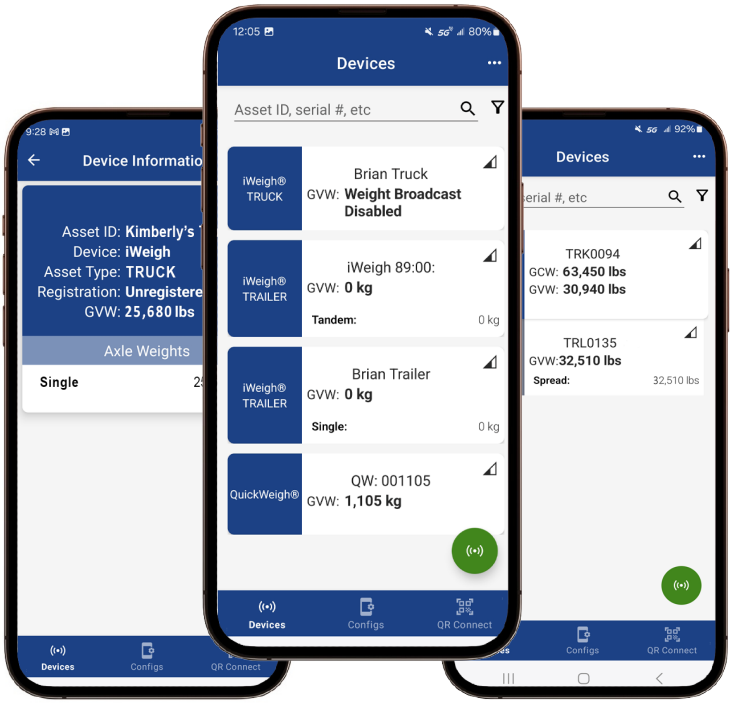
AIR-WEIGH
AIR AND MECHANICAL SUSPENSION SCALES

Air-Weigh App
User & Calibration Guide



Air & Mechanical Suspensions

Air-Weigh Customer Support: 888-459-3247

PN 901-0187-000 R0 **5/15/25**

Please note: Every effort has been made to ensure that the information in this manual is accurate. Air-Weigh is not responsible for printing or clerical errors that occurred during time of publication.

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Scale Platform Overview

The iWeigh® Scale is an on-board weighing system for air-ride and spring ride suspensions on trucks, tractors and trailers. The sensors in the iWeigh® scale measure the air pressure change or axle micro-flex and converts this into a displayed weight that can be viewed on the optional external display or on the Air-Weigh app. Scale(s) will show on app only when powered.

The iWeigh® Web Portal allows for iWeigh units to be registered and administered from a central cloud location, however, the scale will still work with limited functionality while unregistered.

iWeigh® Installation Guides

Please check for the installation guides required for your specific configuration.

iWeigh® Admin and User Guide - Web Portal

901-0187-000 - The guide covering how to use and administer the cloud web portal for the iWeigh® platform.

iWeigh® User and Calibration Guide - App Air and Mechanical Suspensions

901-0187-000 - The guide on how to install the app on a smart device, how to use the app, and how to calibrate the iWeigh® scale units using the app.

iWeigh® for Truck and Tractor - Scale Air and Mechanical Suspensions

901-0189-000 - The guide covering how to install an iWeigh® unit on a truck or tractor for air and/or mechanical suspensions. After installing the iWeigh® unit, to install the deflection sensors for your specific configuration, select from the installation guides listed below.

iWeigh® for Truck and Tractor Mechanical Suspensions - Steer

901-0190-000 - Deflection sensor glued installation.

901-0191-000 - Deflection sensor welded installation.

iWeigh® for Truck and Tractor Mechanical Suspensions - Drive

901-0192-000 - Hendrickson Walking Beam

901-0193-000 - Mack Camelback

901-0194-000 - Volvo T-Ride, M-Ride, TufTrac, F650 & F750

iWeigh® for Trailers Air and Mechanical Suspensions

901-0189-000 - The guide covering how to install iWeigh® on air or mechanical suspensions trailers.

Online Guides and Videos

Air-Weigh is proud to provide multiple online sources for installation guides, user guides, calibration guides, and videos for our products. Please scan the QR codes to visit our website for more detailed information.

Installation Guides

Installation Videos

Calibration Guides

Calibration Videos

User Guides

iWeigh® Page

Best Practices & Support

For best practices when calibrating and using on-board scales for your fleet, please scan the QR code below to visit our website for more information.

Best Practices

To contact our Customer Success Department any time M-F 8AM - 4PM Pacific, excluding holidays.

Phone:
1-888-459-3247

Email:
support@air-weigh.com

Website:
Live chat on www.air-weigh.com

About the iWeigh® Web Portal

Scan the QR Code to reach the connected iWeigh® Web Portal. Please read the User and Administration Guide 901-0200-000 for more information on set-up and use.

iWeigh® Web Portal

Air-Weigh App

Download the Air-Weigh app and view weight data on a compatible Android smart device via the Google Play store.

Download the Air-Weigh App

Scan the QR code below to download the Air-Weigh app and view weight data on a compatible Android smart device via the Google Play store.

Download the Air-Weigh App
Google Play Store (Android)

iWeigh® Web Portal Registration

Scan the QR code below for the online registration for your scale, or scan the QR code on the face of the iWeigh® scale.

