

## Weigh Pad Trouble Shooting

Fig. 1



10- Weight bearing top plate

Note: spacers supplied MUST be installed between load cells and plate bottom.

## Unit will not power up:

-Check the weigh pad charger with a volt meter. The reading with no load, (unplugged from the weigh pad), should be approximately 13.5 VDC. -Make sure the weigh pad is laid in weighing configuration to test. (Not in sleep position).

-Use a volt meter to check battery voltage at the battery (there is a diode installed on the charger port to prevent reverse polarity charging). Gold = +12VDC, Silver = Ground. <u>The indicator requires a minimum of 11 volts to operate!</u>

-To access the system battery remove "Weight Bearing top plate" (Fig. 1) from Master weigh pad. Check crimp connectors to both posts of battery. Check voltage with volt meter.



If the above appear to be in order the indicator will need to be removed from the indicator cavity. You will require a #2 Robertson screw driver, a large blade screw driver, a utility knife and possibly a hammer.

-Remove the three Robertson screws just below the lip of the face plate (one per side).

-Insert the blade screw driver between the corner of the "Face plate" (Fig. 2) and the weigh pad shell. Note that the "Face plate" has a  $\frac{1}{2}$ " lip that sets down into the cavity. Use the utility knife to cut the silicone seal as the face plate is pried up.



-Check the 12VDC plug-in connection (Fig. 3) with a volt meter as well as for proper seating into the plug-in receptacle.

## Unit displays error codes, letters or weight display is unstable:

-Contact Massload Technologies for assistance in checking system programming before proceeding to the next step. (1-306-242-2020 or 1-800-667-3825) -Follow the same procedure, as previously described, for removing the indicator from the "Indicator Cavity" (Fig. 2).

-Check for moisture inside the cavity. This area of the weigh pad must be kept dry! -Check plug-in connections for all Channels being used. The Master pad is always connected to channel 1. If a Slave pad is part of the system it will always be connected to channel 2.

-Check all wiring to ensure a solid connection is present in each plug-in connector.



-"Err 120" will be displayed if the small Lithium Battery, that is clipped into a holder on the rear of the M2000 main board, is either dislodged from the holder or is under 2.7VDC. Voltages below 2.7 require battery replacement. Replacement batteries must have similar specifications to that of Renata Lithium type CR2450N, 3V button cell @ 540mAh.

If no attention was required to any of the above, the only other possible cause is the M2000 indicator. Please contact Massload Technologies for further assistance.

## **Re-installing M2000 indicator back into weigh pad cavity:**

-Use the utility knife to clean as much of the old silicone seal as possible from both the weigh pad shell and the face plate lip. Clean both surfaces with a rag and a cleaning solution such as alcohol (do not use oil base solvent).

-Clean any debris from inside the indicator cavity.

-Check all wiring connections again. Do a power-up test on the weigh pad. Apply an adhesive of some sort (a dab of silicone sealant works well) to the side(s) of plugin connectors and sockets to ensure that they stay plugged to their receptacles. -Apply a bead of silicone sealant to the top edge of the indicator cavity. Carefully replace the M2000 indicator into the cavity while making sure that wiring is not pinched or damaged.

**Replace the three Robertson screws.** Use the utility knife and a rag to clean excess silicone from the new seal.

-Test the weigh pad again.