XIAMEN RONGTA TECHNOLOGY CO., LTD.

Label scale maintenance basic training

After-sales department

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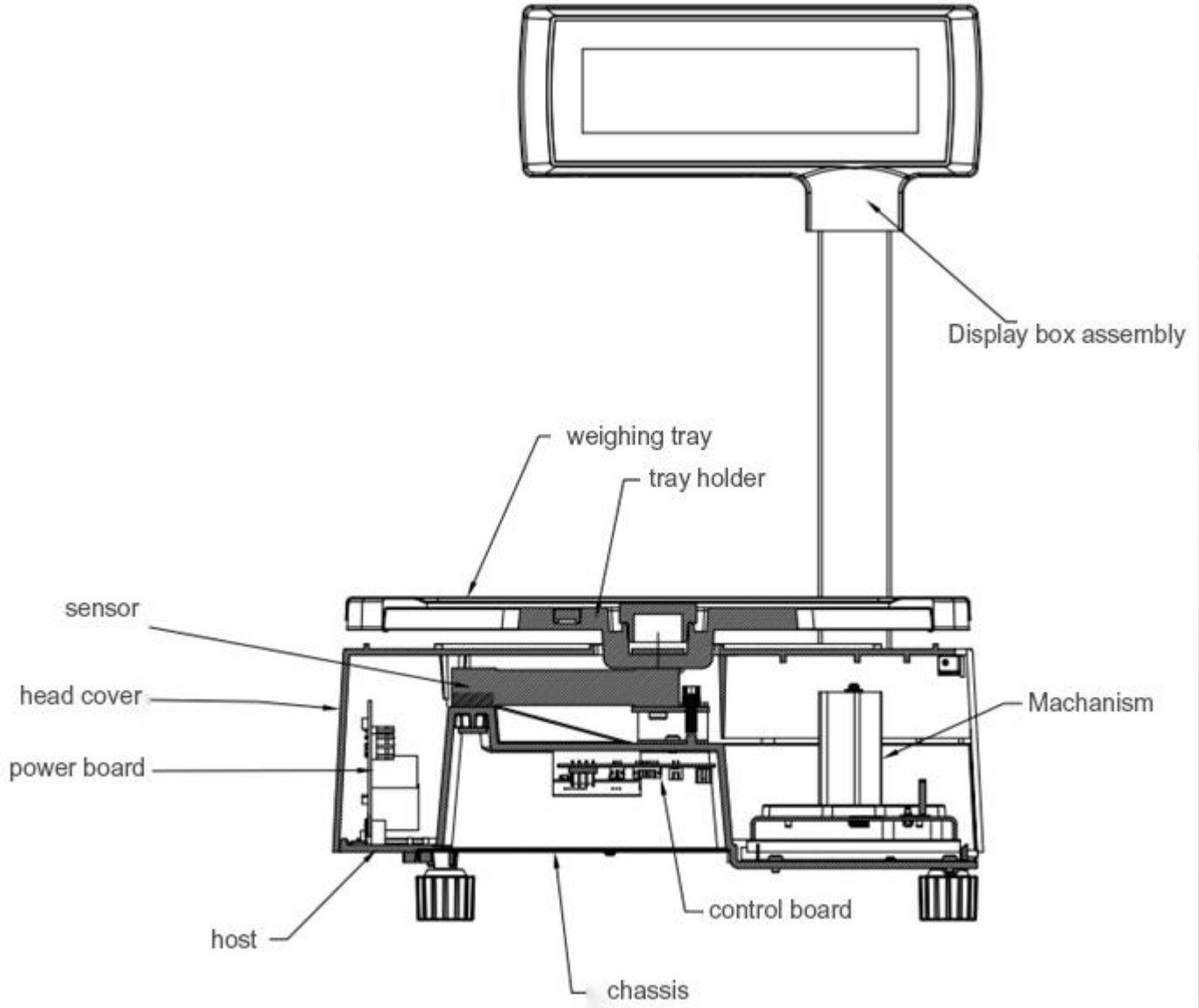
Products

Part 1

Product Structure



Standard Equipment for Label Scale

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- Thermal label paper roll
- Weighing tray
- Display box assembly
- Host
- User manual, warranty card, certificate
- Fuse, four spare screws
- Serial cable, power cable

Installation

Connect air fittings

Put the air fittings inside the display bar

Install the dispaly bar and put the tray

Adjust the feet to make the level tool inside the little circle

Installation

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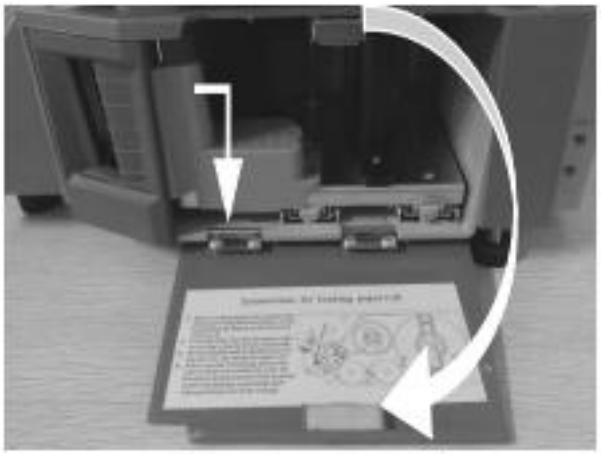
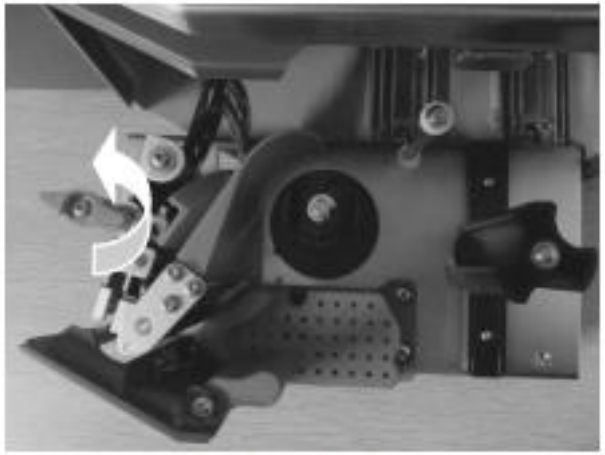
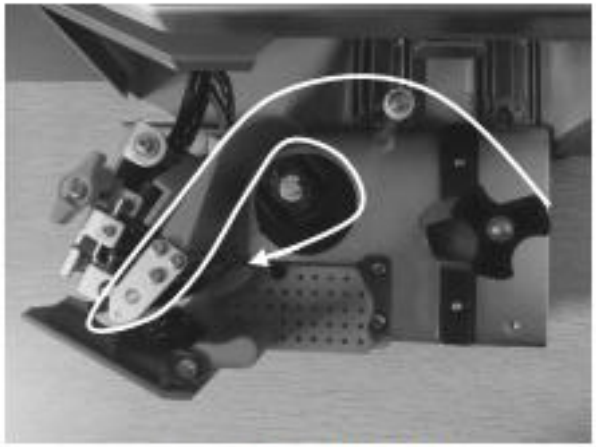


a. Open the side panel



b. Take out the printer



c. Open the print head

d. Remove first few labels, and then loading the roll

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Common Trouble Shooting

Part 2

Common Trouble Shooting

Classification of Faults

Classification by Function:
display part, weighing part, printing part, keypad part, communication part

Classification by Fault Causes:
parts wear and tear, design defects (software hardware structure), operating errors

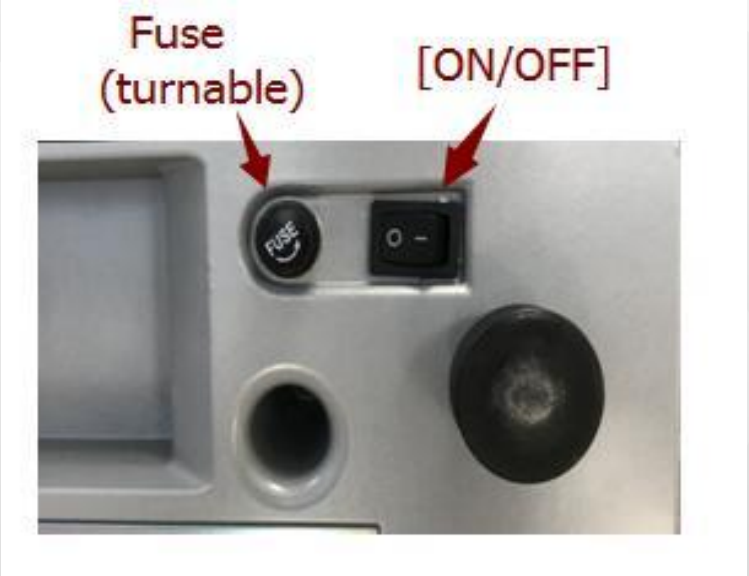
Classification by time of failure occurrence:

Factory production, transportation, use

Common Trouble Shooting

Boot up without any response

Cause:
a. no power: no power plug, no power socket, poor socket contact.
b. power plate damage.
c. the fuse is broken.



