

CAN 25	Colortrac	Page 1 of 1
Rev1.0	CAN25 - Resetting SG Thick Media	Date: 2017-08-01
This document intended to supplement the installation and operation manual or training and instruction sessions provided by Colortrac and its partners		

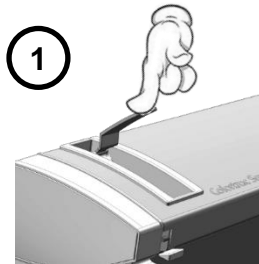
WARNING. FINGER TRAP HAZARD: During this procedure you will raise the internal lid mechanism of the scanner against the force of gravity and hold it in position for several seconds. DO NOT suddenly release the lid at any point as this could cause personal injury and may damage the scanner.

You will need an assistant to help you carry out this procedure.

Loss of Thick Media Adjustment

Failure to centre moderately thick boards while applying too much pressure via the adjustment lever can sometimes cause one side of the SG thick media gearing system to disengage. Although recoverable this temporarily changes the height adjustment on one side leading to paper skew problems. A thick media mechanism out of adjustment like this will cause problems during both normal and thick media scanning. Note that this procedure is very similar to the one used in the packing process allowing the foam spacer to be fitted and the adjustment lever placed in the down position prior to scanner shipment. In situations where the lifting gear has been permanently damaged this procedure will not fix the problem and replacement part '10J062 Raising Lid Lever Shaft Assembly' will be required.

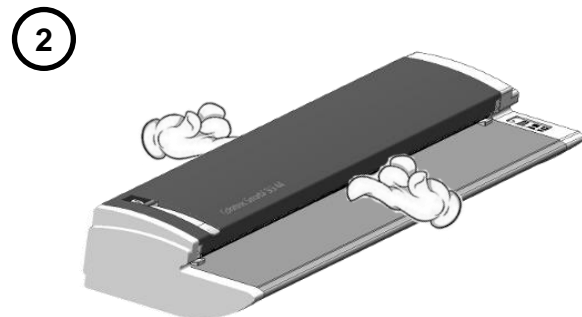
Resetting Thick Media



1

Turn off the scanner, remove any media and make sure the scanner lid is closed and latched properly on each side.

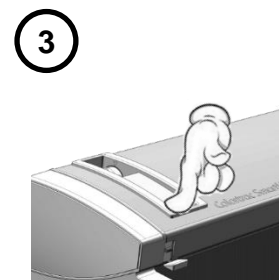
Now push the thick media adjustment lever downwards into the rest position and release it.



2

Identify the side of the scanner where the internal floating roller assembly is lowest (opposite to the gap side). Make a mental note.

With two hands reach under the lid cover at the midpoint and prepare to apply upwards finger pressure to the whole floating roller assembly once it becomes free (see next step).



3

Have your assistant push the lever fully down below the rest position and hold it there. This will disengage the thick media system.

Now raise the whole floating roller assembly to its highest position inside the lid of the scanner paying particular attention to the lowest side. You may have to raise and lower the mechanism more than once to free it completely. When you are certain that the assembly is fully released **GENTLY LOWER IT BACK DOWN TO ITS REST POSITION**. Your assistant can now release the thick media lever to re-engage the lift mechanism.

The thick media system inside your SG scanner is now reset and should function as normal.