

Troubleshooting Guide

PTM2

Troubleshooting (Recognizing symptoms and identifying probable causes)

- **Verify condition of unit**
 - **All components in box?** - If not, identify what is missing and replace
 - **Any obvious damage to unit?** - If yes, contact carrier and file claim, have customer contact Local Sales Representative for replacement unit.

- **No Power (display does not light)**
 - **Cord is not plugged in properly** - Press cord in fully, try again
 - **Power Switch set to “off” position** - Turn on unit, try again
 - **Fuse Blown** - Replace fuse with proper fuse per label, try again
 - **If display still doesn’t light** - Return for service/repair

- **Unit has power (display is lighted) but won’t run**
 - **Knob access door not closed properly** - Open door fully & close, try again
 - **Exit tray not attached properly** - Remove exit tray, reinsert making sure it is seated properly, try again
 - **If unit still won’t run** - Return for service/repair.

- **Unit runs but stops after a few seconds**
 - **Output sensor cable not connected properly** - Check connection under static brush to see if cable came loose, reattach cable to sensor, try again
 - **If unit still won’t run** - Return for service/repair.

- **Unit runs but won’t feed or leaves pages in feed tray**
 - **Stack too large in feed tray** – Reduce size of stack in tray, try again
 - **Forms not loaded properly in feed tray** - Take forms out, fan forms, jog forms to straighten stack, reload feed tray, try again
 - **Improper orientation** - Check orientation in feed tray, try again
 - **If condition persists** - Return for service/repair.

- **Unit runs but double feeds forms**
 - **Forms not fanned causing them to stick together** - Remove forms from feed tray, fan forms, reinsert into feed tray, try again
 - **If condition persists** - Return for service/repair

- **Unit runs but there is No Seal/Poor Seal**
 - **Old or bad forms** - Check date code on forms, replace as necessary, try again
 - **Forms not loaded properly** - Remove forms from feed tray, fan & straighten stack, reinsert into feed tray, try again
 - **Adhesive zones on forms do not comply with roller seal zones** – Replace with forms that comply.
 - **If condition persists** - Have customer contact Local Sales Representative.

- **Unit runs but sometimes/always Miss-folds (form exits machine incorrectly)**
 - **Chutes not set to proper locations** - Check required fold for form being used, match with matrix in users guide, set chutes to proper settings, try again
 - **Stack of forms not loaded properly** - Remove forms from feed tray, fan & straighten forms, reinsert into feed tray, try again
 - **Chutes not locked into proper position** - Remove chutes, reinsert making sure handles lock chutes into place, try again
 - **If condition persists** - Have customer contact Local Sales Representative.

- **Unit runs but sometimes/always Jams (form caught in machine)**
 - **Double feed** - Forms not fanned causing them to stick together- remove forms from feed tray, fan forms, reinsert into feed tray, try again
 - **Chute settings wrong** - Check required fold for form being used, match with matrix in users guide, set chutes to proper settings, try again
 - **Forms loaded improperly** - Remove forms from feed tray, fan & straighten forms, reinsert into feed tray, try again
 - **Forms being used do not conform with standards (custom)** - Contact Local Sales Representative
 - **If condition persists** - Contact Local Sales Representative.

- **Excessive Noise/Vibration**
 - **Unit not on a flat stable surface** – Locate unit on a flat stable surface, try again
 - **Shipping damage.** – Inspect for damage, file claim with carrier.
 - **If condition persists** - Have customer contact Local Sales Representative.