Air-Weigh

LoadMaxx
User Guide

for Trucks

Air-Weigh Customer Support: 888-459-3247

PN 901-0116-001 R1

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LoadMaxx Truck Scale System Overview

The LoadMaxx on-board scale converts truck suspension loads to an accurate on-ground weight. Once calibrated correctly, as described in this manual, the scale will display accurate axle, GVW and Net Payload weights for any load.

The scale will display the actual on-ground weight of each spring suspension axle group to within ±3% of its maximum GVW load. For spring suspensions whose load is measured by a load cell or deflection sensor, an axle group is defined as the set of axles supporting that suspension.

The scale will display the actual on-ground weight of each air suspension axle group to within 300 pounds (140 kgs.) For air suspensions, an axle group is defined by the Height Control Valves (HCV), or leveling valves, on the air suspension. For instance, a tandem drive axle suspension typically has only one HCV, so the two drive axles are referred to as a single axle group and the weight displayed will be for the total tandem weight.

Once the LoadMaxx is calibrated for weight, it is not necessary to recalibrate unless the suspension characteristics change. For details see “Troubleshooting”.

- ***After installing a deflection sensor, operate the vehicle for at least 2 weeks or 800 miles (whichever comes first) before calibrating that axle group, to ensure that the installation settles.***

- ***When calibrating and weighing, gently roll the vehicle to a stop on a flat level surface, with the wheels straight and the brakes released for the last few feet, to release suspension binding. Calibrating or observing weight readings with the brakes engaged will result in inaccuracy.***

- ***CAUTION! Please ensure that you are following all safety precautions and company guidelines regarding rolling conditions.***

- ***If your vehicle has an air suspension equipped with air-suspension dump valves, Air-Weigh recommends that the air suspension be momentarily exhausted and re-inflated before calibrating or weighing. 5 to 10 seconds of air dump is normally sufficient. This will improve repeatability and accuracy.***

Scale Display Overview

Before using your Air-Weigh Truck Scale, it is necessary to calibrate it. First, it's a good idea to become familiar with the Scale Display.

Below is a definition of the use of each button. The function and use of these buttons remain the same throughout all operations of the scale.

Front Panel Buttons

1. When the Scale Display backlight is off, the first button push turns on the backlight, with no other effect.
2. Depressing the ESC key (with the backlight lit) changes the Weights Display to the Main Menu, depicted above. If you are entering a number, depressing the ESC key clears the numeric entry without changing the scale's value.
3. The cursor location on the 5800 is indicated by the blinking line.
4. To change the cursor location, or to set a numeric value, depress the up or down arrow keys ▲ or ▼.
5. The instruction "Select [menu item]" will appear frequently in the text that follows. To select a menu item, depress the ENTER key after setting the cursor to the specified line, that is, after making the specified line start blinking.
6. To enter a numeric value, depress the ENTER key after setting the value to the desired number. Make sure that ACCEPTED flashes at the bottom of the screen.

Calibration

There are two methods of calibrating the LoadMaxx Truck Scale: Manual Calibration or Factory Calibration.

When Manually Calibrating:

- Enter the EMPTY weights into the scale system when the vehicle is empty,
- Enter the HEAVY weights into the scale system when the vehicle is fully loaded.

It's recommended to have a full tank of fuel when calibrating the steer and drive axle groups.

When selecting this calibration method, you **MUST** enter empty weights when the vehicle is empty and heavy weights when the vehicle is loaded heavy. Failing to do so will result in inaccurate weight readings.

For those with identical suspensions on several vehicles, it may be more convenient to enter the RATIO and OFFSET calibration data directly, if these are known. **(Please call Customer Support, 888-459-3247, for a manufacturer's PIN).**

Once calibrated, if a suspension's weight is always incorrect by the same amount on the empty and heavy weights, it is easy to adjust the scale to correct it by using the ADJUST function.

Lift Axle Considerations

Always calibrate with the lift axle up. With the lift axle up, weight readings of all calibrated axle groups, as well as GVW and Net readings, will all be accurate. With the lift axle down, weight readings of all calibrated axle groups will still be accurate. However the GVW and the Net will be inaccurate with the lift axle down for all software configurations except 5833 and 5834.

