



Counting Scales Troubleshooting Guide



Helpful troubleshooting instructions for counting scales, including issues related to:

- Incorrect count
- No display
- Does not return to zero and does not repeat weight
- And more



Counting Scales Troubleshooting

When counting thousands of pieces or parts, accuracy is a key component that cannot be compromised. Even the smallest mistake can translate into significant expenses, missed production cycles, and wasted components. Using a counting scale is an effective and efficient way to determine the number of parts in receiving, warehousing, production or shipping. Whatever components your operation needs to count, it requires keeping the counting scale clean and well maintained.

Issue	Probable Cause	Solution
Does not return to ZERO and does not repeat known weight	Bind	Check for debris under platform; check for objects leaning against the platform
Does not return to ZERO and does not repeat known weight	Defective load cell	Call for service
Incorrect count	Sample size too small	Resample the product using a larger quantity of pieces
Incorrect count	Pieces weighed are not uniform	Resample the product using a larger quantity of pieces
No display	No power	Check to ensure power cord is plugged into the outlet; check circuit breaker