

Model 3010 Letter Opener



Service Manual

February 2008

postmark

3485 Sacramento Dr. Ste. E
San Luis Obispo, CA 93401, USA
Phone (805) 594-1454
Fax (805) 594-1455
E-mail: postmark@mail-is-us.com
Website: www.mail-is-us.com

Enighedsvej 21
5000 Odense C
Phone +45 65 910 190
Fax +45 65 910 189
E-mail: postmark@mail-is-us.com
Website: www.mail-is-us.com

Introduction

General Operation.....	2
Getting Started.....	2

Servicing Your Machine

Before you Start.....	3
Start / Stop.....	3
Adjusting the Cut.....	3
Setting the Cutting Width.....	4

Operating Your Machine

Envelope Feeding.....	4
Separation of Envelopes.....	5
Envelope Jam.....	6
Variable Speed.....	6
Thick Envelopes and Flats.....	6

Troubleshooting/Maintenance

Machine Won't Start.....	7
Irregular or Partial Opening.....	9

Machine Specifications

Product Information.....	6
Contacting Us.....	6

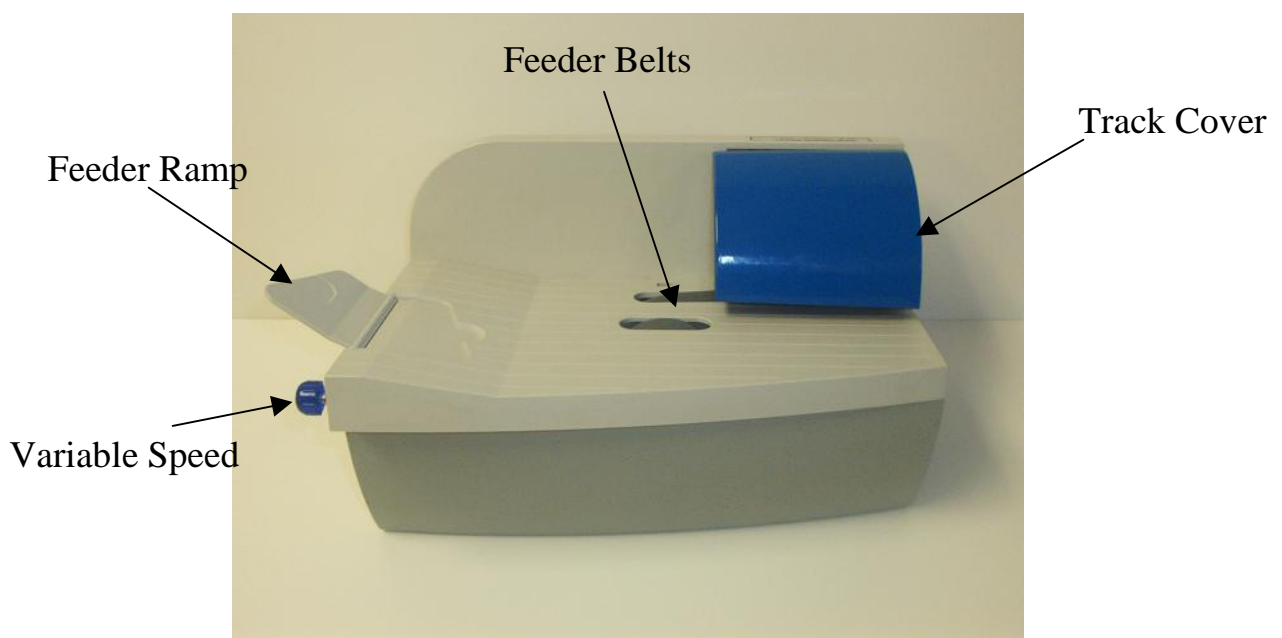
Introduction

General Operation

The Letter Opener model 3010 is a high-speed letter opener, capable of opening up to 3,000 envelopes per hour depending on the length and thickness of the envelope. The Letter Opener model 3010 opens envelopes one at a time by cutting through one side of the envelope without cutting through the whole envelope. The envelopes are separated by a separation wheel, which is placed under the track cover. The envelopes can be feed continuously with stacks of envelopes, without having to stop the machine. With the sensor right in front of the track cover, the Letter Opener only runs when there are envelopes waiting to be opened. When all the letters have been opened and are off the feed belts, the motor shuts off.

