



i•FeedGood

Troubleshooting Guide

Table of Contents

1. Introduction	2
2. General Information	3
3. General Controls	4
4. Troubleshooting	5
Inaccurate weight.....	5
Unstable weight	5
Overrange Error (ERR 1).....	5
Junction box with cable glands check.....	6
Junction box with connectors check	7
The scale turns on or turns off suddenly	8
The alarm device does not work.....	9
The T-DATA Giga device is not recognized	9
Malfunction of the keypad.....	9
Loss of programmed data.....	9

Introduction

During the normal use of i•FeedGood M/L small problems may arise which can be easily solved by performing the procedures in this Guide. In the case that the problem is not resolved, by reading the following information you will be able to provide useful information to the Customer Service.

Note: *if after performing the following procedures the fault persists, contact the Customer Service or send a support request at support@labelgroup.com.*

General Information

1. Make sure that the weighing operations are carried out with the mixing wagon stopped and in a level position. Any wind loads on the body of the mixing wagon can cause errors in the weight measurement.
2. Make sure that the Zero Scale is carried out before starting the weighing operations, if the mixing wagon is empty.
3. Make sure that during the weighing operations, before moving the mixing wagon from one place to another, the Weight Hold Function is used to avoid wrong detection of the weights loaded or unloaded.
4. If the displayed weight is stable but not accurate carry out the scale Calibration (see Calibration on the Technical Guide).
5. If during the weighing operations the displayed weight fluctuates when the augers or silage cutter are moving, try to reduce the fluctuations acting on the values of the "A/D Converter Filter" Weighing Preference or try to enable the filter in the "HDW Filter" Weighing Preference (see Weighing Preferences on the Technical Guide).
6. If the displayed weight varies with the outdoor temperature variation, enable the "Automatic Tracking" Weighing Preference (see Weighing Preferences on the Technical Guide).
7. If the weight displayed at the Power on is different from the weight that was displayed at the Power off enable the "Weight Recovery" Weighing Preference (see Weighing Preferences on the Technical Guide).
8. Make sure that during the weighing operations the tare of the mixing wagon is not changed removing, for example, mechanical parts such as lids, casings, etc. that may affect the weight reading accuracy.
9. Make sure that during the weighing operations, if the mixing wagon is of reclining type, the rear of the mixing wagon does not touch the ground.

General Controls

Start by performing a few simple checks.

1. Check the operation of the power supply external to the scale, verifying that there is no presence of oxide or moisture at the connection points.
 - If moisture is present use a hair-dryer to eliminate it.
 - If oxide is present at the connection points you can try to remove it using a de-oxidant spray.
2. Check the integrity of the cables. It is useful to remember that often in areas where food is handled there is the presence of small rodents that can damage the cables even in places not easily accessible.
3. Check that all parts of the weighing system have no dents or signs of burns.
4. Check that the load cells have no dents. The possible presence of rust on the load cell body does not endanger its operation.
5. Check out the perfect adhesion of the sealant with the body and the lid of the load cell.
6. Check clamping of all the screws on the parts making up the weighing system.
7. If the mixing wagon is fitted with counter-frame check that between the body and the frame of the mixing wagon there are no mechanical interferences that may affect the correct weight measurement.

Troubleshooting

Inaccurate weight

1. If the displayed weight is stable but inaccurate perform the scale Calibration (see Calibration on the Technical Guide).
2. Check the correct installation of the load cells checking their fixing, mechanical clearance and the TOP position.
3. Check the junction box performing the following procedure.

Unstable weight

1. Check the correct installation of the load cells checking their fixing, mechanical clearance and the TOP position.
2. Check that the Load Cells Extension Cable connector, identified by a blue clamp, is securely screwed to the **SENSOR** connector of the scale.
3. Check the junction box performing the following procedure.

Overrange Error (ERR 1)

1. Check the correct installation of the load cells checking their fixing, mechanical clearance and the TOP position.
2. Check that the Load Cells Extension Cable connector, identified by a blue clamp, is securely screwed to the **SENSOR** connector of the scale.
3. Check the junction box performing the following procedure.

