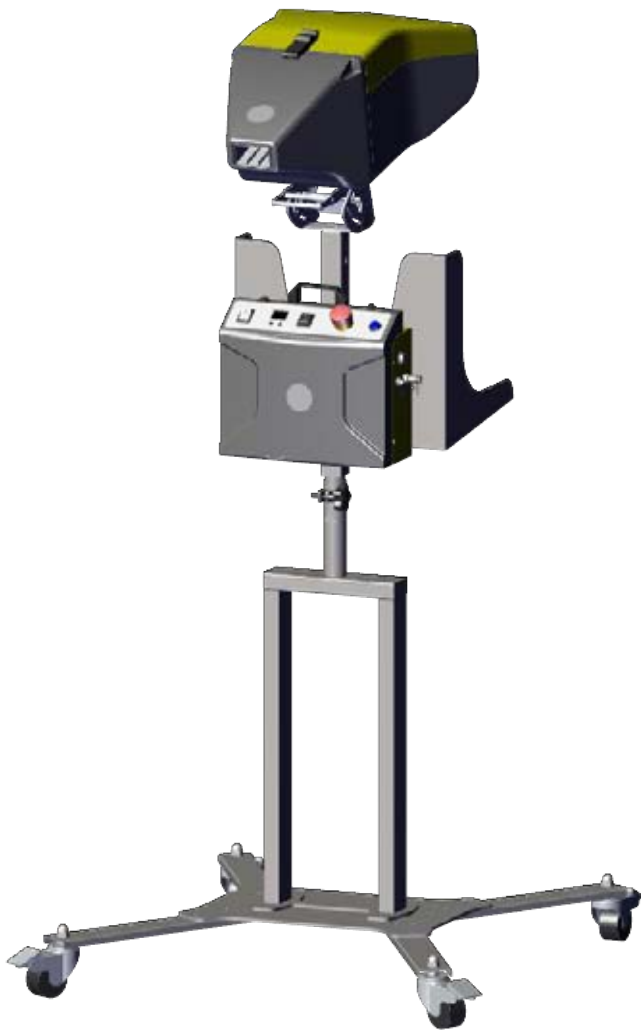


 **PAPERSPACE™**

POWERED BY  **NUEVOPAK**

USER MANUAL

X-Fill A EO



REV 1.9 03252025

Model: XFI-EO-10 / XFI-EO-20 / XFI-EO-30 / XFI-EO-40

Serial No.: XFI-EO-

Please attach the business card
of your **Nuevopak/IPG** Representative here

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Chapter 1 General Information

1.1 REVISION CONTROL

REV 1.8Initial Release

1.2 PREFACE

This User Manual contains information necessary to operate the **X-Fill A EO** Dispenser and the various stands/accessories, and variants of the **X-Fill A EO**. It is intended for use by the **Installer** and **Operator** of the **Dispenser** to become familiar with the **X-Fill A EO** Dispenser. It is recommended to read this User Manual carefully before use. This User Manual applies to the product type: **XFI-EO-10, XFI-EO-20, XFI-EO-30, XFI-EO-40**. The **X-Fill A EO Dispenser** will be referred to as **Dispenser** throughout this manual.

Please refer to the Table of Contents of this User Manual to locate the information relevant to you. Please be sure to keep this User Manual in a safe and convenient place, **close to the Dispenser**, to refer to it whenever necessary.

This User Manual is originally written in English. All other languages are translations of the original. For more information, or to order new User Manuals, please contact **Nuevopak**, an **IPG Company**, or an authorized representative.



This X-Fill A EO User Manual contains important information related to safety, intention and meaning of the Dispenser labels, Dispenser operational modes and the general functions of the X-Fill A EO and its stand/accessories.

1.3 DISPENSER, STANDS, AND ACCESSORIES SET-UP



THE DISPENSER AND ITS ACCESSORIES MAY ONLY BE SET-UP BY AN OFFICIAL NUEVOPAK, AN IPG COMPANY, AUTHORIZED REPRESENTATIVE, OR A NUEVOPAK OR IPG COMPANY TRAINED SERVICE TECHNICIAN. THESE PARTIES ARE PROVIDED WITH THE DISPENSER SET-UP MANUAL.

1.4 DISPENSER PRODUCT DESCRIPTION

The **Dispenser** converts a bundle of fan-folded paper into a protective void fill and shock absorbing packaging material. The **Dispenser** is an electrically driven feeding dispenser that consists of a dispensing mechanism and automatic cutting mechanism. In the **Dispenser**, the paper is formed into a protective void fill and shock absorbing packaging material through a folding and crumbling process. There are multiple variants of the **X-Fill A EO** machine designed for use in multiple countries and electrical systems.

1.5 TECHNICAL SUPPORT

If any problems arise with this **Dispenser** during the normal course of operation, your properly trained and qualified internal service personnel should be able to repair any issues after consulting Chapter 6, Troubleshooting.

1.6 FIELD SERVICE ASSISTANCE

For technical information and troubleshooting assistance, contact Technical Support. Internal qualified service personnel; please refer to the attached Business Card or the Identification Plate for contact information.

1.7 EC DECLARATION OF CONFORMITY / UK CONFORMITY ASSESSED MARKING

The EC Declaration of Conformity and the UK Conformity Assessed Marking are added to the User Manual as separate Addendum.

The language in which the EC Declaration of Conformity and UK Conformity Assessed Marking are written originates from English. All other languages are translations from the original.

1.8 DEFINITIONS

Throughout this manual there are common terms and phrases used. They are listed below:

1. The **Dispenser** is defined as the **X-Fill A EO** which is manufactured by **Nuevopak**, an **IPG Company**.
2. The **Installer** is defined as that individual who has been trained by **Nuevopak**, an **IPG Company**, representative and is authorized to install and operate the system as outlined in this User Manual.
3. The **Operator** or **User** is defined as that individual who has been trained by internal qualified service personnel or a **Nuevopak**, an **IPG Company**, representative and is authorized to operate the system as outlined in this guide.
4. An **Authorized Representative** or **Qualified Service Personnel** are defined as those individuals who are authorized to: install the Dispenser, operate the Dispenser, train users, train qualified service personnel, and to perform all maintenance and repair procedures other than outlined in this User Manual.



WARNING! ONLY QUALIFIED SERVICE PERSONNEL WHO HAVE BEEN TRAINED BY A NUEVOPAK REPRESENTATIVE ARE ALLOWED TO PERFORM MAINTENANCE AND REPAIR PROCEDURES OTHER THAN THE ONES DESCRIBED IN THIS MANUAL.

Chapter 2 Dispenser Overview

2.1 DISPENSER IDENTIFICATION

The **Dispenser** identification is located on the **Identification Plate** which is attached to the bottom cover of the **Dispenser Head** (refer to Figure 1).

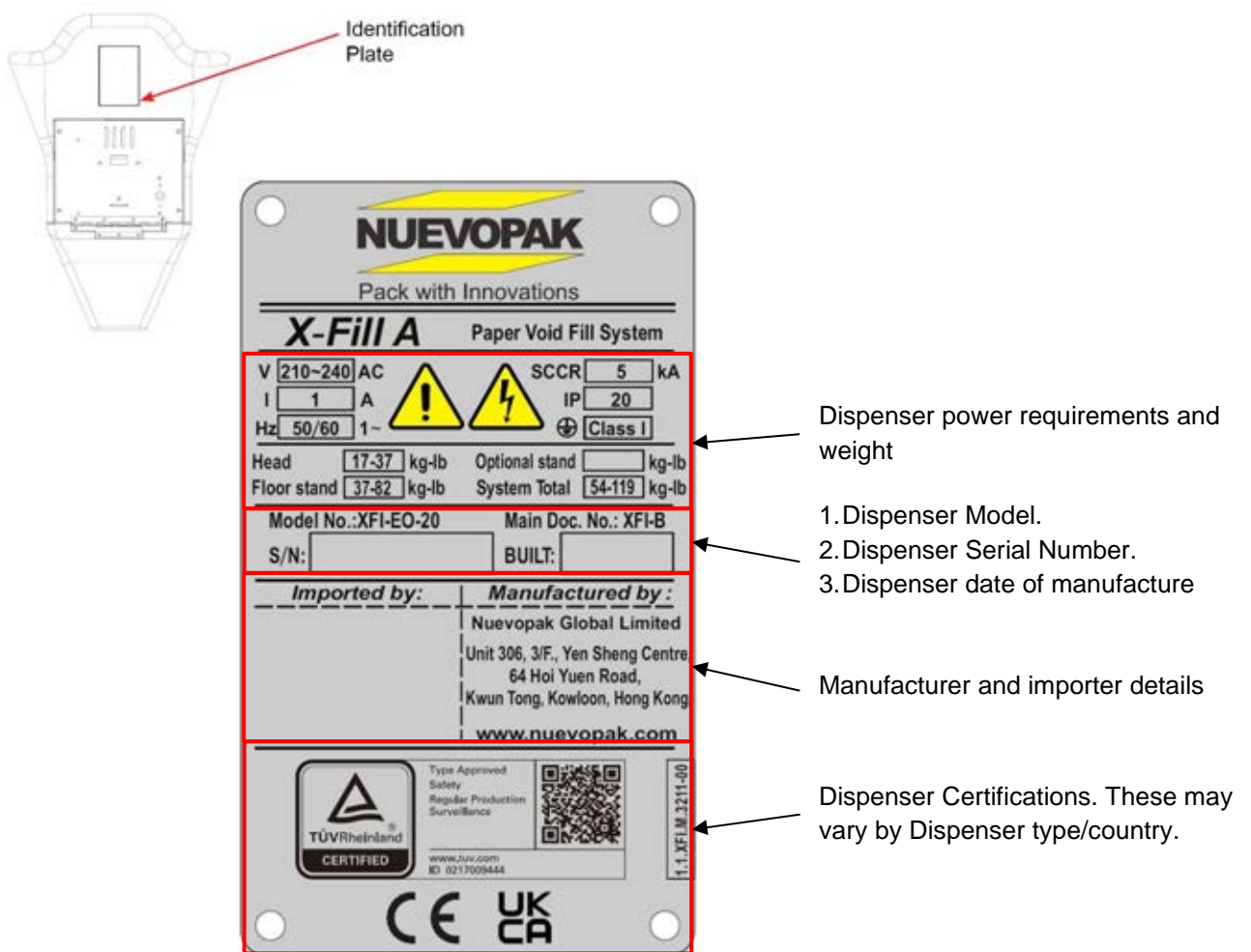


Figure 1 Dispenser Identification

2.2 IMPORTANT SAFETY INSTRUCTIONS

2.2.1 Symbol used throughout this User Manual



This symbol indicates required focus and attention on essential information or to indicate a potential hazard.

2.2.2 Safety Precaution



The Dispenser is designed for safe use in conformance with the application, conditions, and rules described in this User Manual. The Installer and all users must read and understand this manual before operating the Dispenser.

2.2.3 Personal Safety



- Do not operate the Dispenser when Dispenser or Control Box covers are damaged or removed.
- Do not operate the Dispenser with a damaged, disabled, or tampered safety interlock system.
- Do not reach inside the Dispenser with the covers in place.
- The Warning and Caution labels attached to the Dispenser must always remain visible.
- Pay attention to sharp edges and pinch points of the Dispenser and its accessories.
- Keep the working area clean and free of obstacles.
- Take account of ergonomic principles when working with the Dispenser.
- Pay attention when using hand tools such as knives, scissors, etc., due to the risk of cutting.
- Make sure the working area is sufficiently lit.
- The Dispenser may only be operated by one person at a time.



In the event of a defect, or if the operation of the Dispenser differs from the descriptions in this User Manual, turn the I/O Main Switch to O [OFF] and disconnect the Main Power Cord Plug from the main power until the unit can be inspected by a trained Nuevopak, an IPG Company, representative or qualified service personnel.

2.2.4 Residual Risk



WARNING! KEEP CLOTHING, HAIR, AND JEWELRY OUT OF THE DISPENSER INPUT AND OUTPUT CHUTE. KEEP HANDS AWAY FROM THE PAPER WHEN THE DISPENSER IS OPERATING. PAPER EDGES MAY CUT THE SKIN.



WARNING! THIS DISPENSER CONTAINS AN AUTOMATIC CUTTING BLADE. FAILURE TO FOLLOW THE SAFETY PROTOCOLS IN THIS MANUAL CAN RESULT IN SERIOUS INJURY OR BODILY HARM.

2.2.5 Operational Safety



- Make sure that cords cannot be and are not damaged.
- Before moving the Dispenser, unplug the Main Power Cord Plug and Foot Switch Plug from the Dispenser Control Box and secure loose cords.
- Make sure the Dispenser is acclimated for at least 30 minutes when moved from a cold area.
- Do not use cable reels. An extension cable with a wire gauge of at least 14 AWG (1.5mm²) with a maximum length of 11.5ft. (3.5m) may be used.

