

SERVICE MANUAL 555e









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This manual contains part numbers for the 555es and 555esa model machines only. If you have a different model machine please contact *Better Packages* Machinery Support at **(877) 447-4832 Option 4** or <u>machsupp@itape.com</u>.

If you or your service team choose, machines may be sent in through your preferred distributor for maintenance by an authorized *Better Packages* service technician.

A list of all current distributors may be found on our website www.betterpackages.com.

Better Packages

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Safety Precautions

Must read before servicing equipment.



CAUTION: ALWAYS DISCONNECT YOUR MACHINE FROM ALL ENERGY SOURCES AND WEAR ALL PROPER PERSONAL PROTECTIVE EQUIPMENT (PPE) PRIOR TO CONDUCTING ANY MAINTENANCE.

- This machine is designed for sealing cartons with water activated tape. Any other use will void all warranties and any responsibility or liability of Better Packages, Inc.
- Read all Safety Precautions and Operating Instructions before powering on and using the machine.
- Any operator of this machine must be fully trained in the operation and safety.
- In the event of a malfunction or breakdown, grounding provides a low resistance path for electric current to reduce the risk of electric shock. This machine is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- Before connecting the machine to the power mains verify that the electrical ratings of the machine match the electrical supply intended for connection, otherwise do not connect. If the correct power is not available contact the reseller.
- Before maintenance or repair, disconnect the power cords from the electrical supply and protect the cables from any possible accidental connection carried out by unauthorized personnel.
- Keep the machine away from children and from personnel who are not authorized or adequately instructed in the use of it.

Technical Data

Size: 20"Lx12.5"Wx12"H (51 x 32 x 30 cm)

Dispensing Speed: Up to 45" (114 cm) per second

Water Bottle Capacity: 2 pints 2 oz. (1 liter)

Shipping Weight: 32 lbs. (15 kg)

Power Requirements: 555es, eSA, eL, eLA – 115 volts, 60 Hz, 4 Amps

555eMA, eFA – 220/240v, 50 Hz, 2 Amps

555eJA - 100V, 50/60 Hz, 4 Amps

Tape Width: 1-1/2" to 3" (3.8 to 7.7 cm) wide

Maximum Roll Size: Up to 1000 ft. of tape

Up to 10" diameter roll(25 cm)

All specifications subject to change without notice

Model	Length, Unit of Measure	Voltage	Country Continent Used
BP555e S	Short, Inch	115V 60Hz	US/Canada (1)
BP555e SA	Short, Inch	115V 60Hz	US/Canada (1)
BP555e L	Long, Inch	115V 60Hz	US/Canada (1)
BP555e LA	Long, Inch	115V 60Hz	US/Canada (1)
BP555e M	Metric	230V 50Hz	Europe (2)
BP555e MA	Metric	230V 50Hz	Europe (2)
BP555e J	Metric	100V 50/60Hz	Japan (1)
BP555e JA	Metric	100V 50/60Hz	Japan (1)
BP555e F	Short, Inch	230V 50Hz	Far East (1)
BP555e FA	Short, Inch	230V 50Hz	Far East (1)

¹⁾ Tape gummed side in, (2) Tape gummed side out

Tape Jams

• Interference when Tape in Motion

- ♦ Operator grabs the tape before it stops dispensing
- ♦ Tape hits box or other object while dispensing.

Tape Path Dirty

♦ Tape path must be free of dirt, glue and tape. Keep in mind that the feed wheel is pushing tape forward after leaving it. Therefore, a tape piece or other obstruction will divert the tape from its normal path and will cause a jam.

• Tape Pieces Stuck in Machine

♦ After a tape jam or at the end of a roll a tape a small piece of tape may be left in the machine tape path.

Verify that any piece of tape, however small, has been removed from the machine after clearing a tape jam.

• Brushes Positioned Incorrectly

- ♦ The brush ferule must be snapped under retaining clip.
- ♦ Long bristle edge must face towards the front of machine

• Moistening Brushes Worn

- ♦ Hole or depression worn into surface of bristles causing tape to catch
- ♦ Clumps of glue interfering with tape motion
- ♦ This issue may be worse when the brushes are dry, and may be fine after fully moistened.

• Lower Heater Plate

- ♦ Not snapped up and together with heater plate
- ♦ Bent Lower plate should not be curved so as to create a pinch point with the heater plate
- ♦ Dirty glue or tape stuck to top of plate

• Roll Guide Mis-adjusted

- ♦ Roll guides in wrong slot with too much side clearance which allows roll to wobble excessively.
- ♦ Roll Guides too tight against sides of roll causing excessive drag.

• Blade Height Needs Adjusting (feed wheel adjustment too tight)

- ♦ Tape hitting blade
- ♦ Tape jumping over blade or left -hand corner of tape folded over
- Tape issues damaged, frayed, excessive curl, extremely thin or thick, requiring feed wheel adjustment.
- Upper Tape Plate missing, bent, or incorrect position
 - ♦ Tape must move freely under the plate, all the way up to the blade.

Poor Cutting

- ♦ If the blade is cutting poorly or incompletely
- Heater Plate Bent
- Blade Oiler felt separating from holder and interfering with tape

Tape Strips Too Short

The machines measures the tape length by counting the number of pulses from the length encoder. Each time one of the small cutouts in the encoder wheel passes in front of the optical switch a pulse is produced. When the programmed number of pulses is reached the machine turns off the motor and cuts the tape. The most likely cause for short lengths is the feed wheel slipping on the tape.

Slippage

If the blade height is not adjusted correctly sufficient pressure may not be exerted on the tape by the feed wheel. To test this:

- 1. Open the cover and insert a strip of tape under the Feed Wheel, as if you are loading tape.
- 2. To the right is a small lever, lift up on this lever. The Blade should rise when this happens.
- 3. Attempt to pull the tape out from under the Feed Wheel.
 - a. If it removes too easily the Feed Wheel will need to be tightened
 - b. If you cannot remove the tape the Feed Wheel is too tight and will need to be loosened.
 - c. If the tape can be removed with a constant pull force pull force, clean the feed wheel

Adjust blade height if needed.

Reference the section Feed Wheel / Blade Height Adjustment for instructions

A dirty or oily feed wheel may slip on the tape. Clean the surface of the feed wheel that contacts the tape with a mild cleaner and a clean cloth.

If left hand corner of tape is folded over the blade is not high enough for the tape to pass through unobstructed, adjust the blade height.

Tape Strips Too Long

If the controller board does not see all the encoder pulses the tape produced will be long.

- Encoder Problem
 - ♦ Verify the length encoder is plugged into the controller board and none of the wires are broken.
 - If a bad encoder sensor (optical switch) is suspected, swap in a known good one to confirm.
- Controller Board
 - ♦ If the encoder is good, then the controller board is suspect, swap in a know good controller board to confirm.