Preliminary Considerations

The accuracy of the LoadMaxx Truck Scale depends on the accuracy of the certified scale used to calibrate or check-weight. Ensure that the in-ground scale is reliable, recently certified and in good repair. It is preferable to obtain all weight tickets from the same certified scale. This ensures comparative accuracy. Segmented scales, those that provide individual axle group weights, are preferred. When segmented scales are not available, take extra precaution in calculating weights.

For the best calibration results, the truck should be:

- **Operated for 2 weeks or 800 miles after installation of the deflection sensor**
- **Gently rolled to a stop on a flat level surface with wheels straight**
- **Brakes unused for the last few feet**
- **Brakes released and wheels straight while weighing**
- **For models with air suspensions:**
    - **Keep engine running**
    - **If possible, deflate the air suspension for 5 to 10 seconds, and then re-inflate to factory-specified ride height**

CAUTION! Please follow all company safety guidelines during weighing and calibration.

Once the LoadMaxx Truck Scale is calibrated, it is not necessary to re-calibrate unless the suspension characteristics change.

Assigning a PIN number during the system set-up process will protect the calibration procedure from tampering. Normally a PIN number is not assigned until AFTER the scale has been calibrated.

Calibrating Empty Weights

NOTE FOR REFUSE TRUCKS: All lift axles must be **raised**, all arms in **stowed** position, the packer fully to the rear, the hopper door fully **open**, and the tailgate **closed and locked**, to transfer the **maximum load from the front axle** when empty scale calibration readings are taken. Moving components or shifting them to a different location than when weights were recorded will cause calibration to be incorrect.

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.

2. Select PRINT,SETUP, leading to next menu.

3. Select SYSTEM SETUP, leading to next menu.

4. Select CALIBRATION, leading to next menu.

5. Select MANUAL CALIBRATION, leading to next menu.

6. Select EMPTY WEIGHT, leading to next menu.

7. The screen pauses for three seconds with the display, “ENTER EMPTY – VEHICLE MUST BE EMPTY” before proceeding automatically to the next menu.

8. On the PICK AXL menu, select one of the offered axle groups: STR (Steer) or DRV (Drive).

If PIN is needed for access, enter it at this time.(See Section for PIN setup instructions on pg. 14)

9. Using the up/down arrows <▲ ▼>, scroll to the proper empty weight identified from a certified scale ticket, then depress <ENTER>. The screen will briefly show Accepted to indicate its acceptance of the Empty Weight.

10. Press <ESC> to return to the PICK AXL menu and choose another axle for entering its Empty Weight calibration. Make sure it flashes “ACCEPTED” at the bottom of the screen.

Note that you must calibrate each axle group in order for the scale to be fully calibrated. Repeat the above steps for the Drive axle group.

Calibrating Heavy Weights

NOTE FOR REFUSE TRUCKS: All lift axles must be **raised**, all arms in the **down** position, and the packer fully **forward** to get the **maximum load on the front axle** when loaded scale calibration readings are taken. Moving components or shifting them to a different location than when weights were recorded in step 1 will cause calibration to be incorrect.

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.

2. Select PRINT,SETUP, leading to next menu.

3. Select SYSTEM SETUP, leading to next menu.

4. Select CALIBRATION, leading to next menu.

5. Select MANUAL CALIBRATION, leading to next menu.

6. Select HEAVY WEIGHT, leading to next menu.

7. The screen pauses for three seconds with the display, “ENTER HEAVY – VEHICLE MUST BE HEAVY” before proceeding automatically to the next menu.

8. On the PICK AXL menu, select one of the offered axle groups: STR (Steer) or DRV (Drive).

If PIN is needed for access, enter it at this time. (See Section for PIN setup instructions on pg. 14)

9. Using the up/down arrows <▲ ▼>, scroll to the proper empty weight identified from a certified scale ticket, then depress <ENTER>. The screen will briefly show Accepted to indicate its acceptance of the Heavy Weight.

10. Press <ESC> to return to the PICK AXL menu and choose another axle for entering its Heavy Weight calibration. Make sure it flashes “ACCEPTED” at the bottom of the screen.

Note that you must calibrate each axle group in order for the scale to be fully calibrated. Repeat the above steps for the Drive axle group.

