KOELLIKER

POstBase

Mailing System

Maintenance and care

11 Maintenance and care

Have your PostBase mailing system cleaned and serviced regularly by an authorized Service staff. This guarantees long-term, trouble-free operation. Ask about our low-cost care and maintenance agreement.

You can do the following work yourself:
– Clean housing exterior
– Change / align ink cartridges
– Clean print system
– Replace the transport brush
– Filling with sealing liquid *(feeder / sealer)*
– Clean / replace moistening sponge *(feeder)*
– Clean / replace moistening brush *(feeder)*
– Clean / replace rocker with moistening felt *(sealer)*
– Replace absorption felt *(sealer)*.

Only when prompted by Francotyp-Postalia: start the 'Temp. Calibration' service function.

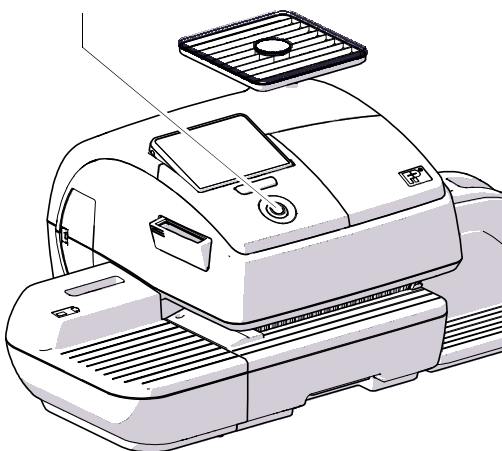## 11.1 Cleaning the PostBase mailing system

⚠ ***Warning!*** *Disconnect the power plug before cleaning the PostBase franking machine.*

⚠ ***Warning!*** *Handle liquids with care. Make sure that no objects can reach the interior of the franking machine. If this happens nevertheless: Have the franking machine checked by the Customer Support before using it again.*

PostBase button

Cleaning the mailing system

• Turn off the mailing system.

• Pull the power plugs of the franking machine and of all peripherals such as the feeder out of the wall socket.

• Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available dishwashing detergent.

11.2 Changing the ink cartridges

The PostBase franking machine monitors the filling level in the ink cartridges and issues a message when they must be replaced.
We recommend that you always have a new FP cartridge kit in stock.

We recommend also cleaning the contacts in the cartridge holder each time you replace the cartridge. For this purpose, use the special 'clean & renew' cleaning kit for ink-jet print systems from Francotyp-Postalia.

> ⚠ **Warning!** *Ingestion of the ink can be damaging to your health. Avoid contact with the eyes. Keep the ink cartridges out of the reach of children. Further instructions for use are enclosed with the ink cartridges.*

> ⚠ **Caution!** *Heed the following hints to avoid damage to the print system:*
> - *Do not yank the cartridge flap open. Run the* CHANGE CARTRIDGES *function from the* PRINT SYSTEM *menu. The flap then opens by itself.*
> - *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
> - *Make sure to always replace both ink cartridges. Always use brand new ink cartridges.*

> ⚠ **Caution!** *There are ink residues on the old cartridges.*
> - *Make sure not to soil yourself, your clothes or any objects.*
> - *Use a mat to deposit the ink cartridges.*

Changing the ink cartridges

The PostBase will prompt you to replace the cartridges when they are depleted.

- Confirm the message.
- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES.

The exchange procedure starts. The PostBase moves the ink cartridges to the exchange position and opens the flap.

⚠️ **Caution!** *Do not lean on the flap or PostBase might lock the flap and move the ink cartridges into idle position again.*
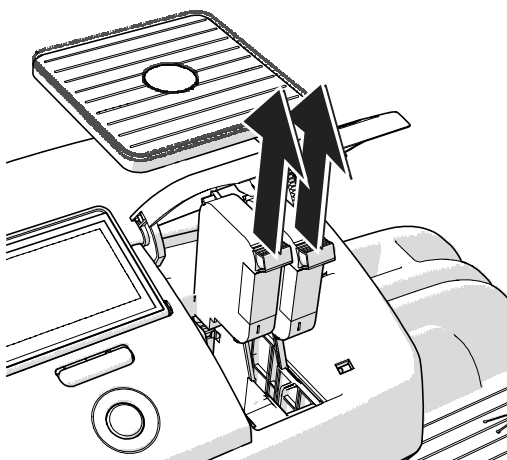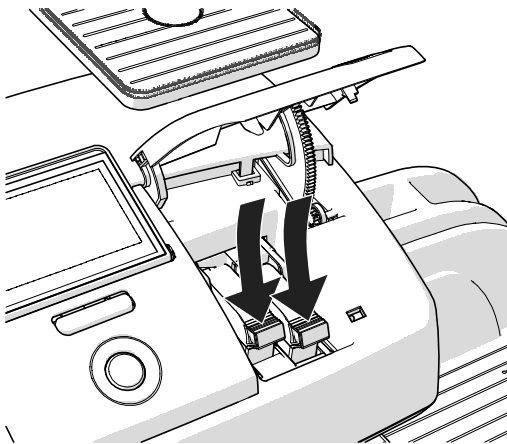
• Follow the instructions on the display.

The required steps are described in detail below.

Removing the ink cartridges

After the PostBase has unlocked the flap:

• Unlock the ink cartridges:
At the knurled handles, push the ink cartridges down and slightly forward.

• Take <u>both</u> ink cartridges upward and out of the socket.

Inserting new ink cartridges

⚠️ ***Caution!*** *Insert ink cartridges only when they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or transport in a cold car). Otherwise, correct calibration will be impossible.*
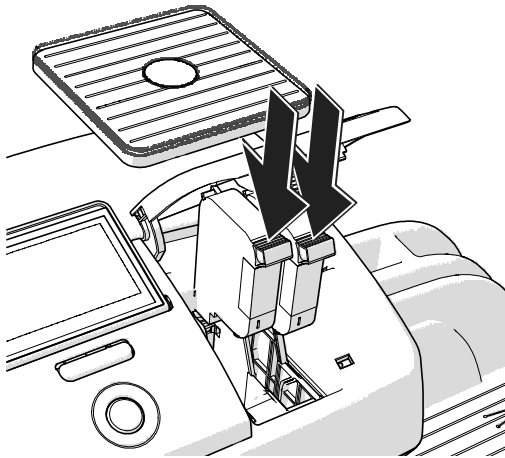
- Take the new ink cartridges out of the packing.

- Remove the nozzle protection from the ink cartridges.

  For details, please refer to the instruction leaflet that comes with the ink cartridges.

- Hold the ink cartridges so the contacts are facing to the rear of the franking machine.

- Insert the ink cartridge into the socket.

- Push the ink cartridge all the way down. You can feel the ink cartridge engage.

- Insert the second ink cartridge in the same way.
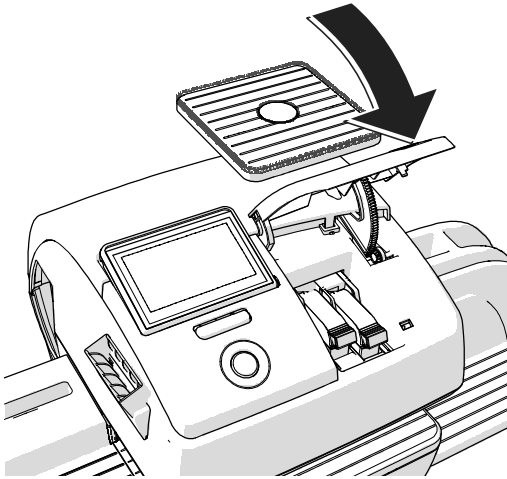
- Close the flap of the print system by pushing it down on the lower right corner.

Calibration   After cartridge exchange, the ink cartridges are calibrated. You can monitor the progress in the display. Please be patient until calibration is complete.
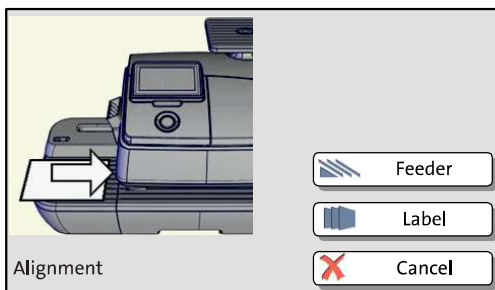
Cleaning   After calibration, the ink cartridges will be cleaned. Cleaning is performed automatically.
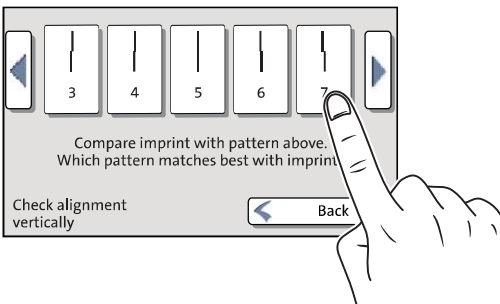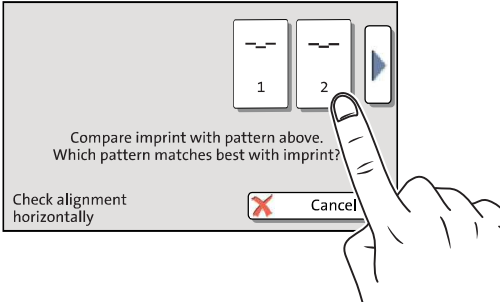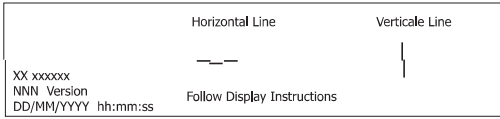
Aligning ink cartridges

The PostBase continues by aligning the ink cartridges and prompts you to place a letter.

- Place an empty envelope for the test print.

Test print (example)

The PostBase prints a test print with each a horizontal and vertical line pattern (similar to the example on the left).

