Color Services
PRINTING & PHOTO LAB

Glen Hodges <glen@colorservices.com>

(Update) Issues With Our GFP Laminator 03.20.24

17 messages

Glen Hodges <glen@colorservices.com> Wed, Mar 20, 2024 at 8:25 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

Hi Russell,
A follow up to our phone conversation yesterday. After I put in the new board, everything worked fine until a laminating job we had. After laminating approximately 25 feet of material, the laminator sped up without any changes from the technician. Fortunately nothing was ruined. When I checked it later, it would run at a normal speed without any changes in speed. Again this morning I checked it and it ran at a normal speed according to the speed I selected on the dial. It didn't speed up. I am using the foot pedal when doing these tests. Our technician also uses the foot pedal. I will find out if he was using the run switch or foot pedal when it sped up. Any insight on this would be appreciated.

Take care,
Glen

On Tue, Mar 19, 2024 at 9:58 AM Glen Hodges <glen@colorservices.com> wrote:
> Sorry, I should have given you my cell number: 805-452-2879 We don't open until 10am (3 more minutes) and outside of business hours it goes to a message and it doesn't accept v/m.
>
> Thanks,
>
> Glen

On Tue, Mar 19, 2024 at 9:40 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> I tried calling but it hangs up after it goes through the opening message.
>
> Get Outlook for Android
>
> ---
>
> **From:** Glen Hodges <glen@colorservices.com>
> **Sent:** Tuesday, March 19, 2024 9:49:58 AM
> **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> **Subject:** Re: Having Issues With Our GFP Laminator Again 03.18.24
>
> Hi
> Russell,
> I'll give you a call when I get in. Should be in about an hour. For the amount of time we use the laminator versus the amount of times the speed issue comes up is frustrating to say the least. I'll go over what materials we laminate and how.
>
> Thanks,
> Glen
>
> Sent from my iPad
>
> > On Mar 19, 2024, at 03:18, Russellleast Schneider <russell.schneider@gfpartnersllc.com> wrote:
> >
> > Glen,
> >
> > I saw your other email, you got the ceramic pieces in the correct place.
> >
> > If the pot didn't fix the problem, then the driver on the board failed. The question is why? Heat is typically what causes them to fail. Is there anything unusual about the materials you are running? It could be the motor is pulling slightly more current than expected, not enough to blow a fuse, but enough to over heat the driver.
> >
> > Get Outlook for Android
> >
> > ---
> >
> > **From:** Glen Hodges <glen@colorservices.com>
> > **Sent:** Monday, March 18, 2024 7:36:09 PM
> > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > **Subject:** Having Issues With Our GFP Laminator Again 03.18.24
> >
> > Hi Russell,
> > Today our laminator did the same thing as last time. But this time no heat was being used. We were in the middle of a large laminating job and it just sped up. I have a new backup potentiometer which I will install. Hopefully this will resolve the issue in the short term.
> >
> > The question we have is, why does this keep happening?
> >
> > Thanks,
> > Glen
> >
> > On Tue, Jun 13, 2023 at 12:47 PM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> >
> > > **Russell Schneider – Senior Technical Advisor**
> > >
> > > ---
> > >
> > > **Graphic Finishing Partners LLC**
> > >
> > > PO Box 1097
> > > Maryland Heights, MO 63043-9150
> > > **p:** (800) 986-2005 | **f:** (314) 685-1363

c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<image001.jpg>

From: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Sent: Monday, June 12, 2023 7:26 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Fwd: Having Issues With Our GFP Laminator Again 06.12.23

Can you touch base with Glenn tomorrow on this? He talked to Bob and said it seems to only go wild when he uses the heat. Thought maybe you could pick his brain and maybe get a better perspective since he has had the issue. He had a pot and changed it and it is working now

Thanks

Sent from my iPhone

Begin forwarded message:

> **From:** Glen Hodges <glen@colorservices.com>
> **Date:** June 12, 2023 at 4:55:16 PM CDT
> **To:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> **Cc:** Bob Elliott <bob.elliott@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>
> **Subject: Having Issues With Our GFP Laminator Again 06.12.23**
>
> Hi John,
>
> Today our laminator started acting up again. Same thing as in the past. Started speeding up without any change on the speed dial and it cannot be slowed down. Is this a common problem with this machine? Last time we changed the speed control board and the potentiometer. Can someone provide some feedback why this keeps happening?
>
> Thanks,
>
> Glen
>
> On Mon, Jul 26, 2021 at 12:52 PM Glen Hodges <glen@colorservices.com> wrote:
>
> > Hi John,
> >
> > Here is a rundown on what happened with the laminator prior to the speed up: Our technician said the laminating was going fine and the machine stopped all together. At that point the technician changed the switch toggle from run to foot and it did not change anything. When it was switched back to run, that is when it sped up to full speed. Changing the speed knob to the slowest setting did nothing to slow it down. I would also like to point out another issue. When we set the heat setting at #4 is usually gives us about a 105-110 F temperature. Today our technician noticed the roller felt really hot for our normal setting and checked the temperature with our IR thermometer and it was 135 F which is not what we run at.
> >
> > With all this new information I have given, do you suspect something else could be wrong?
> >
> > Take care,
> >
> > Glen
> >
> > On Mon, Jul 26, 2021 at 11:08 AM Glen Hodges <glen@colorservices.com> wrote:
> >
> > > Serial # 1812355TH166
> > >
> > > On Mon, Jul 26, 2021 at 11:04 AM John Manuel - GFP <John.Manuel@gfpartnersllc.com> wrote:
> > >
> > > > Hi Glen,
> > > >
> > > > What is the serial number on this machine again?
> > > >
> > > > **John Manuel - Technical Service Manager**
> > > > ---

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

<image001.png>

<image002.jpg>

<image003.jpg>

<image004.jpg>

From: Glen Hodges <glen@colorservices.com>
Sent: Monday, July 26, 2021 1:01 PM
To: Bob Elliott <bob.elliott@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Wid - <wid@nusignsupply.com>
Subject: Motor Speeding Up Again

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

<image005.jpg>

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
>
> <image006.jpg>
>
> ---
>
> **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

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

<image003.jpg>

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
> >
> > 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

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

<image003.jpg>

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

Fax # 626 961 7577

---------- 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

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

<image003.jpg>

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Glen Hodges

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Russell Schneider <russell.schneider@gfpartnersllc.com> Wed, Mar 20, 2024 at 8:33 AM
To: Glen Hodges <glen@colorservices.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

From your description, my guess would be that the driver on the board is overheating. That would go back to the motor pulling too much current.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 11:25:57 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Subject: (Update) Issues With Our GFP Laminator 03.20.24

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Wed, Mar 20, 2024 at 8:38 AM
To: Gabe Cano <Gabe@colorservices.com>

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Wed, Mar 20, 2024 at 8:40 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>, Gabe Cano <Gabe@colorservices.com>

Hi Russell,
Thank you for getting back to me so quickly. What are your suggestions for solving the problem? Replacing the motor? Could there be a loose connection somewhere that is causing too much current being drawn?

