Costco® Wholesale

Wrapping and Weighing Equipment

Onsite Team Guide

January 25, 2023

RICE LAKE RETAIL SOLUTIONS | ISHIDA

PN 215445 Rev A

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www.ricelake.com

Revision History

This section tracks and describes manual revisions for awareness of major updates.

Revision	Date	Description
A	January 25, 2023	Initial document release

Table i. Revision Letter History

Technical training seminars are available through Rice Lake Weighing Systems. Course descriptions and dates can be viewed at www.ricelake.com/training or obtained by calling 715-234-9171 and asking for the training department.

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Rice Lake continually offers web-based video training on a growing selection of product-related topics at no cost. Visit www.ricelake.com/webinars

1.0 Introduction

The following information is provided by Rice Lake Weighing Systems to assist Authorized Service Offices installing Rice Lake Weighing Systems wrapping and weighing equipment in Costco Wholesale Warehouses.

This document covers the following models:

Uni-9 for Meat, Deli, and Seafood Road Show; IP-Ai-P for bakery and WM-Ai auto wrapper for meat.

1.1 Safety

Safety Definitions:

DANGER: Indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury. Includes hazards that are exposed when guards are removed.

WARNING: Indicates a potentially hazardous situation that, if not avoided, could result in serious injury or death. Includes hazards that are exposed when guards are removed.

CAUTION: Indicates a potentially hazardous situation that, if not avoided, could result in minor or moderate injury.

IMPORTANT: Indicates information about procedures that, if not observed, could result in damage to equipment or corruption to and loss of data.

General Safety

Do not operate or work on this equipment unless this manual has been read and all instructions are understood. Failure to follow the instructions or heed the warnings could result in injury or death. Contact any Rice Lake Weighing Systems dealer for replacement manuals.

WARNING

Failure to heed could result in serious injury or death.

Some procedures described in this manual require work inside the indicator enclosure. These procedures are to be performed by qualified service personnel only.

Do not allow minors (children) or inexperienced persons to operate this unit.

Do not operate without enclosure completely assembled.

Do not place fingers into slots or possible pinch points.

Do not use this product if any of the components are cracked.

Do not make alterations or modifications to the unit.

Do not remove or obscure warning labels.

Do not submerge.

Before opening the unit, ensure the power cord is disconnected from the power source.

Disconnect all power before servicing. Multiple power sources may be present. Failure to do so may cause property damage, personal injury or death.

For permanently connected equipment, a readily accessible disconnect device shall be incorporated in the building installation wiring.

Pluggable units must be installed near the socket/outlet and be easily accessible.

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2.0 Operation

2.1 Film Loading

1. From the operations screen, press the **FILM SET** key associated with either the upper or lower film.

The machine will automatically change the position of the insertion plate and prompt you to open the film replacement door on the left side.

Figure 2-1. Operations Screen

2. Follow the on screen instructions to remove the empty film core and prepare a new roll.

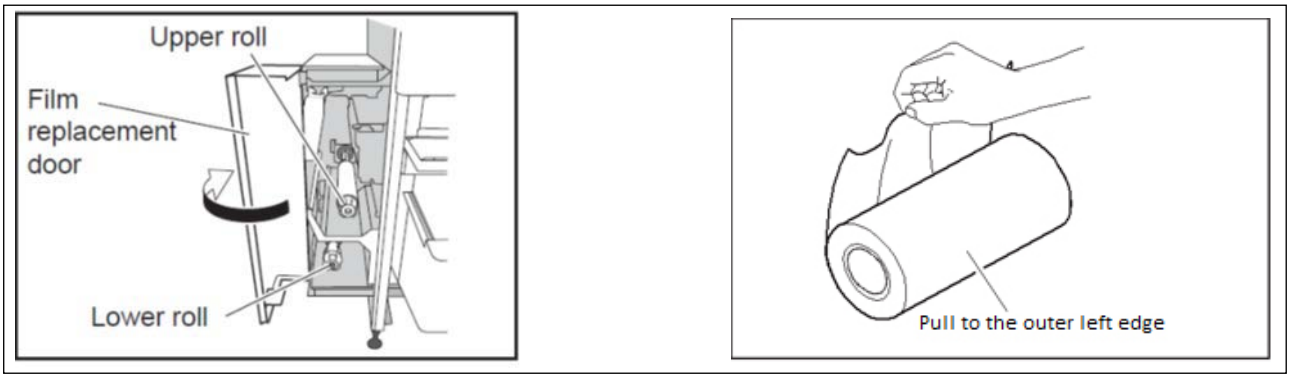

Figure 2-2. Insertion Plate

3. Slide the roll onto the film holding bar until a “click” is heard, indicating that the spring loaded lock has engaged.

4. Open the insertion plates and route the film as indicated in Figure 2-3.

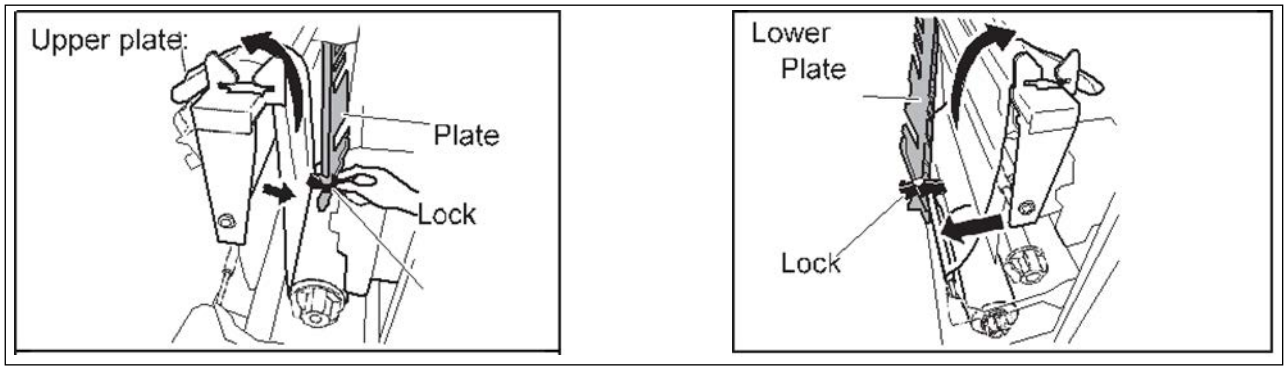

Figure 2-3. Film Routing

5. Pull the film straight upwards while keeping even with the film trimmer until the film width reaches the guide mark.
6. Close the insertion plate and trim the film.

