

# Service Report Duplimate nos. 1000-1499

Machine no.....

Customer.....

Date:.....

Parts adjoining Machine.....

- 1. Cleaning
- 2. Feeding mechanism
- 3. Reader
- 4. Driving mechanism
- 5. Gates
- 6. Testrun (32 duplications)

## SERVICE INSTRUCTION

Carry out points 1-5 BEFORE you look into the problems that the customer claims that the machine has. THEN, if problems are not solved by 1-5, it might be necessary to go into detail. Please inquire at [support@duplimate.com](mailto:support@duplimate.com) for the relevant instruction(s).

### 1. CLEANING

- i. Clean both the inside and outside from dust and fabric (from the table-cloths).
- ii. Clean the visible metal parts from dirt.
- iii. Clean belts and rollers with white spirit or alcohol.
- iv. Clean (without using any liquid) the shafts in the card-path. Put some silicon grease on the shafts (see [video](#)) with big rollers (not the first one with ball bearings).

### 2. FEEDING MECHANISM

- i. verify that the ejector moves freely on its shaft. If not, wipe clean from dust/dirt. (No oil/grease!)
- ii. Verify that the lever moves freely. If not, remove magnet and lever and clean these parts too.

If problem persists, check that the bolt at the pivot is not too tight!

### 3. READER

Old, extensively used machines can start to feed poorly. Check that the top part (“the barcode reader vent”) has a straight angle towards the hopper as shown in the illustration. Replace the top part if it is worn.

#### 3.1 Readers without visible light

Readers where the readers slide on a black surface (and no visible light) shall NOT be dismantled unless absolutely necessary. You need to clean it WITHOUT DETERGENTS. If chewing gum dirt prevents the cards freely but you should leave it as it is otherwise.

#### 3.2 Readers with red light

Readers that emit visible red light have a metal surface that the cards slide over. It can be that the lens and/or the metal plate is dirty if you have many read errors. Normally you can use a cottonbud to clean the lens but it can be needed to dismantle the

reader to clean “the eye”. Also clean the metal parts that come in contact with the cards when it is dismantled.

### 4. DRIVING MECHANISM

- i. Clean the first small roller that the orange bands move about. Add a small amount of ATF oil (automatic transmission fluid) to the shaft (see [video](#)).
- ii. Check that the driven roller can be rotated without too much tension. If problems with this, take off the bands (see [video](#)) to pin-point which roller(s) has too big friction.

When a roller with too high friction is found; clean the shaft and the inside of the roller. After cleaning; put some silicon-grease on the shaft. If problems persist; replace shaft and roller

### 5. GATES

Insert a card (manually) into the card-path and verify that an open gate (push the solenoid on the inside) is just above the lower part of the green belts and that a closed gate is well below the card’s edge. Clean the gate (the metal thread) and its rests in the panels. Lubricate rests with silicon grease.

### 6. TEST

Test  $\geq 32$  duplications.

90°