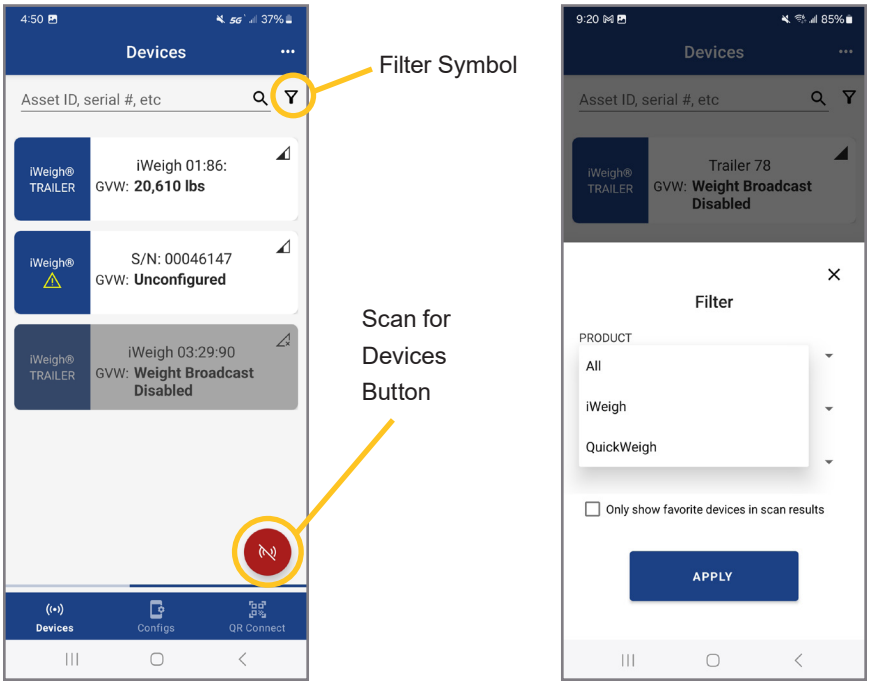
iWeigh® Web Portal Registration

Using the Air-Weigh App

The initial start of the app will show the ‘Devices’ screen. All Air-Weigh app compatible Air-Weigh iWeigh® and QuickWeigh® scales within broadcast range will appear in the Devices menu.

Prior to configuring your scale, it will show as **QuickWeigh® or iWeigh® and the serial number of the scale. For iWeigh®, the serial number of your scale is below the QR code on the face of the scale.**

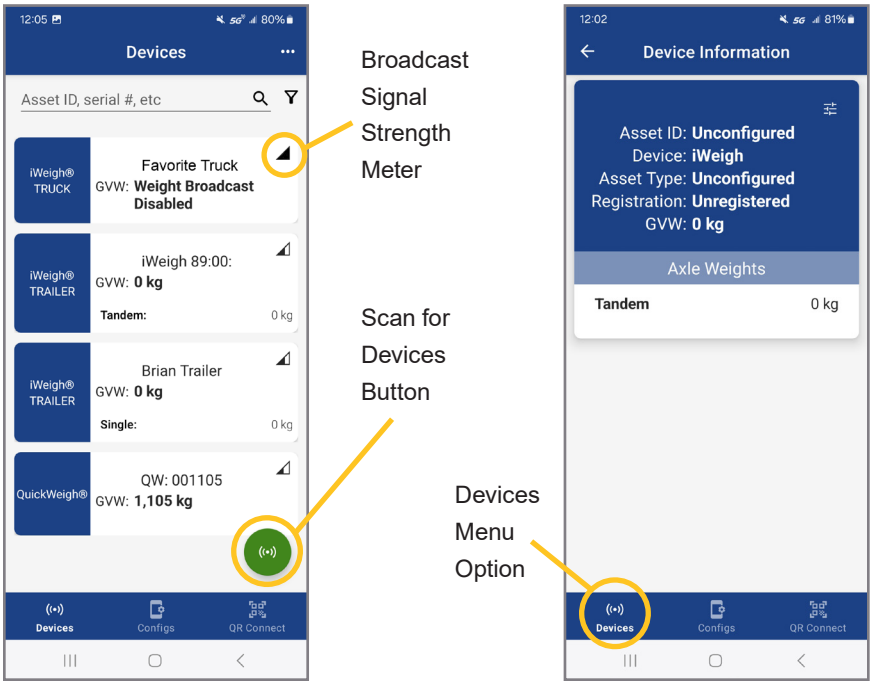
To filter iWeigh®, QuickWeigh® scales, or set favorite scales, click the filter symbol on the upper right. Select filtering options, then hit the ‘Apply’ button.



App Dashboard - Devices

When the app opens, by default the ‘Devices’ screen appears and starts to scan for any powered compatible scales within broadcast range. To turn off scanning, press the ‘Scan for Devices’ Button. Press when green to turn on scanning, press when red to turn off scanning.

The broadcast signal strength meter is located in the upper right corner for each scale, the stronger the signal, the fuller the meter will be. Scales with strongest (closest) broadcast signal is displayed at top of list on devices screen.



Scale Set Up

All powered iWeigh® and QuickWeigh® scales within broadcast range will appear on the screen. Scale with strongest (closest) broadcast signal is displayed at top of list on app dashboard screen.

Select the scale to configure by the serial number. The scale's serial number is located on the decal overlay on the face of the scale unit.

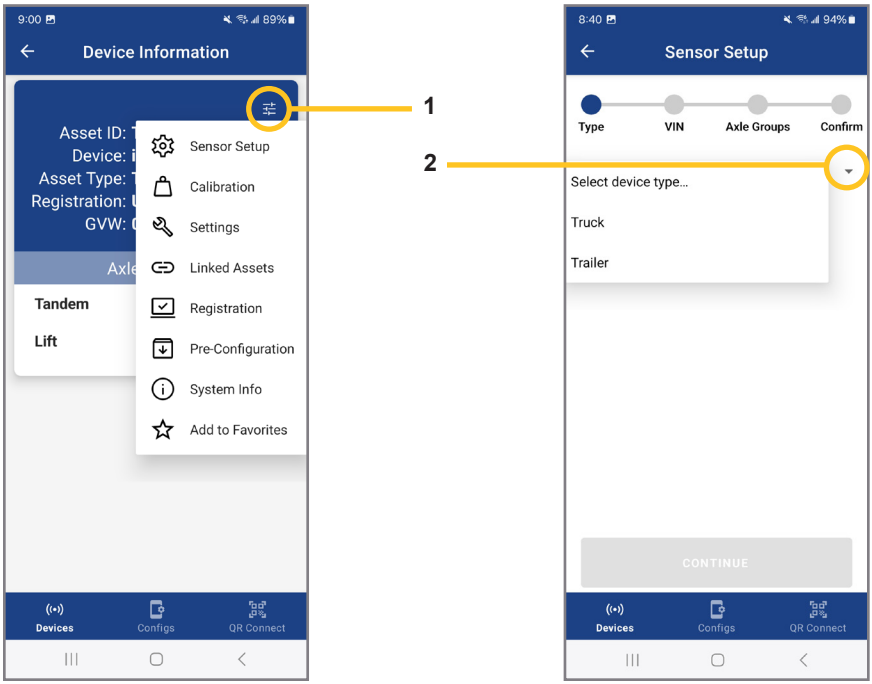
Note: If a 'Permission Not Granted for This Device' error appears, contact your company's iWeigh® administrator for access.