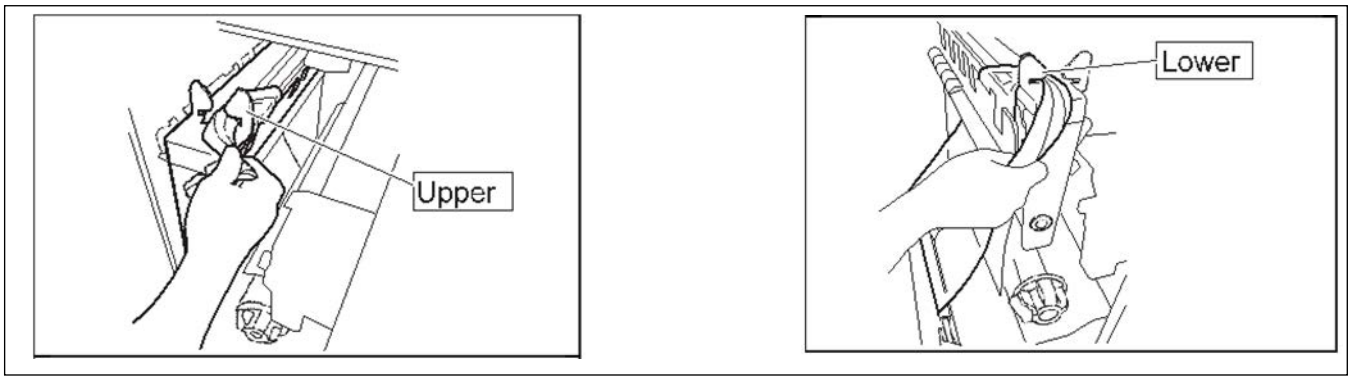

Figure 2-4. Pulling Film Up

7. Close the film replacement door to start automatic loading of film.

After the film has been successfully loaded, the operation screen will ask the operator to open the film replacement door and remove film from the front and rear clamp assemblies.

NOTE: The film should be gathered and within easy reach.

The film should pull out of the clamps with minimal effort. If resistance is felt, gently pull film to the left and right of the machine, instead of straight upwards to minimize film shreds.

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2.2 How to Load Labels and Clean the Printer

Cleaning of the printer area, thermal print head, platen rollers and applicators should occur every time the label rolls are replaced or during the evening cleaning routine.

1. For the auto wrapper only; begin by opening the front cover to access the main and USDA label applicators, both of which easily pivot allowing for cleaning of the label detection sensor.

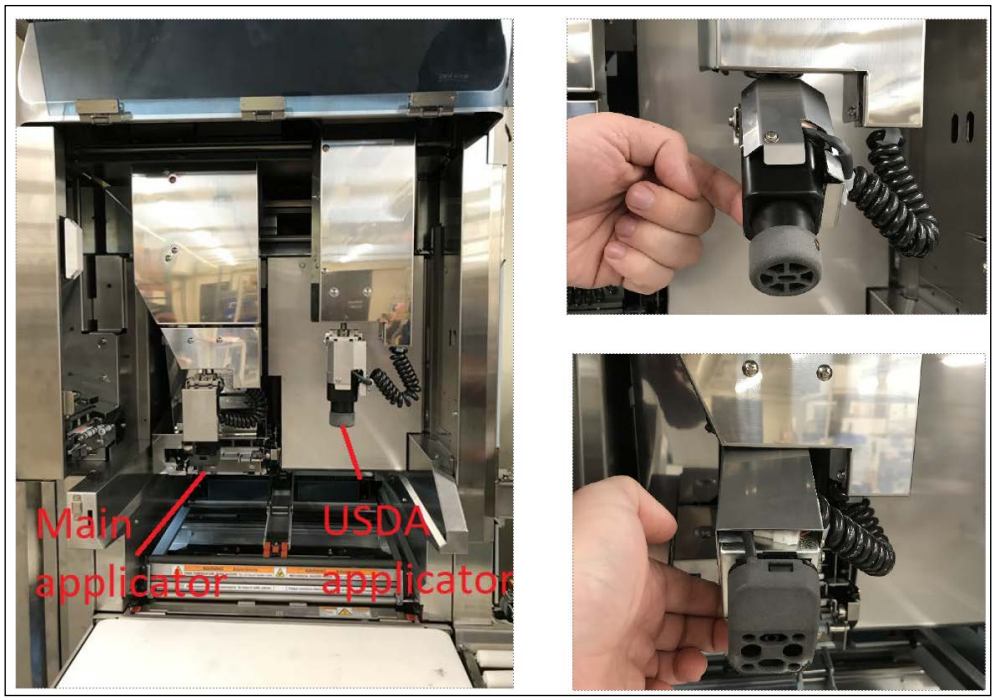

Figure 2-5. Auto Wrapper Label Applicators

2. Gently blow out dust or use the corner of a clean and dry towel.

IMPORTANT: If label dust is allowed to build up and block the sensor, an error message of "label remains" will occur during wrapper operation.

Keep the sensors (circled in red in Figure 2-6) clean and free of debris.

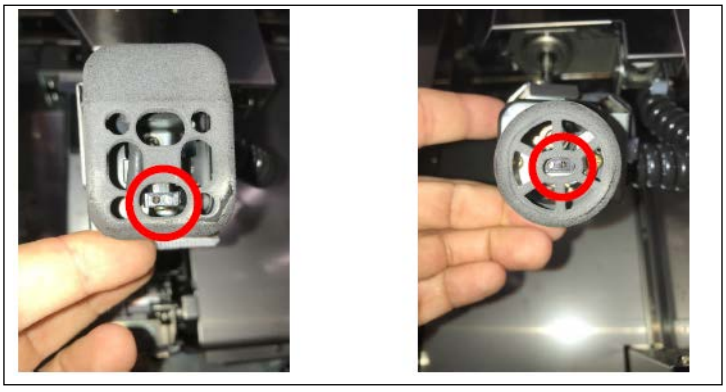

Figure 2-6. Sensors

To manually open the print head, follow the instructions labeled “1” and “2” on the WM-Ai main printer:

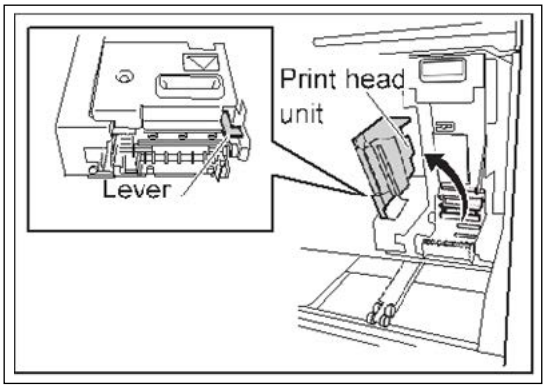

Figure 2-7. Print Head Location

3. Pull the printer forward and clean any dust build up from behind the printer cassette.

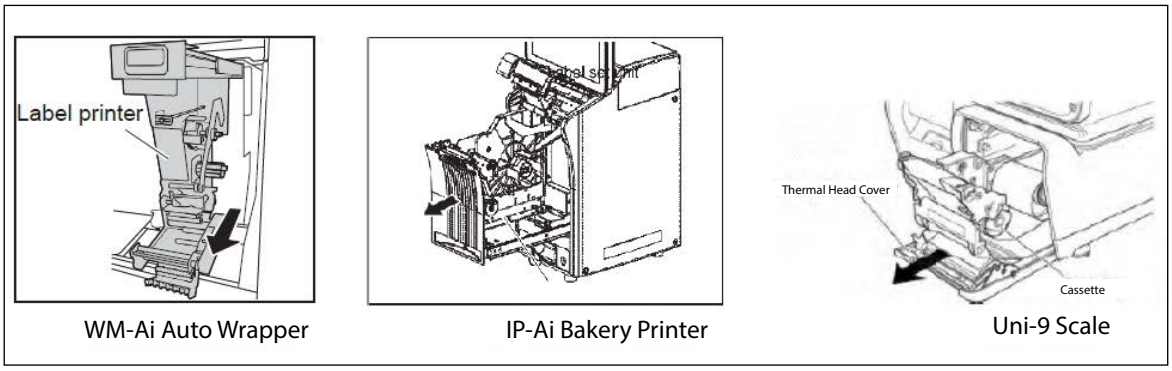

Figure 2-8. Printer Cassette Locations

4. After removing the empty label core, clean the print head, peeling sensors and rollers with supplied cleaning pen or 70% alcohol and a lint-free cloth.