Countermeasures:
Use a multimeter to check one by one
and use the exclusion method to solve it.

Common Trouble Shooting

Boot up without any sound, display “Update”

Cause:
An Interruption during the download of the program (such as power failure in the middle).

Countermeasures:
Restart the machine and re-download the correct program (it will start writing from the first package)
If you cannot download the program through the network port, you need to use the serial port to download the program.

Common Trouble Shooting

Label printing content is biased up or down

Method:

1.Press and hold the “Set” button for 2 seconds to enter the parameter setting menu.

2.Press “↑” button for 4 times to reach the “Print position up and down fine adjustment” menu, press OK.

3.Press the “↓” or “↑” button to adjust the parameter value and press OK.

4.Print 3 labels to see if the label position is appropriate.

Note, the number 8 paper is the top, the -8 paper is the bottom, and the unit is 0.25 mm.

Common Trouble Shooting

Print half or a half label, paper orientation is abnormal.

Cause:
a. Set paper type detection error.
b. Printer rear photoelectric has slanting direction or is dust.
c. Photovoltaic panels is bad.
d. Photoelectric pair of printer rear photoelectric is bad.

Countermeasures:
a. adjust the Settings on the scale by pressing the following key order.
[SETTING] Enter the system setting Press hotkey[S] Enter the select label type (0 : label ; 1 : receipt 2: label, without recycle paper roll) Press [PRN/ENTER]
It' s also available to adjust software on computer. Open label scale RLS1000, set paper type to "Label" in set function, the pass the setting to error scale.
b. reforming label paper.

c. Check whether printer rear photoelectric has slanting direction or is dust.

Common Trouble Shooting

Blurring, blackness is not enough

Cause:

a. The print head is not buckled.
b. The thermal head is dirty.
c. The paper quality is poor and the print density is too low.
d. The roller of the print module is stuck.

Countermeasures:

a. Re-attach the printhead.
b. Gently wipe the thermal head with a soft cloth and alcohol.
c. Increase the print density.
d. Remove the foreign object caught on the roller

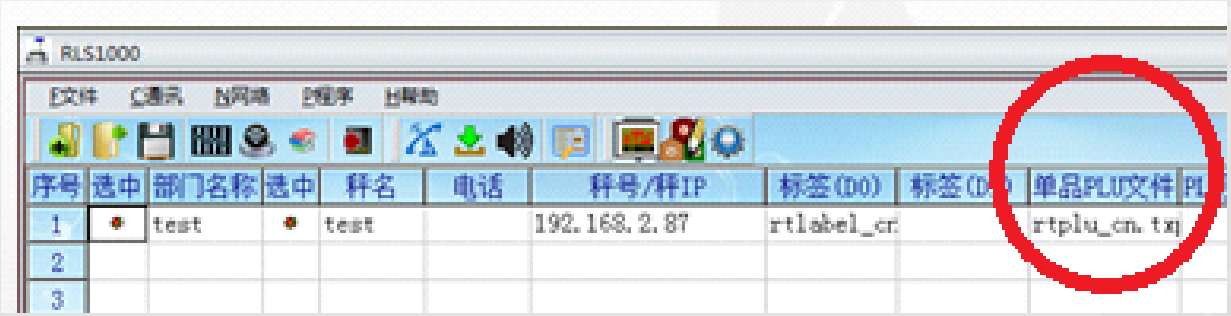
Common Trouble Shooting

Weird characters appear on the label or some words cannot be displayed (including Chinese and English)

Cause:

a. font is not downloaded, or the single-byte font is not downloaded.

Note: The font is gb2313, 6765 words in total, other words, as a rare word download. So reload the font, regenerate the text in the selected plu file, and generate the uncommon word download.



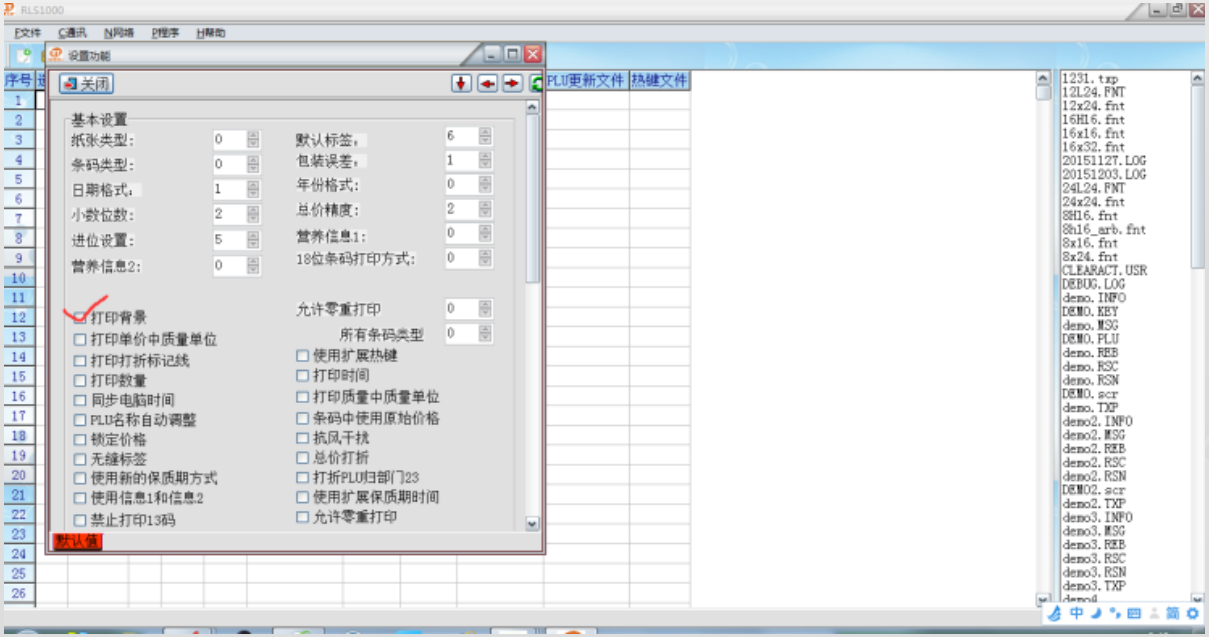
Countermeasures:

a. Re-download the font (including single-byte fonts and double-byte fonts).

Common Trouble Shooting

Label scale template does not print background

Method:
File-setting function, Check the print background



Common Trouble Shooting

The price on the PLU shows 3.6, the display shows 36, and the printout is also 36.

method:
Download plu, the unit price in plu is an integer, no decimal places. The number of decimal places is determined by the "number of decimal places" in the system settings. So find the unit price in the settings - change to the same as in plu

Common Trouble Shooting

Weighing is unstable

Cause:

a. Affected by the environment, such as vibration, earthquake, strong magnetic field interference, wind blowing, etc.

b. AD board is abnormal,

c Wind disturbance function is not turned on.

Countermeasures:

a. Eliminate interference factors.

b. Replace the AD board.

c .Turn on the windbreak function (set in the function setting).

Common Trouble Shooting

No wheighting, or the weighing bar display “----”

Cause:
a. AD plate is abnormal,
b. The sensor is crushed.
c. There is a heavy object placed on the scale. (Starting up zero return range -6%~10%, -900g-1.5kg)(Normal zero return range -2%~2%, +-300g)

Analysis:
Enter factory mode (power on input 888+ confirmation), see AD value, mantissa beats a number as normal
The normal AD value of no-load is 5000-10000, (10000-30000 sensor micro-deformation, >30000 sensor is severely deformed, <5000AD board is bad)
No-load learning AD range: >500
Full load learning AD range: >10000
Generally 1 AD corresponds to 0.5g

Countermeasures:
a. Replace the AD board.
b. Replace the sensor. If it cannot be solved, the machine can be returned to our company for processing.
c. Remove the heavy object and switch the machine back on and off.