Configuring A iWeigh® New Scale

Select the iWeigh® scale to be configured from the devices dashboard. Adding a new trailer will include adding the device type (truck or trailer(s) scale), Asset ID, VIN, and adding axle groups for the scale.

1. Open the drop down menu on the upper right corner, then select ‘Sensor Set Up’.
2. From the ‘Sensor Set Up’ screen, touch the triangle in the upper right, and select ‘Trailer’ from the drop-down menu.
3. Press Continue to save data.

Note: If a ‘Permission Not Granted for This Device’ error appears, contact your company’s iWeigh® administrator.

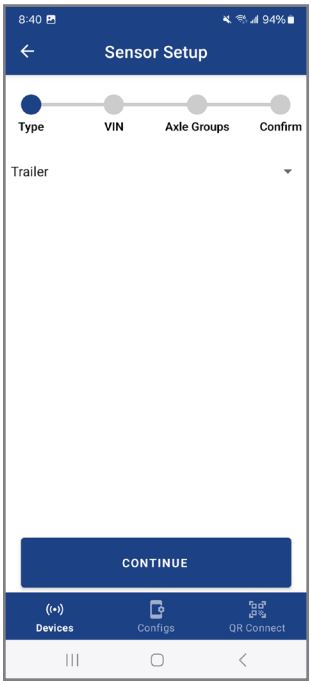


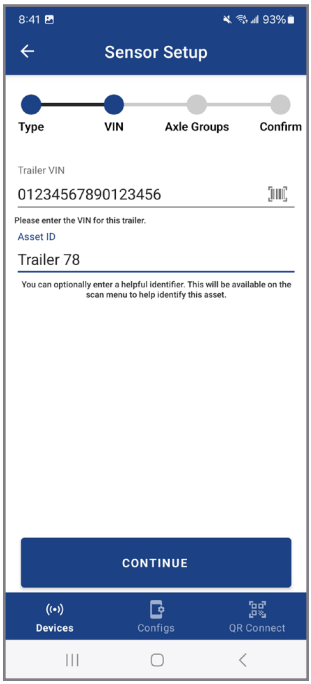
VIN Input & Asset ID

Enter the VIN (Vehicle Identification Number). VIN inputs must have 17 digits.

Next, enter the Asset ID. This will be the user friendly name of the scale.

If the ‘Continue’ button at the bottom of the screen is blue, then continue once finished to save the information entered. If gray, double check data is correct.





Adding Axle Groups

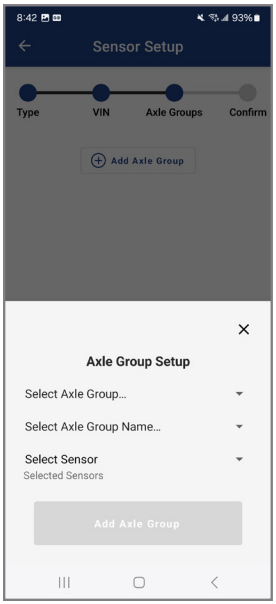
From the ‘Sensor Set Up’ screen, select ‘Add Axle Group’.

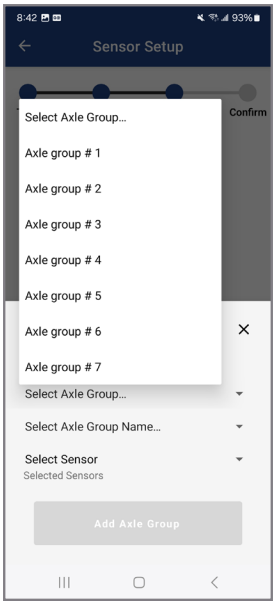
From ‘Axle Group 1’, set up the axle name by type of axle. (Examples: Tandem, Lift, Tridem, etc.)

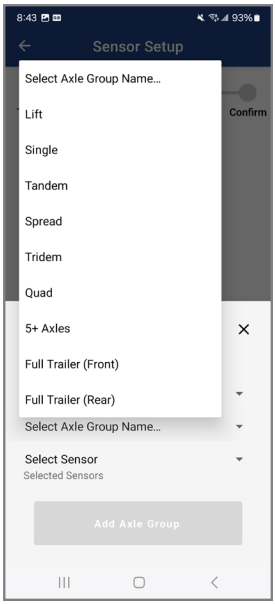
Important: Add all relevant axle groups that are present on the current vehicle configuration before moving to the calibration step.

Select sensor type and port.

- If air ride suspension, select ‘Air Port 1’.
- If mechanical sensor, select ‘Mechanical 1’, then assign the first deflection sensor, and then ‘Mechanical 2, and assign the second deflection sensor.
- Continue adding all remaining axles.



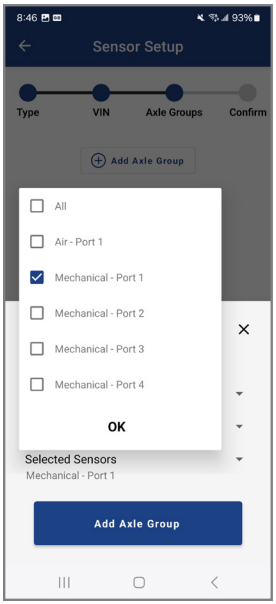


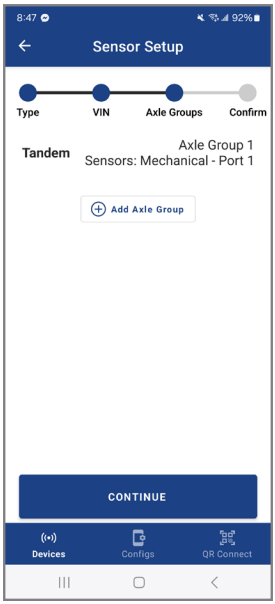


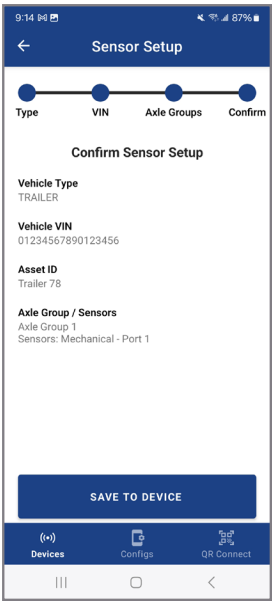
Press continue after adding all axle groups.

