



How to Clear a Case Jam

Instructions for returning the case former to operation after a case jam occurs.

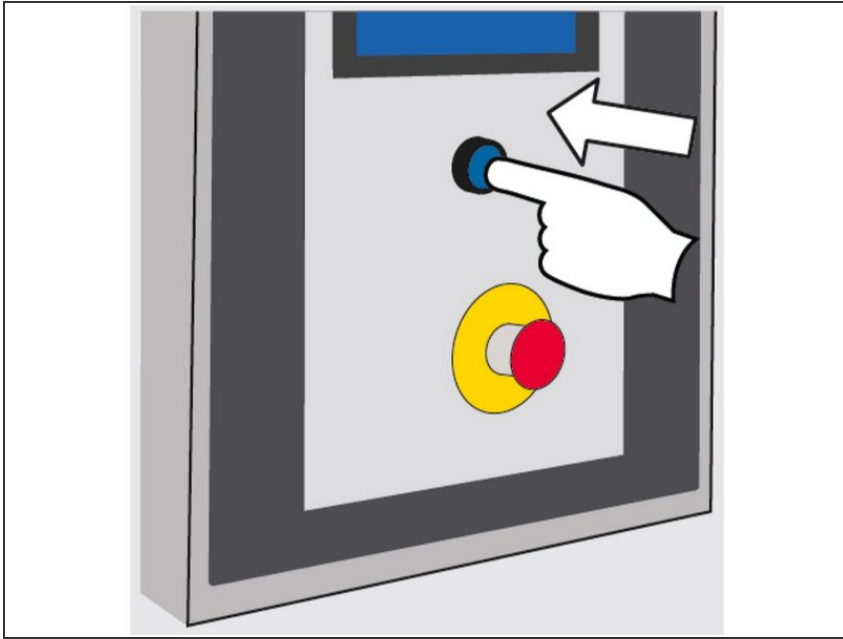
Written By: Wexxar WISE Admin



INTRODUCTION

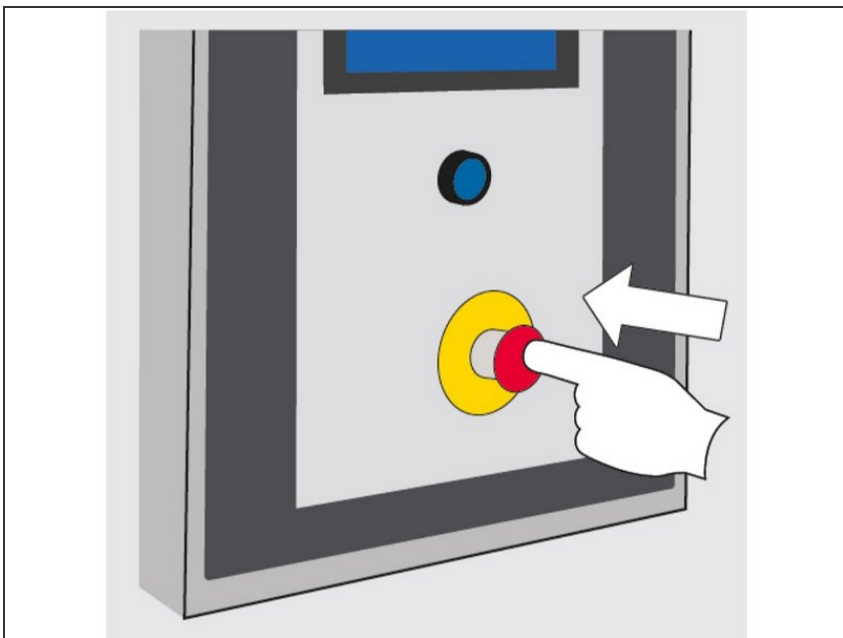
Once a case jam is detected, the case former stops and an alarm appears on the HMI. Follow this procedure to clear a case jam.

Step 1 — Reset the Case Former



- Press the **Reset** button. This returns the machine's mechanisms to their HOME positions so that it is easier to clear the jam.

Step 2 — Remove Power and Air



- Press an **E-STOP** to remove power and air.
- ⚠ **Never attempt to remove a jammed case by reaching in from the discharge end of the machine or around a guard with the air pressure still switched on.**

Step 3 — Lock-Out the Case Former



⚠ Follow lock-out/tag-out procedures before attempting to clear a case jam. Energized case former parts may activate causing injury.

