KERN & Sohn GmbH
Ziegelei 1
D-72336 Balingen
E-Mail: info@kern-sohn.com
Tel: +49-[0]7433- 9933-0
Fax: +49-[0]7433-9933-149
Internet: www.kern-sohn.com

Service Manual
Personal floor scale with BMI function

KERN MPE_HNM / MPE_PNM

Type MPE 250K100HNM
Type MPE 250K100PNM

Version 1.0
07/2018
GB





MPE_HNM / MPE_PNM -SH-e-1810

GB

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Version 1.0 07/2018

Servicemanual

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1 Basic Information

The device must be repaired only by trained specialist staff or personnel with professional formation (such as a repair-specialist accredited by law concerning verification). The service manual is obligatory for repair work. After repair, original conditions of the device have to be restored. Only original spare parts should be used.

Instructions about conformity-evaluated scales:

Repair must be carried only at 100% compliance with the type approval. A violation of this specification will result in a loss of the type approval! After successful repair the balance will have to be reverified before it can be used again in a statutorily regulated field.

The operation and configuration of each scale is described in the accompanying manual of the scale. Any safety information in respect for verification are also described in the accompanying manual

This service manual covers the MPE_HNM / MPE_PNM series and is edited for the authorized servicing personnel.

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For operation, please use the operating instructions corresponding to the device

2 Appliance overview



1. Height measuring stick (MPE-**H**M models only)
2. Display Unit
3. Weighing platform (anti-slip surface)
4. Rubber feet (height adjustable)

Underside

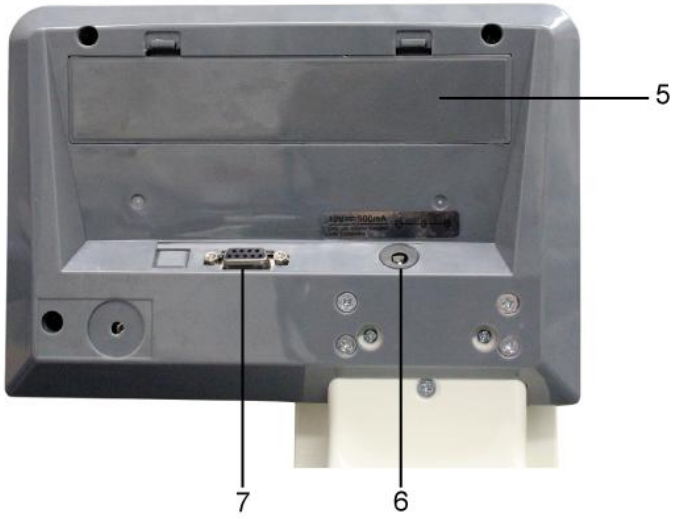


5.Rolls

Secondary display at rear

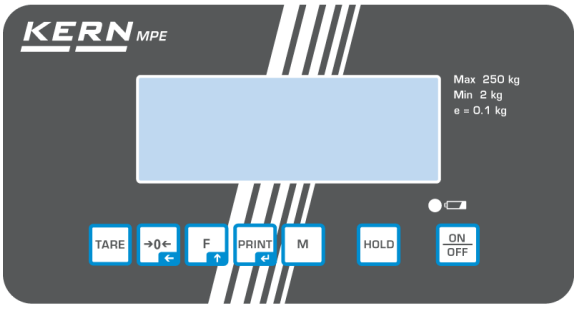


Display unit at rear



5 Rechargeable battery compartment
6 Mains connection
7 RS 232 C

3 Keyboard overview



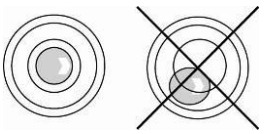
Type MPE 250K100HNM
Type MPE 250K100PNM

Key	Description	Function
ON/OFF	ON/OFF-switch	Turn on/off
HOLD	HOLD button	Hold function/Calculation of a stable weight value
BMI	BMI key	Calculation of the Body Mass Index
PRINT	PRINT button	Data transfer via interface **In menu:** • Confirm selection **For numeric entry:** • Confirm numerical value
F	Function key	**In menu:** • Call up menu • How to select menu items **For numeric entry:** • Increase numerical value
→0←	Zeroing key	Weighing scale will be reset to „0.0“ **For numeric entry:** • Change decimal place
TARE	TARE key	Tare balance

