

# Service Report Duplimate nos. 250 – 699

Machine no.....

Customer.....

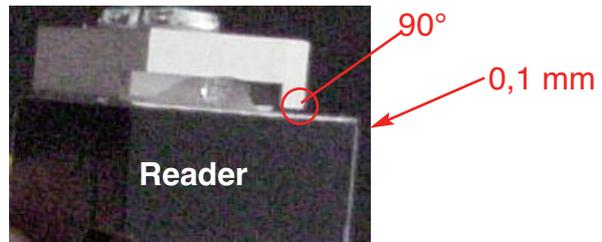
Date:.....

Parts adjoining Machine.....

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

**SERVICE INSTRUCTION WINDUP**

Carry out points 1-6 BEFORE you look into the problems that the customer claims that the machine has. THEN, if problems are not solved by 1-6, 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 alcohol.
- iv. Clean (without using any liquid) the shafts in the card-path. Put some silicon grease on the shafts with big rollers.

## 2. EJECTOR

Check that the distance between the cards' edge and the ejector's "heel" is <2 mm. Adjust by pushing/pulling the U-shaped hook that connects lever and ejector. (If the ejector is of type B (long metal-part), you might have to bend the U-shaped hook to reduce the distance.)

## 3. FEEDING MECHANISM

- i. Check that the foam-rubber is not worn out. Cf [Service Bulletin](#)
- ii. Verify that the lever moves freely. If not, remove magnet and lever and clean those too.
- iii. Check that there is no slack in the mechanism (it could happen that the holes at both ends of the lever have grown too big). Cf [Service Bulletin](#)

Do NOT tighten the bolt at the pivot when you mount the lever!

## 4. READER

Dismantle the reader. Clean "the eye". Also clean the metal parts that come in contact with the cards. Check that there is 0,1 mms between the plastic house and the metal part on top of it. If not, insert a piece of standard photocopy paper (80 gms) between the plastic and metal. Also check that the top part ("the barcode reader vent") has a straight angle towards the hopper. If not, replace!

## 5. DRIVING MECHANISM

- i. Clean the first small roller (supported by the front panel only). Add a small amount of ATF oil (automatic transmission fluid) to the shaft.
- ii. Clean the cogs. Add some silicon-grease.
- iii. Check that the cogs do not jar. (Adjust the motor's position if necessary.)
- iv. Check that the driven roller can be rotated without too much effort. If problems with this, take off the bands to pin-point which roller 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

**Machines < 400:** Check that the indent for the orange belts in the driven roller has a sintered (not totally shiny) surface. Cf [fading.pdf](#)

**Machines > 550:** If the driven roller (with cogs) has ballbearings, you need not dismantle card-path when cleaning.

**Machines < 700:** If there is no "V" after the serial no., see [high\\_V\\_mod.pdf](#)

## 6. 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.

## 7. TEST

Test ≥32 duplications.