



FIELD SERVICE GUIDE

Introduction to IPG®'s North American Technical Service resources and capabilities for equipment support.

Details of our Preventative Maintenance Service Programs are listed according to their industry recognized category of equipment. This document outlines visit frequency, discounts, and the activities our professional technicians perform during each preventive maintenance (PM) visit. These actions ensure that our customers' equipment remains at optimal performance levels.

IPG Technicians are equipped to handle a wide range of systems. Their expertise and skills enable them to work on any branded equipment you own.

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TABLETOP WAT (BP)

Manual or electric water-activated
tape dispensers for table-top use by
an operator

PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **External Cleaning:** Covers, keypad, blades, feed wheel, heater (top & bottom)
- **Internal Cleaning:** Remove paper pieces and dust. Clean solenoid and plunger.
- **Motor Check:** Verify the motor is operating correctly. Check motor brushes. Clean brush dust from the motor. Check chain tension. Inspect the motor and feed wheel sprocket set screws and verify it's tight.
- **Solenoid Check:** Verify solenoid raises the blade properly.
- **Heater Check:** Verify the knob is present and tight. Verify the thermostat limiter is installed, if required. Verify that the heater warms up.
- **Blade Oiler:** Inspect the oiler, replace or remove, if defective. Add oil to the felt.
- **Feed Wheel Check:** Clean if needed. Check for excessive ridge on contact service.
- **Feed Wheel Adjustment:** Check and adjust feed wheel as needed.
- **Tape Dispense Check:** Verify tape is dispensing and cutting tape properly and accurately without tape jams. Check feed wheel, adjust as needed and repeat check.
- **Keyboard Check:** Verify each key initiates a tape dispense cycle. It's not necessary to use tape for every key. Replace keypad if buttons are broke or the print is worn off. Replace membrane switches if needed.
- **Interlock Check:** Verify interlock switch works correctly, (i.e. dispenses with top cover closed, disable when open). Check magnet is in place on the top cover.
- **Water Bottles:** Water bottles and caps are normally maintained by the operator. If defective bottle or cap is found, then replace.
- **Moistening Brushes:** Weekly brush maintenance is normally done by the operator. If brushes are beyond cleaning and are causing moistening or jamming problems, replace them.



PROGRAM SERVICE LEVEL	VISIT FREQUENCY	ADDED BENEFIT	PM RATE MULTI-YEAR DISCOUNT	PREVENTATIVE MAINTENANCE GENERAL SERVICES
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PLATINUM	Monthly (12 service visits per year)	10% off list price discount on PM parts kits	5% - 2 years 8% - 3 years	
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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Striker Plate & Cutting Blade:** Check blades for damage and sharpness. Remove debris and adhesive buildup. Replace striker plate and cutting blade annually.
- **Blade Guard:** Lubricate oiler pad with lightweight oil.
- **Cutter Blade Assembly:** Inspect for wear, clean, tighten loose hardware, and replace missing pieces.
- **Mandrel Assembly:** Disassemble and observe. Check mandrel spring for weakness. Clean mandrel friction washer and metal washer. Clean mandrel shaft. Remove dust and adhesive build up. Check mandrel bearing for wear.
- **Rollers:** Peel roller X, Derlin roller ensure free spinning. Disassemble and remove any adhesive build up. Check pivot shaft for any restriction. Check peel roller spring. Check plastic guide rollers. Disassemble and remove any adhesive build up.
- **Knurled PTFE Assembly:** Disassemble and check the clutch roller. Remove any adhesive build up. Disassemble the guide roller and remove any adhesive build up.
- **Red Wipe-Down:** Disassemble front and rear assemblies and remove any adhesive build up.
- **Springs:** Remove the main spring and knife. Inspect the tape shoe guide flat spring for damage and replace as needed. Wipe down assemblies and check for worn bearings, bent shafts and roller arms.
- **Knife Arm Assembly:** Check for any worn bearings, bent shafts and roller arms.



TAPE HEAD PST

IPG ET Series of taping heads for use in case sealing machinery to apply pressure-sensitive tape automatically



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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Striker Plate & Cutting Blade:** Check blades for damage and sharpness. Remove debris and adhesive buildup. Replace striker plate and cutting blade annually (WAT).
- **Rollers:** Clean the wetting roller. Check the locked in position on the pinched rollers. Replace rollers annually (WAT).
- **Check Heater & Water Pot:** Clean as needed. Replace annually (WAT).
- **Blade Guard:** Lubricate oiler pad with lightweight oil.
- **Cutter Blade Assembly:** Inspect for wear, clean, tighten loose hardware, and replace missing pieces.
- **Mandrel Assembly:** Disassemble and observe. Check mandrel spring for weakness. Clean mandrel friction washer and metal washer. Clean mandrel shaft. Remove dust and adhesive build up. Check mandrel bearing for wear.
- **Rollers:** Peel roller X, Derlin roller ensure free spinning. Disassemble and remove any adhesive build up. Check pivot shaft for any restriction. Check peel roller spring. Check plastic guild rollers. Disassemble and remove any adhesive build up.
- **Knurled PTFE Assembly:** Disassemble and check the clutch roller. Remove any adhesive build up. Disassemble the guide roller and remove any adhesive build up.
- **Red Wipe-Down:** Disassemble front and rear assemblies and remove any adhesive build up.
- **Springs:** Remove the main spring and knife. Inspect the tape shoe guild flat spring for damage and replace as needed. Wipe down assemblies and check for worn bearings, bent shafts and roller arms.
- **Knife Arm Assembly:** Check for any worn bearings, bent shafts and roller arms.

