Lotem 800 - Troubleshooting

Problem: Plate Stuck in Punch

Problem Description:

During loading, the plate gets stuck in the Punch. The machine stops and an error message is displayed.

Error Message:

"Punch motor dont get back to Hp" (8608, 4626)

"Punch motor error" (4603)

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:

- Punch problems
- Double loading

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 keep any damaged plates.
2) Ask the customer the following questions (write down the answers):
   - ✓ 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.
   - ✓ 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?

Troubleshooting Procedure

1) Open the Front Door of the machine.
2) Remove the plate(s) from the machine. If required, close the Front Door and release the punch, as follows:
   - In the PC Controller, select **Utilities > Hardware**. The Hardware dialog box is displayed.
   - In the Hardware dialog box, double-click **Punch System > Motors > Punch Motor #X** (where **X** is the number of the Punch that is stuck). The Punch Motor dialog box is displayed.

     Note: If you are not sure which Punch needs to be released, release each punch one by one, as described below.
   - In the Punch Motor dialog box, select the Operation tab. The Operation tab is displayed.
   - In the Operation tab, click **Start**. The punch is opened and the plate can now be removed.
   - Optional: Select another Punch from the Motor drop-down menu and click **Start** to release that Punch. Repeat this step, as required. Verify that:

   ✓ The Punch is released. If it is not:

   ⇨ Schedule a field service call.
3) In the removed plate, visually inspect the area that is, or should have been punched. Look for:

   ✓ Rough edges.

   ✓ Partial cut.

   ✓ Dent instead of a punched hole. If found:

   ⇨ Schedule a field service call.
4) Visually inspect the Punch. Look for:

   ✓ Damaged and/or missing Punch Guides. If one or more of the Punch Guides is either damaged and/or missing:

   ⇨ Ask the customer whether the guide is missing from the Spiral Punch or a custom punch. Then, order the Punch Reliability FCO #27707, Version B, have it shipped to the customer, and schedule a field service call.

   ✓ From the front of the machine, shine a flashlight on the hole under the Punch Rod and look for debris, plate slug and/or dirt in the Punch Hole. If found:

   ⇨ Pass the edge of a plate (preferably a used one) back and forth through the Punch to clear the slug and/or debris.

   ✓ Further inspect the area, and verify whether the Punch Rod extends into the Punch Entry area. If it does:

   ⇨ Schedule a field service call.

✓ If two plates are found stuck in the Punch (double loading), refer to the troubleshooting document titled, Double Loading.

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 repeat service calls 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 field service call.

   Note: Inform the customer as to the action taken.

See Also

Double Loading

Suggested Keywords

Double Loading

Missing Punch Guides

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