

# Service Report USB Duplimates (nos ≥1000)

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 WINDUP

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](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 white spirit or alcohol.
- iv. Clean (without using any liquid) the shafts in the card-path. 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.

If problem persists, check that the bolt at the pivot is not too tight!

### 3. READER

Dismantle the reader. Clean “the eye”. Also clean the metal parts that come in contact with the cards. Check that the top part (“the barcode reader vent”) has a straight angle towards the hopper. If not, replace!

### 4. DRIVING MECHANISM

- i. Clean the first small roller that the orange bands move about. Add a small amount of ATF oil (automatic transmission fluid) to the shaft (see [video](#)).
- 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 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. 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.

### 6. TEST

Test ≥32 duplications.



Please go back to the Help page and click the links there if the video instructions wouldn’t show.