If there is a constant feed or extremely long tape pieces either the length encoder or controller board will need to be replaced.

Tape Feeds Slowly

If the tape roll is free to turn and there is no tape jammed in the machine, the most likely reason is bad tape wetting brushes. Other issues could be

- Motor brushes worn
 - ♦ Brushes will supply years of use under normal conditions, but may wear out and need to be replaced.
- Motor defective
 - ♦ If motor brushes are good the motor may need to be replaced.
- CodeTaper
 - ♦ If a CodeTaper is being used, verify tape is not binding in it and that the tape can be pulled freely through it.
- Low line voltage
 - ♦ Low line voltage can slow the motor speed down as much as 20%, but it will still dispense quickly. Usually the solenoid will chatter or the machine will stop dispensing tape all together by the time the line voltage is low enough to cause the tape to feed extremely slow.

Not Feeding Tape

If the power indicator lamp is illuminated but the motor does not start check the following:

- Interlock Circuit
 - ♦ Top cover open
 - Verify the top cover is fully closed and seated properly
 - ♦ Magnet missing
 - Verify that the small magnet located in the top cover is present. It should be found opposite of the magnet reed switch (1/2" diameter circular disk, or 1"X1/4" black rectangular switch depending on production year) in the left side of the from when the cover is completely closed. Only one magnet will be in either location. (Figure 1)
 - ♦ Interlock switch circuit not plugged in
 - Verify that the interlock reed switch is plugged into the controller board at the connector marked "interlock."



Figure 1

Always unplug your machine when performing service.



CAUTION: ALWAYS DISCONNECT YOUR MACHINE FROM ALL ENERGY SOURCES AND WEAR ALL PROPER PERSONAL PROTECTIVE EQUIPMENT (PPE) PRIOR TO CONDUCTING ANY MAINTENANCE.

Preventative Maintenance

Suggested preventative maintenance schedule:

Weekly

- Wash water brushed with mild soap; rinse well.
- Clean any accumulated tape dust with a dry brush or blower.
- Wash water tank with mild soap; rinse well.

Monthly

- Clean accumulated glue from blades using a scraper. (Don't scrape the cutting edge, the blade may dull and need replacement). Caution: The blade is sharp and can cut easily, be careful working around it.
- Apply light coating of light machine oil to back of blade.
- Add a few drops of light machine oil to felt pads.

Annually

- Thoroughly clean all accumulated pieces of tape, tape dust and any other foreign material from inside the machine with dry brush or blower.
- Clean bottom of heaters and pressure plates of accumulated glue.
- Oil upper and lower blades lightly with light machine oil.
- Clean all covers with damp rag.

Washing brushes

Water Brushes: Glue from the tape may accumulate and reduce the effectiveness of the moistening system. Wash brushes weekly with mild soap.

To remove any old dried adhesive, you will need to tilt the brushes to clear the retaining bracket. Be sure to replace the brushes in the tank correctly. See Figure 14-1. Facing the brushes in the wrong direction can result in poor moistening and tape jamming.

Place the brush into an empty water tank. The brush must be positioned with the longer bristles facing away from the machine. When unsecured the top of all bristles should be parallel with the top side edge of the water tank.

Firmly press the brush straight down. The brush base should be tightly pinched by the retaining bracket, keeping the brush secured in the tank. Bristles should remain parallel with side top edge of the water tank.

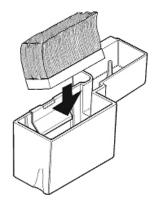


Figure 14-1

Cleaning the shear blades

For the dispenser to cut the tape well, blades need to be free of adhesive, dust etc. These materials need to be cleaned from the blade.



CAUTION: BE SURE THE DISPENSER IS OFF BEFORE PERFORMING ANY CLEANING OPERATIONS. BLADE IS SHARP.

Adjusting the amount of water applied to the tape:

- Adjust the height of the water bottle:
 - ♦ Higher to apply more water
 - ♦ Lower to apply less water
- Never use any dispenser for water-activated tape without a water bottle.
- Do not add water to the water bottle "whenever it looks low". This will always:
 - ♦ Cause over-wetting when the tank is first filled
 - ♦ Cause under-wetting when it needs to be refilled

Removal of Covers

This will act as the basic platform of how to remove the left and right covers from the machine safely they are the first steps in almost all of the procedures. Removing the covers is the first step in many maintenance procedures.

Removal of the left cover

- 1. Unplug the machine
- 2. Remove water bottle, tank and brushes
- 3. Remove the 5 screws holding on the left side cover (Figure 15-1)
 - a. Be cautions as the keypad ribbons could tear
- 4. Remove the keypad ribbons (Figure 15-2)
- 5. Remove the switch connector from the controller board (Figure 15-3)



Figure 15-1



Figure 15-2



Figure 15-3

Removal of the right cover

- 1. Unplug the machine
- 2. Remove water bottle, tank and brushes
- 3. Remove the 5 screws holding on the right side cover (Figure 15-4)

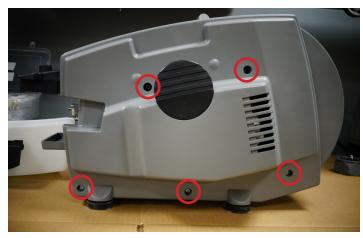


Figure 15-4

Fuses

There are two fuses located in the 555e series machine. One fuse is accessible and located on the connector plate, outside of the machine above the power connector. Another fuse is located on the controller board just after the power connector and below the transformer.

Tools needed:

- Flat head screwdriver
- Phillips head screwdriver



To change the fuse on the connector plate (part number ST-2341K)

- 1. Unscrew the fuse holder (Figure 16-1) (flat head screwdriver)
- 2. Remove old fuse and discard
- 3. Replace fuse with new one



Figure 16-1

To change the fuse on the controller board (part number ST-2128)

- 1. Remove the left side cover (Philips head screwdriver) by removing 5 screws (Figure 16-2)
- 2. Unplug keypad ribbon(Figure 16-3)
- 3. Remove old fuse with flat head screwdriver and discard (Figure 16-4)
- 4. Replace fuse with new one
- 5. Plug keypad back in
- 6. Replace left side cover

