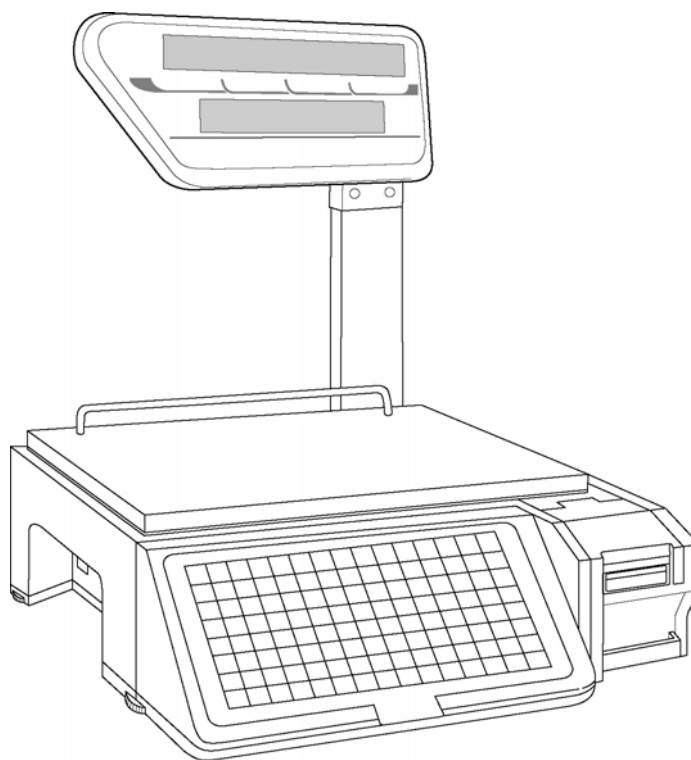




System Scale Printer  
**AC-4000 Series**  
AC-4000, AC-4000B, AC-4000E

# Operator's Manual



## IMPORTANT

- Do not carry out installation, operation, service, or maintenance until thoroughly understanding the contents of this manual.
- Keep this manual available at all times for installation, operation, service, and maintenance.

PN 80812

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## SAFETY CONSIDERATIONS

**For safe operation, the following safety considerations must be observed.**

### **Grounding**

This machine requires protective grounding for safe operation. To avoid potential shock hazards, a protective grounding conductor for the instrument must be securely connected to the main grounding provision by qualified service personnel.

### **Do not remove covers or enclosures**

To avoid personal injury and shock, do not open or remove any covers or enclosures of the machine unless specified in the manual.

### **Do not perform unspecified maintenance**

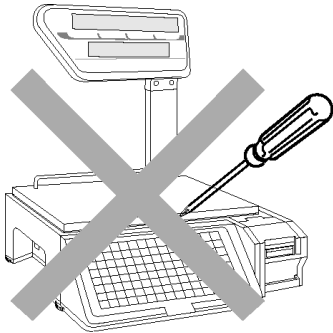
For your personal safety, do not perform any maintenance procedures which are not specified in the manual.

### **Disconnect power supply before servicing**

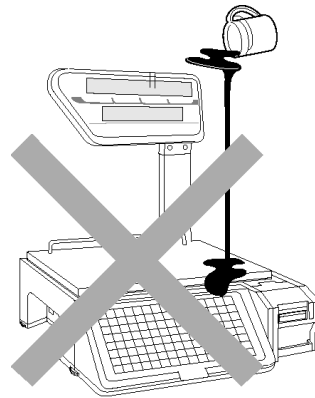
To ensure your personal safety, disconnect the power supply before servicing.



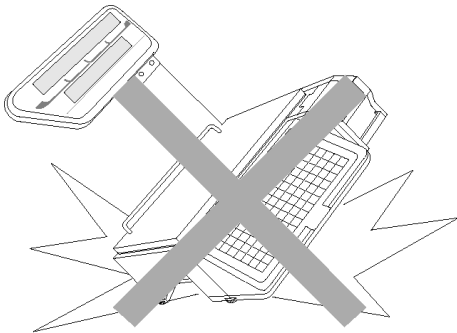
## CAUTIONS FOR USE



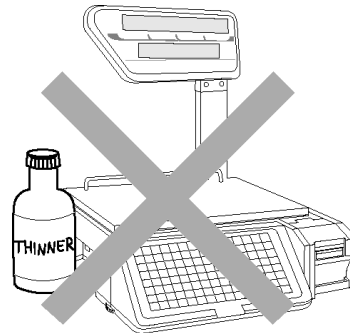
▶ Do not disassemble the machine.



▶ Do not allow any liquids to come into contact with the machine.



▶ Do not drop or apply a strong shock to the scale.

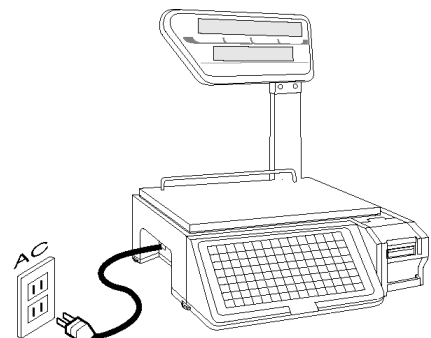


▶ When cleaning the machine, only use a soft dry cloth or a cloth wetted with a neutral cleanser. Never use thinner or other volatile liquids.

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### Power Supply

- Use the specified voltage after referring to the specification plate located on the machine.
- Use a dedicated power source.  
(Voltage fluctuation may cause the machine to malfunction)

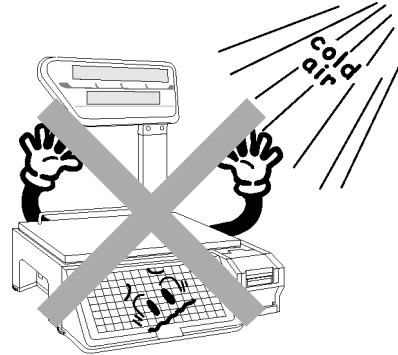
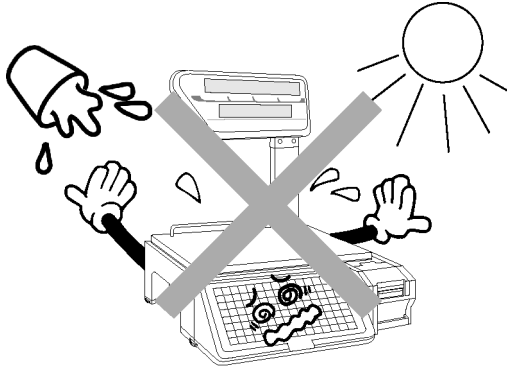




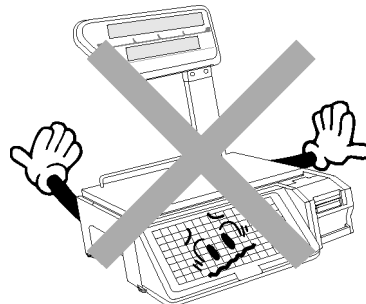
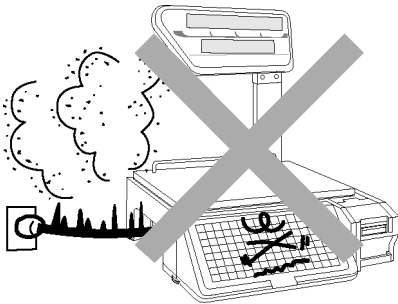
## CAUTIONS FOR INSTALLATION

### Avoid the following areas when installing the machine

- Areas subject to high temperatures or high humidity
- Areas exposed to direct sunlight
- Areas where water or other liquids are easily spilled on the machine
- Areas subject to excessive vibration or unstable surfaces
- Areas exposed to direct cold air
- Areas subject to low temperatures



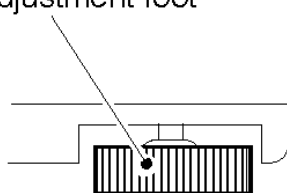
- Areas subject to a lot of dust or dirt
- Areas with large voltage fluctuations
- Areas where the scale is not level



### Level Adjustment

- Always ensure that the machine is level. If the machine is not level, weighing may not be accurate.
- Adjust the machine to a level position using the four level adjustment feet located on the bottom of the machine, until the bubble is completely centered in the round level indicator.