- Compare the <u>horizontal line</u> on the test print with the line patterns in the display.
- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number "2".
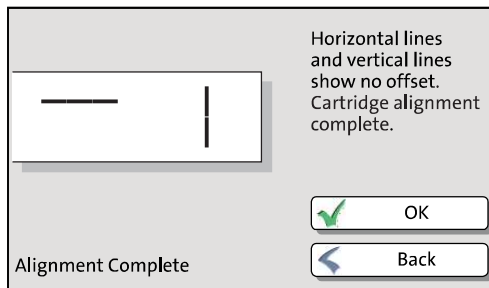

- Compare the <u>vertical line</u> on the test print with the line patterns in the display.

- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number "7".

The PostBase analyses your entries.

New test print required

When an offset of the horizontal and/or vertical line was found the PostBase adjusts the ink cartridges accordingly and prompts you to perform another test print.

- Place an empty envelope for another test print.
- Repeat the adjustment procedure as described above.

You may have to repeat the adjustment procedure several times.

Adjustment OK

Horizontal lines
and vertical lines
show no offset.
Cartridge alignment
complete.

✓ OK

← Back

Alignment Complete

When no offset of the horizontal and vertical line was found a message appears.

• Quit the procedure with OK.

11.3 Aligning ink cartridges

You must align the ink cartridges when there are shifts in the franking imprints. Alignment will ensure your imprints are free of shifts.

Menu ▶ ▶

Starting the alignment procedure

• Open the MENU.

• Choose PRINT SYSTEM.

• Choose ALIGNMENT in the submenu.

The PostBase starts the alignment procedure. Follow the instructions on the display.

For a detailed description of the procedure, please refer to pages 93 / 95.

11.4 Cleaning the print system

11.4.1 Starting automatic print system cleaning

You should start automatic print system cleaning only if the quality of the imprint is not good enough (e.g. blank spots in the imprint after longer periods out of use).

Cleaning

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose CLEANING in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).

Intensive cleaning

You should start intensive cleaning if normal cleaning fails to improve the print quality to your satisfaction.

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose INTENSIVE CLEANING in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).

In case of stubborn soiling, even intensive cleaning may be unable to improve the print quality as desired. In such cases, you can manually clean the cartridges (see page 97).

11.4.2 Cleaning ink cartridges by hand

⚠️ ***Caution!*** *Inexpert cleaning can damage the ink cartridges and render them useless. Heed the following hints to avoid damage to the print system:*

- *In case of print quality issues, always run the cleaning functions of the franking machine accessible from the MENU first. Read chapter 11.4.1 on page 96.*

- *You should manually clean the ink cartridges in exceptional cases only where intensive cleaning fails to restore the normal print quality.*

- *For cleaning, make sure to use a soft, lint free cloth moistened with demineralized water. Small fibers could clog the nozzles. Too hard or dry cloths could scratch the nozzle plate. Such scratches make the ink cartridge useless because they prevent the ink-jet from being correctly positioned during printing.*

- *Never use any chemical cleansers either.*

Move the ink cartridges into the change position.

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose CHANGE CARTRIDGES in the submenu.

Removing the cartridges

- Remove <u>one</u> cartridge as usual (see page 91).

Cleaning

- Moisten a lint free cloth with demineralized water.

You can also use distilled water or normal tap water if demineralized water is not at hand. The minerals contained in tap water could, however, leave residues in the print head.

For best cleaning results, use FP contact cleaner and cleaning cloths contained in the clean & renew cleaning kit offered by Francotyp-Postalia.
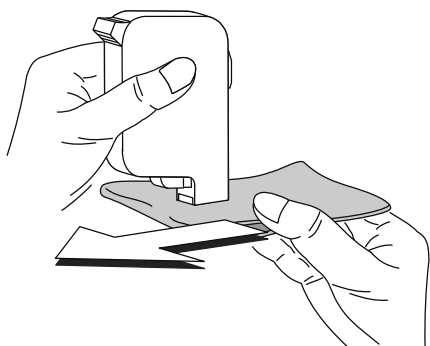
- Hold the cartridge as shown in the picture. The nozzles must point downwards!
- Slowly and carefully wipe the print head with the cloth in the direction of the arrow. Repeat this action several times.

The water will blend with ink residues and clean the nozzles.

- Reinsert the cartridge.
- Remove the second cartridge and clean it in the same manner.
- Reinsert the cartridge.
- Close the flap of the print system.
- Align the cartridges (see chapter 11.3, page 95).

11.5 Print system: displaying filling level

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INFORMATION in the submenu.

The PostBase displays the filling level of the ink cartridges.

11.6 Replacing the transport brush

When imprints on thin letters or labels appear compressed, the transport brush needs to be replaced.

⚠️ ***Caution!*** *Make sure not to soil yourself, your clothes or any objects. Use a mat to deposit the drawer.*

⚠️ ***Caution!*** *As long as the print system is in printing position, the drawer is locked. Do not pull out the drawer by force. Wait until the print system moves into idle position, then remove the drawer.*
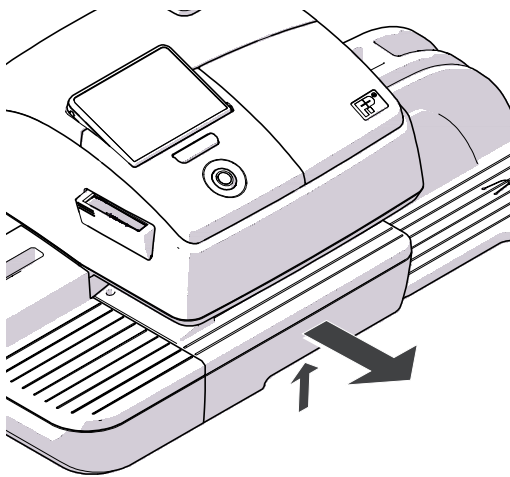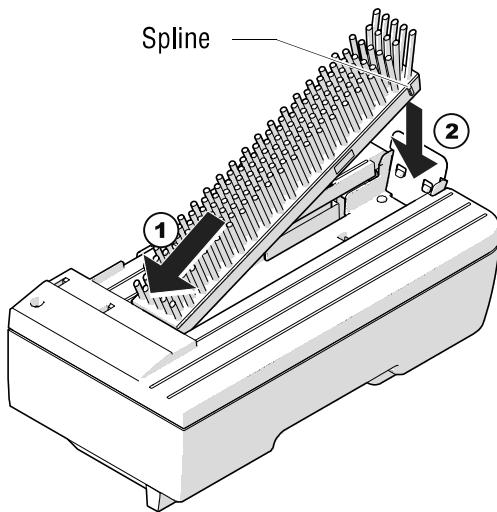
- Unlock the drawer by pushing the drawer latch lever upward.
- Pull the drawer to the front and out of the housing.
- Deposit the drawer on a mat.
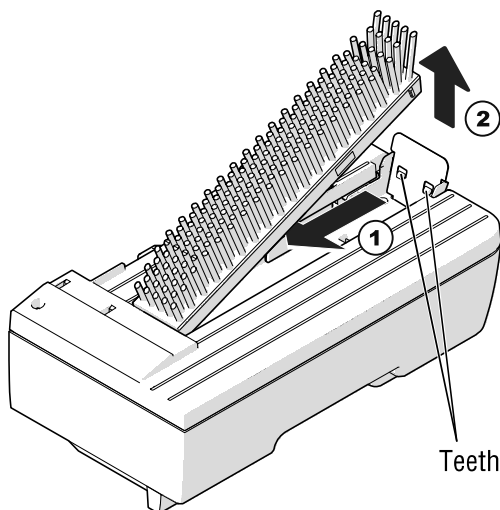
Remove worn-out transport brush

The transport brush is held in the brush carrier by two teeth on the right side.

- Grab the bristles, pull the worn-out transport brush to the left and pull it upwards out of the brush carrier.

Teeth

Spline

Insert new transport brush

• Insert the new transport brush into the brush carrier <u>with the spline facing the front</u>.

• Push down the brush on the right side until it locks into place beneath the two teeth.
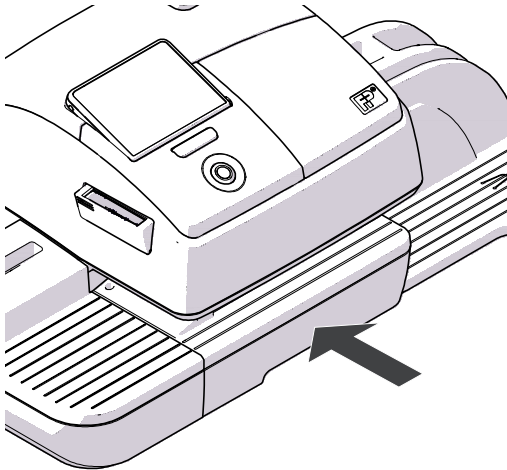
• Push the drawer back in all the way. Make sure it engages properly on both sides.

PostBase is ready for operation again.

11.7　Feeder *(optional)*

11.7.1　Filling with sealing liquid

We recommend using the 'sealit' sealing liquid. This special sealing liquid is available from Francotyp-Postalia.

