



Precisa Error Codes – A Quick Guide

Occasionally, Precisa balances can experience problems with set-up, software, hardware or mechanics and will display to the user an error message with an appropriate numerical designation that can indicate and aid in the diagnosis of the type of problem it is experiencing. However, the solutions to these problems vary in the type of repair required to resolve them. Some can be rectified over the phone with the aid of our technical support services, others can be solved with a visit to site by a Precisa Engineer (some parts may be required) and the most serious issues require that the balance is sent into the workshop located at Precisa UK HQ for repair (again part may be required). A list of the most commonly encountered Numerical Error Codes are listed below.

There is no charge for Precisa technical support, if there is any necessity for balance repair this is always a good first step as we can often advise that best options for repair and give a basic assessment of the problem and its likelihood at resolution.

Precisa Error Codes – Costs

If a site visit is required there is a flat call-out-charge of £200, this will cover the first 2hrs of repair with a further charge of £62.50/hr after that and parts charged as required. This can often be grouped in with UKAS, ISO or Basic Service visit to reduce the dedicated call-out cost.

If the balance is sent in to the workshop for repair there is a £75 for Assessment (which is waived if the customer proceeds with the repair) the cost is then a combination of time spent on repair (£49.50/hr with a 2hr minimum), cost of parts required and return shipping. After Assessment, the customer will be informed of any parts required for repair and the estimated time taken before any work is undertaken so that they can make an informed decision. This ensures that no extraneous work is undertaken or that the customer can be advised if replacement, rather than repair, is the more cost effective solution. There is always a possibility that one error

can reveal another and further work will be required upon completion of the repair, but again the customer will be informed of any developments.

If it is decided that the unit needs to be sent into the workshop for repair then it is advised that the customer reads and follows the “Packaging Balance for Transit” advice article on the Precisa website to avoid any further damage to the balance and unexpected charge for extra repairs.

Table of Precisa Error Codes

Error Code	Problem/Cause	Solution	Repair Type
1	Invalid firmware	Load right firmware - Universal Download	On-Site/Workshop
4	Wrong anti-theft code	Enter right code (See Anti-Theft Unlock Guide)	Remote Support
5	7 times consecutively wrong anti-theft code	Enter unlock code (See Anti-Theft Unlock Guide)	Remote Support
8	Zero point out of range	Service Mode LLinearisation - If unsuccessful, possible problems with Weigh Cell/Corner Load	On-Site/Workshop
9.0	Bad adjustment factor	Calibrate - If unsuccessful possible problems with Weigh Cell/Internal Cal Weight/Linearisation	On Site/Workshop
9.1	Zero point deviation exceeded	Calibrate - If unsuccessful possible problems with Weigh Cell/Internal Cal Weight/Linearisation	On Site/Workshop
9.2	Deviation of internal reference weight exceeded	Calibrate - If unsuccessful possible problems with Weigh Cell/ Internal Cal Weight System	On Site/Workshop
9.3	Bad adjustment factor	Calibrate - If unsuccessful possible problems with Weigh Cell/ Internal Cal Weight System	On Site/Workshop

10	No linearity values	Service Mode Linearisation - If unsuccessful possible problems with Weigh Cell	On Site/Workshop
11	No adjustment factors	Calibrate - If unsuccessful possible problems with Weigh Cell/ Internal Cal Weight System	On Site/Workshop
14	Compatibility conflict	Reinstall Firmware/EEPROM	On Site/Workshop
16	Broken Internal RAM	Exchange the u-controller	Workshop
17	Broken external RAM	Exchange the RAM	Workshop
18.1	Wrong firmware checksum	Exchange flash memory - Reinstall Firmware/EEPROM	On Site/ Workshop
18.2	No approved firmware in an approved balance	Exchange flash memory - Reinstall Firmware/EEPROM	On Site/ Workshop
18.9	Wrong u-controller firmware checksum	Exchange the u-controller	Workshop
19	Compatibility conflict	Reinstall Firmware/EEPROM	On Site/ Workshop
19.255	Compatibility conflict	Reinstall Firmware/EEPROM	On Site/ Workshop
21	No SCS temperature compensation values	Reinstall Firmware/EEPROM	On Site/ Workshop
22	No temperature compensation values	Reinstall Firmware/EEPROM	On Site/ Workshop
23	No SCS temperature non-linearity compensation values	Reinstall Firmware/EEPROM	On Site/ Workshop
30	No internal reference weight Acknowledge with TARE - Adjust	Calibrate - If unsuccessful possible problems with Weigh Cell/ Internal Cal Weight System	On Site/ Workshop

	internal reference weight		
31	No external reference weight Acknowledge with TARE - Adjust external reference weight	Service Mode Linearisation - If unsuccessful possible problems with Weigh Cell	On Site/ Workshop
60	Value being below the A/D converter range - Under Load	Problem with Weigh Cell (Not connected to Main Board, Damaged Flexures, Incorrect Assembly or Obstruction in Cell). Problem with Main Board (Bad connection, incorrectly attached A/D Converter)	On Site/ Workshop (possible Remote support)
61	Value exceeding the A/D converter range - Over Load	Problem with Weigh Cell (Not connected to Main Board, Damaged Flexures, Incorrect Assembly or Obstruction in Cell). Problem with Main Board (Bad connection, Incorrectly attached A/D converter)	On Site/ Workshop (possible Remote support)

If you have any further questions regarding Precisa Error Codes, then contact a member of our team at info@precisa.com