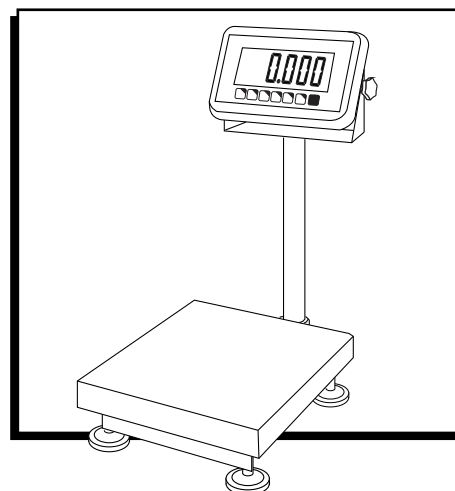


# ULINE H-5836, H-5837 WASHDOWN PLATFORM SCALE

1-800-295-5510  
uline.com



## TROUBLESHOOTING

| OPERATING ISSUES                                          | POSSIBLE CAUSES                                                                                                                                                       | RECOMMENDATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |         |                   |                    |        |          |         |        |           |       |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------|--------------------|--------|----------|---------|--------|-----------|-------|
| Scale will not weigh or is displaying inaccurate weights. | Shipping screw needs to be removed.<br>Styrofoam pad needs to be removed.<br>Scale needs to be recalibrated.<br>Minimum piece weight is too light for scale accuracy. | Remove shipping screw.<br>Remove Styrofoam pad.<br>Recalibrate the scale.<br>Minimum piece weight must exceed weight listed in chart.<br><table border="1"> <thead> <tr> <th>MODEL #</th><th>MIN. PIECE WEIGHT</th><th>MIN. SAMPLE WEIGHT</th></tr> </thead> <tbody> <tr> <td>H-5836</td><td>0.01 lb.</td><td>0.4 lb.</td></tr> <tr> <td>H-5837</td><td>0.025 lb.</td><td>1 lb.</td></tr> </tbody> </table> If piece is below recommended weight, a more accurate scale is needed. | MODEL # | MIN. PIECE WEIGHT | MIN. SAMPLE WEIGHT | H-5836 | 0.01 lb. | 0.4 lb. | H-5837 | 0.025 lb. | 1 lb. |
| MODEL #                                                   | MIN. PIECE WEIGHT                                                                                                                                                     | MIN. SAMPLE WEIGHT                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |                   |                    |        |          |         |        |           |       |
| H-5836                                                    | 0.01 lb.                                                                                                                                                              | 0.4 lb.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |         |                   |                    |        |          |         |        |           |       |
| H-5837                                                    | 0.025 lb.                                                                                                                                                             | 1 lb.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                   |                    |        |          |         |        |           |       |

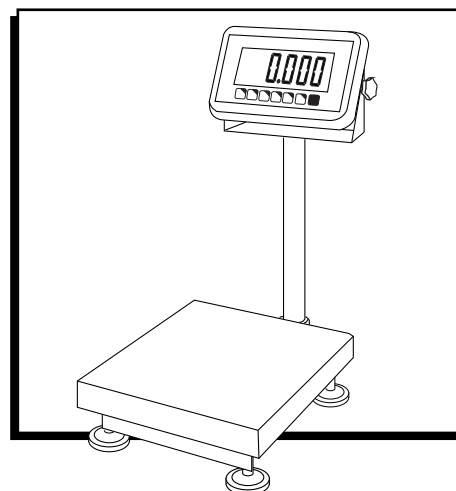
| ERROR  | CAUSE                                                         | RECOMMENDATIONS                                                                                       |
|--------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Err 4  | Scale needs to be recalibrated.                               | Recalibrate the scale.                                                                                |
| Err 6  | Load cell connectivity issue.<br>AD board connectivity issue. | Verify all load cell connection wires are secure.<br>Verify all AD board connection wires are secure. |
| -OL-   | Maximum capacity exceeded.                                    | Remove load from platform.                                                                            |
| Bat lo | Battery needs to be recharged.                                | Recharge battery.                                                                                     |

If the problem persists or the troubleshooting section does not resolve or describe your problem, contact Uline Customer Service at 1-800-295-5510.

# ULINE H-5836, H-5837

## BÁSCULA IMPERMEABLE DE PLATAFORMA

800-295-5510  
uline.mx



### SOLUCIÓN DE PROBLEMAS

| PROBLEMAS DE FUNCIONAMIENTO                   | CAUSAS POSIBLES                                                                                                                                                                                                                               | RECOMENDACIONES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |                       |                         |        |          |         |        |           |       |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------|-------------------------|--------|----------|---------|--------|-----------|-------|
| La báscula no pesa o muestra pesos inexactos. | <p>Todavía tiene el tornillo de envío.</p> <p>Todavía tiene la pieza de poliestireno expandido.</p> <p>Es necesario volver a calibrar la báscula.</p> <p>El peso mínimo de la pieza es demasiado liviano para que la báscula sea precisa.</p> | <p>Retire el tornillo de envío.</p> <p>Retire la pieza de poliestireno expandido.</p> <p>Vuelva a calibrar la báscula.</p> <p>El peso mínimo de la pieza debe ser superior al indicado en la tabla.</p> <table border="1"> <thead> <tr> <th>MODELO NO.</th><th>PESO MÍN. DE LA PIEZA</th><th>PESO MÍN. DE LA MUESTRA</th></tr> </thead> <tbody> <tr> <td>H-5836</td><td>0.01 lb.</td><td>0.4 lb.</td></tr> <tr> <td>H-5837</td><td>0.025 lb.</td><td>1 lb.</td></tr> </tbody> </table> <p>Si la pieza pesa menos de lo recomendado, se necesita una báscula más precisa.</p> | MODELO NO. | PESO MÍN. DE LA PIEZA | PESO MÍN. DE LA MUESTRA | H-5836 | 0.01 lb. | 0.4 lb. | H-5837 | 0.025 lb. | 1 lb. |
| MODELO NO.                                    | PESO MÍN. DE LA PIEZA                                                                                                                                                                                                                         | PESO MÍN. DE LA MUESTRA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |                       |                         |        |          |         |        |           |       |
| H-5836                                        | 0.01 lb.                                                                                                                                                                                                                                      | 0.4 lb.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |                       |                         |        |          |         |        |           |       |
| H-5837                                        | 0.025 lb.                                                                                                                                                                                                                                     | 1 lb.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                       |                         |        |          |         |        |           |       |

