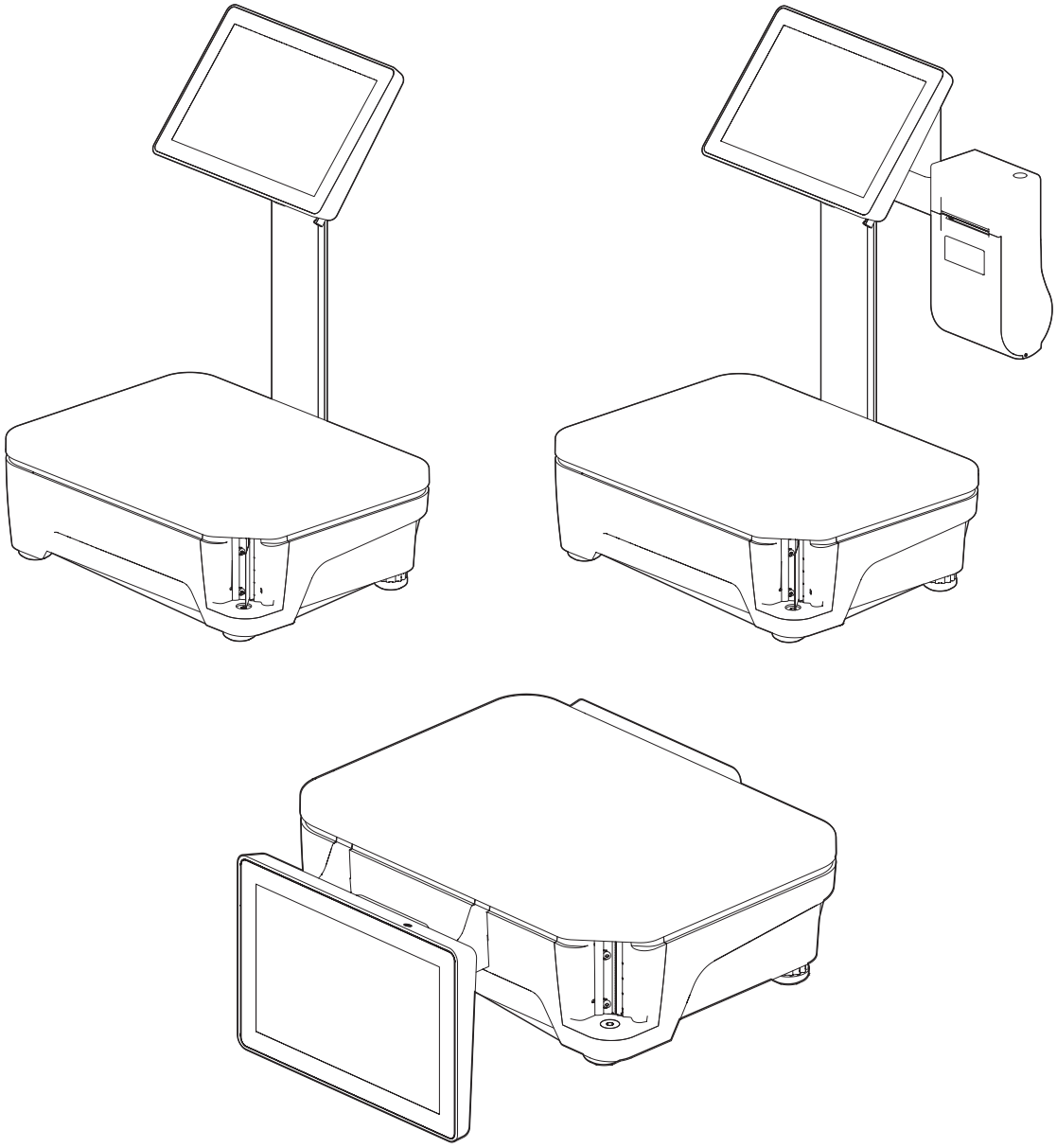
Quick Guide

FreshBase FB-C / FB-T

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 from METTLER TOLEDO's FB scale family. Please use this user guide to familiarise yourself with the installation and maintenance of the scale.

Installation, setting up and configuration of this scale 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 setting up of your scale, 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 your scale's configuration to be changed.

Please refer to the separate "User Manual FreshBase Application Software" for a full description of the functionality and usage of the FreshBase application software.

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.
- 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 in EU countries

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.

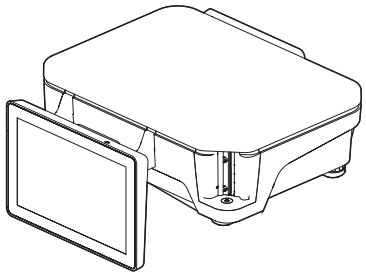
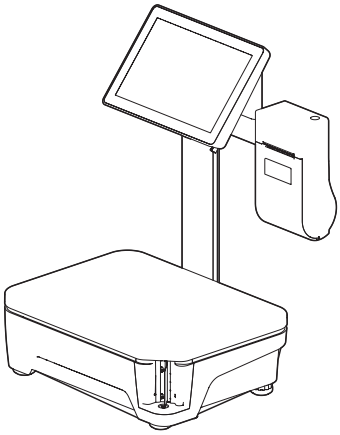
Weighing instruments on which the declaration of conformity is carried out in two steps have no metrology marking on the descriptive plate and bear he preceding identification mark on the packing label. The second step has to be carried out by the authorised METTLER TOLEDO service engineer. Please contact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