Functional Operations

Weight Displays

The Weight Displays show the weights for all axle groups, the GVW (Gross Vehicle Weight), and the NET (Net Vehicle Payload). You can reach the STEER / DRIVE Weight Display by depressing the <ESC> button repeatedly until it appears, or alternatively by selecting VIEW WEIGHTS on the Main Menu and depressing the <ENTER> button.

Use the up/down arrows <▲ ▼> to scroll between the weight displays showing truck and GVW/NET weights.

On all Weight Displays, when a weight is changing, it flashes rapidly until it stabilizes.

On all Weight Displays, if a particular axle (or GVW or Net) is over the alarm or warning weight, causing an alarm, a bell icon flashes rapidly between the axle name (or GVW or Net) and its weight.

On all Weight Displays, pushing Enter stops the alarm unless PIN protection is active. See the “Alarm Function” section, page 17, for full details.

If no alarm is active, you can zero the NET on the GVW screen by pressing <ENTER> twice while that screen is displayed. The first time, the Net Weight flashes slowly. The second time, it goes to zero. The amount of each addition to, or subtraction from, the GVW will then be added to or subtracted from the Net Weight, allowing you to see how much weight has been loaded or unloaded

How-To-Weigh instructions

How-To-Weigh instructions are displayed on the truck scale in rotation with the actual weight screen. (If you have a PIN, you will need to enter it at the SYSTEM SETUP screen.)

To turn off these instructions permanently:

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.

2. Select PRINT,SETUP, leading to the next menu.

3. Select SYSTEM SETUP, leading to the next menu.

4. Select SYS CONFIG, leading to the next menu.

5. Select DISPLY SETUP, leading to the next menu.

6. Select SHOW / HIDE, leading to the next menu.

7. Select SHOW HELP, leading to the next menu.

8. Select HIDE HELP to turn off the How-To-Weigh instructions. Press <ESC> repeatedly to return to the main menu.

Note: You can turn off the How-To-Weigh instructions temporarily, until the next time you turn the truck off and on, by pushing either of the up/down arrows <▲ ▼> when the instructions are visible.

Creating a PIN

Setting a PIN into the LoadMaxx Truck Scale will eliminate tampering with that scale's CALIBRATION, SCALE TYPE, and PIN settings. After calibration, fleets may wish to develop a fleet PIN policy to protect the calibration settings from tampering.

To set a PIN:

1. Select PRINT,SETUP, leading to the next menu.
2. Select SYSTEM SETUP, leading to the next menu.
3. Select MORE OPTIONS, leading to the next menu.
4. Select SET PIN #, leading to the next menu.
   If PIN is needed for access, enter it at this time.
5. Using the up/down arrows <▲ ▼> scroll to the desired PIN, then depress <ENTER>. Press <ESC> repeatedly to return to main menu.

The new PIN is now entered into the scale. To change the PIN later, repeat these steps and change the setting. Setting the PIN to zero will reset the scale's PIN to its original status of No PIN Needed.

Note that once you gain PIN access by entering the PIN correctly, you will retain that access until the scale has a power cycle.

Note: If you cannot remember your PIN, you will need to call customer support to request a manufacturer's PIN.

Large Character Display

The Air-Weigh LoadMaxx Tractor Scale can display weights on either three lines, with twelve characters per line as shown here on the left, or with larger characters, on two lines, with eight characters per line, as shown here on the right.

Only the Weights Displays can appear as large characters on two lines. On this display, axle group names are represented by their first letters:

S = STEER

D = DRIVE

G = Gross Vehicle Weight(GVW)

N = Net Payload(NET)

T = TRAILER (if one semi trailer, or full trailer)

A = TRAILER A (if two trailers)

B = TRAILER B (if two trailers)

F = FRONT TRAILER (full trailer)

R = REAR TRAILER (full trailer)

All other screens always appear as three line displays

To change between two line and three line displays:

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select PRINT,SETUP, leading to the next menu.
3. Select SYSTEM SETUP, leading to the next menu.
4. Select SYS CONFIG, leading to the next menu.
5. Select DISPLY SETUP, leading to the next menu.
6. Select WEIGHT SETUP, leading to the next menu.
7. Select 2 OR 3 LINES, leading to the next menu. At the bottom of the menu the current choice is shown as (Now 2 LINE) or (Now 3 LINE).

