

Subject: Datalogic 8500XT/XTS Scale

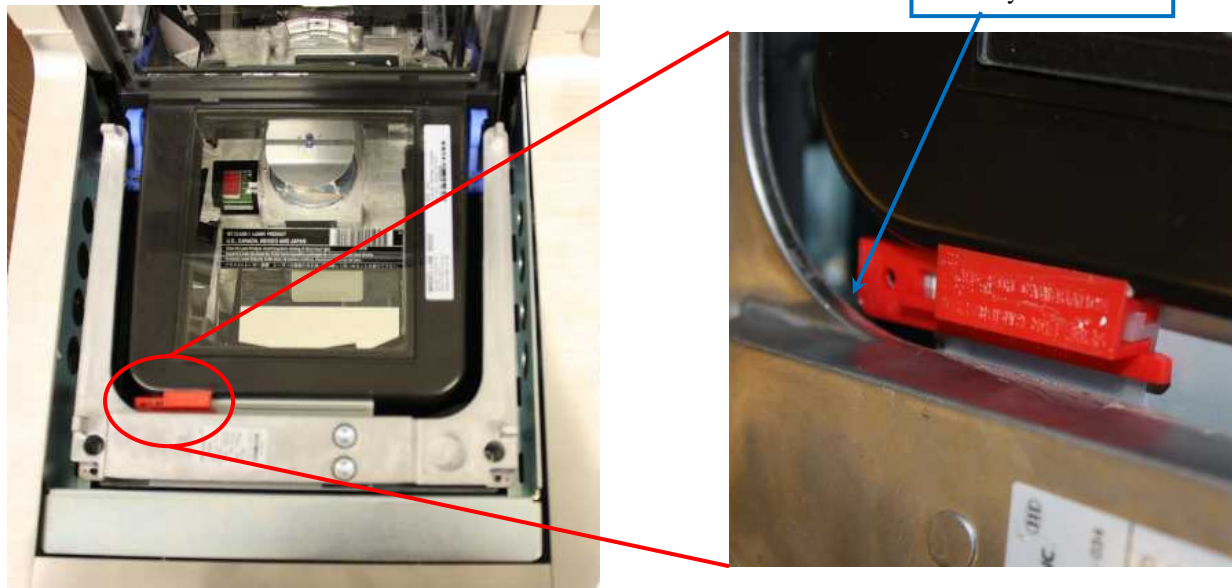
Overview

During recent installations that included the newly released Datalogic 8500XT/XTS Scanner/Scale, several units were reported to have scale stability issues. The units appeared to calibrate correctly then would:

- Intermittently not weigh correctly
- Appear to ‘drift’ off of zero
- Weigh correctly everywhere except the front left quadrant

The problem was found to be the small red slide cover that protects the Calibration button on the scale was coming in contact with the loadcell and/or weigh arms of the scale. This is the cover that is used to ‘seal’ the scale by local Weights and Measures personnel.

Installed Scanner/Scale (Platter Removed)



Solution

When installing or servicing these units, verify that the red slide cover is snapped down into position on the scale frame and is clear of the loadcell and scale arms. There is typically approx 1/8” - 1/4” clearance between this cover and scale arm.

Impact

- Production Verify clearance on all installed units.
- Installed Units
 - Upon installation, verify clearance.
 - If service calls for scale stability issues, verify there is no contact with this cover when scale arm is deflected with a full load.
- Repair Center No Impact.
- Service Spares No Impact.

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