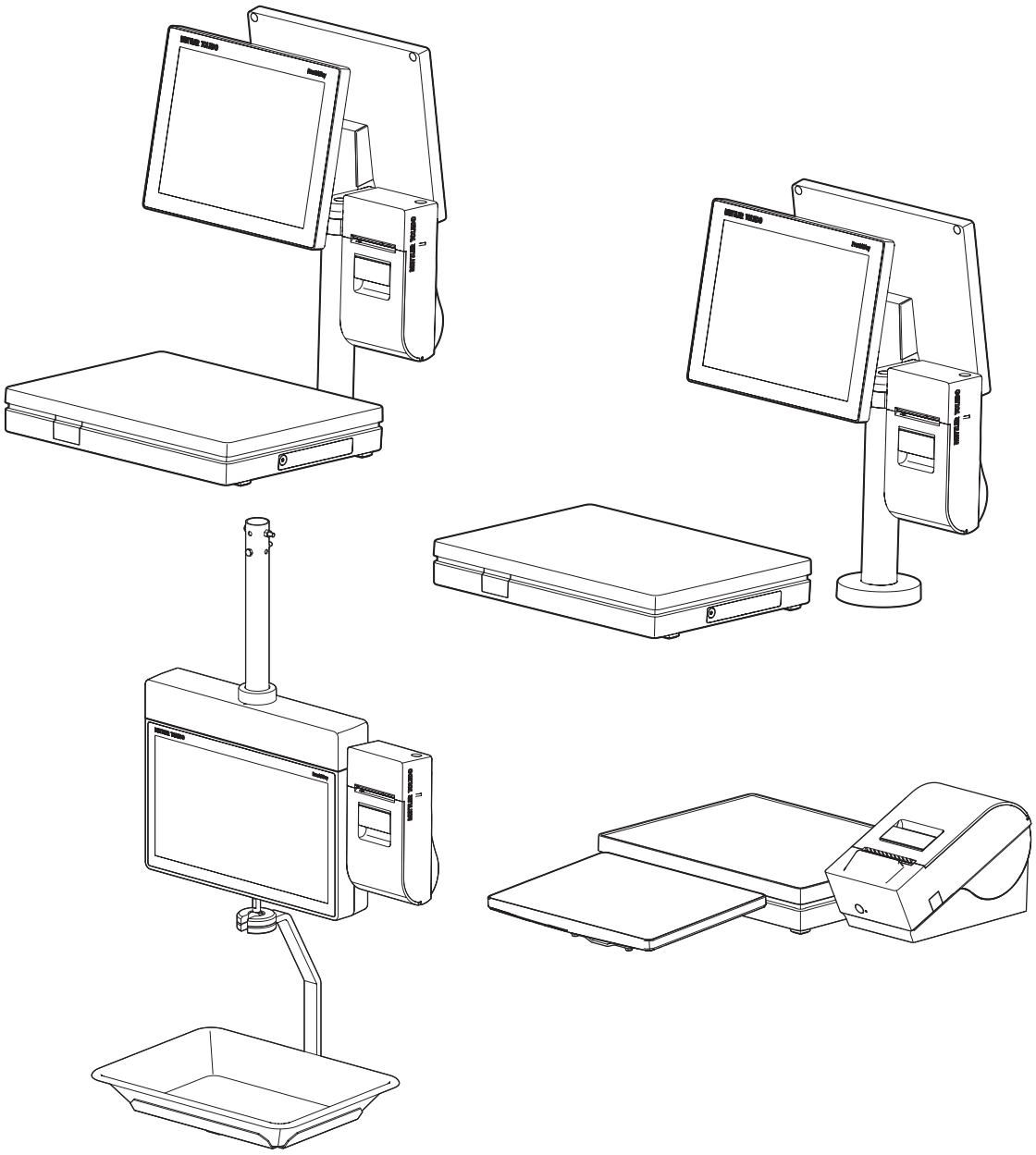
Quick Guide

FreshWay

Retail scales



METTLER TOLEDO

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1 Introduction

1.1 Your new retail scale

You have decided to purchase a high-quality system scale or terminal from METTLER TOLEDO's FreshWay scale family. Please use this Quick Guide to familiarise yourself with the installation and maintenance of the device.

The installation, setting up and configuration of the device is in general carried out by personnel from your METTLER TOLEDO Service (contact address see scale's type plate) or from an organisation authorised by METTLER TOLEDO. During the device setting up, you will also be briefed on its correct handling.

Please contact your METTLER TOLEDO Service or your supplier if you have any further questions or if you require the configuration to be changed.

You have purchased this scale either with the METTLER TOLEDO UC3 application software or with the application software of an independent third party developer.

When using the scale together with the METTLER TOLEDO UC3 application software, please refer to the separate "User manual UC3 Software" for a full description of the functionality and usage of the UC3 application software.

Otherwise, please refer to your respective application software user manual or contact your supplier.

When using the scale pole together with a different METTLER TOLEDO base module, please refer to the corresponding base module's user manual.

1.2 Conventions and symbols used in this user manual

Symbol	Description
	Safety sign that warns the user of situations resulting in death or serious injury, in case of non-compliance with the indicated safety advices.
	Safety sign that warns the user of situations resulting in material damage, in case of non-compliance with the indicated safety advices.
	Information that makes working with the device easier.
▪	Precondition for an action.
-	Individual action that must be carried out.
1 2	Action sequence that must be carried out in the order stated.
⇨	Result of an action or an action sequence.
[▸ 18]	Cross-reference (example: reference to page 18)

1.3 Safety instructions

Basic safety instructions

- Read this user manual prior to using your scale.
- Follow this user manual carefully.
- Store this user manual near the scale for future reference.
- Always place the scale in a stable location and make sure that all feet are standing on a firm support base, so that the scale can not tip or fall down.
- Do not allow untrained personnel to operate or to clean the scale.
- Do not operate the scale in environments containing explosive mixtures of gases, vapours or powders. Any electrical device that does not include a specific ignition protection category for a potentially explosive area presents a substantial safety risk in that area.
- Do not operate the scale if the touchscreen is even slightly damaged.
- To avoid accidents, ensure that only authorised and trained customer service personnel opens the scale.
- Always unplug the scale before cleaning and maintenance.
- Do not use tools to open the casing.

1.4 Maintenance

- Only authorised and trained customer service personnel is allowed to open and repair the scale. Please contact your local representative.

1.5 Intended use

- Use the scale only for weighing in accordance with this user manual and the user manual of the software.
- The scale is intended for indoor use in dry environments only.
- Any other type of use and operation beyond the limits of the technical specifications is considered as not intended.

1.6 Legal for Trade

1.6.1 Sealing

When the scale is used in trade or a legally controlled application, it must be set up, verified and sealed in accordance with local weights and measures regulations. It is the responsibility of the purchaser to ensure that all pertinent legal requirements are met. As verification requirements vary by jurisdiction, the purchaser should contact their local weights and measures office if they are not familiar with the requirements.

