

METTLER TOLEDO



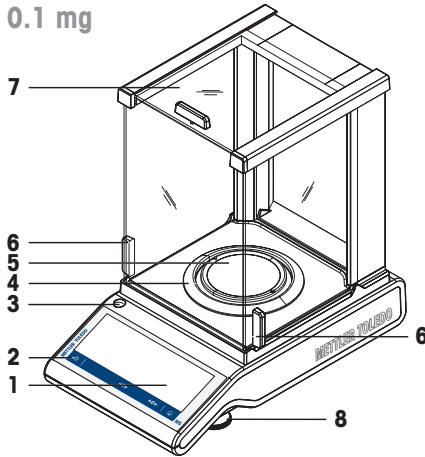
This User Manual is a brief instruction that provides information to handle with the first steps of the instrument in a safe and efficient manner. Personnel must have carefully read and understood this manual before performing any tasks.

For full information, always consult the Reference Manual (RM).

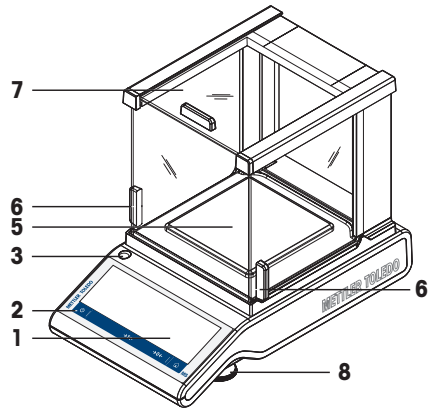
► www.mt.com/ms-ts-RM

Overview balance

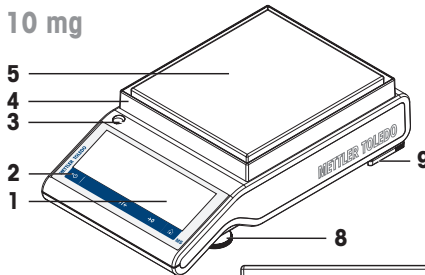
0.1 mg



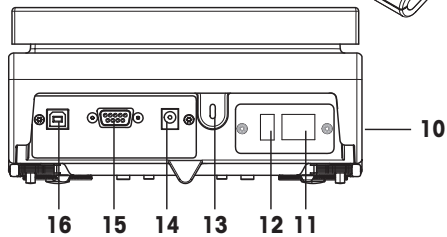
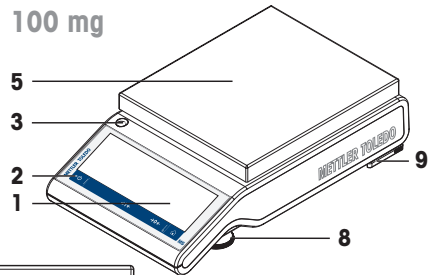
1 mg



10 mg

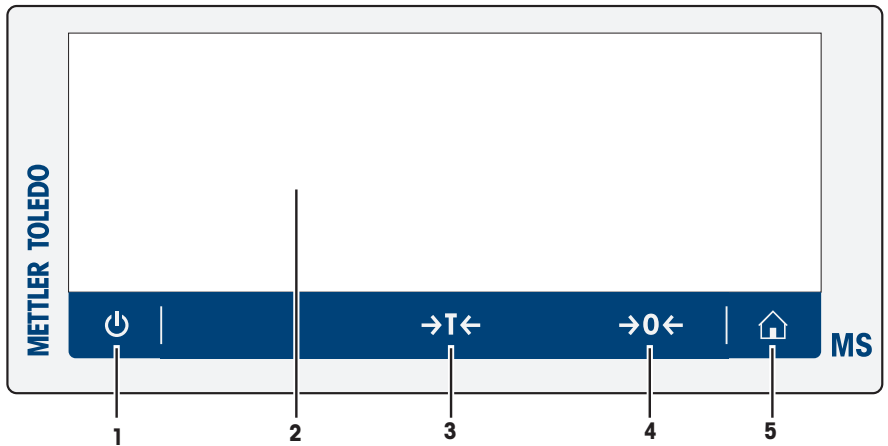


100 mg



1	Capacitive color TFT touch screen	2	Operating keys
3	Level indicator	4	Draft shield element
5	Weighing pan	6	Handle for operation of the draft shield door
7	Glass draft shield	8	Leveling foot
9	Safety feet (10 mg and 100 mg models)	10	Product label
11	Ethernet port	12	USB host port
13	Kensington slot for anti-theft purposes	14	Socket for AC/DC adapter
15	RS232C serial interface	16	USB device port

Overview operation keys







Key	Name	Description
1	 ON/OFF	Switches the balance on or off.
2	Capacitive color TFT touch screen	General navigation
3	 Tare	Tares the balance.
4	 Zero	Zeros the balance.
5	 Home	Returns from any menu level, or other window to the application home screen.

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1 Introduction

EULA

The software in this product is licensed under the METTLER TOLEDO End User License Agreement (EULA) for Software.

► www.mt.com/EULA

When using this product you agree to the terms of the EULA.

1.1 Further documents and information

This document is available in other languages online.

► www.mt.com/MS-TS-analytical-balance

► www.mt.com/MS-precision

Search for software downloads

► www.mt.com/labweighing-software-download

Search for documents

► www.mt.com/library

For further questions, please contact your authorized METTLER TOLEDO dealer or service representative.

► www.mt.com/contact

1.2 Compliance information

European Union

The instrument complies with the directives and standards listed on the EU Declaration of Conformity.

United States of America

This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The FCC Supplier Declaration of Conformity is available online.

► <http://www.mt.com/ComplianceSearch>

2 Safety Information

Two documents named "User Manual" and "Reference Manual" are available for this instrument.

- The User Manual is printed and delivered with the instrument.
- The electronic Reference Manual contains a full description of the instrument and its use.
- Keep both documents for future reference.
- Include both documents if you transfer the instrument to other parties.

Only use the instrument according to the User Manual and the Reference Manual. If you do not use the instrument according to these documents or if the instrument is modified, the safety of the instrument may be impaired and Mettler-Toledo GmbH assumes no liability.

