Lotem 800 - Troubleshooting

Problem: Paper Loads with Plate

Problem Description:

When a plate is picked up from the Cassette in the beginning of the loading sequence, paper sticks to the bottom of the plate and is not removed before the plate reaches the drum.

Error Message:

None

Machines Affected:

Lotem™ 800 (S-speed)

Lotem™ 800 (F-speed)

Lotem™ 800 Quantum

Lotem™ 800 Spectrum

Software Products and Versions:

N/A

Operating System:

N/A

Probable Causes:

- Poor plate storage conditions
- Expired plate batch
- Poor plate quality
- Excess static electricity
- Wall air pressure problems
- Inappropriate values entered for specific parameters

Documentation Key

This document uses two graphic indicators, as follows:

✓ The check mark indicates items that need to be checked and/or verified.

⇨ The arrow indicates an action that needs to be taken. Each action pertains to the item directly above it.

Note: If at any point in the troubleshooting procedure you feel that the problem has been resolved, you can either have the customer perform plate loading, or continue to the end of the procedure.

Before the Customer calls the Response Center

There are several troubleshooting steps that the customer should complete before calling the Response Center. These steps can prevent extensive down-time and expensive service calls by enabling the customer to solve problems independently. These steps are fully explained in the section titled, "Troubleshooting Procedure". Ideally, the customer will have completed these steps before calling the Response Center, and also, reviewed the following questions and written the answers down. Either way, it is mandatory that you review the following questions with the customer, and verify whether the troubleshooting procedure was properly performed.

1) Have the customer check the expiration date on the plate packaging. If the expiration date has passed:
   - ⇨ Have the customer perform plate loading using a fresh batch of plates. If the problem persists, proceed to the next step.

2) Ask the customer the following questions (record the answers):
   - ✓ When was the last time Preventive Maintenance was performed, and by whom?
   - ✓ When was the last time the machine worked properly?
   - ✓ What was done since then? For example:
     - Was the machine moved?
     - Was the machine cleaned?
     - Was a new batch or type of plates used?
   - ✓ Was an error message displayed on screen? If yes, what did it say (include numbers, if any).
   - ✓ What is the software version?
     - ⇨ In the PC Controller, select **Utilities > Machine Info**. The version is displayed.
   - ✓ Do you use custom-sized plates, or cut plates to a custom size yourself?
   - ✓ Does the problem happen all the time (with all plates), or just some of the time? For example,
     - With a particular plate brand, type and/or size?
     - Does the problem seem to be a random occurrence?
   - ✓ What are the temperature and humidity levels in the plate storage room? For example,
     - Do they adhere to the plate manufacture’s guidelines? If not, in what ways?
     - Does the temperature fluctuate radically?

- ✓ What is the wall air pressure level? Check the gauge on the wall unit and verify that the level is not less than 6 bar, and that it is constant. If it is not:
  - ⇨ Contact the person who is responsible for this type of maintenance in your building. If the problem cannot be resolved:
  - ⇨ Schedule a field service call.

Troubleshooting Procedure

1) Verify that the appropriate values are entered for the following plate separation parameters in the Registry (walk the customer through the process and write down the answers):

   Note: It is recommended to use the default values for these parameters.

   - ✓ HKEY_LOCAL_MACHINE\SOFTWARE\Scitex\Projects\Lotem800V\IOOBJECTS\Loading System\Load Plate\From Cassette To Punch Entry Stage\Y Plate High Up In Cassette (Rel)(mm)+Y Plate Rel Up In Cassette (mm)
   - ✓ HKEY_LOCAL_MACHINE\SOFTWARE\Scitex\Projects\Lotem800V\IOOBJECTSY\Loading System\Load Plate\From Cassette To Punch Entry Stage "X Rel Backward For 03 (mm)
   - ✓ HKEY_LOCAL_MACHINE\SOFTWARE\Scitex\Projects\Lotem800V\IOOBJECTSY\Loading System\Load Plate\From Cassette To Punch Entry Stage "Y Above Air Nozzle (mm)
   - ✓ HKEY_LOCAL_MACHINE\SOFTWARE\Scitex\Projects\Lotem800V\IOOBJECTSY\Loading System\Load Plate\From Cassette To Punch Entry Stage\"Number Of Plate Backward Separation"
     - ⇨ Schedule a field service call and inform the field service representative of the values. Inform the customer as to the time and date of the call. Recommend that, until the field service representative arrives, the customer try the following workaround:

       Note: The workaround is a temporary solution only, and is not meant to replace the field service call.

