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**Ingco HESA31003**

# Ingco HESA31003 Electronic Weight Scale User Manual

Model: HESA31003

## 1. Introduction

Thank you for choosing the Ingco HESA31003 Electronic Weight Scale. This manual provides essential information for the safe and efficient operation of your new scale. Please read it thoroughly before use and keep it for future reference.
This electronic scale is designed for accurate weighing of various items, particularly suitable for food applications, with a maximum capacity of 100kg and a precision of 20g.




*Image: The Ingco HESA31003 Electronic Weight Scale, featuring a grey base, a stainless steel weighing platform, and a clear LED display unit.*

## 2. Safety Instructions

- Always place the scale on a firm, flat, and stable surface to ensure accurate readings.

- Do not overload the scale beyond its maximum capacity of 100kg. This can damage the weighing mechanism.
- Avoid exposing the scale to extreme temperatures, direct sunlight, or high humidity.
- Keep the scale away from water and other liquids to prevent electrical shock or damage.
- Do not attempt to disassemble or repair the scale yourself. Contact qualified service personnel for assistance.
- Clean the scale with a soft, damp cloth. Do not use abrasive cleaners or immerse the unit in water.
- Ensure the power supply matches the specified voltage (220-240V 50/60Hz) before plugging in.

## 3. Package Contents

Upon opening the package, please verify that all components are present and in good condition:

- Ingco HESA31003 Electronic Weight Scale unit
- Power Cable
- User Manual (this document)

## 4. Product Features

- **High Capacity:** Weighs up to 100 kg.
- **High Precision:** 20g reading accuracy.
- **Clear Display:** Bright LED screen for easy reading.
- **Durable Construction:** Stainless steel platform for longevity and hygiene.
- **Large Platform:** 300 x 400 mm platform size accommodates various items.
- **Tare Function:** Allows for weighing items in a container by subtracting the container's weight.
- **Power:** Operates on 220-240V 50/60Hz.

## 5. Setup

1. **Unpack:** Carefully remove all components from the packaging.
2. **Placement:** Choose a flat, stable, and level surface for the scale. Ensure there are no vibrations or drafts that could affect accuracy.
3. **Connect Power:** Plug the power cable into the scale's power input, then connect it to a suitable 220-240V 50/60Hz power outlet.
4. **Initial Power On:** Press the power button (usually marked 'ON/OFF') to turn on the scale. The display should light up and show '0.00' or similar.
5. **Calibration Check (Optional):** While the scale is factory calibrated, if you suspect inaccuracies, refer to the troubleshooting section or contact support for calibration procedures.

## 6. Operating Instructions

### 6.1 Basic Weighing

1. Turn on the scale by pressing the**ON/OFF** button.
2. Wait for the display to show '0.00' (zero).

3. Gently place the item to be weighed onto the center of the stainless steel platform.
4. Read the weight displayed on the LED screen.
5. Remove the item from the platform. The display should return to zero.

### 6.2 Using the Tare Function

The tare function allows you to weigh items in a container without including the container's weight.

1. Turn on the scale and ensure it displays '0.00'.
2. Place the empty container onto the center of the platform. The display will show the container's weight.
3. Press the **TARE** button (or similar button, refer to specific button labels on your unit). The display will reset to '0.00'.
4. Now, place the items you wish to weigh into the container. The display will show only the net weight of the items.
5. To clear the tare function, remove both the items and the container from the platform. The display may show a negative value. Press the **TARE** button again to return to '0.00'.

## 7. Maintenance

- **Cleaning:** Wipe the scale's platform and body with a soft, slightly damp cloth. For stubborn stains, use a mild detergent. Ensure the scale is unplugged before cleaning.
- **Avoid Harsh Chemicals:** Do not use abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish and electronic components.
- **Storage:** When not in use for extended periods, store the scale in a dry, cool place, away from direct sunlight and extreme temperatures.
- **Protect from Impact:** Avoid dropping the scale or subjecting it to heavy impacts, which can affect its accuracy and functionality.

## 8. Troubleshooting

| Problem | Possible Cause | Solution |
|---|---|---|
| Scale does not turn on | No power supply; loose power cable. | Check if the power cable is securely plugged into both the scale and the wall outlet. Ensure the outlet has power. |
| Inaccurate readings | Scale not on a level surface; overloaded; external interference (vibrations, drafts); dirty sensors. | Place the scale on a stable, level surface. Do not exceed 100kg. Avoid placing near vibrating machinery or in drafty areas. Clean the platform and check for debris under the scale. |
| Display shows 'Err' or 'OL' | Overload beyond maximum capacity. | Remove the item from the platform immediately. Ensure the weight does not exceed 100kg. |
| Display does not return to zero | Tare function active; debris on platform. | Press the **TARE** button to reset. Ensure the platform is clear of any items or debris. |

If the problem persists after trying these solutions, please contact customer support.

## 9. Specifications

| Feature | Detail |
|---|---|
| Brand | Ingco |
| Model | HESA31003 |
| Maximum Weight Capacity | 100 kg |
| Reading Accuracy | 20 grams |
| Display Type | LED |
| Platform Material | Stainless Steel |
| Platform Size | 300 x 400 mm |
| Power Supply | 220-240V 50/60Hz |
| Product Dimensions | 10 x 20 x 37 cm |
| Item Weight | 7.8 kg |
| Color | Grey |
| Recommended Use | Food weighing |

## 10. Warranty and Support

Ingco products are manufactured to high-quality standards. For warranty information, please refer to the warranty card included with your purchase or contact your local Ingco distributor or retailer.
For technical support, troubleshooting assistance, or spare parts, please contact the customer service department of your retailer or visit the official Ingco website for contact information.
Please have your model number (HESA31003) and purchase date ready when contacting support.

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