Level adjustment foot



Level indicator



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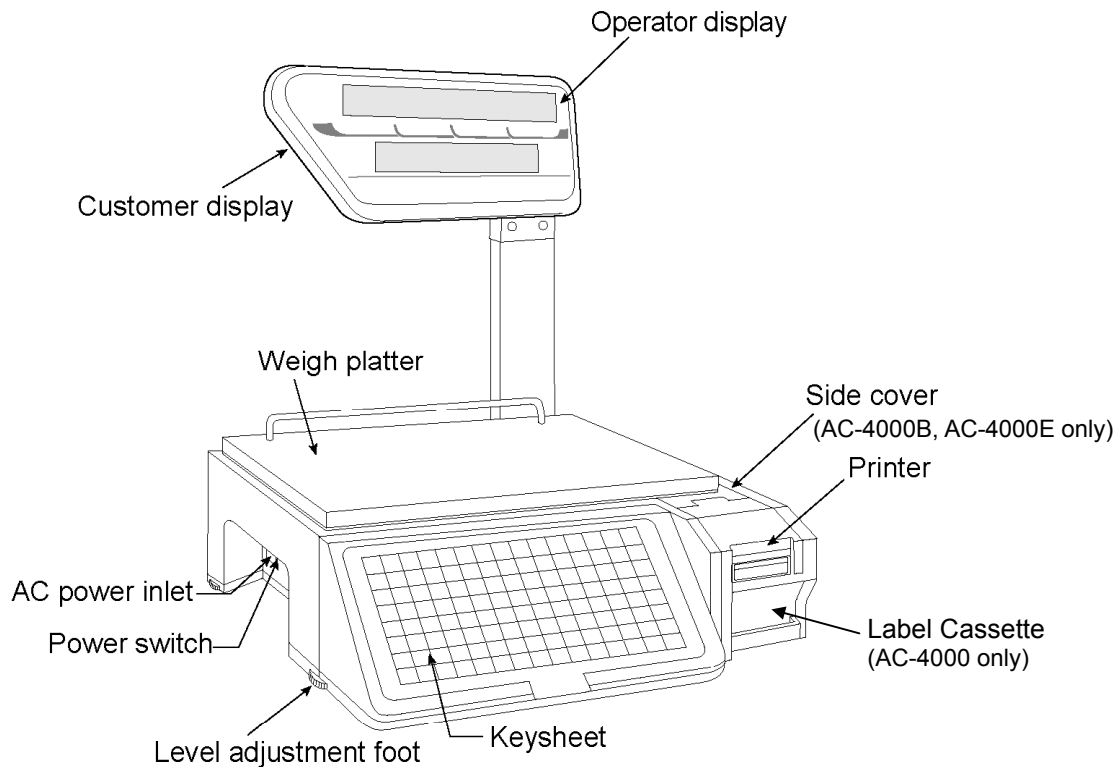
# 1

# PRODUCT OVERVIEW

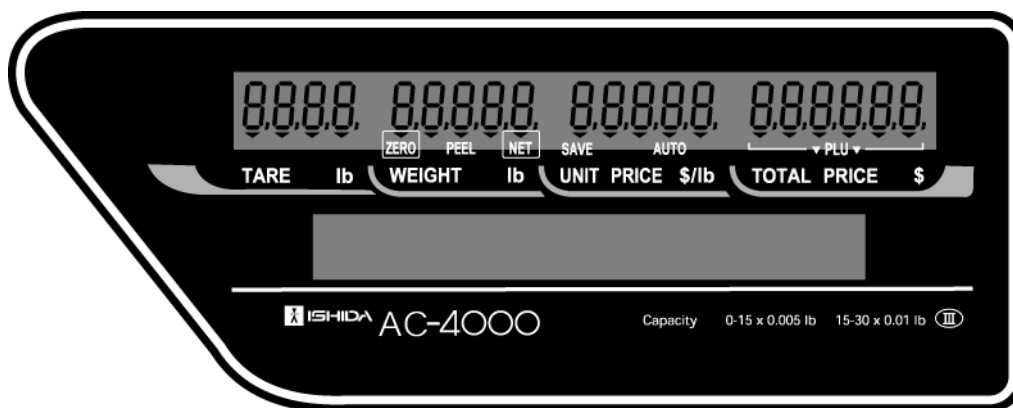
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## 1.1 APPEARANCE & DISPLAY

### ■ APPEARANCE



### ■ DISPLAY



#### Indicators

ZERO : Lights when weight value is true zero or temporary zero.

NET : Lights when a tare is used.

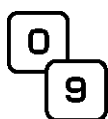
SAVE : Lights when the SAVE mode is used.

AUTO : Lights when the AUTOMATIC PRINT (Prepack) mode is used.

PEEL : Lights when the peel sensor is turned on.



## 1.3 BASIC FUNCTION KEYS



### NUMERIC ENTRY

Keys 0 through 9 are used to enter numeric data.



### CLEAR

Used to cancel incorrectly entered numeric data.



### LOWER PRESET \*

Used to access the second level of data programmed to a preset key. Press the **LOWER PRESET** key to switch back to the first level data.



### PACK COUNT(SUBTOTAL LABEL) \*

Used to issue a label that shows the number of labels (packs), total weight, and total price.

1. Press the **SUBTOTAL** key.
2. Press the **PRINT** key.
3. Press either the **CLEAR** key or the **MODE** key to release.

#### Notes:

- a. Subtotal data will be cleared by pressing the **CLEAR** key.
- b. The data will be saved by pressing the **MODE** key to return to Normal Mode.



### PAPER FEED

Used to advance labels/receipts to the correct printing position.



### PRICE LOOK UP

Used to access PLU data.

1. Key in the PLU number.
2. Press the **PLU** key.



### PREPACK \*

Used to switch between Auto Printing mode and Manual Printing mode.



### PRINT

Used to print labels. Press the **PRINT** key to stop printing of Fixed Price PLUs in Auto Print mode.



### PROGRAM MODE

Used to enter the required mode after a 1-digit to 4-digit password has been entered. Also used to exit the current mode.



### TARE

Used to enter a tare weight by subtracting a container's weight.

1. Place a tare on the weigh platter.
2. Press the **TARE** key.

Used to enter a tare weight manually.

1. Key in a tare weight.
2. Press the **TARE** key.

*Note: For dual-range weighing models (0.000 lb), tare entries must end in either a "0" or "5".*



### DATE \*

Used to temporarily change the date(s) printed on the label.

Valid entries are:

1 – 996: Set number of Shelf Life days.

9999: No date printing.

