

COSTCO CORPORATE
OFFICE PHYSICAL
LOCATION
999 Lake Drive
Issaquah, WA 98027

CORPORATE OFFICE
MAILING ADDRESS
PO Box 34331
Issaquah, WA 98027

CORPORATE OFFICE
PHONE NUMBERS
Phone: (425) 313 – 8100
Fax: (425) 313 – 6677

RICE LAKE WEIGHING
SYSTEMS
230 W COLEMAN ST
RICE LAKE, WI 54868
Phone (800) – 472-6703



Onsite Team Guide



The following information is provided by Rice Lake Weighing Systems to assist Authorized Service Offices installing Rice Lake Weighing Systems Wrapping and weighing equipment in Costco Wholesale Warehouses.

This document covers the following models:
Uni-9 for Meat, Deli, and Seafood Road Show; IP-AI-P for bakery and WM-Ai auto wrapper for meat.



FOR ADDITIONAL INFORMATION CONTACT:

Rice Lake Weighing Systems – National service 1-888-225-7597

John Robinson: 1-206-409-2618

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

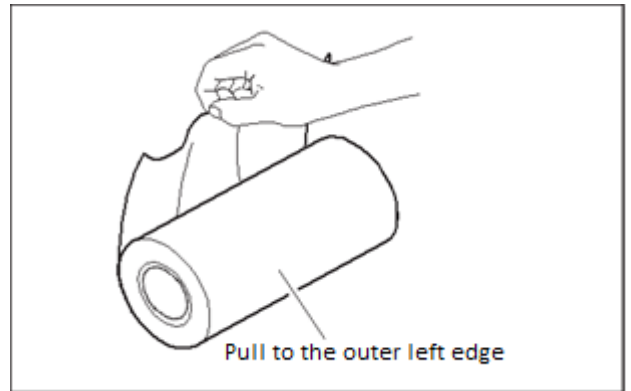
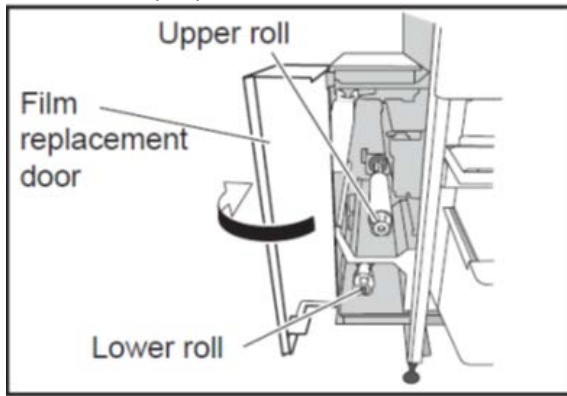
- I. [FILM LOADING](#)
- II. [HOW TO LOAD LABELS AND CLEAN THE PRINTER](#)
- III. [CLEANING](#)
- IV. [TROUBLESHOOTING](#)
- V. [RANDOM WEIGHT LABELS: WM-Ai and UNI-9s](#)
- VI. [FIXED WEIGHT LABELS](#)
- VII. [MANUAL PRICE CHANGES: CASE LABELS](#)
- VIII. [MANUAL PRICE CHANGE: RANDOM WEIGHT ITEMS](#)
- IX. [REWRAP AND PACK DATE CHANGES: WM-Ai or UNI-9](#)
- X. [SELL DATE CHANGES: BAKERY](#)
- XI. [CASE LABELS](#)
- XII. [RUN TOTAL LABELS](#)
- XIII. [MEAT CUT TEST](#)
- XIV. [ROADSHOW DOWNLOAD](#)
- XV. [MANAGE PRESETS: UNI-9s and IP-AI](#)

I. FILM LOADING:

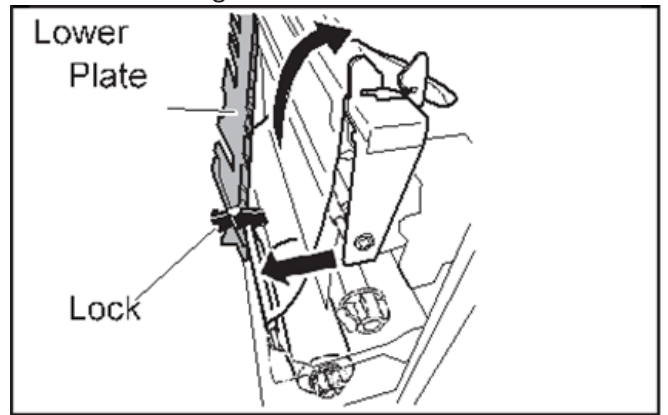
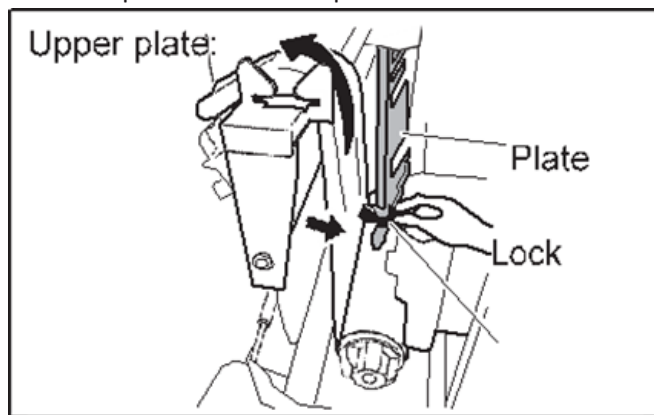
- From the operations screen, press the film set key associated with either the upper or lower film:



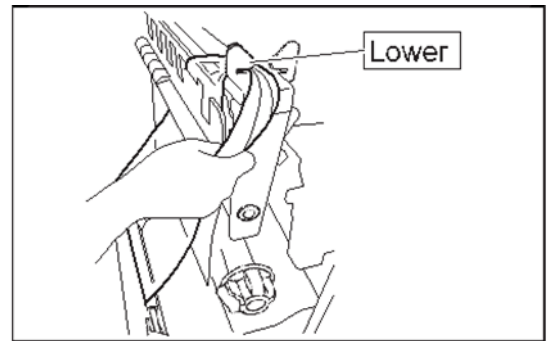
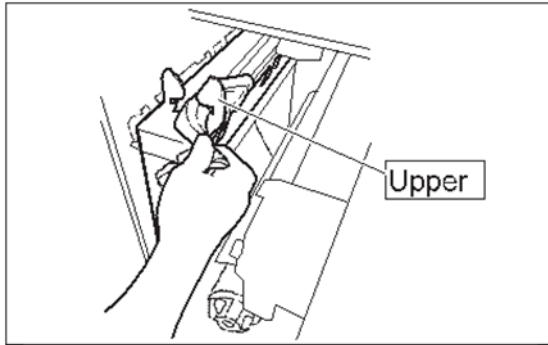
- The machine will automatically change the position of the insertion plate and prompt you to open the film replacement door on the left side; follow the on screen instructions to remove the empty film core and prep a new roll:



- Slide the roll onto the film holding bar until a “click” is heard, indicating that the spring loaded lock has engaged.
- Open the insertion plates and route the film as indicated in the images below:



5. Pull the film straight upwards keeping even with the film trimmer until the film width reaches the guide mark, then close the insertion plate and trim film:

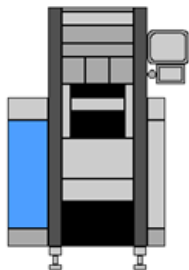


6. Close the film replacement door to start automatic loading of film.
After the film has been successfully loaded, the operation screen will ask the operator to open the film replacement door and remove film from the front and rear clamp assemblies, as shown below and to the left.
The film be gathered and within easy reach, as indicated below and to the right.
The film should pull out of the clamps with minimal effort, if resistance is felt, gently pull film to the left and right of the machine, instead of straight upwards to minimize film shreds.

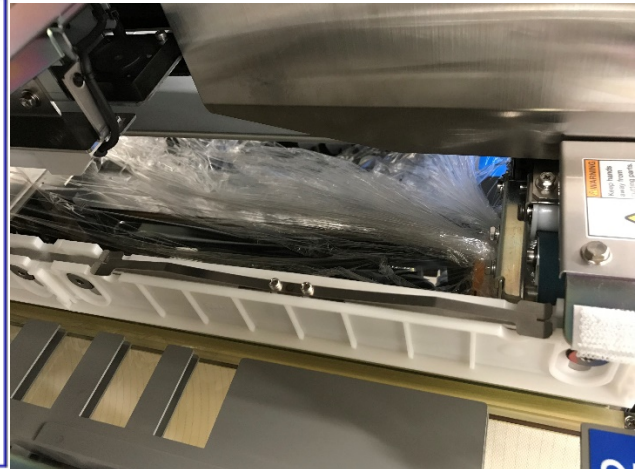
FILM LOADING FOR THE LOWER IS COMPLETED

REMOVE FILM ON LOWER ACCORDINGLY.