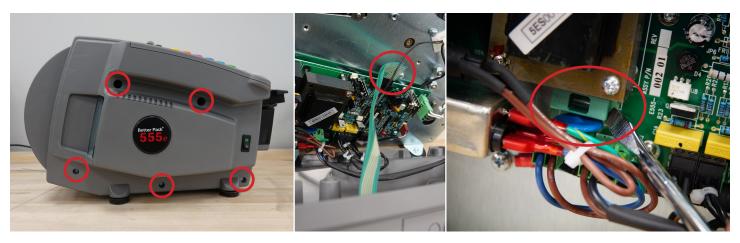


Figure 16-2 Figure 16-3 Figure 16-4

Control Board Replacement

Part Numbers

- ES Model
 - ♦ E55500201
- ESA Model
 - ♦ E55500101

Tools Needed

• Philips head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 4. Lay machine on its right side
- 5. Disconnect all connectors (Figure 17-1)
 - a. Power in
 - b. Power Switch
 - c. Solenoid
 - d. Motor
 - e. Heater
 - f. Length Sensor
 - g. RS232
 - h. Tape Sensor (ESA Model Only)
- 6. Remove 5 Philips screws holding the board to the frame (Figure 17-2)
- 7. Remove board from machine
- 8. Place new board in machine
- 9. Screw in 5 Philips screws into the 5 open spots on the board
- 10. Plug in all corresponding connectors
 - a. Power in
 - b. Power Switch
 - c. Solenoid
 - d. Motor
 - e. Heater
 - f. Length Sensor
 - g. RS232
 - h. Tape Sensor (ESA Model Only)
- 11. On left cover plug keypad ribbons back into controller board
- 12. Be sure not to miss any pins as this will effect the length selected
- 13. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 14. Replace water tank, brushes, and water bottle





Figure 17-1



Figure 17-2

Feed Wheel/ Blade Height Adjustment

When a dispense key is pressed the tape cutter blade and the lower feed wheel lift up. The machine has an adjustment set screw that sets the height of the blade and lower feed wheel. The adjustment sets the amount of pinch force between the upper and lower feed wheels. If the feed wheel does not grip the tape sufficiently, the tape can slip. When the tape slips an inaccurate measurement of the tape length occurs, resulting in a shorter than normal tape piece. If short or erratic tape lengths occur, the adjustment described below may need to be performed to correct the problem.

Tools needed

• 3/32" Allen wrench 4" long at minimum



Procedure

- 1. Unplug the machine
- 2. Open the top cover
- 3. Install the tape fully
- 4. On the right side of the feed wheel, lift up on the lever (Figure 18-1)
- 5. Test the tension on the tape by pulling the tape out from the back of the feed wheel see Figure 18-2 for direction
 - a. If tape is removed easily with little to no resistance the feed wheel will need to be tightened (clockwise)
 - b. If tape is very difficult to remove the feed wheel will need to be loosened (counterclockwise)
- Move the lever back to its home position and remove the tape from the machine

- 7. Turn the machine around so you are looking into the cavity where the tape roll sits
- 8. Locate the feed wheel adjustment access hole, it will be between the slide guides (Figure 18-3)
- 9. Use a 3/32" Allen wrench to make the needed adjustments from step 4
 - a. Tighten or loosen in half turn increments
- 10. Insert a strip of tape under the feed wheel and lift up on the lever
- 11. Pull the tape out from under the feed wheel.
 - Proper tension is achieved when the tape is pulled taught and can be removed with a fair amount of resistance
 - a. If this is not how it feels repeat steps
 8 through 10 until proper tension is
 achieved



Figure 18-1



Figure 18-2



Figure 18-3

Keypad/Keypad Membrane Replacement

Part Numbers

- ES Model
 - ♦ E55500301 Membrane and Keypad
 - ♦ E55500301PAD Keypad Only
 - ♦ E55500301SW Membrane Only
- ESA/EFA Model
 - ♦ E55500302 Membrane and Keypad
 - ♦ E55500302PAD Keypad Only
 - ♦ E55500301SW Membrane Only

Tools Needed

- Philips head screwdriver
- Flat head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 4. Unplug keypad ribbons from controller board
- Remove the keypad bezel by inserting a thin flathead screwdriver in-between the keypad bezel and cover

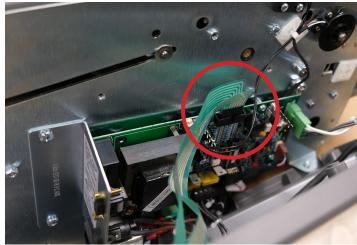


6. Remove keypad





- 7. If membrane needs replacement remove it pulling the ribbon through
- 8. If membrane replacement is needed place new membrane feeding ribbon cable through cover



- 9. Place new keypad
- 10. Snap the bezel cover back into place
- 11. On left cover plug keypad ribbons back into controller board
- 12. Be sure not to miss any pins as this will effect the length selected
- 13. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 14. Replace water tank, brushes, and water bottle

Feed Wheel Replacement

This is considered part of standard maintenance and typically is replaced along with the blade oiler (page XX) and/or heater assembly (page xx).

Part Numbers

• E55506500 - Feed Wheel

Tools needed

- Philips head screwdriver
- Flat head screwdriver
- 3/32" Allen wrench
- Needle-nose pliers or E-Clip Applicator
- 3/8" wrench

Procedure

- 1. Unplug the machine
- 2. Remove water bottle, tank and brushes
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Loosen the 2 nuts holding the motor to the frame

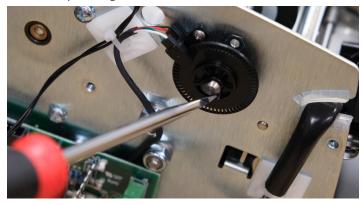


- 7. Push the motor closer to the front of machine giving drive chain some slack
- 8. Loosen set screw holding drive sprocket onto feed wheel shaft





- 9. Remove the drive sprocket from the shaft
- 10. With the flat head screwdriver lift up on the retaining stop on the encoder wheel while pressing the shaft from the side



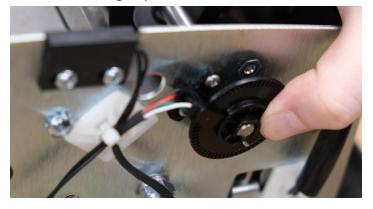
- 11. Using the flat head screwdriver remove the E-clip holding the washer in place, place your hand over and twist on the screwdriver. This will help if it flies off so you will not lose it.
- 12. Slide the washer and old feed wheel off the shaft. Be careful of the retaining pin as it may fall through the shaft.



- 13. Slide new feed wheel on, seat into retaining pin
- 14. Replace the washer
- 15. Using an E-clip applicator or needle-nose pliers replace the E-clip to hold washer and feed wheel in place.



