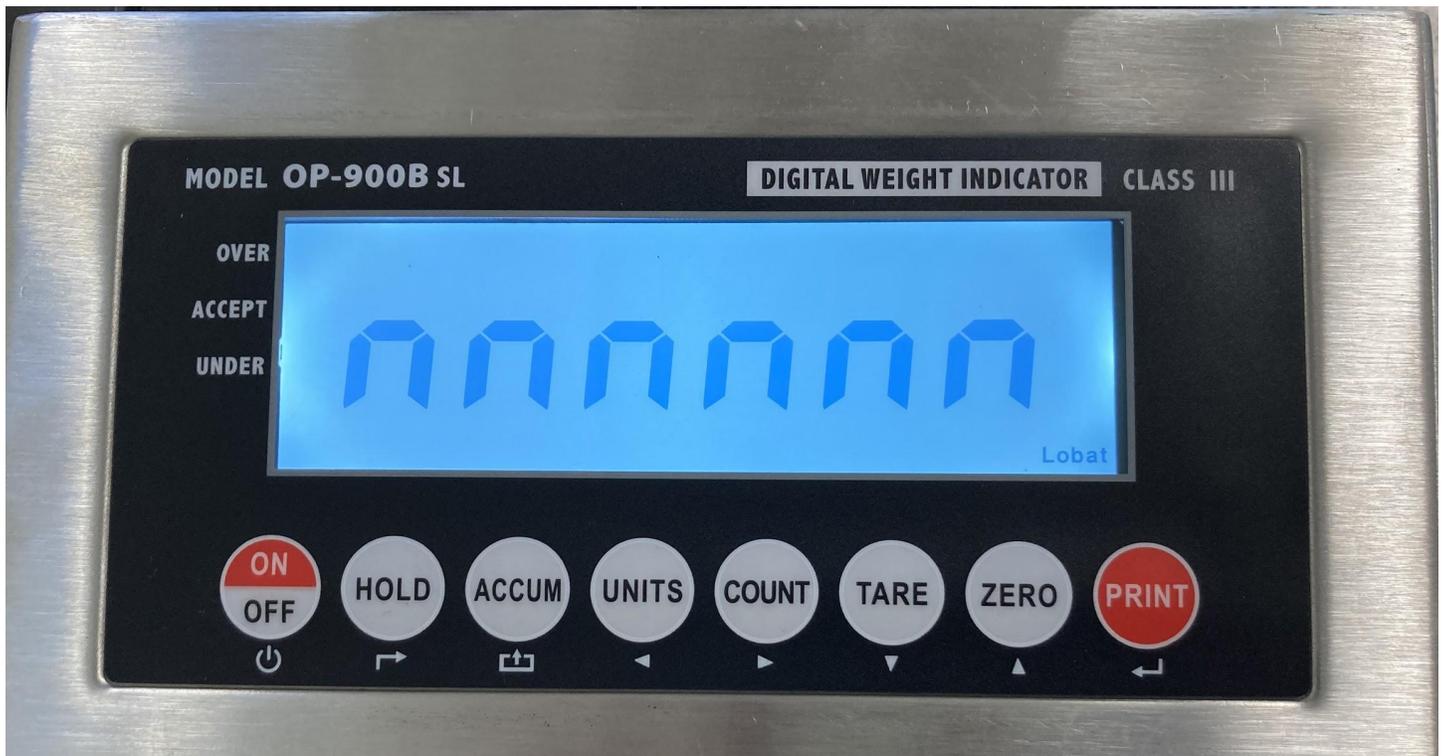


# How to Fix UUUUU/nnnnn



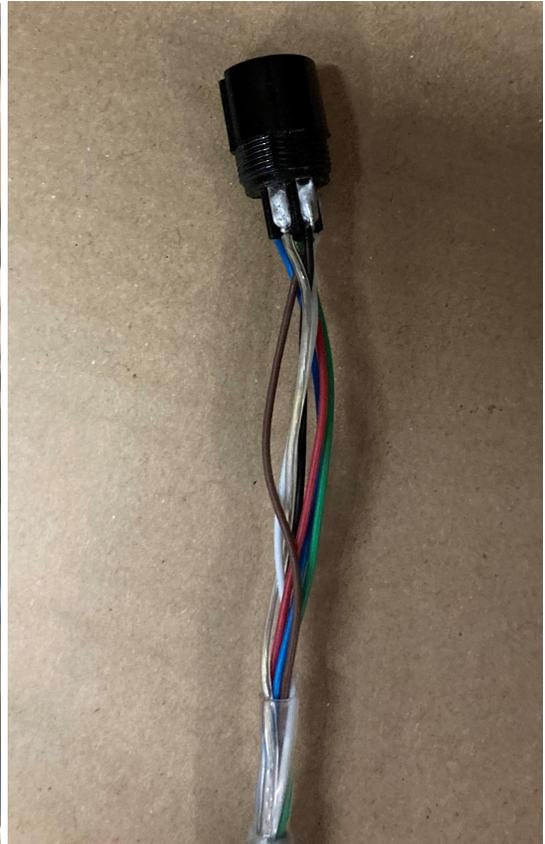
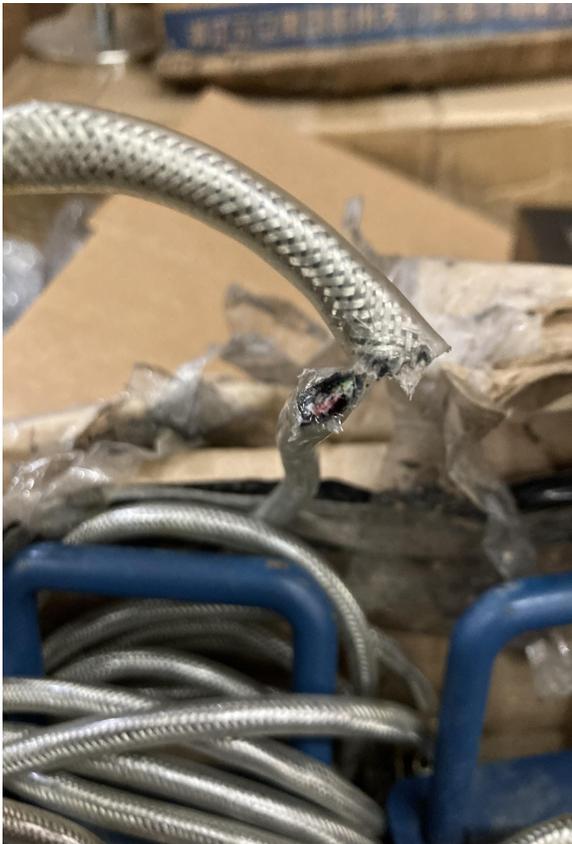
**It is recommended to try to calibrate with the Err6 manual first. If you keep trying to calibrate but get UUUUU/nnnnn after calibration then this manual is for you. This could be a bad load cell.**

**The first step would be to check the wiring.**

**Steps to check:**

1. Check cables for any indentations, crimps, or cuts.

**Examples of damaged cables are below**



**#1 reason for unstable weight is a damaged cable. If your cable is damaged, email [sales@optimascale.com](mailto:sales@optimascale.com) and**

attach a photo of the cable. You can also call our toll-free line at **800-360-9619 ext 1** to request a new cable.

2. Check your scale for damages. This could be something heavy falling on the weight beam, water damage where the scale was under a puddle of water overnight, or lightning strikes if left outside during a thunderstorm. If there was damage to the scale contact **[support@optimascale.com](mailto:support@optimascale.com)** and explain to them your problem **with pictures**. Email is the preferred method to contact us since over the phone we will not be able to see the damage. If you can't email, call us at **1(800) 360-9619 EXT 2**.
3. Make sure the cable is attached to the indicator. **Remove the printer or scoreboard if you attached it to the indicator.**

How to test for a bad load cell when the corner test doesn't work. We will be testing each load cell one at a time. **This is typically an issue with the floor scales and drum scales if they fell or got damaged.**

**What is needed for the next test:**

- 1) Mini flathead screwdriver
- 2) Normal size screwdriver
- 3) Multimeter preferred to have

## Testing each load cell by pulling cables

### Step 1 Enter Calibration:



Press and hold the **HOLD** and **PRINT** button at the same time for 3 seconds to get into calibration mode.