Getting Started

After unpacking the box, you will need to get the machine situated. Inside the box, you will find the Letter Opener and a power cord. The Letter Opener should be put on a level surface and the feeder ramp flipped upward.



Servicing Your Machine

Before you start

- Place Letter opener on a level surface
- Make sure there are no obstructions in the feed area
- Turn the power to the off position

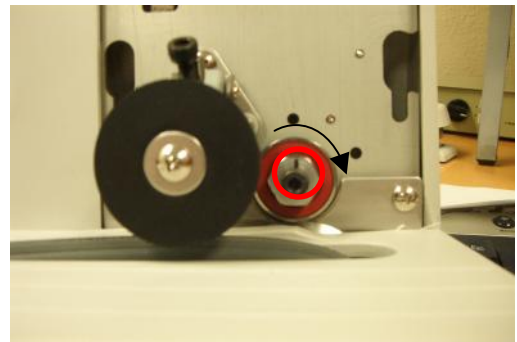
Start / Stop

Plug in the power cord. Turn the power button to the on position (I).
To turn to the off position press the power button to (0).

Adjusting the Cut

The factory setting of the cutting blade should be satisfactory but the cut on an envelope can be adjusted. We recommend that you test the cut after adjustment using only a few envelopes. It is also recommended that the cut be as small as possible to protect the contents of the envelopes.

1. Turn power off and unplug power cord.
2. To adjust the knife you need to remove the track cover by pulling up on both sides. This will deactivate the micro-switch and the machine will not run.
3. When the mark, as circled in the picture, is positioned at the upper center like picture A, the gap between the blade and the bearing would be 0.2 mm.



Picture A



Picture B

4. To reduce the gap, turn the nut in the clockwise direction as shown in picture B. **Do not tighten past 105°, doing so can damage the blade.** A table of gaps is shown in the Table 1.
5. **Before you run the machine**, test to make sure the blade is not touching the bearing. You can test this by moving the feed belts and observing that bearing does not move.
6. Test one envelope. Check to see that the knife only cut on side of the envelope. If it cuts completely through the envelope, the gap is too small.
7. Re-connect the power cord and turn on the machine.

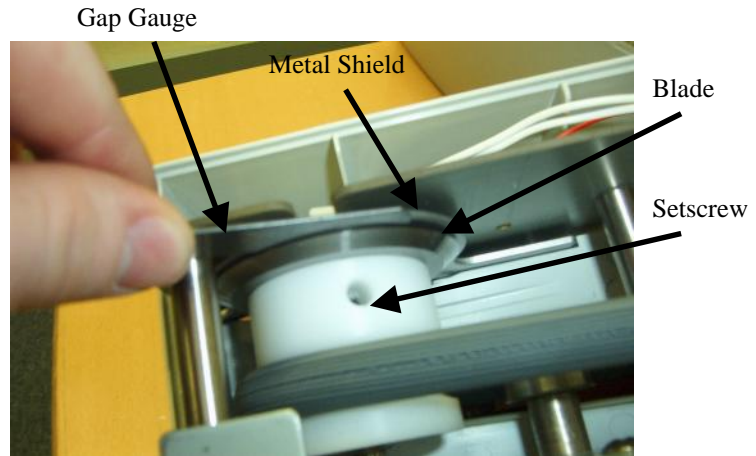
Angle (°)	0	30	45	60	75	90	105
Gap (mm)	0.2	0.18	0.16	0.13	0.09	0.05	0.01

Table 1

Setting the Cutting Width

The setting of the cutting width should be set correctly, however if you would like to change the cutting width you may do so. You may want to reset the cutting width if your cut is too close to the edge or too far from the envelopes you are cutting.

