



Truck Scales Troubleshooting Guide



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

- Display does not light up
- Display locked up
- Weights are off
- And more



Truck Scales Troubleshooting

Truck scales are one of the largest and most crucial purchases your business will make. In many cases, it is vital to your ongoing productivity, profitability, and in many cases security, which means a scale's dependability and accuracy become critical, especially when it comes to preventative maintenance and keeping the truck scale in proper working order at all times.

Issue	Probable Cause	Solution
Display does not light up	AC power not present	Ensure unit is plugged in; check power to the outlet
Display locked up	Possible power surge	Turn the weight indicator off for a minimum of 1 minute, then recycle power
Display returns to zero slowly when truck exists the scale	Debris binding the platform	Clean around the scale paying close attention to the (2) ends and underneath the scale to ensure the platform has free movement
Weights are off	Debris binding platform	Clean around the scale paying close attention to the (2) ends and underneath the scale to ensure the platform has free movement
Weights are off	Display in wrong units	Clean around the scale paying close attention to the (2) ends and underneath the scale to ensure the platform has free movement
ZERO key does not respond	Unit is in "net" mode	Check to ensure the unit is in the "gross weighing mode"