4 Overview of display

Display	Description	Description
◣◢	Stability display	Scales are in a steady state
→0←	Zeroing display	Should the balance not display exactly zero despite empty weighing plate, press the →0← button. Your balance will be set to zero after a short standby time.
NET	Net weight display	Illuminated when net weight is displayed Illuminated after weighing scale was tared
GROSS	Gross weight display	Illuminated when gross weight is displayed
HOLD	HOLD function	HOLD function active
BMI	BMI function	Illuminated while BMI function is enabled

4.1 Balance assembly and installation



⇨ Level balance with foot screws until the air bubble of the water balance is in the prescribed circle.

⇨ Check levelling regularly.

4.2 Mains connection

Power is supplied by the external power unit which also serves to isolate the mains supply from the scale. The stated voltage value must be the same as the local voltage.
Always use genuine approved KERN power pack units as per EN 60601-1 directive.

The small sticker attached to the side of the display unit indicates the power port:

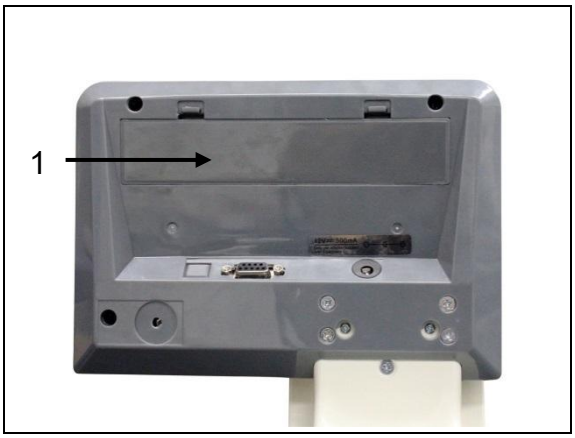


The LED remains illuminated as long as the weighing scale remains connected to the mains.
The LED display informs you during loading about the loading status of the rechargeable battery.

green: Rechargeable battery is completely discharged

blue: Charging rechargeable battery

4.3 Battery operation is possible by obtaining an optional battery power pack.



Open the battery compartment cover (1) at the base of the display unit and insert the rechargeable battery. Charge the battery for at least 12 hours before initial use.
The appearance of the symbol  in the weight display indicates that the battery is almost exhausted. The weighing scale will remain ready for operation for a few more minutes before switching off in order to save battery (s. operating instructions corresponding to the device chap. 11.6 Auto off).Load rechargeable battery.

 Voltage has dropped below prescribed minimum.

 Rechargeable battery very low.

 Rechargeable battery completely reloaded

If the balance is not used for a longer time, take out the rechargeable battery and store it separately. Leaking liquid could damage the balance.

4.4 Battery operation

As an alternative to rechargeable battery operation, the balance may also be operated with 6x AA batteries.
Open battery compartment cover (1) at the lower side of the display unit and insert batteries according to the example below. Lock the battery cover again. If the batteries are empty, in the balance display appears the symbol .
Change batteries. To save battery power, the balance switches off automatically (see operating instructions corresponding to the device chap.11.6 Auto off).

 Capacity of batteries exhausted.

 Batteries will soon be flat.

 Batteries are completely charged

4.5 Insert batteries

Remove battery compartment cover	
Connect battery holder to housing contact acc. to illustration	
Insert battery holder	

Insert batteries into battery compartment and lock with battery compartment cover.	

5 The menu



Access to service menu „tCH“ is locked in verified weighing scales.

To disable the access lock, destroy the seal and actuate the adjustment switch. For position of adjustment switch, see operating instructions corresponding to the device chap. 16.