1. OPEN FILM CHANGE COVER.
2. REMOVE FILM.
3. IF YOU CLOSE FILM CHANGE DOOR, IT WILL RELEASE THE ERROR.



0491 - 0001

The image shows a blue header with white text. Below the header is a list of three numbered instructions. To the right of the instructions is a technical diagram of a film change cover mechanism. At the bottom left of the diagram area is a small box containing the number '0491 - 0001'.

7. The machine is now ready for operation.

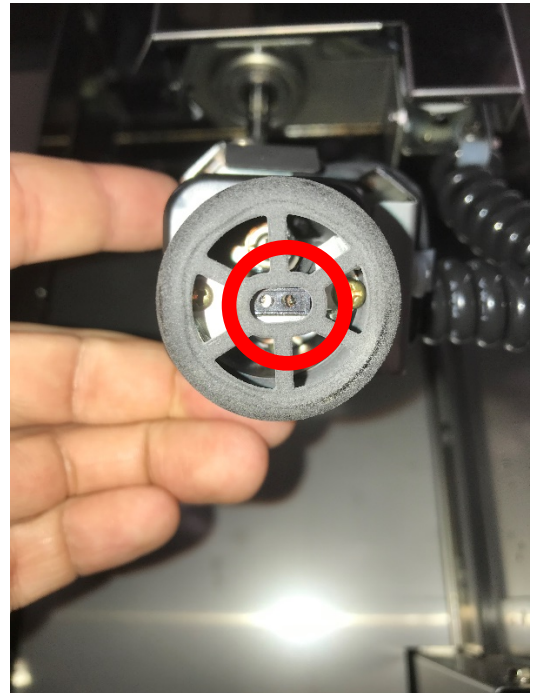
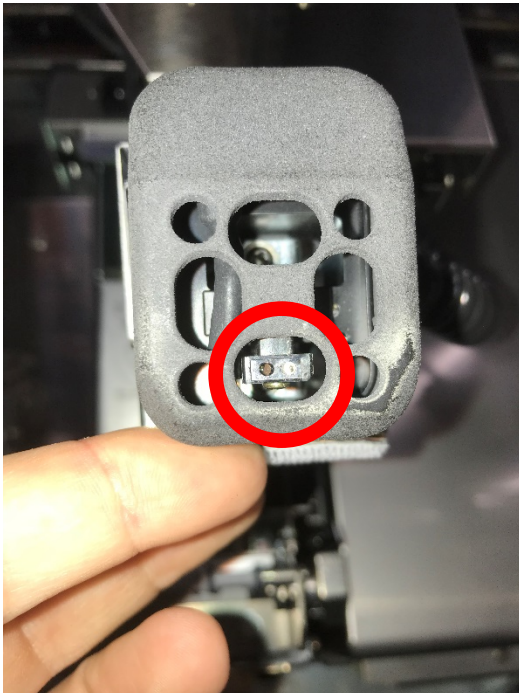
II. HOW TO LOAD LABELS, CLEAN PRINTERS AND LABEL APPLICATORS:

1. Cleaning of the printer area, thermal print head, platen rollers and applicators should occur every time label rolls are replaced or at a minimum during the evening cleaning routine.
2. For the auto wrapper only; begin by opening the front cover to access the main and USDA label applicators, both of which easily pivot allowing for cleaning of the label detection sensor:

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

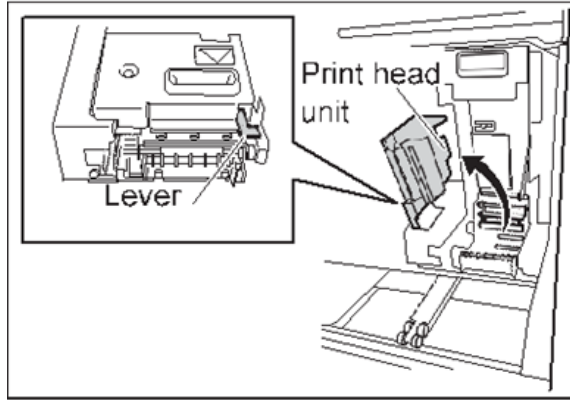


Keep the sensors, circled in red, clean and free of debris. Gently blow out dust or use the corner of a clean and dry towel. If label dust is allowed to build up and block the sensor, an error message of "label remains" will occur during operation.

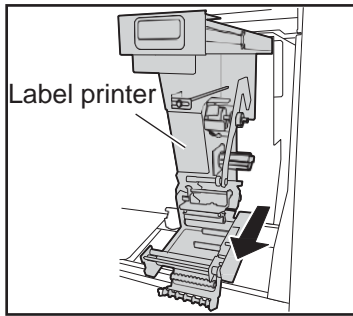


To manually open the print head, follow the instructions labeled "1" and "2" on the WM-Ai main printer:

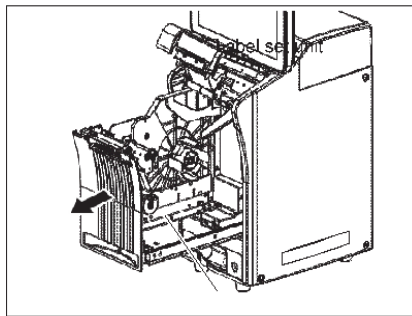
Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P



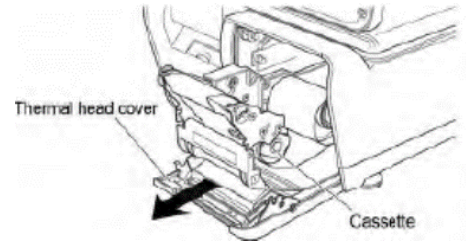
3. Pull the printer forward and clean any dust build up from behind the printer cassette:



WM-Ai Auto Wrapper

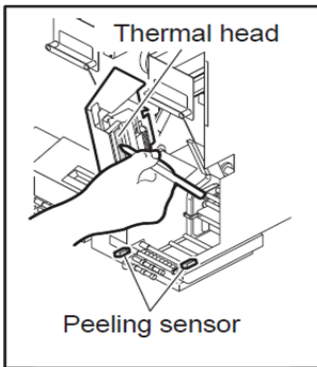


IP-Ai Bakery Printer

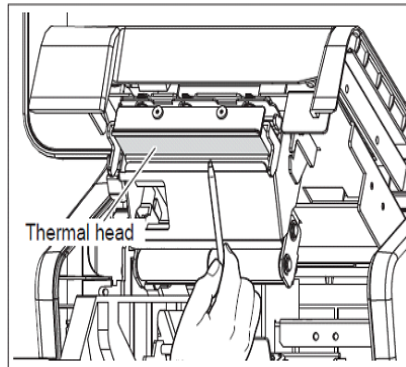


UNI-9 Scale

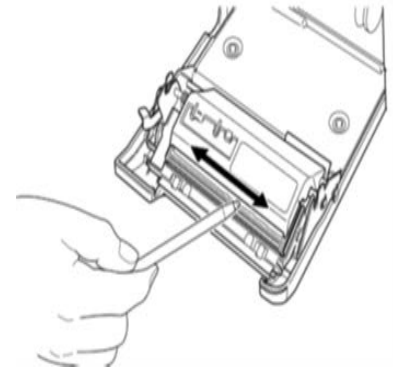
4. After removing the empty label core, clean the print head, peeling sensors and rollers with supplied cleaning pen or 70% alcohol and a lint free cloth:



