


4.4 Troubleshooting

Symptoms	Causes	Remedies
<p>The display does not appear when ON/OFF is pressed.</p> <p>Each ON/OFF key is shown below for the IGB or IGX Series.</p> 	1. AC power is not supplied. (IGX Series only)	<ul style="list-style-type: none"> • Check the voltage of the main power outlet. • Check the power cable, and replace if necessary. • Check the FUSE (1A 250V) • Check the TRANS ASSY • Check the main board PS-016 connector XJ2.
	2. Battery voltage is low. (IGB Series only)	<ul style="list-style-type: none"> • Check batteries, and replace if necessary. • When using the AC adapter, confirm that the adapter voltage is within the range of 3.2 to 6VDC.
	3. The ON/OFF key is defective.	<ul style="list-style-type: none"> • Using the tester, check that the key is conducting, and replace if necessary.
	4. The main board is defective.	<ul style="list-style-type: none"> • Replace the main board PS-016 (IGX) or PS-018 (IGB) with a normal one, then check.
"Err" is displayed when the ON/OFF key is pressed.	1. E2ROM data is garbled.	<ul style="list-style-type: none"> • Initialize E2ROM (all) in Test Mode C6. • (Span adjustment is required after initialization) • If recovery is not possible, the main board may be defective. Replace if necessary.
Test mode "C1" is displayed when the ON/OFF key is pressed.	Scale data is in initialized state.	<ul style="list-style-type: none"> • Perform span adjustment.
<p>"-----" is displayed after the ON/OFF key is pressed and the display is checked.</p>	<p>1. A/D value at Zero point is outside of start range, or unstable.</p> <ul style="list-style-type: none"> • Out of AD initial value • Load cell is defective. 	<ul style="list-style-type: none"> • Remove items from the weighing platter. • Check A/D value and adjust. Perform Test Mode C1, and if the value is unstable, first replace the main board, then replace the load cell. • If outside of the start range, perform Zero and Span adjustments. When performing Zero and Span adjustments, if the weight that is less than the weighing capacity reaches the lower limit, replace the load cell.
	2. Main board is defective.	<ul style="list-style-type: none"> • Replace the main board PS-016 (IGX) or PS-018 (IGB) with a normal one, then check.

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