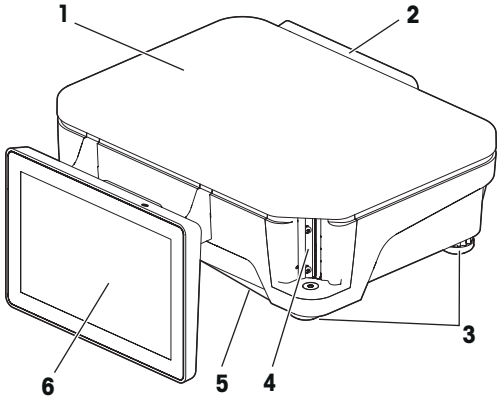
This user manual applies to the following scale types in several variants:

Compact scale FB-C	Counter scale FB-T
	 Options: • Printer 2 • Customer display

1.7.2 Compact scale FB-C overview

Scale components

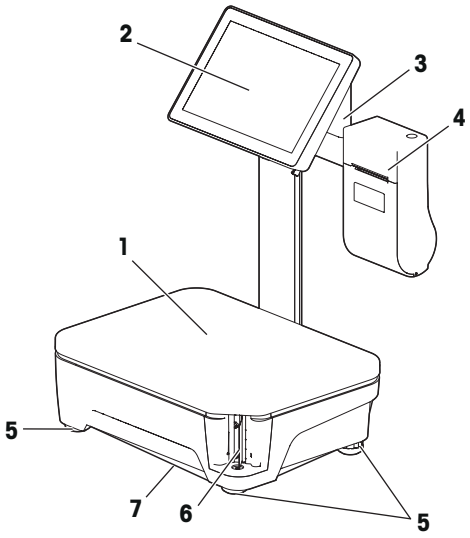
1. Platform
2. Customer display
3. Adjustable feet
4. Integrated receipt and label printer (Printer P1)
5. Switches, ports and connectors (at the bottom of the scale)
6. Operator display with touch functionality



1.7.3 Counter scale FB-T overview

Scale components

1. Platform
2. Operator display with touch functionality
3. Optional customer display
4. Optional receipt printer (Printer P2)
5. Adjustable feet
6. Integrated receipt and label printer (Printer P1)
7. Switches, ports and connectors (at the bottom of the scale)



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 Contents

Check that the delivery is complete:

- Scale
- Stainless steel platform
- Power cable
- Cleaning pen for the printer
- This document
- User Manual "FreshBase Application Software", if ordered

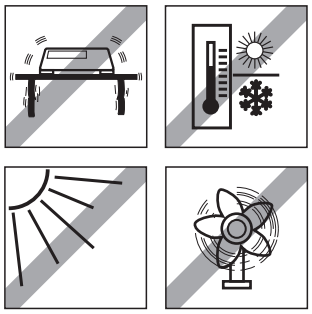
2.2 Requirements for scale's location

The right location is critical to weighing accuracy.

Conditions for an ideal location:

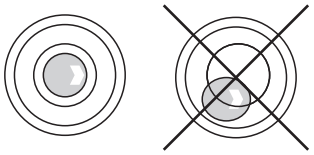
- No shocks and vibrations
- No excessive temperature fluctuations
- No direct sunlight
- No strong UV light
- No strong drafts

– Select a stable, vibration-free and preferably horizontal location for your scale.



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

2 Lock the feet by tightening the plastic lock nut on each foot.

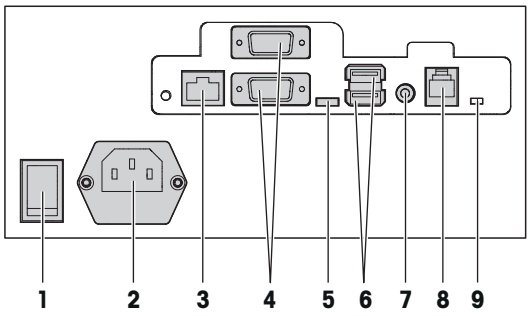
2.4 Connecting peripheral devices and LAN

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.

2.4.1 Switches, ports and connectors

The switches, ports and connectors are located at the bottom of the scale.

1. Power switch
2. Power connection socket
3. Ethernet LAN port (RJ45, TCP/IP, 100 Mbit)
4. Serial ports (RS-232)
5. USB On-The-Go port (OTG)
6. USB ports (USB 2.0)
7. Audio jack
8. Cash drawer port (RJ11)
9. Switching cash drawer voltage from 12 V to 24 V and vice versa



2.4.2 Recommended USB devices

For saving or loading data to or from a USB device we recommend the following:

Brand	Capacity	Memory format	USB interface	Recognition time
HP	8 GB	FAT32	USB 2.0	< 1 second
KDATA	8 GB	FAT32	USB 2.0	< 1 second
KINGSTON	16 GB	FAT32	USB 3.0	< 1 second
SanDisk	8 GB	FAT32	USB 2.0	< 1 second
TOSHIBA	8 GB	FAT32	USB 2.0	< 1 second
BIZKEY	8 GB	FAT32	USB 2.0	45 to 50 seconds

2.4.3 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).
- The scale is disconnected from the power supply.

1 Connect the peripheral devices to the respective ports (4, 5, 6, 7, 8).
2 Connect the LAN cable to the Ethernet LAN port (3).
3 Reconnect the scale to the power supply.
4 Switch the scale on again (see Switching on/off).

