

HLX Self-Service Scale System

Operator Manual

ML-29309 **HLX Self-Service Scale**

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Chapter 1: Introduction

Introduction

Welcome

The HLX Self-Serve Scale System is perfect for weighing applications. All the consumer has to do is enter the product code number, weigh, and print.



HLX Self-Serve Scale System

All necessary operator data appears on the touch screen.

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.

Industry Canada Note

The term “IC:” before the equipment certification number only signifies that the Industry Canada Technical Specifications were met.

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 TOUCH means to activate an entry shown on the Operator Display 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.

Look At This

Look At This is information to alert you that you may be doing something that will permanently alter your system.

Important Information

The following warning is provided for your protection.

WARNING

FLUORESCENT LAMP IN DISPLAY PANEL CONTAINS A SMALL AMOUNT OF MERCURY. PLEASE DISPOSE OF ACCORDING TO LOCAL, STATE, OR FEDERAL LAWS.

Electrical Connections

A power cord is located on the bottom of the scale. Electric power of 120 V., 60 Hz., 1 phase (2-wire plus ground) is required.

Look At This

The scale should be installed and/or moved only by a qualified Hobart Service Technician. The system can operate in a temperature range from 32°F to 104°F (0°C to 40°C).

Chapter 2: Using the HLX Scale System

Using the HLX Scale System

Power Up the System

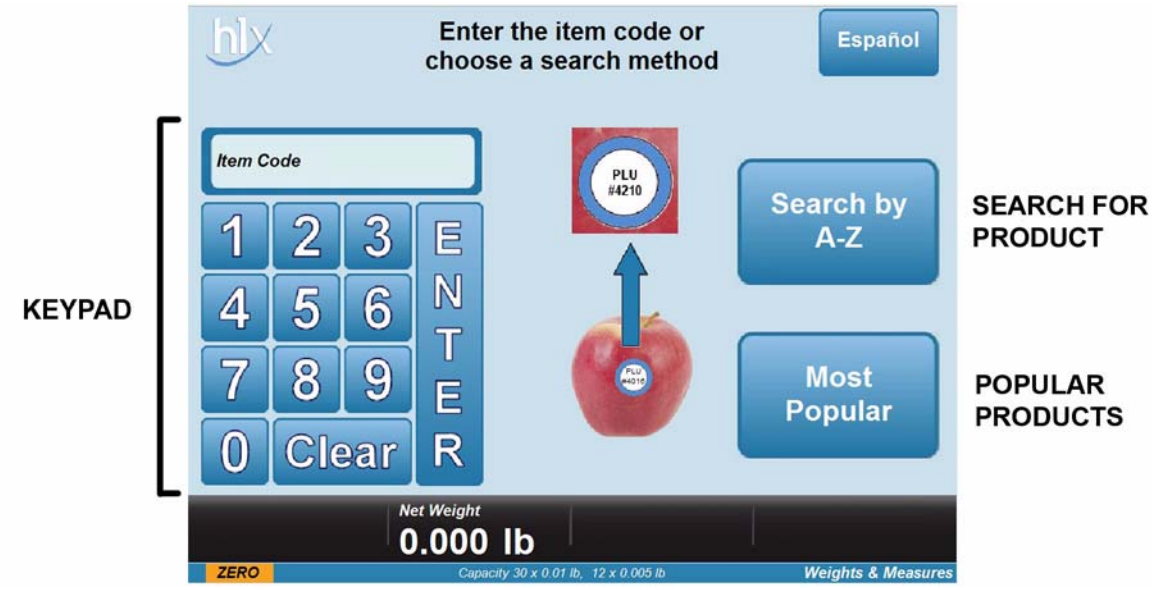
To power up the HLX Scale System, plug the power cord into a dedicated electrical receptacle.

Operator Start Screen

The Operator Start screen is the starting point for scale operation. The start screen can be the Starndard Option or Expanded Option.

