

FS Series Self-Serve Scale - FreshServe™ Operator Manual

ML-029470	FS-100
ML-029471	FS-10V
ML-029472	FS-1B0
ML-029473	FS-1BV
ML-029474	FS-1E0
ML-029475	FS-1EV
ML-029476	FS-200
ML-029477	FS-20V
ML-029478	FS-2B0
ML-029479	FS-2BV
ML-029480	FS-2E0
ML-029481	FS-2EV
ML-029482	FS-300
ML-029483	FS-30V
ML-029484	FS-3B0
ML-029485	FS-3BV
ML-029486	FS-3E0
ML-029487	FS-3EV

HOBART

701 S. RIDGE AVENUE
TROY, OHIO 45374
www.hobartcorp.com

F-35572 (April 2023)

Table of Contents

Chapter 1: Introduction 1-1
Welcome 1-1
FCC Note 1-1
Verify Correctness of Weight and Price 1-1
. 1-1
Operator Manual Terminology 1-2

Chapter 2: Understanding the System 2-1
Electrical Connections 2-1
Communications Connections 2-2

Chapter 3: Using the FS Self-Serve Scale 3-1
FS Scale User Interface 3-2
FreshServe User Interface 3-2
HT User Interface 3-6
About Labels 3-13
FS Printer Mechanism 3-13
Changing Labels 3-13
Die Cut 3-16
Removing the Bowl 3-18
Index 1

©Hobart, A division of ITW Food Equipment Group LLC 2017

Chapter 1: Introduction

Introduction

Welcome

The FS Series scale is an integrated, free-standing self-serve solution. It features a 14-inch or 15.6-inch display, removable bowl, integrated printer, and 3 different sizes for flexibility. Access doors on the side provide access to the printer for changing labels, as well as access to compartments for storage of extra labels or cleaning supplies. The scale features optional equipment such as a barcode scanner, image recognition camera and ValueMax™ level compensation technology. The barcode scanner and image recognition camera, options are auxiliary equipment mounted to the post under the display.



FCC Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, the user will be required to correct the interference at their own expense.

Verify Correctness of Weight and Price

Routinely verify label information. Check the multiplication of price per pound times weight, and check the scale weight against printed label weight. Weigh the same package several times to verify outcome consistency. Packages that weigh near the middle of the 0.005 lb. increment will vary up or down by 0.005 lb. Variation greater than 0.005 lb indicates the need for weigher adjustment. In such a case, or whenever necessary, contact your local Hobart Representative.

Operator Manual Terminology

This manual uses the following terminology for keystrokes and data manipulation procedures:

- The word TYPE means to touch a series of keys on the Numeric Keypad or **QWERTY** Keyboard.
- The word TOUCH means to activate an entry shown on the display screen.
- The word SELECT means to choose one item from a list brought up on the current screen.

The following special instructions are used in the manual:

NOTE: A Note is information that you need to know, but is not an actual step in the process

⚠ WARNING

A WARNING indicates a hazardous situation which, if not avoided, could result in serious injury or death.

NOTICE

A **NOTICE** is information to alert you that you may be doing something that will permanently alter your system.

Chapter 2: Understanding the System

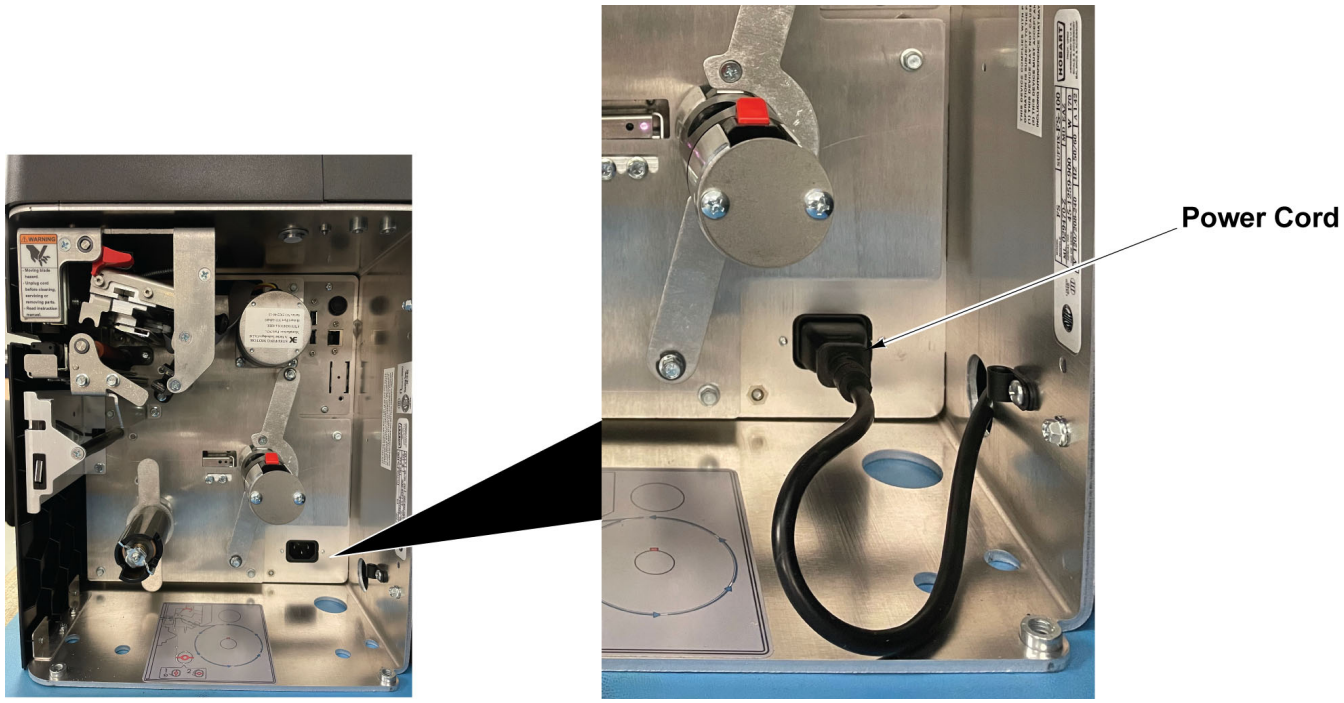
The FS Series Self-Serve Scale can store information on thousands of products. Retail store information required for product handling and processing, such as PLU number, UPC number, Pricing, Tare, and Shelf Life can be added. Consumer information describing products such as Nutrifacts, Safe Handling, Expanded Text, Health Tips, Meal Planners, Recipes, Cooking Instructions, and Merchandising Graphics can also be added.

NOTICE

The scale should be installed only by a qualified Hobart Service technician. The system can operate in a temperature range from 14°F to 104°F (-10°C to 40°C).

Electrical Connections

A power cord is provided and connects from inside of the printer access door. Electric power of 100-240 V, 50-60 Hz. Single phase is required.