To prevent access to calibration and metrological settings, the scale must be sealed using a paper seal or wire seal.

1.6.2 Metrological information

Important notice for verified weighing instruments

Weighing instruments, for which conformity is declared (legal verification), bear the preceding mark on the packing label ...

and the metrology marking on the descriptive plate.

They may be put into operation immediately.

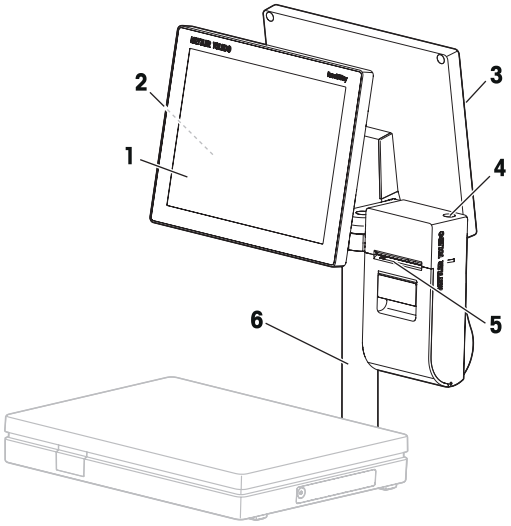
Weighing instruments on which the declaration of conformity is carried out in two steps have no metrology marking on the descriptive plate and bear he preceding identification mark on the packing label. The second step has to be carried out by the authorized METTLER TOLEDO service engineer. Please contact your METTLER TOLEDO service organization.

The first step of the Declaration of Conformity has been carried out at the manufacturing plant. It comprises all tests according to EN 45501-8.3.3. If national regulations in individual countries limit the period of validity of the verification, the users of such a weighing instrument are themselves responsible for its timely re-verification.

1.7 Device overview

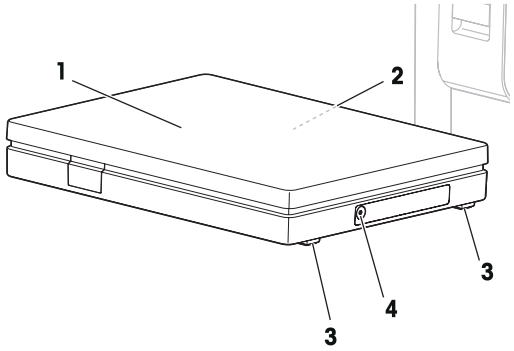
1.7.1 Scale pole

1. Operator display with touch functionality
2. Switches, ports and connectors (on the left side of the operator display)
3. Customer display
4. Paper feed button
5. Receipt printer / label printer (option)
6. Scale pole



1.7.2 Base module

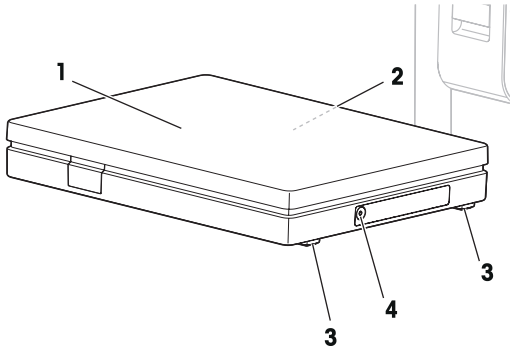
1. Load plate
2. Ports and connectors (at the rear of the base module, beneath the load plate)
3. Adjustable feet
4. Base module power switch



1.7.3 Terminal

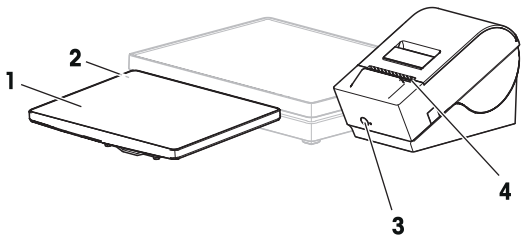
The FW-V TRM terminal has no weighing function.

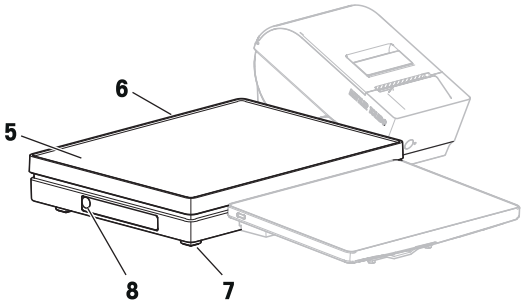
1. Cover
2. Ports and connectors (at the rear of the terminal, beneath the cover)
3. Adjustable feet
4. Power switch



1.7.4 FW-C Compact scale

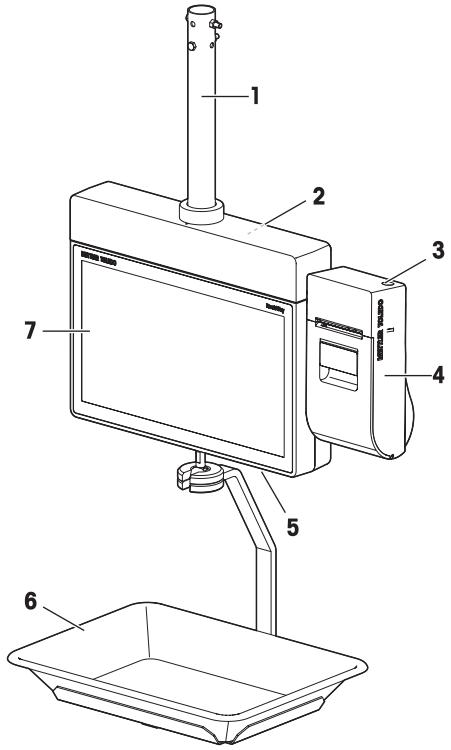
1. Operator display with touch functionality
2. Switches, ports and connectors (on the left side of the operator display)
3. Paper feed button
4. Receipt printer / label printer (option)
5. Load plate
6. Ports and connectors (at the rear of the base module, beneath the load plate)
7. Adjustable feet
8. Power switch





1.7.5 FW-H Hanging scale

1. Scale pole
2. Switches, ports and connectors (beneath the cover)
3. Paper feed button
4. Receipt printer / label printer (option)
5. Power switch and USB port (USB port protected by cover)
6. Weighing pan
7. Operator display with touch functionality

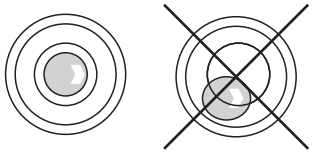


2 Setup

Your scale will usually be part of a networked system. It will be installed, levelled and put into operation either by METTLER TOLEDO or one of our authorised dealers. During the installation, you will receive comprehensive training and all of the associated documentation.