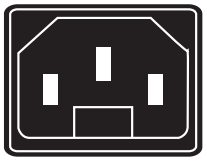
2.5 Connecting to mains power

⚠ 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 scale.
2 Plug the power plug into a correctly grounded power outlet.



2.6 Inserting / changing paper

2.6.1 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 P5-23, P5-24 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

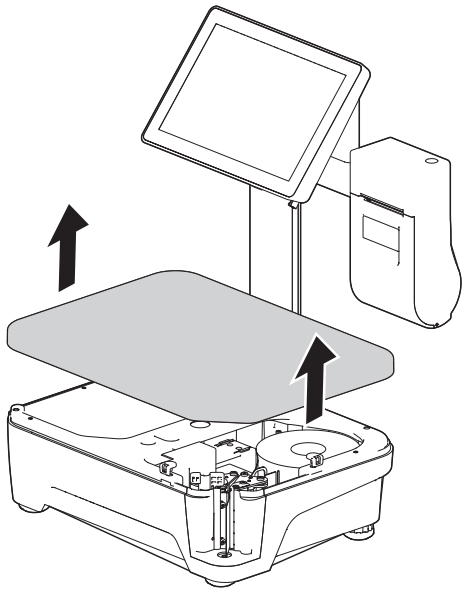
– Use only the thermal paper or thermal label paper mentioned above. Otherwise, we accept no guarantee for the thermal printer.

2.6.2 Integrated receipt and label printer (Printer P1)

To facilitate paper change, your Printer P1 is equipped with a diagram printed at the bottom of the printer.

2.6.2.1 Removing the platform

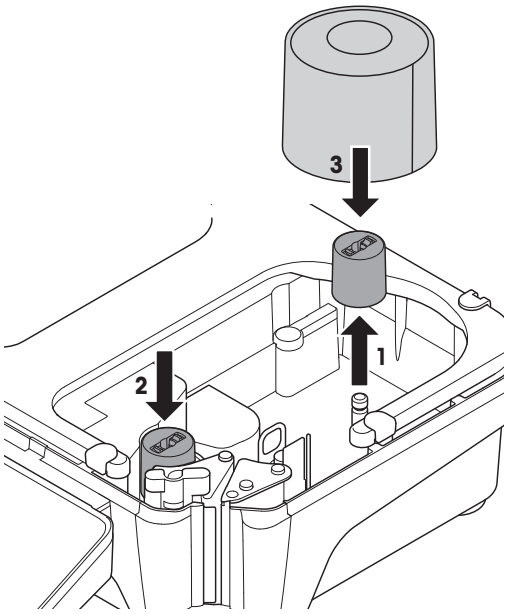
1 Remove the platform in the direction of the arrows.



2.6.2.2 Inserting / changing a receipt roll

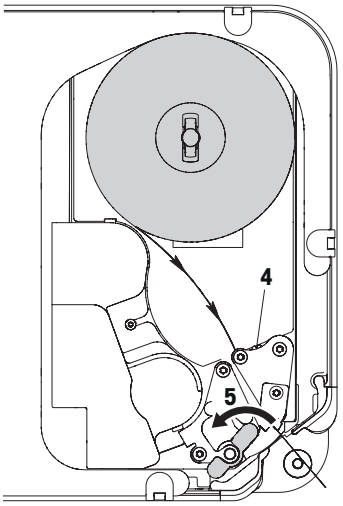
Preparing the scale

1 If applicable: Remove the empty sleeve of the used roll.
2 Pull the spindle adapter from the spindle (1).
3 Push the spindle adapter into the storage position (2).
4 Push the receipt roll onto the spindle (3).



Inserting the receipt roll

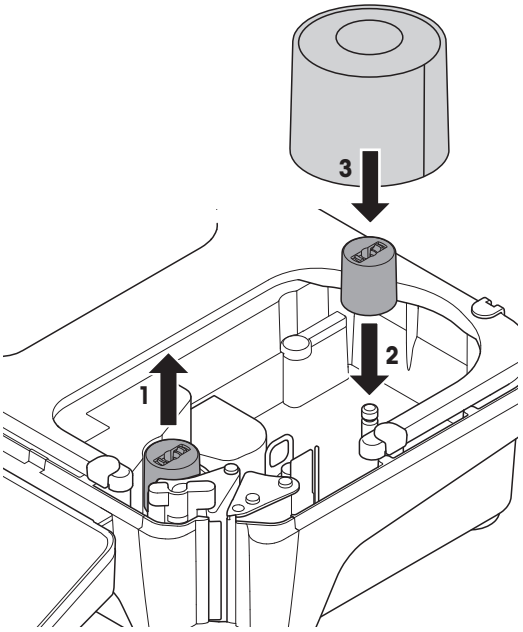
1 Make sure that the green handle (5) is in position "Open".
2 Guide the paper through the guide behind the paper removal mechanism as indicated in the diagram at the bottom of the scale.
3 Adjust the paper width using the small green toothed wheel (4).
4 Close the green handle (5).
5 Tear off the excess paper.