Common Trouble Shooting

The displayed weight is negative,pressing the zero button doesn't work.

Analysis:

a. Put 1000g, start up, weight 0, take 1000g, weight -1000g, can't return to zero. Zero return range

RLS1000 +-300g RLS1100 +-600g (with the starting zero point as the reference point)

Common Trouble Shooting

Communication Failure

Reasons :

a Incorrect communication port settings。

b The scale's serial number or the IP address wrong setting。

c Improper use of adapter or broken network cable。

Measures :

a Verify if the communication port is correct。

b Confirm that the number set in RLS1000 is consistent with the target scale, and check if the IP address recorded in RLS1000 is consistent with the target scale.

c If the above two are correct, use replacement method to confirm whether the main board or the power board fail, and then replace it.

Common Trouble Shooting

Missing stroke when display or non-display

Reasons：

a. No display --The display bar is not properly installed, or the joint is in poor contact.

b. Missing stroke ---Display screen is damaged.

Measures：

a. Reinstall the display bar and tighten the retaining bolt

b. Change new display screen。

Common Trouble Shooting

Sometimes the scale does not print when pressing PLU hotkey , but the keyboard responds

Reasons :

a. Weight of the scale pan is unstable.
b. PLU data is not downloaded to label scale.
c. The printer photoelectric part have label paper in both front and rear, and the label paper is not removed in time.

Measures :

a. Place the label scale in the horizontal position and adjust the horizontal angle seat to make sure the scale in horizontal position.
b Download all PLU files from PC to label scale.
c Remove the label paper in time

Common Trouble Shooting

Is it necessary to replace the whole keyboard if one single key is broken? Or just need to change the single button?

Method :

Need to remove the top cover and tear off the entire old keyboard

Note: The button is hard to be broken,
it is still normal even after a million durability tests

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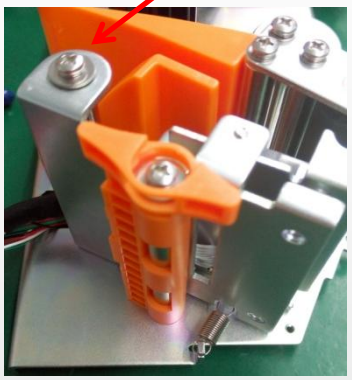
Maintenance Scheme

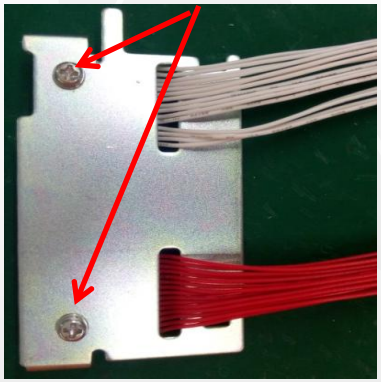
Part 3

Printer Head Replacement

Unscrew the screw and take out the print head



Unscrew 2 pcs 3*6PWM (double pad) screws

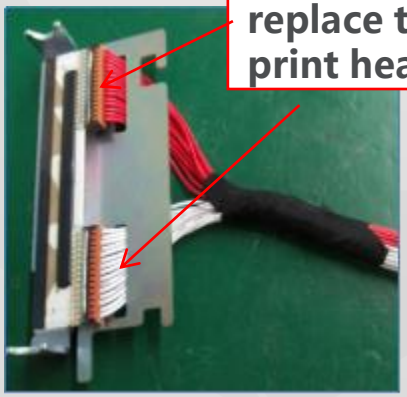


Remove the buckle

Take out the spring

Unscrew the 2 pcs pm*3 screws

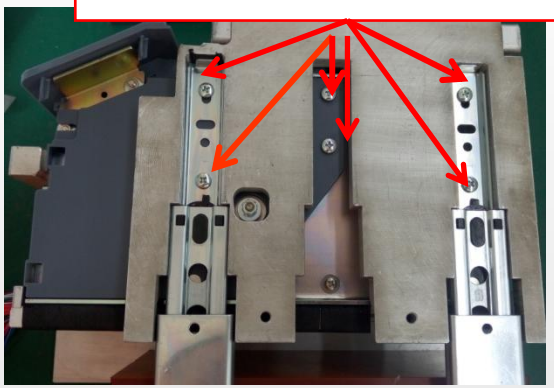
Remove the cable to replace the print head



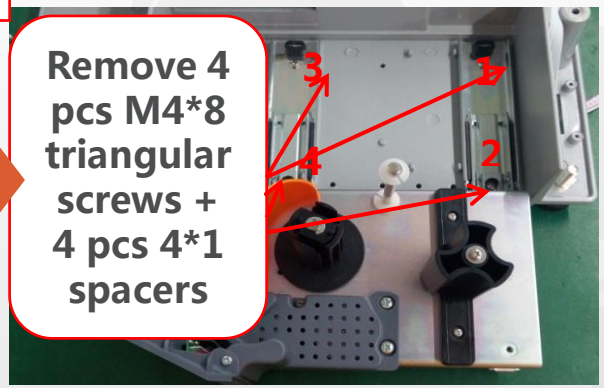
Assemble all the parts reversely to complete printer head replacement

Printer Mechanism Replacement

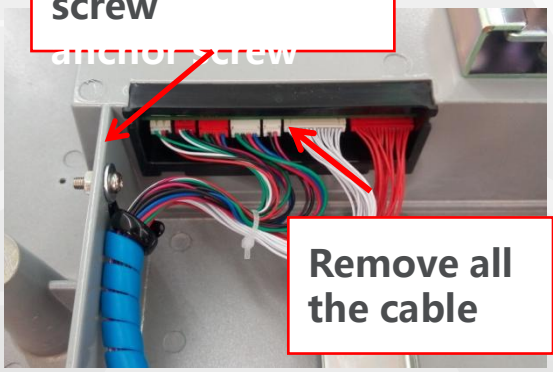
Remove the 6 screws at the bottom of the print mechanism



Remove 4 pcs M4*8 triangular screws + 4 pcs 4*1 spacers



Unscrew the screw

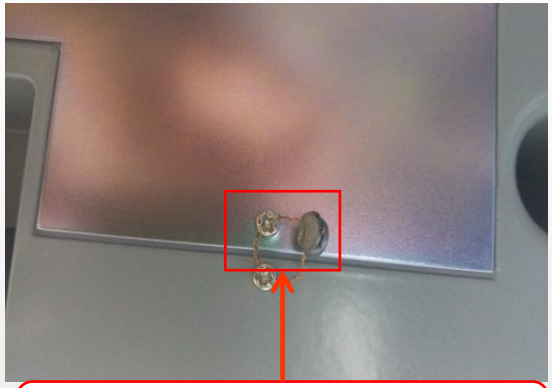


Remove all the cable

Replace the printer mechanism

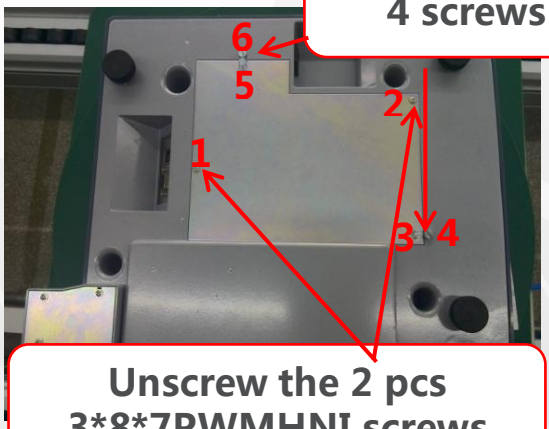
Assemble all the parts reversely to complete printer mechanism replacement