2.2.6 Precautionary Statements

There are several Warning and Caution labels used on the **Dispenser**; these labels are placed at different locations on the **Dispenser** to warn the Installer, Operator(s), and Service Personnel of possible dangers (refer to Figure 2). Please refer to this User Manual of the **X-Fill A EO** to get familiar with the meaning of the Warning and Caution labels on the **Dispenser** before using the **Dispenser**.

2.2.7 Warning Label Descriptions

The **Dispenser**, the stand(s), and its accessories are provided with Warning and Caution labels. **Do not remove any WARNING or CAUTION labels** and keep them undamaged. In case a Warning or Caution label is damaged, contact **Nuevopak**, an **IPG Company**, or an authorized representative for replacement labels.

2.2.8 Safety Components



WARNING! DO NOT REMOVE OR TAMPER WITH THE SAFETY COMPONENTS. DO NOT REMOVE THE FIXED COVERS. THE ACCESS COVERS MAY ONLY BE REMOVED BY AN AUTHORIZED NUEVOPAK/IPG REPRESENTATIVE OR QUALIFIED SERVICE PERSONNEL THAT HAVE BEEN TRAINED BY A NUEVOPAK/IPG REPRESENTATIVE.



WARNING! BY OPENING THE FRONT ACCESS COVER THE MOVEABLE CUTTER BLADE AND STATIONAIRY BLADE ARE EXPOSED. BE CAREFUL REMOVING PAPER PARTCLES OR PAPER JAMS. IT IS STRONGLY ADVISED TO WEAR PROTECTIVE GLOVES.



THE FRONT COVER CAN BE OPENED BY RELEASING THE TOP COVER LATCH. THIS FRONT ACCESS COVER IS INTENDED TO BE OPENED TO REMOVE PAPER PARTICLES OR CLEAR PAPER JAMS. THE FRONT ACCESS COVER IS PROVIDED WITH A SAFETY SWITCH WHICH CUTS OFF THE POWER TO THE FEED AND CUT MOTOR IF OPENED.

The following is a list (refer to Table 2) and illustration (refer to Figure 2) of the safety components and warning labels which are part of the **Dispenser**.

Table 1 Safety Components

Safety Component	Description
Emergency Stop Button (E-Stop)	This switch, located on the control box, interrupts the power to the driven and cutter motor when pushed.
Covers	Front, Top, and Bottom Covers prevent user access to the moving parts of the Dispenser during operation.
Front Cover Safety Switch	This switch interrupts power to the drive motor when the front cover is removed.
Control Box Cover	The Control Box Cover prevents user access to the electronic parts of the Dispenser during operation.
Fuse	4 Amp, 250 Volt, 5mm x 20mm

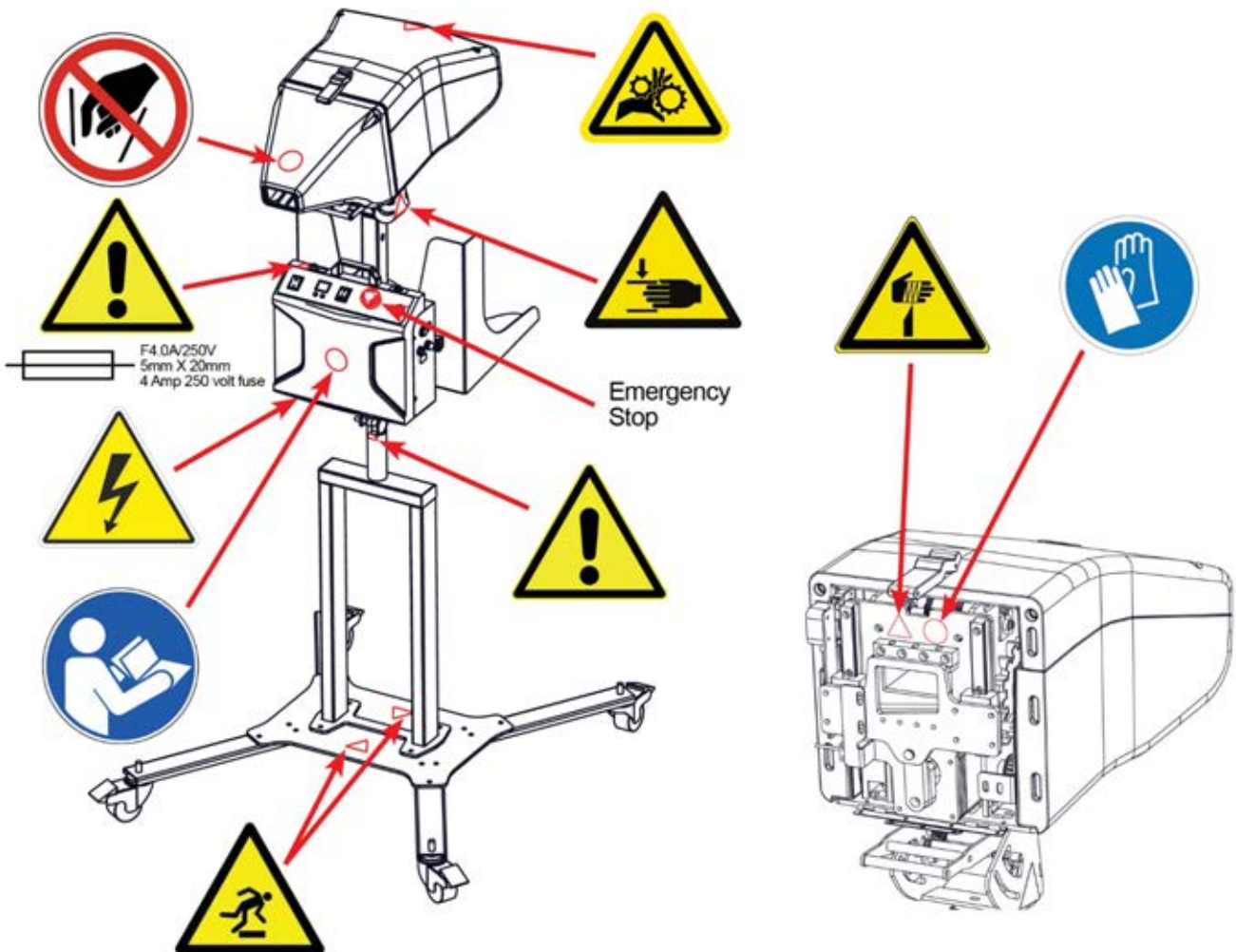



Figure 2 Dispenser Warning Labels Location.

2.2.9 Warning and Caution Labels

Information symbols used throughout this manual:

Table 2 Warning and Caution Labels

SYMBOL	MEANING
	This "READ MANUAL" symbol calls attention to the importance of reading and understanding the provided User Manual.
	This "GOGGLES" symbol calls attention to the need to wear protective eye wear while performing maintenance and repair procedures.
	This "EAR PROTECTION" symbol calls attention to the need to wear ear protection during operation.
	This "DISCONNECT POWER" symbol indicates the need to disconnect the main plug for maintenance purposes in case of malfunction or when the Dispenser is left unattended.
	This "GLOVES" symbol indicates the need to wear protective gloves while performing maintenance and repair procedures.
	This "TRIANGLE" symbol calls attention to special notes that will enhance operating and maintenance procedures.
	This "DO NOT PUSH" symbol indicates to not push against the Dispenser when in operation.
	This "EXCLAMATION POINT" symbol calls attention to equipment features that you should be familiar with by reading the enclosed literature. This will help prevent operating problems.
	This "BOLT OF LIGHTNING" symbol indicates that there is non-insulated material within your unit that may cause an electric shock. Disconnect all electric power including remote disconnects before servicing.
	This "ENTRAPMENT" symbol indicates that there are paper forming gears within your unit that can cause injury. Keep hands clear during operation.
	This "SHARP" symbol indicates sharp points in the Dispenser to be aware of to avoid injury.
	This "PINCH POINT" symbol indicates to take care to avoid injury to hands when in the surrounding area of equipment with closing or adjusting mechanical parts.
	This "TRIP" symbol brings attention to take care when in the surrounding area of an un-level floor or where tripping hazards exist.

Chapter 3 Intended Use

3.1 INTENDED USE OF X-FILL A EO DISPENSER



The Dispenser is for intermittent use and should not be run continuously for more than one minute.



CAUTION! USING THE DISPENSER BEYOND ITS CAPABILITY, BEYOND THE PHYSICAL USER CONDITIONS, OR WITHOUT FOLLOWING THE SAFETY PRECAUTIONS AS DESCRIBED IN THE SET-UP MANUAL AND THIS USER MANUAL CAN BE CONSIDERED AS MISUSE.



CAUTION! READ THIS USER MANUAL BEFORE OPERATING THE DISPENSER.

1. The void fill Product created by the **Dispenser** is intended to be used only as packaging material.
2. Only void fill paper products which are intended to be used by the **Dispenser** and are supplied by a **Nuevopak**, an **IPG Company**, authorized representative may be used.
3. Only accessories which are intended to be used for the **Dispenser** and which are supplied by a **Nuevopak**, an **IPG Company**, authorized representative may be used.
4. Connect the **Dispenser** to a properly grounded outlet **only**.
5. To disconnect, turn the **I/O Main Switch** to **O** [OFF] and disconnect the Main Power Cord Plug from the main power outlet.
6. Do not unplug cables by pulling on cord. To unplug grasp the plug, not the cord.

3.1.1 Foreseeable Misuse

The following applications or acts are not suitable for the **Dispenser** and constitute improper use:

1. **DO NOT** use a paper void fill product other than those produced and supplied by a **Nuevopak** or **IPG Company** representative and intended for use in the **Dispenser**.
2. **DO NOT** use outside or in humid conditions.
3. **DO NOT** use in potentially explosive environments.
4. **DO NOT** wash or clean the **Dispenser** with excessive quantities of water.
5. **DO NOT** stand or hang from the **Dispenser** or its stand/accessories.
6. **DO NOT** place objects against or on top of the **Dispenser**.
7. **DO NOT** move the **Dispenser** while the power plug is still connected to the AC power supply.

3.1.2 Disclaimer

The intended use of the **Dispenser** is to convert paper from a paper bundle into void fill material. **Nuevopak**, an **IPG Company**, and its authorized representatives are not responsible for any accidents, damages, or errors caused by:

1. Not following the instructions and illustrations as described in this **Dispenser** User Manual.
2. Use of components which are not supplied by **Nuevopak**, an **IPG Company**, or an authorized representative.

3. Repairs or modifications done by anyone other than a **Nuevopak**, an **IPG Company**, authorized representative or a **Nuevopak**, an **IPG Company**, trained service technician.
4. Improper use or alternation to any of the original parts of the **Dispenser**.
5. Not keeping the **Dispenser** covers attached with the provided tamper-proof screws.



WARNING! DO NOT REMOVE OR TAMPER WITH THE SAFETY COMPONENTS. DO NOT REMOVE THE FIXED COVERS. THE ACCESS COVERS MAY ONLY BE REMOVED BY AN AUTHORIZED NUEVOPAK/IPG REPRESENTATIVE OR QUALIFIED SERVICE PERSONNEL THAT HAVE BEEN TRAINED BY A NUEVOPAK/IPG REPRESENTATIVE.

