



POWERED BY **NUEVOPAK**

USER MANUAL

X-Pad EO



REV 1.5 03252025

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

Serial No.: XP-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 1.4 Pre-Release

1.2 PREFACE

This User Manual contains information necessary to operate the **X-Pad EO** Dispenser and the various stands/accessories, and variants of the **X-Pad EO**. It is intended for use by the **Installer** and **Operator** of the **Dispenser** to become familiar with the **X-Pad EO** Dispenser. It is recommended to read this User Manual carefully before use. This User Manual applies to the product type: **XP-EO-10, XP-EO-20, XP-EO-30 and XP-EO-40**. The **X-Pad 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-Pad 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-Pad 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-Pad 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-Pad EO** which is manufactured by **Nuevopak**, an **IPG Company**.
2. **The Installer** is defined as that individual who has been trained by a **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 those outlined in this User Manual.
5. **Paper Soft-jam** is defined as the case that the cushioning paper is jammed in the forming gears after an incorrect operation.

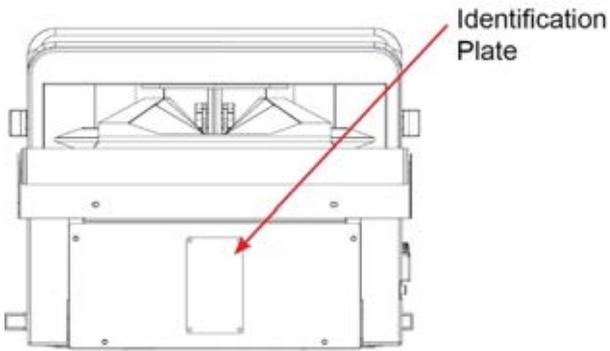


WARNING! ONLY QUALIFIED SERVICE PERSONNEL WHO HAVE BEEN TRAINED BY A NUEVOPAK REPRESENTATIVE ARE ALLOWED TO PERFORM MAINTENANCE AND REPAIR PROCEDURES OTHER THAN THE ONES DESCRIBED IN THIS MANUAL.

Chapter 2 Dispenser Overview

2.1 DISPENSER IDENTIFICATION

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



NUEVOPAK		Pack with Innovations	
X-Pad + Paper Cushioning System			
V	210-240 AC	SCCR	5 kA
I	2.7 A	IP	20
Hz	50/60 1~	Class	I
Head	43-95 kg-lb	Optional stand	kg-lb
Floor stand	39-85 kg-lb	System Total	82-180 kg-lb
Model No.: XPA-EO-20		Main Doc. No.: XPA-B	
S/N:		BUILT:	
Imported by:		Manufactured by:	
		Nuevopak Global Limited Unit 306, 3/F, Yen Sheng Centre, 64 Hoi Yuen Road, Kwun Tong, Kowloon, Hong Kong. www.nuevopak.com	
TÜVRheinland CERTIFIED		Type Approved Safety Regular Production Surveillance	
CE UK CA		www.tuv.com ID: 0217009444	

Dispenser power requirements and weight

- Dispenser Model.
- Dispenser Serial Number.
- Dispenser date of manufacture

Manufacturer and importer details

Dispenser Certifications. These may vary by Dispenser type/country.

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 11.5 ft. (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-Pad 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 STATIONARY BLADE ARE EXPOSED. BE CAREFUL REMOVING PAPER PARTICLES 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 panel, interrupts power to the drive motor and knife when pushed.
Covers	Front and Top Covers guard against access to moving parts and the knife 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	8 Amp, 250 Volt, 5mm x 20mm

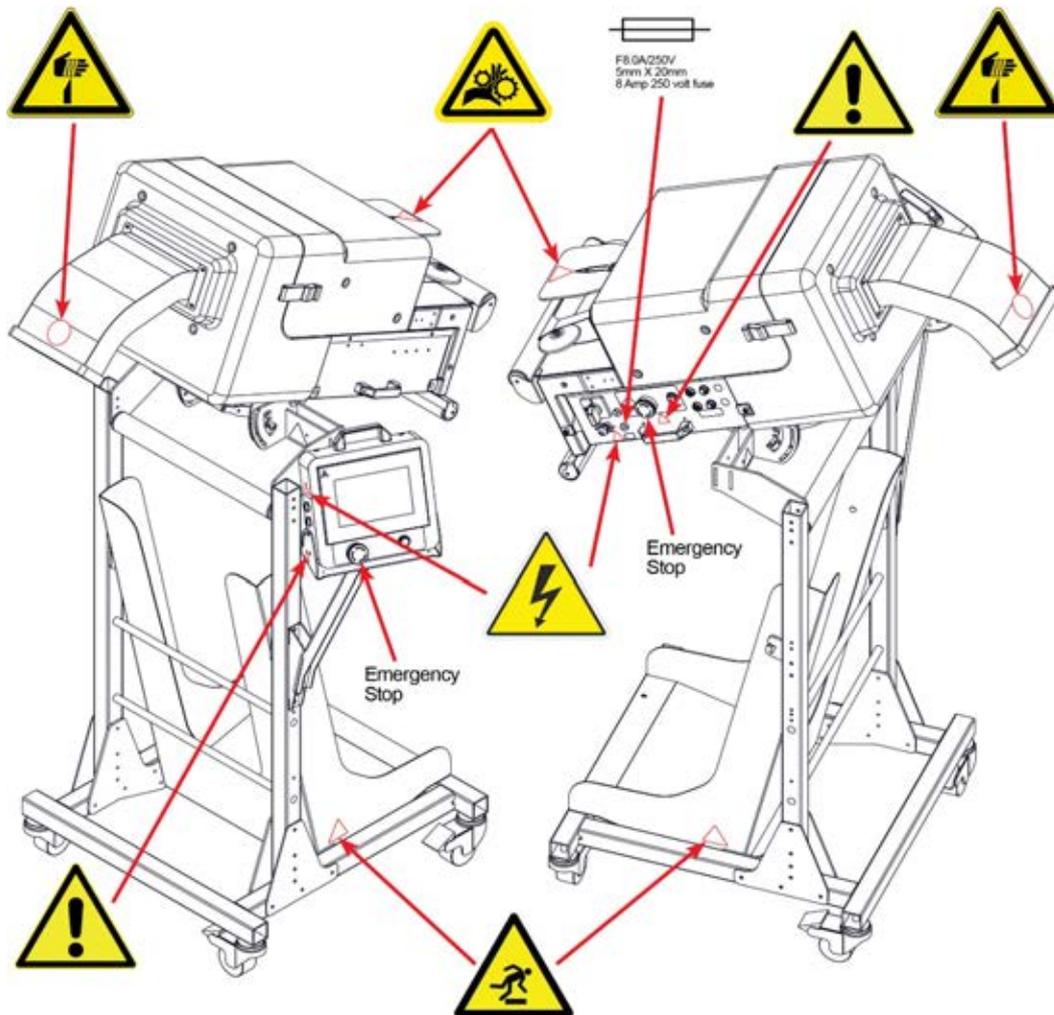


Figure 2 Dispenser Warning Labels Location.

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 eyewear 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-PAD 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 which are supplied by a **Nuevopak**, an **IPG Company**, authorized representative may be used.
3. Only accessories which are intended to be used by 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 **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.

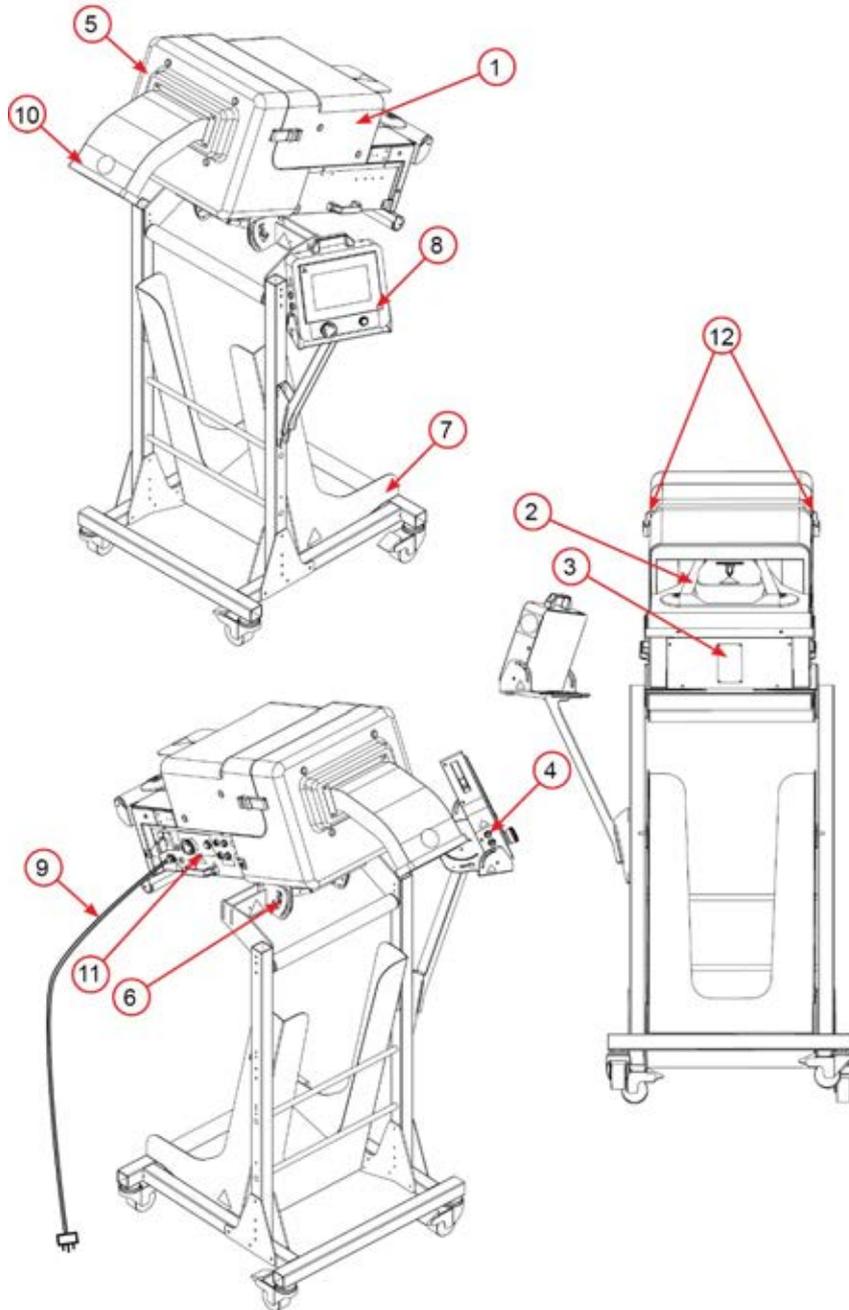


CAUTION! TINNITUS OR TIREDNESS DUE TO NOISE EMISSION DURING OPERATION MAY OCCUR. PLEASE REFER TO THE TECHNICAL SPECIFICATION TABLE (TABLE 5) FOR THE MAXIMUM SOUND PRESSURE LEVEL GENERATED BY THIS DISPENSER. CONSULT YOUR COMPANY HEALTH AND SAFETY DEPARTMENT AS WEARING EAR PROTECTION MAY BE MANDATORY OR 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	Data and Power Connections from HMI to Electrical Box
5	Front Cover
6	Dispenser Head Angle Adjustment
7	Paper Bundle Holder
8	HMI Controls
9	Main Power Cable
10	Dispenser Output Chute
11	Electrical Box
12	Easy Open Latch

Figure 3 Component Layout

4.1.2 Dispenser Specifications

Table 3 Dispenser Specifications

Component	Specification
Dispenser Head	
Dimensions	1027 mm x 451 mm x 398 mm (40.4" x 17.8" x 15.7")
Weight	43 kg (95 lbs.)
Floor Stand, Accessory	
Dimensions	630 mm x 780 mm x 1183 mm (24.8" x 30.7" x 46.6")
Weight	39 kg (85 lbs.)
Table-Side Stand, Accessory	
Dimensions	820 mm x 725 mm x 942 mm (32.3" x 28.5" x 37.1")
Weight	31 kg (68.3 lbs.)
Maximum Weight of Bundle	32 kg (70.5 lbs.)
Maximum Sound Pressure Level	80.94dB(A) +/- 2.5dB(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)	2.7 A (240VAC), 4.8 A (110VAC)
Power (P)	450 W (240VAC), 450 W (110VAC)
Fuse Rating (A)	8 A (240VAC), 8 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; ensure 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.

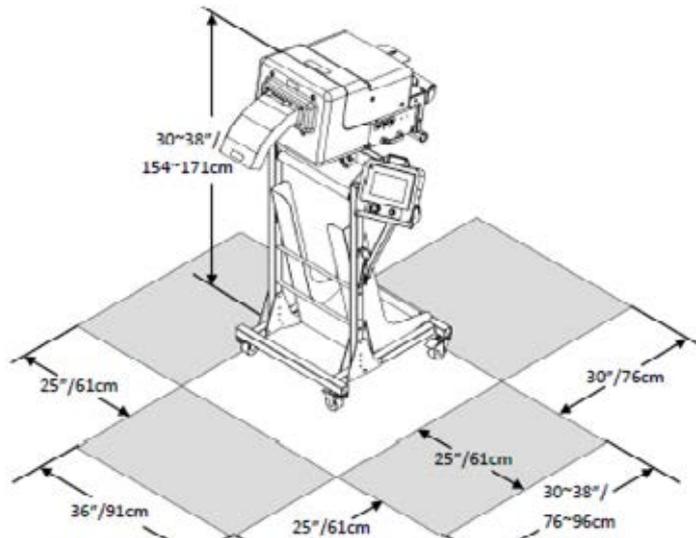


Figure 5 Floor Stand Set-Up

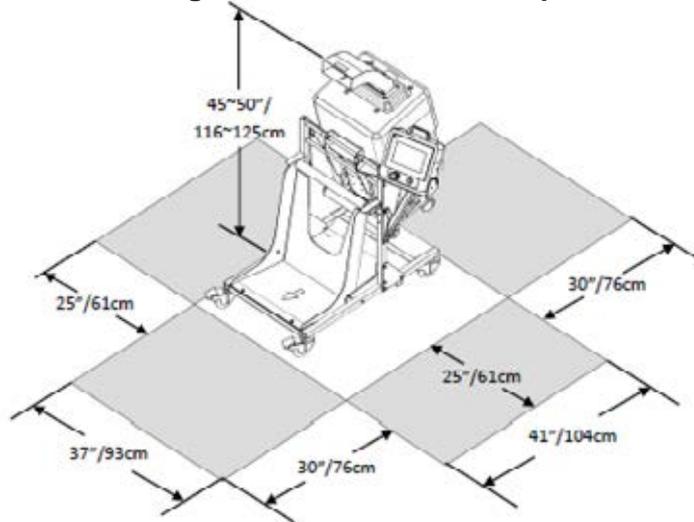


Figure 6 Table-Side Stand Set-Up



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 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 5).
2. Table-Side Stand (refer to Figure 6).



