



**FD-13**

**FD-15**

**FEEDER**

**USER MANUAL**

neopost<sup>®</sup>



Products presented in this guide are conform to requirements of directives nbr 2006/42/EG and 2004/108/EG.



Neopost has implemented a program for the recycling of worn machines and machines at the end of their lifetime. Contribute in a responsible way to the environmental protection by consulting your retailer internet site, or by contacting him. He will inform you of the collection and treatment processes of these machines.

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# 1 Introduction

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In order to ensure both long service life of the FD-13/FD-15 and its components, as well as safe conditions of use, we recommend that you read carefully and comply with the operating instructions and safety notes. Always be aware of all warnings and notes that are affixed to or printed on the machine itself.

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All persons who are to handle this machine must also be familiar with the operating manual. Store this manual in a safe place where it is easily accessible for future reference at any time.

## 1.1 Pictograms

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**General warnings**

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**Warning of danger from electricity or electrical shock**

---



**Warning of possible fire**

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**Information / Note indicating important information regarding the handling of the machine.**

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## 1.2 Notes for use of this manual

This manual is structured chronologically, and therefore ordered sequentially from the receipt of the machine packed up to its ready-for-use state.

If you are unfamiliar with the machine, it is best to read through the manual from beginning to end, where you can follow easy step by step instructions to allow you to fully and correctly operate the machine.

If you are already familiar with the FD-13/FD-15, it will make things easy if you to use this manual as a reference work.

### 1.3 Terms and abbreviations

This User Manual uses the following terms and abbreviations related to the Neopost FD-13/FD-15:

- media width = expansion of the print media in transport direction.
- media height = expansion of the print media across the transport direction.
- media thickness = thickness of the medium. The gap between the feeder rollers and the separator roller has to be set accordingly.
- feeder roller = roller with a soft rubber coating which pulls the lowest sheet out of the stack towards the ejection rollers.
- separator rollers = fixed rollers made out of PUR composite. They hold back the media lying above the sheet to be separated.
- ejection roller = roller with a rubber coating that transports the separated sheet out of the stack.

## 2 Safety notes

Prior to initial operation, please carefully read the following instructions for the sake of both your own safety and the feeder operating safety. Always observe any warnings and instructions directly attached to the device. Keep this manual available in order to be able to check back at any time.

### Disregarding this manual may cause

- electric shock,
- injury by being drawn into the transport belt or transport rollers,
- damage to the equipment.

### 2.1 General safety notes

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#### Caution!

Please read these notes with care.  
Keep this manual for future reference.  
All notes and warnings found on the machine are to be followed.

---

#### Setting up the machine

A safe, level position is necessary, when installing the machine. Injuries may be caused by tipping, rolling away or falling. The machine is to be protected from moisture. The machine is not suitable for outdoor use.

#### Electrical Hazards

The power cable must only be connected to a socket with protective grounding contact! The protective effect must not be compromised by the use of an extension cable without a protective grounding conductor. All interruptions of the protective grounding conductor, within or outside of the machine, are prohibited. When fuse failure occurs, electrical machine parts can still carry voltage. When making the connection to the mains power, be aware of the connection values on the rating plate. Run the power cable in such a way, that no one can trip over it. Do not place any objects on the power cable. When the machine is not in use over a long period of time, it should be disconnected from the power supply in order to avoid any damage in the event of a voltage surge. Protect the device from moisture. When moisture enters the machine, there is a danger of electrical shock. Never open the machine. For reasons of electrical safety, the machine should only be opened by authorized service personnel.

**Operating safety**

Never put your hands inside the machine when it is running! There is a danger that injuries can occur through being pulled in and being crushed on the transport belt or the rotating rollers. In addition, keep long hair and parts of loose clothing away from the machine while it is in operation.

In order to prevent damage to the machine, only factory authorized accessory parts should be used.

**Cleaning the machine**

Prior to cleaning the machine, it should be disconnected from the power outlet. When cleaning the machine, do not use liquid or spray cleaners, but only a cloth dampened with water.

Additional information concerning the cleaning of the device can be found in chapter „Maintenance and support“.

**Machine inspections only by authorized Service Partners!**

In the following cases, you should unplug the machine from the power outlet and contact an authorized service technician:

- When the power cable or its plug is worn or damaged.
- When water or other liquid has entered the device.
- When the device has been dropped/knocked over or the housing is damaged.
- When there is a significant change in the performance of the machine.

**Spare parts**

When repair work is carried out, only original spare parts or spare parts approved by the manufacturer may be used.

**Repairs**

Do not disassemble the machine any further than it is described in this manual. The opening of the machine by unauthorized personnel is not permitted. Repairs may only be carried out by authorized service personnel.

**Modification is not permitted**

For safety reasons, your own reworking and modifications to the machine are not permitted.



Please contact your authorized Neopost dealer or service partner, for all questions relating to service and repair. In this way, you ensure the operational safety of your machine.

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## **2.2 Location of the feeder**

Be aware when installing the machine that it must stand on a smooth and level surface that is larger than the feeder.

When placing the machine, make sure that there is enough clearance around it, so that you can access all connections easily.

The floor space for the feeder must be sufficiently stable. The tipping over or falling of the machine can lead to injuries, as well as damage to the machine.

When selecting the installation or storage location for the feeder, keep in mind that it must be protected from strong temperature and humidity changes, direct sunlight and excessive heat.

The feeder must not be subject to vibrations or shocks.

Install the feeder near a power outlet, so that the power cable can be disconnected trouble-free at all times.

## **2.3 Disposal**

The feeder may not be disposed of in the conventional manner of household waste. Please dispose the feeder in accordance with the regulations in force.

## 3 Scope of delivery and assembly

### 3.1 Scope of delivery

- 1 x Neopost friction feeder
- 1 x stacking plate
- 1 x paper feed ramp with mounted slide 'wide' (runner)
- 1 x additional slide 'narrow' (for narrow material)
- 2 x paper side guides 13" (for left and right side)
- 1 x roller support kit
- 2 x wedges (small support guides for small paper formats)
- 1 x serial cable for connection to a Neopost print system
- 1 x open 5-pin emergency stop connection cable
- 1 x emergency stop connection cable for Neopost printers
- 2 x emergency stop strapping plugs type 'In/Extern'
- 1 x emergency stop strapping plug type 'Out'
- 1 x grounding cable flat/flat
- 1 x grounding cable eye/flat
- 1 x power cable
- 1 x CD-ROM with user manuals

#### **Neopost 15" Feeder only:**

- 2 x paper side guides 15" (for left and right side)

### 3.2 Delivery

The Neopost FD-13/FD-15 is delivered in appropriate packaging so that it reaches its destination without damage via a regular mode of transport.