Junction box with cable glands check

1. Open the junction box and check that inside there is no moisture or condensation. If necessary, use a hair-dryer to remove moisture.
2. Check that the wires are tight.
3. Check that the terminals are screwed to the metal part of the wire and not to the insulation.
4. When the scale is switched off disconnect all the wires of the junction box. Connect a load cell to the scale joining the load cell wires with the wires of the Load Cells Extension Cable, making sure to combine the wires of the same colour to each other. Turn on the scale, select the "Diagnostics - ADC" Utility and check that the displayed value is stable for a time interval of 5 minutes. Then check that loading a weight on the mixing wagon close to the load cell that is being checked, the displayed weight changes proportionally to the weight loaded. If the displayed weight increases instead of decreasing, probably the load cell has been assembled with the TOP turned 180 degrees.

Repeat the procedure for all the load cells connected to the junction box. If the displayed weight is unstable with all the load cells is very likely that the scale or Load Cells Extension Cable are faulty. If instead the displayed weight is unstable only with some load cells most likely those load cells may be faulty.

Junction box with connectors check

1. When the scale is switched off disconnect the Load Cells Extension Cable from the scale and connect a load cell in its place.
Turn on the scale, select the "Diagnostics - ADC" Utility and check that the displayed value is stable for a time interval of 5 minutes. Then check that loading a weight on the mixing wagon close to the load cell that is being checked, the displayed weight changes proportionally to the weight loaded. If the displayed weight increases instead of decreasing, probably the sensor has been assembled with the TOP turned 180 degrees.
Repeat the procedure for all the load cells connected to the junction box. If the displayed weight is unstable with all the load cells is very likely that the scale is faulty. If the displayed weight is unstable with only a few load cells it means that those load cells may be faulty. If the displayed weight is stable with all the load cells is very likely that the junction box is faulty.

The scale turns on or turns off suddenly

1. Check that the red wire and the black wire of the Power and Alarm Cable are connected respectively to the positive (+) and negative (-) poles of the mixing wagon power supply.
2. Check that the Power and Alarm Cable connector, identified by a red clamp, is screwed to the **POWER/ALARM** connector of the scale.
3. Using the "Power Supply Voltage" Application check that the power supply voltage level is included within 9 ... 36Vdc. If the scale does not turn on, check the power supply voltage value, unplugging the Power and Alarm Cable with a multimeter and checking the value of the power supply voltage measuring it on the pins A and C of the cable connector.
4. Check the condition of the fuse installed for the scale protection (see General Information> Replacing the fuse on the Technical Guide).
5. Check the programming of the Power On Method, Automatic Power Off Time, Power Saving Preferences (see System Preferences on the Technical Guide).
6. Open the scale case (see General Information> Replacing the fuse on the Technical Guide) and check that there is no humidity or condensation inside, that all components are firmly attached to the circuit boards and that there are no signs of burns.
7. Open the junction box and check that inside there is no moisture or condensation. If necessary, use a hair-dryer to remove moisture.

The alarm device does not work

1. Check that the Power and Alarm Cable connector, identified by a red clamp, is screwed to the **POWER/ALARM** connector of the scale.
2. Check that all the parts that connect the alarm device to the scale are intact.
3. Check the alarm device operation disconnecting it from the scale and connecting it directly to a 12Vdc power supply paying particular attention to the polarity of the connection cables (red wire = positive, black wire = negative).
4. Select the "Diagnostics - Digital Outputs" Utility and check the correct operation of the alarm output by connecting a multimeter to the red wire and to the black wire of the alarm device connector.

The T-DATA Giga device is not recognized

(only for i•FeedGood L)

1. If the scale does not recognize that the **T-DATA Giga** device was inserted in the connector try to format it following the "Formatting the **T-DATA Giga**" procedure described in the Technical Guide (see Utility> Formatting the **T-DATA Giga** on the Technical Guide).

Malfunction of the keypad

1. If the scale keypad is faulty try to check it performing the "Diagnostics - Keypad" procedure (see Utility> Diagnostics on the Technical Guide).

Loss of programmed data

1. If the scale has lost the programmed data try running the "Formatting NANDFlash" Utility. The execution of the procedure cancels all the stored data and restores the default settings. Only for i•FeedGood L, if all you have a recent Backup, it is possible to restore the data by performing a Restore (see Utility on the Technical Guide).

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