TAPE HEAD WAT

Better Packages - Auto H2O water-activated taping heads for use in case sealing machinery to apply water-activated tape automatically

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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Drive Belts:** Check belts for excessive wear. Check the tension of the belts. Yearly replacement of bottom and side belts is encouraged.
 - **Columns:** Inspect linear bearings for wear. Clean the vertical shaft. Make sure the vertical shafts are lubricated with dry PTFE.
 - **Top Box Detect Plate:** Check spring blade for wear or weakness. Clean and check sensors are adjusted properly (pneumatic).
 - **Centering Arms/Side Belts:** Inspect linear bearings. Inspect springs for wear or weakness. Clean and lubricate shaft with dry PTFE. Lubricate chain.
 - **Top Tape Bridge:** Check the bridge raises and lowers smoothly (constant force springs and bearings). Verify the locking handle functions properly and locks the bridge in place. Check and adjust locking screws.
 - **Top Squeezers:** Clean and lubricate shaft. Check all locking knobs function properly. Check wheels for damage.
 - **Floating Top Tape Head Assembly:** Check springs for wear or weakness. Lubricate shaft with dry PTFE. Check locking handle functions properly.
 - **Motors:** Check and lubricate drive chain and centering chain. Check that the motors spin at same rate.
 - **Sensors:** Verify all sensors work properly. Verify all sensors are clean and clear of debris.
 - **Regulators:** Set at proper PSI. Check and drain main regulator (RSA).
 - **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.
- Tape Head Details** - Click here and refer to page 4.
- NOTE:** Spare Heads onsite should use the Tape Heads PM Program for support on additional units.



SEMI-AUTO CASE SEALER PST

Operator-fed case sealing equipment used to apply pressure-sensitive tape automatically

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SEMI-AUTO CASE SEALER WAT

Operator-fed case sealing equipment used to apply water-activated tape (WAT) automatically

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- **Columns:** Inspect linear bearings for wear. Clean the vertical shaft. Make sure the vertical shafts are lubricated with dry PTFE.
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- **Floating Top Tape Head Assembly:** Check springs for wear or weakness. Lubricate shaft with dry PTFE. Check locking handle functions properly.
- **Motors:** Check and lubricate drive chain and centering chain. Check that the motors spin at same rate.
- **Sensors:** Verify all sensors work properly. Verify all sensors are clean and clear of debris.
- **Regulators:** Set at proper PSI. Check and drain main regulator (RSA).
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

Tape Head Details - Click here and refer to page 5.

NOTE: Spare Heads onsite should use the Tape Heads PM Program for support on additional units.

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- **Motors:** Check and lubricate drive chain and centering chain. Check that the motors spin at same rate.
- **Sensors:** Verify all sensors work properly. Verify all sensors are clean and clear of debris.
- **Regulators:** Set at proper PSI. Check and drain main regulator (RSA).
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

Tape Head Details - Click here and refer to page 4.

NOTE: Spare Heads onsite should use the Tape Heads PM Program for support on additional units.

AUTO CASE SEALER PST

Fully automatic case sealer used to close the top of a case and apply pressure-sensitive tape automatically



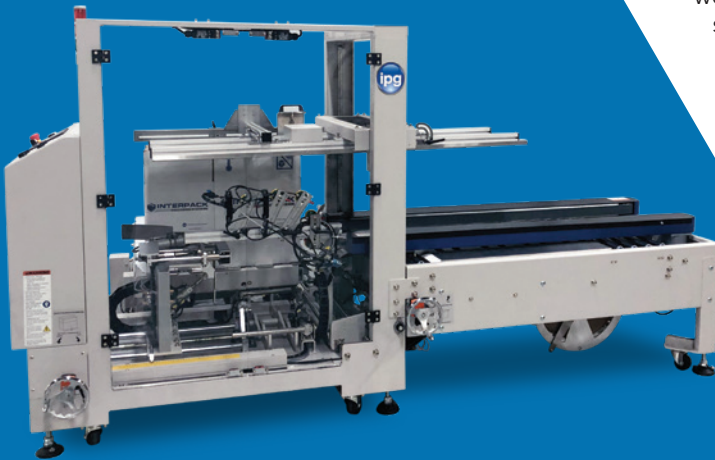
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AUTO CASE ERECTOR PST

Fully automatic erector used to open and form a case, closing the bottom and applying pressure-sensitive tape automatically



PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Drive Belts:** Check belts for excessive wear. Check the tension of the belts. Yearly replacement of all belts is encouraged.
- **Motors:** Check and lubricate drive chain and motor chain. Check that the motors spin at same rate and adjust if needed.
- **Sensors:** Verify all sensors work properly. Verify all sensors are clean and clear of debris. Verify all the sensor mounts are tightened down.
- **Regulators:** Set at proper PSI. Check and drain main regulator. Clean the vacuum generator.
- **Box Hopper:** Lubricate all the chain drives. Clean the acme shaft. Verify the hopper raises and lowers freely.
- **Side Belt Shafts:** Inspect the linear bearings for wear. Clean the acme shaft. Make sure the shafts are lubricated w/PTFE.
- **HMI screen:** Verify function of each component. Verify the peel off arm is tensioned correctly.
- **Air Cylinders:** Verify all air cylinders are not damaged. Verify the air connectors in the electrical box are seated properly. Verify all the machine bed rollers can spin freely. Tighten any loose hardware. Check air connections for leaks. Verify the air supply is free from debris and the air is clean and dry.
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

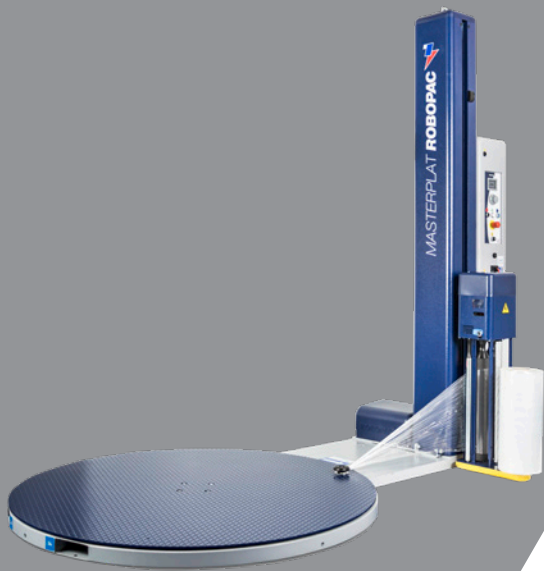
Tape Head Details - Click here and refer to page 4.

