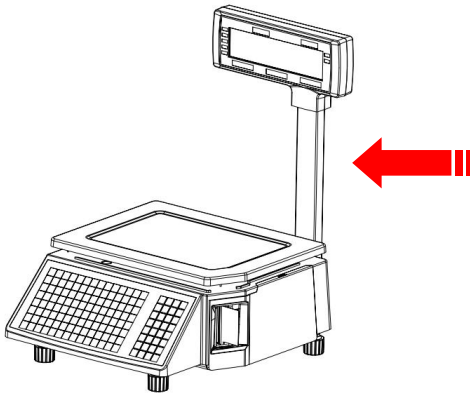
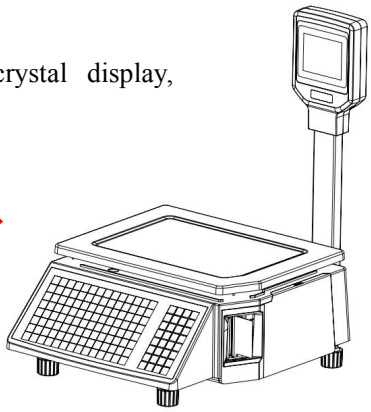
Please read this manual carefully, before the product installation and use.

1、Open box to check

After open the box, please check the items carefully，the items inside the box as follows：



a. Host
b. Tray
c. Display group(A liquid crystal display, display bar, the four screws)
d. Thermal label paper
e. One fuses
f. User manual
g. Serial cable
h. Power cable
i. CD



RLS1000/RLS1100
physical appearance: 437 × 372× 523mm

RLS1000A/RLS1100A
physical appearance: 437 ×372× 541mm

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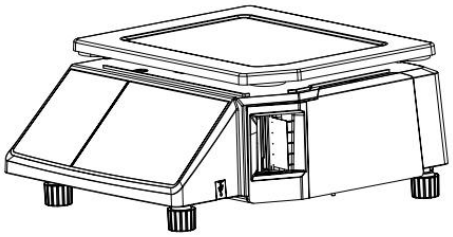
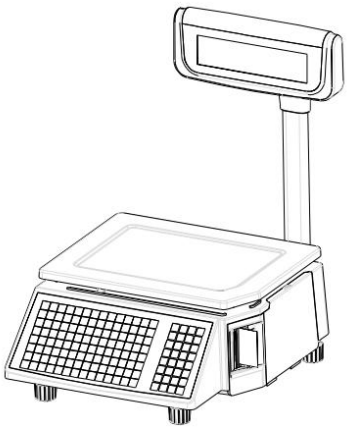
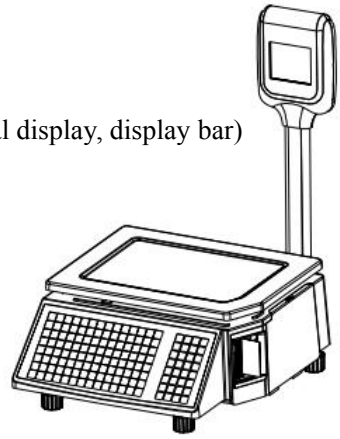
a. Host
b. Tray
c. Thermal label paper
d. One fuses
e. User manual
f. Serial cable
g. Power cable
h. CD



RLS1000B/RLS1100B
physical appearance:405 × 328 × 185mm



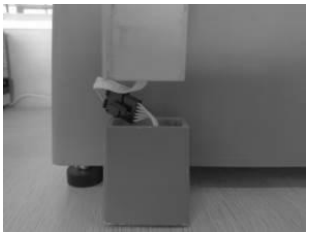
a. Host
b. Tray
c. Display group(A liquid crystal display, display bar)
d. Thermal label paper
e. One fuses
f. User manual
g. Serial cable
h. Power cable
i. CD



RLS1000C/RLS1100C
physical appearance:453 × 372 × 524mm

RLS1000D/RLS1100D
physical appearance:453 × 372 × 532mm

2、Installation

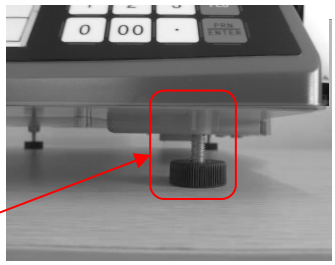


a. Connect air fittings

b. put the air fittings inside the display bar

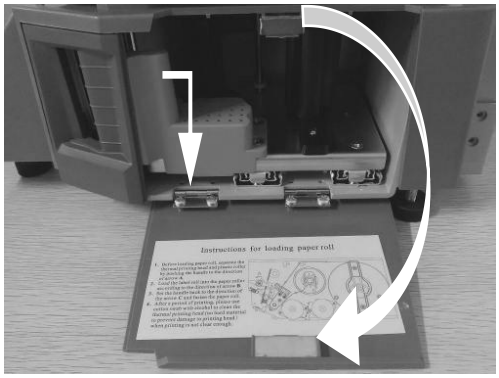
c. Install the dispaly bar and put the tray

Take up the tray the level tool under the tray.