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Wed, Mar 20, 2024 at 11:28 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>, Gabe Cano <Gabe@colorservices.com>

Hi Russell,
Attached are the photos you requested.

Thanks,
Glen

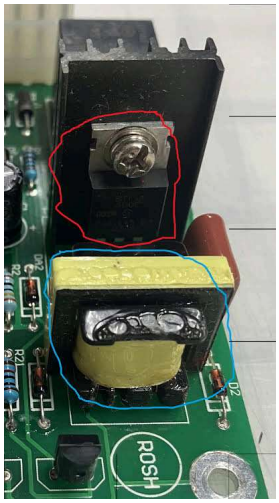
[Quoted text hidden]

image_50423297.zip
8399K

Russell Schneider <russell.schneider@gfpartnersllc.com>
To: Glen Hodges <glen@colorservices.com>

Glen,

The part circled in red is the motor driver or Triac, this is the part that is over heating and creating the speed control issues. The part circled in blue is a transformer, It is coated in a seale normal.

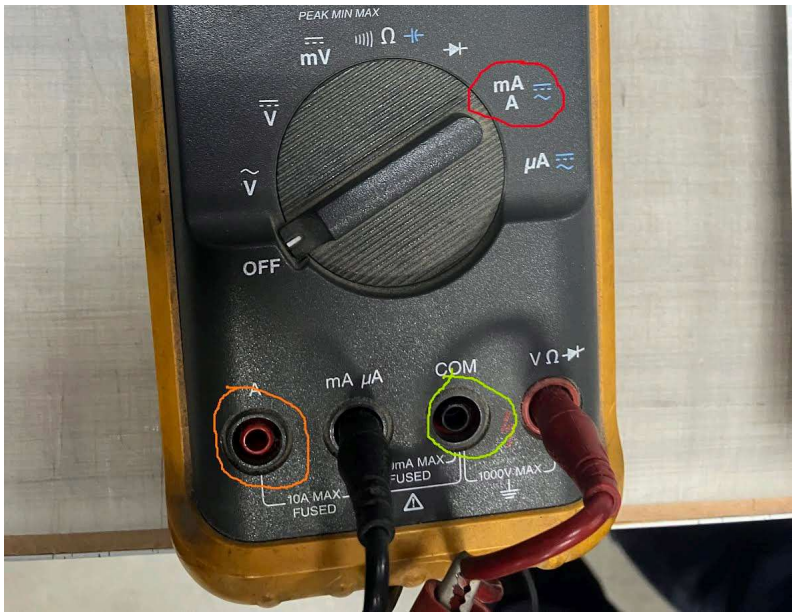


Below are pictures of a slightly different motor, but it is assembled the same as the motor in the machine. The pictures show where the cooling fan is mounted. If the cooling fan isn't w should hear the fan come on when you start the motor. Either with the foot switch or the run switch. As the motor temperature increases so will the current draw.

Given your description of the ongoing problems, replacing the motor is the most likely solution. The motor circuit consists of the speed control pot, the motor control board, and the mc now, that leaves the motor. The motor PN# is 355TH-011, the cost is $768.92

If you want to try and test the motor.

To check the current you would need to wire your meter inline with one of the wires for the motor. The dial setting you would use is circled in red. You move the red lead to the port circ Here is what the different symbols mean: amperes (A), milliamperes (mA), or microamperes (µA)



Below are the specs for the Triac, BT138. It is rated for 12A, however that is up to 99C, after that it drops off quickly. the 12A rating is directly correlated to temperature. The size of the h
determined by the expected current draw of the circuit. The heat sink is how you manage temperature. The larger the heat sink, the more current it can handle, up to the maximum rat
sink and the temperature rises above 99C you will start to see the speed control issues.

GENERAL DESCRIPTION

Passivated triacs in a plastic envelope, intended for use in applications requiring high bidirectional transient and blocking voltage capability and high thermal cycling performance. Typical applications include motor control, industrial and domestic lighting, heating and static switching.

QUICK REFERENCE DATA

SYMBOL	PARAMETER
	BT138- **BT138-** **BT138-**
V_{DRM}	Repetitive peak off-state voltages
$I_{T(RMS)}$	RMS on-state current
I_{TSM}	Non-repetitive peak on-state current

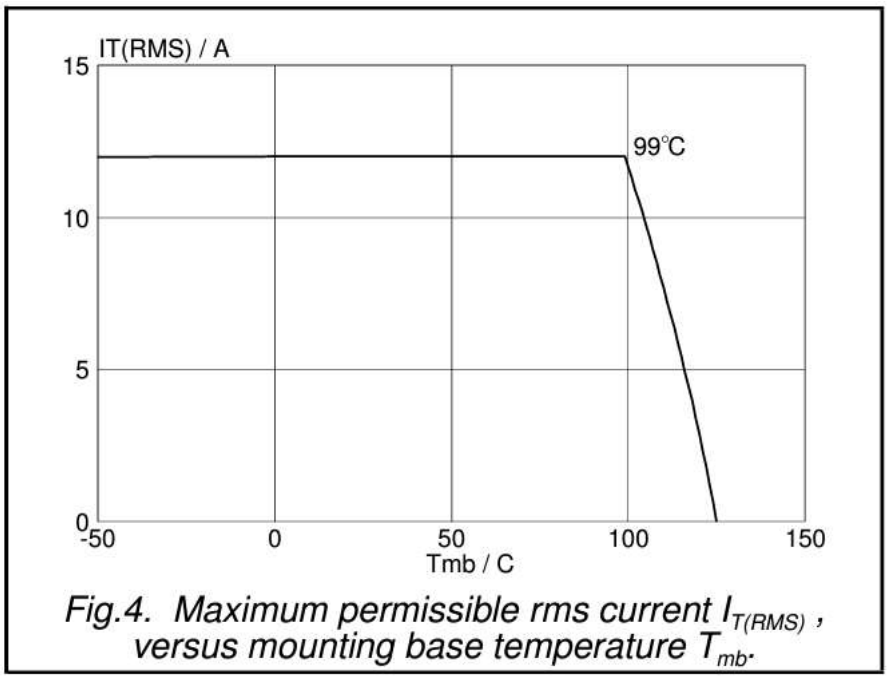


Fig.4. Maximum permissible rms current $I_{T(RMS)}$, versus mounting base temperature T_{mb}.

I have never tested the current draw on this machine, so I don't know exactly what it "should" be. If I wanted to test this, I would compare the current rating of the motor vs the actual c explain the results we are seeing.

There should be another label on the other side of the motor that calls out the specs. We are primarily looking for the current rating.

It will look something like this.

Russell Schneider – Senior Technical Advisor

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PO Box 1097
Maryland Heights, MO 63043-9150
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e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

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From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 2:28 PM

To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24
[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Thu, Mar 21, 2024 at 10:11 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>

Thank you for your email and the guidance. I will follow up once I find out the information.