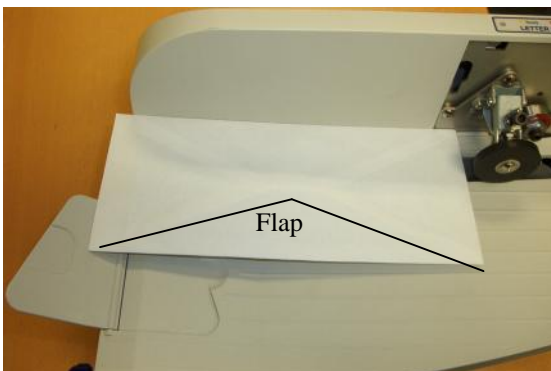
1. Turn power off and unplug power cord.
2. Remove the bottom cover by removing the two screws.
3. Loosen the two setscrews on the cutter.
4. Insert a gap gauge in-between the blade and the metal shield.
5. Move the blade to the desired width.
6. Tighten the two setscrews.
7. Place the bottom cover back on.
8. Re-connect the power cord and turn on the machine.



Operating Your Machine

Envelope Feeding

Make sure all objects like paper clips, rubber bands, and staples are removed from the cutting area. These will damage the blade or feed belts and may void your warranty.

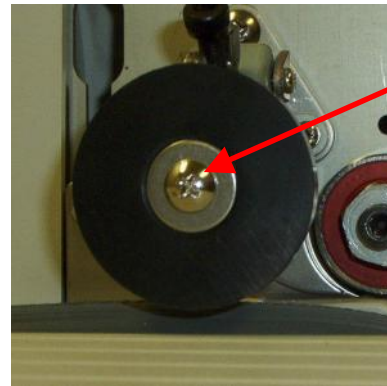


You get the best result by turning the envelope flaps (closed side) up and out. Take the envelopes and tap them against the table to align the long edge, and fan the envelopes gently before placing them on the feeder ramp.

Separation of Envelopes

The envelopes are pulled forward by the feed belts and are separated by the separation wheel so that only one envelope is pulled forward at a time. The separation wheel can get worn on one side and traction will be lost. If the traction is lost, you will need to rotate the wheel in order to regain it.

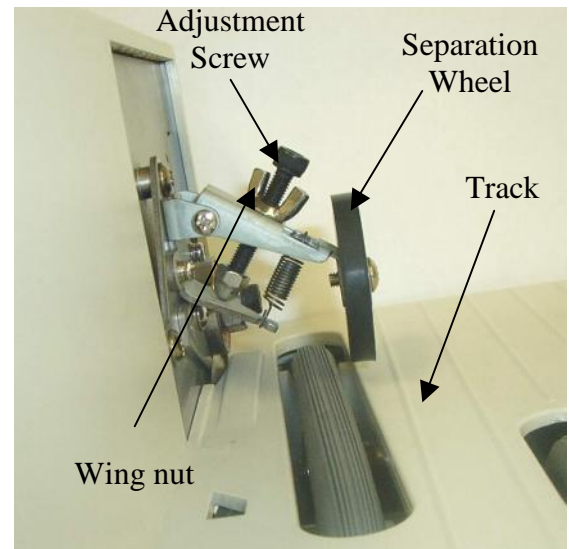
1. Turn power off and unplug power cord.
2. Remove track cover.
3. Loosen screw in front of separation wheel.
4. Flip wheel and tighten screw.
5. Place the track cover back on and start the machine.
6. Re-connect the power cord and turn on the machine.



Screw on Separation Wheel

If that doesn't seem to work, the problem may be that the separation wheel is not set to the ideal height. The ideal height for the Separation wheel is about 3-4 mm above the track. You can just follow these simple steps to set the separation wheel.