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

4.3.2. Floor Stand

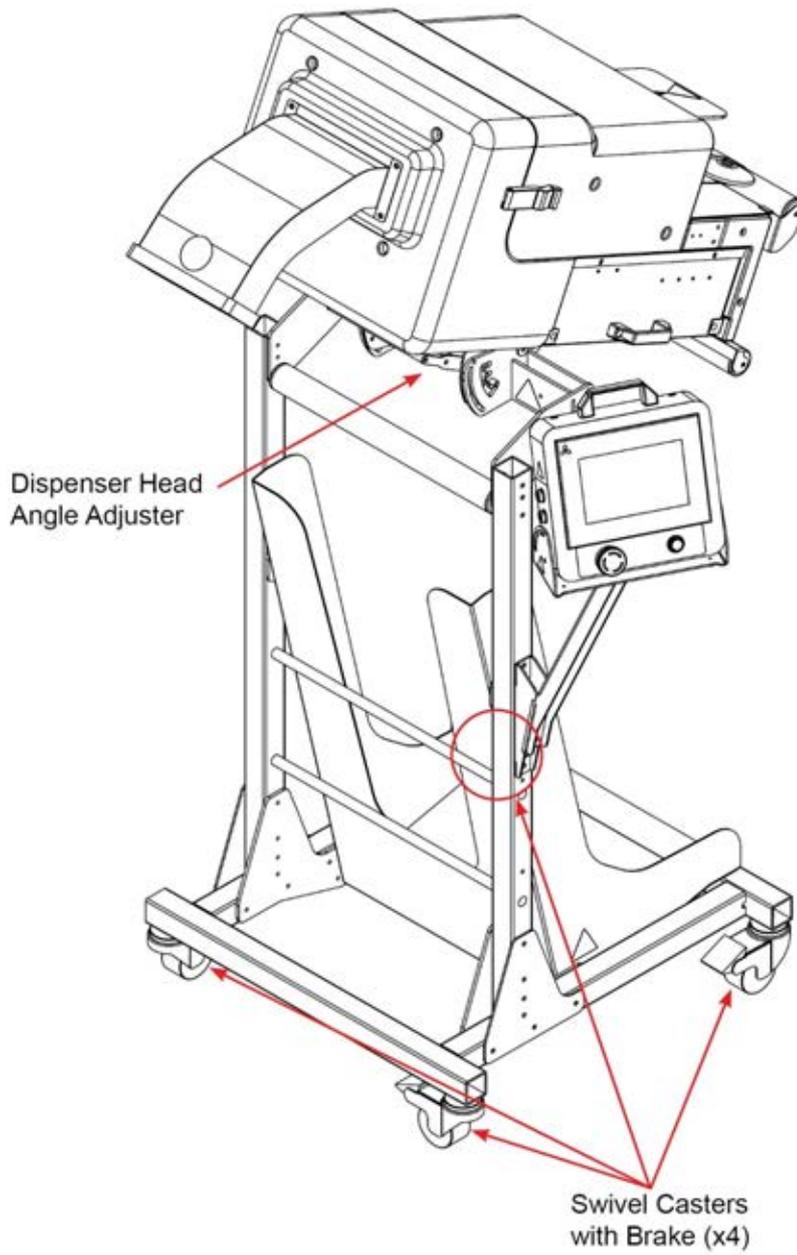


Figure 7 Floor Stand

4.3.2.1 Adjusting the Angle of the Dispenser Head



CAUTION! WHEN ADJUSTING THE MACHINE BE AWARE OF PINCH POINTS AND MOVING PARTS.

1. Remove the wing screws from the angle shelter on the floor stand (refer to Figure 9).

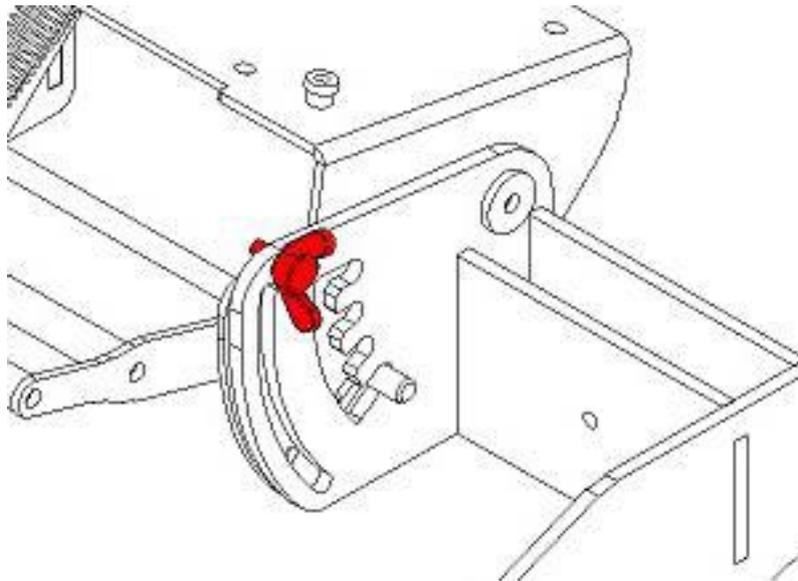


Figure 8 Wing Screws

2. Pull the **Dispenser** Head Angle Adjuster Handle forward to disengage the pin from the notch (refer to Figure 10).

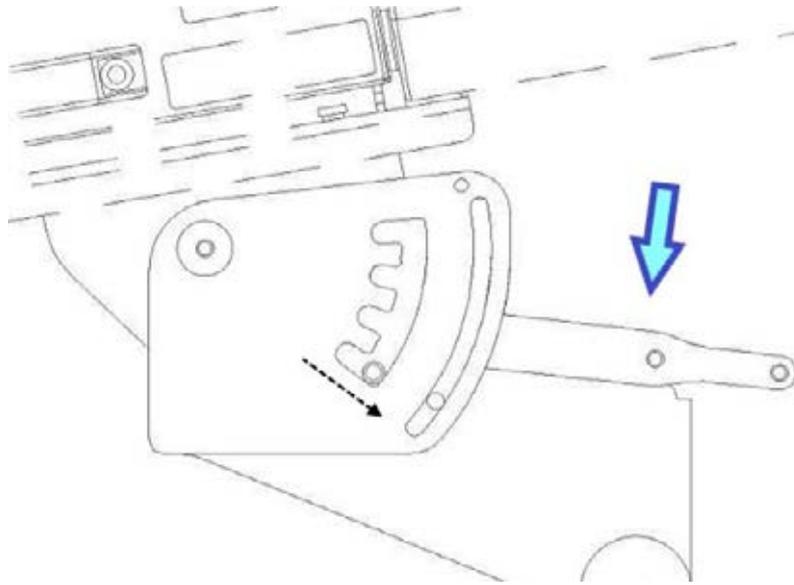


Figure 9 Disengage Dispenser Head

3. Adjust the **Dispenser** Head Angle Adjuster Handle up or down to desired angle (refer to Figure 11).

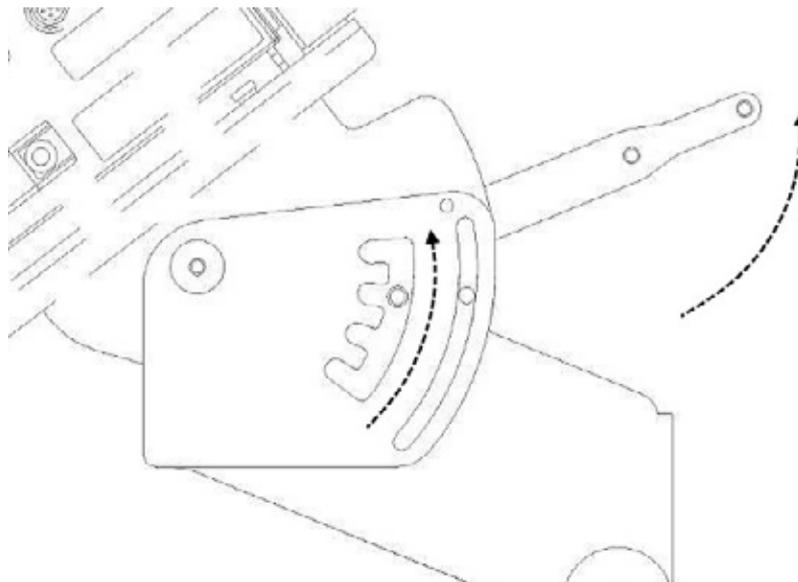


Figure 10 Dispenser Head Adjustment

4. Push the **Dispenser** Head Angle Adjuster Handle in to engage the pin in the notch (refer to Figure 12).

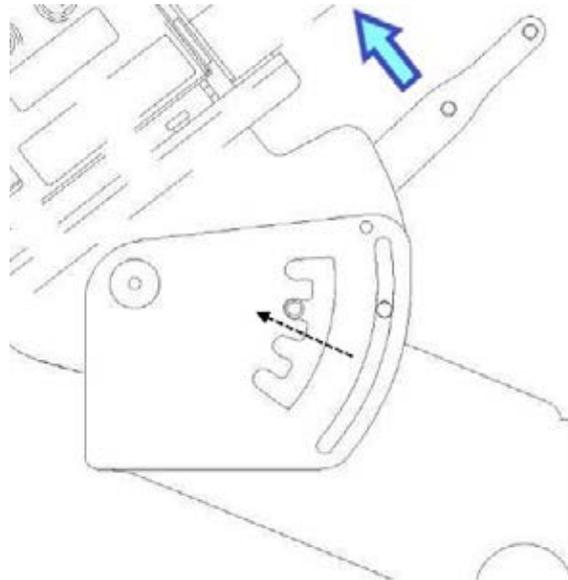


Figure 11 Engage Dispenser Head

5. Install the butterfly screws in the angle shelter on the floor stand (refer to Figure 9).

4.3.2.2 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**.