**Step 2 Enter into Mute Sound section:**

C01 should appear. With C01 on the screen press the **ZERO** 7

times till C08 appears. Press the **Print** button.

### Step 3 Mute Sound



(C8  
1) will  
appear.  
Press the  
**TARE** button  
to make the 1  
to 0.



(C8  
0) appears.  
This will mute  
the sound of  
the indicator.  
Press the  
**PRINT**  
button.

## Step 4:



C09 will appear. Press the **ACCUM** button. This will save the settings. The sounds when pressing buttons will

be muted. If there was a load cell bad UUUUU/nnnnn would still be there. Next look at your floor scale with the indicator on. You will be opening your floor scale and checking the wiring.

## Step 5 Opening Scale:

Remove screws and plate on the floor scale.



With the screws removed remove the plate. You will see a junction box with 4 or 6 screws.

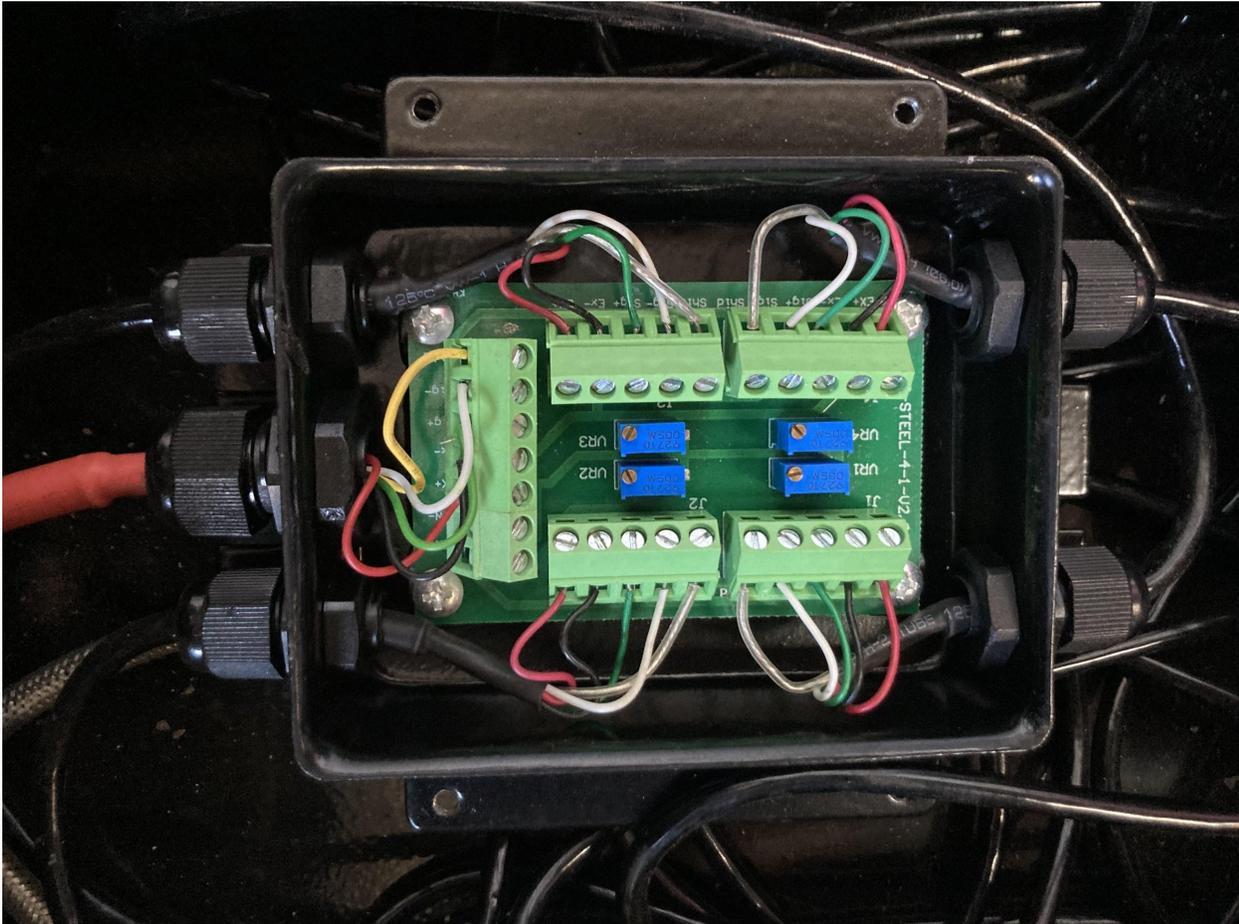


Remove screws from the Junction box to get into the **J-Card**



## Step 6 Check Wires:

Remove the plate from the junction box. You will see the wiring inside. All the wiring goes into the **J-Card**. Photos of how it should look below.



You will see the labels of Shield, Sig -, Sig+, Ex+, Ex-

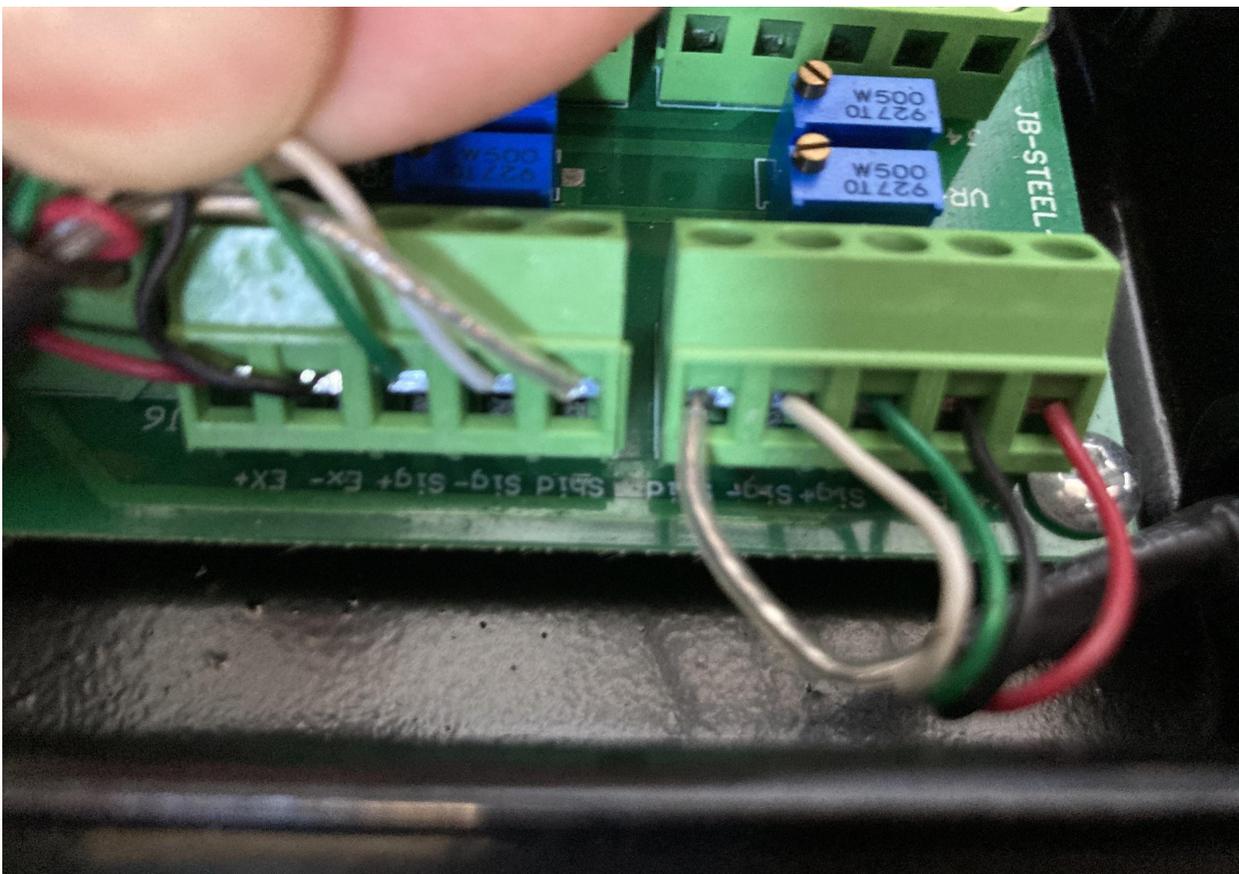
Make sure the Power/ **RED** cable in our example is in **Ex+**