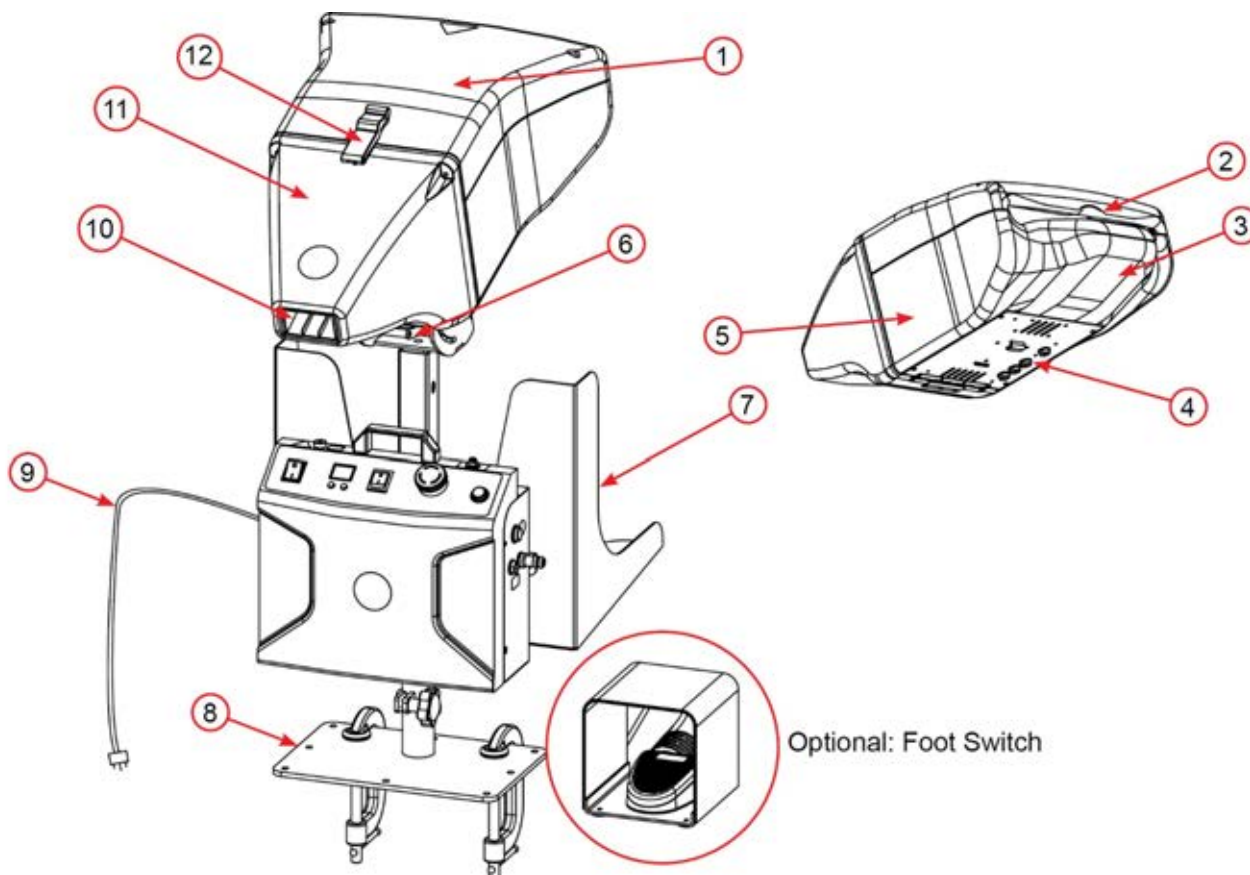


CAUTION! TINNITUS OR TIREDNESS DUE TO NOISE EMISSION DURING OPERATION MAY OCCUR. PLEASE REFER TO THE TECHNICAL SPECIFICATION TABLE (TABLE 3) FOR THE MAXIMUM SOUND PRESSURE LEVEL GENERATED BY THIS DISPENSER. CONSULT YOUR COMPANY HEALTH AND SAFETY DEPARTMENT AS WEARING EAR PROTECTION MAY BE MANDATORY OR RECOMMENDED.

Chapter 4 Dispenser Operations

4.1 DISPENSER SPECIFICATIONS

4.1.1 Component Layout



LEGEND	
Item No.	Description
1	Top Cover
2	Dispenser Input Chute
3	Identification Plate
4	Power Connections to Control Box
5	Bottom Cover
6	Dispenser Head Angle Adjustment
7	Paper Bundle Holder
8	Dispenser Accessories (Table-Top Stand Shown)
9	Main Power Cable
10	Dispenser Output Chute
11	Front Cover
12	Easy Open Latch

Figure 3 Component Layout

4.1.2 Dispenser Specifications

Table 3 Dispenser Specifications

Component	Specification
Dispenser Head	
Dimensions	668 mm x 382 mm x 272 mm (26.3" x 15" x 10.7")
Weight	17 kg (37 lbs.)
Floor Stand, Accessory	
Dimensions	730 mm x 770 mm x 1470 mm (28.7" x 30.3" x 57.9")
Weight	37 kg (82 lbs.)
Table-Top Stand, Accessory	
Dimensions	482 mm x 404 mm x 690 mm (19" x 15.9" x 27.2")
Weight	16.5 kg (36.4 lbs.)
Horizontal Swivel Arm, Accessory	
Dimensions	578 mm x 420 mm x 425 mm (22.8" x 16.5" x 16.7")
Weight	17.3 kg (38.1 lbs.)
Height-Adjustable Swivel Arm, Accessory	
Dimensions	798 mm x 420 mm x 1010 mm (31.4" x 16.5" x 39.8")
Weight	20.4 kg (45 lbs.)
Maximum Weight of Bundle	9.5 kg (20.9 lbs.)
Maximum Sound Pressure Level	77.8dB(A)
Non-Ionizing Radiation	Not applicable
IP Class	IP20
Installation Class	Class I
Supply Voltage (U)	100 – 240, 1PH
Frequency	50-60 Hz
Current (I)	1 A (240VAC), 1.6 A (110VAC)
Power (P)	120 W (240VAC), 120 W (110VAC)
Fuse Rating (A)	4 A (240VAC), 4 A (110VAC)
Electric Receptacle	16 A (230VAC)
Electric Receptacle	15 A (110VAC)
Dispenser Color	Grey and Yellow
Dispenser Head Mechanical Construction	Metal frame with plastic covers
Accessories Mechanical Construction	Steel
Storage Temperature	-13 - 131°F (-25 - 55°C)
Operating Temperature	41 - 104°F (5 - 40°C)
Storage Humidity	"dry" ~ 95% (in protective packaging)
Operating Humidity	30 ~ 90%, non-condensing
Lighting	Normal. The Dispenser is not provided with lighting.
The electrical equipment shall be capable of operating correctly when the relative humidity does not exceed 90% at a maximum temperature of 20°C.	
Electrical equipment shall be capable of operating correctly at altitudes up to 6,562 ft. (2000m) above mean sea level.	

4.2 DISPENSER SYSTEM SET-UP

Required for safe use of the Dispenser by the Operator; make sure the Dispenser gets installed by the Installer according to the Operational Limits as shown below.



WARNING! MAKE SURE THERE IS ONLY ONE PERSON PRESENT IN THE WORK AREA WHEN THE DISPENSER IS OPERATED.

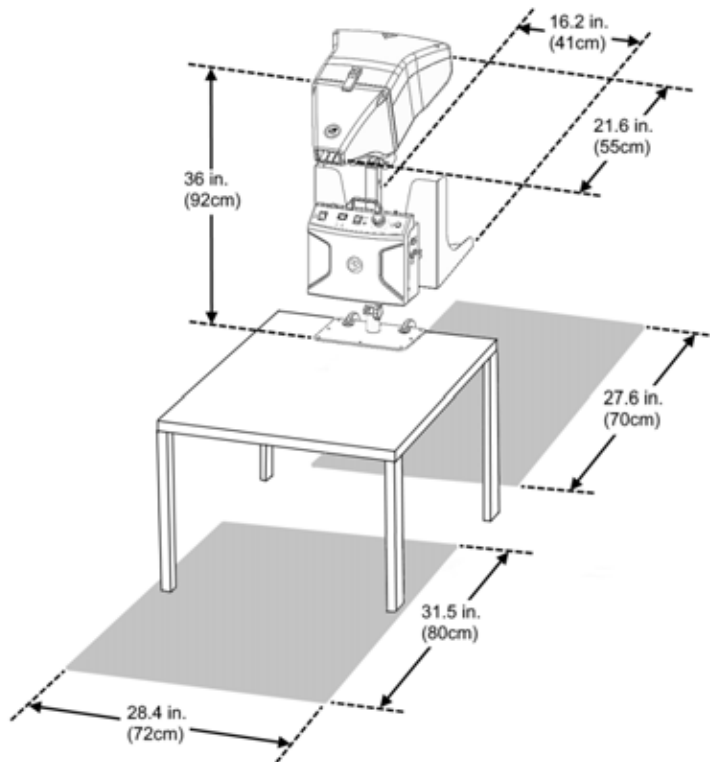


Figure 4 Table-Top Stand Set-Up

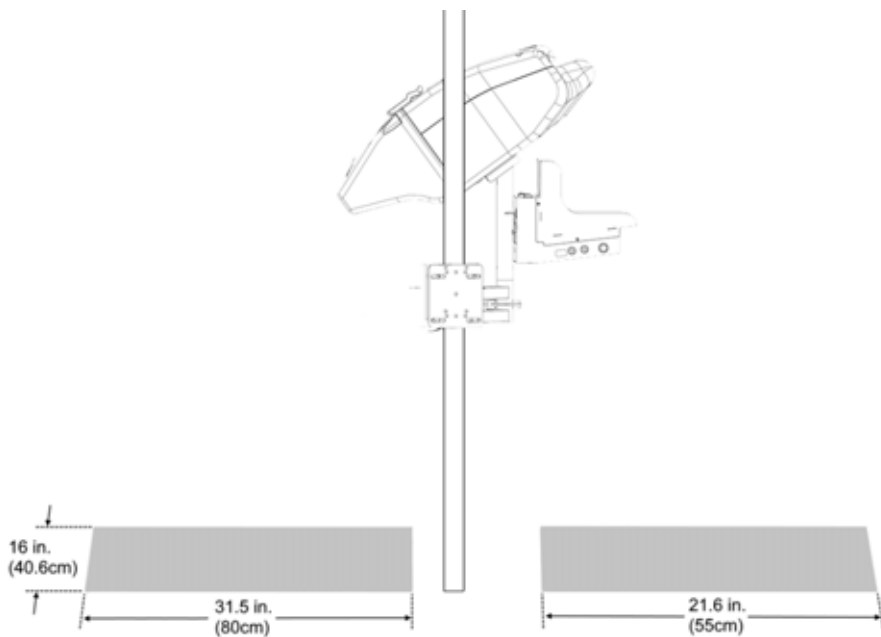


Figure 5 Swivel Arm Set-Up

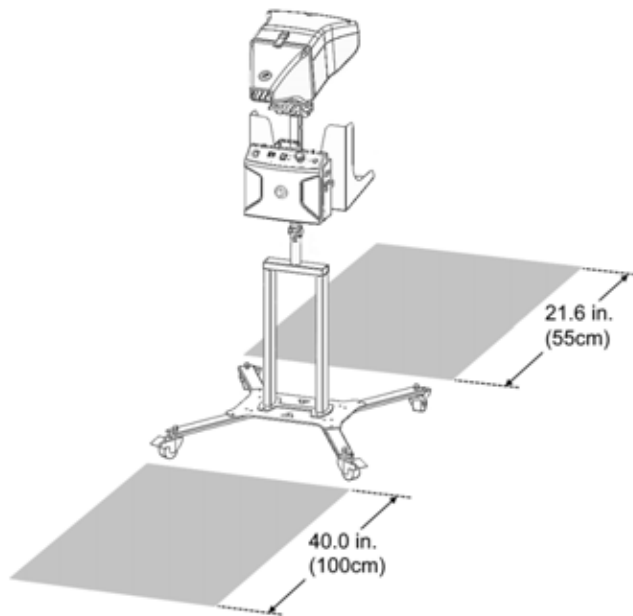


Figure 6 Floor Stand Set-Up



WARNING! FAILURE TO PROPERLY GROUND THE SYSTEM COULD CREATE AN ELECTRIC SHOCK HAZARD.

A qualified electrician should be consulted if there is any doubt as to whether a main power wall socket is properly grounded.



Do not use outdoors.



WARNING! NEITHER THE DISPENSER NOR ITS ACCESSORIES ARE INTENDED FOR USE WITH OR AROUND POTENTIALLY FLAMMABLE OR EXPLOSIVE MATERIALS.

4.3 DISPENSER OPERATIONAL STAND/ACCESSORIES ADJUSTMENTS

4.3.1 Dispenser Accessories/Stands Overview

The **Dispenser** can be set-up with the following accessories:

1. Floor Stand (refer to Figure 7).
2. Table-Top Stand (refer to Figure 14).
3. Horizontal Swivel Arm (refer to Figure 17).
4. Height-Adjustable Swivel Arm (refer to Figure 18)



NOTE: The available stands/accessories depend on the Dispenser configuration ordered.