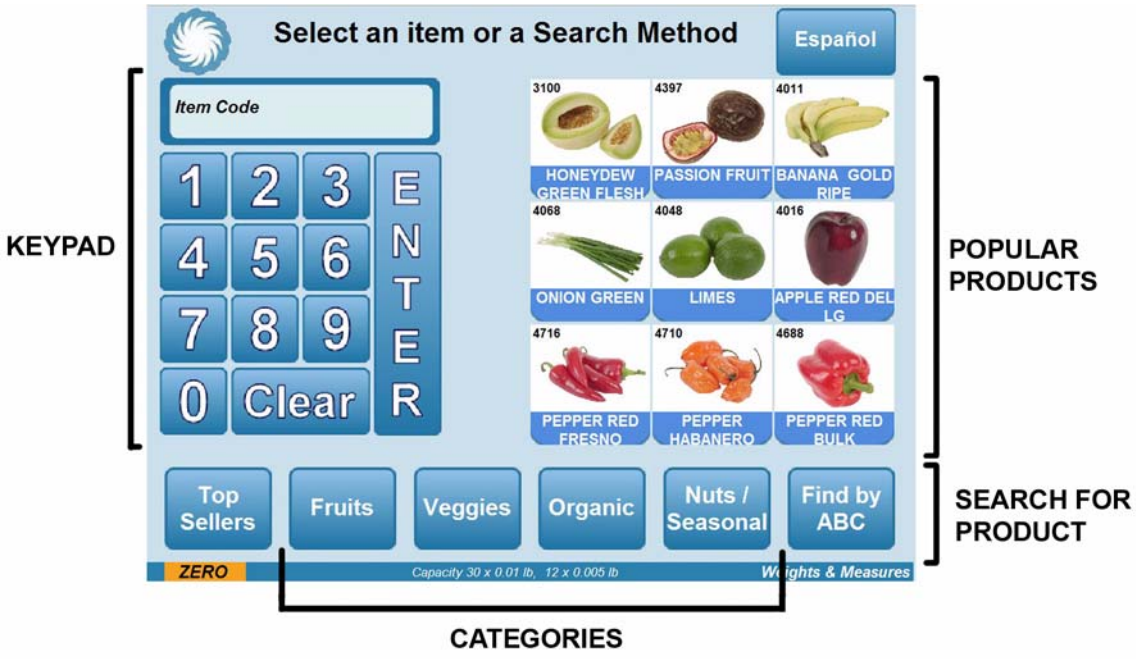
Standard Option

The Standard Option is basically divided into three sections. The keypad, most popular flashkey and search by A-Z flashkey. The keypad is used to enter the PLU (Product Look Up) number. The most popular flashkey will display the most popular products weighed by the scale. The search by A-Z flashkey is a way to look up products alphabetically.



Expanded Option

The Expanded Option is basically divided into four sections. The keypad, popular products flashkeys, categories and search for product flashkeys. The keypad is used to enter the PLU (Product Look Up) number. The popular products flashkeys section will display the nine most popular products weighed by the scale. The categories flashkeys organize products by descriptions such as organic or fruits. The search for product (Find by ABC) flashkey is a way to look up products alphabetically.



Random Weight Product Screen

Some products are sold by weight. When a product is sold by weight, use the following instructions:

From the ***Operator Start Screen***, TOUCH a Flashkey–OR–enter the PLU on the keypad and TOUCH Enter. You should now be on the ***Random Weight Screen*** for the desired product. If the wrong product appears on the screen, TOUCH Start Over.



The Random Weight Screen displays the following information:

- Product PLU.
- Product description.
- Picture of product, if available.
- Tare - The weight of the packing material for which the consumer does not pay.
- Net weight displayed in lbs.
- Unit Price - The price per unit measure.
- Total Price.
- Discount Unit Price, if available.
- Discount Total Price, if available.
- Discount Savings, if available.

Place product on scale and TOUCH Press Here to Print Label. An icon will appear indicating the label printed. Remove label and place on package.