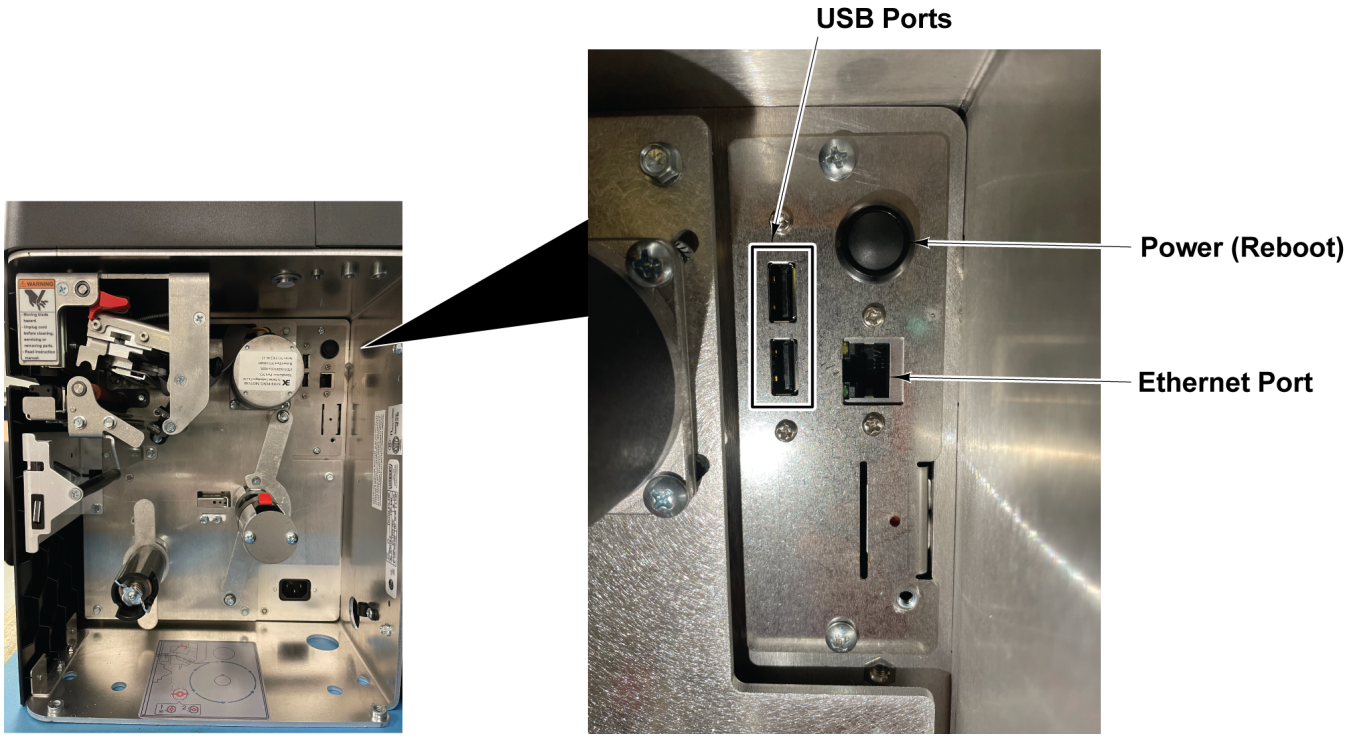
Communications Connections

There are several ports that are available.

Type A USB 2.0 Ports (2)

RJ-45 Jack for Ethernet Connector (TCP/IP) (1)

Power (reboot) (1)



Chapter 3: Using the FS Self-Serve Scale

The FS Series Self-Serve Scale in self-service mode is designed to allow the consumer to use the scale.

Consumer Operation:

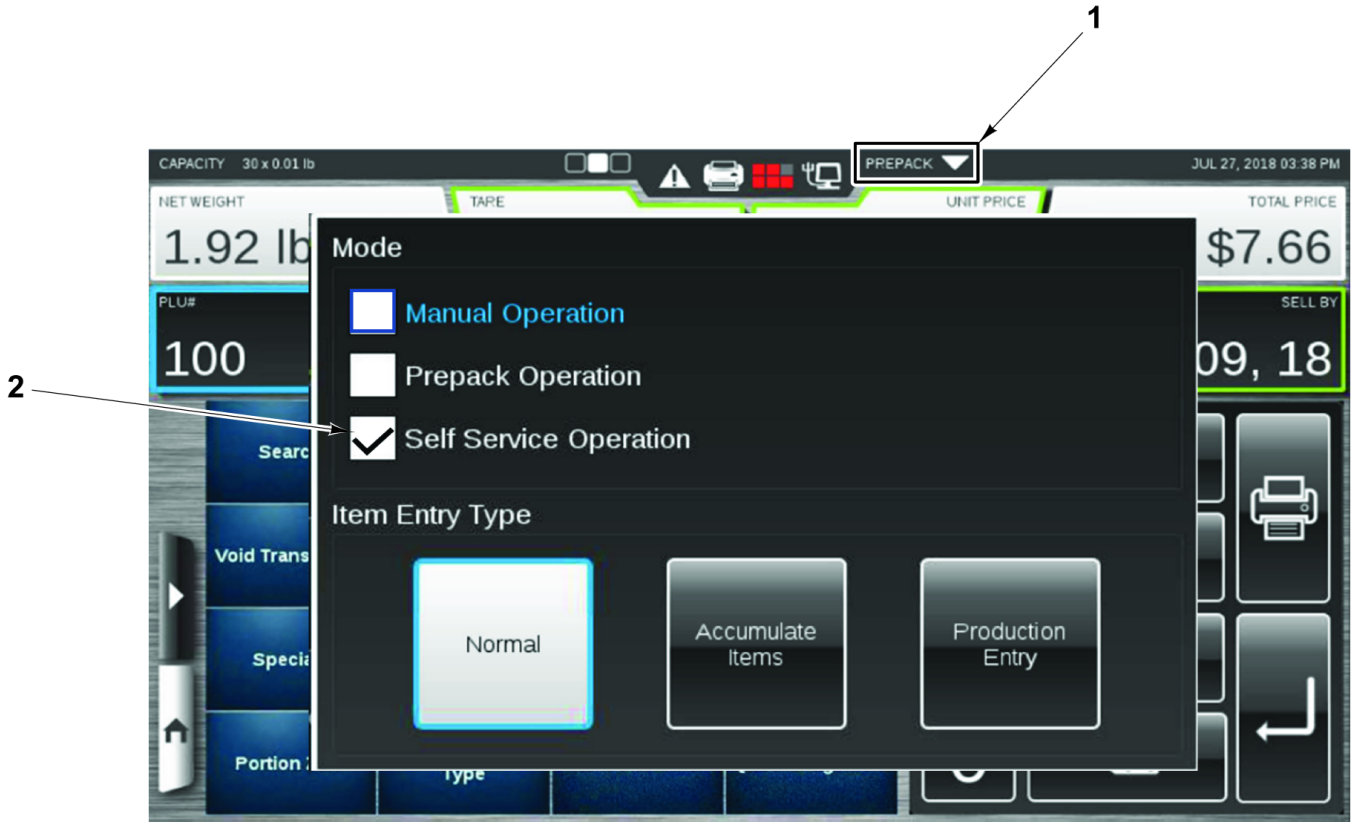
- Enter the PLU if known, or search for the PLU by using the search function.
- On units equipped with a barcode scanner, the consumer can scan the barcode.
- On units with image recognition technology, the consumer places the item on the scale, and a list of options are presented for the customer to choose from.

Once the item is on the scale and the correct PLU is selected, the consumer can then either print a label, or scan a QR code or barcode presented on the screen. The consumer cannot modify any product information. For by-count items, the consumer will be prompted to enter a quantity.

> **NOTE**: In order to place the scale in Self-Service mode, this feature must be enabled (turned on) in supervisor mode. Enabling this feature allows operator access to move between self-service and manual operation. See supervisor manual for instructions.
>
> **NOTE:** The language displayed in Self-Service mode can be toggled by touching the alternate language button on any screen.

