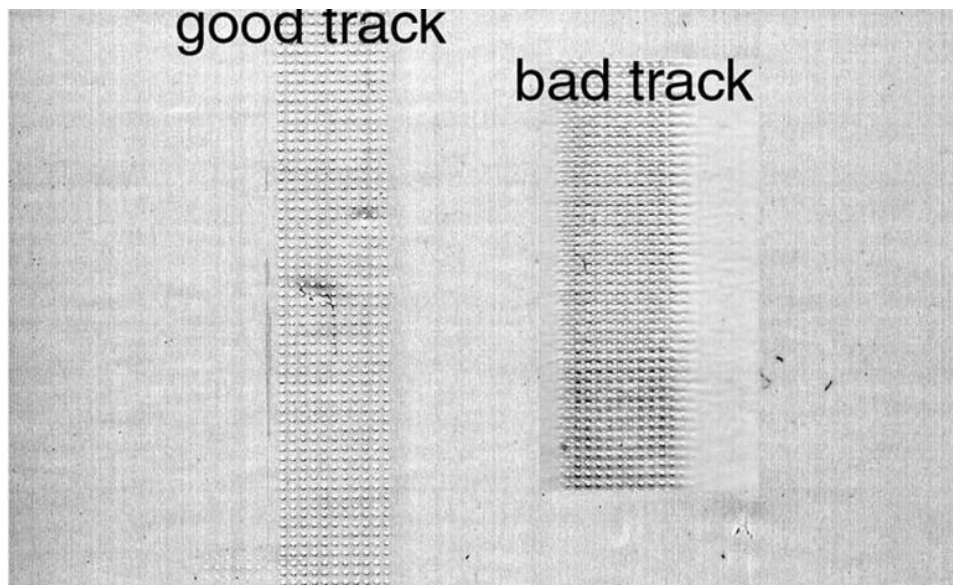


## How to prevent tracking issues

Tracking issues can be recognized at the track that the wheels/yellow sleeves make on the rear side of the media after the cutting job has been done. See below picture of a good track and a bad track.



In case there are tracking problems check next things:

- As media on a roll has been used, “Autoload” has to be activated.
- The wheels and yellow grit rollers on the drive drum have to be free of dirt and other residue.

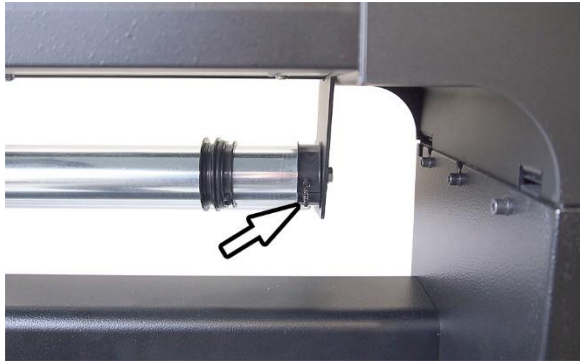


Dirty drive drum



Cleaned drive drum

- The moveable rear media support roll at the back of the machine has to be set parallel with the fixed media support roll.
- The front fixed support media roll (the brake roll) has to brake a bit. So if you turn the roll quickly it should stop after one or two seconds. The rear support media roll has to turn further for a while. Check if the spring on the brake is in good condition.



- The middle pinch roller has to be above a yellow grit roller when set down. The left and the right pinch roller always need to be set above a yellow grit roller on the edge of the media. The outermost pinch rollers are used to feed the media, while the middle pinch rollers are only used to keep the media flat.
- The pinch roller pressure should be equal left and right. Do not use a reduced pinch roller pressure unless very fragile media is used.
- Use the core holders and core holder guides on the media support roll to ensure a good and straight media loading. The core holders have to fit in the media guides both left and right.
- The vacuum fan may not work, or the vacuum holes in the base plate may be clogged.
- Make sure the media was acclimatized.
- **In case an inkjet printer was used, let the media dry and cool down before putting it in the cutter, as it will change dimension while cutting due to cooling and drying.**
- The pinch rollers may be worn. Due to this the hardness of the pinch roller surface changed. Or the black part may have come loose from the metal core. Replace the two outermost pinch rollers (395-401).



Defective pinch roller  
Out of center



Good pinch roller  
Centered