Note

If the Press Here to Print Label is not touched within 20 seconds after placing the product on the scale, the scale will return to the Operator Start Screen without printing a label.

By Count Product Screen

Some products are sold by count and not weight. When a product is sold by count, use the following instructions:

From the ***Operator Start Screen***, TOUCH a Flashkey–OR–enter the PLU on the keypad and TOUCH Enter. You should now be on the ***By Count Product Screen*** for the desired product. If the wrong product appears on the screen, TOUCH Start Over.



The By Count Screen displays the following information:

- Product PLU.
- Product description.
- Picture of product, if available.
- Numeric Keypad
- Quantity
- Unit Price - The price per unit measure.
- Total Price.

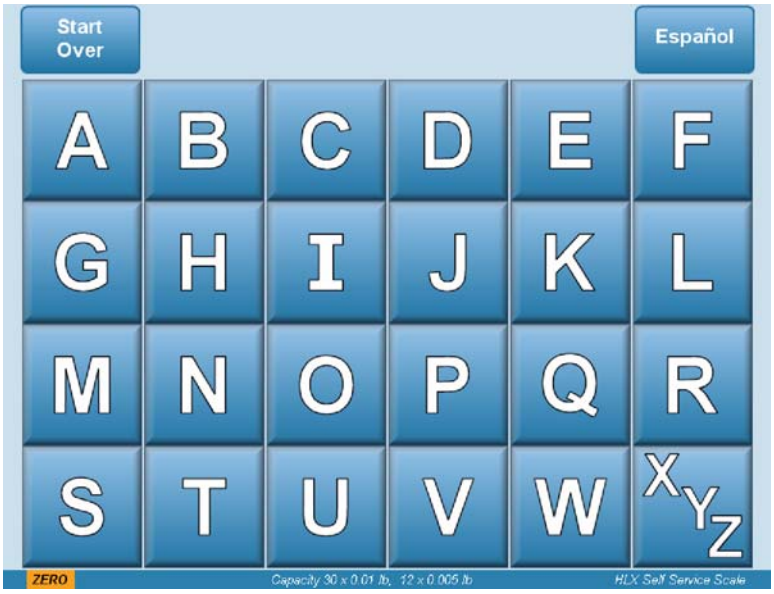
Enter the quantity required for the product and TOUCH Enter. An icon will appear indicating the label printed. Remove label and place on package.

Note
If Enter is not touched within 20 seconds after the quantity has been touched, the scale will return to the Operator Start Screen without printing a label.

Search for Product

The Search for Product flashkeys provide a quick way to find the PLU number for any given product. The scale can search by product types or alphabetically.

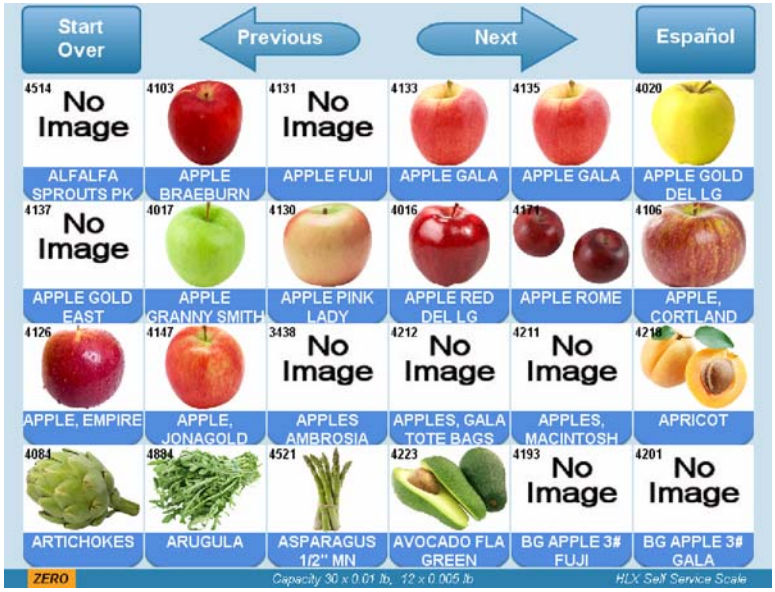
To search alphabetically, TOUCH the Find by ABC button on the screen. You should now be on the ***Alphabetical Search Screen***.