To set the scale in Self-Service mode:

1. TOUCH the Scale Operation mode area at the top of the screen (1).
2. TOUCH “Self-Service Operation” selection box (2). The scale will start in Self-Service mode.



NOTE: Once the scale is in self-service mode, it will remain in this mode even after a system reboot or power failure until the scale is deliberately set for a different mode.

FS Scale User Interface

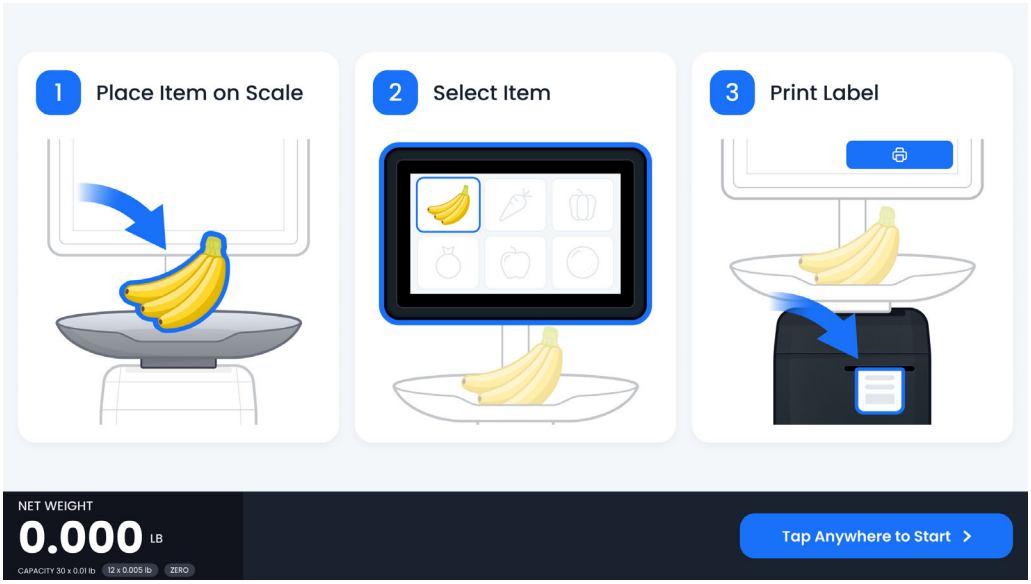
The FS Scale offers 2 interface styles:

- FreshServe User interface
- HT User Interface

Each interface style offers similar functionality, with differences in graphical design.

FreshServe User Interface

Follow the on-screen instructions to begin. The scale presents a start screen outlining process steps for operation.



Touch the screen or place an item on the scale to begin.

You should now see the Enter PLU screen.

This screen shows category buttons across the top of the page. The scale defaults to the Best Sellers category view until another category is chosen. Users can enter a PLU, choose a category, or press the search icon in the top left of the screen to search for an item.



If the item code (PLU) is known, enter the item code on the keypad and press "Enter" or navigate to the appropriate item using the flashkeys, or search for the item using the Search Icon (Insert image of search icon).

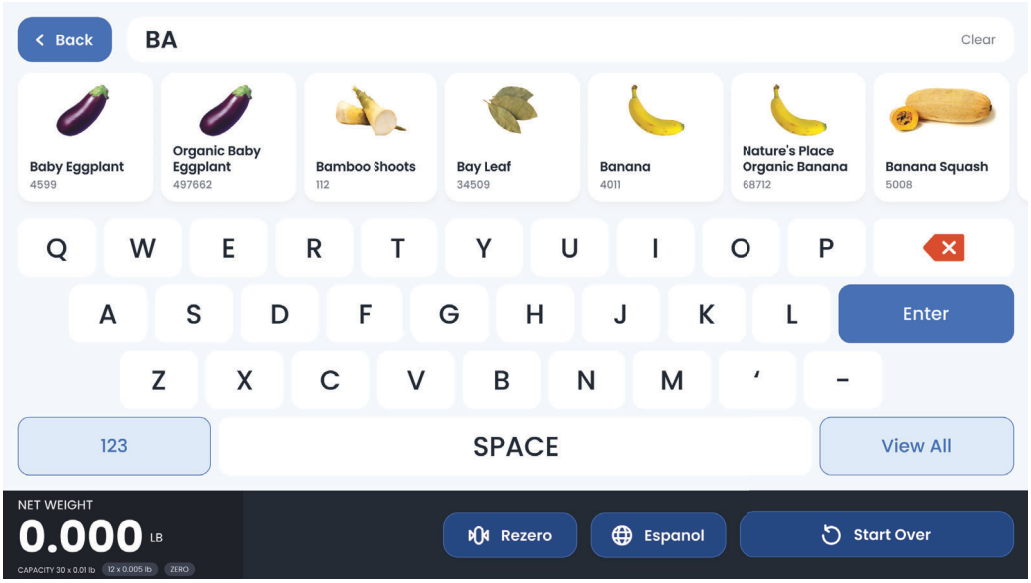


For a by weight item, the scale automatically presents the QR/Barcode and the print button. For a "By Count" item, enter the quantity desired using the keypad. With the product on the scale, TOUCH "Print Label" or scan the barcode/ QR code for scan and go operation.

The label will print for the consumer to retrieve.

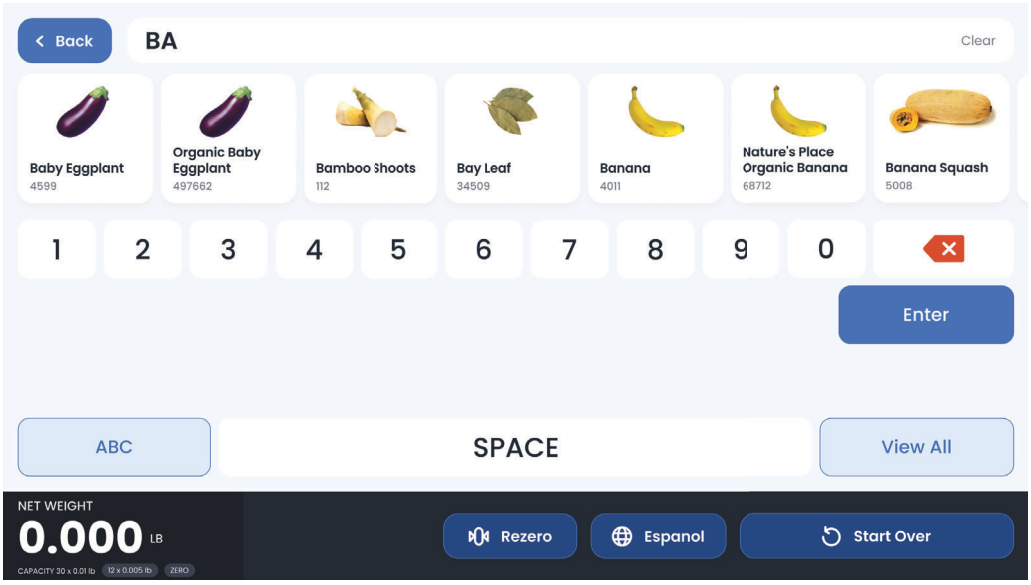
Using the Search Functionality

From the Enter PLU screen, TOUCH the “Search” icon. You should now see the self-service search screen.