2.6.2.3 Inserting / changing a label roll

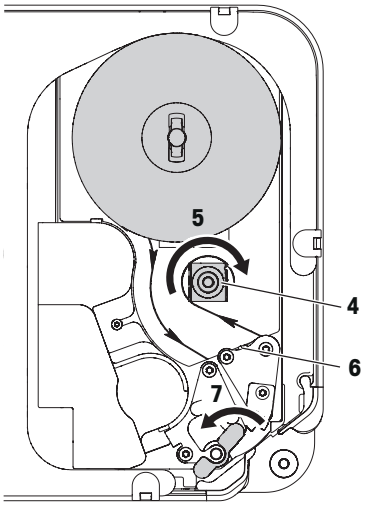
Preparing the scale

1 If applicable: Remove the empty sleeve of the used roll.
2 Pull the spindle adapter from the storage position (1).
3 Push the spindle adapter onto the spindle (2).
4 Push the label roll onto the spindle (3).



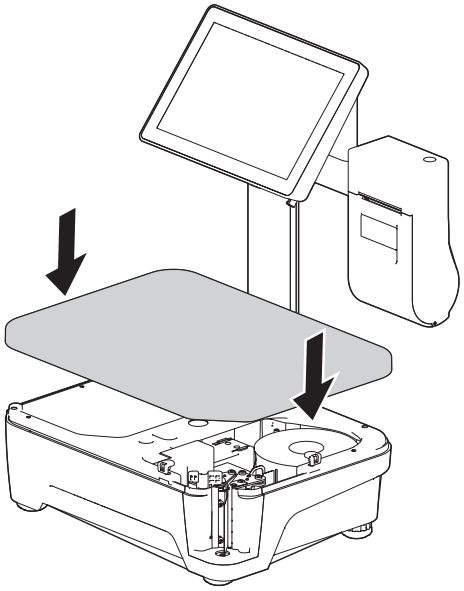
Inserting the label roll

1 Make sure that the green handle is in position "Open".
2 Remove the labels from the first 20 cm of the liner paper.
3 Guide the liner paper through the guide behind the paper removal mechanism as indicated in the diagram at the bottom of the scale
4 Wind the liner paper around the rewinder (4) in the direction of the arrow (5) until the first label is peeled off the liner paper.
5 Adjust the paper width using the small green toothed wheel.
6 Close the green handle (6).



2.6.2.4 Re-installing the platform

1 Re-install the platform in the direction of the arrows.

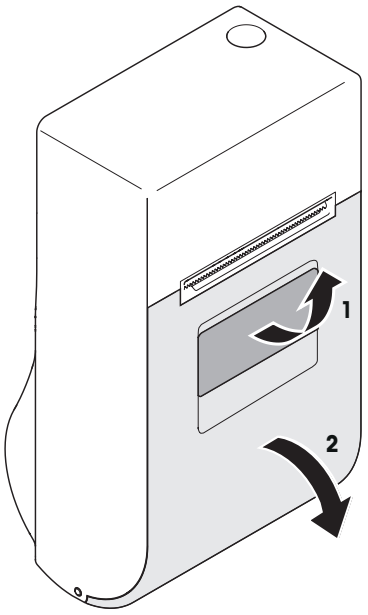


2.6.3 Optional receipt printer (Printer P2)

2.6.3.1 Opening the printer door

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

2 Open the printer door (2).



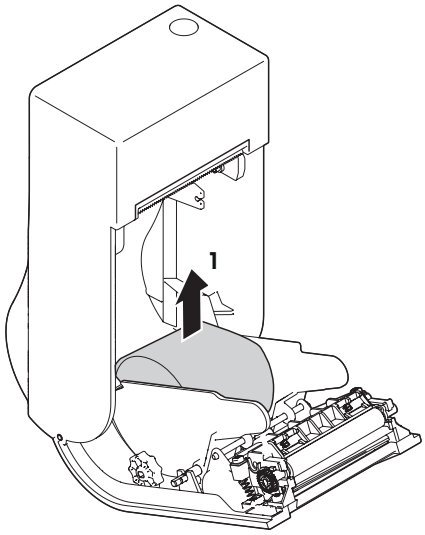
2.6.3.2 Inserting / changing a receipt roll

⚠ CAUTION

Danger of cuts due to sharp tear-off bar

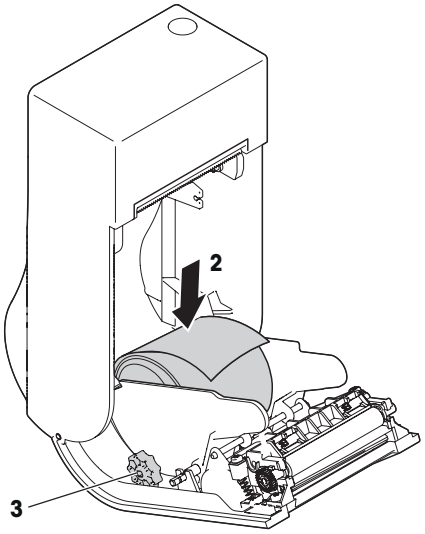
– Beware of sharp tear-off bar when inserting / changing the receipt roll.