Make sure the Ground/ **BLACK** cable in our example is in **Ex-**

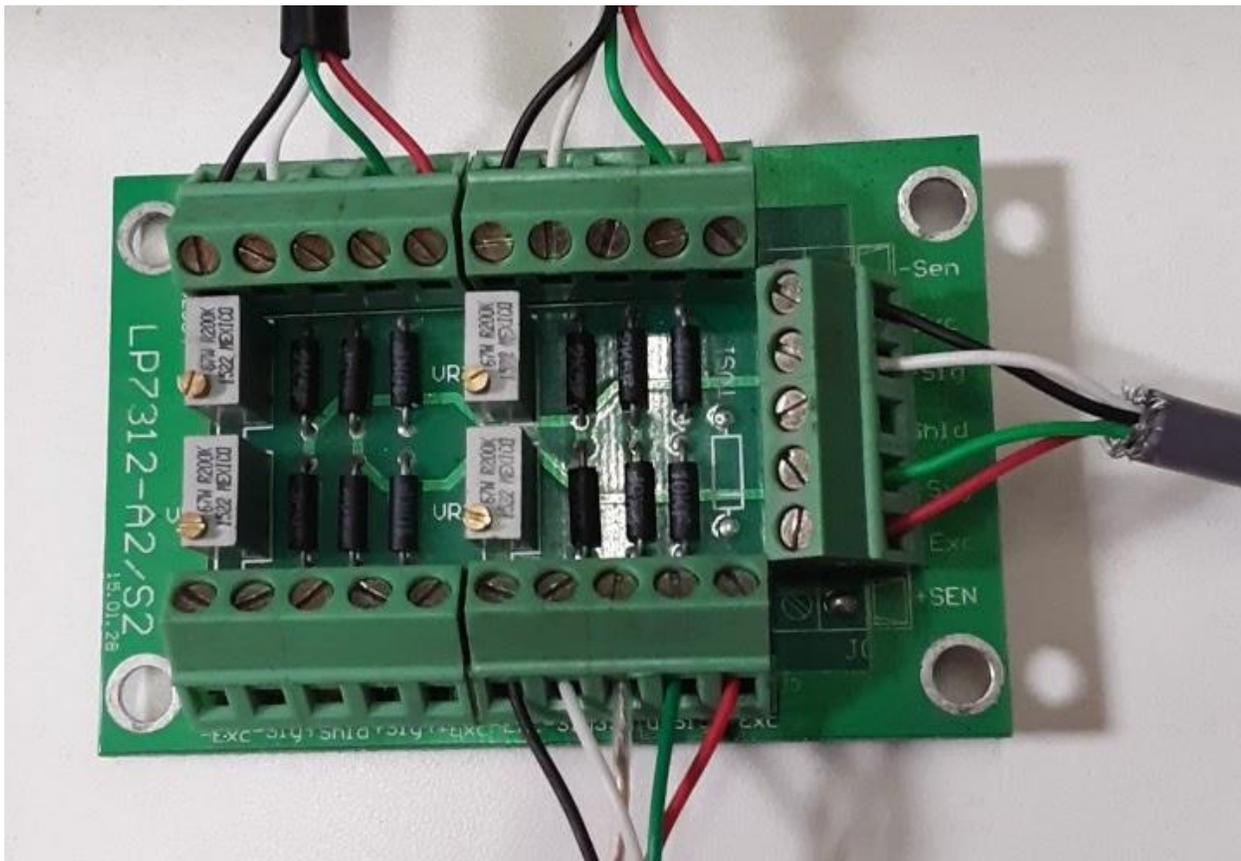
Make sure the Signal Positive/ **GREEN** cable is in **Sig+**

Make sure the Signal Negative/ **WHITE** cable is in **Sig-**

Make sure the Shield/ **CLEAR**, yellow or bare cable is the Shid slot. Make sure they are all screwed in.



