

## ***Troubleshooting: GWS30-06B***

4.1.12

### **Work Table**

#### **A. Paper kicks down when coming out of machine**

1. This is usually a sign that table is just a bit high to the exit height of the paper. Lower table 1/8" to 1/4" and adjust measuring table accordingly.

#### **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 belt area of slitter. Remove knife holder if necessary to check.
2. Not enough spring tension on center spring.
3. Not enough belt pressure. Increase slightly.
4. Scrap Deflector belt is frayed on edge and tracking over flanged rollers in slitter.
5. Nip Roller Cork coming off roller.
6. Not enough slitter cutting pressure. Increase 1/8 turn on regulator to try.
7. Cross cut knife hangs up in middle of stroke. Usually dirty shafting.
8. Lower paper guide on slitter body not up against steel roller. Adjust so it is.
9. Tape coming off of upper paper guide.
10. Adhesive tape on one of the rollers.

### **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 needs tightening.

B. Knife hangs up mid stroke.

1. Bearing shafts dirty. Clean and oil.
2. Slow speed of knife down in setup 10%
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. Air pressure set below 25 to 30 psig. Increase regulator 1/8 turn.
2. Knife blade getting dull. Replace knife blade

### **Paper Feed Elevator**

A. Paper wanders to side in elevator

1. Roll is running down and losses tension. Tighten roll holders to increase tension.
2. Nip Roller and/or drive roller is out of round. Replace
3. Roll stand not tram to elevator or elevator not tram to paper cutting section. Retram and level.

B. Paper wrinkled coming out of elevator

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

C. Roller is hard to turn

1. Decrease pressure of drag plate.
2. Front stainless guard bent in and hitting rollers. Restraighten.

D. Paper pulls out of nip rollers

1. Increase drag pressure by compressing spring on end of shaft.
2. Drive roller collar came loose holding roller to shaft.

E. Paper never feeds into machine

1. Elevator height not set right. Homing set screw may have moved.
- 2.
3. Drive pinion loose on engagement assembly. Tighten setscrews
4. Paper caught on lip of front elevator guard. Retract setup could be too large. Should be - 2.875 approx.
5. Engagement motor not running. Check motor, connections, gears.
6. Paper not threaded into nip rollers, it came out. Replace.

F. Elevator will not run up and down

1. Motor not turning.
2. Pinions loose or chain sprockets loose. Tighten
3. No air pressure or inadequate. 100 psig on 30" machine / 60 psig on 36" machine.

G. Elevator only runs part way up and stops

1. No air pressure or inadequate. 100 psig on 30" machine / 60 psig on 36" machine.
2. Elevator out of alignment
3. Engagement assembly not retracting for move.
4. Relief valve set too high. It should be set to start bleeding off just over 100 psig / 60 psig in 36"

## **Electrical**

A. Motors do not home or partly home

1. Stop button pushed in. Pull out.
2. Check to see if red light on motor drives in cabinet. (Geckodrive Drives) If not then 42V power failure, relay failure, machine not plugged in.

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 CR2034 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.

C. Touch screen black

1. No power to touch screen. Check all 120 VAC connections including power supply for monitor in 10 x 10 box on side.
2. Power cord pulled. Replug
3. Bad monitor. Replace

D. Screen present but touch not functioning

1. Cables have come loose at computer or 10 x 10 box 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.

E. 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.

F. Computer CPU fan not turning

1. Battery has failed and power was turned off. Replace battery CR2034 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 with conductive blade rubbing along the side of the upper right set of ten pins. Rub till fan starts.

G. Computer will not start

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

I. Check sum error message on boot screen

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

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

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

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

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

M. Two red lights do not come on after homing on Red Relays

1. Wiring connection problem
2. Motors did not finish homing. Check homing and motors.