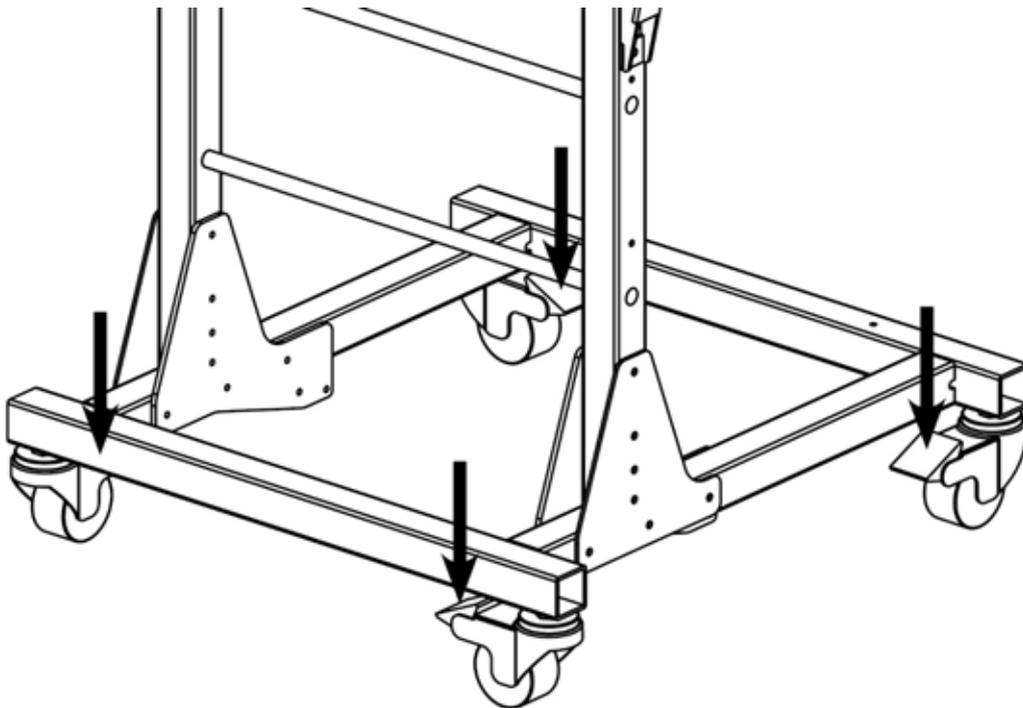


Figure 12 Swivel Casters with Brakes

4.3.3. Table-Side Stand

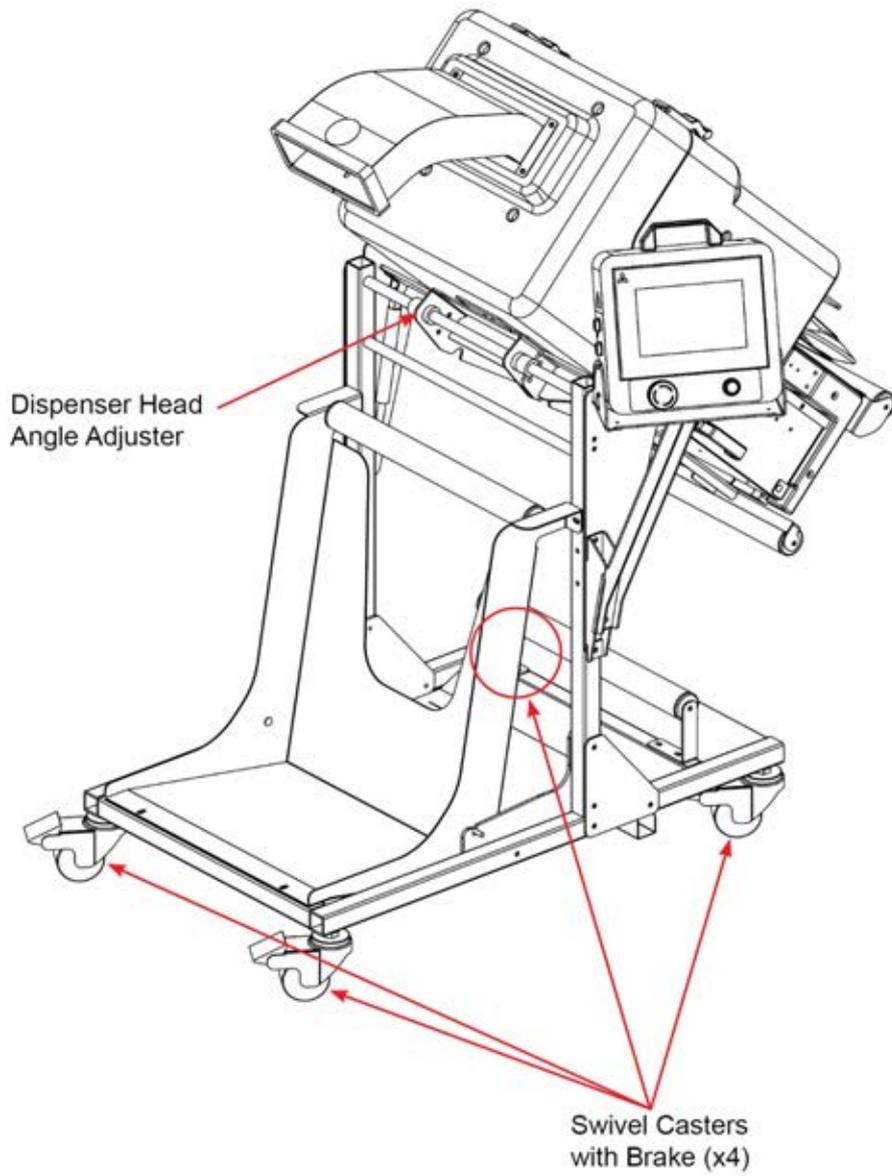


Figure 13 Table-Side Stand

4.3.3.1 Adjusting the Angle of the Table-Side Dispenser Head

For angle adjustment of the **Dispenser** Head (refer to Section 3.1.4.1).



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 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**.

4.3.3.2 Positioning of the Dispenser on Table-Side 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**.

4.4. DISPENSER CONTROLS LAYOUT AND OPERATION

4.4.1 Dispenser Controls

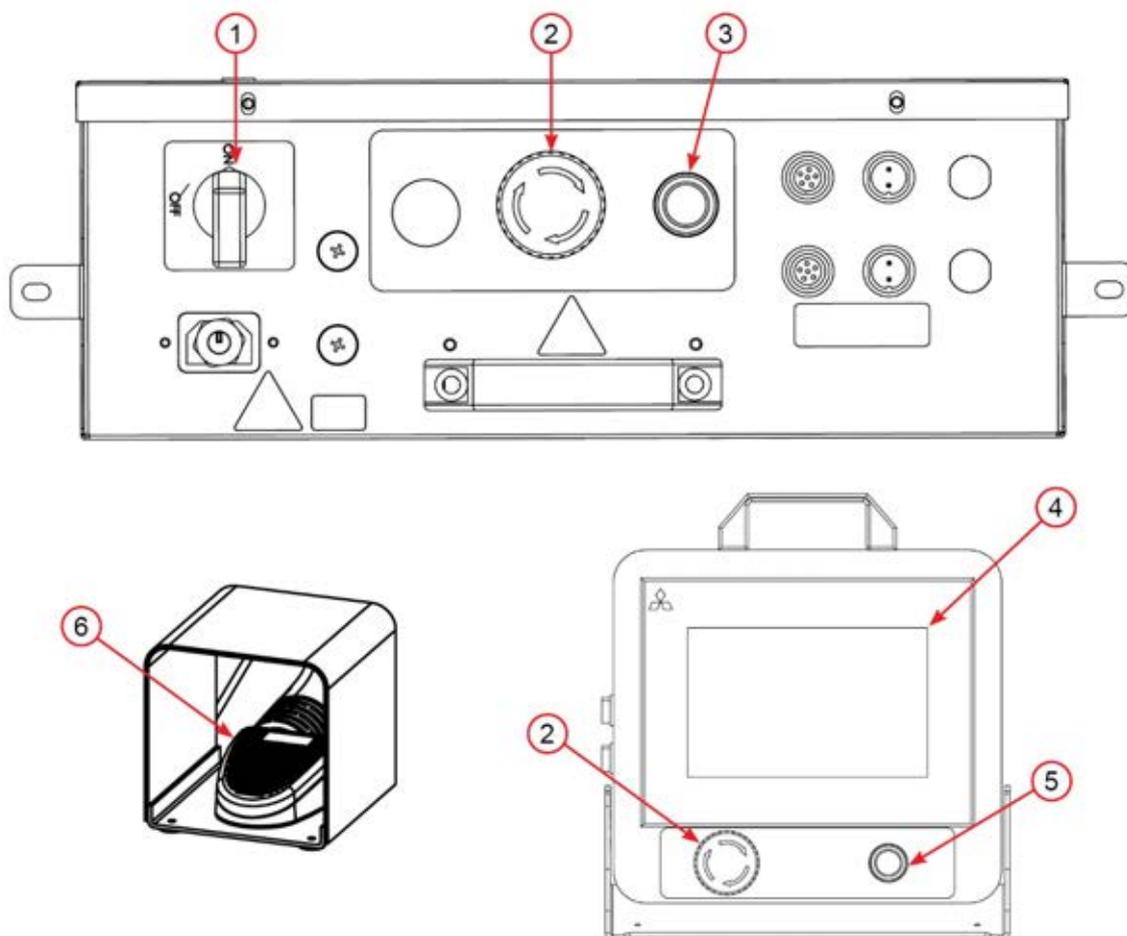


Figure 14 Dispenser Controls

LEGEND	
Item No.	Description
1	ON/OFF Power Switch - This switch controls power to the system.
2	Emergency Stop Button (E-Stop) (2) - These red buttons disable the drive and cut functions when pushed. NOTE: To reset the E-Stop, twist and release it and then press the reset button.
3	Paper Loading Button - Press to turn the Auto Load function on.
4	Touch Screen Control Panel - This panel is used to operate and program the system (refer to Section 4.6.1) Menu Bar and the following parts.
5	Reset Button – This switch is pressed after the E-Stop button has been released or after initial power up.
6	Foot Switch - The connected foot switch is used to dispense the void fill material.

4.4.2 Dispenser Modes of the X-Pad 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 **IEC**, Main Power Connection, is properly connected to the **Dispenser Control Box** and wall socket.
2. Ensure the **Emergency Stop button** is not pressed and the Front Cover is closed and locked.
3. Turn the **Dispenser controls ON** by switching the **I/O Main Switch** on the **Control Box** to the **[I]** position.
4. Push the **Reset Button** (refer to Figure 15).
5. Select the preferred **Dispenser Mode** on the **HMI** (refer to Figure 28).
6. Place the **X-Fold Paper Bundle** in the **Bundle Holder** (refer to Figure 16).
7. Remove the straps around the **X-Fold Paper Bundle** by using hand scissors.

Before operating the system, read and thoroughly understand Section 2.2, Important Safety Instructions.

4.4.3.1 Loading the X-Fold Paper Bundle in the Floor Stand.



WARNING! THE PAPER SUPPLY IS HEAVY (REFER TO TABLE 4).

1. Place the paper supply in the paper bracket according to the arrow on the bracket (refer to Figure 16).

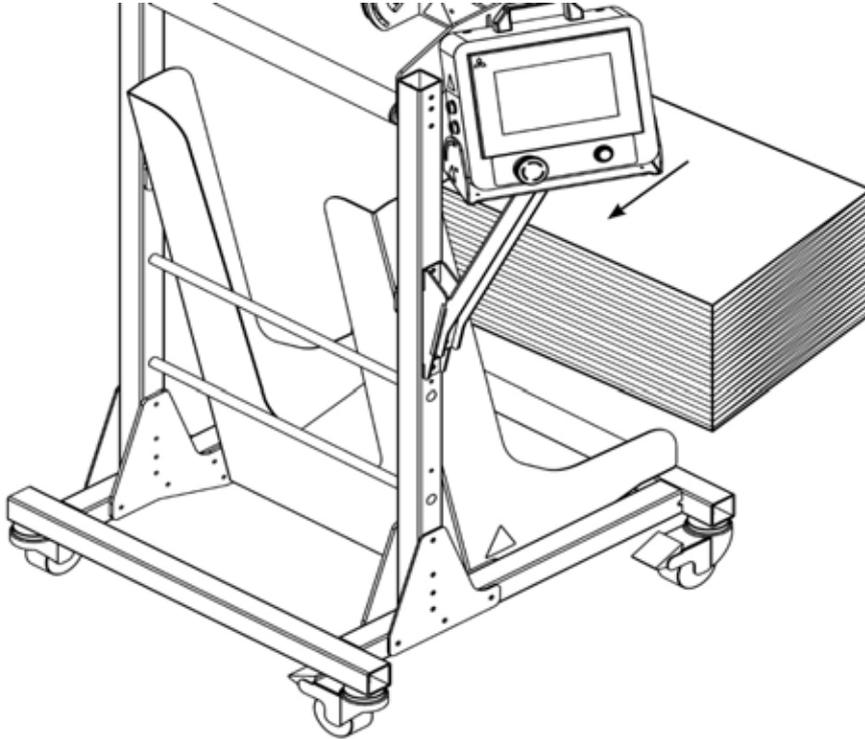


Figure 15 Place Paper Supply on the System

2. Thread the paper through the rollers (refer to Figure 17).
 - a. Uncrate the paper supply.
 - b. Clear the last paper pad in the exit chute and thread the paper under the rollers.

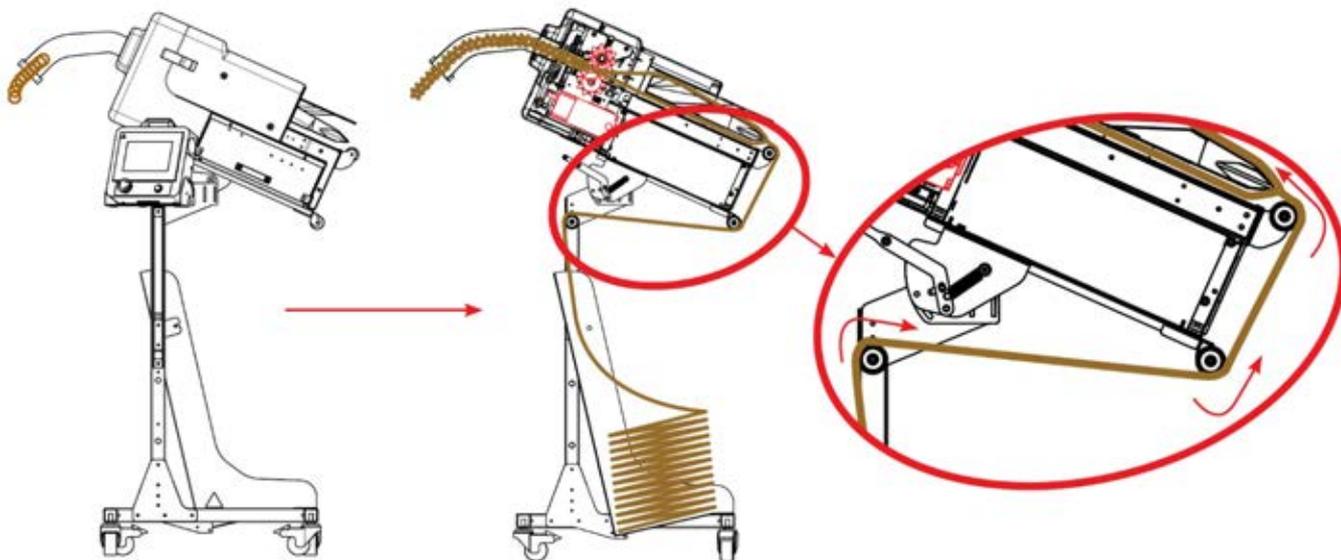


Figure 16 Clear Last Paper Pad and Reload

3. Guide the paper onto the pre-former.



WARNING! DANGER OF ENTRAPMENT. KEEP LOOSE HAIR, CLOTHING AND JEWELRY AWAY FROM THE PAPER ENTRANCE CHUTE AREA WHILE FEEDING AND OPERATING THE SYSTEM.

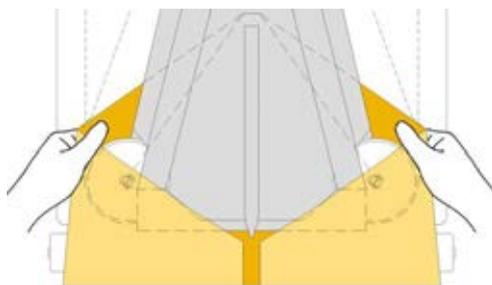


Figure 17 Guide Paper onto Pre-Former - Step 1

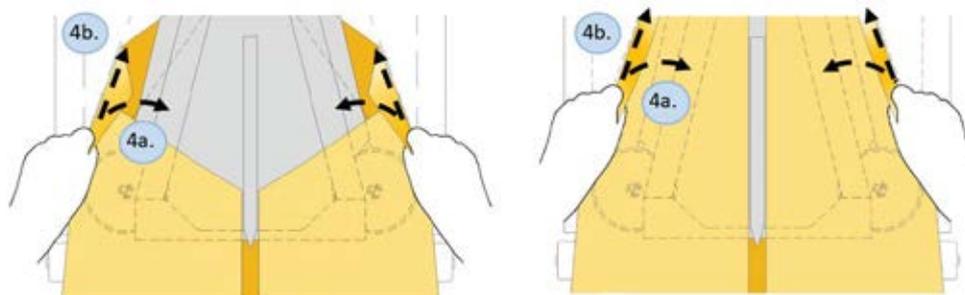


Figure 18 Guide Paper onto Pre-Former - Step 2

Loading Paper: Turn on the Auto Load function (refer to Figure 14).