Confirm sensor set up information, then press the ‘Save to Device’ button. The data will save to the iWeigh® device, and the app will automatically return to the main screen.

Important: Add all relevant axle groups that are present on the current vehicle configuration before moving to the calibration step.



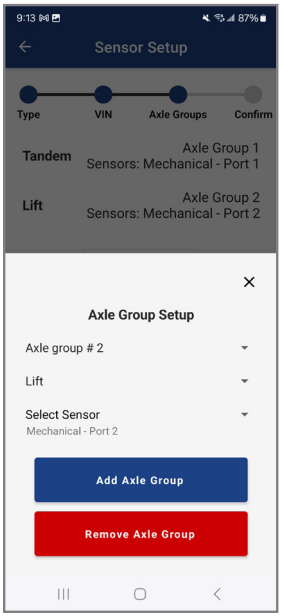


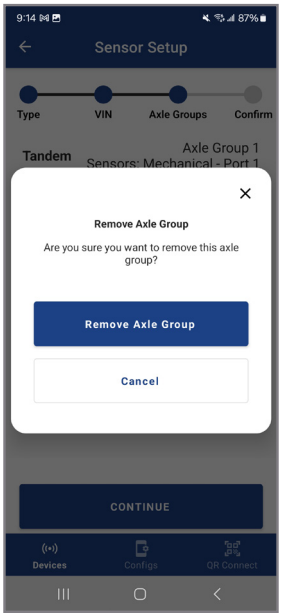


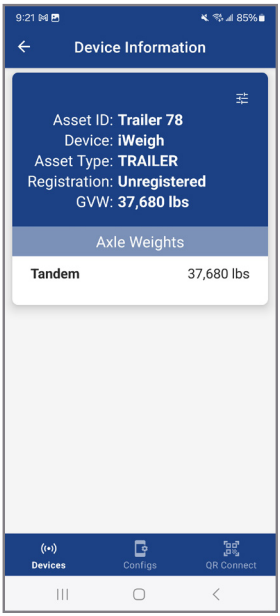
Removing Axle Groups

To remove an axle group, select the axle group option to remove. Next, select the red ‘Remove Axle Group’ button. A confirmation screen will appear. Confirm the choice to remove the axle group, or cancel the removal.

After axle group is removed, verify new configuration in displayed scale information on app dashboard.







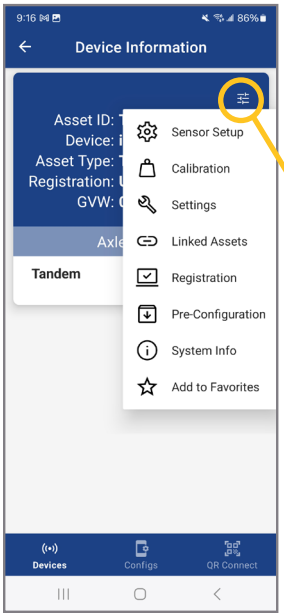
Calibration

Important: Sensors must be assigned before calibration.

Heavy and empty weights can be entered in either order and MUST be entered as separate events.

- **Empty weight MUST be entered when trailer is empty.**
- **Heavy weight MUST be entered when trailer is loaded heavy.**

Go to a certified, in-ground scale while loaded heavy for heavy configuration, or while unloaded for empty configuration. With a relaxed, unbound suspension, while on flat and level ground and the trailer powered, open the Air-Weigh app, select the scale to be calibrated on the home screen, then select ‘Calibration’ from the drop-down menu on the upper right corner.



Drop Down Menu

Note: If a ‘Permission Not Granted for This Device’ error appears, contact your company’s iWeigh® administrator for access.

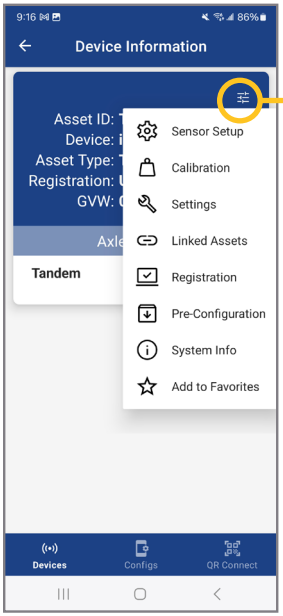
Calibration - Empty Weight

Go to a certified, in-ground scale with an unloaded trailer. For best results, if heavy weight has already been entered, go to the same in-ground scale where heavy load was measured. With a relaxed, unbound suspension and the trailer powered on flat and level ground, open the Air-Weigh app, select the scale to be calibrated on the home screen, then select ‘Calibrate’ from the drop-down menu on the upper right corner.

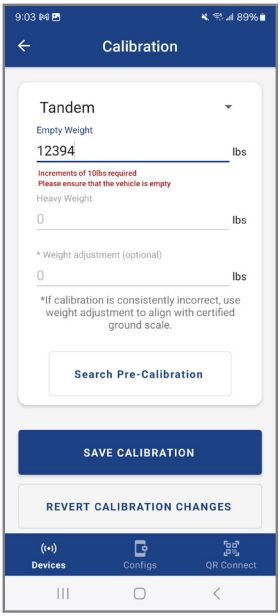
Select the ‘Empty’ option, and enter the empty weight from the in-ground scale into the ‘Empty’ option. If weight adjustment is required (not common), then enter adjustment, otherwise leave blank.

Press the blue ‘Save Calibration’ button to save the calibration data.

Note: Empty weight MUST be entered while trailer is empty.



