



## TECHNICAL BULLETIN

Bulletin Number TB20040216

February 16, 2004

Product: Ishida 3000 Series Scales

Issue: Diagnosing and Resolving Error Conditions

Contents: A Complete List of Error Codes, Causes, and Solutions

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This bulletin provides a comprehensive list of all error codes associated with the Ishida 3000 Series scales and is intended to assist technicians in quickly diagnosing and solving error conditions and minimizing customer down time. The tables on the following pages contain error codes, error messages, and descriptions of the causes and solutions to the error conditions.

Note: To clear error message from display press **CLR** key.

OPERATION			
Number	Display	Cause	Solution
1	IMPROPER POSITION. CHECK CASSETTE Err--01	<ul style="list-style-type: none"> <li>•Label cassette not completely inserted in scale.</li> <li>•Label cassette Home Position sensor is dirty or faulty</li> </ul>	<ul style="list-style-type: none"> <li>•Reinsert label cassette.</li> <li>•Clean or replace Home Position sensor</li> </ul>
2	CHARACTER OVER Err--02	Too many characters on one line in product description.	Edit product description by removing excess characters per line.
3	POP MESSAGE: OVER CHARACTER Err--03	Too many characters on first line for POP message to print.	Edit product description's first line by removing excess characters. (16 characters maximum when printing POP messages)
4	AD MESSAGE: OVER CHARACTER Err--04	Too many characters on one line in Ad message.	Edit Ad message by removing excess characters per line.
6	REG. CODE: OVER CHARACTER Err--06	Too many characters on one line in Reg. Code.	Edit Reg. Code by removing excess characters.
7	STORE NAME/ADDR.: OVER CHARACTER Err--07	Too many characters on one line in Store Name / Address.	Edit Store Name / Address by removing excess characters per line.
8	LABEL END Err--08	<ul style="list-style-type: none"> <li>•End of label roll.</li> <li>•Mis-threaded labels.</li> </ul>	<ul style="list-style-type: none"> <li>• Install new label roll.</li> <li>• Re-thread labels.</li> </ul>
9	LABEL SIZE ERROR Err--09	<ul style="list-style-type: none"> <li>•Incorrect labels installed in scale.</li> <li>•Label size settings are incorrect.</li> <li>•Mis-threaded labels.</li> </ul>	<ul style="list-style-type: none"> <li>• Install correct labels.</li> <li>• Check label size settings.</li> <li>• Re-thread labels.</li> </ul>
10	EXCESS \$ ON SCALE ITEM Err--10	Discount price is equal to or greater than the original price.	Check the discount price registration.
11	TABLE STRUCTURE CORRUPTION Err--11	Internal database has become corrupted.	Perform memory clear.
12	MAX ITEM NUMBER OVERFLOW Err--12	Accumulated operator totals have exceeded 30 transactions or \$100,000 per operator or 100 total transactions.	Clear operator totals by printing a total label. (Use the SUB-TOTAL key).
13	SAME OPR. TOTALING ON MAC. Err--13	Same operator number used within one second.	Wait and restart operation.

