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**Subject:    Genesis With Magellan 8500/9500 Scanner Scale**

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**Overview**

Orders cannot be processed because the scale is not at zero requiring the attendant to manually zero the scale.

**Problem**

The scale zero button can becoming jammed if foreign objects are used to press the zero button. If the zero button becomes jammed, an Error Code “A” will be generated and the scale will not function.

**Solution**

When the scale is not at zero use the zero scale procedure on page 2.  
A foreign objects (such as pencils, pens, screw-drivers, etc) should never be used to press the scale zero button.

**Impact**

Magellan Scale zeroing information bulletin only.  
Customer training may be required to if this issue is reported by a specific customer/site.

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### Genesis/Magellan 8500 and 9500 Scale Zeroing Procedure

Note: To demonstrate this procedure a remote scale display was used in place of a Monitor.

1. Open the Genesis door
2. Lift the top of the platter slightly



3. Press the zero button and **quickly release** the platter. An audible sound will occur.



4. The scanner scale will initialize, then beep, and the scale will return to zero.