TOUCH the letter of the product to find.

Note

The scale will search the database for products that have the selected letter as the beginning letter of any of the words in the products description. Example: White Onion can be found under the letter O for Onion and the letter W for White.



TOUCH the Previous or Next arrows on the screen to look through more options if necessary. If the wrong letter was touched, TOUCH Previous.

Touch the picture of the desired product. You should now be on the Product Screen for that product.

Rezero Weigher

The operator can be given the ability to rezero the scale. Prior to placing any product on the scale, the word **ZERO** should appear in the lower left hand corner of the screen in orange. If this is not true, follow these procedures:

Once on the ***Product Screen***, TOUCH Rezero.



A screen will appear starting the progress.



If the amount to rezero is greater than the amount set by the scale administrator, a different message will appear.



Remove any excess water or debris from the scale platter and try again. If this message appears again, contact store personnel.

If the scale senses negative weight, the following screen will appear. TOUCH Rezero to set the scale to zero weight.

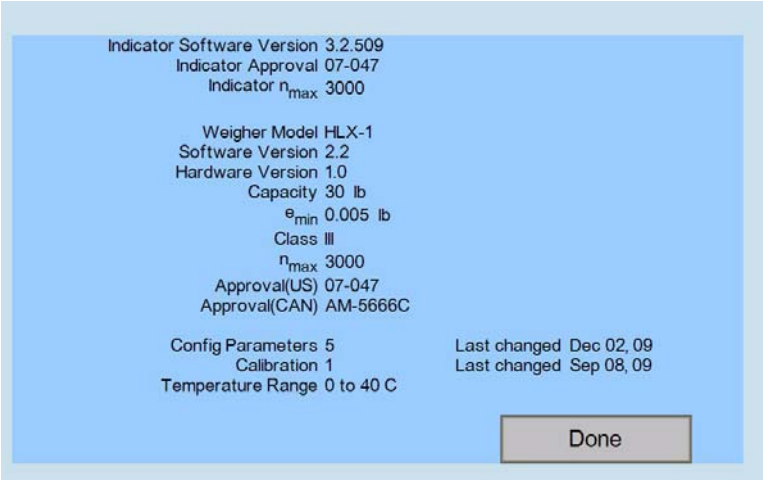


Weights and Measures Screen

From the operator start screen, TOUCH Weights and Measures in the lower right hand corner. You should now be on the ***Weights and Measures Screen***.

Note

The information on this screen will vary depending on the peripherals attached.



Chapter 3: Maintenance & Cleaning

Maintenance & Cleaning

Removing the Label Cassette

To remove the Label Cassette:

1. Press down on the black label Cassette Eject Button. The Label Cassette will partially eject one to two inches.
2. Grasp the Label Cassette and slide it toward the front.



Installing the Label Cassette

To install the Label Cassette:

1. Line up the Guide Rail on the Label Cassette with the track on the base of the scale.
2. Slide the Label Cassette into the Printer Area.

