



Model GSP30A



Model #: _____

Serial #: _____



**Instruction Manual for Globe
Label Printing Scale Model GSP30A**

For Service on Your Scale

1. Visit our website at www.globefoodequip.com
2. Or call the Globe Service Department at 937-299-8625 and ask for contact information for your local service company.

- IMPORTANT SAFETY NOTICE -

This manual contains important safety instructions which must be strictly followed when using this equipment.

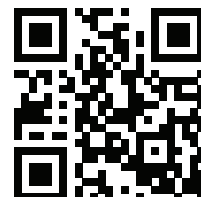
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www.globefoodequip.com

Slicers, Mixers, Countertop Cooking Equipment, Meat Choppers & Scales

WARRANTY REGISTRATION
SCAN THE QR CODE WITH YOUR MOBILE DEVICE OR GO TO
WWW.GLOBEFOODEQUIP.COM
TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.

WWW.GLOBEFOODEQUIP.COM/SUPPORT/WARRANTY-REGISTRATION-FORM



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GLOBE FOOD EQUIPMENT CO.
2153 DRYDEN RD
DAYTON, OH 45439
TOLL FREE: 800-347-5423
PHONE: 937-299-5493
FAX: 937-299-4147
E-MAIL: info@globefoodequip.com
WEBSITE: www.globefoodequip.com

Important Notice

YOU MUST CALL YOUR LOCAL WEIGHTS AND MEASURES OFFICE BEFORE YOU USE YOUR NEW SCALE. USUALLY WEIGHTS AND MEASURES IS A DEPARTMENT OF THE COUNTY AUDITOR'S OFFICE. THIS SCALE MUST BE CERTIFIED BEFORE IT CAN BE USED.

YOU RUN THE RISK OF BEING FINED IF THIS SCALE IS NOT CERTIFIED BY YOUR LOCAL WEIGHTS AND MEASURES.

Safety Tips

This manual contains a number of precautions to follow in order to help promote safe use of this equipment.

Warnings affecting your personal safety are indicated by:



Warnings related to possible damage to the equipment are indicated by:



To ensure safe operation, the general safety tips below must be followed.

- **DISCONNECT** the scale from the power source (unplug) before servicing or opening.
- **ONLY** trained and qualified service personnel should attempt repairs.
- **ONLY** use correct type and rating of fuses and parts.
- **NEVER** immerse the scale in water.
- **DO NOT** put the scale in a dishwasher.

GROUNDING



This machine is provided with a three prong grounding plug. The outlet to which this plug is connected must be properly grounded. If the receptacle is not the proper grounding type, contact an electrician. Do not, under any circumstances, cut or remove the third (ground prong) from the power cord or use any adapter plug (Fig. 4-1 and Fig. 4-2).



Fig. 4-1 Correct

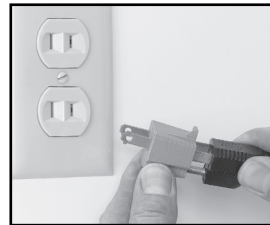
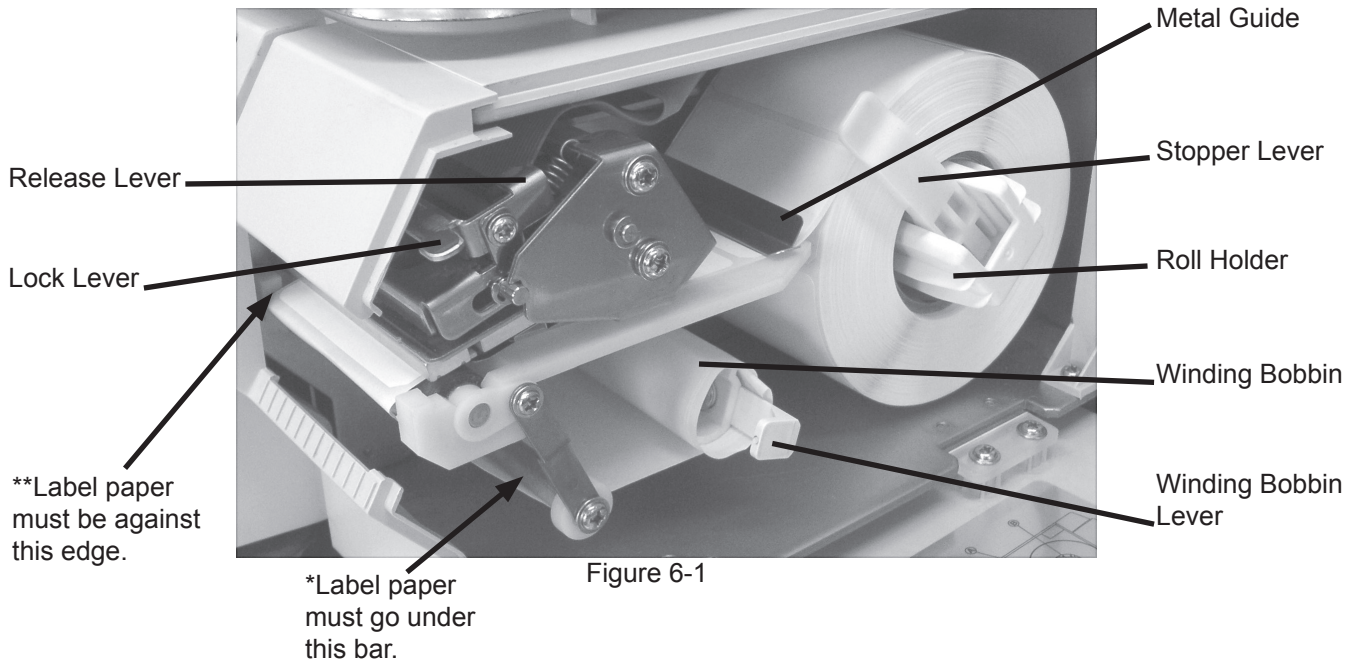