2.1 Definitions of signal warnings and warning symbols

Safety notes contain important information on safety issues. Ignoring the safety notes may lead to personal injury, damage to the instrument, malfunctions and false results. Safety notes are marked with the following signal words and warning symbols:

Signal words

DANGER	A hazardous situation with high risk, resulting in death or severe injury if not avoided.
WARNING	A hazardous situation with medium risk, possibly resulting in death or severe injury if not avoided.
CAUTION	A hazardous situation with low risk, resulting in minor or moderate injury if not avoided.
NOTICE	A hazardous situation with low risk, resulting in damage to the instrument, other material damage, malfunctions and erroneous results, or loss of data.

Warning symbols



General hazard: read the User Manual or the Reference Manual for information about the hazards and the resulting measures.



Electrical shock



Notice

2.2 Product specific safety notes

Intended use

This instrument is designed to be used by trained staff. The instrument is intended for weighing purposes.

Any other type of use and operation beyond the limits of use stated by Mettler-Toledo GmbH without consent from Mettler-Toledo GmbH is considered as not intended.

Responsibilities of the instrument owner

The instrument owner is the person holding the legal title to the instrument and who uses the instrument or authorizes any person to use it, or the person who is deemed by law to be the operator of the instrument. The instrument owner is responsible for the safety of all users of the instrument and third parties.

Mettler-Toledo GmbH assumes that the instrument owner trains users to safely use the instrument in their workplace and deal with potential hazards. Mettler-Toledo GmbH assumes that the instrument owner provides the necessary protective gear.

Safety notes



WARNING

Death or serious injury due to electric shock

Contact with parts that carry a live current can lead to death or injury.

- 1 Only use the METTLER TOLEDO power cable and AC/DC adapter designed for your instrument.
- 2 Connect the power cable to a grounded power outlet.
- 3 Keep all electrical cables and connections away from liquids and moisture.
- 4 Check the cables and the power plug for damage and replace them if damaged.



NOTICE

Damage to the instrument or malfunction due to the use of unsuitable parts

- Only use parts from METTLER TOLEDO that are intended to be used with your instrument.

A list of spare parts and accessories can be found in the Reference Manual.

3 Design and Function

3.1 Overview

See also

 Overview balance ► Page 4

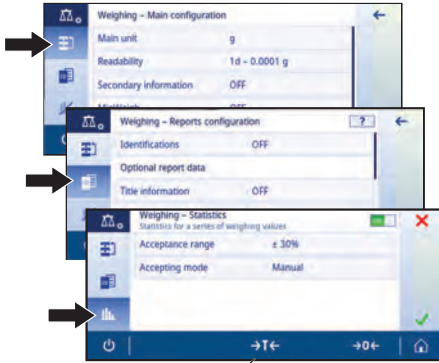
3.2 User interface

The screen displays information and allows the user to enter commands by tapping certain areas on its surface. You can choose the information displayed on the screen, change the balance settings and perform certain operations on the balance.

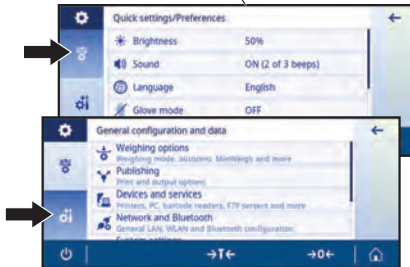
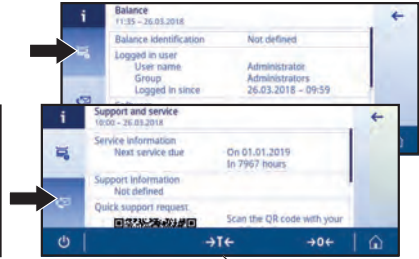
3.2.1 Main settings and activities at a glance

Depending on the application, the options available to be selected and their content may differ.

Application main configuration



Balance information




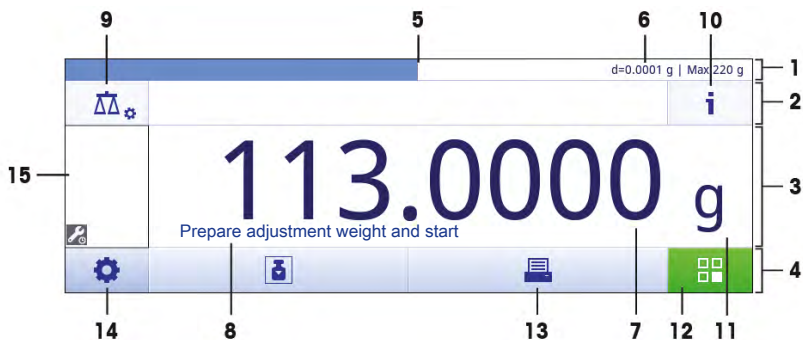
General settings



Activities

3.2.2 Application home screen

The application home screen appears after switching the balance on. It always displays the last application that was in use before the balance was switched off. The application home screen is the main screen of the balance. Every function can be accessed from here. You can return to the application home screen at any time by pressing the home button  in the lower right corner of the screen.



Information and work bars

	Name	Description
1	Weighing information bar	Displays the weighing-in aid and general balance information.
2	Work title bar	Displays information about the current activity.
3	Value bar	Displays information about the current weighing process.
4	Main navigation	Work-related functions.

Information fields

	Name	Description
5	Weighing-in aid	A dynamic graphic indicator displays how much of the total weighing range is in use.
6	Short balance information	Readability and capacity of the balance.*
7	Weighing value field	Displays the value of the current weighing process (model-specific).
8	Coach text field	Displays instructions for the current weighing process.

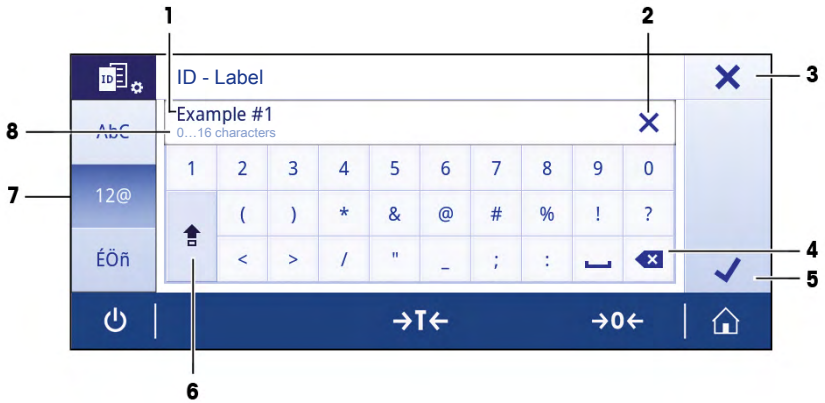
* For legal-for-trade approved balances: **Min** (minimum capacity) and **e** (verification of scale interval) are shown in the upper left corner.