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SEMI-AUTO STRETCH WRAPPER

Operator-assisted machine used to apply stretch film onto product loaded pallets for transportation

PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Remove Turntable:** Clean and remove any debris. Inspect the bearings, idler rollers, drive assembly and reducer. Check grease fittings and lubricate as needed.
- **Upright Assembly:** Check for proper adjustment and lubricate the assembly.
- **Drives:** Check all the drives (chain/belt) for proper tension and lubrication.
- **Pre-Stretch Assembly:** Inspect the couplers and motors for cuts, holes or other signs of wear on the rollers.
- **Tension System:** Inspect and adjust as needed.
- **Air System:** Inspect for dirt and leaks.
- **Heat Seal Assembly:** Inspect and adjust as needed.
- **Film Clamp:** Check the adjustment and condition of the film clamp assembly.
- **Idler Roller Assembly:** Check for burrs and scratches.
- **Inspect:** Electrical components.
- **Photo Eyes:** Inspect and clean. (Check the orientation of eyes to reflectors.)
- **Wiring:** Inspect for cracks in the insulation and for any loose terminal connections.
- **Brushes:** Inspect for wear and commutator ring for dirt (rotary tower only.)
- **Benchmark Test:** To be performed before and after PM, with the results to be recorded. The components tested and checked include the load size, product ID, total revolutions, film weight and force to load.
- **Spare Parts:** Check the inventory and make recommendations.

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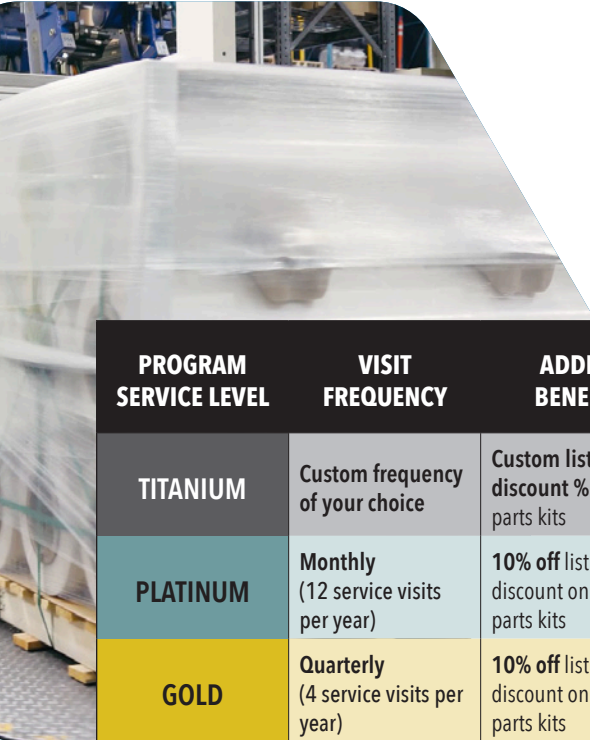
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- **Upright Assembly:** Check for proper adjustment and lubricate the assembly.
- **Drives:** Check all the drives (chain/belt) for proper tension and lubrication.
- **Pre-stretch Assembly:** Inspect the couplers and motors for cuts, holes or other signs of wear on the rollers.
- **Tension System:** Inspect and adjust as needed.
- **Air System:** Inspect for dirt and leaks.
- **Heat Seal Assembly:** Inspect and adjust as needed.
- **Film Clamp:** Check the adjustment and condition of the film clamp assembly.
- **Idler Roller Assembly:** Check for burrs and scratches.
- **Inspect:** Electrical components. Lubricate and adjust the conveying systems as needed.
- **Photo Eyes:** Inspect and clean. (Check the orientation of eyes to reflectors.)
- **Wiring:** Inspect for cracks in the insulation and for any loose terminal connections.
- **Brushes:** Inspect for wear and commutator ring for dirt (rotary tower only.)
- **Benchmark Test:** To be performed before and after PM, with the results to be recorded. The components tested and checked include the load size, product ID, total revolutions, film weight and force to load.
- **Spare Parts:** Check the inventory and make recommendations.



AUTO STRETCH WRAPPER

Non-operator assisted machine receives and applies stretch wrap to palletized product automatically



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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Inspect:** All safety devices for functionality (including E Stop and E Bumper.)
 - **Feeler Assembly:** Check drive wheels, idle wheels, back up wheel, anti tipping wheels.
- **Mast:** Inspect upper and lower.
- **Lift assembly:** Check switches, buttons, and GUI Display.
- **Roll Carriage Assembly:** Inspect pre-stretch rollers, pre-stretch gears, load cell assembly, idler rollers, gear motors, edge counting sensor, and load height sensing photocell.
- **Inspect:** The battery compartment for corrosion. Confirm the terminal connections are tight. Check and confirm the voltage.
- **Cleanliness:** Check for overall cleanliness, any leaking seals, oil or grease.
- **Benchmark Test:** To be performed before and after PM, with the results to be recorded. The components tested and checked include the load size, product ID, total revolutions, film weight and force to load.
- **Spare Parts:** Check the inventory and make recommendations.