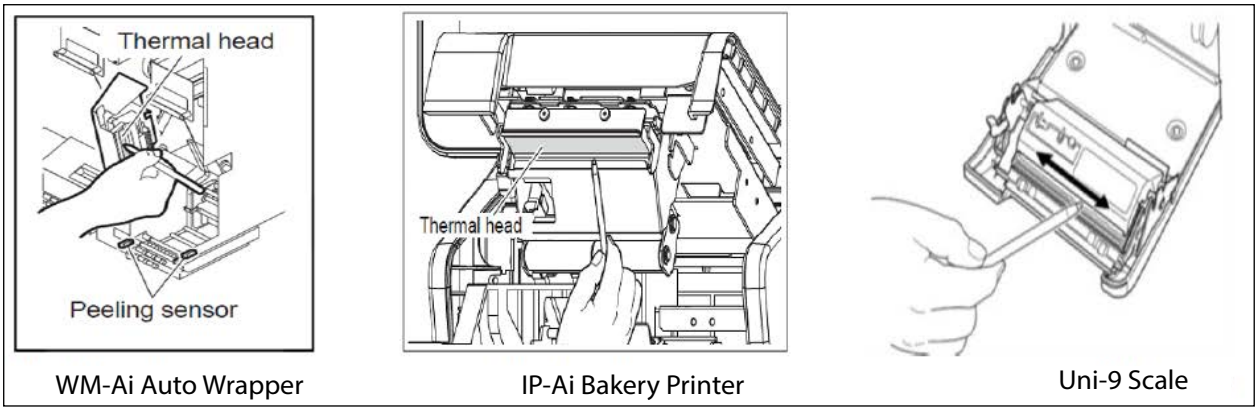

Figure 2-9. Cleaning Print Head, Peeling Sensors and Rollers

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5. Load the new roll and thread (See Figure 2-10).

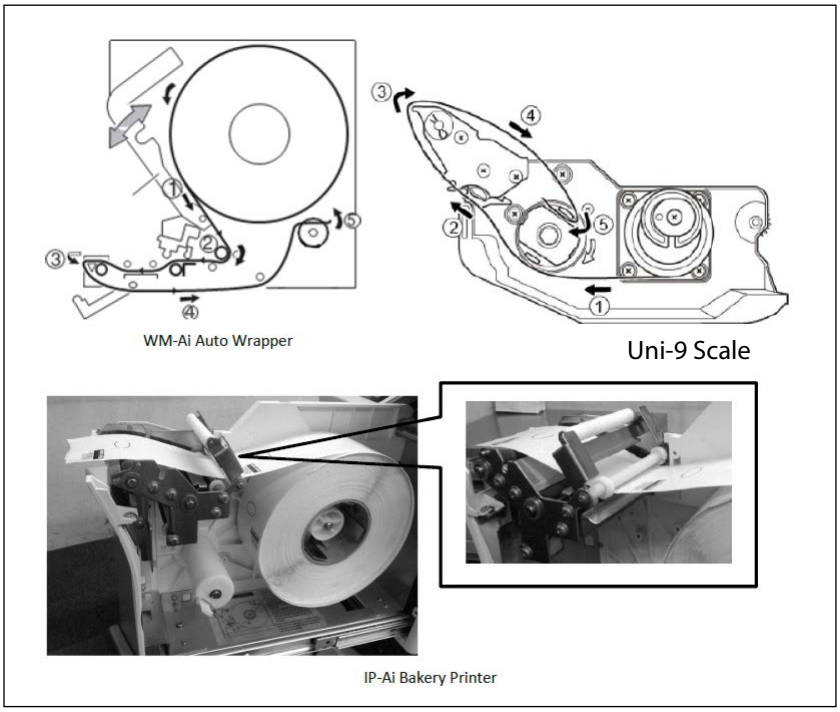

Figure 2-10. New Roll and Thread Loading

6. Align the stopper/label guide with the edge of the backing paper and rotate the label take-up bobbin until the label slack is taken up.
   - WM-Ai: Rotate the take-up spool counter clockwise
   - Uni-9: Rotate the take-up spool clockwise
   - IP-Ai-P: Does not utilize the take-up bobbin when printing bulk labels

