

# ULTRASHIP Owners Manual & Troubleshooting Guide

**Low Batteries, bad battery connections & Faulty AC Adaptors are the #1 cause of Ultraship malfunction and inaccuracy!** We test all of our scale returns from consumers. Fully 60% of consumer returns are battery related problems. This sounds silly but it's true! A scale will perform slowly, or read inaccurately when it has low batteries. Please replace the batteries often (and only use good quality batteries). We include good quality batteries with all of our scales but batteries can run low in storage. If your scale simply won't turn on while on Battery power, this is often caused by loose battery connections. Battery prongs (terminals) are made of metal. They must be making good contact with your batteries in order for the scale to power on. You can use a paperclip to slightly bend the battery prongs to make them have a better connection. Also some poorly designed batteries have recessed or partially obstructed battery terminals. This may cause your prongs to be touching the plastic housing of the battery instead of the metal battery terminal. A Faulty AC adaptor can cause your scale to act unstable with numbers "jumping" all around. Please test your scale with a good set of batteries (instead of the AC adaptor) to determine if perhaps the AC adaptor is faulty. **Some Ultra-75 scales will need a different or improved AC adaptor then the Ultra-50 and Ultra-30. You will know if you have this problem because the scale will power on but the numbers will fluctuate ("bounce" all around).** Most Ultraship 75's do not have this problem, it's only happened a few times and it was caused by a slightly underpowered AC Adaptor (the output was slightly less then normal). The Ultra 75 requires just a bit more power then the Ultra 30, 35, 50 or 55 and thus is the only model affected by an AC adaptor that is giving a slightly less then normal output.

**IMPORTANT MANUAL CORRECTION: 2005/2006 Model Notes:** During production we sometimes modify the Ultraship slightly to make it easier to use and perform more stable. This can cause some typos in the manual. Note that on the newest Ultraships there is **NO STABLE INDICATOR**, we removed it on some models as it was causing a software conflict. The **BEEP** function was also removed due to customer complaints.

## TROUBLESHOOTING & OPERATION NOTES

- 1) If the scale does not perform accurately, please recalibrate as outlined in the manual.
- 2) If the Display ever becomes locked on EEEEE, this indicates that the scale was shocked, dropped or otherwise damaged and the delicate weighing sensors have been damaged. You can try recalibrating the scale (If the sensor has not been hurt too badly it may work again after recalibration). Otherwise you will have to follow the warranty instructions that came with your scale.
- 3) If the display becomes locked on 8888, this often indicates low power. However sometimes it also may indicate a serious zero mark error. This means when you turn the scale on, it can't determine what

zero is (a slight zero mark error will cause situation #1 above) Thus, if new batteries do not fix this error please follow the warranty instructions.

4) If the display shows UNST, this means the scale is not stable. Try operating the scale on a more stable surface & be sure nothing is on the tray or stuck under the tray when you turn it on. If the problem persists, it may be an indication of fatal sensor damage.

5) If the scale is on AC power and it will not properly stabilize (fluctuating weights are shown on the display), this may be caused by a malfunctioning AC adaptor. Please try operating the scale on Battery power to see if the problem persists. If the problem does not occur on Battery power then it is a sign of a bad or improper AC adaptor. Please replace the AC adaptor. If the problem occurs on Battery power also, it may be a sign of environmental issues, please the special warning in this manual.

**Although the ULTRASHIP is designed to be extremely durable, It's important that you never overload or drop/shock the scale. If you ship the scale be certain to pack it extremely well to prevent shipping damage. Scales are delicate instruments and unlike Cellular phones, scales have delicate sensors that determine how much an item weighs. If you drop or shock your scale, these sensors "feel" the shock and are sometimes destroyed. This happens with all digital scales. We design our scales to be as resistant to shock or drops as possible, however there is no way for us to protect 100% against load cell or sensor damage. A well-treated scale will provide years of reliable and accurate weighing. However an abused scale will only work until it's sensors are damaged.**

## **SAFETY PRECAUTIONS**

All safety messages are identified by the words "**WARNING**" and "**CAUTION**". These words mean the following:

<b>WARNING</b>	<b>Important information to alert you to a situation that might cause serious injury and damage to your property if instructions are not followed.</b>
<b>CAUTION</b>	Important information that tells how to prevent damage to the equipment.

When using the scale, the following safety precautions should always be followed.

### **WARNING**

**Use only the correct AC adaptor with the scale. Other adaptors may cause permanent electrical damage.**

## CAUTION

Avoid placing the scale in direct sunlight, this may cause discoloration or malfunction.

Replace all batteries at the same time – Do not replace only a portion of the 4 batteries as this may cause a malfunction.

If the scale is not to be used for a long period of time, remove all batteries from the battery compartment to avoid leakage, which may cause damage to this scale.

Avoid overloading the scale, as this may cause permanent damage and void your warranty – do not EVER exceed the maximum capacity of the scale

Keep the scale away from water – this scale is not water resistant. Shock, injury and electrical damage can occur if used in a wet location!

Matter charged with static electricity could affect accuracy. Discharge all static electricity. For example, one method is to use Static-Guard spray, and spray it on both sides of the weighing platform.

## SPECIFICATIONS

<b>Model UL-35</b>	<b>Capacity 35lb/16kg</b>	<b>Division 2g/0.1oz</b> <b>Division 5g/0.2oz</b>
<b>Model UL-55</b>	<b>Capacity 55lb/25kg</b>	<b>Division 2g/0.1oz</b> <b>Division 10g/0.5oz</b>
<b>Model UL-75</b>	<b>Capacity 75.9lb/34kg</b>	<b>Division 5g/0.1oz</b> <b>Division 10g/0.5oz</b>
Platter / Tray	160×203mm	
Net/gross weight	750/950g	
Package	Standard carton: 28×26×10.5(cm <sup>3</sup> )	
Operating Temperature	Optimum: 15-30c (62-90f)	
Power source	4×R14C Size Batteries or AC/DC	
	Adapter 9V/100mA (optional) or 10V	

**\*\*SPECIAL WARNING\*\***

Cell-Phones, Cordless-Phones, and any radio-frequency device can cause temporary interference and cause the scale to temporarily not work properly. Please do not use any electronic device near the scale. Just like in an Airplane, do not use your cell-phone near the scale when it is in use. While there is NO risk of permanent damage to the scale, interference can cause an incorrect calibration or incorrect weight readings.

## **CALIBRATION**

When to calibrate - calibration is almost never required.

If the scale is inaccurate, calibration may be desired when the scale is first set up for use, or if the scale is moved to a different altitude or gravitation. This is necessary because the weight of a mass in one location is not necessarily the same in another location. Also, with time and use, mechanical deviations can occur.

How to calibrate

**\*\*The UL-30/35 requires a 10kg calibration weight to calibrate. The UL-50/55 and UL-75 require a 20kg calibration weight. (you can use a combination of weights such as 5 2kg weights)\*\***