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

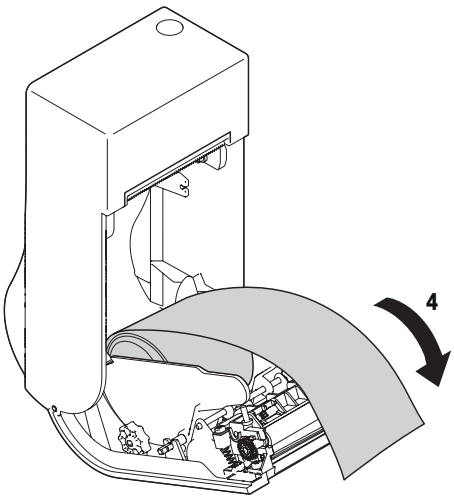


2 Insert the new receipt roll (2) as indicated in the image, with the print side facing upward.

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



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

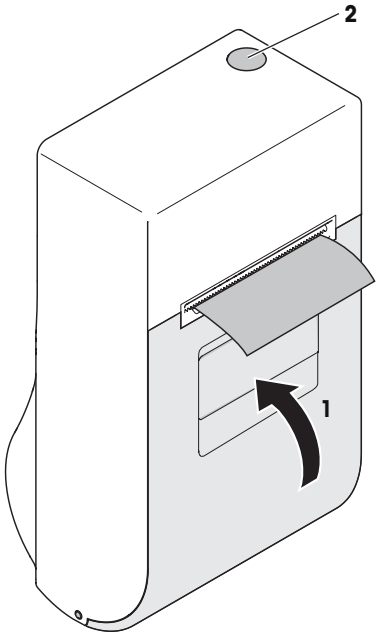


2.6.3.3 Closing the printer door

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

2 Press the paper feed button (2).

3 Tear off excess paper.



3 Operation

3.1 Switching on/off

Switching on

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

– Push the power switch.

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

Switching off

– Push the power switch.

⇨ The scale shuts down in a controlled manner.

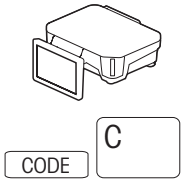
Note that switching off the scale using the power switch does not disconnect the scale from the mains power. To disconnect the scale from the mains you have to disconnect the power cable from the power connection socket or unplug the power plug from the power outlet.

3.2 Zeroing

- Zeroing corrects the influence of slight changes on the platform or minor deviations from the zero point.
- Due to soiling on the platform or unfavourable external influences, it is possible that the weight display of an unloaded platform may no longer be 0.000 kg or shows the Underload symbol ▁▁ kg. In such cases, the scale must be reset to zero.
- This function depends on the metrological limitation of the scale.

– Press the Code key and then press the C key.

⇨ The weight display is set to zero.



0.003 kg

0.000 kg

3.3 Using tare

This function depends on the metrological limitation of the scale.

Taring a container

- The platform is empty and the weight display shows 0.000 kg.

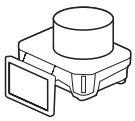
1 Place the empty container on the platform.

2 Press the Tare key.

⇨ The weight is tared.

⇨ The weight display is set to 0.000 kg and the NET symbol appears.

⇨ The tare weight and the T symbol are displayed in the second line.



0.125 kg

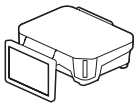
0.000 kg

NET **0.000** kg

T **0.125** kg

Clearing tare

1 Remove the container from the platform.
2 Press the Untare key.
⇨ The weight display is set to 0.000 kg and the NET symbol disappears.



T

NET **-0.125** kg
T **0.125** kg

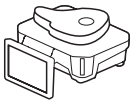
0.000 kg

3.4 Free input

You can immediately use your scale for weighing and selling, without prior configuration.

- The platform is empty and the weight display is 0.000 kg.

1 Place the weighing goods on the platform.
⇨ The weight is displayed.
2 Touch the unit price field and type in the unit price.
⇨ The price is displayed.
3 Confirm the entry with your vendor key.
⇨ The article is booked.
⇨ In prepack mode the label is printed and the transaction is finished.
4 In sales mode, repeat steps 1 to 3 for further articles, if desired.
5 To finish the transaction, press the star key and confirm with your vendor key.
⇨ The receipt is printed.



0.237 kg
0.00 €/kg
0.00 €

€/kg 7 8 9 4 5 6 1 2 3

0.237 kg
23.95 €/kg
5.68 €

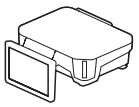
Emma Miller

...

3.5 Selecting an article by a preset key

- The platform is empty and the weight display is 0.000 kg.

1 Press the relevant preset key, e.g., Steak.
⇨ The unit price and article name are displayed.
2 Place the article on the platform.
⇨ The weight and price are displayed
3 Confirm the entry with your vendor key.
4 For finishing the transaction refer to [Free input ▸ Page 17].

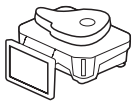


0.000 kg
0.00 €/kg
0.00 €

Steak

0.000 kg
39.90 €/kg
0.00 €

Steak



0.210 kg
39.90 €/kg
8.45 €

Steak

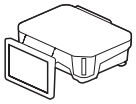
Emma Miller

...

3.6 Selecting an article by PLU number

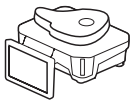
- The platform is empty and the weight display is 0.000 kg.

1 Type in the relevant PLU number on the keypad, e.g., 12.
   ⇨ The unit price and article name are displayed.
2 Place the article on the platform.
3 Confirm the entry with your vendor key.
4 For finishing the transaction refer to [Free input ▸ Page 17].



0.000 kg
0.00 €/kg
0.00 €

0.000 kg
7.95 €/kg
0.00 €
PLU 27



1.234 kg
7.95 €/kg
9.81 €
PLU 27

Emma Miller

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If you discover that you have entered the wrong PLU number before you have confirmed the entry with your vendor key, you can clear it with the C key and then enter the correct PLU.

