

# ***PostMark 3010 Low-Volume Automatic Letter Opener***

Instruction Manual



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# Model 3010 Letter Opener



## Operators Manual

May 2015

# POSTMARK

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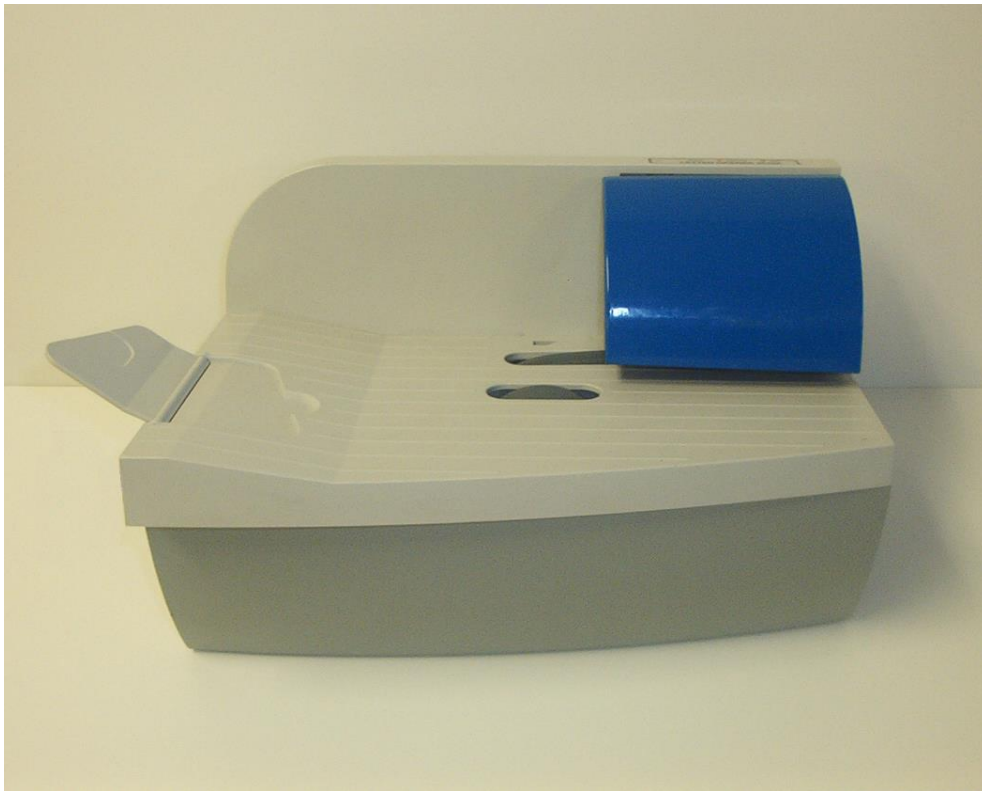
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# Model 3010 Letter Opener Operating Instructions

**Please read these operating instructions to ensure that your letter opener is used effectively and safely!**

*If after reading this manual you have unanswered questions or issues regarding your letter opener, please contact your local letter opener dealer.*



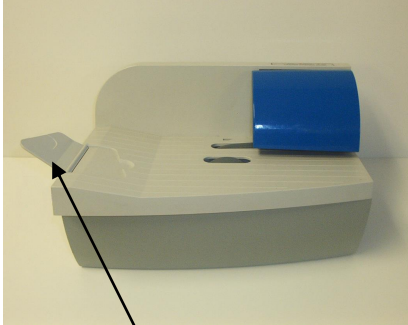
## Unpacking/Disposal

It is recommended that you save the box and packaging in which your machine arrived. If the machine ever needs to be shipped for maintenance, the correct sized box and packaging will protect it during shipping.