Attention:
After destruction of the seal the weighing system must be re-verified by an authorised agency and a new verification wire/seal mark fitted before it can be reused for applications subject to verification.

5.1 Navigation in the menu

Call up menu	⇨ In weighing mode, press F and the first function **[F1 oFF]** will be displayed.
Select function	⇨ With help of F, the individual functions can be selected one after the other.
Change settings	⇨ Confirm selected function by pressing PRINT. The current setting will be displayed. ⇨ To select the desired setting, press F and confirm your selection by PRINT; the weighing scale will return to the menu.
Exit menu/ **Return to weighing mode**	⇨ Press TARE and the scales will return to weighing mode.

5.2 Menu overview

<table>
<tr><th>Menu block
Main Menu</th><th>Menu item
Submenu</th><th>Available settings / explanation</th></tr>
<tr><td colspan="3"></td></tr>
<tr><td rowspan="5">F1 oFF
Automatic cutout
Auto Off</td><td>oFF 0*</td><td>Automatic shutdown off</td></tr>
<tr><td>oFF 3</td><td>Automatic shutdown after 3 min</td></tr>
<tr><td>oFF 5</td><td>Automatic shutdown after 5 min</td></tr>
<tr><td>oFF 15</td><td>Automatic shutdown after 15 min</td></tr>
<tr><td>oFF 30</td><td>Automatic shutdown after 30 min</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td rowspan="3">F2 SUt</td><td>oFF</td><td rowspan="3">Not documented</td></tr>
<tr><td>Prt</td></tr>
<tr><td>Pr ACC</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td>F3 Prt
Interface
parameter</td><td colspan="2">1. RS-232 mode
Select desired mode by F, then confirm with PRINT.
<table>
<tr><td>P Prt</td><td>Weight will be added to summation memory and printed after pressing PRINT</td></tr>
<tr><td>P Cont</td><td>Continuous data output</td></tr>
<tr><td>Series</td><td>Not documented</td></tr>
<tr><td>ASK</td><td>Remote control instructions:
W: Send all weighing results
S: Send stable weighing result
T: Tare
Z: Zero setting</td></tr>
<tr><td>P cnt 2</td><td>Not documented</td></tr>
<tr><td>P Stab</td><td>Automatic data output of stable weighing values</td></tr>
<tr><td>P Auto</td><td>Weighed result will be added automatically to summation memory and issued</td></tr>
</table>
2. Baud rate
The currently set baud rate (b xxx) will be shown after the RS-232 mode was confirmed. Select desired Baudrate by pressing F and confirm by pressing PRINT.
Available Baudrate: 600, 1200, 2400, 4800, 9600</td></tr>
</table>

<table>
<tr><td></td><td colspan="4">3. Data output format
(P Prt, P Auto, P Cont settings only)
the currently set data output format will be shown after the baud rate was confirmed. Select desired format by F and confirm with PRINT.</td></tr>
<tr><td></td><td>Only when set P Prt, P</td><td>Prt 0-3</td><td colspan="2">Data output format, see chap. 13.</td></tr>
<tr><td></td><td rowspan="3">Only when set P Cont</td><td>Cont 1</td><td>Default</td><td>Sd0 – on/off
Cont. data outputselectable
„send 0“, yes / no</td></tr>
<tr><td></td><td>Cont 2</td><td colspan="2">Not documented</td></tr>
<tr><td></td><td>Cont 3</td><td colspan="2">Not documented</td></tr>
<tr><td></td><td colspan="4">4. Printer type

After the data output format has been confirmed, the currently set printer type will be displayed.
Select the desired printer type by F and confirm by PRINT.