Take care,
Glen

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Mon, Mar 25, 2024 at 3:59 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>

Hi Russell,
Thanks for the information in your previous email. Yes, our motor has a fan. But I'd be surprised if it does any cooling. Here's a photo and a video of the fan. I still haven't pulled the motor to get the specs off the tag which must be at the top. When I have that information I'll send it to you.

Glen

Sent from my iPhone

> On Mar 21, 2024, at 7:05 AM, Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
>
> Glen,
>
> The part circled in red is the motor driver or Triac, this is the part that is over heating and creating the speed control issues. The part circled in blue is a transformer, It is coated in a sealer, that is what you are seeing that looks "melted". That is normal.
>
> <image.png>
>
> Below are pictures of a slightly different motor, but it is assembled the same as the motor in the machine. The pictures show where the cooling fan is mounted. If the cooling fan isn't working that could explain why we are seeing issues. You should hear the fan come on when you start the motor. Either with the foot switch or the run switch. As the motor temperature increases so will the current draw.
>
> <image.png>
>
> <image.png>
>
> Given your description of the ongoing problems, replacing the motor is the most likely solution. The motor circuit consists of the speed control pot, the motor control board, and the motor. You have replaced the pot and board several times now, that leaves the motor. The motor PN# is 355TH-011, the cost is $768.92
>
> If you want to try and test the motor.
>
> To check the current you would need to wire your meter inline with one of the wires for the motor. The dial setting you would use is circled in red. You move the red lead to the port circled in orange. The black lead to the one circled in green.
> Here is what the different symbols mean: amperes (A), milliamperes (mA), or microamperes (µA)
>
> <image.png>
>
> Below are the specs for the Triac, BT138. It is rated for 12A, however that is up to 99C, after that it drops off quickly. the 12A rating is directly correlated to temperature. The size of the heat sink(the black finned piece attached to the Triac) is determined by the expected current draw of the circuit. The heat sink is how you manage temperature. The larger the heat sink, the more current it can handle, up to the maximum rated value. If you exceed the cooling capacity of the heat sink and the temperature rises above 99C you will start to see the speed control issues.
>
> <image.png>
>
> <image.png>
>
> I have never tested the current draw on this machine, so I don't know exactly what it "should" be. If I wanted to test this, I would compare the current rating of the motor vs the actual current draw. If it is exceeding the rating that would explain the results we are seeing.
>
> There should be another label on the other side of the motor that calls out the specs. We are primarily looking for the current rating.
>
> <image.png>
>
> It will look something like this.
>
> <image.png>

Russell Schneider – Senior Technical Advisor

Graphic Finishing Partners LLC
PO Box 1097
Maryland Heights, MO 63043-9150
p: (800) 986-2005 | **f:** (314) 685-1363
c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-wogpqruo>

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 2:28 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
Attached are the photos you requested.

Thanks,
Glen

On Wed, Mar 20, 2024 at 8:40 AM Glen Hodges <glen@colorservices.com> wrote:
> Hi Russell,
> Thank you for getting back to me so quickly. What are your suggestions for solving the problem? Replacing the motor? Could there be a loose connection somewhere that is causing too much current being drawn?
>
> On Wed, Mar 20, 2024 at 8:34 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > From your description, my guess would be that the driver on the board is overheating. That would go back to the motor pulling too much current.
> >
> > Get Outlook for Android
> >
> > ---
> >
> > **From:** Glen Hodges <glen@colorservices.com>
> > **Sent:** Wednesday, March 20, 2024 11:25:57 AM
> > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> > **Subject:** (Update) Issues With Our GFP Laminator 03.20.24
> >
> > Hi Russell,
> > A follow up to our phone conversation yesterday. After I put in the new board, everything worked fine until a laminating job we had. After laminating approximately 25 feet of material, the laminator sped up without any changes from the technician. Fortunately nothing was ruined. When I checked it later, it would run at a normal speed without any changes in speed. Again this morning I checked it and it ran at a normal speed according to the speed I selected on the dial. It didn't speed up. I am using the foot pedal when doing these tests. Our technician also uses the foot pedal. I will find out if he was using the run switch or foot pedal when it sped up. Any insight on this would be appreciated.
> >
> > Take care,
> > Glen
> >
> > On Tue, Mar 19, 2024 at 9:58 AM Glen Hodges <glen@colorservices.com> wrote:
> > > Sorry, I should have given you my cell number: 805-452-2879 We don't open until 10am (3 more minutes) and outside of business hours it goes to a message and it doesn't accept v/m.
> > >
> > > Thanks,
> > >
> > > Glen
> > >
> > > On Tue, Mar 19, 2024 at 9:40 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > > > I tried calling but it hangs up after it goes through the opening message.
> > > >
> > > > Get Outlook for Android
> > > >
> > > > ---
> > > >
> > > > **From:** Glen Hodges <glen@colorservices.com>
> > > > **Sent:** Tuesday, March 19, 2024 9:49:58 AM
> > > > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > > > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> > > > **Subject:** Re: Having Issues With Our GFP Laminator Again 03.18.24
> > > >
> > > > Hi
> > > > Russell,
> > > > I'll give you a call when I get in. Should be in about an hour. For the amount of time we use the laminator versus the amount of times the speed issue comes up is frustrating to say the least. I'll go over what materials we laminate and how.
> > > >
> > > > Thanks,
> > > > Glen
> > > >
> > > > Sent from my iPad
> > > >
> > > > > On Mar 19, 2024, at 03:18, Russellleast Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > > > >
> > > > > Glen,
> > > > >
> > > > > I saw your other email, you got the ceramic pieces in the correct place.

If the pot didn't fix the problem, then the driver on the board failed. The question is why? Heat is typically what causes them to fail. Is there anything unusual about the materials you are running? It could be the motor is pulling slightly more current than expected, not enough to blow a fuse, but enough to over heat the driver.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Monday, March 18, 2024 7:36:09 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Having Issues With Our GFP Laminator Again 03.18.24

Hi Russell,
Today our laminator did the same thing as last time. But this time no heat was being used. We were in the middle of a large laminating job and it just sped up. I have a new backup potentiometer which I will install. Hopefully this will resolve the issue in the short term.

The question we have is, why does this keep happening?