Action buttons

	Name	Description
9	Main activity configuration	To configure the current application, e.g., Weighing .
10	Detailed balance information	Displays detailed technical data about the balance.
11	Weighing unit	Displays the unit of the current weighing process (model- and country-specific).
12	Activities	Opens the activities selection.
13	Print	Prints out results and/or settings (printer required).
14	Settings/preferences	Configures balance and user settings/preferences (application independent).
15	Status information field	Displays information about the system status.

3.2.3 Entering characters and numbers

The keyboard allows the user to enter characters, including letters, numbers and a range of special characters. If a barcode reader is connected to your balance and your sample provides a barcode, scan the product barcode instead of entering the designation manually (e.g. the ID can be scanned via barcode reader to ensure that the sample is clearly assigned to the corresponding product). Additionally, it is possible to connect a USB keyboard to enter the information.

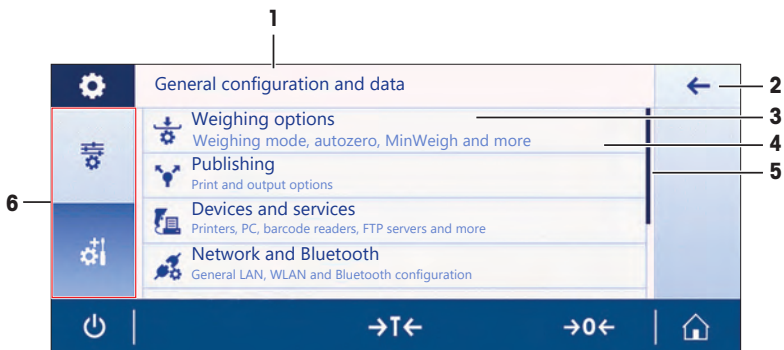


	Name	Description
1	Input field	Displays all characters that have been entered.
2	Delete all	Deletes all entered characters.
3	Discard	Discards the entered data and exits the dialog.
4	Delete	Deletes the last character.
5	Confirm	Confirms the data entered.
6	Shift	Switches between lower and upper case letters.
7	Specialized tabs	Switches keyboard mode for entering letters, numbers or special characters.
8	Explanation field	Extra information about the value to be entered.

3.2.4 Lists and tables

Navigation: ⚙️ > 🏠 General configuration and data

The basic elements in a simple list include a content title and a list of sub-elements. Tapping an element opens a list of sub-elements or an input dialog.



	Name	Description
1	List title	Title of the current list.
2	Back button	Moves one step back.
3	List element title	Title of the list element.
4	List element description	Displays the sub-elements.
5	Scroll position	Scrolls through the list.
6	Selection tabs	Tabs of the selectable sub-categories.

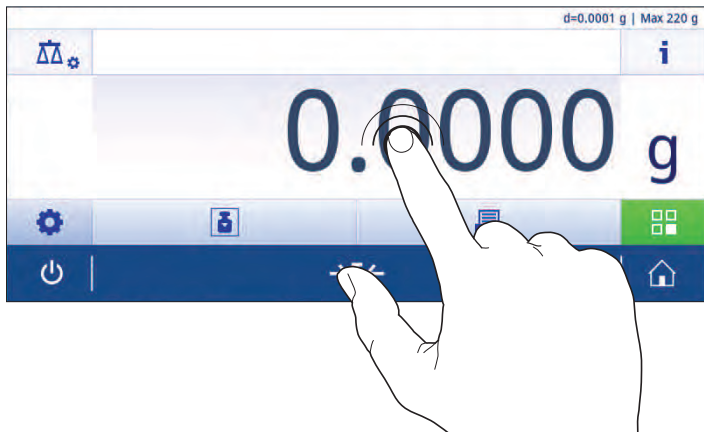
3.2.5 Touch screen navigation

To interact with the balance, use the screen and the operating keys at the bottom of the screen.

Using shortcuts

To simplify navigation on the touch screen, there are a few shortcuts that provide quick access to key areas of the balance. For example, the weighing value field on the application home screen works as a shortcut (see screen below), as does the weighing unit next to the weighing value field. Other shortcuts may be available to use depending on the application.

Every setting that can be changed directly via shortcut, can also be changed in the main configuration settings for that application.



4 Installation and Putting into Operation

4.1 Selecting the location

A balance is a sensitive precision instrument. The location where it is placed will have a profound effect on the accuracy of the weighing results.

Requirements of the location

Place indoors on stable table

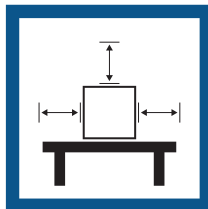
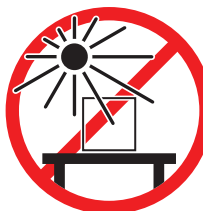
Ensure sufficient spacing

Level the instrument

Provide adequate lighting



Avoid direct sunlight



Avoid vibrations



Avoid strong drafts



Avoid temperature fluctuations



Sufficient spacing for balances: > 15 cm all around the instrument

Take into account the environmental conditions. See "Technical Data".

4.2 Unpacking

Open the balance packaging. Check the balance for transport damage. Immediately inform a METTLER TOLEDO representative in the event of complaints or missing accessories.

Retain all parts of the packaging. This packaging offers the best possible protection for transporting the balance.