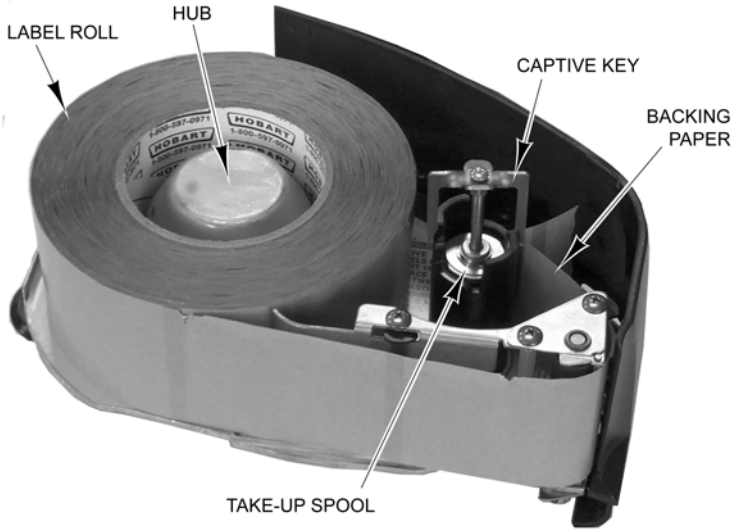


3. There will be a slight resistance the last 1-2 inches of travel as the mechanism engages. The motion should be similar to closing a cash register drawer.
4. Press it *firmly* until you hear the cassette latch lock into place.

Removing the Label Roll

To remove the label roll:

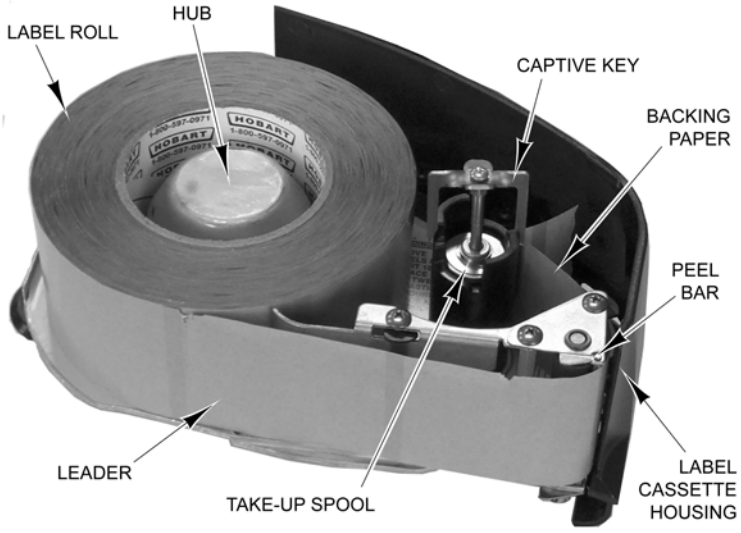
1. Remove the Label Cassette.
2. Lift the metal Captive Key up and remove any remaining labels and backing paper from the take-up spool.
3. Remove the label roll from hub.



Loading the Label Cassette

To load the Label Cassette:

1. Remove labels from the first 10 inches of the label roll.
2. Place the label roll on the Hub in the Label Cassette.
3. Thread the leader between Peel Bar and Label Cassette Housing.



4. Pull the Captive Key up and wrap leader around the take-up spool, then Slide the Captive Key down onto spool.
5. Turn spool counterclockwise until edge of first label is even with peel bar.
6. Install the Label Cassette.

Removing the Scale Platter

To remove the Scale Platter:

1. Lift up on the front lip of the platter.
2. Pull it straight up to remove.



Installing the Scale Platter

To install the Scale Platter:

1. Locate the Platter Locating Studs on the bottom of the platter.
2. Line the Studs up with the hole in the Center of the Rubber Platter Mounts on the sub-platter.

Adjusting Console Position

The HLX Scale System is designed so you can place the scale anywhere in your operation and adjust the screen for best visibility.

The Console may be pivoted into eight different positions. To adjust the console position:

1. Press the two Console Adjustment Buttons located on each side of the Console.
2. Pivot the Console to the desired position for best viewing.
3. Release Console Adjustment Buttons to lock it into place.



