

ULTRASCALE / ULTRABABY Owners Manual & Troubleshooting Guide

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  Low battery indicator

Hold indicator **ZERO** indicator Indicates when the reading is stable

HOLD FUNCTION

Once the hold key is pressed, the weight will remain on the display for 120 seconds after the item has been removed from the scale so the weight can easily be read.

- 1) Place the baby or item on the scale's platform.
- 2) Wait for the stable weight to be displayed.
- 3) Press the **hold** key. The “.” hold indicator will turn-on.

- 4) Remove the baby or item from the scale platform. The item's weight reading will remain on the display for 120 seconds.
- 5) End the hold function: Once an item is weighed and the **hold** function is enabled; you may want to end the hold function, Press the **hold** key again to cancel the "." hold indicator and return the scale normal mode.

AUTO-OFF FUNCTION SETTINGS

To enable or disable the auto-off feature follow these directions:

1. Start with the power off (the power must be OFF). Press and hold the **[Hold]**

key first, then press **[ON/OFF]**, then release both keys. The display will show

A_ON or **A_OFF**.

2. Selection of auto shut off mode.

Press the **[Hold]** key, the display will show **A_ON** or **A_OFF**. **A_ON** means the auto shut off function is active. Press **[Hold]** again, the display will show **A_OFF**, this means the auto shut off function is inactive.

3. Return to weighing mode.

Press **[ON/OFF]** to turn the power off, press **[ON/OFF]** again to turn on the power and the scale will return to weighing mode.

WEIGHING

Before weighing

Whenever possible, please allow the scale to warm up for several seconds after first turning the power on so that the scale will function properly and accurately.

Error messages

EEEE: Overload : Low battery

Weighing procedures

1. Press [ON/OFF] to turn on the scale.

When the power is turned on, all display segments appear for a few seconds and "0" will appear on the display.

2. Select the weighing unit with [UNIT].

Press [UNIT] to select a weighing unit "kg", "lb", "lb/oz", or "g"

Once the unit has been selected, the selected unit will be displayed next to the weight value.

3. Start weighing

If you do not use a container for weighing,

Verify the reading is "0". If not, press [TARE] to display "0".

Place the items to be weighed on the platform.

When the reading becomes stable, the stable indicator is displayed.

If you use a container for weighing,

Place an empty container on the platform.

Wait for the stability indicator to be displayed and press **[TARE]**.

Place the objects to be weighed in the container.

When the reading becomes stable, the stable indicator is displayed.

TROUBLESHOOTING & OPERATION NOTES

SEQ CHAPTER \h \r 11) If the scale does not perform accurately, please recalibrate as outlined in the manual.

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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 the special warning in this manual.

Although the ULTRA is designed to be extremely durable, It's important that you never overload or drop/shock the scale. If you ship the scale be certain to pack it extremely well to prevent shipping

damage. Scales are delicate instruments and unlike Cellular phones, scales have delicate sensors that determine how much an item weighs. If you drop or shock your scale, these sensors "feel" the shock and are sometimes destroyed. This happens with all digital scales. We design our scales to be as resistant to shock or drops as possible, however there is no way for us to protect 100% against load cell or sensor damage. A well-treated scale will provide years of reliable and accurate weighing. However an abused scale will only work until it's sensors are damaged.