

Rice Lake Health Scales

Troubleshooting Healthweigh Scale Indicators

Product: Rice Lake Health Scales

Issue: When weighing, the unit restarts on its own

When the On/Off button is pressed, the display/indicator won't stay powered off

The display/indicator is unable to power on with fresh batteries, the wall outlet is working or the AC adapter is outputting proper voltage

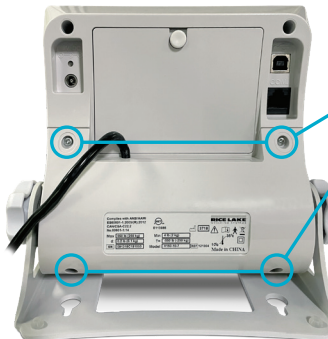
Solution: Determine whether issue is with keypad or CPU board before requesting repairs




Manuals are available from Rice Lake Weighing Systems at www.ricelake.com/manuals
Warranty information is available at www.ricelake.com/warranties

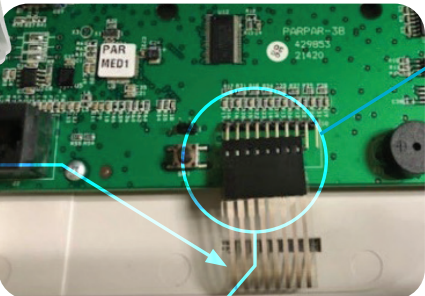
These instructions will help determine whether an issue with a Healthweigh indicator is due to a problem with the keypad or CPU board.

Procedure




1 On the back of the indicator, remove the Phillips-head screws.

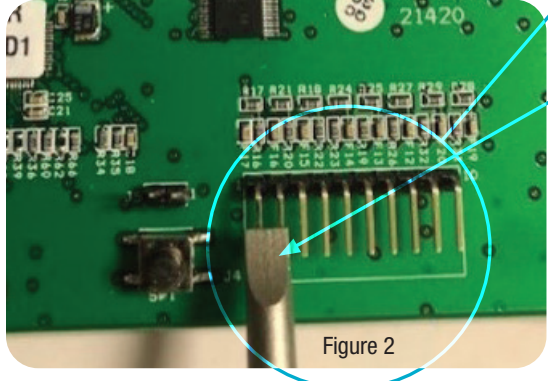
 **Notes** Take caution to open the indicator slowly, ensuring wires from the face of the indicator do not become disconnected from the main board.



2 With the back of the indicator open, locate the CPU board's ribbon cable.

3 Disconnect the black connector by gently wiggling it from side to side. This will loosen the pins until the connector is free.

 **Notes** The two pins farthest to the right are not connected to the ribbon cable. When reconnecting the cable, ensure these pins remain unconnected.



4 With power connected (batteries or the AC adapter), jump the two left pins with a flathead screwdriver as shown in Figure 2.

- If the scale successfully powers on, the CPU board is working properly and the keypad overlay should be replaced.
- If the scale does not power on, the keypad overlay is working properly and the CPU board should be replaced.

Figure 2

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