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AVAWEIGHT 334PCSP30 Digital WiFi Price Computing Scales User Manual

AVA·WEIGH
COMMERCIAL SCALES
01/2022
USER MANUAL

Digital WiFi Price Computing Scales with Thermal Label Printer			
334PCSP30 30 lb.	334PCSP30T 30 lb. w/ Tower	334PCSP60 60 lb.	334PCSP60T 60 lb. w/ Tower

Contents

GENERAL & SAFETY INFORMATION

READ & UNDERSTAND ALL OPERATING INSTRUCTIONS BEFORE USING THIS PRODUCT KEEP THIS MANUAL FOR FUTURE REFERENCE. FOR USE IN DRY ENVIRONMENTS ONLY.

- Allow sufficient warm-up time after turning the scale on to allow the internal components and load cell to have enough time to stabilize and balance the heat.
- Avoid using in extreme heat or cold. For best results, keep away from wet environments or areas of intensive temperature, humidity, and pressure changes.
- For accurate results, read the scale immediately after the reading is stable. There may be minor fluctuations after an extended time.
- When storing the scale for extended periods, the battery must be charged every 90 days to avoid premature performance degradation. If the operating time is no longer acceptable even after recharging, the battery must be replaced.
- Electronic scales are precision instruments. Do not operate near cell phones, radios, computers, or other electronic devices that emit radio frequencies that may cause unstable readings.

SPECIFICATIONS

	334PCSP30/30T	334PCSP60/60T
MIN WEIGHT	40g	100g
MAX WEIGHT	30 lb.	60 lb.
WEIGHT RANGE	15 lb. x 0.005 lb. 30 lb. x 0.01 lb.	30 lb. x 0.01 lb. 60 lb. x 0.02 lb.
ACCURACY GRADE	NTEP Class III	
OIML	R76/2006-A-NL1-18.12	
TEST SPECIFICATIONS	OIML R 76-1(2006) and EN 45501:2015	
LCD DISPLAY	Info/Weight: 5 byte (APHA) Simple Lattice: 8 byte Total Lattice: 8 byte Unit of weight: lb., kg, oz., g	
POWER	Power Supply: 100V-240V, 50/60Hz Power Consumption Standby: 3W Power Consumption Line Printing: 50W Operating Temperature: 32-104°F	
HUMIDITY RANGE	<90% relative humidity, non-condensing	
SCALE DIMENSION	117/16″L x 153/16″W x 45/8″H	117/16″L x 153/16″W x 45/8″H
PLATTER SIZE	11″L x 14″W	11″L x 14″W

FEATURES SUMMARY

- When using the Ethernet interface, it is recommended that a shielded cable is used with the scale.
- The price look-up codes (PLU) are initiated by the touch of a button.
- Items can be programmed through the 112 direct buttons on the face of the scale, or the 224 available hotkeys, which are a combination of keys on the scale face.

INSTALLATION

INSTALLING THE SCALE

1. Unbox the machine and components
2. Place the scale on a flat surface
3. For the 334PCSP30T/ 334PCS60T models, locate the tower indicator and identify the cable that runs down the length of the pole (Fig. 1). Once located, connect the wire to its counterpart (Fig. 2) on the back of the scale. (The cable connector should be located inside the pole stand fastened to the back of the scale)


FIG. 1

FIG. 2

4. Once this cable has been connected, slide the indicator in the allotted position on the back of the scale and use the provided screws to fasten the indicator pole in place. (Fig. 3)
5. Once the pole has been secured, remove the weighing platform and locate the leveling bubble (Fig. 4) in the front left-hand side of the scale (this can be found if you are looking at the scale face).

FIG. 3

FIG. 4
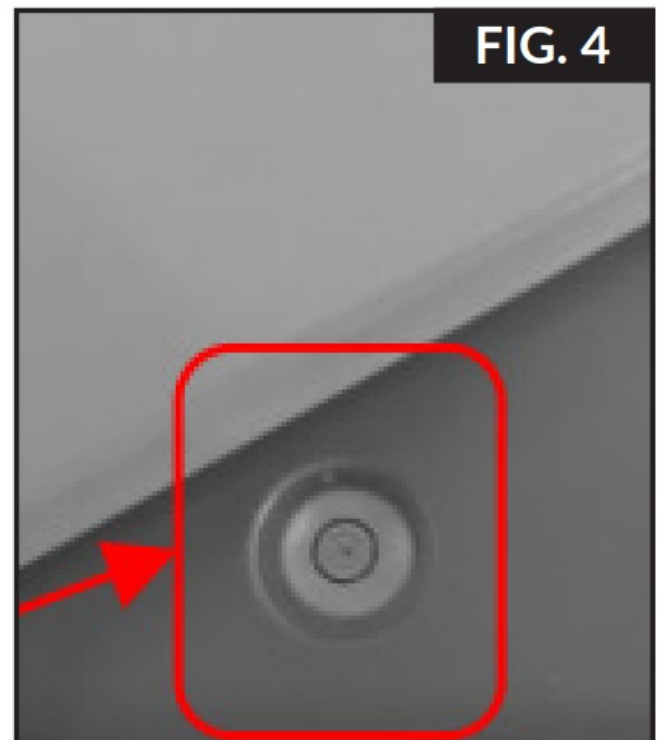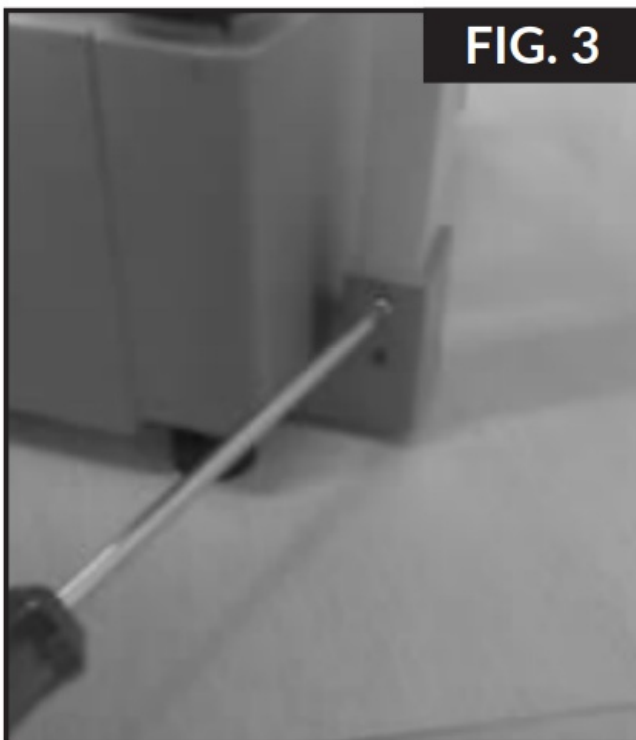
6. Once the leveling bubble has been located, ensure that the bubble is in the middle of the black ring for optimal

weighing and accuracy. If not, use the adjustable feet on the bottom to level the scale. (Fig. 5)

