# Lotem 800 - Troubleshooting

## *Problem: Unexposed areas on the plate near the Tail Gripper (Tail Margin)*

## *Problem Description:*

Plate exposure appears to proceed without problems. After unloading and processing, unexposed areas are discovered near the Tail Margin (the plate edge that was held by the Tail Gripper).

## *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:*

- Defective plate edge
- Problematic plate size
- Loading Roller malfunction
- Debris in Tail Gripper
- Tail Gripper or Spoiler out of alignment
- Malfunctioning Drum vacuum holes
- Drum Vacuum and/or Vacuum Pump malfunction

## 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 processed 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?
     - Did plate fly-off occur (did the plate detach from the Drum during loading)?
   - ✓ 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?

- ✓ 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:
  - ⇨ Have the customer 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) Inspect the processed plate(s). Look for:
   - ✓ Defective plate edge: May indicate manufacturer's defect, or damage that was caused to the plate during handling. If found:
     - ⇨ Load new, undamaged plates. If the problem persists, proceed to the next step.
   - ✓ Bent corners: May indicate use of a problematic plate size. This may cause the Tail Grippers to hit and bend the corner(s) of the plate during loading. The plate edge may also partially extend over the Drum Vacuum Groove during loading. If found:
     - ⇨ Check and make note of the plate size.

       **Note:** Measure the plate using a ruler or tape measure.
       - ⇨ Schedule a field service call.
2) Check the Cassette. Verify that:
   - ✓ Plates are properly loaded and positioned in the Cassette. If they are not:
     - ⇨ Have the customer load plates into the Cassette and provide instructions as to the proper procedure.
3) Use a spirit level to verify that the machine is properly leveled. If it is not:
   - ⇨ Have the customer describe the manner in which the spirit level was used to check machine leveling. If it was not done correctly, instruct the customer as to the proper method, if possible. If the machine is not properly leveled, schedule a field service call.
4) Open the Rear Door and, from the rear of the machine, manually turn the Drum until the Tail Gripper is accessible. Manually move the Tail Gripper to the pre-load position (as shown in the label on the upper panel of the machine—this enables you to thoroughly inspect the drum). Verify that:
   - ✓ The Drum is clean. Refer to the User Guide for details. If it is not clean:
     - ⇨ Clean the Drum using a lint-free cloth.

5) Inspect each Tail Gripper, especially underneath the Spoiler. Look for:
   - ✓ Debris, dirt and/or plate ablation. If found:
     - ⇨ Have the customer clean each Tail Gripper and the Spoiler, as follows, and provide instructions as to the proper procedure.
       - Open each Tail Gripper by pressing the V-groove on each one.
       - Remove any dirt and/or debris by passing a piece of plate back and forth under each Tail Gripper and the Spoiler, as required.

       **Note:** Be sure to wear protective gloves when handling the piece of plate.
6) Check the date on which the Drum vacuum holes were last cleaned, and to what depth. Inspect the vacuum holes. Look for:
   - ✓ Debris or dirt. If found:
     - ⇨ Have the customer clean the Drum vacuum holes and provide instructions as to the proper procedure. Explain the importance of cleaning the vacuum holes properly (to a depth of 1 inch) and regularly.
     - ⇨ Perform plate loading using undamaged plates (inspect the plates before loading them into the Cassette). Be sure that there is no emulsion on the plate edges, and that they are not damaged or too cold to use due to poor storage conditions. Schedule a field service call.

## Before You Finish

Before disconnecting the remote service call, complete the following:

1) If you did not schedule a field service call, have the customer expose several plates of different sizes (at least three), and verify that the problem is resolved. If the problem persists:
   - ⇨ Schedule a field service call.

   **Note:** This is a very important cost-saving step that can prevent repeat service calls to take care of 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 service visit, or:
- Alert the service department so that they can contact the customer and schedule the service visit.

**Note:** Inform the customer as to the action taken.

## *See Also*

## *Suggested Keywords*

Tail Gripper

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