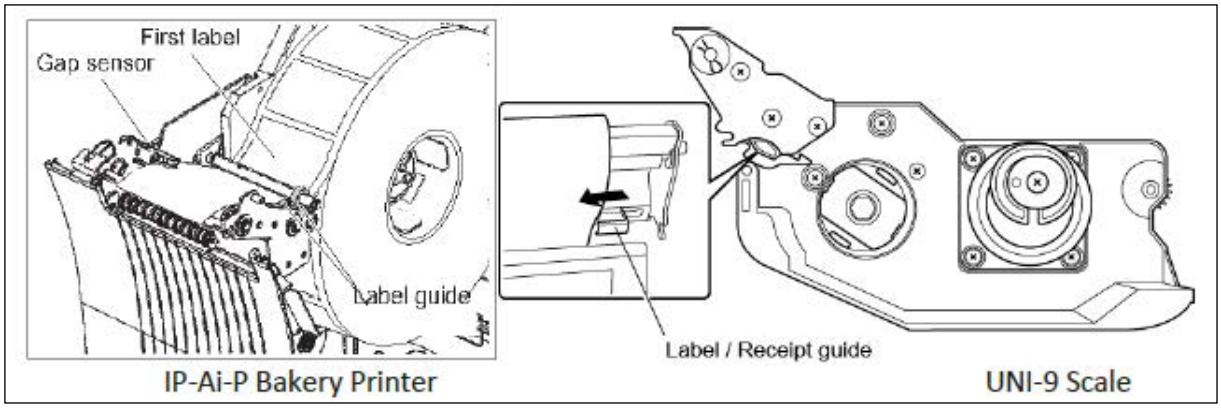

Figure 2-11. Stopper/Label Guide Alignment

7. Move the printer unit back to its original position.
8. Manually close the print head unit on the WM-Ai.

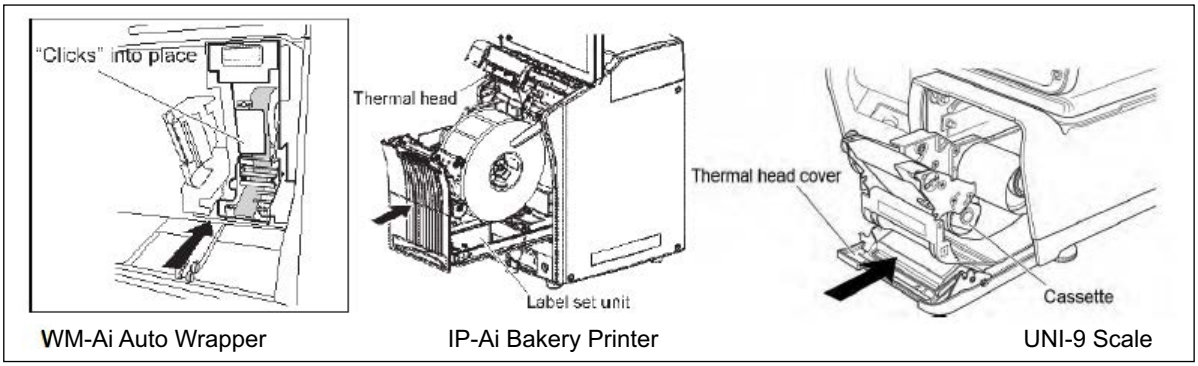

Figure 2-12. Moving the Printer Unit Back

9. For the WM-Ai USDA labeler, open the print head and clean the print head and roller. Load labels as indicated below, taking care to thread labels into the gap sensor, circled in red (See Figure 2-13).

Figure 2-13. WM-Ai Labeler

10. Close the printer door.
11. Align the gap sensor by pressing the **PRINT** key to dispense at least one label, except on the WM-Ai which will require the clear front cover to remain open.

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2.3 Random Weight Labels: WM-Ai and Uni-9

1. Call up an item by entering the PLU number using the mechanical keypad and PLU key.

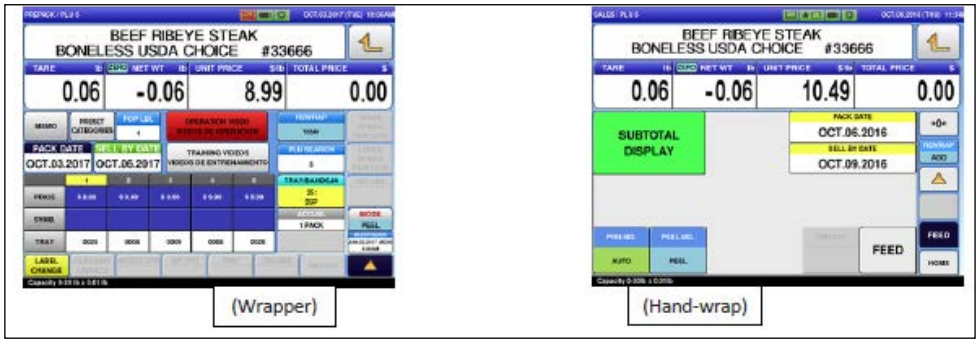

Figure 2-14. Item Call Up

2. Put a package on the scale platter.

NOTE: Labels will print once a stable weight is registered.

For the WM-Ai, the package will be brought in, wrapped and labeled automatically when it is under Wrap/Label mode.

If the WM-Ai is in “label” mode, prewrapped product will be brought in and labeled.

Alternatively, no matter what mode is selected, if the clear front cover is opened on the WM-Ai it will automatically enter a manual label mode, allowing product to be placed on the weigh platter without being brought in and dispensing a printed label for manual application.

2.4 Fixed Weight Labels

1. Call up an item by entering the PLU number using the mechanical keypad and PLU key.

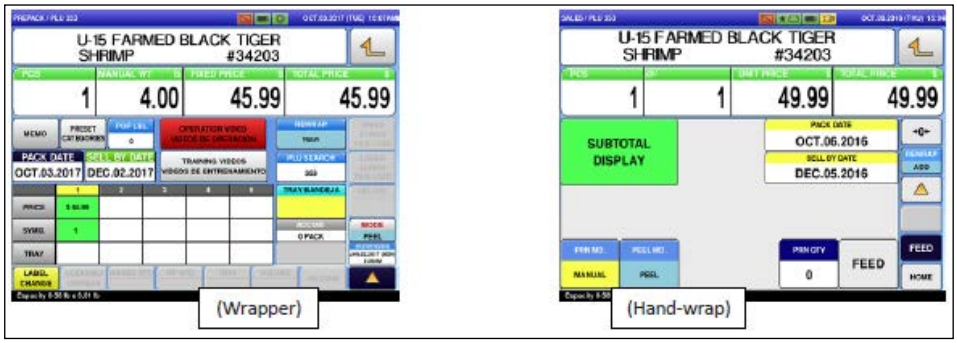

Figure 2-15. Item Call Up

2. Press the **PRINT** key to print a label. The Uni-9 prints labels continuously after a first label is taken.
3. Press the **PRINT** key again or press the **CLEAR** key to stop printing.

You can also specify the number of the labels to print from the hand-wrap station scale, Seafood scale, Deli scales and Bakery printer:

Figure 2-16. Label Print Specification

4. Enter the number of labels to print using the mechanical keypad.
5. Press the P**RINT** key on the mechanical keypad or touchscreen. “PRN QTY/00” will populate with the requested number of labels and a count up of how many labels have been printed.

NOTE: You can stop printing mid cycle by pressing the PRINT key on the screen or “C” on the mechanical keypad.

2.5 Case Labels

1. Call up an item by entering the PLU number using the mechanical keypad and PLU key.
2. A new window will appear requesting a manual entry of weight, enter the weight by using the mechanical keypad (example: 4.00), and press the **FIXED WEIGHT** key.
3. The normal operation screen will then reappear.

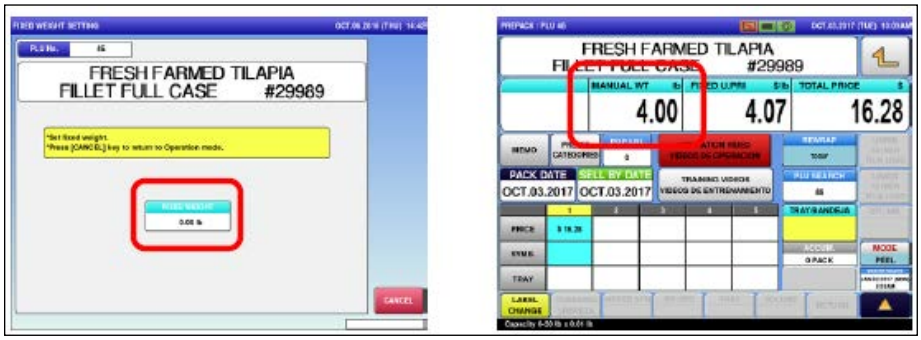

Figure 2-17. Return to Operation

Alternatively, you can enter the manual weight using the mechanical keypad then press the **MANUAL WT** key if you are printing multiple weights from the same PLU.

Figure 2-18. Enter Manual Weight

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2.6 Manual Price Change: Case Labels

1. Call up an item by entering the PLU number using the mechanical keypad and **PLU** key.
2. Enter a price manually by using the mechanical keypad and press the **FIXED U. PRI** key.

