

TITLE: Edge FX “Check Cassette” error

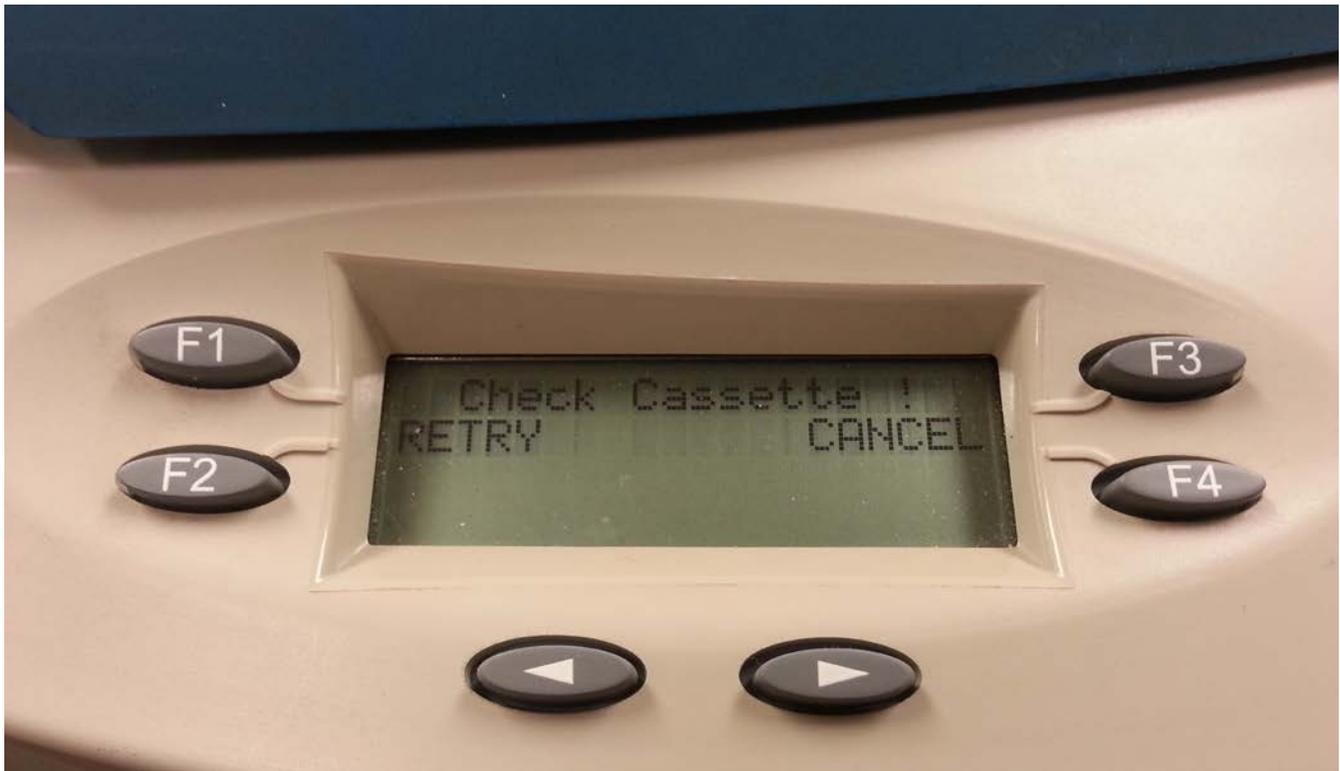
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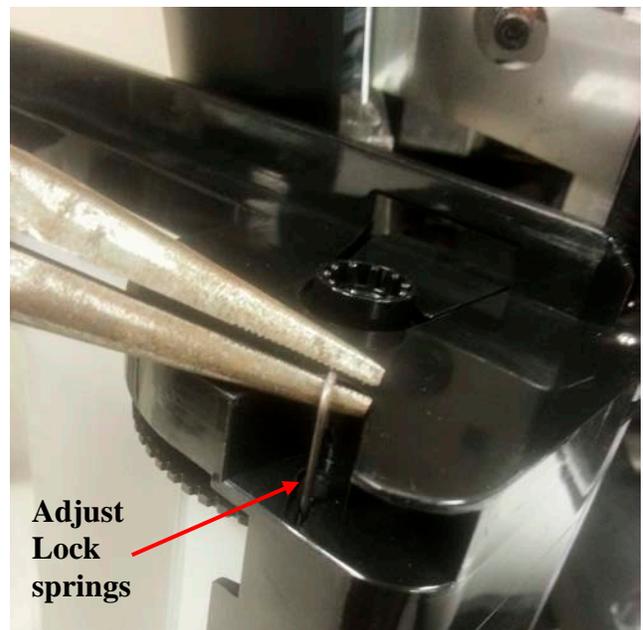
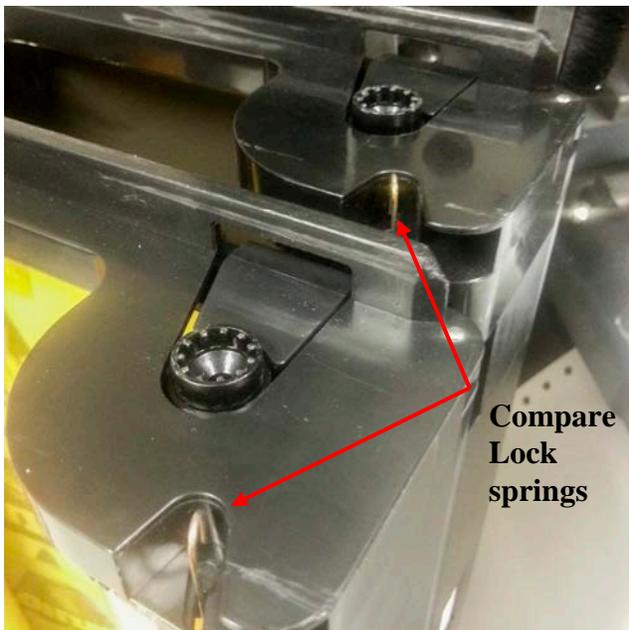
