

Quantum[®] Scale System

SELF SERVICE Operator Manual

Models
Quantum

ML-29001
ML-29004

F - 33953A
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Self Service Overview

This supplement manual was written to address Quantum functionality when in Self Service mode. It is intended to replace the existing Quantum Operator manual (F-19403). Be aware that when configured as a Self Service scale, the scale cannot be used in any other mode.

Self Service enables your consumers to use the scale with minimal store employee involvement. Once the scale is set up the consumer can enter the CODE number, weigh the item and print a label.



Self Service scales vary slightly from most Quantum scales. They are sold as part of a Hobart WeighStation or individually. The WeighStation includes:

- a Self Service Scale - equipped with an interactive display and keyboard; platter rails (optional)
- a Scale Stand
- a PLU Code Plexiglas Display/Holder
- a Brochure
- a Brochure Holder
- a Self Service Banner
- a Poster
- a Produce Keypad (optional)



Scale Security/Loss Prevention

Self Service mode was designed to prevent consumers from tampering with the scale. Department personnel can override this mode with a secret identification.

**Weighing and Labeling
Random Weight Items**

To weigh an item:

1. From the Default screen, ENTER the CODE number of the item. This number can be found stamped on the item, located on the bin or rack, or in the partial item list, which is available near the scale. If you incorrectly enter the number, PRESS [START OVER].



Note

If you have the optional Produce Keypad, PRESS the speedkey on the produce keypad instead of entering the CODE number.

QUICK STEPS

From the Default screen:

1. ENTER CODE number
2. Place Item on platter
3. PRESS [PRINT]
4. Take label
5. Remove item

| |
|---|
| Weight: 0.00 lb |
| Enter the Code number. <input type="text"/> |
| <i>The</i> WEIGH STATION |



Note

If the system is not set for auto lookup the above screen is slightly different. You must enter the code number and PRESS [PRINT].

2. Place item on the platter.

| | | | |
|---|---------|-----------------|------|
| Place the item on the platter, then press the PRINT key to print your label. | | | |
| Code number | 4011 | Tare | 0.02 |
| Unit Price | \$ 0.59 | | |
| | BANANAS | | |
| Net Weight | | -0.02 lb | |
| Total Price | | | |

When the product is on the platter the Net Weight and Total Price display.

| | | | |
|---|----------------|------|------|
| Place the item on the platter, then press the PRINT key to print your label. | | | |
| Code number | 4011 | Tare | 0.02 |
| Unit Price | \$ 0.59 | | |
| | BANANAS | | |
| Net Weight | 0.98 lb | | |
| Total Price | \$ 0.58 | | |



Note

The minimum weight to print a label depends on your scale configuration.

3. PRESS [PRINT]. As the label prints, the following message displays:

| | | | |
|--|----------------|------|------|
| Take the label and place it on the package. | | | |
| Code number | 4011 | Tare | 0.02 |
| Unit Price | \$ 0.59 | | |
| | BANANAS | | |
| Net Weight | 0.98 lb | | |
| Total Price | \$ 0.58 | | |

4. Take the label and apply it to the item or bag.
5. Remove item from the platter. The scale automatically returns to the Default screen when the label is taken.



Note

The scale automatically returns to the Default screen after 20 seconds even if the product was not removed from the scale platter.

Labeling By Count Items

QUICK STEPS

From the Default screen:

1. ENTER CODE number
2. ENTER quantity
3. PRESS [PRINT]
4. Take label

To price an item sold by count:

1. From the Default screen, ENTER the CODE number of the item. If you incorrectly enter the number, PRESS [START OVER].

| |
|---|
| Weight: 0.00 lb |
| Enter the Code number. <input type="text"/> |
| <i>The</i> WEIGH STATION |

2. Enter the quantity that you will be purchasing.
3. PRESS [PRINT].

| |
|---|
| Enter the quantity then press the PRINT key. <input type="text"/> |
| Code number 94319 Price 1 For \$ 1.59 CANTALOPE, ORGANIC |
| Total Price |

4. Take the label and apply it to the item or bag. The scale automatically returns to the Default screen.

Troubleshooting

The following section contains information to help you troubleshoot your scale. When an error occurs, a message displays telling the consumer to contact a store employee. The table explains each error message, what may have caused it and how to solve the problem.

| Error Messages | Error | Probable Cause | Solution |
|----------------|--|---|---|
| | CODE number can not be used in Self Service Mode. | Invalid CODE number or CODE number was mistyped. Invalid Label Type. PLU is Forced Price, Forced Tare, Fixed Weight or Fluid Ounce. | Check the number and re-enter or PRESS [START OVER]. |
| | CODE number can not be found. | Invalid CODE number or CODE number was mistyped. | Check the number and re-enter or PRESS [START OVER]. |
| | Out of Labels or Labels are jammed. Contact Store Personnel for help. | Labels are not loaded in the label cassette. | <ol style="list-style-type: none"> 1. Remove the label cassette. 2. Check the printhead for label debris or glue. Clean, if necessary. 3. Load the label stock. 4. Reload the label cassette. |
| | Label Cassette Open. Contact Store Personnel for help. | The black latch was pressed, leaving the latch open and the cassette ajar. | Reload the label cassette, pushing it firmly in place. |
| | This Self Service scale is out of order. Contact Store Personnel for help. | The scale has a negative gross weight or is outside the zero maintenance zone. | Zero the scale. To zero: <ol style="list-style-type: none"> 1. Remove any weight from the platter. 2. PRESS [RESET]. Wait for scale to Power Up. 3. The <i>Start a Run</i> Screen displays. 4. PRESS [ZERO] if the scale is still not zero. 5. When the scale is at zero, PRESS [ENTER] to return to Self Service. |
| | The minimum weight to print a label _____. | Not enough weight on scale. | Press any key to try again. Add more product. |

