

## Trouble Shooting Guide V1.0

TROUBLE SHOOTING		
SYMPTON	POSSIBLE CAUSE	CORRECTIVE ACTION
Pressing the Power button does not turn the machine ON	The power cord may not be inserted all the way into outlet	Fully Insert plug into outlet  Make sure the outlet has power
Status Indicator Red:	Door Error Indicator Red:  Paper Jam Error Indicator Red:  Film Empty Indicator Red:  Cutter Error Indicator Red	Remove any paper from the feeder tray. Open and Close both the laminator door and the feeder door. Ensure they are fully closed  Open the feeder door, and remove any paper from the feeder tray. Close the feeder door.  If the above does not clear the error, press and hold the RUN button for 10 seconds to manually feed film. Film should begin to exit the machine and Jam should clear.  If Jam error remains, open laminator door and look to see if film leader is caught on an obstacle or the rollers. DO NOT CUT the film. Lift-up the film leader and replace it in proper position. Shut Laminator door and hold the run button for 10 Seconds.  Cartridge End of Roll label has been detected. Replace the film cartridge with new cartridge and shut the laminator door.  The cutter could not initiate a cut, or did not finish a cut.  Press the manual cut button one time to try and activate the cutter. Not resolved, try the following:  Observe the film at the exit of the laminator to see if the film is not cut or partially cut.  Film is <b>not</b> cut: Press and hold the RUN button for about 10-20 seconds to manually advance the film. If there is laminated media in the exit of the laminator, hold the RUN button until the media has fully exited the laminator. Now press the manual cut button to see if the cutter is activated.  Film is <b>Partially</b> Cut: Open the laminator door and look to see if you can see the trimmer blade. It will be near the back of the laminator partway through the film. Using scissors cut the film hanging out the exit of the laminator. Then using caution <u>not to put your fingers near the trimmer knife</u> , carefully remove the cartridge. Close the laminator door and try to manually cycle

Status Indicator Red Continued:	Cutter Error Indicator Red Continued:	<p>the cutter. If the cutter works Re-insert your cartridge. Might need to trim off the leading edge of film where the cutter jammed. If you need to trim the film <u>leave 4 inches (100mm) of sealed film as the cartridge leader</u>. Re-insert the cartridge. The machine once warmed-up will automatically thread the film and activate the trimmer.</p> <p>If the cutter does not work after the above steps contact GBC customer service for warranty repair.</p>
Film Wrinkles on output	Film Misaligned	<p>Press and hold the RUN button to manually advance the film. After 5 – 20 inches (125 – 500mm) of film has been advanced the wrinkle should work themselves out. If wrinkle clear press the manual cut button and you are ready to begin.</p> <p>If wrinkles still present, open the laminator door. Grasp the film exiting the laminator and hold it Taut while closing the laminator door. Repeat above step and wrinkles should disappear.</p>
Film Edges are not evenly aligned.	Top and bottom rolls of film are not matched properly.	Press and hold the RUN button to manually advance the film. After 5 inches (125 mm). Grasp the film exiting the laminator and hold it Taut while closing the laminator door.
Documents are skewed in the film when exiting	Documents fed in skewed	<p>Before loading paper, try tapping the leading edge of the paper on a flat surface and then repeat with the bottom or top edge to get your paper properly squared.</p> <p>Insert your media in the auto feeder and slide the edge guide up to edge of your media.</p>
Experiencing frequent double feeds	Paper has heavy static	Try fanning the media or placing in a paper jogger prior to feeding it. If issues persist use the Manual Feed / Auto Cut mode.
Experiencing frequent mis-feeds	Rollers are slipping on media and do not feed sheets	Try fanning the media or placing in a paper jogger prior to feeding it. If issues persist use the Manual Feed / Auto Cut mode.