

Flat-Flex® Trouble Shooting Guide

Problem	Possible Cause(s)	Solution(s)
Joining clips breaking	• Alternative style sprocket arrangement used (sprockets in even spaces)	• Adjust to standard style arrangement (sprockets in odd spaces)
	• Belt improperly joined	• Reinstall following joining instructions
	• Clips and/or strands not straightened after joining	• Straighten any bent clips or strands using pliers
	• Sprockets not properly installed or aligned	• Check sprocket alignment and adjust if needed
	• Uneven tension	• Adjust tension so it is equal on both sides of frame
Belt surges	• Belt not supported on frame	• Install supports on return path
	• Load too high	• Change to heavier mesh belt
	• Uneven product loading	• Correct loading method
	• Wrong type of wear strips	• Change to different type / material / design wear strip
Excessive wear strip wear	• Abrasive cleaner used	• Install spray wash on belt to reduce grit build up
	• Load too high	• Change to heavier mesh belt
	• Not enough wear strips	• Install more wear strips
	• Wrong type of wear strips	• Change to different type / material / design wear strip
Damage to flights	• Product jamming on loader	• Check hopper/chute infeed sides and correct jamming
	• Flights getting caught on frame support	• Check for obstructions on frame and correct
	• Flights rubbing on return path	• Allow sufficient clearance with frame; indent flights
Belt edges curling up	• High temperature	• Use crowned belts (a specialty belt); Call Technical Service for information and pricing
	• Too much tension	• Adjust tension take-up
	• Belt joints unsupported	• Adjust sprockets/blanks/rollers to within 5mm of Z-bends
	• Load too high	• Change to heavier mesh belt
Belt not tracking properly	• Sprocket teeth mis-aligned	• Check alignment and adjust
	• Conveyor frame not square	• Realign conveyor frame
	• Support rolls not squarely aligned	• Realign support rolls
	• Drive shaft not aligned	• Realign following alignment instructions
	• Uneven product loading	• Correct loading method
	• Belt improperly joined	• Reinstall following joining instructions
	• Belt is "wrong side up"	• Reinstall belt with smooth side up

Problem	Possible Cause(s)	Solution(s)
Belt runs to one side	• Sprocket teeth mis-aligned	• Check alignment and adjust
	• Conveyor frame not square	• Realign conveyor frame
	• Support rolls not squarely aligned	• Realign support rolls
	• Transfer roll not functioning properly	• Change to grooved end roll
	• Drive shaft not aligned	• Realign following alignment instructions
	• Uneven product loading	• Correct loading method
	• Uneven tension	• Adjust tension so it's equal on both sides of frame
	• Belt improperly joined	• Reinstall following joining instructions
Belt wears edges	• Not enough clearance	• Realign conveyor frame
	• Conveyor frame not square	• Use collars on outside of bearings to prevent lateral shifting
	• Shafts not locked down	• Check alignment and adjust
	• Sprocket teeth mis-aligned	• Adjust clearance between belt edge and side rail to allow for heat expansion
	• Belt expansion from high temperature	• Adjust clearance between belt edge and on side rail
Belt slips on sprockets	• Insufficient tension	• Adjust tension take-up
	• Sprockets not properly installed or aligned	• Check sprocket alignment; adjust if needed
	• Worn sprockets	• Replace sprocket
	• Drive sprockets too small	• Replace with larger diameter sprockets from Wire Belt, or increase wrap
	• Insufficient belt wrap	• Increase wrap around drive sprockets up to between 120° to 180°
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 heavier mesh belt
	• Improper/inadequate cleaning	• Install continuous spray cleaning device on conveyor
	• Too much metal to metal contact	• Replace metal parts, where possible, with suitable plastic alternatives

Problem	Possible Cause(s)	Solution(s)
Excessive belt wear or poor belt life	• Contact with other equipment	• Eliminate contact
	• Support rolls not rotating	• Check bearing and replace if needed
	• Too much tension	• Adjust tension take-up
	• Uneven tension	• Adjust tension so it is equal on both sides of frame
	• End roll/reverse bend too small	• Check for correct minimum diameter
	• Wrong type of wear strip	• Change to a different type/material/design/wear strip
	• Abrasive cleaner used	• Install spray wash on belt to reduce grit build up
	• Load too high	• Change to a heavier specification belt
	• Speed too high	• Reduce running speed
	• Belt improperly joined	• Reinstall following joining instructions
	• Frame not level	• Correct affected area
Excessive sprocket wear	• Sprockets not properly installed or aligned	• Check for correct sprocket arrangement and alignment - adjust if needed.
	• Too much tension	• Adjust tension take-up
	• Abrasive cleaner used	• Install spray wash on belt to reduce grit build-up
	• Sprocket teeth mis-aligned	• Check alignment and adjust
	• Not enough drive sprockets	• Add more sprockets
	• Sprockets not properly installed or aligned	• Check sprocket alignment and adjust if needed
	• Load too high	• Change to heavier mesh belt
	• Belt speeds too high	• Reduce speed
Belt jumps on sprockets	• Shaft(s) bent	• Check shafts and replace if needed
	• Worn sprockets	• Replace using Wire Belt sprockets
	• Wrong size sprockets	• Replace with correct sprocket of correct dimensions for pitch and wire
	• Belt is "wrong side up"	• Reinstall belt with smooth side up
	• Product build-up between belt and sprockets	• Install wiper on return belt to prevent product getting trapped; install side guards on frame
	• Too much tension	• Adjust tension take-up
	• Incorrect drive shaft layout	• Reposition sprockets
	• Sprocket teeth mis-aligned	• Realign sprocket teeth using a straight edge
• Incorrect sprocket pitch versus belt pitch	• Replace by matching sprockets from Wire Belt Co.	