2.1 Levelling the scale

Only a perfectly levelled scale delivers accurate weighing results. The scale is equipped with a level indicator to make it easier to level the scale.



1 Lift off the load plate.

2 To level the scale, turn the scale's green adjustable feet until the air bubble in the level indicator is positioned in the inner circle.

For information on how to level the FW-H Hanging scale, please refer to the FW-H installation guide.

2.2 Connecting peripheral devices and LAN

To connect external peripheral devices, e.g., a cash drawer, a scanner, or to connect to a network the scale offers several ports and connectors.

2.2.1 Switches, ports and connectors

The power switches on both the scale pole and the base module are equal. You can use either power switch to switch the scale on or off.

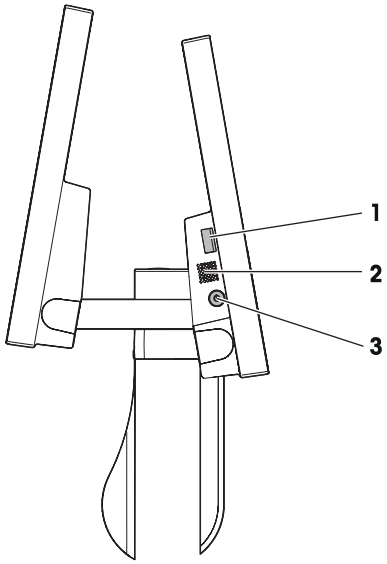
Switches, ports and connectors on the scale pole (FW-V / FW-T / FW-V TRM)

The following switches, ports and connectors are located on the scale pole.

1 USB port (USB 2.0, FW-V scale only)

2 Loudspeaker

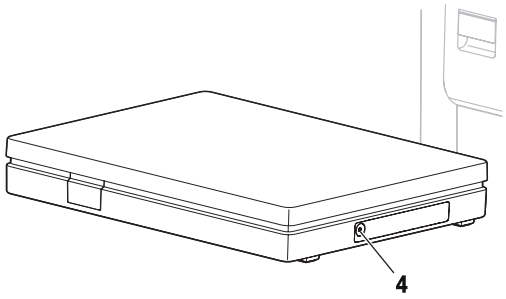
3 Scale pole power switch (FW-V scale only)



Power switch on the base module / terminal (FW-V / FW-T / FW-V TRM / FW-C)

A (second) power switch is located on the base module / terminal.

4 Power switch



Switches, ports and connectors within the base module

The following switches, ports and connectors are located within the base module.

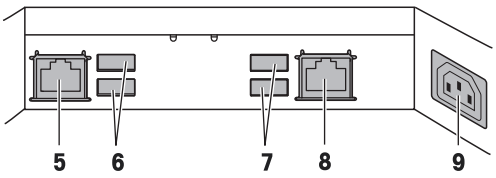
5 10/100/1000 Ethernet LAN port (RJ45, TCP/IP)

6 2 ports USB 3.0

7 2 ports USB 2.0 *

8 Cash drawer port (RJ11)

9 Power connection socket



* e.g. to connect weighing platforms to the terminal

2.2.2 Connecting peripheral devices and LAN

NOTICE

Damage to the device

– Switch off and unplug the device from the mains before connecting external components.

- The scale is switched off (see [Switching on/off ▸ Page 15]).
- The scale is disconnected from the power supply.

1 Connect the peripheral devices to the respective ports (1, 6, 7, 8).

2 Connect the LAN cable to the Ethernet LAN port (5).

3 Reconnect the scale to the power supply.

4 Switch the scale on again (see [Switching on/off ▸ Page 15]).

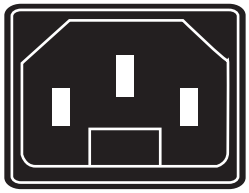
2.3 Connecting to mains power

⚠ DANGER

Electrical shock hazard

1 Before connecting the power supply, check whether the voltage value printed on the label corresponds to your local system voltage.
2 Do not, under any circumstances, connect the device if the voltage value on the label deviates from the local system voltage.
3 Only connect the device to a properly grounded outlet.
4 Only use the power cord supplied with the device.
5 Use power outlets which are easily accessible and located no further than the length of the power cord.
6 Do not remove or modify the ground prong.
7 Do not connect the device to electrical lines that are shared with noise generating equipments, e.g., motors, compressors, heating elements etc. In these cases, use a dedicated power circuit or power line conditioner.

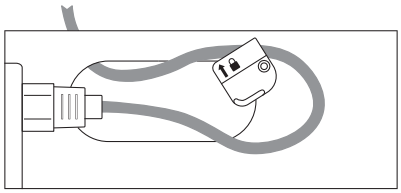
1 Connect the supplied power cable to the power connection socket of the device.
2 Plug the power plug into a correctly grounded power outlet.

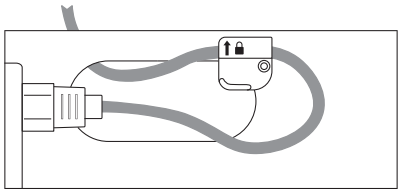


Securing the power cable

The power cable must not touch the load plate.

1 Open the green locking device (turn against the direction of the arrow).
2 Lay the cable underneath the locking device.
3 Close the locking device (turn in direction of the arrow).
➡ The cable is secured and can no longer touch the load plate.





2.4 Inserting / changing paper

2.4.1 Important information on thermal paper and thermal labels

The printer used in retail scales is a thermal one. Only use thermal paper, thermal label paper in this printer. METTLER TOLEDO has approved these paper types (e.g. L1-21,L1-31 for receipt printers; P3-20, P3-011 for label printers and P5-27, P5-28 for linerless printers). The paper is also approved for use in retail scales by the respective weights and measures authority.

NOTICE

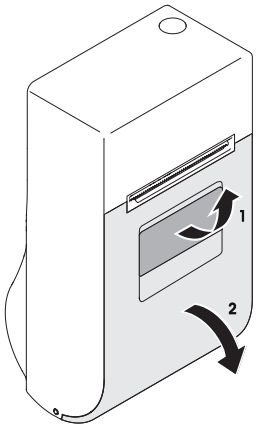
Reduction of printerhead service life and print quality and voiding of the thermal printer warranty due to usage of thermal paper or thermal paper other than mentioned above

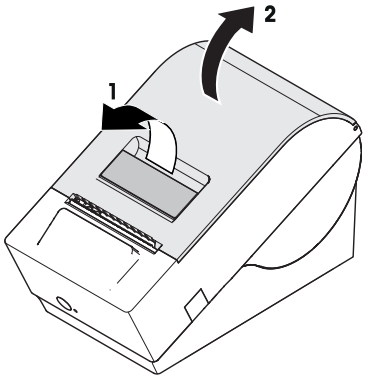
– Use only the thermal paper or thermal label paper mentioned above. Otherwise, we accept no guarantee for the thermal printer.

