photoelectric is bad.

Solutions: a. adjust the settings in following key order on the scale

[SETTING] $\Rightarrow$ Enter the system setting $\Rightarrow$ Press hotkey**[S]** $\Rightarrow$ Enter the select label type (0: label; 1: receipt 2: label, without recycle paper roll) $\Rightarrow$ Press **[PRN/ENTER]**

It's also available to adjust software on computer. Open label scale , set paper type to "Label" in set function, the pass the setting to error scale.

b. Check whether printer rear photoelectric has slanting direction or is dust.

c. If the problem still can't be solved, consider changing photoelectric pair. It is better to handle this step by professional person of our company.

- Fuzzy print and it is not black enough

Reasons: a. printer head has not been fasten well.

b. Thermal head is dirty

c. Print density is too low.

Solutions: a. Re-fasten the printer head well.

b. Wipe the thermal head with a soft cloth glued alcohol gently

c. Increase print density

- Print a label with half clear and half fuzzy or even blank.

Reasons: a. printer head has not been fasten well.

b. Thermal head is dirty

c. The print head deformation

Solutions: a. Re-fasten the printer head well.

b. Wipe the thermal head with a soft cloth glued alcohol gently

c. If the problem still can't be solved by above method, then cause of the error is the print head deformation, need to change printer. Bad printer should be handled by professional person of our company.

- Weird character show on label or character can't be printed out(including Chinese and English)

Reasons: a. Haven't download fonts or single-byte character.

b. Font conflict

Solutions: a. Re-download fonts (including single-byte and double-byte character.)

b. Re-select single-byte and double-byte fonts by files/option/label scale fonts, then download Chinese and English fonts.

7.3. The key issues

- Keys have been ringing, display is normal

Reasons: a. Line piece of key cause short circuit

b. Sharp object resist the key.

Solutions: a. Change line piece of the key

b. Move the sharp object.

- Some keys do not ring

Reasons: a. Ribbon cable of the key hasn't been inserted properly.

b. The conductive rubber of the key circuit board hasn't been assemble properly.

c. The key is damaged.

Solutions: a . Check out key ribbon cable, re-insert properly.

- b. Take out and re-assemble the key conductive rubber and the other positioning rubber
- c. If the problem still can't be solved by above method, then maybe the key is damaged, change it.

7.4. Weigh Problem

Weigh inaccurately

- Reasons:
- a. The rubber mat supporting scale pan is touching the top cover.
 - b. Damp, module aging, or regional differences to make the weigh inaccurately.
 - c. The load cell damaged due to the overload.
 - d. Not adjust the Gravitational acceleration.

- Solutions:
- a. Check the top cover is installed well, or not. If yes, reinstall load cell's support frame.
 - b. Leaning the Zero/Full weigh again. Replace the mainboard, AD board, even load cell if the problem could not be solved.
 - c. Replace the load cell and support frame.
 - d. Adjust the Gravitational acceleration

PS: Generally, the scale should be returned back to our company due to the problems of AD board and load cell.

Zero point instability

- Reasons:
- a. Environmental impact, such as vibration, wind or strong magnetic interference....
 - b. Weighing electric circuit gets damp.
 - c. The wind resistance function has not opened.
 - d. The leveling mat is not leveling

- Solutions:
- a. Exclude the interference factors
 - b. Replace the mainboard
 - c. Open the wind resistance function(set it in function set)
 - d. Adjust the leveling mat to be leveling.
 - e. If still not, return back the scale to our company

Unable to weigh

Reasons: Bad mainboard, bad AD board or bad load cell.

- Solutions:
- a. Replace the mainboard
 - b. Check the AD board is OK, or not, return back to our company if this problem could not be solved

7.5. Communication Problem

Unable to communicate

- Reasons:
- a. Communication ports are set up incorrectly
 - b. The incorrect serial number of scale, or the incorrect IP address.
 - c. The incorrect connection of interface, or problem on Ethernet cable.
 - d. The error on power board or mainboard.

- Solutions:
- a. Confirm the available communication ports
 - b. Confirm the same serial number in scale and, and same IP address in scale and RLS.
 - c. Please replace mainboard or power board to confirm the error, if there are not the problems mentioned above.

7.6. Display problem

- **No display or display but no characters**

Reasons: a. Display pole is not installed well, result in poor contact with control board.
 b. Water in display pole base, cause shorting and corrosion on three-way plate.
 c. Display damage

Solutions: a. Install display pole, lock fixed bolt.
 b. Change three-way plate or display pole
 c. Change display pole

7.7. Other problems

- **Print paper difficultly, paper roll fixed.**

Reasons: Maybe the mismatch between paper roll and shaft, or the wrong installation of shaft.

Solutions: It is better to return this printer to factory for reinstallation.

- **“KaKa” sound when printing, don’t feed paper(note: if appear this problem, please don't press "print" button, otherwise may burn out main board)**

Reasons: a. paper installation is not correct, cause paper jam.
 b. paper receiving shaft jammed.
 c. there is stuff between small gear and big gear.

Solutions: a. reinstall paper correctly
 b. reinstall paper receiving shaft
 c. check gear, remove stuff.

- **Press PLU hotkey sometimes don't print, but the keyboard response**

Reasons: a. the weight in scale instable
 b. don’t download PLU data to scale
 c. there is still paper in printer, don’t take away in time.

Solutions: a. Put scale on flat ground, and adjust the level Angle, keep it in a horizontal position state.
 b. download PLU data to scale from PC
 c. take away label paper in time.

- ☺ The failures listed above involving the handle of mainboard and sensors, the replacement of the print head, printer, photocell, etc hardwares should return to the company and handled by the professional staffs in principle.
- ☺ Fault can’t be solved as above solutions, should return to the company and handled by professional staffs.
- ☺ There is two communication ports in label printing scale, they are RS232 and TCP/IP(Ethernet), RS-232 type is optional.