- 16. Push shaft back through hole on left side while holding the encoder wheel in place
- 17. Align the flat side of the shaft with the corresponding flat in the encoder wheel and press into place until you hear the click of the retaining stop



18. Place the drive sprocket back onto the shafta. End of shaft should sit at end of chamfer on the inner diameter of the sprocket



Feed Wheel Replacement

Continued

- 19. Tighten set screw on sprocket
- 20. Push motor back until drive chain is tight



- 21. Tighten nuts holding motor in place
- 22. Replace the right cover (5 Philips screws)
- 23. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 24. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 25. Check feed wheel tension and make any adjustments needed. See page 17
- 26. Replace water tank, brushes, and water bottle

Front and Rear Cover Assembly

Part Numbers

- E55509801 Lift Roller Bracket Assembly
- E55503501 Top Cover Assembly
- E55503401 Rear Cover Assembly
- <u>E55506000 Rear Pivot Pin</u>
- <u>E55509000 Extension Spring</u>

Tools needed

- Philips head screwdriver
- Flat head screwdriver
- E-clip applicator or needle nose pliers

Procedure

- 1. Unplug machine
- 2. Remove water bottle, tank, and brushes
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Using flat head screwdriver remove the 2 E-clip retaining rings holding the bracket assembly to the right and left side frame.
- 7. Keep rings and washers in a safe place
- 8. Using flat head screwdriver remove the 2 E-clip



retaining rings holding the rear pin in place from the right and left side frame.

9. Remove the rear pin





- Remove the spring from the rear cover, the assembly should now come free of the machine body
- 11. Align the new cover



- 12. Press the rear pin back into place
- 13. Using an E-clip applicator or needle nose plier replace the clips on the pin
- 14. Replace the spring on the lower cover
- 15. Replace the washer on the bracket assembly
- 16. Using an E-clip applicator or needle nose plier replace the clip on the bracket assembly
- 17. Repeat step 13 & 14 for opposite side
- 18. Replace the right cover (5 Philips screws)
- 19. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 20. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 21. Replace water tank, brushes, and water bottle

Blade Oiler

Replacing the blade oiler is considered part of standard maintenance. Typically this is done at the same time as replacing the feed wheel and/or the heater assembly.

Part Numbers

• SA10XXK – Felt and Bracket Kit

Tools Needed

- Philips head screwdriver
- Needle nose pliers

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Loosen screw on the upper right side of frame holding the retainer bracket



- 7. Lift the retainer bracket
- 8. Remove the 2nd shaft that holds the oiler
 - a. Use caution as there is a spring under tension





- 9. To install the new one, put the shaft in from the left side. As the shaft is being inserted place the new oiler in and be sure that the shaft is going through the oiler
- 10. Do not put shaft all the way through. Place the oiler spring at the right side holding it with a pair of needle nose pliers.
- 11. The spring has to lay flat on the lower tape plate. Then you can get the shaft to go through the spring.



- 12. Now take the upper part of the spring that is being held with the pliers and bring it to the left of the oiler bracket where the bracket has a bend on it. Let the spring go.
- 13. Replace the retainer bracket
- 14. Tighten the retainer screw locking the bracket into place
- 15. Replace the right cover (5 Philips screws)
- 16. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 17. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 18. Replace water tank, brushes, and water bottle

Solenoid Repair

If your machine is making an electronic grinding noise when the tape is dispensing from the machine more often than not it is the solenoid that controls the cutter yoke assembly having dirty contacts. This is a relatively simple procedure that can be accomplished within an hour for someone with no experience and the right tools. If this process is followed and the noise persists please contact *Better Packages* Machinery Support at (813) 345-3070

Part Numbers

• E55504801 – Solenoid Shelf Assembly

Tools Needed

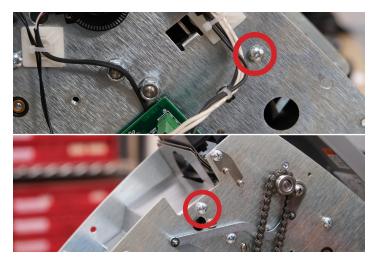
- Philips head screwdriver
- 80 Grit Sandpaper

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Remove the tank shelf (gray plastic housing bottom front of machine) by pulling down on the top while pressing in on the side retaining clips.



7. Remove the Baffle Safety (2 or 3 Philips screws depending on model)





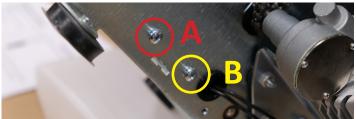
- 8. Remove the access plate (2 Philips screws)
 - Depending on the age of your machine the access plate and solenoid shelf might be a single piece



- 9. Remove the center spring
 - a. Clean out any tape debris



10. Remove front 2 screws (labeled A) from the solenoid shelf and loosen the back 2 screws (labeled B) allowing it to pivot



11. Pull the plunger from the solenoid



- 12. Using 80 grit sandpaper or emery cloth clean the contacts on the solenoid until shiny
 - a. Your solenoid contact should look like the top of the below image, the lower one will need cleaning



- 13. Repeat this process on the corresponding contacts on the plunger
- 14. Reinsert the plunger into the solenoid body
- 15. Align the solenoid shelf and replace the 2 front screws
- 16. Tighten down all screws on the solenoid shelf
- 17. Reinstall the spring
- 18. Replace the access plate
- 19. Reinstall the baffle safety
- 20. Snap the tank shelf back into place
- 21. Replace the right cover (5 Philips screws)

Solenoid Repair

Continued

- 22. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 23. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 24. Replace water tank, brushes, and water bottle

Solenoid Replacement

If your machine is making an electronic grinding noise when the tape is dispensing from the machine more often than not it is the solenoid that controls the cutter yoke assembly having dirty contacts. This is a relatively simple procedure that can be accomplished within an hour for someone with no experience and the right tools. If this process is followed and the noise persists please contact Better Packages Machinery Support at (813) 345-3070 for confirmation before replacing the solenoid. We recommend when replacing that whole Solenoid Shelf Assembly be purchased as the solenoid floats in the rubber feet. Depending on the age of your machine the access plate and solenoid shelf might be a single piece and you will need to purchase the access plate and corresponding screws as well see below for all part numbers.

Part Numbers

- E55504801 Solenoid Shelf Assembly
- (Optional) E5552350 Access Plate
- (Optional) EA70 Access Plate Screw QTY 2

Tools Needed

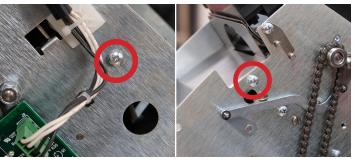
- Philips head screwdriver
- 3/8" wrench

Procedure

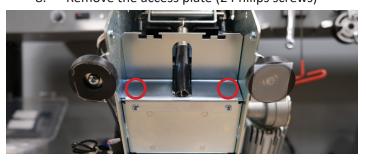
- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Remove the tank shelf (gray plastic housing bottom front of machine) by pulling down on the top while pressing in on the side retaining clips.