2.4.2 Opening the printer door

1 Pull the printer door handle in the direction of the arrow (1).

2 Open the printer door (2).





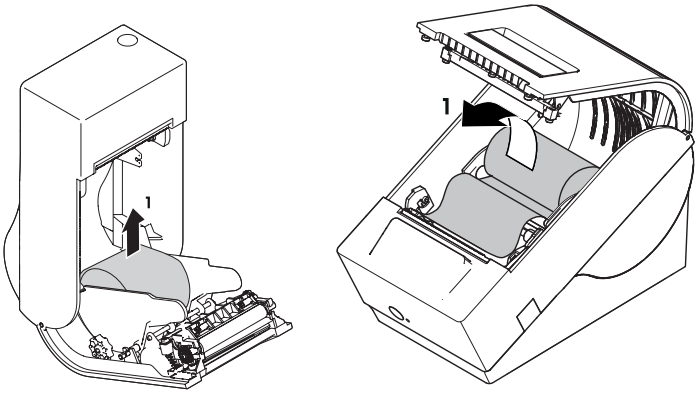
2.4.3 Inserting / changing a receipt roll

⚠ CAUTION

Danger of cuts due to sharp tear-off bar

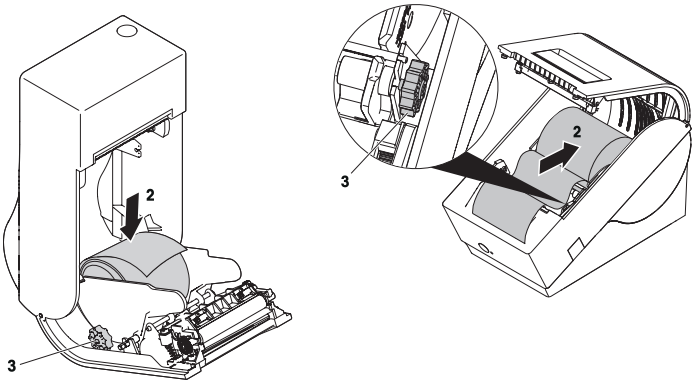
– Beware of sharp tear-off bar when inserting / changing the receipt roll.

1 Remove the empty sleeve of the used roll (1).

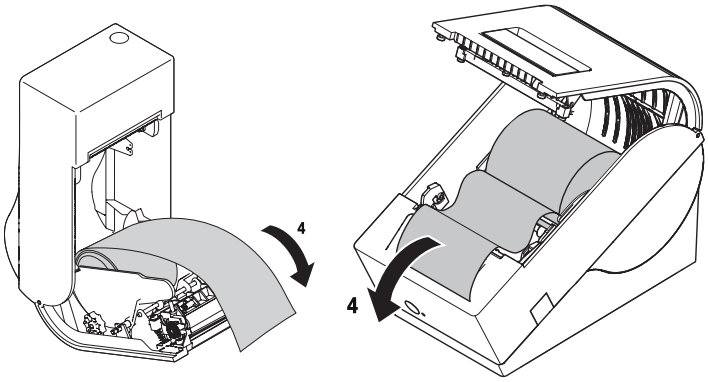


2 Insert the new receipt roll (2) as indicated in the image, with the print side facing upward.

3 Adjust the paper width using the adjustment knob (3).



4 Pull the paper forward across the edge of the printer door (4).

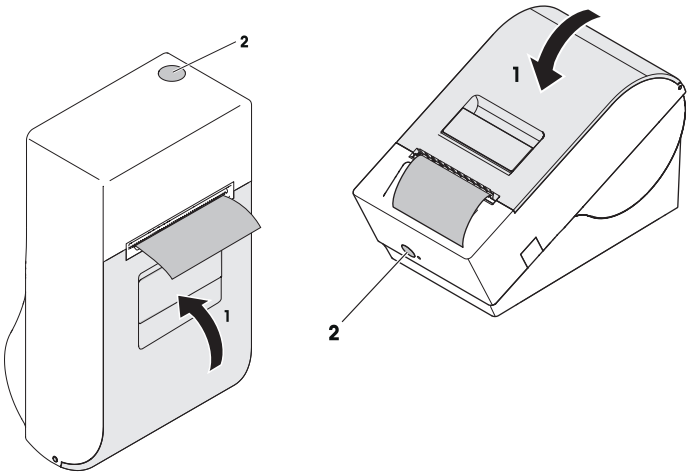


2.4.4 Closing the printer door

1 Close the printer door in the direction of the arrow (1).

2 Press the paper feed button (2).

3 Tear off excess paper.



2.5 Inserting / changing labels (optional label printer)

2.5.1 Important information on thermal paper and thermal labels

The printer used in retail scales is a thermal one. Only use thermal paper, thermal label paper in this printer. METTLER TOLEDO has approved these paper types (e.g. L1-21,L1-31 for receipt printers; P3-20, P3-011 for label printers and P5-27, P5-28 for linerless printers). The paper is also approved for use in retail scales by the respective weights and measures authority.

NOTICE

Reduction of printerhead service life and print quality and voiding of the thermal printer warranty due to usage of thermal paper or thermal paper other than mentioned above

– Use only the thermal paper or thermal label paper mentioned above. Otherwise, we accept no guarantee for the thermal printer.

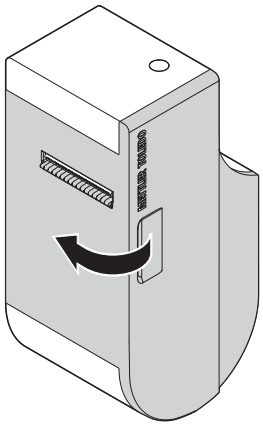
2.5.2 Inserting / changing a label roll

⚠ CAUTION

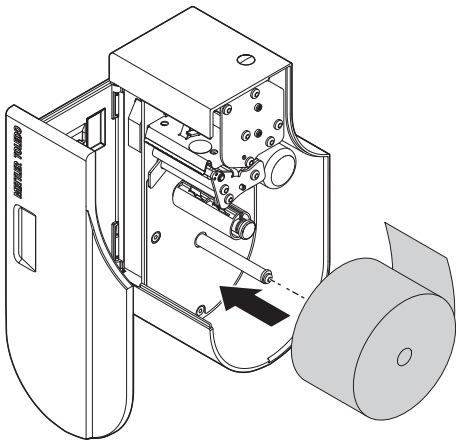
Danger of cuts due to sharp tear-off bar

– Beware of sharp tear-off bar when inserting / changing the receipt roll.

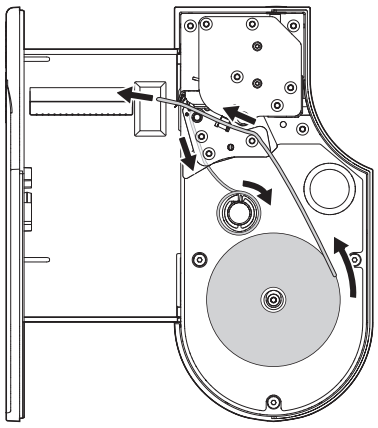
1 Open the printer door and remove the empty sleeve and the liner paper of the used roll.