Thanks,
Glen

On Tue, Jun 13, 2023 at 12:47 PM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

> **Russell Schneider – Senior Technical Advisor**
>
> ---
>
> **Graphic Finishing Partners LLC**
> PO Box 1097
> Maryland Heights, MO 63043-9150
> **p:** (800) 986-2005 | **f:** (314) 685-1363
> **c:** 864-245-2061
> **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
>
> <image001.jpg>
>
> ---
>
> **From:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> **Sent:** Monday, June 12, 2023 7:26 PM
> **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Subject:** Fwd: Having Issues With Our GFP Laminator Again 06.12.23
>
> Can you touch base with Glenn tomorrow on this? He talked to Bob and said it seems to only go wild when he uses the heat. Thought maybe you could pick his brain and maybe get a better perspective since he has had the issue. He had a pot and changed it and it is working now
>
> Thanks
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> > **From:** Glen Hodges <glen@colorservices.com>
> > **Date:** June 12, 2023 at 4:55:16 PM CDT
> > **To:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> > **Cc:** Bob Elliott <bob.elliott@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>
> > **Subject: Having Issues With Our GFP Laminator Again 06.12.23**
> >
> > Hi John,
> > Today our laminator started acting up again. Same thing as in the past. Started speeding up without any change on the speed dial and it cannot be slowed down. Is this a common problem with this machine? Last time we changed the speed control board and the potentiometer. Can someone provide some feedback why this keeps happening?
> >
> > Thanks,
> > Glen
> >
> > On Mon, Jul 26, 2021 at 12:52 PM Glen Hodges <glen@colorservices.com> wrote:
> >
> > > Hi John,
> > > Here is a rundown on what happened with the laminator prior to the speed up: Our technician said the laminating was going fine and the machine stopped all together. At that point the technician changed the switch toggle from run to foot and it did not change anything. When it was switched back to run, that is when it sped up to full speed. Changing the speed knob to the slowest setting did nothing to slow it down. I would also like to point out another issue. When we set the heat setting at #4 is usually gives us about a 105-110 F temperature. Today our technician noticed the roller felt really hot for our normal setting and checked the temperature with our IR thermometer and it was 135 F which is not what we run at.
> > >
> > > With all this new information I have given, do you suspect something else could be wrong?
> > >
> > > Take care,
> > > Glen
> > >
> > > On Mon, Jul 26, 2021 at 11:08 AM Glen Hodges <glen@colorservices.com> wrote:
> > >
> > > > Serial # 1812355TH166
> > > >
> > > > On Mon, Jul 26, 2021 at 11:04 AM John Manuel - GFP <John.Manuel@gfpartnersllc.com> wrote:
> > > >
> > > > > Hi Glen,
> > > > > What is the serial number on this machine again?
> > > > >
> > > > >
> > > > >
> > > > > **John Manuel - Technical Service Manager**
> > > > >
> > > > > ---

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e: john.manuel@gfpartnersllc.com | www.gfpartnersllc.com
<image001.png>

<image002.jpg>

<image003.jpg>
<image004.jpg>

From: Glen Hodges <glen@colorservices.com>
Sent: Monday, July 26, 2021 1:01 PM
To: Bob Elliott <bob.elliott@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Wid - <wid@nusignsupply.com>
Subject: Motor Speeding Up Again

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
> > >
> > > <image005.jpg>
> > >
> > > ---
> > >
> > > **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

<image006.jpg>

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
>
> <image003.jpg>
>
> ---
>
> **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
> > > 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

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

<image003.jpg>

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
Fax # 626 961 7577

---------- 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
> 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**
>
> **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

<image003.jpg>

--

Glen Hodges

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2 attachments

image0.jpeg
85K

Video.mov
568K

Russell Schneider <russell.schneider@gfpartnersllc.com> Tue, Mar 26, 2024 at 11:32 AM
To: Glen Hodges <glen@colorservices.com>

I got someone in the warehouse to pull a motor and get the information off the tag. The motor is rated for 1.8amps. I am going to ask the manufacturer if they can tell me how much it should be pulling in the machine.

Russell Schneider – Senior Technical Advisor

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c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

Gfp Graphic Finishing partners
Where Finishing Comes First.

From: Glen Hodges <glen@colorservices.com>
Sent: Monday, March 25, 2024 6:59 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
Thanks for the information in your previous email. Yes, our motor has a fan. But I'd be surprised if it does any cooling. Here's a photo and a video of the fan. I still haven't pulled the motor to get the specs off the tag which must be at the top. When I have that information I'll send it to you.

Glen

Sent from my iPhone

On Mar 21, 2024, at 7:05 AM, Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

Glen,

The part circled in red is the motor driver or Triac, this is the part that is over heating and creating the speed control issues. The part circled in blue is a transformer, It is coated in a sealer, that is what you are seeing that looks "melted". That is normal.

<image.png>

Below are pictures of a slightly different motor, but it is assembled the same as the motor in the machine. The pictures show where the cooling fan is mounted. If the cooling fan isn't working that could explain why we are seeing issues. You should hear the fan come on when you start the motor. Either with the foot switch or the run switch. As the motor temperature increases so will the current draw.

<image.png>

<image.png>

Given your description of the ongoing problems, replacing the motor is the most likely solution. The motor circuit consists of the speed control pot, the motor control board, and the motor. You have replaced the pot and board several times now, that leaves the motor. The motor PN# is 355TH-011, the cost is $768.92

If you want to try and test the motor.

To check the current you would need to wire your meter inline with one of the wires for the motor. The dial setting you would use is circled in red. You move the red lead to the port circled in orange. The black lead to the one circled in green.
Here is what the different symbols mean: amperes (A), milliamperes (mA), or microamperes (µA)

<image.png>

Below are the specs for the Triac, BT138. It is rated for 12A, however that is up to 99C, after that it drops off quickly. the 12A rating is directly correlated to temperature. The size of the heat sink(the black finned piece attached to the Triac) is determined by the expected current draw of the circuit. The heat sink is how you manage temperature. The larger the heat sink, the more current it can handle, up to the maximum rated value. If you exceed the cooling capacity of the heat sink and the temperature rises above 99C you will start to see the speed control issues.

<image.png>

<image.png>

I have never tested the current draw on this machine, so I don't know exactly what it "should" be. If I wanted to test this, I would compare the current rating of the motor vs the actual current draw. If it is exceeding the rating that would explain the results we are seeing.

There should be another label on the other side of the motor that calls out the specs. We are primarily looking for the current rating.

<image.png>

It will look something like this.

<image.png>

Russell Schneider – Senior Technical Advisor

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p: (800) 986-2005 | **f:** (314) 685-1363
c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-wogpqruo>
[Quoted text hidden]

Russell Schneider <russell.schneider@gfpartnersllc.com> Wed, Mar 27, 2024 at 6:33 AM
To: Glen Hodges <glen@colorservices.com>

Glen,

I got this response last night.

"Hi Russell,
According to the feedback described, after replacing the motor control board and using it for a period of time, the speed is out of control again. It may be due to the high temperature of the triac on the control board caused by the motor, which makes it uncontrollable. Therefore, we suggest that your company replace the motor and try again. The current of the motor is real-time and varies according to the load, making it difficult to measure."

There are some other things we can check. I would the drive chain off of the motor and see if the roller move freely by hand. They could be binding up and creating additional drag.

Russell Schneider – Senior Technical Advisor

Graphic Finishing Partners LLC
PO Box 1097
Maryland Heights, MO 63043-9150
p: (800) 986-2005 | **f:** (314) 685-1363
c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

---

From: Russell Schneider <russell.schneider@gfpartnersllc.com>
Sent: Tuesday, March 26, 2024 2:32 PM
To: Glen Hodges <glen@colorservices.com>
[Quoted text hidden]

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Wed, Mar 27, 2024 at 8:40 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>

Thank you for the additional information. We will pull the motor and check to see if there is any tension on the roller when moving by hand.