LP -50 Not documented
tPUP Usethissetting</td></tr>
<tr><td rowspan="3">F4 bt
Background illumination</td><td colspan="2">bl on</td><td colspan="2">Back lighting for display on</td></tr>
<tr><td colspan="2">bl oFF</td><td colspan="2">Display background illumination off</td></tr>
<tr><td colspan="2">bl AU*</td><td colspan="2">Backlighting for display will come on automatically as soon as the weighing scale is operated.</td></tr>
<tr><td colspan="5"></td></tr>
<tr><td rowspan="2">F5 Str
Subsequent tare value
locked in devices with type approval certificate.</td><td colspan="2">Str on</td><td colspan="2">Subsequent tare ON</td></tr>
<tr><td colspan="2">Str oFF*</td><td colspan="2">Subsequent tare OFF</td></tr>
</table>

tCH Service menu	Pin	Password entry: press , ,  subsequently.
Operate adjustment switch; for position see operating instructions corresponding to the device chap.17		
P1 SPd Display speed	15*	Not documented
	30	
	60	
	7.5	
P2 CAL	dESC	
	inC	
	CAP	
	CAL	nonLin
		LinEar
P3 Pro	tri*	Not documented
	CoUnt	Not documented
	rESEt	Reset weighing scale to factory setting
	SEtGrA	Not documented

* default setting

6 Data output RS 232

You can print weighing data automatically via the RS 232 interface or manually by pressing PRINT via the interface according to the setting in the menu.

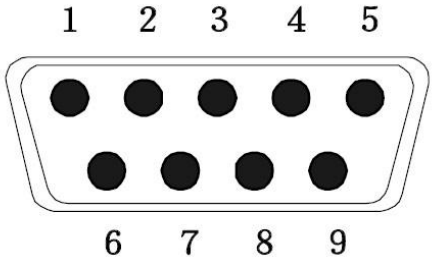
This data exchange is asynchronous using ASCII - Code.

The following conditions must be met to provide successful communication between the weighing balance and the printer.

- Use a suitable cable to connect the weighing balance to the interface of the printer. Faultless operation requires an adequate KERN interface cable.
- Communication parameters (baud rate, bits and parity) of balance and printer must match. For detailed description of interface parameters see operating instructions corresponding to the device chap. 12.1)

⚠	In a medical context only auxiliary equipment in compliance with Directive EN 60601-1 may be connected to the interface.

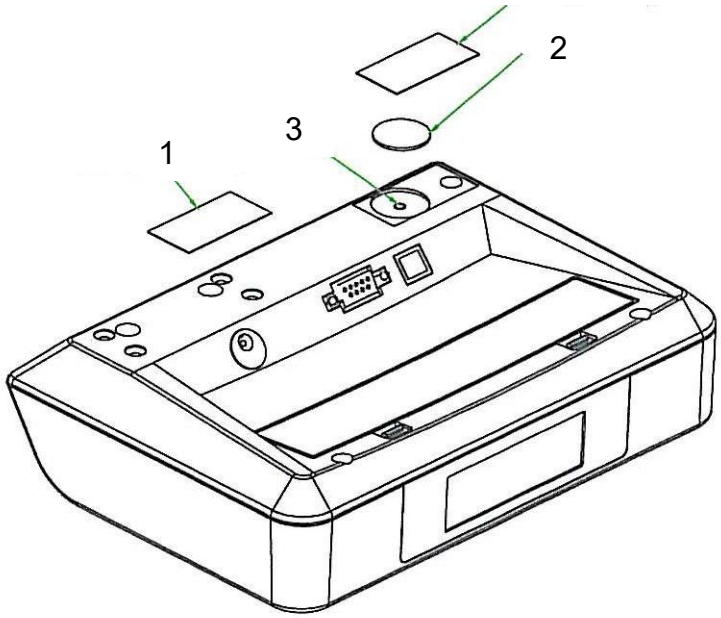
6.1 Pin allocation of balance output bushing:

	Pin 2: TXD - Output Pin 3: RXD - Input Pin 5: GND - Signal ground

6.2 Technical data

Connection	9 pin d-subminiature bushing
	Pin 2 output
	Pin 3 input
	Pin 5 signal earth
Baud rate	Optional 600/1200/2400/4800/9600
Parity	8 bits,

6.3 Position adjustment switch and seals:



1. Self-destroying seal mark
2. Cover
3. Adjustment switch

6.4 Verification validity period (current status in G)

Personal scales (including chair and wheelchair scales) in hospitals	4 year
Personal scales, when not located in hospitals (for example, doctor's offices and nursing homes)	unlimited
Baby weighing scales and mechanical birth weight scales	4 year
Bed scales	2 year
Scales in dialysis stations	unlimited

Rehab clinics and health authorities are treated as hospitals.
(4 years of verification validity)

Not treated as hospitals (verification validity not limited) are dialysis stations, nursing homes and doctor’s surgeries.