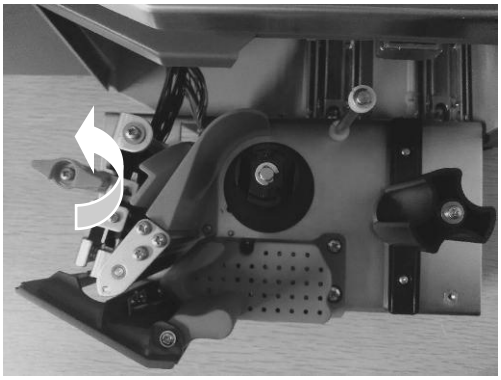


Adjust the feet to make the level tool inside the little circle

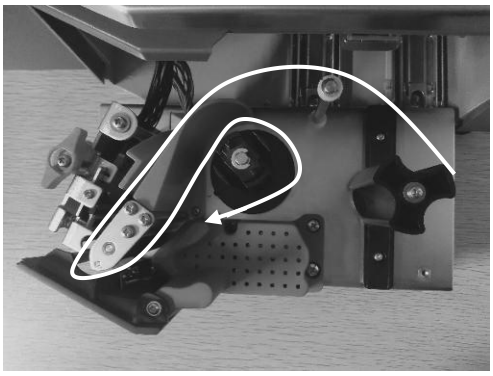
3、The installation of the thermal label paper



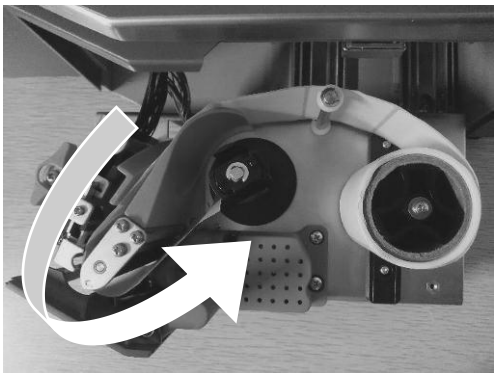
a. Open the side panel



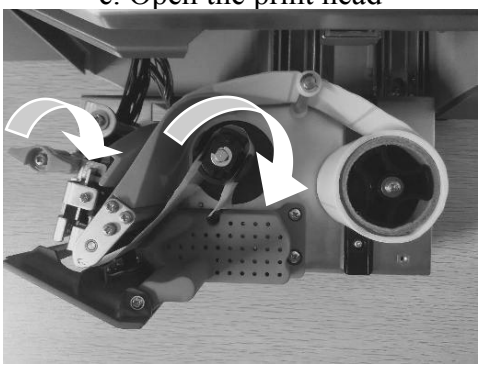
b. Take out the printer



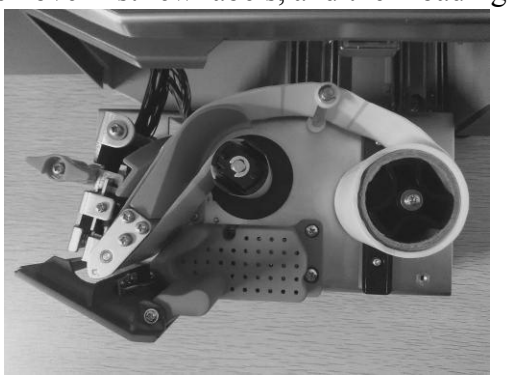
c. Open the print head



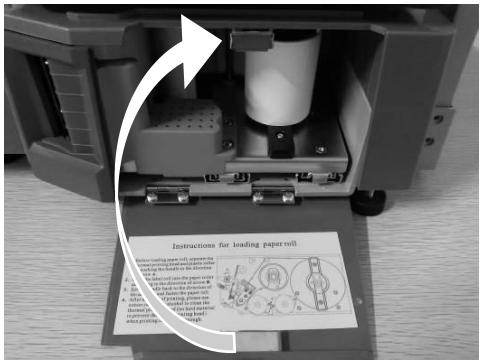
d. Remove first few labels, and then loading the roll



e. Thread the front of new label roll through the filter plate and wrap in pick-up clamp ,and close the printing head (As shown in the figure)