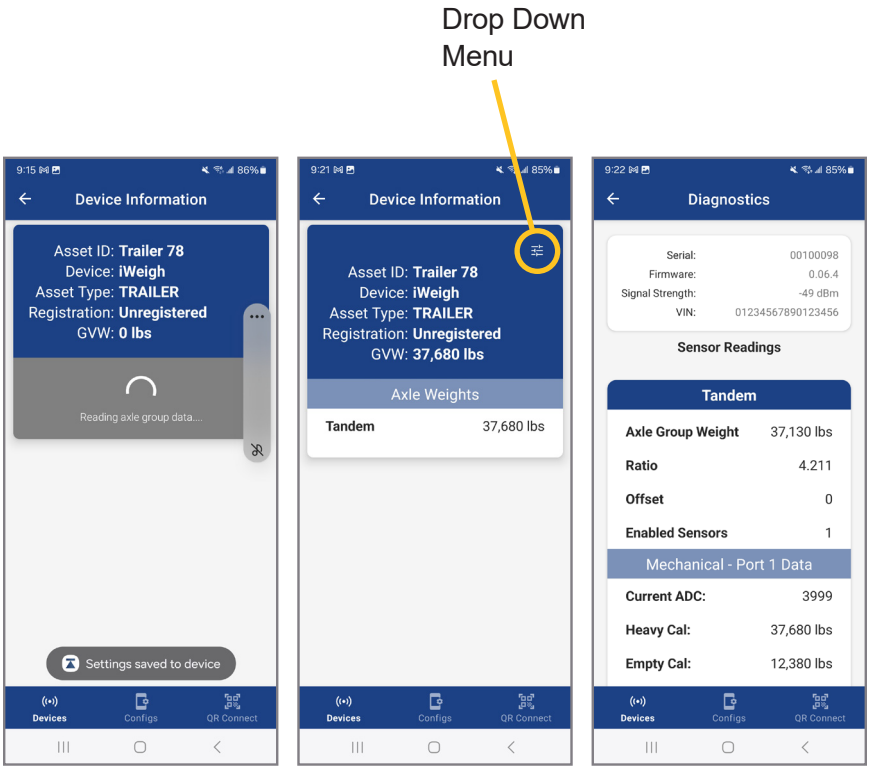
Drop Down Menu



The trailer information will be listed with live weight information once both empty and heavy calibration or heavy only calibration, is complete. Entering only empty calibration will not display live weight information in dashboard screen.

To verify calibration has been saved, select newly calibrated scale, then select ‘System Info’ from the top right pull-down menu, then select ‘Diagnostics’. The Diagnostics screen will show weight data and sensor settings. Confirm numbers and information is populated. Empty weight calibration is complete.

To factory reset all calibrations, go to ‘How to Factory Reset Your Scale’ further in this manual.

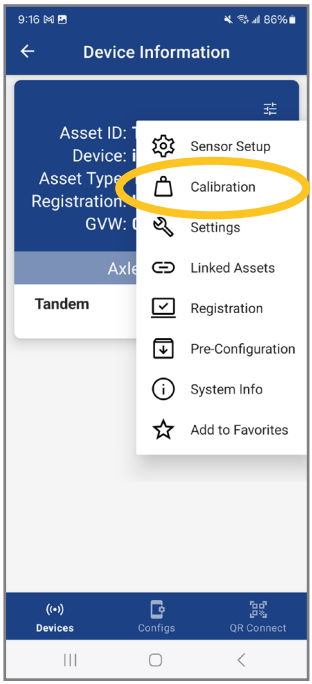


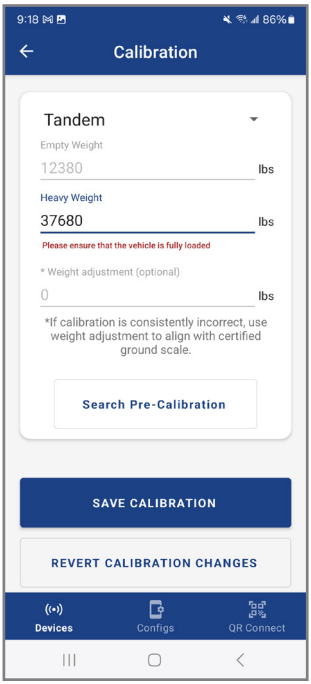
Calibration - Heavy Weight

Go to a certified, in-ground scale with a **loaded** trailer. For best results, if empty weight has already been entered, go to the same in-ground scale where empty load was measured. With a relaxed, unbound suspension and the trailer powered on flat and level ground, open the Air-Weigh app, select the scale to be calibrated on the home screen, then select ‘Calibrate’ from the drop-down menu on the upper right corner.

Select the ‘Heavy’ option, and enter the loaded weight from the in-ground scale into the ‘Heavy’ option. Save. If additionally calibrating a lift axle, calibrate lift axle at this time. **Tandem axle must be entered first**.

Note: Heavy weight MUST be entered while trailer is loaded.

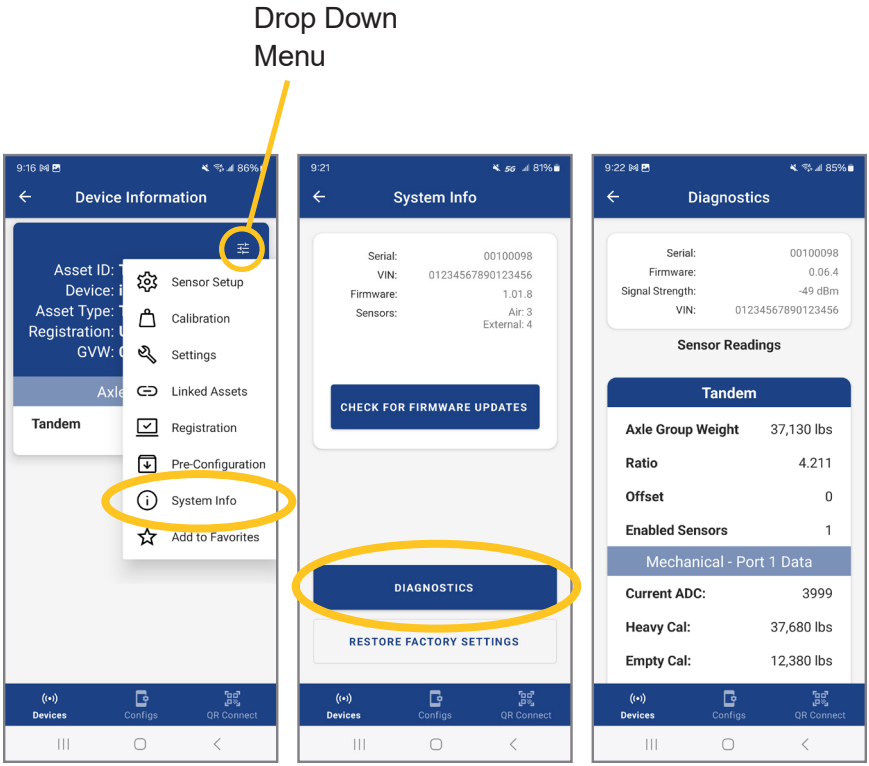




Confirm calibration has completed by selecting ‘Devices’ option at bottom of screen. The trailer information will be listed with live weight information once both empty and heavy calibration or heavy only calibration, is complete.