Glen

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Thu, Mar 28, 2024 at 5:40 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>

Hi Russell,
We pulled the motor today and I found no issues with turning the roller by hand. There didn't seem to be any tension at any point while I turned it. Here's a photo of the tag we couldn't see until we pulled it.

Thanks,
Glen


Sent from my iPhone

> On Mar 27, 2024, at 8:40 AM, Glen Hodges <glen@colorservices.com> wrote:
>
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>
> **Russell Schneider – Senior Technical Advisor**
>
> **Graphic Finishing Partners LLC**
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> **c:** 864-245-2061
> **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
>
> <Outlook-yqmceupy>
>
> ---
>
> **From:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Sent:** Tuesday, March 26, 2024 2:32 PM
> **To:** Glen Hodges <glen@colorservices.com>
> **Subject:** Re: (Update) Issues With Our GFP Laminator 03.20.24
>
> I got someone in the warehouse to pull a motor and get the information off the tag. The motor is rated for 1.8amps. I am going to ask the manufacturer if they can tell me how much it should be pulling in the machine.
>
> **Russell Schneider – Senior Technical Advisor**
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> **p:** (800) 986-2005 | **f:** (314) 685-1363
> **c:** 864-245-2061
> **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
>
> <Outlook-onrfvasn>
>
> ---
>
> **From:** Glen Hodges <glen@colorservices.com>
> **Sent:** Monday, March 25, 2024 6:59 PM
> **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Subject:** Re: (Update) Issues With Our GFP Laminator 03.20.24
>
> Hi Russell,

> Thanks for the information in your previous email. Yes, our motor has a fan. But I'd be surprised if it does any cooling. Here's a photo and a video of the fan. I still haven't pulled the motor to get the specs off the tag which must be at the top. When I have that information I'll send it to you.
>
> Glen
> <image0.jpeg>
> [Quoted text hidden]

[Quoted text hidden]

Russell Schneider <russell.schneider@gfpartnersllc.com> Fri, Mar 29, 2024 at 7:33 AM
To: Glen Hodges <glen@colorservices.com>

I think at this point I think the only thing really left to do is replace the motor.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Thursday, March 28, 2024 8:40:35 PM
[Quoted text hidden]

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Fri, Mar 29, 2024 at 10:19 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: Gabe Cano <Gabe@colorservices.com>

Hi Russell,

I appreciate all your feedback and help in helping us try to solve this problem

I do have a question before paying for a new motor since it is a fair amount of money. What if we purchase a new motor and it does not resolve the problem? Here is why I am bringing this up.
We purchased the laminator in February 2019 from Nusign Supply: https://nusignsupply.com/

Our first large laminating job was March 2020 and this is when we first experienced the speed issue. And looking back through all my emails to NuSign and GFP support. All the solutions have been changing the board or potentiometers. As we got more laminating jobs, this problem kept recurring. In order to avoid the speed issue we were laminating 1 piece at a time with the sled method which doesn't require the motor to run but a few minutes but takes more time. With the most recent job we were laminating roll to roll which has the motor running constantly for 15 to 20 minutes. This is actually the way we should be laminating.

With all the information presented if someone could answer the question regarding the motor not resolving the problem that would be much appreciated.

Take care,
Glen

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Fri, Mar 29, 2024 at 10:19 AM
To: Gabe Cano <Gabe@colorservices.com>

[Quoted text hidden]

Russell Schneider <russell.schneider@gfpartnersllc.com> Mon,
To: Glen Hodges <glen@colorservices.com>
Cc: Gabe Cano <Gabe@colorservices.com>, John Manuel - GFP <John.Manuel@gfpartnersllc.com>

If it doesn't correct the problem we will RMA the motor.

Russell Schneider – Senior Technical Advisor

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Maryland Heights, MO 63043-9150
p: (800) 986-2005 | **f:** (314) 685-1363
c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

From: Glen Hodges <glen@colorservices.com>
Sent: Friday, March 29, 2024 1:19 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,

I appreciate all your feedback and help in helping us try to solve this problem

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Glen

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> Get Outlook for Android
>
> ---
>
> **From:** Glen Hodges <glen@colorservices.com>
> **Sent:** Thursday, March 28, 2024 8:40:35 PM
> **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Subject:** Re: (Update) Issues With Our GFP Laminator 03.20.24
>
> Hi Russell,
> We pulled the motor today and I found no issues with turning the roller by hand. There didn't seem to be any tension at any point while I turned it. Here's a photo of the tag we couldn't see u
>
> Thanks,
> Glen


YN90-90
V.T.V MOTOR 90W 120V 50/60Hz 20uF 1.8A 1300/1600r/min
V.T.V MOTOR MANUFACTURE CO.,LTD.

Sent from my iPhone

> On Mar 27, 2024, at 8:40 AM, Glen Hodges <glen@colorservices.com> wrote:
>
> Thank you for the additional information. We will pull the motor and check to see if there is any tension on the roller when moving by hand.
>
> Glen
>
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> "Hi Russell,
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> **Russell Schneider – Senior Technical Advisor**
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> **c:** 864-245-2061
> **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
>
> <Outlook-yqmceupy>
>
> ---
>
> **From:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Sent:** Tuesday, March 26, 2024 2:32 PM
> **To:** Glen Hodges <glen@colorservices.com>
> **Subject:** Re: (Update) Issues With Our GFP Laminator 03.20.24
>
> I got someone in the warehouse to pull a motor and get the information off the tag. The motor is rated for 1.8amps. I am going to ask the manufacturer if they can tell me ho
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>
> <Outlook-onrfvasn>
>
> ---
>
> **From:** Glen Hodges <glen@colorservices.com>
> **Sent:** Monday, March 25, 2024 6:59 PM
> **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> **Subject:** Re: (Update) Issues With Our GFP Laminator 03.20.24
>
> Hi Russell,
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> the specs off the tag which must be at the top. When I have that information I'll send it to you.
>
> Glen
> <image0.jpeg>
>
> Sent from my iPhone
>
> > On Mar 21, 2024, at 7:05 AM, Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

Glen,

The part circled in red is the motor driver or Triac, this is the part that is over heating and creating the speed control issues. The part circled in blue is a transformer, It coated in a sealer, that is what you are seeing that looks "melted". That is normal.

<image.png>

Below are pictures of a slightly different motor, but it is assembled the same as the motor in the machine. The pictures show where the cooling fan is mounted. If the fan isn't working that could explain why we are seeing issues. You should hear the fan come on when you start the motor. Either with the foot switch or the run switch the motor temperature increases so will the current draw.

<image.png>

<image.png>

Given your description of the ongoing problems, replacing the motor is the most likely solution. The motor circuit consists of the speed control pot, the motor control and the motor. You have replaced the pot and board several times now, that leaves the motor. The motor PN# is 355TH-011, the cost is $768.92

If you want to try and test the motor.