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OPERATION			
Number	Display	Cause	Solution
14	OPERATOR IN USE Err--14	Same operator number used within one second.	Wait and restart operation.
17	WEIGHT IS OVER LIMIT Err--17	Package exceeds programmed upper weight limit.	<ul style="list-style-type: none"> <li>• Remove package from scale – reduce weight.</li> <li>• Change weight limit.</li> </ul>
18	WEIGHT IS BELOW LIMIT Err--18	Package does not reach programmed lower weight limit.	<ul style="list-style-type: none"> <li>• Remove package from scale – increase weight.</li> <li>• Change weight limit.</li> </ul>
19	LABEL REMAINING ON APPLICATOR Err--19	Label cannot be printed until previous label is removed from label applicator.	<ul style="list-style-type: none"> <li>• Remove label from applicator.</li> <li>• Check/clean label sensor.</li> </ul>
20	WEIGHT EXCEEDS CONVEYOR CAP. Err--20	Package weight is more than conveyor capacity. (WPL-3000 standard conveyor capacity is 10 pounds)	<ul style="list-style-type: none"> <li>• Reduce weight of the package.</li> <li>• Change to Manual weighing/labeling with the PREPACK</li> </ul>
40	MEMORY NOT INITIAL SET Err--40	Memory in "FAT" area has been corrupted.	Re-initialize all memory including RAM and E2ROM.
42	SYSTEM ERROR Err--42	Malfunction in main program: does not start up.	<ul style="list-style-type: none"> <li>• Check possible CPU board failure.</li> <li>• Check firmware chips.</li> </ul>
43	E2ROM NOT INITIAL SET Err--43	Memory in E2ROM has been corrupted.	Re-initialize with E2ROM clear.
50	NO POWER SCALE Err--50	A/D board is disconnected or malfunctioning.	<ul style="list-style-type: none"> <li>• Check A/D board cabling.</li> <li>• Replace A/D board.</li> </ul>
51	SCALE ERROR Err--51	NV RAM (calibration data) in A/D board has been corrupted.	Recalibrate scale.
56	REMOVE ITEM ON THE PLATTER Err--56	<ul style="list-style-type: none"> <li>• Scale is unstable or was powered up with some object on the platter.</li> <li>• Scale has been overloaded.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove internal or external cause of instability.</li> <li>• Recalibrate the scale.</li> </ul>
57	REMOVE ITEM ON THE PLATTER Err--57	<ul style="list-style-type: none"> <li>• Scale was powered up with some object on the platter.</li> <li>• Scale has been overloaded.</li> </ul>	<ul style="list-style-type: none"> <li>• Power up the scale with nothing on the platter.</li> <li>• Recalibrate the scale.</li> </ul>

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OPERATION			
Number	Display	Cause	Solution
66	MEMORY AREA OVERFLOW Err--66	<ul style="list-style-type: none"> <li>• Transaction results cannot be written in to memory due to corruption of Totals area. <ul style="list-style-type: none"> <li>▪ Incorrect Memory clear procedure.</li> <li>▪ Incorrect Master Satellite setup procedure</li> <li>▪ Noise from RS-232 communications with PC.</li> </ul> </li> <li>• Scale memory and/or Totals area is full.</li> </ul>	<ul style="list-style-type: none"> <li>• Power scale off after RAM clear - do <b>NOT</b> use RESET key.</li> <li>• Re-initialize Master - Satellite system.</li> <li>• Clear scale totals</li> <li>• Clear scale totals.</li> <li>• Delete unused PLUs from scale memory.</li> <li>• Install 1M master board to increase memory.</li> </ul>
68	RESEND RESULT DATA Err--68	Unsuccessful transmission of transaction results to Total area of memory.	<ul style="list-style-type: none"> <li>• Press <b>PLU</b> key to resend data.</li> <li>• Press <b>VOID</b> key to cancel transmission.</li> </ul>
203	PRINTER POWER-OFF OR NOT CONNECT Err--203	No communication with second printer at initial power up of main unit.	<ul style="list-style-type: none"> <li>• Turn on second printer unit <u>before</u> main unit.</li> <li>• Check cabling between printers.</li> </ul>
204	PRINTER COMMUNICATION ERROR Err--204	No communication with second printer.	<ul style="list-style-type: none"> <li>• Check power at second printer.</li> <li>• Check cabling between printers.</li> </ul>
----	CHARACTER BUFFER OVER	Too many characters per PLU.	Check PLU name registration area.
----	CHARACTER DOTS OVER	Too many characters per line.	Check PLU name registration area.

