

Testing for Unstable/Fluctuating Weight on Vet Scale

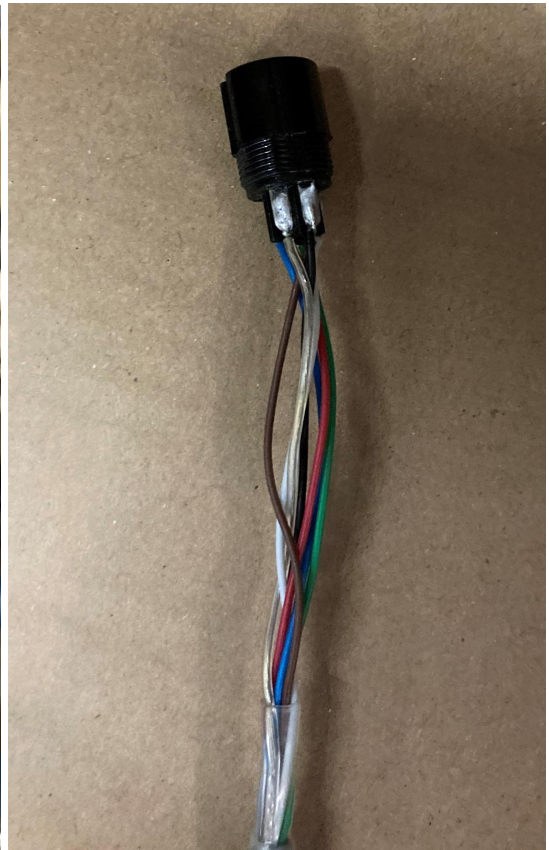
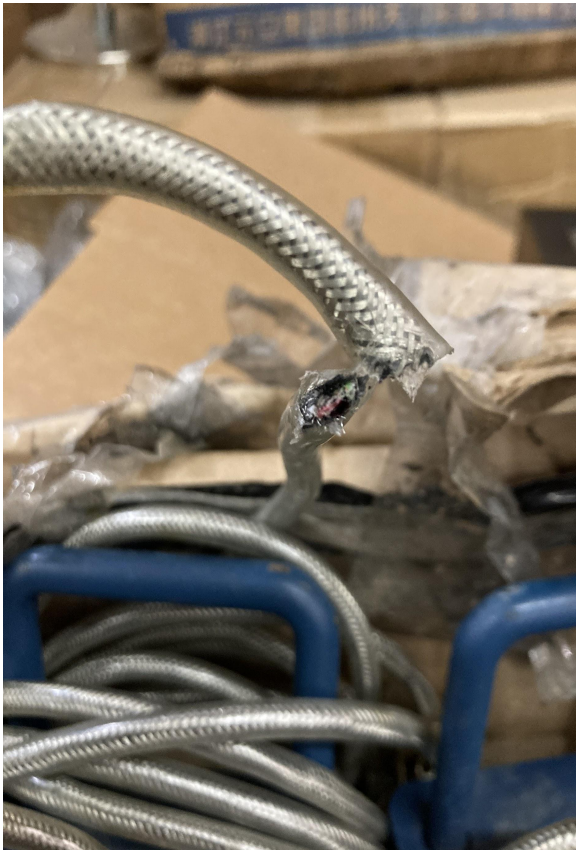


Disconnect the cable from indicator to scale. We will now check the wiring on the scale. Do not worry there is **no DC power**. Since the cable from the indicator to the scale is disconnected you will not be shocked. Even if you forget to disconnect the cable from the indicator to the scale you will not be affected. The first step would be to check the wiring.

