



How to Clear a Case Jam

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Step 1 — Clearing a case jam



⚠ Turn **OFF** the machine as soon as a jam occurs.

- Widen the belts and raise the top tape head. Remove the jammed case and any debris.

Step 2 — Determine the cause of the jam



- Common causes:
 - Top tape head is positioned too low.
 - Case is over-filled or under-filled.
 - Conveyor belts grip the case too tightly.
 - Top ski is positioned incorrectly.
- ⓘ Refer to the Troubleshooting Section of your Operation and Service Manual for further details.

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.