4.3 Scope of delivery

Components		0.1 mg	1 mg	10 mg	100 mg
Balance with draft shield	236 mm	✓	–	–	–
	168 mm	–	✓	–	–
Balance		–	–	✓	✓
Weighing pan	∅ 90 mm	✓	–	–	–
	127×127 mm	–	✓	–	–
	170×200 mm	–	–	✓	–
	190×226 mm	–	–	–	✓
Draft shield element		✓	–	✓	–
Pan support		✓	✓	✓	✓
Bottom plate		✓	✓	–	–
ESD plate		–	–	✓	✓
Protective cover		✓	✓	✓	✓
Universal AC/DC adapter		–	✓	✓	✓
AC/DC adapter with country-specific power cable		✓	–	–	–
User Manual		✓	✓	✓	✓
Declaration of Conformity		✓	✓	✓	✓

4.4 Assembling the balance





CAUTION

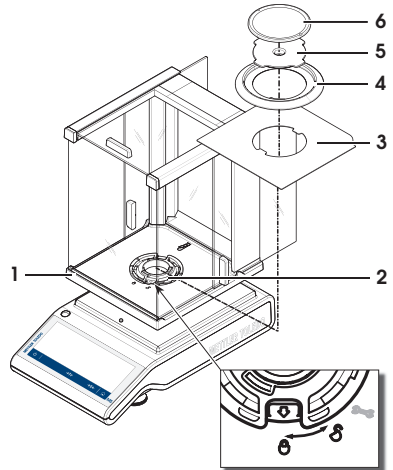
Injury due to sharp objects or broken glass

- Instrument components, e.g., glass, can break and lead to injuries.
- Always proceed with focus and care.

Balances with a readability of 0.1 mg with draft shield (236 mm)



Place the following components on the balance in the specified order:

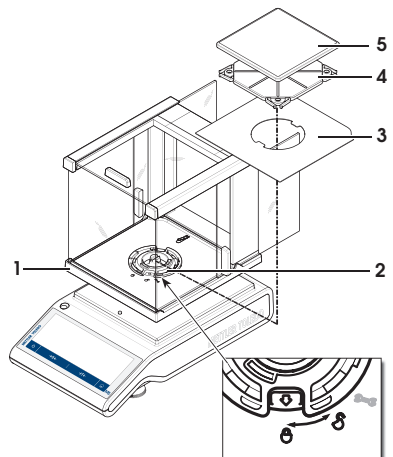
- Push the side glass doors back as far as they will go.
- 1 Hold the draft shield (1) with both hands using the bars at the top.
 - 2 Turn the draft shield lock (2) to position  (unlock).
 - 3 Place the draft shield on the balance.
 - 4 Turn the draft shield lock to  (lock) and insert the bottom plate (3).
 - 5 Insert the draft shield element (4) and weighing pan (6) with pan support (5).



Balances with a readability of 1 mg with draft shield (168 mm)

Place the following components on the balance in the specified order:

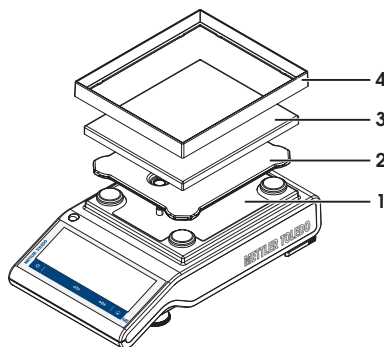
- Push the side glass doors back as far as they will go.
- 1 Hold the draft shield (1) with both hands using the bars at the top.
 - 2 Turn the draft shield lock (2) to position  (unlock).
 - 3 Place the draft shield on the balance.
 - 4 Turn the draft shield lock to  (lock) and insert the bottom plate (3).
 - 5 Insert the weighing pan (5) with pan support (4).



Balances with a readability of 10 mg

Place the following components on the balance in the specified order:

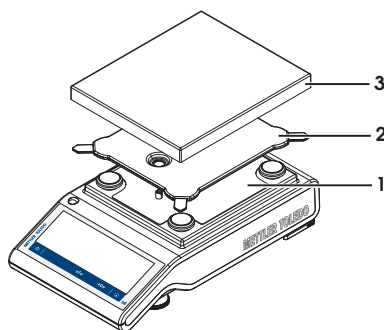
- ESD plate (1)
- Pan support (2)
- Weighing pan (3)
- Draft shield element (4)



Balances with a readability of 100 mg

Place the following components on the balance in the specified order:

- ESD plate (1)
- Pan support (2)
- Weighing pan (3)



4.5 Putting into operation

4.5.1 Connecting the balance



WARNING

Death or serious injury due to electric shock

Contact with parts that carry a live current can lead to death or injury.

- 1 Only use the METTLER TOLEDO power cable and AC/DC adapter designed for your instrument.
- 2 Connect the power cable to a grounded power outlet.
- 3 Keep all electrical cables and connections away from liquids and moisture.
- 4 Check the cables and the power plug for damage and replace them if damaged.



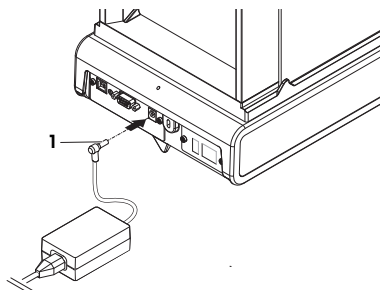
NOTICE

Damage to the AC/DC adapter due to overheating

If the AC/DC adapter is covered or in a container, it is not sufficiently cooled and will overheat.

- 1 Do not cover the AC/DC adapter.
- 2 Do not put the AC/DC adapter in a container.

- 1 Install the cables in such a way that they cannot be damaged or interfere with operation.
 - 2 Insert the plug of the AC/DC adapter (1) in the power inlet of the instrument.
 - 3 Secure the plug by firmly tightening the knurled nut.
 - 4 Insert the plug of the power cable into a grounded power outlet that is easily accessible.
- ⇒ The balance is ready for use.




Note

Always connect the AC/DC adapter to the balance before connecting to the power.

Do not connect the instrument to a power outlet controlled by a switch. After switching on the instrument, it must warm up before giving accurate results.

4.5.2 Switching on the balance

Before using the balance, it must be warmed up in order to obtain accurate weighing results. To reach operating temperature, the balance must be connected to the power supply for at least 30 minutes (60 minutes for 0.1 mg models).

- The balance is connected to the power supply.
- The balance is warmed up.
- Press .

⇒ After the start screen has disappeared, the application home screen will open.

