

Clearing Jams

Troubleshooting Guide

RT3 Transfer Jams

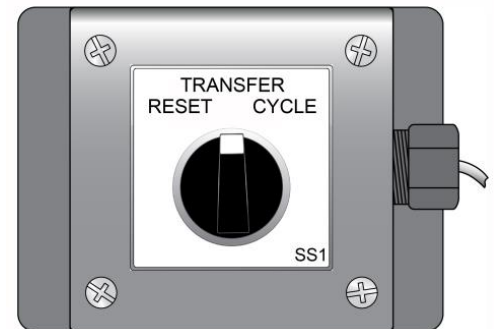
RT3 transfers are designed to prevent incorrect routing of packages. If a jam does occur, determining the cause and identifying the steps to correct it can be challenging. The following troubleshooting information should help when attempting to correct jams on the RT3 transfer.

Jam with a Box in Transfer

If a transfer stops with a box on it, determine if it is a jam. If the belts are up, the transfer is likely attempting to send the box downstream. Verify that both downstream zones are clear and unjammed. If they are, and the transfer is still not sending the box, it is likely a jam. Complete the following steps to clear it:

1. Remove the box from the transfer. Place the box upstream so that it will be rescanned.
2. Press the Restart button at a nearby E-Stop control station. This will tell the transfer to attempt to resume normal operation. If normal operation resumes, no further steps are required.
3. If normal operation does not resume, check the position of all of the surrounding photo-eyes. This includes the upstream zone eye, when applicable.
4. If there is a box in the upstream zone, clear it.
5. If normal operation still does not resume, a card fault could have potentially occurred. Contact Maintenance for diagnosis and repair/replacement.

RT3 Control Station



Place the switch in the Transfer position for normal operation.

Place the switch in the Cycle position to cycle the belts up and down.

Place the switch in the Reset position to begin the startup sequence. The RT3 will go through the entire sequence.

Jam without a Box in Transfer

A jam can occur when a transfer is told to expect a box but does not receive one. The transfer's control system will decide that the box was lost and cause a jam to allow an operator to intervene. If this occurs, complete the following steps to clear the jam:

1. Check the position of all of the surrounding photo-eyes. An out-of-position photo-eye can easily cause issues.
2. Press the Restart button at a nearby E-Stop control station. If boxes are in the upstream zone, watch to see if they are properly transferred. If no boxes are in the upstream zone, the transfer should restart. If the transfer is still expecting a box, it might jam a second time when no box is received. Pressing the Restart button a second time should fix the issue.
3. If there is an issue in the upstream zone, wait a few seconds and then press the Restart button. If normal operation resumes in the upstream zone but not with the transfer, press Restart again to place the transfer in a baseline state. If normal operation does not resume in the upstream zone, the zone might be faulted. Contact Maintenance for diagnosis and repair.

Jams Due to Faulty Transfer Mechanism

A jam can occur when the transfer mechanism fails to switch between the rollers and the belts. This is typically caused by the transfer becoming stuck in a non-home position while receiving a box. Generally, the box will be stuck on the center transfer while one of the side transfers is raised to receive a box. Alternately, if a side transfer failed to raise, the box might be stuck $\frac{1}{2}$ to $\frac{3}{4}$ of the way into the side transfer. Complete the following steps to clear a jam of this type:

1. Remove the box(es) from the affected transfers.
2. Move the switch on the RT3 control station to the Reset position. The transfer will run its startup sequence and should return to a normal state. Repeat this step on all jammed transfers.
3. Press the Restart button at a nearby E-Stop control station. This will tell the transfer(s) to attempt to resume normal operation. If normal operation resumes, no further steps are required.
4. If normal operation does not resume, press the Restart button a second time to clear the entry jam. This might have been caused by an upstream box being removed or an upstream photo-eye being flagged.
5. If normal operation does not resume, a card fault could have potentially occurred. Contact Maintenance for diagnosis and repair/replacement.