⚠ ***Warning!*** *Switch off the PostBase mailing system and all components connected to it prior to topping up sealing liquid.*

⚠ ***Warning!*** *Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wetten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase mailing system checked by the Customer Support before using it again.*

PostBase button
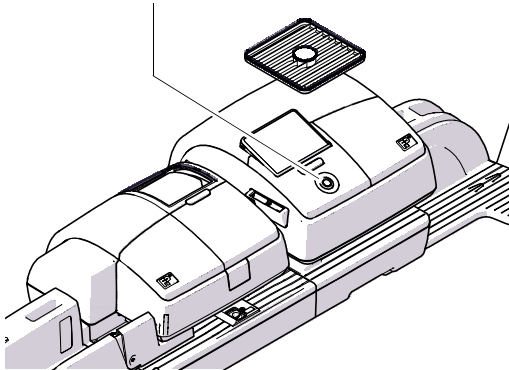
- Switch off the mailing system.
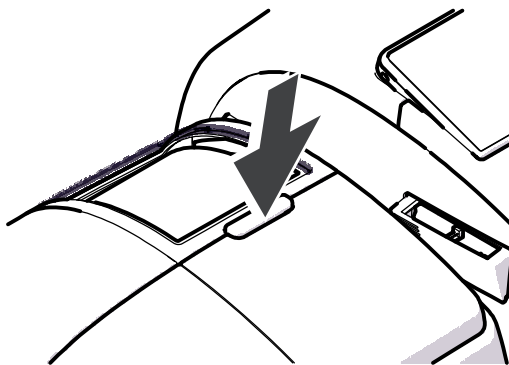
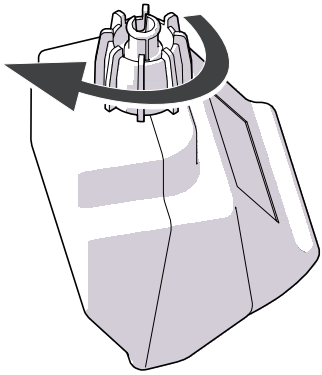- Open the flap by pressing the release button.
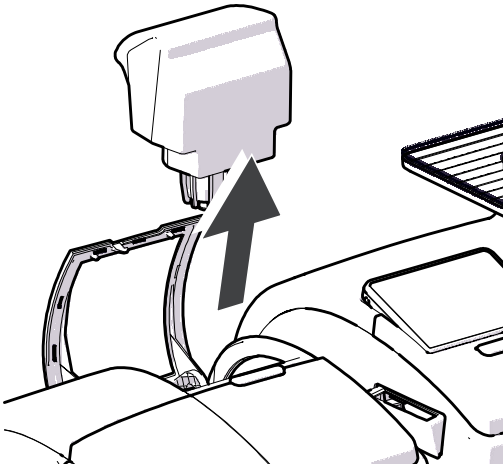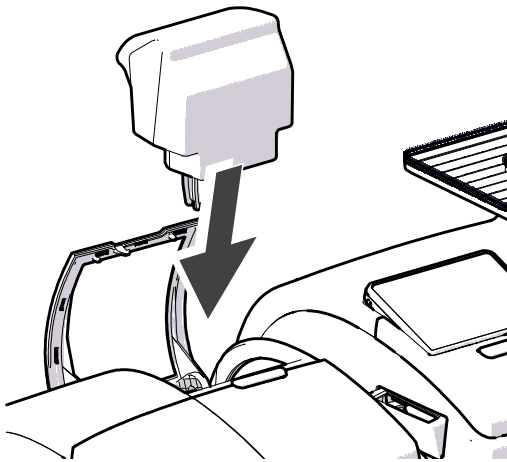
- Remove sealant tank out of housing.
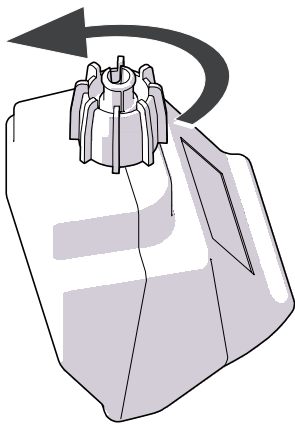
- Unscrew sealant tank cover.
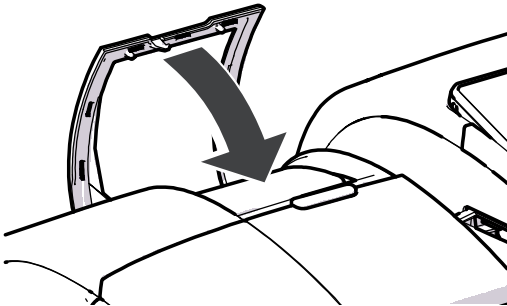- Fully empty sealant tank and, if necessary, clean it.
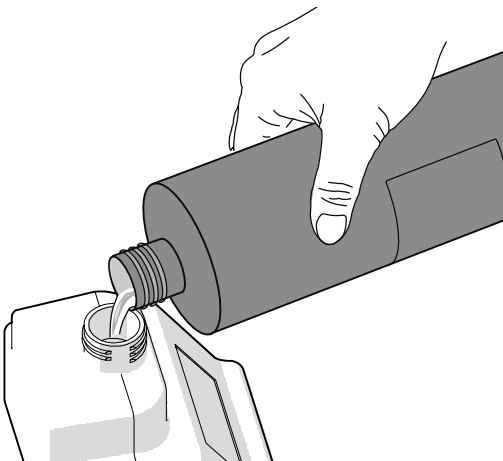
- Fill the sealant tank with 'sealit' sealing liquid.

- Place sealant tank screw cover and tighten.

- Turn sealant tank upside down in a non-dangerous area (e.g. over a sink) to check if the cover is well sealed.

- Insert sealant tank into the housing with the cover downward.

- Close the flap.

11.7.2 Adjust moistening level

With the help of the supplied spacer ring, the moistening level can be adapted to the letters accordingly. Depending on the position of the spacer ring, moistening of the envelope flaps can be reduced or increased.

⚠ **Warning!** *Switch off the PostBase mailing system and all components connected to it prior to adjusting the moistening level.*
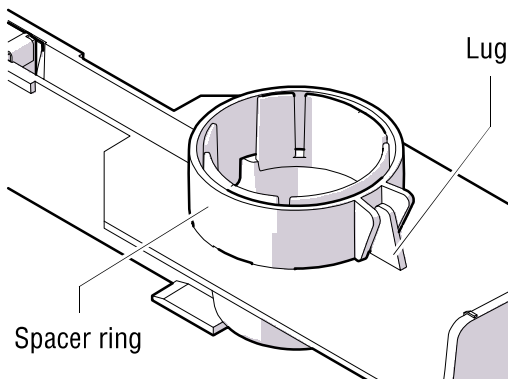

PostBase button
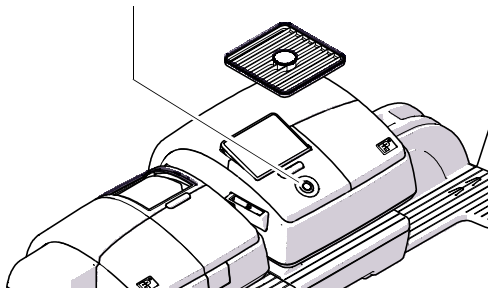
- Switch off the mailing system.
- Remove sealant tank out of the housing (for further information see chapter 11.7.1 on page 101).
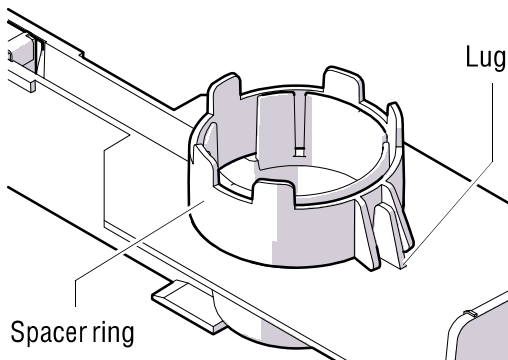
At the rear of feeder:
- Carefully pull out to the back the sealant tray (see page 106).

Lug

Spacer ring

Normal moistening

With this setting, you achieve best results in most cases.

- Position the spacer ring so that the teeth are facing down and the lug on the tray is placed between the guides. The teeth have to nip into the cut-outs of the tray.

Lug

Spacer ring

Reduce moistening

- Position the spacer ring so that the teeth are facing up and the lug on the tray is placed between the guides.

- Insert the sealant tray into the housing until it clicks into place (see page 107).

- Insert sealant tank into the housing with the cover downward. Close the flap (see page 103).

11.7.3 Cleaning / changing the moistening sponge

The sponge for moistening the envelope flaps should be cleaned regularly (e.g. always after weekend). Check the condition of the sponge and replace it if exhausted. We recommend always keeping a new sponge in reserve.

⚠ **Warning!** *Switch off the PostBase mailing system and all components connected to it prior removing the sealant tank and changing the sponge.*
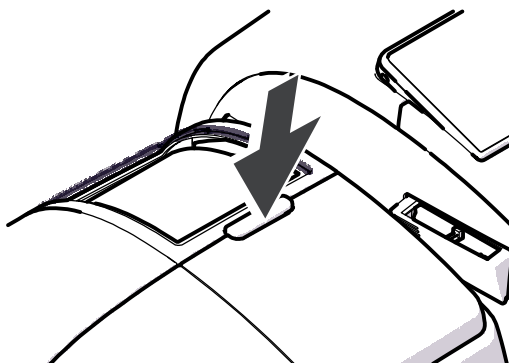
⚠ **Warning!** *Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wetten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase mailing system checked by the Customer Support before using it again.*
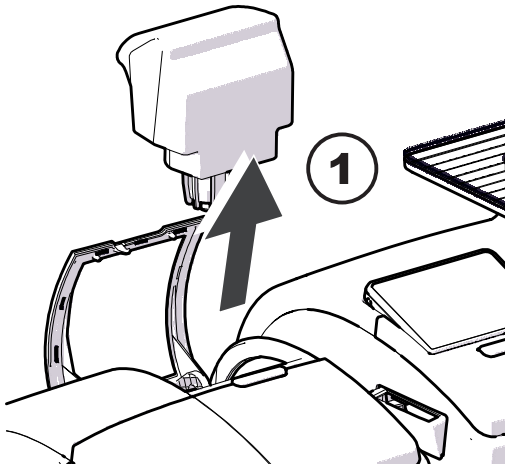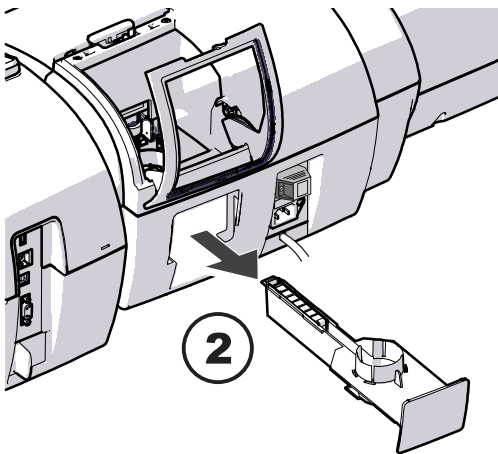
PostBase button
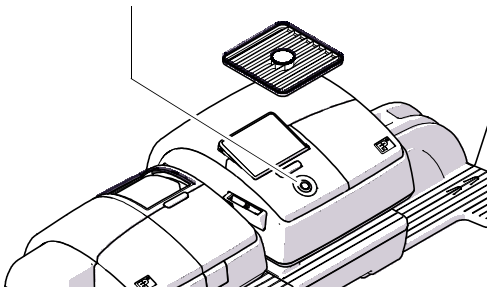
- Switch off the mailing system.
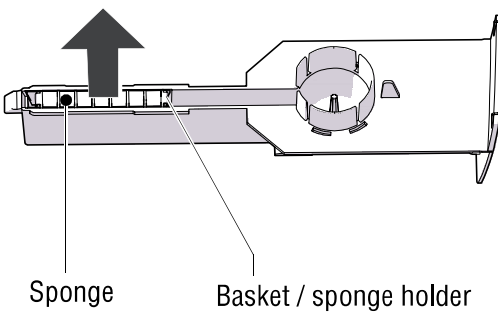
- Open the flap by pressing the release button.