1. Key in the Date value (MMDDYY).
2. Press the **DATE** key.

Example: "091504" prints Sep.15.04.

Also used to display the current date and time for a few seconds.



### VOID \*

Used to delete the previous transaction from totals.

1. A label has been printed.
2. Press the **VOID** key to delete.



### ZERO

Used to adjust the scale to zero when nothing is on the weigh platter.



### RESET \*

Used to forcibly exit the current operation and return to the initial display.

\* Key may be disabled in the scale's configuration.

**HELP**

Used to display a help message for each function key.

1. Press the **HELP** key.
2. Press the desired function key(s).
3. Press the **HELP** key to return to normal operation mode.

**MULTIPLY****(FIXED PRICE ITEM ONLY)**

Used to multiply the entered quantity.

1. Call up a fixed price item.
2. Key in a quantity.
3. Press the **MULTIPLY** key.

**LABEL BATCH****(FIXED PRICE ITEM ONLY)**

Used to issue batches of labels.

1. Press the **LABEL BATCH** key.
2. Key in PLU No. and press the **PLU** key.
3. Key in the number of labels and press the **LABEL BATCH** key.
4. Repeat steps 2 and 3 above for other PLU's.
5. Press the **PRINT** key.
6. Press the **PRINT** key again to stop printing.
7. Press the **LABEL BATCH** key then the **PRINT** key to continue printing.
8. Press the **LABEL BATCH** key then the **ZERO** key to delete the batch.
9. Use the **MODE** key to exit Label Batch programming.

## 1.4 PRESET FUNCTION KEYS

The following key types must be assigned. Some of them may not present on the scale. Contact your ISHIDA dealer for more details.



### PLU (PRESET)

Used to access a PLU by simply pressing the preset **PLU** key.



### TARE (PRESET)

Used to access a tare weight by simply pressing the preset **TARE** key.



### FIXED PRICE

Used to temporarily change the price of a fixed price item.

1. Call up a fixed price item.
2. Key in a new price.
3. Press the **FIXED PRICE** key.



### DISCOUNT PRICE

Used to temporarily set a discounted selling price.

1. Key in the reduced price after a total price is displayed.
2. Press the **DISCOUNT PRICE** key.

Or, a set price can be assigned to the key. Recall the discount price by pressing the key.



### AMOUNT DISCOUNT

Used to temporarily perform an amount discount.

1. Key in an amount to be subtracted from the total price.
2. Press the **AMOUNT DISCOUNT** key.

Or, a set discount amount can be assigned to the key. Recall the discount by pressing the key.



### PERCENT DISCOUNT

Used to temporarily perform a percent discount.

1. Key in a percentage to be subtracted from the total price.
2. Press the **PERCENT DISCOUNT** key.

Or, a set percentage discount can be assigned to the key. Recall the percentage discount by pressing the key.



### SAVE

Used to maintain the called up PLU.

1. Call up a PLU.
2. Press the **SAVE** key, and the SAVE indicator is lit.
3. PLUs remain called up after labels are printed.
4. Press the **SAVE** key again to release.



### EXTRA MESSAGE 1

Used to call up a message.

Extra Message 1 prints as part of the main description immediately below the PLU Name.

1. Call up a PLU.
2. Key in a message number.
3. Press the **MESSAGE** key.

Or, a message can be assigned to the key. Recall the message by pressing the key.



### PEEL TIMER

#### (FIXED PRICE ITEM ONLY)

Used to set a delay time between labels in Auto Print mode.

1. Call up a fixed price item.
2. Key in the interval time in units of one second.
3. Press the **PEEL TIMER** key.



### DOUBLE 9

Used to enter two 9's at one time.



### DOUBLE 0

Used to enter two 0's at one time.



### PERCENT TARE

Used to calculate a tare weight by entering a percentage.

1. Key in a percentage.  
Entered value is in tenths of a percent.  
Example: key in "103" for 10.3% tare.
2. Press the **PERCENT TARE** key.  
Maximum entry is "500" (50.0%).

**COUPON MESSAGE**

Used to call up a coupon text message.

1. Call up a PLU.
2. Key in a coupon text number.
3. Press the **COUPON MESSAGE** key.

**OPERATOR**

Used by an operator to record the transaction and print a label. The **OPERATOR** key is pressed in place of the PRINT key.

**ADDRESS**

Used to call up and print a different store name and address.

1. Key in an address number.
2. Press the **ADDRESS** key.

**LABEL FORMAT**

Used to call up a different label format.

1. Key in a label format number.
2. Press the **LABEL FORMAT** key.

**LOGO 1, LOGO 2**

Used to call up a logo image.

1. Key in a logo number.
2. Press the **LOGO** key.

**SPECIAL UNIT PRICE**

Used to temporarily set a discounted unit price.

1. Call up a Weighed item.
2. Key in a new discounted unit price
3. Press the **SPECIAL UNIT PRICE** key.

**PEEL SENSOR**

Used to turn on or off the peel sensor.

1. Press the **PEEL SENSOR** key.  
(PEEL indicator is lit when the sensor is turned on.)

**LOGOUT  
(OPERATOR FUNCTION ONLY)**

Used to log out the operator.

1. Press the **LOGOUT** key, then the "Key In Operator Number" screen appears.

**BATCH NUMBER**

Used to specify the batch data to be processed when starting operation.

1. Key in the Batch number (up to 8 digits) and press the **BATCH NUMBER** key.
2. Call up the PLU and press the **PRINT** key.
3. Repeat step 2 above for additional PLU's.
4. Repeat steps 1 though 3 above for other batch numbers.
5. Key in "0", press the **BATCH NUMBER** key to exit this procedure.

Notes:

- a. *Batch Numbers can print on the label.*
- b. *Batch Number totals can be accumulated.*

**EXTRA MESSAGE 2  
EXTRA MESSAGE 3**

Used to call up a message.

Add or change a message printed on the label.

1. Call up a PLU.
2. Key in the message number.
3. Press the **MESSAGE** key.



Or, if a message has been assigned to the key, recall the message by pressing the key.

**OPERATOR LOG OFF**

When an operator finishes using the scale, press the **OPERATOR LOG OFF** key (manual operator log off).

*Note: If the scale is set for automatic operator log off this step is unnecessary.*

**FIXED WEIGHT  
(FIXED PRICE ITEM ONLY)**

Used to temporarily change the fixed bakery weight of a Fixed Price item. Enter the bakery weight in ounces.

1. Call up a PLU.
2. Key in the new weight in ounces.
3. Press the **FIXED WEIGHT** key.



### BARCODE PRINT

Used to turn the barcode printing on or off.

1. Press the **BARCODE** key.  
(The BARCODE indicator is lit when barcode printing is disabled.)



### TARGET QUANTITY

Used to enter a target quantity for the number of packages.

When the target is reached, a message is displayed.

1. Key in the target quantity.
2. Press the **TARGET QUANTITY** key.

Notes:

- a. *The Target Quantity will be checked until a new value is entered or the current value is removed.*
- b. *To remove a Target Quantity, key in a value of "0".*
- c. *The Target Quantity is checked even if different PLUs are recalled.*



### TARGET WEIGHT

Used to enter a target weight. When the weight target is reached a message is displayed.

1. Key in the target weight.
2. Press the **TARGET WEIGHT** key.

Notes:

- a. *For dual-range weighing scales, the Target Weight must end in either a "0" or "5". Example: key in "17500" for 17.5 pounds.*
- b. *The Target Weight will be checked until a new value is entered or the current value is removed.*
- c. *To remove a Target Weight, key in a value of "0".*
- d. *The Target Weight is checked even if different PLUs are recalled.*



### TARGET PRICE

Used to enter a target price.

