PALMSCALE 5.0 ADVANCED PROGRAMMING & REPAIR

PALMSCALE 6.0 REPROGRAMMING:

These instructions are only for Palmscale 5.0. Your box should say "Palmscale 5.0" and your quick user guide (inside the cover of the scale) should say "Palmscale 5.0".

Pre-read this entire section before you begin. These instructions should only to be used if you changed the settings in your Palmscale by accident, or if your scale is showing ERR, or if it is giving false or inaccurate readings. Follow these instructions to reset the scale and change the settings back to the correct settings This is not an easy procedure and must only be done if necessary.

In Programming mode pressing the MODE key will increase the blinking number, Pressing the TARE key will shift the blinking number to the next line. If you press the MODE key it simply increases the number. So if the blinking number is 1 and you press the MODE key, it will increase that number to 2. The TARE key shifts the blinking digit to the next line.

Palmscale 5 Advanced Programming

Version (1)-with BACKLIGHT button:

1. Turn on the scale and wait for 0.0g.

2. Press and hold TARE for 5 sec.

3. Page 1 = 7115. If it does not show the correct number, use TARE (shift digit) and MODE (adjust value) to change it. Press BACKLIGHT.

4. Page 2 = 8295. If it does not show the correct number, use TARE (shift digit) and MODE (adjust value) to change it. Press BACKLIGHT .

5. Page 3 = 5091 *(note it may be slightly different), Do not change it. Press BACKLIGHT.

6. When you see a steady 3 digit (or 4 digit) number ("S" icon must be turned on). Press TARE shortly and release. You will see the version number e.g. "E2.41" or "F2.41" when you press the TARE button.

7. Put the 100g standard weight on the platform and wait until the 4 digit number is steady (check "S" icon). Press BACKLIGHT. It'll show "2500".

8. Use TARE (shift digit) and MODE (adjust value) to change the display from "2500" to "1000". Press BACKLIGHT.

9. It'll show "OFF" and the process is complete.

Version (2)-without BACKLIGHT button:

1. Turn on the scale and wait for 0.0g.

2. Press and hold OFF for 5 sec.

3. Page 1 = 7115. If it does not show the correct number, use TARE (shift digit) and MODE (adjust value) to change it. Press OFF.

4. Page 2 = 8295. If it does not show the correct number, use TARE (shift digit) and MODE (adjust value) to change it. Press OFF .

5. Page 3 = XXXX, Do not change it. Press OFF.

6. When you see a steady 3 digit (or 4 digit) number ("S" icon must be turned on). Press TARE shortly and release. You will see the version number e.g. "E2.41" or "F2.41" when you press the TARE button.

7. Put the 100g standard weight on the platform and wait until the 4 digit number is steady (check "S" icon). Press OFF. It'll show "2500".

8. Use TARE (shift digit) and MODE (adjust value) to change the display from "2500" to "1000". Press OFF.

9. It'll show "OFF" and the process is complete.

PALMSCALE "Last Ditched Effort" REPAIR GUIDE:

This is an extremely advanced repair guide for the Palmscale. These instructions are only to be used if you are absolutely sure your scale is "beyond repair" and you would like to make a last ditched effort to get it working again. It can only be used for scale problems caused by shock or overload that bends the load cell too far down.

1. Turn the scale ON. "Err" may appear. Just turn it on anyway.
2. Follow the instructions above to get to the gravitational random number.
3. If the random number is higher than 1000, that means the load cell has been overloaded. You can try prying up on the tray until the random number (the AD Value) changes to a number lower then 1000 (ie 500 or 800). Basically you're bending the load cell back upwards trying to get the scale to come back to use.
4. Turn the scale OFF (or follow the instructions above to complete the advanced calibration.
5. Proceed to recalibrate the scale and hopefully it will work fine.

Please email us to let us know if these instructions have worked for you or if you found some other way to get your scale working again.

PALMSCALE "Flashing 88888" Underload Repair:

This will help you if your scale is flashing intermittently "88888". The flashing 88888 indicates that the scale has been underloaded. What this means is that the scale was dropped or shocked and the load cell was bent upwards. This can often be repaired by simply pressing down on the weighing platform to

lightly bend the load cell back downwards. Be careful not to press too hard - basically you want to use just enough force to get the scale to work.

1. Turn the scale ON (it will flash 88888)
2. Press down on the tray with light-medium force and release. If the scale stops flashing 8888 and shows 0 (0.0) you are done. If the scale continues to flash 88888 then try pressing a bit harder, and repeat
3. If you are unable to get the scale to work properly using this method then you must send the scale in for warranty replacement/repair. Please follow our warranty instructions.

Palmscale Specific Error Codes & Troubleshooting:

1) If the Display ever becomes locked on err, and the above guide does not help you to repair this error, then this is a fatal error code and indicates that the scale was shocked, dropped or otherwise damaged beyond user repair. The delicate weighing sensors have been damaged. **You will have to follow the warranty instructions that came with your scale.** Usually this happens when a scale has been shipped and improperly packed or mishandled by a shipping company.

2) If the display becomes locked on 8888, this often indicates low batteries. 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 #2 above, but a serous zero mark error will cause the scale to not even be able to show 0.0 when you turn it on. First try new batteries, then try the advanced guide above. If neither of these things fix the error, the scale will have to be sent to us for replacement under our Lifetime/30 year warranty program.

Yes, we know that it absolutely "stinks" when a scale is broken beyond repair. The problem is that scales are much more delicate then other instruments (such as cell phones) and they are susceptible to damage from shock or overload. You can drop most cell phones many times and they will continue to work properly. However a scale is designed to measure loads, thus a shock is measured as a load and picked up by the internal sensors of the scale. Too high of a shock will permanently damage the sensors.

Sensors can only be replaced by our technicians in a laboratory style clean room facility