- Remove sealant tank out of the housing and put it at a safe place.

At the rear of feeder:

- Carefully pull out to the back the sealant tray.

- Empty sealant tray.

Sponge   Basket / sponge holder

- Lift the basket with the sponge out of the tray.

- Clean sponge or replace with a new one.

- Put a new sponge (with basket / sponge holder) into sealing liquid before inserting it, and let soak completely. The flaps are thus correctly moistened from the first letter on.
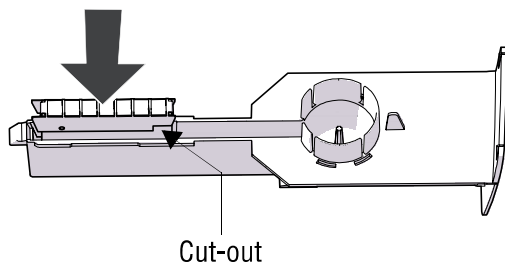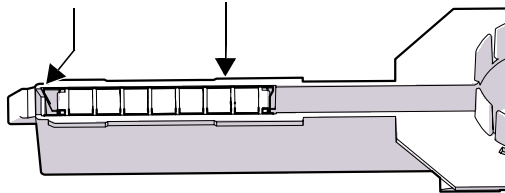
- Carefully insert the basket with sponge into the tray until basket and tray are flush. Mind the position of the cut-out.
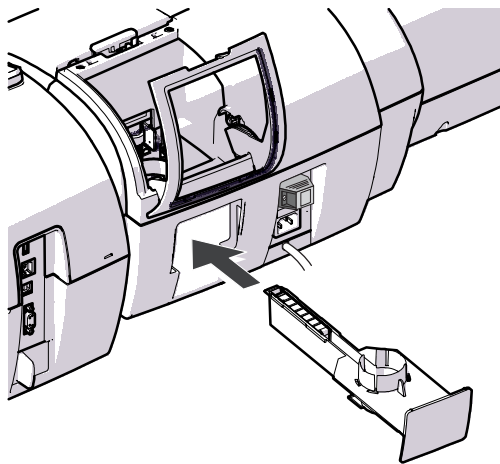
Cut-out

Checks:
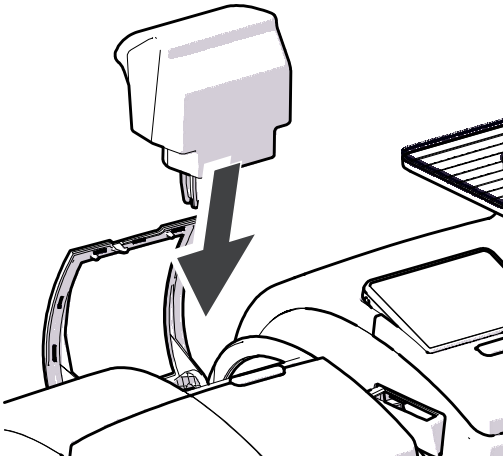
Basket on the extreme left   Basket flushed on top

- Check if the basket is correctly seated: It must rest on the extreme left in the tray and close on top in a flushed manner.

- Insert the complete tray into the housing until it clicks into place.

- Check if the sponge is correctly seated. It should be directly below the moistening felt and brush.
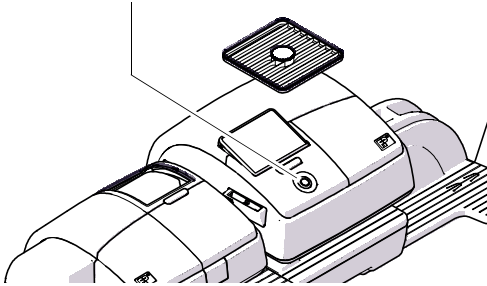
- If necessary: Fill 'sealit' sealing liquid into sealant tank. Check for leakages. (For further information see chapter 11.7.1.)

- Insert sealant tank into the housing with the cover downward.
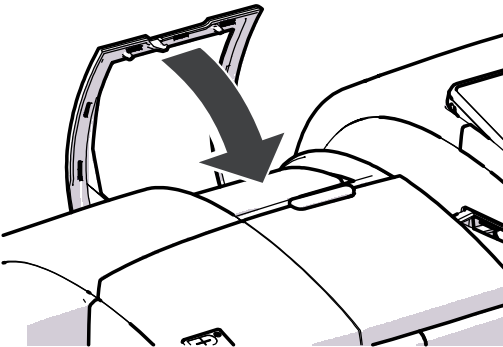
- Close the flap.

11.7.4 Cleaning / changing the moistening brush

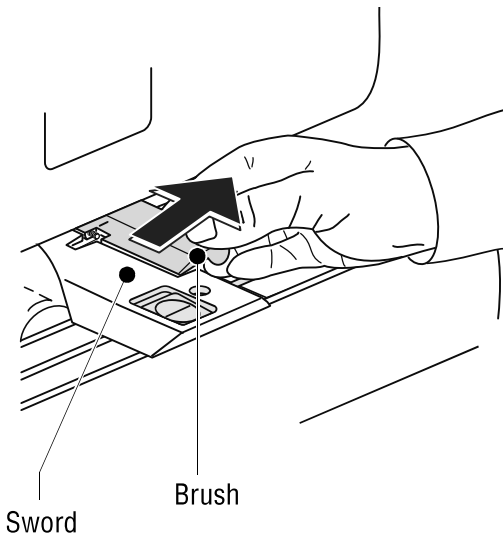PostBase button

- Switch off the mailing system.
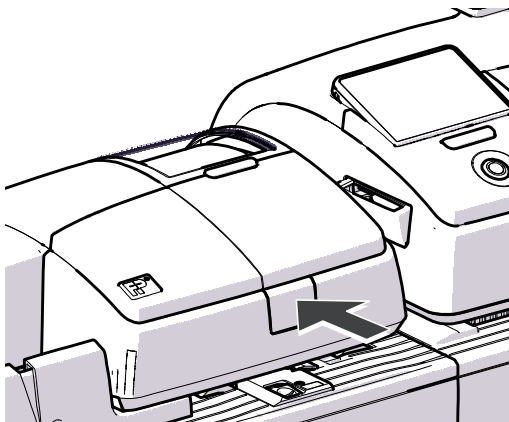
- Open roller transport by pressing on release key.

  Roller transport moves upward.

  Now you have access to the moistening brush beneath the roller support.

On both sides, the brush is provided with pins that are snapped in clips on the sword.

- Slightly lift the brush and pull it off the sword in the direction of the arrow.
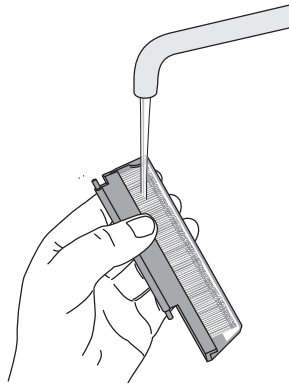
Brush

Sword

- Clean brush or replace with a new one.
- Moisten a new brush before inserting it.
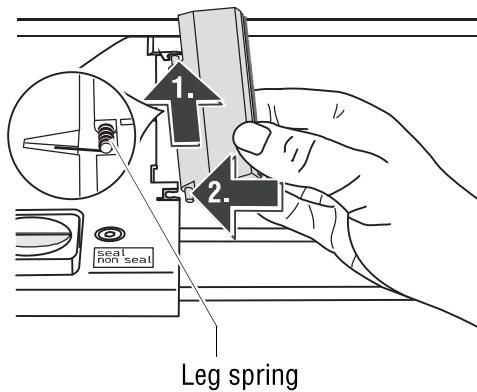
Leg spring

- Hold the brush as shown in the figure.
- The bristles must face down.
- One leg of the leg spring is located in the brush groove and the other leg in the sword slot.
- Put the rear pin into the clip of the sword as indicated by the arrow.
- Then carefully snap the front pin into the clip of the sword.
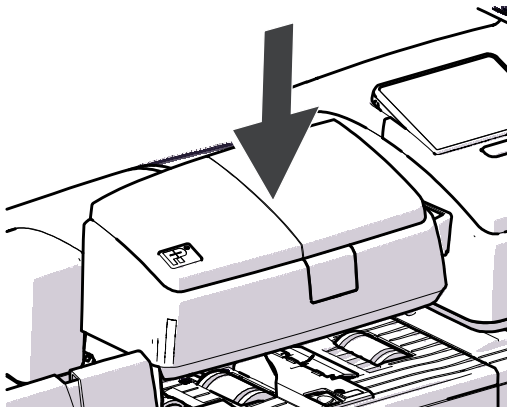
- Push the roller transport powerfully down until it locks into place.