To check the current you would need to wire your meter inline with one of the wires for the motor. The dial setting you would use is circled in red. You move the red le the port circled in orange. The black lead to the one circled in green.
Here is what the different symbols mean: amperes (A), milliamperes (mA), or microamperes (µA)

<image.png>

Below are the specs for the Triac, BT138. It is rated for 12A, however that is up to 99C, after that it drops off quickly. the 12A rating is directly correlated to temperatur size of the heat sink(the black finned piece attached to the Triac) is determined by the expected current draw of the circuit. The heat sink is how you manage temperat The larger the heat sink, the more current it can handle, up to the maximum rated value. If you exceed the cooling capacity of the heat sink and the temperature rises 99C you will start to see the speed control issues.

<image.png>

<image.png>

I have never tested the current draw on this machine, so I don't know exactly what it "should" be. If I wanted to test this, I would compare the current rating of the mc the actual current draw. If it is exceeding the rating that would explain the results we are seeing.

There should be another label on the other side of the motor that calls out the specs. We are primarily looking for the current rating.

<image.png>

It will look something like this.

<image.png>

Russell Schneider – Senior Technical Advisor

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c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-wogpqruo>

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 2:28 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
Attached are the photos you requested.

Thanks,
Glen

On Wed, Mar 20, 2024 at 8:40 AM Glen Hodges <glen@colorservices.com> wrote:

> Hi Russell,
> Thank you for getting back to me so quickly. What are your suggestions for solving the problem? Replacing the motor? Could there be a loose connection somewhere tha causing too much current being drawn?
>
> On Wed, Mar 20, 2024 at 8:34 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

From your description, my guess would be that the driver on the board is overheating. That would go back to the motor pulling too much current.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 11:25:57 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Subject: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
A follow up to our phone conversation yesterday. After I put in the new board, everything worked fine until a laminating job we had. After laminating approximately 25 fe material, the laminator sped up without any changes from the technician. Fortunately nothing was ruined. When I checked it later, it would run at a normal speed withou changes in speed. Again this morning I checked it and it ran at a normal speed according to the speed I selected on the dial. It didn't speed up. I am using the foot ped when doing these tests. Our technician also uses the foot pedal. I will find out if he was using the run switch or foot pedal when it sped up. Any insight on this would be appreciated.

Take care,
Glen

On Tue, Mar 19, 2024 at 9:58 AM Glen Hodges <glen@colorservices.com> wrote:
> Sorry, I should have given you my cell number: 805-452-2879 We don't open until 10am (3 more minutes) and outside of business hours it goes to a message and doesn't accept v/m.
>
> Thanks,
>
> Glen
>
> On Tue, Mar 19, 2024 at 9:40 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > I tried calling but it hangs up after it goes through the opening message.
> >
> > Get Outlook for Android
> >
> > ---
> >
> > **From:** Glen Hodges <glen@colorservices.com>
> > **Sent:** Tuesday, March 19, 2024 9:49:58 AM
> > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> > **Subject:** Re: Having Issues With Our GFP Laminator Again 03.18.24
> >
> > Hi
> > Russell,
> > I'll give you a call when I get in. Should be in about an hour. For the amount of time we use the laminator versus the amount of times the speed issue comes up is frustrating to say the least. I'll go over what materials we laminate and how.
> >
> > Thanks,
> > Glen
> >
> > Sent from my iPad
> >
> > > On Mar 19, 2024, at 03:18, Russellleast Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > >
> > > Glen,
> > >
> > > I saw your other email, you got the ceramic pieces in the correct place.
> > >
> > > If the pot didn't fix the problem, then the driver on the board failed. The question is why? Heat is typically what causes them to fail. Is there anything unusual about the materials you are running? It could be the motor is pulling slightly more current than expected, not enough to blow a fuse, but enough to over heat the driver.
> > >
> > > Get Outlook for Android
> > >
> > > ---
> > >
> > > **From:** Glen Hodges <glen@colorservices.com>
> > > **Sent:** Monday, March 18, 2024 7:36:09 PM
> > > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > > **Subject:** Having Issues With Our GFP Laminator Again 03.18.24
> > >
> > > Hi Russell,
> > > Today our laminator did the same thing as last time. But this time no heat was being used. We were in the middle of a large laminating job and it just sped up. I have a new backup potentiometer which I will install. Hopefully this will resolve the issue in the short term.
> > >
> > > The question we have is, why does this keep happening?
> > >
> > > Thanks,
> > > Glen
> > >
> > > On Tue, Jun 13, 2023 at 12:47 PM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > >
> > > **Russell Schneider – Senior Technical Advisor**
> > >
> > > **Graphic Finishing Partners LLC**
> > > PO Box 1097
> > > Maryland Heights, MO 63043-9150
> > > **p:** (800) 986-2005 | **f:** (314) 685-1363
> > > **c:** 864-245-2061
> > > **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
> > >
> > > <image001.jpg>

From: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Sent: Monday, June 12, 2023 7:26 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Fwd: Having Issues With Our GFP Laminator Again 06.12.23

Can you touch base with Glenn tomorrow on this? He talked to Bob and said it seems to only go wild when he uses the heat. Thought maybe you could pick his brain and maybe get a better perspective since he has had the issue. He had a pot and changed it and it is working now

Thanks

Sent from my iPhone

Begin forwarded message:

> **From:** Glen Hodges <glen@colorservices.com>
> **Date:** June 12, 2023 at 4:55:16 PM CDT
> **To:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> **Cc:** Bob Elliott <bob.elliott@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>
> **Subject: Having Issues With Our GFP Laminator Again 06.12.23**
>
> Hi John,
> Today our laminator started acting up again. Same thing as in the past. Started speeding up without any change on the speed dial and it cannot be slowed down. Is this a common problem with this machine? Last time we changed the speed control board and the potentiometer. Can someone provide some feedback why this keeps happening?
>
> Thanks,
> Glen
>
> On Mon, Jul 26, 2021 at 12:52 PM Glen Hodges <glen@colorservices.com> wrote:
>
> > Hi John,
> > Here is a rundown on what happened with the laminator prior to the speed up: Our technician said the laminating was going fine and the machine stopped all together. At that point the technician changed the switch toggle from run to foot and it did not change anything. When it was switched back to run, that is when it sped up to full speed. Changing the speed knob to the slowest setting did nothing to slow it down. I would also like to point out another issue. When we set the heat setting at #4 is usually gives us about a 105-110 F temperature. Today our technician noticed the roller felt really hot for our normal setting and checked the temperature with our IR thermometer and it was 135 F which is not what we run at.
> >
> > With all this new information I have given, do you suspect something else could be wrong?
> >
> > Take care,
> > Glen
> >
> > On Mon, Jul 26, 2021 at 11:08 AM Glen Hodges <glen@colorservices.com> wrote:
> >
> > > Serial # 1812355TH166
> > >
> > > On Mon, Jul 26, 2021 at 11:04 AM John Manuel - GFP <John.Manuel@gfpartnersllc.com> wrote:
> > >
> > > > Hi Glen,
> > > > What is the serial number on this machine again?
> > > >
> > > > **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
> > > > <image001.png>
> > > >
> > > > <image002.jpg>
> > > >
> > > > <image003.jpg>
> > > > <image004.jpg>
> > > >
> > > > **From:** Glen Hodges <glen@colorservices.com>
> > > > **Sent:** Monday, July 26, 2021 1:01 PM
> > > > **To:** Bob Elliott <bob.elliott@gfpartnersllc.com>
> > > > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Wid - <wid@nusignsupply.com>
> > > > **Subject:** Motor Speeding Up Again
> > > >
> > > > 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
> >
> > <image005.jpg>
> >
> > **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
> > >
> > > <image006.jpg>
> > >
> > > **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

<image003.jpg>

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
> > 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
> >
> > <image003.jpg>
> >
> > **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
> > Fax # 626 961 7577

---------- 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
> 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.
>
> 355^{th}-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**
> 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
>
> <image003.jpg>

--

Glen Hodges

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Glen Hodges <glen@colorservices.com> Mon
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: Gabe Cano <Gabe@colorservices.com>, John Manuel - GFP <John.Manuel@gfpartnersllc.com>

Thanks for the update Russell as well as the offer to return it if the problem is not resolved. I will order a new one this week and keep you updated.