Figure 2-19. Price Entered Manually

3. If there is no weight value, enter a weight value by using the mechanical keypad and press the **MANUAL WT LB** key.

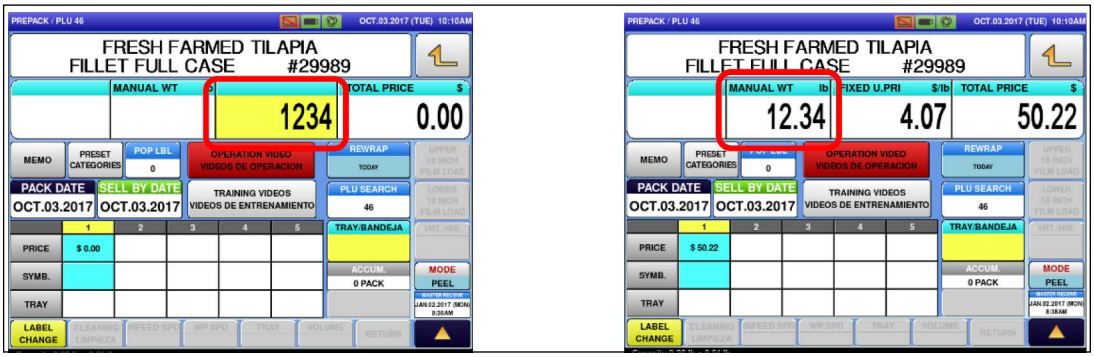

Figure 2-20. Manually Entered Weight Value

4. To dispense a label, press the **PRINT** key for fixed weight items or place a package on the weigh plater for random weight items.

The label will now display a horizontal “M” indicating that the price has been manually changed (see Figure 2-22 on page 15).

2.7 Manual Price Change: Random Weight Items

1. Call up an item by entering the PLU number using the mechanical keypad and **PLU** key.
2. Enter a price manually by using the mechanical keypad (example: 999), and press the **UNIT PRICE** key.

Figure 2-21. Enter Price Manually

3. Put a package on the scale to print a label. The label will now display a horizontal "M" indicating that the price has been manually changed.

NOTE: When the total price is greater than $99.99 the barcode will not be printed on a label, unless GS1 barcode is being used (in select test locations).

4. To dispense a label, press the **PRINT** key for fixed weight items or place a package on the weigh plater for random weight items.

The label will now display a horizontal "M" indicating that the price has been manually changed (See Figure 2-22).

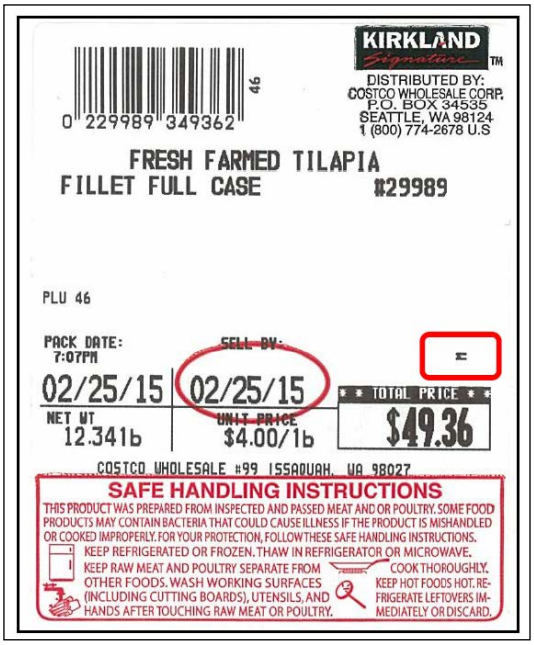

Figure 2-22. Sample Label

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2.8 Re-wrap and Pack Date Changes: Auto Wrapper and Scales

1. Call up an item by entering the PLU number using the mechanical keypad and **PLU** key.
2. press the **REWRAP** key once to change from TODAY to REPACK. Then press the **PACK DATE** key.

Figure 2-23. Item Call Up

3. Press the correct date on the calendar and press OK to return to the PLU screen.

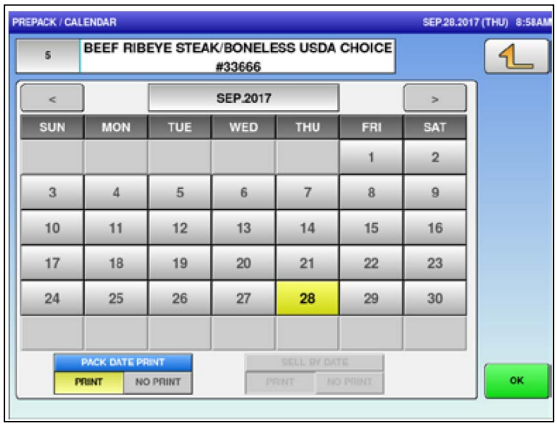

Figure 2-24. Date Selection

4. Alternatively, enter the correct date using the mechanical keypad then press the **PACK DATE** key.

*Example: When changing the pack date from OCT.03.2016 to OCT.02.2016, enter "2" on the mechanical keypad, then press the **PACK DATE** key.*

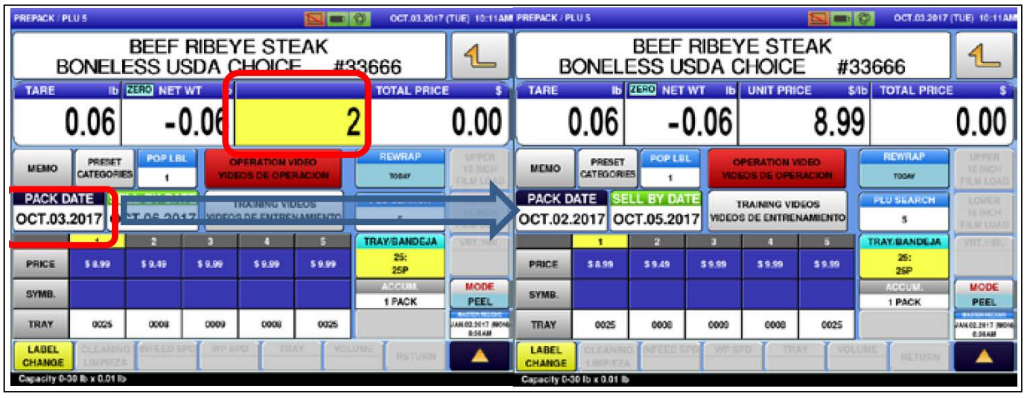

Figure 2-25. Pack Date Change

5. Once the pack date has been changed, the **SELL BY DATE** will automatically change based on the shelf life programmed in the PLU data.