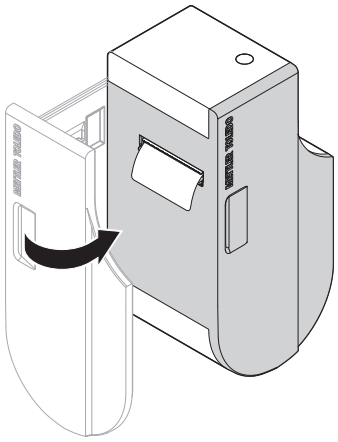
2 Insert the new receipt roll as indicated in the image, with the print side facing upward.



3 Guide the label to the paper guide as indicated in the image and guide the liner paper to the winder.



4 Close the printer door. The label will come through the paper guide.



3 Operation

⚠ CAUTION

Destruction of the touch screen

Be careful if the touch screen is even slightly damaged. The next damage could result in cracking the glass.

1 Switch off the device.

2 Ensure that the device cannot come into contact with food stuff.

3 Contact the METTLER TOLEDO Service.

3.1 Switching on/off

Switching on

- The weighing platform is mounted on the scale.
- The scale is empty.

– Keep the power switch pressed for a short time.

➡ After a few moments, the home screen is displayed.

Switching off

– Keep the power switch pressed for a short time.

➡ The scale shuts down in a controlled manner.

Note that switching off the scale using the power switch does not disconnect the scale from the mains power. To disconnect the scale from the mains you have to disconnect the power cable from the power connection socket or unplug the power plug from the power outlet.

3.2 Zeroing

Zeroing corrects the influence of slight changes on the load plate or minor deviations from the zero point.

Due to soiling on the weighing platform or unfavourable external influences, it is possible that the weight display of an unloaded weighing platform may no longer be 0.000 kg or shows the Underload symbol kg. In such cases, the scale must be reset to zero.

For further information on zeroing, refer to the "User manual UC3 Software".

4 Cleaning and maintenance

⚠ DANGER

Electrical shock hazard

– Switch off and unplug the device from the mains before performing maintenance work.

⚠ CAUTION

Destruction of the touch screen

Be careful if the touch screen is even slightly damaged. The next damage could result in cracking the glass.

1 Switch off the device.
2 Ensure that the device cannot come into contact with food stuff.
3 Contact the METTLER TOLEDO Service.

4.1 Cleaning housing and display

⚠ DANGER

Electrical shock hazard

Damage to the device and touchscreen

1 Switch off and unplug the device from the mains before cleaning.
2 Do not open the device during cleaning.
3 Make sure that no fluids get inside the device.
4 Do not use organic acid, alkaline solutions, scouring powders or plastic dissolving cleaning agents for cleaning.
5 Avoid strong pressure or scratching the surface with hard, sharp or pointed objects.

1 To clean the touchscreen, use either a soft cloth with a little screen cleaner, a glasses cleaning cloth or a damp cloth with a glass cleaning agent applied to it.
2 To clean the other exterior components of the scale, use a damp cloth that has been dipped in water containing a mild washing-up liquid permitted for the food industry and has been wrung out well.
3 To remove labels or label residue stuck to the printer door, use the label remover recommended by METTLER TOLEDO or by a METTLER TOLEDO authorised organisation.
4 After cleaning, plug the scale back into the mains and turn it on.

4.2 Cleaning the printhead of the receipt and linerless printer

NOTICE

Damage to the printhead due to cleaning the printhead with other objects than the supplied cleaning pen

– To clean the printhead, only use the cleaning pen supplied with the scale.

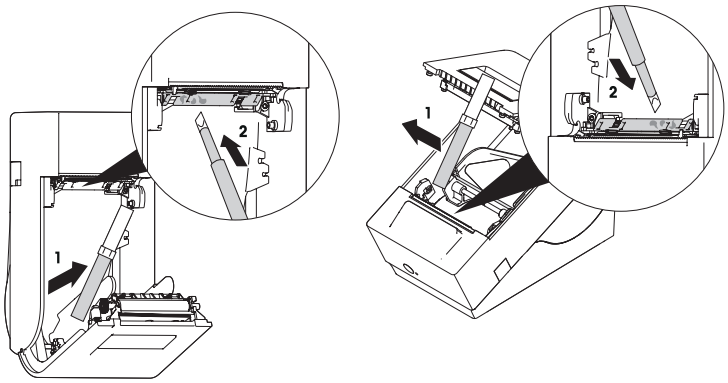
1 Open the printer door (see [Opening the printer door ▸ Page 11]).

2 Remove the cleaning pen from its storage position (1) and remove the cap from the cleaning pen.

3 Clean the front of the printhead (2) with the moist tip of the cleaning pen.

4 Replace the cap on the cleaning pen.

5 Close the printer door (see [Closing the printer door ▸ Page 13]).



4.3 Cleaning the printhead of the label printer

NOTICE

Damage to the printhead due to cleaning the printhead with other objects than the supplied cleaning pen

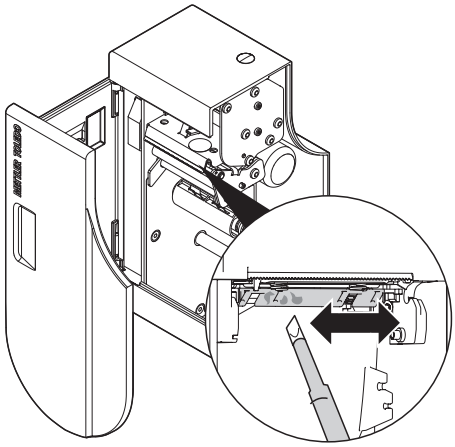
– To clean the printhead, only use the cleaning pen supplied with the scale.