7. Remove the Baffle Safety (2 or 3 Philips screws depending on model)



8. Remove the access plate (2 Philips screws)



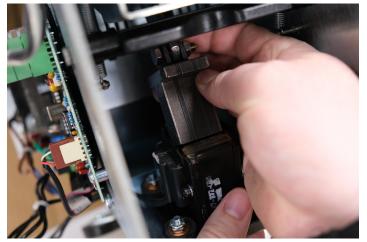
Remove the springa. Clean out any tape debris



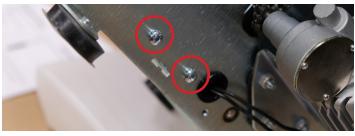
10. Unplug the solenoid from the controller board



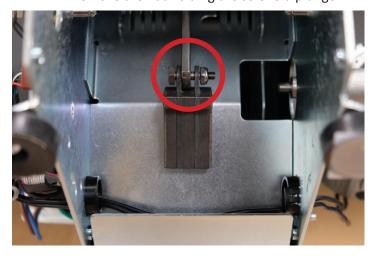
- 11. Pull the connector and wire through the frame of the machine
- 12. Pull the plunger from the solenoid



13. Remove 4 screws from the solenoid shelf



14. Remove the nut holding the solenoid plunger



- 15. On new solenoid shelf partially insert the back 2 screws so it can hang freely
- 16. Install the new plunger
- 17. Reinsert the plunger into the solenoid body
- 18. Align the solenoid shelf and replace the 2 front screws
- 19. Tighten down all screws on the solenoid shelf

Solenoid Replacement

Continued

- 20. Reinstall the spring
- 21. Replace the access plate
- 22. Reinstall the baffle safety
- 23. Snap the tank shelf back into place
- 24. Replace the right cover (5 Philips screws)
- 25. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 26. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 27. Replace water tank, brushes, and water bottle

Maintenance & Repair Thermostat Replacement

It is recommended that the heater parts be replace with a Better Packages supplied heater parts to maintain safety compliance.

If the heater is no longer functioning and the heater plates are clean and well maintained replacing the thermostat will most likely fix any heating issues.

When replacing the heater it is customary to also replace the blade oiler and feed wheel as they are wear items and the machine will be disassembled enough to conduct those replacements at the same time.

Part Numbers

ST2313 – Thermostat

Tools needed

- Philips head screwdriver
- Flat head screwdriver
- 5/16" Nut Driver

Procedure

- 1. **Unplug Machine**
- 2. Remove the water bottle, and tank assembly
- Remove right side cover (5 Philips screws) 3.
- Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- Unplug keypad ribbons from controller board 5.



- 6. Unplug the heater from the controller board
- Cut any ties that are holding down the wires for 7. the heater
- Loosen screw on the upper right side of frame 8. holding the retainer bracket





From the right side remove the shaft holding the heater assembly in place



- 10. Remove the heater and lower heat plate
- 11. Place the heater on a flat surface and remove the cap on the control knob (using a flat head screwdriver or razer knife if needed)



12. Remove the knob (5/16" nut driver)



- 13. Remove the brass washer
 - a. Do not lose it will be used again later



- 14. Flip the heater over
- 15. Remove the 3 Philips screws holding the heater together

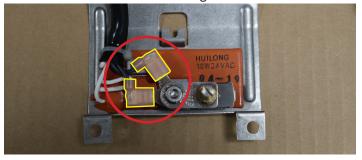


- 16. Remove the plastic washers
 - a. Do not lose they will be used again

Thermostat Replacement

Continued

- 17. Remove the slip on electrical connectors from the thermostat
- 18. Remove the nut holding the thermostat on



- 19. Discard the old thermostat
- 20. Place new thermostat



- 21. Replace the nut
- 22. Replace the electrical connectors
- 23. Reinstall the black cover with the 3 plastic washers and screws
- 24. Flip the heater over
- 25. Replace the brass washer
- 26. Replace the heater knob (5/16" driver)
- 27. Replace the heater knob cover
- 28. Place the lower heater plate in place on the new heater assembly
- 29. Reinsert the heater retainer shaft making sure it passes through both heater and lower heater plate
- 30. Optional recommendation replace the blade oiler (page XX)
- 31. Replace the retainer bracket
- 32. Tighten the bracket locking the shaft in place
- 33. Plug the new heater into the corresponding spot on the controller board
- 34. Use wire ties to keep heater wires in place
- 35. Replace the right cover (5 Philips screws)
- 36. On left cover plug keypad ribbons back into controller board
- 37. Be sure not to miss any pins as this will effect the length selected
- 38. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 39. Replace water tank, brushes, and water bottle

Heater Replacement

It is recommended that the heater be replace with a Better Packages supplied heater to maintain safety compliance.

When replacing the heater it is customary to also replace the blade oiler and feed wheel as they are wear items and the machine will be disassembled enough to conduct those replacements at the same time.

Part Numbers

• E55500701 - Top Heater Assembly

Tools needed

• Philips head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Unplug the heater from the controller board



- 7. Cut any ties that are holding down the wires for the heater
- 8. Loosen screw on the upper right side of frame holding the retainer bracket





- 9. From the right side remove the shaft holding the heater assembly in place
 - a. Remove old heater
 - Remove the lower heater plate (this will be reused)
- 10. Place the lower heater plate in place on the new heater assembly
- 11. Reinsert the heater retainer shaft making sure



it passes through both heater and lower heater plate

- 12. Optional recommendation replace the blade oiler (page XX)
- 13. Replace the retainer bracket
- 14. Tighten the bracket locking the shaft in place
- 15. Plug the new heater into the corresponding spot on the controller board
- 16. Use wire ties to keep heater wires in place
- 17. Replace the right cover (5 Philips screws)
- 18. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 19. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 20. Replace water tank, brushes, and water bottle

Part Numbers

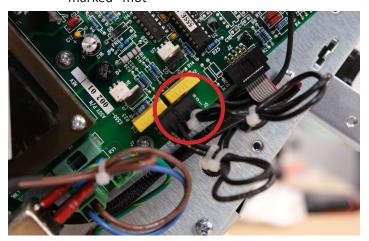
• E55504401 – Motor Bracket Assembly

Tools Needed

- 3/8" Wrench
- Phillips head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- Remove the connector from the controller board marked "mot"



7. Remove the 3 3/8" nuts holding the motor in place



8. Remove the old motor pulling the wires through the machine

Motor Replacement



- 9. Feed the new motor wire through and plug into connector on the controller board marked "mtr"
- 10. Place the drive chain on the new motor and bolt the bracket into place
- 11. The two 3/8" nuts holding motor to the bracket may need to be loosened for proper drive chain tensioning
- 12. Slide the motor back until drive chain is taught
- 13. Tighten 3/8" nuts locking motor in place
- 14. Replace the right cover (5 Philips screws)
- 15. On left cover plug keypad ribbons back into controller board
- 16. Be sure not to miss any pins as this will effect the length selected
- 17. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 18. Replace water tank, brushes, and water bottle

Tools Needed

- 3/8" Wrench
- Philips head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- 4. Loosen the 2 3/8" nuts holding the motor to the bracket (do not remove the nuts completely) (Figure 1)
- 5. Slide the motor toward the back of the machine until there is no more slack in the chain (Figure 2)
- 6. Tighten the 2 3/8" nuts locking the motor in place
- 7. Replace the right cover (5 Philips screws)
- 8. Replace water tank, brushes, and water bottle