SEMI-AUTO MOBILE STRETCH WRAPPER

Operator-assisted machine used to apply stretch wrap automatically to palletized products in flexible areas

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SEMI-AUTO SHRINK WRAPPER & TUNNEL

Operator manually inserts product, engages the cutting mechanism to create a shrink bag and indexes into the heated tunnel



PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Machine:** Check for overall cleanliness, excessive dust, and any leaking oil.
- **Air Supply:** 60-90 psi check for correct air pressure based on manufacturer specs.
- **Water:** Check if any water is present in the air lines (should be empty).
- **Oil:** Check for lubricant in the system and lubricator if provided
- **Film Holder:** Check the roller condition, clean excessive buildup, see if it's free spinning, and braking correctly. Check the pin perf wheels and confirm there is no film slitting or tearing. Perf wheel backup should have no excessive wear.
- **Loading Platform:** Shelf is clean, with no rust/wear and continues to be adjustable.
- **Control Panel:** All lights, buttons, and temp controls should be working. (Check for proper readings and function.)

Transverse Seal Assembly

- **Knife Condition** (Check for excessive build up and check the protective coating is good with no wear.)
- **Blade Cutter** (Clean to remove excessive buildup or wear.)
- **Pad** (Clean to remove excessive buildup and has no heavy wear or cut spots.)
- **Film Clamps** (Clean to remove excessive buildup, check there is no wear and has good hold down on the film.)
- **Safeties** (Check the function is working according to manufacturer specifications.)
- **Photo Eyes** (When a package is present, there should be proper functionality.)
- **Vertical Movement** (Head should move up and down freely, with no excessive side to side movement.)
- **Shaft/Bearings** (Check for excessive wear. Lubricate if needed.)

Machine Direction Seal Assembly

- Repeat the same steps as the Transverse Seal Assembly seen above.

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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Shrink wrapper:** Check overall cleanliness (excessive dust, leaking oil, etc.).
- **Air Supply:** 60-90 PSI. Check for correct air pressure based on Mfg. Specs.
- **Water:** Is water present and/or does it need to be emptied?
- **Oil:** Check for lubricant, if lubricator is provided.
- **Center - Folder if Available:** Check the roller's condition and clean any excessive buildup. Check for excessive play/wear on the bushing. Clean any excessive buildup on the folding plate. Is the brake functioning properly, including any mechanical, electrical, or pneumatic parts.
- **Film Unwind:** Clean any excessive buildup on the drive roller and check for proper function. Is the dancer bar free floating and functioning? Check for excessive buildup and wear on the free spinning rollers. Check if the pin perf wheels are functioning, have good perf, and no slitting of film. Check for excessive wear on the perf wheel backup.
- **Infeed Conveyor:** Inspect the chains/sprockets/gear box for lubrication, no excessive dust, and no excessive play/wear. Are the guide rails functioning and have mounting hardware present? Check the infeed clutch for action and safety. Test the variator when the conveyor is moving if it is functioning. Check the E-Stop for proper functioning.
- **Inverting Plow:** Check the condition and make sure there is no excessive buildup. Check the vertical/horizontal movement for proper movement and locking.
- **Control Panel:** Check that all lights and buttons are working. Check the temperature controls have proper readings and function.
- **Scrap Winder:** Check the condition of the eagle belts and speed control. Clean as needed.
- **Side Seal Assembly:** Check the condition and safety features for the following: seal wire/hot bar, springs/bushings, air cylinders, cover plates, timing belts/pulleys, nip rollers, seal integrity, wire contacts, lubrication, and vertical movement.
- **Side Seal Conveyor:** Check the condition for the belts, rollers, bearings, sprockets, chain, and conveyor adjustment.
- **End Seal Assembly:** Check condition of the hot knife, blade, pad, film clamps, safeties, photo eyes, snubber cylinder, brake, horizontal movement, shafts/bearings(H), vertical movement, shafts/bearings(V), end seal cylinder, and crank assam. encoder (Tooth Ctr).

AUTO SHRINK WRAPPER & TUNNEL

Machine automatically receives product on the infeed, cuts and seals creating a shrink bag then indexing into a heated tunnel

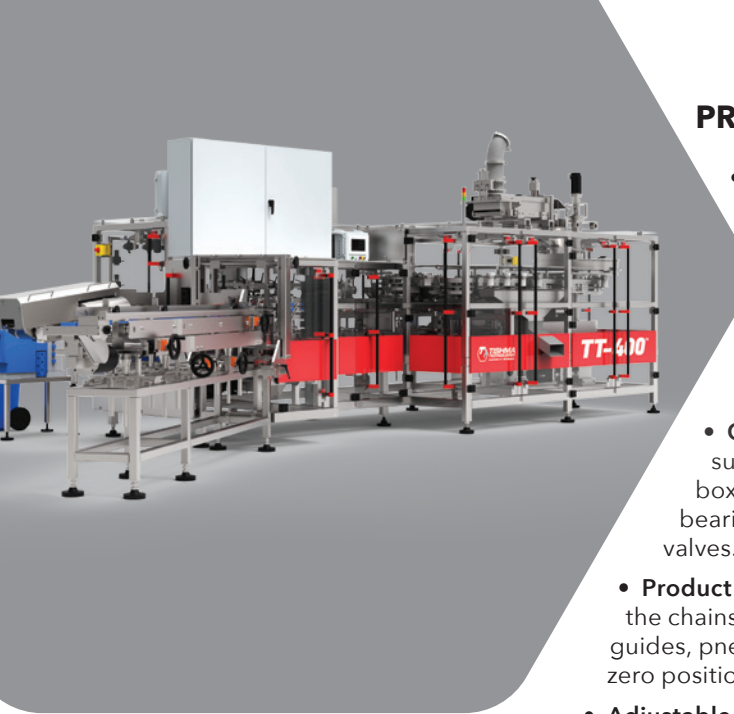
- **Discharge Belts:** Check the condition.
- **Transition Rollers:** Check the condition when present and free spinning.
- **Shrink Tunnel:** Check the conveyor belt's condition as well as the tracking, conveyor lifter rod, air return vents, and air flow controls. Assure there is proper control over the temperature, air flow, conveyor speed, and blower motor.