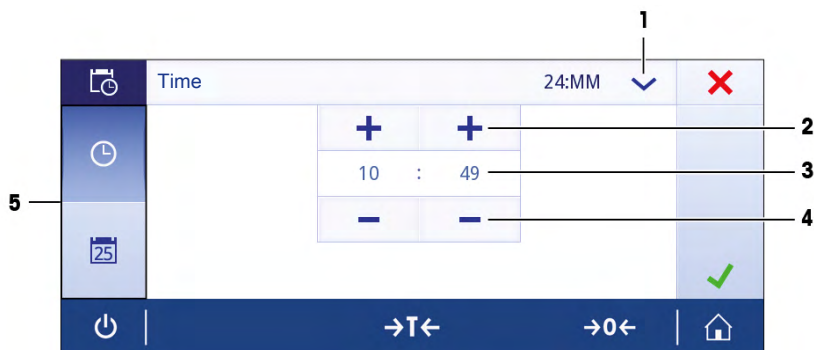
When the balance is switched on for the first time, the **Weighing** application home screen will open. If the balance is switched on again, it will always start with the screen of the application last used before switching it off.

4.5.3 Changing the date and time

Navigation:  >  **General configuration and data > System settings > Date and Time**

The dialog (Picker view) allows the user to set the date and time.

Tap  for **Time** and  for **Date**. The format can be selected by tapping .



	Name	Description
1	Change date/time format	Various date/time formats can be selected.
2	Pick button	Increment.
3	Picker field	Displays the defined time/date.
4	Pick button	Decrement.
5	Selection tabs	Tabs of the selectable sub-categories.

4.5.4 Leveling the balance

Exact horizontal and stable positioning are essential for repeatable and accurate weighing results.

The balance can be levelled using the leveling assistant and/or the level indicator in front of the balance. There are two adjustable leveling feet to compensate for slight irregularities in the surface of the weighing bench.

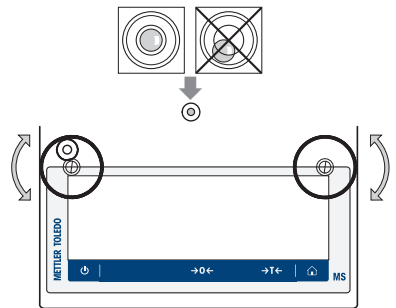
The balance must be leveled and adjusted each time it is moved to a new location.

4.5.4.1 Leveling the balance using the level indicator

All balances have a level indicator with an air bubble that can be used level the balance manually.

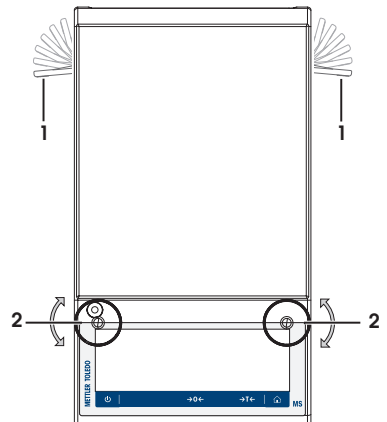
Leveling balances with a readability of 0.1 mg and 1 mg

- 1 Position the balance at the selected location.
- 2 Align the balance horizontally.
- 3 Turning the two front leveling feet of the housing until the air bubble is in the middle of the glass.



Leveling balances with a readability of 10 mg and 100 mg

- 1 Remove the clamps (1) for the safety feet by turning them outwards.
- 2 Turn the clamps (1) outwards as far as they will go (~90°), so that the safety feet can move freely.
- 3 Now level the balance by turning both leveling screws (2) until the bubble is in the inner circle of the level indicator (see procedure above).
- 4 Secure the safety feet by turning the clamps (1) inwards.



Example

Air bubble at 12 o'clock:



turn both feet clockwise.



Air bubble at 3 o'clock:



turn left foot clockwise, right foot counterclockwise.



Air bubble at 6 o'clock:



turn both feet counterclockwise.




Air bubble at 9 o'clock:




turn left foot counterclockwise, right foot clockwise.



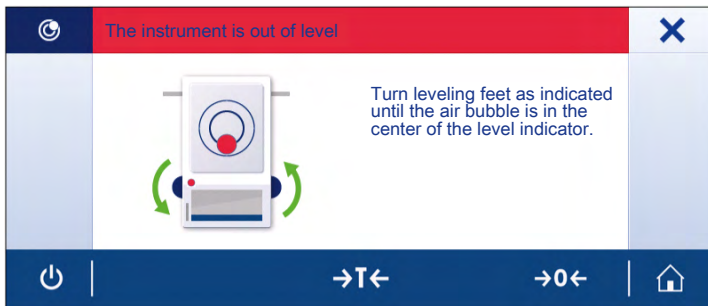
4.5.4.2 Leveling the balance using the leveling assistant

When the balance is switched on at its new location, the symbol  **The instrument is out of level** appears in the status information field on the left of the screen.

- 1 Tap .
⇒ The screen **Notifications** appears.
- 2 Select **The instrument is out of level**.
⇒ The function **Leveling assistant** appears.


The function **Leveling assistant** is a step-by-step guide that helps to level the balance.

Navigation:  **Quick settings/Preferences** >  **Leveling assistant**



After following the instructions, the leveling assistant will display the next steps. Follow the steps until the balance is level.

Note

Always use the physical air bubble on the level indicator as a reference. If the physical air bubble is centered, but the symbol  **The instrument is out of level** still appears on the screen, please consider performing a central adjustment of the level indicator. See System settings.

4.5.5 Adjusting the balance

To obtain accurate weighing results, the balance must be adjusted to match the gravitational acceleration at its location. This is also dependent on the ambient conditions. After reaching the operating temperature, it is important to adjust the balance in the following cases:

- Before the balance is used for the first time.
- If the balance has been disconnected from the power supply or in the event of power failure.
- After significant environmental changes, e.g., temperature, humidity, air draft or vibrations.

- At regular intervals during weighing service.



For further information, consult the Reference Manual (RM).

► www.mt.com/ms-ts-RM

4.6 Performing a simple weighing

Navigation: **Activities - Weighing and other applications > Weighing**

This section describes how to perform a simple weighing operation. The basic navigation concept and the basic functions of the balance are also explained.

When you switch on the balance for the first time, the **Weighing** application home screen opens automatically. If the balance has already been used, the application that was last used before the balance was switched off will open. If another application is running, switch to **Weighing**.

- 1 Press **→0←** to zero the balance.
 - ⇒ The application home screen appears.
- 2 Place the sample on the weighing pan.
 - ⇒ The instability symbol **○** appears and the value in the weighing value field becomes **light blue**.
- 3 Wait until the instability symbol **○** disappears and the value in the weighing value field becomes **dark blue** again.
 - ⇒ The weighing process is complete.
 - ⇒ The results are now displayed.