11.8 Sealer *(optional)*

11.8.1 Cleaning

To remove glue residues the sealer should be cleaned once a month.
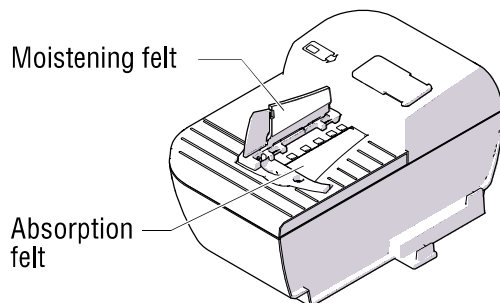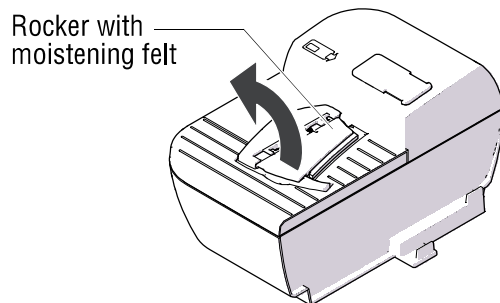
- Separate the sealer from the franking machine:
  Slightly lift the franking machine on the left side and pull the sealer away to the left.

Rocker with moistening felt

- Swing up the rocker with the moistening felt.

Moistening felt

Absorption felt

- Thoroughly rinse absorption and moistening felts under running water.

- Wipe the housing with a damp cloth.
  You can also use a commercially available liquid soap.

- Fill 'sealit' sealing liquid (see page 112).

- Dry the sealer.

- Connect the sealer to the franking machine.

11.8.2   Checking the liquid level and filling 'sealit' sealing liquid
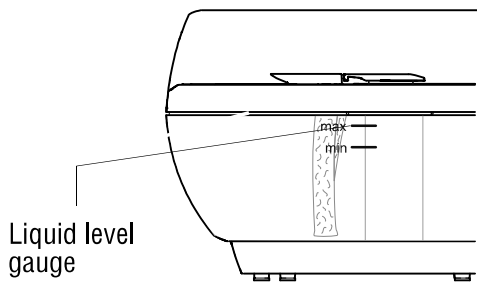
Liquid level gauge

- Check the liquid level in the sealer regularly.

Make sure the sealer is always filled at least to the 'min' mark to prevent the felts from drying up. When felts with glue residues dry up they harden to the point of becoming prematurely useless.

Filling 'sealit' sealing liquid

We recommend using the 'sealit' sealing liquid. This special sealing liquid is available from Francotyp-Postalia.

- Swing the filler hole lid aside.
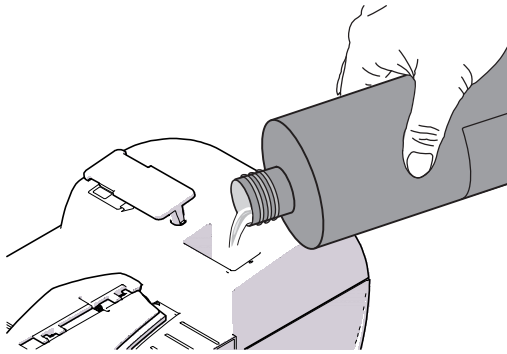
- Fill the sealer with 'sealit' sealing liquid.
- Check the liquid level.
  The liquid level in the sealer should roughly reach to the 'max' mark.
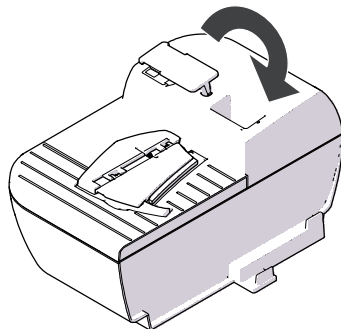
- Swing the filler hole lid back on.
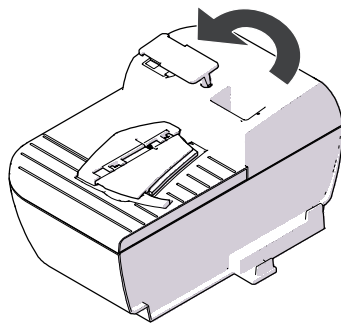- If necessary: dry the sealer outside.

11.8.3   Replacing felts

- Separate the sealer from the franking machine:
  Slightly lift the franking machine on the left side and pull the sealer away to the left.

- Empty the liquid reservoir.

Removing the rocker with moistening felt

Rocker with moistening felt

- Slightly tilt the rocker and pull it off in an obliquely upward direction.
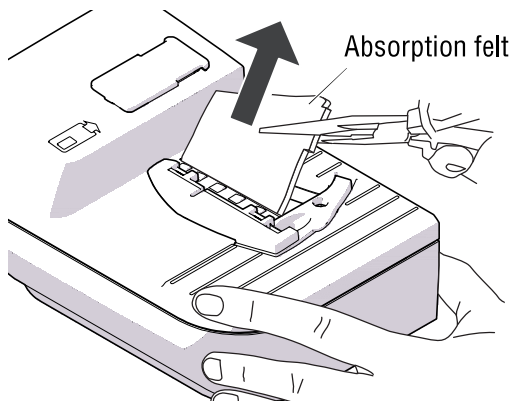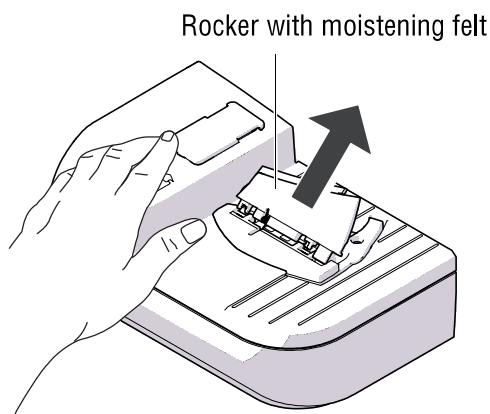
Removing the absorption felt

Absorption felt

- Grip the absorption felt with pliers or tweezers and pull it out upwards.
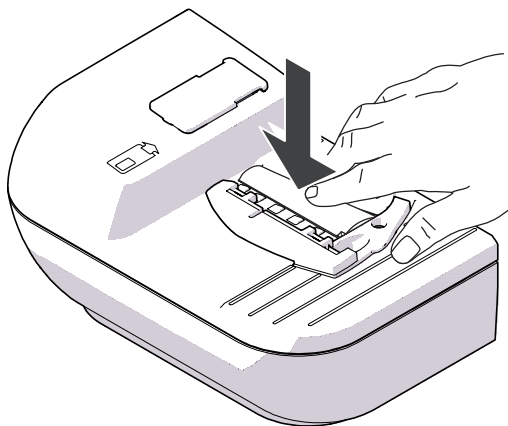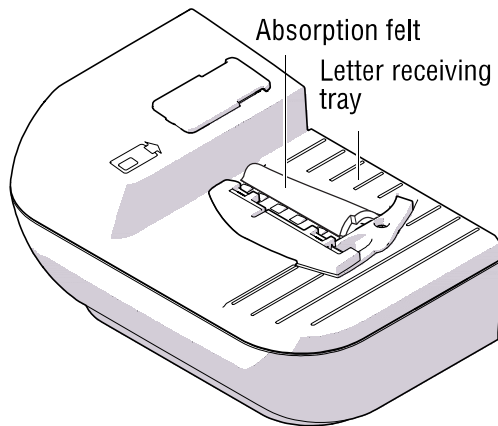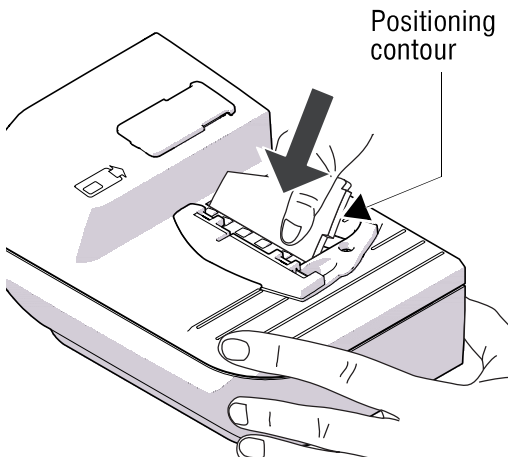
Installing the absorption felt

Positioning contour

- Install a new absorption felt as shown in the illustration. The felt should be halfway in the sealer.

Absorption felt

Letter receiving tray

- Bend the upper part of the felt to the right and push it beneath the letter receiving tray until it reaches the stop in the contour.

- Evenly push the arched absorption felt with your hand into the liquid reservoir. Make sure that the felt is correctly seated, in particular at the edges. The stop in the positioning contour must fit precisely in the opening of the letter receiving tray.

- As a final measure, stroke with your finger over the felt repeatedly to eliminate any irregularities.
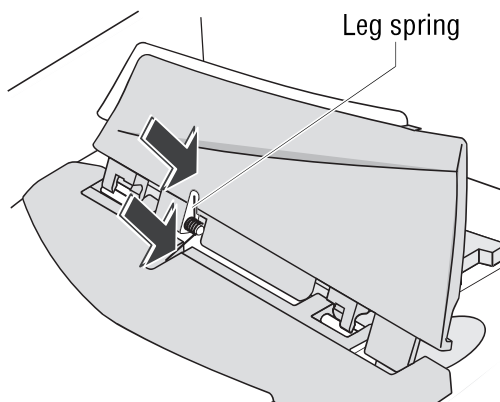
Installing the rocker with moistening felt

The rocker features two clips that engage on the two bolts at the sealer.