FIG. 5
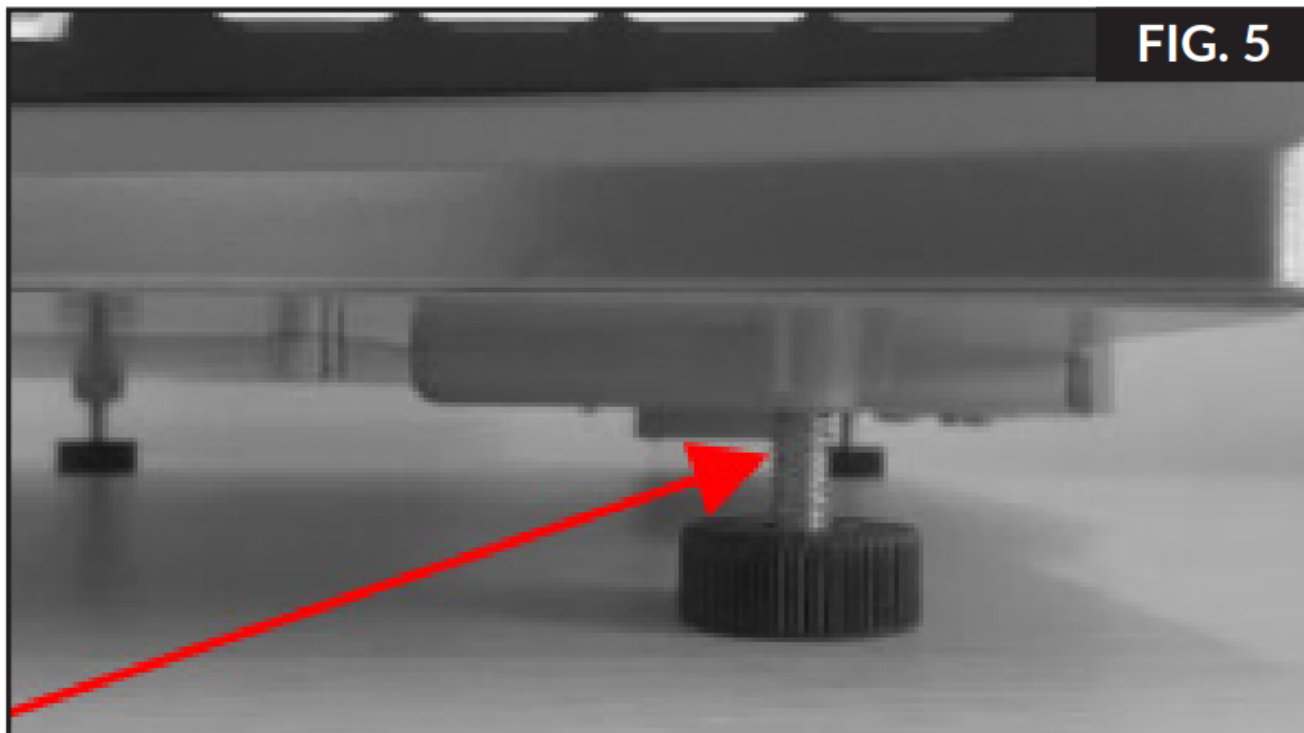
7. Once you have ensured that the scale is level, you can power the scale on using the ON / OFF switch on the bottom of the scale next to the adapter connection.

8. After connecting the power supply, switch the power button to "On" at the bottom of the scale. The screen will then show the logo, edition number, IP address, and a selftest countdown. Then the scale will be ready to use. **NOTE:** To ensure the scale works properly, do not press any buttons or put anything on the scale while self-testing.

INSTALLING THE THERMAL LABEL PAPER

1. Locate the printer panel on the right side of the scale if you are looking at the face of the scale. (Fig. 6)
2. Pull down on the top of the panel to expose the printer. (Fig. 7A)


FIG. 6
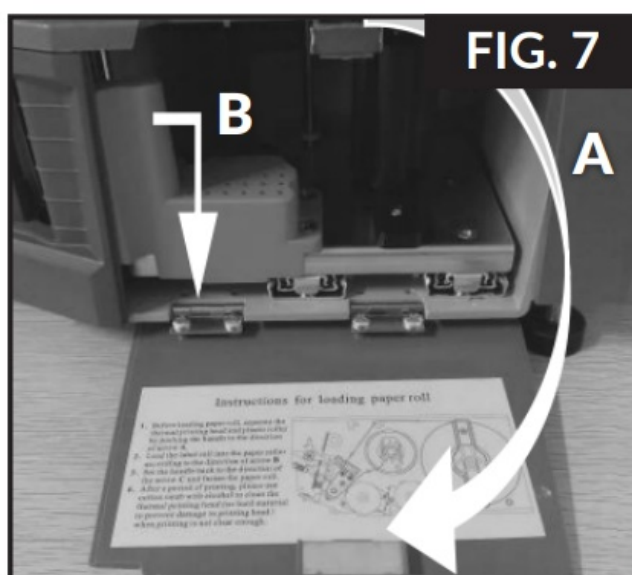
FIG. 7

3. Once the panel has been opened, grab the handle on the inside of the printer and pull outward to expose the entire printer. (Fig. 7B)
4. Locate your label roll and remove 3-4 labels from the end of the roll to give yourself slack to install the labels into the printer.

- Roll Width: 30-60 mm
- Outer Diameter: 100 mm
- Inner Diameter: 40 mm

5. Once 3-4 labels have been removed from the end of the label roll, place the label roll on the black three-pronged spool located on the right side of the printer. (Fig. 8)


FIG. 8

6. Once the labels have been loaded onto the black spool (Fig. 9A), pull the end of the label roll around the white spool (Fig. 9B) so they are in between the scale body and the spool.

FIG. 9
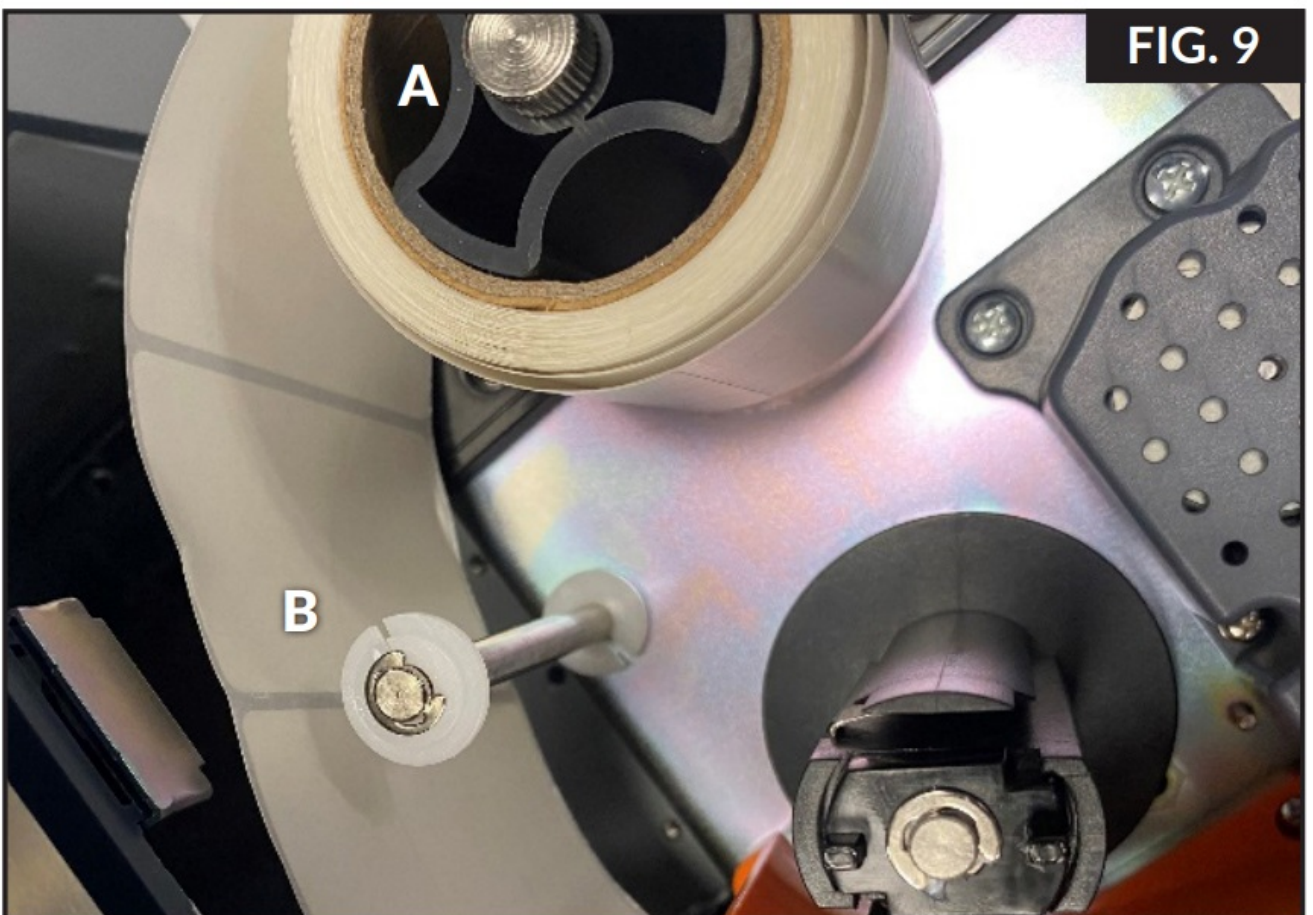
7. Next, pull the end of the label roll in between the two orange guards. (Fig. 10A)

NOTE: The printer lock must be disengaged and in a horizontal position. If the printer lock is still engaged, turn the top counterclockwise to disengage the lock and open the exit for the label to pass through. Once this step is complete, the label should be sitting just at the end of the exit.