Transportation and storage should be carried out in suitable condition. That means an ambient temperature between +10°C and +31°C at 20-80% relative humidity (non-condensing). Conditions outside of these ranges may harm the machine. Damages from wrong transportation and storage conditions may not be visible on the packaging.

If the feeder has to be shipped again, please retain the packaging. If the packaging is no longer needed, then please dispose it in an environmentally suitable manner.

### 3.3 Device overview

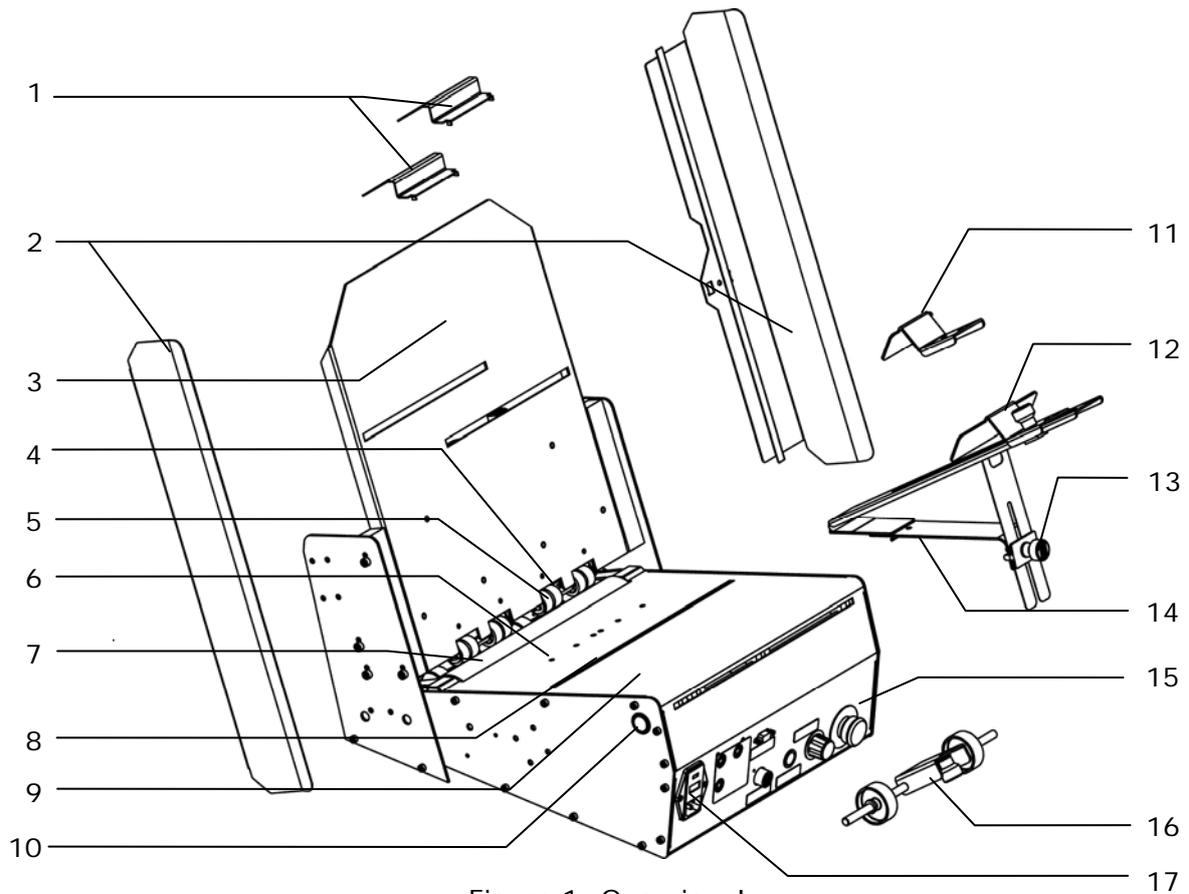


Figure 1: Overview I

1	Wedges	10	Green release button
2	Paper side guides	11	Slide 'narrow' (runner)
3	Stacking plate	12	Slide 'wide' (runner)
4	Passive rollers (loose)	13	Knurled screw for paper feed ramp
5	Separator rollers (fixed)	14	Paper feed ramp
6	Holes for wedges	15	Control panel
7	Feed roller	16	Roller support kit
8	Slot for paper feed ramp	17	Power input with on/off switch
9	Contact plate		