Control Board Replacement



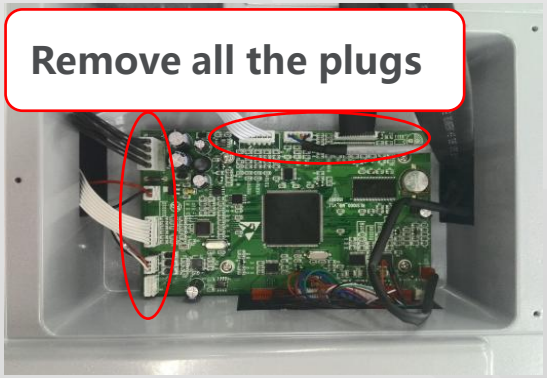
Cut the copper cable

Unscrew the
4 screws



Unscrew the 2 pcs
3*8*7PWMHNI screws

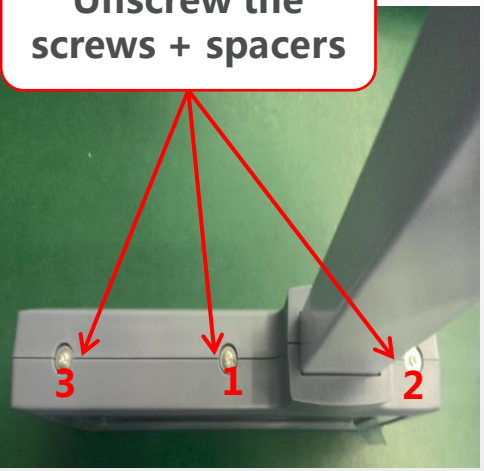
Remove all the plugs



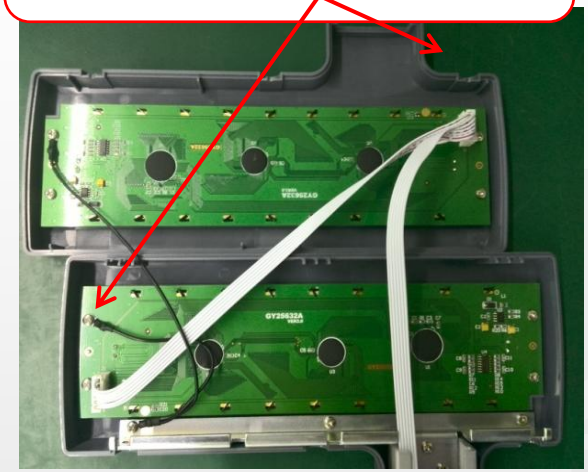
Replace the control board,
then assemble it reversely

Display Replacement

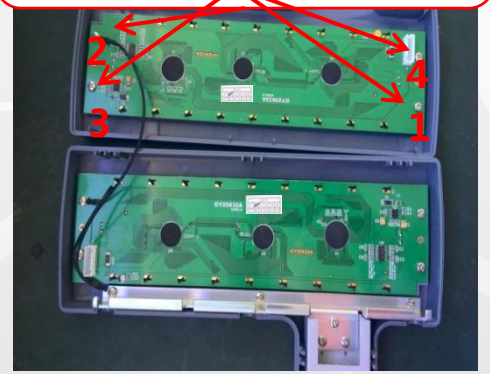
Unscrew the screws + spacers



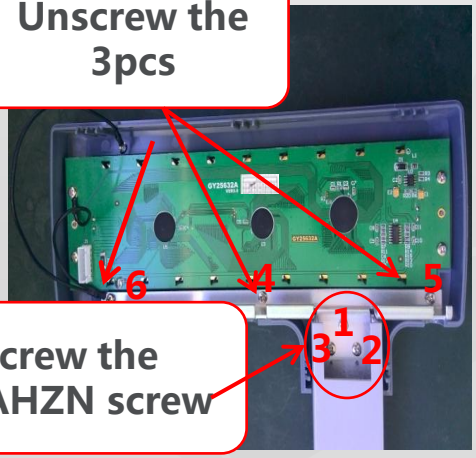
Remove the screen cables



Unscrew the 4 pcs 3*6BBHNI screws



Unscrew the 3pcs

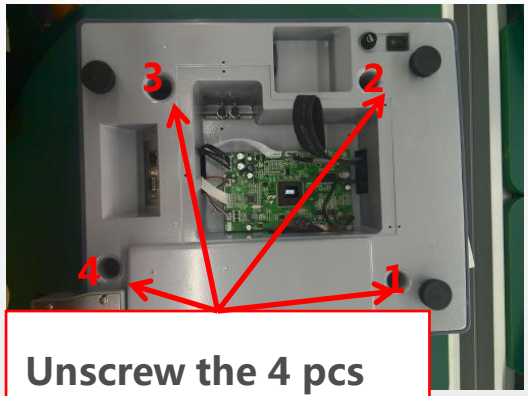


Unscrew the 3*10PAHZN screw

Remove the ground wire

Replace the new screen, then assemble it reversely

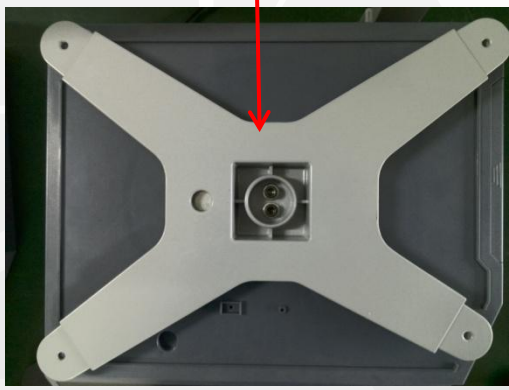
Open Head Cover

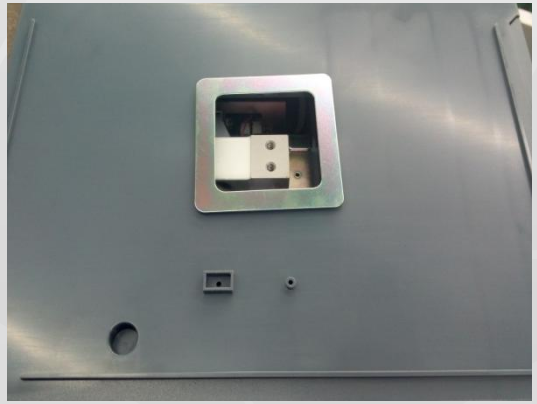


Unscrew the 4 pcs 4*16PA screws

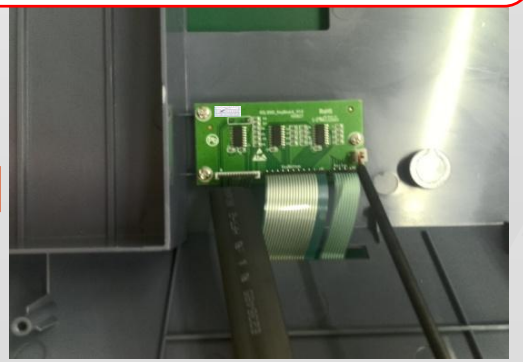
Remove the hole stopper

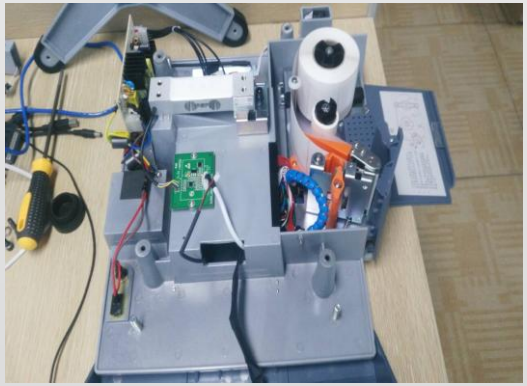
Remove the bracket for scale pan





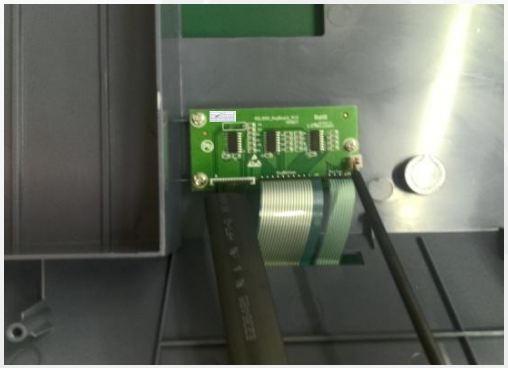
Remove the head cover cable, then remove the