FIG. 10
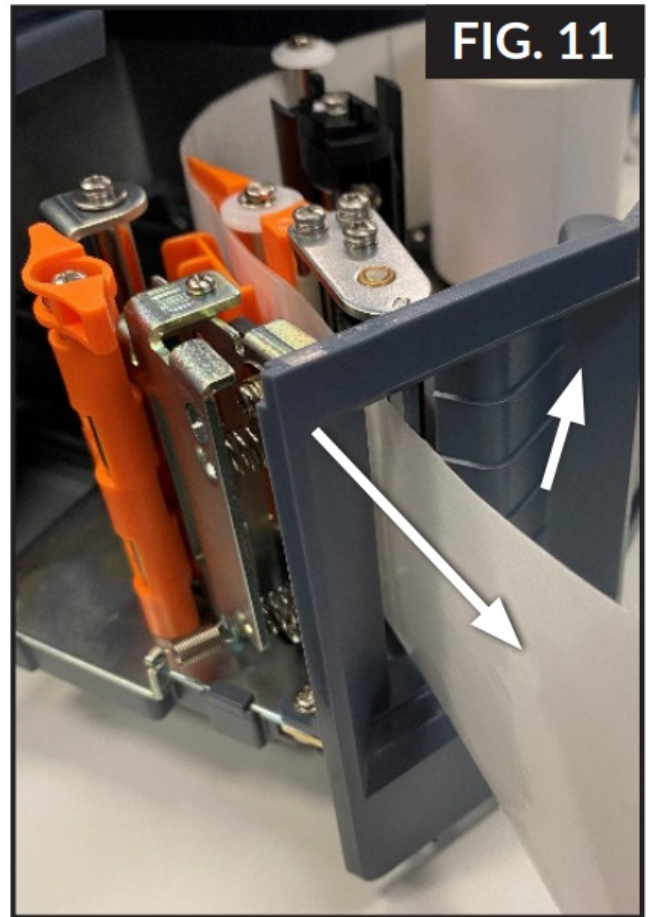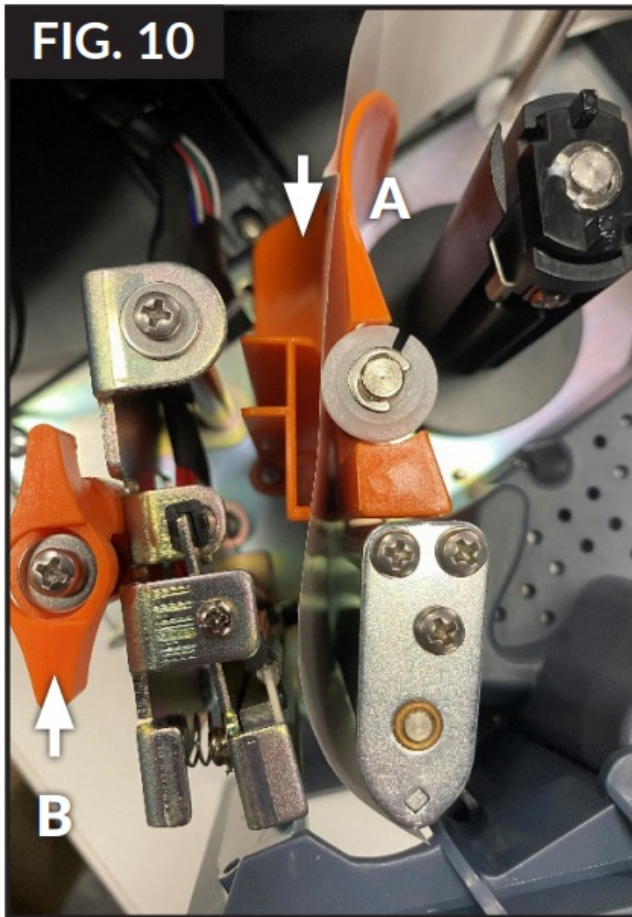
FIG. 11

8. Next, proceed to pull the end of the label roll through the label exit, (Fig. 11) and push it back through the other side so that the labels wrap around the outside of the printer.

Continued on Next Page

9. Once the label has been pulled through the outside of the printer, take the end of the label roll and run the labels on the left side and out the right side of the final black spool in the middle of the printer. (Fig. 12) Once the label roll has been inserted as shown below, manually spin the spool clockwise to begin wrapping the labels around the spool.
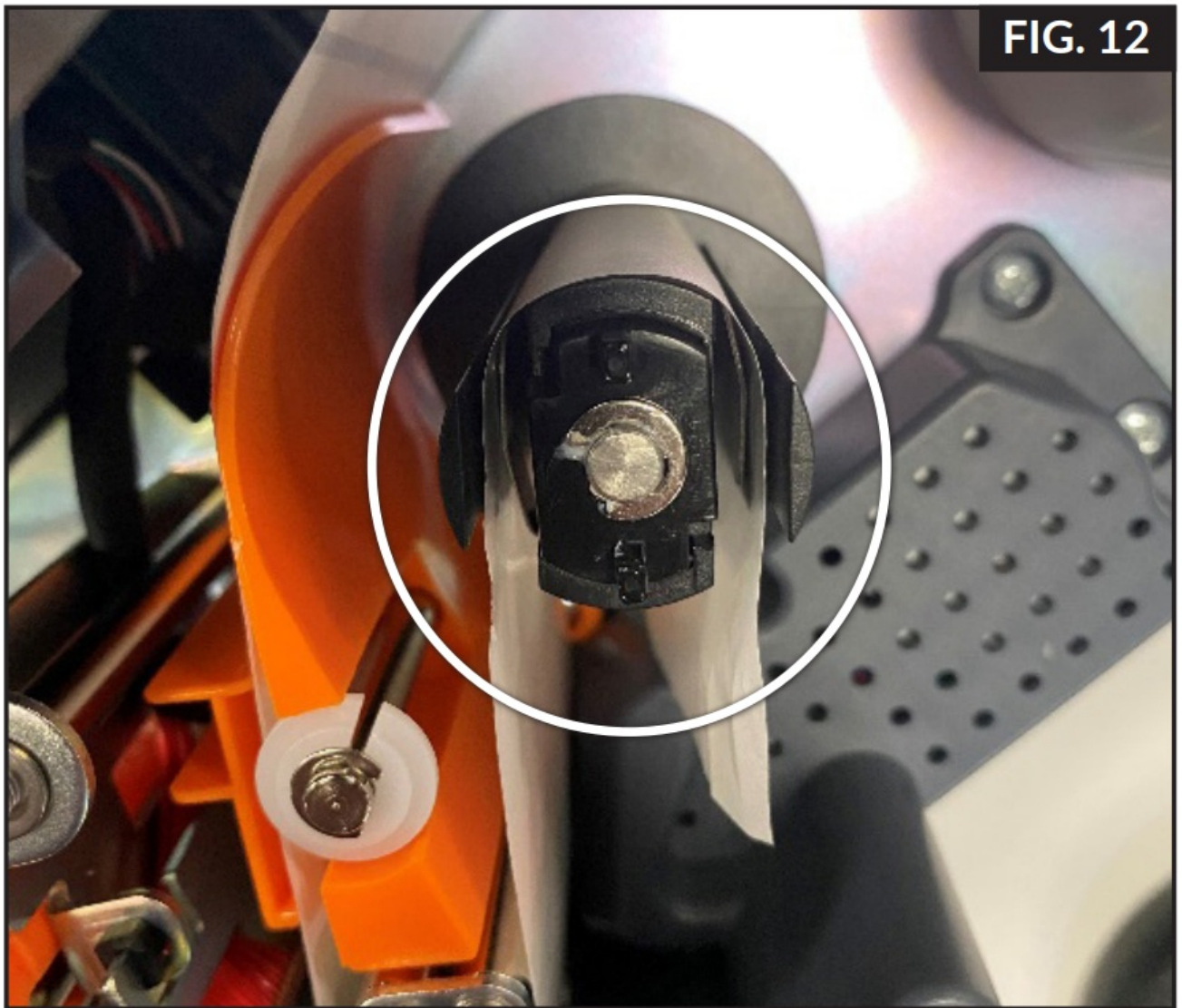
FIG. 12

