

PTE Scales troubleshooting guide

Problem	Possible cause	Remedies
Weighing result is clearly wrong	pressure sensor is connected incorrectly	Check that the pressure sensor is connected on the pressure side of the load cylinder, when using the normal pressure transducer mode (mode 1)
	Incorrect pressure sensor mode is in use	Set the correct pressure sensor mode (when using one pressure sensor the mode must be set to 1)
	System setup is performed incorrectly or not performed	Perform system setup by following strictly the manual
	Actual mass of the calibration weight is not known exactly	Check the accurate actual mass of the calibration weight
	Calibration weight mass set incorrectly	Perform system setup by following strictly the manual
	Pressure sensor is not connected to the device	Connect the pressure sensor to the device
Device does not turn on	Polarity of the supply voltage is wrong	Check the polarity of the voltage (+ and -), change the polarity of supply voltage.
	Voltage too low	Check the voltage
	Fuse blown in supply cable	Check the supply cable fuse and replace if needed
Weighing result is wrong without load	Incorrect system setup (calibration)	Perform system setup by following strictly the manual

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	<p>The zero point is not set in calibration</p> <p>Lifting device has been on the ground when calibration was performed</p> <p>Weighing not performed in the same altitude as the calibration</p> <p>Hydraulics have internal leakage</p> <p>The device has been given tare weight and gross weight is displayed</p>	<p>Set the zero point in calibration</p> <p>Perform system setup by following strictly the manual. Check that the altitude is high enough for all the calibration points</p> <p>Lift the weight and lower it to the right altitude and check the weighing result</p> <p>Perform system setup by following strictly the manual. Perform maintenance for the hydraulics</p> <p>Change gross weight to display with G/N button</p>
<p>The scale reading will not stabilize</p>	<p>The hydraulics system pressure pulsation occurs</p> <p>The load is swinging on the lifting device</p>	<p>Increase the filter time. Locate the cause for pulsation and make the necessary hydraulic remedies</p> <p>Place the load firmly on the lifting device or wait for the load to stabilize</p>
<p>The scale reading "freezes" when pressing the + or – button</p>	<p>The HOLD function is in use</p>	<p>Press OK to continue weighing. The HOLD function freezes the measurement result to display for 10 seconds</p>
<p>The scale reading decreases over time</p>	<p>Hydraulics have internal leakage, typical in forklifts</p>	<p>Perform calibration and measurement event in the same way. See calibration in manual</p> <p>Use HOLD function and try different calculation times</p> <p>Try different filter times</p>