WM-Ai Auto Wrapper

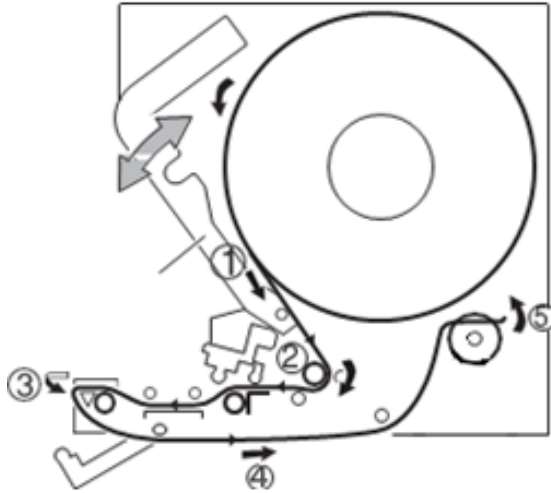


IP-Ai Bakery Printer

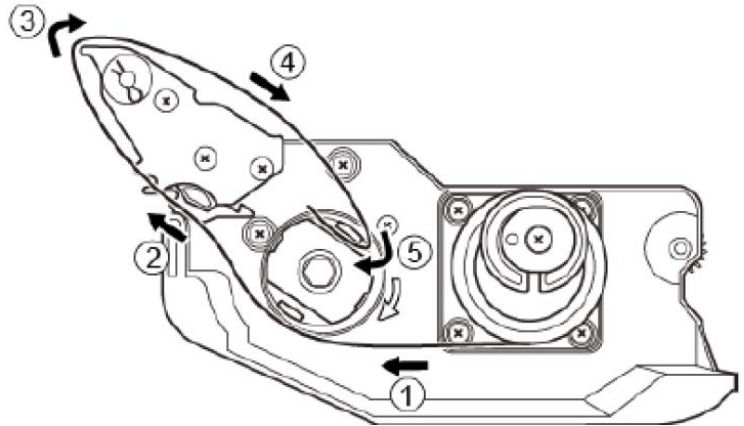


UNI-9 Scale

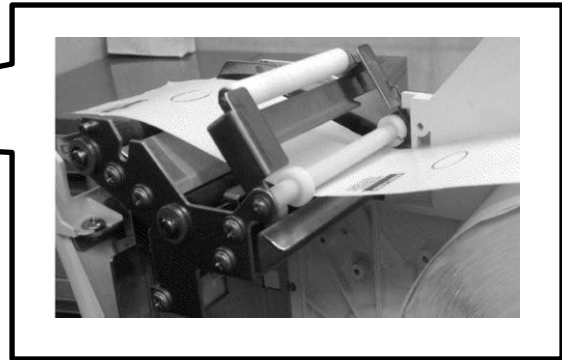
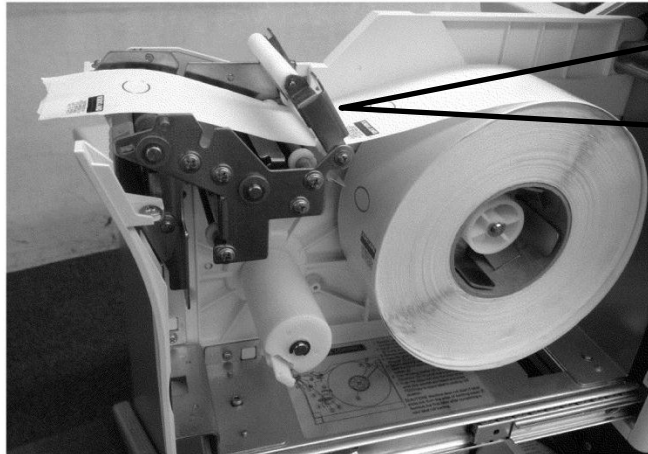
5. Load the new roll and thread as indicated:



WM-Ai Auto Wrapper

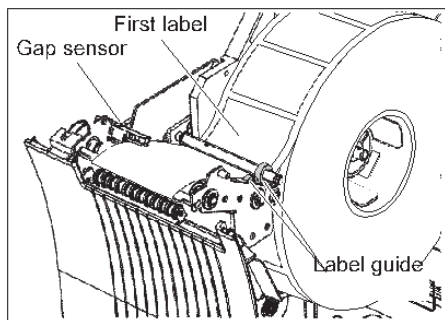


UNI-9 Scale

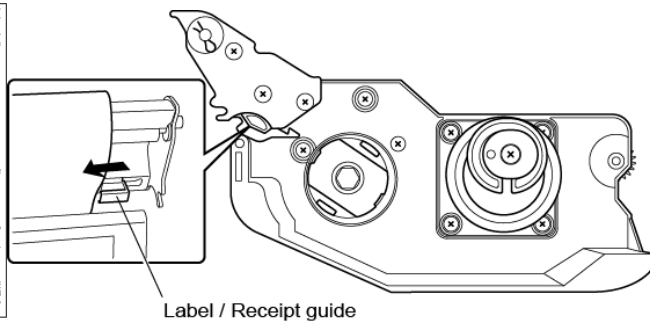


IP-Ai Bakery Printer

6. Align the stopper/label guide with the edge of the backing paper and rotate the label take-up bobbin until the label slack is taken up:



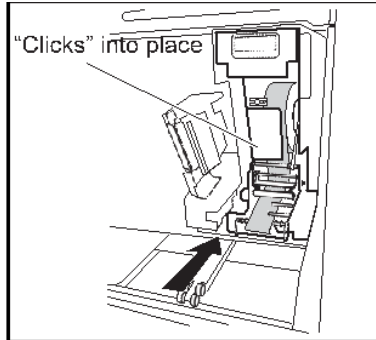
IP-Ai-P Bakery Printer



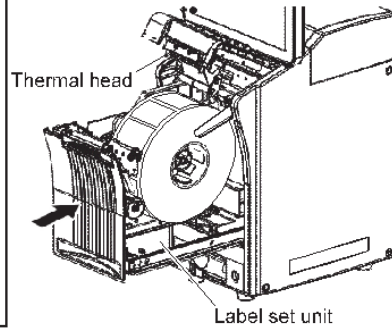
UNI-9 Scale

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

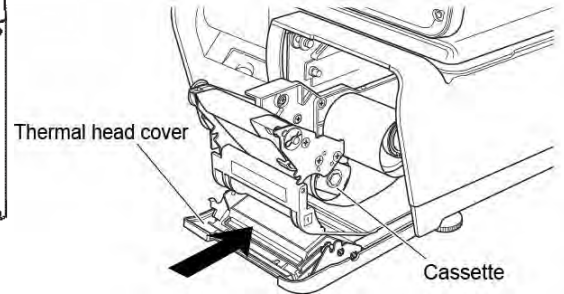
- A. WM-Ai: Rotate the take-up spool clockwise.
 - B. UNI-9L rotate the take-up spool clockwise.
 - C. IP-Ai-P: Does not utilize the take-up bobbin when printing bulk labels.
7. Move the printer unit back to its original position; manually close the print head unit on the WM-Ai:



WM-Ai Auto Wrapper



IP-Ai Bakery Printer



UNI-9 Scale

8. For the WM-Ai USDA labeler: open the print head, clean the print head and roller. Load labels as indicated below, taking care to thread labels into the gap sensor, circled in red:



9. After closing printer door, align the gap sensor by pressing the "PRINT" key to dispense at least one label; except on the WM-Ai which will require the clear front cover to remain open.

III. **CLEANING:**

1. "Figure 1" calls out several parts of the WM-Ai that should be cleaned daily:



Figure 1. WM-Ai Cleaning Points

2. Cleaning Procedure: Use the following steps to start the cleaning procedure.

A. Touch CLEANING on the display.

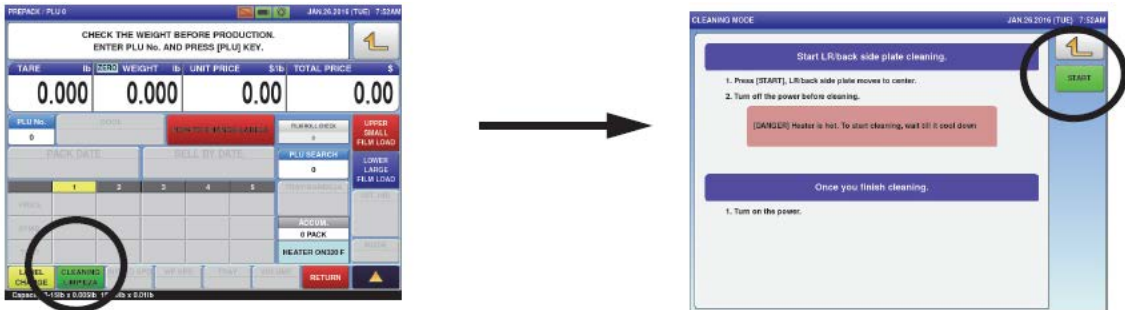


Figure 2. Cleaning and Start Buttons

- B. Touch START on the display. The machine takes approximately 10 seconds to fully move into cleaning mode.
- C. Turn the machine off by rotating the power switch to the right. The power switch is located to the left of the discharge unit:



Figure 3. On/Off Switch Location

- D. Clean the lift unit, discharge unit, wrap plates and two sealing rollers with a damp cloth. Use a brush to remove debris from within the lift unit.



