

Service Report Duplimate 4.5 nos. 1500 – 1699

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 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 Isopropyl alcohol.
- iv. Clean (without using any liquid) the shafts in the cardpath. 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.
- iii. Adjust the hopper to fit the cards. It shall be < 2 mm from the rear end of the cards to the ejector's heel". Adjust with the eccentric that affects the rest position of the ejector if needed.

Also adjust with the knob on the front panel so that two upright standing cards beside the bottom deck are not loose (but not too tight either).

3. READER

The barcode reader shall NOT be dismantled unless absolutely necessary. You need to clean it WITHOUT DETERGENTS if chewing gum like dirt prevents the cards from moving freely but you should leave it as it is otherwise.

4. DRIVING MECHANISM

- i. Clean the first small roller that the short 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. GATE SPRINGS

Replace the spring pushing the anchor out of the solenoid if it is of the weaker type.

6. GATE ADJUSTMENT

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 error free duplications.