**Please Note: Because of Electrical Hazard and possible damage to the machine, the cabinet on your letter opener should only be opened by a trained technician**

# General Operating Instructions

## Setting Up Your Letter Opener



Feed Extender

The 3010 letter opener should be placed at a height that is comfortable for the operator. An adjustable table or chair is useful in positioning the letter opener.

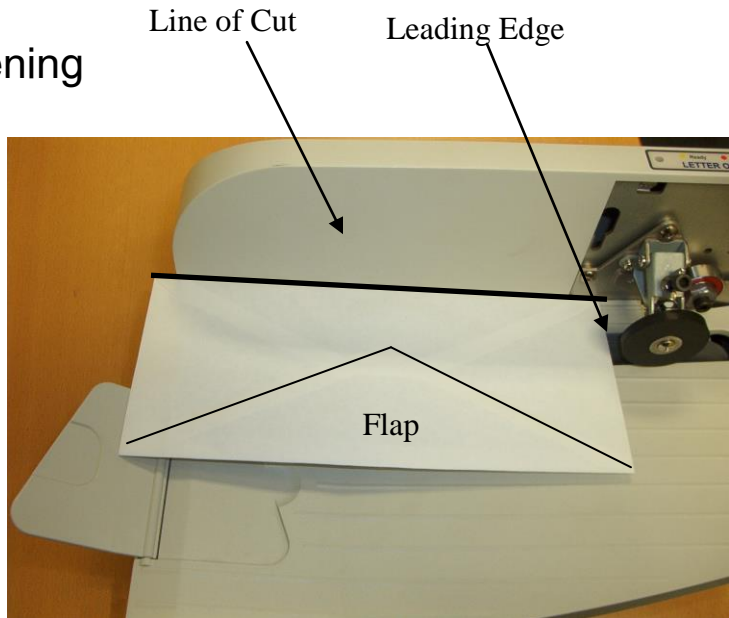
If you need to extend the length of the hopper, you can flip up the feed extender as shown in the picture.

## Preparing the Mail for Opening

If mail is not properly prepared, the edge of the contents may be cut along with the envelope. You may open several different sizes of mail simultaneously. For best results, please take care to prepare mail as follows:

### **Remove any foreign objects such as:**

- o Paper Clips
- o Rubber Bands
- o Staples



**Foreign objects will damage the Cutting Blade or Feed Belts and may void your warranty.**

With all envelopes facing flap down, gently tap the envelopes to shift contents away for the line of cut. This is to prevent unwanted cutting of contents.

Now realign envelopes so that all the edges to be opened, as well as all leading edges are aligned.

## Start/Stop

Plug the cord first into the Power Supply Socket, then into wall outlet.

Turn the letter opener to the ON position ("1"). The mail will now begin feeding.

ON/OFF  
Switch

Power Supply  
Socket

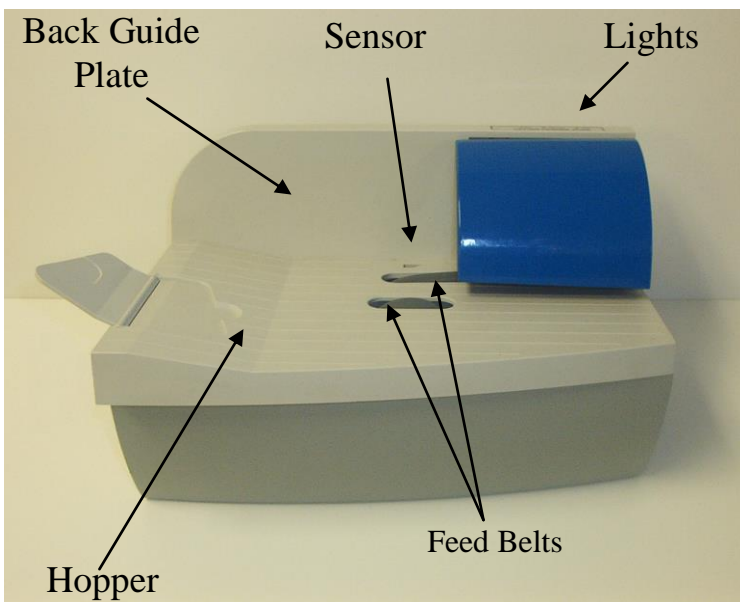


Keep fingers, jewelry and long hair away from the feed belts while operating the machine.