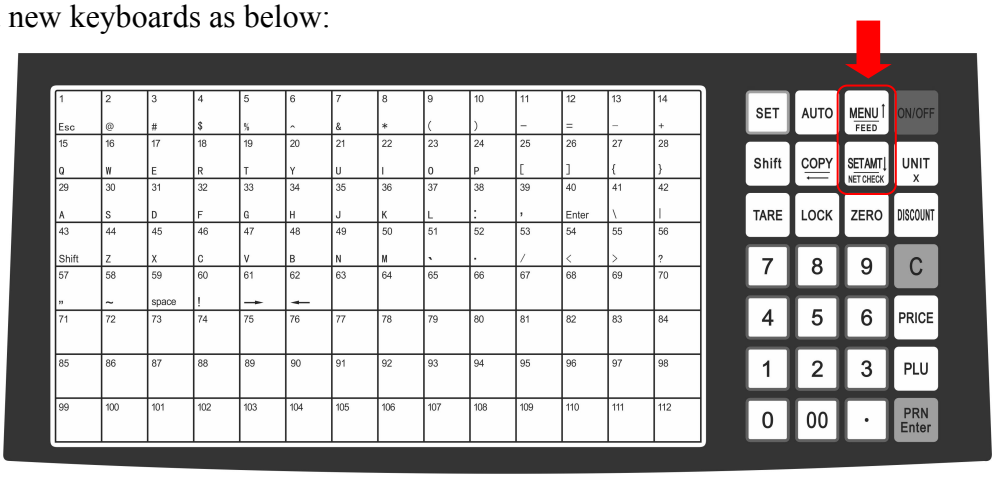
f. Press [↑] button to roll the label paper



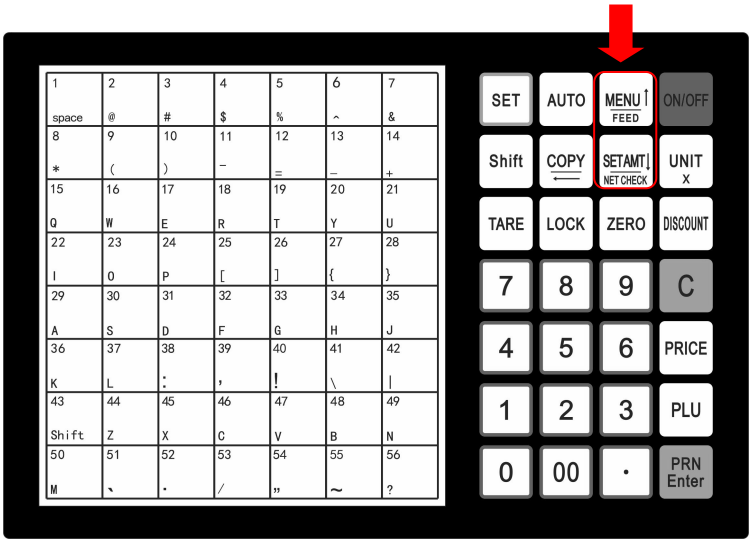
g. Put the printer back to the host printer

h. Close the side cover of the printer

NOTE: Press [↑]、[↓] button to adjust label position and long press [↑] button to align paper, there are old and new keyboards as below:



RLS1000/RLS1000A/RLS1100/RLS1100A/RLS1000C/RLS1100C/RLS1000D/RLS1100D keyboard



RLS1000B/RLS1100B keyboard

4、Description of label paper

The label which is used at RONGTA Label Scale is: Thermal Seam Marking Label. As shown below:

Height：60mm，width：(30~60)mm，Max outside diameter: 100mm，Minimun inner diameter：40mm or 26.8mm.

inner diameter 26.8mm

inner diameter 40mm

5、The Label scale's specification

- The Weighing range and accuracy.

  RLS1000/RLS1000A/RLS1000B/RLS1000C/RLS1000D

  Max weight: 6kg/15kg Min weight: 40g

  0kg to 6kg * 0.002kg (e=2g) 6kg to 15kg * 0.005kg (e=5g)

  RLS1100/RLS1100A/RLS1100B/RLS1100C/RLS1100D

  Max weight: 15kg/30kg Min weight: 100g

  0kg to 15kg * 0.005kg (e=5g) 15kg to 30kg * 0.010kg (e=10g)

- The accuracy grade: (III)

- OIML: R76/2006-NL1-17.17

- Test specifications: OIML R 76-1(2006) and EN 45501:2015

- Resolution:

  Input sensitivity: greater than or equal to 50u V/D

  zero-point adjustment range: ±60MV

  temperature coefficient: ±0.0012%CTYP

  [Zero] ±(0.2μV+0.0008% of Dead Load)/℃TYP

  Nonlinearity: 0.01%F.S.