- a. **Step 1:** Guide the paper onto the pre-former (refer to Figure 18).
- b. **Step 2** Lift and curve the paper edge on the front edge of the wheel and push the paper in. Repeat the motions until the running gears catch the paper (refer to Figure 19).
- c. **Step 3:** Turn on the Auto Load function (Figure 20), the paper will automatically be pulled into the dispenser.



NOTE: When Auto Load function is ON, the speed of the running gear is low.

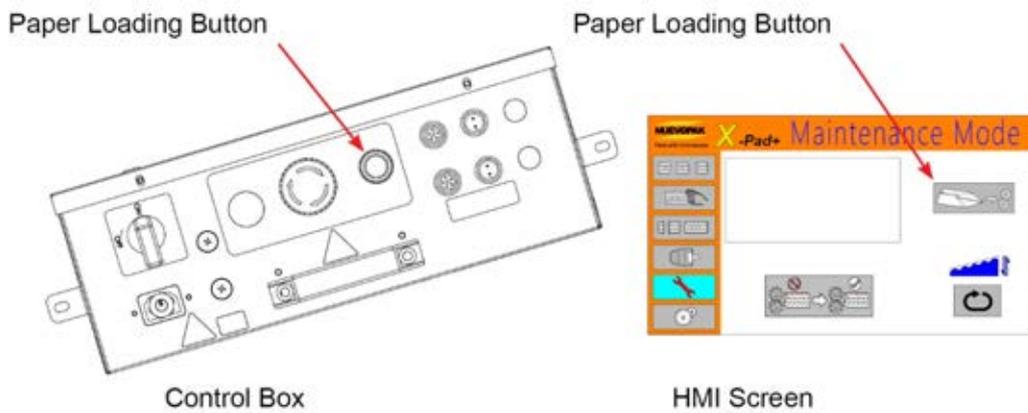


Figure 19 Paper Loading Button

4.4.3.2 Loading the X-Fold Paper Bundle in the Table-Side Stand.

Before operating the system, read and thoroughly understand Section 2.2, Important Safety Instructions.



WARNING! THE PAPER SUPPLY IS HEAVY (REFER TO TABLE 4).

1. Place the paper supply in the paper bracket according to the arrow on the bracket (refer to Figure 21).

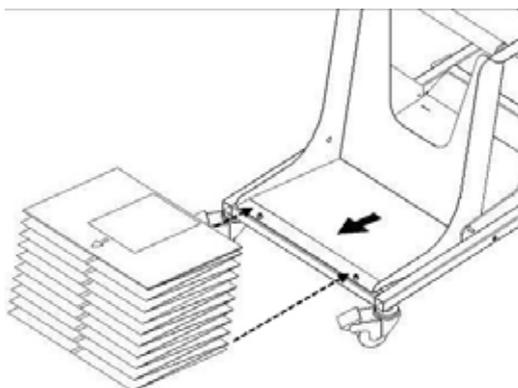


Figure 20 Place Paper Supply on System

2. Thread the paper through the rollers (refer to Figure 22).
 - a. Uncrate the paper supply.
 - b. Clear the last paper pad in the exit chute and thread the paper through the rollers.

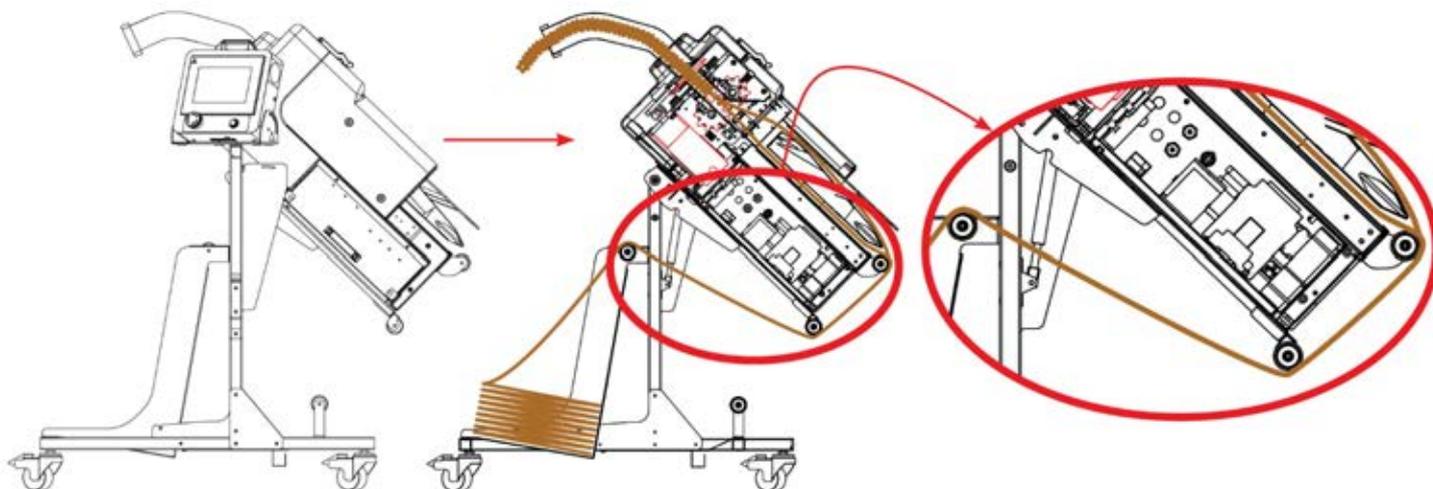


Figure 21 Thread Paper Through Rollers

3. Guide the paper onto the pre-former (refer to Figure 19).
 - a. Loading the X-Fold Paper on the Floor Stand (refer to Section 4.5.2.1).
 - b. After loading the X-Fold paper, push the X-Pad EO down.

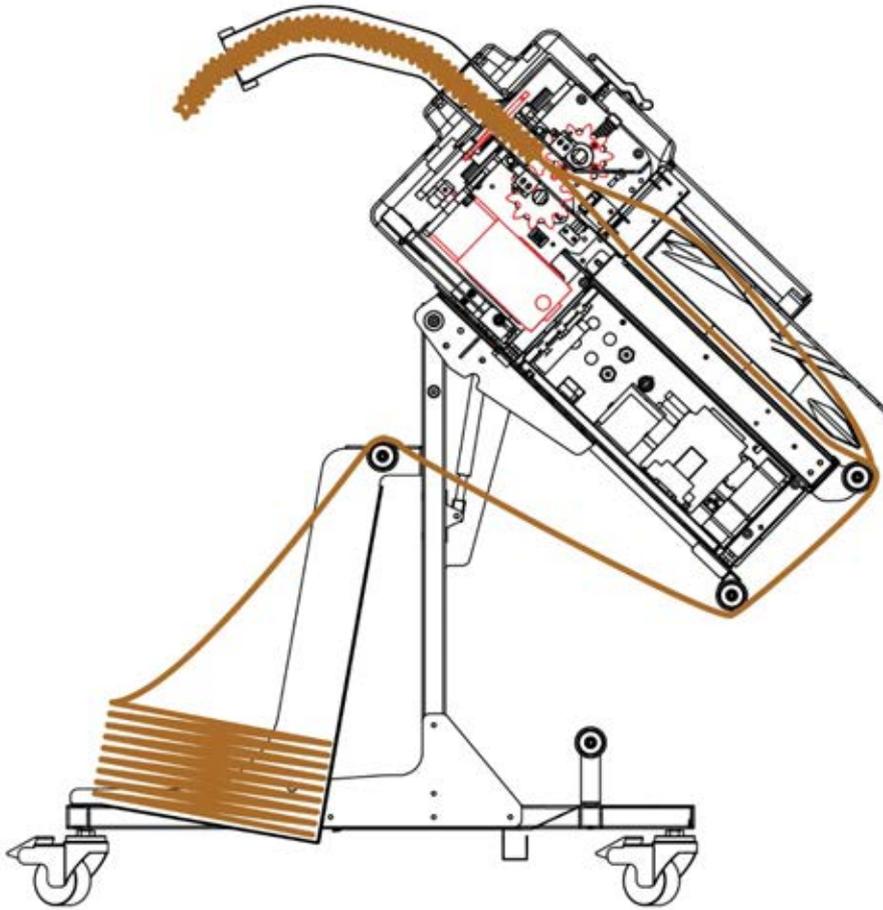


Figure 22 Paper Output - Table-Side Stand

4.4.3.3 Loading the X-Fold Paper Bundle After Paper Soft-Jam.

1. In case of paper soft-jam, if reloading the X-Fold Paper is required, load the paper as follows:
 - a. **Step 1:** Clear the last paper pad in the exit chute (refer to Figure 24).
 - b. **Step 2:** Tear the paper along the perforated line (refer to Figure 25).
 - c. **Step 3:** Turn on the Auto Load Function (refer to Figure 18).

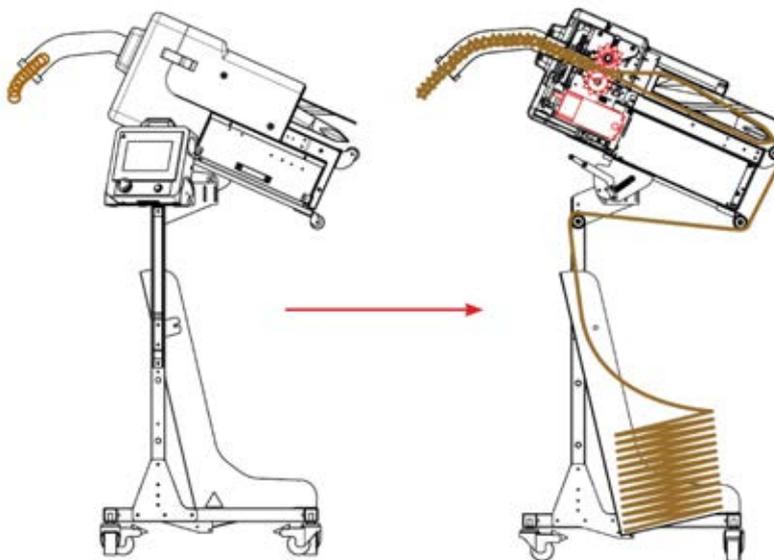


Figure 23 Loading Paper After Soft-Jam - Step 1

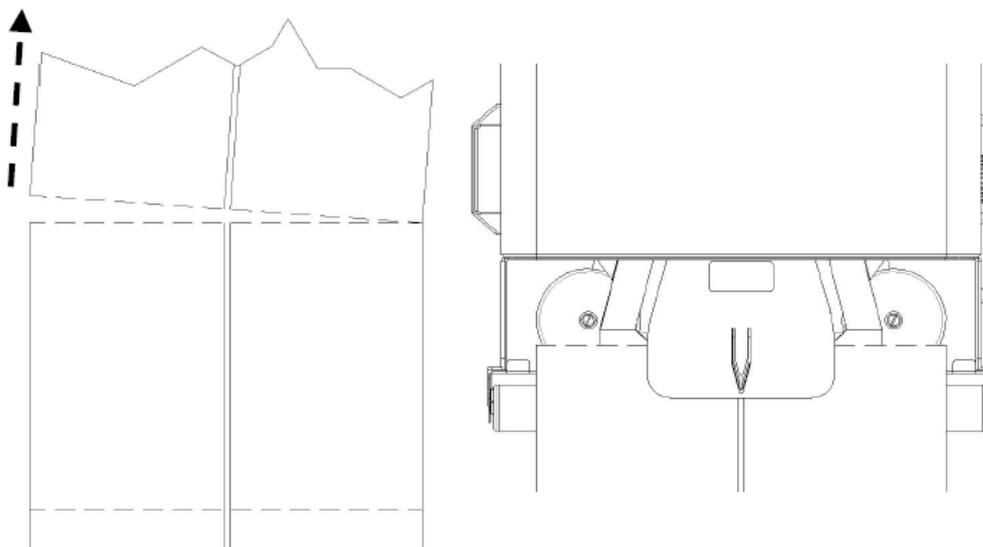


Figure 24 Loading Paper After Soft-Jam - Step 2

- d. **Step 4:** Guide the paper onto the pre-former (refer to Figure 26).
- e. **Step 5:** Lift and curve the paper edge on the front edge of the wheel and push the paper in (refer to Figure 27).

