

Technical Bulletin #6 The Balance/Scale or Queuer arm doesn't move anymore, even when I reset the machine?

This is a fault condition that generally occurs after an operator has performed some general cleaning and maintenance on the IDS or Queuer machine without proper care and attention. The problem usually occurs on an IDS after the operator has physically pushed the Balance/Scale towards the back of the IDS machine with some considerable force, in order to clean the machine. Or in the case of a queue machine, the operator has physically moved the robotic arm with some considerable force away from its home position, in order to clean the machine.



NOTE: Vale-Tech recommend ALL operators to “VERY SLOWLY” move the robotic arm of the queuer, or the Balance/Scale of the IDS, for cleaning or performing routine maintenance of the machine. This procedure is entirely at the own risk of the operator. Vale-Tech cannot be held responsible for any improper operator actions during the cleaning process that may result in a fault condition. This will be deemed to be chargeable in all cases.

Why has it happened?

The IDS and Queuer both use a stepper motor. Both of the stepper motor positions are controlled via a stepper motor controller PCB. Damage can be caused to both the queuer and IDS stepper motor controller PCBs and associated components if the Balance/Scale part of IDS or robotic arm of the Queue machine are moved with considerable force as described above.

Warning!



NOTE: PLEASE ENSURE THAT THE “**EMERGENCY STOP SWITCH**” HAS BEEN **DEPRESSED/ENABLED** ON THE IDS, BEFORE ATTEMPTING TO CARRY OUT ANY WORK ON THE IDS!

What do I do now?

It is possible to replace the protection fuse if blown with a new one. It may be possible that no other damage has occurred to the other associated component parts within the IDS. The machine could be powered ON afterwards, reset and found to be in good working condition. (Please see the Figures below for both chassis types and fuse location) Spare Fuses are supplied with the IDS and can be found in either the Spare Parts Kit provided by Vale-Tech or inside the Machines documentation folder also supplied by Vale-Tech. Alternatively new Fuses can be purchased from Vale-Tech.

