
(Voltage Readings) After Installing New Board- Still Speeding Up

3 messages

Glen Hodges <glen@colorservices.com>

Wed, Nov 4, 2020 at 2:10 PM

To: Wid - <wid@nusignsupply.com>

Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>, Bob Elliott <bob.elliott@gfpartnersllc.com>

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

 Adobe Systems

Tel # 626 961 7688

Fax # 626 961 7577

----- 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

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: 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

 Adobe Systems

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

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

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

From: **Glen Hodges** <glen@colorservices.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](tel:6269617688)

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

----- 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

Graphic Finishing Partners LLC

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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>

Thu, Nov 5, 2020 at 7:12 AM

To: Glen Hodges <glen@colorservices.com>, Wid - <wid@nusignsupply.com>

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

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>
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Wid Gunawan

Technical Support

Tel # 626 961 7688

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Tel # 626 961 7688

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[Quoted text hidden]

Glen Hodges <glen@colorservices.com>

Thu, Nov 5, 2020 at 10:02 AM

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

Cc: Wid - <wid@nusignsupply.com>, Bob Elliott <bob.elliott@gfpartnersllc.com>

Thanks for the update John. Is there a way you can test the potentiometer before sending to us? This way it rules out that component.

Glen

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