Figure 4. Clean Lift Unit, Wrap Plates and Seal Roller

WARNING: Wait until the sealing rollers have cooled down before cleaning. Touching the sealing rollers when they are hot may cause severe burns.

- E. To clean the infeed areas, pull out the infeed unit by loosening the two knobs on the unit and pulling outwards:

One knob shown.
Second knob on
opposite side.



Figure 5. Loosen the Infeed Unit Knobs

- F. Remove and clean the infeed platter with soap and water. Do not use any chemicals or bleach that will discolor the infeed platter.
- G. Clean the infeed area with a damp cloth.

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P



Figure 6. Cleaning Infeed Platter and Infeed Area

- H. Open the bottom catch tray and clean the catch tray., then push the infeed unit all the way inward and tighten the two knobs.



Figure 7. Catch Tray

- I. Clean the display and wipe down the front of the unit.



Figure 8. Display and Unit Front

3. Wash down cover:

- A. A wash down cover has been provided to protect the unit while cleaning the other areas of the room.
- B. Ensure the machine is turned off.
- C. After the machine has been cleaned, cover it with the wash down cover.
- D. Spray and clean the room.
- E. After the room is cleaned, remove the wash down cover and turn the machine back on. This will protect the machine from condensation.
- F. Press Return and Enter to return to normal operation.

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

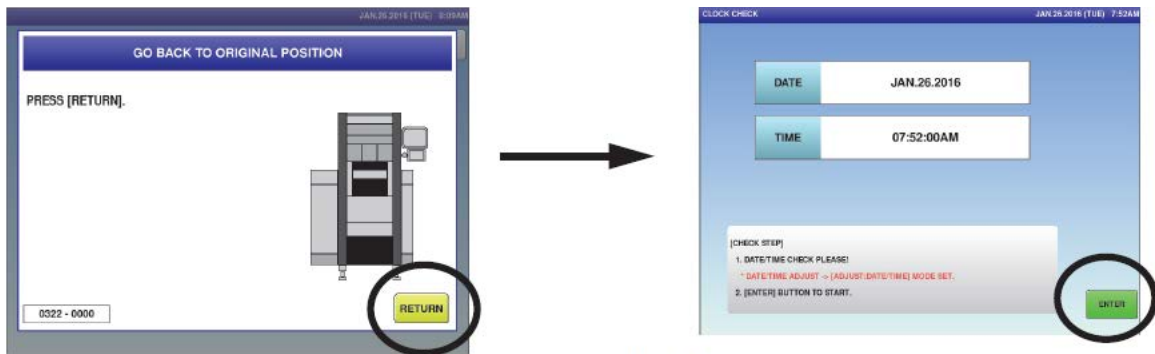


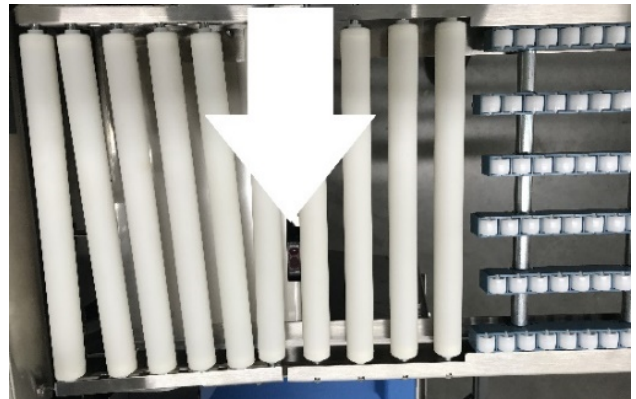
Figure 9. Return to Normal Operation

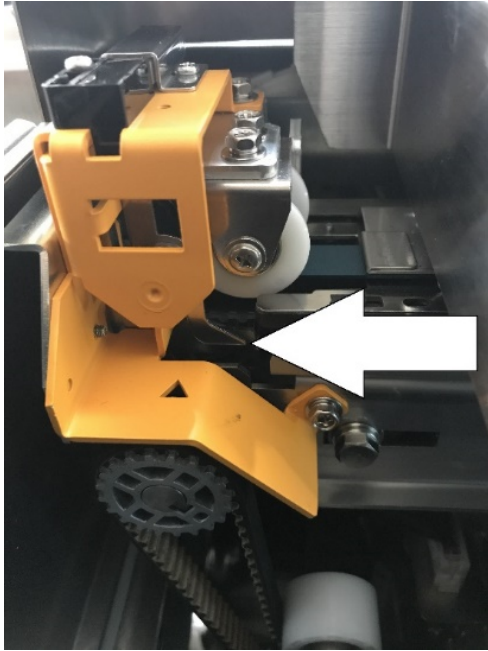
IV. TROUBLESHOOTING:

Cleaning of the exit conveyor, film remains flag, and product on lift sensors will resolve most end user errors and are described below; other common issues such as improper loading of film, labels and dirty/block label sensors are discussed above.

1. Error number 0315 “Products are stuck on the stock conveyor” will occur if the “Stock conveyor” sensor, as seen to the right, is obstructed by product or debris.

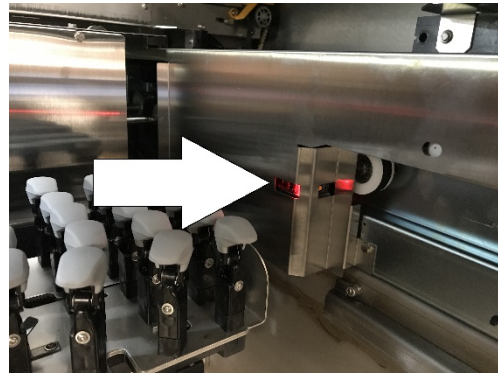
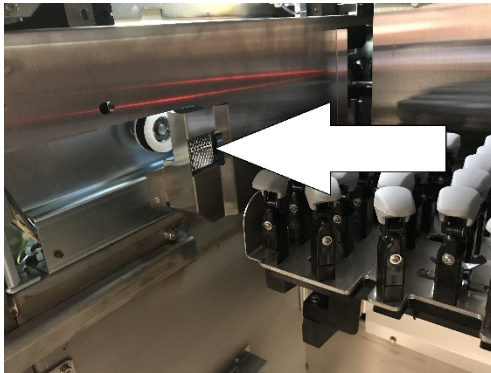
This will cause the wrapper to no longer transport product onto the runout table.





2. Error number 0480, “Film is remaining”, will occur if one or more the sensors located on both ends of the front and rear feed assemblies are blocked; the sub error will assist in identifying the trouble location: 0480-0001 = rear right, 0480-0010 front right, 0480-0100 rear left, 0480-1000 front left, and 0480-0011 if the blocked sensors are both front and rear right-side. If error occurs, check appropriate sensor for film and remove.

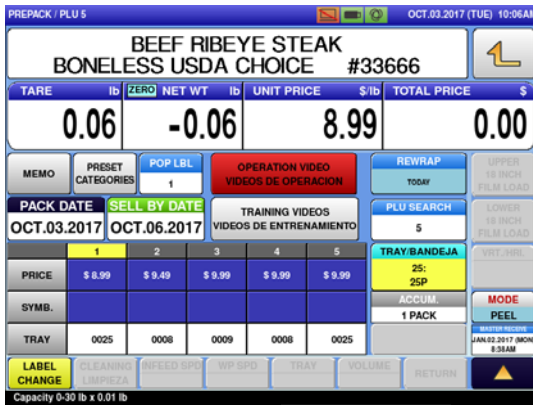
3. The lift sensor can become cloudy or obscured. The sensor is show in the right photo and the reflector is shown in the left photo below; if blocked the following errors could occur:
0341 “Product is remaining on lift” or 0460 “product was not feed”.