Thanks,

Glen

On Mon, Apr 1, 2024 at 5:45 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

If it doesn't correct the problem we will RMA the motor.

Russell Schneider – Senior Technical Advisor

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c: 864-245-2061
e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

---

From: Glen Hodges <glen@colorservices.com>
Sent: Friday, March 29, 2024 1:19 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,

I appreciate all your feedback and help in helping us try to solve this problem

I do have a question before paying for a new motor since it is a fair amount of money. What if we purchase a new motor and it does not resolve the problem? Here is why I am bringing this
We purchased the laminator in February 2019 from Nusign Supply: https://nusignsupply.com/

Our first large laminating job was March 2020 and this is when we first experienced the speed issue. And looking back through all my emails to NuSign and GFP support. All the solutions ha
board or potentiometers. As we got more laminating jobs, this problem kept recurring. In order to avoid the speed issue we were laminating 1 piece at a time with the sled method which doe
to run but a few minutes but takes more time. With the most recent job we were laminating roll to roll which has the motor running constantly for 15 to 20 minutes. This is actually the way we

With all the information presented if someone could answer the question regarding the motor not resolving the problem that would be much appreciated.

Take care,
Glen

On Fri, Mar 29, 2024 at 7:33 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

I think at this point I think the only thing really left to do is replace the motor.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Thursday, March 28, 2024 8:40:35 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
We pulled the motor today and I found no issues with turning the roller by hand. There didn't seem to be any tension at any point while I turned it. Here's a photo of the tag we couldn't see

Thanks,
Glen


YN90-90
V.T.V MOTOR 90W 120V 50/60Hz 20uF 1.8A 1300/1600r/min
V.T.V MOTOR MANUFACTURE CO.,LTD.

Sent from my iPhone

On Mar 27, 2024, at 8:40 AM, Glen Hodges <glen@colorservices.com> wrote:

Thank you for the additional information. We will pull the motor and check to see if there is any tension on the roller when moving by hand.

Glen

On Wed, Mar 27, 2024 at 6:33 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

Glen,

I got this response last night.

"Hi Russell,
According to the feedback described, after replacing the motor control board and using it for a period of time, the speed is out of control again. It may be due to the high t
the triac on the control board caused by the motor, which makes it uncontrollable. Therefore, we suggest that your company replace the motor and try again.
The current of the motor is real-time and varies according to the load, making it difficult to measure."

There are some other things we can check. I would the drive chain off of the motor and see if the roller move freely by hand. They could be binding up and creating additio

Russell Schneider – Senior Technical Advisor

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e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-yqmceupy>

From: Russell Schneider <russell.schneider@gfpartnersllc.com>
Sent: Tuesday, March 26, 2024 2:32 PM
To: Glen Hodges <glen@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

I got someone in the warehouse to pull a motor and get the information off the tag. The motor is rated for 1.8amps. I am going to ask the manufacturer if they can tell me
should be pulling in the machine.

Russell Schneider – Senior Technical Advisor

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e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-onrfvasn>

From: Glen Hodges <glen@colorservices.com>
Sent: Monday, March 25, 2024 6:59 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
Thanks for the information in your previous email. Yes, our motor has a fan. But I'd be surprised if it does any cooling. Here's a photo and a video of the fan. I still haven't pulled t
the specs off the tag which must be at the top. When I have that information I'll send it to you.

Glen
<image0.jpeg>

Sent from my iPhone

On Mar 21, 2024, at 7:05 AM, Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

Glen,

The part circled in red is the motor driver or Triac, this is the part that is over heating and creating the speed control issues. The part circled in blue is a transformer, coated in a sealer, that is what you are seeing that looks "melted". That is normal.

<image.png>

Below are pictures of a slightly different motor, but it is assembled the same as the motor in the machine. The pictures show where the cooling fan is mounted. If th fan isn't working that could explain why we are seeing issues. You should hear the fan come on when you start the motor. Either with the foot switch or the run swit the motor temperature increases so will the current draw.

<image.png>

<image.png>

Given your description of the ongoing problems, replacing the motor is the most likely solution. The motor circuit consists of the speed control pot, the motor contr and the motor. You have replaced the pot and board several times now, that leaves the motor. The motor PN# is 355TH-011, the cost is $768.92

If you want to try and test the motor.

To check the current you would need to wire your meter inline with one of the wires for the motor. The dial setting you would use is circled in red. You move the red the port circled in orange. The black lead to the one circled in green.
Here is what the different symbols mean: amperes (A), milliamperes (mA), or microamperes (µA)

<image.png>

Below are the specs for the Triac, BT138. It is rated for 12A, however that is up to 99C, after that it drops off quickly. the 12A rating is directly correlated to temperat size of the heat sink(the black finned piece attached to the Triac) is determined by the expected current draw of the circuit. The heat sink is how you manage tempe The larger the heat sink, the more current it can handle, up to the maximum rated value. If you exceed the cooling capacity of the heat sink and the temperature ris 99C you will start to see the speed control issues.

<image.png>

<image.png>

I have never tested the current draw on this machine, so I don't know exactly what it "should" be. If I wanted to test this, I would compare the current rating of the r the actual current draw. If it is exceeding the rating that would explain the results we are seeing.

There should be another label on the other side of the motor that calls out the specs. We are primarily looking for the current rating.

<image.png>

It will look something like this.

<image.png>

Russell Schneider – Senior Technical Advisor

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e: russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com

<Outlook-wogpqruo>

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 2:28 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Gabe Cano <Gabe@colorservices.com>
Subject: Re: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
Attached are the photos you requested.

Thanks,
Glen

On Wed, Mar 20, 2024 at 8:40 AM Glen Hodges <glen@colorservices.com> wrote:

> Hi Russell,
> Thank you for getting back to me so quickly. What are your suggestions for solving the problem? Replacing the motor? Could there be a loose connection somewhere t causing too much current being drawn?
>
> On Wed, Mar 20, 2024 at 8:34 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:

From your description, my guess would be that the driver on the board is overheating. That would go back to the motor pulling too much current.