(Details derived from: „Information by the verification authority, weighing scales applied in medical use“)

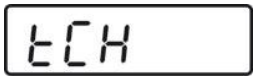
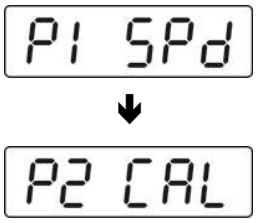
7 Adjustment

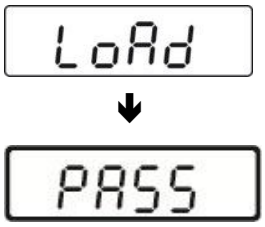
As the acceleration value due to gravity is not the same at every location on earth, each display unit with connected weighing plate must be coordinated - in compliance with the underlying physical weighing principle - to the existing acceleration due to gravity at its place of location (only if the weighing system has not already been adjusted to the location in the factory).This adjustment process must be carried out for the first commissioning, after each change of location as well as in case of fluctuating environment temperature. To receive accurate measuring values it is also recommended to adjust the display unit periodically in weighing operation.

	• Prepare the required adjustment weight. The adjustment weight to be applied depends on the capacity of a weighing scale, see chap. 1. Carry out adjustment as closely as possible to admissible maximum load of weighing scale. Information about test weights you will find in the internet under http://www.kern-sohn.com • Observe stable environmental conditions. For warm-up time required for stabilisation see operating instructions corresponding to the device chap. 1.

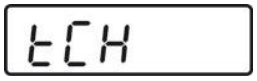
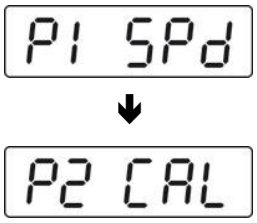
	Access to service menu „tCH“ is locked in verified weighing scales. To disable the access lock, destroy the seal and actuate the adjustment switch. Position of the adjustment switch see operating instructions corresponding to the device chap. 17. **Attention:** After destruction of the seal the weighing system must be re-verified by an authorised agency and a new verification wire/seal mark fitted before it can be reused for applications subject to verification.

7.1 Procedure:

	⇨ In weighing mode, press F repeatedly until **[tCH]** appears.
	⇨ Press PRINT and **[Pin]** will appear.
	Press F, TARE and BMI one after the other and **[P1 SPd]** will appear
	⇨ Press F, „**P2 CAL**“ will be displayed ⇨ **Operate adjustment switch; for position see chap.16**
	⇨ Press PRINT and **[dESC]** will appear
	⇨ Press F repeatedly until „CAL“ will be displayed. ⇨ To confirm, press PRINT
	⇨ Confirm with PRINT, **[UnloAd]** appears
	⇨ Ensure that there are no objects on the weighing pan. ⇨ Wait until the stability display „STABLE“ is displayed and then confirm by pressing PRINT.
 (example)	⇨ The size of the currently set adjustment weight will be displayed. To change, select the digit to be altered by →0←, and the numerical value by F. ⇨ Confirm by pressing PRINT and **[LoAd]** will be displayed.

	⇨ Place adjustment weight in the centre of the weighing pan ⇨ Wait until stability display „STABLE“ appears ⇨ Confirm by pressing PRINT, **[PASS]** will be displayed.
	⇨ The balance carries out a selftest, after that **[Err19]** will be displayed and a signal will sound. ⇨ Switch off the balance ⇨ Take away adjustment weight ⇨ Turn on balance again, after the selftest the balance changes into the weighing mode. Adjustment has now been completed successfully.