Fig. 4-2 Incorrect

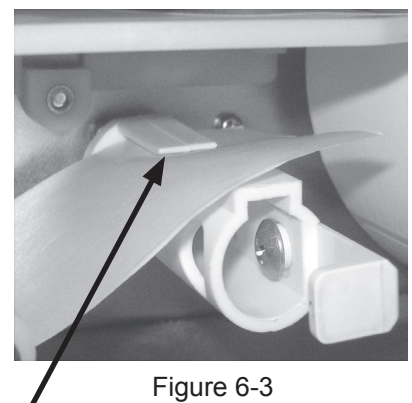
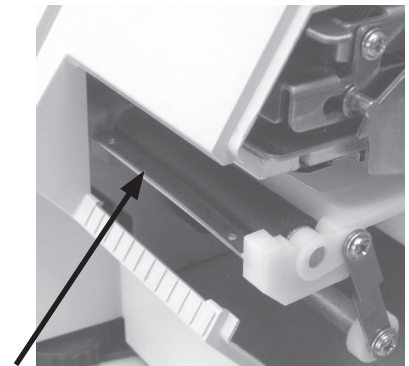
Loading/Unloading Labels



IMPORTANT: Before installing a new roll of labels, remove 5 to 6 blank labels so only backing paper is fed through the printer.

Loading Roll of Labels

1. Open the side cover.
2. Release the printer head by pushing the release lever down.
3. Make sure the stopper lever of the roll holder is pulled down.
4. Load the label roll onto the roll holder.
5. Insert the label paper (with the label side up) under the metal guide (see figure 6-1).
6. Continue to pull the label paper through and make sure it is fed over the metal bar shown in figure 6-2 and under the bar* in figure 6-1.
7. Turn the winding bobbin counter clockwise so the hook is on the top (see figure 6-3).
8. Push the winding bobbin lever in and insert the paper under the winding bobbin hook (see figure 6-3).
9. Turn the winding bobbin counter clockwise several times so the paper wraps around it.
10. Pull up on the stopper lever, then slide it inwards to secure the label roll.
11. Make sure the label paper is against the edge** as shown in figure 6-1.



Loading/Unloading Labels

12. Push down on the lock lever until the print head locks into position.
13. With the scale plugged in and turned on, press the FEED key on the keypad once or twice in order to securely turn the paper around the winding bobbin. Continue to press the FEED button until the labels are ejected from the printer.

NOTE: If you receive an error message (ERR 9), it indicates that the label is not in the proper position. Press the CLR key then press the FEED key again to feed the labels through the printer. You may need to do this step a couple of times.