4.3.2 Floor Stand

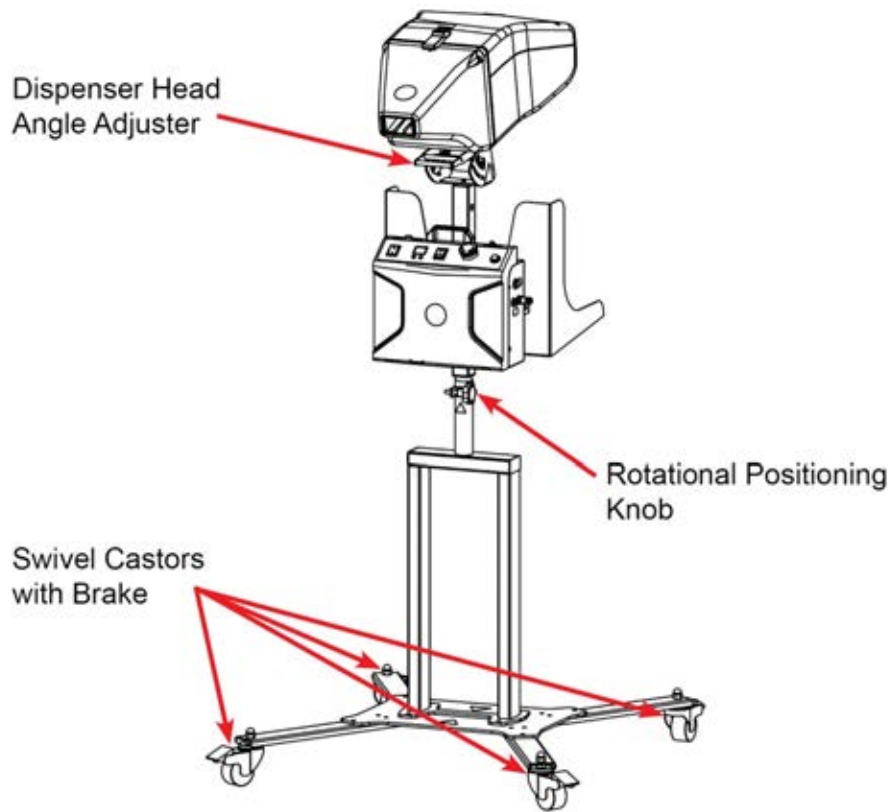


Figure 7 Floor Stand

4.3.2.1 Adjusting the Angle of the Dispenser Head



TAKE CARE TO AVOID INJURY TO HANDS WHEN IN THE SURROUNDING AREA OF THE DISPENSER OR ADJUSTING MECHANICAL PARTS.

1. Hold the **Dispenser** head with one hand (refer to Figure 8).

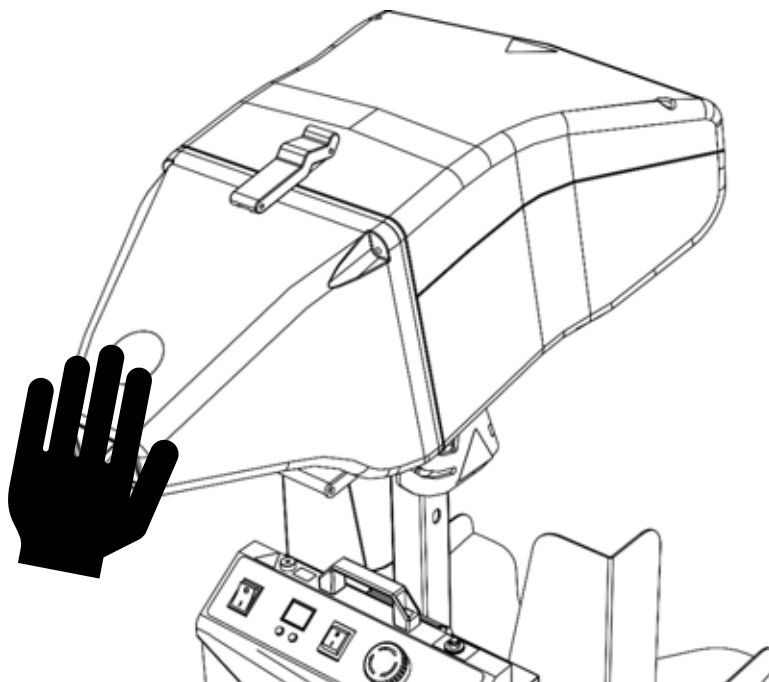


Figure 8 Dispenser Head

2. Pull the **Dispenser Head Angle Adjuster Handle** down with one hand (refer to Figure 9).

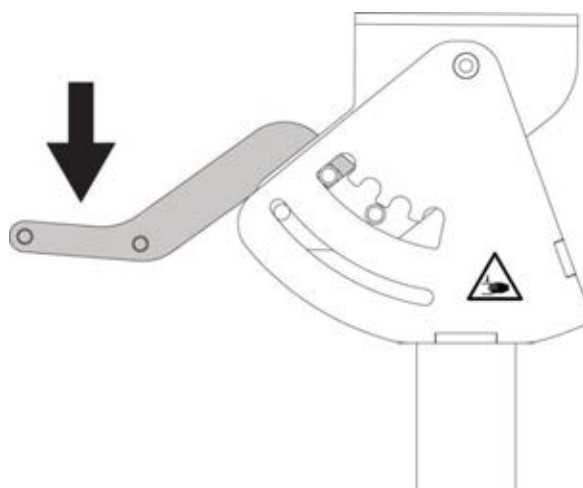


Figure 9 Dispenser Head Angle Adjuster Handle

3. Release the **Dispenser** Head Angle Adjuster Handle when the preferred angle is reached (refer to Figure 10).

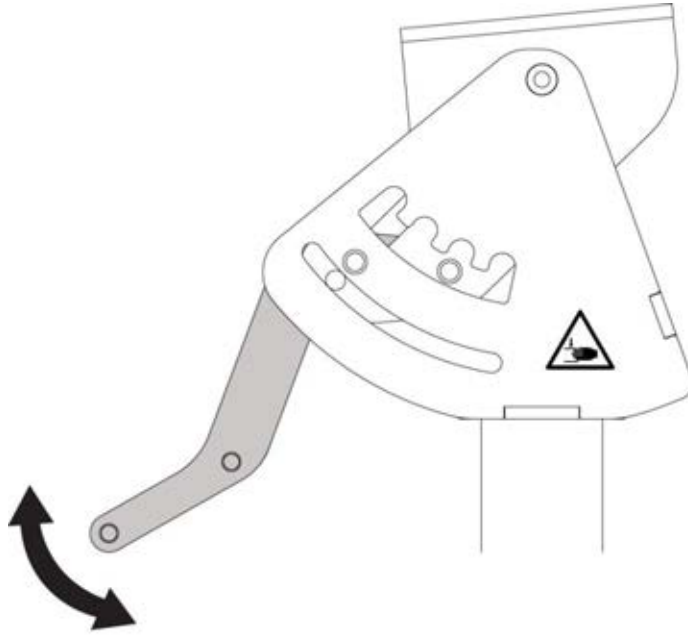


Figure 10 Release the Dispenser Head Angle Adjuster Handle

4. Make sure the **Dispenser** Head Angle Adjuster Handle is locked correctly (refer to Figure 11).

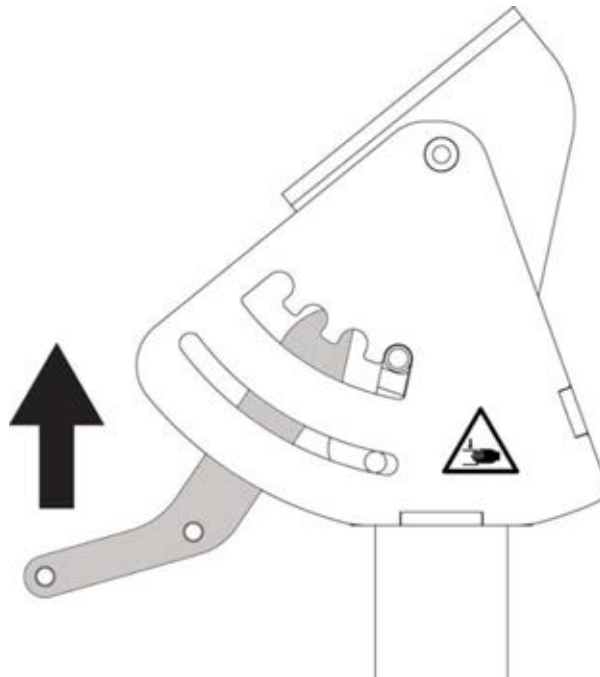


Figure 11 Dispenser Head Angle Adjuster Handle Locked

4.3.2.2 Rotational Positioning of the Dispenser Positioner

1. Turn the Rotational Positioning Knob three turns counterclockwise to loosen the **Dispenser** Stand Positioner. (refer to Figure 12).
2. Rotate the **Dispenser** Stand Positioner to the preferred Output Chute position (refer to Figure 12).

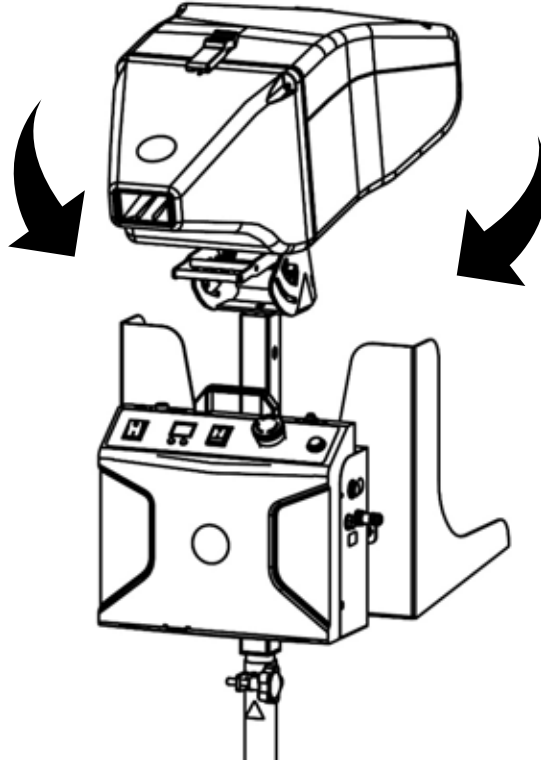


Figure 12 Output Chute Position

3. Tighten the Rotational Positioning Knob by turning it clockwise (refer to Figure 7).

4.3.2.3 Positioning of the Dispenser on Floor Stand for Operation



TAKE CARE TO AVOID UNEVEN FLOORS AND OBSTACLES IN THE SURROUNDING AREA. POTENTIAL TRIPPING HAZARD MAY EXIST. PERSONAL INJURY CAN OCCUR.

PROHIBITED! PUSHING AGAINST THE DISPENSER OR ACCESSORIES WHEN STATIONARY OR FIXATED. PERSONAL INJURY CAN OCCUR.



CAUTION! STANDING ON OR HANGING FROM THE DISPENSER OR ITS STAND/ACCESSORIES CAN CAUSE PERSONAL INJURY.

CAUTION! PLACING OBJECTS AGAINST OR ON TOP OF THE DISPENSER CAN CAUSE PERSONAL INJURY.

1. Make sure that the stand is positioned on a level surface and lock the brakes of the four swivel casters (refer to Figure 13).
2. Make sure the stand stays in position while operating the **Dispenser**.

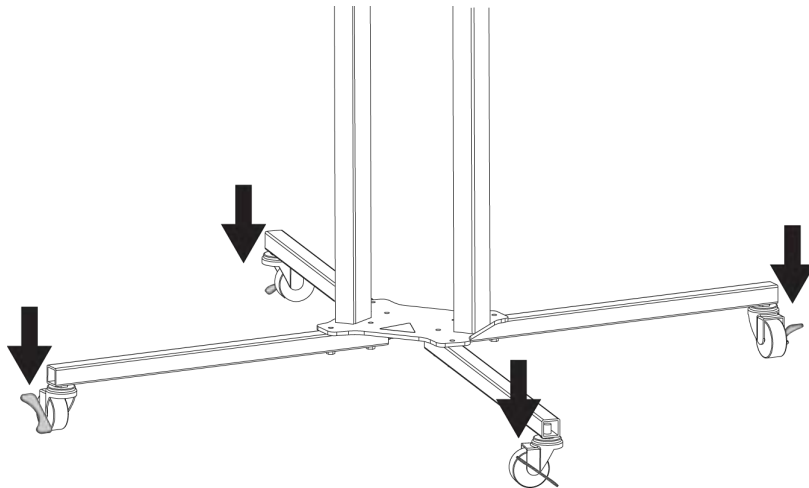


Figure 13 Swivel Casters with Brakes

4.3.3 Table-Top Stand

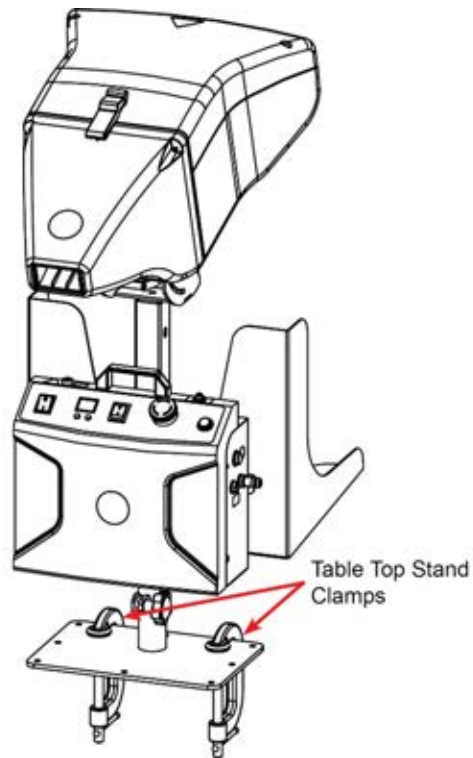


Figure 14 Table-Top Stand

4.3.3.1 Adjusting the Angle of the Table-Top Dispenser Head

For angle adjustment of the **Dispenser** Head (refer to Section 4.3.2.1).