When not in use, make sure to turn the letter opener to the OFF position

## Operating Your Letter Opener

On the top of the letter opener, there are lights that can help you in running your letter opener.

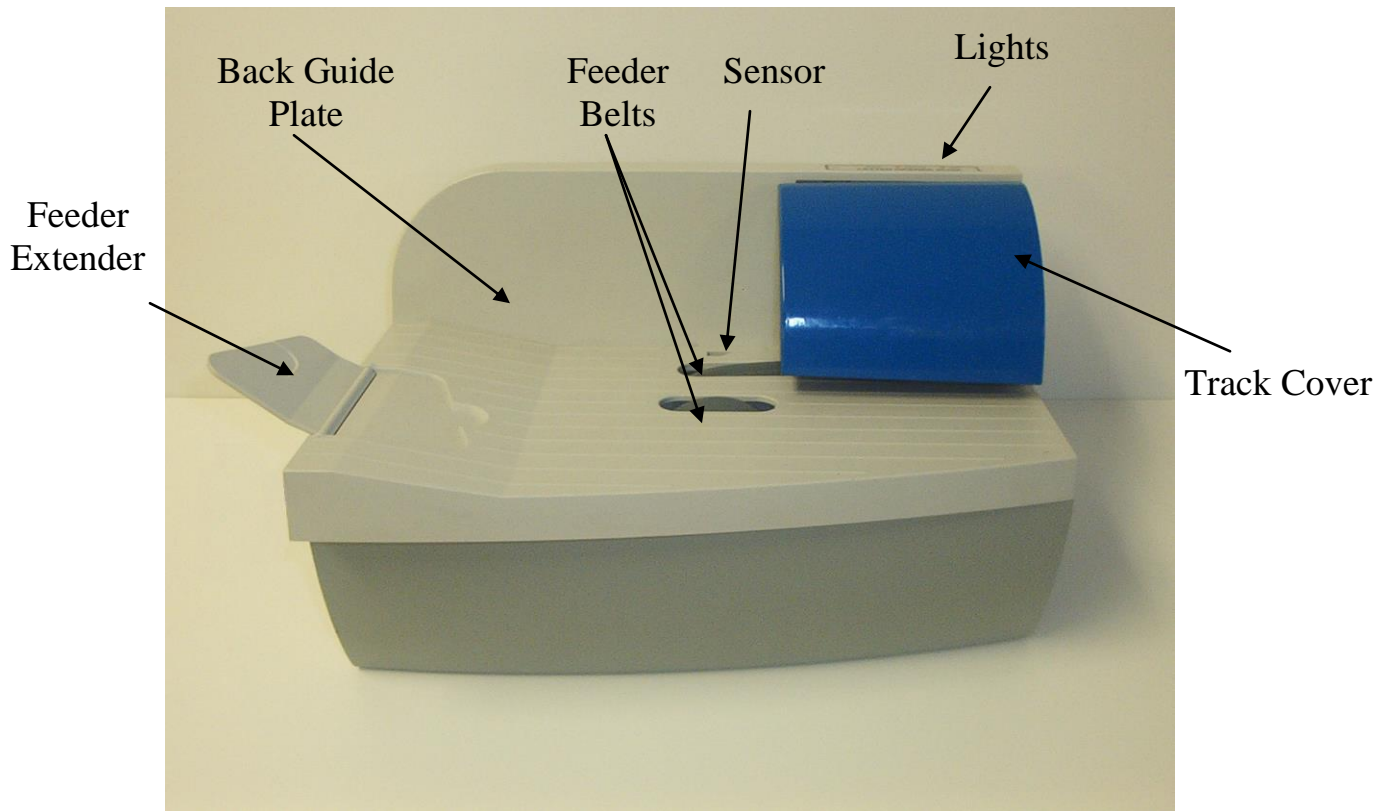


- Place mail on hopper so that all pieces are flush against the Back Guide Plate.
- Make sure leading edge of the mail is resting on the Feed Belts, and the mail is covering the sensor.
- If the sensor is not covered, the machine will not run.