Zeroing

Use the **→0←** zeroing key before starting to weigh anything.

- 1 Unload the balance.
- 2 Press **→0←** to zero the balance.
 - ⇒ All weight values are measured in relation to this zero point.

Taring

If you are working with a weighing container, tare the balance.

- 1 Place a container on the weighing pan.
 - ⇒ The weight is displayed.
- 2 Press **→T←** to tare the balance.
 - ⇒ **0.000 g** and **Net** appears in the display. **Net** indicates that all weight values displayed are net values.

Weighing

- Place the sample in the container.
 - ⇒ The results are now displayed.
- If the container is removed from the balance, the tare weight will be shown as a negative value.
- The tare weight remains stored until the **→T←** key is pressed again or the balance is switched off.

Switching off

- 1 Press and hold **⏻** until the dialog **Switch-off** appears.
 - 2 Tap **✓** to confirm.
 - ⇒ The balance switches off and enters standby mode.
- After switching on from standby mode, the balance does not need to warm up. It is immediately ready to start weighing.
 - If the balance has been switched off manually, the display will also be off.
 - To switch off the balance fully, it must be disconnected from the power supply.



For further information, consult the Reference Manual (RM).

► www.mt.com/ms-ts-RM


4.7 Transporting, packaging and storage



⚠ CAUTION

Injury due to sharp objects or broken glass

- Instrument components, e.g., glass, can break and lead to injuries.
- Always proceed with focus and care.

- 1 Press and hold the  key.
- 2 Disconnect the balance from the AC/DC adapter.
- 3 Disconnect all interface cables.

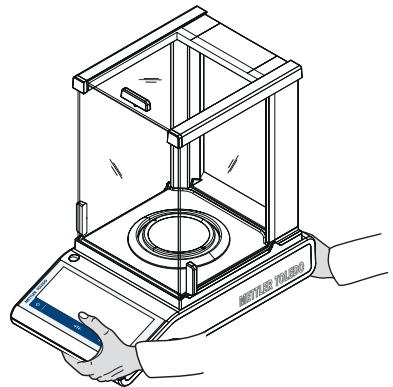
4.7.1 Transporting over short distances

To move the balance over a short distance to a new location, follow the instructions below.

- 1 Hold the balance with both hands as shown.
- 2 Carefully lift the balance and carry the balance in horizontal position to the new location.

If you want the balance put into operation, proceed as follows:

- 1 Connect in reverse order.
- 2 Level the balance.
- 3 Perform an internal adjustment.



4.7.2 Transporting over long distances

To transport the balance over long distances, always use the original packaging.

4.7.3 Packaging and storage

Packaging

Store all parts of packaging in a safe place. The elements of the original packaging are developed specifically for the balance and its components to ensure maximum protection during transportation or storing.

Storage

Store the balance under following conditions:

- Indoor and in the original packaging.
- According to the environmental condition, see "Technical data".
- When storing for longer than six months, the rechargeable battery maybe down (date and time get lost).

5 Maintenance

To guarantee the functionality of the balance and the accuracy of the weighing results, a number of maintenance actions must be performed by the user.



For further information, consult the Reference Manual (RM).

► www.mt.com/ms-ts-RM

5.1 Maintenance tasks

Maintenance action	Recommended interval	Remarks
Performing an internal adjustment	<ul style="list-style-type: none"> • Daily • After cleaning • After leveling • After changing the location 	see "Activities - Adjustments and tests"
Performing routine tests (eccentricity test, repeatability test, sensitivity test). METTLER TOLEDO recommends to at least perform a sensitivity test.	<ul style="list-style-type: none"> • After cleaning • After assembling the balance • Depending on your internal regulations (SOP) 	see "Activities - Adjustments and tests" in the Reference Manual
Cleaning	<ul style="list-style-type: none"> • After every use • After changing the substance • Depending on the degree of pollution • Depending on your internal regulations (SOP) 	see "Cleaning"

See also

📖 Cleaning ► Page 19

5.2 Cleaning

5.2.1 Cleaning the glass draft shield (0.1 mg and 1 mg models)



⚠ CAUTION

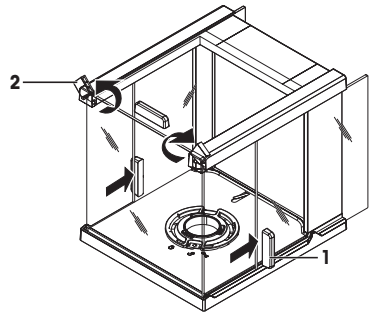
Injury due to sharp objects or broken glass

Instrument components, e.g., glass, can break and lead to injuries.

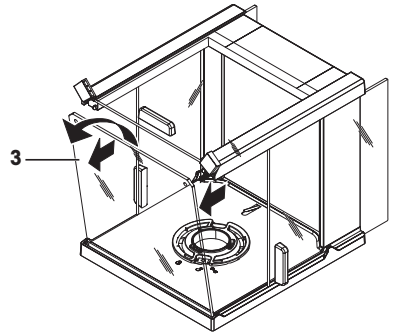
- Always proceed with focus and care.

- 1 Remove weighing pan, draft shield element and pan support.
- 2 Remove the bottom plate.
- 3 Unlock the draft shield, lift it off the balance and place it on a clean surface.

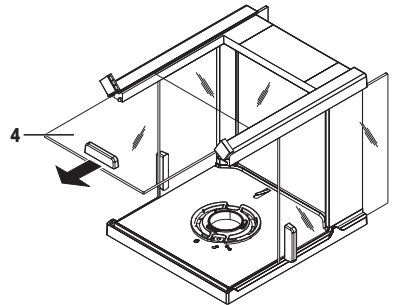
- 4 Push the glass doors (1) back.
- 5 Turn the two lock covers (2) on the front as far as they will go.



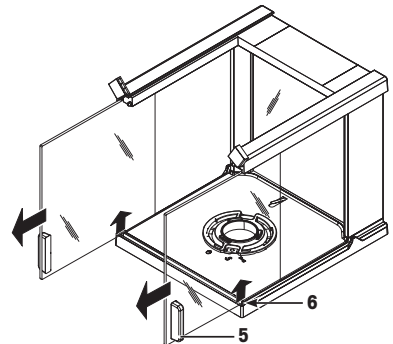
- 6 Tilt the front glass (3) forward.
- 7 Remove the front glass.