A closer look at the **J-Card** will show all the cables are in their proper spot and screwed in. Tug every single cable gently to check if any are loose. If one is loose it could cause a bad reading. Plug the cable back into the **J-Card** and with a small flat head screwdriver screw down that cable till the cable doesn't come loose. Depending on how many load cells you have the number of cables will change.

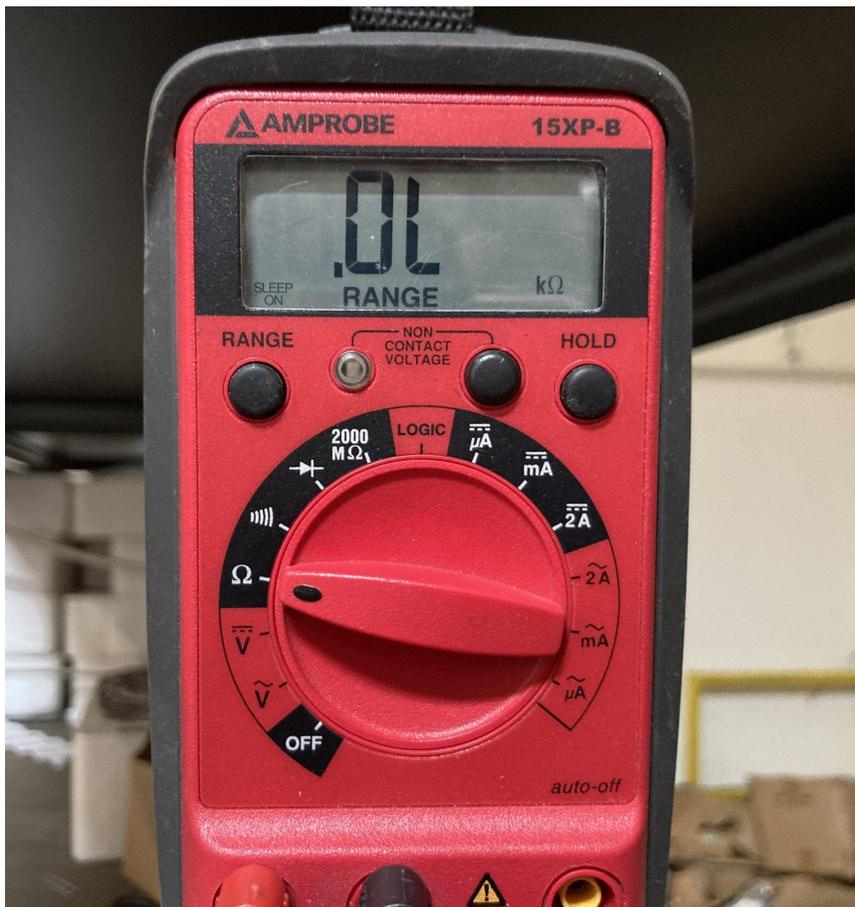


