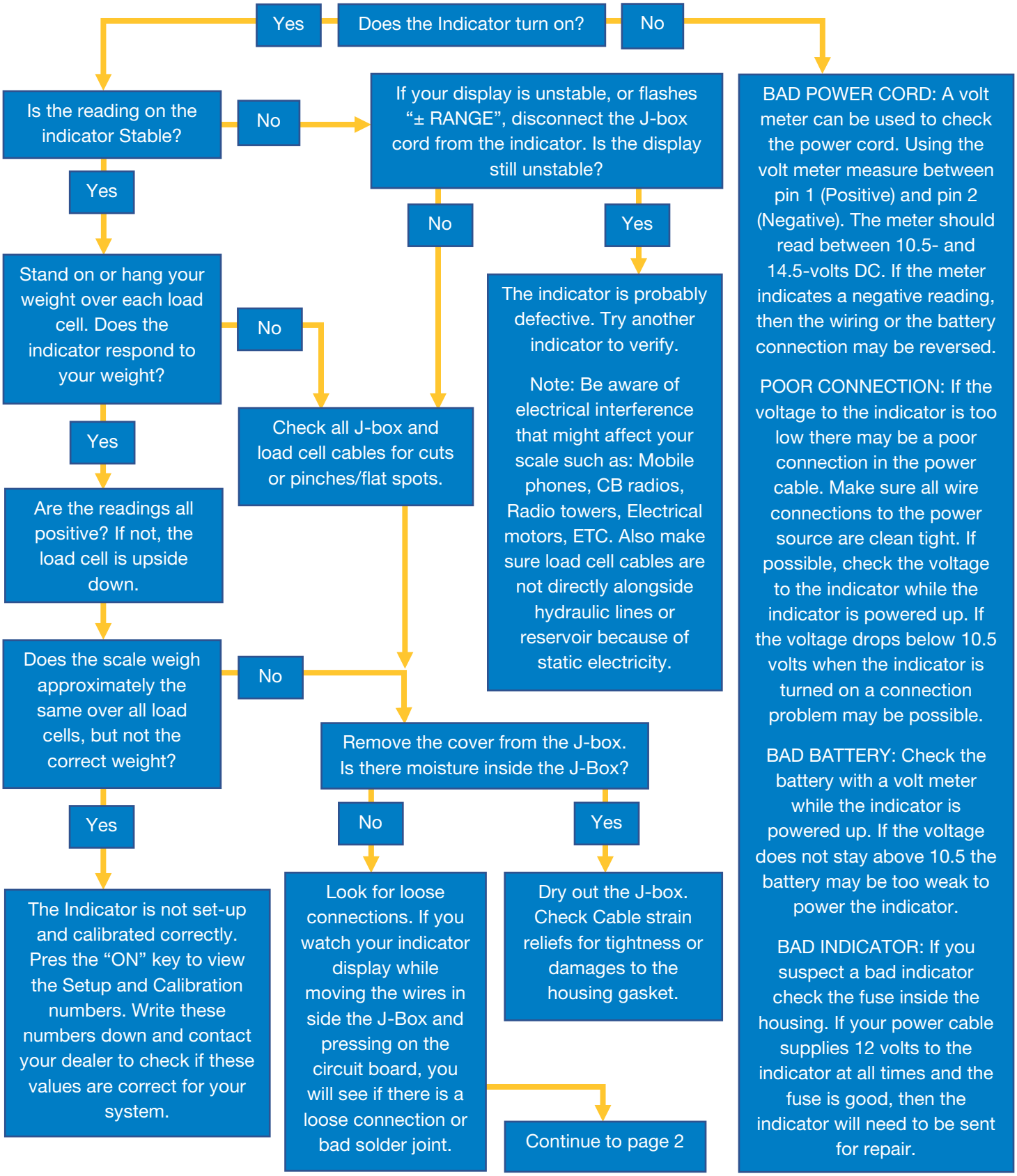
QG-Digi-Star Troubleshooting Flow Chart



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Was there bad connections or loose wires?

- Yes → Repair or replace the J-box.
- No → Disconnect all the load cell wires from the J-box. (The indicator can remain powered on) Is the reading on the indicator stable?

  - No → Remove the J-box cable from the J-box. If the reading stabilizes at that time, replace the J-box, if the reading continues to change replace the J-box cable.

    NOTE: Be aware of electrical interference that might affect your scale such as: Mobile phones, CB radios, Radio towers, Electrical motors, ETC.

  - Yes → Zero Balance the indicator. The display should stay at "0."

    NOTE: You are going to hook up the load cells to the J-box one at a time. The purpose of this is to get a reading from each load cell individually. While performing this test watch other symptoms such as erratic/unstable readings, a "±RANGE" error or a negative reading. If the indicator reading is abnormal then that load cell is the cause of the problems.

    Connect only one load cell back into the J-box.

    NOTE: The reading given for each load cell is depending on the size and type of load cell and how much weight is currently applied. In general, the number should be positive and stable but may not match the others.

    Write down the indicator reading with the load cell connected.

    Stand or hang your weight over the connected load cell. Write down how much the weight increased with your weight over the load cell. (With only a single load cell connected the weight readings will be heavier than actual)

    Disconnect the first load cell and reconnect a second one. Write down the indicator reading for that load cell. Stand or hang your weight over the connected load cell and write down how much the weight increased.

    Repeat the last step for each of the remaining load cells. Remember to record the weight readings.

    The weight readings for each load cell may be different. It is common for each load cell to have a reading that is hundreds or thousands different than the others, especially when one load cell is carrying more weight than the others.

    A bad load cell will have a reading that is either unstable, display a "±RANGE" error, or is more than three times higher or lower than the average of the other load cells. Additionally, the readings of your weight applied over each load cell should be similar. Any differences could be an indication of a bad load cell.

    If just a single load cell was found to be bad. Then inspect the load cell cable for any damages to that load cell. If no cable damages are found replace the load cell entirely. If all the load cells were found to be bad the J-box or J-box cable may be causing the issues.