  A/D resolution: Max 30000 resolution

  Display resolution: 1/3000

  A/D conversion rate: 6 times/second

- LCD display board:

  Info/weight: 5byte(APHA)

  simple lattice: 8 byte

  Total lattice: 8byte

  Unit of weight: g. kg.

- Regular:

  Power supply: 100V-240V~, 50/60Hz

  Power consumption: Standby 3W, line printing 30W

  operating temperature: 0 ℃-40 ℃

6、Simple Operation

- Auto Print: Switch to automatic print, otherwise need to press button **[PRN / ENTER]** to print
- Charge unit: Press button **[UNIT]** 2 seconds to switch charge unit $/Kg or $/g.
- Price Locking: Press button **[PRI LOCK]** to continuously print label of same product (product name will not disappear). Press again to unlock.
- Price change: Press any hotkey ⇨ press button **[PRICE]** and input price.
- Discount: Enter the discount rate (e.g.: enter 80 for 80% discount) and press button **[DISCOUNT]** to calculate ⇨ Enter hotkey of the goods ⇨ put good on the scale and start printing
- Fresh Commodity code printing: put the goods on scale ⇨ press button **[PLU]** and enter the Fresh Code 100 xxx(xxx means 1~174, can be increased)
- Zero: press button **[ZERO]** to make zero of all the data.
- Peeling/Tare: weight the tare and press button **[TARE]** ⇨ put goods on the scale ⇨ enter corresponding hotkey ⇨ after printing, press button **[TARE]** to clear the tare weight.
- Clear: this button commonly used to clear the unit price and abnormal screen or an error message to keep the normal running of the system.
- Setting: press button **[SETTING]** 2 seconds to enter Setting interface, where you can reset basic setting and parameters of the printer and scale.

Note: when wrong operation cause system crash, need to restart the scale.

7、Troubleshooting

7.1.Scales Crash

- Boot up without any response

  Reasons: a. bad contact between the power plug and socket.
  b. the power cord is disconnected
  c. Filtering group Fuse is disconnected.
  d. Transformer is broken.
  e. Motherboard is broken.

  Solutions: use multimeter to check them one by one, use method of exclusion to find the solution.
- Boot up without any sound, No display, Backlit.

  Reasons: the spark generated by the power plug impact the program.

  Solutions: Replace the Motherboard, reset the number, and download all the files.
- Boot up without any sound, display “Update”

  Reasons: a. Program downloads error
  b. misoperation during the downloading of the program (such as halfway power outage)

  Solutions:a. Reload the correct procedures.Setting IP (default is 192.168.1.87),when update by ethernet.And if update by serial port input any number as the scale's ID（the max baud rate is 115200).
  b. ditto

7.2. Print related issues

- Print a blank label, paper orientation is normal.

Reasons: Setting label type error. Usually the label type computer download is D_0, so label type of label scale printing should be set D_0. Or the printed label is blank.

Solutions: a. adjust the settings in following key order (on the scale)

[SETTING] ⇨ Enter the system setting ⇨ Press hotkey**[L]** ⇨ Enter the select label type（0：D0；1：D1）⇨ Press **[PRN/Enter]**

b. It's also available to adjust software on computer. Open label scale, input serial number of the scale. Change label type to D_0 in set function, then carry out function set command.

- Print half or a half label, paper orientation is abnormal.

Reasons: a. Set paper type detection error.

b. Printer rear photoelectric has slanting direction or is dust.

c. Photovoltaic panels is bad.

d. Photoelectric pair of printer rear photoelectric is bad.

Solutions: a. adjust the settings in following key order on the scale

[SETTING] ⇨ Enter the system setting ⇨ Press hotkey**[S]** ⇨ Enter the select label type（0：label；1：receipt 2: label, without recycle paper roll）⇨ Press **[PRN/ENTER]**

It's also available to adjust software on computer. Open label scale , set paper type to "Label" in set function, the pass the setting to error scale.

b. Check whether printer rear photoelectric has slanting direction or is dust.

c. If the problem still can't be solved, consider changing photoelectric pair. It is better to handle this step by professional person of our company.

- Fuzzy print and it is not black enough

Reasons: a. printer head has not been fasten well.

b. Thermal head is dirty

c. Print density is too low.

Solutions: a. Re-fasten the printer head well.

b. Wipe the thermal head with a soft cloth glued alcohol gently

c. Increase print density

- Print a label with half clear and half fuzzy or even blank.