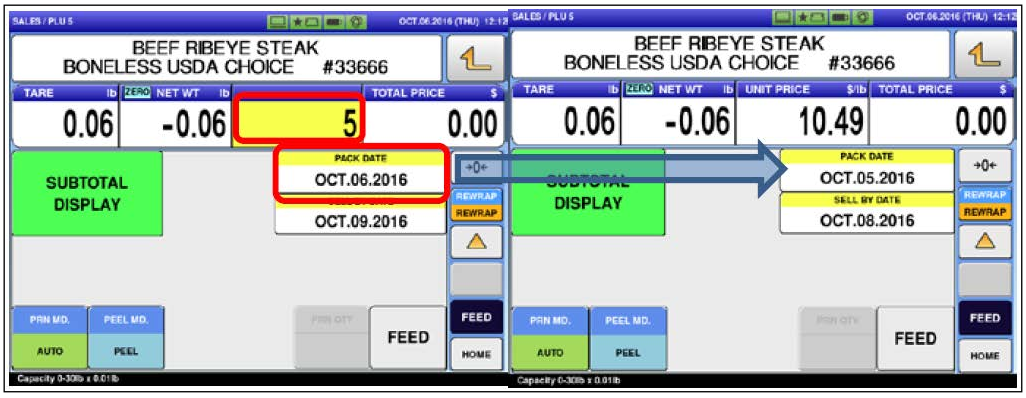

Figure 2-26. Sell Date Update

6. Press the **PRINT** key to print a label or put a package on the scale to print a label.
7. The label will now display a horizontal “R” indicating that the price has been manually changed. See Figure 2-27.

Figure 2-27. Sample Label

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2.9 Sell Date Changes: Bakery

1. Press the **S DATE** key.
2. Press the correct date on the calendar.

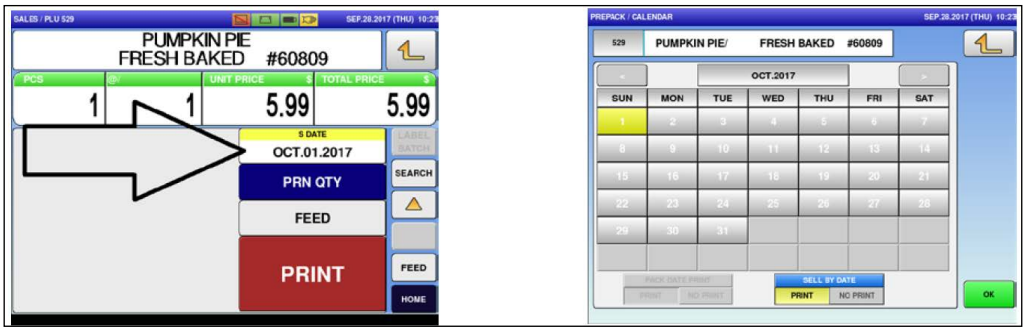

Figure 2-28. Date Selection

3. Alternatively, enter the correct date using the mechanical keypad and press the **S DATE** key.

2.10 Run Total Labels

1. Call up an item by entering the PLU number on the mechanical keypad and press the **PLU** key.
2. Proceed with the production operation.
3. When finished, go to the FUNCTION page by touching the triangle key in the lower right corner.

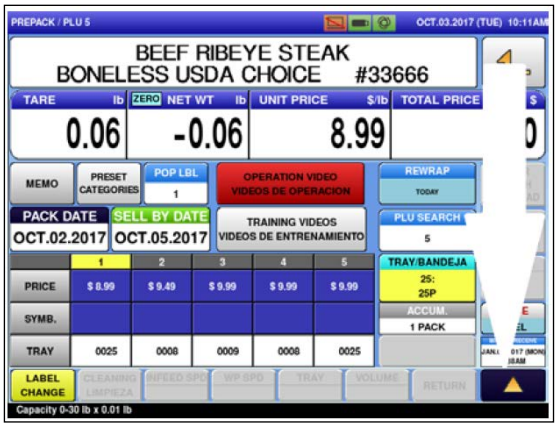

Figure 2-29. Function Page Button

4. Press the **RUN TOTAL key** to print the “Total” label.

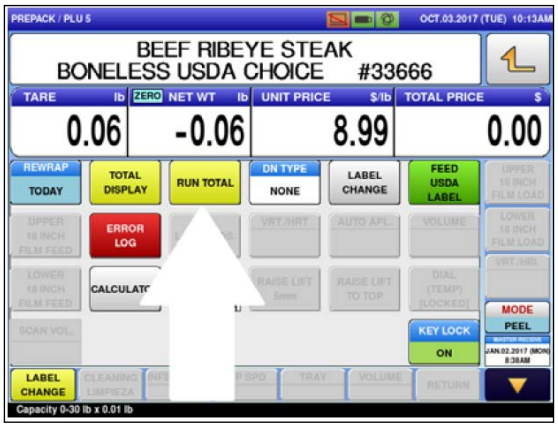

Figure 2-30. Run Total

2.11 Meat Cut Test

1. At the home screen, press the **MENU/RETURN** key in the upper right corner, then press the **MEAT CUT TEST** key to enter the cut test data.

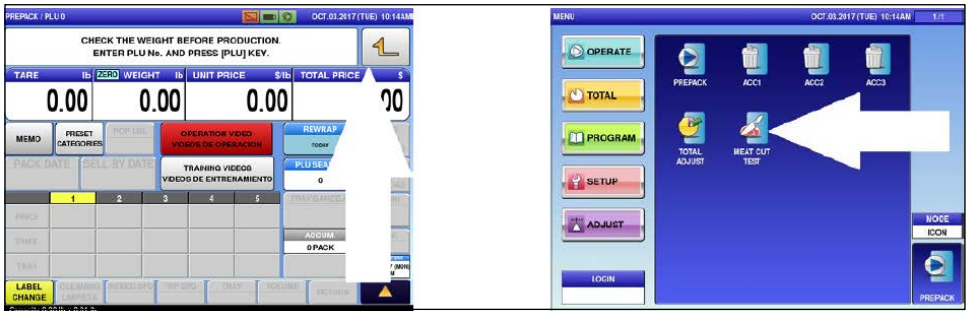

Figure 2-31. Meat Cut Test Location

2. Enter values into the proper fields and press the **START** key.

IMPORTANT: CUT TEST key will not be enabled until all fields are filled out.

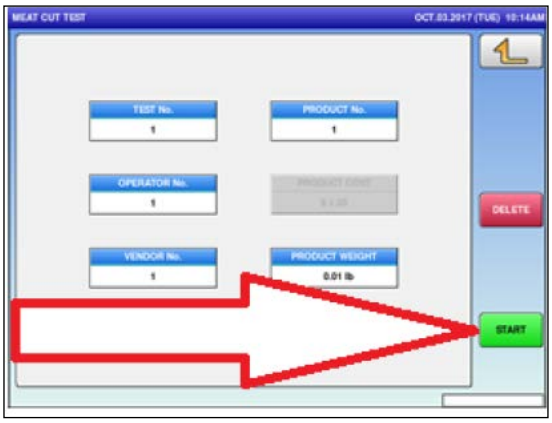

Figure 2-32. Pressing Start

3. The top bar is now highlighted in yellow, indicating that all production is now under a **CUT TEST**. Start the production as usual. Once completed, press the **CUT TEST END** key.

   If on-site production data is needed, press the **RUN TOTAL** key while still in the PLU screen.

