

July 7, 2006

Product: Ishida SR-2000a Color Touch Screen Price Computing Scale

Issue: Grinding Label Cassette Gears

Cause: Incomplete Meshing of Gears

Solution: Reposition the Label Cassette Drive Gear



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Issue

If the body of an SR-2000a label cassette is cracked the gears may not fully mesh when the cassette is inserted into the scale. Of course, the recommended solution is to replace the label cassette. If a spare cassette is not available though, the position of the drive gear inside the SR-2000a can be moved forward which may allow the cassette to be used until a replacement is available.

This bulletin covers the details to move label cassette drive gear to make full contact with the gears of a damaged SR-2000a label cassette.

Procedure

To access the cassette drive gear the top cover must be removed from the SR-2000a. The full details of this procedure along with illustrations are listed in the Service Manual and are summarized in steps 1-6 below.

1. Remove the weigh platter, platter support, and label cassette.
2. Remove the touch screen assembly.
3. Remove the two plastic covers under the assembly.
 - a. Disconnect the two cable connections and the ground wire.
 - b. Remove the four bolts securing the pivot hinges.
 - c. Remove five bolts and one screw from the top of the scale cover.
4. Remove two screws from the bottom front edge of the scale.
5. Remove one screw from the right, front of the cassette bay.
6. Remove the cover by raising the front and moving it up and off the back of the scale.

CAUTION: Be careful of the right side of the customer display. If the vacuum tube draw port is broken the entire display assembly must be replaced. This would be a very costly mistake.

With the top cover removed, locate the five mounting screws as indicated in Figure 1. Note that to access the rear screw (#3) it may be necessary to remove the to customer-side display.

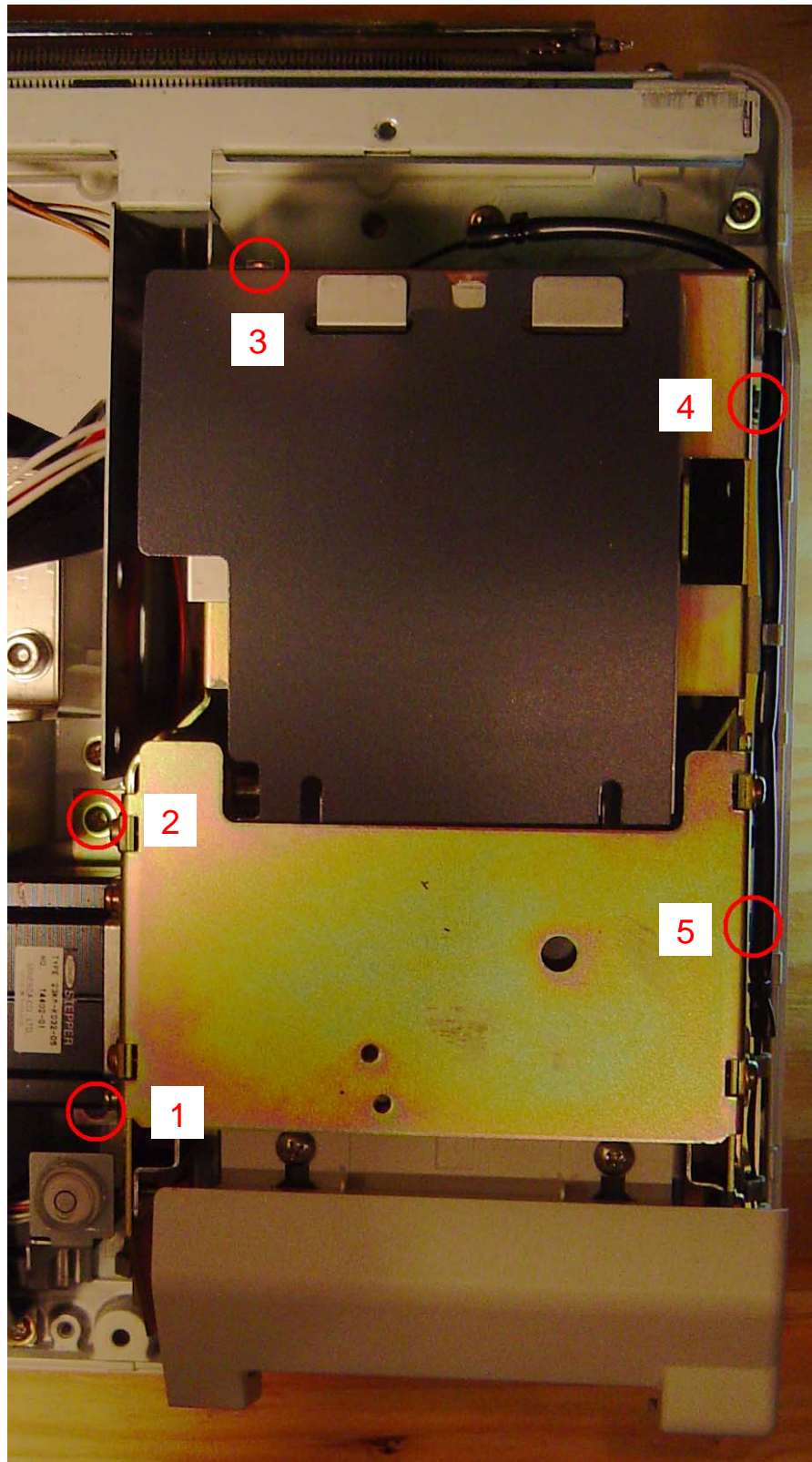


Figure 1. Locations of the five drive gear frame screws (top view)



Figure 2. Locations of the two right-side frame screws (side view)

7. Remove the two front screws (#1, #5), see Fig 1.
8. Loosen the three rear screws (#2, #3, #4), see Fig 1.
9. Pull the drive gear frame all the way forward.
10. Tighten the three rear screws.

With the cassette drive gear repositioned, reassemble the scale following steps 1-6 above in reverse order. After assembly confirm proper operation.

Notes

- After the cassette drive gear has been moved forward it is not necessary to move it back when replacing the damaged label cassette with a new cassette.
- Repositioning the label cassette drive gear may also work if the cassette is intact but the main gear has a worn spot causing intermittent grinding due to poor meshing.

Reference

- SR-2000a Service Manual, section 7.1, "Detaching the Top Housing".