Select ‘System Info’ from the top right pull-down menu, then select ‘Diagnostics’. The Diagnostics screen will show weight data and sensor settings. Confirm numbers and information is populated. Heavy weight calibration is complete.

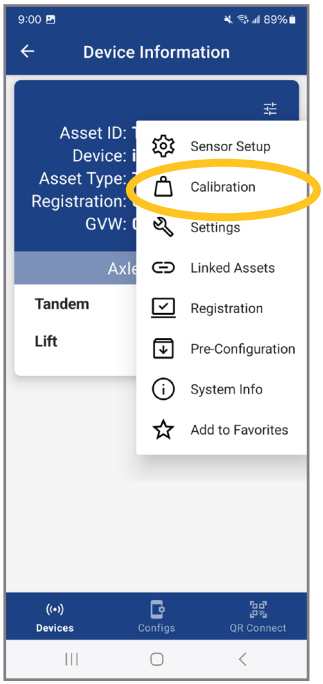
To factory reset all calibrations, go to ‘How to Factory Reset Your Scale’ further in this manual.

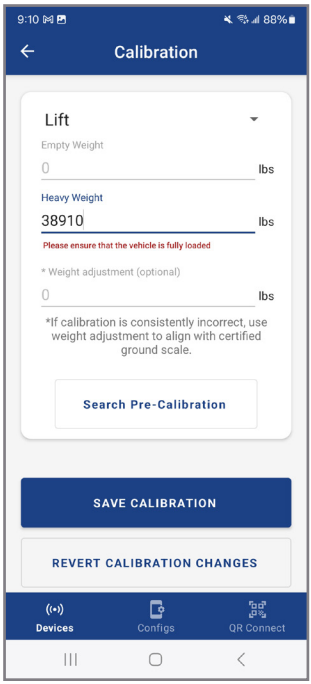


Calibration - Lift Axle

When calibrating a trailer with a tandem and a lift axle, calibrate the tandem first, with the lift axle up.

Note: The sensor for the Lift Axle Group must be set up prior to calibration. Instructions are located in the 'Sensor Set Up' steps earlier in this manual on page 8.





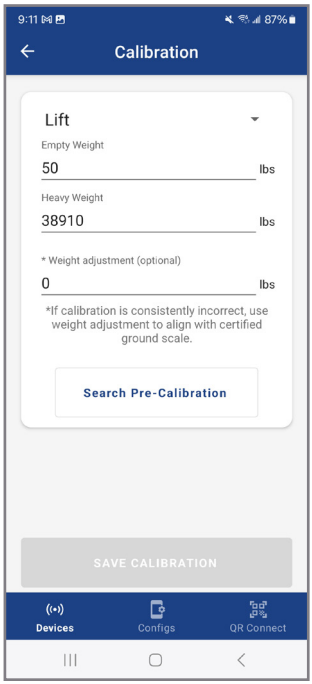
Heavy -

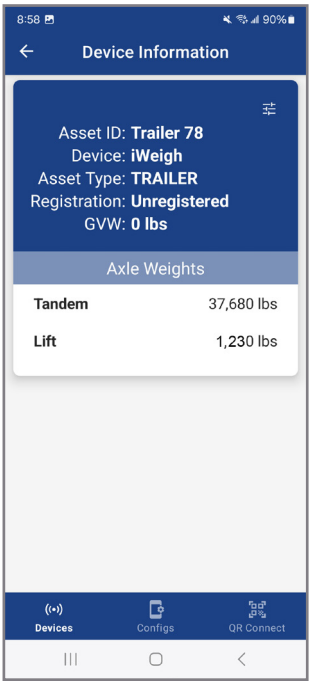
After calibrating tandem heavy weight with lift axle up, lower lift axle. Enter heavy weight on lift axle ONLY.

Empty-

When/if adding lift axle during an empty calibration, **if lift axle is up, enter 50 lbs/kg as empty.**

After calibration is complete, the axle weights will appear on the scale dashboard under ‘Device Information’.



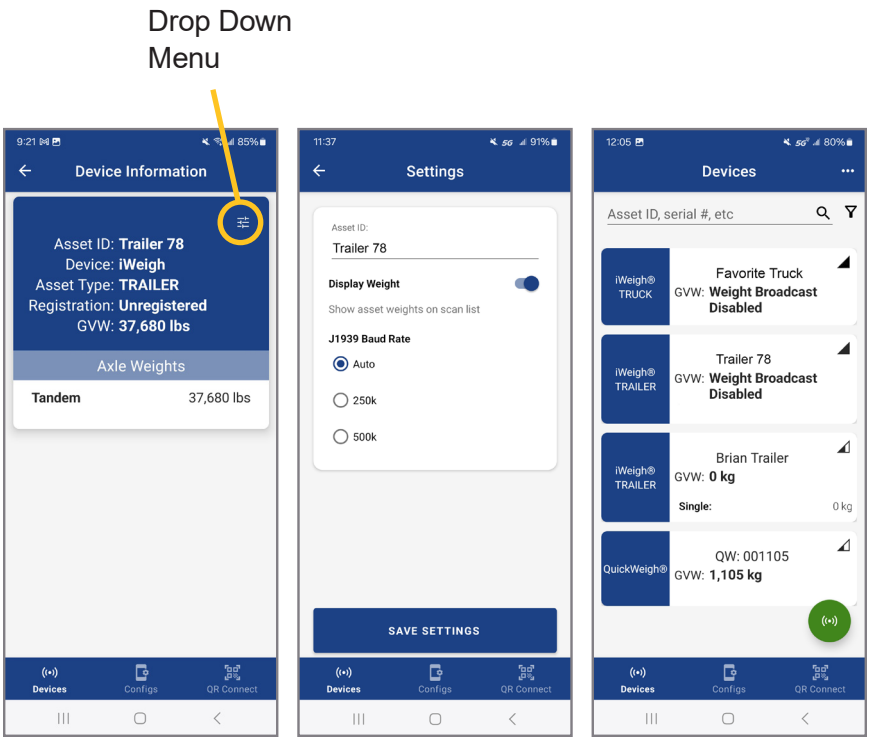


Changing Broadcast Weights & J1939 Baud Rates

To change if weights are broadcast publicly, or to change the J1939 baud rate, go to the main dashboard of the app. Select the scale.

