

<b>TS-1007</b>	<b>TS-1007 VX and Solo Series Roller Not Gripping Tubes</b>	<b>Document Owner:</b> Service Department	<b>Effective Date:</b> APR-14-2020	<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 roller not gripping tubes.

## Required Material and Equipment

N/A

## Intended Audience

End users of the Sci-Print VX2/VXL

## Prerequisites

## Procedure

1. Confirm the correct clamp roller is being used for the tube you are trying to label.
2. Check to make sure there are no Tubes inside the roller assembly, which would prevent closing.
  - a. Turn off the blue Air Shut Off switch on the right side of the instrument.



Figure 1. Air Shut Off switch

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

<b>TS-1007</b>	<b>TS-1007 VX and Solo Series Roller Not Gripping Tubes</b>	<b>Document Owner:</b> Service Department	<b>Effective Date:</b> APR-14-2020	<b>Page 2 of 4</b>
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Figure 2. Run selector

- ii. Pull the stage out of the instrument.

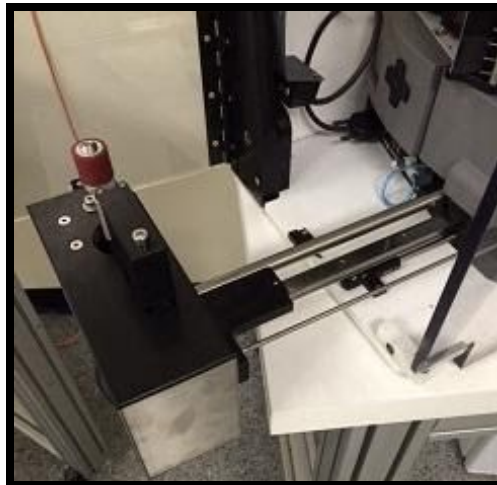


Figure 3.

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

<b>TS-1007</b>	<b>TS-1007 VX and Solo Series Roller Not Gripping Tubes</b>	<b>Document Owner:</b> Service Department	<b>Effective Date:</b> APR-14-2020	<b>Page 3 of 4</b>
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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 to increase pressure.

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



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).*



<b>TS-1007</b>	<b>TS-1007 VX and Solo Series Roller Not Gripping Tubes</b>	<b>Document Owner:</b> Service Department	<b>Effective Date:</b> APR-14-2020	<b>Page 4 of 4</b>
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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