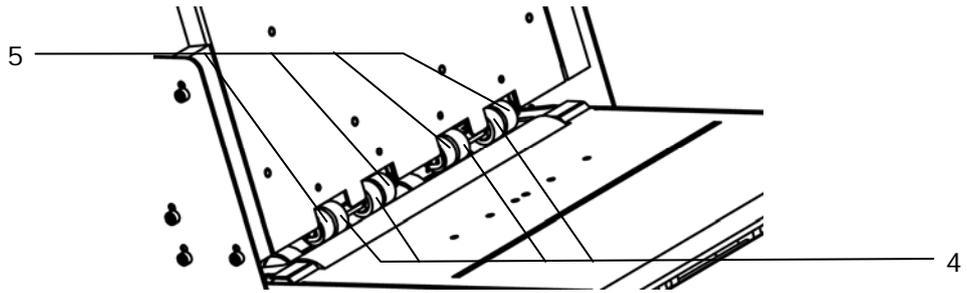


Figure 2: Separator rollers, passive rollers

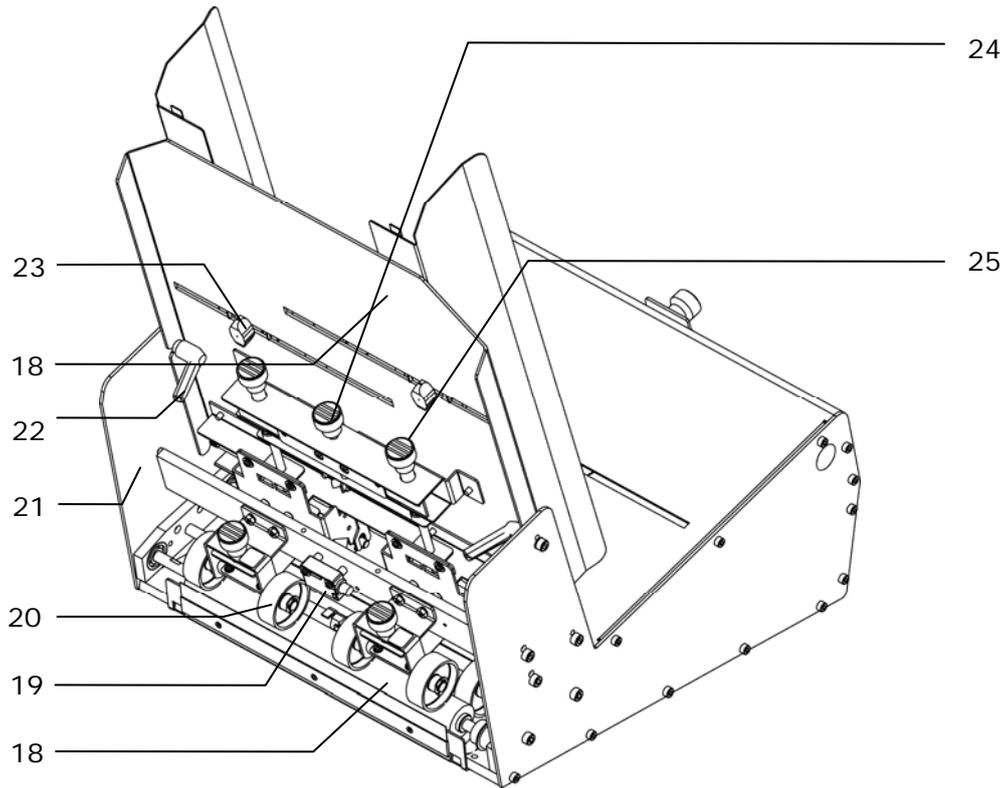


Figure 3: Overview assembled

18	Ejection roller	22	Clamping lever
19	Paper sensor	23	Wing screws of the paper side guides
20	Contact rollers	24	Separation lock knob
21	Side plane	25	Separation adjustment knob

### 3.4 How to mount the stacking plate and the guides

#### Mounting the stacking plate

The stacking plate can be removed for transport or maintenance reasons. The plate has to be engaged with the feeder.

- Loosen both clamping levers inside the side panels until a gap of about 2.5 mm is created.
- Place the stacking plate with its two recesses above the pins inside the side panels (see arrow pointing downwards in Figure 4).
- Now tip the stacking plate toward the loosened clamping levers and engage the plate with them (see curved arrow in Figure 4). Tighten the clamping levers. You may have to pull and release the levers several times in axial direction, while fastening them step by step.

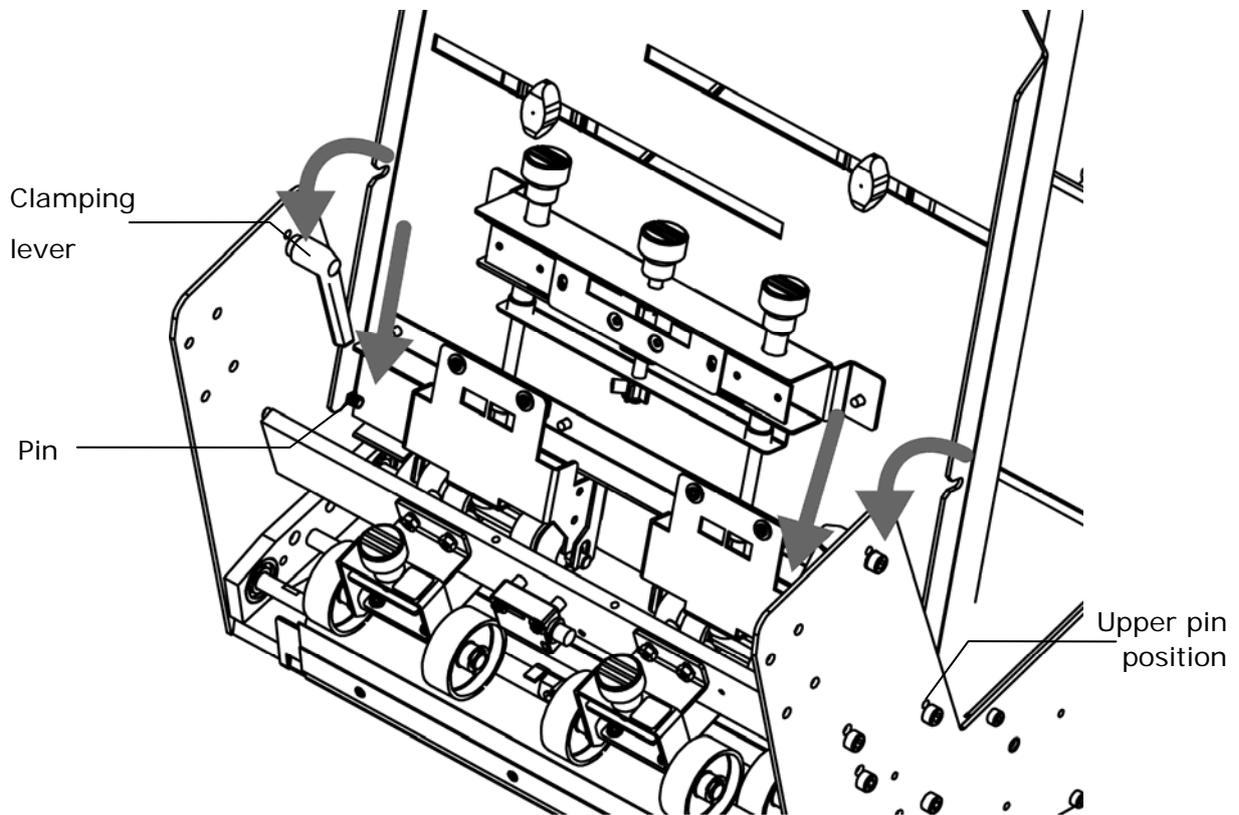


Figure 4: Assembly of the stacking plate

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### Conversion of the stacking plate for feeding thick material



For materials thicker than approx. 6 mm / 0.25", the two pins of the side plane and the clamping levers may be mounted in an upper position (see Figure 4). Just unscrew them and mount them into the secondary holes in the side plane. You may need a hexagon socket screwdriver for that.

Please consider that with the pins being in the upper position, no material thinner than approx. 6 mm / 0.25" can be separated. You need to switch back the pins to the lower position.

---

#### Mounting the paper side guides

- Unscrew the wing screws of the paper side guides.
- The two paper side guides are identical and can be mounted on both sides of the plate. Place one guide on the left and one on the right side of the stacking plate.
- Put back on the wing screws and adjust the position of the guides before tightening the screws.

#### Mounting the paper feed ramp

- Place one or two wedges (according the size of the media) into the holes of the contact plate.
- Loosen the knurled knob for the paper feed ramp. Don't unscrew it completely.
- Insert the ramp into the slot of the contact plate. Tilt the ramp and thread the flexible sheet into the gap between the small bracket of the knurled screw and the device itself.
- Put the paper feed ramp into its lowermost position and tighten the knurled knob.

