



Troubleshooting the 1611 and 1711 folding machines

When machine is turned on only a humming noise can be heard.

Check the belt and pulley under the operator side cover

Paper will not feed into the machine

Check for paper under the bridge (the metal piece between the feed wheel and fold rollers). Use a rewards card, letter opener, or another thin stick object to clear any paper from this area.

Check the feed wheel to see if it is turning. If it is not turning check the set screws on the feed wheel, the pulley and belt under the non-operator side cover.

Jamming

Clean the fold rollers. Dirty rollers can cause jamming.

Check for obstructions in the machine.

Check placement of the second fold table with the manual.

Folding incorrectly

Check for placement of the second fold table with the manual.

Check both fold table setting. There are two fold tables to adjust when using this machine.

Folder shuts off early

Check the stacking wheel position in the exit. If the exit sensor is uncovered for a few seconds the folder will shut off. There is a chart in the exit to help you select the correct location for the stacking wheels.

Check the feed wheel to insure it is clean and that the feed wheel is turning whenever the machine is on.

Feed wheel stops when machine is running

Check the set screws on the feed wheel to insure they are tight. If the feed wheel shaft is turning but the feed wheel is not turning the set screws are loose.

Check the clutch gear for proper lubrication. If the feed wheel shaft and feed wheel stop turning while the machine is running the clutch gear may be dry or it may have failed. If you follow the feed wheel shaft to the non-operator side of the machine you will find a gear mounted on the end of the feed wheel shaft, under the side cover. Oil the inside of the clutch gear with a light machine oil liberally. Use a light machine oil such as 3 in 1 or TriFlow, not WD40. If the clutch gear still does not work you will need to replace it.

Paper is skewed when folding

Adjust the skew knob at the top of the feed tray. Only turn the knob a quarter to half a turn at a time. Fold a few sheets and check the last sheet that comes out of the machine. If it is still skewed adjust it again. Always use a large stack of paper when adjusting the skew and insure the paper guides are tight against the paper.

The folder is taking too many sheets at one time

The retarder is too loose. Turn the adjustment on top of the machine $\frac{1}{4}$ turn at a time and test. Continue until the folder only takes one sheet at a time.

1711 ONLY

Machine beeps and stops folding

One of the fold tables has lost the connection to the logic board. Check the connections to the machine from the fold tables. When it beeps, check the yellow lights on the display. If the lights flash, that is the fold table with the problem.

Machine beeps while setting up fold

One of the fold table connections is loose or off. Check the display for flashing yellow lights. Whatever light is flashing that is the fold table to check.

Folds do not line up correctly when selecting a fold

Perform the fold table calibration. The logic board has lost its memory of where the fold table paper stops are positioned.