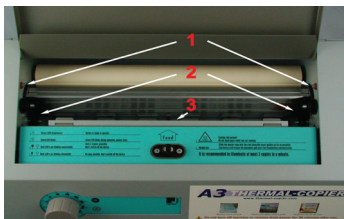


Protect Glass Roller for Transport

When transporting all Thermal-Copier systems, the Glass Roller inside the machine must be protected by inserting rubber (or similar) between the Glass Roller and the Roller Guides inside the machine.

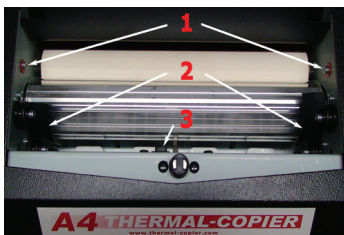
The process is fast and easy. Failure to insert proper protection prior to transport dramatically increases the risk of the Glass Roller breaking during any transport (not covered by warranty or service costs).

A3 Thermal-Copier models



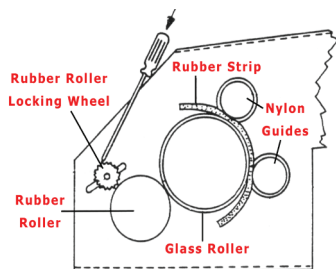
1. Open lid to expose the Glass Roller (pic. left).
2. With the machine powered on, press Feed Button (3) to rotate Glass Roller
 - This will centre the roller and prepare it for insertion of the protective strips
3. Turn the machine's power off, turn off mains power and unplug the power cord from both wall and machine (roll up and store with machine)
4. Press the Glass Roller forwards to relieve pressure against the Nylon Guides, then insert the bottom of the protective rubber strips (2) between the lower Nylon Guide.
5. With the lower guide protected, push the Glass Roller forward and slide the protective slip between the Glass and top Nylon Guide.
6. Repeat same process on the opposite side.
7. Tighten the transport locks to secure the Rubber Roller (1)
 - If unable to tighten lock, pack foam (bubble wrap) into the back of the machine behind the Rubber Roller to push it forward against the Glass to stop any movement.

A4 Thermal-Copier models



1. Open lid to expose the Glass Roller (pic. left).
2. With the machine powered on, press Feed Button (3) to rotate Glass Roller
3. Turn the machine's power off, turn off mains power and unplug the power cord from both wall and machine (roll up and store with machine)
4. Press the Glass Roller forwards to relieve pressure against the Nylon Guides, then insert the bottom of the protective rubber strips (2) between the lower Nylon Guide.
5. With the lower guide protected, push the Glass Roller forward and slide the protective slip between the Glass and top Nylon Guide.
6. Repeat same process on the opposite side.
7. Tighten the transport locks to secure the Rubber Roller (1)

VistaFax 1UF & 2UF models



- 1UF Model pictured and detailed below (for 2UF model open rear flap).
1. Open lid to expose the Glass Roller.
 2. Press the Glass Roller forwards to relieve pressure against the Nylon Guides, then insert the bottom of the protective rubber strips between the lower Nylon Guide.
 3. With the lower guide protected, push the Glass Roller forward and slide the protective slip between the Glass and top Nylon Guide.
 4. Repeat same process on the opposite side.
 5. Tighten the transport locks to secure the Rubber Roller
 - Some VistaFax models have a lever that must be lowered over the Rubber Roller prior to locking

Returning for Service or Repair



NEHOC are authorised service agents for the above three models and hold genuine parts in stock. If you feel your machine is damaged, needs service or not working correctly, firstly phone our service department on (02) 9979 9700 and speak to a service technician.

Where a machine must be returned, a NEHOC Return Authorisation Number (RAN) must be obtained prior to sending the machine back, or the machine may be returned to you.

Where returning a machine for service or repairs, please ensure to return with your machine:

- Power Cord - this will also be tested upon service
- Carriers - inspected and tested with your machine

All items will be returned upon completion of the machines service.

