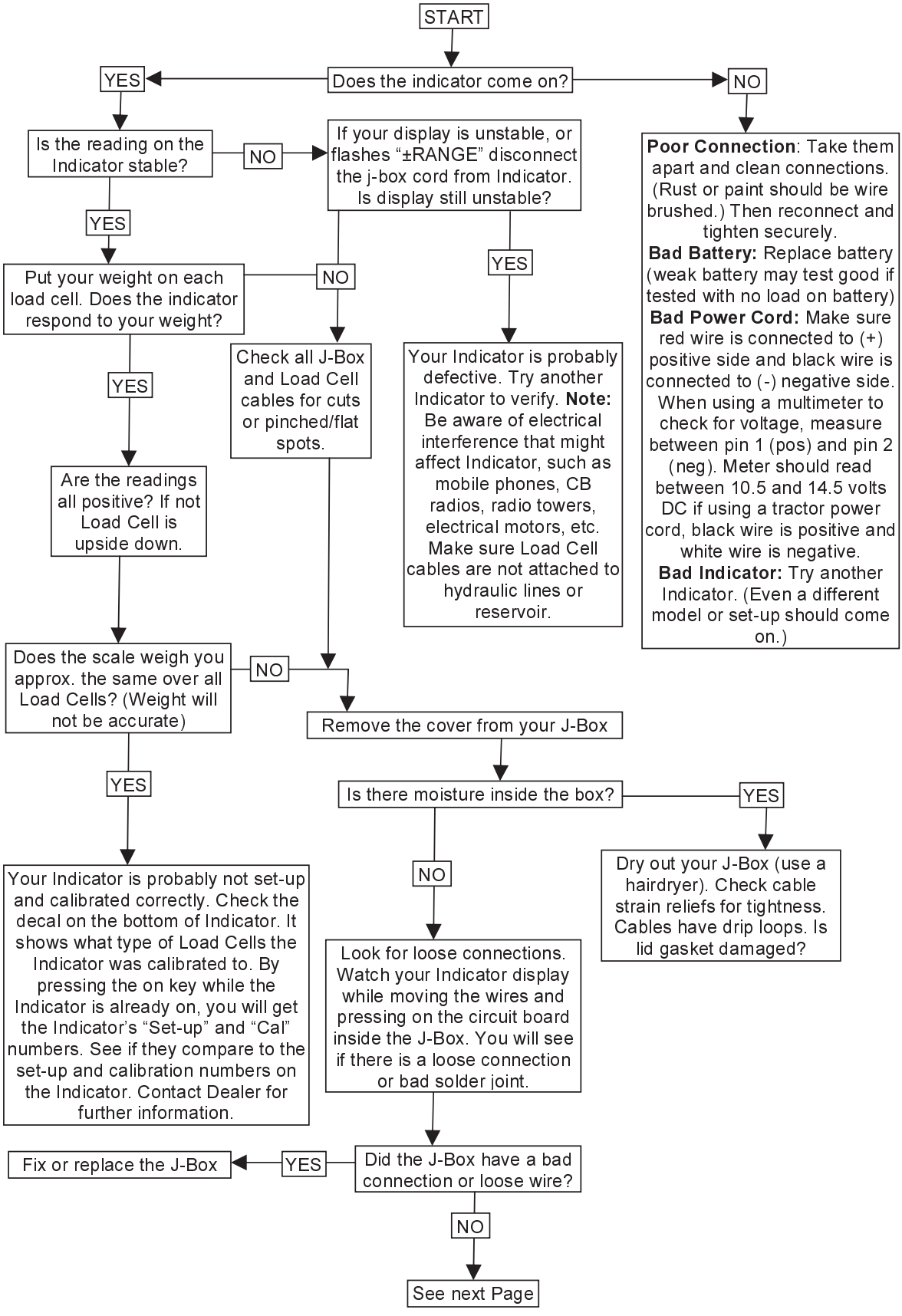
TROUBLESHOOTING

FLOW CHART



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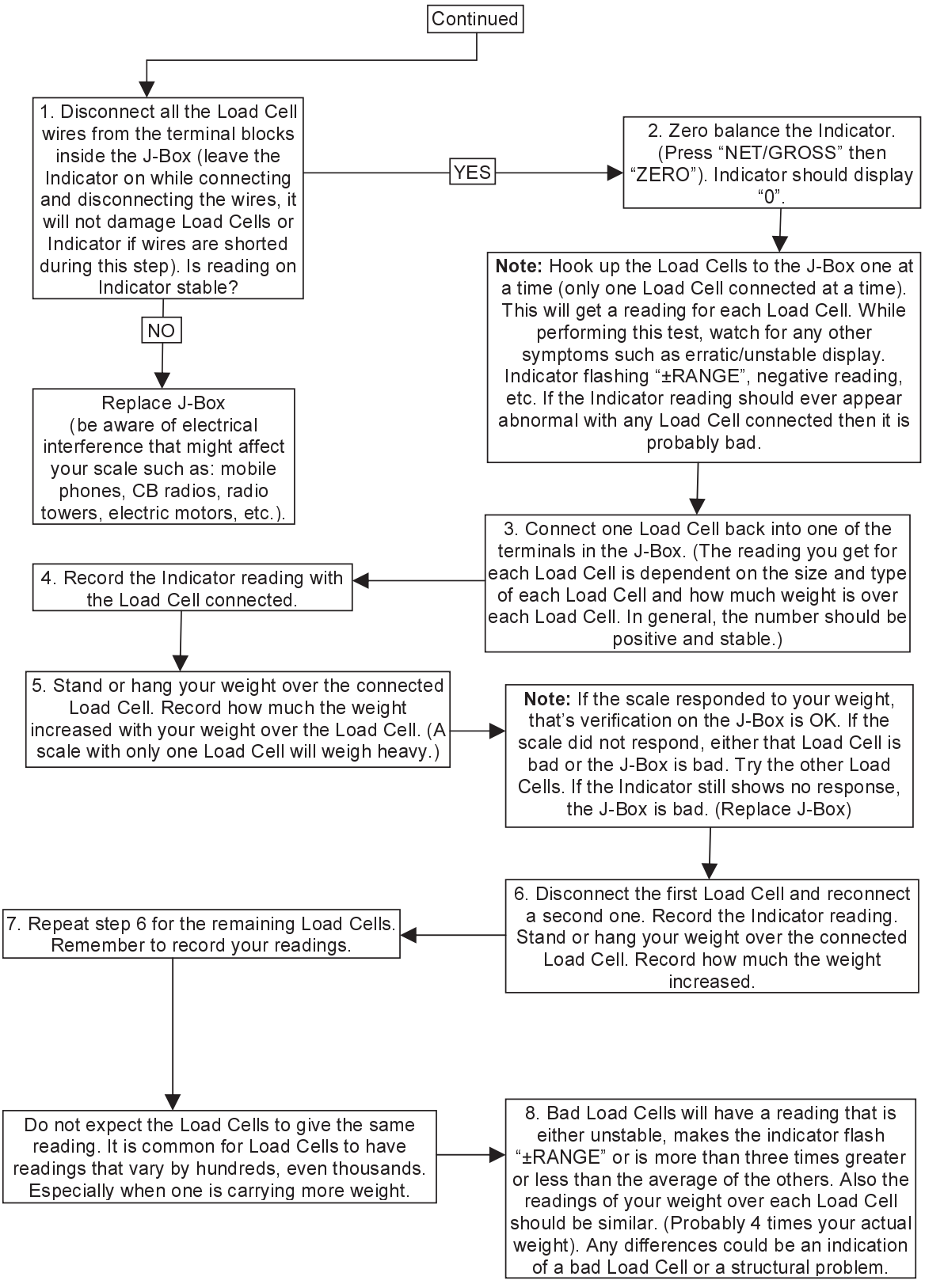
Continued
1. Disconnect all the Load Cell wires from the terminal blocks inside the J-Box (leave the Indicator on while connecting and disconnecting the wires, it will not damage Load Cells or Indicator if wires are shorted during this step). Is reading on Indicator stable?
YES
2. Zero balance the Indicator. (Press "NET/GROSS" then "ZERO"). Indicator should display "0".
NO
Replace J-Box (be aware of electrical interference that might affect your scale such as: mobile phones, CB radios, radio towers, electric motors, etc.).
Note: Hook up the Load Cells to the J-Box one at a time (only one Load Cell connected at a time). This will get a reading for each Load Cell. While performing this test, watch for any other symptoms such as erratic/unstable display. Indicator flashing "±RANGE", negative reading, etc. If the Indicator reading should ever appear abnormal with any Load Cell connected then it is probably bad.
3. Connect one Load Cell back into one of the terminals in the J-Box. (The reading you get for each Load Cell is dependent on the size and type of each Load Cell and how much weight is over each Load Cell. In general, the number should be positive and stable.)
4. Record the Indicator reading with the Load Cell connected.
5. Stand or hang your weight over the connected Load Cell. Record how much the weight increased with your weight over the Load Cell. (A scale with only one Load Cell will weigh heavy.)
Note: If the scale responded to your weight, that's verification on the J-Box is OK. If the scale did not respond, either that Load Cell is bad or the J-Box is bad. Try the other Load Cells. If the Indicator still shows no response, the J-Box is bad. (Replace J-Box)
6. Disconnect the first Load Cell and reconnect a second one. Record the Indicator reading. Stand or hang your weight over the connected Load Cell. Record how much the weight increased.
7. Repeat step 6 for the remaining Load Cells. Remember to record your readings.
Do not expect the Load Cells to give the same reading. It is common for Load Cells to have readings that vary by hundreds, even thousands. Especially when one is carrying more weight.
8. Bad Load Cells will have a reading that is either unstable, makes the indicator flash "±RANGE" or is more than three times greater or less than the average of the others. Also the readings of your weight over each Load Cell should be similar. (Probably 4 times your actual weight). Any differences could be an indication of a bad Load Cell or a structural problem.