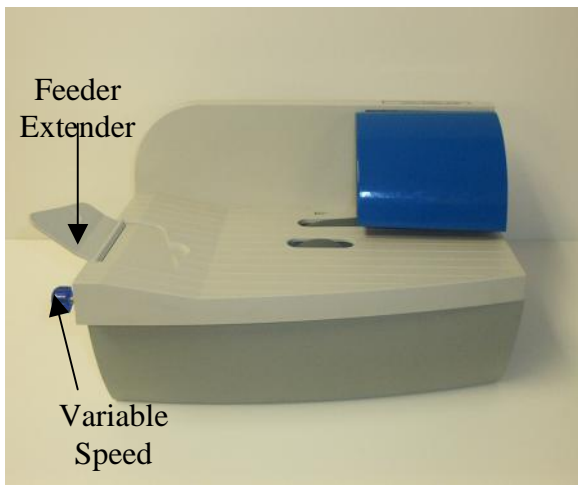
1. Remove the track cover to reveal the Separation Wheel.
2. Loosen the wing nut.
3. To raise the wheel tighten the Adjustment screw and to lower the wheel, loosen the screw.
4. The ideal height of the Separation Wheel is about 3-4 mm.
5. Tighten the wing nut
6. Place the track cover back on the machine.



NOTE: The track cover is connected to a safety switch. The letter opener will not run unless the cover is securely replaced.

Envelope Jam

If an envelope should become jammed in the machine, follow these simple steps for removal:



1. Turn power off and unplug power cord
2. Remove the track cover.
3. Gently pull out the envelopes through and out of the letter opener in the same direction the belts run.
4. Place track cover back on and test the machine.
5. Re-connect the power cord and turn on the machine.

If envelope jams seem to occur too frequently, turning down the speed would decrease your risk of a jam. The faster an envelope travels, the more likely it is to jam. Turning down the speed will insure a consistent cut.

NOTE: The track cover is connected to a safety switch. The letter opener will not run unless the cover is securely replaced.

Variable Speed

Your letter opener has the feature of changing the speed of the machine. If you wish to change the speed of the opener, you just turn the knob on the side of the machine clockwise to slow down the machine and counter-clockwise to speed it up. Running your letter opener at different speeds can be helpful in eliminating jams.

Thick Envelopes and Flats

Envelopes thicker than 3/16" or 4mm should be run separately with the speed turned down. Running large envelopes will require the Feeder Extender to be flipped outward and the speed turned down. Running the opener at a lower speed lessens the chance of a jam. If you wish to change the speed of the opener, you just turn the knob on the side of the machine clockwise to slow down and counter-clockwise to speed it up. Running your letter opener at different speeds can be helpful in eliminating jams.

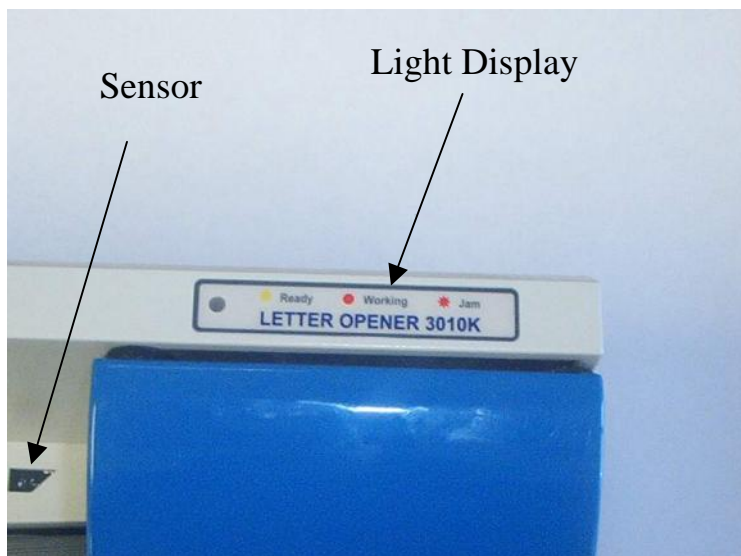
Troubleshooting / Machine Maintenance

Machine Won't Start

If after switching the power on your Model 3010 does not appear to be operating, there are a few things to check. The first item to check would be the lights at the top of the machine. Knowing what each of these lights mean, helps you diagnose why your letter opener isn't running properly

What to check:

- No light
 - Track Cover
 - Fuse
- Green Light
 - Sensor
- Solid Red
 - Drive Belts
- Blinking Red
 - Envelope Jam



Checking the color of the lights on top of the machine is the best way to determine why exactly your letter opener is not running properly.