14. Close the side cover.

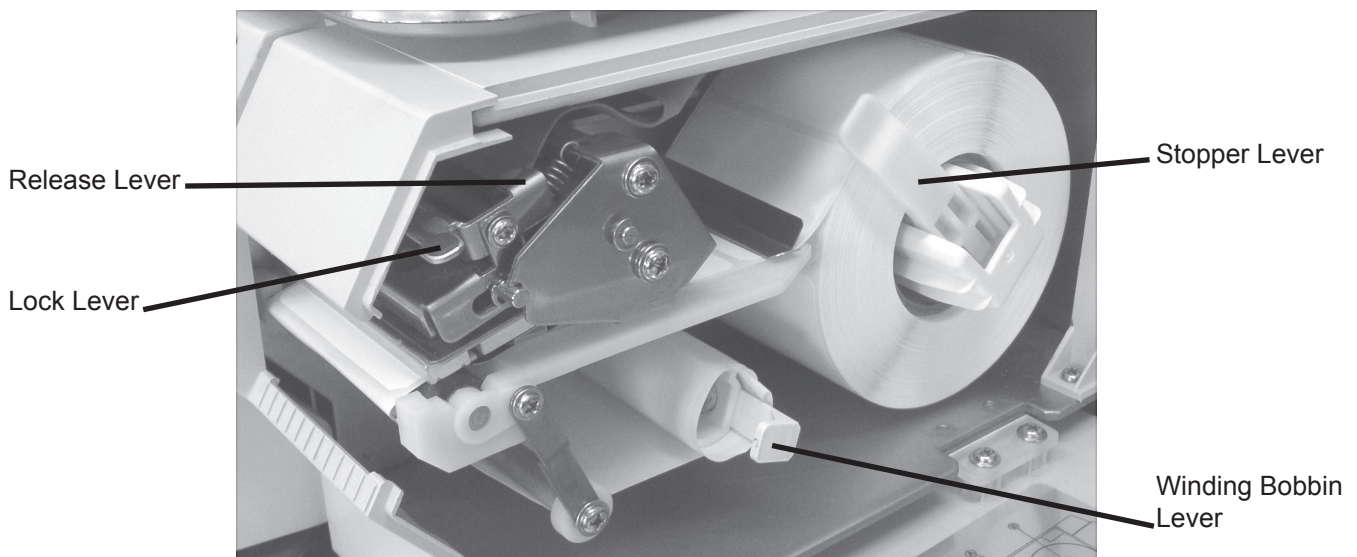


Figure 7-1

Unloading Remaining Label Roll

1. Open the side cover.
2. Release the printer head by pushing down on the release lever.
3. Pull the winding bobbin lever outwards to loosen the paper wound around the winding bobbin; then remove the paper from the winding bobbin.
4. Pull the stopper lever of the roll holder to make it straight; then remove the label roll from the path and the roll holder.

Initial Scale Set Up

NOTE: All programming procedures will use the set up keysheet, which is the one permanently attached to the scale.

Changing Current Date And Time

IMPORTANT: Before using the scale for the first time, follow these steps to make sure that the current date and time is displayed.

1. Make sure the scale is plugged in, turned on and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 6 and press the ENTER key. The date will be displayed as month, day and year. If date is correct, simply press the ENTER key. If not correct, key in the new date and press the ENTER key.
4. The time will be displayed as military time. If the time is correct, simply press the ENTER key. If not correct, key in the new time (hour, minute, seconds) and press the ENTER key.
5. Press the MODE key to return to normal operation.

Entering Shop Name And Address (optional)

1. Make sure the scale is plugged in, turned on, and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 5 and press the ENTER key.
4. Press the ENTER key again. Key in the store name (46 character maximum). NOTE: To enter one of the symbols (not a letter), press the SYMBOL FUNCTION key then, press the appropriate symbol key. When the entire store name has been entered, press the ENTER key to save it.
5. Press the down arrow once.
6. Press the ENTER key. Key in the store address (this includes the street address, city, state, and zip) (46 character maximum). NOTE: To enter one of the symbol (not a letter), press the SYMBOL FUNCTION key, then press the appropriate symbol key. When the entire address has been entered, press the ENTER key to save it.
7. Press the MODE key to return to normal mode operation.

PLU Set Up

NOTE: All programming procedures will use the set up keysheet, which is the one permanently attached to the scale.

IMPORTANT: The scale is pre-programmed with a default PLU number 1, which has no product name, price, or tare. This allows the scale to be used as a basic label printing scale without PLUs.