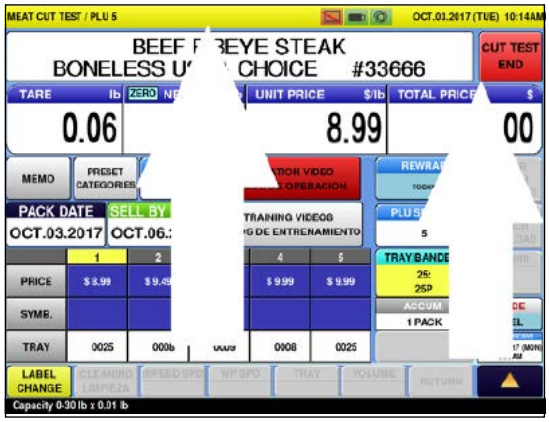

Figure 2-33. Cut Test in Progress Screen

4. To resume the same test, go back to the MEAT CUT TEST page and call up the same Test number and restart the test.

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2.12 Roadshow Download

1. Connect the “extra” Ethernet cable located near the hand-wrap station and connect to the seafood roadshow scale and press **SEND PLU TO SEAFOOD SCALE**.

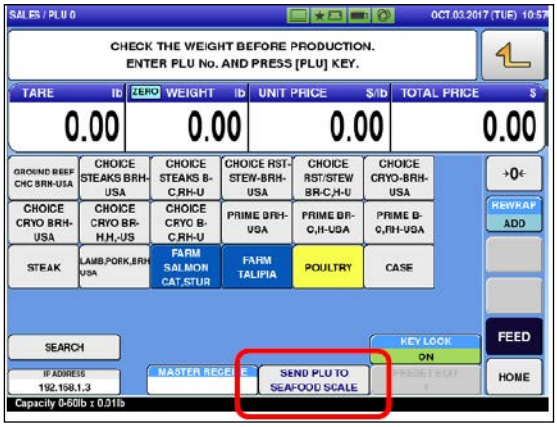

Figure 2-34. SEND PLU TO SEAFOOD SCALE Key

2. A new window will appear requesting the selection of the correct IP address from the download page, then press the **EXEC** key to start downloading. A confirmation screen will appear asking to proceed or not.
3. Press the **EXEC** key again.

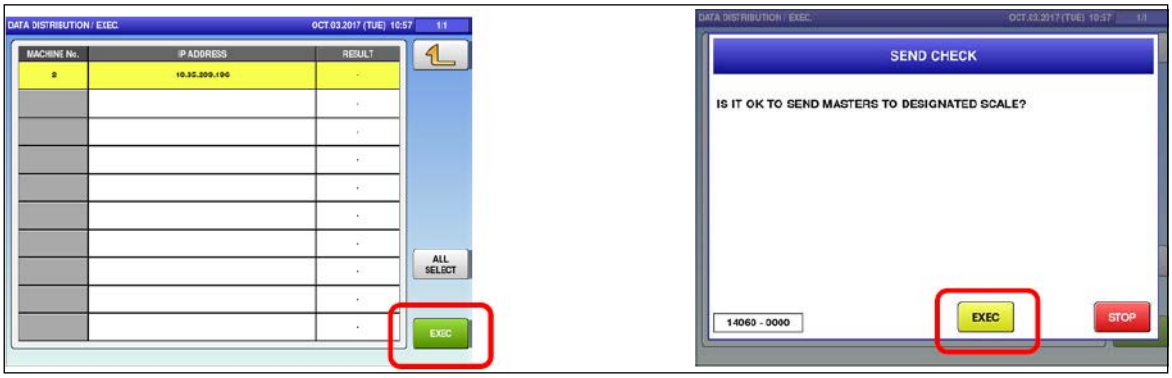

Figure 2-35. EXEC

4. Once successfully completed, as indicated by an “OK” in the result column, press the **EXEC** key.
5. Turn OFF the seafood roadshow scale and take it to the Seafood roadshow booth.
6. Perform this procedure again on the second seafood road show scale, if applicable (varies by store).

2.13 Manage Presets: Scales and Bakery Printer

1. At the home screen, enter the managers password and press the **KEY LOCK** key, which will change to OFF and press the PRESET EDIT.

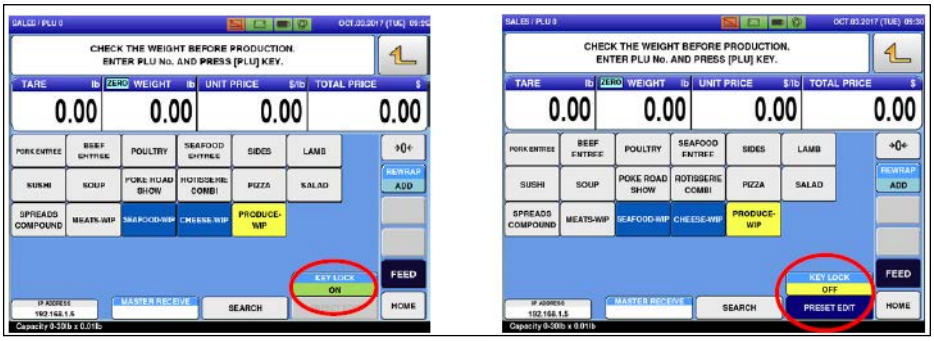

Figure 2-36. Key Lock

2. After touching the **PRESET EDIT** key you will enter the editable PRESET MENU page.
3. Press the desired category (*example: PORK ENTREE*), then press the key you would like to change and the **DATA** key will appear.

NOTE: If the key selected is already in use, the DATA key will display the PLU number.

If the key was not in use, the DATA key will display "0":

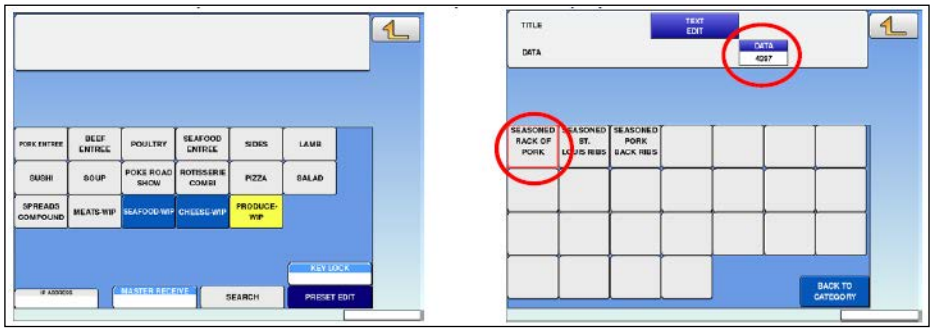

Figure 2-37. Category Select

4. Press the **DATA** key to select a new PLU from the list, or if you know the PLU number of the desired item, enter the number and press the **DATA** key.

Figure 2-38. Selecting a New PLU

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5. Once you have completed assigning PLUs to Preset Keys within that group, press the **BACK TO CATEGORY** key to return to the Preset Menu page.
6. From here additional changes can be made to another category, if desired.

