## Frequently Asked Questions

Last Modified on 21/11/2016 2:21 pm CET

Is the pallet weight included automatically?

No, the pallet weight must be added to the product weight manually:

Product weight field value = product weight + pallet weight

Why is the calculated tension negative?

A negative calculated tension value is normal for descending conveyors. Especially when heavy products are transported on a cleated chain. The products are pushing the chain towards the drive unit.