



TROUBLESHOOTING

Symptom	Probably Cause(s)	Remedy
Verify condition of unit	All components in carton?	If not, identify missing component(s) and contact customer service for replacement(s).
	Any obvious damage to unit?	If yes, contact customer service immediately for assistance.
No Power (display does not light)	Cord is not plugged in properly	Push cord in fully and try again.
	Power switch set to "OFF" position	Turn on unit and try again.
	Circuit Breaker Shut Off (Does not apply to PS3000 model)	Reset Breaker Switch. Verify the side access door is installed properly
	If display still does not light	Contact customer service for further assistance
Unit has power (display is illuminated) but will not operate	Side access door not closed properly	Open door fully, re-close door and try again.
	Lower fold plate is not installed properly (Does not apply to PS3000 model)	Remove exit tray. Reinsert lower fold plate making sure it is seated properly and try again.
	Exit tray not seated properly. (PS3000 model only.)	Remove exit tray. Reattach taking care to insert all four pegs to insure tray is positioned correctly.
	If unit still will not operate	Contact customer service for further assistance
Unit operates but stops after a few cycles	Output sensor cable not connected properly (PS3000 model only.)	Check connection under static brush. If disconnected, reconnect and try again. Contact customer service for assistance if necessary.
	Verify the lower fold plate is properly set	An incorrect fold plate setting can cause the unit to stop. Verify the lower fold plate is set correctly to the proper length and fold setting.
	Conveyor exit wheels improperly set (Does not apply to PS3000 model.)	Verify the conveyor exit wheels are properly set for the length and fold format referencing the scale on the exit conveyor. An on screen display may alert this user of a Scanner Time Out.
	If unit still will not operate	Contact customer service for further assistance
Unit operates but will not feed or leaves documents in the feed tray	Document stack in feed tray too large	Reduce size of document stack in feed tray and try again.
	Forms not loaded properly in feed tray	Remove forms from feed tray. Fan and jog forms to straighten stack. Reload document in feed tray and try again.
	Feed System is set too tight	Refer to User Manual for proper feed gauge setting. (PS3000 users contact Customer Service.)
	If condition persists	Contact customer service for further assistance

Unit operates but feeds multiple documents at one time	Documents not fanned causing them to stick together	Remove documents from feed tray and fan documents. Reload feed tray and try again.
	Feed System setting is open too wide	Refer to User Manual for proper feed gauge setting. (PS3000 users contact Customer Service.)
	If condition persists	Contact customer service for further assistance
Unit operates but there is no seal or an unsatisfactory seal	Old or bad documents	Check date on documents, replace as necessary and try again
	Documents not loaded properly	Remove documents from feed tray, fan and straighten stack. Reload feed tray and try again.
	Cohesive zones on documents do not comply with roller seal zones on unit (PS3000 model only.)	Replace non-compliant documents with compliant documents
	If condition persists	Contact customer service for assistance.
Unit operates but mis-folds documents	Fold chutes not set properly	Check required fold chute setting (refer to owner's manual) for document being used, reset fold chutes as necessary and try again.
	Document stack not loaded properly in feed tray	Remove documents from feed tray, fan and straighten documents. Reload feed tray and try again.
	Fold chutes not locked into proper position	Remove fold chutes and reinsert. For PS3000 model make sure black locking handles are in correct position. For all other models make sure chutes are resting properly on pegs. Try again.
	If condition persists	Contact customer service for further assistance
Unit operates but jams (document caught in machine)	Double feed	Remove documents from feed tray and fan documents to insure they have not stuck together. Reload feed tray and try again.
	Fold chutes not set properly	Check required fold chute setting (refer to owner's manual) for document being used, reset fold chutes as necessary and try again.
	Document stack not loaded properly in feed tray	Remove documents from feed tray, fan and straighten documents. Reload feed tray and try again.
	Non-standard documents	Contact customer service for assistance
	If condition persists	Contact customer service for assistance
Excessive Noise or Vibration	Unit is not installed on a flat and stable surface	Locate unit on a flat and stable surface. Try again.
	Shipping damage	Contact customer service immediately for assistance.
	If condition persists	Contact customer service for further assistance.