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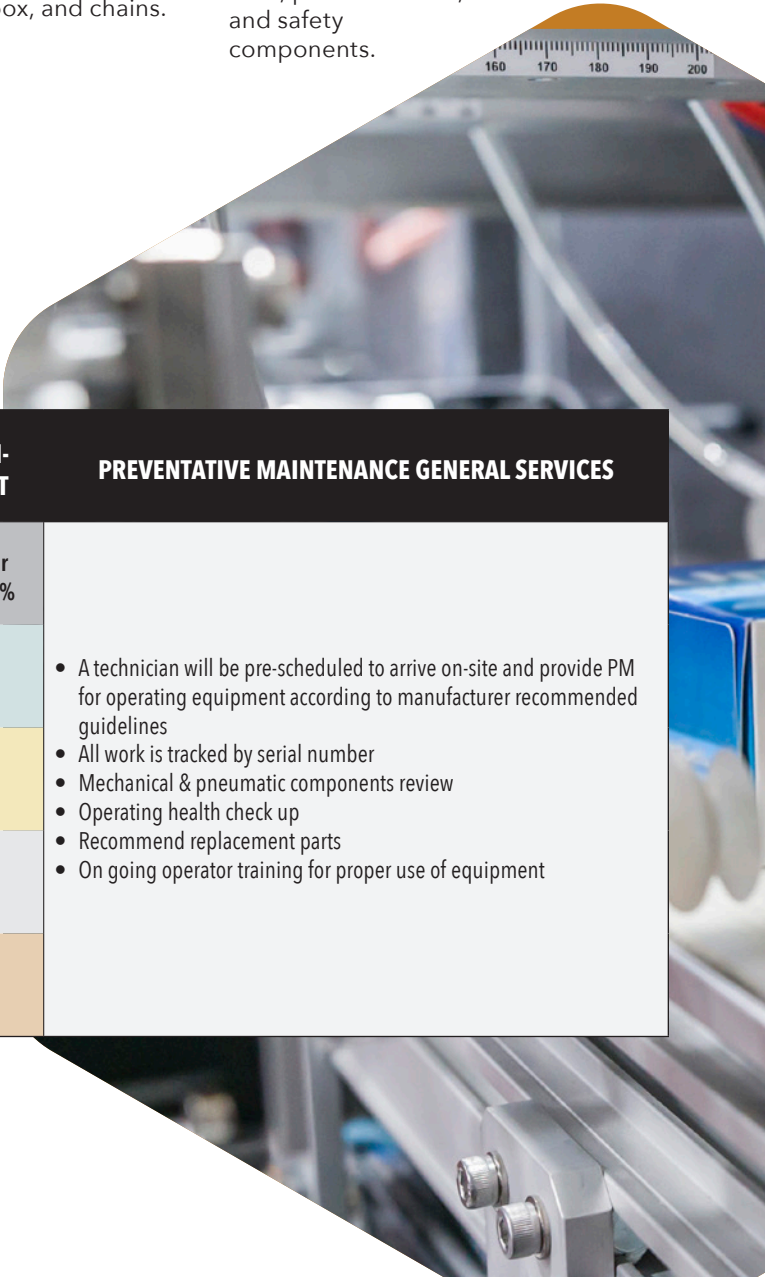


PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Main Drive:** Check the bearings, couplers, sprockets, motors, and gear boxes
- **Magazine:** Check the chains, clutch, bearings, sprockets, belts, and plastic guides.
- **Carton Feeder:** Check the suction cups, motor, gear boxes, seals, vacuum lines, bearings, sockets, gears, and valves.
- **Product Pushers & Tracks:** Check the chains, bearings, shafts, plastic guides, pneumatics gates, scales and zero position.
- **Adjustable Carriage:** Check the sprocket, chains, couplings, grease lines and bearings.
- **Discharge:** Check the conveyor belt bearings, shafts, gear box, and chains.
- **Eccentric Tucker:** Check the conveyor belt, bearings, shafts, gear box, chains, rev. counters, scales and alignment positions.
- **Product Reject:** Check the conveyor belt, shafts, sprockets, and pneumatics.
- **Lubrication:** Check the pumps, lines, zerks, and manifolds.
- **Pneumatics:** Check the lines, solenoids, manifolds, vacuum, and filters.
- **Glue Systems:** Check the glue tanks, lines, and nozzles.
- **Product Tamper:** Check the main motor, line shaft, sprockets, grease lines and bearings. Check the poucher hardware is secure. Check the carton plows and rail mounting are secure and inspect it's overall condition.
- **Miscellaneous:** Check the sensors, cylinders, filters, cans, product funnel, and safety components.

CARTONER

Semi or fully automatic machines used to open retail cartons for product loading and apply closure before further secondary packaging



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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Case Magazine(s):** Check all prongs, escapements, and vacuum suction cups for wear and tear. Ensure cups seal on carton. Check case conveyor chain belt for signs of excessive wear and tear, proper tension and alignment. Check air cylinders, actuators, and confirm it functions. Check 90 deg. and 45 deg. actuators for seal leaks. Check conveyor belt sprockets for missing teeth/wear. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Inspect pneumatic lines and fittings for leaks. Clean as necessary. Inspect wire and cables for loose connection and cracks. Inspect motors, gearbox, and confirm no binding.
- **Carton Blank Pick Station:** Check vacuum cups for wear and tear. Ensure cups seal on carton. Check air wall separators for plugged ports, comb damage or cracked, secured tightly to bracket. Check timing belt for excessive wear, proper tension, and alignment. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Inspect wire and cables for loose connection and cracks
- **Robot EOAT (End of Arm Tooling):** Inspect pneumatic lines and fittings for leaks and clean as necessary. Clean vacuum generator filters. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Check air cylinders, actuators, and confirm function. Check pivot linkage arm for tightness, and tighten concentric cam if needed. Inspect wire and cables for loose connection and cracks. Inspect bumpers for wear.
- **Gantry:** Check timing belt for excessive wear, proper tension, and alignment. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Inspect pneumatic lines and fittings for leaks and clean as necessary. Check air cylinders, actuators, and confirm function. Check vacuum cups for wear and tear. Ensure cups seal on carton. Clean vacuum generator filters. Inspect wire and cables for loose connection and cracks. Inspect motors, gearbox, and confirm no binding.
- **Closing section:** Check belts for excessive wear, proper tension, and alignment. Check air cylinders, actuators, and confirm function. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Check tape head for proper function, tension, blade for worn edges and replace as needed. Check closing plow plates for surface damage, scratches. Inspect wire and cables for loose connection and cracks. Inspect motors, gearbox, and confirm no binding.
- **Discharge conveyor:** Check belt for excessive wear, proper tension, and alignment. Inspect and clean sensors/photo eye, check for proper alignment, loose connections, and wire damage. Check rollers for wear/damage, roller alignment, and ensure all rollers spin