   At this point you can choose between the two line display with larger characters, or the three line display.

8. Press the <▲ ▼> buttons to select the desired display configuration, 2 LINE DISP or 3 LINE DISP, and press <ENTER>.

Alarm Function

The Air-Weigh LoadMaxx Tractor Scale has two 12V-24V 1.0 amp output alarms, activated when an axle group weight, GVW or Net exceed a programmed amount.

You can program each alarm to activate at 12/24V and deactivate at 0V, or to activate at 0V and deactivate at 12/24V.

To use the alarm feature, attach the gray or brown alarm output wire stemming from the Tractor ComLink harness to a user-supplied alarm.

Alarms will activate when a programmed warning weight or alarm weight limit is reached. (Warning weight output is pulsing voltage, while alarm weight output is continuous voltage.) Note that you must turn the alarm feature ON for alarm functions to operate.

You can delay the period between each overweight and the subsequent activation of the alarm, by up to sixty seconds. Similarly, you can delay the period between the return to not overweight, and the alarm's deactivation, by up to sixty seconds. These delays can prove useful in moderating alarm responses to weight oscillations, such as those occurring during travel.

To deactivate and reset an active warning or alarm weight alarm, simply press the Enter button <ENTER> once while one of the weight displays for tractor, trailer or GVW/NET screen is displayed on the scale display screen. If the scale is not PIN-protected, this will stop power from flowing to the alarm output wire. Once the displayed weight readings fall below the programmed alarm settings, the alarm function resets.

The alarm feature is now ready for the next load.

Note: All alarm functions, except for the alarm diagnostic test, are PIN-protected. The alarm feature must be turned ON for this test to be used.

Alarm Function Programming Procedure

Turning the Alarm Feature On or Off

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select ALARMS, leading to the next menu.

   If PIN is needed for access, enter it at this time.
3. The bottom line gives the state of the alarm feature, "(Now ON)" or "(Now OFF)." Select TURN ON/OFF to change this state to its opposite.

Alarm Weights

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select ALARMS, leading to the next menu.

   If PIN is needed for access, enter it at this time.
3. Select SET ALARMS, leading to the next menu.
4. Select ALARM 1, leading to the next menu.
5. Select one of GVW, NET ALM 1, TRCTR ALRMS1, or TRLER ALRMS1, leading to the next menu.
6. Depending on the previous step,
   - select from GVW ALARM and NET ALARM;
   - or from STEER ALARM and DRIVE ALARM;
   - or from TRLR WARN 1 and TRLR ALARM 1. (If there are multiple trailers, it will be necessary to select from TRAILER A, TRAILER B, TRAILER C, etc.)
7. Select WARN WT 1 or ALARM WT 1 for the chosen alarm.

8. Using the up/down arrows <▲ ▼> scroll to the desired warning or alarm weight, then depress <ENTER>.
9. Press <ESC> as needed to start setting any additional desired alarms. Press <ESC> repeatedly to return to previous menu or the main menu. Repeat this procedure for ALARM 2 if used.

Languages

The LoadMaxx offers a choice of language display:

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select PRINT,SETUP, leading to the next menu.
3. Select SYSTEM SETUP, leading to the next menu.
4. Select SYS CONFIG, leading to the next menu.
5. Select LANGUAGE, leading to the next menu.
   - For English or Spanish, press the <▲ ▼> buttons to select the desired language, then depress <ENTER>.
   - For French or German:

     Select OTHER OPTIONS, leading to the next menu.

     Press the <▲ ▼> buttons to select the desired language, then depress <ENTER>.

Display Backlight and Set-Up

Like other gauges, the scale display is “key-on” powered, so it is always operating. Pressing any key will automatically turn on the display backlight. The display screen will automatically drop into its programmed “sleep mode” with the backlight turned off after one to 30-minutes from the last keystroke operation. The factory-set default time is 5 minutes.

To change the amount of time the display is lit:

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select PRINT,SETUP, leading to the next menu.
3. Select SYSTEM SETUP, leading to the next menu.
4. Select SYS CONFIG, leading to the next menu.
5. Select DISPLY SETUP, leading to the next menu.
6. Select MORE OPTIONS, leading to the next menu.
7. Select BACKLIGHT, leading to the next menu.
8. Select MINUTES, leading to the next menu.
9. Press the <▲ ▼> buttons to select the desired time period. Press ENTER.