1 Open the printer door.

2 Open the green print head flap.

3 Clean the front of the printhead with the moist tip of the cleaning pen.

4 Close the printer door.



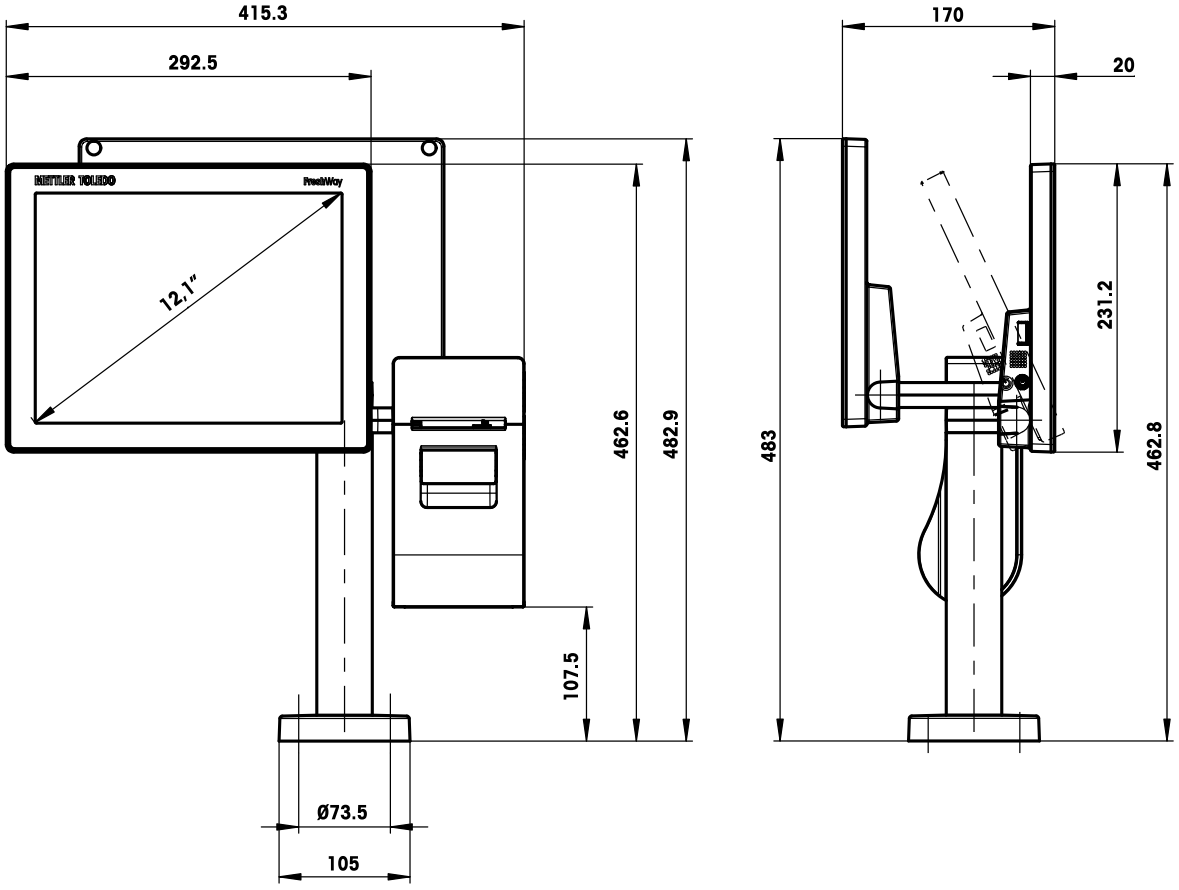
5 Technical data

	FW-V / FW-T / FW-V TRM / FW-C / FW-H
Dimensions	
Width x depth x height	See Dimensional drawings
Weight	
Base module / terminal	7.6 kg
Hanging scale (depending on the selected printer type)	15.5 kg
Operator display	1.8 kg
Customer display	1.6 kg
2" Receipt printer	0.8 kg
2" Linerless printer	0.9 kg
2" Label printer	1.5 kg
3" Linerless printer	1.15 kg
Ambient conditions	
Operating temperature range	–10°C to +40°C (14°F to 104°F)
Operating temperature range with inclination compensation	0 °C to +35 °C (32 °F to 95 °F)
Storage temperature	–20°C to +60°C (–4°F to 140°F)
Humidity	85% RH, non-condensating
IP protection rate	IP20D
Electrical data	
Mains connection	100 to 240 VAC, 50 to 60 Hz, max. 0.5 A current
Power consumption (typical weighing application)	25 W to 30 W
Power consumption (stand-by)	<1.5 W
Power consumption S5Eco (shut-down, without Wake On LAN)	<0.9 W