New Style Chassis

Figure 1. Shows New Style Chassis layout and Fuse Block location

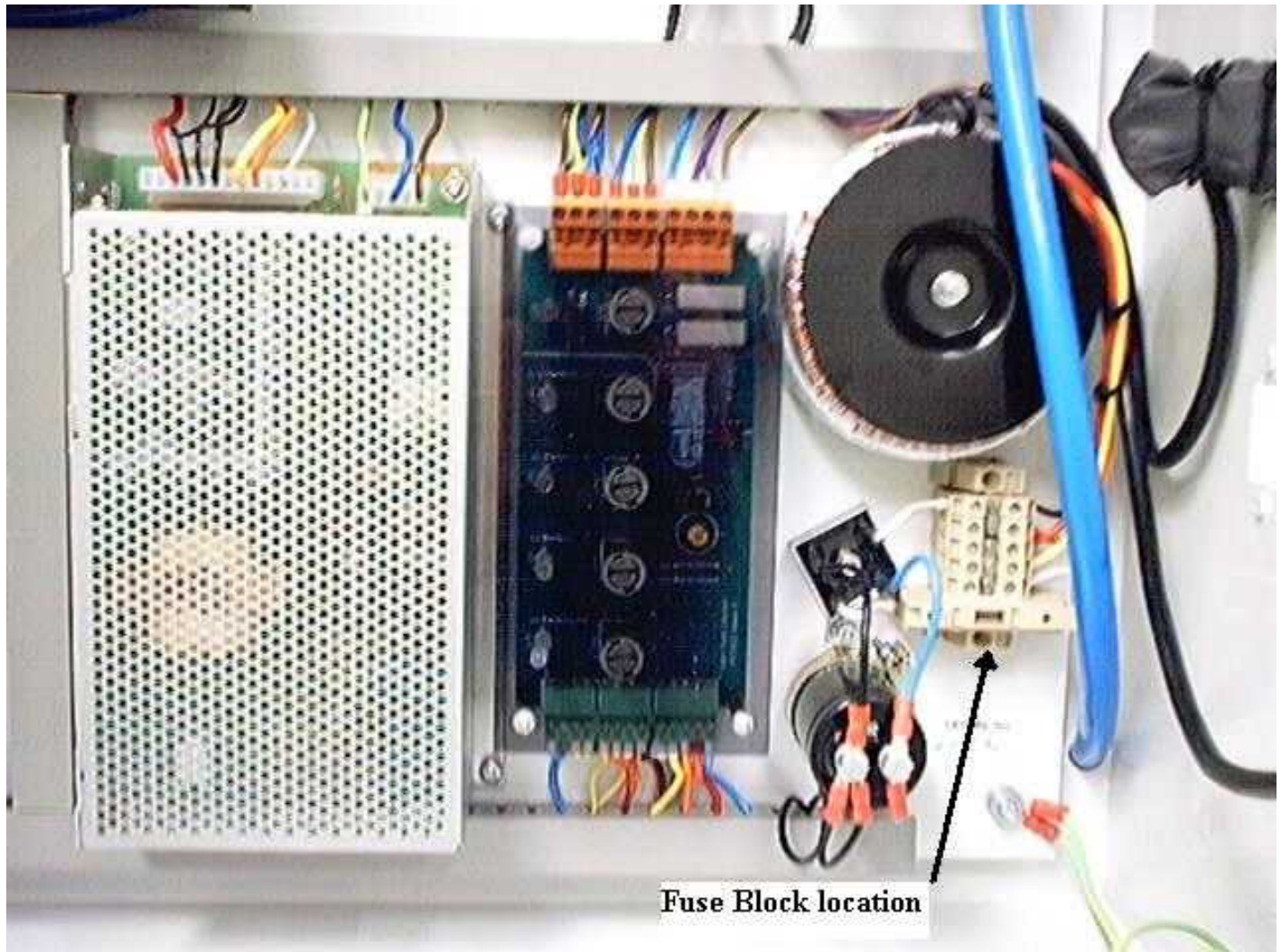
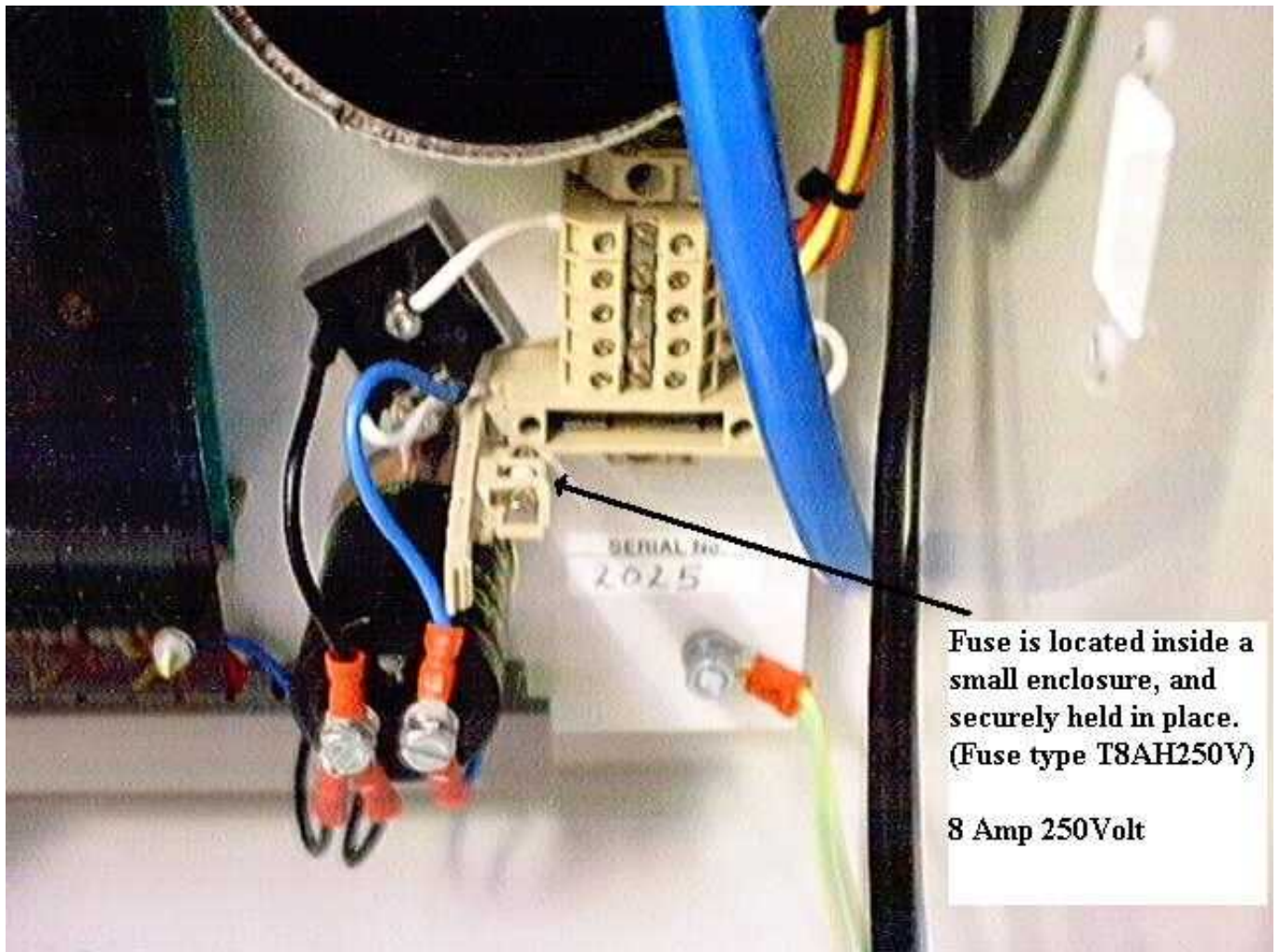


