
Motor Speeding Up Again

5 messages

Glen Hodges <glen@colorservices.com>

Mon, Jul 26, 2021 at 11:01 AM

To: Bob Elliott <bob.elliott@gfpartnersllc.com>

Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>

Hi Bob,

I just left you a voicemail but did not go into detail on what our issue is. We are experiencing the same issue that we did last fall with the speed issues. We have a large job to laminate and we started it this morning. With the heat on at setting 4 and the speed was at 2 setting and after running for about 15 minutes the motor speed increased to full speed with no control. This is the same issue we had last November. Same exact thing. Do you know what is causing this?

We are going to need a new potentiometer ASAP. Can someone please call me so we can the process going? The job we have on deck is time sensitive.

My phone 805.965.1832

Take care,
Glen

On Fri, Nov 13, 2020 at 11:47 AM Glen Hodges <glen@colorservices.com> wrote:

Hi Bob,

We put in the new potentiometer on Monday 11/09/20. Results were promising. Had no issues until running for about 40 minutes, then the motor did speed up. We are going to test again today after we get done with production to try and see if we get the same result. Will let you know how it goes.

Take care,
Glen

On Fri, Nov 6, 2020 at 10:11 AM Glen Hodges <glen@colorservices.com> wrote:

We definitely will. When we receive the new potentiometer it will be installed.

Thanks,
Glen

On Thu, Nov 5, 2020 at 12:07 PM Bob Elliott <bob.elliott@gfpartnersllc.com> wrote:

OK. Please keep us posted.

Bob Elliott

Product Development Manager

Graphic Finishing Partners

480.861.8427

bob.elliott@gfpartnersllc.com

visit our website... www.gfpartnersllc.com



From: Glen Hodges <glen@colorservices.com>
Sent: Thursday, November 5, 2020 12:43 PM
To: Bob Elliott <bob.elliott@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Wid - <wid@nusignsupply.com>
Subject: Re: (Reply From Our Technician) After Installing New Board- Still Speeding Up

Thanks for the clarification Bob. I ran this by our electronic technician that helps us and he concurs.

Glen

On Thu, Nov 5, 2020 at 11:20 AM Bob Elliott <bob.elliott@gfpartnersllc.com> wrote:

Hi Glen,

I'm still leaning toward the potentiometer because there is no power supply in that machine. There are two transformers that supply voltage to run the circuits on the boards, not the motor. So there are two possibilities:

1. The potentiometer is changing as the machine runs. I've seen this happen where the dielectric material inside the pot gets like an oily coating in it when it heats up. Most of the time, the motor will just run really fast with no control at all, but then sometimes will jump around in speed while it's running.
2. If the driver on the Motor Control PC Board gets hot, it can short to the full speed condition where it's sending the entire 120 VAC to the motor regardless of the setting on the potentiometer. This usually causes the motor to run full speed all the time, not after a few minutes.

Without actually being in front of the machine, this is my best diagnoses.

Thanks,

Bob

Bob Elliott

Product Development Manager

Graphic Finishing Partners

480.861.8427

bob.elliott@gfpartnersllc.com

visit our website... www.gfpartnersllc.com



From: Glen Hodges <glen@colorservices.com>
Sent: Thursday, November 5, 2020 11:43 AM
To: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Cc: Wid - <wid@nusignsupply.com>; Bob Elliott <bob.elliott@gfpartnersllc.com>
Subject: (Reply From Our Technician) After Installing New Board- Still Speeding Up

Hi John,

I ran our issue by the electronic technician who helps us with equipment repairs here in Santa Barbara. He installed the new potentiometer before I replaced the board. Here is his take on what is going on:

Sure; I can put an ohmmeter on the pot output to see (a) it is changing the value as it turns and (b) the change is reasonably linear and (c) it doesn't 'jump' in value as it turns up or down.

BUT: it doesn't check for breakdown over time due to current flow. (Amp load causing failure in the pot).

I don't really buy the pot being bad because the failure condition is intermittent, the pot shouldn't change during running due to normal loads.

Idea: Is it possible the unit's power supply is glitching? Because that might cause the issue if the speed controller board changes its output with changes in supply voltage *AND* a pwr sup can fail in consistency of voltage with time and heat.

Sent from my iPhone

On Thu, Nov 5, 2020 at 7:12 AM John Manuel - GFP <John.Manuel@gfpartnersllc.com> wrote:

Glen,

Thanks for the update. I think I am going to send you another potentiometer out today. It is possible there was also an issue with the one we sent you.

John Manuel - Technical Service Manager

Graphic Finishing Partners LLC

PO Box 1097
Maryland Heights, MO 63043-9150
p: (800) 986-2005 | f: (314) 685-1363 | c: 443-854-0657
e: john.manuel@gfpartnersllc.com | www.gfpartnersllc.com



From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, November 4, 2020 4:10 PM
To: Wid - <wid@nusignsupply.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Bob Elliott <bob.elliott@gfpartnersllc.com>
Subject: (Voltage Readings) After Installing New Board- Still Speeding Up

Hi Wid,

We have been testing the voltage that the laminator is plugged into when it speeds up and it reads 120V AC on our voltmeter every time. It runs approximately 20 minutes before speeding up. Is there any chance a safety mechanism for overheating could be malfunctioning to cause this?