Click on the drop down menu for the scale, then toggle if weights should be broadcast or not. To change the J1939 baud rate, select between Auto, 250k, or 500k.

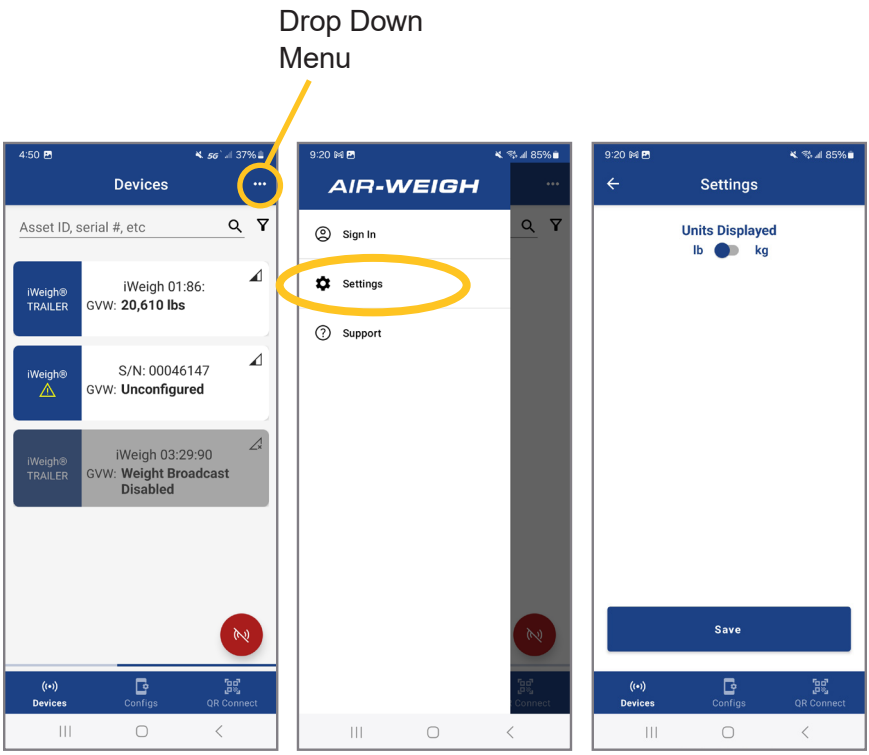
Press the ‘save settings’ button to save settings.



Changing Displayed Weight Measurement Units

On the main dashboard of the app, click the three small dots on the upper right corner menu. A new menu will appear.

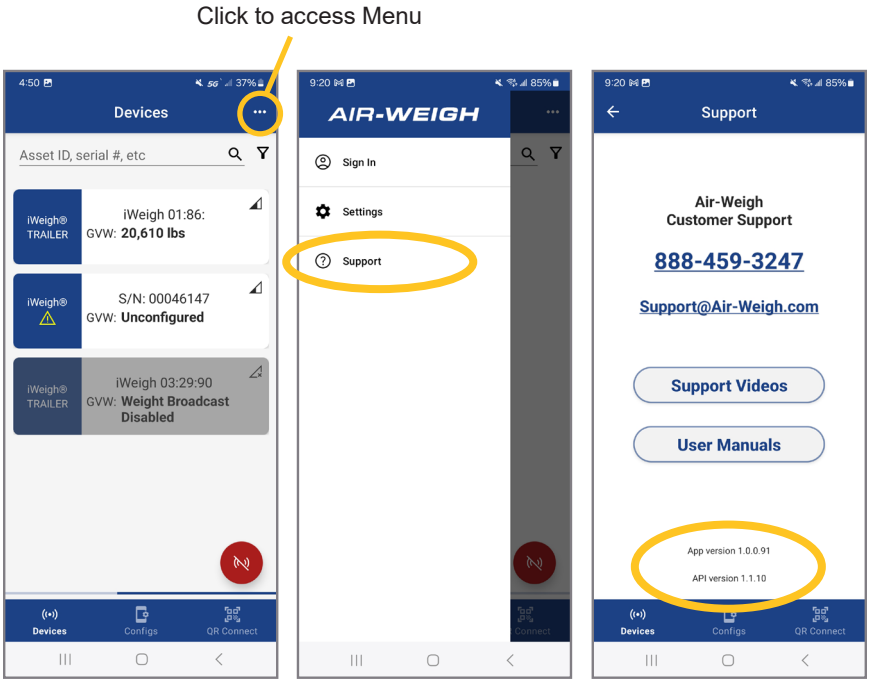
Click on ‘Settings’ to bring up a new screen, and click on the toggle to change between lbs to kg units of measurement. Press save.



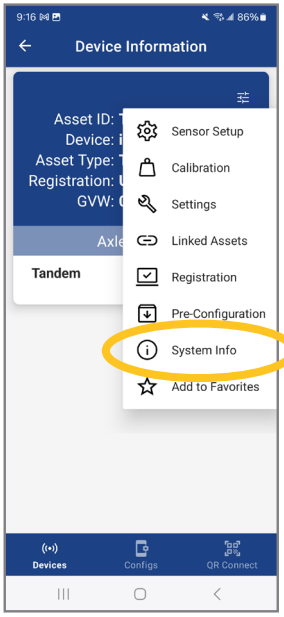
Settings - Checking App Version

On the main dashboard of the app, click the three small dots on the upper right corner menu. A new menu will appear.

Click on ‘Support’ to bring up the Support Screen. The App version number and the API version number will be listed. Please update the App through the official App store(s).