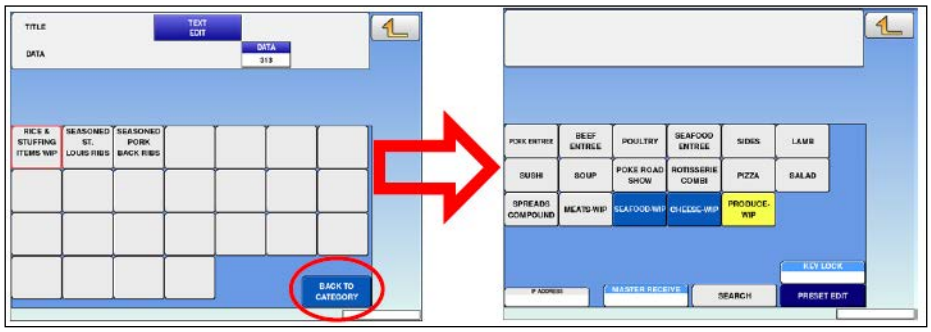

Figure 2-39. Back to Category

7. From either screen, press the **RETURN ARROW** key.

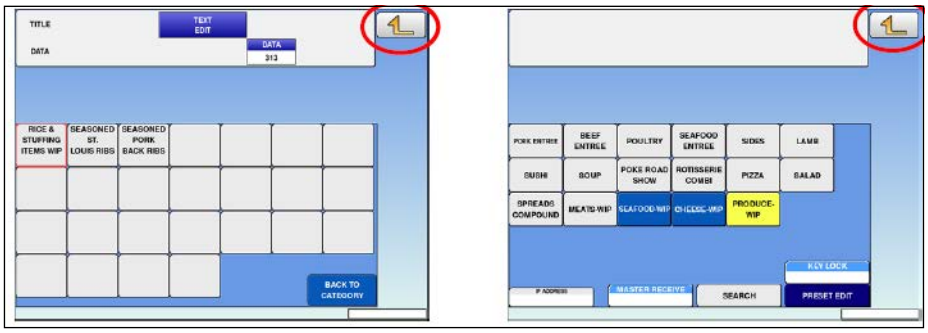

Figure 2-40. Return Arrow

8. Press the **EXEC** key. You will no longer be in the Preset Edit mode and can now utilize the preset changes.

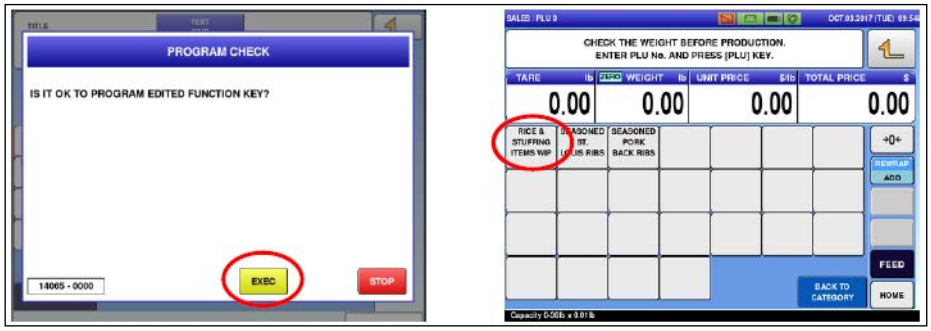

Figure 2-41. Screen Return

3.0 Troubleshooting

3.1 Troubleshooting

Cleaning of the exit conveyor, film remains flag and product-on-lift sensors will resolve most errors and procedures are described below.

3.1.1 Error number 0315: “Products are stuck on the stock conveyor”

“Products are stuck on the stock conveyor” will occur if the “stock conveyor” sensor (as seen to the right of the unit) is obstructed by product or debris.

This will cause the wrapper to no longer transport product onto the run-out table.

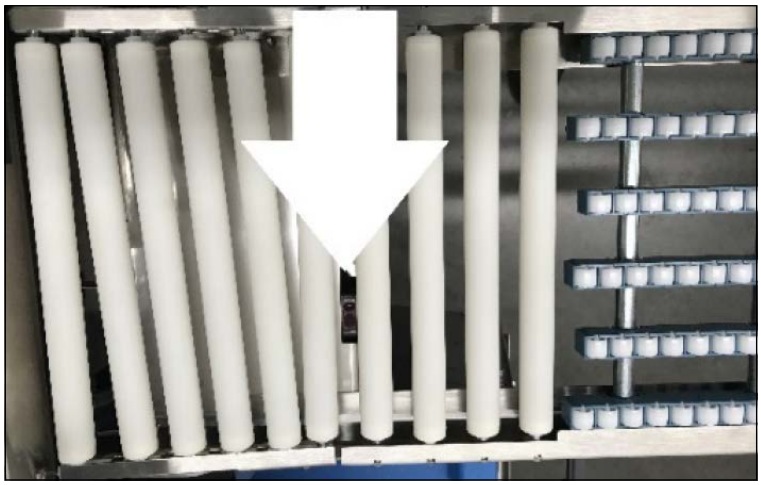

Figure 3-1. Stock Conveyor

3.1.2 Error number 0480: “Film is remaining”

“Film is remaining” will occur if one or more of the sensors located on both ends of the front and rear feed assemblies are blocked. The sub-error will assist in identifying the trouble location: 0480-0001 = rear right, 0480-0010 front right, 0480-0100 rear left, 0480-1000 front left, and 0480-0011 if the blocked sensors are both front and rear right-side. If error occurs, check the appropriate sensor for film and remove.

Figure 3-2. Front and Rear Assembly Sensor

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3.1.3 Error number 0341: “Product is remaining on lift” / Error Number 0460: “product was not fed”

The lift sensor can become cloudy or obscured. The reflector is shown in the left photo and sensor is show in the right photo below. If blocked, the following errors could occur.

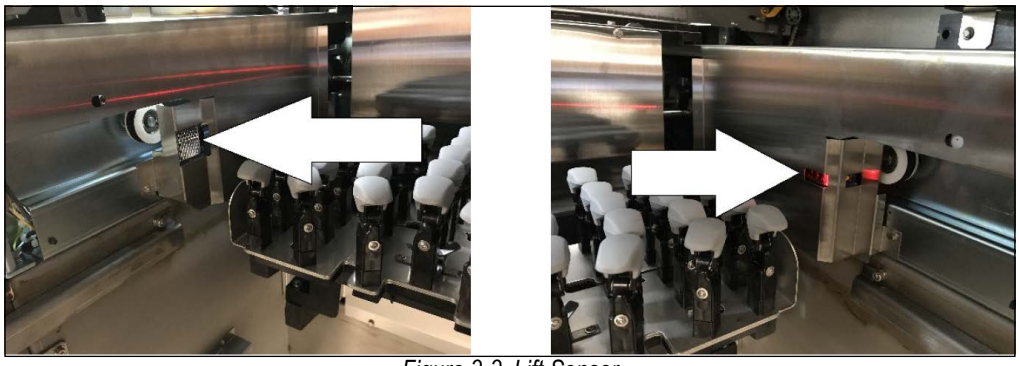

Figure 3-3. Lift Sensor

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230 W. Coleman St. • Rice Lake, WI 54868 • USA
U.S. 800-472-6703 • Canada/Mexico 800-321-6703 • International 715-234-9171 • Europe +31 (0)26 472 1319