4 Cleaning and maintenance

⚠ DANGER

Electrical shock hazard

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

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

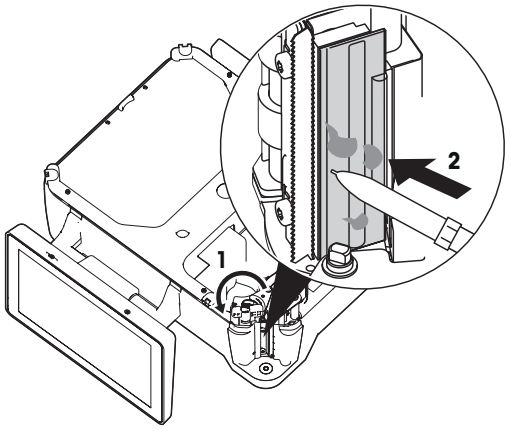
4.2.1 Integrated receipt and label printer (Printer P1)

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 Remove the platform (see [Removing the platform ▸ Page 10]).
2 Remove the cap from the cleaning pen.
3 Open the green handle (1)
4 Clean the front of the printhead (2) with the moist tip of the cleaning pen.
5 Close the green handle again.
6 Replace the cap on the cleaning pen.
7 Re-install the platform (see [Re-installing the platform ▸ Page 12]).



4.2.2 Optional receipt printer (Printer P2)

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.

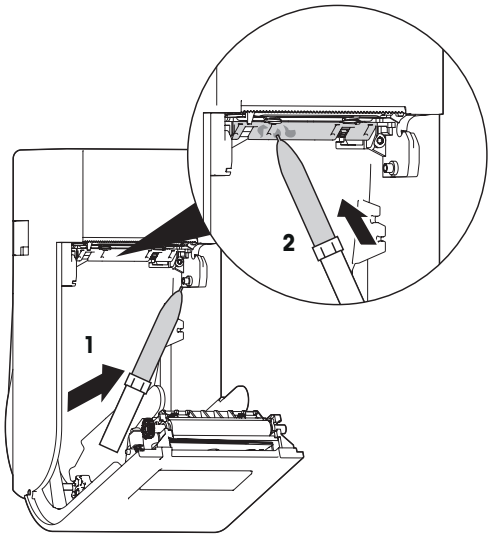
1 Open the printer door (see [Opening the printer door ▸ Page 13]).

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 15]).



5 Technical data

	Compact scale FB-C	Counter scale FB-T without customer display	Counter scale FB-T with customer display	Counter scale FB-T with customer display and Printer P2
Dimensions				
Width x depth x height	See dimensional drawing [Compact scale FB-C ▸ Page 23]	See dimensional drawing [Counter scale FB-T without customer display ▸ Page 24]	See dimensional drawing [Counter scale FB-T with customer display ▸ Page 25]	See dimensional drawing [Counter scale FB-T with customer display and Printer P2 ▸ Page 26]
Weight	9 kg	10.7 kg	11 kg	12 kg
Ambient conditions				
Operating temperature range	–10°C to +40°C (14°F to 104°F)			
Storage temperature	–20°C to +60°C (–4°F to 140°F)			
Humidity	85% RH, non-condensating			
IP protection rate	IP21			
Electrical data				
Mains connection	100 to 240 VAC, 50 to 60 Hz, 0.4 A current			
Power consumption (typical)*	14 W	14 W	14 W	14 W
Power consumption (stand-by typical)**	8 W	8 W	8 W	9 W
Power consumption (shut-down)	2 W	2 W	2 W	2 W

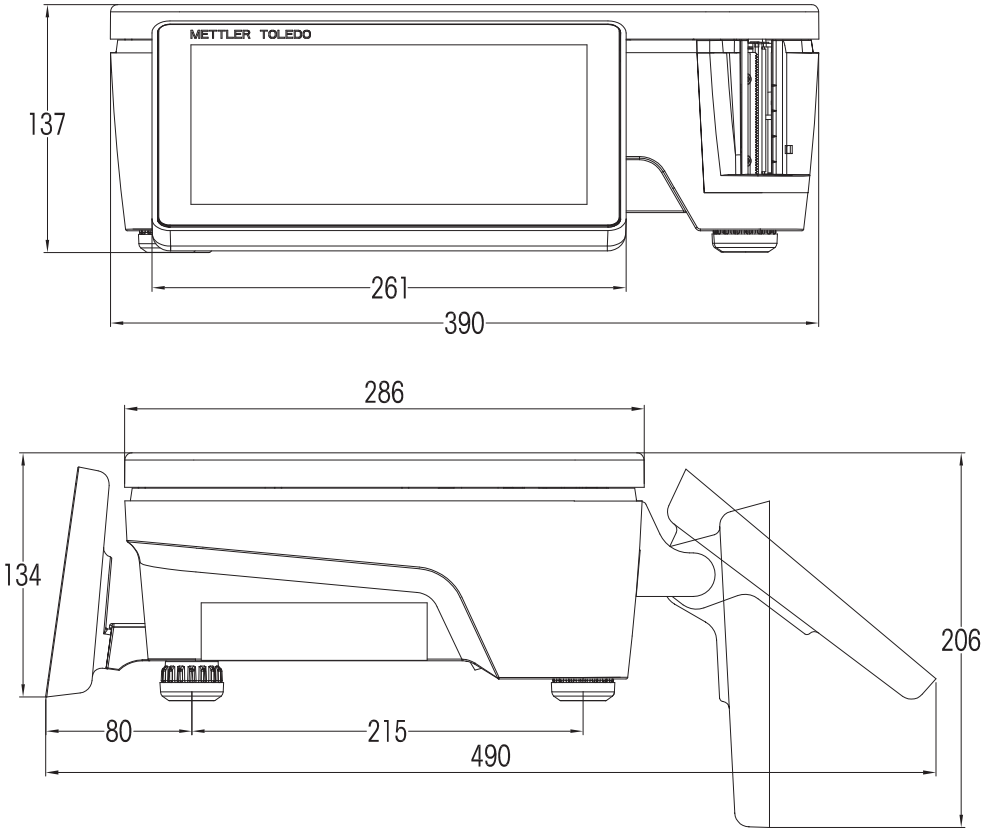
* non-printing, depending on hardware and software-configuration

