

SERVICE MANUAL USA PRESSURE SENSITIVE SIDE BELT MODELS





For Serial Numbers: TM062 XX X XXX TM094 XX X XXX TM191 XX X XXX TM509 XX X XXX TM136 XX X XXX





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USER NOTES



For all IPG product manuals please visit <u>www.itape.com/systems-manual</u> or use this QR code

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TECHNICAL ASSISTANCE

If contact with the authorized distributor is not possible, **IPG Machinery Support** is available. Should the need to contact **IPG Machinery Support** arise, **please have the equipment model and serial number available prior to contact.** This information can be found on the nameplate of the tape head as well as on the machine, both sets of information may be necessary to assist. A section at the bottom of this page is available to write this information down. **IPG Machinery Support** is available during normal business hours (M-F 8am-5pm) Eastern Time.

Phone: 813-345-3070

Email: machsupp@itape.com

Replacement Parts

Please use this area to enter the detailed information on your Case Sealer and Tape Heads. This should be filled out at the time of install. This information can be found on the nameplate of the machine, typically on the side the electrical box is on. On pressure sensitive tape heads the nameplate is located on the same side the tape is loaded from. On the WAT Tape Heads serial information can be found on the side frame.

Machine	Tape Head Top (if applicable)
Model	Model
Serial	Serial
	Tape Head Bottom (if applicable) Model
	Serial
Distributor	Date of Purchase
Name	
	Date of Install
Phone/Email	

FIELD SERVICE ASSISTANCE

Your Interpack Case Sealer and Tape Heads are designed to provide years of trouble free operation. This is not without proper preventative maintenance. A recommended schedule can be located in the maintenance section of this manual, performed by the end user of the equipment. If any problems arise with this machine during the normal course of operation, your properly trained and qualified internal service personnel should be able to repair any issues after consulting the troubleshooting section of this manual in conjunction with phone and/or email support from IPG Machinery Support.

Field Service Support is available from your IPG Authorized Distributor at additional cost if the problem cannot be remedied after consulting the troubleshooting section of this manual.

IPG offers comprehensive programs that help keep your equipment up and running.

Proactive maintenance efforts help to prevent equipment failures and costly emergency repairs. Keeping your machine in optimal working condition also enhances employee safety, reduces facility downtime and efficiently allocates internal resources.

Please contact your IPG Representative to discuss the best options for your IPG equipment.

Definitions

Common terms that will be used throughout this manual.

- WAT Intertape Branded Water Activated Tape
- Tape Head This will refer to either the ETX or ETII+ Tape Heads for the remainder of this manual
- Case Sealer Refers to IPG manufactured Case Sealers
- Machine System Refers to the fully assembled Case Sealer with the Tape Head(s) installed
- User/Operator The individual who has been trained on the daily use of the Machine System

Maintenance Champion – The individual(s) who work for the end user of the Machine System who are responsible for conducting general and preventative maintenance

This will serve as a preventative maintenance manual for the Interpack USA pressure sensitive side belt case sealer line. Machines covered in this manual will include:

- USA 2024-SB
- USA 2024-SB/SS
- USA 20-B
- USA 2024-BFF
- USA 3036-SB

Information contained in this manual does not constitute a warranty of performance. Furthermore Interpack reserves the right to revise this publication.

Interpack assumes no liability for any losses or damages incurred as a result of information contained in this manual.

Proprietary notice

This publication contains information proprietary and confidential to Interpack. Any reproduction, disclosure, or use of this publication is expressly prohibited as IPG may otherwise authorize in writing.

WARRANTY INFORMATION

EQUIPMENT WARRANTY AND LIMITED REMEDY: The following warranty is made in lieu of all other warranties, express or implied, including, but not limited to, the implied warranty of merchantability, the implied warranty of fitness for a particular purpose, and any implied warranty arising out of a course of dealing, a custom or usage of trade:

Intertape sells its Interpack Tape Heads, Case Tapers and Case Erectors with the following warranties:

- 1. The IPG Pressure Sensitive Tape Heads' knife blades, springs and wipe down rollers will be free from all defects for a period of ninety (90) days.
- 2. All other IPG Pressure Sensitive Tape Head parts will be free from all defects for one (1) year after delivery.
- 3. Water Activated Tape Heads' blades will be free from defects for ninety (90) days after delivery.
- 4. Drive Belts will be free from defects for ninety (90) days after delivery
- 5. The Gear Motors will be free from defects for one (1) year after delivery.
- 6. All other components for Case Tapers and Case Erectors will be free from defects for one (1) year after delivery.