Get Outlook for Android

From: Glen Hodges <glen@colorservices.com>
Sent: Wednesday, March 20, 2024 11:25:57 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Subject: (Update) Issues With Our GFP Laminator 03.20.24

Hi Russell,
A follow up to our phone conversation yesterday. After I put in the new board, everything worked fine until a laminating job we had. After laminating approximately 25 material, the laminator sped up without any changes from the technician. Fortunately nothing was ruined. When I checked it later, it would run at a normal speed with changes in speed. Again this morning I checked it and it ran at a normal speed according to the speed I selected on the dial. It didn't speed up. I am using the foot pe when doing these tests. Our technician also uses the foot pedal. I will find out if he was using the run switch or foot pedal when it sped up. Any insight on this would b appreciated.

Take care,
Glen

On Tue, Mar 19, 2024 at 9:58 AM Glen Hodges <glen@colorservices.com> wrote:
> Sorry, I should have given you my cell number: 805-452-2879 We don't open until 10am (3 more minutes) and outside of business hours it goes to a message an doesn't accept v/m.
>
> Thanks,
>
> Glen
>
> On Tue, Mar 19, 2024 at 9:40 AM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > I tried calling but it hangs up after it goes through the opening message.
> >
> > Get Outlook for Android
> >
> > ---
> >
> > **From:** Glen Hodges <glen@colorservices.com>
> > **Sent:** Tuesday, March 19, 2024 9:49:58 AM
> > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> > **Subject:** Re: Having Issues With Our GFP Laminator Again 03.18.24
> >
> > Hi
> > Russell,
> > I'll give you a call when I get in. Should be in about an hour. For the amount of time we use the laminator versus the amount of times the speed issue comes up i frustrating to say the least. I'll go over what materials we laminate and how.
> >
> > Thanks,
> > Glen
> >
> > Sent from my iPad
> >
> > > On Mar 19, 2024, at 03:18, Russellleast Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > >
> > > Glen,
> > >
> > > I saw your other email, you got the ceramic pieces in the correct place.
> > >
> > > If the pot didn't fix the problem, then the driver on the board failed. The question is why? Heat is typically what causes them to fail. Is there anything unusu about the materials you are running? It could be the motor is pulling slightly more current than expected, not enough to blow a fuse, but enough to over heat the driver.
> > >
> > > Get Outlook for Android
> > >
> > > ---
> > >
> > > **From:** Glen Hodges <glen@colorservices.com>
> > > **Sent:** Monday, March 18, 2024 7:36:09 PM
> > > **To:** Russell Schneider <russell.schneider@gfpartnersllc.com>
> > > **Subject:** Having Issues With Our GFP Laminator Again 03.18.24
> > >
> > > Hi Russell,
> > > Today our laminator did the same thing as last time. But this time no heat was being used. We were in the middle of a large laminating job and it just sped up. I have a new backup potentiometer which I will install. Hopefully this will resolve the issue in the short term.
> > >
> > > The question we have is, why does this keep happening?
> > >
> > > Thanks,
> > > Glen
> > >
> > > On Tue, Jun 13, 2023 at 12:47 PM Russell Schneider <russell.schneider@gfpartnersllc.com> wrote:
> > >
> > > **Russell Schneider – Senior Technical Advisor**
> > >
> > > **Graphic Finishing Partners LLC**
> > > PO Box 1097
> > > Maryland Heights, MO 63043-9150
> > > **p:** (800) 986-2005 | **f:** (314) 685-1363
> > > **c:** 864-245-2061
> > > **e:** russell.schneider@gfpartnersllc.com | www.gfpartnersllc.com
> > >
> > > <image001.jpg>

From: John Manuel - GFP <John.Manuel@gfpartnersllc.com>
Sent: Monday, June 12, 2023 7:26 PM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Subject: Fwd: Having Issues With Our GFP Laminator Again 06.12.23

Can you touch base with Glenn tomorrow on this? He talked to Bob and said it seems to only go wild when he uses the heat. Thought maybe you cou pick his brain and maybe get a better perspective since he has had the issue. He had a pot and changed it and it is working now

Thanks

Sent from my iPhone

Begin forwarded message:

> **From:** Glen Hodges <glen@colorservices.com>
> **Date:** June 12, 2023 at 4:55:16 PM CDT
> **To:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>
> **Cc:** Bob Elliott <bob.elliott@gfpartnersllc.com>, Wid - <wid@nusignsupply.com>
> **Subject: Having Issues With Our GFP Laminator Again 06.12.23**
>
> Hi John,
> Today our laminator started acting up again. Same thing as in the past. Started speeding up without any change on the speed dial and it cannot be slowed down. Is this a common problem with this machine? Last time we changed the speed control board and the potentiometer. Can someone provide some feedback why this keeps happening?
>
> Thanks,
> Glen
>
> On Mon, Jul 26, 2021 at 12:52 PM Glen Hodges <glen@colorservices.com> wrote:
>
> > Hi John,
> > Here is a rundown on what happened with the laminator prior to the speed up: Our technician said the laminating was going fine and the machine stopped all together. At that point the technician changed the switch toggle from run to foot and it did not change anything. When it was switched back to run, that is when it sped up to full speed. Changing the speed knob to the slowest setting did nothing to slow it down. I would also like to point out another issue. When we set the heat setting at #4 is usually gives us about a 105-110 F temperature. Today our technician noticed the roller felt really hot for our normal setting and checked the temperature with our IR thermometer and it was 135 F which is not what we run at.
> >
> > With all this new information I have given, do you suspect something else could be wrong?
> >
> > Take care,
> > Glen
> >
> > On Mon, Jul 26, 2021 at 11:08 AM Glen Hodges <glen@colorservices.com> wrote:
> >
> > > Serial # 1812355TH166
> > >
> > > On Mon, Jul 26, 2021 at 11:04 AM John Manuel - GFP <John.Manuel@gfpartnersllc.com> wrote:
> > >
> > > > Hi Glen,
> > > > What is the serial number on this machine again?
> > > >
> > > > **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
> > > > <image001.png>
> > > >
> > > > <image002.jpg>
> > > >
> > > > <image003.jpg>
> > > > <image004.jpg>
> > > >
> > > > **From:** Glen Hodges <glen@colorservices.com>
> > > > **Sent:** Monday, July 26, 2021 1:01 PM
> > > > **To:** Bob Elliott <bob.elliott@gfpartnersllc.com>
> > > > **Cc:** John Manuel - GFP <John.Manuel@gfpartnersllc.com>; Wid - <wid@nusignsupply.com>
> > > > **Subject:** Motor Speeding Up Again
> > > >
> > > > 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
> >
> > <image005.jpg>
> >
> > ---
> >
> > **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
> > >
> > > <image006.jpg>
> > >
> > > ---
> > >
> > > **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

<image003.jpg>

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
> > 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
> >
> > <image003.jpg>
> >
> > **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
> > Fax # 626 961 7577

---------- 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
> 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**
>
> **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
>
> <image003.jpg>

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Glen Hodges

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