** depending on hardware and software-configuration

6 Appendix

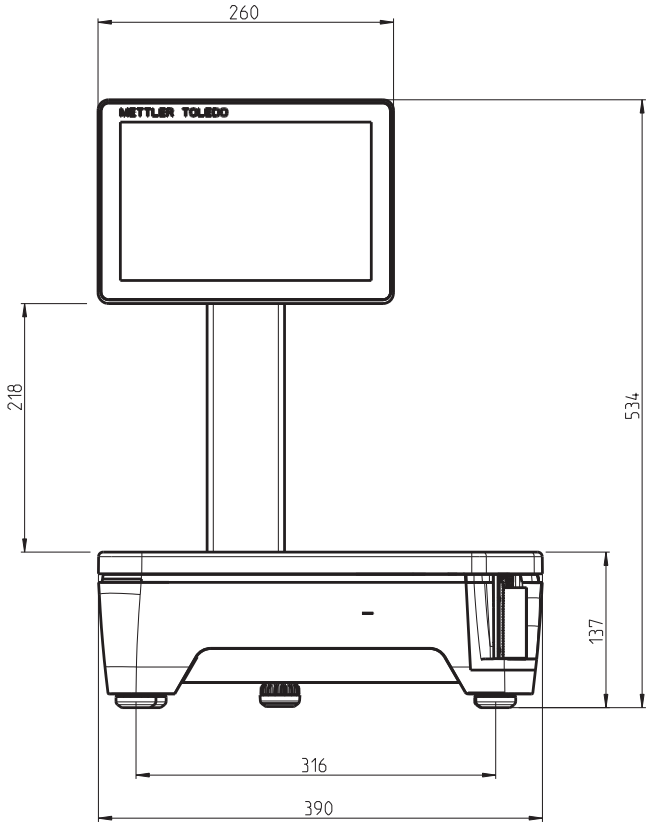
6.1 Dimensional drawings

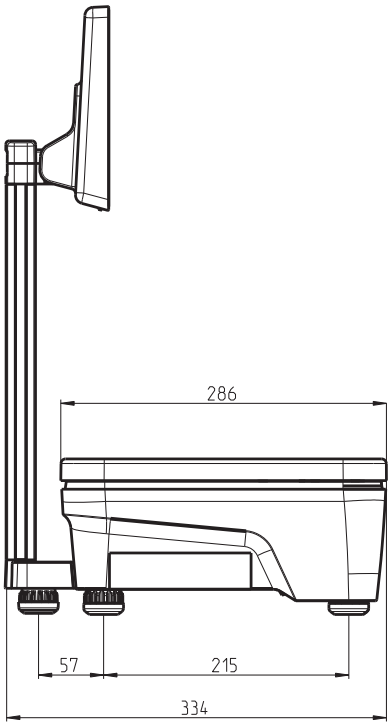
6.1.1 Compact scale FB-C



Dimensions in mm

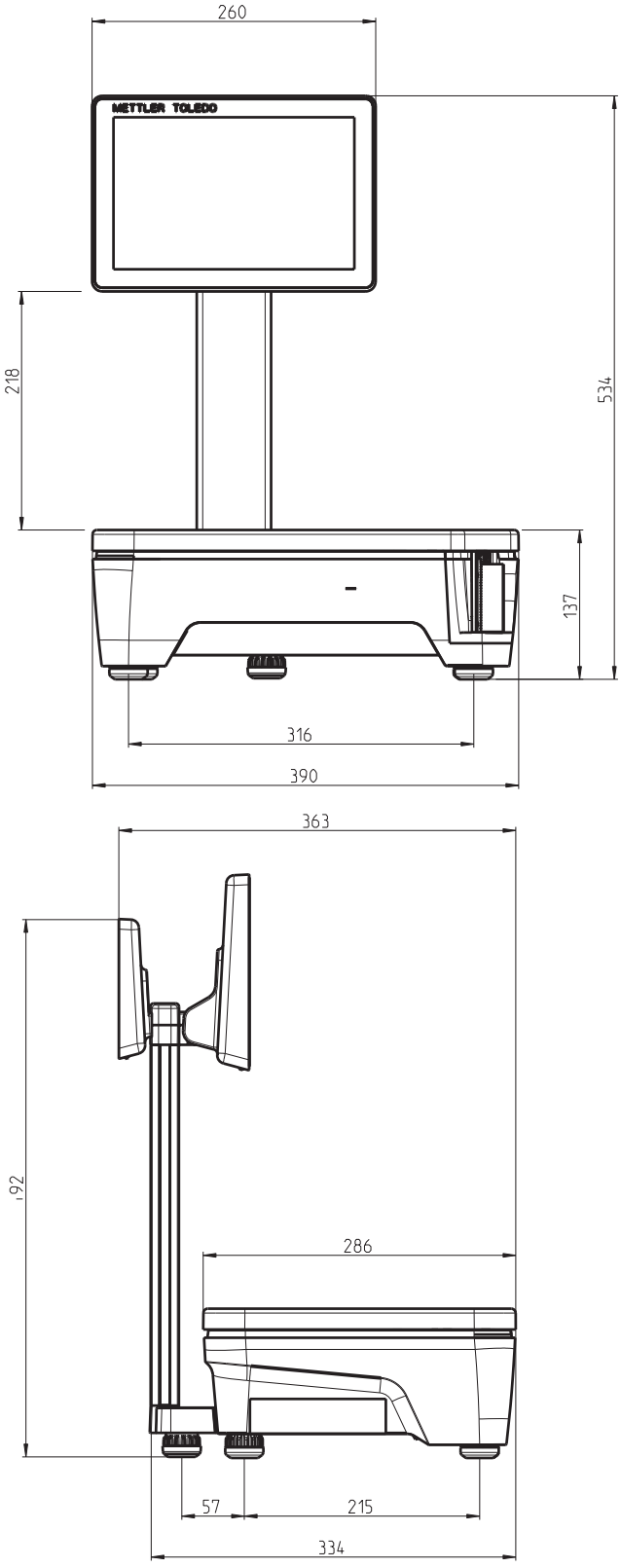
6.1.2 Counter scale FB-T without customer display





