



# Rail Scales Troubleshooting Guide



**Helpful troubleshooting instructions for rail scales, including issues related to:**

- Unstable display
- Inaccurate weights
- No weight display
- And more



# Railroad Scales Troubleshooting

Rail scales tend to be one of the largest and most crucial scale purchases a business makes. In many cases, it is vital to your ongoing productivity and profitability. Given these factors, the dependability, accuracy, and ability to maintain a rail scale becomes critical, especially when it comes to preventative maintenance and keeping the rail scale in proper working order at all times.

<b>Issue</b>	<b>Probable Cause</b>	<b>Solution</b>
<b>Constant / intermittent unstable display</b>	Motion on scale	Secure moving cart(s) on the scale; allow time for moving liquid inside containers on the scale to stop
<b>Constant / intermittent unstable display</b>	Radio transmissions	Turn off radio; move the radio and antenna away from the weight display and scale
<b>Constant / intermittent unstable display</b>	A/C power disturbances	Is the A/C power used for the scale a dedicated line (connected to a single breaker in the A/C power service panel)? Is the A/C power outlet properly wired with a ground?
<b>Inaccurate weights; weight display not returning to zero</b>	Obstructions, water, debris	Ensure the space between the deck edge, pit coping, and rails is clear and free of any material which could jam the deck and cause inaccurate weights; ensure the scale pit and understructure is clean and dry; ensure the drains for the pit are clear and not blocked, and that any installed automatic sump pump and discharge piping are in good working condition
<b>No weight display</b>	No power	Is there power? If battery (or battery backup) powered, is the battery recharged and connected properly?

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**Weight display stays on zero;  
no response to the  
keypad/keys**

Weight display  
is locked up

Turn the weight indicator off for  
minimum of 1 minute, then recycle  
power

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