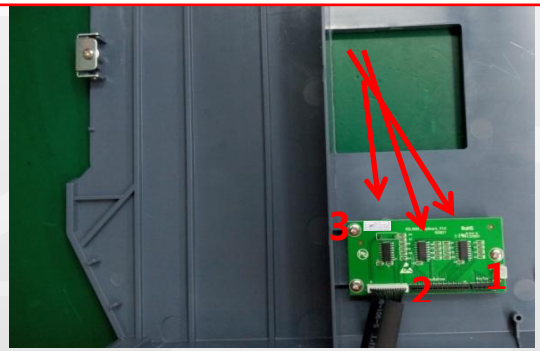


Keypad Replacement

Open head cover of scale



Unscrew the 3 pcs 3*8BBHNI screws
the unscrew sequence is showed as below

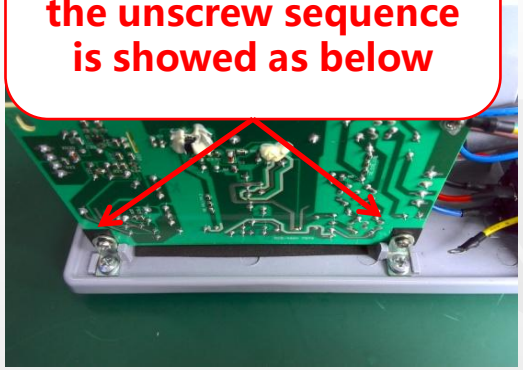


Replace the key board, then assemble it reversely

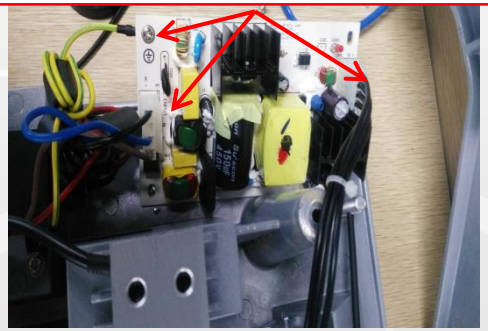
Power Board Replacement

Open head cover of scale

Unscrew 2 pcs 3*10BBHNI screws , **the unscrew sequence is showed as below**



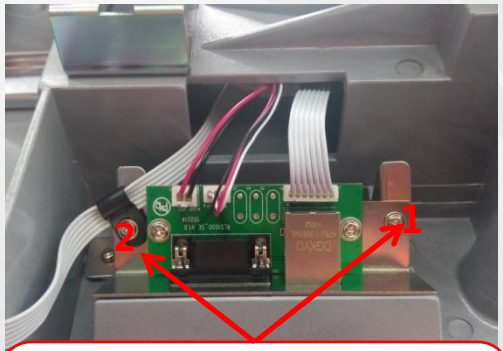
Remove input/output /ground cabes of power board



Replace the power board, then assemble it reversely

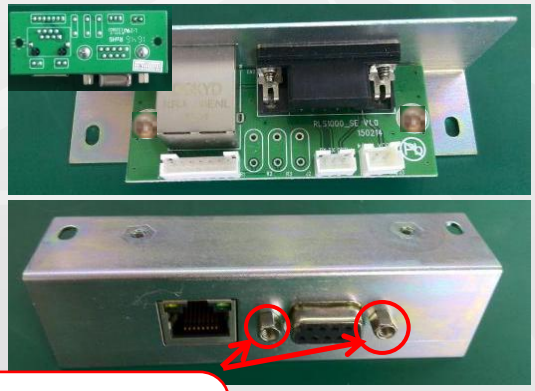
Communication Board Replacement

Open head cover of scale



Unscrew the 2 pcs 3*8*7PWMHNI screws , remove the cable

Unscrew the 2 pcs3*8*7PWMHNI screws , **the unscrew sequence is showed as below**

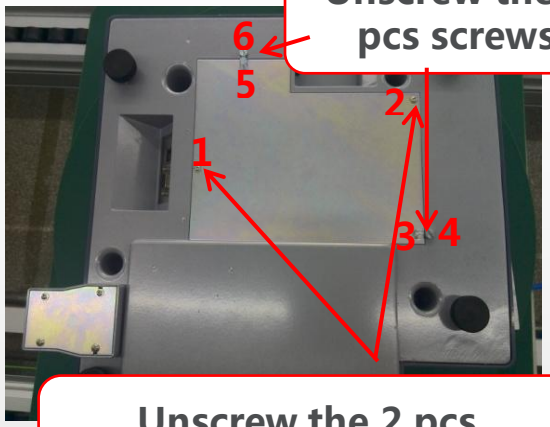


Unscrew the 2 pcs screws

Replace the communication board, then assemble it reversely

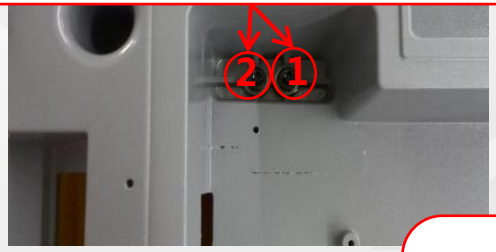
Sensor/AD Board Replacement

Unscrew the 4 pcs screws



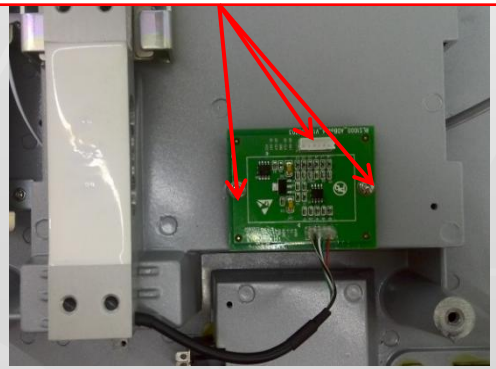
Unscrew the 2 pcs 3*8*7PWMHNI screws

Unscrew the 6*35HM screw together with 6*13*2 flat spacer+Φ6 elastic spacer , **the unscrew sequence is showed as below**



Open head cover

Remove AD board cable , unscrew the fixation screw, then the AD board and sensor can be removed

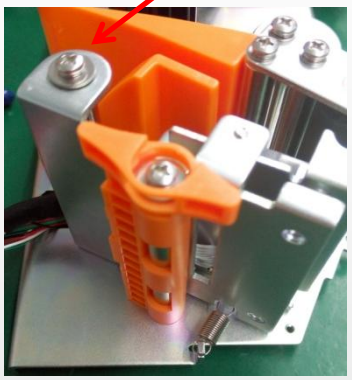


Replace the sensor and AD board, then assemble it reversely

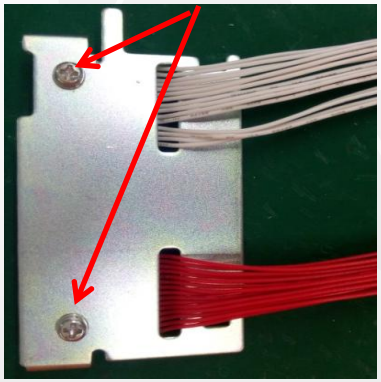
Note: When replacing the sensor and AD board, record the sequence of cables to facilitate welding later.