This backlight will automatically dim to the “sleep mode” after the selected operation time period. To turn on the backlight, press any button.

You can also set the backlight’s brightness to BRIGHT, suitable for daytime viewing, or DIM, suitable for night. Follow steps 1 – 7 immediately above, then:

10. Select BRIGHTNESS, leading to the next menu.
11. Press the <▲ ▼> buttons to select the desired brightness. Press ENTER.

QUICK REFERENCE MENU DIRECTORY

CALIBRATION REQUIRED BEFORE USE

MENU OVERVIEW

WEIGHTS
ALARMS
PRINT, SETUP (shows only **SETUP** if data stream)
- PRINT MENU (if no data stream)
- SYSTEM SETUP
  - CALIBRATION
  - SYS CONFIG
  - SET PIN#
- DIAGNOSTICS

MENU DETAILS

WEIGHT
Displays first 3 axle weights
(Next axle weights if any)
<▼> for GVW/Net Payload

ALARMS
- SET ALARMS (Requires PIN#.)
- ALARM 1 (or ALARM 2 if not using STR 20% GVW)
- GVW, NET ALM1 (or ALM 2)
  - GVW ALARM
  - WARN WT 1 (or 2)
  - ALRM WT 1
- NET ALARM
  - WARN WT 1
  - ALRM WT 1
- TRCTR ALRMS1
  - STEER ALARM
    - WARN WT 1
    - ALRM WT 1
  - DRIVE ALARM
    - WARN WT 1
    - ALRM WT 1
- ALARM CNTROLS
  - STR 20% GVW
  - ALARM LOGIC
  - ALARM DELAYS
- TURN ON/OFF

* LB /KG /TONS for 5807, 5808, 5814, 5817, 5833, 5834, 5835 and 5836.

PRINT, SETUP
(shows only SETUP if data stream)
- PRINT MENU (if no data stream)
  - PRINT REPORT
  - DATE / TIME
  - REPRT COPIES
- SYSTEM SETUP
  - CALIBRATION (Requires PIN#. Each axle group must be calibrated.)
    - ADJUST CALIB
    - MANUAL CALIB
      - EMPTY WEIGHT
      - HEAVY WEIGHT
    - ENTER RATIO
      - CALIB RATIO
      - CALIB OFFSET
  - SYS CONFIG
    - DISPLAY SETUP
      - WEIGHT SETUP
        - LBS/KGS*
        - 2 OR 3 LINES
        - FILTER FREQ
      - SHOW/HIDE
        - SHOW GVW
        - SHOW STEER
        - SHOW HELP
      - MORE OPTIONS
        - BACKLIGHT
          - BRIGHTNESS
          - MINUTES
        - FIRST DISPLY
    - SCALE TYPE (Requires PIN#)
      - MODEL NUMBER
        - (Changes sensor configuration.)
      - DATA/REPORT
      - MORE OPTIONS
        - MORE OPTIONS
        - INCLINOMETR
    - LANGUAGE
      - ENGLISH
      - SPANISH
      - OTHERS
        - FRENCH
        - GERMAN
    - SET PIN #

DIAGNOSTICS
- SYSTEM STATUS
- ALARMS
  - ALARM WEIGHTS
  - TEST ALARM 1
  - TEST ALARM 2
- COMLINKS
  - A/D READINGS
  - CALIB DATA
    - USER DATA<A/D>
    - USER DATA<WEIGHTS>
  - COMLINK ID

System Troubleshooting

The Air-Weigh LoadMaxx Truck Scale system is extremely self-sufficient. To operate correctly, power and ground are the only truck electrical connections needed.

- Ensure all connectors (male/female) make a good connection and at least 9.5 volts is entering the system.
- If the system used to power up, but now doesn't, double-check the circuit being used to power it.
- If there is no power to the scale, use a voltmeter and test the power and ground circuits using a bracketing method to isolate where power is lost. Once the break in the power circuit is found, make the proper repairs.

All other faults can be identified internally through the DIAGNOSTICS display on the scale display.

- Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
- Press the down arrow <▼> 2 times until PRINT, SETUP begins blinking, then depress <ENTER>.
- Press the down arrow <▼> 2 times until DIAGNOSTICS begins blinking, then depress <ENTER>.
- With the word SYSTEM STATUS flashing, press <▼> to COMLINKS, A/D READINGS, <ENTER> , AXLE GROUPS, <ENTER>.

Make sure the sensors are giving a good reading (409 is equivalent to 0).

Reference the chart on the next page for all fault code problems and solutions.

Troubleshooting Chart

Code	Problem Description	Solution
BAD EEPROM	EEPROM error	Memory failure. Send to Air-Weigh for repair.
NO TRACTOR	No communications with Truck ComLink	Will appear until ComLink is found. Ensure connections are correct.
NO TRAILER	No communications with Trailer Scale	(No problem; straight trucks have no trailer scale.)

Incorrect Weight Readings

If weights are always off by the same amount, see the subsection ADJUST WEIGHTS in the CALIBRATION section (pg. 3).

If weights are otherwise incorrect, including 0 (zero) or unstable, ensure that the sensor is connected to the Truck ComLink correctly. You may use the A/D readings to observe sensor faults.

1. Press <ESC> one or more times until the Main Menu appears, with VIEW WEIGHTS blinking.
2. Select PRINT,SETUP, leading to the next menu.
3. Select DIAGNOSTICS, leading to the next menu.
4. Select COMLINKS, leading to the next menu.
5. Select A/D READINGS, leading to the STR A/D reading.
6. Press the <▲ ▼> buttons to select the desired axle group A/D reading. A reading of 409 indicates a sensor fault, sensor cable unplugged or severed, no sensor, etc

Suspension Troubleshooting

Your Air-Weigh Scale's accuracy is dependent on your suspensions being in good mechanical repair and in factory-specified adjustment.

Once the scale is installed and functioning properly, the degree of accuracy will be affected by the proper operation and setting of the suspension. Three major suspension factors affect the degree of accuracy and repeatability:

1. Proper setting of ride height.
2. Proper setting of a high quality height control valve (HCV).
3. Proper adjustment of the HCV linkage.

Follow these guidelines to ensure your scale is as accurate and repeatable as possible.

Ride Height

Symptoms: Scale readout accuracy varies from certified weight, by varying amounts.

Solution: Proper ride height is the most important factor in ensuring accuracy. Ride height is normally defined as the vertical distance from the center of the axle to the bottom of the frame rail. This varies by vehicle and suspension make, so check the proper manual. Most heights are specified +/- 1/8", so the proper setting is critical.

Linkage

Symptoms: Scale accuracy varies from a certified weight, usually consistently lower.

Solution: Play in the linkage or bushings will detract from scale accuracy since the proper ride height is not always maintained.

Height Control Valve

Symptoms: Scale readout is higher or lower than a certified weight, but consistently by the same amount.

Solution: Ensure your HCV has minimum dead-band. This is the play in the valve where the ride height changes without actuating the valve. Quality HCVs that demonstrate less than three degrees of total dead-band provide most accurate weight readings. Replace defective valve with either Hadley or Barksdale valves.

Maintenance

Scale Display: The Air-Weigh electronic scale display should be maintenance-free under normal operation. Keep the scale in a protected environment and treat as any electronic component.

Gently use a clean, soft cloth, slightly damp with water, to wipe away dust from the display.

ComLink: The Air-Weigh ComLink should be maintenance-free under normal operation. Ensure the ComLink is mounted properly and keep the holes free of obstruction.

Connections: Periodically spray the 7-pin J-560 sockets and plugs with electrical cleaner. A good electrical connection is vital for proper operation. Make every effort to keep moisture out of the disconnect socket while the system is in operation.

Customer Support

If you cannot correct a problem, or you suspect you have a malfunctioning part, please contact Air-Weigh Customer Support at (888) 459-3247, Monday through Friday, 7 AM–5 PM Pacific Time.

From outside the US and Canada, please call (541) 343-7884.

Notes

Notes

Limited Warranty

Air-Weigh warrants (the “Limited Warranty”) that the Products will be free from defects in material and workmanship under normal use and service with proper maintenance for the following time periods:

(a) for new Scale kits, the Limited Warranty period will be 3 years;

(b) for new parts and accessories sold separately, the Limited Warranty period will be 1 year; and

(c) for repaired or refurbished items, including repaired or refurbished Scale kits and repaired or refurbished parts and accessories sold separately, the Limited Warranty period will be 90 days.