Setting Up PLUs

1. Make sure the scale is plugged in, turned on and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 1 and press the ENTER key.
4. Key in the PLU number (5 digit maximum) and press the PLU key. NOTE: Do not enter 1 for a PLU number. 1 is the default PLU.
5. Press the EDIT PLU key to enter the PLU name (24 character maximum per line, 2 line maximum). Enter the first line of data. If you only want one line of data, then press the ENTER key. If you want a second line of data, press the NEW LINE key. Enter the second line of data, and press the ENTER key to complete.
6. Press the ENTER key for the scale mode. Key in 0 if the PLU is a weighing price item. Key in 1 if the PLU is a fixed priced item. Press the ENTER key.
7. Key in the unit price (5 digit maximum) and press the ENTER key.
8. NOTE: This step is only for fixed price items. Key in the number of items (2 digit maximum) and press the ENTER key.
9. NOTE: This step is only for weighing price items. Key in the tare weight (4 digit maximum) and press the ENTER key.
10. Key in the date print flag and press the ENTER key.
 - 1 - no print (no dates will print)
 - 2 - only Pack Date will print
 - 3 - only Sell By Date will print
 - 4 - both Pack Date and Sell By date will print
11. Key in the number of days to expire (3 digit maximum) and press the ENTER key. NOTE: This will be used if the sell by date is printed on the label.
12. The barcode can be the PLU number, which the scale defaults to, or the POS (point of sale) number. If the PLU number is to be in the barcode simply press the ENTER key. If the POS number is to be in the barcode, key in the POS number (5 digit maximum) and press the ENTER key. NOTE: The scale can be reprogrammed to accept a 6 digit PLU or POS number. Contact Globe's Technical Service Department for assistance.
13. Repeat steps 4 through 12 to enter additional PLU numbers. When complete, press the MODE key to return q to normal operation.

PLU Set Up

Setting Up A Default PLU

NOTE: The scale is pre-programmed with a default PLU number 1, which has no product name, price, or tare. This allows the scale to be used as a basic label printing scale without PLUs.

- When a default PLU is set up, the scale will return to the default PLU after each transaction instead of clearing to no PLU.
 - The default PLU can be used to bypass entry of a PLU for each transaction.
 - A different PLU may be recalled at any time to override the default PLU during normal operation.
1. Make sure the scale is plugged in, turned on, and there is nothing on the platter.
 2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and then do the step again.
 3. Key in 8 and press the ENTER key.
 4. Key in the PLU number (5 digit maximum) and press the ENTER key. To disable the default PLU, key in 0 and press the ENTER key. NOTE: This will force the entry of a preset PLU number to operate the scale.
 5. Press the MODE key to return to normal operation.

Deleting A PLU

1. Make sure the scale is plugged in, turned on and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 1 and press the ENTER key.
4. Key in the PLU number and press the PLU key.
5. Press the DELETE key two times. There will be a long beep, which notifies you that the PLU has been deleted.
6. Press the MODE key to return to normal operation.

Preset Key Set Up

Setting Up Preset Keys

You will need to use the set up keysheet, which is permanently attached and the operating keysheet.

1. Make sure the scale is plugged in, turned on and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 4 and press the ENTER key twice.
4. Place the operating keysheet over the set up keysheet. Key in PLU number and press the desired preset key. Remove the operating keysheet and make note, which preset key was used.

NOTE: Two values can be stored on each preset key. The PRINT key is used to switch between upper and lower level. When upper level is selected, the upper level indicator will be lit.

The display will show: P04-01n01 0 0 0

5. Repeat step 4 to set up additional keys. When completed, press the MODE key twice to return to normal operation. **NOTE: In normal operation, use the MODE key to switch between upper and lower level.**

Setting Up Preset Function Keys

1. Make sure the scale is plugged in, turned on, and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 4 and press the ENTER key twice.
4. Key in the desired preset key flag number (see list below), press the FEED key, then press the "0" zero key to recognize the entry as the function key. NOTE: Instructions on how to use the function keys are located on page 16. NOTE: Two values can be stored on each preset key. The PRINT key is used to switch between upper and lower level. When upper level is selected, the upper level indicator will be lit.

The display will show: P04-01n01 0 0 0

Preset function key flag

- 3 Fixed Price
- 4 X (Multiply)
- 5 Special Price Discount
- 6 -\$ Price Discount
- 7 -% Percentage Discount
- 8 Save

5. Place the operating keysheet over the set up keysheet. Press the desired preset key. Remove the operating keysheet and note which preset key was used.
6. Repeat steps 4 and 5 to set up additional keys. When completed press the MODE key twice to return to normal operation.

Preset Key Set Up

Deleting Preset Keys

IMPORTANT: This procedure will delete ALL preset keys at once!