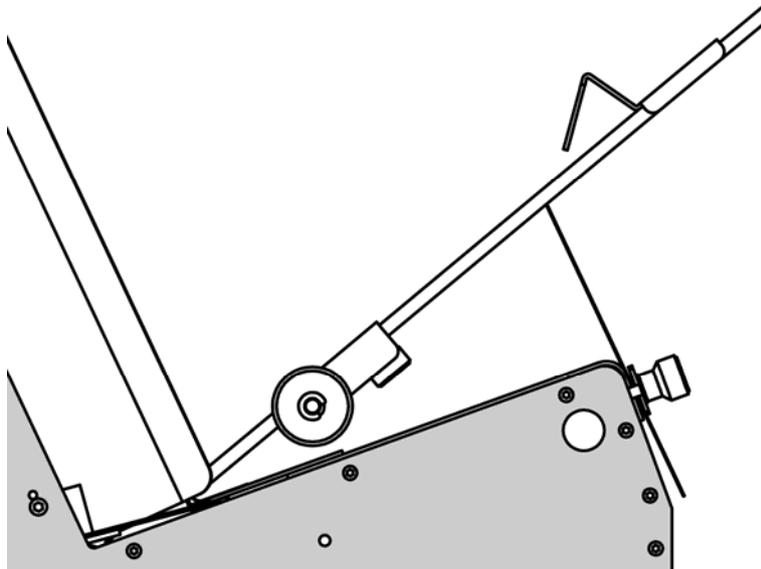


Figure 5: Mounted paper feed ramp

## 4 Description of device

The Neopost FD-13/FD-15 is a versatile friction feeder for separating various materials like cards, selfmailers, brochures or envelopes. It can feed materials to devices like print systems, labeling machines or conveyor belts.

It is designed for professional use at high media throughputs. The paper separation settings can be changed easily, due to it's various adjustment possibilities. Furthermore there are accessories to improve the feeding of special materials.

The Neopost FD-13/FD-15 has two different operation modes. If connected to a Neopost print system (via serial cable) it goes into online mode and therefore is controlled by the printer. If the feeder is used in standalone mode, the user can start and adjust the transport speed as needed.

There are two different versions of the Neopost Feeder available. The FD-13 13" Feeder and the FD-15 15" Feeder.

This User Manual is valid for both Feeder versions.

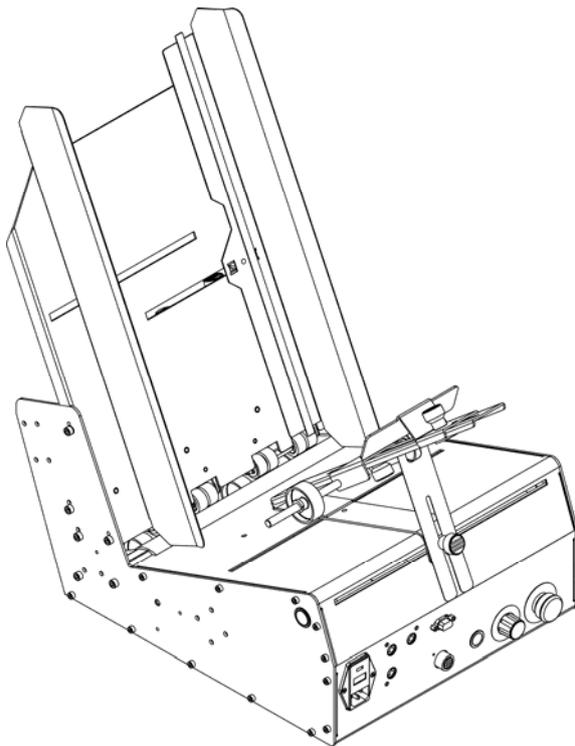


Figure 6: The FD-13 13" Feeder

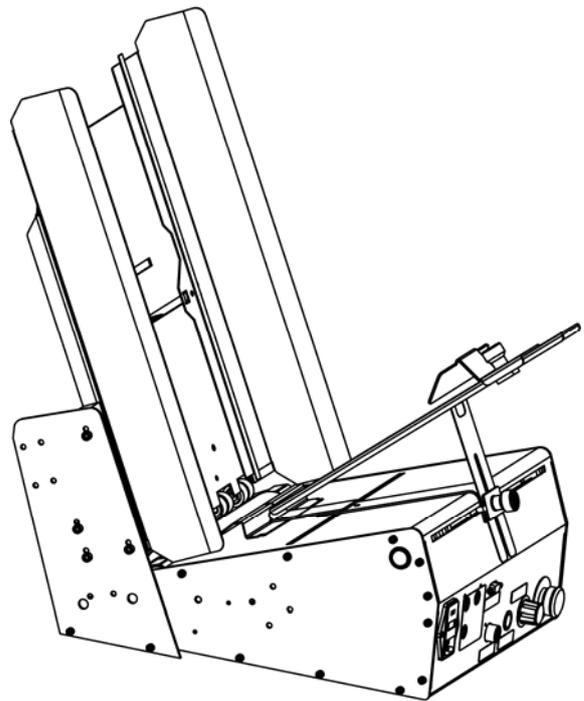


Figure 7: The FD-15 15" Feeder

### 4.1 Description of functions

The Neopost FD-13/FD-15 is a device to separate single sheets of paper out of a stack, using the friction between the feed roller and the lowermost media of a the stack.

The drawing force of the feed roller and therefore the friction depends on the size, the surface and the weight of the products. To improve and support the separation of the products, the paper pile can be tilted using the paper feed ramp. This shifts the center of gravity of the stack toward the feed roller and therefore increases the friction between the roller and the media.

A small adjustable separation gap makes sure that only one piece of paper is separated from the stack. This is done by the separator rollers. These fixed rollers hold back the paper stack, while letting the lowermost product pass. This separation gap has to be set to the thickness of the media by the user. The gap can not be adjusted dynamical, therefore the device can not separate material with mixed thicknesses in one paper pile.

The paper will be transported and ejected by the ejection roller. The contact rollers stabilize the ejection of the products, while the paper sensor controls the gap between each fed paper. The media leaves the feeder at an angle of about 25° to the horizontal.

The transport speed can be set stepless up to a maximum of 2.0 m/s. If the feeder is connected to a Neopost print system, the transport settings are controlled directly by the printer (online mode via serial cable). Furthermore there is the possibility to use an emergency stop connection, that allows the user to instantly stop all devices by pressing only one emergency stop button.

The roller support kit that is within the scope of delivery can be used to support the feeding of wide format products. The wedges improve the feeding of small format papers.