Printer Head Replacement

Unscrew the screw and take out the print head



Unscrew 2 pcs 3*6PWM (double pad) screws

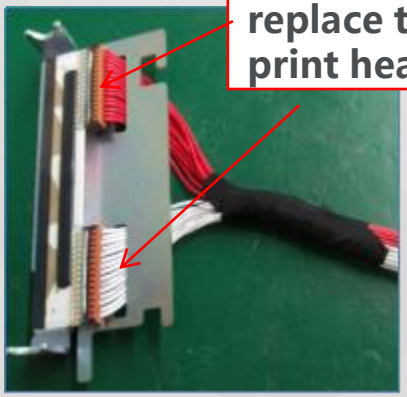


Remove the buckle

Take out the spring

Unscrew the 2 pcs pm*3 screws

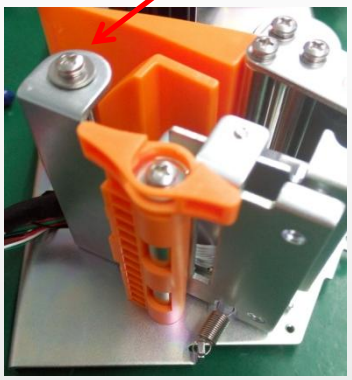
Remove the cable to replace the print head



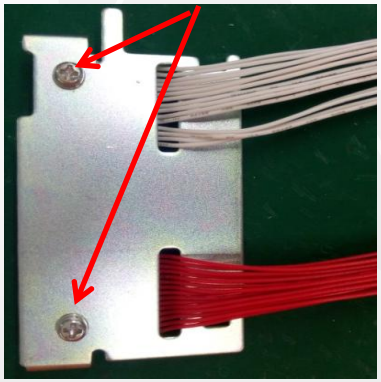
Assemble all the parts reversely to complete printer head replacement

Printer Head Replacement

Unscrew the screw and take out the print head



Unscrew 2 pcs 3*6PWM (double pad) screws

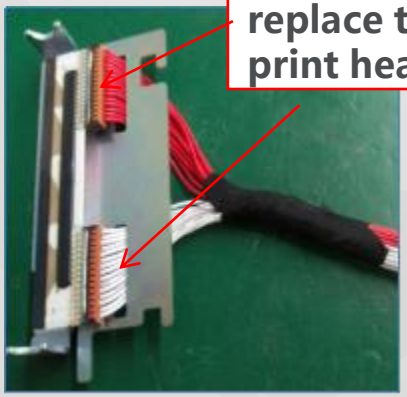


Remove the buckle

Take out the spring

Unscrew the 2 pcs pm*3 screws

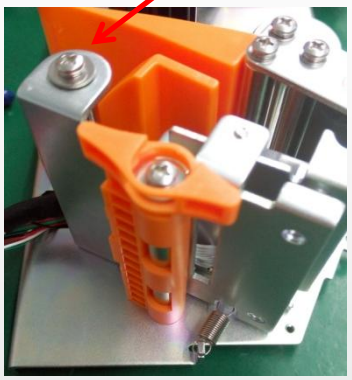
Remove the cable to replace the print head



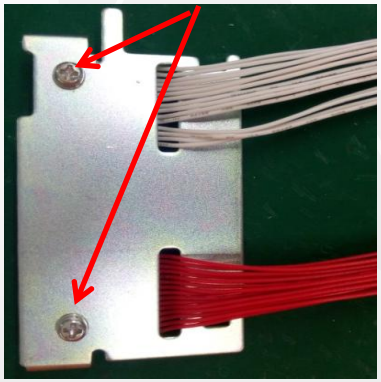
Assemble all the parts reversely to complete printer head replacement

Printer Head Replacement

Unscrew the screw and take out the print head



Unscrew 2 pcs 3*6PWM (double pad) screws

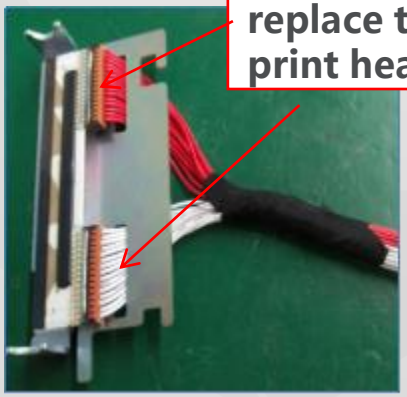


Remove the buckle

Take out the spring

Unscrew the 2 pcs pm*3 screws

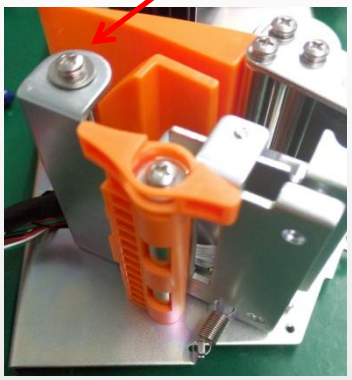
Remove the cable to replace the print head



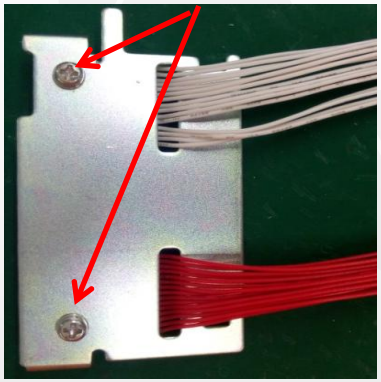
Assemble all the parts reversely to complete printer head replacement

Printer Head Replacement

Unscrew the screw and take out the print head



Unscrew 2 pcs 3*6PWM (double pad) screws

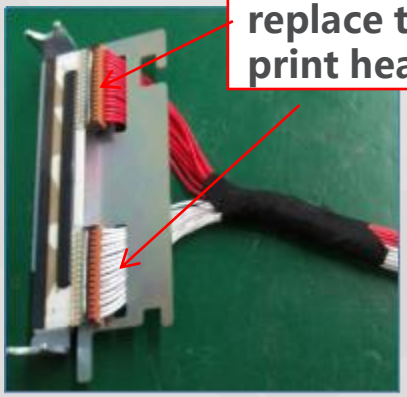


Remove the buckle

Take out the spring

Unscrew the 2 pcs pm*3 screws

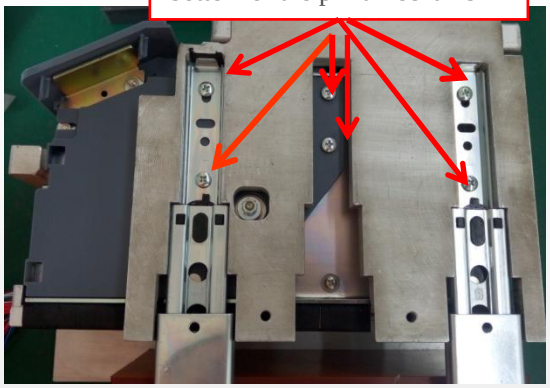
Remove the cable to replace the print head

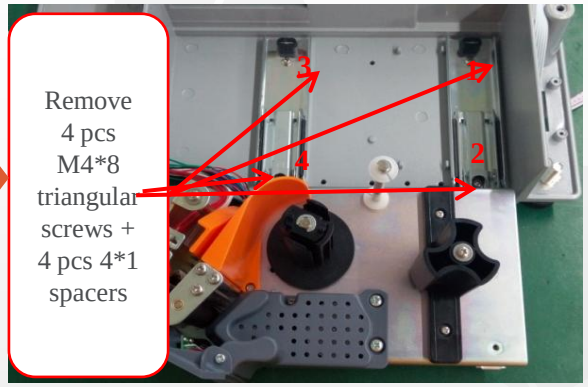


Assemble all the parts reversely to complete printer head replacement

Printer Mechanism Replacment

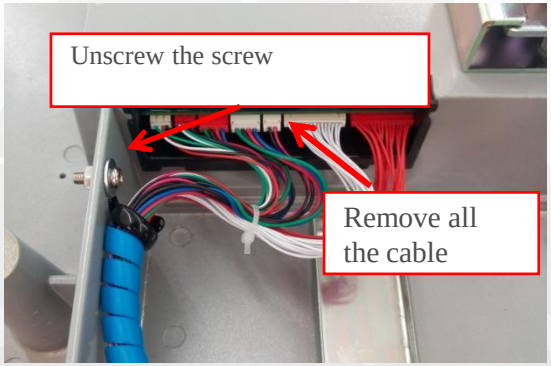
Remove the 6 screws at the bottom of the print mechanism