1. Make sure the scale is plugged in, turned on and there is nothing on the platter.
2. Key in 9000 and press the MODE key. The display will show: P00 REGISTRATION
NOTE: If this does not appear on the display, press the RESET key to clear any data and do the step again.
3. Key in 4 and press the ENTER key.
4. Press the down arrow key once.
5. Press the ENTER key.
6. Press the ZERO key two times. There will be a long beep which signal that all preset keys have been deleted.
7. Press the MODE key to return to normal operation.

Safe Handling Label Set Up (E12)

Before the Safe Handling (E12) labels can be used, the scale needs to be set up for the new label size.

1. Load the labels following the procedures on page 6 of the GSP30A Operator and Owner's Manual.
2. Make sure nothing is on the platter.
3. Key in 6000 and press the MODE key. The display will show: 600 SETUP
4. Press the down arrow key. The display will show: 601 LABEL
5. Press the ENTER key two times. The display will show: 601-01-01 FORMAT
6. Key in 4 and press the ENTER key two times. The display will show: 601-01-02 Length
7. Key in 650 (do NOT enter decimal point) and press the ENTER key two times.
The display will show: 601-01-04 SENSOR
8. Key in 755 (do NOT enter decimal point) and press the ENTER key. The display will show: 601-01-05 ITEM
9. Press the END key. The display will show: 601 LABEL
10. Press the MODE key.
11. Press the FEED key several times to make sure the label is feeding properly.

To change the scale back to using standard labels, follow steps 1-10 above. NOTE: In step 6, enter 1. In step 7, enter 465. In step 8, enter 735. This will change the label length so the standard label can be used.

Ingredients Label (E13) Set up on Scale

Before the Ingredient Labels (E13) can be used, the scale needs to be set up for the new label size.

1. Load the labels following the procedures on page 6 of the GSP30A operator and owners manual.
2. Make sure nothing is on the platter.
3. Key in 6-0-0-0 and press the MODE key. (Display will show 600 Setup)
4. Press the down arrow key ↓. (Display will show 601 Label)
5. Press the ENTER key two times. (Display will show 601-01-01 Format 01)
6. Key in 3 and press the ENTER key two times. (Display will show 601-01-02 Length 46.5)
7. Key in 8-2-5 (do **NOT** enter decimal point) and press the **ENTER** key two times. (Display will show 601-01-04 Sensor 75.0)
8. If *Sensor* value is not 75.0, key in 7-5-0 (do NOT enter decimal point) and press the **ENTER** key.
9. Press the END key.
10. Press the MODE key.
11. Press the FEED key several times to make sure the label is feeding properly.

If you choose to revert to the standard GSP30A label, you will need to follow steps 1-10 above.

Except, in step 6 you are to enter 1, and in step 7 you are to enter 465. This will change the label length so the standard label can be used.

Attention Owner/Operators: If you purchased the 30A-PCKIT, a PC provided program for creating, storing, and organizing your Ingredient Labels (for E13 labels only), continue on and refer to the provided Program User Guide supplied with your 30A-PCKIT. This kit works in conjunction with GSP30A scales, serial number 1107521 and above. This optional accessory is available for purchase and is not included with this scale. Please contact a local Globe Representative for more information regarding this kit.

SAMPLES of all available labels for the GSP30A

SWEET COOKIE

SELL BY	PACKED	\$/lb	WEIGHT(lb)
JAN.06.12	JAN.05.12	4.99	0.50

TOTAL PRICE ²²

\$2.50

0 200022 702504

Globe Food Equipment Company
2153 Dryden Rd. Dayton, Oh 937-299-5493

SAMPLE ONLY Standard GSP30A Label E11

**ROAST BEEF
THANK YOU**

SAFE HANDLING INSTRUCTIONS

THIS PRODUCT WAS PREPARED FROM INSPECTED AND PASSED MEAT AND/OR POULTRY. SOME FOOD PRODUCTS MAY CONTAIN BACTERIA THAT COULD CAUSE ILLNESS IF THE PRODUCT IS MIS-HANDLED OR COOKED IMPROPERLY. FOR YOUR PROTECTION, FOLLOW THESE SAFE HANDLING INSTRUCTIONS.

KEEP REFRIGERATED OR FROZEN. THAW IN REFRIGERATOR OR MICROWAVE.

KEEP RAW MEAT AND POULTRY SEPARATE FROM OTHER FOODS. WASH WORKING SURFACES (INCLUDING CUTTING BOARDS), UTENSILS, AND HANDS AFTER TOUCHING RAW MEAT OR POULTRY.

COOK THOROUGHLY.

KEEP HOT FOODS HOT. REFRIGERATE LEFT-OVERS IMMEDIATELY OR DISCARD.