10. Once these steps have been completed, this is what the printer should look like if everything is completed correctly. (Fig. 13)

FIG. 13

NOTE: Before printing remember to reengage the printer lock. (Fig. 13A) If this is not completed, you will get a notice when trying to print on the scale indicator.

NOTE: If you get a "No Paper" error once you print, it's because you have the paper on the outside of the two orange guards from step 7. The paper must be put in the middle.

LABEL PAPER
The AvaWeigh scales use Thermal Seam Marking Label paper.

- Height: 60 mm
- Width: 30-60 mm
- Max. Outside Diameter: 100 mm
- Min. Inner Diameter: 26.8 mm (Fig. 14) or 40 mm (Fig. 15)
- Match inner diameter to corresponding roll mandrel (Fig. 16)

FIG. 14

FIG. 15

FIG. 16
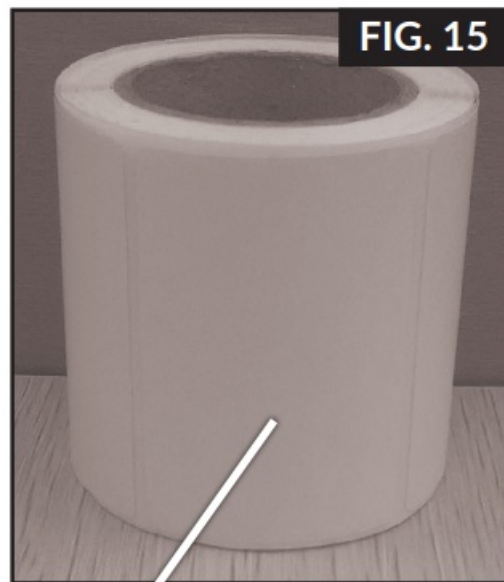
KEYBOARD

- Press the [Menu Feed ↑] button to adjust the label position upward.
- Hold the [↑] button to align the paper.
- Press the [SET AMT ↓] button to adjust the label position downward.

334PCSP30 & 334PCSP60T Keyboard

334PCSP30 & 334PCSP60 Keyboard

1 space	2 @	3 #	4 $	5 %	6 ^	7 &
8 ☆	9 (	10)	11 -	12 =	13 _	14 +
15 Q	16 W	17 E	18 R	19 T	20 Y	21 Y
22 I	23 O	24 P	25 [	26]	27 {	28 {
29 A	30 S	31 D	32 F	33 G	34 H	35 J
36 K	37 L	38 :	39 ,	40 !	41 \	42	
43 shift	44 Z	45 X	46 C	47 V	48 B	49 N
50 M	51 ,	52 .	53 /	54 "	55 _	56 ?

SET AUTO MENU↑/FEED ON/OFF
Shift COPY SET AMT/NET CHECK UNIT X
TARE LOCK ZERO DISCOUNT
7 8 9 C
4 5 6 PRICE
1 2 3 PLU
0 00 • PRN Enter
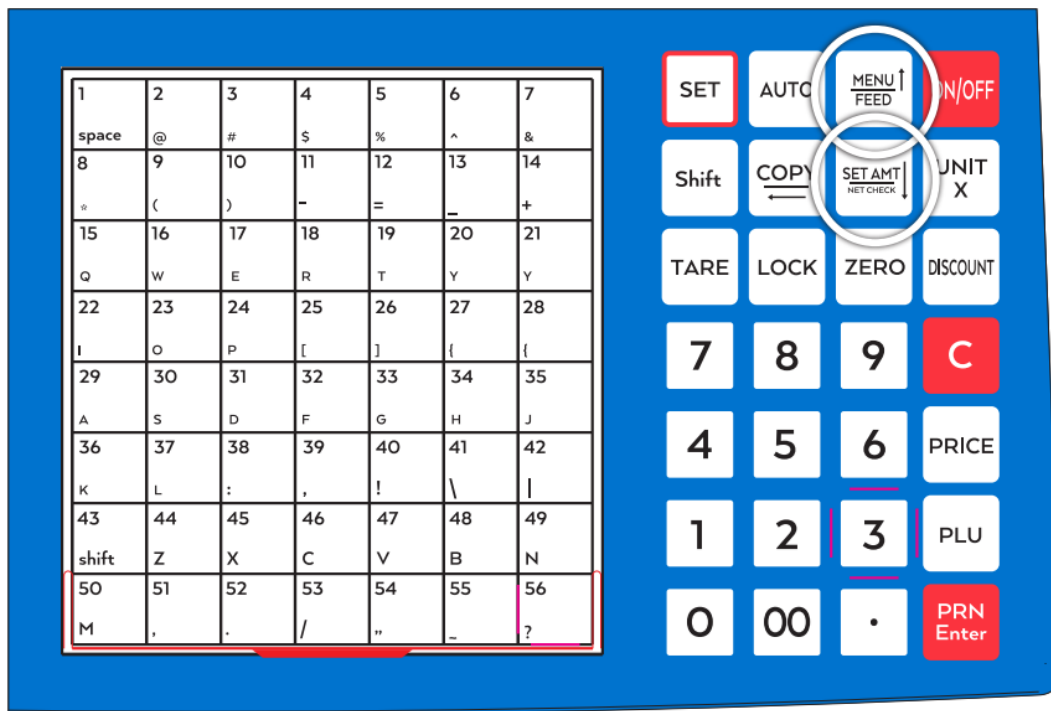
OVERALL APPEARANCE

SCALE COMPONENTS

1. Main Unit
2. Tray
3. Display Group
   • Liquid Crystal Display
   • Display Bar
   • (4) Screws
4. Thermal Label Paper
5. (1) Fuse
6. User Manual
7. Serial Cable
8. Power Cable

334PCSP30T & 334PCSP60T

334PCSP30 & 334PCSP60

OPERATIONS & SETTINGS

WEIGHING & PRICING
There are three methods for weighing and pricing. If the PLU information has been downloaded from the PC or edited in the scale in advance, follow Method 1 and Method 2. If not, take Method 3.

1. Under the "Automatic Printing" section, when the scale has calculated the weight of the item, the label will print

if it does not read 0.

2. When the "Auto" arrow light shows on the screen, the system is set to automatically print. Pressing the [AUTO PRN] will switch the printer out of this state. You can set the printer to automatically print by pressing [SETTINGS] and selecting the option.

3. If nothing is on the scale tray or you press the "zero" button when something is on the tray, the light "zero point" will turn on, meaning the scale is under zero-point condition.

4. The following operations, including peel, price with piece, discount, and price change are based on automatic printing. If the scale is not under automatic print condition (automatic print light is off), you need to press the button [PRN/ENTER] for label printing.