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<b>SYSTEM COMMUNICATIONS</b>			
<b>Number</b>	<b>Display</b>	<b>Cause</b>	<b>Solution</b>
9300	SYSTEM ERROR (CHECK CABLE) Err--oFFLin	<ul style="list-style-type: none"> <li>• Master Board malfunction.</li> <li>• Faulty cable connections.</li> </ul>	<ul style="list-style-type: none"> <li>• Check Master Board, replace if necessary.</li> <li>• Check all cable connections.</li> </ul>
9305	SAME OPR. TOTALING ON MAC. Err--9305	Same operator number used within one second.	Wait and restart operation.
9307	SAME OPR. PROCESSING ON OTHER Err--9307	Same operator number used within one second.	Wait and restart operation.
9309	ERROR ON COMM. CROSSOVER Err--9309	Data transfer duplication error - same data was sent twice.	Press <b>CL</b> key to reset.
9311	MAX ITEM NUMBER OVERFLOW Err--9311	Accumulated operator totals have exceeded 30 transactions or \$100,000 per operator or 400 total transactions.	Clear operator totals by printing a total label. (Use the TOTAL key).
9316	MASTER IS OFF LINE Err--9316	<ul style="list-style-type: none"> <li>• Master scale is Off Line.</li> <li>• Master scale is in Totals Mode or Test Mode.</li> </ul>	Return master scale to On Line mode.
9330	COMM. ERROR ON RESULT TRANSFER Err--9330	Satellite cannot report Totals data back to Master scale.	<ul style="list-style-type: none"> <li>• Check Master Board, replace if necessary.</li> <li>• Check all cable connections.</li> </ul>
9330	SYSTEM ERROR (CHECK MASTER SCALE) Err--9330	Satellite does not receive requested data from Master Board.	<ul style="list-style-type: none"> <li>• Check Master Board, replace if necessary.</li> <li>• Check all cable connections.</li> </ul>

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<b>SAVE &amp; LOAD WITH IF-21FD FLOPPY DISK UNIT</b>			
<b>Number</b>	<b>Display</b>	<b>Cause</b>	<b>Solution</b>
1	Err 1	Scale memory is corrupted.	Clear scale memory, reload disk.
2	Err 2	Floppy disk does not verify.	<ul style="list-style-type: none"> <li>• Reload data to/from disk.</li> <li>• Create new master disk.</li> </ul>
3	Err 3	<ul style="list-style-type: none"> <li>• No disk in IF-21FD floppy disk recorder.</li> <li>• Bad IF-21FD disk drive.</li> </ul>	<ul style="list-style-type: none"> <li>• Install DS, DD floppy disk into recorder.</li> <li>• Repair IF-21FD.</li> </ul>
4	Err 4	Cannot record to floppy disk because it is write protected.	Switch write protect tab on the disk to correct position.
5	Err 5	<ul style="list-style-type: none"> <li>• Attempting to over write an existing file on floppy disk.</li> <li>• Attempting to receive, verify, or delete a nonexistent file on floppy disk.</li> </ul>	<ul style="list-style-type: none"> <li>• Select an unused file number.</li> <li>• Select an existing file number.</li> </ul>
6	Err 6	IF-21FD floppy disk unit not configured correctly.	<ul style="list-style-type: none"> <li>• Check that only DIP switches <u>2</u> and <u>5</u> are in the down position.</li> <li>• Check that the IF-21FD has the latest firmware version (J-209N).</li> <li>• Use 9-pin cable, not 25-pin cable.</li> </ul>
7	Err 7	Parity error in communication protocol.	Check scale CPU board.
8	Err 8	Floppy disk memory overflow.	<ul style="list-style-type: none"> <li>• Restart with a blank floppy disk.</li> <li>• Erase unused files from floppy disk.</li> </ul>
9	Err 9	Operation error.	Begin SAVE/LOAD procedure again following correct procedure. (Refer to service manual if needed).
10	Err 10	Floppy disk format error.	Reformat floppy disk.
66	Err 66	<ul style="list-style-type: none"> <li>• Data on disk is corrupted.</li> <li>• File is too large for scale memory.</li> <li>• Scale memory is corrupted.</li> </ul>	<ul style="list-style-type: none"> <li>• Create new master disk.</li> <li>• Reduce file size and reload in to scale's memory.</li> <li>• Clear scale memory, reload disk.</li> </ul>
73	Err 73	<ul style="list-style-type: none"> <li>• IF-21FD floppy disk recorder not connected.</li> <li>• Incorrect disk format.</li> </ul>	<ul style="list-style-type: none"> <li>• Power off scale and connect IF-21FD floppy disk recorder.</li> <li>• Reformat floppy disk.</li> </ul>