If any part is proven defective within its warranty period, then the exclusive remedy and Intertape's and the seller's sole obligation shall be, at Intertape's option, to repair or replace the part, provided the defective part is returned immediately to Intertape's factory or an authorized service station designated by Intertape.

A part will be presumed to have become defective after its warranty period unless the part is received or Intertape is notified of the problem no later than five (5) calendar days after the warranty period.

If Intertape is unable to repair or replace the part within a reasonable time, then Intertape, at its option, will replace the equipment or refund the purchase price. Intertape shall have no obligation to install the repaired or replacement part.

Intertape shall have no obligation to provide or pay for the labor required to install the repaired or replacement part.

Intertape shall have no obligation to repair or replace (1) those parts failing due to: operator misuse, carelessness, or due to any accidental cause other than equipment failure, or (2) parts

- 1. Failure or damage is due to misapplication, lack of proper maintenance, abuse, improper installation or abnormal conditions such as temperature, moisture, dirt or corrosive matter, etc.
- 2. Failure due to inadequate cleaning, improper operating environment, improper utilities or operator error.
- 3. Failure due to operations above the rated capacities, or in any other improper manner, either intentional or otherwise.
- 4. Failure is due to equipment, which has been altered by anyone other than an authorized representative of Intertape Polymer Group.
- 5. Failure is due to an attempt by the purchaser to correct alleged defective equipment. In this event the purchaser is responsible for all expenses incurred.

LIMITATION OF LIABILITY: Intertape and seller shall not be liable for direct, indirect, special, incidental or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability or any other legal theory.

The foregoing Equipment Warranty and Limited Remedy and Limitation of Liability may be changed only by written agreement signed by authorized officers of Intertape and seller.

IMPORTANT SAFEGUARDS

Explanation of Signal Word Consequences



WARNING: INDICATES A POTENTIALLY HAZARDOUS SITUATION, WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY OR PROPERTY DAMAGE



2.

CAUTION: INDICATES A POTENTIALLY HAZARDOUS SITUATION, WHICH IF NOT AVOIDED COULD RESULT IN MINOR OR MODERATE INJURY OR PROPERTY DAMAGE



WARNING

- 1. To reduce the risk associated with mechanical, pneumatic, and electrical hazards:
 - · Read, understand, and follow all safety and operating instructions before operating or servicing the Case Sealer and/or Tape Head(s)
 - Allow only properly trained and gualified personnel to operate and service this equipment
 - To reduce the risk associated with pinches, entanglement, and hazardous voltage:
 - Follow properly prescribed Lock out/Tag out procedures before performing any adjustments, maintenance, or servicing the Case Sealer or Tape Head
- To reduce the risk associated with pinches and entanglement hazards: 3.
 - Do not leave the Case Sealer running while unattended
 - Turn the Case Sealer off when not in use
 - Never attempt to work on any part of the Case Sealer, Tape Head, load tape, or remove jammed boxes from the Case Sealer while the machine is running
- To reduce the risk associated with hazardous voltage 4.
 - Position electrical cord away from foot traffic and vehicle traffic
 - Do not operate the Case Sealer with a damaged power cord
- 5. To reduce the risk associated with sharp blades hazards:
 - Keep hand and fingers away from the tape cutoff blades, the blades are very sharp
- To reduce the risk associated with fire and explosion hazards: 6.
 - Do not operate this equipment in potentially flammable and/or explosive environments
- 7. To reduce the risk associated with muscle strain:
 - Use the appropriate rigging and material handling equipment when lifting or repositioning this equipment.
 - Use proper body mechanics when removing or installing Tape Heads that are moderately heavy or may be considered awkward to lift
- To reduce the risk associated with mechanical, pneumatic, and electrical hazards: 8.
 - Allow only properly trained and gualified personnel to operate and service this equipment



- 1. To reduce the risk associated with pinch hazards:
 - Keep hands clear of the upper head support assembly as boxes are transported through the Case Sealer
 - Keep hands, hair, loose clothing, and jewelry away from box compression rollers, moving belts, and Tape Heads
 - Always feed boxes into the Case Sealer by pushing only from the end of the box



PROPER LOCK OUT TAG OUT IS COMPLETED BY DISCONNECTING THE MACHINE FROM ALL ENERGY SOURCES.