## 4.2 Control panel and interfaces

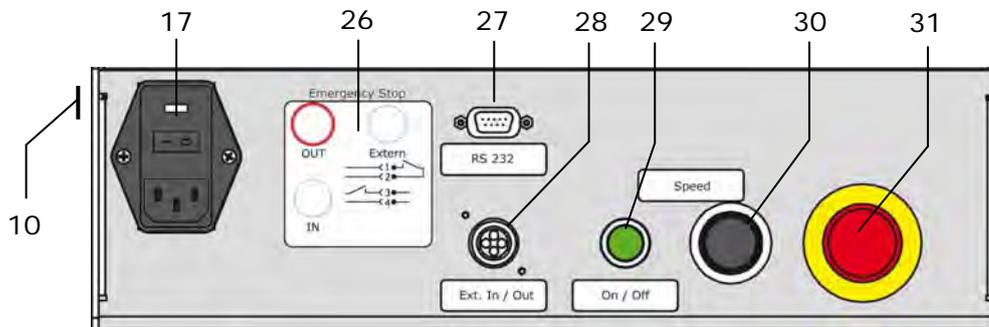
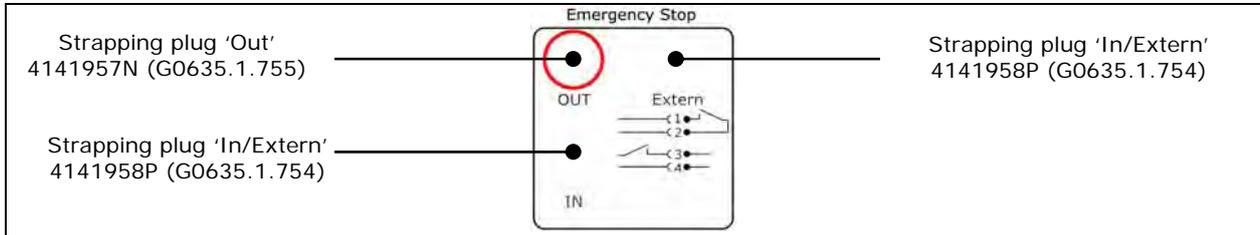


Figure 8: Control panel

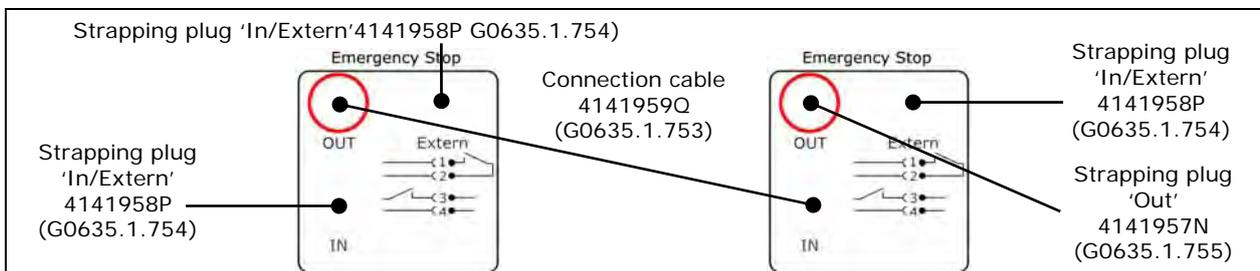
10	<p><b>Green release button</b> (concealed)</p> <p>Release button that has to be activated, if the Emergency Stop button was pressed.</p>
17	<p><b>Power input with on/off switch</b></p> <p>Power input module with integrated on / off switch.</p>
26	<p><b>Emergency Stop connection</b></p> <p>Interface for the emergency stop connection (see chapter 4.3 Emergency stop connection, on page 20).</p>
27	<p><b>RS 232 serial interface</b></p> <p>With this interface the main functions of the feeder (Start, Stop, Speed, gap control) can be controlled by a Neopost print system.</p> <p>Connection via standard RS 232 PC cable (crossed, D-Sub-connector, 9 Pin female-female).</p>
28	<p><b>Ext. In/ Out</b></p> <p>With this interface the transport functions (Start, Stop) of the can be controlled by an external signal. See chapter 9.2 Pin assignment EXT In/Out, on page 41 for details.</p>
29	<p><b>Start / Stop button</b></p> <p>Start and Stop control of the feeder. Only activated in stand-alone mode.</p>
30	<p><b>Speed control knob</b></p> <p>Speed control of the paper transport of the feeder. Only activated in stand-alone mode.</p>
31	<p><b>Emergency stop button</b></p> <p>Press this button to perform an emergency stop. If the feeder is connected to a Neopost printer via 'Emergency Stop connection', all devices will stop simultaneously (see chapter 4.3.5, on page 21).</p>

## 4.3 Emergency stop connection

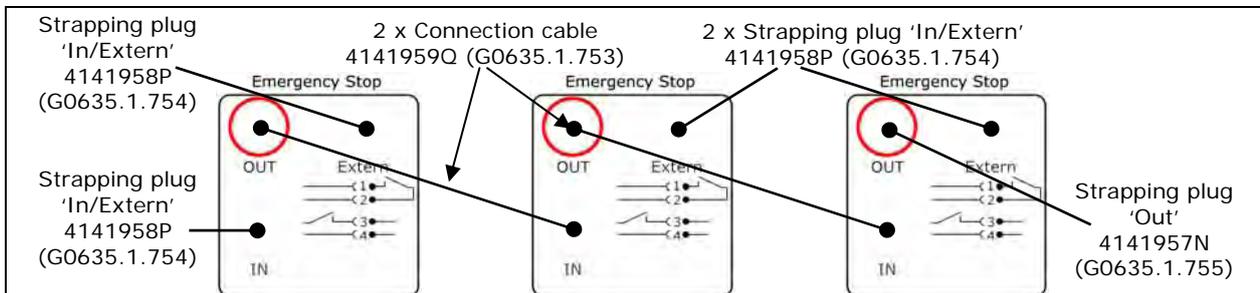
### 4.3.1 Stand-alone operation



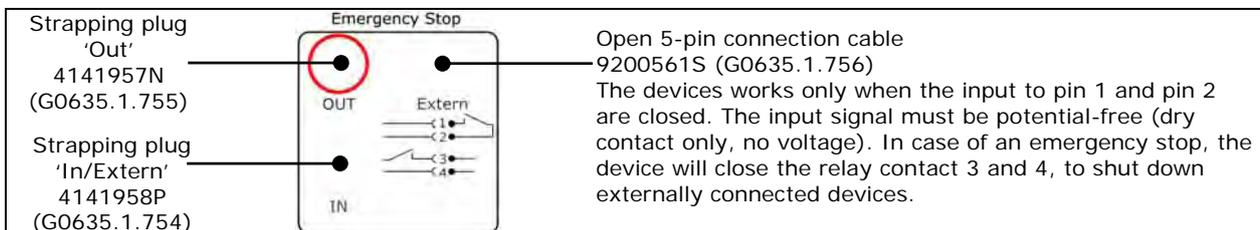
### 4.3.2 Operation with one additional Neopost device



### 4.3.3 Operation with several additional Neopost devices



### 4.3.4 Operation with other, non-Neopost devices



The print system should always be the first device in the emergency connection chain.

### 4.3.5 How to activate the emergency stop function

#### Emergency stop function

If an unexpected error occurs, you can stop the feeder by hitting the red emergency stop button. All devices connected within the emergency loop will instantly stop and the green release button will start to flash fast.