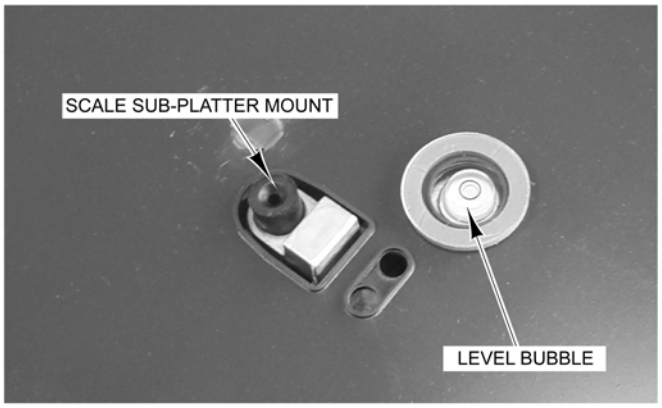
Adjusting the Scale Feet

There are four Scale Feet located underneath the Scale System. You may need to adjust these feet slightly in the event the scale isn't sitting on the table/case properly.

Proper adjustment of these feet helps you maintain the proper scale balance.

To check Scale balance:

1. Remove the Platter.
2. Locate the Level on the Scale sub-platter. It can be seen through a hole in the Scale main housing.



3. Adjust the feet until the "bubble" is in the middle of the level.

To **increase** the length of the scale feet:

1. Rotate the feet in a counterclockwise direction.
2. Rotate the lock nut until it is firmly against the scale base housing to lock the adjustment in place.



To **decrease** the length of the scale feet:

1. Rotate the feet in a clockwise direction.
2. Rotate the lock nut until it is firmly against the scale base housing to lock the adjustment in place.

Cleaning the Printhead

The printhead of your HLX Scale System should be cleaned approximately once each week, or whenever labels are obstructed due to a residue buildup on the printhead and/or roller. It is a good idea to clean the printhead roller whenever a new roll of labels is installed. To obtain a Printhead Cleaning Kit, contact your local Hobart Representative; request Part Number 00-184326.

Look At This

- ***Do not use a metal tool on the printhead.*** This could scratch or break the printhead. In addition, monitor the printer to look for labels stuck on the printer parts. If found, remove these labels at once following the instructions given below.
- Do not dampen labels, electronic parts, or connections. Do not allow water to enter the openings in the housing. This could damage the scale system.

1. Use the scraper from the Printhead Cleaning Kit to remove stuck-on label stock.
2. To remove burnt-on adhesive, gently rub the printhead surface with the eraser from the Printhead Cleaning Kit.
3. Using the cleaner and a swab from the Printhead Cleaning Kit, scrub the printhead until all of the residue is removed.
4. Clean the roller with the cleaner and swabs.
5. Allow the printhead and roller to dry before loading the labels.

Cleaning the Exterior of Scale

Carefully clean the exterior of the HLX Scale System with a clean sponge or cloth and a warm water and mild detergent solution (i.e., Palmolive green or Ivory liquid dishwashing detergents).

CAUTION

- Do not dampen labels, electronic parts, or connections.
- Do not allow water to enter the openings in the housing. This could damage the scale system.

Troubleshooting

In the event that your HLX Scale System does not operate as expected, please reference the following troubleshooting steps before calling for service.

If you are experiencing problems with the system, the following scenarios may be of help.

Problem	Possible Cause	Action/Solution
There is no display on the display unit.	You may not have power running to the system.	Verify the following connections: • *Power cord is plugged into a working electrical outlet.* • *Power cord is plugged into the console.*
The Operator ID was not accepted.	You may have entered the wrong ID.	Verify that you are entering the proper ID. If correct, have your supervisor check the ID number.
Product number was not found.	You may have entered an invalid product number.	Verify the product number.
System prompts you to take a label. No label is present.	A portion of the label may be 'hidden' in the label exit.	Make sure that the label exit is clear.
Partial non-printed label is exposed.	The labels may be improperly threaded.	Verify that labels are properly threaded.
System prints blank labels or partially printed labels.	The labels may be improperly threaded or the printhead or roller may be dirty.	Check to see that labels are threaded properly. If the problem persists, clean the printhead using the Hobart Printhead Cleaning Kit.

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