7.2 Linearity Adjustment

	⇨ In weighing mode, press F repeatedly until **[tCH]** appears.
	⇨ Press PRINT and **[Pin]** will appear.
	Press F, TARE and BMI one after the other and **[P1 SPd]** will appear
	⇨ Press F, „**P2 CAL**“ will be displayed ⇨ **Operate adjustment switch; for position see chap.16**
	⇨ Press PRINT and **[dESC]** will appear
	⇨ Press F repeatedly until „CAL“ will be displayed. ⇨ To confirm, press PRINT
nonL in	⇨ Press F Linear appears
L inEAr	⇨ Confirm with PRINT
LoAd 0	⇨ Confirm with PRINT Zero Load Point
LoAd 1	⇨ Confirm with PRINT 100 kg Load Point
LoAd 2	⇨ Confirm with PRINT 200 kg Load Point
LoAd 3	⇨ Confirm with PRINT 250 kg Load Point

MAINTENANCE

7.3 General

If the scale does not operate properly, find out the problem as possible.
Determine whether the problem is constant or alternate. Be aware that problems can be caused by mechanical or electrical influences.

Check the following.

- Water
- Corrosive materials
- Vibrations or temperature or wind
- Physical damage

Check the scale cables for damage, and check all connections and connecters for any loose contact or incorrect connection

7.4 Error Codes

Error Message	Description	Solution
`-----`	Maximum load exceeded	Unload or reduce weight
`Err 1`	Incorrect date	Enter the date by using format “yy;mm:dd”
`Err 2`	Incorrect time	Enter the time by using format “hh:mm:ss”
`Err 4`	Zero setting error	Zero setting range exceeded due to switching on.(4%max) Make sure platform empty.
`Err 5`	Key board error	Check the keys and connecter.
`Err 6`	A/D value out of range	Make sure platform empty and check the pan is installed proper. Check the load cell connectors.
`Err 7`	Percentage Error	Please check input data, must be > 0.5d
`Err 8`	Calibration weight error	Check the test weights for calibration or linear calibration
`Err 9`	Unstable Reading	Check any air variation, vibration, RF noise and touching some where. Check the load cell and connecters.
`Err 10`	Wireless communiation failure	Check wireless settings or change Com settings from the wireless

Err 11	Communication protocol error	Check communication settings
Err 12	Accumulation error	Max accumulation times 99 / 999 / weight 999999
Err 13	Lack of unit weight	Check unit weight entry data, must be >0.5d
Err 14	Lack of sample	Check counting samples entry, must be >20d
Err 15	Gravity error	Check the gravity settings. Gravity range must be 0.9xx ~ 1.0xx
Err 16	Paper error	Check the printer paper
Err 17	Tare out of range	Minus weight or overload. Remove the load and restart scale again.
Err 18	Pre-tare error	Check the pre-tare value
Err19	Initialize zero error	Calibration the scale.
Err P	Printer error	Check the printer settings or connections
Err l	Approval setting error	Check the PCB jumper settings. Must be connect jumper pin to K1 (BW series)
--ol--	Over range	Remove the load. Re calibrate
--lo--	Underload	Minus weight, check the platform and restart or calibrate.
Fai l h / fai l l / fai l	Calibration Error	Check the test weights & Re calibrate
Ba lo / lo ba	Battery low	Re charge battery, check the voltages.