Motor Chain Adjustment

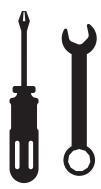




Figure 1



Figure 2

Part Numbers

• E55502301

Tools Needed

• Philips head screwdriver

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 4. Unplug keypad ribbons from controller board (Figure 1)
- 5. Unplug power and power switch connectors from the controller board
- 6. Remove 2 Philips screws holding connector plate to frame (Figure 2)
- 7. Remove the connector plate
- 8. Place new connector plate
- 9. Screw in 2 Philips screws connecting connector plate to frame
- 10. Plug the power and power switch into the controller board
 - a. Power on left, power switch on right
- 11. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 12. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 13. Replace water tank, brushes, and water bottle

Connector Plate Assembly





Figure 1



Figure 2

Part Numbers

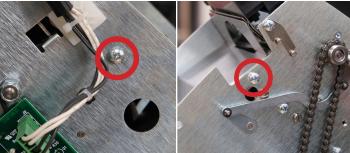
• FM20BXK - Blade Kit

Tools Needed

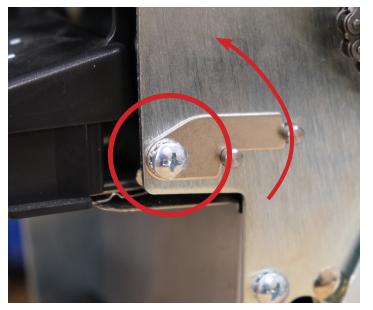
- Philips head screwdriver
- Flat head screwdriver
- Vice grip pliers

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove right side cover (5 Philips screws)
- Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 5. Unplug keypad ribbons from controller board
- 6. Remove the tank shelf (gray plastic housing bottom front of machine) by pulling down on the top while pressing in on the side retaining clips.
- 7. Remove the Baffle Safety (2 or 3 Philips screws depending on model)



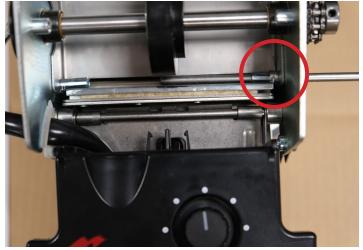
- 8. Loosen the screw on the upper right side of frame holding the retainer bracket
- 9. Lift the retainer bracket



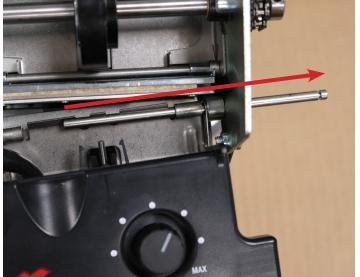
Shear Blade Replacement



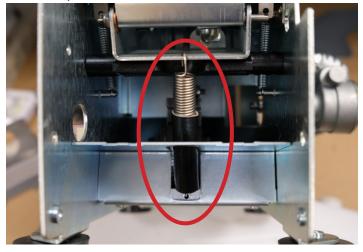
 Remove the 2nd shaft that holds the oiler
 Use caution as there is a spring under tension



- 11. Remove the shaft holding the heater and heat plate in place
 - a. The heater can remain plugged in, place to side of machine



12. Remove the spring that is fastened to the cutter yoke

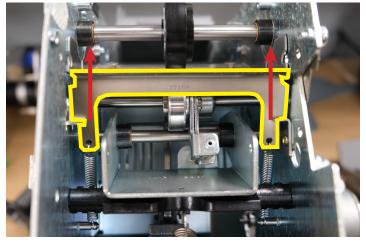


13. Loosen the pin that holds the blade in place by turning it counter clockwise with a flathead screwdriver. If the pin doesn't turn loosen the pin with a pair of vise grip pliers. You will also need a 3/8" wrench to hold the nut on the opposing side. Once the pin is loose remove it and remove the blade.

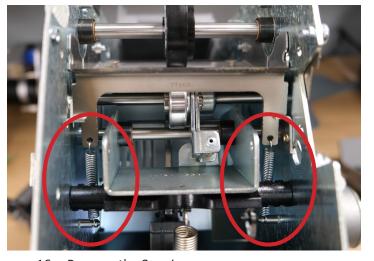


Shear Blade Replacement

14. Lift the upper blade out from the two holders to reduce tension on the springs



15. Remove the spring from the upper blade by unhooking the springs from the pins. Remove the blade.



- 16. Remove the 2 springs
- 17. Replace the 2 springs with new ones
- 18. Replace the upper blade and hook the springs onto the pins
- 19. Replace the lower blade with the new shaft
- 20. Replace spring back onto yoke assembly.
- 21. Reinstall the baffle safety
- 22. Snap the tank shelf back into place
- 23. Replace the right cover (5 Philips screws)
- 24. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 25. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 26. Replace water tank, brushes, and water bottle

Length Sensor Replacement

Part Numbers

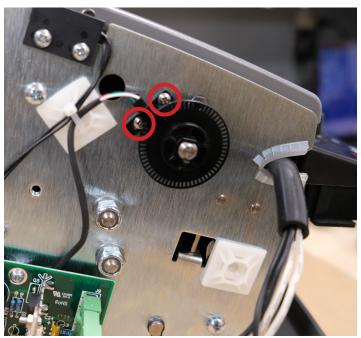
• E55506801 - Length Sensor Assembly

Tools Needed

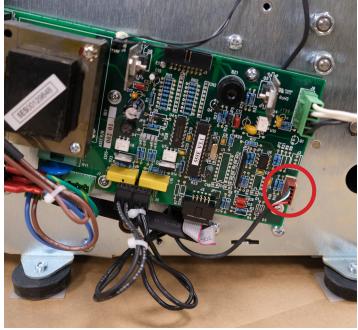
- Philips head screwdriver
- Zip cable tie

Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 4. Unplug keypad ribbons from controller board
- 5. Remove 2 Philip screws holding sensor to frame (Figure 1)
- 6. Cut tie holding sensor wire in place
- 7. Unplug sensor from controller board (Figure 2)
- 8. Screw 2 Philips screws into sensor holding it to frame
- 9. Plug new sensor into the controller board
- 10. Use cable tie to secure wire to machine
- 11. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 12. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 13. Replace water tank, brushes, and water bottle









Tape Sensor (ESA Only)