Operator Skill Level Descriptions

These descriptions and levels are uniform across all IPG Case Sealers

Skill "A" Machine Operator

This operator is trained to use the Case Sealer with the machine controls, to feed cases into the machine, make adjustments for different case sizes (USA series machines), to change tape, to start, stop, and restart production, and to clear jams and perform basic troubleshooting.

Important: The end user area supervisor must ensure that the operator has been properly trained on all machine functions before operating the machine.

Skill "B" Mechanical Maintenance Technician

Also referred to as the Maintenance Champion, this technician, is trained to use the Case Sealer as the Operator is able and in addition is able to work with the safety protection disconnected to check and adjust mechanical components, to perform maintenance operations and repair the Case Sealer. A skill "B" operator is not allowed to work on live electrical components.

Skill "C" Electrical Maintenance Technician

This technician is trained to use the Case Sealer as the Operator is able and in addition is able to work with the safety protection disconnected, to check and adjust mechanical components, to perform maintenance operations and repair the Case Sealer. A skill "C" operator is allowed to work on live electrical panels, terminal blocks, and control equipment.

Skill "D" Manufacturer Technician

Skilled technician sent by the manufacturer or its agent (distributors) to perform complex repairs or modifications, when agreed with the customer.

Operators skill level required to perform the following tasks on the Machine System

OPERATION	MACHINE CONDITION	OPERATOR SKILL LEVEL	NUMBER OF OPERATORS	
Tape Roll Replacement	Stopped by pressing the Emergency Stop Button	А	1	
Blade Replacement	Electrical Power Disconnected	В	1	
Ordinary Maintenance and Preventative Maintenance	Electrical Power Disconnected	В	1	
Extraordinary Mechanical Maintenance	Running with Safety Protections Disabled	С	1	
Extraordinary Electrical Maintenance	Running with Safety Protections Disabled	D	1	
Machine Installation & Set-Up	Running with Safety Protections Disabled	B & C	2	

Proper Electrical Disconnect is achieved when the machine is unplugged from the electrical socket. Your plant may dictate additional procedures.

TROUBLESHOOTING

The Machine is Turned on and Nothing Happens



TROUBLESHOOTING

Case is Getting Crushed USA NO Are the belts too tight? YES -Readjust the drive bases Is the box being NO YES · crushed at the tape head? Contact IPG Verify the correct main spring is installed. Machinery Support - Verify the belts are not too tight. - Verify the box is not damaged.

Poor Tape Wipedown



TROUBLESHOOTING

Rear Tape Leg is Tabbing



TROUBLESHOOTING

Tape Does Not Cut



PREVENTATIVE MAINTENANCE

The USA line of Case Sealers have been designed and manufactured with the finest components to provide long, trouble-free performance. General preventive maintenance will improve performance and prolong the life of the case sealer. Review the illustrations and chart below for information regarding machine maintenance.



Lubrication:

Spray column shafts, centering guide shafts, and compression guide shafts once a month with a silicone based dry film lubricant. This will not attract dust or lint from the surroundings.

Apply chain lube on the drive and centering guide chain once a month.

No other lubrication is necessary to operate the machine.

<u>Cleaning:</u>

Cartons produce a sizable amount of dust and paper chips when processed or handled. If this dust is allowed to build up in the machine, it may cause component wear and overheating of motors. Remove the accumulated dust with a shop vacuum. Avoid using compressed air to remove the dust as this may cause the dust to penetrate into parts.

Do not use caustic cleaners or industrial solvents when cleaning IPG equipment. For most general purpose cleaning on IPG equipment all that is needed is a soap and water solution.

