

Trouble Shooting Guide

Problem	Possible Cause(s)	Solution(s)
Belt blackening	• Frozen/stuck roller	• Free roller; reduce or eliminate steel-to-steel contact
	• Too much tension	• Adjust tension take-up
	• Load too high	• Change to a heavier mesh belt
	• Improper/inadequate cleaning	• Install continuous spray cleaning device on conveyor
	• Too much steel to steel contact	• Replace metal parts, where possible, with suitable plastic alternatives
	• Galling of belt surface	• Allow belt to “run-in” for several days before first clean
Excessive wear strip wear	• Abrasive cleaner used	• Install spray wash on belt to reduce grit build up
	• Load too high	• Increase the number of wear strips
	• Not enough wear strips / incorrect positioning	• Install more wear strips / correct positioning of wear strips
	• Wrong type of wear strips	• Consult Technical Sales
Belt not tracking properly	• Sprocket teeth mis-aligned	• Check alignment and adjust
	• Conveyor frame not square	• Check alignment and adjust
	• Drive shaft not aligned	• Check alignment and adjust
	• Uneven product loading	• Correct loading method
Excessive belt wear or poor belt life	• Contact with other equipment	• Eliminate contact
	• Too much or uneven tension	• Adjust tension take-up so it is equal on both sides of frame
	• Wrong type of wear strip	• Consult Technical Sales
	• Abrasive cleaner used	• Install spray wash on belt to reduce grit build up
	• Load too high	• Change to a belt with higher load capacity
	• Speed too high	• Reduce running speed
	• Frame not level	• Correct affected area
	• Sprockets not properly installed or aligned	• Check for correct sprocket arrangement and alignment - adjust if needed
Belt not hinging properly	• Belt components too tight (Standard gap)	• Remove components (eyelinks) from belt
	• Work temperature too high for belt	• Use different material or belt suitable for higher temperatures
	• Product on belt contains abrasive elements (Sugar sand, etc.)	• Use different belt style, clean belt (brush or blow off residue)
	• Belt drive location incorrect	• Make sure belt is being pulled not pushed

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Flights and/or side guards damaged	• Contact with other components/ equipment	• Eliminate contact, consider changes to conveyor or design of flights/sideguards
	• Insufficient clearance at transfer	• Adjust to allow for sufficient clearance
	• Uncontrolled loading (heavy weight dumped on small area)	• Adjust loading to take place in a controlled way equalised over belt width
	• Product jamming/blocking while being loaded	• Adjust loading process
Excessive wear of welded edges, torn off weld heads	• Edges in contact with conveyor frame	• Adjust belt location and tracking, consider use of guard strips at edges
	• Belt too wide for conveyor	• Reduce belt width
Eyelinks moving to one side	• Belt not running straight:	• Ensure correct belt tracking
	• Frame warped / shafts not in right angle	• Correct frame / adjust shafts to right angle
	• Uneven tension	• Adjust tension take-up so it is equal on both sides of frame
	• Sprockets not properly installed or aligned	• Check for correct sprocket arrangement and alignment - adjust if needed.
Belt running against conveyor frame	• Belt not running straight:	• Ensure correct belt tracking
	• Frame warped / shafts not in right angle	• Correct frame / adjust shafts to right angle
	• Uneven tension	• Adjust tension take-up so it is equal on both sides of frame
	• Sprockets not properly installed or aligned	• Check for correct sprocket arrangement and alignment - adjust if needed.
Underwire disconnects from eyelinks / falling off	• Underwires are in contact with drive components / blanks	• Use drive components / blanks suitable for use with Eye-Flex with eyelink panels using underwires
Product build up at sprockets	• Drive sprockets not suitable for application	• Consider replacing with cage roller