

Troubleshooting:

Measurement Table

A. Measuring axis will not home

1. Check Power to Motor, if red light is on then it has power. If no power check other motors and trace power wires back to source for spot of trouble. Do not forget to check connectors, ie. Open up and check.
2. If first motor homes but others do not then suspect a bad motor or serial communication failure thru the motor chain. (See serial communication section)
3. It may not be apparent but the coupling attaching the motor to the screw may be loose and if the motor can not home because it did not hit a hard stop then it continues to turn but never completing homing cycle with the next motors either.

B. Measuring axis jumps but does not move

1. This is almost always the sign that the spring on the measuring axis has lost a bit of tension. Remove cover, remove screw holding cable on unit, remove end stop plate and slide unit out from bearing guides. Take spring and stretch to 2 inches long and replace. Be sure when you replace screw on curly cord cable it is exactly in the same position.
2. Check Acceleration in setup for this axis or motor number. Value should be 4000.

C. Measuring axis contacts box but does not return

1. This can be a broken curly cord cable. Check continuity.
2. This could also be faulty switch. Switch is wired NC and normally engaged for an open contact.
3. If all else fails reduce that motor's acceleration in setup to 700,000.

D. Red light not present on motor on power up

1. Power not available at motor. Check source for 42 VDC.
2. Connector at motor bad. Remove connector, open up and inspect.
3. Machine not plugged in or blown fuse at 120VAC level or 42VDC level.

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 bolt may have moved. Set at 1.18"
2. Drive pinion loose on engagement assembly. Tighten setscrews
3. Paper caught on lip of front elevator guard. Retract setup could be too large. Should be - 2.875 approx.
4. Engagement motor not running. Check motor, connections, gears.
5. Paper not threaded into nip rollers, it came out. Replace.

F. Elevator will not run up and down

1. Motor not turning. Check motor for light and green light after homing.
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"

H. Excess Paper is outside roll elevator slot after each wrap

1. Engagement motor is shutting down during cycle. Reset speeds of motors 6 and 7 lower but in ration of 1.54321. Same with acceleration setting as well.

Electrical

A. Motors do not home or partly home

1. Stop button pushed in. Pull out.
2. Check to see if red light on motors. If not then 42V power failure, relay failure, machine not plugged in.
3. If motor 1 starts to home or does, but rest or some do not, then there is a break in the serial communication chain. This can be a bad connection plug, bad motor, loose wire, etc.

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. Serial lines reversed with motors. Then motors will not home as well.
3. 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

H. Run time error from windows appears

1. Typically results from measurement axis problem. Unplug and retry.
2. Setup file got corrupted or changed. Look for zeroes or blanks in setup where there should be a number

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

K. Motors do not have red light on initial start up

1. See Electrical A2 above.

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

2. Bulb is burned out. Replace.
3. 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.