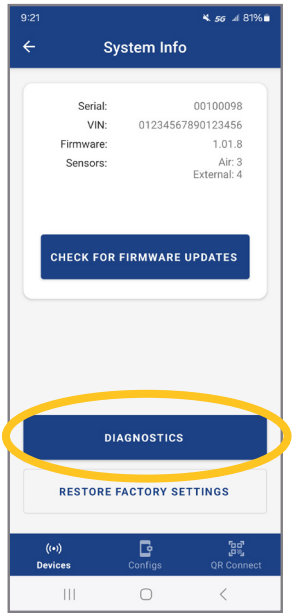
How to View Scale Diagnostics in App

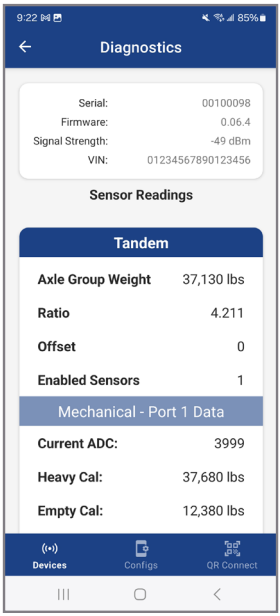


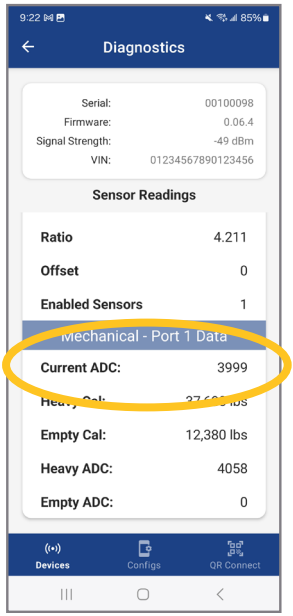
Open app, then select device from device dashboard. Open the main menu and select ‘System Info’ from the options.

On the ‘System Info’ screen, the serial number, VIN, Firmware version, and sensors are displayed. Select ‘Diagnostics’ to view scale diagnostics.

Live AD reading is ‘Current ADC’ field.





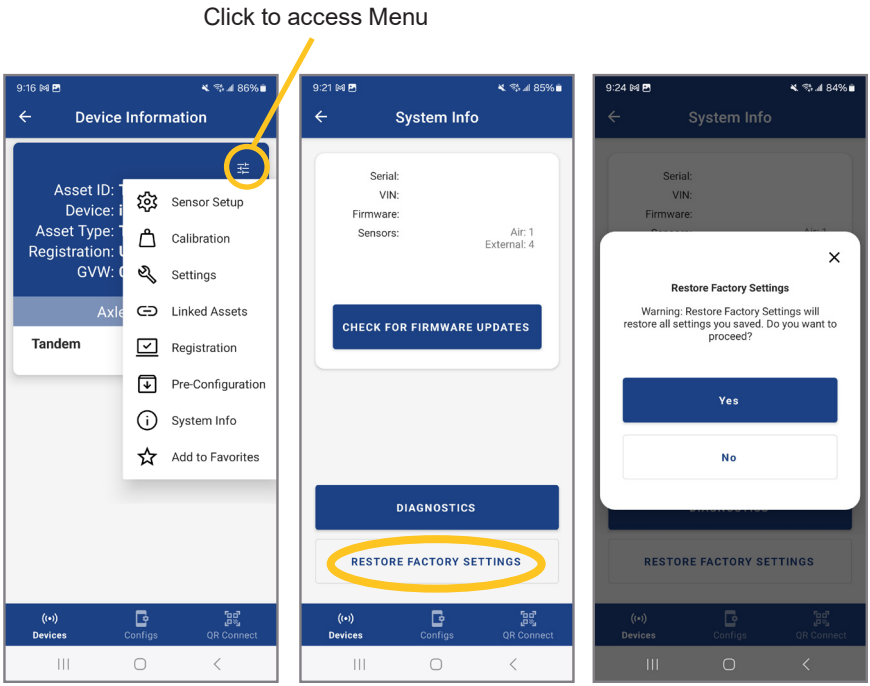


How to Factory Reset Your Scale

Select ‘Main Menu’ in the upper right corner of the app, then select ‘System Info’. From the ‘System Info’ screen, select ‘Restore Factory Settings’.

A warning will pop up, select ‘Yes’ to confirm factory resetting scale, or ‘No’ to cancel.

Note: Ensure that the correct scale is selected to restore to factory settings. This will REMOVE all calibrations and sensor assignments previously set for the scale selected.



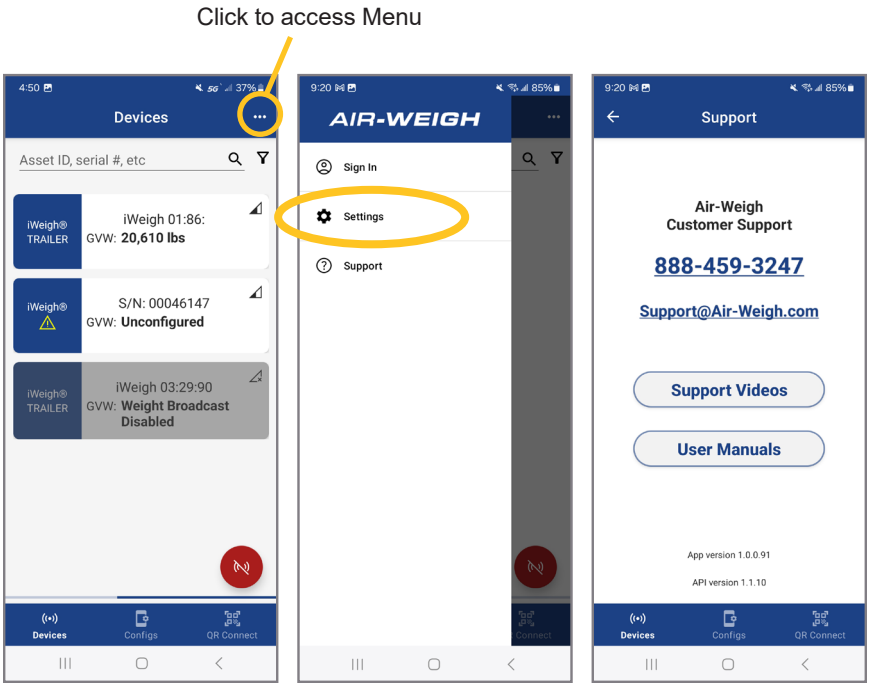
How to Contact Support in App

On the main dashboard of the app, click the three small dots on the upper right corner. A new menu will appear.

Click on ‘Support’ to bring up the support information.

Call Air-Weigh Support from 7 AM to 4 PM Pacific Time, Monday through Friday (excluding holidays) at **888-459-3247**, or email **support@air-weigh.com**.

Click the buttons for viewing User Manuals and Support Videos on our website at **https://www.air-weigh.com**.



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
1720 Willow Creek Circle, Suite 510
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 e-mail 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.

1720 Willow Creek Circle • Eugene, OR 97402-9152 USA
P.O. Box 24308 • Eugene, OR 97402-0437 USA

Telephone (888) 459-3444
Customer Support (888) 459-3247 • Fax (541) 431-3121

www.Air-Weigh.com

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