If any Product is determined to not conform to this Limited Warranty during its applicable Limited Warranty period, Air-Weigh will, at its exclusive option, either repair or replace the Product.

Limitations of Limited Warranty. Air-Weigh will have no obligation under the Limited Warranty with respect to any product if (a) Buyer fails to notify Air-Weigh in writing during the warranty period of a non-conformity, or (b) Buyer or any other person, entity, or governmental authority uses, misuses, or neglects the product in a manner inconsistent with the product’s specifications or directions for use or maintenance, modifies the product or improperly installs, handles, or maintains the product.

No Repair or Modification of the products. Except as explicitly authorized or in a separate written agreement with Air-Weigh, Buyer will not service, repair, modify, alter, replace, reverse engineer, or otherwise change any of the products.

Disclaimer of All Other Warranties. EXCEPT FOR THE LIMITED WARRANTIES SET OUT ABOVE, NEITHER AIR-WEIGH NOR ANY PERSON OR ENTITY ON AIR-WEIGH’S BEHALF HAS MADE OR MAKES FOR BUYER’S BENEFIT ANY EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY WHATSOEVER, INCLUDING ANY WARRANTIES OF: (i) MERCHANTABILITY; (ii) FITNESS FOR A PARTICULAR PURPOSE; (iii) TITLE; OR (iv) NON-INFRINGEMENT; WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. BUYER ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY OTHER REPRESENTATION OR WARRANTY MADE BY AIR-WEIGH, OR ANY OTHER PERSON OR ENTITY ON AIR-WEIGH’S BEHALF.

Limitation of Liability.

IN NO EVENT WILL AIR-WEIGH BE LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ENHANCED DAMAGES, LOST PROFITS OR REVENUES, OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO ANY BREACH OF THESE TERMS, REGARDLESS OF WHETHER OR NOT THE DAMAGES WERE FORESEEABLE, WHETHER OR NOT AIR-WEIGH WAS ADVISED OF THE POSSIBILITY OF THE DAMAGES, OR THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, OR OTHERWISE) ON WHICH THE CLAIM IS BASED.

IN NO CASE WILL AIR-WEIGH’S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, EXCEED THE TOTAL OF THE AMOUNTS PAID TO AIR-WEIGH FOR THE PRODUCTS.

THE FOREGOING LIMITATIONS APPLY EVEN IF BUYER’S REMEDIES UNDER THESE TERMS FAIL OF THEIR ESSENTIAL PURPOSE.

Procedure For Warranty Claims

ALL customers should first contact Air-Weigh Customer Support Department at (888) 459-3247 for questions regarding the use, operation, repair or return of any Air-Weigh product.

In the event Air-Weigh requests to examine the product prior to disposition OR for repair or replacement, Air-Weigh requires a Return Material Authorization (RMA) number be issued before the item is returned. Customer Support will issue the RMA number. Please reference this RMA number in all correspondence.

Claimed items shall be shipped freight pre-paid to:
Air-Weigh
Customer Support Department
1730 Willow Creek Circle, Suite 100
Eugene, Oregon 97402, USA

The Air-Weigh RMA number **must** appear on the outside of the return packaging. Air-Weigh shall examine returned material within 30 days after receipt, or sooner if mutually agreed upon. If Air-Weigh determines that the part or assembly was defective in material or workmanship and within the warranty period, Air-Weigh will repair or replace the part or assembly and return freight pre-paid. In the event Air-Weigh determines that the part or assembly cannot be repaired or replaced and is within the warranty period, a credit not to exceed the purchase price will be issued to the Air-Weigh customer.

For our customers using purchase orders Air-Weigh will process a credit memo and notify the customer by email or fax. The customer will process a corresponding debit memo and notify Air-Weigh accordingly.

If the part or assembly received by Air-Weigh does not meet the requirements of the warranty program set forth above, at the Air-Weigh customer's request the part or assembly will either be discarded, returned freight collect, or repaired or replaced at the Air-Weigh customer's expense and returned freight collect.

Air Weigh

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