Remove 4 pcs M4*8 triangular screws + 4 pcs 4*1 spacers

Unscrew the screw

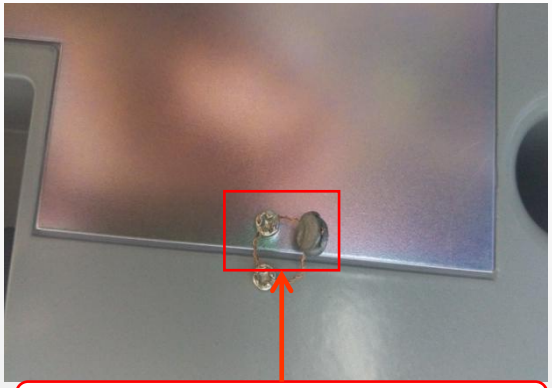


Remove all the cable

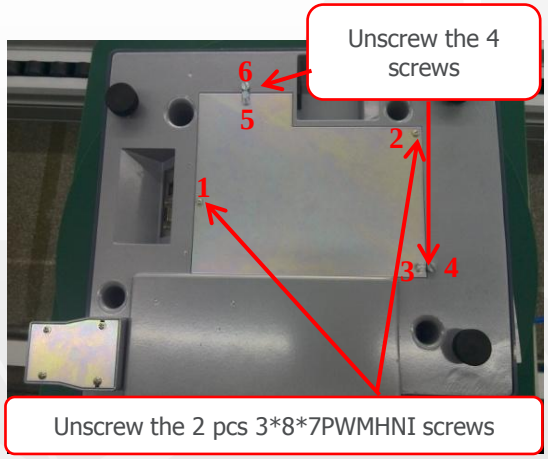
Replace the printer mechanism

Assemble all the parts reversely to complete printer mechanism replacement

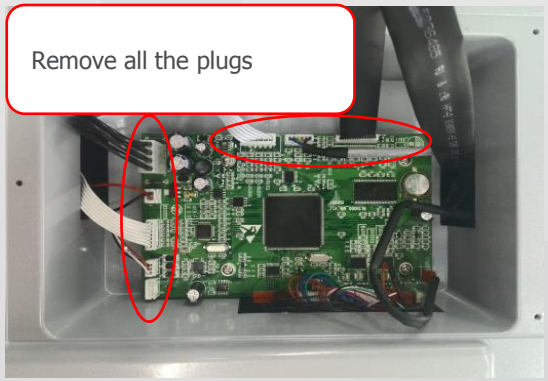
Control Board Replacement



Cut the copper cable



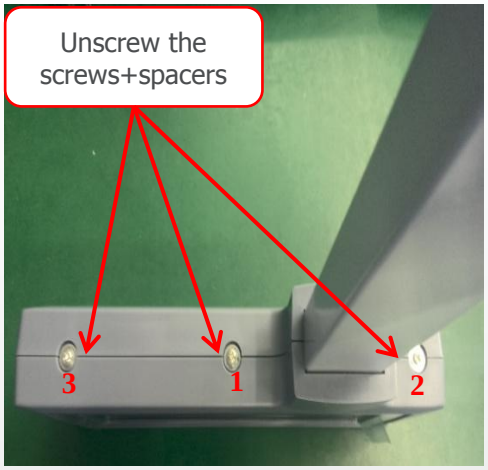
Unscrew the 2 pcs 3*8*7PWMHNI screws

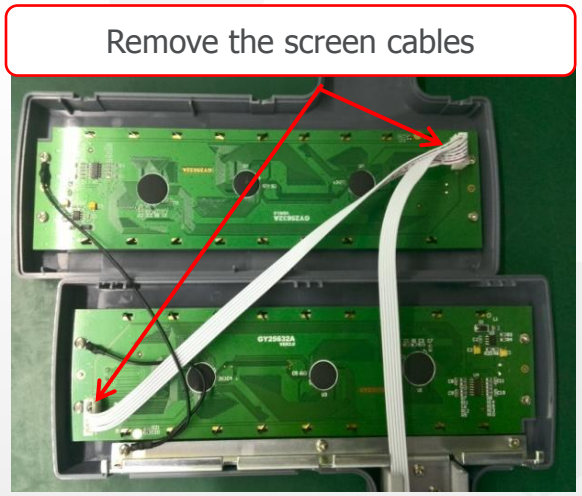


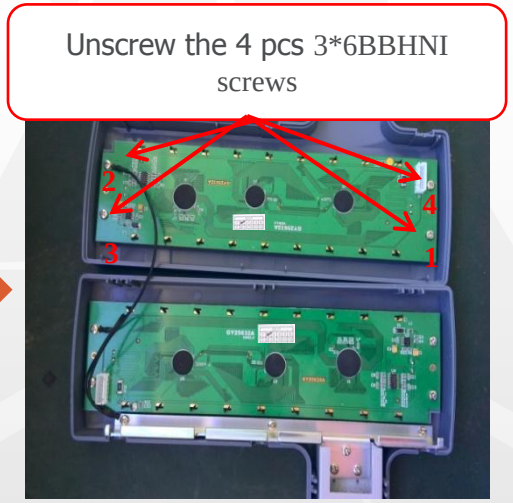
Remove all the plugs

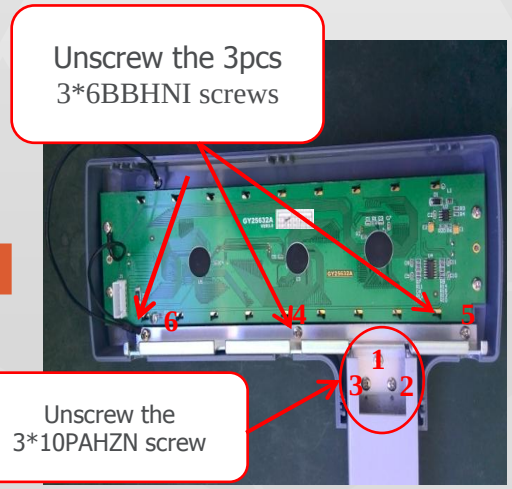
Replace the control board, then assemble it reversely