PREVENTATIVE MAINTENANCE

				Frequency	
ltem	Action Required	Material	Weekly	Monthly	Quarterly
Carton Dust In/On Machine	Vacuum off machine externally and internally, pay attention to drive base centering chain	Vacuum	х		
Hardware	Re-tighten any loose hardware, replace any missing hardware			X	
Column Shafts	Lubricate	Dry PTFE		Х	
Cross Shafts	Lubricate	Dry PTFE		Х	
Centering Chain	Lubricate	Chain Lubricant		X	
Tape Path	Clean to remove adhesive	Water	Х		
	Replace upon excessive wear		Х		
Drive Belts	Verify proper tension, complete tension adjust procedure when needed				x
Top Tape Bridge	Verify bridge raises and lowers smoothly. Inspect constant force springs and shaft bearings			x	
	Verify bridge locks in place. Adjust locking bolts if needed		Х		
	Lubricate Shaft	Dry PTFE		Х	
Top Squeezers	Verify locking knob is functional				Х
	Dry PTFE Monthly				ross Shafts bricate with y PTFE onthly
	Top Squeezer Shaft lubricate with Dry PTFE Monthly Cen Cha with Grea Mon	tering in lubricate Chain ase thly			

MAINTENANCE Drive Belt Replacement

Over time your belts have the potential to stretch and will need to be tensioned. This procedure will also need to be done every time that you replace a belt or need to remove one in the event another component may need to be replaced.

Part Numbers

- USA 2024-SB UPM0663 Belt Endless 50X2120mm
- USA 2024-BFF UPM4560 Belt Endless 50X3120 BFF
- USA 20-B UPM0663 Belt Endless 50X2120mm
- USA 2024-SB-SS UPM0663 Belt Endless 50X2120mm
- USA 3036-SB UPM2565 Belt Endless 100X2120mm
 - 1. Using a 4mm Allen key, remove two screws and remove drive base cover.



2. Using appropriate Allen key and wrench, loosen belt tensioning bolts.



3. Remove worn belt and replace with new belt.



4. Using appropriate Allen key and wrench, tighten belt tensioning bolts. Be sure to equally adjust tensioning bolts for both drive belts.



5. Proper belt tension is achieved when a 5-pound pull force is used to create a 25mm (1 in.) gap, as shown in the middle of the drive base.



 Intertape S/B drive idler pulleys are engineered to selftrack to center. After tensioning, if the belts do not track on center, contact maintenance or your IPG Distributor.



7. Using a 4mm Allen key, replace drive base cover, as shown.



MAINTENANCE Adjusting Drive Belt Tension

Over time your belts have the potential to stretch and will need to be tensioned. This procedure will also need to be done every time that you replace a belt or need to remove one in the event another component may need to be replaced.

Part Numbers

- USA 2024-SB UPM0663 Belt Endless 50X2120mm
- USA 2024-BFF UPM4560 Belt Endless 50X3120 BFF
- USA 20-B UPM0663 Belt Endless 50X2120mm
- USA 2024-SB-SS UPM0663 Belt Endless 50X2120mm
- USA 3036-SB UPM2565 Belt Endless 100X2120mm
 - 1. Using a 4mm Allen key, remove two screws and remove drive base cover.



2. Using appropriate Allen key and wrench, tighten belt tensioning bolts. Be sure to equally adjust tensioning bolts for both drive belts.



3. Proper belt tension is achieved when a 5-pound pull force is used to create a 25mm (1 in.) gap, as shown in the middle of the drive base.



4. Intertape S/B drive idler pulleys are engineered to selftrack to center. After tensioning, if the belts do not track on center, contact maintenance or your IPG Distributor.



5. Using a 4mm Allen key, replace drive base cover, as shown.



MAINTENANCE Belt Tracking

While IPG machines use self centering pulleys for the belts, there is a possibility that the belt may ride high or low. This typically happens after a motor replacement or belt replacement.

- 1. Turn off the machine and disconnect it from all energy sources.
- 2. Use the locking handle to unlock the bridge.



3. Using a 4mm Allen key, remove two screws and remove drive base cover.



4. Using appropriate Allen key and wrench, loosen belt tensioning bolts.



5. Remove the belt.



6. Loosen the set screws that secure the drive pulley to the motor shaft.



- 7. Adjust the drive pulley.
 - If the belt is tracking high and rubbing against the top cover of the drive base, lower the drive pulley slightly.
 - If the belt is tracking low and rubbing against the bottom of the drive base, raise the pulley slightly.
- 8. Tighten the set screws.
- 9. Replace the belt and follow the proper belt tensioning procedure.
- 10. Replace the drive cover.
- 11. Connect the machine to power.
- 12. Turn the machine on and verify the tracking the belt.

