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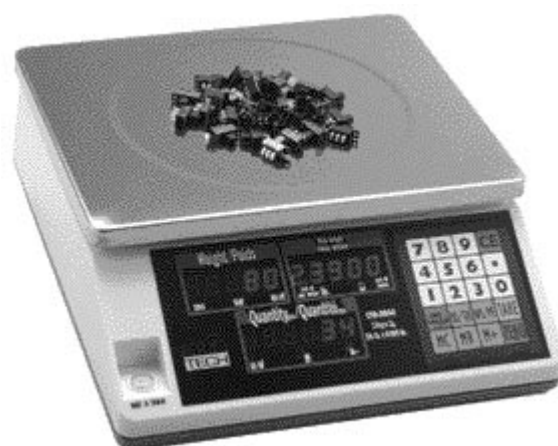
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CTR series Service Manual

1st Generation   CTR series – trimpot calibration
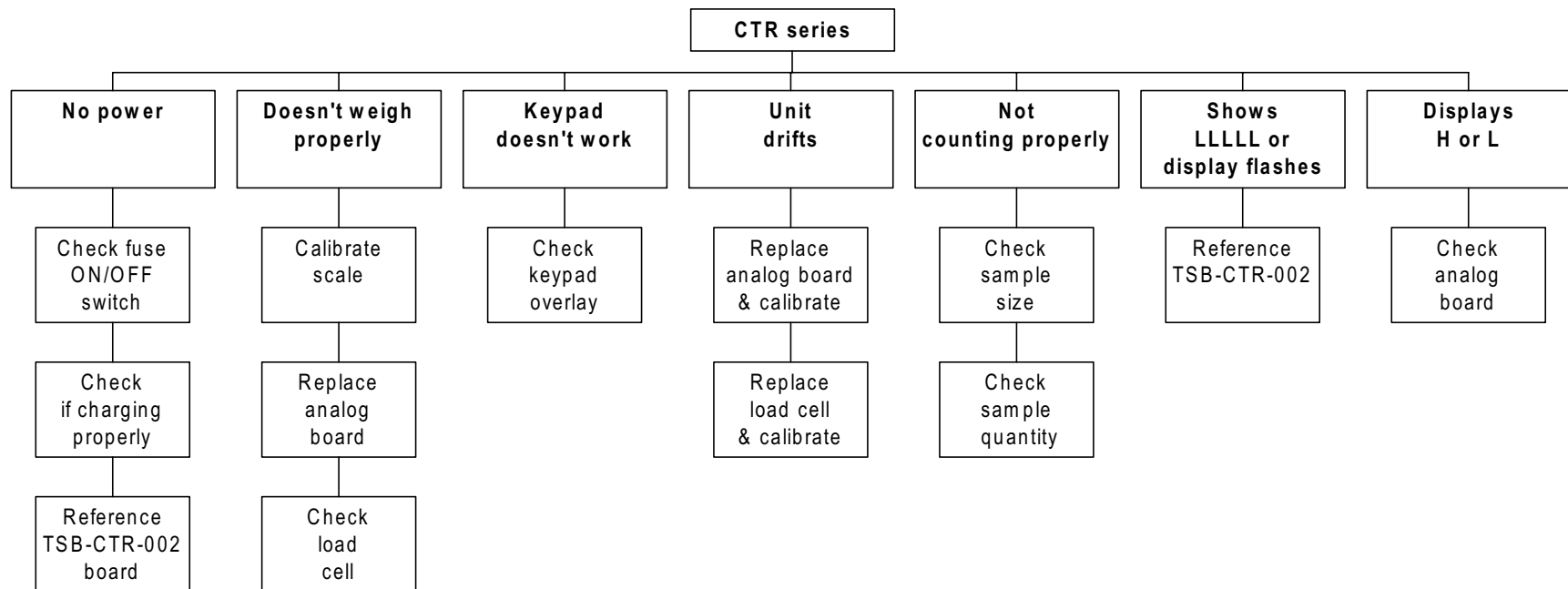2nd Generation   CTR series – keypad calibration

◆ **CTR series Repair Overview**
◆ **Calibration Instructions**
◆ **Technical Service Bulletins**
◆ **Recommended Parts List**

If you should have any questions, please call 1.800.694.4445
and ask for our Technical Service Specialist.

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CTR series COUNTING SCALES

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                        │  CTR series  │
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   ┌────────────┬─────────────┼─────────────┬─────────────┬─────────────┬─────────────┐
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No power	Doesn't weigh properly	Keypad doesn't work	Unit drifts	Not counting properly	Shows LLLLL or display flashes	Displays H or L
Check fuse ON/OFF switch	Calibrate scale	Check keypad overlay	Replace analog board & calibrate	Check sample size	Reference TSB-CTR-002	Check analog board
Check if charging properly	Replace analog board		Replace load cell & calibrate	Check sample quantity		
Reference TSB-CTR-002 board	Check load cell					

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Calibration Instructions

CTR-C001   1st generation (trimpot calibration)
CTR-C002   2nd generation (keypad calibration)

If you should have any questions, please call 1.800.694.4445
and ask for our Technical Service Specialist.