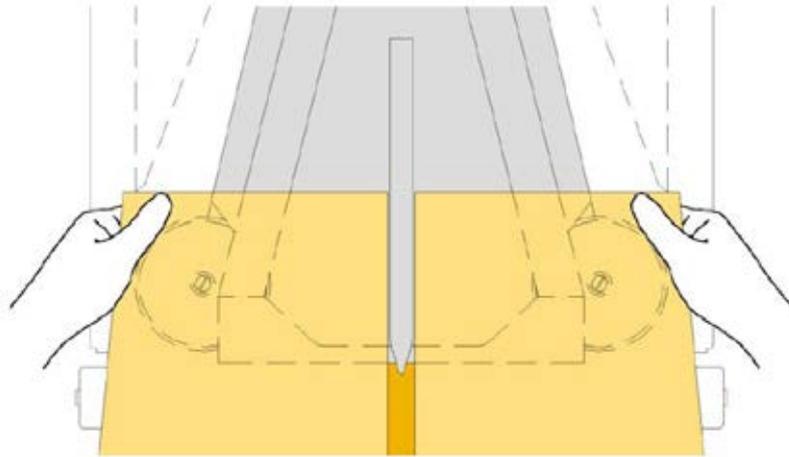


Figure 25 Loading Paper After Soft-Jam - Step 4

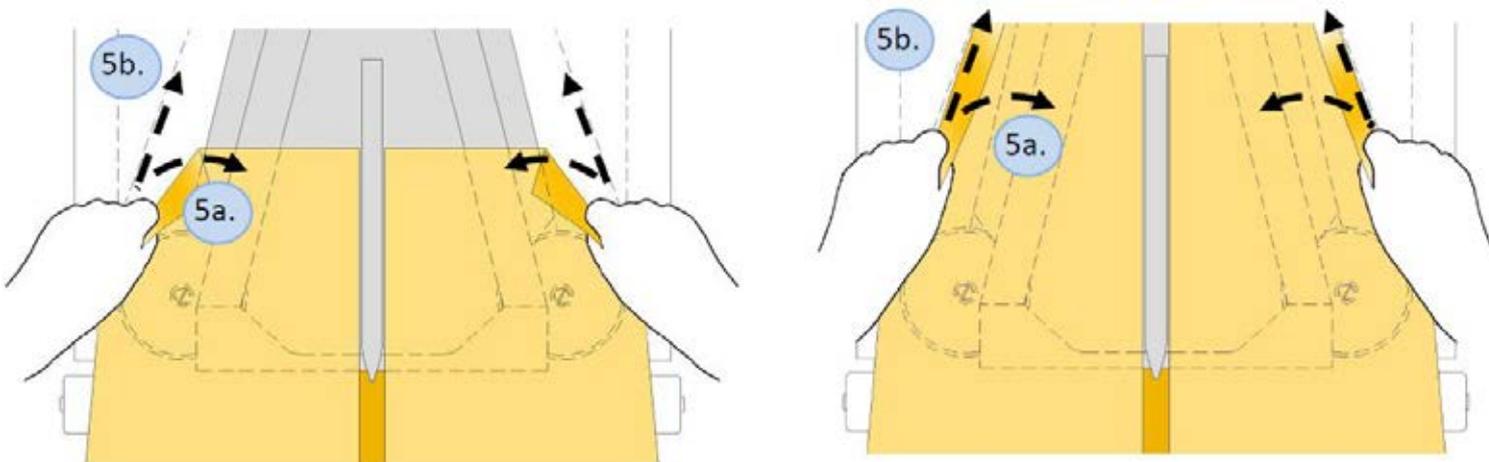


Figure 26 Loading Paper After Soft-Jam - Step 5

4.4.4 Menu Bar

1. Use the Menu Bar to select different modes (refer to Figure 28).

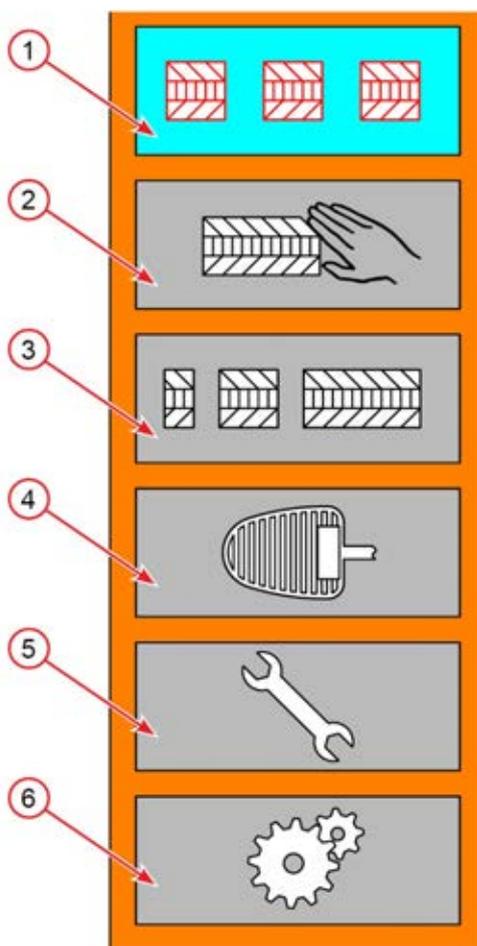


Figure 27 Menu Bar

Item	Description
1	Auto Mode
2	Cut & Hold Mode
3	Sequence Mode
4	Manual Mode
5	Maintenance Mode
6	Setting Mode

4.4.5 Auto Mode

Auto Mode dispenses up to four (4) pre-set lengths and quantities in a sequence (refer to Figure 29).

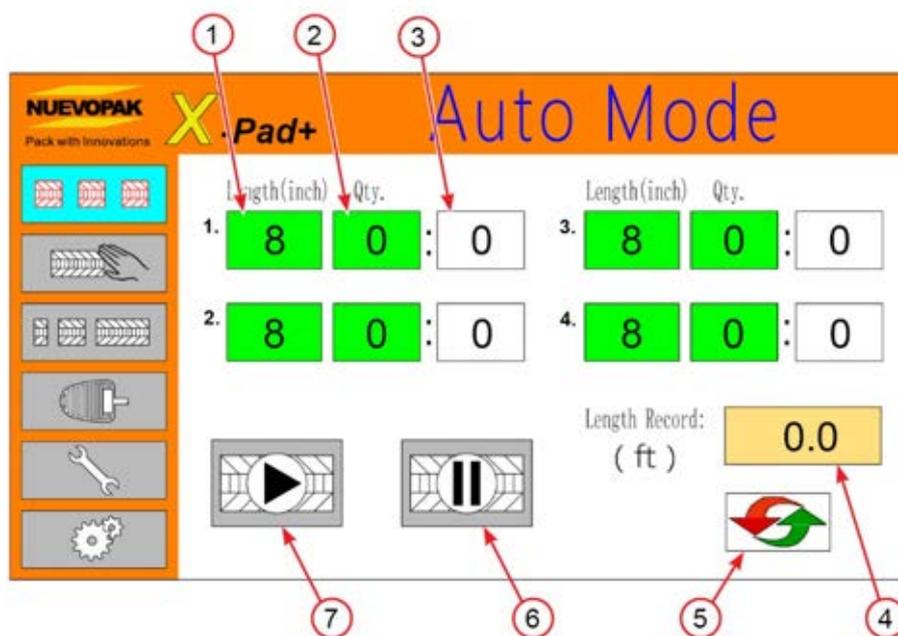


Figure 28 Auto Screen

Item	Description
1	Length Key (4) - Define a length of paper output. Press to edit and change the length.
2	Quantity Key (4) - Define a quantity of paper output. Press to edit and change the quantity.
3	Quantities Count - Displays the number of dispensed quantities that have been output.
4	Length Record - Displays the accumulated length of this mode. Pressing this key can reset the record.
5	Default Key - Resets the four (4) outputs to the factory settings.
6	Pause Key - Pauses an output that is in progress or continues the progress after the Pause key has been pressed. Keeps record of the number of dispensed quantities that have been output.
7	Start Key - Starts an output or stops the output after the Start Key has been pressed and resets the number of dispensed quantities that have been output.

4.4.5.1. Programming Auto Mode

1. Select the Auto Mode key in the Menu Bar (refer to Figure 30).

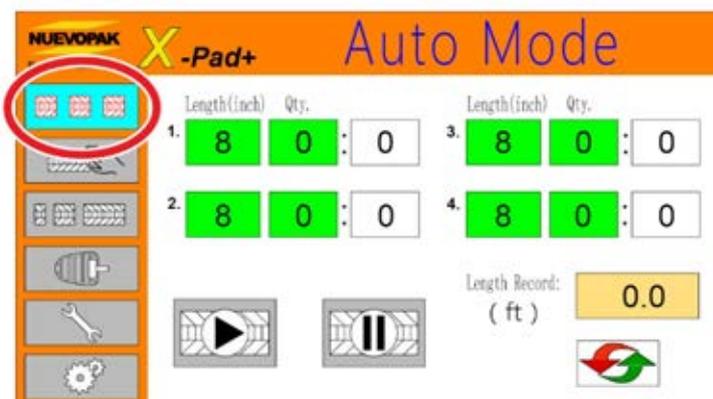


Figure 29 Select Auto Mode Key

2. Change the pre-set output length (refer to Figure 231).
 - a. Press on a **Length Key** and the number keypad will appear.
 - b. Enter a new value (the minimum is 8 inches (20cm)) and press **Ent**.

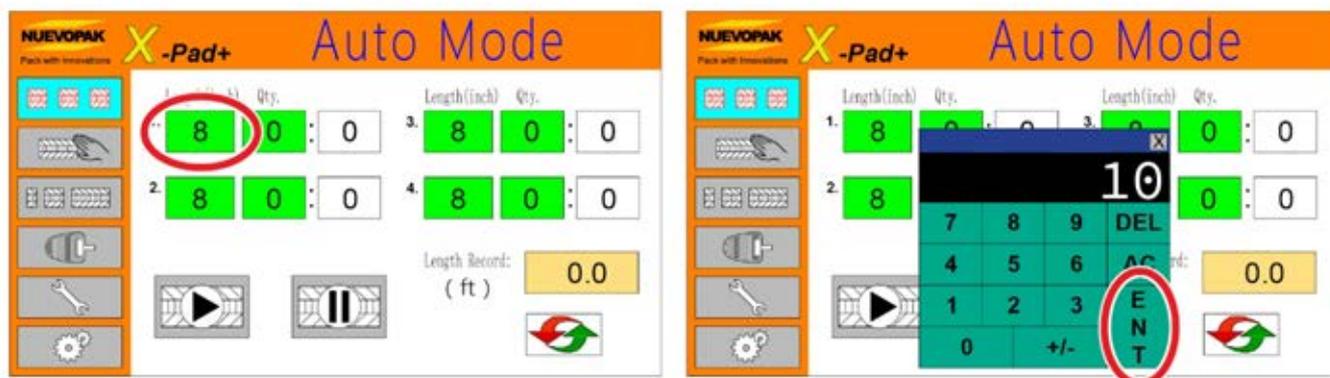


Figure 30 Change Pre-Set Output Length

3. Change the pre-set output quantity (refer to Figure 32).
 - a. Press on a **Quantity Key** and the number keypad will appear.
 - b. Enter a new value and press **Ent**.

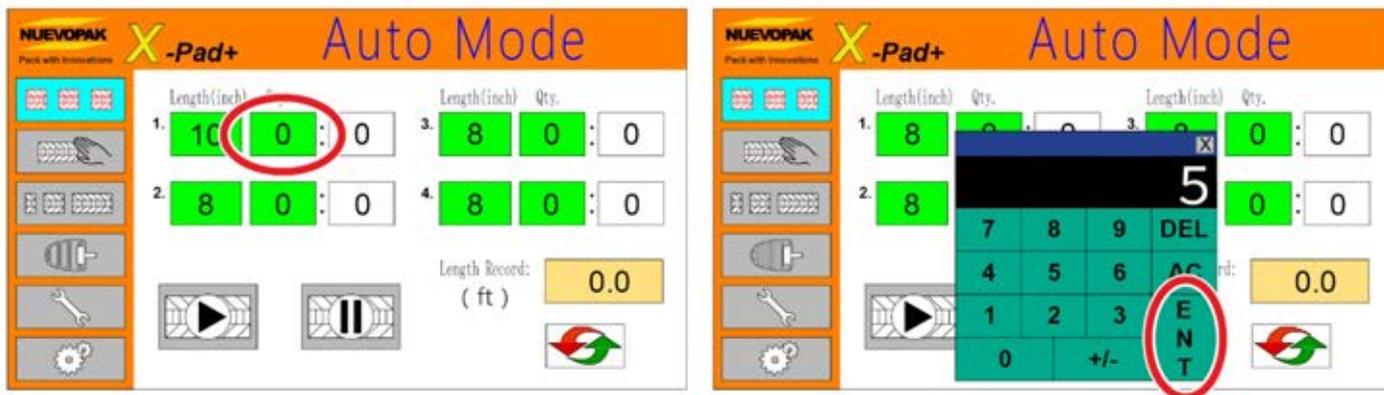


Figure 31 Change Pre-Set Output Quantity

4. To dispense the sequence, press the **Start Key** (refer to Figure 33).
 - a. Press the **Pause Key** to pause the output.

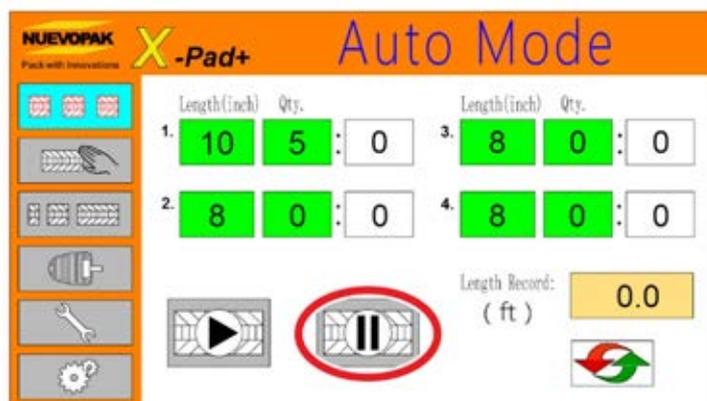


Figure 32 Pause Key

4.4.6 Cut and Hold Mode

Cut & Hold Mode dispenses up to six (6) pre-set lengths and quantities in a sequence. The paper is held at the exit chute until removed by the operator and then automatically replaced (refer to Figure 34).