MAINTENANCE Adjusting the Bridge Lock

After time you may notice that the locking mechanism for the bridge may not hold as tightly as it did from the factory. This is normal and should only need some minor adjustments. If you have made these adjustments already you may want to consider replacing the flanged screws.

Part Numbers

- UPM0698 Flanged Screw Left Handed
- UPM0699 Flanged Screw Right Handed
 - 1. Turn off the machine and disconnect it from all energy sources.
 - 2. Use the locking handle to unlock the bridge.



- 3. Raise the bridge all the way and re-lock the bridge.
- 4. On the bottom of the Bridge Weldment there will be access ports on the left and right side. Grip the socket and pull towards the center of the machine to remove it from the locking bolt.



5. Repeat this on the other side of the Bridge Weldment.

6. Using a 19mm socket or wrench, give each bolt a 1/4 turn tighten. One side is a left handed thread.



- 7. It is recommended to replace these bolts after the third time adjusting them.
- 8. CAUTION: IN THE EVENT OF REPLACEMENT ONLY REPLACE ONE BOLT AT A TIME.

MAINTENANCE

Motor Replacement

Part Numbers

- USA 2024-SB UPM7116 1/3 HP 21.4:1
- USA 2024-BFF UPM7116 1/3 HP 21.4:1
- USA 20-B UPM7116 1/3 HP 21.4:1
- USA 2024-SB-SS UPM4780 & UPM4781
- Stainless Steel Washdown Motor & Motor Reducer
- USA 3036-SB UPM7152 1/3 HP Long Shaft Motor
 - 1. Turn off the machine and disconnect it from all energy sources.
 - 2. Using a 4mm Allen key, remove two screws and remove drive base cover.



3. Remove the belt from the drive base.



4. Loosen the set screws that secure the drive pulley to the motor shaft.



5. Remove the pulley from the motor shaft.



6. VERIFY THE MACHINE IS DISCONNECTED FROM ALL ENERGY SOURCES. Using a Philips screw driver remove the screw from the electrical box cover on the motor.



7. In the box there will be two bullet connectors and a capacitor. Disconnect the bullet connectors.



- 8. Unscrew the ground cable.
- 9. Loosen the cord grip to allow the cables to be pulled back through the access hole.
- 10. While supporting the motor from underneath, remove the four (4) screws securing the motor to the drive base. There are four (4) nuts on the other side of the motor.



- 11. Discard the old motor. Follow any local recycling or disposal ordinances for industrial equipment.
- 12. The motors on the case sealers are bi-directional and can be installed on either side.
- Take the new motor and feed the drive shaft through the access hole and secure it with four (4) screws and bolts.
- 14. Verify the shaft key is in place. If it is not use the key from the old motor.

15. Fit the drive pulley over the motor shaft.



- 16. Tighten the set screws securing the drive pulley to the motor shaft.
- 17. Remove the cover of the electrical enclosure on the new motor.
- 18. If the new motor does not have the cord grip remove it from the old motor and install it on the new motor.
- 19. Feed the cabling into the new motor and follow the wiring diagram on the inside of the motor electrical cover to determine the direction of rotation.



- 20. Once the motor is wired in, replace the motor electrical box cover and connect the machine to power.
- 21. Release the Emergency Stop(s) and press Start.
- 22. Verify the motor is rotating in the correct direction. If not, disconnect from power and revisit the electrical connections.
- 23. Once the motor is rotating in the correct direction follow the belt installation process.
- 24. Replace the drive cover.

If the motors have been installed for more than 2 years it is recommended to replace both motors at the same time.

MAINTENANCE Replacing Column Springs

In the USA Pressure Sensitive machines the bridge is balanced with constant force springs in the columns. The springs can fatigue over time, the more the machine is adjusted the shorter the life of the springs will be. In the event one of the springs breaks it is recommended to replace all the springs.

Part Numbers

- 33lb spring/spool USM0893
- 24lb spring/spool USM0894
- 19lb spring/spool USM0895



It is recommended to conduct this procedure with two (2) people and proper support. Some machines may have two (2) springs per column or three (3).