Reasons: a. printer head has not been fasten well.

b. Thermal head is dirty

c. The print head deformation

Solutions: a. Re-fasten the printer head well.

b. Wipe the thermal head with a soft cloth glued alcohol gently

c. If the problem still can't be solved by above method, then cause of the error is the print head deformation, need to change printer. Bad printer should be handled by professional person of our company.

- Weird character show on label or character can't be printed out(including Chinese and English)

Reasons: a. Haven't download fonts or single-byte character.

b. Font conflict

Solutions: a. Re-download fonts (including single-byte and double-byte character.)

b. Re-select single-byte and double-byte fonts by files/option/label scale fonts, then download Chinese and English fonts.

7.3. The key issues

- Keys have been ringing, display is normal

  Reasons: a. Line piece of key cause short circuit
  b. Sharp object resist the key.

  Solutions: a. Change line piece of the key
  b. Move the sharp object.

- Some keys do not ring

  Reasons: a. Ribbon cable of the key hasn't been inserted properly.
  b. The conductive rubber of the key circuit board hasn't been assemble properly.
  c. The key is damaged.

  Solutions: a . Check out key ribbon cable, re-insert properly.
  b. Take out and re-assemble the key conductive rubber and the other positioning rubber
  c. If the problem still can't be solved by above method, then maybe the key is damaged, change it.

7.4. Weigh Problem

Weigh inaccurately

Reasons: a. The rubber mat supporting scale pan is touching the top cover.
b. Damp, module aging, or regional differences to make the weigh inaccurately.
c. The load cell damaged due to the overload.
d. Not adjust the Gravitational acceleration.

Solutions: a. Check the top cover is installed well, or not. If yes, reinstall load cell's support frame.
b. Leaning the Zero/Full weigh again. Replace the mainboard, AD board, even load cell if the problem could not be solved.
c. Replace the load cell and support frame.
d. Adjust the Gravitational acceleration

PS: Generally, the scale should be returned back to our company due to the problems of AD board and load cell.

Zero point instability

Reasons: a. Environmental impact, such as vibration, wind or strong magnetic interference….
b. Weighing electric circuit gets damp.
c. The wind resistance function has not opened.
d. The leveling mat is not leveling

Solutions: a. Exclude the interference factors
b. Replace the mainboard
c. Open the wind resistance function(set it in function set)
d. Adjust the leveling mat to be leveling.
e. If still not, return back the scale to our company

Unable to weigh

Reasons: Bad mainboard, bad AD board or bad load cell.

Solutions: a. Replace the mainboard
b. Check the AD board is OK, or not, return back to our company if this problem could not be solved

7.5. Communication Problem

Unable to communicate

Reasons: a. Communication ports are set up incorrectly
b. The incorrect serial number of scale, or the incorrect IP address.
c. The incorrect connection of interface, or problem on Ethernet cable.
d. The error on power board or mainboard.

Solutions: a. Confirm the available communication ports
b. Confirm the same serial number in scale and, and same IP address in scale and RLS.
c. Please replace mainboard or power board to confirm the error, if there are not the problems mentioned above.

7.6. Display problem

- **No display or display but no characters**

Reasons: a. Display pole is not installed well, result in poor contact with control board.
b. Water in display pole base, cause shorting and corrosion on three-way plate.
c. Display damage

Solutions： a. Install display pole, lock fixed bolt.
b. Change three-way plate or display pole
c. Change display pole

7.7. Other problems

- **Print paper difficultly, paper roll fixed.**

Reasons： Maybe the mismatch between paper roll and shaft, or the wrong installation of shaft.
Solutions： It is better to return this printer to factory for reinstallation.

- **“KaKa” sound when printing, don’t feed paper(note: if appear this problem, please don't press "print" button, otherwise may burn out main board)**

Reasons： a. paper installation is not correct, cause paper jam.
b. paper receiving shaft jammed.
c. there is stuff between small gear and big gear.

Solutions： a. reinstall paper correctly
b. reinstall paper receiving shaft
c. check gear, remove stuff.

- **Press PLU hotkey sometimes don't print, but the keyboard response**

Reasons： a. the weight in scale instable
b. don’t download PLU data to scale
c. there is still paper in printer, don’t take away in time.

Solutions： a. Put scale on flat ground, and adjust the level Angle, keep it in a horizontal position state.
b. download PLU data to scale from PC
c. take away label paper in time.

☺ The failures listed above involving the handle of mainboard and sensors, the replacement of the print head, printer, photocell, etc hardwares should return to the company and handled by the professional staffs in principle.

☺ Fault can’t be solved as above solutions, should return to the company and handled by professional staffs.

☺ There is two communication ports in label printing scale, they are RS232 and TCP/IP(Ethernet), RS-232 type is optional.