freely. Inspect wire and cables for loose connection and cracks. Inspect motors, gearbox, and confirm.

- **Machine Cleaning protocol all sections**

ROBOTIC CASE ERECTOR

Automatic case erector using a robot to pick and open a flat case, then transporting the case into flap folding and bottom sealing systems.



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CASE PACKER

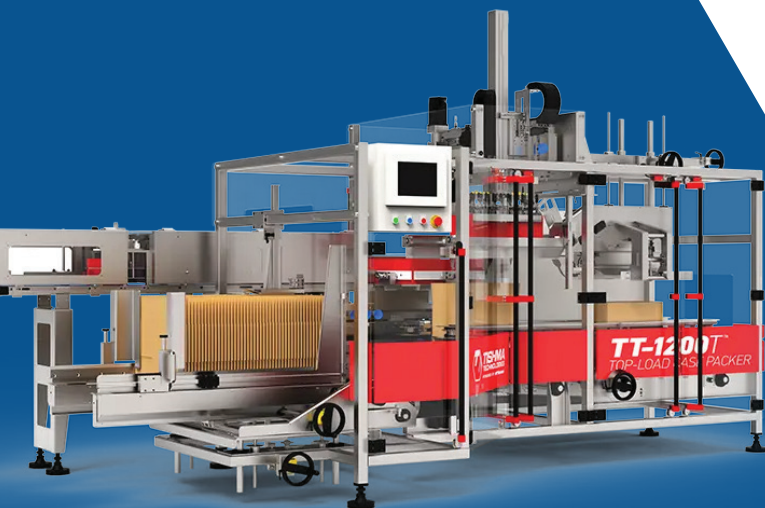
Fully automatic machine used to group and load products into a formed RSC-corrugated case and typically applies both bottom and top closure. Vertical or horizontal processing.

PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Case Track:** Check the bearing, coupling, sprocket, shaft, motor, and chain.
- **Magazine:** Check the chain, clutch, bearing, sprocket, belt, and solenoid.
- **Carton Feeder:** Check the belt, sprocket, suction cup, vacuum line, bearing, shaft, and motor.
- **Chains & Tracks:** Check the alignment, tension, bearing, sprocket, shaft, guide rails, and coupling.
- **Discharge:** Check the belt, bearing, shaft, sprocket, chain, motor, and tape head.
- **Tucker:** Check the belt, bearing, shaft, sprocket, chain, motor, and coupling.
- **Pneumatics:** Check the solenoid, manifold, fitting, vacuum, filter, and hose/tubing.
- **Miscellaneous:** Check the cylinder, sensor, regulator, and funnel.
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

Tape Head Details - Click here and refer to page 4

NOTE: Spare Heads onsite should use the Tape Heads PM Program for support on additional units.



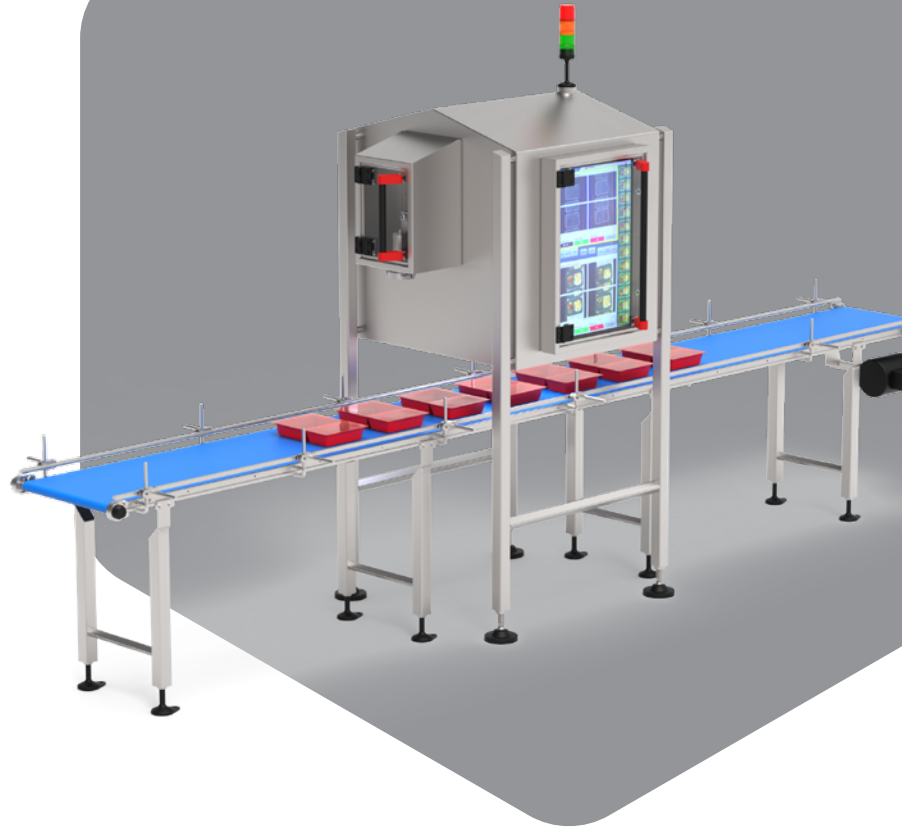
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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Case Conveyor:** Check the bearings, rollers, guide rails, motor, and belt.
- **Sensors:** Check the photo eyes, sensor brackets, and cameras.
- **Lift Assembly:** Check the air cylinders, track rollers, and bearings.
- **Controls:** Check the switches, push buttons, TV, and wiring.
- **Pneumatics:** Check the fittings, filters, hose/tubing, regulators, and manifold.
- **Miscellaneous:** Check the casters, leveling feet, hardware, sheet metal, and guards.