- 1. Turn off the machine and disconnect it from all energy sources.
- 2. Use the locking handle to unlock the bridge.



- 3. Raise the bridge as far as possible.
- 4. Lock the bridge in place.

5. Use the crank handle to bring the belts in as much as possible.



- 6. CAUTION: AT THIS STAGE THE BRIDGE MUST BE PROPERLY SUPPORTED AS ADDITIONAL STRESS WILL BE PLACED ON THE SPRINGS.
- Starting on the side of the broken spring, remove the bolts that secure the bridge weldment to the column block. USE CAUTION WHEN REMOVING THE LAST SCREW AS THE BLOCK WILL BE UNDER TENSION.



- 8. Under the bridge weldment remove the socket over the bridge locking screw. See Step 4 on Adjusting the Bridge Lock.
- 9. Slowly lower the bridge until it rests on the drive bases or an additional support.
- 10. Slowly loosen the locking bolt in the column block until removed. CAUTION AS THE COLUMN BLOCK MAY BE UNDER TENSION AND THE LOCKING BOLT IS SECURING THE COLUMN BLOCK IN PLACE.

MAINTENANCE Replacing Column Springs Continued

11. Remove the two screws and bolt securing the column cap to the column and column shaft. CAUTION: THE COLUMN BLOCK MAY STILL BE UNDER TENSION WHEN THE COLUMN CAP IS REMOVED.



12. Remove the column cap.



13. Remove the column lock.



14. Remove the screws securing the column springs to the columns.



- 15. Remove the springs, spools, and column block by pulling it straight up out of the column.
- 16. Remove the spool shafts.



17. Remove the screws securing the springs to the column block. CAUTION AS THE SPRINGS MAY STILL BE UNDER TENSION.



- 18. Discard the old springs and spools. Install the new springs and spools beginning with the top spring.
- 19. Reinstall the spool shafts.
- 20. Slip the column block onto the column shaft.
- 21. Align the spool shafts with the screw holes in the column and install the screws securing the springs.
- 22. Slip the column lock over the column.
- 23. Replace the column cap and secure it with the bolt in the column shaft and the two (2) column cap screws.
- 24. Unlock the bridge and raise it until one of the top screw holes is aligned with the bottom hole in the column block.



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MAINTENANCE Replacing Column Springs Continued

- 25. Use the bridge to lower the column block about 10" and lock the handle.
- 26. Replace the locking bolt. Tighten it against the column shaft.
- 27. Rest the column lock on the top of the column block and tighten it. Both the locking bolt and column lock will be able to hold the column block in place.



- 28. Remove the single bolt securing the bridge to the column block.
- 29. Unlock the bridge and raise it until the holes line up with the column block. Then, lock the bridge.
- 30. Secure the bridge to the column block with the four (4) bolts.



31. Unlock the column lock and raise it all the way before re-tightening the lock.

- 32. Under the bridge weldment, through the access port, loosen the locking bolt until it no longer puts pressure on the column shaft.
- 33. Re-tighten the same bolt until it applies pressure on the column shaft.



- 34. Slip the socket back over the locking bolt.
- 35. Using the locking handle, release the brake and verify the bridge can move freely and locks.
 - If the bridge does not move freely loosen the locking bolt 1/6th of a turn. Continue reattempting Steps 34 and 35 until the bridge locks correctly and moves freely when unlocked.
- 36. Repeat from Step 2 for other column.

MAINTENANCE<u>3 Flap Folder Adjustment (BFF and Optional Equipment)</u>

The 3 Flap Folder comes standard on the USA 2024-BFF and is an optional add on for the USA 2024-SB line of case sealers.

Part Numbers

- 3 Flap Folder UM869
 - 1. Using a wrench or socket, loosen the four (4) bolts that secure the mounting plates to each other.
 - 2. Adjust the outer two (2) antenna to the desired position. Verify the center remains parallel to the belts.



 For most processing the antenna should be positioned at a 90° angle, 45° each from center.



 When processing narrow cases adjusting the antenna to 70° will provide better results.

The narrower the antenna are the sooner they will fold the major flaps. Some adjustment may be needed box to box.

