

Troubleshooting DocuCards

Problem	Solution
DocuCards are not feeding at all. Registering tray jams.	Using a Tiltatron? NO: Too many DocuCards are in the feed tray. Take out some of the DocuCards and try again. YES: Adjust thumbscrew to obtain a flat stack.
DocuCards seem to jam more often than 4024 copier paper	DocuCards will jam more often than xerographic paper. You can expect the DocuCard jam rate to be about 1 jam in every 500 sheets.
There is excessive jamming and/or tearing in the duplex area or the inverter area (areas 8-11).	This is most often seen with the 2up WindoWell cards. If 11-108 jams check adjustment of the passive gate and other inverter and top transport components. If problem occurs with 2-up WindoWell cards: <ol style="list-style-type: none">1) Is card side of the DocuCard being printed first?2) Do 2-up non-window cards run successfully?3) Perform paper path timing diagnostics.4) Gather jam code information.5) Reduce machine pitch to 5 or less.
The DocuCards are not stacking well in the bins.	Using a Stackatron? NO: Too many DocuCards are in the bin stackers. Try running only 150 DocuCards to a bin, and autoswitch bins. YES: Clean belts and rollers. Verify correct sensor operation, replace as necessary. Check stepper motor operation for timing and speed. Check for improperly aligned metal guide plates.

Problem	Solution															
The printing near the edge of the card is blurred or absent.	Because of the thickness difference between the carrier sheet and the card, no transfer is possible around the edges of the card. Therefore, no printing will be possible 6.35mm around the inside or outside edge of the card. Please refrain from printing there.															
The print job is not even or does not fit on the card.	Product specifications allow for as much as 1.59mm (1/16 inch) deviation of the placement of the cards onto the sheet, .79mm (1/32 inch) deviation in the sheet dimensions themselves, and .79mm (1/32 inch) deviation in print placement on the card.															
The printing is flaking off of the card.	<p>Have the Xerox service representative verify that fuser temperature and contact arc are correctly set. The resulting contact arc impression and temperature tape should be retained to enable review if further problem solving is required. Nominal set points for some high volume printers with high conductivity fuser rolls are:</p> <table border="1"> <thead> <tr> <th><u>PRINTER</u></th> <th><u>FUSER</u></th> <th><u>CONTACT ARC</u></th> </tr> </thead> <tbody> <tr> <td>4135/4635</td> <td>375</td> <td>15.5</td> </tr> <tr> <td>4635MX</td> <td>395</td> <td>15.5</td> </tr> <tr> <td>DP180</td> <td>395</td> <td>15.5</td> </tr> <tr> <td>DP180MX</td> <td>415</td> <td>15.5</td> </tr> </tbody> </table>	<u>PRINTER</u>	<u>FUSER</u>	<u>CONTACT ARC</u>	4135/4635	375	15.5	4635MX	395	15.5	DP180	395	15.5	DP180MX	415	15.5
<u>PRINTER</u>	<u>FUSER</u>	<u>CONTACT ARC</u>														
4135/4635	375	15.5														
4635MX	395	15.5														
DP180	395	15.5														
DP180MX	415	15.5														
Sometimes when I peel off the card, the carrier sheet rips.	To guarantee that the card will not fall off accidentally, it has strong adhesive attaching it to the carrier sheet. The carrier sheet may tear when the card is peeled off.															

DocuCards frequently misfeed or produce paper path jams near the feeder.

Is plastic sheet guide installed in paper feed drawer? If not, contact Doug Gates at Xerox CAS for necessary part. Adjust Tiltatron to provide a slight up tilt to the card end of the sheet. If available, use alternate Tiltatron. Check feed tray level. Deviation of 2mm or may cause problem. Check tray height in fully raised position. Clean feed belts. Verify correct vacuum pressure.

The DocuCard does not work with my post-processing equipment.

Xerox Representatives will work with the manufacturers of the post-processing equipment in an attempt to enable the application. But please note that Xerox does not guarantee the performance of DocuCards in post-processing equipment.