VISION SYSTEM

A fully automatic system used to inspect, validate or inspect product content or primary packaging quality control with advanced camera vision or AI techniques



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AUTO CASE SEALER WAT BYPASS

Fully automatic case sealer* used to apply water-activated tape automatically to the top or bottom of a case. *With ByPass (SIOC Pass Through ability)

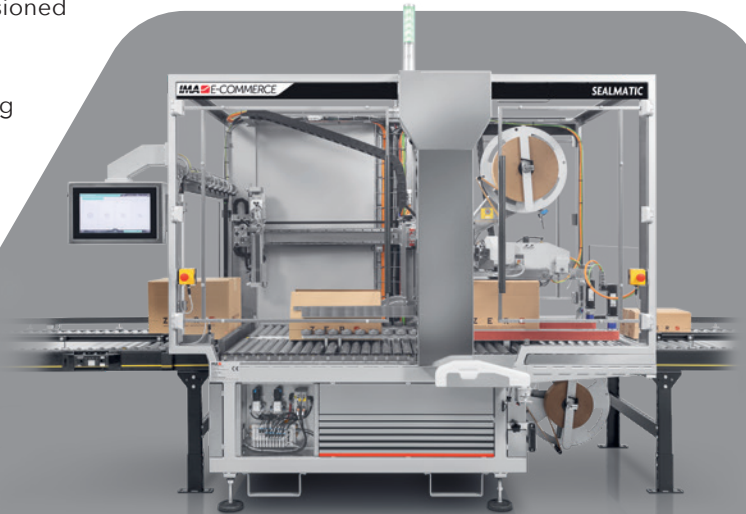
PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Check the Manual & Automatic Cycling Tests**
- **Drive Systems:** rollers, belts, tension, bearings, cables, shafts & rails
- **Motors:** Check and lubricate the drive chain and motor chain. Check motors are spinning at the same rate and adjust if needed.

- **Side Belt Shafts:** Inspect the linear bearings for wear. Clean the acme shaft and make sure they are lubricated with dry PTFE.
- **Pneumatic Fittings:** filters, hose/ tubing, regulators, manifold
- **Regulators:** Set at the proper PSI. Check and drain the main regulator. Clean the vacuum generator.
- **Air Cylinders:** Verify all air cylinders are free from damage. Verify air connectors in the electrical box are seated properly. Verify all machine bed rollers can spin freely. Tighten any loose hardware. Check air connections for leaks, and verify air supply is free from debris and air is clean and dry.
- **Controls:** cameras, sensors, wiring
- **HMI screen:** Verify the function of each component. Verify the peel off arm is tensioned correctly.
- **Sensors:** Verify all sensors are working properly, are clean and clear of debris, and verify all sensor mounts are tightened down.
- **Remote Assist:** Connection is established and functioning as applicable.
- **Safety Systems Inspection:** Ensure the doors, guards, sensors, and interlocks are all present, in good condition and function in accordance with the system design.
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

Tape Head Details - Click here and refer to page 5.

NOTE: Spare Heads onsite should use the Tape Heads PM Program for support on additional units.



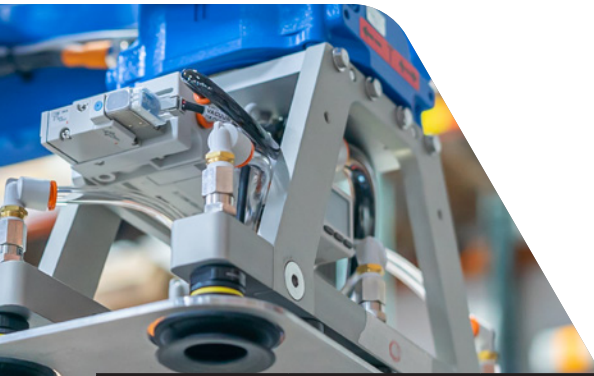
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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- Have an overall inspection.
- Check the safety systems doors, guards, switches, sensors, eye's, E-stops, light and indicators.
- **Incoming Product Drives System:** Check the bearing, coupling, sprocket, shaft, motor, and chain.
- **Pneumatics:** Check the filters, lines, gauges, cylinders, solenoids, vacuum system, cups and lines, check functions and leaks.
- **Lubrication:** Lubricate the grease lines, fittings and bearings, and the robot greasing as applicable per manufacturer guidelines.
- **Clutch & Sprockets:** Check the bearings, shafts, sprockets wear and proper functions inspection.
- **Robot Functions:** Check the axis movement is free, mounting, change point, and wear inspection.
- **End of Arm Tooling:** Check the vacuum cups, gripper, devise inspection, operation, movement and wear inspection.
- **Robot Batteries:** Check the safety and change it out per year as per the manufacturer guidelines.
- **Controls System:** Check the inspect fans and temperature for cleanliness.
- **Tech Pendant:** Check the condition of the wiring, buttons, and switches for wear.
- **Hardware & Mounting:** Ensure the system and hardware are secure.