Part Numbers

• E55506901

Tools Needed

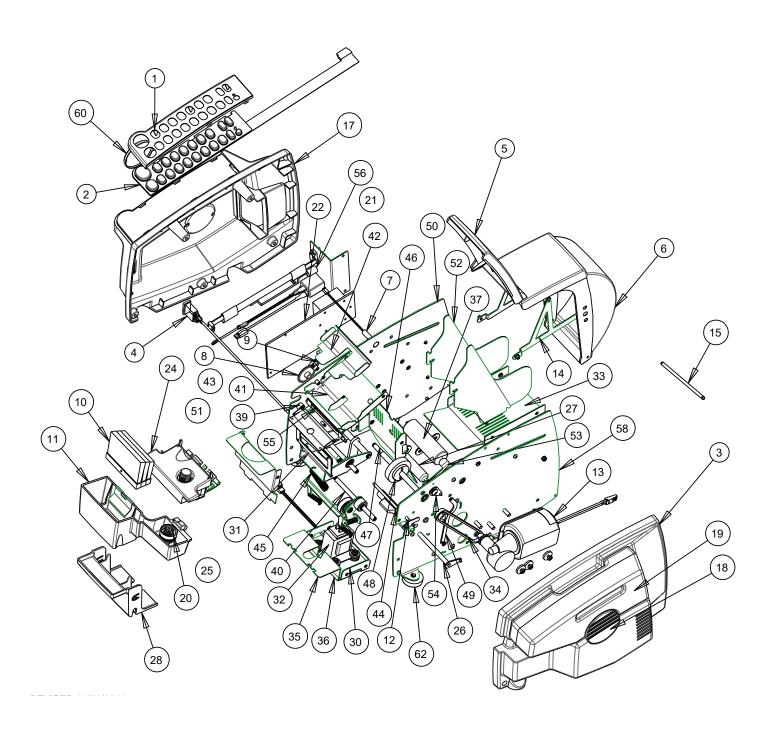
- Philips head screwdriver
- Zip cable tie

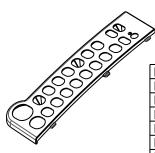
Procedure

- 1. Unplug Machine
- 2. Remove the water bottle, and tank assembly
- 3. Remove left side cover (5 Philips screws) be careful as the ribbons connecting the keypad can be ripped easily.
- 4. Unplug keypad ribbons from controller board
- 5. Remove sensor from heater assemble it should twist and pull out
- 6. Remove connector from controller board
- 7. Cut cable tie
- 8. Remove old sensor
- 9. Snap new sensor into place on back of heater assembly
- 10. Run wire to controller board
- 11. Plug into controller board
- 12. Use cable tie to secure wire to machine
- 13. On left cover plug keypad ribbons back into controller board
 - a. Be sure not to miss any pins as this will effect the length selected
- 14. Reinstall left cover be sure not to pinch or drive a screw through the keypad ribbons.
- 15. Replace water tank, brushes, and water bottle

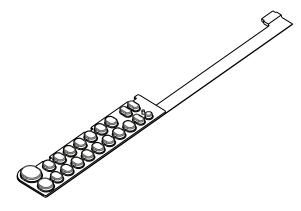


Parts Listing

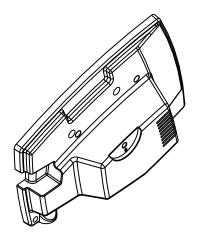




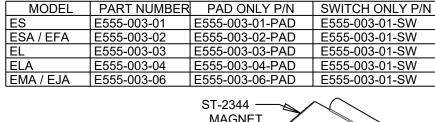
_ITEM	1 - BEZEL
MODEL	. PART NUMBER
ES	E555-039-01
ESA	E555-039-02
EL	E555-039-03
ELA	E555-039-04
EMA	E555-039-06
EJA	E555-039-08
EFA	E555-039-10

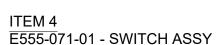


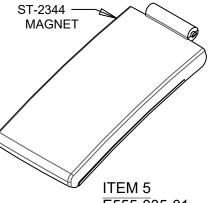
ITEM 2 - MEMBRANE SWITCH PAD ASSY











E555-035-01 **TOP COVER ASSY**





E555-270-01

MAGNETIC PROXIMITY SWITCH ASSY

ITEM 8 E555-150-00 -

PLASTIC ENCODER DISK

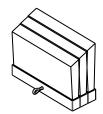
SEE NOTE BELOW

BLACK MAGNETIC PROXIMITY SWITCH ASS \bar{Y} NOTE:

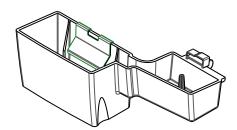
METAL ENCODER DISK IS NO LONGER AVAILABLE REPLACE METAL ENCODER DISK WITH PLASTIC ENCODER DISK. CONVERTING TO PLASTIC DISK REQUIRES A COMPATIABLE FEED WHEEL ASSY (ITEM 47 - P/N E555-024-01) WHICH MUST BE ORDERED SEPARATELY



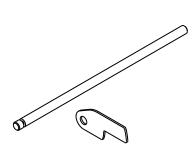
ITEM 9 E555-068-01 SENSOR LENGTH ASSY



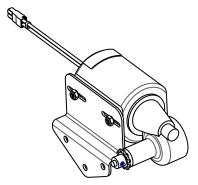
ITEM 10 E555-132-01 - BRUSH ASSY



ITEM 11 E555-033-01 - TANK ASSY

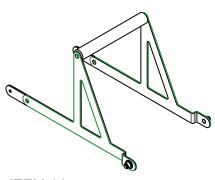


ITEM 12 E580-SA, PIVOT ROD E580-RA, RETAINER



ITEM 13 - MOTOR BRACKET ASSY

MODEL	PART NUMBER
ESA / ELA EL / ES	E555-044-01
EFA / EMA	E555-044-02
EJA	E555-044-03



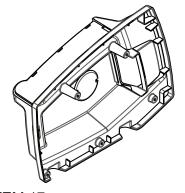
ITEM 14 E555-098-01 ASSY, LIFT ROLLER BRACKET



ITEM 15 E555-060-00 REAR PIVOT PIN



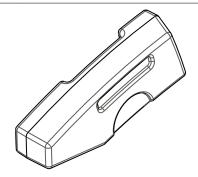
ITEM 16 E555-090-00 SPRING, EXTENSION-SWIVEL ENDS



