

TECHNICAL BULLETIN
▶ ADVISORY ◀



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Reference 107
Route to Service Manager/Modernization Manager/Construction Manager
From MCE Technical Support Department (916/638-4011 then touch 2)
Date October 17, 1997
Pages 1
Enclosures K-Tech Technical Bulletins BOKSM1, BOKSM2 and BOKAP1

Subject **Load Weighing System**

Description Some operational inconsistencies may occur due to improper installation, adjustment and/or calibration of the load weighing system, which could cause one or more of the following symptoms:

- 1) Rollback and/or take-hold at the start of car motion
- 2) Bypass of hall calls with load much less than preset value
- 3) Anti-nuisance canceling of car calls with load much greater than preset value.
- 4) Full load dispatch with load much less than preset value
- 5) Activation of "overload function" with load much less than preset value

Action If you observe any of these symptoms, they could be caused by incorrect sensor installation, amplifier board problems, or radio frequency interference (RFI). Verify the following:

- 1) Verify that the sensor(s) has been mounted properly. Refer to the attached Quick Installation Guide for helpful summary information. If you still experience difficulty, see K-Tech Help below.
- 2) Verify that calibration has been done correctly. Check to be sure that you have the correct manual for the system you are installing and review the calibration procedure. If you are not sure, or if you are still experiencing difficulty, record the serial number of the amplifier board and refer to K-Tech Help below.
- 3) Verify that proper wire routing practices have been used for (and around) the sensor cable. Sensor wiring should not be adjacent to (run along) any AC wiring, and any excess sensor cable should be coiled inside the box and taped to the top cover (when possible). If you suspect RFI is causing problems, see K-Tech Help below.

K-TECH Help **K-Tech factory support is available to assist you at 860/489-9399.** K-Tech can take you through a series of diagnostic steps that will help determine the probable cause of any problems, most likely solutions, and/or whether you will need to order any additional parts.

MCE Help As always, should you require technical assistance on other issues:

- ! Telephone 916/638-4011
- ! Touch "2" for Technical Support
- ! **Refer to the reference number above**