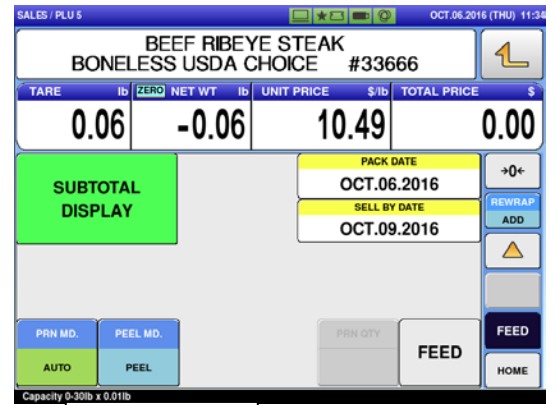
V. RANDOM WEIGHT LABELS (WM-Ai or UNI-9):

1. Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P



(Wrapper)



(Hand-wrap)

- Put a package on the scale platter.
- Labels will print once a stable weight is registered.

For the WM-Ai, the package will be brought in, wrapped and labeled automatically when it is under Wrap/Label mode.

If the WM-Ai is in "label" mode, prewrapped product will be brought in and labeled.

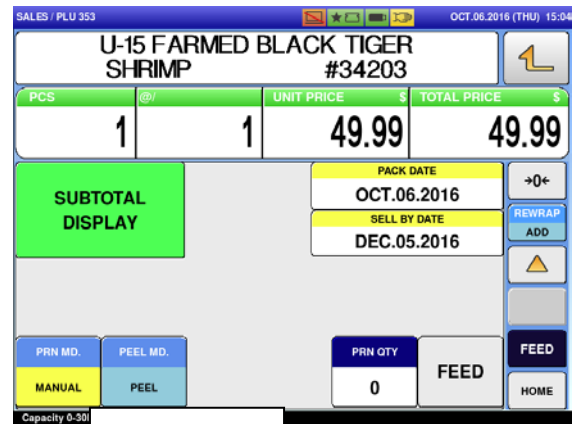
Alternatively, no matter what mode is selected, if the clear front cover is opened on the WM-Ai it will automatically enter a manual label mode, allowing product to be placed on the weigh platter without being brought in and dispensing a printed label for manual application.

VI. FIXED WEIGHT LABELS:

- Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.



(Wrapper)



(Hand-wrap)

- Touch PRINT to print a label. Since the UNI-9 prints labels continuously after a first label is taken, press PRINT again or CLEAR to stop printing.

Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

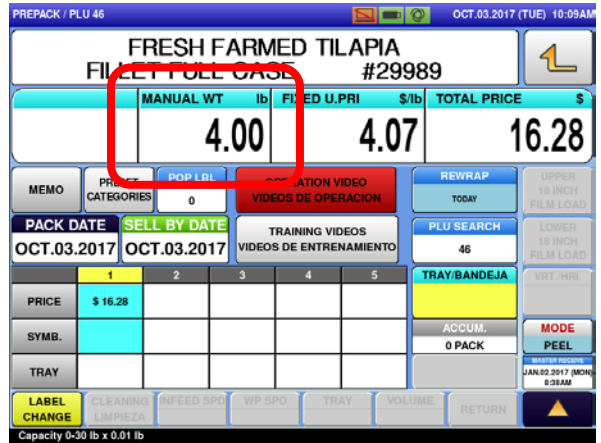
3. You can also specify the number of the labels to print from the hand-wrap station scale, Seafood scale, Deli scales and Bakery printer:
Enter the number of the labels to print using the mechanical keypad then PRINT on the mechanical keypad or digital screen. "PRN QTY/00" will populate with the requested number of labels and a count up of how many labels have been printed:



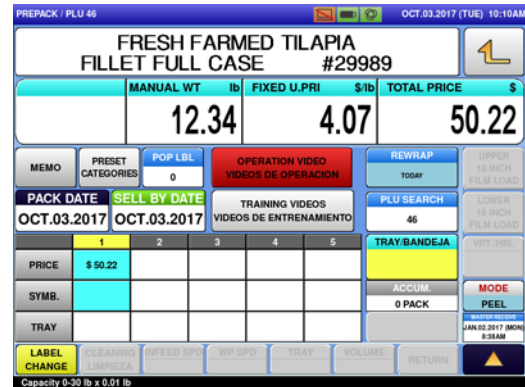
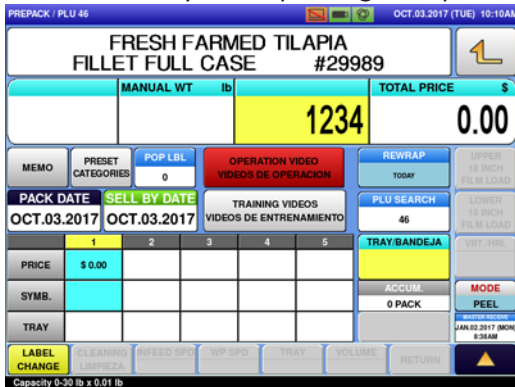
4. You can stop printing mid cycle by touching PRINT on the screen or "C" on the mechanical keypad.

VII. **CASE LABELS:**

1. Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.
2. A new window will appear requesting a manual entry of weight, enter the weight by the mechanical keypad (example: 4.00), and touch FIXED WEIGHT.
3. The page will return to the normal operation screen:

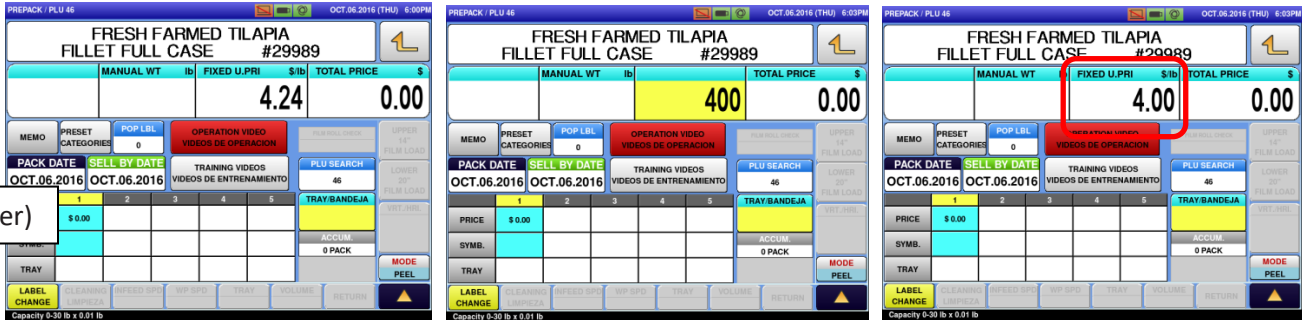


4. Alternatively, you can enter the manual weight on the mechanical keypad then touch MANUAL WT if you are printing multiple weights from the same PLU:

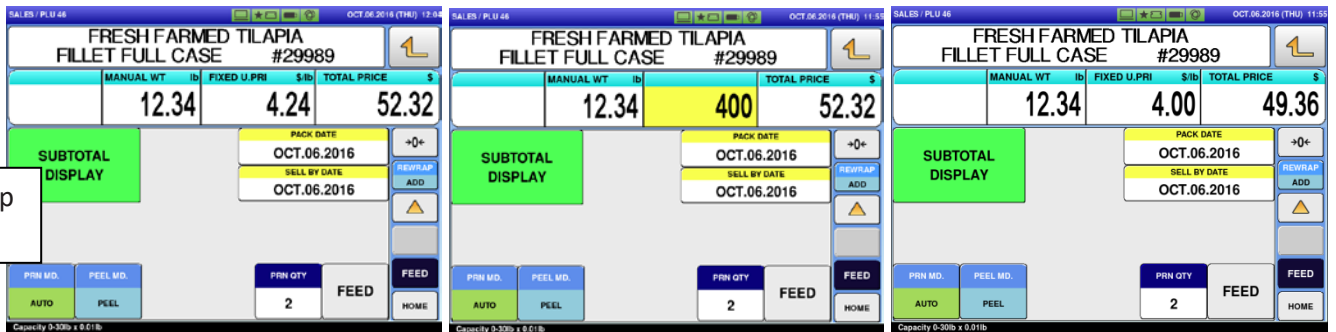


VIII. MANUAL PRICE CHANGE AND WEIGHT ENTRY: CASE LABELS:

1. Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.
2. Enter a price manually by the mechanical keypad, and touch FIXED U. PRI.