NET WT (lbs)	PRICE / lb (lbs)	SELL BY	SELL BY
0.25	4.99	JAN.25.06	JAN.18.06

TOTAL PRICE

\$1.25

0 200100 301254

THE GLOBE FOOD EQUIPMENT COMPANY
2153 DRYDEN ROAD DAYTON, OHIO 45439

SAMPLE ONLY Safe Handling GSP30A Label E12

SWEET COOKIE

INGREDIENTS: SUGAR, ENRICHED FLOUR, WHEAT FLOUR, NIACIN, REDUCED IRON, THIAMINE, MONONITRATE (VITAMIN B1), RIBOFLAVIN, (VITAMIN 2), FOLIC ACID, CANOLA OIL &/OR PALM OIL, HIGH FRUCTOSE CORN SYRUP, BAKING SODA, CORNSTARCH, SALT SOY LECITHIN, VANILLIN, CHOCOLATE, SUGAR, UHEY, NONFAT MILK, ARTIFICIAL FLAVOR, CELLULOSE GUM, CARRAGEENAN. (CONTAINS ONE OR MORE OF THE FOLLOWING COLORSTITANIUM DIOXIDE, YELLOW #5, YELLOW #6, RED #13, RED #41, BLUE #417, BLUE #37)

DURING MANUFACTURING OUR PRODUCT MAY COME IN CONTACT WITH THESE KNOWN ALLERGENS: PEANUTS, MILK, EGGS WHEAT FLOUR & YELLOW #5

SELL BY	PACKED	\$/lb	WEIGHT(lb)
JAN.05.12	JAN.05.12	4.99	0.50

TOTAL PRICE ⁷

\$2.50

0 200007 702505

Globe Food Equipment Company
2153 Dryden Rd. Dayton, Oh 937-299-5493

SAMPLE ONLY Ingredients Label E13

Operating Instructions (Default PLU)

The GSP30A scale is designed to print the following information:

PLU Name, Extra Message, Sell By Date, Packed Date, Unit Price, Tare, Weight, PLU Number, Total Price, Bar Code, Store Name, Store Address

The PLU number, name, extra message, sell by date, packed date will need to be set up, refer to page 9 for instructions).

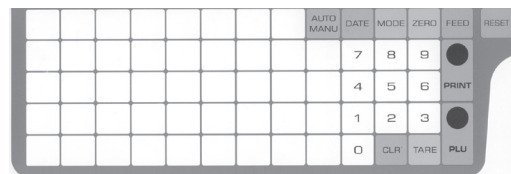


Operating Instructions For Default PLU

Make sure that the labels are loaded before using the scale. (Refer to page 6 for instructions)

The scale is pre-programmed with a default PLU number 1, which has no product name, price, or tare. This allows the scale to be used as a basic label printing scale without PLUs. If you want to set up PLUs, refer to page 9 for instructions.

1. Make sure the scale is plugged in, the platter is on top of the scale, the scale is turned on and the operating keysheet is placed under the plastic covering. NOTE: The display will show all zeros except in the price area, which will show 000001.



Normal Operating Keysheet

2. If a tare is needed, do one of the following steps:
 - a. Place the empty container on the platter and press the TARE key or...
 - b. Enter the tare amount and press the TARE key.
3. Enter the product price.
4. Place the product on the platter. The display will show the tare, weight, unit price and total price.
5. Press the PRINT key for a label to print.



Operating Instructions (PLU's)

Manual Label Print

1. Make sure the scale is plugged in, the platter is on top of the scale, the scale is turned on and the operating keysheet is placed under the plastic covering.
2. Enter a PLU number and press the PLU key or press one of the preset keys. **NOTE: To access the upper level of preset keys, press the MODE key and then the preset key.** The PLU information will be displayed.
3. If a tare weight was not programmed for the PLU and it is needed do one of the following steps:
 - a. Place the empty container on the platter and press the tare key or...
 - b. Enter the tare amount and press the tare key.
4. Place the product on the platter and press the PRINT key for a label to print. If the PLU is for a fixed priced item, press the PRINT key for the label. Product does not have to be placed on the platter. **NOTE:** The scale will go back to the default PLU number 1.

Automatic Label Print (Weighed Items)

1. Press the AUTO MANU key. An arrow will show on the display pointing to the word AUTO. This indicates that the scale is in automatic label print mode.
2. Enter a PLU number and press the PLU key or press one of the preset keys. The PLU information will display.
3. If a tare weight was not programmed for the PLU and it is needed, do one of the following steps:
 - a. Place the empty container on the platter and press the tare key or...
 - b. Enter the tare amount and press the tare key.
4. Place the product on the platter and a label will automatically print.