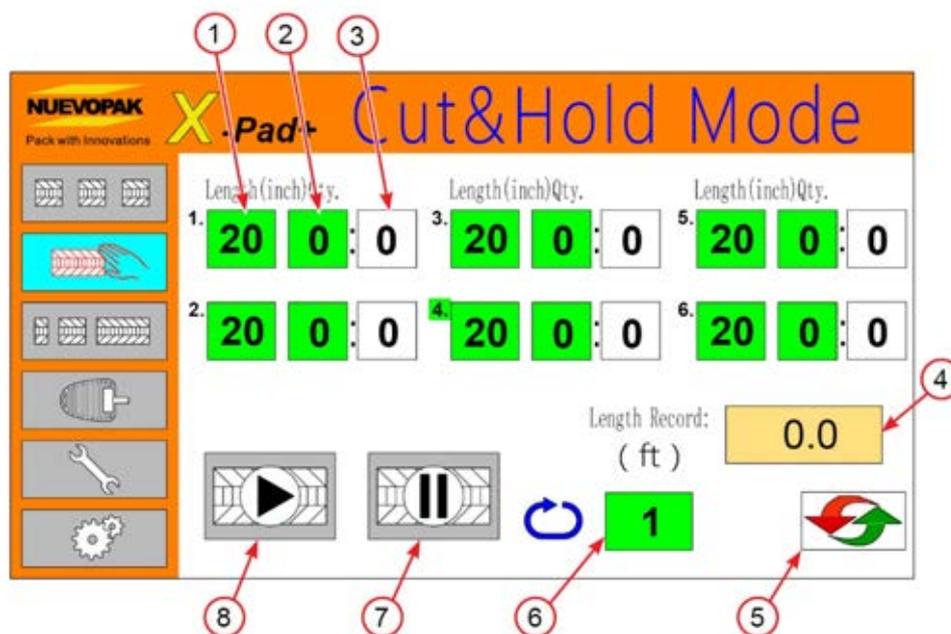


Figure 33 Cut & Hold Screen

Item	Description
1	Length Key (6) - Define a length of paper output. Press to edit and change the length.
2	Quantity Key (6) - Define a quantity of repeated paper to dispense. Press to edit and change the quantity.
3	Quantities Count - Displays the number of dispense quantities that have been output.
4	Length Record - Displays the accumulated length of this mode. Pressing this key can reset the record.
5	Default Key - Resets the six (6) outputs and cycle times to the factory settings.
6	Cycle Key - Define the number of cycles to be completed with the current settings.
7	Pause Key - Pauses an output that is in progress. Keeps record of the number of dispense quantities that have been output.
8	Start Key - Starts an output or stops the output after the Start Key has been pressed and resets the number of dispensed quantities that have been output.

4.4.6.1. Programming Cut & Hold Mode

1. Select the Cut & Hold Mode in the Menu Bar (refer to Figure 35).

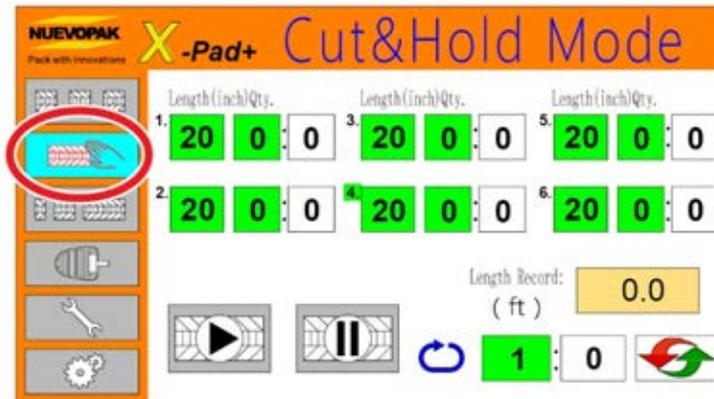


Figure 34 Cut & Hold Mode Key

2. Change the pre-set output length (refer to Figure 36).
 - a. Press on a **Length Key** and the number keypad will appear.
 - b. Enter a new value (the minimum is 20 inches (50cm)) and press **Ent** (operation method is same as **Auto Mode**).

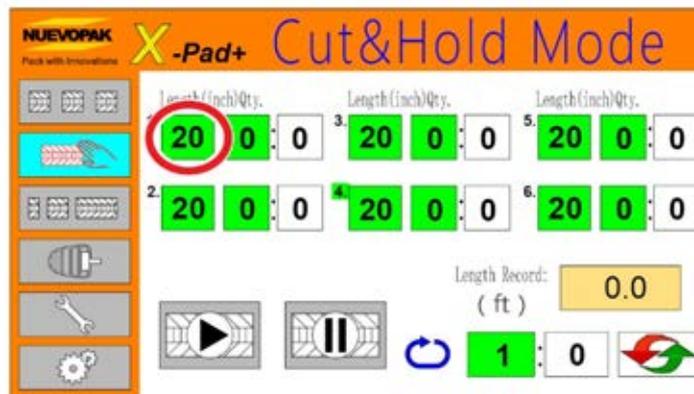


Figure 35 Change Pre-Set Output Length - Cut & Hold Mode

3. Change the pre-set output quantity (refer to Figure 37).
 - a. Press on the **Quantity Key** and the number keypad will appear.
 - b. Enter a new value and press **Ent** (operation method is same as **Auto Mode**).

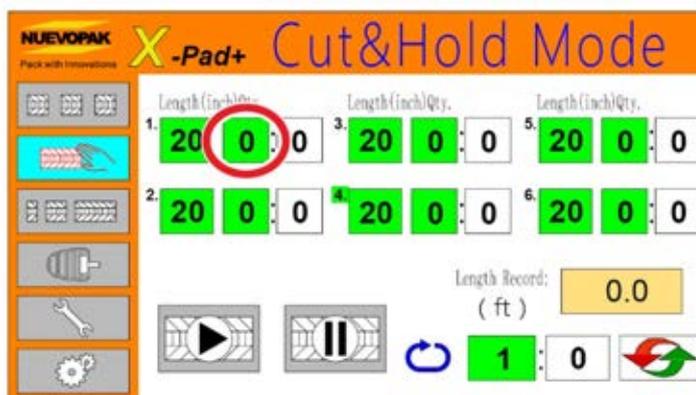


Figure 36 Change Pre-Set Output Quantity - Cut & Hold Mode

4. Change the pre-set number of cycles (refer to Figure 38).
 - a. Press on the **Cycle Key** and the number keypad will appear.
 - b. Enter a new value and press **Ent**.

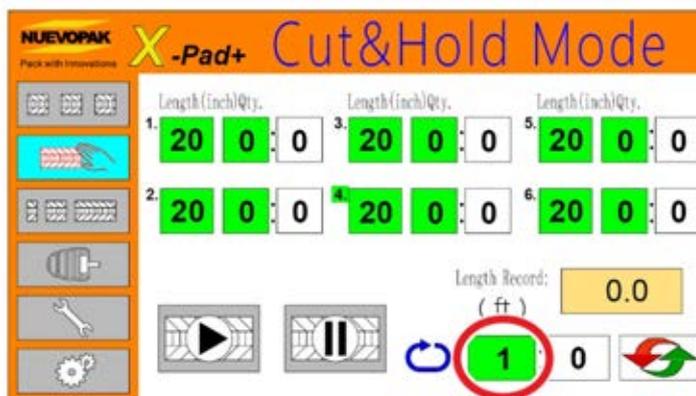


Figure 37 Change Preset Number of Cycles

5. To dispense the sequence, press the **Start Key**.
 - a. The paper is held in the exit chute until removed by the operator.

4.4.7 Sequence Mode

Sequence Mode dispenses up to six (6) preset lengths, individually or in a sequence (refer to Figure 39).

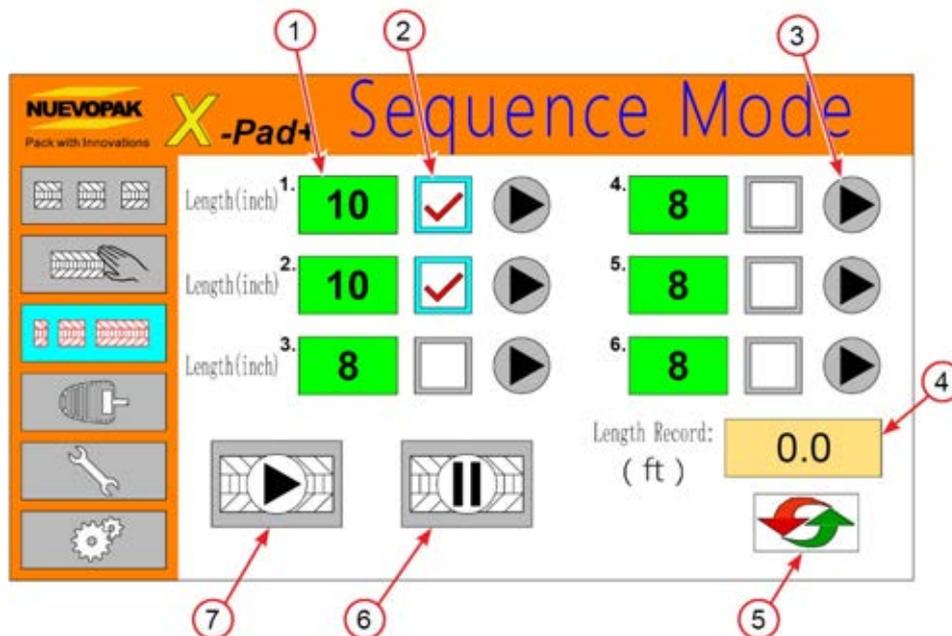


Figure 38 Sequence Screen

Item	Description
1	Length Key (6) - Define a length of paper to dispense. Press to edit and change the length.
2	Check Key (6) - Select to output alone or as part of an output sequence.
3	Individual Start Key - Individually starts an output of the set length once, no matter if selected ("√") as part of a sequence or not.
4	Length Record - Displays the accumulated length of this mode. Pressing this key can reset the record.
5	Default Key - Resets the six (6) outputs to the factory settings.
6	Pause Key - Pauses an output that is in progress.
7	Start Key - Starts to output the selected ("√") length in order or stops the output after the Start key has been pressed.

4.4.7.1. Programming Sequence Mode

1. Select the Sequence Mode in the Menu Bar (refer to Figure 40).

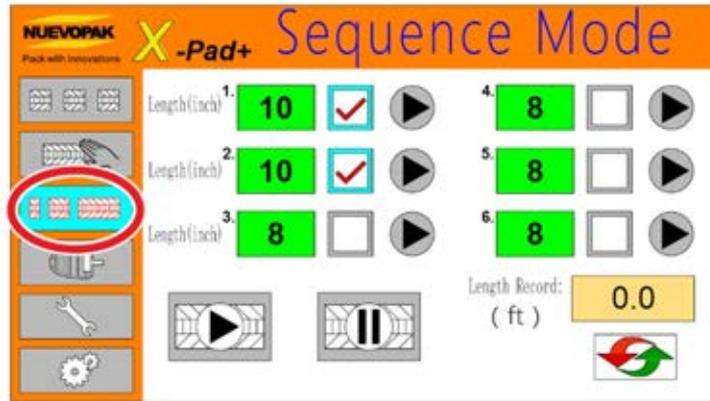


Figure 39 Sequence Mode

2. Change the pre-set output length (refer to Figure 41).
 - a. Press a **Length Key** and the number keypad will appear.
 - b. Enter a new value (the minimum is 8 inch (20cm)) and press **Ent** (same as **Auto Mode**).

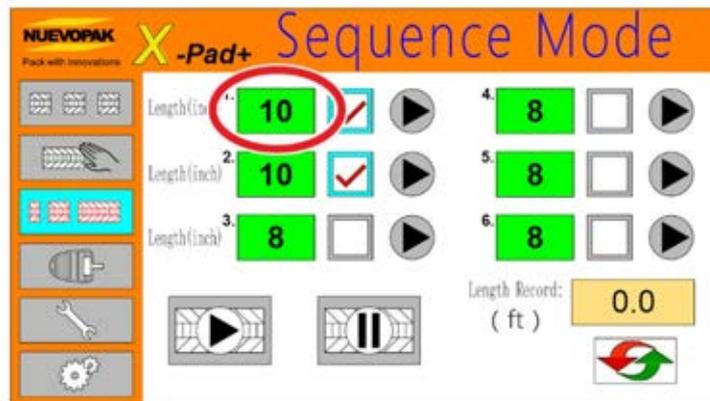


Figure 40 Change Pre-Set Output Length - Sequence Mode

3. Select which of the six (6) pre-sets to dispense (refer to Figure 42).
 - a. Press the **Check Key** to select a pre-set.
 - b. Press 1 – 6 **Check Keys** to dispense a sequenced paper output.

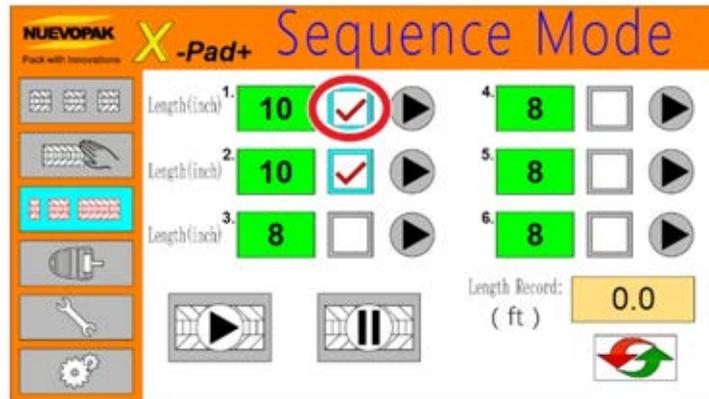


Figure 41 Check Keys - Sequence Mode

4. To dispense the sequence, press the **Start Key** (refer to Figure 43).
 - a. Press the **Pause Key** to pause the output.

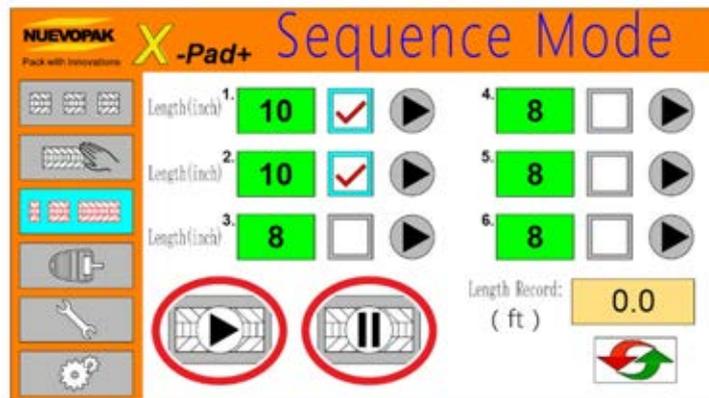


Figure 42 Pause Key - Sequence Mode

- To dispense a single output, press the **Individual Start Key** (refer to Figure 44).