Thanks,

Glen

On Thu, Oct 29, 2020 at 11:20 AM Glen Hodges <glen@colorservices.com> wrote:

Hi Wid,

Thank you for your assistance. I will check into this and check to be sure that the voltage is not the issue. We have had the laminator for over a year and we had not had any issues until recently. I will check the voltage and get back to you.

Take care,

Glen

On Thu, Oct 29, 2020 at 10:54 AM Wid - <wid@nusignsupply.com> wrote:

Hi Glen,

I got the reply from GFP.

please see email below.

Thank you

Wid Gunawan

Technical Support

Tel # [626 961 7688](tel:6269617688)

Fax # [626 961 7577](tel:6269617577)

----- Forwarded message -----

From: **John Manuel - GFP** <John.Manuel@gfpartnersllc.com>

Date: Thu, Oct 29, 2020 at 10:36 AM

Subject: RE: After Installing New Board- Still Speeding Up

To: Wid - <wid@nusignsupply.com>

Cc: Bob Elliott <bob.elliott@gfpartnersllc.com>

Wid,

They should check their incoming voltage a few times and see if they are having issues there. I wonder if it is doing odd things or is too high.

John Manuel - Technical Service Manager

Graphic Finishing Partners LLC

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Maryland Heights, MO 63043-9150

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e: john.manuel@gfpartnersllc.com | www.gfpartnersllc.com



From: Wid - <wid@nusignsupply.com>
Sent: Thursday, October 29, 2020 11:04 AM
To: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Subject: Fwd: After Installing New Board- Still Speeding Up

Hi John,

I got feedback from customers that have issues with speed up.

Any thoughts?

Thank you

Wid Gunawan

Technical Support

Tel # [626 961 7688](tel:6269617688)

Fax # [626 961 7577](tel:6269617577)

----- Forwarded message -----

From: Glen Hodges <glen@colourservices.com>
Date: Wed, Oct 28, 2020 at 5:41 PM
Subject: After Installing New Board- Still Speeding Up
To: Wid - <wid@nusignsupply.com>

Hi Wid,

We replaced the potentiometer first and it was better but after running for about 25 minutes the speed would increase. So this morning we replaced the board and we are still getting the same result.

I would like to point out that it is much better than before. Prior to this, it would speed up after about 10 minutes. Can you consult with your tech support on the east coast and find out what might be causing this issue?

We are running it at a speed of 1.5 on the dial and the temp is at 4.5 (approx 150 deg. F)

Thanks,

Glen

On Tue, Oct 20, 2020 at 10:26 AM Wid - <wid@nusignsupply.com> wrote:

Hi Glen,

Below is the part number for your GFP laminator.

I copy this email also to our customer service so they can process your order and discuss the shipping method and invoice.

Rosa/Sherley,

Please contact Glenn from Color Service Photo Lab regarding the part they need to order.

Thank you

Wid Gunawan

Technical Support

Tel # 626 961 7688

Fax # 626 961 7577

----- Forwarded message -----

From: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

Date: Tue, Oct 20, 2020 at 6:16 AM

Subject: 355Th message

To: Wid Gunawan <wid@nusignsupply.com>

Hi Wid,

I got your voicemail. And emailing back since its early out there. I am pretty sure the issue is from one of two possibilities. Either the speed board or the potentiometer are bad. I have seen this before and it is usually the board but the potentiometer is cheap go might not be a bad idea to order also just in case. Here is that info.

355th-021 Speed Board Retail \$166.01

TH-099 Potentiometer Retail \$10.70

Let me know if you have any questions

John Manuel - Technical Service Manager

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e: john.manuel@gfpartnersllc.com | www.gfpartnersllc.com



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Glen Hodges

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John Manuel - GFP <John.Manuel@gfpartnersllc.com>

Mon, Jul 26, 2021 at 11:04 AM

To: Glen Hodges <glen@colorservices.com>, Bob Elliott <bob.elliott@gfpartnersllc.com>

Cc: Wid - <wid@nusignsupply.com>

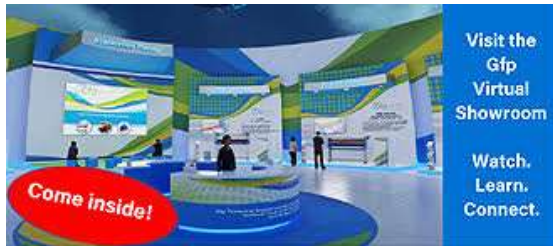
Hi Glen,

What is the serial number on this machine again?

John Manuel - Technical Service Manager

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[Quoted text hidden]

Glen Hodges <glen@colorservices.com>
To: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Cc: Bob Elliott <bob.elliott@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>

Mon, Jul 26, 2021 at 11:08 AM

Serial # 1812355TH166

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John Manuel - GFP <John.Manuel@gfpartnersllc.com>
To: Glen Hodges <glen@colorservices.com>

Mon, Jul 26, 2021 at 11:11 AM

I will have customer service call you to order a potentiometer. And I will talk with Bob on this also

[Quoted text hidden]

Glen Hodges <glen@colorservices.com>
To: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

Mon, Jul 26, 2021 at 11:21 AM

Thank you John! We really appreciate it however we would like to get to the bottom of this issue. Last time it was not resolved until a second potentiometer was shipped.

Take care,
Glen

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