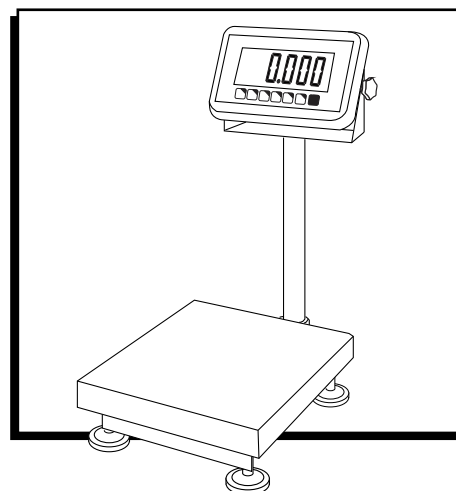
| ERROR  | CAUSA                                                                                                 | RECOMENDACIONES                                                                                                                                                            |
|--------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Err 4  | Es necesario volver a calibrar la báscula.                                                            | Vuelva a calibrar la báscula.                                                                                                                                              |
| Err 6  | <p>Problema de conectividad en la celda de carga.</p> <p>Problema de conectividad en el panel AD.</p> | <p>Verifique que todos los cables de conexión de la celda estén bien conectados.</p> <p>Verifique que todos los cables de conexión del panel AD estén bien conectados.</p> |
| -OL-   | Se ha excedido la capacidad máxima.                                                                   | Quite la carga de la báscula.                                                                                                                                              |
| Bat lo | Es necesario recargar la batería.                                                                     | Recargue la batería.                                                                                                                                                       |

Si el problema persiste, o esta sección no lo resuelve, comuníquese con Servicio a Clientes de Uline al 800-295-5510.

# ULINE H-5836, H-5837

## BALANCE À PLATEFORME INDUSTRIELLE

1 800 295-5510  
uline.ca



### DÉPANNAGE

| PROBLÈME                                              | CAUSES POSSIBLES                                                                                                                                                                                                                           | RECOMMANDATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |                |                      |        |         |        |        |          |      |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------|----------------------|--------|---------|--------|--------|----------|------|
| La balance ne pèse pas ou affiche des poids inexacts. | <p>Il faut retirer la vis d'expédition.</p> <p>Il faut retirer le tampon en mousse de polystyrène.</p> <p>La balance doit être réétalonnée.</p> <p>Le poids de pièce minimal est trop faible pour garantir la précision de la balance.</p> | <p>Retirez la vis d'expédition.</p> <p>Retirez le tampon en mousse de polystyrène.</p> <p>Réétalonnez la balance.</p> <p>Le poids de pièce minimal doit être supérieur au poids indiqué dans le tableau.</p> <table border="1"> <thead> <tr> <th>N° DE MODÈLE</th><th>PDS MIN. PIÈCE</th><th>PDS MIN. ÉCHANTILLON</th></tr> </thead> <tbody> <tr> <td>H-5836</td><td>0,01 lb</td><td>0,4 lb</td></tr> <tr> <td>H-5837</td><td>0,025 lb</td><td>1 lb</td></tr> </tbody> </table> <p>Si le poids de la pièce est inférieur au poids recommandé, il faut utiliser une balance plus précise.</p> | N° DE MODÈLE | PDS MIN. PIÈCE | PDS MIN. ÉCHANTILLON | H-5836 | 0,01 lb | 0,4 lb | H-5837 | 0,025 lb | 1 lb |
| N° DE MODÈLE                                          | PDS MIN. PIÈCE                                                                                                                                                                                                                             | PDS MIN. ÉCHANTILLON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |                |                      |        |         |        |        |          |      |
| H-5836                                                | 0,01 lb                                                                                                                                                                                                                                    | 0,4 lb                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |                |                      |        |         |        |        |          |      |
| H-5837                                                | 0,025 lb                                                                                                                                                                                                                                   | 1 lb                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |                |                      |        |         |        |        |          |      |

| ERREUR | CAUSE                                                                                                   | RECOMMANDATIONS                                                                                                                                                                                |
|--------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Err 4  | La balance doit être étalonnée à nouveau.                                                               | Étalonnez la balance à nouveau.                                                                                                                                                                |
| Err 6  | <p>Problème de connectivité de la cellule de charge</p> <p>Problème de connectivité de la carte AD.</p> | <p>Vérifiez que tous les fils de raccordement de la cellule de charge sont bien tenus en place.</p> <p>Vérifiez que tous les fils de raccordement de la carte AD sont bien tenus en place.</p> |
| -OL-   | La capacité maximale est dépassée.                                                                      | Retirez la charge de la plateforme.                                                                                                                                                            |
| Bat lo | La pile doit être chargée.                                                                              | Chargez la pile.                                                                                                                                                                               |

Si le problème persiste ou si la section Dépannage ne résout pas votre problème, communiquez avec le service à la clientèle de Uline au 1 800 295-5510.