



# Frequently Asked Questions

## Mechanical FAQ

**What size I-beams are in the standard steel deck truck scales?** 12 inch x 14 lb.

**What is the deck thickness on standard steel deck truck scales?** 5/16 inch (3/8 inch is optional).

**How are the optional side rails connected?** Bolt on.

**What additional installations steps are needed for the digital truck scale vs. the EPR?** Two additional bolts anchored per load cell stand. Check brackets do not have to be installed anymore on scales with SCBD load cells.

**Why is the load cell cable tray necessary? Do we need to leave it installed?** Yes, the wiring tray provides a place for excess load cell cable to be easily coiled up and neatly stored. Additionally, the tray guards the load cell and stand from debris.

**What is the clearance height under the load cell, so that it is not affected by debris like competitors' units?** 8 inches from the bottom of the load cell to top of the pier. 5 inches from the bottom of the weighbridge to top of the pier.

**What is the ball made of?** It is a 2-inch diameter ball made of wear-hard resistant E52100 alloy steel.

**Is the plate in the stand that the ball rolls in replaceable?** Yes, this plate is made of the same material as the Cardinal Scale load cell is made from so it is not expected it to be replaced often.

**Does the scale come standard with shims?** Yes.

**How much do I have to jack the scale up to change a loadcell?** Approximately 1 inch.

**Is there an LF version of the new digital scale?** Yes, but it does not come with SnapStream standard any longer.

**What's the overall height?** Steel deck is 17.5 inches high and the concrete deck is 15.5 inches high. Custom scales are available with overall height as low as 13.5 inches with a 5 inch clearance under the scale.

**How high off the ground is the lowest moving part on a steel and concrete deck scale?** 5 inches.

## Software/Electrical FAQ

**How do you connect the scale to customer network?** Direct Ethernet (standard), Wi-Fi (optional), or cellular modem (optional).

**Can iSite be set up to send to multiple people?** Yes, iSite can be configured to send email and/or text messages to your employees and/or individuals at the customer's site.

**What is the cost of iSite?** iSite is free for dealers. At the dealer's discretion, they can choose to charge the customer for the monitoring service and monthly reports.

**Can data pass through if a 'load cell' fails?** There are conditions where a load cell might not be functioning, but data can still pass through the BUS. If a load cell cable is cut, communications will be lost.

**If we replace a load cell, will it say must be recertified on 225 screen?** Yes.

**Will the scale work when we replace a load cell?** Yes.

**When the load cell is replaced, can the dealer make that message go away?** The indicator will prompt whether the load cell was replaced or not. Select YES and it automatically assigns the ID of the new load cell to the number of the missing load cell.

**Will an 825 work with new scale?** Yes, January 2018.

**If multiple load cells fail, how do you replace them?** Replace them one at a time and the indicator will take care of configuration by answering YES to the prompts.

**Will I have to set-up and number the load cells when I get the scale?** No, Cardinal Scale will always set-up the load cells in production before they ship.

**How long does it take for the message to reach my phone/device?** It takes approximately 1 minute from the time of failure until the text/email is sent. Other preventative notifications such as "possible drift" or "standard deviation variance" may be daily.

**If a cable is damaged, can I use a longer than normal cable if that is the only one I have on the truck at the time?** Yes.

**Can I use NEST to test load cells and cables?** For anyone that purchased a NEST initially you can send it back to the factory and Cardinal Scale will upgrade it to be able to test digital load cells and cables for no charge.

**Can I still use the updated NEST to test analog systems?** Yes.

**Will the updated NEST have BLE/Wi-Fi ability standard?** Yes.

**Will the NEST app allow a single person to do the calibration remotely from the indicator?** Yes.

**Will the APP for the new NEST with BLE/Wi-Fi ability at the scale work on iPhone?** Yes. **Android?** Yes, March 2018.

**Will the customer have to provide internet access at the scale for iSite to function?** Yes, this can be accomplished via a direct Ethernet connection from the indicator to the customer's network, or via Ethernet to Wi-Fi convertor that connects to the customer's Wi-Fi, or with a customer-provided cellular modem that provides an internet access point.

**When will the indicator display and transmit error messages?** The indicator will display an error message when a significant failure is detected. It will not display warning messages.

**Are my option slots still open when I use the required DLC card?** The only slot that is occupied is the dual scale card slot which is not needed with a digital truck scale.

**Why isn't a calibration needed once a load cell is changed (I know it's not legal-for-trade without recertifying)?** Load cells are calibrated at the factory. Deadload must be established in the scale. Minor adjustments may be required to account for mechanical changes.

**When installing the scale, can I take the homerun cable out from any cell? What changes in the weight indicator need to be made?** Yes, the scale is set-up on a parallel bus. The load cells are assigned to their locations based on IDs. The cables can be connected in any arrangements as long as all of the load cells are connected and the last one has an end node.

**Can I use 225 indicators that I currently have in stock on the new scale?** Yes, but a software update is required along with the installation of a DLC card.