ENSURE THE TABLE IS STABLE ENOUGH ON THE FLOOR AND DOES NOT TILT WHEN THE DISPENSER IS POSITIONED ON THE TABLE. PERSONAL INJURY CAN OCCUR.



PROHIBITED! PUSHING AGAINST THE DISPENSER OR ACCESSORIES WHEN STATIONARY OR FIXATED. PERSONAL INJURY CAN OCCUR.



CAUTION! STANDING ON OR HANGING FROM THE DISPENSER OR ITS STAND/ACCESSORIES CAN CAUSE PERSONAL INJURY.

CAUTION! PLACING OBJECTS AGAINST OR ON TOP OF THE DISPENSER CAN CAUSE PERSONAL INJURY.

1. Make sure that the two Table-Top Stand Clamps are tight and positioned correctly to the table (refer to Figure 14).
2. Make sure the stand and table stay in position while operating the **Dispenser**.

4.3.3.2 Rotational Positioning of the Table-Top Dispenser Output Chute

1. Turn the Rotational Positioning Knob three turns counterclockwise to loosen the **Dispenser** Stand Positioner (refer to Figure 15).

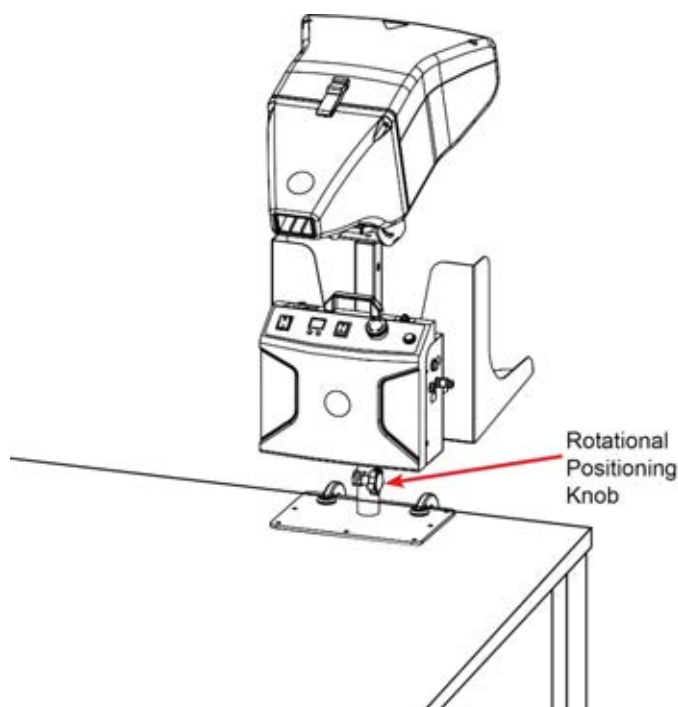


Figure 15 Positioning the Table-Top Dispenser Output Chute

2. Rotate the Table-Top **Dispenser** Output Chute to the preferred Output Chute position (refer to Figure 16).
3. Tighten the Rotational Positioning Knob by turning it clockwise (refer to Figure 15).

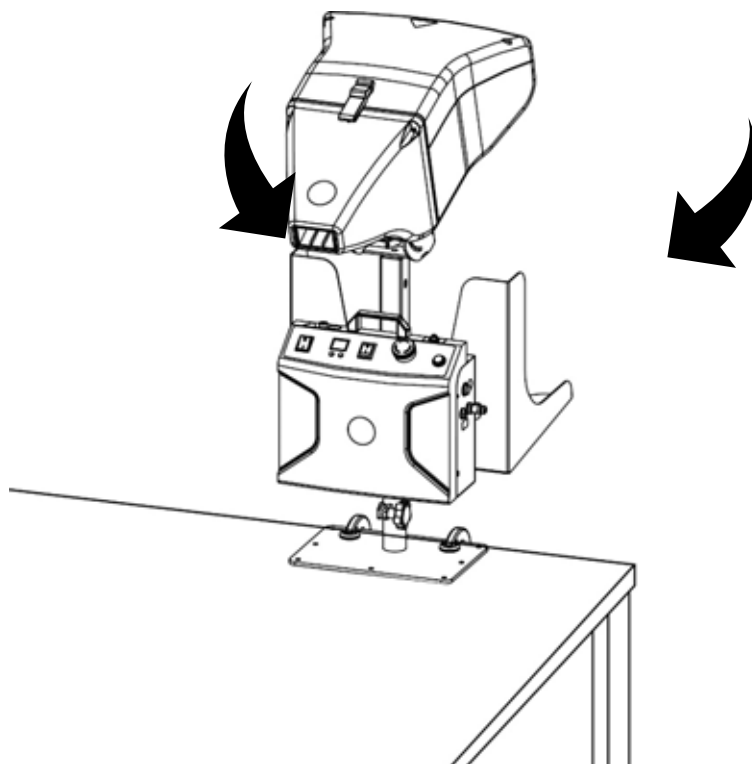


Figure 16 Table-Top Output Chute Position



ENSURE THE TABLE IS STABLE ENOUGH ON THE FLOOR AND DOES NOT TILT WHEN THE DISPENSER IS POSITIONED ON THE TABLE. PERSONAL INJURY CAN OCCUR.

PROHIBITED! PUSHING AGAINST THE DISPENSER OR ACCESSORIES WHEN STATIONARY OR FIXATED. PERSONAL INJURY CAN OCCUR.

CAUTION! STANDING ON OR HANGING FROM THE DISPENSER OR ITS STAND/ACCESSORIES CAN CAUSE PERSONAL INJURY.

CAUTION! PLACING OBJECTS AGAINST OR ON TOP OF THE DISPENSER CAN CAUSE PERSONAL INJURY.

4.3.4 Horizontal Swivel Arm

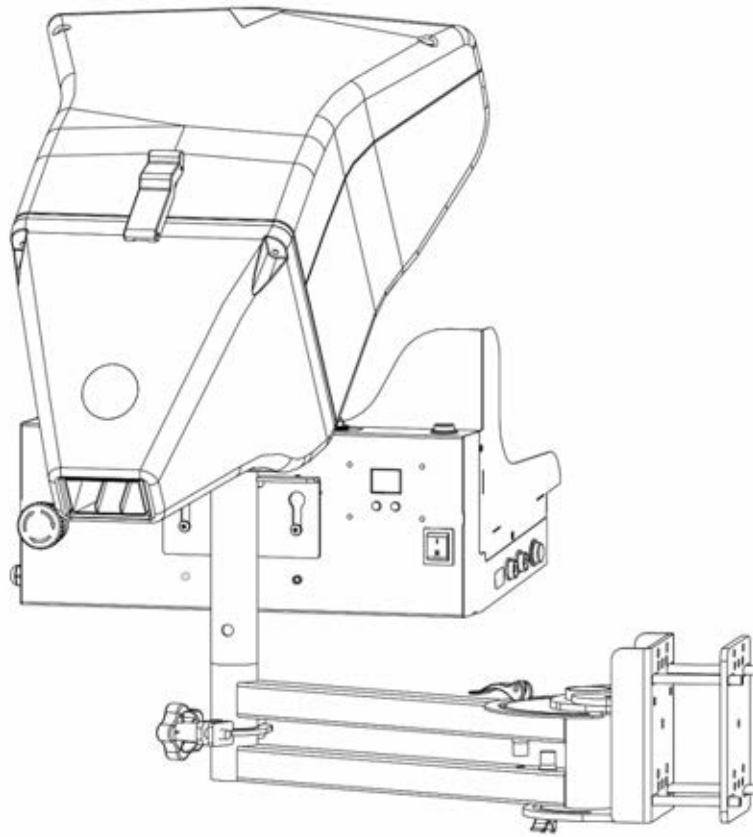


Figure 17 Horizontal Swivel Arm

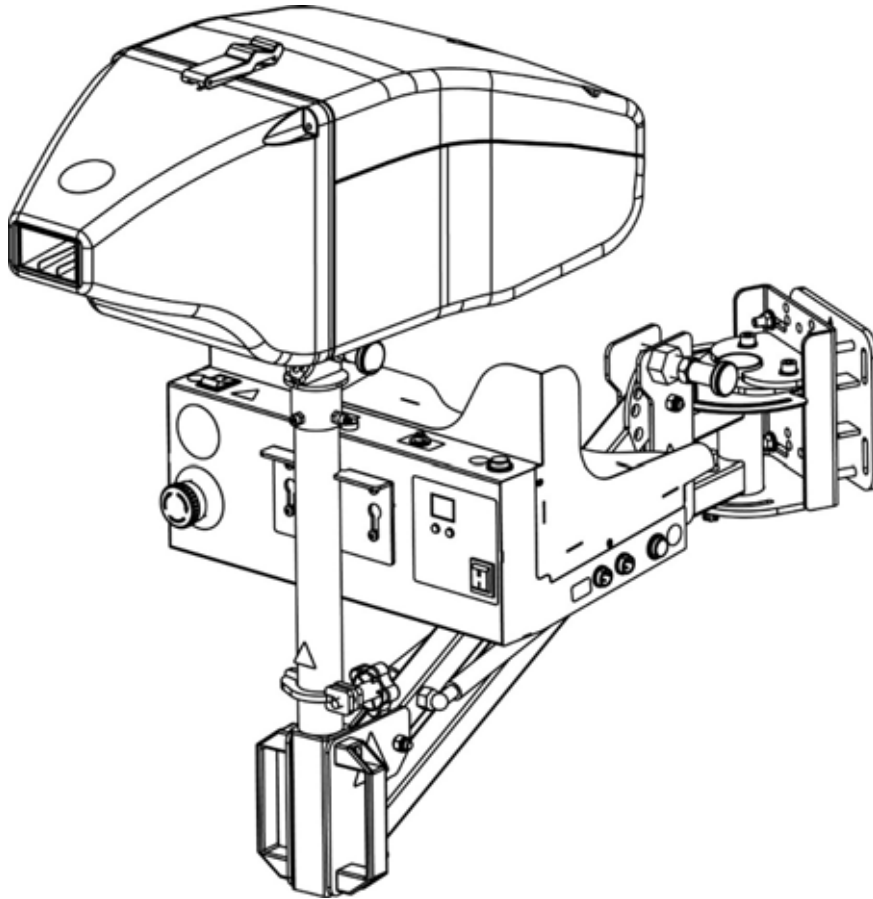


Figure 18 Height-Adjustable Swivel Arm

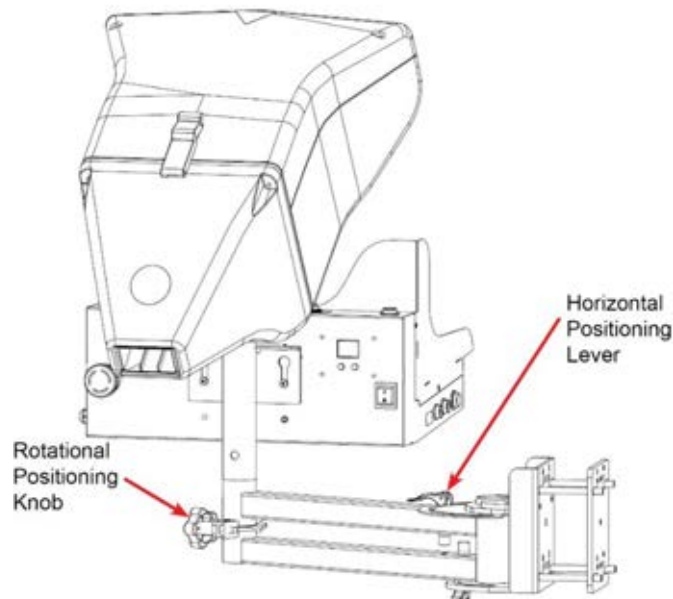


Figure 19 Horizontal Swivel Arm Positioning

4.3.4.1 Rotational Positioning of the Horizontal Swivel Arm

1. Turn the Rotational Positioning Knob three turns counterclockwise to loosen the **Dispenser Head** (refer to Figure 19).
2. Rotate the **Dispenser Head** to the preferred Output Chute position.
3. Tighten the Rotational Positioning Knob by turning it clockwise.

4.3.4.2 Horizontal Positioning of the Horizontal Swivel Arm

1. Release the Horizontal Positioning Lever by lifting the handle to loosen the swivel arm (refer to Figure 19).
2. Slide the Horizontal Swivel Arm to the desired position.
3. Tighten the Horizontal Positioning Lever by pushing the handle down.

PROHIBITED! PUSHING AGAINST THE DISPENSER OR ACCESSORIES WHEN STATIONARY OR FIXATED. PERSONAL INJURY CAN OCCUR.