ITEM 17 E555-030-00 - LEFT COVER



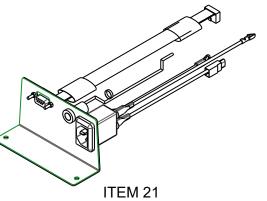
ITEM 18 E555-037-00 BOTTLE RETAINER



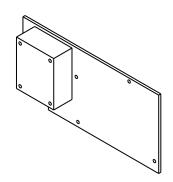
ITEM 19 E555-036-00 - WATER BOTTLE



ITEM 20 E555-160-01 ASSY, BOTTLE CAP

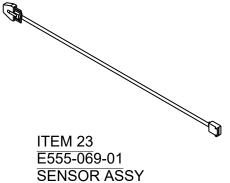


E555-023-01 CONNECTOR PLATE ASSY



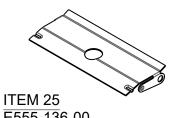
ITEM 22 - ASSY, E555 BOARD

MODEL	PART NUMBER
ESA	E555-001-01
ELA	E555-001-02
EL	E555-002-02
ES	E555-002-01
EJA	E555-001-03
EFA / EMA	E555-001-06

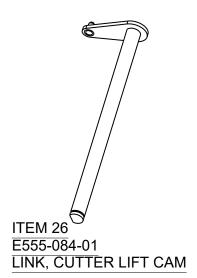


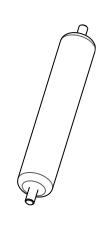
0-01 ITEM 24

<u>ITEM 24</u> <u>E555-007-01 - TOP HEATER ASSY</u>

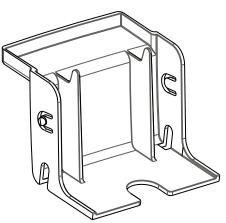


E555-136-00 LOWER HEATER PLATE

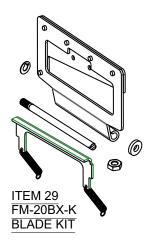


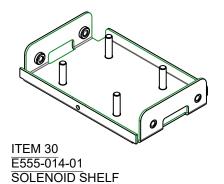


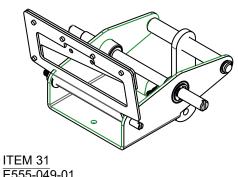
ITEM 27 E555-051-01 ROLLER ASSEMBLY



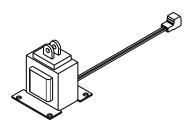
ITEM 28 E555-032-00 - TANK SHEL



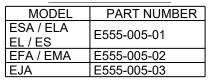


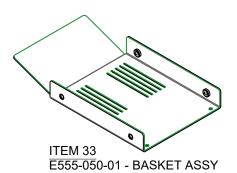


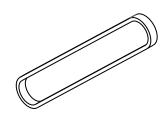
E555-049-01 CUTTER YOKE ASSY



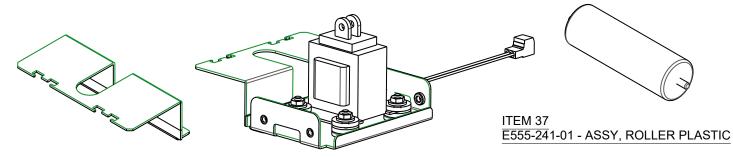
ITEM 32 - SOLENOID







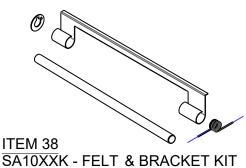
ITEM 34 ND116 - MOTOR CHAIN



ITEM 35 E555-235-0 - ACCESS PLATE

ITEM 36 - SOLENOID SHELF ASSY

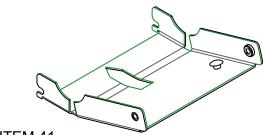
MODEL	PART NUMBER
ESA / ELA EL / ES	E555-048-01
EFA / EMA	E555-048-02
EJA	E555-048-03



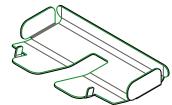
ITEM 40

17 (IT F

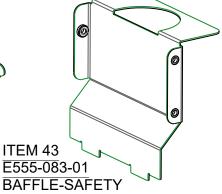
ITEM 39 FM-18 - SHEAR GUIDE ROLLER E555-053-01 IDLER ASSY



ITEM 41 E555-137-01 - LOWER TAPE PLATE



ITEM 42 E555-018-00 UPPER TAPE GUIDE

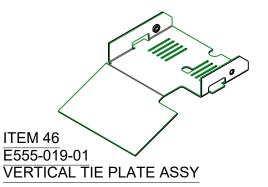


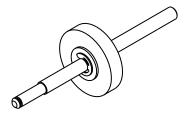
ATTEN STATE OF THE STATE OF THE

ITEM 44 E555-077-00 CAM, CUTTER LIFT

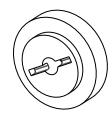


ITEM 45 E555-074-01 - SPRING ASSY





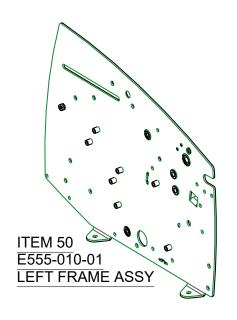
ITEM 47 E555-024-01 FEED WHEEL ASSY



ITEM 48 E555-065-00 FEED WHEEL

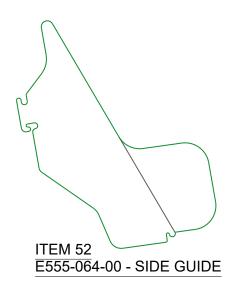


ITEM 49 E555-078-00 LINK, CUTTER LIFT CAM





ITEM 51 ST-2929-KIT -HEATER KNOB

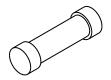




CUTTER LIFT LEVER

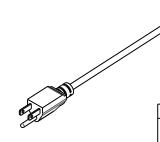
ITEM 54 E555-085-01 LINK, CUTTER LIFT





ITEM 56 - FUSE, CONNECTOR PLATE

MODEL	PART NUMBER
ESA / EJA / ELA EL / ES	ST-2341
EFA / EMA	ST-2490

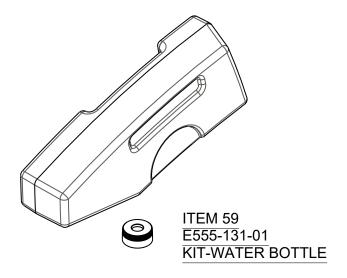


ITEM 57 - POWER CORD

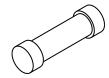
MODEL	PART NUMBER
ESA / EJA / EFA ELA / EL / ES	ST-484
EMA	ST-2004



Thermostat ST 2313





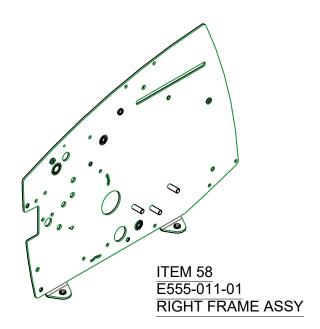


ITEM 61 - FUSE, FOR PC BOARD

MODEL	PART NUMBER
ESA / EJA / ELA EL / ES	ST-2128
EFA / EMA	ST-2484



ITEM 62 E555-054-00 - FOOT



ASSORTED HARDWARE (QTY PER MACHINE)



RETAINING RING	QTY
FM 101(3/8)	1
FM 94 (5/16)	2
ST 2337 (3/16)	4
0233760 (5/32)	2



RETAINING RING	QTY
WK2	1
E 623	2



MACHINE SCREW	QTY
ST 1949	26



BURR WASHER	QTY
BW1/4 THIN	4

