Color Services
PRINTING & PHOTO LAB

Glen Hodges <glen@colorservices.com>

Having Issues With Our GFP Laminator Again 03.18.24

5 messages

Glen Hodges <glen@colorservices.com> Mon, Mar 18, 2024 a
To: Russell Schneider <russell.schneider@gfpartnersllc.com>

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 potentiome 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

Gfp Graphic Finishing partners
Where Finishing Comes First.

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 bet 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 poin 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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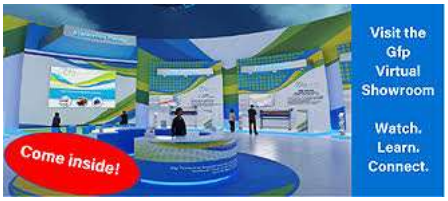
p: (800) 986-2005 | **f:** (314) 685-1363 | **c:** 443-854-0657
e: john.manuel@gfpartnersllc.com | www.gfpartnersllc.com



From: Glen Hodges <glen@colorservices.com>
Sent: 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 tc 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 ful speed with no control. This is the same issue we had last November. Same exact thing. Do you know what is causing this?

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

My phone 805.965.1832

Take care,

Glen

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

> Hi Bob,
>
> We put in the new potentiometer on Monday 11/09/20. Results were promising. Had no issues until running for about 40 minutes, then the motor did speed up. We are going to test again today after we get done with production to try and see if we get the same result. Will let you know how it goes.
>
> Take care,
>
> Glen
>
> On Fri, Nov 6, 2020 at 10:11 AM Glen Hodges <glen@colorservices.com> wrote:
>
> > We definitely will. When we receive the new potentiometer it will be installed.
> >
> > Thanks,
> >
> > Glen
> >
> > On Thu, Nov 5, 2020 at 12:07 PM Bob Elliott <bob.elliott@gfpartnersllc.com> wrote:
> >
> > > OK. Please keep us posted.
> > >
> > > Bob Elliott
> > >
> > > Product Development Manager
> > >
> > > Graphic Finishing Partners
> > >
> > > 480.861.8427
> > >
> > > bob.elliott@gfpartnersllc.com
> > >
> > > visit our website… www.gfpartnersllc.com

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

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

Glen

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

> Hi Glen,
>
> I'm still leaning toward the potentiometer because there is no power supply in that machine. There are two transformers that supply voltage to run the circuits on the boards, not the motor. So there are two possibilities:
>
> 1. The potentiometer is changing as the machine runs. I've seen this happen where the dielectric material inside the pot gets like an oily coating in it when it heats up. Most of the time, the motor will just run really fast with no control at all, but then sometimes will jump around in speed while it's running.
> 2. If the driver on the Motor Control PC Board gets hot, it can short to the full speed condition where it's sending the entire 120 VAC to the motor regardless of the setting on the potentiometer. This usually causes the motor to run full speed all the time, not after a few minutes.
>
> Without actually being in front of the machine, this is my best diagnoses.
>
> Thanks,
>
> Bob
>
> Bob Elliott
>
> Product Development Manager
>
> Graphic Finishing Partners
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> 480.861.8427
>
> bob.elliott@gfpartnersllc.com
>
> visit our website… www.gfpartnersllc.com
>
>
>
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> **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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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
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> **e:** john.manuel@gfpartnersllc.com | www.gfpartnersllc.com
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Glen Hodges

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Glen Hodges

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Russell Schneider <russell.schneider@gfpartnersllc.com> Tue, Mar 19, 2024 at 3:18 AM
To: Glen Hodges <glen@colorservices.com>, John Manuel - GFP <John.Manuel@gfpartnersllc.com>

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

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Tue, Mar 19, 2024 at 6:49 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

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
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>
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Thanks,
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Russell Schneider – Senior Technical Advisor

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Serial # 1812355TH166

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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

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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

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Russell Schneider <russell.schneider@gfpartnersllc.com> Tue, Mar 19, 2024 at 9:40 AM
To: Glen Hodges <glen@colorservices.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

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

[Quoted text hidden]

Glen Hodges <glen@colorservices.com> Tue, Mar 19, 2024 at 9:58 AM
To: Russell Schneider <russell.schneider@gfpartnersllc.com>
Cc: John Manuel - GFP <John.Manuel@gfpartnersllc.com>

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

[Quoted text hidden]