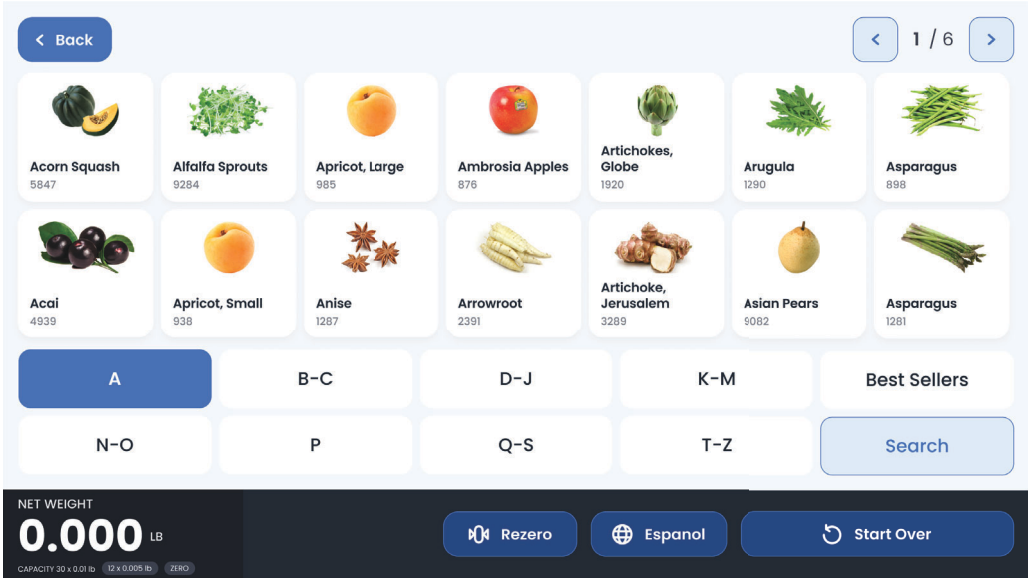


The main search screen offers a character by character search. The user can type in the name or description of the item.

To use numbers in the search instead of letters, TOUCH the 123 button in the bottom left of the screen. This will present the number options for entry.

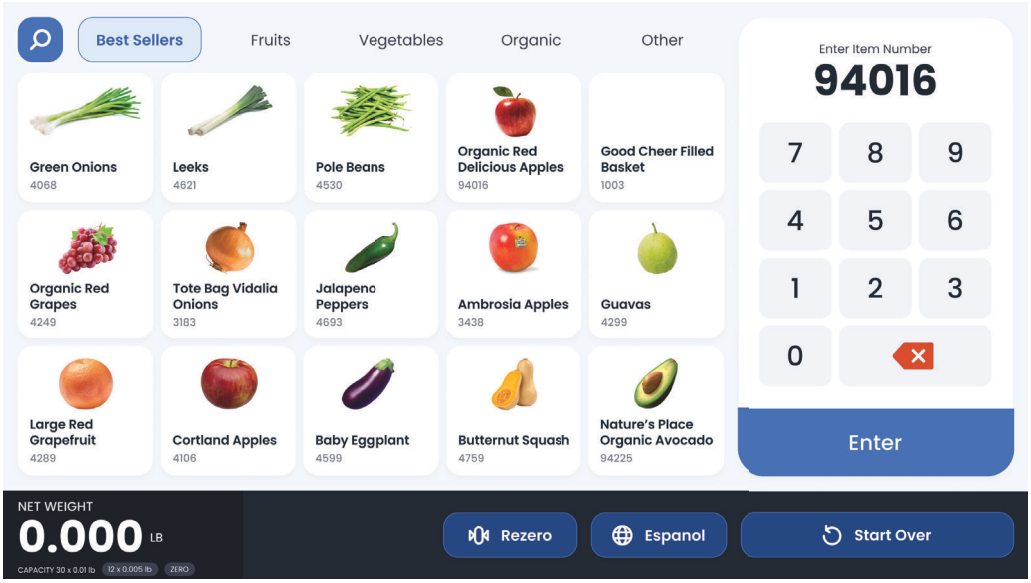


To search the PLUs using A-Z functionality TOUCH “View All” in the bottom right of the screen. This will present buttons with alphabetical ranges for broad search functionality.



Once the item is found, TOUCH the product flashkey and the Product Screen for the selected item will appear. Follow the on-screen directions to use the scale.

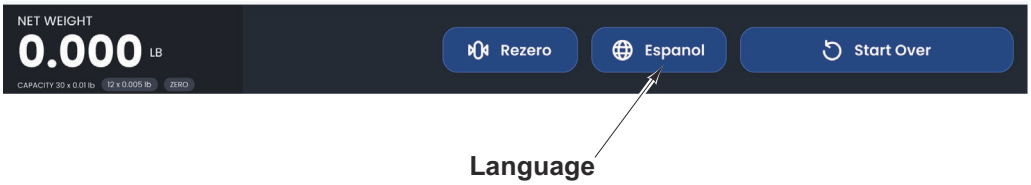
To Exit the Search screen, TOUCH the “Start Over” button. The scale will return to the Enter PLU screen.



To Rezero the scale in self-service mode TOUCH the “Rezero” button at the bottom of the screen



To change from the language, TOUCH the language button at the bottom of the screen featuring the desired language

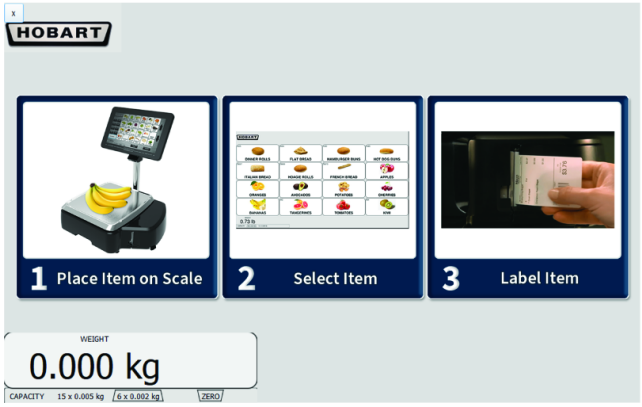


HT User Interface

To use the scale in self-service mode:

Follow the on-screen instructions to begin. The scale can be configured in supervisor mode for different consumer engagement messages, including customer-specific images or playlists. Below are two examples:

Place item on scale to begin



Touch the screen to begin



You should now see the Enter PLU screen

NOTE: The Enter PLU screen can be configured in supervisor mode to display fixed flash key categories as shown, a prompt to enter the PLU, or a set of best seller flash keys.



If the item code (PLU) is known, enter the item code on the keypad and press ENTER or navigate to the appropriate item using the flashkeys, or search for the item using the Search button. You should now see the Product Screen for the selected item.