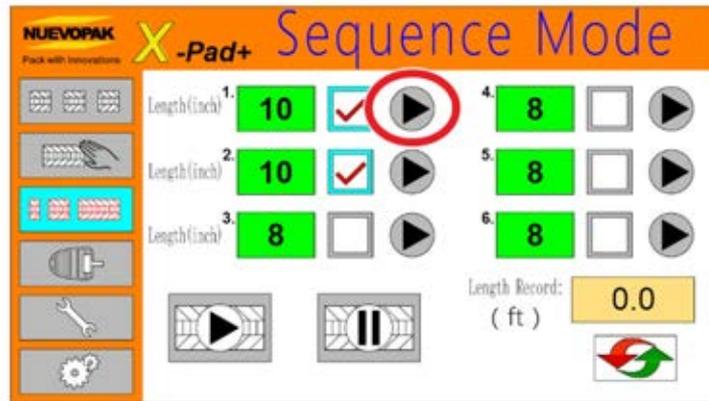


Figure 43 Individual Start Key - Sequence Mode

4.4.8 Manual Mode

Manual Mode allows a manually dispensed length.

1. Select the Manual Mode in the Menu Bar.

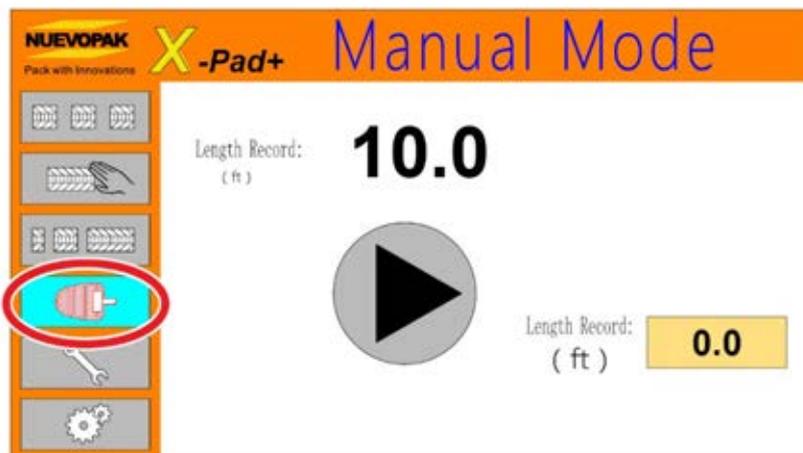


Figure 44 Menu Bar - Manual Mode

2. Start the output.

Use the **Start Key** or the **Foot Switch** to dispense a length (the minimum is 8 inch (20cm)) of paper based on the duration that the **Foot Switch** is pressed. The length displays on the screen.



Figure 45 Start Key - Manual Mode

4.4.9 Maintenance Mode

When the system will not output paper as expected, Maintenance Mode will appear with error message.

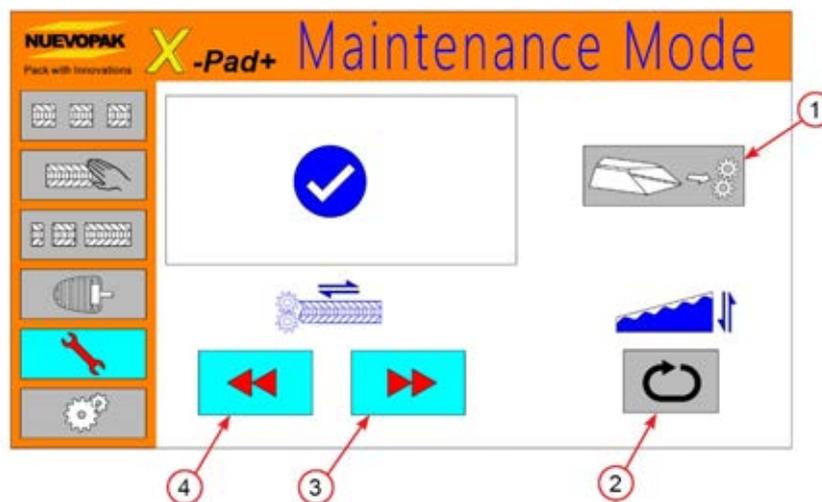


Figure 46 Maintenance Screen

Item	Description
1	Paper Loading Key - Turn the Auto Load function ON .
2	Cutter Key - Press to operate the cutter once.
3	Gear Forward Key - Move gears forward and output paper.
4	Gear Reverse Key - Move gears in reverse to loosen Paper Soft-Jam or take paper out.

4.4.10 Setting Mode

Enter a correct password to enter the Setting Mode (get the password from your **Nuevopak**, an **IPG Company**, representative if needed).

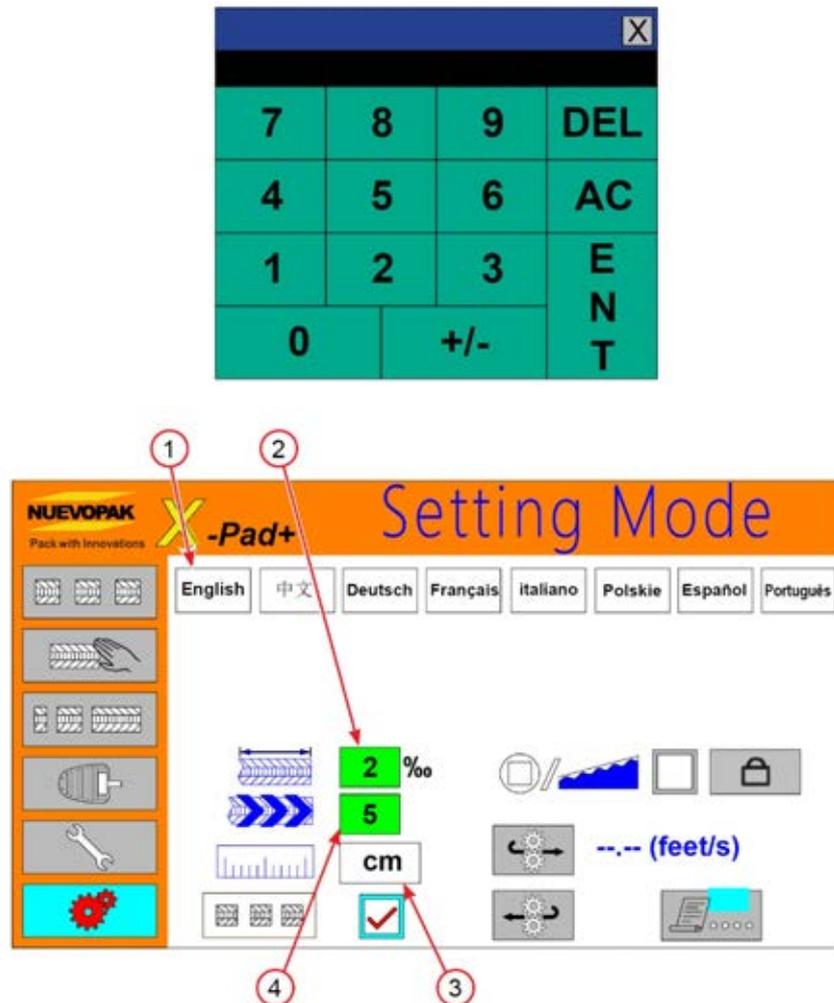


Figure 47 Setting Screen

Item	Description
1	Language Setting Key - Change system language into six (6) different languages.
2	Accuracy Setting Key - Makes the length of output paper more or less accurate. Set a higher number to increase the accuracy of output paper or a lower number to decrease the accuracy.
3	Length Unit Setting Key - Change system length unit into cm or in.
4	Speed Setting Key - Define the speed of paper output.



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

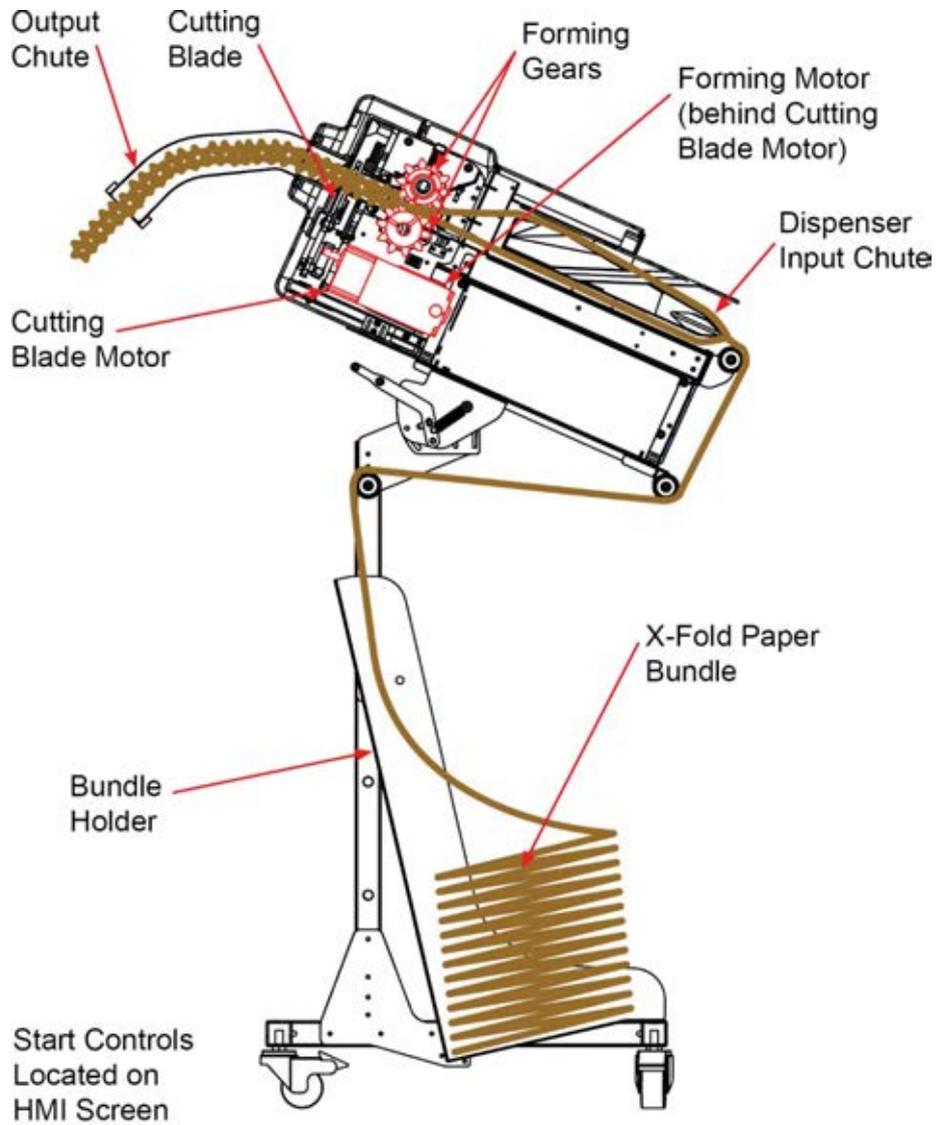


Figure 48 Paper Path

4.5. DISPENSER UNITS SETTING AND PAPER FEED LENGTH ADJUSTMENT

4.5.1. Changing Dispenser Units Setting

2. Switch the **I/O Main Switch** to [I] (**On**) position (refer to Figure 14).
3. On the HMI screen press the Setting Mode Key (refer to Figure 48).
4. The current unit setting will be displayed next to the ruler icon. In Imperial the length will be displayed as "in"; in Metric the length will be displayed as "cm."
5. Press the "in" or "cm" Button to toggle between the units.

4.5.2. Adjusting the Feed Length of the String of Void Fill Paper

This will vary depending on the selected mode the **Dispenser** is in. Please see sections 4.4.5 – 4.4.10 for all adjustments that may be needed.

The Dispenser is now set and ready for use.

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 any **Accessories** from the Control Box by releasing the round nut by turning it counterclockwise. Store the **Accessories**.
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.

4.6.2. Moving the Dispenser on Table-Side 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 any **Accessories** from the Control Box by releasing the round nut by turning it counterclockwise. Store the **Accessories**.
3. Remove and store the paper bundle.
4. **Moving the Dispenser on Table-Side 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.

4.6.3. 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:



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).

1. The void fill paper created by the **Dispenser** is intended to be used only as packaging material.
2. The operator may not perform any maintenance or repair procedures other than those specified in the section OPERATOR WEEKLY INSPECTION INTERVAL above.
3. Changes or modifications not expressly approved by **Nuevopak**, an **IPG Company**, Corporation could void the user's authority to operate the equipment.
4. 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.

Table 5 Preventive Maintenance Schedule

X-Pad+ System Maintenance Schedule	Activity	Procedure
Quarterly / 90 Packs of X-Fold Paper (Operators, Qualified Service Personnel and Nuevopak , an IPG Company , Rep.)	Clean Inspect	Vacuum all dust and debris from the interior of the system. Verify that: 1. Component cables are not cut, broken, or damaged. 2. No components are loose. 3. All controls and indicators function properly.
Yearly / 360 Packs of X-Fold Paper (Nuevopak , an IPG Company , Rep.)	Contact	Schedule an on-site inspection. Call your Nuevopak , an IPG Company , representative to inspect the system.
Monthly If your use case is greater than 90 Packs of X-Fold Paper per Quarter (90 days) (Operators, Qualified Service Personnel and Nuevopak , an IPG Company , Rep.)	Clean Inspect	Vacuum all dust and debris from the interior of the system Verify that: 1. Component cables are not cut, broken, or damaged. 2. No components are loose. 3. All controls and indicators function properly.

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 a **Nuevopak**, an **IPG Company**, trained **Service Technician** (refer to Technical Support).