Leg spring

- Fit the new rocker such that one leg of the leg spring is located in the rocker groove and the other leg in the sealer slot.
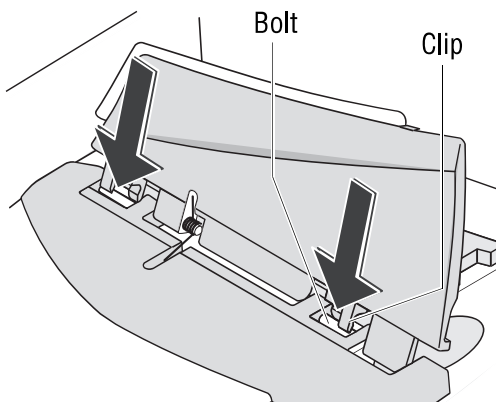
Bolt

Clip

- Hold sealer in place, and exerting moderate pressure, push the rocker onto the sealer such that the two clips engage on the bolts.

Check

Rocker

Uniform gap
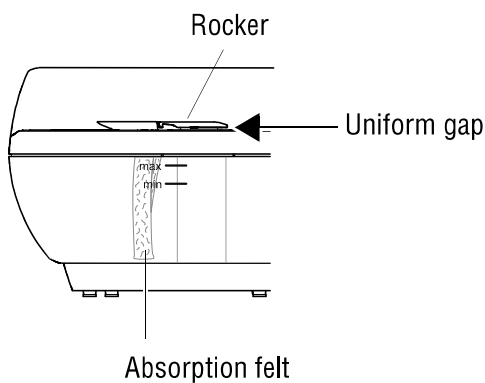
Absorption felt

- Check the correct seat:
  - The absorption felt must be perpendicularly suspended in the liquid reservoir. Its lower edge should roughly reach the bottom.
  - The gap between rocker and sealer housing must be uniform. (The rocker must neither jut out nor touch the housing.)
- Fill 'sealit' sealing liquid (see page 112).
- Connect the sealer to the franking machine.

12 Tips for troubleshooting

12.1 Error messages and help
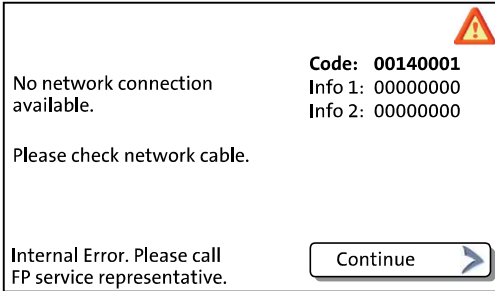
An error message appears on the display in case of an error or handling error. An additional beep may also indicate an error.

Make sure to carefully read the error message. You will be given hints on the error cause and what you can do to remedy it.

A symbol indicates the error group (e.g. 'communication error'). For an overview of error group symbols, refer to page 139.

You can correct many minor errors and issues occurring during PostBase operation yourself.

Please contact the Customer Support if you cannot remedy an error by means of the display information and the hints given in the present Operator Manual.

Issue	Possible cause and remedy
... when franking	
Franking not possible	No product / postage set because – mailing data are incomplete or – weight value is missing. Check product settings *(see chapter 5.1)*.
	No credit left in franking machine. Please load postage *(see chapter 8)*.
	Maximum postage value for franking exceeded. Please contact the system administrator.
	Credit of the current user is too low. Have the system administrator assign new credit.

Issue	Possible cause and remedy
Imprints are compressed (thin letters / labels)	Replace the transport brush *(see chapter 11.6)*.
Label franking: – separation error – jam	The labels used were not well suited. We recommend to use only labels that have been approved by Francotyp-Postalia.
	Labels stick to one another. Take the labels out of the dispenser. Slacken / fan the label stack and reinsert it.
	Internal problem of label print function. Call the Customer Support.
Letter jam	On how to clear a letter jam, please see *chapter 12.2*.
Letter transport fails to start	PostBase does not show the Home screen. Return to the Home screen and try again.
	Sensor does not recognize letter. Position the letter again.
PostBase signals a jam although no letters are in the letter path	The sensors (light barriers) are soiled. Clean the sensors *(see chapter 12.5)*.
Print quality: Blank spots	Clean print system *(see chapter 11.4)*.
Print quality: Offsets / shifts in the franking imprint	Align the ink cartridges *(see chapter 11.3)*.
Weighing: no weight is determined for the letter on the scale	The weighing platform was still occupied when another letter was placed on it. The franking machine can determine a new weight only if the scale has been emptied beforehand. Empty the weighing platform. Place the letter.
	Letter transport is still running. Wait until letter transport stops prior to putting on a mail piece for weighing.

Issue	Possible cause and remedy
(Continued) Weighing: no weight is determined for the letter on the scale	The scale operates in the 'Differential weighing' mode. The weight is determined upon removing the mail piece from the weighing platform *(see chapter 5.1.4.3)*.
	Either PostBase does not recognize the scale, or the scale is defective. Call the Customer Support.
	The weight is too low or the scale is overloaded. Use scale for mail pieces of the permitted weight range only.

... general errors

Issue	Possible cause and remedy
Accounts are missing	The current user is not allowed to frank on the desired account. Please contact the system administrator.
Blank display	Check whether the power cable is plugged in correctly and the PostBase is turned on.
	PostBase is in standby. Press the PostBase button briefly.
Display fails to react when touched	Turn off the PostBase. Calibrate touch screen *(see chapter 12.9)*.
Functions are missing in the display (e.g. advertising imprint)	The currently set product may allow only one / no advertising imprint(s). Generally, unavailable functions are blanked out.
Lost PIN (administrator PIN)	Select LOST PIN. Follow the prompts in the display.
Lost PIN (user PIN)	Please contact the system administrator.
No users available	When deactivating access control, all users are deleted. Create new users with the PC software.

Issue	Possible cause and remedy
Scale: no confirmation beep	Adjust tone signals *(see chapter 10.3)*.
User PIN is not accepted	Did you select the correct user? Press BACK. Select the correct user.
	Contact the system administrator.

... postage download

Issue	Possible cause and remedy
Desired amount cannot be loaded	Impermissible amount. Change amount and repeat loading.
Function not available	The current user is not authorized to access this function. Please contact the system administrator.
Postage download procedure aborts	The PostBase fails to establish connection to the data center. Check connection configuration *(see chapter 10.9)*. Check data center phone number *(see chapter 10.10)*.
	Data center issue. Try again later.

... when using special functions

Issue	Possible cause and remedy
Advert Only: adverts / text messages are not printed on the expected position on the letter	Imprint offset is active. Deactivate the imprint offset or set a suitable value *(see chapter 5.3)*.
Print Numbers: the number is not printed on the expected position on the letter	Imprint offset is active. Deactivate the imprint offset or set a suitable value *(see chapter 5.3)*.
Seal Only: letters are transported, but not sealed	On the feeder, check if the sealing function is switched on. Set the switch to the rear position (seal). *See chapter 6.3.3.2.*

Issue	Possible cause and remedy
... basic settings, maintenance and care	
Drawer cannot be opened	The drawer is locked while the print system is in print position. Wait until the print system retreats into idle position and try again.
Ink cartridges are not detected	Ink cartridges are not fitted correctly. Remove ink cartridges and insert them once again.
	Wrong ink cartridges inserted. Observe the specifications *(see page 141)*.
	Contacts of the print system are soiled. Use the 'clean and renew' FP cleaning kit for ink-jet print systems to clean the contacts.
	Ink cartridges are defective. Call the Customer Support.
Print system cleaning fails to improve the print quality	Ink cartridges heavily soiled or dried up. Repeat cleaning: Function 'Intensive Cleaning'. If you cannot solve the problem: Clean ink cartridges by hand *(see chapter 11.4.2)*.

Issue	Possible cause and remedy
... with automatic feeding / sealing *(feeder)*	
Envelopes are not properly sealed	Rub powerfully with your hand over the letter stack once in the area of the flaps.
	Moistening sponge and brush are dried because the sealant tank was empty over a longer period of time. Remove sponge and let it soak up completely *(see chapter 11.7.3)*.
	Sponge is dirty or worn. Clean or replace the sponge *(see chapter 11.7.3)*.
	Brush is dirty or worn. Clean or replace the brush *(see chapter 11.7.4)*.
	You have used unsuited envelopes. Only use envelopes that are suited for sealing by machine. Observe specifications *(see page 143)*.
	Adjust the moistening level *(see chapter 11.7.2)*.
	Use the special 'sealit' sealing liquid available from Francotyp-Postalia.
Envelopes are not sealed	Sealing is disabled. Set the switch to the 'seal' position *(see chapter 6.3.3.2)*.
	Sealant tank is empty. Fill more 'sealit' sealing liquid *(see chapter 11.7.1)*.
Jam	On how to clear a letter jam, please read *chapters 12.2 and 12.3*.
Letters are not correctly fed	When processing thick letters (>6 mm / 0.24"), use the 'thick letters' function *(see page 62)*.
	Adjust the slope inclination *(see page 61)*.
Letter transport does not start	PostBase does not display the Home screen / the 'Batch Processing' pop-up *(see chapter 6.3.3.4)*.

Issue	Possible cause and remedy
Letter transport is stopped / batch processing was interrupted	Jam. Carefully read the displayed information. On how to clear a letter jam, please read *chapters 12.2 and 12.3*.
	The batch counter is turned on. After the pre-set number of mail pieces have been processed, PostBase will automatically stop *(see chapter 6.3.3.5)*.
PostBase signals a jam although no letters are in the letter path	The sensors (light barriers) are soiled. Clean the sensors *(see chapters 12.5 and 12.6)*.