Method 1: Hotkey Operation
Example: Selling green onion weighing 1 lb., suppose the hotkey is 1, and the unit price is $1.50/lb. Operation procedure: Press the button [ZERO] (if the screen already shows zero, the action can be skipped). Put 1 lb. green onion on the scale tray and press hotkey 1. Now, the relevant weight, unit price, and total amount will be shown on the screen and the label will be printed. (Note: In the nonauto printing status, you need to press [PRN/ENTER]).

- There are 224 hotkeys total that can be changed and printed by control PC.
- The above operation is suitable for hotkey 1-112. As for hot button 113-224, press the button [PLU] + the corresponding hotkey.
- For easy operation, all PLU can print the latest illustration. The printing function is set by PC.

Method 2: General Operation
Example: Selling green onion weighing 1 lb., The Fresh Commodity Code is 10, and the unit price is $1.50/lb.
Operation procedure: Press the button [ZERO] (if the screen already shows zero, the action can be skipped). Put 1 lb. goods on the scale, press the button [PLU], input the LF code 10, and press the button [PLU]. Now, the relevant weight, unit price, and the total price will show on the screen and the label will print. **(Note:** In the non-auto printing status, you need to press [PRN/ENTER]).

TARE OPERATION

The operation is suitable for the goods that need to be packed, ex. egg, beans etc. There are two methods used for the following situation: 1. Packages and goods separated and 2. Packages and goods non-separated.
Method 1: Suitable for packages and separated goods
Example: Selling 1 box of apples, suppose the apple's unit price is $6/lb., the hotkey is 05, and the box's weight is 1 lb.
Operation procedure: Put a container or box weighing 1 lb. on the scale. Press the button [TARE]. Put on one box of apples and press the apple's hotkey 05. After weighing, take off the products and then press the button [TARE] again for elimination.

DISCOUNTS
Discount operation: The discount function can be locked via setting a password through the PC background server. Passwords can be changed through the background at any time. Operation: Discount in proportion
Example: Vegetable is priced at $8/lb., the discount is 5% off, and the vegetable's hotkey is 12. Operation procedure: Enter discount 95% on the keypad and press the button [DISCOUNT]. Put the vegetables on the scale and enter the hotkey 12.
NOTE: In the non-auto printing status, you need to press [PRN/ENTER].
PRICE CHANGING
Permanent Changing
Method 1:
Example: Before changing, apple's unit price is $4.00/lb.. After changing, its unit price is $3.00/lb. and hotkey is 05.
Steps: Press the apple's hotkey 05, press button [PRICE], input the new price $3.00/lb., and press button

[PRN/ENTER] for weighing and pricing.

Method 2:

Example: Before changing, apple's unit price is $4.00/lb.. After changing, its unit price is $3.00/lb. and fresh commodity code is 15.

Steps: Press button [PRICE], input the apple's fresh commodity code 15, press button [PRN/ENTER], input the new price $3.00/lb., and press the button [PRN/ENTER] for weighing and pricing.

Temporary Changing

Example: Before changing, cabbage's unit price is $1.40/lb. and it's temporarily changing to $2.00/lb., The fresh commodity code is 13.

Steps: Put on 2 lb. cabbage, input the fresh commodity code 13, press button [PRICE], input new price $3.00/lb., and press button [PRN/ENTER].

CHOOSING UNIT OF WEIGHT

Method: Press and hold the button [UNIT] for 1 second (listen for a beep). Then, choose a new charge unit. Ex. choose "g" as a unit. Wait for 2 seconds for the new unit of weight to be confirmed.

CHARGING BY PIECE

NOTE: For the following operation, you need to open the "charging by piece" function, with the weight being 0 and the permanent price changing function turned off. If using [NET CHECK/SET AMT] button, the specified total amount function needs to be ON.

For single item-Method 1: Input the relevant item's fresh commodity code (or press the hotkey).

Note: In the non-auto printing status, you need to press the button [PRN/ENTER])

For single item-Method 2: Input a single item's price by pressing the button [NET CHECK/SET AMT]. Input the relevant item's fresh commodity code (or press the hotkey).

NOTE: In the non-auto printing status, you need to press the button [PRN/ENTER]. For multiple items using Method 1: Input item's quantity (number), press button [UNIT/X], input a single item's price by pressing the button [NET CHECK/SET AMT], and input the relevant item's fresh commodity code (or press the hotkey).

NOTE: In the non-auto printing status, you need to press the button [PRN/ENTER].

For multiple items using Method 2: Input a single item's price by pressing the button [NET CHECK/SET AMT]. Input the item's quantity (number) by pressing the button [UNIT/X]. Input the relevant item's fresh commodity code (or press the hotkey).

NOTE: In the non-auto printing status, you need to press the button [PRN/ENTER].

PRICE TAG PRINTING

This operation is suitable for price tag printing.

Operation steps: Put the item on the scale. Select an item or enter the price and print a label. Press [COPY] and press the number key (1-9) to print 1-9 pieces of price tags. Press [COPY] and press the [00] to produce 1000 copies of the price tag. If you want to stop, press [C].

QUICK COPY

The unlimited printing label function is fast and for continuous printing of the same label. Operation steps: Put the item on the scale. Select the item or enter the price and print. Press [COPY] and then press the number key [0] to continue printing. (If you want to stop, press [C]).

AUTOMATIC FAST PACKAGING

This function can be applied to high-volume labels of similar but different weights for a product. Procedure: Activate the [AUTO PRN] and [PRI LOCK] functions. Choose a single product or enter a unit price. Put the goods on the scale tray one by one, and the scale will start to print labels automatically. If you want to operate at a faster pace, follow the next procedure.

Procedure: Put item 1 on the scale tray, it will print the label automatically. Put item 2 on and take off item 1. Take the label and stick it on item 1. The next label will print automatically. Put item 3 on and take off item 2. Take the label and stick it on item 2. The next label will print automatically. Repeat the procedure to save time.

**COMMON USES FOR THE OPERATION BUTTON**

- Auto print: Switch to automatic print, otherwise you'll need to press button [PRN / ENTER] to print.

- Charge unit: Press button [UNIT] for 2 seconds to switch charge unit to kg or g.

- Price locking: Press button [PRI LOCK] to continuously print the label of the same product (product name will

not disappear). Press again to unlock.

- Price change: Press any hotkey and press button [PRICE] to input price.
- Discount: Enter the discount rate (Ex. enter 80 for 80% discount) and press the button [DISCOUNT] to calculate. Enter the hotkey of the goods and put goods on the scale to start printing.
- Zero: Press the button [ZERO] to zero out all the data.
- Peeling/Tare: Press the button [TARE]. Put goods on the scale, enter the corresponding hotkey after printing, and press button [TARE] to clear the tare weight.
- Clear: This button is commonly used to clear the unit price and to keep the system running normally.
- Setting: Press button [SETTING] and hold for 2 seconds to enter the setting interface, where you can reset basic settings and parameters of the printer and scale, such as IP setting, restore factory setting, print barcode type setting, WIFI setting, etc. Press [↑] [↓] button to select function setting, press button [PRN / ENTER] to enter setting interface, then set it.
- **NOTE:** If the wrong operation causes the system to crash, restart the scale.

WIRELESS SCALE SETTING

NETWORK CONNECTION MODE
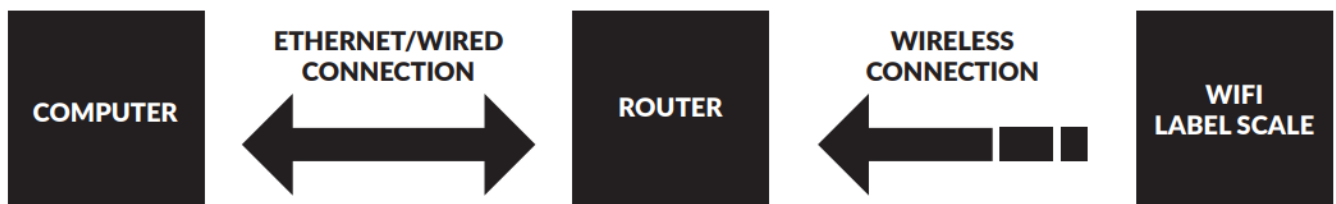
ROUTER SET UP

1. Set the SSID name of the router (No more than 15 characters)
2. Set the type of router's authentication, encryption algorithm, password,

   Encryption type set as: WPA2-PSK

   Encryption algorithm set as: AES

   Password: No more than 15 characters

LABEL SCALE SETTING

1. Long press the set button, enter the settings menu.
2. Select IP settings, and set the IP address of the label scale.

   NOTE: Need to be the same network of routers which is the same IP address.
3. Select "SET WIFI" menu.
4. Enter the SSID WIFI set menu: input router's SSID Name.
5. Enter the "WIFI password mode" select menu: select the WPA2-PSK/AES option.