Track Cover

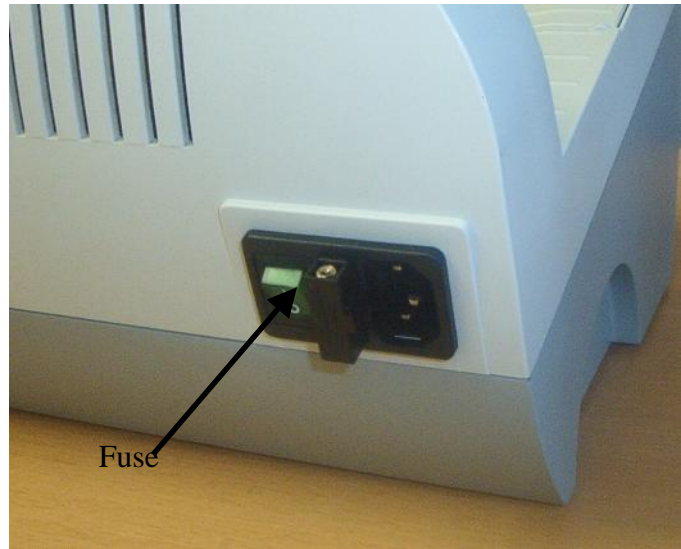
1. First, switch the power to the OFF position and clear away any mail from the opener.
2. Check to make sure the Track Cover is seated all the way down. The Model 3010 is equipped with a safety switch to ensure that the machine will not operate if the cover is off, or loose.
3. Switch the power to the ON position.

Troubleshooting / Machine Maintenance (continued)

Fuse

The Model 3010 Letter Openers are protected by a 3 Amp, 250 Volt fuse. The machine will not operate if the fuse is blown or missing. To check the fuse:

1. Switch the power to the OFF position and clear any mail from the opener.
2. Remove the Power Cord from the Power Supply Socket.
3. Pull out on the tray located just to the left of the Power supply Socket.
4. Remove the fuse for inspection. There should be a single thin piece of metal that runs along the center of the fuse. If the metal strip is burnt out or broken anywhere inside, replace the fuse.
5. Slide tray back into Power Supply Socket and reattach the Power Cord.
6. Switch the Power to the ON position.



Sensor

Check the sensor to make sure it is being covered by the envelopes. If the sensor is not being covered by mail, the light on the top of the machine will be green. Once the machine senses the envelopes, the light should turn solid red. If there are letters covering the sensor and the light is still green, you will need to contact Postmark.

Drive Belt

If you can hear the motor running inside your Letter Opener but the Feed Belts are not moving, it is likely that the Drive Belt is broken or off. If this happens, you will need to contact Postmark.

Troubleshooting / Machine Maintenance (continued)

Cleaning the Feed Belts

During normal use, your letter opener will accumulate dirt and dust along the Feed Belts. To maintain maximum efficiency and ensure correct operation it is recommended that the belts be cleaned regularly.

Irregular or Partial Opening

A few things can lead to your mail being improperly opened. Most commonly, this is due to improper feeding, and unclean Feed Belts.

In the unlikely event that your mail is still not being properly opened, it is possible that the cutting knife is out of adjustment or has been damaged. You will need to contact Postmark.

Product Information

Maximum Speed:	18,000 envelopes per hour
Maximum Envelope Thickness:	3/16" (4 mm)
Dimensions (H/W/D):	7"x13"x9" (180x330x215mm)
Shipping Dimensions (H/W/D):	
Net Weight of Opener:	
Shipping Weight:	10 lbs. (4.4 kg)
Power Supply:	115V-60 Hz



postmark

3485 Sacramento Dr. Ste. E
San Luis Obispo, CA 93401, USA
Phone (805) 5941454
Fax (805) 5941455
E-mail: postmark@mail-is-us.com
Website: www.mail-is-us.com

Enighedsvej 21
5000 Odense C
Phone +45 65 910 190
Fax +45 65 910 189
E-mail: postmark@mail-is-us.com
Internet: www.mail-is-us.com

PRODUCT: Letter Opener
MAKE/MODEL: Model 3010
DESCRIPTION: Electrically Driven Letter Opener