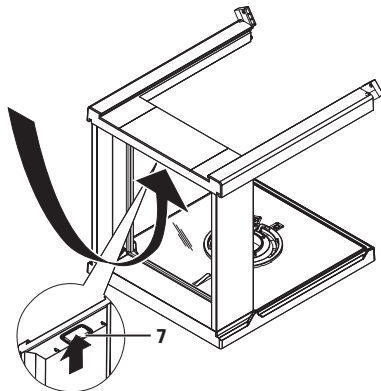
- 8 Pull the top glass door (4) out from the front.



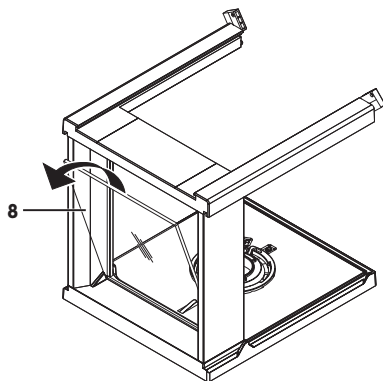
- 9 Lift the side glass doors (5) and (6) and pull them out from the front.



10 Push the lock button (7) to release the rear glass.



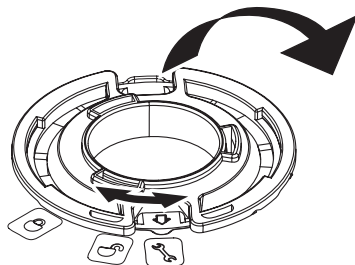
11 Remove the rear glass (8).



12 Turn the draft shield lock to the  (Service) position.

13 Remove the draft shield lock.

After cleaning, reinstall all components in the reverse order.
For balance mounting, refer to "Assembling the balance".



5.2.2 Cleaning the balance



WARNING

Death or serious injury due to electric shock

Contact with parts carrying a live current can lead to injury and death.

- 1 Disconnect the instrument from the power supply prior to cleaning and maintenance.
- 2 Prevent liquid from entering the instrument, terminal or AC/DC adapter.



NOTICE

Damage due to improper cleaning

Improper cleaning can damage the load cell or other essential parts.

- 1 Do not use any cleaning agents other than the ones specified in the "Reference Manual" or "Cleaning Guide".
- 2 Do not spray or pour liquids on the instrument. Always use a moistened lint-free cloth or a tissue.
- 3 Always wipe out from inside to outside of the instrument.

Cleaning around the balance

- Remove any dirt or dust around the balance and avoid further contaminations.

Cleaning the removable parts

- Clean the removed part with a damp cloth or a tissue and a mild cleaning agent.

Cleaning the balance


- 1 Disconnect the balance from the AC/DC adapter.
- 2 Use a lint-free cloth moistened with a mild cleaning agent to clean the surface of the balance.
- 3 Remove powder or dust at first with a disposable tissue.
- 4 Remove sticky substances with a damp lint-free cloth and a mild solvent.




Note

Useful details to avoid soiling the instrument are described in the Mettler-Toledo GmbH "SOP for Cleaning a Balance".

5.2.3 Putting into operation after cleaning

- 1 Reassemble the balance.
 - 2 Check the functionality of the draft shield if applicable.
 - 3 Press  to switch on the balance.
 - 4 Warm up the balance. Wait 1 h for the acclimatization, before starting the tests.
 - 5 Check the level status, level the balance if necessary.
 - 6 Perform an adjustment (internal or external).
 - 7 Perform a routine test due to the internal regulations of your company. METTLER TOLEDO recommends to perform a repeatability test after cleaning the balance.
 - 8 Press $\rightarrow 0/T \leftarrow$ to zero the balance.
- ⇒ The balance has been put into operation and is ready to use.

See also

-  Leveling the balance ▶ Page 15

6 Troubleshooting



For a detailed description of the causes of errors and how to remedy them, refer to the Reference Manual (RM). The most common ones during installation of the balance are listed below.

Possible errors with their cause and remedy are described in the following chapter. If there are errors that cannot be corrected through these instructions, contact METTLER TOLEDO.

6.1 Error messages

Error message	Possible cause	Diagnostic	Remedy
NO STABILTY	Vibrations at the workplace.	Place beaker with tap water on the weighing table. Vibrations cause ripples on the water surface.	<ul style="list-style-type: none"> Protect weighing location against vibrations (vibration absorber, etc.). Set weighing parameters coarser (change Environment from Stable to Standard or even Unstable). Find a different weighing location (by agreement with customer).
	Draft due to untight draft shield and /or open window.	Make sure draft shield or window is closed.	<ul style="list-style-type: none"> Close draft shield or window. Set weighing parameters coarser (change Environment from Stable to Standard or even Unstable).
	The location is not suitable for weighing.	–	Check and observe the requirements for the location, refer to "Selecting the location".
	Something is touching the weighing pan.	Check for touching parts or dirt.	Remove touching parts or clean the balance.
Adjustment aborted Weight out of range.	Wrong adjustment weight.	Check weight.	Place correct weight on the weighing pan.
A problem occurred while starting the balance. Some data could not be read correctly from memory. Please proceed and check date and time settings. Please contact your MT-Support representative if the problem persists.	Some data could not be read correctly from memory.	Check date and time settings.	Please contact your METTLER TOLEDO-Support representative if the problem persists.
Weight out of initial zero range	Wrong weighing pan. Pan is missing. Pan is not empty.	Check weighing pan.	Mount correct weighing pan or unload weighing pan.

Error message	Possible cause	Diagnostic	Remedy
Battery backup lost	Backup battery is empty. This battery ensures that the date and time are not lost when the balance is disconnected from power.	Connect the balance to the power supply for charging the battery (full capacity after 2 days of charging).	If battery cannot be recharged, contact your METTLER TOLEDO-Support representative.