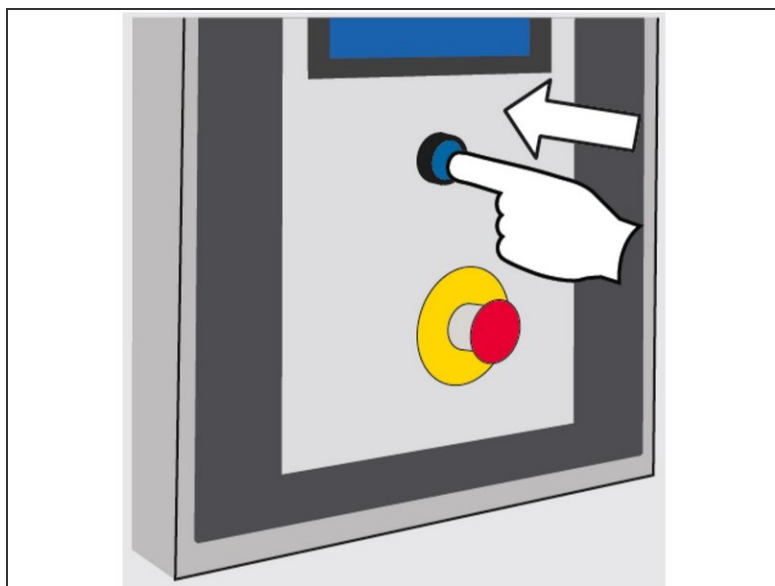
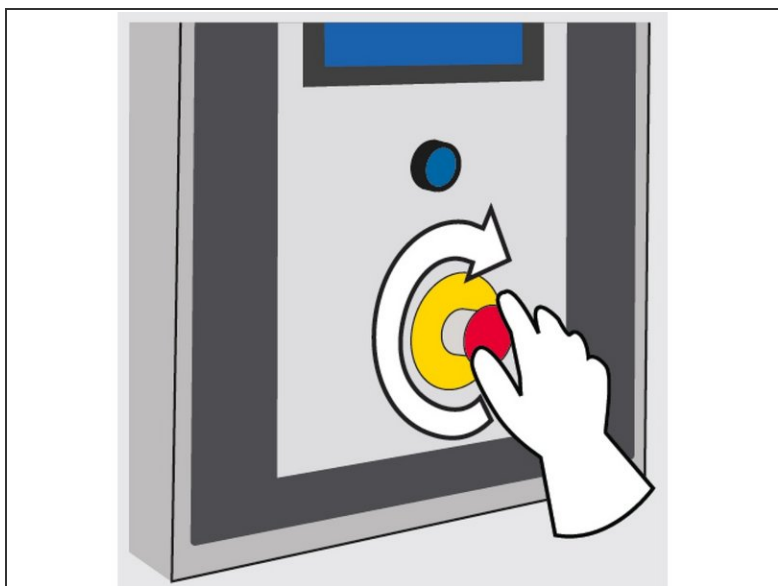
- Lock-out the Control Panel disconnect switch.
- Lock-out the air regulator assembly (FRC).
- If your case former has a separate disconnect for the hot melt system, lock-out the switch.

Step 4 — Clear the Jammed Case



- Access the area where the jam occurred.
- Carefully remove the damaged case. Make sure the area is clear of any corrugate pieces.
- ☑ **For standard case magazines:** Make sure that the first case in the magazine at the separator is pushed into the caliper slot down to the injector drive bar.

Step 5 — Unlock and Reset the Tray Former



- Remove lock-outs. Turn the control panel disconnect and air shutoff valve to the **On** positions. If necessary, restore power to the hot melt system.
- Release the **E-Stop** button.
- Press the **Reset** button on the control panel.

When the case former has finished resetting, touch the green Start button on the HMI.

Thank you for contacting us. For us to better assist you, please reach out to our technical support by phone at 1.888.565.3219 or 604.930.9300 or by email at Wexxar.Service@promachbuilt.com or Wexxar.Parts@promachbuilt.com along with your machine model and serial number. One of our tech support reps will be glad to answer any questions you may have.