**Test for which load cell is bad:**

**What is needed:**

**-Multimeter**

**Step 1:**



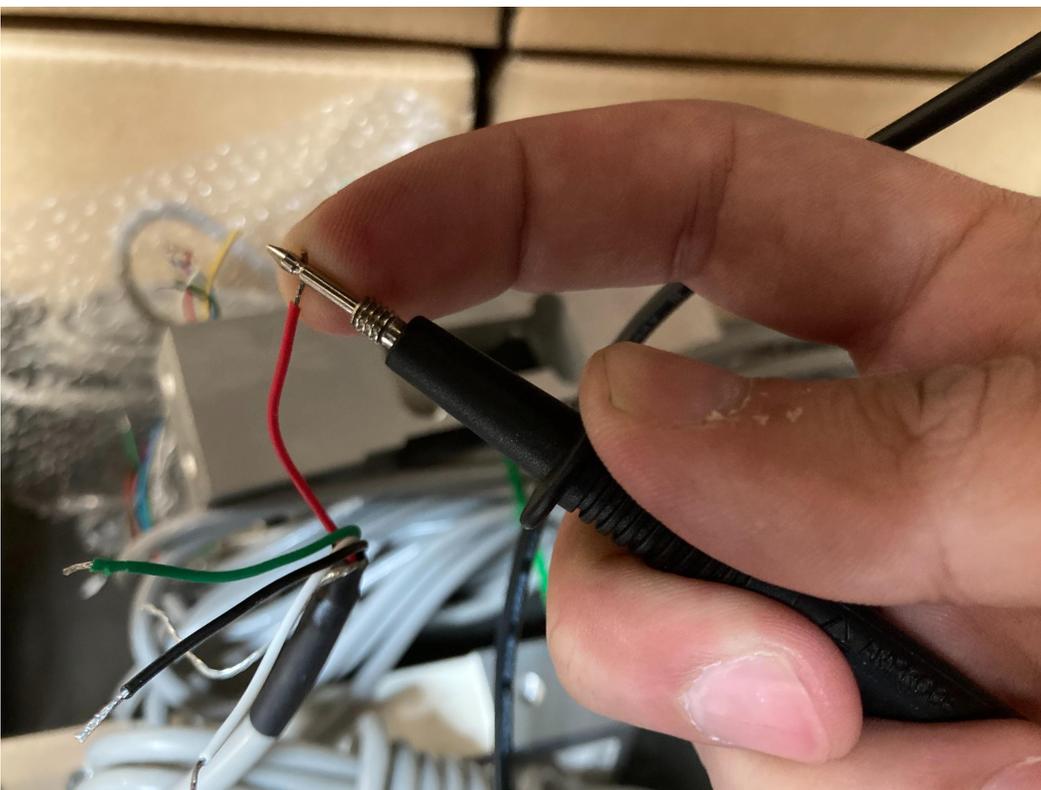
We will be testing each load cell resistance. This is a better test than pulling the green and white cable from the J-Card. The test after this was for people that don't have a multimeter. Set your multimeter to ohms resistance.

## Step 2 Setting up multimeter:



With ohms setting on your multimeter grab the green (sig +) and red (ex +) cable from the load cell you suspect to be bad. Put one end of the probe on the green

cable.