6.1.1. Jam Clearing

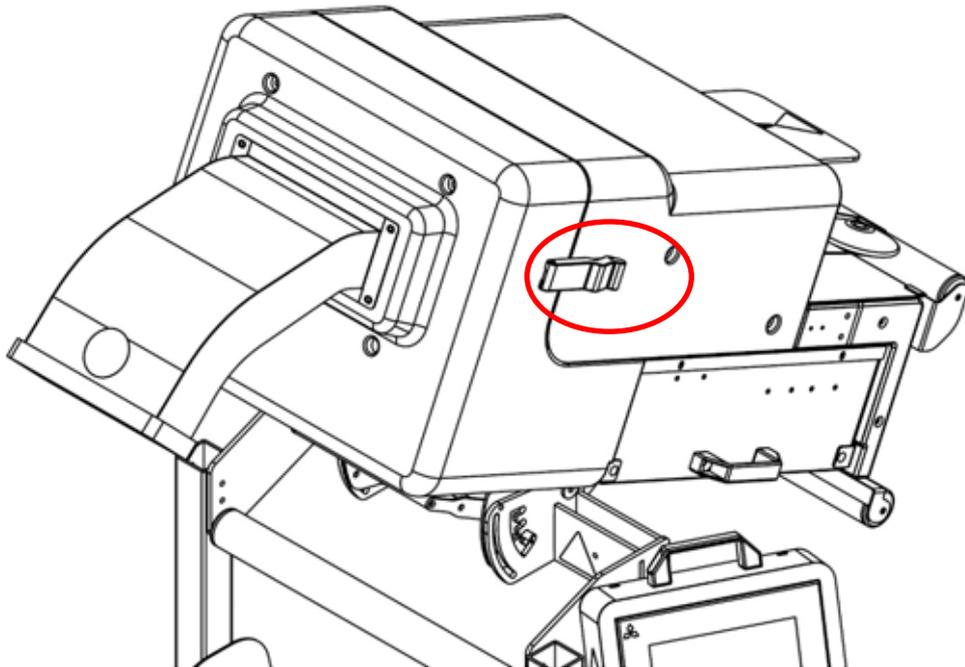


Figure 49 Easy Open Latch



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.

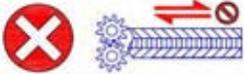
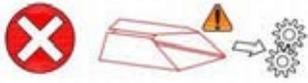


The **Dispenser** is equipped with two easy open latches allowing access to the forming gears. This allows **properly trained** individuals to more easily clear jams and perform basic cleaning. Follow the below steps to clear a jam.

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 latches 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 X.X).
10. Dispense a length of paper to verify full functionality.
11. Should the Dispenser still not perform in the expected manner contact technical support.

6.1.2. Error Codes

In some cases (before or during system processing), the system will not output paper as expected and an error message will appear.

ERROR FIGURE	PROBLEM	SOLUTION
	<p>E01: Paper Soft-Jam</p>	<p>Remove the Paper Soft-jam (refer to Section 4.5.2.1)</p>
	<p>E02: Cutter failure.</p>	<ul style="list-style-type: none"> • Turn the system OFF, wait for 30 seconds and restart the system. Enter Maintenance Mode and press the Cutter Key to operate the cutter once to remove the error. • Contact your authorized distributor or Nuevopak, an IPG Company, representative.
	<p>E03: Paper supply is empty.</p>	<p>Load paper (refer to Section 4.5.2.1 and Section 4.5.2.2)</p>
	<p>E05: The Emergency Stop (E-Stop) is pressed.</p>	<p>Twist and release the E-Stop(s) and press the reset button.</p>
	<p>E06: Paper Soft-Jamming multiple times in a short period of time. Sometimes appears when clearing a Paper Soft-Jam.</p>	<ul style="list-style-type: none"> • Wait for the cooling time. • Turn the system OFF, wait for 30 seconds, and restart the system.

6.1.3. Paper Soft-jam Troubleshooting



WARNING! USE PROTECTIVE EYEWEAR WHEN PERFORMING MAINTENANCE PROCEDURES.

The system will not output paper as expected and an error message with the Maintenance Mode will appear. No tools are required.

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

Step 1:

2. Pull on the paper coming out of the exit chute to clear the exit chute (refer to Figure 45).

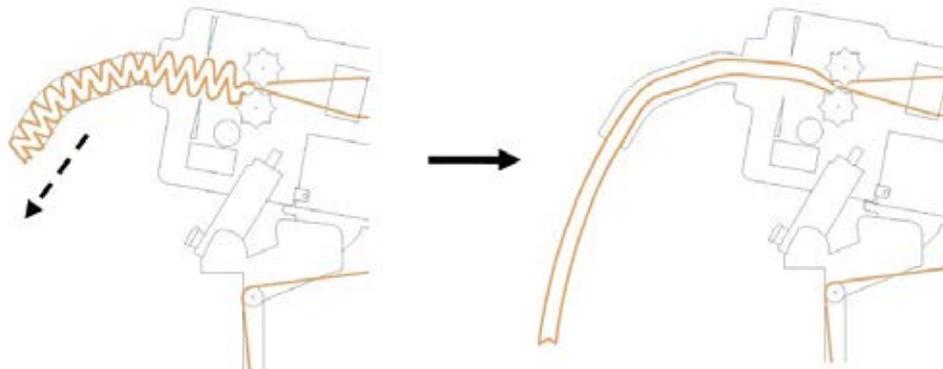


Figure 50 Clearing Exit Chute

3. Press the **Gear Reverse Key** two to three times to loosen the soft-jam, then press the **Gear Forward Key** once to output paper.

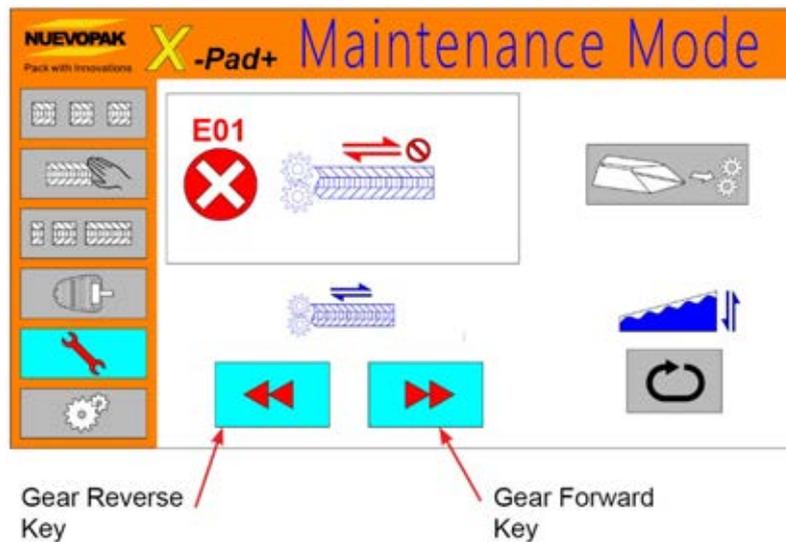


Figure 51 Gear Keys

4. If this does not clear the soft-jam, repeat **Step 1.2** two or three times.
5. If the soft-jam is cleared but the **E01 WARNING** still displays, press the menu bar to clear the warning and enter the modes you want.

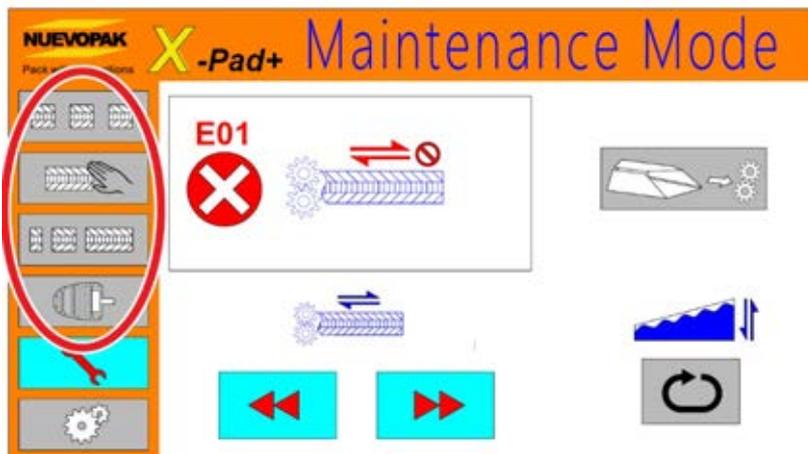


Figure 52 E01 Warning

6. If **Step 1.4** does not work, go to **Step 2**.

Step 2:

- 2.1. Press the **Gear Reverse Key** twice (refer to Figure 45).

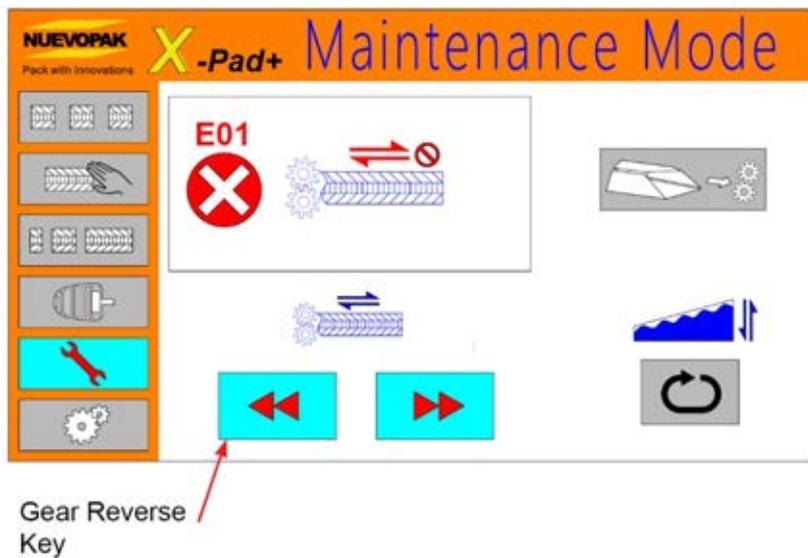


Figure 53 Gear Reverse Key

2.2. Pull the paper out from the paper pre-former. Then tear the paper along the perforated line.

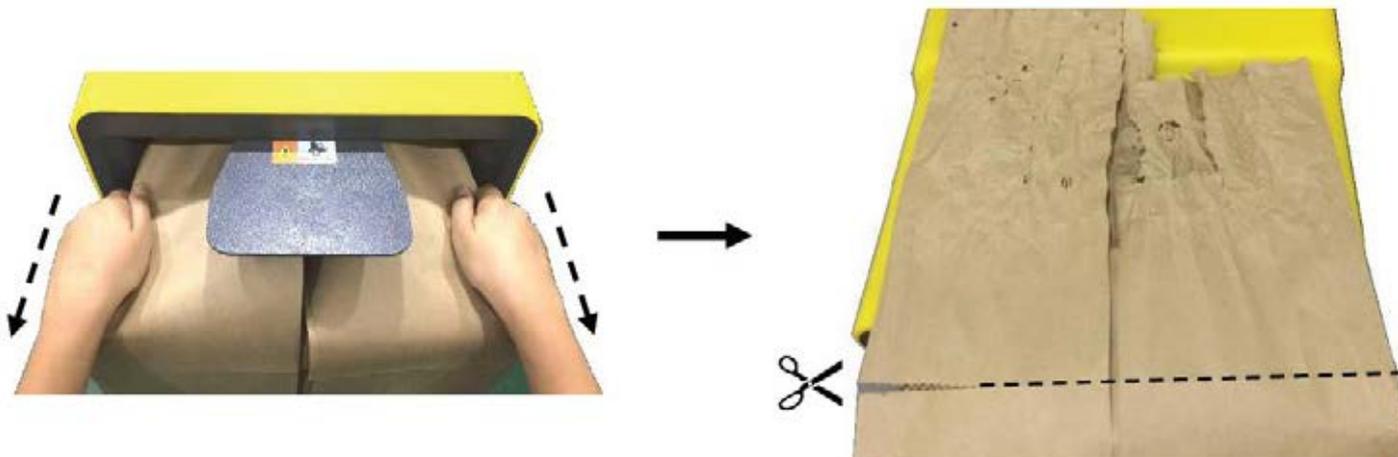


Figure 54 Removing Paper from Pre-former

2.3. Reload the X-Fold Paper (refer to Section 4.5.2.3)

6.1.4. General Troubleshooting

Problem	Possible Causes	Solutions
There is no power to the system – the system power switch light is OFF and the control panel is OFF .	1. System is OFF .	Turn the ON/OFF power switch to the ON position.
	2. Main power cord is unplugged at the controller or at the outlet.	Verify the main power cord is plugged into the back of the system and into a properly rated outlet (refer to Section 4.1.3).
	3. Power supply is interrupted.	Verify facility power supply.
	4. System fuse has blown.	<ul style="list-style-type: none"> • Replace power inlet fuse (refer to Section 5.2). • Contact your authorized distributor or Nuevopak, an IPG Company, representative.
	5. Power extension cord in use.	Do not use an extension cord.
	6. The internal circuit breaker has tripped.	Contact your authorized distributor or Nuevopak , an IPG Company , representative.
	7. Electrical or mechanical failure.	Contact your authorized distributor or Nuevopak , an IPG Company , representative.
The paper does not advance or exit the system when expected – the control panel is ON .	1. Paper supply is empty.	Load paper (refer to Section 4.5.2.1 and Section 4.5.2.2).
	2. Paper improperly loaded – not catching the paper drive.	<ul style="list-style-type: none"> • Verify that the paper supply is properly loaded. • Load paper (refer to Section 4.5.2.1 and Section 4.5.2.2).
	3. The E-stop(s) is pressed.	Twist and release the E-Stop(s) and press the reset button.
	4. The E-stop has been released after being pushed, but the reset button has not been pushed.	Press the reset button.
	5. Paper Soft-Jam.	Remove the paper (refer to Section 5.3).
	6. Electrical or mechanical failure.	Contact your authorized distributor or Nuevopak , an IPG Company , representative.
The paper length is not as expected.	1. The system is setup for the incorrect units – inches or metric.	Contact your authorized distributor or Nuevopak , an IPG Company , representative.

	<p>2. Too much tension on the paper is creating shorter than expected lengths. Too much slack on the paper is creating longer than expected lengths.</p>	<ul style="list-style-type: none"> • Verify that the paper supply is properly threaded through the system (refer to Section 4.5.2.1 and Section 4.5.2.2). • Verify that the paper supply is loaded properly on the bracket. • Verify that there is no obstruction on the paper between the paper roll and the entrance chute. • Verify that all rollers are moving freely.
	<p>3. The E-stop(s) is pressed.</p>	<p>Contact your authorized distributor or Nuevopak, an IPG Company, representative.</p>
<p>The knife will not cut the paper.</p>	<p>1. The knife is caught in a Paper Soft-Jam.</p>	<p>Remove the Paper Soft-Jam (refer to Section 5.2).</p>
	<p>2. Cutter failure.</p>	<p>Refer to Section 4.6.11.</p>