   NOTE: Need to be the same as the router encryption type.
6. Enter the "WIFI password" setting menu, and enter the router password.
7. After you're finished in the settings, restart the label scale, and the scale can be used for wireless communications.

COMPUTER 334PCSP30T SOFTWARE SETTINGS

Set label scale to the corresponding IP address. After setting, use the software's "scale connection test" icon for network testing, then connectivity will be normal. If it fails, please check that the PC's IP address is in the same segment.

FUNCTION SETTING

INPUT SETTINGS OF SINGLE ITEM

This function can be locked with a password. Password can be set and reset through PC.

Step One: Press button [PLU] until screen shows "single item edit" to enter the edit mode
Step Two: Type 6 digits of fresh commodity code and press button [PRN/ENTER] to confirm. When the screen shows "Product Name", enter the product name of a single item. (Meanwhile, can press [↑] or [↓] button to select the needed item, or enter the corresponding letter shown in the below sheet, if enter "N" means to edit item name)

- L Single item Fresh Commodity code: Enter fresh commodity code within 6-digits
- N Single item name: You can use the keyboard to enter the name of a single item, up to 36 digits
- H Hotkey setting: Up to three numbers, while preserving the changes of PLU
- C Single item Model: Enter Item No. within 10 digits
- P Price: Enter the unit price of goods no more than 7 digits
- U Charge unit: Use button [↑] [↓] to select g or Kg
- D Department code: Enter the department code within 0-99
- B Bar Code Type: Select the barcode type from 0-99
- T Tare: Input tare weight within maximum
- Y Package Type: Select packaging type with the left and right buttons (0: Normal, 1: fixed weight, 2: fixed price, 3: fixed weight & price)
- W Package weight: Enter PLU packaging weight
- E Package Tolerance: (0-20%)
- F Expiration: enter expiration date between 0~365
- M Information 1: input selected information code (0-197)
- R Discount setting: (- 10 ~ -125) (- 10 ~ -1) corresponding to discount of type 10-1 (1~125) corresponding to a percentage discount
- I Single item's label setting: 8 bits, 0: A0,1: A1,2: B0, 3: B1,4: C0,5: C1,6: D0,7: D1
- S Save for changes

SYSTEM SET UP

That operation can be locked by a password. The password is set on the PC and can be changed at any time.

1. Press [set] button and hold on 3s to enter the system setting status.
2. Press [↑] or [↓] or direct number key accordingly to select item.
3. Press [PRN/ENTER] button to confirm.
   NOTE: In the menu, 0=not, 1=yes, if others, will note.

Set menu items as below:

- @ IP address: set IP address of label scale
- [↑] / [↓] Subnet mask: set the subnet mask of the scale

- [↑] / [↓] Gateway: set the gateway of the scale
- D Print density set: press [↑] / [↓] to select 0~7, from low to high, total 8 levels
- V Print speed set: press [↑] / [↓] to select 0~7, from fast to slow, total 8 levels
- S Select paper type: press [↑] / [↓] to select 0~1, total 2 types: 0:label,1:Receipt (small ticket)
- A Paper position fine-tuning: press [↑] / [↓] to select -8~+8, total 17 offsets, and adjust to most suitable starting position
- [↑] / [↓] Label style selection: D0 or D1 tag with / style [↑] / [↓]
- T Date adjusting: set current date and time
- N Date format: set date format 0: DDMMYY, 1: MMDDYY, 2:YYMMDD
- [↑] / [↓] Whether to print weight unit: select to print weight unit or not
- [↑] / [↓] Whether to print price unit: select to print price unit or not
- J Decimal digits in unit price: set decimal digits in unit price
- [↑] / [↓] Set default barcode type: set barcode type.(0~99, the details refer to appendix two in software user manual)
- X Total price precision: set total price precision(1: N.N0, 2: N.NN, 3: N.N)
- [↑] / [↓] Total price carry set: set carry value.(for example, round, that is 5)
- W Print time: set print time or not.(time format is hour and minute)
- Y Year digits: set year format.(0: YY, 1: YYYY)
- G Use after discount price or not: set barcode to print after discount price or not
- [↑] / [↓] Display items in weight field: set 0: weight, 1: quantity
- Q Print delete line mark: set 0: print, 1: not
- [↑] / [↓] Select barcode width: 0: wide, 1: narrow
- E The supplementary of default information 1 :0 means not default information1
- F The supplementary of default information 2 :0 means not default information2
- [↑] / [↓] Discount goods belong to special department: setting if discount goods belong to a special department or not
- R IP setting on the host machine: using this scale as the host machine to set an IP address, to connect other scales
- P Statistics function mode: Choosing "yes" or "not " to open statistics function mode for sales goods
- [↑] / [↓] Running account overflowing alarm: Set alarm when the running account overflows
- [↑] / [↓] Summation printing: print summation label, total amount/total quantity/quantity of total label(clicking twice (set) to set)
- [↑] / [↓] Sum all quantity of single goods' label: print all information of all sales goods((clicking twice (set) to set))
- [↑] / [↓] Clear all the summation data: clean up all the summation data((clicking twice (set)to set))
- [↑] / [↓] Fine tuning of paper-out position: adjust paper's offset value: 0~16
- Z Zero print: whether to start zero print price tag
- [↑] / [↓] Print test page: printing self-test page or not
- [↑] / [↓] Auto-print: Whether the default setting is auto print when power on
- [↑] / [↓] Cover sensor on/ off: Whether to turn off the paper pickup detection function
- [↑] / [↓] Cover sensor AD: Paper pickup detection sensor, intelligent judgment or manual setting (31-253)
- [↑] / [↓] Print page number: Set whether to print the label page number or not
- [↑] / [↓] Set print barcode type: set all barcode types for printing
- [↑] / [↓] LED backlight: Use [↑] / [↓] to select LED backlight brightness 0~4 from high to low, Five different

brightness levels in total

- [↑] / [↓] Open num + amt print or not: Enter the number and total price to print a label immediately.

- [↑] / [↓] Clear PLU data YES or NO: Whether to clear all data

- [↑] / [↓] Sleep time: set the time for automatically turning off the screen when the scale has no operation

- [↑] / [↓] Set the number of copies: Set the default number of labels to be copied when the copy button is pressed (0 means off)

- [↑] / [↓] Head input: Set the slogan displayed when the screen is idle

- [↑] / [↓] Receipt PLU name align: set the alignment of the product name when printing the receipt (left, middle, right alignment)

- [↑] / [↓] Close show time: Turn off the time display when the scale is not operating

- [↑] / [↓] Edit barcode department: Set the department number in the barcode

- [↑] / [↓] EAN13 1st digit at outside: Whether the first digit of the EAN13 barcode is placed outside the barcode: Yes/No

- [↑] / [↓] Recover factory system para: Whether to restore the factory settings

- [↑] / [↓] SET WIFI: Set WIFI SSID, WIFI Encryption and WIFI password

- [↑] / [↓] About: View the device model and version number

LOCK

SETTING, PLU, DISCOUNT, PRICE, and TARE functions can be locked via passcode. The password of each function is independent, which can be set via pc software and then downloaded to each scale, and it can be changed at any time. For more details please check the security item in the function setting II which is in the software operating instructions. Open (before shutdown by software, Function after opening is always valid)
Open → choose the function you would like to open
For example:
Open "SETTING" function
Click [SETTING] button for 2 seconds to open the system setting status. The system will remind you to enter your passcode. Open "PLU" function
Click [PLU] button for 2 seconds to open the PLU editing status. The system will remind you to enter your passcode.
Open "DISCOUNT" function Click [DISCOUNT] button for 2 seconds to open the discount status. The system will remind you to enter your passcode.
Open "PRICE" function
Click [PRICE] button for 2 seconds to open the price-setting status. The system will remind you to enter your passcode.
Open "TARE" function
Click [TARE] button for 2 seconds to open the price-setting status. The system will remind you to enter your passcode.
Restored lock
Click [ON/OFF] button for 2 seconds to turn off the scale and click [ON/OFF] to turn on the scale.