CAUTION! STANDING ON OR HANGING FROM THE DISPENSER OR ITS STAND/ACCESSORIES CAN CAUSE PERSONAL INJURY.

CAUTION! PLACING OBJECTS AGAINST OR ON TOP OF THE DISPENSER CAN CAUSE PERSONAL INJURY.

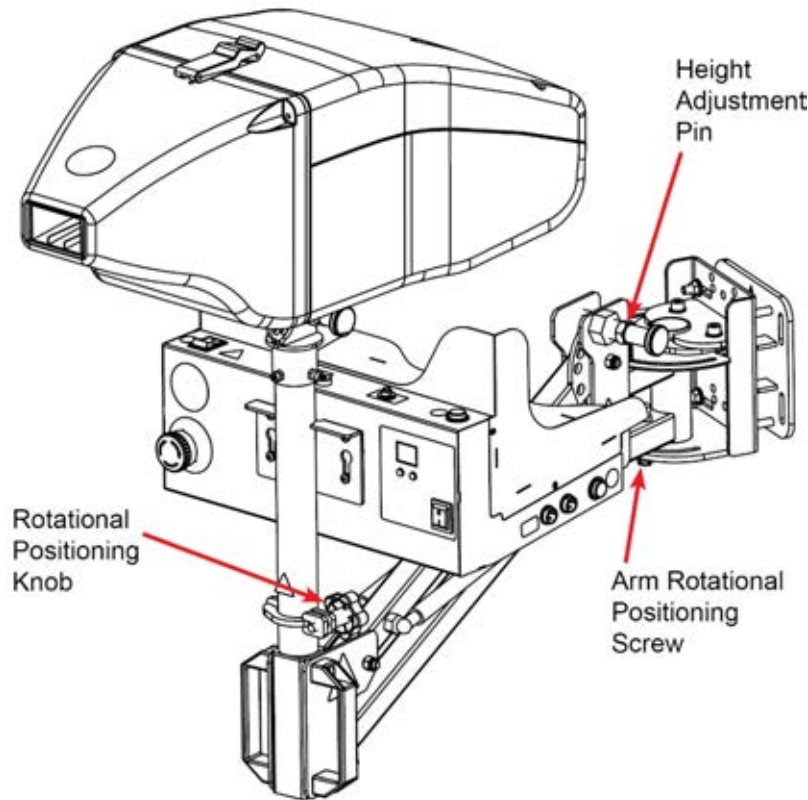


Figure 20 Height-Adjustable Swivel Arm Positioning

4.3.4.3 Rotational Positioning of the Height-Adjustable Swivel Arm

1. Turn the Rotational Positioning Knob counterclockwise to loosen the **Dispenser** stand positioner (refer to Figure 20).
2. Rotate the **Dispenser** stand positioner to the preferred Output Chute position.
3. Tighten the Rotational Positioning Knob by turning it clockwise.

4.3.4.4 Horizontal Positioning of the Height-Adjustable Swivel Arm

1. Turn the Arm Rotational Positioning Screw counterclockwise to loosen the Dispenser arm (refer to Figure 20).
2. Rotate the **Dispenser** arm to the preferred Output Chute position.
3. Tighten the Arm Rotational Positioning Screw by turning it clockwise.

4.3.4.5 Height Positioning of the Height-Adjustable Swivel Arm

4. Pull the Height Adjustment Pin away from the housing to unlock it from the plate (refer to Figure 20).
5. Vertically adjust the **Dispenser** arm to the preferred Output Chute height.
6. Release the pin into one of the predetermined holes to lock the height.

PROHIBITED! PUSHING AGAINST THE DISPENSER OR ACCESSORIES WHEN STATIONARY OR FIXATED. PERSONAL INJURY CAN OCCUR.



CAUTION! STANDING ON OR HANGING FROM THE DISPENSER OR ITS STAND/ACCESSORIES CAN CAUSE PERSONAL INJURY.

CAUTION! PLACING OBJECTS AGAINST OR ON TOP OF THE DISPENSER CAN CAUSE PERSONAL INJURY.

4.4 DISPENSER CONTROLS LAYOUT AND OPERATION

4.4.1 Dispenser Controls

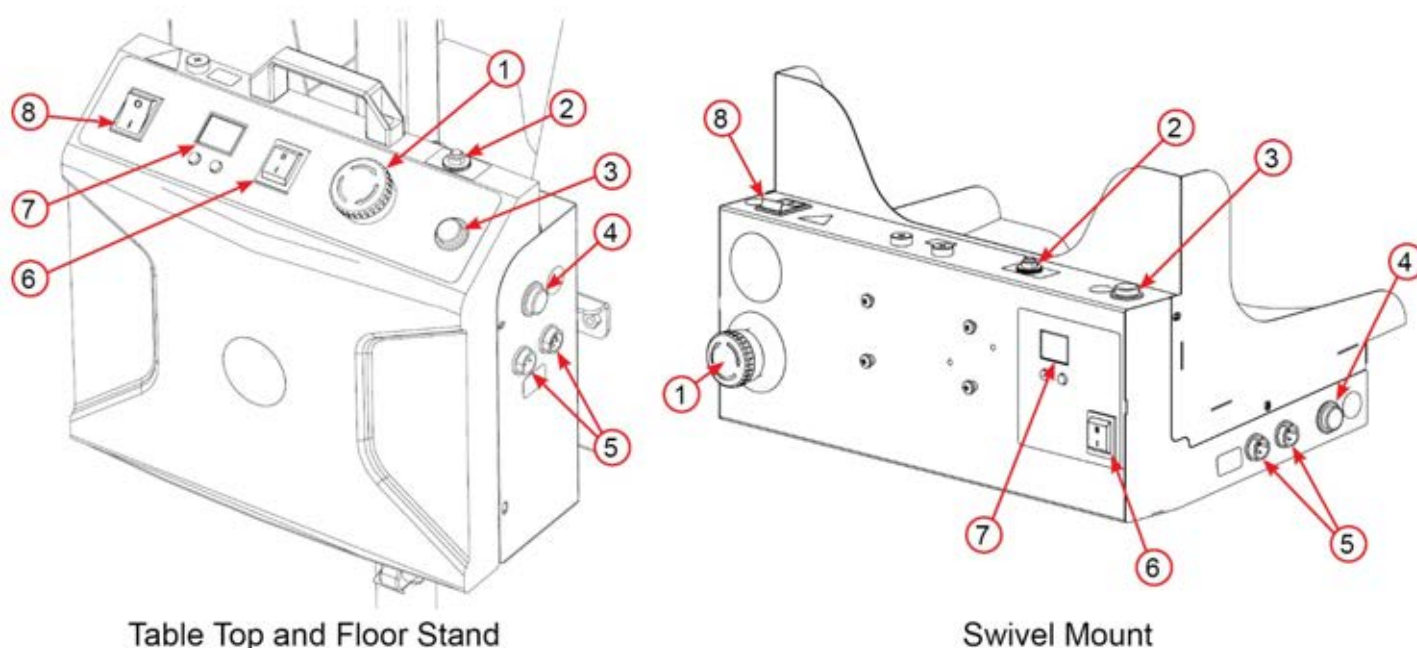


Figure 21 Dispenser Controls

LEGEND	
Item No.	Description
1	Emergency Stop Button (E-Stop) - This red button disables the drive assembly when pushed. Note: To reset the E-Stop, twist and release it and then press the reset button.
2	Overload Reset Button - This switch is used to reset the system after a motor overheating shutdown. It could take 3-5 minutes for the motor to cool down before reuse.
3	Reset Button - This switch is pressed after the E-Stop Button has been released or after initial power up.
4	Start Key - This key is used to produce material output.
5	Foot Switch Connection - This is connected to the foot switch (not shown); the foot switch is used to produce material output.
6	Mode Toggle Switch – (Two (2) Selector Positions): Programmed Length Output (Forward Toggle Position) - This mode produces a programmed length of dispensed void fill material by setting a timer (refer to Section 4.4.3.2). Continuous Output (Back Toggle Position) - This mode produces a continuous stream of void fill material using the foot switch (refer to Section 4.4.3.2).
7	Length Program - This LED display with (+) and (-) adjustment is used to set the output length in feet during Programmed Length Output (refer to Section 4.5).
8	ON/OFF Power Switch - This push button controls power to the system.

4.4.2 Dispenser Modes of the X-Fill A EO



This Dispenser type is provided with electrically driven Paper Feed Wheels. After the paper is dispensed through the Output Chute, the string of void fill paper will be separated automatically by a blade behind the Output Chute.

WARNING! KEEP CLOTHING, HAIR, AND JEWELRY OUT OF THE DISPENSER ENTRANCE AND OUTPUT CHUTE. KEEP HANDS AWAY FROM THE PAPER WHEN THE DISPENSER IS OPERATING. PAPER EDGES MAY CUT THE SKIN.



WARNING! AT NO TIME SHOULD ANYONE REACH INTO THE MACHINE. MOVING PARTS CAN CRUSH AND CUT. DO NOT OPERATE WITH GUARDS REMOVED.

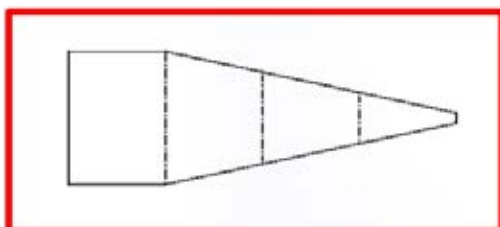
4.4.3 Feeding Paper into the Dispenser and Operating the Several Dispenser Modes.

1. Ensure the **Foot Switch Plug** is properly connected to the **Dispenser** Control Box Foot Switch connections. Ensure the Foot Switch round nut is secured properly by turning the nut clockwise.
2. Ensure the **IEC**, Main Power Connection, is properly connected to the **Dispenser** Control Box and wall socket.
3. Ensure the **Emergency Stop button** is not pressed and the Front Cover is closed and locked.
4. Turn the **Dispenser** controls **ON** by switching the **I/O Main Switch** on the **Control Box** to the **[I]** position. The **Main Switch** illuminates when the **Dispenser** controls are activated.
5. Push the **Reset Button** (refer to Figure 21).
6. Select the preferred **Dispenser Mode** by switching the **Mode Selector Switch** to the **[I]** or **[II]** position (refer to Figure 21).
7. Place the **Paper Bundle** in the **Bundle Holder** (refer to Figure 22).
8. Remove the 2 straps around the **Paper Bundle** by using hand scissors.



Pay attention when using hand tools such as knives, scissors, etc., due to the risk of cutting.

9. Lift some sheets of paper from the **Paper Bundle** and fold the beginning of the sheets into an arrow using at least 3 sheets (see below).
 - ❖ How to fold the paper into an arrow. The arrow length should be approx. 3 sheets long (1 sheet is 11.0 in.). The front tip must not to be wider than 1.0 in. (3.0cm).



10. Insert the folded arrow of paper sheets into the **Dispenser Input Chute** (refer to Figure 22).
11. Push the folded arrow of paper sheets towards the **Dispenser Feeding Wheels** (refer to Figure 22).
12. Hold the sheets down at the back end of the **Dispenser Input Chute** to avoid the paper falling out of the **Dispenser Input Chute**.

13. Press the **Feed-In Button** on the **Dispenser Control Box**. The driven **Dispenser Feeding Wheels** will engage and start pulling the paper into the **Dispenser**.
14. Release the **Feed-in Button** on the **Dispenser Control Box** as soon as the string of paper void fill is visible at the **Dispenser Output Chute** (refer to Figure 22).

The Dispenser is ready for operation dispensing the preferred amount of void fill paper by selecting one of the Dispenser Modes.

4.4.4. Foot Switch Mode:

- A. Switch the **Dispenser Mode Selector Switch** to position **[I]**. The **Controls Display** will not show any digits.
 - ❖ Position **[I]** is the **Foot Switch Mode**. In this mode the **Dispenser** produces an undefined length of void fill paper as long the **Foot Switch** is held down.

The Dispenser will dispense a string of paper void fill as long as the Foot Switch is pressed down. Release the Foot Switch to stop dispensing paper. The Dispenser will automatically cut the void fill paper to length.



4.4.5. Program Length Mode:

- A. Switch the **Dispenser Mode Selector Switch** to **[II]**. The **Controls Display** will show two digits.
 - ❖ Position **[II]** is the **Program Length Mode**. In this mode the **Dispenser** produces a predefined length of void fill paper after pushing and releasing the **Foot Switch**.
- B. Set the preferred length of the paper void fill string by using the **(+)** and **(-)** Push Buttons.
 - ❖ **In Metric Units setting** (refer to Figure 23): The digits representing the length of the string of void fill paper are in **meters**. For example, if the display shows 0.5, the preferred string of void fill paper is set to 0.5m **[+/- 10%]**.
 - i. **The minimum possible programmable length of void fill paper is 0.5m. The maximum possible programmable length of void fill paper is 9.9m.**
 - ❖ **In Imperial Units setting** (refer to Figure 23): The digits representing the length of the string of void fill paper are in **inches**. For example, if the display shows 04, the preferred string of void fill paper is set to 40 in. **[+/- 5%]**.
 - i. **The minimum possible programmable length of void fill paper is 02 in. The maximum possible programmable length of void fill paper is 99 in.**

In Program Length Mode the Foot Switch only needs to be activated for a short period of time. After tapping the Foot Switch the Dispenser Feeding Wheels will engage the paper and dispense the pre-programmed length of void fill paper.