NOTE: While the scale is in the automatic label printing mode it will not reset to 0.00's. Simply continue to enter PLU numbers and weigh products.

NOTE: To get out of the automatic label printing mode press the AUTO MANU key. The arrow pointing to AUTO on the display will disappear and the scale will reset to show all zeros.

Automatic Label Print (Fixed Priced Items)

1. Press the AUTO MANU key. An arrow will show on the display pointing to the word AUTO. This indicates that the scale is in automatic label print mode.
2. Enter a PLU number and press the PLU key or press one of the preset keys. The PLU information will be displayed.
3. Enter the number of labels you want printed for this item and press the PRINT key. The number of labels entered will be printed automatically one after the other. **NOTE: If you press the PRINT key without entering a number first, the scale will continue to automatically print labels until the PRINT key is pressed again.** **NOTE:** To get out of automatic label printing mode, simply press the AUTO MANU key. The arrow pointing to AUTO on the display will disappear. Press the RESET key to return to normal operation.

Operating Instructions (Function Keys)

Using Function Keys

NOTE: Function keys must be set up as preset keys (see page 11 for set up of function keys).

Fixed Price - Used to temporarily change the selling price for a fixed price item.

1. Key in the fixed priced PLU and press the PLU key.
2. Key in the temporary price.
3. Press the fixed price preset key.
4. Press the PRINT key to issue a label.

Multiple - Used to price multiple pieces of an item (fixed price items).

1. Key in the fixed priced PLU and press the PLU key.
2. Key in the quantity. Note: Maximum 99 pieces
3. Press the multiple preset key.
4. Press the PRINT key to issue a label.

Special Price - Used to temporarily reduce the selling price.

1. Key in the PLU and press the PLU key.
2. If the PLU is a fixed price item, continue with step 3. If the PLU is a weighed item, place the product on the receiving tray so a total price is displayed.
3. Key in the special price.
4. Press the special price preset key. NOTE: The display will not change; however, when the label prints, it will show the special price.
5. Press the PRINT key to issue a label.

Save - Used to maintain the called up PLU data.

1. Key in the PLU and press the PLU key.
2. Press the save preset key. The save indicator on the display will be lit.
3. Press the save preset key again to release the PLU data.

Operating Instructions (Function Keys)

-\$ Amount Discount - Used to temporarily subtract an amount from the total price.

1. Key in the PLU and press the PLU key.
2. If the PLU is a fixed price item, continue with step 3. If the PLU is a weighed item, place the product on the receiving tray so a total price is displayed.
3. Key in the dollar amount to be discounted.
4. Press the -\$ amount discount preset key. NOTE: The display will not change; however, when the label prints, it will show the discounted price.
5. Press the PRINT key to issue a label.

-% Percent Discount - Used to temporarily subtract a percentage from the total price.

1. Key in the PLU and press the PLU key.
2. If the PLU is a fixed price item, continue with step 3. If the PLU is a weighed item, place the product on the receiving tray so a total price is displayed.
3. Key in the percent amount to be discounted.
4. Press the % percent discount preset key. NOTE: The display will not change; however, when the label prints, it will show the discounted price.
5. Press the PRINT key to issue a label.

Locking/Unlocking Pricing

Occasionally it will be desirable to “Lock” the pricing programmed in to the scale. This is done to prevent temporary price changes and force the use of PLU’s for each label generated. NOTE: This will lock all pricing that has been programmed.

Locking a Price

1. Make sure nothing is on the platter.
2. Key in 6000 and press the MODE key. The display will show: 600 SETUP
3. Press 7 and then press the ENTER key. The display will show: 607-01 OPEN PRICE 0
4. Press 1 and then press the ENTER key. The display will show: 607-01 OPEN PRICE 1
5. Press the MODE key.

Unlocking a Price

1. Make sure nothing is on the platter.
2. Key in 6000 and press the MODE key. The display will show: 600 SETUP
3. Press 7 and then press the ENTER key. The display will show: 607-01 OPEN PRICE 1
4. Press 0 and then press the ENTER key. The display will show: 607-01 OPEN PRICE 0
5. Press the MODE key.

