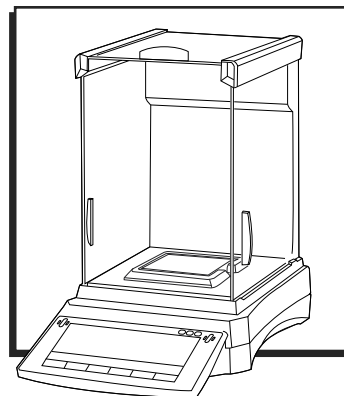




TROUBLESHOOTING

WARNING NOTIFICATIONS

Warning notifications are shown on the upper right corner of the display.

CALIBRATION FAILURE

Balance has not calibrated successfully.

1. Press on the warning sign. The notification will appear on the screen.
2. Press the warning message and the screen will show the **INITIATE CALIBRATION** button.
3. Perform internal calibration or span calibration. See Calibration on page 10 of [instructions](#).

LEVELING THE BALANCE

If the digital leveling bubble is not centered, the balance needs to be leveled.

1. Press on the warning sign. The notification will appear on the screen.
2. Press the warning message and the screen will show the **GO LEVELING** button.
3. Before starting the motorized leveling process, remove any weight from the weighing pan.
4. Press the **LEVELING** button. Adjust the leveling feet according to the position of the digital leveling bubble until the bubble is centered.
5. When balance is level, digital leveling bubble will turn green.
6. If leveling system fails to level the balance correctly, move the balance to a flat surface and retry.

PASSWORD

The password has expired in accordance with the password policy.

1. Press on the warning sign. The notification will appear on the screen.
2. Press the warning message and the screen will show the **RESET PASSWORD** button.
3. Reset password.



NOTE: If user forgets their password, contact Uline Customer Service at 1-800-295-5510.

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	POSSIBLE CAUSES	RECOMMENDATIONS
Balance will not turn on.	No power supply to balance.	Verify connection and voltage.
Inaccurate weighing results.	Improper calibration. Unstable environment.	Perform calibration. Move balance to a suitable location.
Cannot calibrate.	Calibration menu is locked. Unstable environment. Incorrect calibration masses.	Turn calibration menu lock off. Move balance to a suitable location. Use correct calibration masses.
Cannot change menu settings.	Sub-menu is locked.	Unlock sub-menu.
Low reference weight.	Reference weight is too small. The weight on the pan is too small to define a valid reference weight.	Increase sample size.
Invalid piece weight.	Average piece weight is too small.	Increase average piece weight.
Operation timeout.	Weight reading is not stable.	Move balance to a suitable location.
Display shows "-----".	Busy (tare, zero, printing).	Wait until completion.

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1-800-295-5510
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