

Facts About the Proper Care & Use of Your Digital Scale

3 KEY FACTS TO REMEMBER:

1. A digital scale is a precision instrument; it needs to be handled very carefully.
2. It has delicate sensors that can easily be damaged (you can't see these; they are located inside the scale).
3. It cannot be treated like a cell phone or a calculator!

8 REASONS WHY A DIGITAL SCALE MAY NOT WORK (OR INDICATE A FAULT):

#	Reasons for Faults:	What Might be Happening:	What to Do:
1.	Battery Issues: Battery is empty. Battery is past its useful life.	Indicators of this problem: Display Reads "Lo" Display Reads "8888"	Replace the battery. Hint: Buy a good battery. Some brands are: Duracell, Panasonic, Maxell, Sony
2.	Another Battery Issue: Scale is Performing Slowly, or Reading Inaccurately.	More than 60% of the time the issue is due to a low battery.	Replace the battery. Hint: Buy a good battery. Some brands are: Duracell, Panasonic, Maxell, Sony
3.	Metal Battery Prongs not connecting properly with the battery.	Scale is not powering on.	Check that the metal battery prongs (also called terminals) are making good contact with the battery. If needed, use a paper clip to slightly bend the prongs to create a better connection between the battery and the prongs.
4.	Room Temperature: Too Cold (Winter in Canada) Or Too Hot (A Culinary Lab)	Slow and inaccurate performance, in fact, terrible performance.	Scales must be operated at a room temperature between: 65° to 85°F (18° to 29.5°C) If a scale is too cold or too hot, allow the scale to adjust to room temperature for 12 hours.
5.	Too close to cell phones, computers, induction cook tops, radios, wireless devices, etc. Digital scales are strongly affected by items that can cause electromagnetic disturbances.	The display on the scale can change significantly as it picks up the signal from a cell phone, computer, induction cook top, radio, wireless device, etc. False weighing results, malfunctions.	The scale cannot be operated near electronic devices. Some scales pick up interference from 15 feet (4.6 metres) away. Remove the battery, wait 60 seconds. Reinsert the battery.
6.	Unstable Surface = Unstable Scale	False weighing results.	A perfectly flat stable surface is needed to read and weigh.
7.	The load cell is crushed or deformed, because the maximum capacity has been exceeded (just one time can do it!).	The Display will read EEEE.	Fatal Damage to the Scale. This is not covered by warranty as the scale is only designed to weigh up to its maximum capacity.
8.	Scale is dropped, mishandled or banged around.	It will not work.	Handle very carefully. A digital scale is a precision instrument.

WARRANTY:

- Damage through misuse or improper use is not covered by the warranty.
- The manufacturer's warranty covers defects on the basis of material or fabrication errors only (for 2 years).