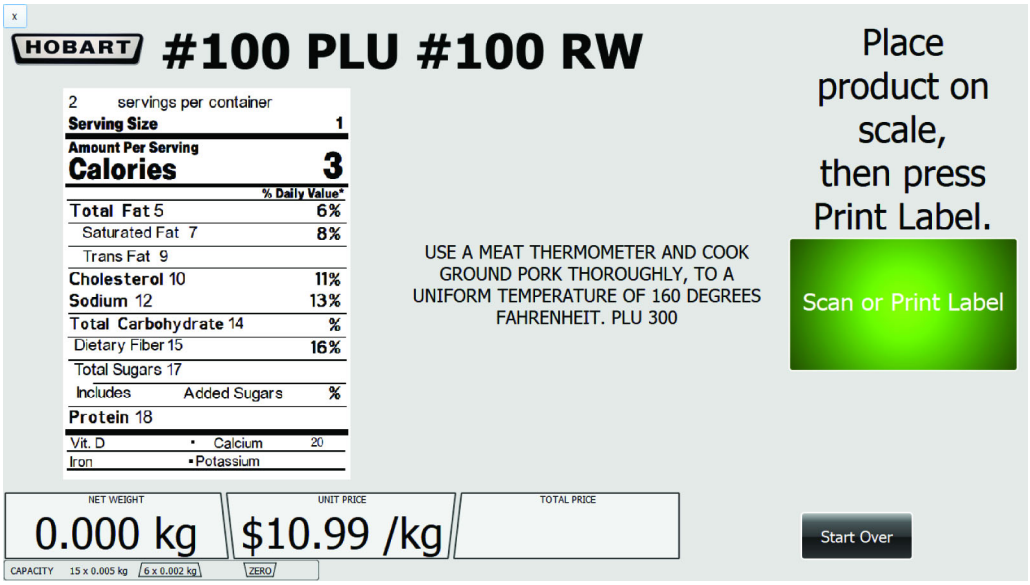


With the product on the scale, TOUCH Print Label, or scan the barcode/QR code for scan & go.

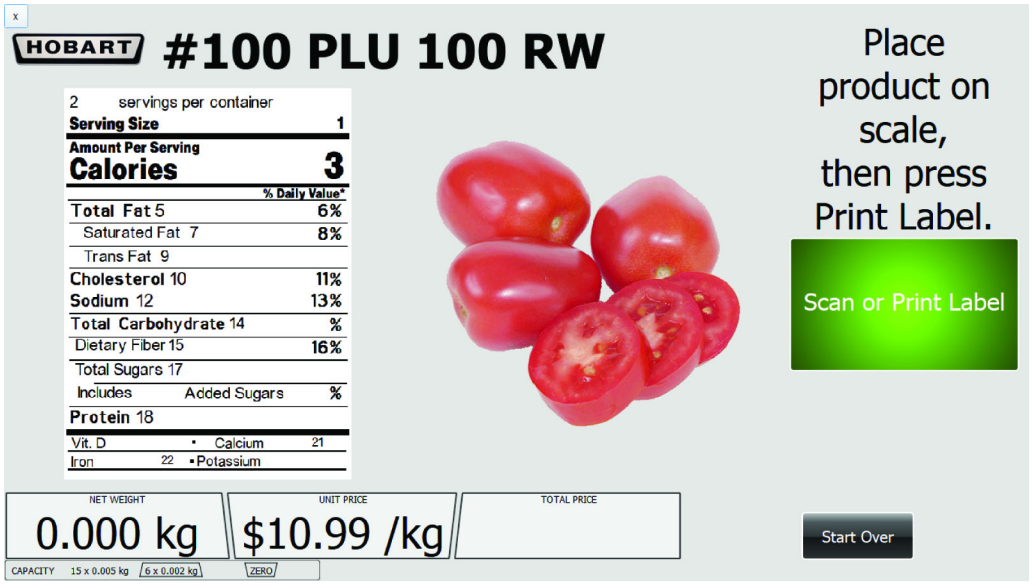
The label will print, and a screen will show an image or a video of label retrieval. Retrieve and apply the label.



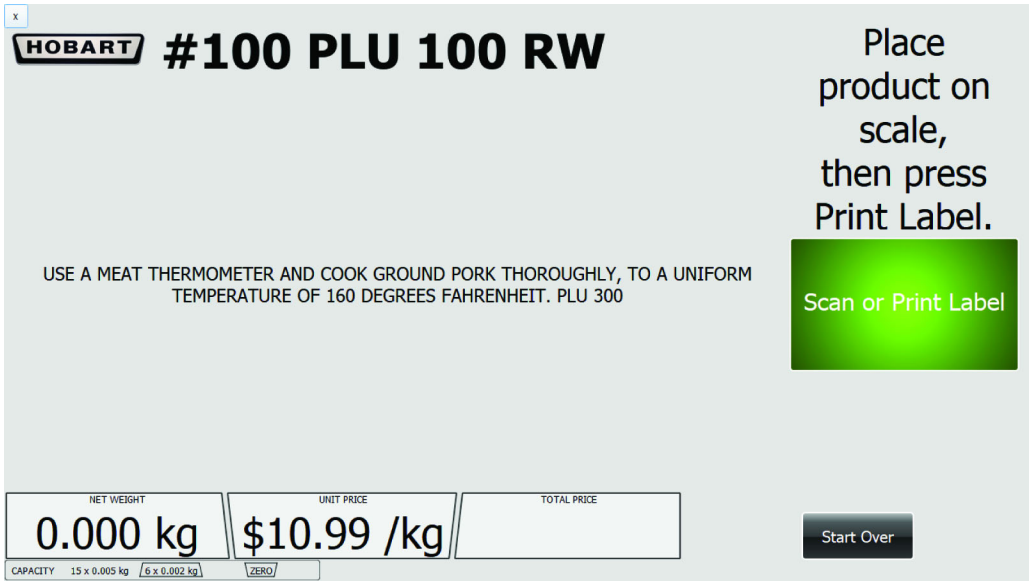
Additional information about the product may be available and will display on the Product Screen when the item code is entered. Here is an example of a Product screen showing nutrifacts with expanded text.



Here is an example of a screen showing nurtrifacts without expanded text.



Here is an example of a Product Screen showing expanded text only.



Here is an example of a Product Screen showing frequent shopper information without expanded text.



To use the search function in Self-Service mode: From the Enter PLU Screen, TOUCH the Search button. You should now see the Self-Service Search screen.

Search Screen methods are configurable in Supervisor mode. Below are examples of two different search methods. Follow on-screen prompts to search.

A-Z Search with Best Sellers



Character by Character Search



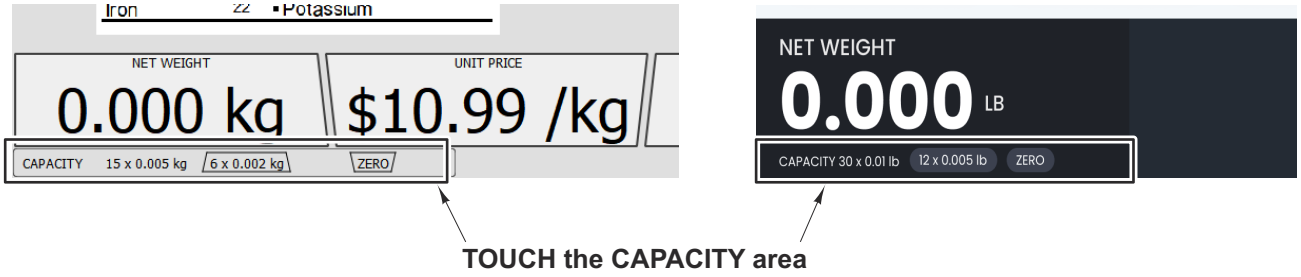
NOTE: The scale automatically determines the best seller keys based on sales data from that individual scale.

Once the product is found, TOUCH the product flashkey and the Product screen for the selected item will appear. Follow the on-screen directions to use the scale.

To Exit the Search screen, TOUCH the Start Over button. The scale will return to the Enter PLU screen.



To rezero the Scale in Self-Service mode or to exit Self-Service mode: TOUCH the lower left area of the screen displaying the capacity.

