

i300 Series Owner's Manual

Low Batteries, bad battery connections & Faulty AC Adaptors are the #1 cause of scale malfunction and inaccuracy! We test all of our scale returns from consumers. Fully 60% of consumer returns are battery related problems. This sounds silly but it's true! A scale will perform slowly, or read inaccurately when it has low batteries. Please replace the batteries often (and only use good quality batteries). We include good quality batteries with all of our scales but batteries can run low in storage. If your scale simply won't turn on while on Battery power, this is often caused by loose battery connections. Battery prongs (terminals) are made of metal. They must be making good contact with your batteries in order for the scale to power on. You can use a paperclip to slightly bend the battery prongs to make them have a better connection. Also some poorly designed batteries have recessed or partially obstructed battery terminals. This may cause your prongs to be touching the plastic housing of the battery instead of the metal battery terminal. A Faulty AC adaptor can cause your scale to act unstable with numbers "jumping" all around. Please test your scale with a good set of batteries (instead of the AC adaptor) to determine if perhaps the AC adaptor is faulty.

TROUBLESHOOTING & OPERATION NOTES

- 1) If the scale does not perform accurately, please recalibrate as outlined in the manual.
- 2) If the Display ever becomes locked on EEEEE, this indicates that the scale was shocked, dropped or otherwise damaged and the delicate weighing sensors have been damaged. You can try recalibrating the scale (If the sensor has not been hurt too badly it may work again after recalibration). Otherwise you will have to follow the warranty instructions that came with your scale.
- 3) If the display becomes locked on 8888, this often indicates low power. However sometimes it also may indicate a serious zero mark error. This means when you turn the scale on, it can't determine what zero is (a slight zero mark error will cause situation #1 above) Thus, if new batteries do not fix this error please follow the warranty instructions.
- 4) If the display shows UNST, this means the scale is not stable. Try operating the scale on a more stable surface & be sure nothing is on the tray or stuck under the tray when you turn it on. If the problem persists, it may be an indication of fatal sensor damage.
- 5) If the scale is on AC power and it will not properly stabilize (fluctuating weights are shown on the display), this may be caused by a malfunctioning AC adaptor. Please try operating the scale on Battery power to see if the problem persists. If the problem does not occur on Battery power then it is a sign of a bad or improper AC adaptor. Please replace the AC adaptor. If the problem occurs on Battery power also, it may be a sign of environmental issues, please read the special warning in this manual.