       - ⇨ When loading the plates in the Cassette, lift each plate and scrunch the slip sheet (paper) underneath with your hand. This may prevent the paper from sticking to the plate.

2) Inspect the plates in the Cassette. Look for:

   - ✓ Defects or dirt: May indicate manufacturer’s defect, or damage that was caused to the plate either during handling or due to bad storage conditions, such as extreme hot or cold. Look for the following:
     - ✓ Rough or poorly cut edges.
     - ✓ Sticky substance on the plate or plate edges.

✓ Condensation on the plate.

Note: Condensation usually is formed on plates when they are moved from a cold environment (such as the plate storage room) to a warmer one (such as the workroom). If condensation is found, move each plate batch into the workroom at least four hours before loading, and allow them to acclimate until dry.

If defects or dirt are found:

⇨ Load new, clean, dry and undamaged plates. If the problem persists, proceed to the next step.

3) In the Cassette, remove the uppermost plate to expose a sheet of paper, as required, gently peel the paper off of the upper plate and look for signs of excess static electricity. If found:

✓ Check the humidity level in the plate storage/workroom. If it does not meet specifications:

⇨ Instruct the customer as to ways in which humidity levels can be increase to meet specifications (for example, using extra humidifiers), and schedule a field service call. Also:

⇨ Instruct the customer to "fan" the plates before loading them into the Cassette.

4) Perform plate loading using dry, undamaged plates (inspect the plates before loading them into the Cassette). Verify that:

✓ The loading sequence is smooth and correct. If the problem persists:

⇨ Verify Air Nozzle function. Walk the customer through the following steps:

- Remove the Cassette from the machine.
- Open the Front Door.
- In the PC Controller, select **Utilities > Hardware**. The Hardware dialog box is displayed.
- In the Hardware tree, double-click **Loading System > Loading Plate To Drum > Solenoids/Valves > Cassette Inside Air Valve**. The Cassette Inside Air Valve dialog box is displayed.
- In the Cassette Inside Air Valve dialog box, select the Operation tab.

  Note: If necessary, have someone help you with this next step by either clicking the button in the PC Controller, or by standing by the front of the machine and verifying Air Nozzle function, as follows.
- Place your finger at the opening of the Air Nozzle on the right front of the Disposal Roller Bar and, in the Operation tab, click the **Start** button to activate the air flow (click again to deactivate). Repeat this step for the Air Nozzle on the left front of the Disposal Bar. Verify that:

✓ A substantial puff of air blows from both nozzles. If it does not:

⇨ Schedule a field service call.

⇨ Repeat the process for the Outside Air Valve (the two Air Nozzles near the center of the Disposal Roller Bar, as follows:

- In the displayed Cassette Inside Air Valve dialog box, select **Cassette Outside Air Valve** from the **Switch** drop-down menu. Then, verify the function of the Air Nozzles near the center of the Disposal Roller Bar, as described in the above procedure.

✓ Verify that the air is clean and dry. If it is not:

⇨ Schedule a field service call.

Before You Finish

Before disconnecting the remote service call, complete the following:

1) If you have not scheduled a field service call, have the customer expose several plates of different sizes (at least three), and verify that the problem is resolved.

   Note: This is a very important cost-saving step that can prevent service visits for the same problem.

2) Verify whether the customer is responsible for performing Preventive Maintenance procedures on the machine, or Creo is responsible.

   ✓ If the customer is responsible:

   ⇨ Verify that Preventive Maintenance is being performed properly and regularly. Remind the customer of the importance of performing the Preventive Maintenance procedures properly and regularly, and provide instructions, as required.

   ✓ If Creo is responsible:

   ⇨ Verify the service record, and either:

   - Schedule a field service call, or
   - Alert the service department so that they can contact the customer and schedule the service call.

   Note: Inform the customer as to the action taken.

See Also

Lotem 800 Plate Loading Sequence

Suggested Keywords

Stuck

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