

Frequently asked questions and answers about Massload Load Beams:

“I can’t get my scale to zero by using the <Zero> button!”

1-The scale is programmed to only allow 1.9% of the scales capacity to be zeroed off using the <Zero> button. On a scale with a capacity of 5,000 lbs this amounts to 95 lbs. The reason it’s programmed in this way is so that someone cannot by accident zero off the total or partial weight of an animal. It also requires the scale owner to perform cleaning and regular maintenance that helps to ensure the longevity of the scale.

2-If the new scale owner has installed a squeeze or platform on to the load beams, it is recommended that the weight of the add-on be zeroed off following the “Deadload Procedure” provided with your load beam order. Each load beam set that is shipped should have an information package with it and it is recommended this information package be read and used to complete the installation. If for some reason the information package is missing please contact Massload for a replacement package.

“My scale never “locks” on the weight when an animal is moving around!”

1-The TI500BWL weight indicator has a built-in “Automatic Hold” feature. This feature is NOT activated prior to shipping the load beams to a customer. This feature is best activated only after the load beams have been fitted with the squeeze or platform and the “Deadload procedure” has been performed. The information package contains the procedure for turning this function “On”.

2a-Older model TI500SL, (with stainless steel enclosure), do not have the “Automatic Hold” feature. There is what is called a “Peak/Hold” feature but Massload does not recommend its use. Instead of “locking” the weight, digital filtering is used to provide a relatively stable weight reading. Each scaling application is slightly different so when the system is shipped, Massload programs only a base amount of filtering. Should your application require more filtering (to make the scale less jumpy) please contact Massload for assistance.

2b-Newer model TI500SL, (with stainless steel enclosure), do now also have the “Automatic Hold” feature. This feature is NOT activated prior to shipping the load beams to a customer. This feature is best activated only after the load beams have been fitted with the squeeze or platform and the “Deadload procedure” has been performed. The information package contains the procedure for turning this function “On”.

“My scale always seems to “lock” on a number much less that the weight of the animal!”

1-This can happen if the access gate of the squeeze is raised using a rope/pulley system. What happens is that indicator actually “locks” on the force being used to lift the gate. This is normal because the indicator cannot define where the force comes from, only that

it is weight and it met all the criteria required to “lock”. To have the indicator “unlock” and “re-lock”, simply press the <Zero> key momentarily once the gate is lowered and the animal is completely on the scale.

“My scale was working fine just a few days ago and now the weights seem very light!”

1-The feet have turned themselves into the load cell (due to vibration) and are now “bottoming out” on the square tubing. To test this, have someone stand on each corner of the load beams (or as close as possible) and take a weight reading. Now turn each of the feet out of the load beams about 2 or 3 turns. Now have the same person walk to each corner again and check the weights. This situation can be remedied by installing “Jam” nuts on the feet. These need to be installed inside the load beam so that the nut locks against the load cell. DO NOT lock the nut against the steel tubing! If there is not enough room to slide a “Jam” nut into the load beams contact Massload Technologies.

2-There is debris underneath the scale (platform or load beam) that is interfering with proper weighing. Clean the area under the scale and test again.

3-The squeeze or platform of the scale has shifted and come in contact with something not being supported by the load cells. This situation will also cause the scale to exhibit a poor or inconsistent zero return! Move the scale away from the obstruction.

“My scale does not weight the same from one end to the other or only seems to register half the weigh I put on it!”

1-Check the feet (as in #1 of the previous answer). If the walk around test shows that one end of the scale appears to be just a little light and the other end is less than half the correct weight then this points to a possible wiring problem. A wiring diagram can be furnished by contacting Massload Technologies.

“The reading on my scale display never seems to settle down even when nothing is moving on the scale!”

1-This can be caused by a number of things. The first and easiest to check is for any interference from something not part of the scale. i.e. debris buildup underneath or the scale rubbing against a wall or other object.

2-If the display “drifts” (seems to run up and/or down) both at zero and when a weight is stationary on the scale then this could point to a wiring “short circuit” or component failure. A wiring “short circuit” can be anything from a cut wire to a drop of moisture in the wrong place.

The best place to start is at the display. If indicator type you have plugs into the bottom, check the connector to ensure it is locked solidly into the connector port. Next unhook the connector from the display and check the connector for any signs of physical damage

or corrosion. Next check the entire length of the cable from the connector back to the scale for any cuts, nicks or bruises. If all the above appears good, contact Massload Technologies for further assistance. The problem could be that the display or a load cell is about to fail.

My display comes on with a row of small o's and I can't cancel them!

The row of small o's is code that the indicator uses to show that the scale is so far negative that weight cannot be displayed. There is usually a reason for this to happen and most of the time it comes down to a physical problem as opposed to electrical. By going through all of the previously addressed questions and answers you will likely find the problem. If the problem persists please contact Massload for further assistance.

Why do the feet for my Load Beams break?

Feet can break for any number of reasons, but the most common is that the lateral movement of the scale deck is allowed to go unchecked. When a heavy, moving load is applied to the scale and then that load comes to an abrupt halt, that lateral energy has to go somewhere. In a set of load beams, the threaded feet are absorbing all of that force. Without some form of a "check" system to help minimize that force, the feet will eventually break!

As part of the information package that was supplied with the load beams, there are a few ideas that different customers have passed on to us to show how they solved the problem. Please review that information, but if you no longer have it, contact Massload for another copy.

Can I get feet with a larger treaded rod?

The load cells that are housed inside each corner of the load beams are what are referred to as "Industry Standard". This means that the load cells are manufactured to standard physical dimension that all of the weighing industry conforms to. In other words, if for some reason a load cell fails in your scale, your local scale service company will likely have a replacement in stock or can get one readily from their load cell supplier. Dozens of load cell manufacturers worldwide make direct replacements for "Industry Standard" load cells!

Having said all of the above, the thread size in your load cell (where the foot screws in) is also standardized at 1/2" UNF for that size and style of load cell. You simply cannot get that style and size of load cell with larger thread size!