The Dispenser will automatically cut the string of void fill paper to length. Tap the Foot Switch again to start a new Feed Cycle.

NOTE: In case the actual dispensed length of void fill paper is not equal to the predefined length, which is set in the Controls Display, refer to Section 4.5.

NOTE: To verify if the Dispenser controls are set to METRIC or IMPERIAL:

- ❖ In the Metric unit setting there is a **[.]** (dot) between the 2 digits shown in the **Controls Display** when **Program Length Mode** is selected.
- ❖ In the Imperial unit setting there is **NO [.]** (dot) between the 2 digits shown in the **Controls Display** when **Program Length Mode** is selected.



The Dispenser is for intermittent use and should not be run continuously for more than one minute.

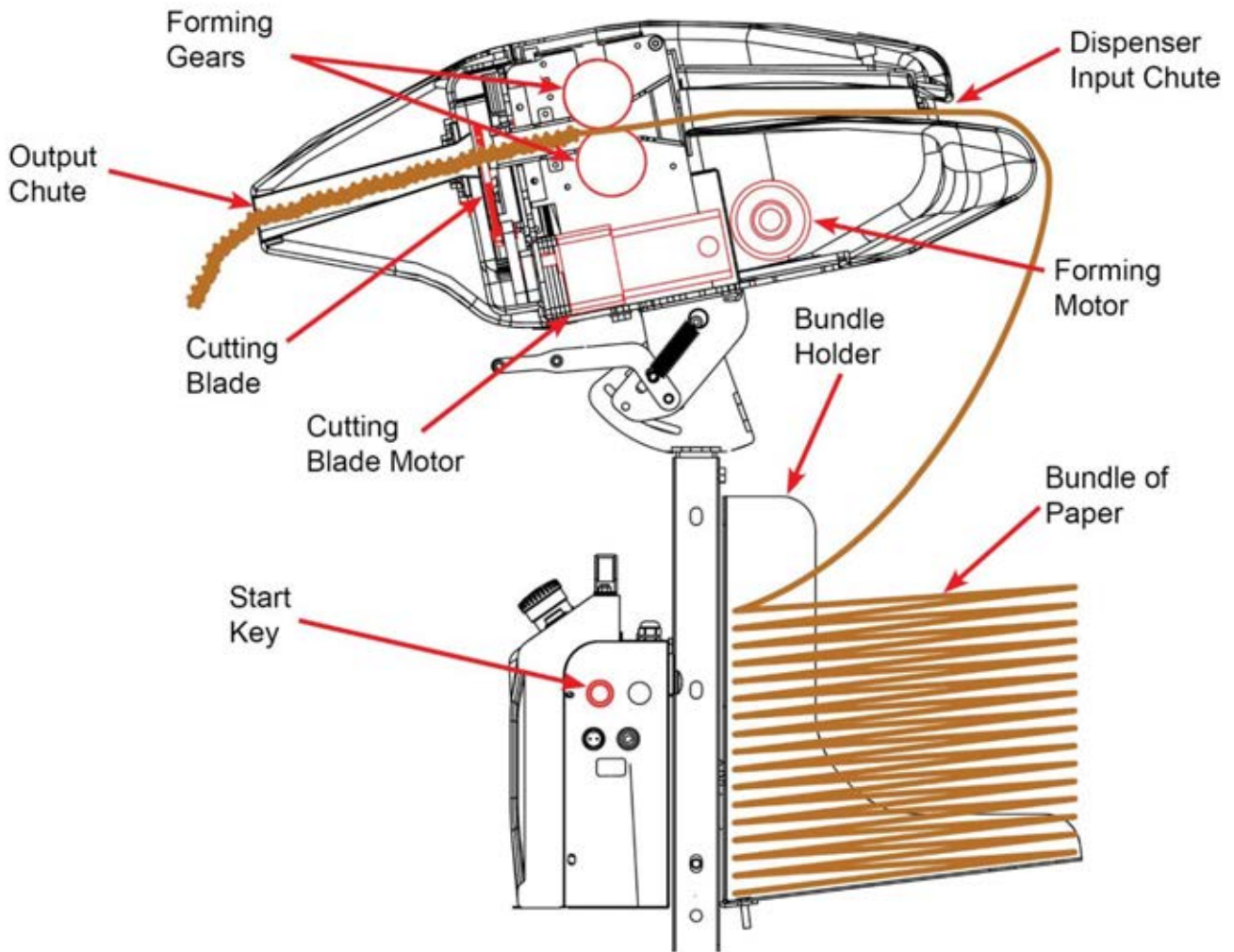


Figure 22 Paper Path

4.5 DISPENSER UNITS SETTING AND PAPER FEED LENGTH ADJUSTMENT

4.5.1 Dispenser Units Setting - Change Metric to Imperial

1. Switch the **I/O Main Switch** to **[I] (On)** position (refer to Figure 23).
2. Switch the Selector to position **[I] (Foot Switch Mode)**.
3. Press the red **E-Stop** button.
4. Press and hold the (-) push button down (**Imperial selection**).
5. Release the **E-Stop** button by turning the red button clockwise (2 digits will be shown on the display).
6. While holding the (-) push button down, push and hold the (+) push button down till the digits disappear from the display.
7. Press the **RESET** button.

The Dispenser is now set to Imperial units and ready for use.

4.5.2 Dispenser Units Setting - Change Imperial to Metric

1. Switch the **I/O Main Switch** to **[I] (On)** position (refer to Figure 23).
2. Switch the Selector to position **[I] (Foot Switch Mode)**.
3. Press the red **E-Stop** button.
4. Press and hold the (+) push button down (**Metric selection**).
5. Release the **E-Stop** button by turning the red button clockwise (2 digits will be shown on the display).
6. While holding the (+) push button down, push and hold the (-) push button down till the digits disappear from the display.
7. Press the **RESET** button.

The Dispenser is now set to Metric units and ready for use.

4.5.3 Imperial Units - Adjusting the Feed length of the String of Void Fill Paper.

Depending on the paper type used, the Dispenser Feed Length for Program Length Mode may need to be changed from the factory setting. To adjust the void fill paper string feed length in Imperial units, follow the steps below.

1. Switch the **I/O Main Switch** to **[I] (On)** position (refer to Figure 23).
2. Switch the Selector to position **[II] (Program Length Mode)**.
3. Press the red **E-Stop** button.
4. Press and hold the (-) push button down (**Imperial selection**).
5. Release the **E-Stop** button by turning the red button clockwise (2 digits will be shown on the display).
6. Push the (+) push button to increase the feed length. Push the (-) push button to decrease the feed length, depending on your needs.
7. After the adjustment push and hold the (-) push button and the (+) push button down at the same time till the digits disappear from the display.

8. Press the **RESET** button.
9. Verify if the feed length is adjusted correctly.
 - a. For example, set the feed length to 04, which is equal to 40 in., by using the (+) or (-) push button in Program Length Mode. Activate the Foot Switch by stepping on it to dispense the void fill paper string. Measure the actual length of the produced paper string*.

**Repeat the process as described in Section 4.5.3 in case the feed length needs to be adjusted.*

The Dispenser is now set and ready for use.

4.5.4 Metric Units - Adjusting the Feed Length of the String of Void Fill Paper.

Depending on the paper type used, the Dispenser Feed Length for Program Length Mode may need to be changed from the factory setting. To adjust the void fill paper string feed length in Metric units, follow the steps below.

1. Switch the **I/O Main Switch** to **[I] (On)** position (refer to Figure 23).
2. Switch the Selector to position **[II] (Program Length Mode)**.
3. Press the red **E-Stop** button.
4. Press and hold the **(+)** push button down (**Metric selection**).
5. Release the **E-Stop** button by turning the red button clockwise (2 digits will be shown on the display).
6. Push the **(+)** push button to increase the feed length. Push the **(-)** push button to decrease the feed length, depending on your needs.
7. After the adjustment push and hold the **(-)** push button and the **(+)** push button down at the same time till the digits disappear from the display.
8. Press the **RESET** button.
9. Verify if the feed length is adjusted correctly.
 1. For example, set the feed length to 1.0, which is equal to 1 meter, by using the (+) or (-) push button in Program Length Mode. Activate the Foot Switch by stepping on it to dispense the void fill paper string. Measure the actual length of the produced paper string*.

**Repeat the process as described in Section 4.5.4 in case the feed length needs to be adjusted.*

The Dispenser is now set and ready for use.

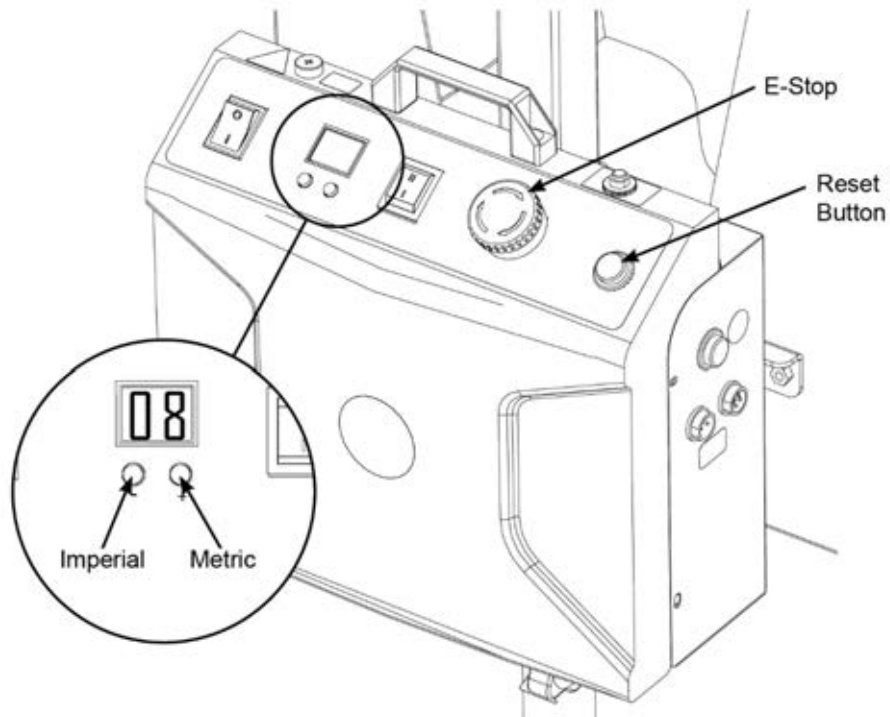


Figure 23 Units Setting

4.6 MOVING/STORING THE DISPENSER

4.6.1 Moving the Dispenser on Floor Stand

1. Position the **I/O Main Switch** to **O [OFF]** and unplug the Main Power Cord from the Control Box. Store the Main Power Cord.
2. Unplug the **Foot Switch Plug** from the Control Box by releasing the round nut by turning it counterclockwise. Store the Foot Switch.
3. Remove and store the paper bundle.
4. **Moving the Dispenser on Floor Stand:** Unlock the brakes of the four (4) swivel casters. The **Dispenser** can be wheeled to a new location.



WARNING! DISPENSER ON FLOOR STAND IS TOP HEAVY. HOLD THE STAND WHILE MOVING AND AVOID OBSTACLES ON THE FLOOR AS TIPPING MAY OCCUR.

4.6.2 Moving the Dispenser with Table-Top or Horizontal Swivel Arm:



WARNING! TABLE-TOP DISPENSER AND THE HORIZONTAL SWIVEL ARM DISPENSER MAY ONLY BE DISASSEMBLED AND/OR MOVED BY AN OFFICIAL NUEVOPAK, AN IPG COMPANY, AUTHORIZED REPRESENTATIVE, OR A NUEVOPAK OR IPG COMPANY TRAINED SERVICE TECHNICIAN.

4.6.3 Storing the Dispenser Void Fill Paper System

1. Store components in the original packaging in a dry indoor area up off the ground on a shipping pallet or equivalent.

Chapter 5 Dispenser Maintenance

5.1 INSPECTION, MAINTENANCE, AND REPAIR



WARNING! THE OPERATOR MAY NOT PERFORM ANY MAINTENANCE OR REPAIR PROCEDURES OTHER THAN THOSE THAT ARE WRITTEN AND SPECIFIED UNDER “OPERATOR WEEKLY INSPECTION INTERVAL” AND IN THE SECTION “TROUBLESHOOTING” WHICH ARE SPECIFICALLY POINTED OUT TO THE OPERATOR IN THIS USER MANUAL.



