



CHECK LIST BEFORE placing a service call

Please review this Check List BEFORE placing a Service Call. Continue working through the following prioritized solution list below until the problem is resolved.

PROBLEM	ACTION/SOLUTION
Blank operator display	1. Verify the power cord is fully seated on the bottom of the scale
Partial non-printed label is exposed	1. Verify the labels are properly threaded
System prompts you to take a label and no label is present	1. Make sure the label exit is clear 2. Clean print head
System prints blank labels or partially printed labels	1. Check to see if the labels are threaded properly 2. Clean print head
PLU missing or incorrect pricing	1. Reboot scale 2. Contact local IT to troubleshoot
Cents on the total price are not printing on the label	1. Adjust horizontal print position: <ol style="list-style-type: none"> go into operator pages select 'printer settings' adjust horizontal print position to the left
Scale does not show the total price and will not print labels	1. Switch the mode from 'prepack' to 'manual' at the top of the main screen
Date and time are incorrect	1. Go into supervisor pages: <ol style="list-style-type: none"> enter supervisor code select 'all functions' select 'setup utility' adjust date/time select 'set date and time'
Scale is not printing label correctly System message – <i>invalid label type for this product</i>	1. Ensure correct label stock size is loaded 2. Resize labels, open and close cassette 3. Reload label formats
Scale is not printing label correctly when using die-cut or continuous labels	1. To change between continuous and die-cut label stock: <ol style="list-style-type: none"> go into operator pages select "size labels" size labels
Scale offline	1. If wired, check ethernet connection 2. Reboot scale 3. Contact local IT to troubleshoot
Labels are not printing dark enough or have areas that are lighter resolution	1. Clean print head

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PROBLEM	ACTION/SOLUTION
Touchscreen is unresponsive or out of calibration	<ol style="list-style-type: none"> Go into supervisor pages: <ol style="list-style-type: none"> enter supervisor code select 'all functions' select 'setup utility' select 'calibrate touch' follow the prompts on the scale
Labels falling off the cassette or sticking too hard to the cassette	<ol style="list-style-type: none"> Go into operator pages: <ol style="list-style-type: none"> select 'printer settings' labels falling off – adjust vertical print position <u>down</u> labels sticking – adjust vertical print position <u>up</u> apply changes and print label
Scale won't rezero System message – <i>Out of zero maintenance zone</i>	<ol style="list-style-type: none"> Check to make sure nothing is on or touching the scale platter Rezero scale Reboot scale; ensure no weight is on the platter when rebooting
Barcode cut off the bottom of the label	<ol style="list-style-type: none"> Clean print head Go into operator pages: <ol style="list-style-type: none"> select 'printer settings' adjust vertical print position <u>up</u> apply changes and print label

CLEANING INSTRUCTIONS

PRINT HEAD

- Clean the print head every time a label roll is changed to prevent debris/adhesive buildup.
- To clean the print head, use a cotton swab and 99% isopropyl alcohol. Other alternatives are alcohol swabs or a clean cloth and water or a mild cleanser.

Do not use a metal tool on the print head. This could scratch or break the print head.

SCALE EXTERIOR

- Wipe down the scale platter, display and housing daily to prevent food debris from collecting on, around, or under the scale.
- Wipe down with a clean cloth and mild detergent solution.



If problem still occurs after referencing the check list, please call and schedule a service appointment. Please note that several of the checks have cleaning to be performed by the operator. Cleaning by the technician is NOT covered under contract or warranty.



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