

# KILOTECH

Personalized and Certified. Since 1968

Personnalisé et certifié. Depuis 1968

## KILOTECH KPC2000 SERIES SCALE - BASIC TROUBLESHOOTING

### LIMITED WARRANTY PERIOD:

- **SCALE = 12 months**
- **ADAPTERS AND BATTERIES = 3 months**

### My scale doesn't turn on:

1. Plug in the adapter and turn on the scale. If the scale powers on, it will perform a countdown from 9 to 0 and display a number followed by "udc" (ex. 5.8udc)
2. **Record the value and contact your DEALER.** Depending on the results, Kilotech will instruct your dealer on how to proceed.

### My scale shows an error code:

1. When you get the **error code "low batt"**:
  - a. If both the **AC and CH** lights are on – please call your DEALER
  - b. If only the **AC** light is on, then the adapter is working. Try using another battery.
  - c. If only the **CH** light is on, then the adapter is not working. Try using another adapter
  - d. If both the **AC and CH** lights are off – then you probably need both a new battery and adapter.
2. When you get **error code "-----"**, this means that the scale took an **impact** and lost its **zero point**.
  - a. Calibrate the scale.
  - b. If calibration is not successful, then the impact was too severe and the scale cannot be repaired since cost of repair exceeds the value of the scale. Scale will not be covered by warranty due to abuse.