

Troubleshooting RWS30-02 & RWS30-01:

Ultra Sonic Measurements

A. Measurements frozen

1. Communication link to computer is broken
2. Check all connection from Computer Motherboard Com port to serial to RS485 convertor.
3. Check connection of green and white wires into RS485 convertor.
4. RS485 Convertor is faulty. Replace.

B. One axis is not measuring correctly

1. Check connections at ultrasonic sensor terminal block
2. Check connections on terminal strip in power enclosure
3. Ultrasonic sensor faulty
4. Check individual sensor by utilizing M300 diagnostic program in windows.
5. If that particular sensor was not recognized then it could be faulty

Work Table

A. Paper kicks down when coming out of machine

1. This is usually a sign that table is just a bit too far away from exit. Adjust closer by ½" increment under table.

B. Dirt and marks showing up on Gift Wrap Paper

1. In many cases tape a sheet of white paper (backside of gift wrap perhaps) to the table. This keeps the giftwrap cleaner and avoids the dirt in the pores of the table to contact paper. Replace white paper as required.

Paper Feed Problems:

A. Paper Feed Jams/Wrinkles

1. Pieces of previous paper could be left in machine. Inspect for scraps hung up especially around slitter.
2. Not enough spring tension on nip rollers
3. Nip Roller Cork coming off roller.
4. Adhesive tape on one of the rollers.
5. Paper is not straight coming from initial feed in roller. Pull out paper section and restraighten.

Cross Cut Knife Problems:

A. Rough cut on paper

1. Knife blade is chipped or dull. Replace blade.
2. Knife Anvil has a chip in it or burr. File down.
3. Knife spring came off

B. Knife hangs up mid stroke.

1. Something on extrusion guide causing friction to build up. Inspect.
2. Slow speed of knife down in setup 20%
3. Chain sprocket coming off of motor shaft or loose.

C. Knife does not work at all

1. No power to motor. Check connections
2. Loose sprocket on motor.

Slitter section

A. Rough cut on paper from slitter knives (2)

1. Adjust blade pressure by turning spring screw 1/8 turn at a time.
2. Knife blade getting dull. Replace knife blade

Paper Selection Roll Holder

A. Paper wanders to side before first nip roller.

1. Roll is running down and losses tension. Tighten roll holders to increase tension. Straighten paper.
2. Nip Roller spring came loose or off.

B. Paper wrinkled coming out of Paper Selector

1. Paper is not straight coming off roll. Restraighten
2. Cork has come off of nip roller. Replace

E. Paper never feeds into machine

1. Coupling loose on motor. Tighten setscrews on coupling keeping setscrew in line with flat on motor shaft.
2. Paper caught on lip of front elevator guard. Retract setup could be too large. Should be - 1.74 (.25 on single roll machine).
3. Roll Feed motor not running. Check motor and wire connections.
4. Paper hitting guides going into cross cut section. Adjust guides as necessary.

Electrical

A. Motor U1 and/or X0 does not home.

1. Stop button pushed in. Pull out.
2. Check to see if red light is on motor drive. If not then 42V power failure, relay failure, drive failure, fuse blown on 42V Power Supply.
3. Reboot machine. (Pull power cord and reconnect)

B. Touch screen says no Synch

1. Computer usually not running. If fan is not on then pull power plug, wait 15 sec and replug to see if the computer boots up.
2. Bad battery. Replace battery CR2032 on motherboard. Using keyboard then set bios to automatically boot up after power loss.
3. Bad power supply. Replace ATX power supply.
4. Cable connection loose.

B.. Touch screen black

1. No power to touch screen. Check all 120 VAC connections including power supply for monitor back box.
2. Power cord pulled. Replug
3. Bad monitor. Replace

C.. Screen present but touch not functioning

1. Cables have come loose at computer or or at monitor.
2. Touch screen defective. Run touchkit utility with keyboard to see if it revives touch screen. Use 4 point calibration if it will allow you. Replace otherwise.

D. Touch screen cursor does not follow your finger or not near it

1. Run touchkit utility with keyboard to see if it revives touch screen. Use 4 point calibration if it will allow you.

E. Computer CPU fan not turning

1. Battery has failed and power was turned off. Replace battery CR2032 on motherboard. Using keyboard then set bios to automatically boot up after power loss.
2. Too start after battery loss then you have to manually start computer by pushing start button located on enclosure wall.

F. Computer will not start

1. See above
2. Motherboard defective
3. Power Supply failed.
4. Hard drive failed

H. Check sum error message on boot screen

1. Memory loose in socket on motherboard, reseal.
2. Hard drive failure

G. Computer beeps more than once on start up and does not work

1. Memory loose in socket or failed, reseal.
2. CPU failed

H. Red light does not come on e-stop button when pushed in

1. Bulb is burned out. Replace.
2. Wiring connection or relay bad.