

SECTION 16. TROUBLE SHOOTING LABEL PRODUCTION
500 SERIES MACHINES

Problem	Possible Cause	Solution
Incomplete Prints	Temperature of printing die incorrect for foil used, probably too low.	Check and adjust temperature to that recommended for the foil.
	Insufficient dwell.	Reduce speed.
	Print pressure too low.	Increase pressure with fine pressure adjustment.
	Print base worn or damaged.	Inspect, replace as required.
	Coarse adjustment nuts loose.	Check and tighten if required.
	Die face dirty, worn or damaged.	Inspect, clean, replace as required.
	Foil out of position or too narrow. Foil pull too short.	Check, adjust or replace.
	Label stock and foil incompatible.	Consult material supplier.
Blurred or filled in prints.	Too high a temperature.	Check and adjust to that recommended for foil.
	Foil pre-heating.	Move die to front of head.
	Too much pressure.	Reduce pressure with fine pressure control.
	Machine speed too low.	Increase machine speed.
	Foil is unsuitable to style of print.	Consult foil supplier for correct type of foil.
Uneven die cutting.	Oil under cutting plate or wedge assembly.	Check and clean.
	Coarse adjustment nuts loose.	Check, tighten.
	Die cutter edge dull. Note. Polyester film requires a very sharp single bevel cutter.	Check, replace as required.
Incomplete die cutting.	Cutting base worn or damaged.	Check, replace as required. Check for dirt under base or cutting plate.
	Make ready moved out of position.	Check cutter position is correct relative to base. Check cutter has not moved. Check make ready packing has not moved.

	Cutter is dull or damaged.	Check cutter, replace as required. Note. Polyester film requires a very sharp cutter.
	Poor quality carrier for material.	Check material quality with supplier.
	Incorrect pressure	Adjust fine cut pressure.
Waste matrix breaks.	Too much tension rewind clutch.	Adjust rewind tension.
	Stripping roller incorrectly positioned.	Adjust stripping roller, leading edge of label to be 3mm (1/8") to the right of the stripping roller between web draw indexes.
	Die cutting not complete.	Check as described above.
	Label stock too narrow.	Check width of roll; see section 6 of this manual.
	Label design or attitude on the web, type of material used.	Change the presentation of the label on the web i.e. narrow edge leading instead of wide edge. Re-design shape of cutter. Change to alternative material. Try stripping plate.
Poor print & cut registration.	Pressure on nip roller insufficient.	Check pressure, increase if necessary.
	Too much unwind tension.	Check, adjust as required.
	Too much rewind tension.	Check, adjust as required. When laminating check laminate tensions.
	Foil sticking to the roll stock web.	Check and adjust to recommended temperature.
	Roll stock badly wound or loose on core.	Check, rewind material if required, material should be tightly wound.
	Backing siliconised on underside.	Check nip pressure reduce tension.
	Small label with large number of pitches between print and cut.	Reposition die cutter to minimise number of pitches.
	Laminator nip roller pressure set too high.	Reduce laminator nip pressure.
	Speed too high for set draw length.	Reduce speed.

	Numbering box plunger or dies trapping web.	Re-time web synchronisation.
Label stock de-laminates at nip unit.	Thick substrates or easy release adhesive.	Reduce nip pressure, strip web before nip.
Label stock tracking front to rear of machine. Minimum tension reading 10 on gauge.	Supply and rewind tensions too low.	Check and adjust as required.
	Vacuum pump switched off.	Check, switch on.
	Narrow web too many holes on vacuum drum uncovered.	Mask exposed holes on drum.
	Supply and rewind rolls out of alignment.	Check and adjust to centre of mandrels. Check laminator rolls at same time.
	Web guides incorrectly set.	Check and adjust.
	Foil sticking to the roll stock web.	Check, adjust to recommended temperature for foil.
	Nip roller out of alignment.	Check, adjust if required.
	Unwind unit not level with machine.	Check with spirit level.
	Loop roller wrongly engaged.	Remove roller and re-engage.
	Spring tension uneven at nip roller.	Re-adjust toggles on nip.
	Laminator nip pressure too high.	Adjust.
Machine will not run. No indicator lights lit.	Mains supply failure. Mains fuse failure, isolator off. Circuit breaker off. CB1.	Restore supply. Replace fuse. Switch on. Reset. Switch on.
CB1 re-trips.	Earth fault.	Consult electrician.
Machine will not run, supply light on temperature control off.	Control fuse blown.	Replace 1 amp fuse.
Machine will not run. Temperature control lights lit only.	Transformer primary fuse blown. D.C. supply fuse blown.	Check 5.0 amp antisurge fuse. Check supply for loose connections. Replace 5 amp fuse.
Machine will not run. Supply light lit. Ready light out.	Guards open. Stop button locked down. Panel or unwind. Guard switch or wiring faulty.	Close guards. Release stop button. Check and replace.

Machine will not run. Supply, stop and start light on.	Speed control overload tripped. (Electronic) Speed control fuse blown.	Switch off at isolator for 30 secs. To reset. Replace 12 amp fuse. See section 19. Reduce print/cut pressure before restarting.
Printing head cold. Temperature control indicating low temperature.	Heater fuse blown. Solid state contactor faulty.	Replace 10/16 amp fuse. Replace solid state contactor. See section 18.
Printing head cold. Control indicating high temperature.	Thermocouple probe faulty. Temperature control faulty.	Replace thermocouple. Replace controller. See section 18.
Temperature low or uneven.	One cartridge heater faulty.	Replace heater.
Temperature too high.	Thermocouple faulty or not in heater block. Controller faulty.	Replace or refit. Replace controller. See section 18.
Machine will only single cycle. Unwind unit not switched on, material run out photocell activated.	Batch counter not reset or faulty. Switch unwind on. Check switch. Photo switch not adjusted correctly.	Reset/replace batch counter.
Machine will only single cycle, web does not move.	Fault circuit on stepper drive tripped. 10 amp fuse on rack motherboard blown.	Switch off at isolator to reset. Replace fuse.
Machine pulls long length.	Re-register selected when not required.	Switch off re-register (switch position 2).
Machine runs but unwind will not.	Unwind nip not down or incorrectly adjusted. Material run out photocell wrongly adjusted or faulty. Loop photocell out of alignment or faulty. Circuit breaker on unwind tripped (black button).	Engage or adjust nip. Check/ replace. Reset. Check for overload.
Machine runs but rewind will not. Circuit breakers tripped.	Rewind switched off at reversing switch, or reset. Check for overload.	Switch on.