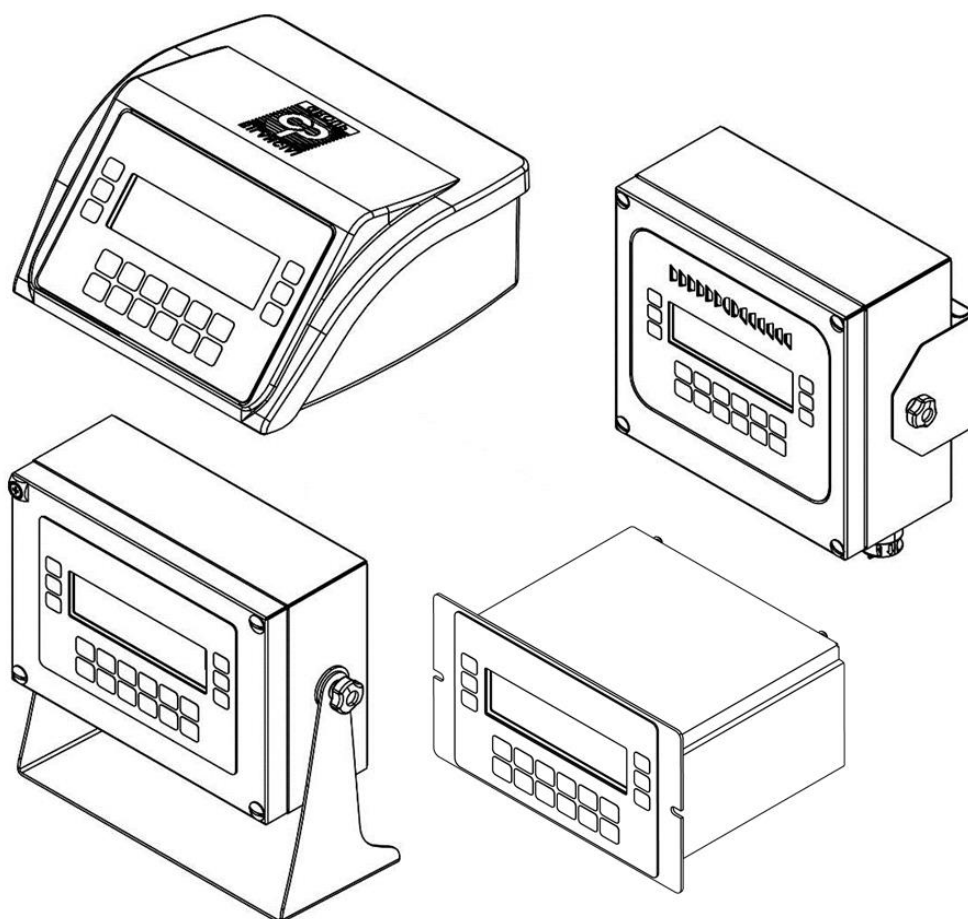




DD700 WEIGHING TERMINAL

Fault Codes MANUAL



Issue 11/09/2017

Manual code 81320458

7 TROUBLESHOOTING

If the suggested remedy does not solve the problem, contact Assistance Service.

7.1 Malfunctions

PROBLEM	CAUSE	REMEDY
The terminal does not switch on	No power	Check that power arrives at the mains outlet socket. Check that the mains lead is correctly plugged in. Par. 3.2.2
The display backlighting is on, but no data are displayed	Adjust contrast (set to minimum)	Switch on the terminal while holding pressed  . After a few seconds, the display will show the "CB" logo with the contrast set to maximum, after which the contrast will gradually be reduced. Release  and then press it again to set the contrast at the required level.
- -	Zeroing off-range on powering	Switch off the terminal, unload the scale then power the terminal again.

7.2 Error Messages

PROBLEM	CAUSE	REMEDY
Overload	The scale is overloaded.	Reduce the weight to a value below the maximum scale capacity.
Underload	The balance is negative at least 20 divisions.	If on completion of the operation the display shows a value other than zero, press  to zero-set the reading. If the display is not zero-set on pressing the key: 1) switch off the terminal and then switch it on again; 2) If the problem persists, contact your Service Centre.
-01-	Converter fault.	Contact Assistance Service.
	Scale connector disconnected or broken.	Switch off the terminal and check that the connector is properly connected. If necessary, disconnect and then re-connect the connector. Switch the terminal back on.
	Digital cells fail to respond	Switch the terminal off and then on again.
-06-	Serial number error on digital cell	Switch the terminal off and then on again.
-07-	Digital cell serial number error in system with several load cells	Switch the terminal off and then on again.
-08-	Digital cell serial number error	Switch the terminal off and then on again.
-09-	Digital cell serial number and configuration error	Switch the terminal off and then on again.
-10-	At least one cell not configured	Switch the terminal off and then on again.
-11-	Digital cell powering error	Switch the terminal off and then on again.
-12-	Powering error in one digital cell	Switch the terminal off and then on again.
-13-	Cell with internal temperature off-limits (-40 - 100) °C	Switch the terminal off and then on again.
-21-	occasional disconnection	temporary error
Change the battery	Internal lithium battery discharged	Contact Assistance Service.

Weight not valid	The scale is in negative weight or overload condition and the printer does not print	See conditions for correct printing in <i>par. 5.3.28</i>
Printer error	Printer switched off or disconnected	Check printer is connected and switched on
The last line at the bottom of the display of the terminal may show an error message in the following format: If the error persists, contact the Assistance Service and give them the exact message that appears on the display. <i>except n.nn in task xx.x</i> where <i>n.nn</i> and <i>xx.x</i> are numbers or letters that encode the type of error.	Depends on <i>n.nn</i> and <i>xx.x</i>	Switch the terminal off and then on again. The last line at the bottom of the display of the terminal may show an error message in the following format: If the error persists, contact the Assistance Service and give them the exact message that appears on the display.

The *Diagnostics* item of the user menu will allow you to establish the cause of errors concerning the digital cells. Consult *par. 5.3.6*



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