PALLETIZER

A fully automatic machine used to stack cased product onto a pallet - using mechanical or robotic attributes



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AUTO ERECTOR WAT E-COMM

A fully automatic case forming, order/product packing zone, and top sealing system which includes modular construction. Used in e-commerce or commercial packaging environments requiring random case and or downsizing capability.

PREVENTATIVE MAINTENANCE SERVICE DETAILS

Erector & Closing Module

- **Check Drive Belts:** Check for excessive wear and tension. Bottom belts/ side belts require yearly replacement.
- **Motors:** Check and lubricate the drive chain and motor chain. Check motors are spinning at the same rate and adjust if needed.
- **Sensors:** Verify all sensors are working properly, are clean and clear of debris, and verify all sensor mounts are tightened down.
- **Regulators:** Set at the proper PSI. Check and drain the main regulator. Clean the vacuum generator.
- **Cassettes/Magazines:** Lubricate all the chain drives. Clean the acme shaft. Verify the hopper raises and lowers freely.
- **Side Belt Shafts:** Inspect the linear bearings for wear. Clean the acme shaft and make sure they are lubricated with dry PTFE.
- **HMI Screen:** Verify the function of each component. Verify the peel off arm is tensioned correctly.
- **Air Cylinders:** Verify all air cylinders are free from damage. Verify air connectors in the electrical box are seated properly. Verify all machine bed rollers can spin freely. Tighten any loose hardware. Check air connections for leaks, and verify air supply is free from debris and air is clean and dry.
- **Tape Heads** present in the machine (Top & Bottom or One only) will be serviced as part of the PM.

Tape Head Details - Click here and refer to page 5.

NOTE: Spare Heads onsite should use the Tape Heads PM Program for support on additional units.



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PREVENTATIVE MAINTENANCE SERVICE DETAILS

- **Unwinder:** Check the bearing, chain, and sprocket.
- **AMS:** Check the bearing, chain, sprocket, belts, spring, and sensor.
- **Pneumatics:** Inspect the fittings, hose/ tubing, and volume for leaks.
- **Plow Face & Forming Channel:** Check that it is smooth with no burns or nicks on the surface. Check they are free from debris and build up. Do an alignment inspection.
- **Fin & Cross Seal Units:** Check the heating and elements. Check the blades are free from debris and have no nicks, scarring or damages.
- **Main Drive & Belts:** Inspect all are moving freely. Check the sensors, timing, and alignment. Check for debris and that there are no scratches or nicks to the materials.
- **Infeed & Exit Systems:** Check the rollers, sensors, eyes, and belts are all free from nicks, scratches, or cuts.
- **Miscellaneous:** Check the PTFE strip, rubber strip, and mailer tamper.



PAPER MAILING MACHINE

A fully automatic machine used to apply flat paper around product order using heat seal and continuous or intermittent motion, to create a shippable paper mailer in random sizes or batched formats. *Solution may include inkjet barcoding and shipping label application.*



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Terms and Conditions

The pricing information provided in this document is for illustrative purposes only and is based on an average of five machines. Actual pricing may vary and will be determined based on the specific terms of each customer's service program, volume, and category of equipment needs. The pricing applicable to any customer will be provided in a formal proposal issued by IPG. This document does not constitute an offer, commitment, or guarantee of any particular pricing or service terms.

Proposal

Any proposal provided for preventative maintenance services is subject to the terms of the Equipment Maintenance Agreement for distributors or end users, as applicable, that is included in the proposal. The performance of any maintenance services is contingent upon the acceptance of such terms.



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REACTIVE CONTACT & PROCESS

CONTACT FOR MACHINERY SUPPORT

813-345-3070

machsupp@itape.com

www.itape.com/service-and-programs#support

Tech phone contact within 2 hours

**On-Site Emergency response within 24 hours may require additional travel fees

NORMAL SERVICE REQUESTS

1. The machinery support team will create a ticket and triage the equipment with the customer
2. If the issues are not resolved:
 - Machine support will send an email to the assigned technician detailing all pertinent information
 - The technician contacts the customer to schedule a site visit along with any parts necessary to complete repair
 - Routine maintenance will be addressed within 3 days

EMERGENCY ON-SITE SERVICE REQUESTS

In a machine down or emergency repair need either based on escalation above or just an unplanned breakdown

- Contact machine support with your emergency request
- A technical specialist, mechanical or electrical field engineer can be on-site within 24 hours
- Emergency services would be billed according to appropriate rates shown here
- Additional emergency travel charges may apply

DYNAMICS REPORTING

- Scheduling proactive maintenance must be done in advance by service management and the technician
- Enter all service activities in Dynamics
- Track future activities using the Dynamics scheduling board

Fastest most efficient way to solve a customer issue is to follow the escalation path, all service to be performed must be completed by a trained service professional

Technician will contact the customer within 2 hours of machine support email, to schedule a site visit and review parts that may be present or needed onsite.



DID YOU KNOW?

Preventive maintenance can cut packaging machinery downtime by 40%, extend equipment life by 20%, and reduce costs by 25%. It keeps your lines running smoothly and avoids costly surprises.

And when reactive repairs are needed—we're always here to help.



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TABLETOP MAIL-IN REPAIR PROGRAM

1. Request service from your distributor or Better Packages Customer Service Representative 800-474-8273, option 4 (Better Packages Machinery)
2. Your distributor will obtain an RMA number from Better Packages Customer Service
3. Your distributor will submit a PO to Better Packages for a Diagnostic Fee:
 - Better Packages c/o: BP REPAIR
4 Hershey Drive
Ansonia, CT 06401
 - Include the RMA Number listed on the outside of the box
4. A repair quote is sent to your distributor
5. You approve the repair
6. Your distributor sends in a PO to Better Packages
7. Ask for more information about our fee structure!

NOTE:

We do not offer a loaner program. It is recommended that spare machines are purchased. Contact Machine Support if you are in need of technical repair assistance for less than 30 minutes.



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