7.5 Determine the Problem

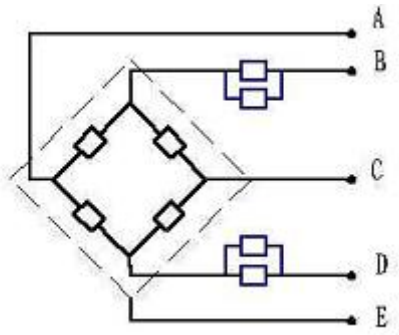
Determine whether the problem is in the PCB or the Load Cell

- Disconnect the power supply from the scale, and disconnect the load cell connection from the PCB
- Reapply power and test the PCB
- If problem goes away, its source is probably in the Load cell. Check the wiring, connecter, load cell and mechanical components of the load cell.
- If problem persists, its source is probably in the PCB. Check the PCB voltages, connecters, cables and function programs

7.6 Check the Load cell

- Remove power from the system, and disconnect the PCB from the Load cell
- Check the moisture, or foreign material inside.
- Make sure all leads are connected and correctly.
- Check load cell for proper input and output resistances

Load Cell Connections



Signal + Green
Supply + Red
Signal - Black
Supply - White
Shield

Measuring Points	Resistance
Red (+ Exc) to White (–Exc)	420 ±20Ω
Green (+Sig) to Black (–Sig)	350Ω ±5Ω

7.7 Checking the different Voltages

If the problem is in the PCB, use a multimeter to check the following voltages

AC Power
Check the AC power socket out put voltage.

Adaptor Voltage
Check the adaptor output cable connecter voltage
Compare the value with the name plate on the scale

PCB Input Voltage
Check the PCB input power connecter voltage
Voltage must be minimum 9VDC in to the pin AD+

Check Battery Voltage and Charging Voltage
Check the Battery Voltage**,**
Voltage must be minimum 6VDC. If below the 6VDC connect the adaptor for charging the battery voltage below the 5.5VDC, replace the battery and install new 6V/3.4Ah battery.

Check the Battery Charging Voltage;
Remove the battery connection terminals (Red and Black) from the battery. Connect the power and turn on the scale Voltage into the terminal minimum 6.5VDC

7.8 Trouble Shooting

Problems	Possible cause	Common Solutions
Display is blank. No self test	Mains power is turned off. Power supply faulty or not plugged. Internal battery is not charged. On/Off switch problem	Check power is getting inside the scale and on/off switch is working. Verify the voltages, which is on the power labels.
Blank display after self test	Pan not installed. Unstable weight, load cell damaged	Check the pans are installed correctly. Try to turning on again.
OL or -------	Maximum capacity exceeded. Load cell or mechanics damaged. Power supply faulty	Check the platform is installed correctly. Try to turn on the scale again. Do the calibration again
------- or NULL displayed	Weight is on the platform is below permissible limit. Pan not installed correctly. Power supply faulty. Load cell or mechanism faulty	Check the platform is installed correctly. Try to turn on the scale again. Do the calibration again
Display is unstable	Goods touching somewhere. Air variation or any vibrations. Temperature changed. Load cell or connections faulty. Power supply faulty	Check the scale is in acceptable location. Check the connecters and load cell. Check the power supply and battery
Weight value incorrect	Calibration error. Platform of load cell touching somewhere. Wrong weighing unit	Use accurate weight for to do the calibration Check the pan and load cell is installed proper and touching. Check the parameter settings. Check the load cell and connecters
Can not use full capacity	Over load protection stoppers or transport locks are not removed. Parameters are set incorrectly. AD problem. Load cell or mechanism damaged	Check the stoppers and locks under the platform. Check the weighing unit and parameter settings. Check the load cell.
Platform Corner Weight different	Over load protection stoppers or transport locks are not removed. Load cell or mechanism damaged	Check the stoppers and locks under the platform. Use accurate weight for to do the calibration Check the load cell.
Battery not charging	Mains voltage problem Charging circuit problem Battery Problem	Check the mains and adaptor. Check the battery. Check the charging circuit

8 Replace Main Board

- Release 4 pcs screw from bottom of the scale by using cross screw driver.



- Open the top cover, the main board lie on top cover, use cross screw driver loose 4 screw for main board, pull out all connector on the main board, then you can bring out main board carefully.

- Install the new main board, plug all connector at last, after check anything , try to turn on the power if anything is OK close the top cover replace main board completely.

9 DRAWING

9.1 MPE_HM