Your letter opener should now be ready to accept mail, and is ready for power.

## Large Envelopes

If you are going to run large envelopes through this opener, you will have to flip up the Feeder Extender. It is easier for large envelopes to jam, therefore running less envelopes at one time makes it harder for the letters to jam.



*Upon completion of setup and operation, your Postmark Model 3010 Letter Opener should look similar to the above. A properly set up and maintained Postmark Model 3010 Letter Opener can open around 18,000 envelopes per hour. See Troubleshooting / Machine Maintenance for more details.*

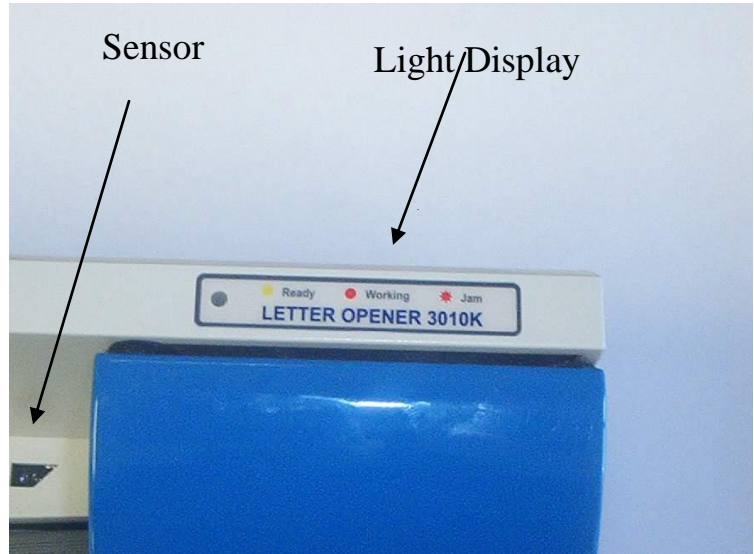
# Troubleshooting / Machine Maintenance

## Machine Won't Start

If after switching the power on your Model 3010 does not appear to be operating, there are a few things to check. The first item to check would be the lights at the top of the machine. Knowing what each of these lights mean, helps you diagnose why your letter opener isn't running properly

### What to check:

- No light
  - Track Cover
  - Fuse
- Green Light
  - Sensor
- Solid Red
  - Drive Belts
- Blinking Red
  - Envelope Jam



Checking the color of the lights on top of the machine is the best way to determine why exactly your letter opener is not running properly.

## Track Cover

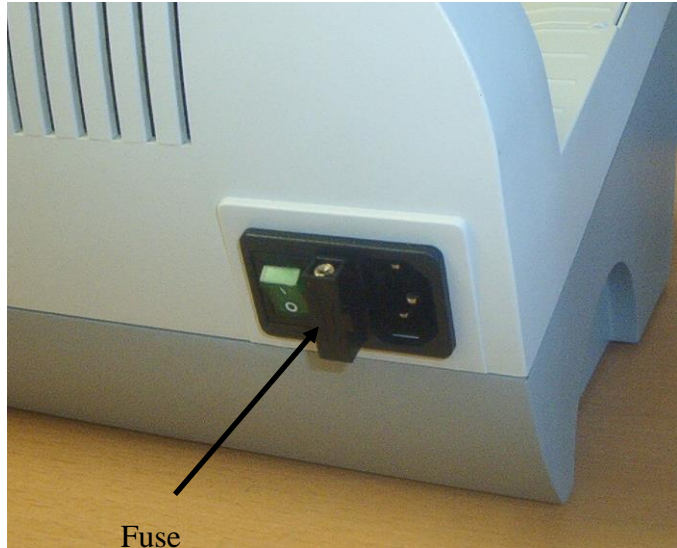
1. First, switch the power to the OFF position and clear away any mail from the opener.
2. Check to make sure the Track Cover is seated all the way down. The Model 3010 is equipped with a safety switch to ensure that the machine will not operate if the cover is off, or loose.
3. Switch the power to the ON position.