If there is no emergency stop loop connection (Stand-alone operation), only the affected device will stop.



**The emergency stop function does not disconnect the device from the mains power!**

**Do not open or try to repair the device while in emergency stop mode. Unplug the device from the wall outlet before performing any service.**

---

#### Restart the device

To restart the device, unlock the red emergency button by turning it clockwise and then press the green emergency release button. Now the device can be started normally again.

## 5 Initial start-up of the device

### 5.1 Connection setup

#### Power cable

---



#### Attention!

The device may only be used in connection to power outlets with integrated protective conductor (earthing)!

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Make sure that the on/off switch is set to off. Plug the power cable into the power input of the FD-13/FD-15. Connect the cable to the power outlet.

---



#### Online mode

When using the feeder combination with a Neopost print system, the two devices can be connected with the serial cable (standard RS 232 connection, crossed cable, see 7 Accessories, on page 33).

Please connect both devices with this cable before turning them on. Lock the connection with the screws of the connectors.

#### Optional

Connect both devices with the emergency stop connection. See chapter 4.3.2 Operation with one additional Neopost device, on page 20 for further information.

---

### 5.2 How to power-on the device

Before tuning the device on, please check whether the red emergency button is released and whether the emergency stop connection is installed as described in chapter 4.3 Emergency stop connection, on page 20.

There are different operation modes possible for the Neopost FD-13/FD-15.

#### Stand-alone mode

- Turn on the device using the on/off switch. See figure in chapter 4.2 Control panel and interfaces, on page 19. The "On/ Off" button will light up green.
- Set the slowest transport speed possible using the speed control knob.
- Press the green release button once.
- Start (and stop) the paper transport by pressing the "On / Off" button. Adjust the transport speed as needed.

## Online mode

- Check the serial cable connection between the feeder and the Neopost print system.  
Optional: Check the emergency stop connection between the feeder and the Neopost print system.
- First turn on the feeder using the on/off switch. Afterwards turn on the Neopost print system.
- Wait for the printers initialization and press the green release button of the printer when asked to.  
(If you are using a emergency stop connection between the two devices, you may also press the release button of the feeder.)
- The printer prompts the correct established connection with a short message in the printer display:

```
Feeder FDxxSAxx online  
at serial interface.
```

The feeder is now controlled by the printer. The speed control knob is no longer activated.

## 5.3 How to position the material (print media)

### 5.3.1 How to adjust the paper separation

#### Adjusting the separator rollers to the media thickness

- Loosen the wing grips (F1) of the paper side guides and push these all the way outwards (see Figure 9).
- Check that both outer adjustment knobs (F2) of the separator system are centered ( ••• -Position ). Unlock the separator system by turning the separation lock knob (F3) clockwise (see Figure 10).
- Lift up the separator rollers by use of the loose separation lock knob (F3). Put one sheet of the paper under the separator rollers and drop them again (see Figure 11).
- Lock the separator system by turning the center separation lock knob (F3) counter-clockwise and remove the medium.  
Depending on the fed paper and its thickness: widen the separation gap by turning both outer adjustment knobs (F2) clockwise (see Figure 12).



#### Paper separation and adjustments

In most cases it is recommended to use only **one** product for the thickness adjustment of the separator rollers. If the media are thin and narrow, so that only the inner two separator rollers are used,

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**two** sheets should be used to set the gap.

When feeding thick, multiple page products (e.g. brochures), it is also possible to use 1½ products to set the separation.

Any necessary corrections and fine adjustments can be made with the use of the knurled adjustment knobs (F2) during a test run.

---

### Conversion of the stacking plate for feeding thick material



For materials thicker than approx. 6 mm / 0.25", the whole stacking plate may be mounted in an upper position. Just unscrew the metal block (with the clamping levers on it) and mount it into the secondary holes in the side plane (see Figure 4). You need a hexagon socket screwdriver for that.

Please consider that with the pins being in the upper position, no material thinner than approx. 6 mm / 0.25" can be separated. You need to switch back the pins to the lower position.

---

### Use of the adjustment knobs



The adjustment knobs (F2) allows a precise and comfortable way to fine adjust the paper separation. You may widen or tighten one side of the separation while the feeder is running. This for example is useful, if you feed uneven products (e.g. filled envelopes) or if the media gets skewed while exiting the feeder.

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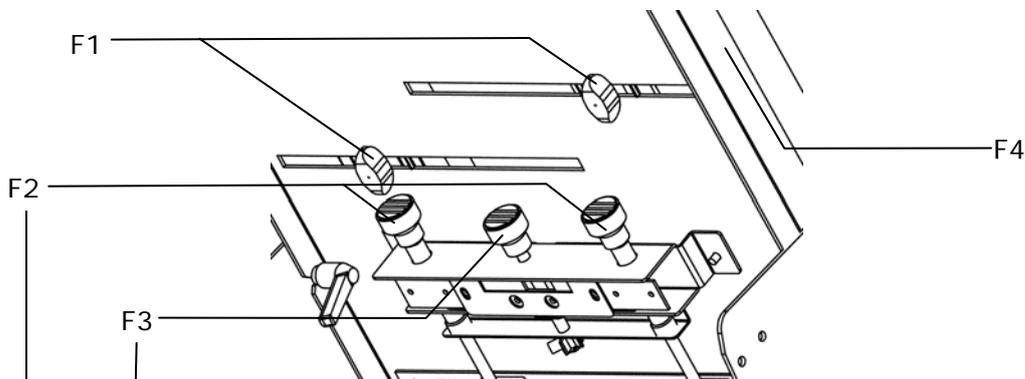


Figure 9: Separator system

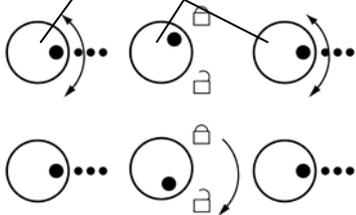


Figure 10: Separator system adjustment I

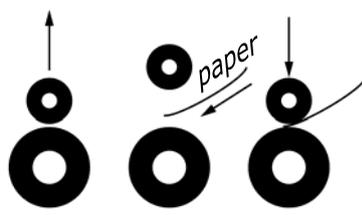


Figure 11: Separator system adjustment II

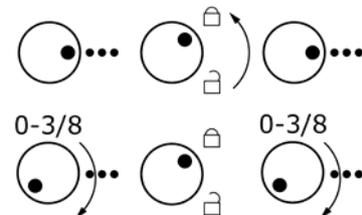


Figure 12: Separator system adjustment III



### **Narrow media and unused separator rollers**

When feeding narrow material, make sure that the position of the not used separator rollers is adjusted to the material thickness as well. Therefore make sure to put a small piece of paper under each of the unused separator rollers, when setting the paper separation. Otherwise these rollers could wear the feed roller.