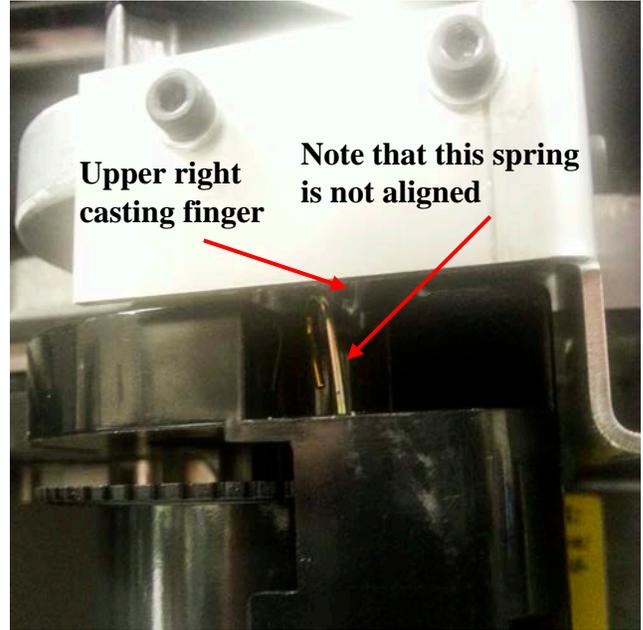
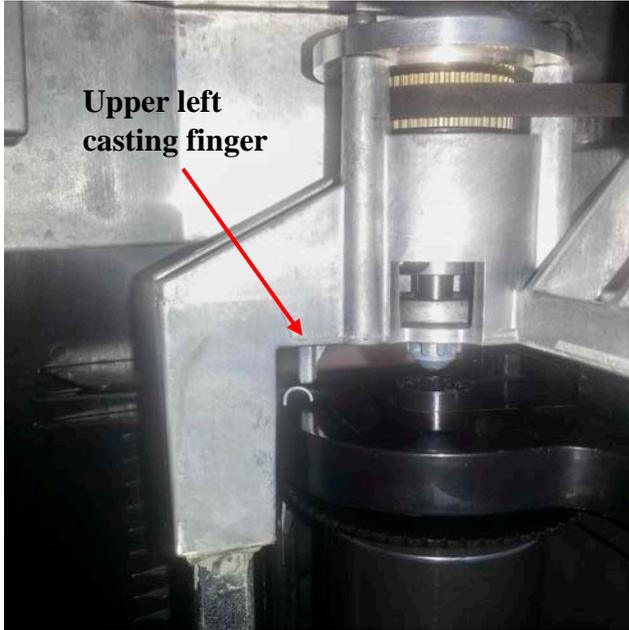
Summary: This document outlines causes and solutions for the error ‘Check Cassette’ on an Edge FX