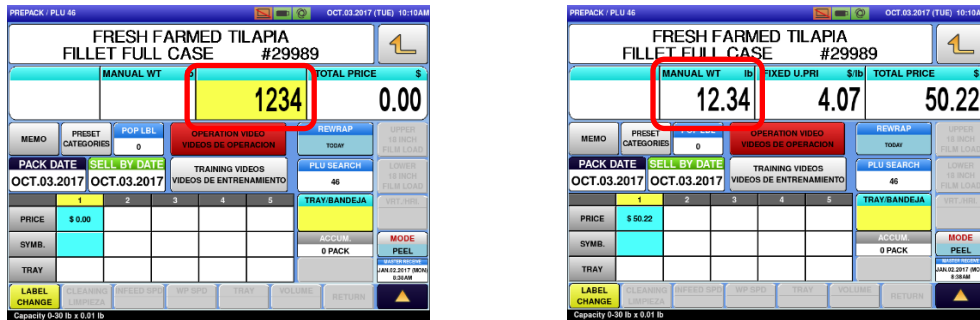


(Wrapper)



(Hand-wrap station)

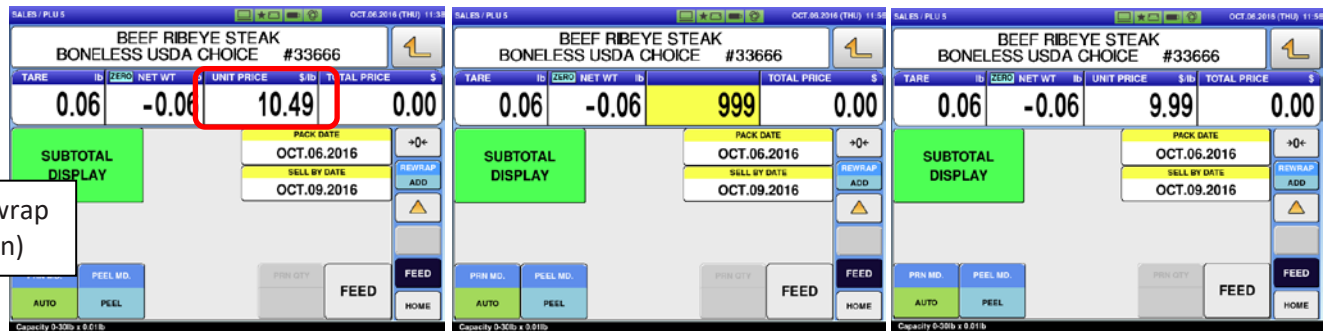
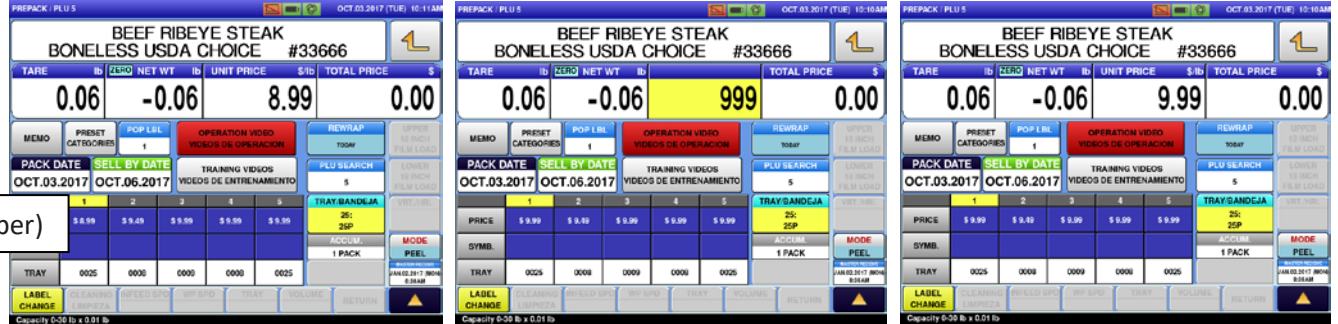
3. If there is no weight value, enter a weight value by the mechanical keypad, and touch MANUAL WT LB:



4. To dispense a label, touch PRINT for fixed weight items or place a package on the weigh plater for random weight items.
The label will now display a horizontal "M" indicating that the price has been manually changed, as indicated below in section 9.

IX. MANUAL PRICE CHANGE: RANDOM WEIGHT ITEM:

1. Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.
2. Enter a price manually by the mechanical keypad (example: 999), and touch UNIT PRICE:



3. Put a package on the scale to print a label; the label will now display a horizontal "M" indicating that the price has been manually changed.
4. When the total price is greater than \$99.99 the barcode will not be printed on a label, unless GS1 barcode is being used (in select test locations).
5. To dispense a label, touch PRINT for fixed weight items or place a package on the weigh plater for random weight items. The label will now display a horizontal "M" indicating that the price has been manually changed:



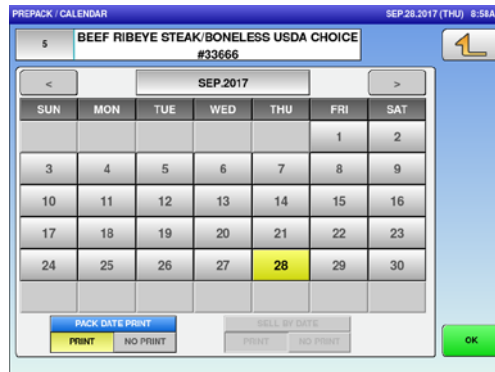
X. REWRAP AND PACK DATE CHANGE: AUTO WRAPPER AND SCALES:

1. Call up an item by entering the PLU No. using the mechanical keypad and PLU key, or alternatively using the touchscreen preset keys.

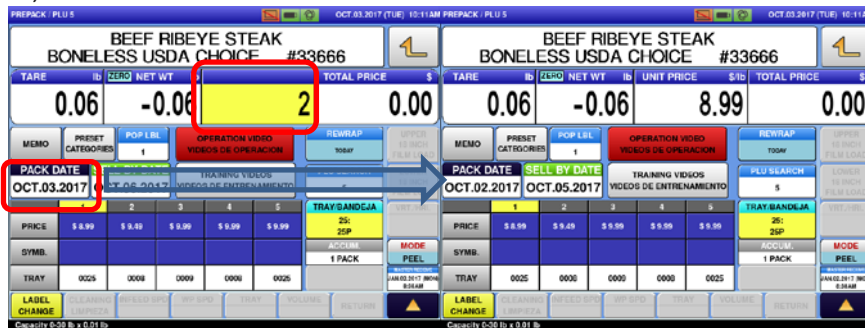
Touch REWRAP once to change from TODAY to REPACK. Then touch PACK DATE:



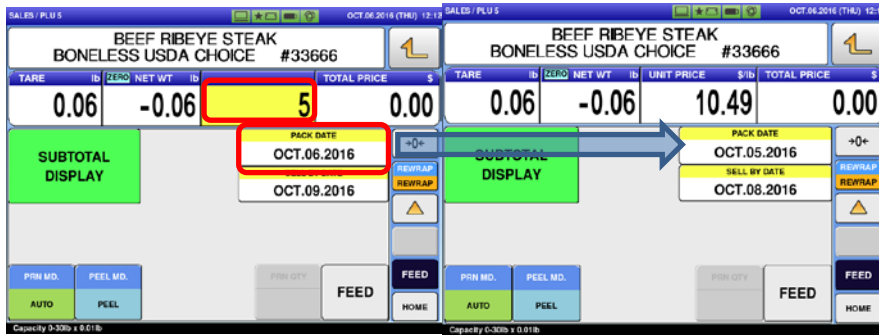
1. Select the correct date on the calendar and touch OK to return to the PLU screen:



2. Alternatively, enter the correct date using the mechanical keypad then touch PACK DATE.
3. Example: changing the pack date from OCT.03.2016 to OCT.02.2016; Enter "2" on the mechanical keypad, then touch PACK DATE:



Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

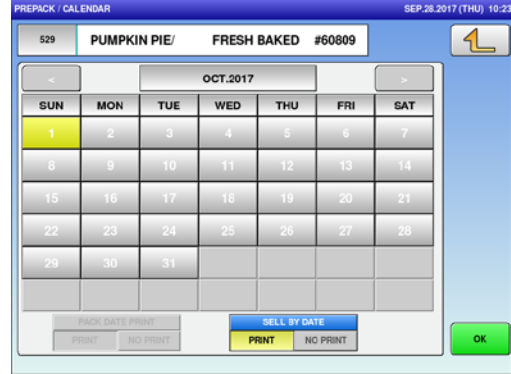
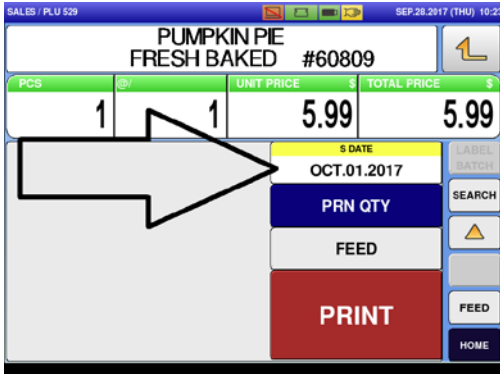


4. Once the pack date has been changed the SELL BY DATE will automatically change based on the shelf life programmed in the PLU data.
5. Touch PRINT to print a label or put a package on the scale to print a label.
6. The label will now display a horizontal “M” indicating that the price has been manually changed:



XI. SELL DATE CHANGE: BAKERY:

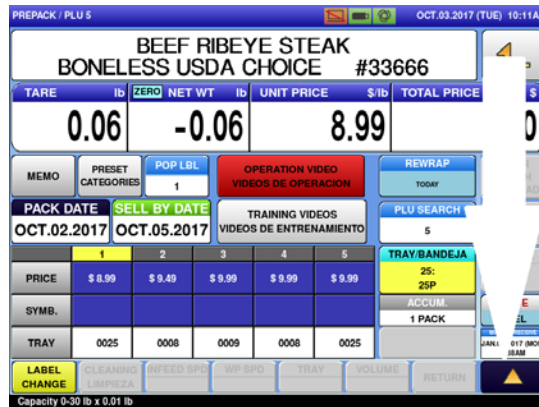
1. Touch S DATE, then select the correct date on the calendar:



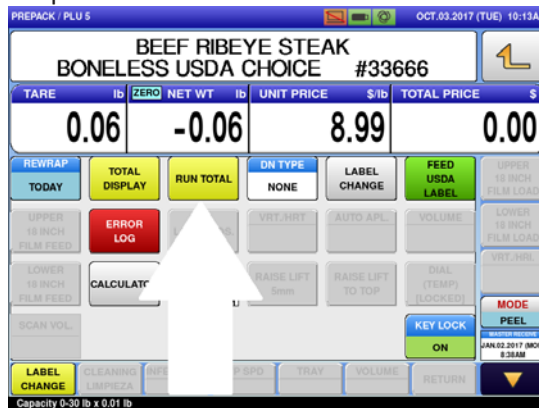
7. Alternatively, enter the correct date using the mechanical keypad and touch S DATE.

XII. RUN TOTAL LABELS:

1. Call up an item by entering the PLU No. on the mechanical keypad and press the "PLU" key.
2. Proceed with the production operation.
3. When finished, go to the FUNCTION page by touching the triangle key in the lower right corner:

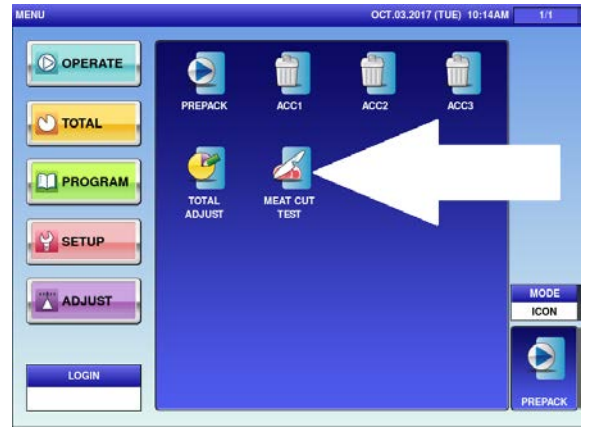


4. Touch RUN TOTAL to print the "total" label.

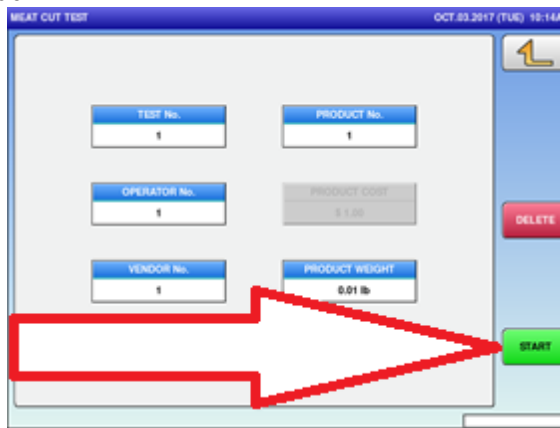


XIII. MEAT CUT TEST:

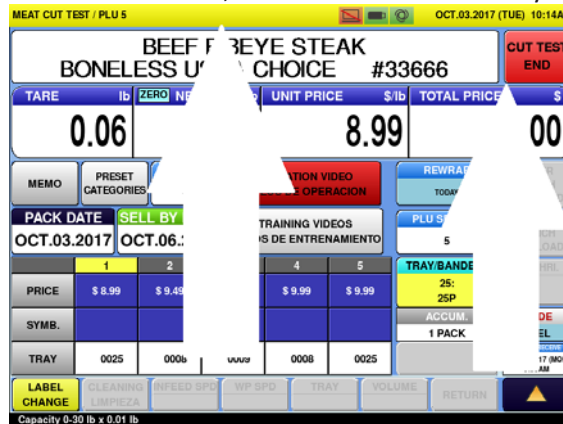
1. At the home screen, press MENU/RETURN key in the upper right corner, then touch MEAT CUT TEST to enter the cut test data:



2. Enter values into the proper fields and press START; CUT TEST key will not be enabled until all fields are filled out:



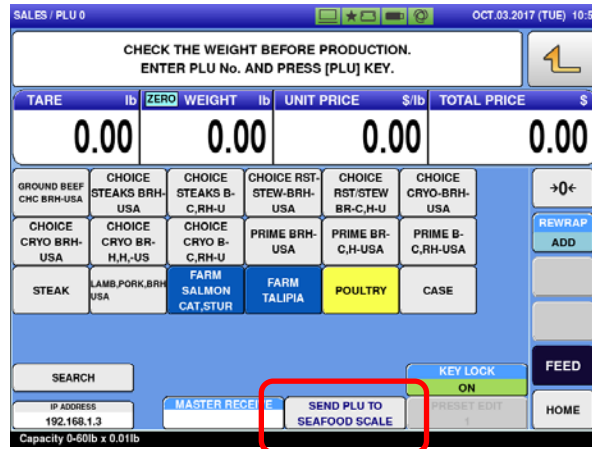
3. The top bar is now highlighted in yellow, indicating that all production is now under a CUT TEST. Start the production as usual, once completed touch the "CUT TEST END" key. If onsite production data is needed, touch the RUN TOTAL key while still in the PLU screen.



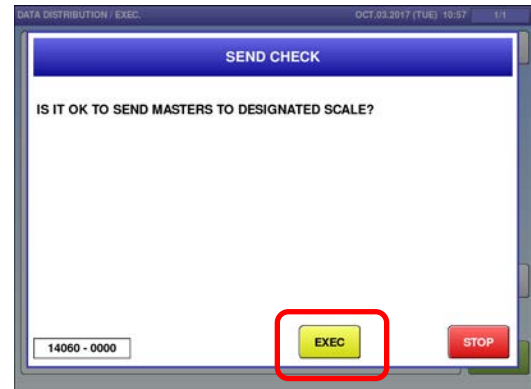
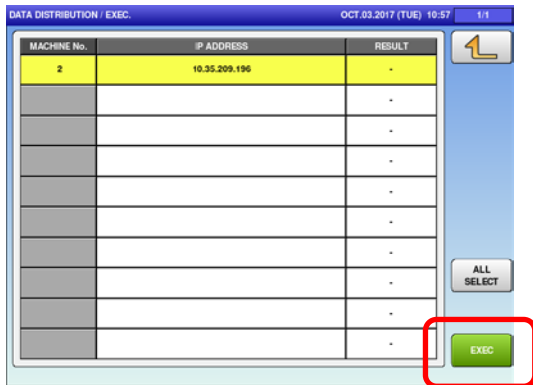
4. To resume the same test, go back to the MEAT CUT TEST page and call up the same Test No. and restart the test.