TROUBLESHOOTING

SCALES CRASH
Boot up without any response
Reasons:
a. Bad contact between the power plug and socket.
b. The power cord is disconnected
c. Fuse blown
d. The power board is damaged
e. Bad motherboard
Solutions:
Use millimeter to check them one by one, use method of exclusion to find the solution.

Boot up without any sound, No display, backlight.
Reasons:
The spark that was generated by the power plug impacted the scale starting up.
Solutions:
Replace the Motherboard, reset the number, and download all the files.
Boot up without any sound, and display "Update"
Reasons:
a. Program download error
b. Misoperation during the downloading of the program (such as a halfway power outage) Solutions:
a. Reload following the correct procedures. Reset the IP (default is 192.168.1.87) when updating by Ethernet. If updating by serial port, input any number as the scale's ID (the maximum baud rate is 115200)

PRINT RELATED ISSUES
Print a blank label, paper orientation is normal.
Reasons:
Setting label type error. Usually the label type computer download is D0, so label type of label scale printing should be set to D0. Or the printed label is blank.
Solutions:
a. Adjust the settings in the following key order (on the scale).
[SETTING] → Enter the system setting → Press hotkey [L] → Enter the select label type (0: D0, 1: D1) → Press [PRN/Enter]
b. You can also adjust the software on your computer. Open label scale 334PCSP30T and input the serial number of the scale. Change label type to D0 in set function, then carry out function set command.
Print half or a half label, paper orientation is abnormal.
Reasons:
a. Set paper type detection error
b. Printer rear photoelectric has slanting direction or is dusty
c. Photovoltaic panels were damaged
d. The photoelectric module behind the printer is bad
Solutions:
a. Adjust the settings in the following key order on the scale [SETTING] → Enter the system setting → Press hotkey [S] → Enter the select label type (0: Label, 1: Receipt, 2: Label, without recycle paper roll) → Press [PRN/ENTER It's also available to adjust software on the computer. Open label scale 334PCSP30T type to "Label" in set function, then download the setting to the error scale.
b. Check whether the printers rear photoelectric has slanting direction or is dusty.
c. If the problem still can't be solved, consider changing the photoelectric module.
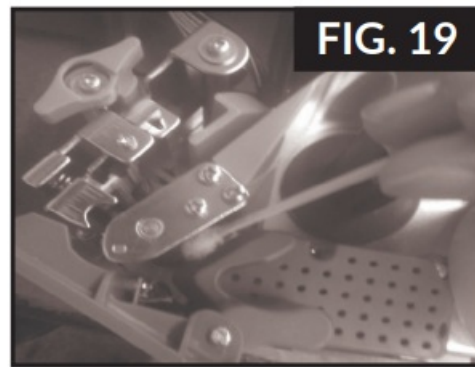It is better to have a technician handle this step.
d. Wash the rubber roller:
1. Loosen switch wrench and recycle paper spring, remove print paper. (Fig. 17)

FIG. 17

2. Set label scale as paper feed menu, long-press paper feed menu, and let rubber-covered roller in idle status. (Fig. 18)
3. Take a clean cotton swab, dip in alcohol, and clean the roller back and forth. (Fig. 19)

FIG. 18

FIG. 19

Label prints fuzzy or is not dark enough
Reasons:
a. Printer head has not been fastened well
b. Thermal head is dirty
c. Print density is too low
Solutions:
a. Re-fasten the printer head well
b. Wipe the thermal head gently with a soft cloth dipped in alcohol
c. Increase print density
Print a label with half clear and half fuzzy or even blank.
Reasons:
a. Printer head has not been fastened well
b. Thermal head is dirty
c. The print head is deformed
d. Motherboard failure
e. Poor or damaged headpiece wiring harness
Solutions:
a. Re-fasten the printer head well.
b. Gently wipe the thermal head with a soft cloth dipped in alcohol.
c. If the problem still can't be solved by the above method, then the cause of the error is the print head deformation, need to change the printer.
Bad printers should be handled by a trained professional.
d. Replace the motherboard
e. Re-plug and replace the headpiece wiring harness
f. Wash the thermal head by rotating the orange handle to open the print head (Fig. 20), dip a soft, dry cloth in alcohol, and wipe the thermal head. (Fig. 21)

FIG. 20

FIG. 21
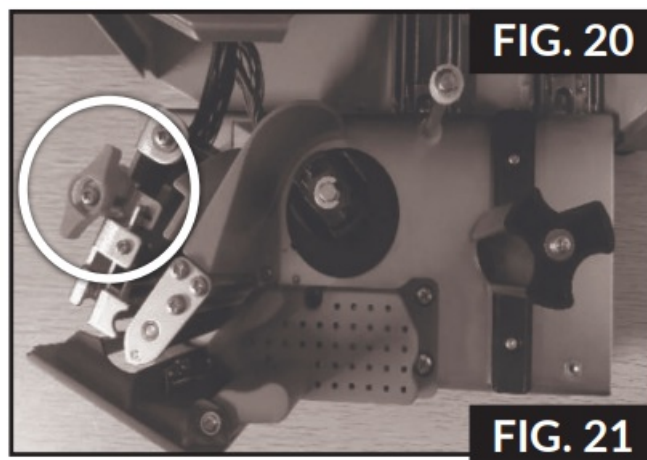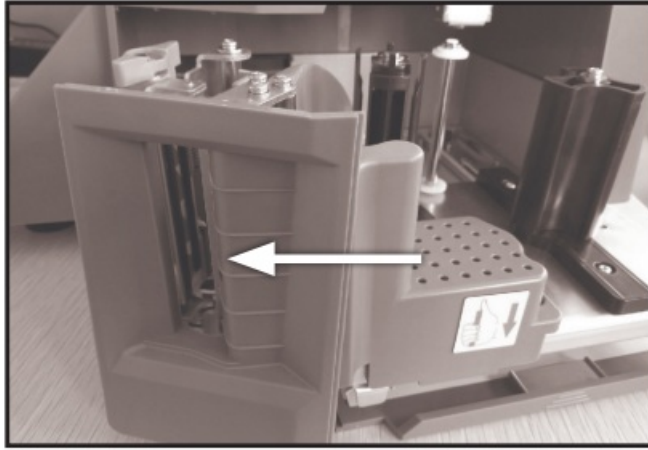
Weird characters shown on labels or characters can't be printed out
(Including Chinese and English)
Reasons:
a. Haven't downloaded fonts or single-byte character
b. Font conflict
Solutions:
a. Re-download fonts (including single-byte and double-byte characters)
b. Re-select single-byte and double-byte fonts by files/option/label scale fonts, then download Chinese and English fonts

KEY ISSUES
Keys are ringing but the display is normal
Reasons:
a. A line piece on a key caused a short circuit
b. The key is blocked by a sharp object
Solutions:
a. Change the line piece of the key
b. Move the sharp object
If some keys do not ring
Reasons:
a. The ribbon cable that connects between the keyboard and the motherboard is not plugged in
b. The Mylar button FPC ribbon cable is not plugged in
c. The key is damaged
Solutions:
a. Remove the key ribbon cable and re-insert properly
b. Re-plug in the Mylar button FPC ribbon cable
c. If the problem isn't resolved by the above methods, the key may be damaged and need replacement
WEIGHING PROBLEMS
If good is weighing inaccurately
Reasons:
a. The rubber mat that's supporting the scale pan is touching the top cover
b. Dampness, module aging, or regional differences may be causing the inaccurate weight
c. The load cell is damaged because it is overloaded
d. The gravitational acceleration was not adjusted
Solutions:
a. Check to see if the top cover is installed properly. Once installed, re-install the load cell's support frame
b. Replace the mainboard, AD board, and load cell
c. Replace the load cell and support frame
d. Adjust the gravitational acceleration
NOTE: If there are problems with the AD board and load cell, the scale should be returned.