When the target is reached a message is displayed.

1. Key in the target price.
2. Press the **TARGET PRICE** key.

Notes:

- a. *The Target Price will be checked until a new value is entered or the current value is removed.*
- b. *To remove a Target Price, key in a value of "0".*
- c. *The Target Price is checked even if different PLUs are recalled.*



### LABEL QUANTITY (FIXED PRICE ITEM ONLY)

Used to set the number of fixed price labels to be printed.

This procedure may be used in Manual and Auto Print mode.

1. Call up a PLU.
2. Key in the number of fixed price labels to be printed.
3. Press the **LABEL QUANTITY** key.



### FIX CHANGE

Used to manually convert a weighed item to a fixed price item.

1. Call up a Weighed PLU.
2. Press the **FIX CHANGE** key.

Optional:

3. Key in the new Fixed Price.
4. Press the **FIXED PRICE** key.

Note: *After converting a PLU from Weighed to Fixed Price, any fixed price operation can be performed.*

-U/P**UNIT PRICE DISCOUNT**

Used to temporarily perform a unit price discount.

1. Key in the amount to be subtracted from the unit price.
2. Press the **UNIT PRICE DISCOUNT** key.

Or, if a unit price discount amount has been assigned to the key, recall the discount by pressing the key.

.%U/P**UNIT PRICE PERCENTAGE DISCOUNT**

Used to temporarily perform a unit price percentage discount.

1. Key in the percentage to be subtracted from the unit price.
2. Press the **UNIT PRICE PERCENT DISCOUNT** key.

Or, if a unit price percent discount amount has been assigned to the key, recall the discount by pressing the key.

*Note: The entered amount is in tenths of a percent. Example: key in "125" to set a 12.5% discount.*

CASSETTE**LABEL CASSETTE**

Used to tell the scale that a different label is to be printed.

1. Remove the label cassette.
2. Install the new label cassette.
3. Press the **CASSETTE** key to select the correct labels.
4. Press the **PAPER FEED** key until the labels are properly aligned.
5. Press the **CLEAR** key if any errors occur.

*Note: The CASSETTE key can be used for all AC-4000 models.*

*For side-load models the label roll must be changed and the labels rethreaded.*

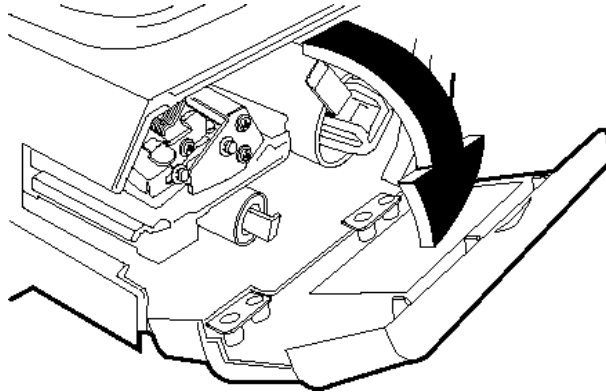
## 1.5 LABEL LOADING

### 1.5.1 AC-4000B/E – SIDE LABEL LOADING

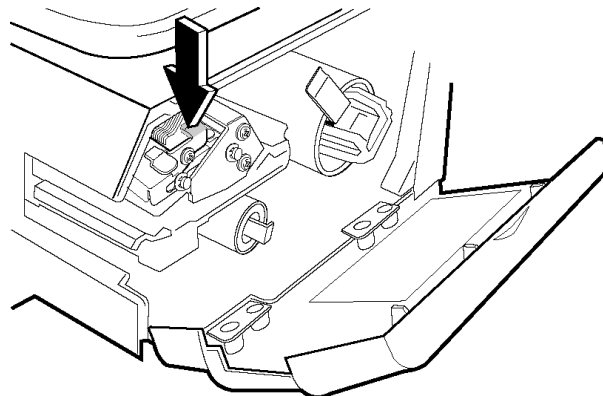
- 1 Ensure that the power cable is plugged into the AC outlet, and the power switch is turned off.



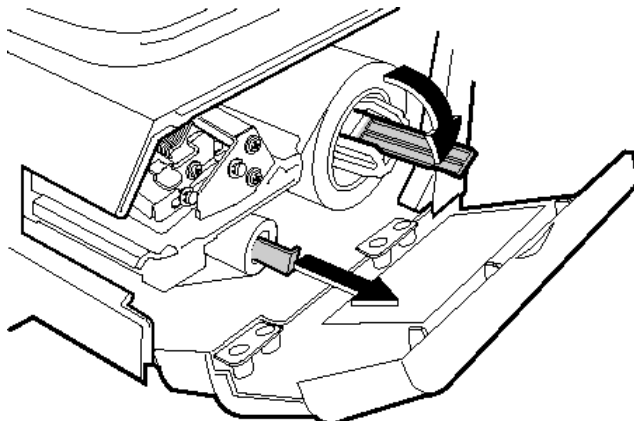
- 2 Open the side cover.



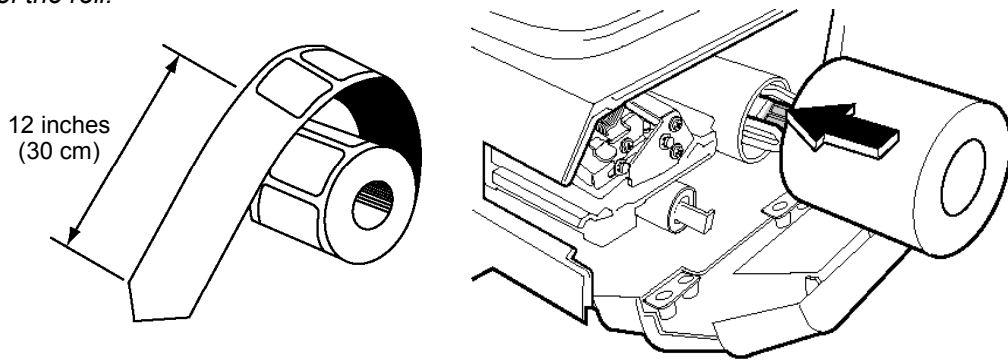
- 3 Release the printer head by pushing down the release lever.



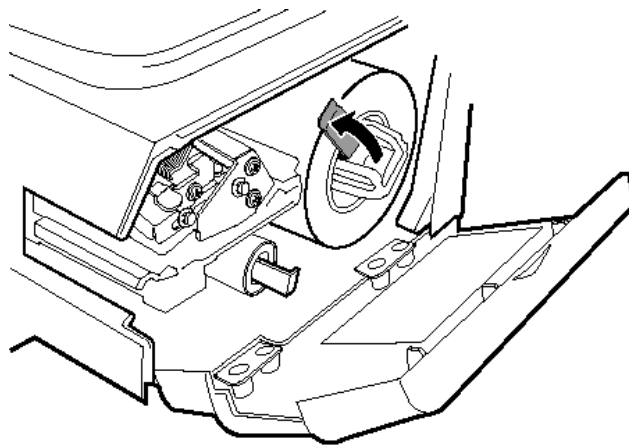
- 4 If the backing paper has been wound, pull the stopper outwards to loosen the paper on the winding bobbin, then remove the paper. Then, push the stopper lever of the roll holder down until it lies flat, and remove the old label roll.