6 Appendix

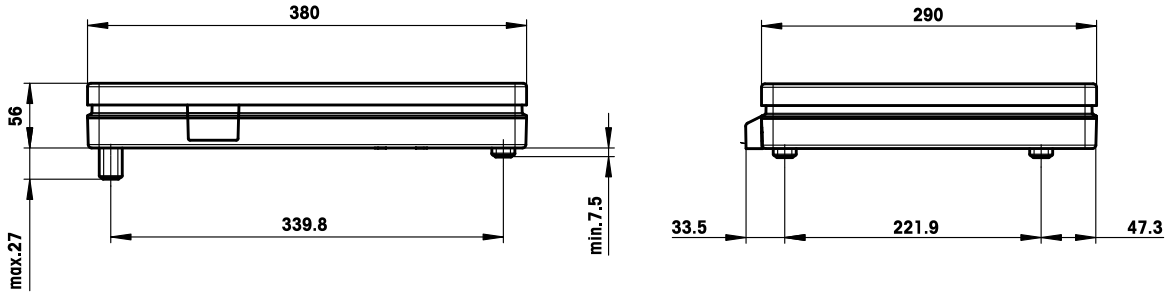
6.1 Dimensional drawings

6.1.1 FW-V scale pole



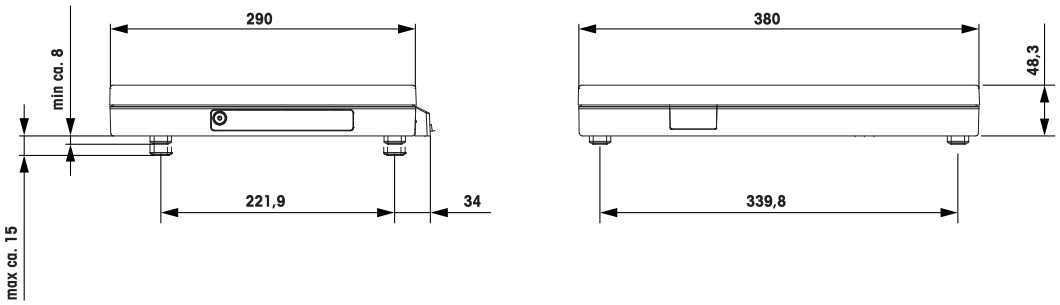
Dimensions in mm

6.1.2 FW-V base module



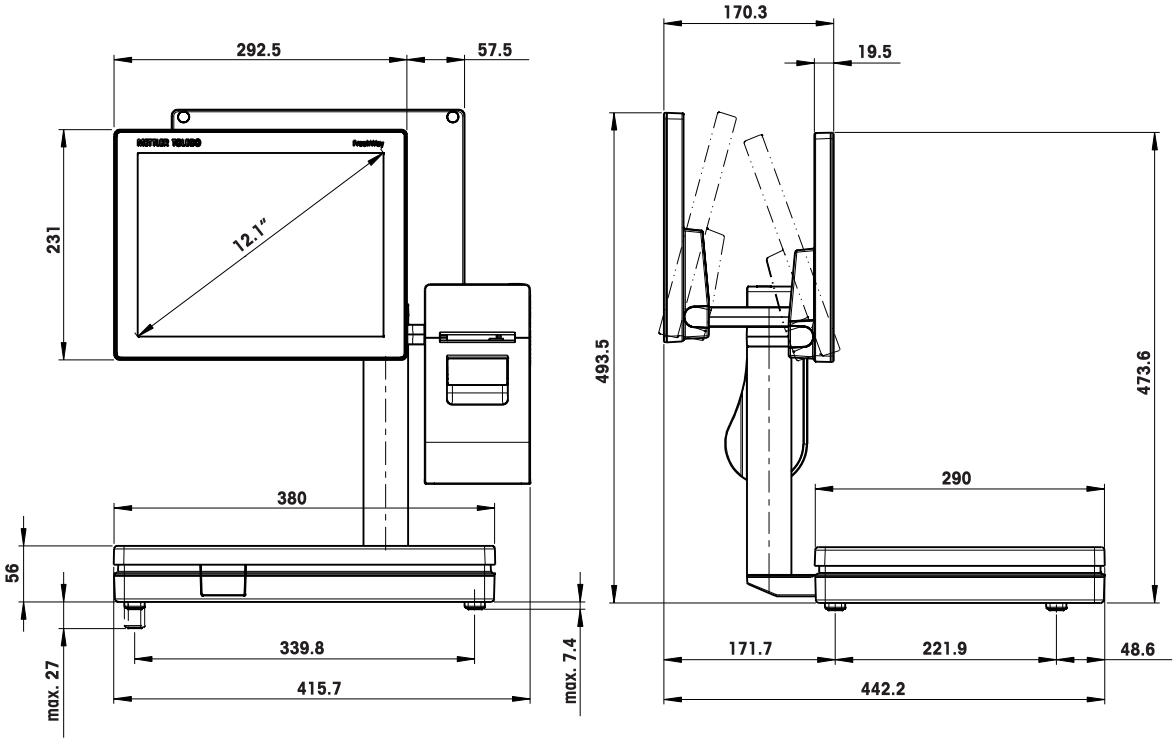
Dimensions in mm

6.1.3 FW-V TRM



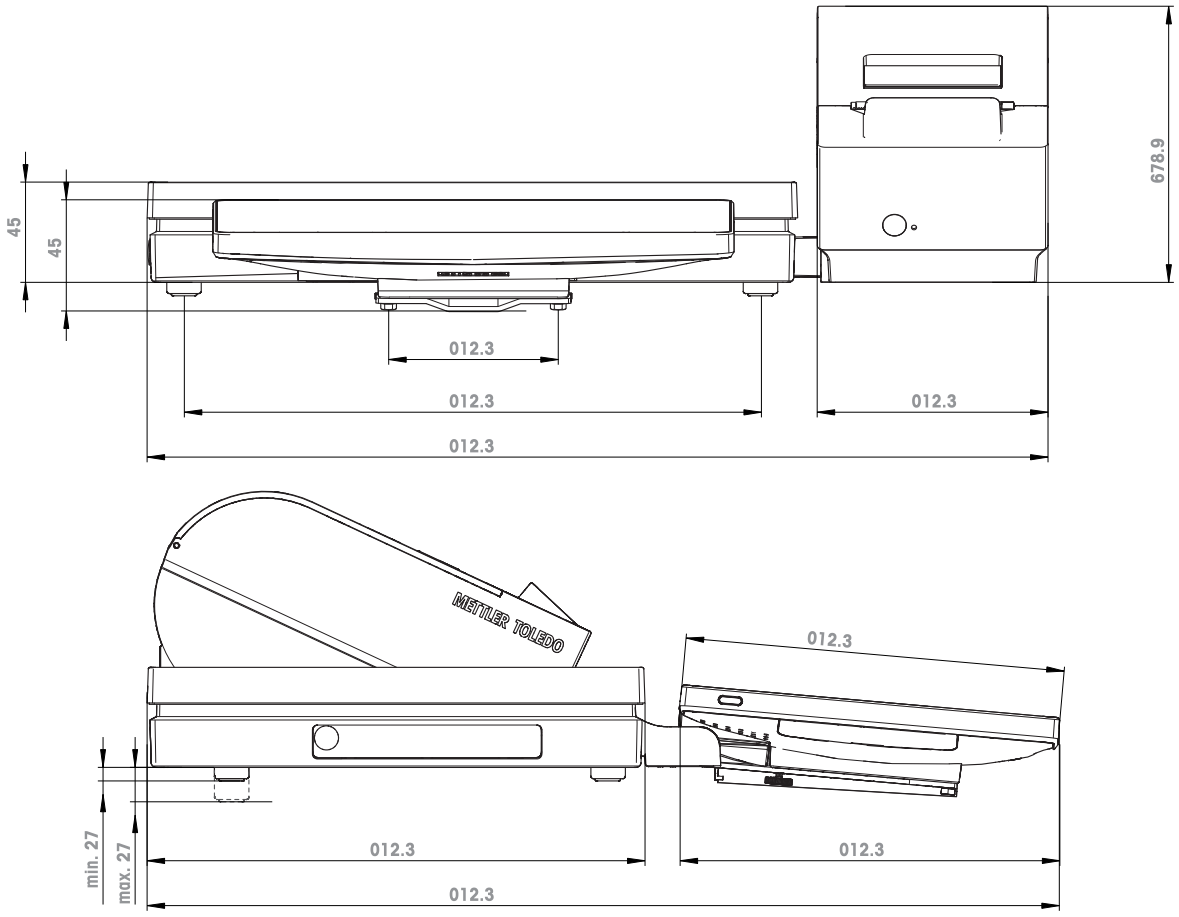
Dimensions in mm

6.1.4 FW-T



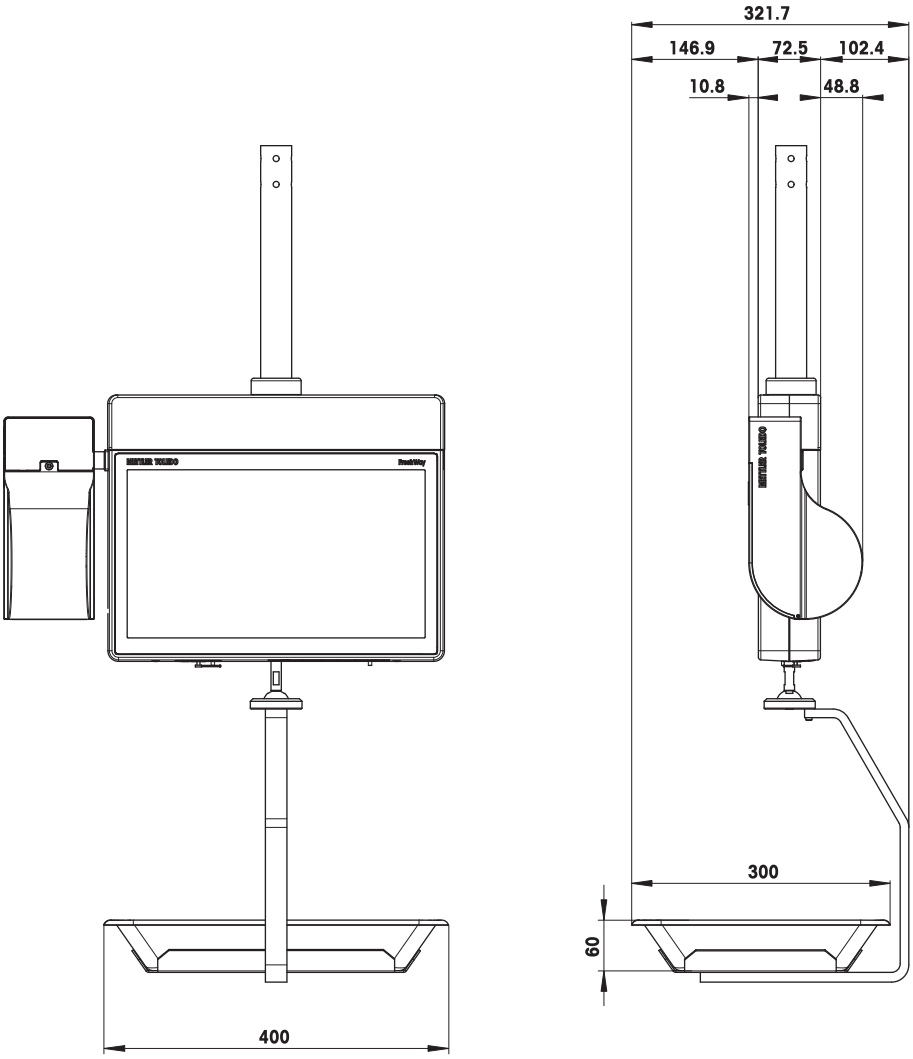
Dimensions in mm

6.1.5 FW-C

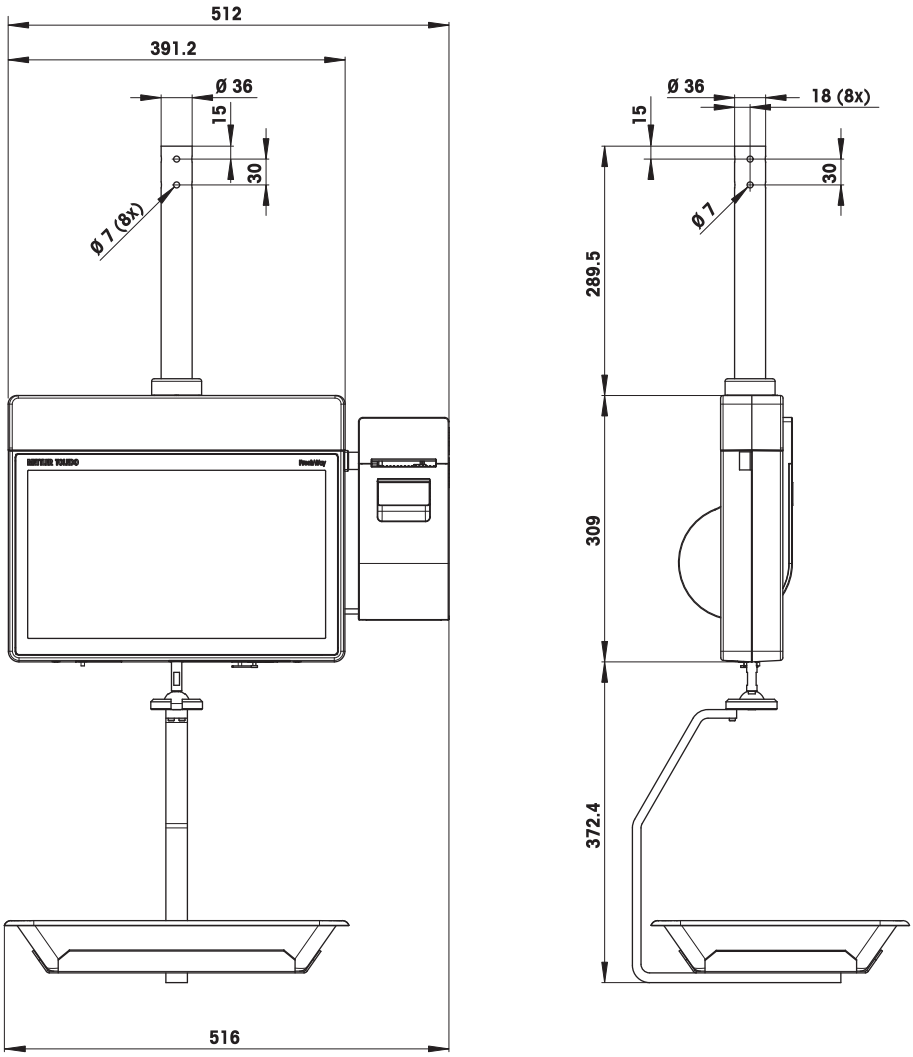


Dimensions in mm

6.1.6 FW-H



Dimensions in mm



Dimensions in mm

6.2 Table of Geo Code values

For weighing instruments verified at the manufacturer's, the Geo Code value indicates the country or geographical zone for which the instrument is verified. If the scale is moved to a new place of use / installation site beyond the specified intended purpose, the scale needs to be checked and re-calibrated, if necessary.

Geo Code values, OIML Class III (European Countries)

Country	Geo Code		Country	Geo Code
Austria	18		Liechtenstein	18
Belgium	21		Lithuania	22
Bulgaria	16		Luxemburg	20
Croatia	18		Netherlands	21
Czechia	20		Norway	24
Denmark	23			24-26*
Estonia	24		Poland	21
Finland	25		Portugal	15
	24-27*		Romania	18
France	19		Slovakia	19
	16-20*		Slovenia	18
Germany	20		Spain	15
Greece	15		Sweden	24
Hungary	19			23-28*
Iceland	26		Switzerland	18
Ireland	22			16-19*
Italy	17		Turkey	16
	14-18*		United Kingdom	21
Latvia	23			20-23*

* Admissible values depend on local legal regulations or on the respective geographical situation

6.3 Disposal

In conformance with the European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE) this device may not be disposed of in domestic waste. This also applies to countries outside the EU, per their specific requirements.

Please dispose of this product in accordance with local regulations at the collecting point specified for electrical and electronic equipment. If you have any questions, please contact the responsible authority or the distributor from which you purchased this device. Should this device be passed on to other parties, the content of this regulation must also be related.

To protect your product's future:
METTLER TOLEDO Service assures the quality, measuring accuracy and preservation of value of this product for years to come.

Please request full details about our attractive terms of service.

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For more information

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