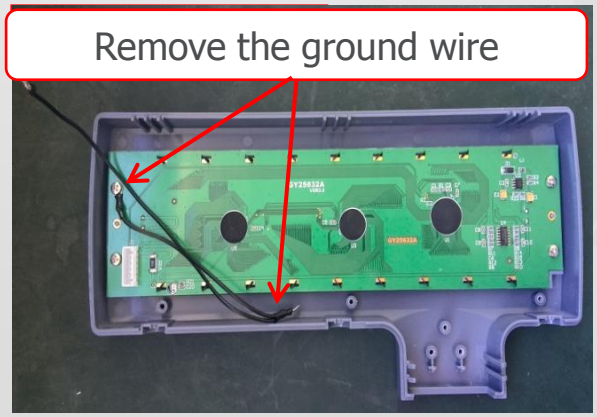
Display Replacement





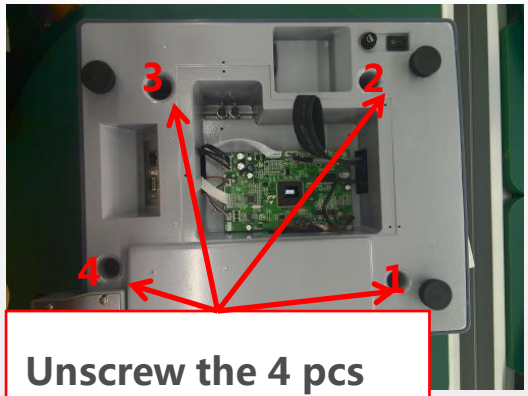






Replace the new screen, then assemble it reversely

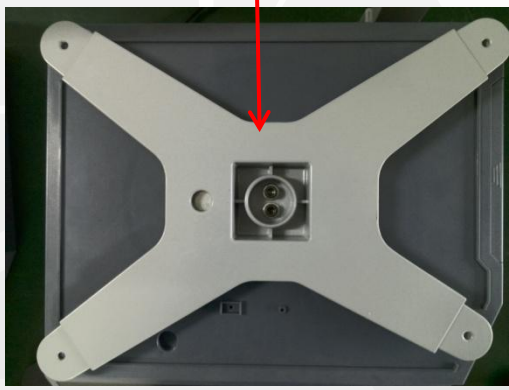
Open Head Cover

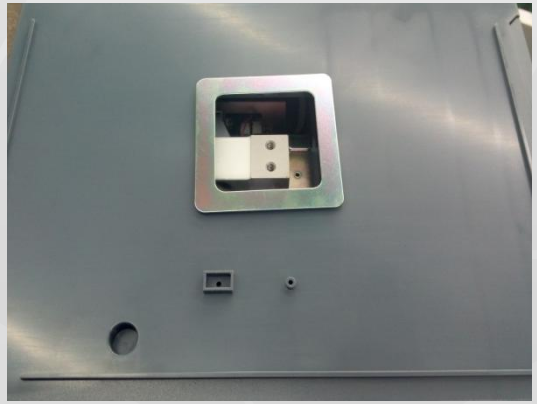


Unscrew the 4 pcs 4*16PA screws

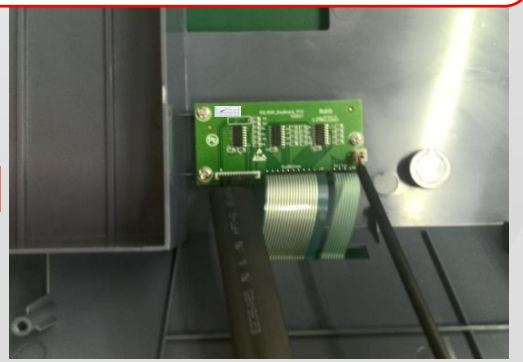
Remove the hole stopper

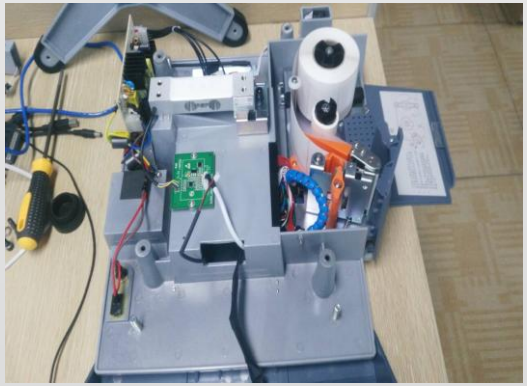
Remove the bracket for scale pan





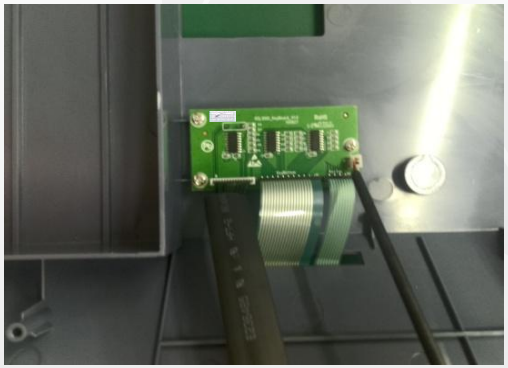
Remove the head cover cable, then remove the



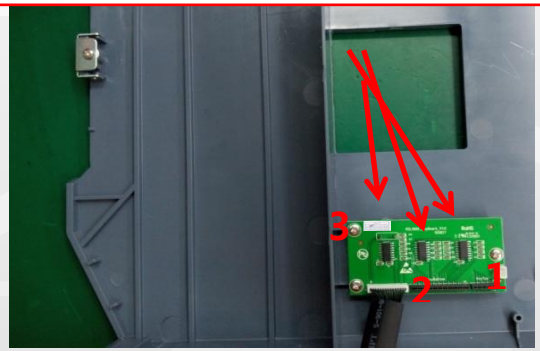


Keypad Replacement

Open head cover of scale



Unscrew the 3 pcs 3*8BBHNI screws
the unscrew sequence is showed as below

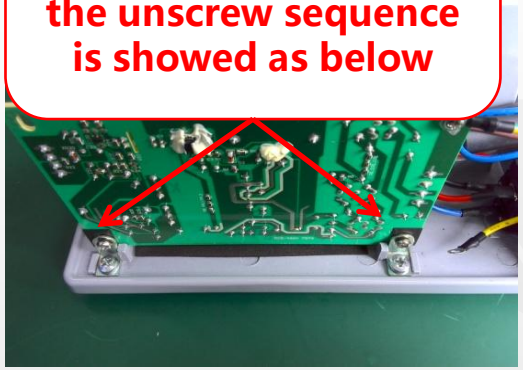


Replace the key board, then assemble it reversely

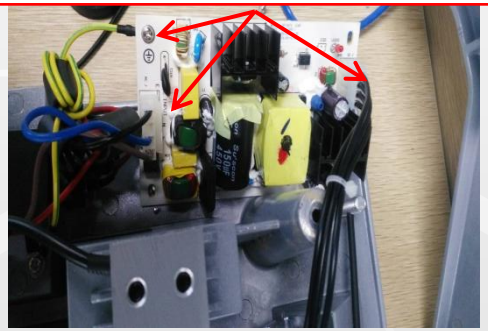
Power Board Replacement

Open head cover of scale

Unscrew 2 pcs 3*10BBHNI screws , **the unscrew sequence is showed as below**



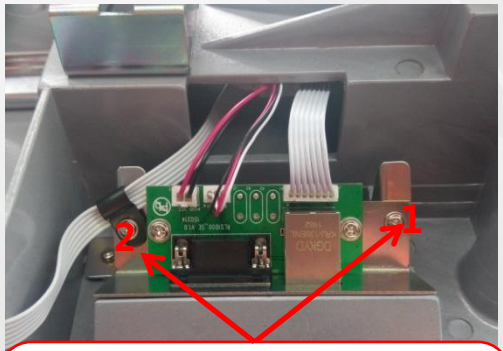
Remove input/output /ground cabes of power board



Replace the power board, then assemble it reversely

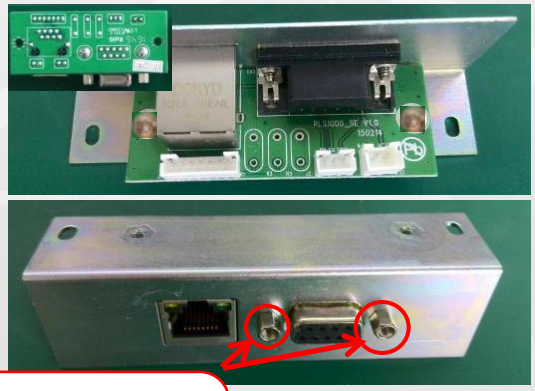
Communication Board Replacement

Open head cover of scale



Unscrew the 2 pcs 3*8*7PWMHNI screws , remove the cable

Unscrew the 2 pcs3*8*7PWMHNI screws , **the unscrew sequence is showed as below**

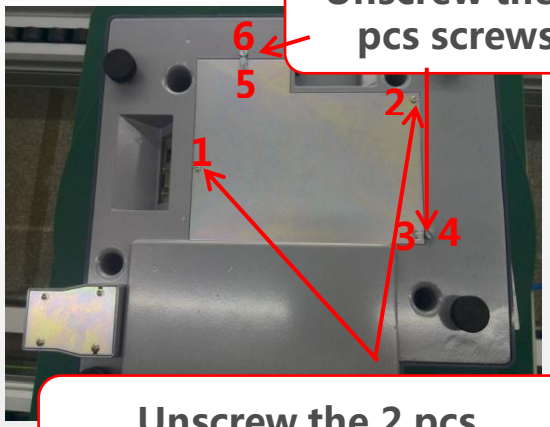


Unscrew the 2 pcs screws

Replace the communication board, then assemble it reversely

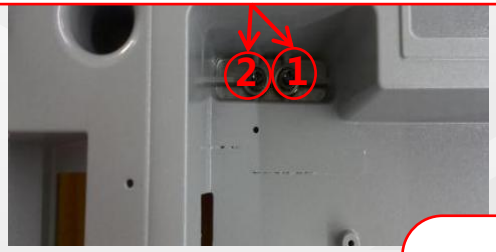
Sensor/AD Board Replacement

Unscrew the 4 pcs screws



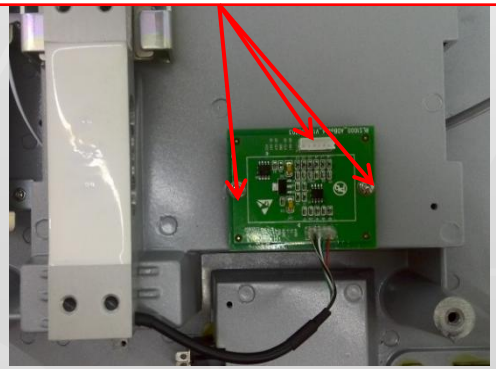
Unscrew the 2 pcs 3*8*7PWMHNI screws

Unscrew the 6*35HM screw together with 6*13*2 flat spacer+Φ6 elastic spacer , **the unscrew sequence is showed as below**



Open head cover

Remove AD board cable , unscrew the fixation screw, then the AD board and sensor can be removed



Replace the sensor and AD board, then assemble it reversely

Note: When replacing the sensor and AD board, record the sequence of cables to facilitate welding later.

CÂN ĐÔNG ĐÔ

THANK YOU !