Calibration Instructions : CTR-C001

ₒ MODELS : CTR series – 1st generation

ₒ ACTION :   Calibration instructions

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1.   The first generation of CTR models uses a VR3 trimpot to calibrate the scale. It is located by removing the black plug on the right hand side of the unit.
2.   Turn the unit ON and place the full capacity of the appropriate unit on the platter. (i.e. CTR30 = 30kg)
3.   With a screwdriver, turn the VR3 trimpot clockwise to increase the value until it matches the weight on the platter. Turning it counter-clockwise will decrease the value.
4.   Remove the weight from the platter. Press the ZERO key to return the scale to a "0" reading.
5.   Place the weight again on the platter and check for accuracy. If the scale doesn't weigh accurately, repeat steps 1 –4. If it still doesn't weigh properly, please contact Technical Support at 1-800-694-4445

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Calibration Instructions : CTR-C002

□ MODELS : CTR series – 2nd generation

□ ACTION :   Calibration instructions

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1. The second generation of CTR models is calibrated using the keypad.
2. While holding the WS key, power the unit on.
3. After 10 seconds, the weight display will read "1".
4. Press the ZERO key and the display will change to "2"
5. Press the WS key and the display will change to "3"
6. Press the ZERO key and the display will change to "123"
7. Turn the scale OFF.
8. While holding the WS key, power the unit on again.
9. Remove your finger from the WS key and the display will show numbers, counting backwards from 999999 and then show the calibration value.
10. Put the appropriate weight on the platter, equivalent to the calibration value (i.e. display shows 30000 means you should put 30kg)
11. Let the weight settle on the platter for approx. 5 seconds
12. Press the WS key and the scale will beep, indicating that the calibration is complete.
13. Remove the weight from the platter and turn the unit OFF
14. Power the units ON again, place the weight back on the platter and check for accuracy.
15. If the unit is not weighing accurately, then repeat procedures 1 to 14. If it continues to weigh inaccurately, please contact Technical Support at 1-800-694-4445

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Technical Service Bulletins

CTR-TSB-001   Load cell replacement (both generations)
CTR-TSB-002   No power, shows LLLL or display flashes
              (both generations)
CTR-TSB-003   Factory code settings (2nd generation)

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Technical Service Bulletin : CTR-TSB002

q **MODELS :** CTR series - all capacities (1st & 2nd generation)

q **ACTION :** No power to the unit or flashes LLL / HHH on display

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The CTR model is powered by a rechargeable battery and includes an adapter for recharging. It is important to note that if you are using an adapter, other than the one included with the scale, the specifications should be identical or you risk damaging the unit.

The standard adapter included with the CTR models has the following specifications:

Input values	120VAC	60Hz	6.5W
Output values	6VDC	500mA	

If you are experiencing a lost in power, please make sure that the scale has been charged for a sufficient period of time, using the appropriate adapter.

You should also keep the unit charged even though you are using it at a stationary location. This will ensure that the batteries are always sufficiently charged when you need to unit to be mobile and used with the battery power only.

Using the unit without sufficiently charging the battery can cause permanent damaged to the battery and may necessitate the battery to be changed before its normal useful life.

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Technical Service Bulletin : CTR-TSB003

q   MODELS : CTR series - all capacities (2nd generation)

q   ACTION : Entering factory code settings

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In cases where the factory code settings have to be entered to return the scale to its standard setting, please follow the following instructions:

1.   While holding the ZERO key, power the unit ON
2.   Within 10 seconds, the display will show "4"
3.   Release the ZERO key and press the WS key, the display will show "5"
4.   Press the ZERO key again and it will show "6"
5.   Press the WS key again and it will show "456"
6.   Turn the scale OFF

By performing steps 1 to 6, you have released the code settings and you are now ready to enter factory code settings. The factory setting codes are the following:

PP	0
P0	0
P1	1
P2	0
P3	9

The following steps tells you how to set the above codes:

1.   While holding the ZERO key, power the unit ON
2.   When the display show a code reference in form of a left handed and a right handed code (i.e. left - PP right – 2), release the ZERO key.
3.   If the code is the right one (i.e. PP 0), then simply press the WS key to accept and it will automatically bring you to the second code setting (i.e. P0)
4.   If the code is incorrect, then use the ZERO key move the right handed code until it is at the right setting (i.e. if the code on the display shows P0 1, keep pressing the ZERO key until it is a 0 (giving you a P0 0 code). When you have the right code, simply press the WS key to accept and move forward to the next code (i.e. P1)
5.   When you have properly set all the codes and the display goes to P4, simply turn the unit OFF

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Recommended Parts List
CTR series

Item Description	**Item Number**	**Generation**
CTR6 main PCB	862150	All
CTR12 main PCB	862152	All
CTR30 main PCB	865154	All
Adapter	862142	All
Keypad	862140	All
Battery	862147	All
Plastic cover	862130	All

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