

Common Case Sealer Faults & Their Sources

A Quick Troubleshooting Guide



FAULT	TYPICAL SOURCE	TO FIX
"The case popped open after coming out of the sealer."	Glue compression – the glue was under-compressed, or the product gave the flaps no backup.	• Adjust the overhead position to increase compression pressure • If the product doesn't back up to the flap, glue may be the wrong choice
"The case got stuck halfway through the sealer."	Case dimensions – case is out of tolerance, often taller than the recipe allows, and the overhead sits too low to accommodate.	• Measure the case against the recipe you're running: if it's too tall, lift the overhead
"The machine faulted and threw up an alert about the tape."	Machine-sensed tape issue – tape issues show up as faults on the machine.	• Check the tape mechanism
"There were marks on the cases that came out of the sealer."	Witness marks – marks caused while moving through the machine, often due to overfill or loading errors.	• Look for issues upstream in the loading process
"We're finding belt material lying around the machine."	Continued running stalled case – a case stalled and the machine continued running, peeling the top surface off a side belt.	• Inspect and replace belts if needed, then check that case dimensions match loaded recipe
"Product isn't feeding in right," or "Product is tipping over."	Environment – the coefficient of friction changed with temperature or moisture.	• Readjust friction settings