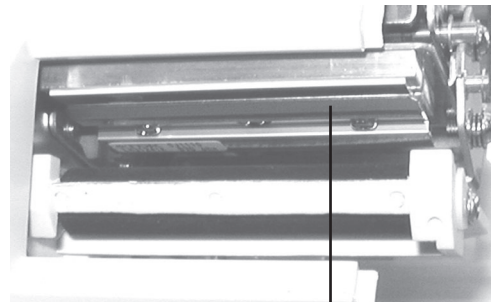
Cleaning/Maintenance

Cleaning

- Disconnect the power supply before cleaning.
- Keep the machine and key sheet free of dust and dirt.
- Ensure that all spills are wiped clean, especially on the weigh platter.
- Do not put components in dishwasher.
- Dilute detergent per supplier's instruction.
- Do not hose down or pressure wash any part of the scale.
- Never use a scrubber pad, steel wool, or abrasive material to clean the scale.
- Clean the scale with a mild detergent and warm water solution.
- Do not allow moisture to get into the load cell mounted under the scale weigh platter. Water damage is not covered under the limited warranty.
- When cleaning the scale, only use a soft, damp cloth with a mild cleaner. Never use volatile or caustic liquids.

Cleaning the Print Head

1. Dip a cotton swab into the thermal print head cleaning solution provided with the scale. Isopropyl rubbing alcohol can also be used.
2. Rub the cotton swab on the print head until debris is removed.
3. Allow the alcohol to air dry.



Thermal Print Head

CAUTION DO NOT use cloth or other material to dry the print head. This can possibly damage the print head.

WARNING NEVER use sharp objects to remove any labels that may have stuck to the print head.

Maintenance

It is recommended that the following steps be performed on a daily basis:

1. Ensure that there is a sufficient amount of labels remaining in the machine.
2. Clean the thermal head with a cotton swab, thermal head cleaning solution or isopropyl rubbing alcohol only.

Troubleshooting

Scale will not light up.

1. Check to make sure wall outlet has power to it.
2. Check and make sure power cord is plugged in.
3. Turn scale on by pushing the power switch on the left side of the scale.
4. Call for service.

Scale lights up but all functions are inoperable (locked up).

1. Unplug scale from wall outlet, wait 10 seconds, plug scale back in. Turn the scale on by pushing the power switch on the left side of the scale.
2. Call for service.

Scale not weighing properly.

1. Make sure scale weigh platter is mounted to scale properly.
2. Check to make sure nothing is touching weigh platter. If anything touches the platter it will affect the weight display.
3. Call for service.

Labels are automatically printing when an item is placed on the weigh platter.

1. The machine is set in automatic mode. Press the AUTO MANU key to switch the scale back to manual mode. The AUTO indicator will disappear.

Labels will not come out when print key is pushed.

1. Make sure labels are properly installed as outlined on page 6.
2. Make sure labels have not stuck to print head area.



If labels have become stuck to print head, **NEVER** use any sharp or metal object to scrape labels from print head. Doing so will damage the print head. Clean print head as outlined on page 18.

Print on labels is not clear.

1. Refer to page 18 for print head cleaning.

Error Messages

- | | |
|----------------|---|
| Err --2 | PLU description contains too many characters. |
| Err --4 | Extra message contains too many characters. |
| Err --7 | Store name or address contains too many characters. |
| Err --8 | Scale is out of labels. |
| Err --9 | The label is not in the proper position. See page 6 for label loading procedures. |
| Err -10 | Special price entered is equal to or over the preset PLU price. |

Limited Scale Warranty

Globe Food Equipment Company (“GFE”) warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year from installation or 18 months from actual shipment date, whichever date occurs first.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

GFE’S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING AND REPLACING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by an Authorized Designated GFE Service Location during normal working hours. IN NO EVENT SHALL GFE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance is not covered.

This Warranty is not in force until such time as a properly completed, digitally signed, and Installation/Warranty Registration has been received by GFE within 30 days from the date of installation. Complete warranty registration at:
www.globefoodequip.com/support/warranty-registration-form

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. GFE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Example of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft, vandalism.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a GFE designated servicer.
6. Expendable wear parts including but not limited to display lights, keypad, com ports, etc.
7. Cleaning of equipment.
8. Misuse or abuse.

WARRANTY REGISTRATION
SCAN THE QR CODE WITH YOUR MOBILE DEVICE OR GO TO
WWW.GLOBEFOODEQUIP.COM
TO FILL OUT AND SUBMIT YOUR WARRANTY REGISTRATION.
WWW.GLOBEFOODEQUIP.COM/SUPPORT/WARRANTY-REGISTRATION-FORM