Figure 2. Shows close-up of Fuse Block location and Fuse location



Old Style Chassis

The Fuse Block containing the Fuse is located underneath the Power Supply Unit, this has to be removed first, in order to reveal the fuse block.

NOTE: Write down the orientation of the Power Supply Connections before removing them!

Figure 1. Shows the location of the Power Supply unit and connections

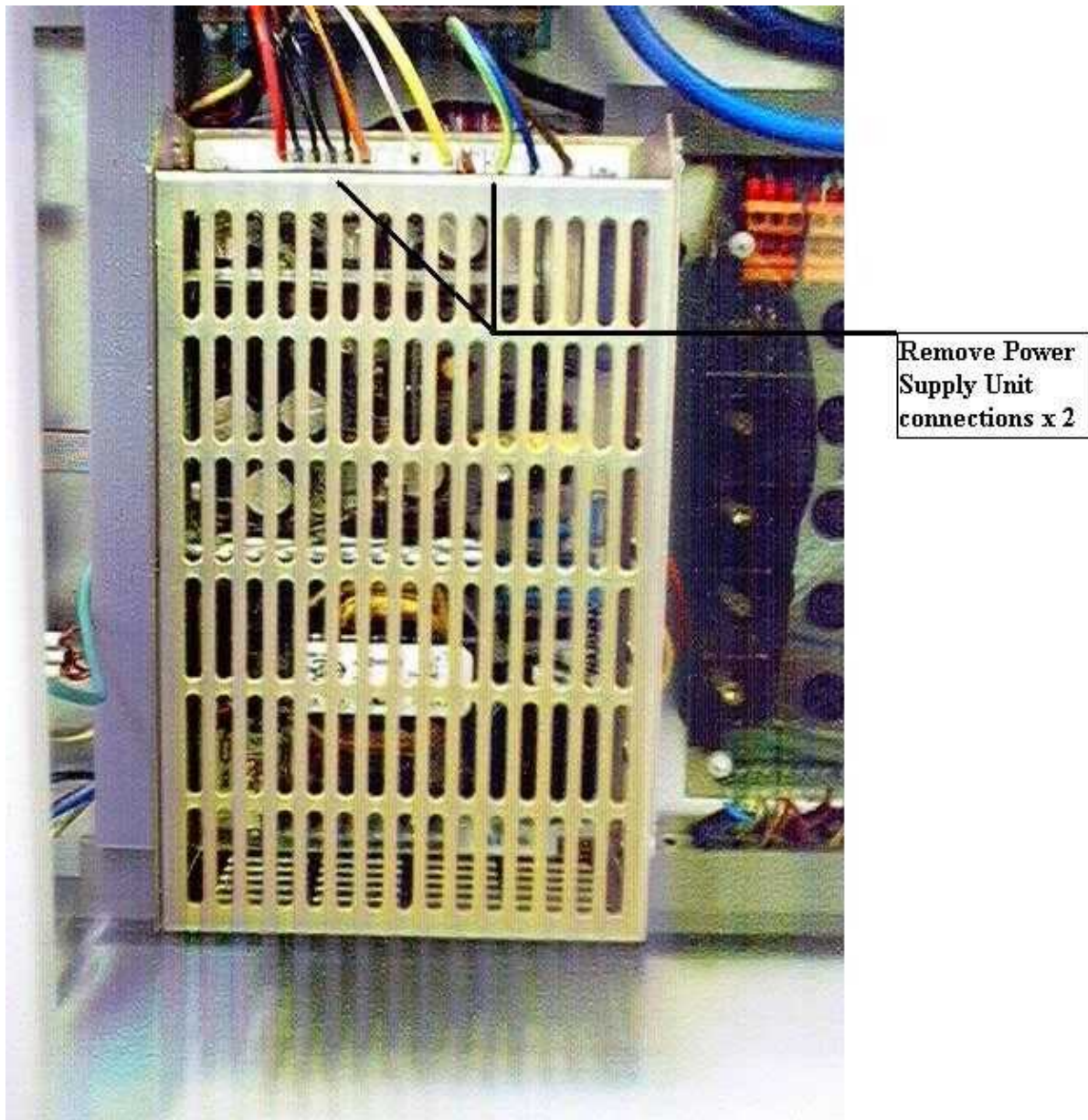


Figure 2. Shows the four Cross Head mounting screws to be removed

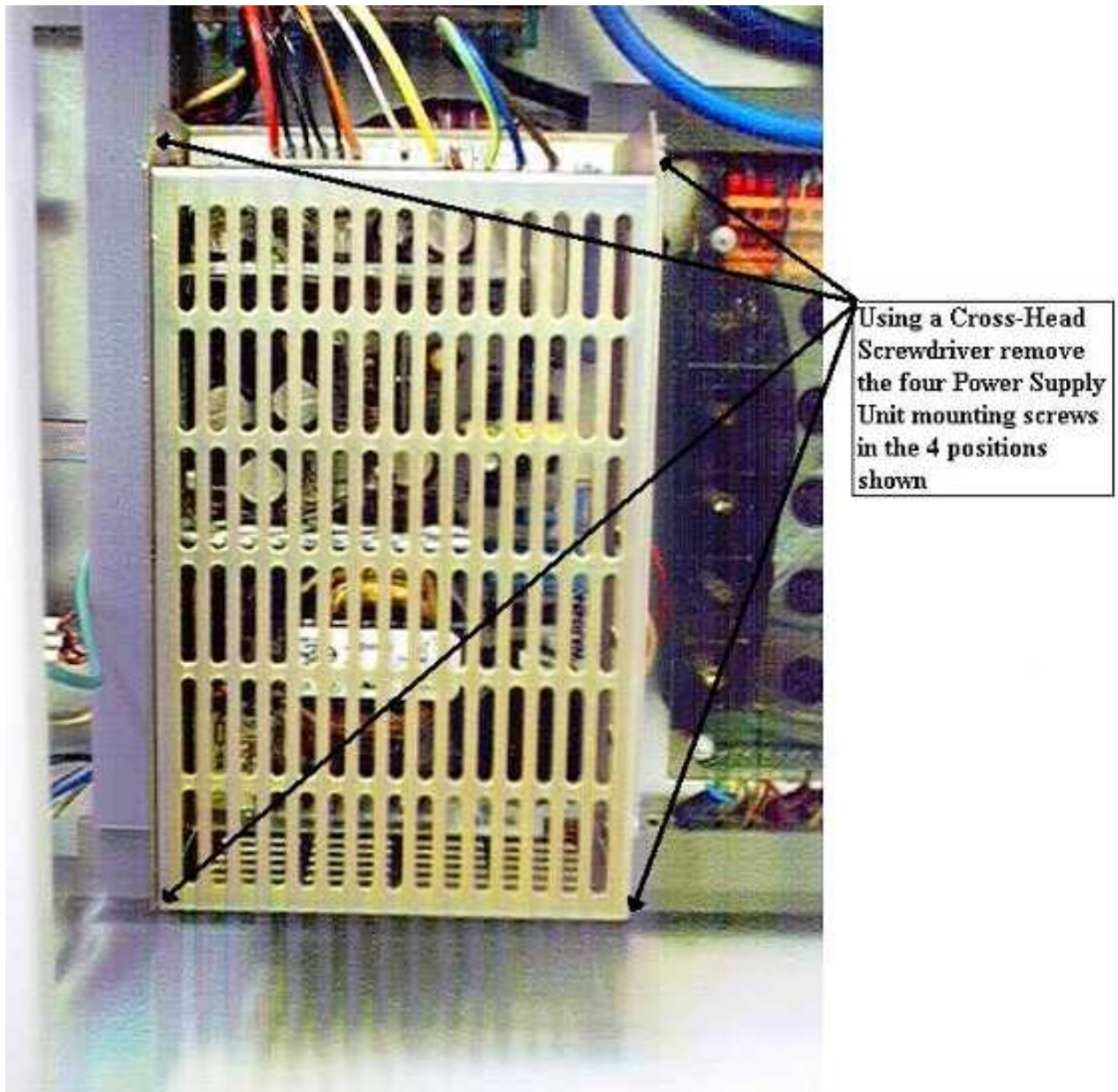


Figure 3. Shows the Power Supply unit removed to now expose the Fuse Block

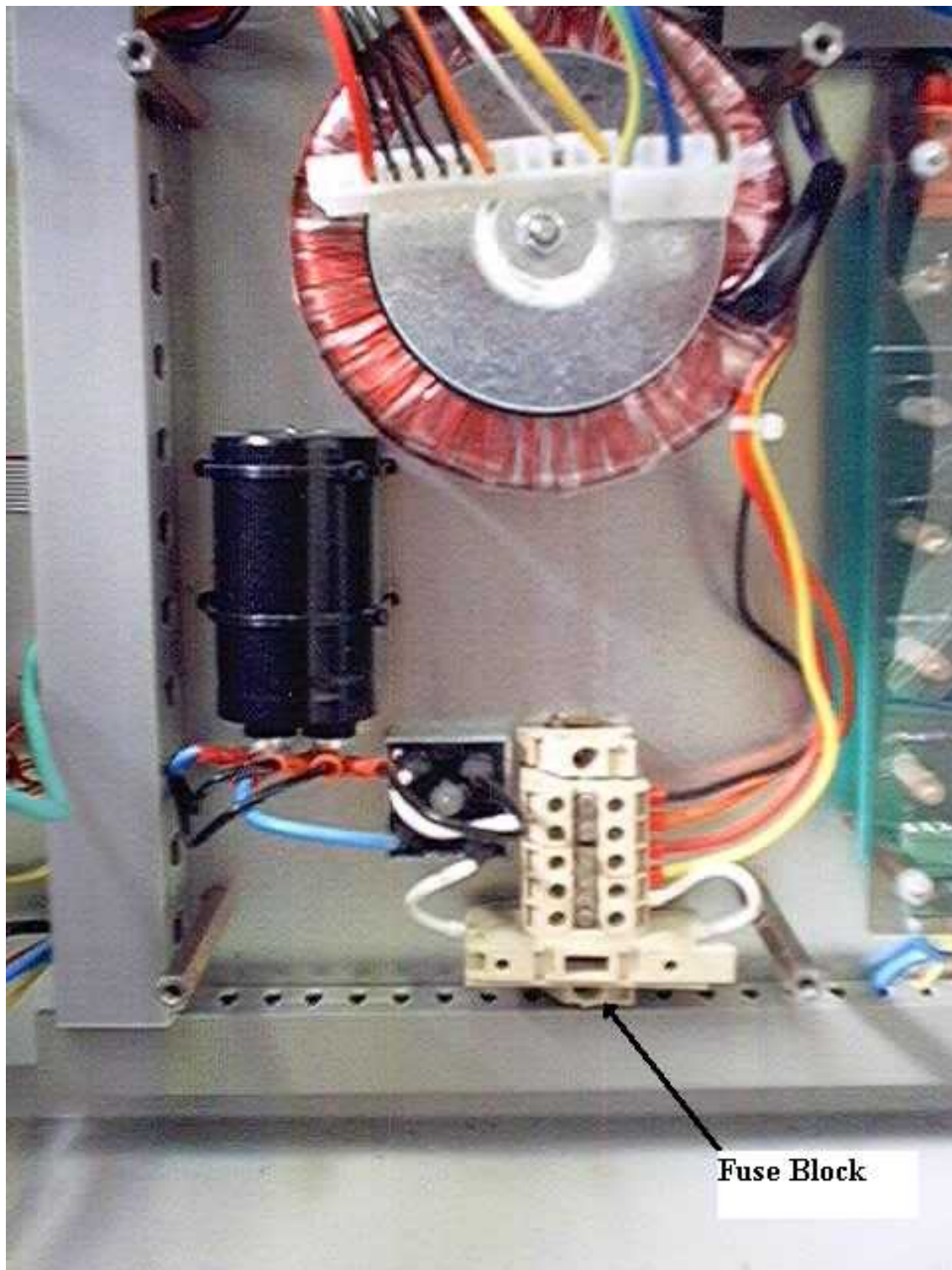
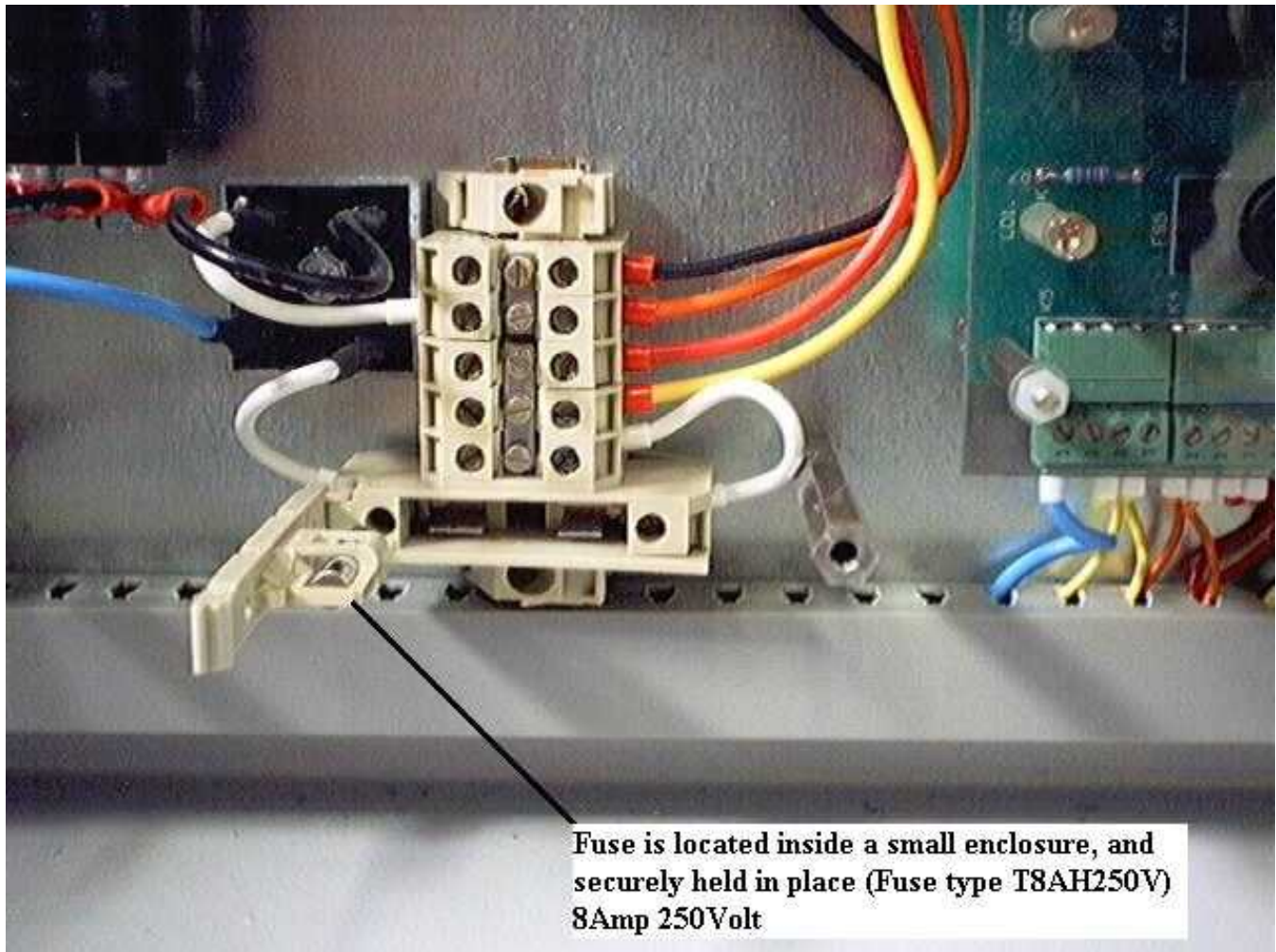


Figure 4. Shows close-up of Fuse Block location and Fuse location



After replacing the Fuse, to re-fit the Power Supply Unit. Please follow the procedure as detailed above, but in the reverse order.

NOTE: PLEASE ENSURE THAT THE “EMERGENCY STOP SWITCH” HAS BEEN RELEASED/DISABLED ON THE IDS, BEFORE TRYING TO RESET THE IDS!

If the IDS machine still does not appear to be in full working order. Please contact Vale-Tech UK immediately or your nearest Vale-Tech Authorized Service Agent.