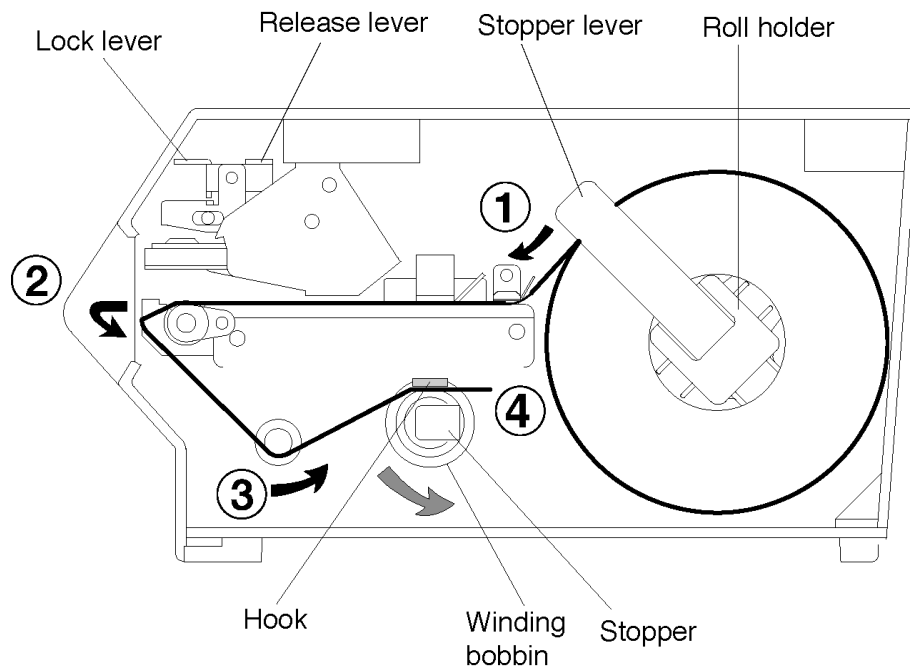
- 5** With the stopper lever lying flat, load a new label roll on the roll holder.  
*Note: Before loading the label roll, remove approximately 12 inches (30 cm) of labels from the end of the roll.*



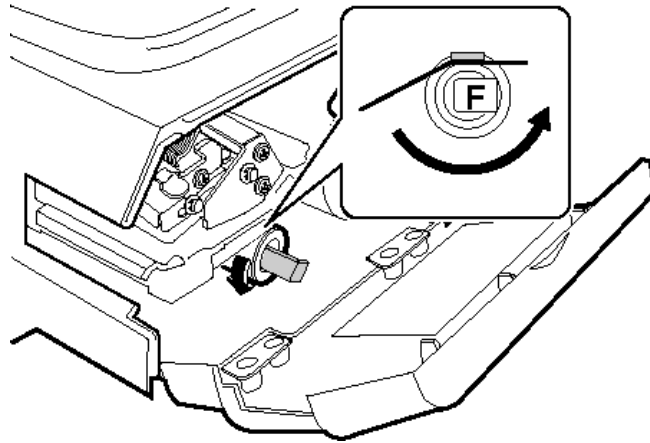
- 6** Pull up the stopper lever, and then slide it in or out depending on the width of the roll. Do not move the lever in too far which could bind the label roll.



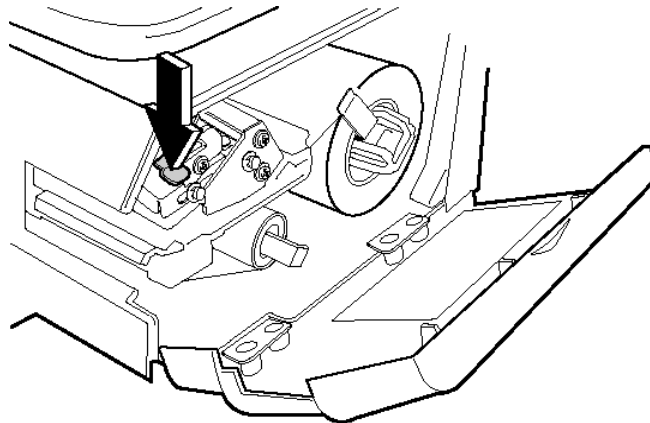
- 7** Thread the label paper along the path from (1) through (4).



- 8** Turn the winding bobbin counter-clockwise so that the hook is positioned up, push in the stopper lever (F), then insert the tip of the paper in the hook.

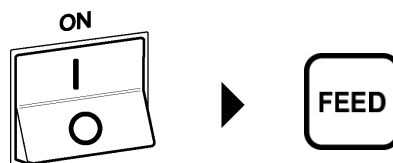


- 9** Replace the printer head by pushing down the lock level.



- 10** Turn on the power switch and press the FEED key several times in order to securely turn the backing paper around the winding bobbin and align the labels.

*Note: Check that the label printing position is properly set. If not properly set, press the FEED key until it reaches the proper printing position.*



Press the **CLEAR** key to remove any error messages.

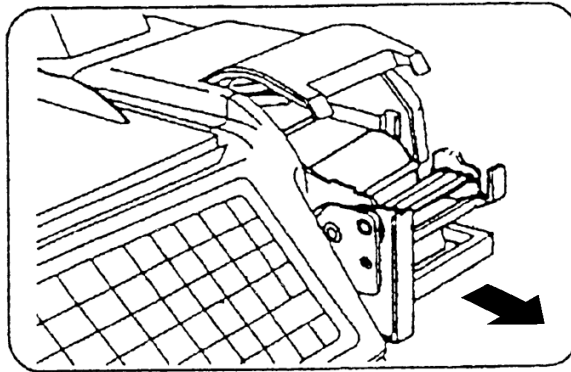


## 1.5.2 AC-4000 – CASSETTE LABEL LOADING

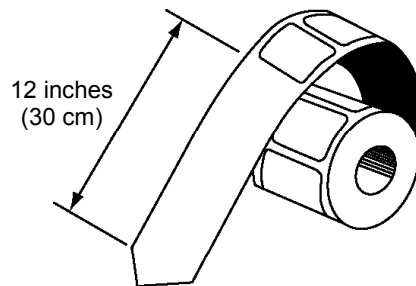
- 1 Ensure that the power cable is plugged into the AC outlet, and the power switch is turned off.



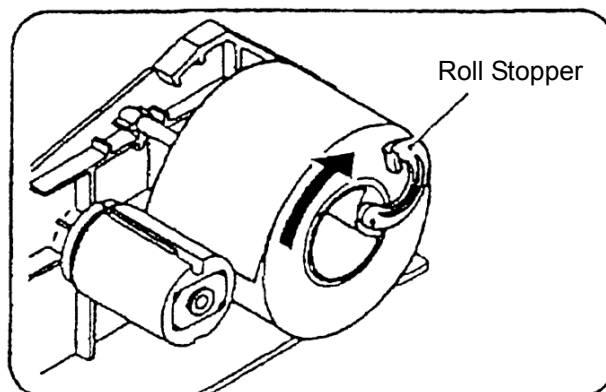
- 2 Pull out the printer cassette.