ISSUE: Edge FX displays “Check Cassette” and fails to progress to print.**CAUSE:**

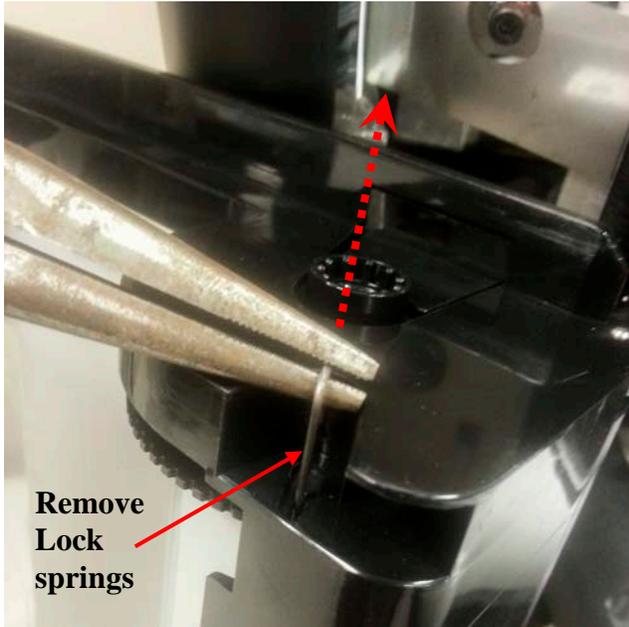
1. Bent cassette lock spring(s). This would be cassette specific.
2. Loose take-up clutch clamp screw(s) or broken screw in clutch clamp.
3. Loose foil motor clamp screw.
4. Failed foil motor or upper chassis cable.

SOLUTIONS:

1a. Bend cassette lock springs back to factory position by comparing with a working cassette and checking the alignment with the casting finger. See images below and use needle-nose pliers to adjust if needed. The first two images show where to look for the springs when the cassette is in the printer. The top right image shows a spring that is bent to the left and not aligned to the casting finger.

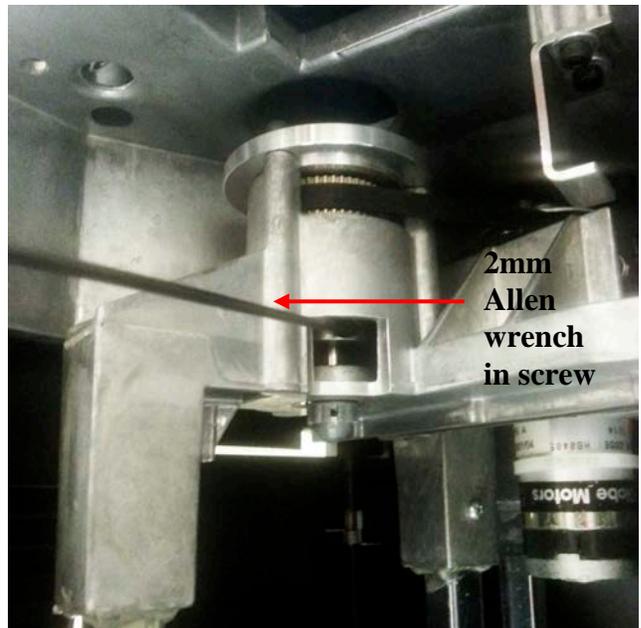
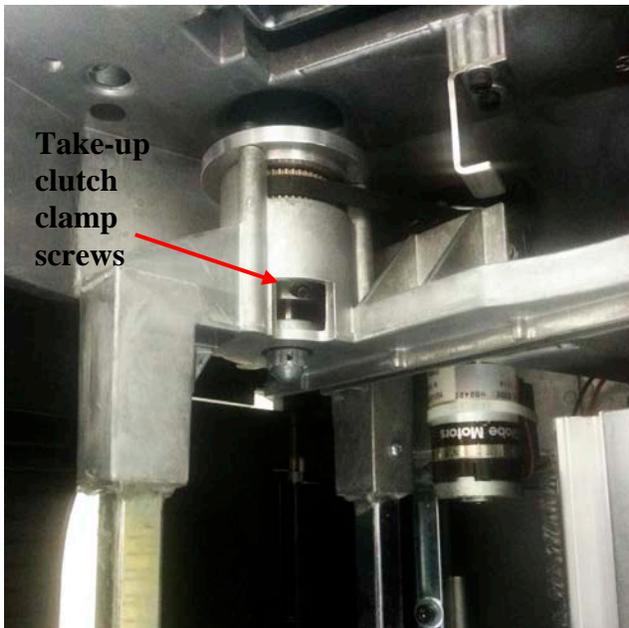