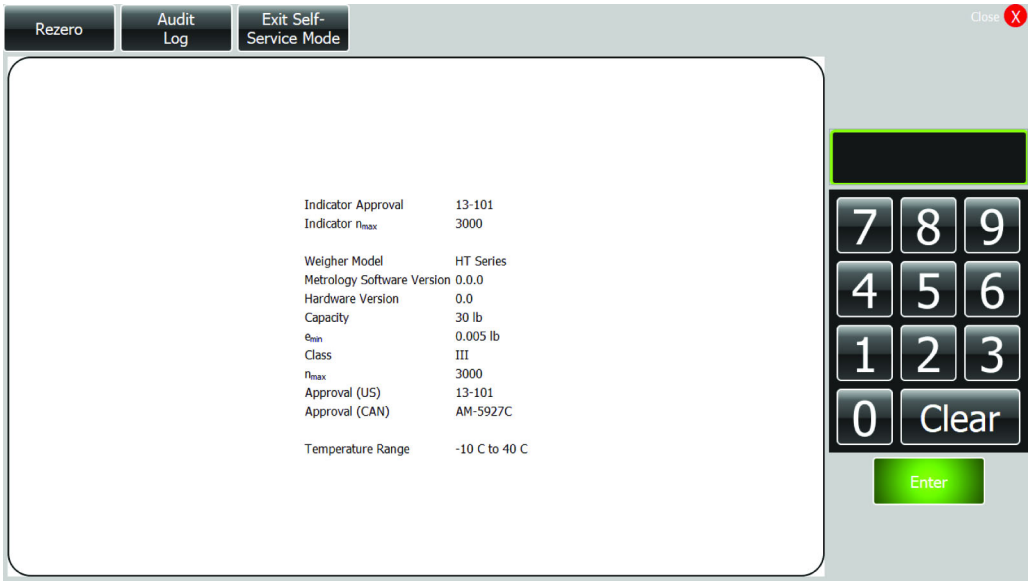


You should now see the Self-Service Mode Weights and Measures screen.

> **NOTE:** The information on this screen will vary based on the peripherals attached. An example screen is shown below.

To Rezero:

TOUCH “Rezero” in the top left corner of the screen.



To Exit Self-Service mode:

There are two methods to exit self-service mode:

1. Enter the operator ID and then TOUCH Exit Self-Service Mode.
2. Use a standard USB Supervisor/Service Key, and then TOUCH Exit Self-Service Mode.

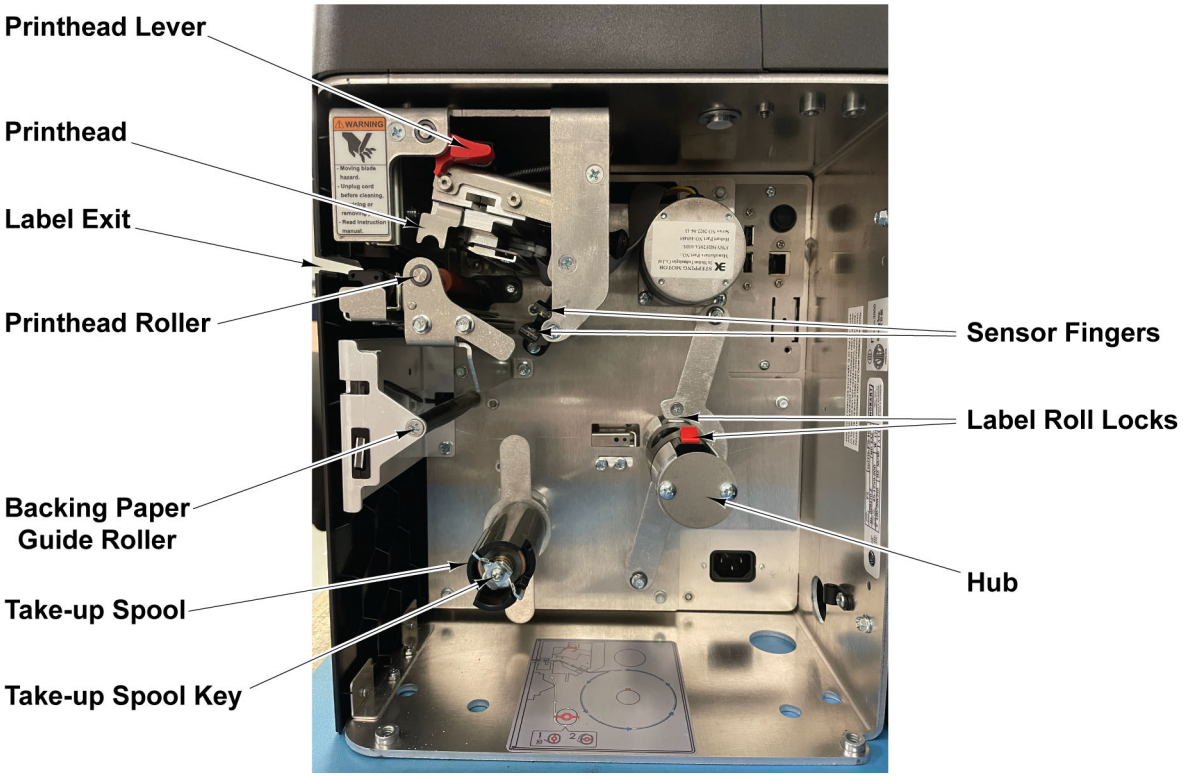
The scale will revert to standard operation.

> **NOTE:** A default operator ID of “1010” with level 1 scale access will be in the scale database to allow exit from Self-Service mode without a USB Supervisor/Service key.

About Labels

The FS Scale is designed to accept Die Cut, Continuous, or Linerless label stock. It is not required to change label settings when changing between types of label stock. The scale will automatically recognize and size the label stock when the label roll is properly installed and the access door is closed.