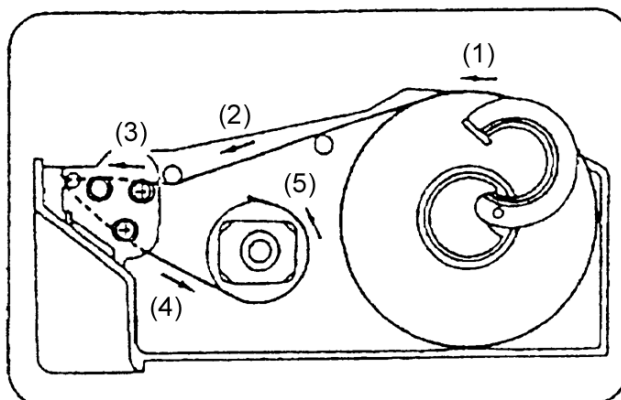
- 3 Remove approximately 12 inches (30 cm) of labels from the end of the roll.



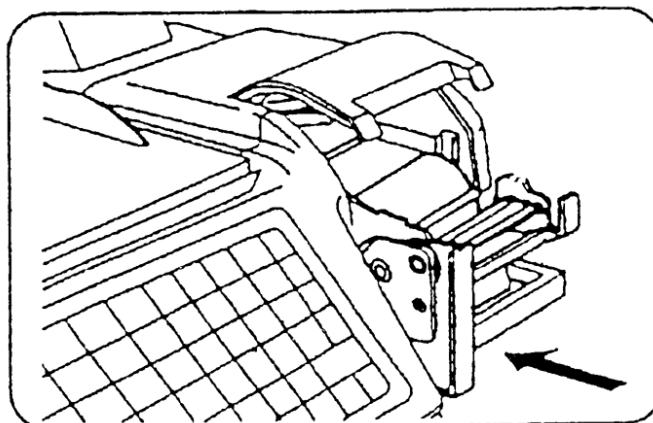
- 4 Set the roll as shown in the figure below, and turn the roll stopper clockwise to hold the roll in place.



- 5** Thread the labels as shown in the figure below. Attach the backing paper to the take-up roll with the U-pin.

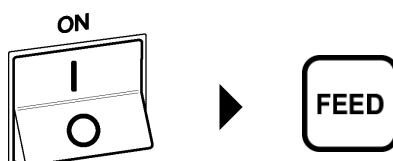


- 6** Push the printer cassette to its original position.



- 7** Turn on the power switch and press the FEED key several times in order to securely turn the backing paper around the winding bobbin and align the labels.

*Note: Check that the label printing position is properly set. If not properly set, press the FEED key until it reaches the proper printing position.*



Press the CLEAR key to remove any error messages.



**2**

**NORMAL MODE**

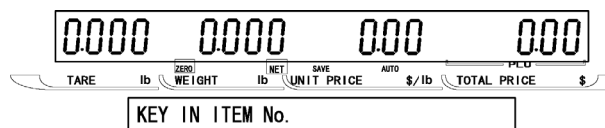
2.1 WEIGHING ITEMS ..... 16  
2.2 FIXED PRICE ITEMS..... 18

## 2.1 WEIGHING ITEMS

- 1 [Key In Item No.]**  
Ensure that the "Key In Item No." display appears and the ZERO indicator is lit.

Notes:

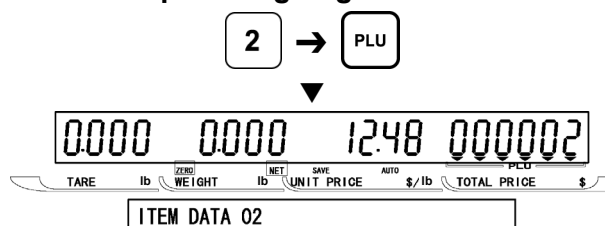
- If the ZERO indicator is not lit, press the ZERO key to turn on the indicator.
- If necessary, press the MODE key to return to normal operation mode.



- 2 [PLU Call Up]**  
Key in a PLU number and press the PLU key, or press a preset PLU key.

- The programmed Unit Price is displayed.
- The tare weight, if programmed, is displayed.
- The product name is displayed.

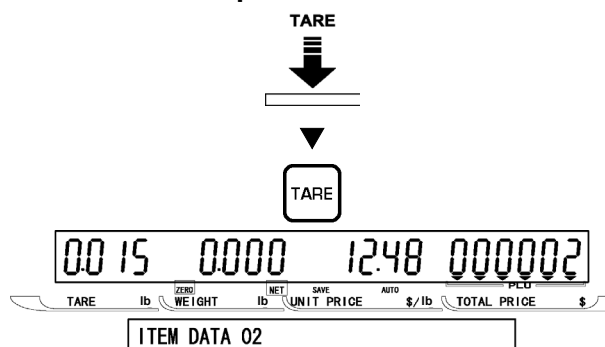
Example: Weighing item PLU "2"



Example: Preset PLU "10"



Example: 0.015 lb tare



- 3 [Tare Weight]**  
Skip this step if the tare weight is already registered in the PLU.

If the tare weight is not registered in the PLU, place a tare on the weigh platter and press the TARE key to subtract its weight.

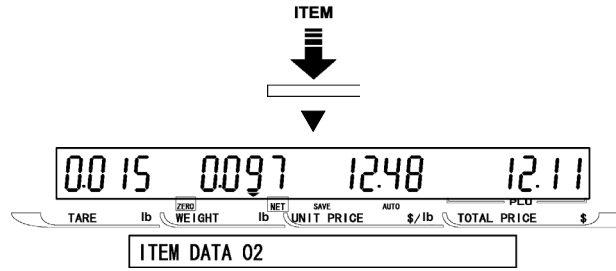
Note: The registered tare weight can be overridden by placing an actual tare on the weigh platter, and pressing the TARE key.

- To clear a tare weight, press the TARE key when there is no weight on the platter.
- A tare weight can also be entered via the keyboard, then press the TARE key.

Note: For dual-range weighing models (0.000 lb), keyboard tare entries must end in either "0" or "5".

## 4 [Weighing Item]

Place an item on the weigh platter.



## 5 [Automatic Label Issue]

For a weighing item and when the machine is in AUTO mode, a label will be automatically issued as soon as weighing has stabilized.

*Note: To select Auto Print mode on or off, press the PREPACK key.*

## 6 [Manual Label Mode]

When the machine is in MANUAL mode, press the PRINT key to issue a label.

*Note: If operator keys have been assigned, press the appropriate OPERATOR key to print a label.*



## 2.2 FIXED PRICE ITEMS

### 1 [Key In Item No.]

Ensure that the "Key In Item No." display appears and the ZERO indicator is lit.



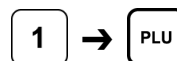
Notes:

- If the ZERO indicator is not lit, press the ZERO key to turn on the indicator.
- If necessary, press the MODE key to return to normal operation mode.

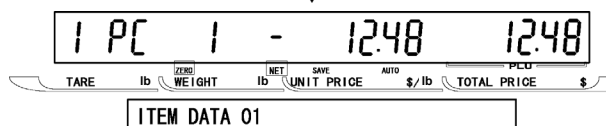
### 2 [PLU Call Up]

Key in a PLU number and press the PLU key, or press a preset PLU key.

Example: Fixed price item PLU "1"



Note: Refer to Step 2 of Section 2.1 for examples of calling PLUs by preset keys.

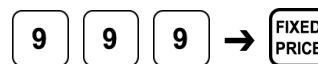


- The programmed number of pieces is displayed.
- The programmed individual piece price is displayed.
- The total price is displayed.
- The product name is displayed.

### 3 [Price Override] (optional)

To change the selling price, enter the new price and press the FIXED PRICE key.

