

Section 8

Troubleshooting Guide

SYMPTOM	PROBLEM	CORRECTIVE ACTION
PRINT CYLINDER/INK DELIVERY PROBLEMS		
Poor Print	<p>Ink bottle empty Ink-in hose blocked Ink-in tubing worn out Wrong type/size tubing</p> <p>Ink-in tubing installed wrong backwards in ink-in pump Ink delivery shaft pin not pushed completely into cylinder</p> <p>Wrong ink (non-Iconotech) being used</p>	<p>Fill ink bottle Check for obstructions and clear Replace tubing Replace tubing – use only Iconotech type tubing Check tubing installation per adjustment procedure Push shaft in all the way to open check valves, and lock nylon screw Discard and use only Iconotech ink. Clean cylinder and use new pad.</p>
Excessive Ink	<p>Ink-out hose blocked Ink-out tubing worn out Ink-out tubing cut or cracked Wrong type/size tubing</p> <p>Ink-out tubing installed backwards in ink-out pump Ink shaft pin not pushed in completely</p>	<p>Check for obstructions and clear Replace tubing Replace tubing Replace tubing – use only Iconotech type tubing Check tubing installation per adjustment procedure Push shaft in all the way to open check valves and lock nylon screw.</p>
Ink flow through pad poor	<p>Wrong ink (non-Iconotech) being used</p>	<p>Discard and use only Iconotech ink. Clean cylinder and use new pad. Use correct Iconotech pad</p>
Excessive ink at trailing end of pad and film	<p>Case not rolling over trailing end of pad</p>	<p>Adjust leader in printer driver to move image further towards trailing end. Adjust flights so end of cylinder perforations and end of case meet.</p>
Ink leaking out at either end of pad	<p>Loose pad</p> <p>Wrong ink (non-Iconotech) being used</p>	<p>Make sure the bar with spring loading is free to move and not at end of travel Discard and use only Iconotech ink. Clean cylinder and use new pad.</p>

SYMPTOM	PROBLEM	CORRECTIVE ACTION
FILM LOAD PROBLEMS		
Image film pulls out of fingers during film loading	Loading device feed tension too high	Reduce friction on brake
	Fingers not gripping properly	Replace feed fingers
CASE FEEDER PROBLEMS		
Cases flip up as they exit case printer	Hold-down rollers set too low	Adjust rollers higher
DRIVE SYSTEM PROBLEMS		
Drive chains make excessive noise	Drive chain not properly adjusted on drive side Drive chains not synchronized	Adjust out-feed end sprocket per adjustment procedure Synchronize drive chains per adjustment procedure
	Drive chain tension too tight Feed end drive chain sprockets not aligned with chain track in feed rails	Reduce chain tension Align sprockets with chain track per procedure
Excessive gear noise at out-feed end of printer	Case printer not leveled	Level case printer by adjusting leveling pads
Case printer will not start	Plexiglas lid interlock switch malfunctioning	Repair or replace switch
	Emergency stop switch contact open Fuse blown	Check switch contacts and repair or replace as required Replace fuse
Air cylinder hissing	Air leakage	Replace air cylinder
Print cylinder will not raise	Air pressure too low	Make sure air supply to case printer is 60 PSI minimum. If system pressure intermittently drops below 60 PSI, connect case printer to air system with minimum pressure setting of 80 PSI.
	Sticking valve	Replace valve

For specific adjustment procedures regarding these troubleshooting tips, consult the “Adjustment Procedures” in Section 7.