---

## **5.3.2 How to adjust the side guides and the feed ramp**

### **Adjusting the paper side guides**

Please check whether the medium to be processed is fed longitudinally or transversally through the feeder.

- Place a small stack of products centrally into the feeder.
- Adjust the side guides (F4) according to the media width. Please assure that the paper stack can still be moved loosely between the two side guides. Afterwards fix the two wing grips (F1). The ruler on the stacking plate may help you to align the products the best way.

### **Adjusting the paper feed ramp and the slide (runner)**

Put the feed ramp (F5) to a low and centered position. Insert a small stack of paper as shown in Figure 13.

- Loosen the fixing screw of the slide (F6), mounted on the paper feed ramp. Raise the paper feed ramp to an appropriate angle (see note below) and fix it..
- Adjust the slide (F6) as shown in Figure 13. The lowermost two or three media should fall loosely out of the stack, so they can be easily gripped by the feed roller.
- Tighten the fixing screw of the slide.



### **Angle of the paper feed ramp**

The optimal angle depends on the width of your material running through the machine:

**flexible** material, **small** width = **steep** angle  
**inflexible** material, **large** width = **flat** angle

---

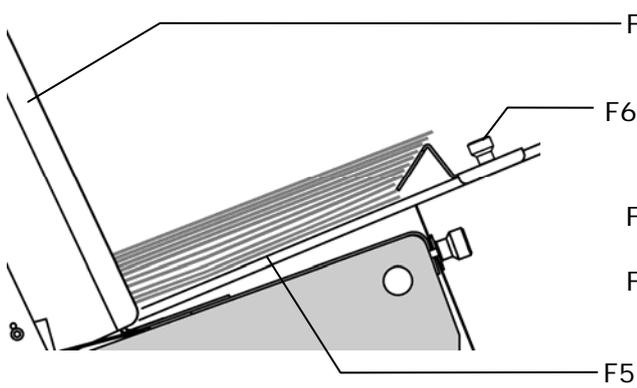


Figure 13: Adjusting the paper feed ramp and the slide, side view

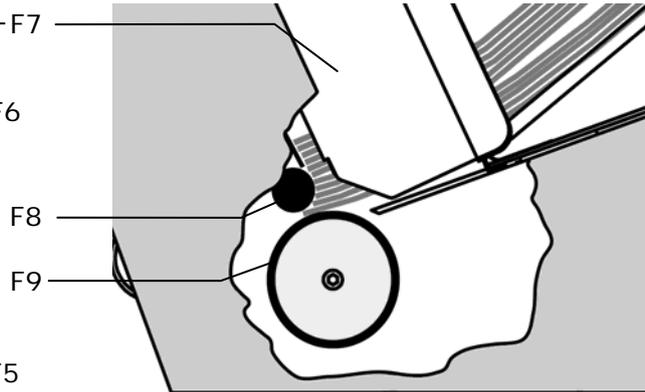


Figure 14: Filing the stack with a fanned out pile, side view

### Filling the paper stack

- If not already done, fan out a small stack of products (approximately 25 mm / 1") and put it between the paper side guides (F7). The fanning out ensures that the media are gripped effectively by the feed roller (F9) and that no multiple sheets are fed.
- The paper stack should adapt to the shape of the fixed separator roller (F8) (see Figure 14).
- Fill the stack up to a convenient height for your particular medium.



#### Paper format, stack height

The height of the stack may be limited, due to the size of the media and the weight of the stapled products.

### 5.3.3 How to adjust the roller support

#### Using the roller support

The roller support (F10) can be mounted on the paper feed ramp. Its purpose is to stabilize flexible, large format media (width > 200 mm, height > 150 mm). The products are held by the mounting and slip over the rollers, when pulled by the feeder roller (see Figure 15). This is particularly effective when the paper stack is high.

- The roller support can be shifted along the paper feed ramp. Position it in a way, that the lowest medium of the paper stack only touches the wedge(s) and the feed roller.
- Furthermore the rollers themselves can be shifted on the axis of the support. Use the red clamp rings (F11) to loosely fix the rollers at the selected position.

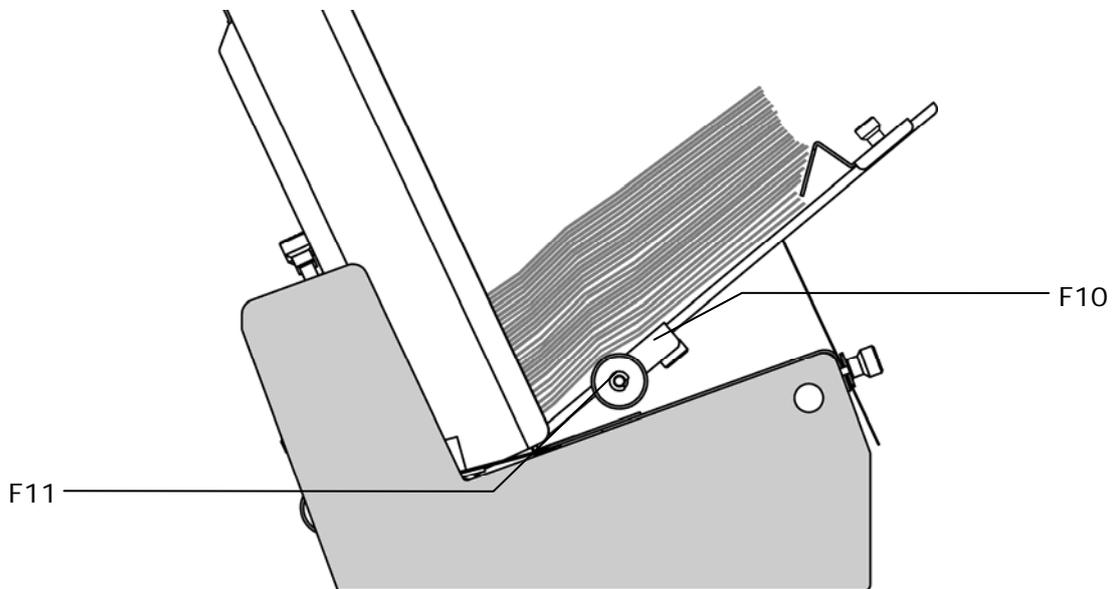


Figure 15: Roller support, side view

### 5.3.4 How to adjust the contact rollers

#### Adjusting the contact rollers

The spring mounted contact rollers (F12) and the ejection roller (F13) transport the media, when exiting the feeder (see Figure 16). For thick material (>1.5 mm / 0.06") the contact rollers have to be adjusted. Otherwise the rollers impede the feeding and the mechanism gets noisy.

- Lift the contact rollers by turning the knurled knob (F14) counter-clockwise.
- Clamp one medium between the contact rollers and the ejection roller and adjust the pressure of the contact rollers using the knurled knob (F14).