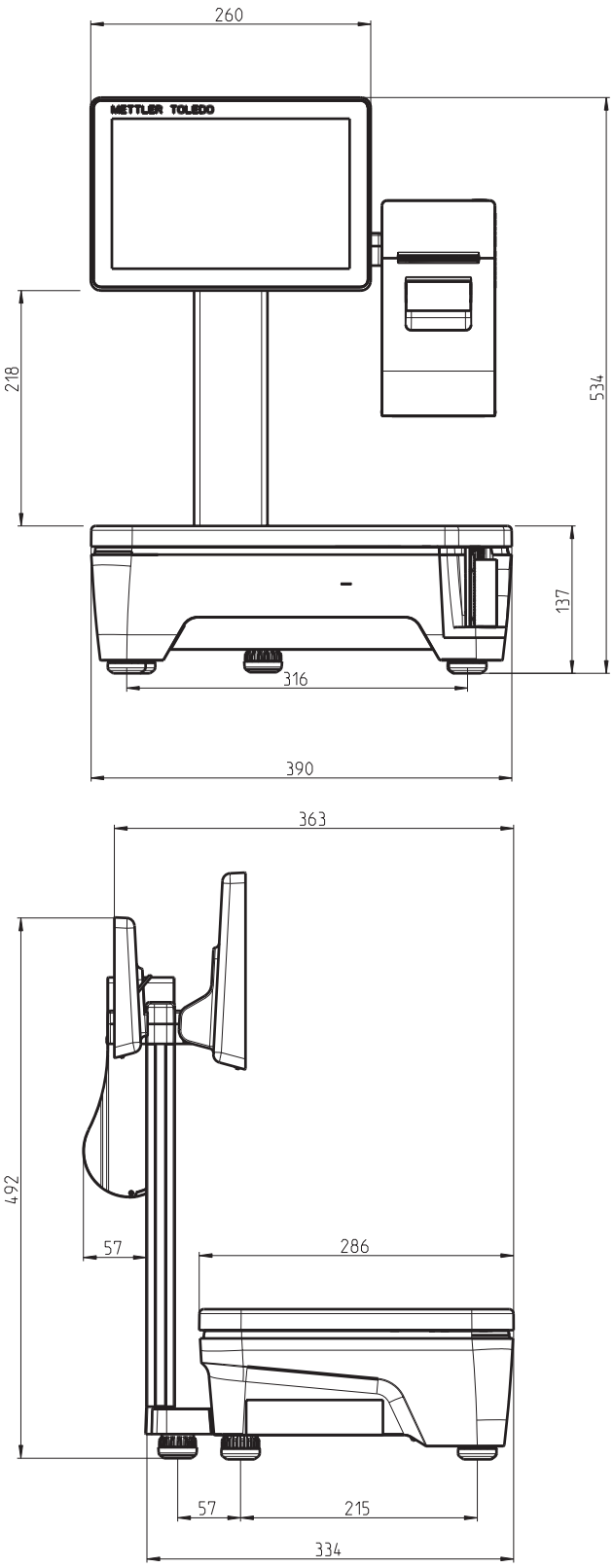
Dimensions in mm

6.1.3 Counter scale FB-T with customer display



Dimensions in mm

6.1.4 Counter scale FB-T with customer display and Printer P2



Dimensions in mm

6.2 Disposal

In accordance with the requirements of European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE), this device may not be disposed of with domestic refuse. This also applies for countries outside the EU in accordance with their respective national regulations.

– Please dispose of this product in accordance with local regulations for the separate collection of waste electrical and electronic equipment.

Should you have any questions, please contact the corresponding authorities or the dealer from whom this device was purchased.

If this device is passed on (for example for further private or commercial/industrial use), this regulation is also to be passed on.

Many thanks for your contribution to the protection of the environment.

6.3 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. The Geo Code value set in the instrument (e.g. "Geo 18") is printed on a label on the scale. 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 geographic situation

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