Example: Change price to \$9.99

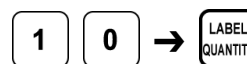


Note: This feature is not available if disabled or if the FIXED PRICE function key has not been assigned to the keyboard.

### 4 [Quantity of Labels] (optional)

To print a specific number of labels, enter the quantity and press the LABEL QUANTITY key.

Example: Print 10 labels



Notes:

- This feature is not available if the Label QUANTITY function key has not been assigned to the keyboard.
- This step is not necessary when using Auto Print mode.

---

## 5 [Automatic Label Issue]

For a fixed price item and when the machine is in AUTO PRINT mode, press the PRINT key to issue labels continuously.

To stop label issue, press the PRINT key again.

*Note: To select Auto Print mode on or off, press the PREPACK key.*

## 6 [Manual Label Issue]

When the machine is in MANUAL PRINT mode, press the PRINT key to issue a label.

*Note: In MANUAL PRINT mode, only one label is issued.*

### Start printing



### Stop printing



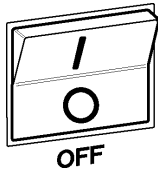


# DAILY MAINTENANCE

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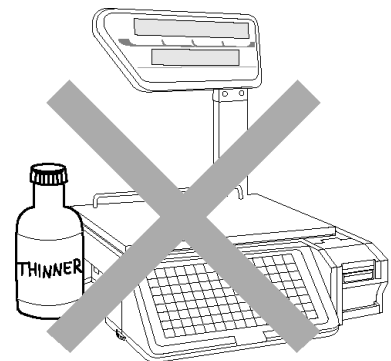
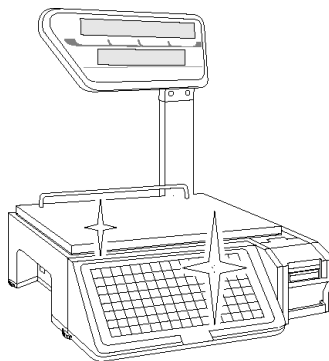
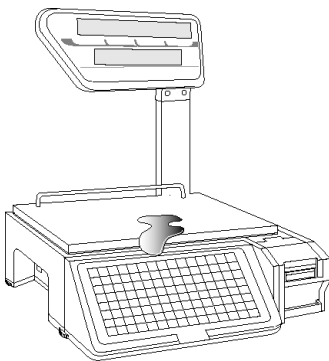
## 3.1 CLEANING

Before carrying out the following daily maintenance, make sure that the power is off.



Always turn off the power switch when performing this inspection.

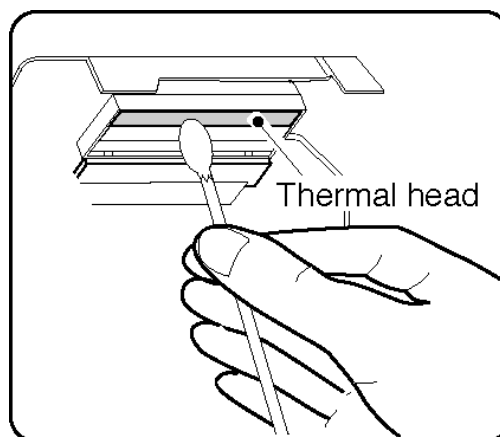
### ► Keep the scale free of spills, dust and dirt.



When cleaning the machine, only use a soft dry cloth or a cloth wetted with a neutral cleanser. Never use thinner or other volatile liquids.

### ► Clean the thermal head.

In order to maintain good printing quality, clean the thermal head at least once a week with a cotton swab dipped in cleaning fluid.

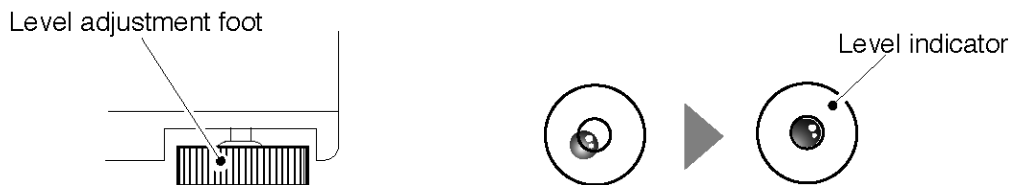


Do not use metal tools or any hard or sharp object to clean the thermal head as they may damage the head surface.

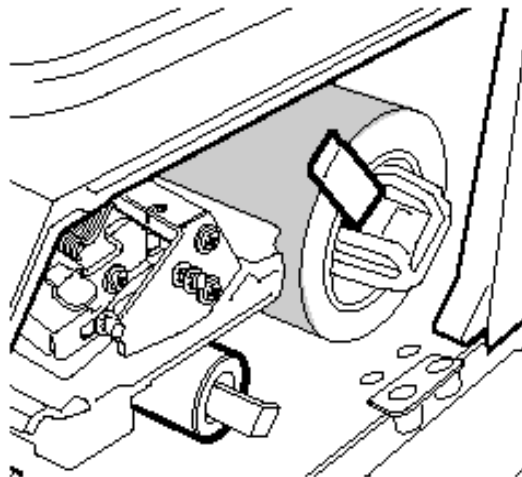
## 3.2 CONDITION CHECK

### ► Check that the scale is level.

- Always ensure that the machine is level. If the machine is not level, weighing may not be accurate.
- Adjust the machine to a level position using the four level adjustment feet located on the bottom of the machine, until the bubble is completely centered in the round level indicator.



### ► Ensure that there is a sufficient amount of labels remaining in the machine.












# TROUBLE SHOOTING










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4.3	REPLACING THE MAIN FUSE .....	30





## 4.1 ERROR CODES & MESSAGES

If you encounter any problems, before proceeding to the troubleshooting chart, reinitialize the machine by pressing the RESET key or turning the scale off and on. If the problem persists, follow the instructions listed in the troubleshooting chart. If problems are not solved using the instructions, contact your local Ishida service representative.

Press the CLEAR key to exit any error condition.

Error Code & Message	Probable Cause & Counter Measures
 <b>IMPROPER POSITION. CHECK CASSETTE</b>	<ul style="list-style-type: none"> <li>■ The label cassette is out of position.</li> <li>• Remove and fully insert the label cassette. Press the PAPER FEED key to realign the labels.</li> </ul>
 <b>ITEM NAME - TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ The item name contains too many characters per line for the current label format.</li> <li>• Select a different label format.</li> <li>• Edit the PLU to reduce the number of characters per line in the Item Name.</li> </ul>
 <b>OVER THE LIMIT FOR POP CHARACTER</b>	<ul style="list-style-type: none"> <li>■ There is insufficient space to print the POP message.</li> <li>• Reduce the number of characters in the first line of the item name.</li> <li>• Remove the POP message from the PLU.</li> </ul>
 <b>EXTRA MSG1 - TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ Extra Message 1 linked to the selected PLU contains too many lines or too many characters per line for the current label format.</li> <li>• Select a different label format.</li> <li>• Edit the Extra Message 1 to reduce the number of characters.</li> </ul>
 <b>ETHERNET CABLE IS NOT CONNECTED</b>	<ul style="list-style-type: none"> <li>■ The scale cannot connect to the network.</li> <li>• Check the Ethernet communication cable connection on the side of the scale.</li> <li>• Check network conditions.</li> <li>• Disable the DHCP settings in the scale.</li> </ul>
 <b>DHCP SERVER IS NOT AVAILABLE</b>	<ul style="list-style-type: none"> <li>■ The scale cannot find the DHCP server.</li> <li>• Check the Ethernet communication cable connection on the side of the scale.</li> <li>• Check network conditions.</li> <li>• Disable the DHCP settings in the scale.</li> </ul>
 <b>STORE/ADDR – TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ The Store Name or Address has too many lines or too many characters per line for the current label format.</li> <li>• Edit the Store Name and/or Store Address to reduce the number of characters.</li> <li>• Select a different label format.</li> </ul>