... with manual sealing *(sealer)*

Envelopes are not properly sealed	Stroke your hand firmly over the envelope's / letter stack's flap area.
	Use the special 'sealit' sealing liquid available from Francotyp-Postalia.
Envelope flaps are not moistened properly	Felts are soiled / dried out. Clean sealer *(see chapter 11.8.1)*. Fill 'sealit' sealing liquid *(see chapter 11.8.2)*.
	Moistening felt is worn. Replace rocker with moistening felt *(see chapter 11.8.3)*.
	Absorption felt is worn. Replace absorption felt *(see chapter 11.8.3)*.
	Moistening felt incorrectly seated in the rocker. Correct moistening felt position *(see chapter 12.4)*.
	Absorption felt incorrectly seated in the sealer. Surface is curved. Check and if necessary correct absorption felt position in the sealer *(see page 115)*.

| Issue	Possible cause and remedy
... during installation	
Blank display	Check whether the power cable is plugged in correctly and the PostBase is turned on.
Delivery is incomplete / damaged	Do not start operating the PostBase. Call the Customer Support.
Error during installation procedure	An error message with troubleshooting information appears. If necessary: • Turn off the PostBase *(see chapter 4.1)*. Wait one minute. • Turn the PostBase on again. The installation procedure restarts. Make sure that the Connection Configuration is set correctly *(see chapter 10.9)*.
Other errors ...	If you cannot remedy an error yourself, please call the Customer Support.

## 12.2 Removing letter jams in the franking machine

⚠️ **Caution!** *Make sure not to soil yourself, your clothes or any objects. Use a mat to deposit the drawer.*

⚠️ **Caution!** *As long as the print system is in printing position, the drawer is locked. Do not pull out the drawer by force. Wait until the print system moves into idle position, then remove the drawer.*
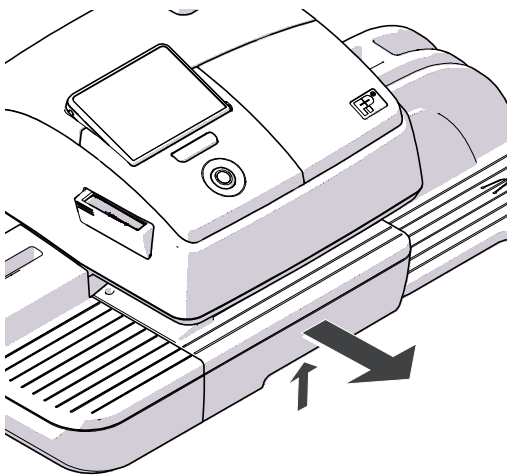
- Unlock the drawer by pushing the drawer latch lever upward.
- Pull the drawer to the front out of the housing.
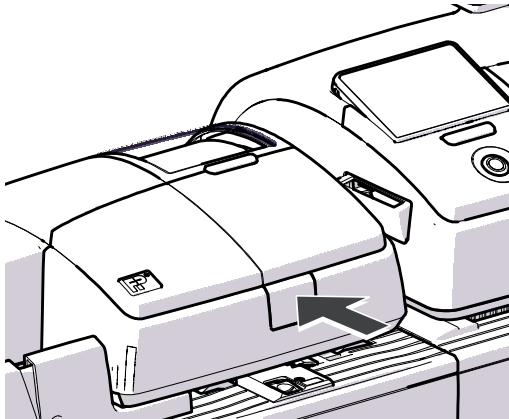- Deposit the drawer on a mat.
- Carefully remove jammed letters.
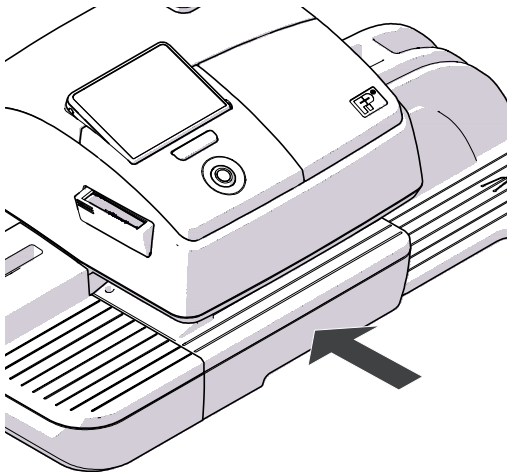
- Push the drawer back in all the way. Make sure it engages properly on both sides.

PostBase is ready for operation again.

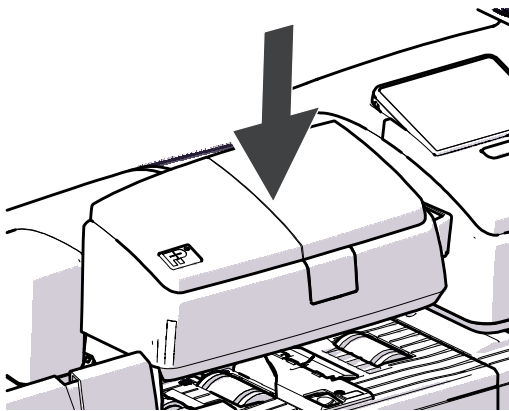## 12.3   Removing letter jams in the feeder

⚠ **Warning!** *Keep long hair, fingers, loose clothing pieces, neck ties, shawls, jewelry and the like away from moving machine parts.*

- Release roller transport by pressing on release key.
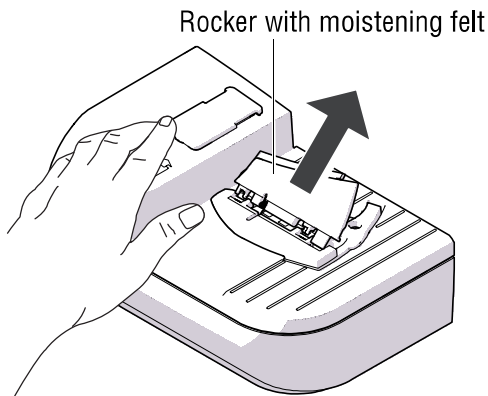
Roller transport moves upward.
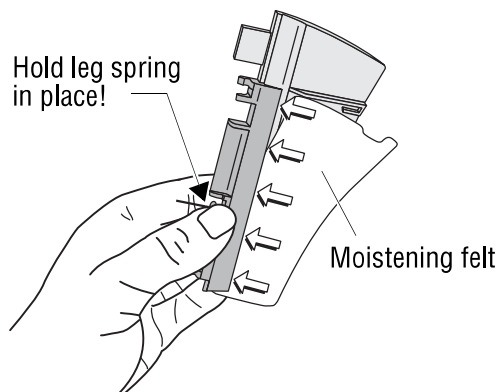
- Carefully remove jammed letters.

- Press roller transport powerfully down until it clicks into place.

The PostBase is ready for operation again.

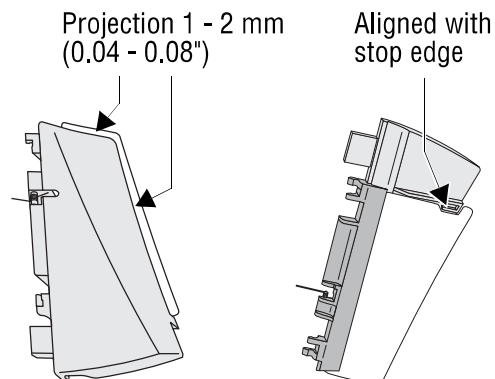## 12.4 Correcting the moistening felt position on the rocker
(sealer)

Rocker with moistening felt

• Slightly tilt the rocker and pull it off in an obliquely upward direction.

Hold leg spring in place!

Moistening felt

Caution! Make sure to always hold the leg spring on the pin with one hand while positioning the moistening felt. This will prevent the leg spring from jamming or jumping out.

• Push the long moistening felt side fully underneath the clamping strip such that
  – the felt's recesses are perfectly aligned with the rocker stop edge and
  – both moistening felt outer edges uniformly project over the rocker edge by approximately 1 - 2 mm (0.04 - 0.08"). See illustration.

• Carefully displace the moistening felt in the clamping strip if necessary.

• Reattach the rocker on the sealer (see page 115).

Moistening felt correctly positioned:

Projection 1 - 2 mm (0.04 - 0.08")

Aligned with stop edge

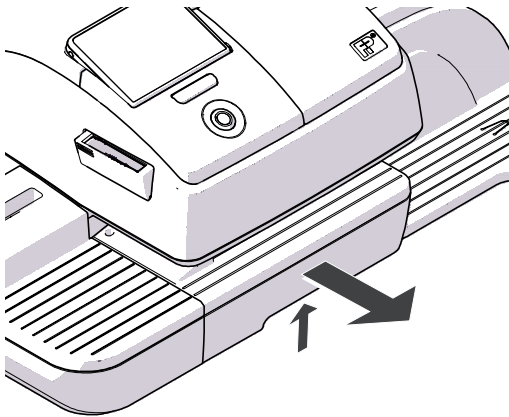## 12.5   Cleaning the sensors of the PostBase

Over time, paper dust may settle on the franking machine's sensors and cause problems with recognizing positioned letters. We recommend cleaning the sensors in the PostBase once a month to ensure optimal results. You can order a special cleaning kit from Francotyp-Postalia.
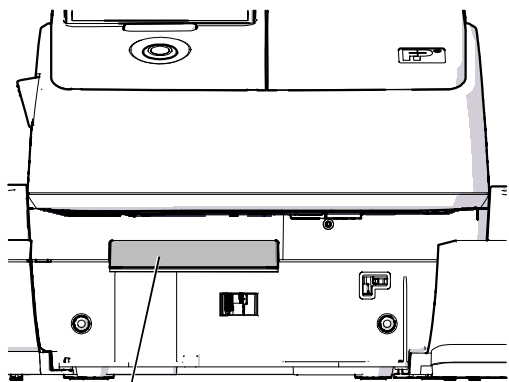

⚠️ **Caution!** *Make sure not to soil yourself, your clothes or any objects. Use a mat to deposit the drawer.*

⚠️ **Caution!** *As long as the print system is in printing position, the drawer is locked. Do not pull out the drawer by force. Wait until the print system moves into idle position, then remove the drawer.*
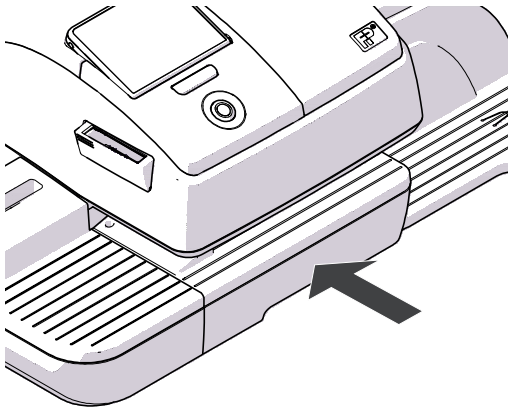

- Unlock the drawer by pushing the drawer latch lever upward.