Zero point instability
Reasons:

a. Environmental impact, such as vibration, wind, or strong magnetic interference

b. The weighing electric circuit is damp

c. The wind resistance function has not opened

d. The leveling mat is not level

Solutions:

a. Remove the interference factors

b. Replace the mainboard

c. Open the wind resistance function (set it in the function setting)

d. Adjust the leveling mat to be level

e. If problem is not resolved with the above methods, return the scale

Unable to weigh

Reasons:

a. Bad mainboard, bad AD board, or bad load cell

Solutions:

a. Replace the mainboard

b. Check that the AD board is working properly. If not, return the scale

COMMUNICATION PROBLEM

Unable to communicate

Reasons:

a. Communication ports are set up incorrectly

b. The incorrect serial number of the scale or the incorrect IP address was entered

c. The interface can't connect or there is a problem with the Ethernet cable

d. There is a problem with the communication board or mainboard

Solutions:

a. Confirm the available communication ports

b. Confirm the same serial number on the scale and 334PCSP30T software, and confirm the same IP address on the scale

c. Check if the network cable is damaged and see if the network port is securely inserted

d. Replace the mainboard or communication board if the problem is not resolved

DISPLAY PROBLEM

No display or display but no characters

Reasons:

a. Display pole is not installed properly, which results in poor contact with the control board

b. There is water in the display pole base, causing a shortage and corrosion on the circuit board

c. The display is damaged

Solutions:

a. Re-install the display pole with a lock fixed bolt

b. Change circuit board or display pole

c. Change display pole

ERROR CODE

CODE	ERROR
Er-01	Total amount over
Er-02	Label is too high
Er-03	Nothing to copy
Er-04	Gap error
Er-05	Weight error
Er-06	PLU has no sale data
Er-07	Unit price cannot be zero
Er-08	Exit tare mode

CODE	ERROR
Er-09	Salesman error
Er-10	Close orange handle
Er-11	No PLU / LF code
Er-12	Change weight
Er-13	No paper
Er-14	——————- (weight over)
Er-15	Take out label
Er-16	Hotkey does not define PLU

OTHER PROBLEMS
Printer paper difficultly, paper roll fixed
Reasons:
a. There may be a size difference between the paper roll and shaft, or the shaft wasn't installed properly
Solutions:

a. Return the printer for reinstallation

There is a "ka ka" sound when printing.

(Note: If this is the problem, don't press the "print" button or the mainboard may burn out)

Reasons:

a. The paper wasn't installed correctly, causing a paper jam

b. The paper receiving shaft is jammed

c. There is debris between the small and big gear

Solutions:

a. Reinstall paper correctly

b. Reinstall paper receiving shaft

c. Check gear, remove debris

When the PLU hotkey is pressed, it doesn't print, but the keyboard responds

Reasons:

a. The tray is unstable

b. No PLU data has been downloaded to the scale

c. The label paper wasn't removed after printing

Solutions:

a. Position the label scale horizontally

b. Download all PLU data to the scale from the software

c. Remove label paper promptly after printing

There are two communication ports on the label printing scale. The RS232 and TCP/IP (Ethernet).

CCELERATION OF GRAVITY

COUNTRY	CITY	G (m/sec²)
Greece	Athens	**9.800**
South Africa	Cape Town	9.796
Netherlands	Amsterdam	9.813
Norway	Oslo	9.815
New Zealand	Auckland	9.799
New Zealand	Wellington	9.801
Taiwan	Taichung	9.789
Taiwan	Taiwan	9.788
Taiwan	Taipei	9.790

Denmark	Copenhagen	9.815
Germany	Frankfurt	9.810
Mexico	Mexico City	9.779
U.S.A	Birmingham	9.813
U.S.A	Chicago	9.803
U.S.A	Los Angeles	9.796
U.S.A	New York	9.802
U.S.A	San Francisco	9.800
U.S.A	Washington, DC	9.784
Belgium	Brussels	9.811
Brazil	Rio de Janeiro	9.786
Sweden	Stockholm	9.818
Switzerland	Zurich	9.807

Scotland	Glasgow	**9.816**
Spain	Madrid	9.800
Singapore	Singapore	9.781
Argentina	Buenos Aires	9.797
United Kingdom	London	9.812

Australia	Melbourne	9.800
Australia	Sydney	9.797
Italy	Milano	9.806
Italy	Rome	9.803
India	Calcutta	9.788
Japan	Tokyo	9.798
Canada	Ottawa	9.806
Canada	Vancouver, BC	9.809
Cuba	Havana	9.788
Kuwait	Kuwait	9.795
Cyprus	Nicosia	9.797
Thailand	Bangkok	9.783
Portugal	Lisbon	9.801
France	Paris	9.809

Finland	Helsinki	9.819
Philippines	Manila	9.784

AVAWEIGH LIMITED WARRANTY

AvaWeigh warrants its equipment to be free from defects in material and workmanship for a period of 1 year. This is the sole and exclusive warranty made by AvaWeigh covering your AvaWeigh brand equipment. A claim under this warranty must be made within 1 year from the date of purchase of the equipment. Only the equipment's original purchaser may make a claim under this warranty. AvaWeigh reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable. AvaWeigh Equipment installed in/on a food truck or trailer will be limited to a period of 30 days from the original date of purchase.

For Warranty Inquiries:
To obtain warranty information or make a claim against this warranty, please contact the location where you purchased the product.
• **www.WebstaurantStore.com**
Call 717-392-7472. You must have your order number ready when contacting.
• The Restaurant Store
Please contact your local store directly.
• **www.TheRestaurantStore.com**
Call 717-392-7261. You must have your order number ready when contacting.
• Clark Food Service Equipment, PRO Marketplace,
Hometown Provisions
Please contact your account manager directly.
If you do not know your account manager, please call 717-392-7363 for CFSE and Pro Marketplace or 717-464-4165 for Hometown Provisions
Failure to contact the designated location prior to obtaining equipment service may void your warranty.

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE.

This Limited Warranty Does Not Cover:

- Equipment sold or used outside the Continental United States.
- AvaWeigh has the sole discretion on wearable parts not covered under warranty.
- Equipment not purchased directly from an authorized dealer.
- Equipment used for residential or other noncommercial purposes.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency.
- Equipment for which a valid purchase cannot be verified. Please have your order number or receipt, and serial number (if available) when making a claim.
- Damage or failure due to improper installation, improper utility connection or supply, and issues resulting from improper ventilation or airflow.
- Defects and damage due to improper maintenance, wear, and tear, misuse, abuse, vandalism, or Act of God.

Any action for breach of this warranty must be commenced within 1 year of the date on which the breach occurred. No modification of this warranty, or waiver of its terms, shall be effective unless approved in a writing

and signed by the parties.

The laws of the Commonwealth of Pennsylvania shall govern this warranty and the parties' rights and duties under it. AvaWeigh shall not under any circumstances be liable for

incidental or consequential damages of any kind, including but not limited to loss of profits.

Documents / Resources

AVAWEIGHT 334PCSP30 Digital WiFi Price Computing Scales [pdf] User Manual
334PCSP30 Digital WiFi Price Computing Scales, Digital WiFi Price Computing Scales, Price Computing Scales, Computing Scales, 334PCSP30T, 334PCSP60, 334PCSP60T

References

- **The Restaurant Store: Restaurant Equipment & Supplies**
- **WebstaurantStore: Restaurant Supplies & Foodservice Equipment**