FS Printer Mechanism

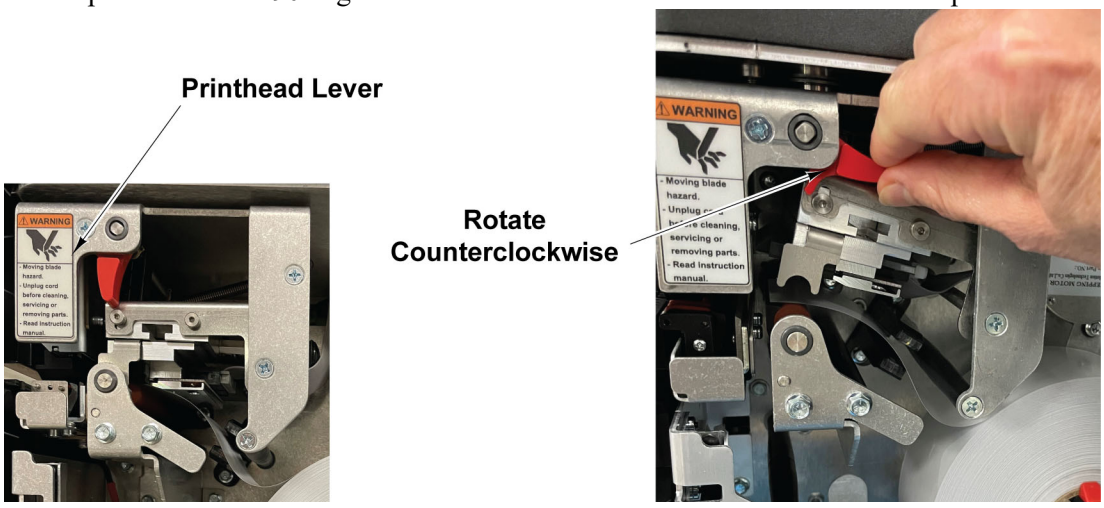


Changing Labels

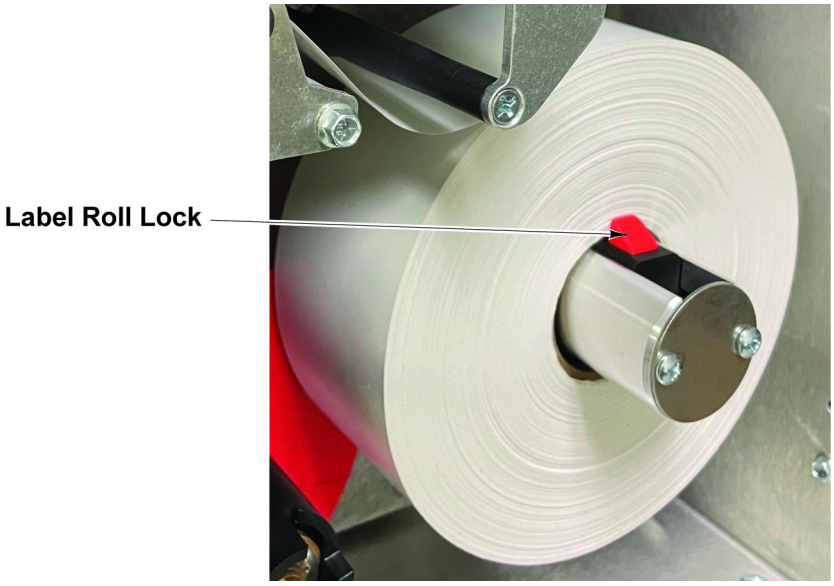
LINERLESS:

To install LINERLESS label stock:

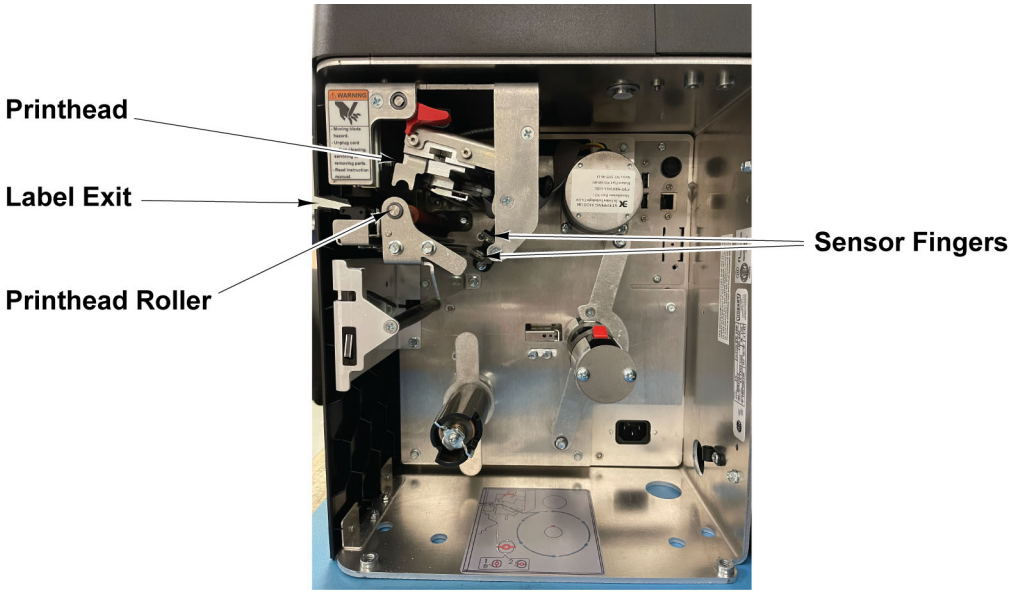
1. Open printer access door.
2. Rotate the red printhead lever 90 degrees counterclockwise to release the tension on the printhead.



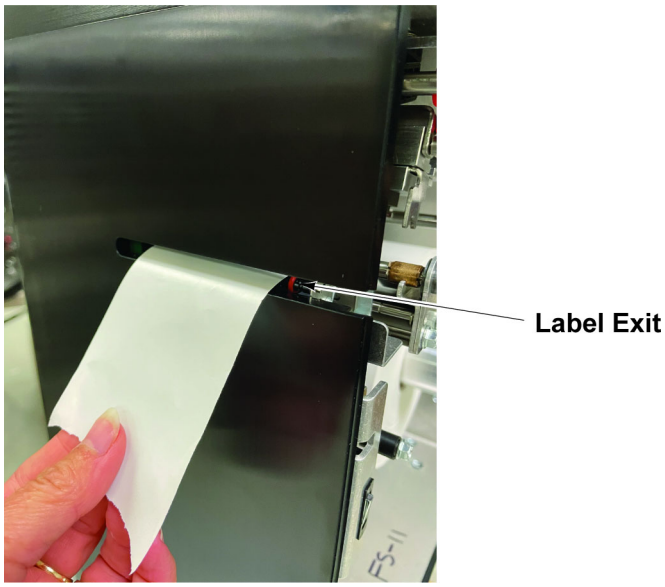
3. Insert label stock onto hub and push over top of the first roll lock button. Continue to push roll of stock into the unit until the roll lock button pops up. Release label stock and roll locks will center the stock on the hub. This will secure the label core into place.



4. Thread the label stock through the sensor fingers, between the print roller and the printhead, and through the label exit.



5. Expel 2-3 inches of label stock out through the label exit.



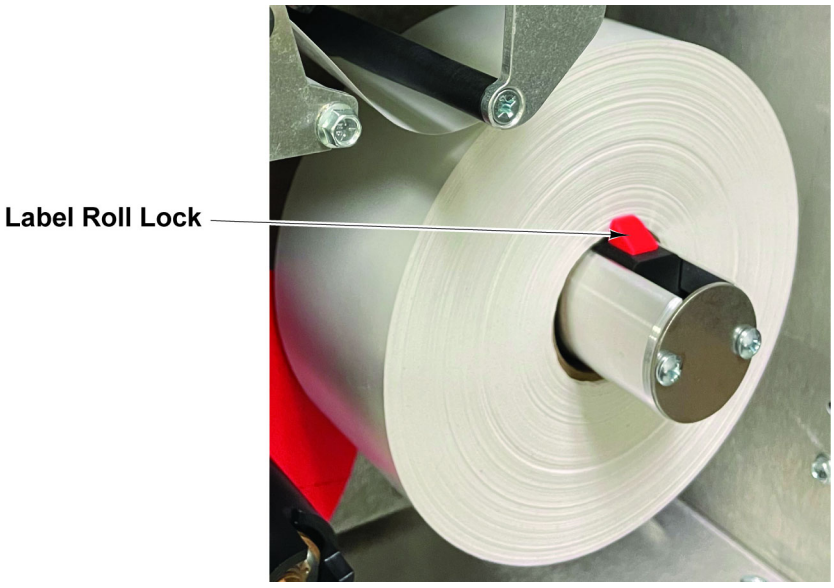
6. With the label stock in place, rotate the red printhead lever 90 degrees clockwise until it is seated and the label stock is firmly secured.
7. Close the printer access door.

   NOTE: The printer will automatically size the labels, expel a length of blank label stock, and cut the label roll.

The printer is now ready to print labels.

To remove empty LINERLESS label roll:

1. Open printer access door.
2. Rotate the red printhead lever 90 degrees counterclockwise to release the label stock.
3. Depress the red label roll lock on the hub to release the label core.