XIV. ROADSHOW DOWNLOAD:

1. Connect the “extra” Ethernet cable located near the hand wrap station and connect to the seafood roadshow scale and touch SEND PLU TO SEAFOOD SCALE:



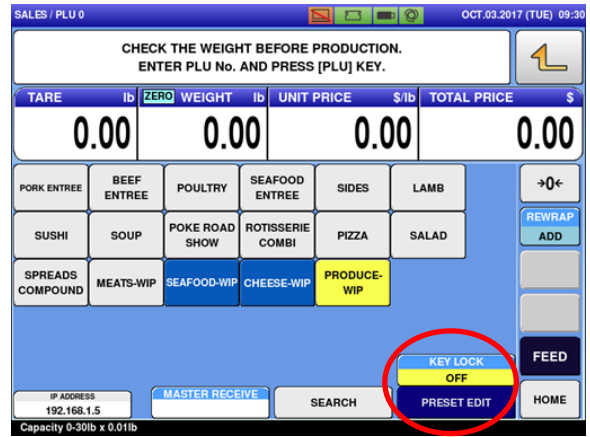
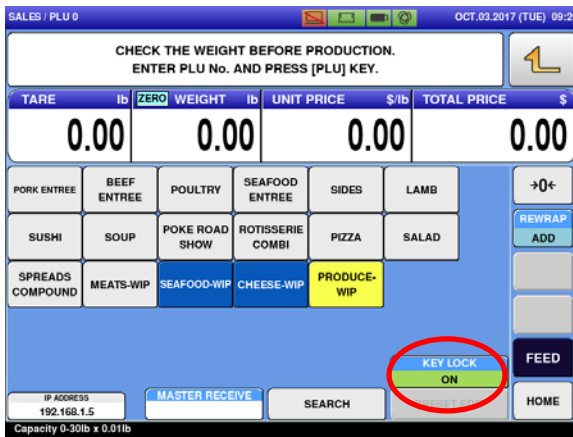
2. A new window will appear requesting selection of the correct IP address from the download page, then touch EXEC to start downloading; a confirmation screen will appear asking to proceed or not. Touch EXEC again:



3. Once successfully completed, as indicated by an “OK” in the result column, touch EXEC.
4. Turn OFF the seafood roadshow scale, and take it to the Seafood roadshow booth.
5. Perform this procedure again on the second seafood road show scale, if applicable (varies by store).

XV. MANAGE PRESETS: SCALES AND BAKERY PRINTER:

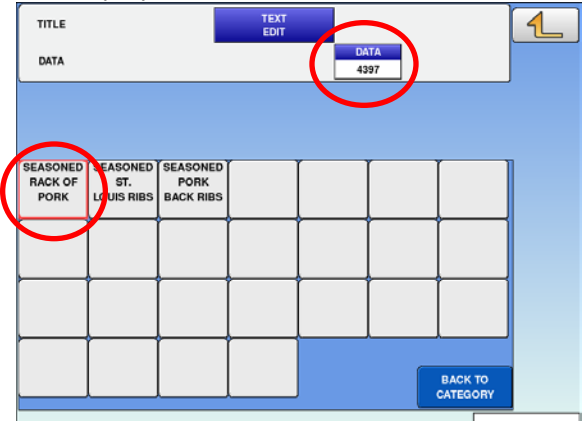
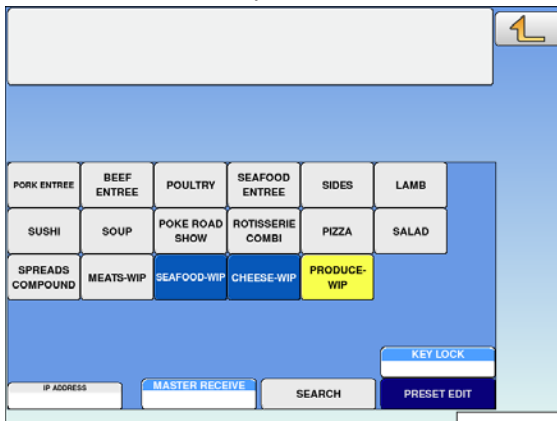
- At the home screen enter the managers password and touch KEY LOCK, which will change to OFF and unlock PRESET EDIT:



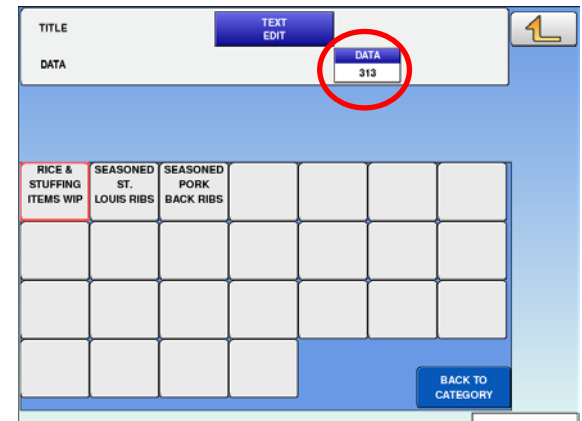
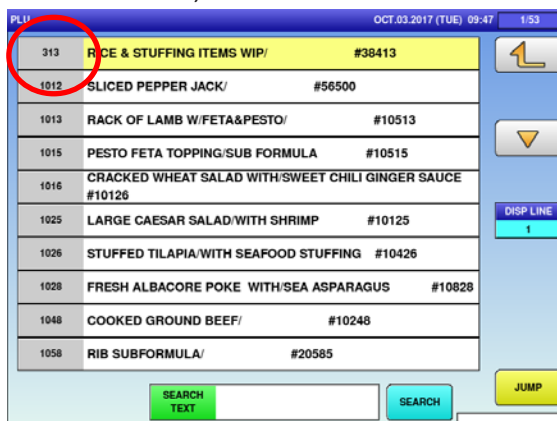
- After touching PRESET EDIT you will enter the editable PRESET MENU page. Touch the desired category (example: PORK ENTREE), then select the key you would like to change and the DATA key will appear.

*If the key selected is already in use, the DATA key will now display the PLU number.

*If the key was not in use, the DATA key will now display "0":



- Touch DATA to select a new PLU from the list, or if you know the PLU number of the desired item, enter the number and touch DATA:



- Once you have complete assigning PLUs to Preset Keys within that group touch BACK TO

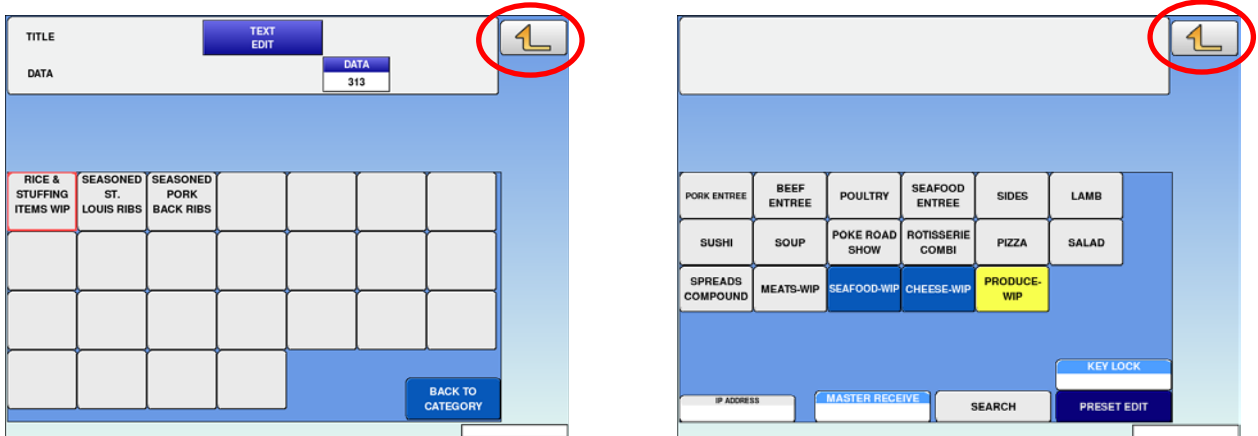
Onsite Team Guide for Ishida Uni-9, IP-Ai and WM-Ai-P

CATEGORY to return to the PRESET MENU page.

From here additional changes can be made to another category, if desired.



4. From either screen touch the RETURN arrow:



Then EXEC. You will no longer be in the PRESET EDIT mode and can now utilize the preset changes