6.2 Error symptoms



Error symptom	Possible cause	Diagnostic	Remedy
Display is dark	Instrument is switched off.	–	Switch on the instrument.
	Power plug not connected.	Check	Connect power cable to power supply.
	Power supply not connected to balance.	Check	Connect power supply.
	Power supply is faulty.	Check/test	Replace power supply.
	Wrong power supply.	Check that input data on type plate match the power supply values.	Use proper power supply.
	Balance must be restarted.	–	Restart balance.
	Connector socket on balance is corroded or faulty.	Check	Please contact your METTLER TOLEDO-Support representative.
	Display is faulty.	Replace display.	Please contact your METTLER TOLEDO-Support representative.
The value drifts into plus or minus	Room, environment not suitable.	–	Environmental recommendations <ul style="list-style-type: none"> Windowless, non air-conditioned room, e.g., basement. Only one person in the weighing room. Sliding doors. Standard doors cause pressure changes. No draft in weighing room (check with suspended threads). No air conditioning (temperature oscillates, draft). Acclimatize balance, take dummy measurements. Instrument uninterrupted connected to the power supply (24h per day).
	Direct sunlight or other heat source.	Is any sun shade (blinds, curtains, etc.) available?	Select location according to "Selecting the location" (customer responsibility).

Error symptom	Possible cause	Diagnostic	Remedy
	Weighing sample absorbs moisture or evaporates moisture.	<ul style="list-style-type: none"> Is the weighing result with a test weight stable? Sensitive weighing samples, e.g., paper, cardboard, wood, plastic, rubber, liquids. 	<ul style="list-style-type: none"> Use aids. Cover weighing sample.
	Weighing sample is electrostatically charged.	<ul style="list-style-type: none"> Is the weighing result with a test weight stable? Sensitive weighing samples, e.g., plastic, powder, insulating materials. 	<ul style="list-style-type: none"> Increase air humidity in weighing chamber (45% - 50%). Use ionizer.
	Weighing sample is hotter or colder than the air in the weighing chamber.	Weighing operation with test weight does not show this effect.	Bring weighing sample to room temperature before weighing.
	Instrument has not yet reached thermal equilibrium.	<ul style="list-style-type: none"> Was there a power outage? Was power supply disconnected? 	<ul style="list-style-type: none"> Acclimatize instrument for at least 1 hour. Depending on climatic conditions, extend this period accordingly. Instrument switched on for at least 1 hour, refer to "General data"
Display shows overload or underload	The weight on the weighing pan exceeds the weighing capacity of the instrument.	Check weight.	Reduce the weight on the weighing pan.
	Wrong weighing pan.	Slightly lift or press weighing pan. The weight display appears.	Use proper weighing pan.
	No weighing pan.	–	Install weighing pan.
	Incorrect zero point at switch-on.	–	<ul style="list-style-type: none"> Switch off balance. Disconnect and reconnect power cable.

6.3 Status messages/Status icons

Status messages are displayed by means of small icons. The status icons indicate the following:

Icon	Status description	Diagnostic	Remedy
	Automatic FACT adjustment is currently not possible.	Instrument is busy.	<ul style="list-style-type: none"> Unload the balance. Do not press any key for 2 minutes. The display stabilizes.
	Service due.	–	Please contact your METTLER TOLEDO-Support representative.

Icon	Status description	Diagnostic	Remedy
	The built-in level sensor has detected that the instrument is not correctly leveled.	Instrument is out of level.	Immediately level the instrument.
	External input device connected.	A keyboard or a barcode reader has been connected to the balance, and the balance could not recognize the device type.	Tap icon in the status field. <ul style="list-style-type: none"> View corresponding workflow. Connect external device and select the device type in Devices and services.

6.4 Putting into operation after fixing an error


After fixing an error, perform the following steps to put the balance into operation:

- Ensure that the balance is completely reassembled and cleaned.
- Reconnect the balance to the AC/DC adapter.

7 Technical Data

7.1 General data


Standard power supply

AC/DC adapter:	Input: 100 – 240 V AC \pm 10%, 50 – 60 Hz, 0.5 A, 24 – 34 VA Output: 12 V DC, 1.0 A, LPS (Limited Power Source)
Polarity:	
Balance power consumption:	12 V DC, 0.6 A
Mean sea level:	Can be used up to 2000 m above mean sea level If the balance is used above 2000 m mean sea level, the optional power supply must be used.

Power supply for 0.1 mg models

For 0.1 mg models the optional power supply is used as standard power supply.

Optional power supply

AC/DC adapter:	Input: 100 – 240 V AC \pm 10%, 50 – 60 Hz, 0.8 A, 60 – 80 VA Output: 12 V DC, 2.5 A, LPS (Limited Power Source)
Cable for AC/DC adapter:	3-core, with country-specific plug
Polarity:	
Mean sea level:	Can be used up to 4000 m above mean sea level

Protection and standards

Overvoltage category:	II
Degree of pollution:	2
Protection:	Protected against dust and water
Standards for safety and EMC:	See Declaration of Conformity
Range of application:	Use only indoors in dry locations

Environmental conditions

Height above mean sea level:	Up to 2000 m (standard power supply) Up to 4000 m (optional power supply)
Ambient temperature:	Operating conditions for ordinary lab application: +10 °C to +30 °C (operability guaranteed between +5 °C and +40 °C)
Relative air humidity:	Max. 80% up to 31 °C, linearly decreasing to 50% at 40 °C, non-condensing
Warm-up time:	At least 30 minutes (60 minutes for 0.1 mg models) after connecting the balance to the power supply. When switched on from standby, the instrument is ready for operation immediately.

Materials

Housing:	Die-cast aluminum
Weighing pan:	Stainless steel X2CrNiMo 17-12-2 (1.4404) Roughness Ra < 0.8 μ m
Draft shield element:	0.1 mg models: Stainless steel X2CrNiMo 17-12-2 (1.4404) 10 mg models: PBT
Draft shield:	PBT, glass
Protective cover:	PET
TFT touch screen surface:	Glass

8 Disposal

In conformance with the European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE) this device may not be disposed of in domestic waste. This also applies to countries outside the EU, per their specific requirements.



Please dispose of this product in accordance with local regulations at the collecting point specified for electrical and electronic equipment. If you have any questions, please contact the responsible authority or the distributor from which you purchased this device. Should this device be passed on to other parties, the content of this regulation must also be related.

GWP®

Good Weighing Practice™

GWP® is the global weighing standard, ensuring consistent accuracy of weighing processes, applicable to all equipment from any manufacturer. It helps to:

- Choose the appropriate balance or scale
- Calibrate and operate your weighing equipment with security
- Comply with quality and compliance standards in laboratory and manufacturing

 www.mt.com/GWP

www.mt.com/balances

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