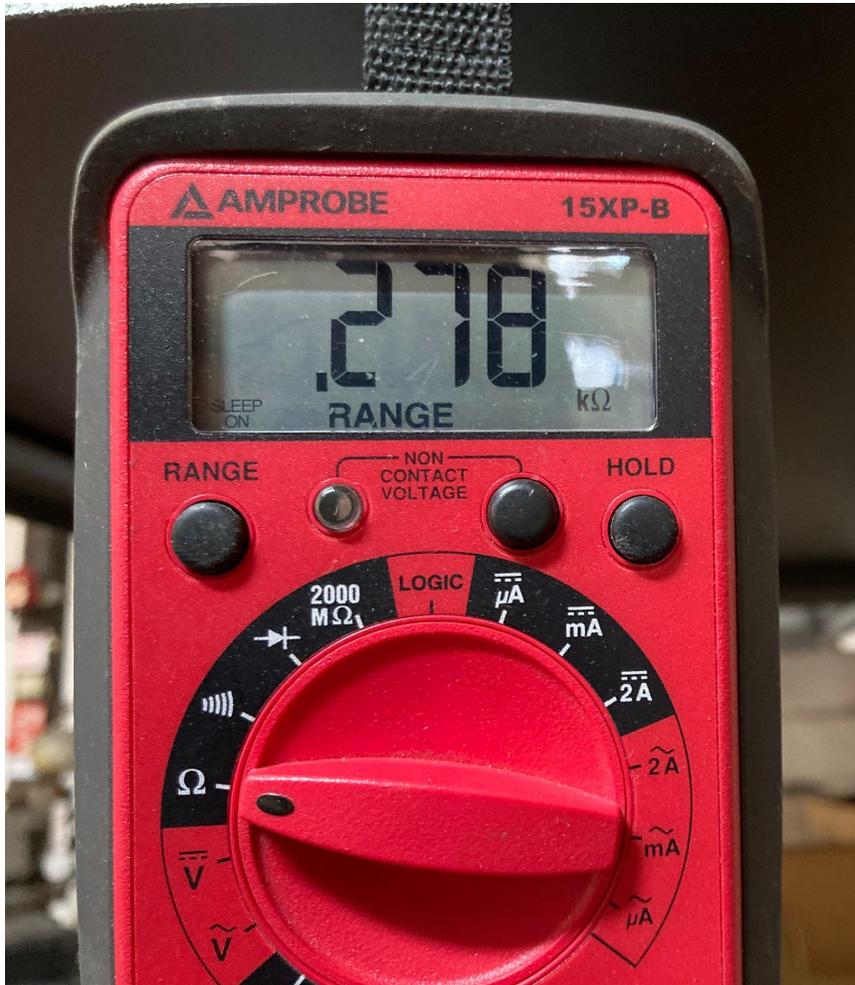


Put the other end of the probe on the red cable. Write down what the ohms resistance reading is.

### Step 3 Check ohm reading:



With the ohm reading written down put one end of the probe on the green cable and the other probe on the black cable.



Write down the ohm reading.  
Compare the two ohm readings.

#### **Step 4 Comparing ohm reading:**

In my example, I had an ohm reading of 278 ohms from green to red and 278 ohms from green to black. If you subtract the big number from the

smaller number you will get the difference.  $278 \text{ ohms} - 278 \text{ ohms} = 0 \text{ ohms}$ . That is a 0 ohm difference.

If the load cell has a 5 ohms difference or less it is a good load cell. You will be repeating step 3 for each load cell. Any bad load cell would have a difference of over 5 ohms.

Try this process again with white (sig -) with red (ex +) and white and black (ex -) similar to the steps done. They should also be between 5 ohms difference. This is to verify the previous results.

## **Test for a bad load cell with NO multimeter**

### **Step 1 Pulling cables from each load cell:**

Check if UUUUU/nnnnn is still there. If it is still there turn off the indicator and turn it back on. Wait a minute to see if UUUUU/nnnnn goes away. If it goes in and out or stays at the error continue with the next steps. This is a bad load cell. If you look at your J-Card there will be multiple sets of cables going into each slot. We will start pulling out cables. Make sure the indicator is on.

### **Step 2 Pulling green and white cables:**

Each set of Red, Green, White, and Black cables is one load cell with one set of Red, Green, White and Black cables going to the indicator. Find a set of cables that are connected to the load cell. Unscrew the green and white screws for one load cell. Pull the green and white cable.

### **Step 3 Did the problem go away:**

If the UUUUU/nnnnn went away and you see a weight then maybe you found the problem. Test the scale with a known weight. **It will not be an accurate weight but be closer to the**

**accurate weight.** If you still have UUUUU/nnnnn then you will need to try another pair of green and white cables.

**Step 4 Is the weight accurate:**

If you have an accurate weight then follow the cable to the bad load cell/cells. If you still see UUUUU/nnnnn keep repeating Step 3. Eventually, you will be left with one load cell. If the last load cell is still showing UUUUU/nnnnn then pull that green and white cable and insert another set of green and white cable in.

Whatever load cells that remove the UUUUU/nnnnn error are the bad load cell. It is usually one load cell but could be more. You will be adding and removing green and white cable till you find which load cell is bad.

Hopefully one of these methods helped you find which load cell is bad. If you have bought this scale within 1 year of use email [returns@optimascale.com](mailto:returns@optimascale.com) for a warranty replacement. Attaching the photo of the load cell you suspect is bad. We could send you a replacement if it is within 1 year of purchase.

Email [sales@optimascale.com](mailto:sales@optimascale.com) and attach a picture of your load cell sticker. On the sticker, it will say the load cell type and capacity. Attach your shipping address with the title of the email your "load cell type and capacity replacement, out of warranty" in the email. It will help us send you a replacement quicker.