Steps to check:

1. Run your hands through the cable from the indicator to the vet scale. Check for any dents or smashed areas.

Examples Of Damaged Cables:



#1 reason for Unstable weight is a smashed or yanked cable from the indicator. These are easy repairs. If your cable is damaged email sales@optimascale.com and attach a photo of your smashed, snapped, or yanked home run cable. Another option would be to call **1(800) 360-9619 EXT 1** and explain to them about your damaged home run cable. **We have plenty of home-run cables in stock.**

2. Check your scale for damages. This could be something heavy falling on the vet scale, water damage where the scale was under a puddle of water overnight, or lightning strikes if left outside during a thunderstorm. If there was damage to the scale contact support@optimascale.com and explain to them your problem **with pictures**. Email is the preferred method to contact us since over the phone we will not be able to see the damage. If you can't email, call us at **1(800) 360-9619 EXT 2**.
3. Make sure the cable is attached to the indicator. Remove the printer or scoreboard if you attached it to the indicator. Below would be checking for the wiring of the scale.

Each cable goes into the J-card inside the scale. Below I will show how to check the wiring on a vet scale.

Vet Scale:



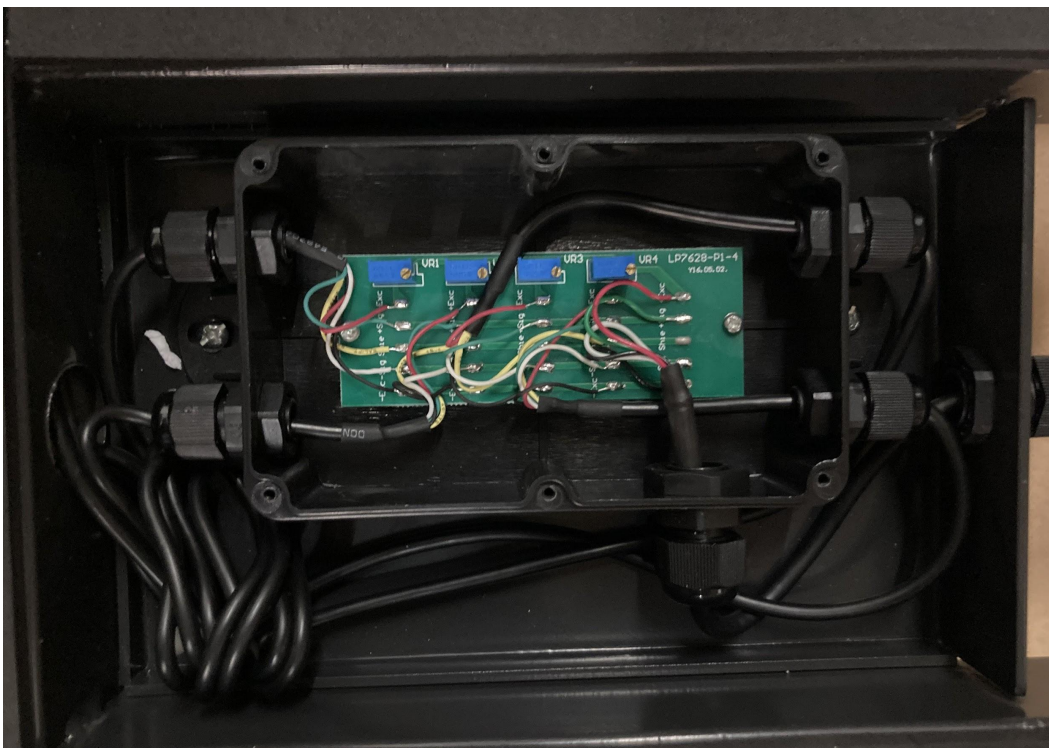
Look on your
vet scale and
remove the
metal pan



You will see a
black box
where all the
wires go into.



Unscrew all 6 screws in the junction box. Remove the plastic junction box lid and see if no wires are loose.



If all the wires are in place and none are loose then your scale should be fine assuming there is no damage to load cells or water in the junction box.

If there is still unstable/ fluctuating weight then this means your indicator is bad and needs to be replaced. There isn't a way to repair the vet scale itself since everything is soldered on. Email sales@optimascale.com and explain how your vet scale is not damaged and the indicator is bad. Another option is to call **1(800)360-9619 EXT 1** about your vet scale being in good condition and needing another indicator.