# Troubleshooting / Machine Maintenance (continued)

## Fuse

The Model 3010 Letter Openers are protected by a 3 Amp, 250 Volt fuse. The machine will not operate if the fuse is blown or missing. To check the fuse:

1. Switch the power to the OFF position and clear any mail from the opener.
2. Remove the Power Cord from the Power Supply Socket.
3. Pull out on the tray located just to the left of the Power supply Socket.
4. Remove the fuse for inspection. There should be a single thin piece of metal that runs along the center of the fuse. If the metal strip is burnt out or broken anywhere inside, replace the fuse.
5. Slide tray back into Power Supply Socket and reattach the Power Cord.
6. Switch the Power to the ON position.



## Sensor

Check the sensor to make sure it is being covered by the envelopes. If the sensor is not being covered by mail, the light on the top of the machine will be green. Once the machine senses the envelopes, the light should turn solid red. If there are letters covering the sensor and the light is still green, you will need to contact your local dealer for authorized service.

## Drive Belt

If you can hear the motor running inside your Letter Opener but the Feed Belts are not moving, it is likely that the Drive Belt is broken or off. You will need to contact your local dealer for authorized service.



# Troubleshooting / Machine Maintenance (continued)

## Cleaning the Feed Belts

During normal use, your letter opener will accumulate dirt and dust along the Feed Belts. To maintain maximum efficiency and ensure correct operation it is recommended that the belts be cleaned regularly.

## Clearing an Envelope Jam

If an envelope should become jammed in the machine, follow these simple steps for removal:

1. Turn the machine off and disconnect the power supply.
2. Remove the blue track cover. (lift up and pull out)
3. Pull the jammed envelope through the track in the direction of exit.
4. Replace the track cover securely.
5. Re-connect the power cord.

Envelope jams usually occur when the machine is running fast, or large envelopes are being run through. If envelope jams seem to occur too frequently, turning down the speed would decrease your risk of a jam. You should also separate any large envelopes and run those separately. The faster an envelope travels, the more likely it is to jam. Turning down the speed will insure a consistent cut.

***NOTE:*** *The track cover is connected to a safety switch. The letter opener will not run unless the cover is securely replaced.*

## Irregular or Partial Opening

A few things can lead to your mail being improperly opened. Most commonly, this is due to improper feeding, and unclean Feed Belts.

In the unlikely event that your mail is still not being properly opened, it is possible that the cutting knife is out of adjustment or has been damaged. You will need to contact your local dealer for authorized service.

## Any and All Other Repairs

Should your machine require additional repair, please contact your local dealer. All repairs are to be made by a trained technician only.

The Letter Opener should only be opened by a trained technician


## Product Information

Maximum Speed:	18,000 envelopes per hour
Maximum Envelope Thickness:	3/16" / 4 mm
Dimensions (H/W/D):	7"x13"x9" / 180x330x215mm
Shipping Dimensions (H/W/D):	
Net Weight of Opener:	
Shipping Weight:	10 lbs. / 4.4 kg
Power Supply:	115V - 60 Hz / 220V-50 Hz



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PRODUCT:	Letter Opener
MAKE/MODEL:	Model 3010
DESCRIPTION:	Electrically Driven Letter Opener