- Pull the drawer to the front and out of the housing.

- Deposit the drawer on a mat.

- Apply cleaning solution to the cleaning cloth.

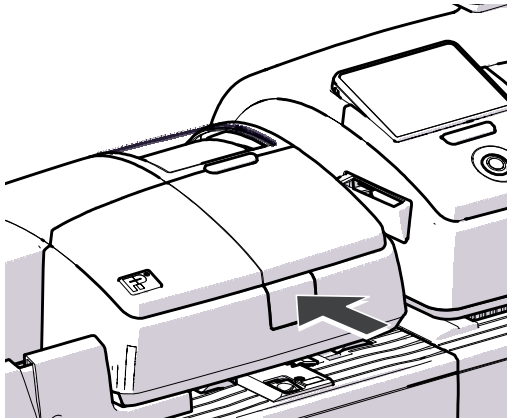- Clean the sensors by wiping them repeatedly with the cleaning cloth.

Sensors

• Push the drawer back in all the way. Make sure it engages properly on both sides.

The PostBase is ready for operation again.

12.6   Cleaning the sensors of the feeder

Over time, paper dust may settle on the feeder's sensors and cause problems with recognizing positioned letters. We recommend cleaning the sensors in the feeder once a month to ensure optimal results. You can order a special cleaning kit from Francotyp-Postalia.
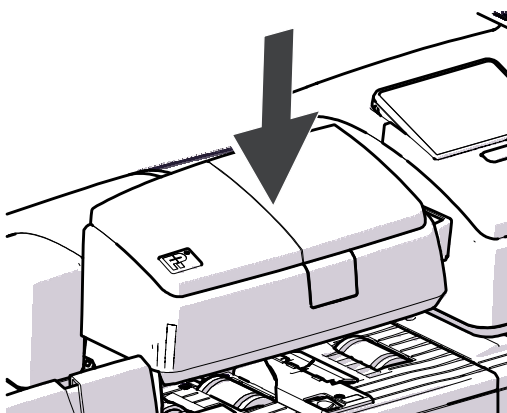
- Switch off the PostBase mailing system.

- Release roller transport by pressing on release key.
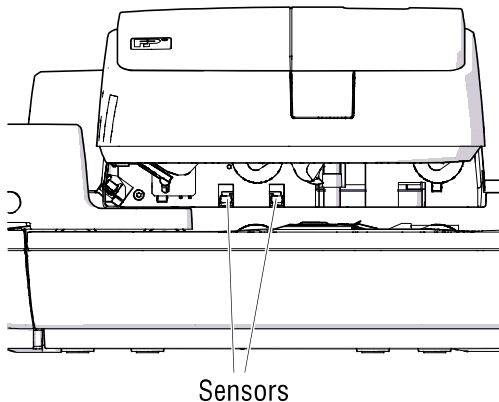
Roller transport moves upward.

- Apply cleaning solution to the cleaning cloth.

- Clean the sensors by wiping them repeatedly with the cleaning cloth.

Sensors

- Press roller transport powerfully down until it clicks into place.

12.7   Removing / inserting the security device

⚠ ***Caution!*** *Remove the security device <u>in exceptional cases only</u>, e.g. if you need to send in the franking machine to the Customer Support. The connector of the security device is designed for a maximum of 30 connection cycles (removal / insertion).*

⚠ ***Caution!*** *When the franking machine or the security device was in a cold environment (i.e. below 10 °C / 50 °F) before: Wait for at least two hours before connecting and commissioning the PostBase franking machine. The franking machine needs this time to adapt to the ambient conditions. Any condensation evaporates.*
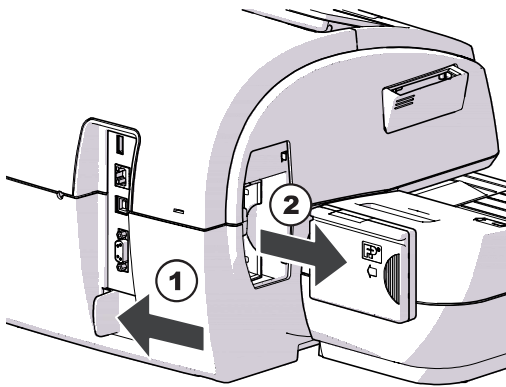
Removing the security device

• Turn the PostBase off.

The PostBase will complete any current actions and then switches off. The display light and PostBase button illumination go out.

• Unplug the power plug from the wall socket.

• Unplug the power cable from the power connection of the franking machine.

• Press the clip catch on the cover of the security device slot in the direction of the arrow and remove the cover.
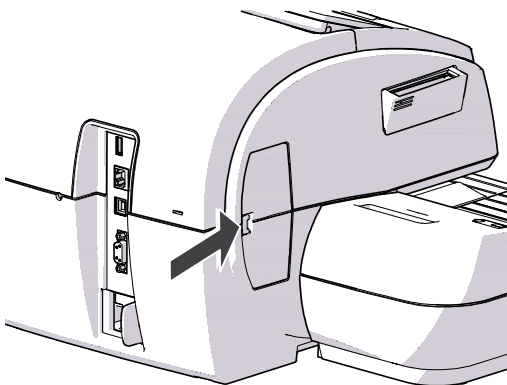
- Push the white slider next to the power socket on the PostBase in the direction of the arrow **and hold it**. The catch retracts and allows access to the security device.

- Remove the security device out of its mounting.

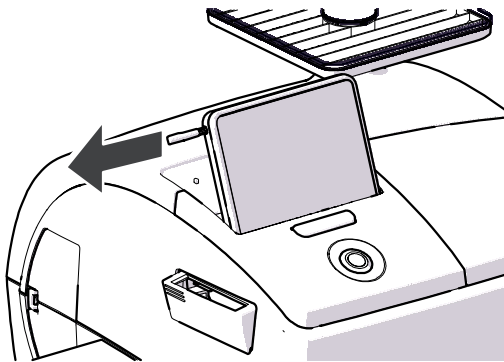- Release the white slider.

Inserting the security device
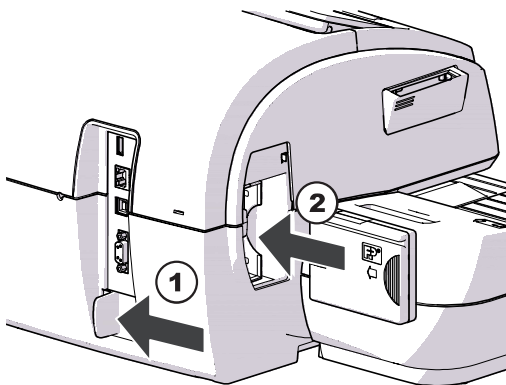
- Push the white slider next to the power socket on the PostBase in the direction of the arrow **and hold it**. The catch allows access to the security device mounting.

- Insert the security device as shown in the picture and push it all the way into the mounting. You can feel it engage.

- Release the white slider.

- Close the cover of the security module slot again.

- Reconnect the power cable.

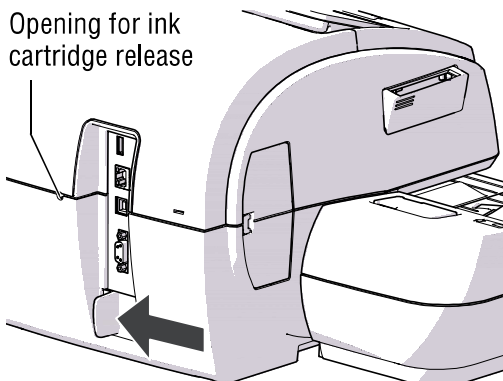You can now use the PostBase franking machine again.

12.8 Manually ejecting the ink cartridges

If need be, the ink cartridges can be removed without the franking machine running (e.g. in case the franking machine is defective and is to be send to the Customer Support).

- Take the stylus from its carrier behind the display.

- If necessary, turn the PostBase off.

The PostBase will complete any current actions and then switches off. The display light and PostBase button illumination go out.

- Unplug the power plug from the wall socket.

- Unplug the power cable from the power connection of the franking machine.

Opening for ink cartridge release

- Push the white slider next to the power socket on the PostBase in the direction of the arrow **and hold it**, thus allowing the manual removal of the ink cartridges.
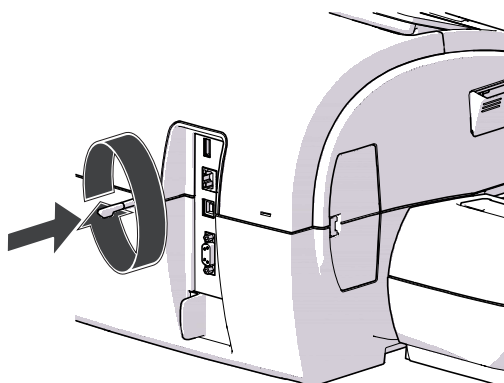
- Insert the stylus in the opening in the back of the franking machine.

- Rotate the stylus clockwise until the flap opens.

- Remove the ink cartridges as usual (see page 91).

12.9   Calibrating the touch screen

- Turn on the PostBase.

As soon as the screen displays PostBase logo:

- **Touch the display and keep your finger on it** until the calibration procedure starts.

- Follow the instructions on the display: Touch the points where the red circle symbol appears.

The PostBase will continue its start routine. The display is now calibrated.