1b. Remove lock springs (pull out with needle-nose pliers) see image 1b below.

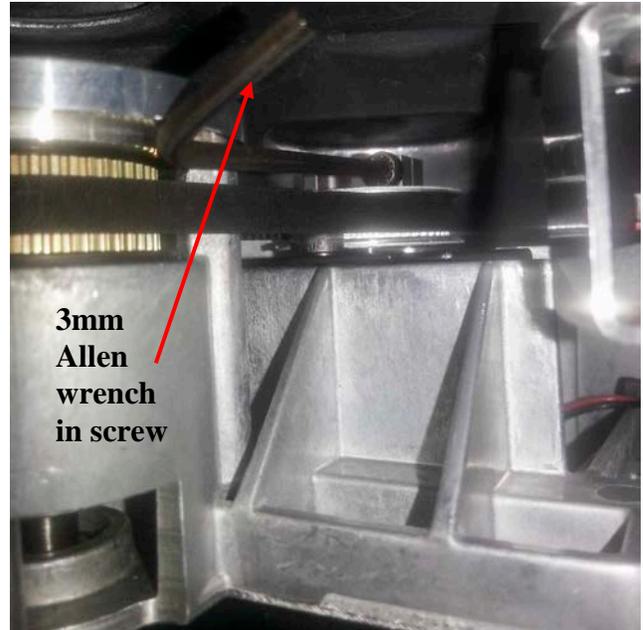
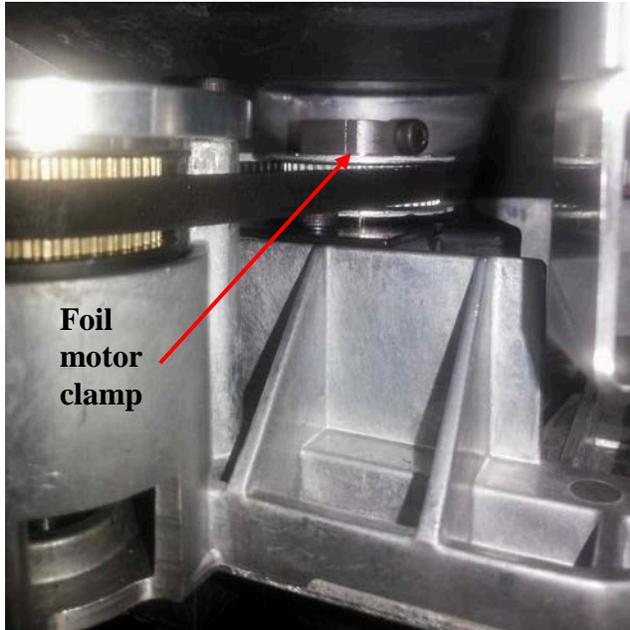


1c. Test with other cassettes and then replace cassette(s) as needed if steps 1a and 1b above did not resolve this cassette specific issue.

2. Check each clutch clamp screw to identify a clamp screw is loose with 2mm Allen wrench. If you find a loose screw remove and replace after applying drop of low strength threadlocker like Loctite 222. If the screws are broken replace the take-up clutch assembly.



3. Check foil motor clamp with a 3mm Allen wrench and tighten if needed. The images below show the clamp at top center and how the Allen wrench is used to tighten it.



4. Replace foil motor and/or upper chassis cable if needed. Contact Service at 800-828-5406 to confirm diagnosis and to get part numbers and directions to change these parts.