 <b>LABEL END / OUT OF LABELS</b>	<ul style="list-style-type: none"> <li>■ The scale is out of labels or does not recognize that labels are loaded. <ul style="list-style-type: none"> <li>• Load a new roll of labels.</li> <li>• If labels are present check that the labels are threaded properly and are not binding.</li> </ul> </li> </ul>
 <b>LABEL SIZE ERROR</b>	<ul style="list-style-type: none"> <li>■ The labels are out of alignment or the label size differs from the programmed dimensions. <ul style="list-style-type: none"> <li>• Press the FEED key to align the labels.</li> <li>• Confirm that the correct labels are loaded.</li> <li>• Check that the labels are threaded properly and are not binding.</li> <li>• Confirm that the proper label format has been selected.</li> </ul> </li> </ul>
 <b>PRICE DISCOUNT IS TOO LARGE</b>	<ul style="list-style-type: none"> <li>■ The discounted price is equal to or greater than the regular price. <ul style="list-style-type: none"> <li>• Enter a valid discount amount.</li> <li>• Eliminate the discount.</li> </ul> </li> </ul>
 <b>EXTRA MSG2 - TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ Extra Message 2 linked to the selected PLU contains too many lines or too many characters per line for the current label format. <ul style="list-style-type: none"> <li>• Select a different label format.</li> <li>• Edit the Extra Message 2 to reduce the number of characters.</li> </ul> </li> </ul>
 <b>COUPON MSG - TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ Coupon Message linked to the selected PLU contains too many lines or too many characters per line for the current label format. <ul style="list-style-type: none"> <li>• Select a different label format.</li> <li>• Edit the Coupon Message to reduce the number of characters.</li> </ul> </li> </ul>
 <b>EXTRA MSG3 - TOO MANY CHARACTERS</b>	<ul style="list-style-type: none"> <li>■ Extra Message 3 linked to the selected PLU contains too many lines or too many characters per line for the current label format. <ul style="list-style-type: none"> <li>• Select a different label format.</li> <li>• Edit the Extra Message 3 to reduce the number of characters.</li> </ul> </li> </ul>
 <b>WEIGHT IS OVER UPPER LIMIT</b>	<ul style="list-style-type: none"> <li>■ The weight exceeds the programmed Upper Weight Limit. <ul style="list-style-type: none"> <li>• Reduce the package net weight.</li> <li>• Increase or remove the programmed Upper Weight Limit.</li> </ul> </li> </ul>
 <b>WEIGHT IS BELOW LOWER LIMIT</b>	<ul style="list-style-type: none"> <li>■ The weight is less than the programmed Lower Weight Limit. <ul style="list-style-type: none"> <li>• Increase the package net weight.</li> <li>• Reduce or remove the programmed Lower Weight Limit.</li> </ul> </li> </ul>
 <b>TOTAL MEMORY OVER</b>	<ul style="list-style-type: none"> <li>■ The Totals area memory is full. Transaction data must be cleared. <ul style="list-style-type: none"> <li>• Enter Totals Mode and clear some or all transaction data.</li> </ul> </li> </ul>

 <p><b>THERMAL HEAD DOT CHECK</b></p>	<ul style="list-style-type: none"> <li>■ A fault has been detected with the thermal print head.</li> <li>• Contact your local Ishida service representative.</li> </ul>
 <p><b>OPER. NAME - TOO MANY CHARACTERS</b></p>	<ul style="list-style-type: none"> <li>■ The operator name contains too many characters for the current label format.</li> <li>• Select a different label format.</li> <li>• Edit the operator name to reduce the number of characters.</li> </ul>
 <p><b>FILE IS MISSING OR CORRUPTED</b></p>	<ul style="list-style-type: none"> <li>■ A memory error has occurred. The scale's memory must be reset.</li> <li>• Contact your local Ishida service representative.</li> </ul>
 <p><b>ENTER TARE</b></p>	<ul style="list-style-type: none"> <li>■ A mandatory tare weight has not been entered.</li> <li>• After clearing the error message enter the appropriate tare weight.</li> </ul>

## 4.2 OTHER ERROR CONDITIONS

The following conditions occur without error codes. Follow the instructions listed in the troubleshooting chart to correct the problem. If problems are not solved using the instructions, contact your local Ishida service representative.

Description	Cause	Countermeasure
No power.	<ol style="list-style-type: none"> <li>1. Faulty power cord plug connection.</li> <li>2. Burned out fuse.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn off main power switch. Re-insert power cord plug.</li> <li>2. Replace fuse. (Refer to section 4.3)</li> </ol>
Weight readings are inaccurate or inconsistent.	<ol style="list-style-type: none"> <li>1. Foreign object is underneath or touching the weigh platter or load cell.</li> <li>2. Scale is not level or rocks.</li> <li>3. The weigh platter is not seated or positioned properly.</li> <li>4. Excessive vibrations or air currents.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove foreign object.</li> <li>2. Adjust leveling legs. (Refer to section "Cautions for Installation")</li> <li>3. Remove and replace the weigh platter making sure to align the mounting pins. If using a seafood platter, confirm that it is properly seated and positioned.</li> <li>4. Remove vibrations or air currents or relocate the scale.</li> </ol>
Printing is light or spotty.	<ol style="list-style-type: none"> <li>1. Labels are not threaded properly.</li> <li>2. Thermal print head is dirty.</li> </ol>	<ol style="list-style-type: none"> <li>1. Rethread the labels.</li> <li>2. Turn the scale OFF. Clean the thermal print head using the supplied cleaning kit. (Refer to section 3.1, "Cleaning")</li> </ol>
A tare weight cannot be entered via the keyboard.	When the scale is set for dual-range weighing (three places after the decimal point) the tare values must end in either a "0" or "5".	Re-enter the tare weight values ending in either a "0" or "5".
Labels are printed as soon as an item is placed on the weigh platter.	The scale is set in the AUTO mode. (AUTO indicator is lit)	Press PRE-PACK key to change to Manual Print mode.
A label prints when no PLU is called.	If no item is called the scale uses PLU number 999999 to process the transaction.	Delete PLU number 999999 to force a PLU to be called for every transaction.
The scale displays "Key in Operator number".	The scale is configured for Operator Log-on mode.	Consult the manager to receive a Log-on Operator number and password.
A previous temporary price override returns the next time the PLU is recalled.	The scale is set for Auto Program mode.	Consult the manager or contact your local Ishida service representative to change this setting.

## 4.3 REPLACING THE MAIN FUSE

If the display does not light when the power is on, this may indicate a problem with the fuse. Use the procedure below to check and replace the fuse.

1. Turn off the power.
2. Use a Phillips head screwdriver to remove the fuse cap and fuse on the left side of the scale.
3. Check whether or not the fuse has blown.
4. If the fuse has blown, replace with the same type of fuse.



5. After replacing the fuse, return the fuse cap and fuse to the left side of the scale and secure.
6. Turn on the power and check the scale.



Design and specifications are subject to change without notice.

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