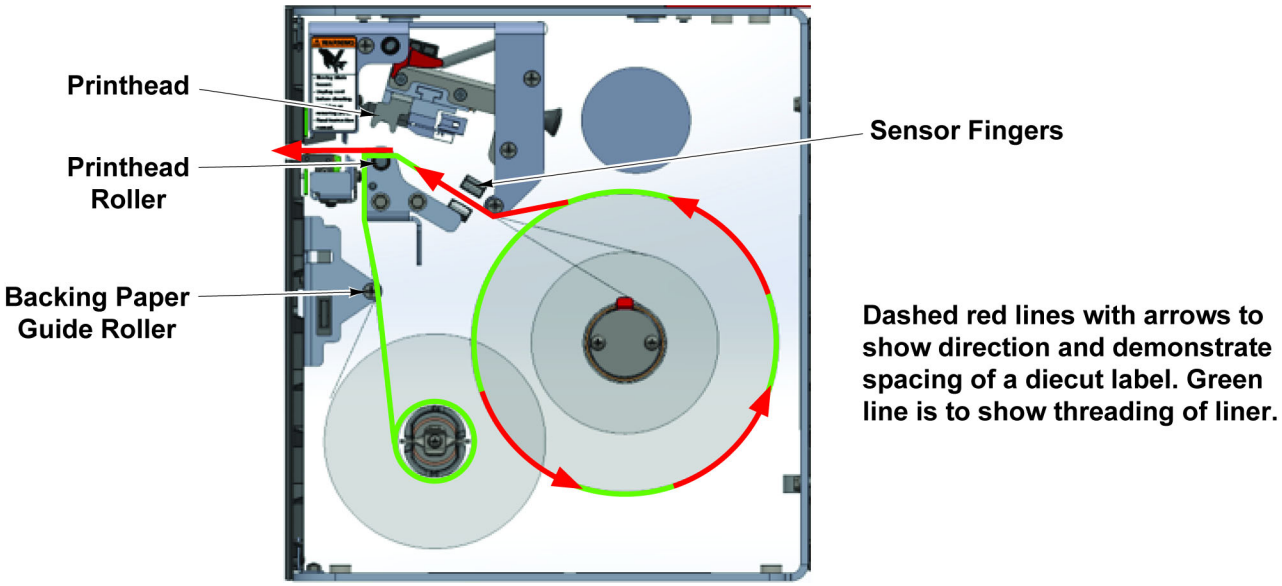


4. Remove the empty label core from the hub.

Die Cut

To install DIE CUT label stock

1. Open printer access door.
2. Remove approximately 10 inches of labels from the backing paper. This will create a leader to attach to the take-up spool.
3. Rotate the red printhead lever 90 degrees counterclockwise to release the tension on the printhead. (See step 2 of LINERLESS instructions.)
4. Pull the take-up spool key out to prepare for threading the backing paper. (See step 4 of CONTINUOUS).
5. Insert label stock onto hub, ensuring it is secured firmly between the two label roll locks. This will secure the label core into place. (See step 3 of LINERLESS instructions.)
6. Thread the backing paper between the sensor fingers, then between the print roller and the printhead.
7. Thread the backing paper around the backing paper guide roller.
8. Wrap the backing paper leader around the take-up spool in a counterclockwise direction.



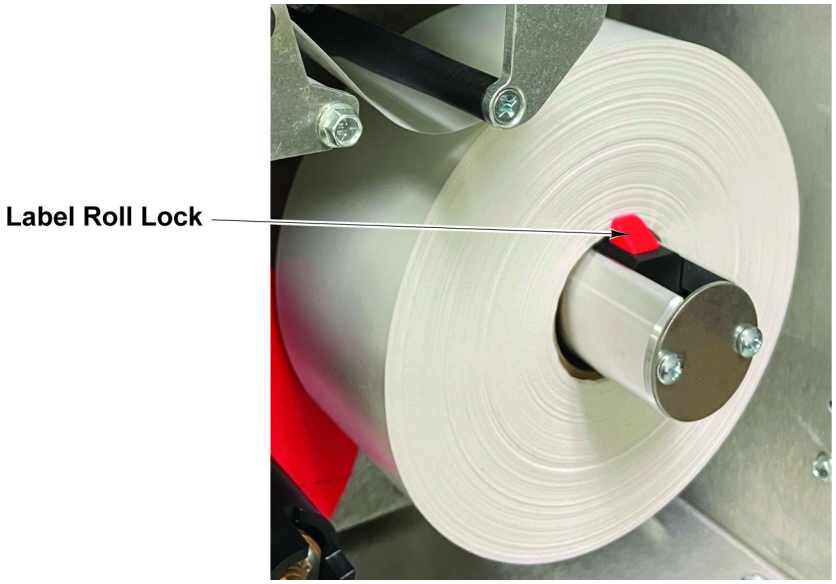
9. Push in take-up spool key to secure the backing paper leader.
10. With the label stock in place, rotate the red printhead lever 45 degrees clockwise until it is seated, and the label stock is firmly secured.
11. Close the printer access door.

NOTE: The printer will automatically size the labels and expel several blank labels.

The printer is now ready to print labels.

To remove empty DIE CUT label roll:

1. Open printer access door.
2. Rotate the red printhead lever 45 degrees counterclockwise to release the label stock.
3. Pull the take up key out to release the backing paper.
4. Depress the red label roll lock on the hub to release the label core.



5. Remove the backing paper from the take-up spool and remove the empty label core from the hub.

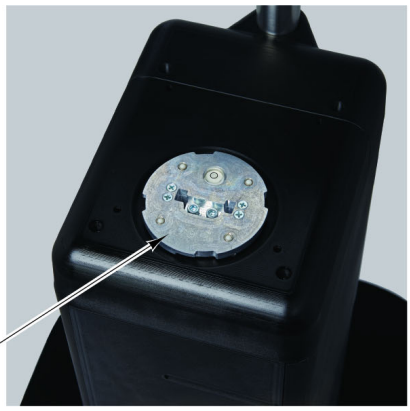
Removing the Bowl

The bowl on the FS scale is constructed of a warewash-suitable polymer for easy cleaning. The bottom of the bowl is attached to the scale utilizing a twist-lock mechanism.

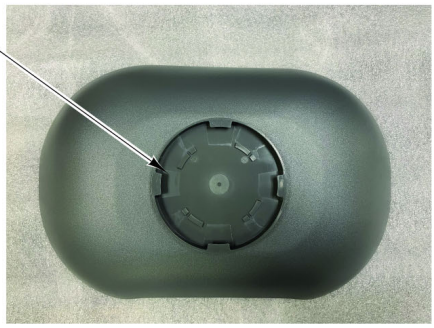
To remove the bowl, grip the sides of the bowl and gently twist 45 degrees counterclockwise. Lift the bowl from the scale and clean as desired.



Twist Counterclockwise



Twist Lock Mechanism



To Re-assemble the Bowl:

Line up the twist-lock notches on the bottom of the bowl with the notches on the scale. Gently twist the bowl approximately 45° clockwise until it is locked into place.

Index

A

About Labels, 3-13

C

Communications Connections, 2-2

D

Die Cut, 3-16

E

Electrical Connections, 2-1

F

FCC Note, 1-1

H

How to Change Labels, 3-13

O

Operator Manual Terminology, 1-1, 1-2

R

Removing the Bowl, 3-18

V

Verify Correctness of Weight and Price, 1-1