CAUTION! IN THE EVENT OF A DEFECT, OR IF THE OPERATION OF THE DISPENSER DIFFERS FROM THE DESCRIPTIONS IN THIS USER MANUAL, TURN THE I/O MAIN SWITCH TO O [OFF] AND DISCONNECT THE MAIN POWER CORD PLUG FROM THE MAIN POWER UNTIL THE UNIT CAN BE INSPECTED BY A TRAINED NUEVOPAK, AN IPG COMPANY, REPRESENTATIVE OR QUALIFIED SERVICE PERSONNEL.

5.2 OPERATOR WEEKLY INSPECTION INTERVAL

This section contains the following **Operator** procedures:

1. Weekly Inspection Interval

CHECK IF:



- Covers are properly secured and not damaged.
- Dispenser cables are not cut, broken, or damaged
- Cords or plugs are not damaged
- Dispenser and accessories components are secured well
- All controls and indicators function properly



CAUTION! DO NOT OPERATE ANY SYSTEM WITH A DAMAGED CORD OR PLUG, OR AFTER THE SYSTEM MALFUNCTIONS OR IS DROPPED OR DAMAGED IN ANY MANNER. RETURN THE SYSTEM TO THE NEAREST AUTHORIZED SERVICE FACILITY FOR EXAMINATION, REPAIR, AND ELECTRICAL OR MECHANICAL ADJUSTMENTS, IF REQUIRED.

5.3 PREVENTIVE MAINTENANCE INTERVAL

This section contains the following **Qualified Service Personnel** procedures:

1. Preventive Maintenance: Every 6 months or after usage of 60 bundles of paper



Preventative Maintenance inspections are done to make sure the Dispenser preforms at its expected level. Inspections are performed at intervals of every 6 months or after usage of 60 bundles of paper.



WARNING! ONLY QUALIFIED SERVICE PERSONNEL WHO HAVE BEEN TRAINED BY A NUEVOPAK OR IPG COMPANY REPRESENTATIVE ARE ALLOWED TO PERFORM MAINTENANCE AND REPAIR PROCEDURES.



WARNING! BEFORE ANY MAINTENANCE: SWITCH THE I/O MAIN SWITCH TO O [OFF] POSITION AND DISCONNECT THE MAIN POWER CORD PLUG FROM THE MAIN POWER.



BEFORE PERFORMING MAINTENANCE PROCEDURES READ AND THOROUGHLY UNDERSTAND THE SAFETY INSTRUCTIONS IN THIS USER MANUAL (REFER TO SECTION 2.2).

2. The void fill paper created by the **Dispenser** is intended to be used only as packaging material.
3. The operator may not perform any maintenance or repair procedures other than those specified in the section OPERATOR WEEKLY INSPECTION INTERVAL above.
4. Changes or modifications not expressly approved by **Nuevopak**, an **IPG Company**, could void the user's authority to operate the equipment.
5. In the event the maintenance required is beyond the scope outlined in this user manual, contact **Nuevopak** or other **IPG Company** technical support for a qualified service technician.

Chapter 6 Troubleshooting

6.1 TROUBLESHOOTING

The **Dispenser** is intended to be used for converting paper into void fill paper. Repairs or modifications should be done by a **Nuevopak**, an **IPG Company**, authorized representative or trained Service Technician (refer to Technical Support).

6.1.1. Jam Clearing

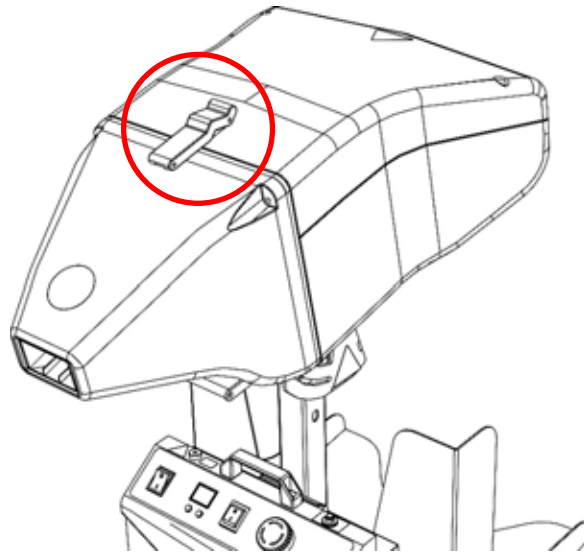


Figure 22 Jam Clearing



WARNING! DO NOT REMOVE OR TAMPER WITH THE SAFETY COMPONENTS. DO NOT REMOVE THE FIXED COVERS. THE ACCESS COVERS MAY ONLY BE REMOVED BY AN AUTHORIZED NUEVOPAK/IPG REPRESENTATIVE OR QUALIFIED SERVICE PERSONNEL THAT HAVE BEEN TRAINED BY A NUEVOPAK/IPG REPRESENTATIVE.



CAUTION! WHEN CLEARING JAMS THE OPERATOR MUST WEAR GLOVES. THE CUTTING BLADE IN THE DISPENSER IS SHARP AND CAN CAUSE CUTS IF THE PROPER PPE IS NOT WORN.



The **Dispenser** is equipped with an easy open latch allowing access to the forming gears. This allows **properly trained** individuals to more easily clear jams and perform basic cleaning. Follow the below steps to clear a jam.

1. Turn the machine off. If the Emergency Stop was engaged leave it engaged.
2. Attempt to clear the paper by grasping the paper firmly from the infeed side of the Dispenser.
3. Slowly pull the paper out of the Dispenser.
4. If this does not clear the jam completely unlock the latch on the Dispenser head.
 - a. This will pivot the front cover down allowing access to the forming gears.
5. Using gloves remove any debris from the Dispenser head and clear the output chute.
6. Pivot the front cover up and lock the latch in place.
7. Turn the machine on and/or disengage the Emergency Stop.
8. Press the reset button.
9. Reload the paper (refer to section 4.4.3).
10. Dispense a string of paper to verify full functionality.
11. Should the Dispenser still not perform in the expected manner contact technical support.

6.1.2. General Troubleshooting

Problem	By whom	Possible Causes	Solutions
There is no power to the Controls – the Control Box I/O Main Switch does not illuminate.	Operator	1. The I/O Main Switch is positioned to [O] OFF position.	Turn the I/O Main Switch to the [I] ON position and Reset the Dispenser Controls.
		2. IEC Main Power Cord Connection or Power Cord Plug is unplugged from the Control Box or at the Wall Socket .	Verify the IEC Main Power Cord connection is plugged into the Control Box and the Power Cord Plug is plugged into a properly rated Wall Socket.
		3. The Main Power is interrupted.	Verify if there is Main Power to other equipment in the packing area. Contact Technical Support in case the Main Power is interrupted.
	Service Technician	4. Control Box Main Fuse is defective.	Turn the I/O Main Switch to the [O] OFF position. Disconnect the Main Power Cord Plug from the main power. Contact Technical Support to replace the Main Fuse.
		5. A cable reel is in use.	Replace the cable reel with an extension cable with a wire gauge of at least 14 AWG (1.5mm ²) with a maximum length of 11.5 ft. (3.5m).
		6. Electrical or Mechanical defect.	Contact your authorized distributor or Nuevopak , an IPG Company , representative.
The length of the string of void fill paper is not equal to the programmed length.	Operator	1. The Dispenser Mode Selector Switch is in the incorrect position.	Position the Dispenser Mode Selector Switch to the preferred mode.
		2. The Dispenser Units Setting or Paper Feed Length adjustment is set incorrectly.	Contact your Technical Support to have the Dispenser Controls calibrated correctly according Section 4.5 (Dispenser Units Setting and Paper Feed Length).

Problem	By whom	Possible Causes	Solutions
No Paper Feed using the Foot Switch or Feed-In Button – the I/O Main Switch is positioned to [I] ON and is illuminated.	Operator	1. The Paper Feed Wheels engage when pressing the Foot Switch - The Paper Bundle is empty.	Reload the Dispenser with a new Paper Bundle (refer to Section 4.4.3).
		2. The Paper Feed Wheels engage when pressing the Foot Switch - The Paper is torn at the Input Chute or at the paper Feeding Wheels .	Reload the Dispenser with Paper (refer to Section 4.4.3).
		3. The Paper Feed Wheels <u>DO NOT</u> engage when pressing the Foot Switch but <u>DO</u> engage when pushing the Feed-In Button - The Foot Switch Connection is not properly connected.	Make sure the Foot Switch Plug is properly connected to the Control Box Connection by turning the round nut clockwise till correctly fixated.
		4. The Paper Feed Wheels <u>DO NOT</u> engage when pressing the Foot Switch but <u>DO</u> engage when pushing the Feed-In Button – The used Foot Switch Connection is not properly connected.	Move the Foot Switch Plug to the spare Control Box Foot Switch Connection (refer to Figure 19). In case the Dispenser works properly after switching to another Foot Switch Connection , contact Technical Support .
		5. The Paper Feed Wheels <u>DO NOT</u> engage when pressing the Foot Switch and <u>DO NOT</u> engage when pushing the Feed-In Button – The Circuit Breaker is engaged (push button in high position) due to Feed Wheels overload.	Turn the I/O Main Switch to the [O] OFF position. Wait for 3 to 5 minutes. Turn the I/O Main Switch to the [I] ON position. Press the push button from the Circuit Breaker (refer to Figure 19). In case the push button from the Circuit Breaker moves back in high position, contact Technical Support .
		6. The Paper Feed Wheels <u>DO NOT</u> engage when pressing the Foot Switch and <u>DO NOT</u> engage when pushing the Feed-In Button – The Emergency Stop Button is pressed.	Release the Emergency Stop by turning the Red Button clockwise. Reset the Dispenser (refer to Figure 19).
		7. The Paper Feed Wheels <u>DO NOT</u> engage when pressing the Foot Switch and <u>DO NOT</u> engage when pushing the Feed-In Button – The Dispenser Controls Connection Plug is not properly tightened.	Turn the I/O Main Switch to the [O] OFF position. Close the Dispenser cover and lock the latch in place. Turn the I/O Main Switch to the [I] ON position and Reset the Dispenser Controls (refer to Figure 19). If the dispenser still does not function, contact Technical Support .

No Paper Feed using the Foot Switch or Feed-In Button – the I/O Main Switch is positioned to [I] ON and is illuminated.	Operator	8. The Paper Feed Wheels TRY to engage when pressing the Foot Switch or when pushing the Feed-In Button – The Paper is jammed in the Feed Wheels or Dispenser Output Chute. Turn the I/O Main Switch to the [O] OFF position. Pull the remaining paper which is sticking out of the output chute.	Turn the I/O Main Switch to the [I] ON position. Ensure the Dispenser Mode Selector Switch is positioned to Foot Switch Mode (I) (refer 4.4.1). Press the Reset button . Activate and hold the Foot Switch down for 2 seconds. Confirm the paper is dispensed like usual. In case the Dispenser still does not dispense paper, contact Technical Support
Problem	By whom	Possible Causes	Solutions
No Paper Feed using the Foot Switch or Feed-In Button – the I/O Main Switch is positioned to [I] ON and is illuminated. - Continued	Service Technician	9. The Paper Feed Wheels TRY to engage when pressing the Foot Switch or when pushing the Feed-In Button – The Paper is jammed in the Feed Wheels or Dispenser Output Chute .	Turn the I/O Main Switch to the [O] OFF position. Disconnect the Main Power Cord Plug from the main power. Contact Technical Support .
		10. The Paper Feed Wheels DO NOT engage when pressing the Foot Switch but DO engage when pushing the Feed-In Button – The Foot Switch used is defective.	Turn the I/O Main Switch to the [O] OFF position. Disconnect the Foot Switch Plug from the Control Box Connection and install a new Foot Switch (refer to Figure 19). In the event no new Foot Switch is available, contact your authorized distributor, Nuevopak , or IPG Company representative.
		11. Electrical or Mechanical defect.	Contact your authorized distributor, Nuevopak , or IPG Company representative.
The paper has jammed in the dispenser.	Operator	1. The Paper Feed Wheels TRY to engage when pressing the Foot Switch or when pushing the Feed-In Button – The Paper is jammed in the Feed Wheels or Dispenser Output Chute .	Turn the I/O Main Switch to the [O] OFF position. Grasp the paper firmly from the infeed side of the dispenser. Slowly pull the paper out of the dispenser. In the event this does not clear the jam the covers are held on by a latch. Open the cover and carefully remove the debris from around the forming gears. Before returning to normal operation close and lock the cover.
The cutting blade is not functioning as expected or not functioning at all.	Service Technician	1. Cutter Failure	Contact your authorized distributor, Nuevopak , or IPG Company representative.

