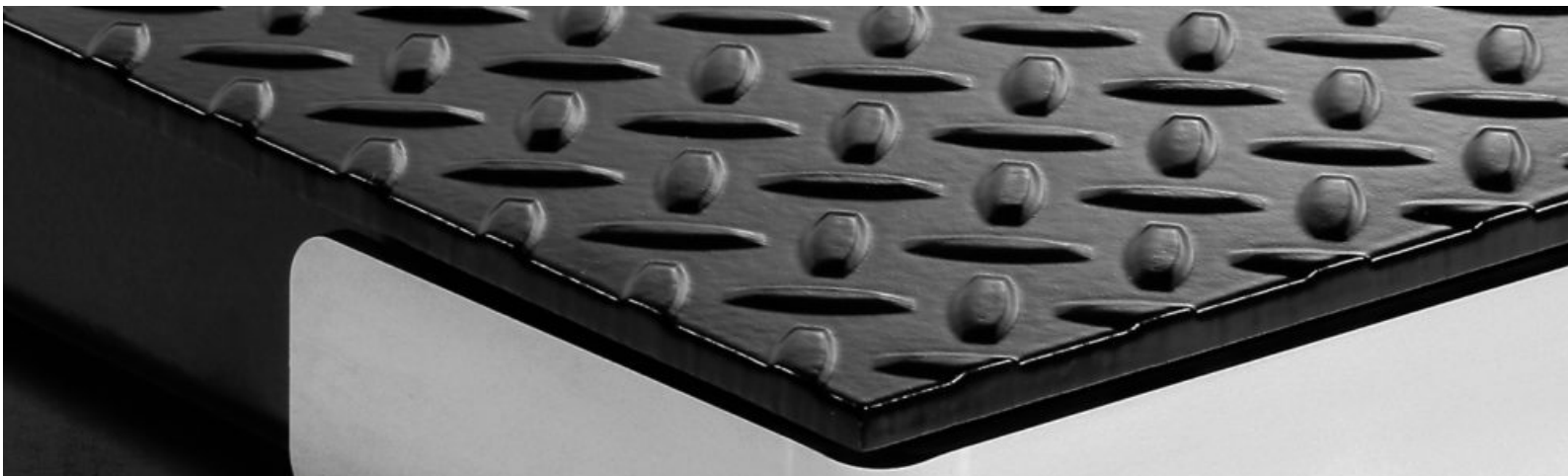# Floor Scales
Troubleshooting Guide

Helpful troubleshooting instructions for the following scale and product types:

- Floor Scales
- Bench Scales
- Counting Scales
- Printers
- Railroad Scales
- Truck Scales

Floor Scales Troubleshooting

By their nature, floor scales are one of the most abused pieces of equipment. Forklift loading, corrosive materials, heavy wash downs, dust, debris, overloading and hazardous areas are just a few of the tough environments floor scales have to perform in each day. Use these troubleshooting tips to ensure your floor scale is always operating at peak performance.

Issue	Probable Cause	Solution
Inaccurate weights	Obstructions, debris	Clean out around and under scale. Make sure no foreign objects are wedged under scale
Inaccurate weights	Uneven surface, uneven heights	Place scale on clean flat surface. Make sure all corners are evenly supported and not tipping back and forth
Platform rigid and no oscillating	Obstructions, debris	Clean out around and under scale; make sure no foreign objects are wedged under scale
Platform rigid and not oscillating	Broken suspension parts	Call for service
Scale stays on zero with weight applied	Broken or cut cable	Make sure load cell cable is undamaged. If equipped with quick disconnect, make sure cable is fully plugged in
Weight display not returning to zero	Obstructions, debris	Clean out around and under scale; make sure no foreign objects are wedged under scale
Weight display not returning to zero	Uneven surface, uneven heights	Place scale on clean flat surface. Make sure all corners are evenly supported and not tipping back and forth
Weight display not returning to zero	Defective load cell	Call for service

Weight display unstable	Excessive vibration	Dampen source of vibration with shock absorbing material (i.e. rubber mounting assembly)
Weight display unstable	Broken or cut cable	Make sure load cell cable is undamaged; if equipped with quick disconnect, make sure cable is fully plugged in
Weight display unstable	Defective load cell	Call for service