

TS-1007	<b>Roller Not Gripping Tubes (VX2/VXL/Solo)</b>	<b>Document Owner:</b> Service Department	<b>Effective Date:</b> AUG-23-2022	<b>Page 1 of 4</b>
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## Purpose

This guide provides direction for end users experiencing an issue with the VX2/VXL/Solo roller not gripping tubes.

## Intended Use

If the VX2/VXL/Solo roller is not gripping tubes.

## Required Material and Equipment

N/A

## Intended Audience

Superusers

## Prerequisites

N/A

## Procedure

1. Confirm the correct clamp roller size is being used for the tube size to be labeled.
2. Ensure there are no tubes inside the roller assembly preventing it from closing.
  - a. Turn the blue Air Shut Off switch (on the right side of the instrument) to turn the air off.



Figure 1. Blue Air Shut Off switch

- i. Switch the run selector off of Run by pushing in and turning so that **RUN** is no longer showing on top.

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Figure 2. Run selector

- ii. Pull the stage out of the instrument.

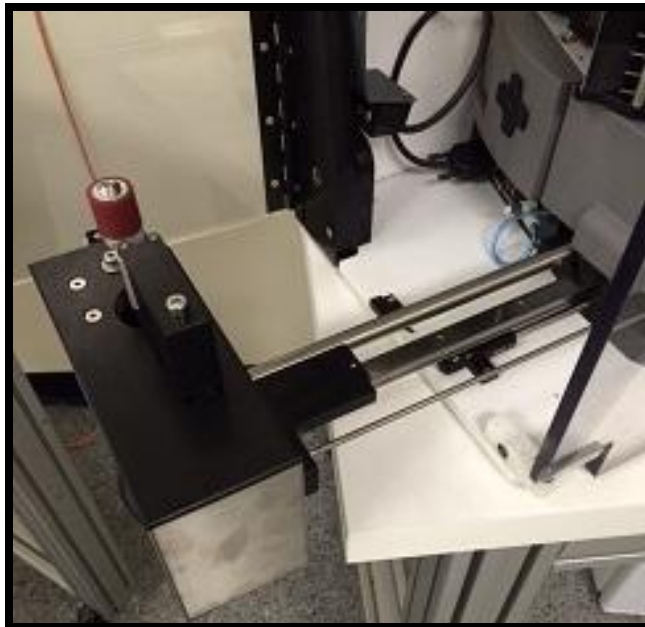


Figure 3.

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- iii. Inspect in the area below the clamp roller for any tubes which may be impeding the clamp from closing.



Figure 4. Area to check for tubes

- b. If the clamp roller is closing too slowly, use the roller pressure adjustment knob; increase pressure by turning the knob counter-clockwise.

**NOTE:** The gauge should read *0.3 MPa* if caps are not applied, and *0.5 MPa* if caps are applied.



Figure 5. Roller Pressure Adjust Screw and Gauge

- c. If the clamp roller is closing on the tube but does not appear to detect the tube, see [TS-1017 How to Adjust Clamp Roller Open/Close Sensors](#).

*If you need additional assistance, please call our service department at 314-298-9800 or email [service@scinomix.com](mailto:service@scinomix.com).*



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## Definitions

N/A

## Revision History

<b>Version:</b>	<b>Change:</b>	<b>Effective Date:</b>	<b>Approved by:</b>
A	NEW	APR-14-2020	B. Petti
B	Content review Added Intended Use section	AUG-23-2022	Service