The contact rollers should slightly clamp the medium, but should still be moveable within the range of spring (about 1 mm / 0.04" spring deflection).

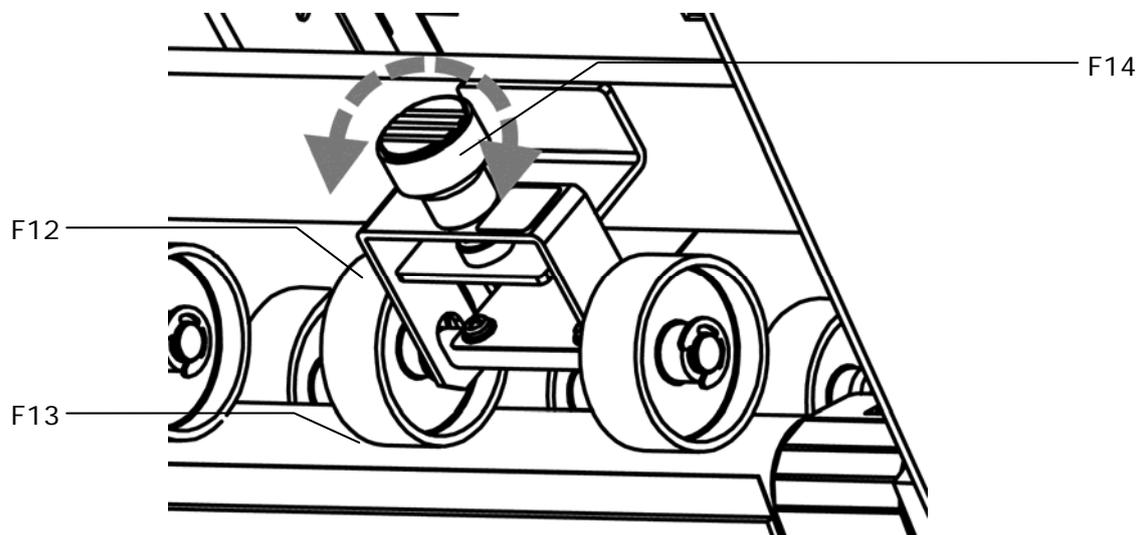


Figure 16: Contact rollers

### 5.3.5 How to adjust the wedge(s)

#### Using one wedge

A single wedge should be used if the medium height is < **160 mm**

- Inserting one wedge into the middle pair of holes of the contact plate. To do so, shift the paper feed ramp to the side, insert the wedge and shift it back to the middle position (see Figure 17).

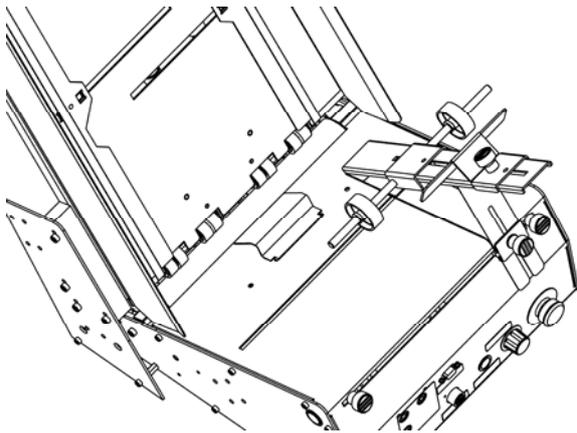


Figure 17: Using one wedge

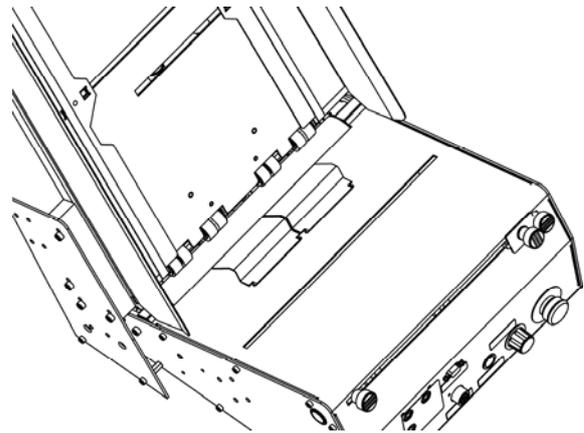


Figure 18: Using both wedges

#### Using both wedges

Both wedges should be used if the medium height is > **160 mm**

- Inserting both of the wedges into the outer pair of holes of the contact plate. You may have to remove the paper feed ramp temporarily to get better access to the contact plate (see Figure 18).

## 5.4 Start a test run

---



#### Stand-alone mode

The described behavior of the feeder is only valid for the stand-alone mode with installed emergency stop strapping plugs (2 x 'In/Extern', 1 x 'Out'). See chapter 4.3.1 Stand-alone operation, on page 20 for further information.

#### Online mode

If the feeder is connected to an additional Neopost device by the use of the serial cable, it will act passive and will be controlled by this device.

---



Before starting the transport, please ensure that there are no leftover objects on or behind the feeder. Please check, that no mounted accessory blocks the transport movement.

---

## Start a test run

Turn on the feeder as described in chapter 5.2 How to power-on the device, on page 22.

- Make sure that the transport speed is set to the minimum level.
- Press the “On /Off” button to start the feeding.
- The FD-13/FD-15 feeder will start to transport the products. Watch the correct separation of the fed products.
- Turn the speed adjustment knob clockwise, to increase the operating speed.

## Quick test run troubleshooting:

- Double fed products  
→ Narrow the separation gap between the feeder roller and the separator rollers. Clean the feeder roller from paper dust. Fan out the paper pile, before putting it onto the stack.
- No products are fed by the feeder  
→ Clean the feeder roller from paper dust. Tilt the paper feed ramp.
- Problems while feeding thin material, skewed media  
→ Turn the knurled knob counter-clockwise on the side on which the front edge of the medium projects too far forward.
- Problems while feeding thin material, skewed media  
→ turn the knurled knob clockwise on the side on which the front edge of the medium has remained further back.
- Media jam between ejection roller and separator rollers, the green on/off button is flashing slowly  
→ The paper sensor was blocked. Remove the crinkled media. Restart the feeder by turning it off and on again using the on/off switch.



### Troubleshooting

Please see chapter 6.2 Troubleshooting, on page 31 for further information.

---

## 6 Service

### 6.1 Maintenance and support



#### Cleaning

Prior to cleaning the machine, it has to be disconnected from the mains outlet.

Do not use liquid or spray cleaning agents for cleaning the machine body and mechanical parts. Only use a cloth dampened with water.

If there are parts of paper or labels leftover in the transport system, remove them using a forceps.

### 6.2 Troubleshooting

#### 6.2.1 The device gets no power

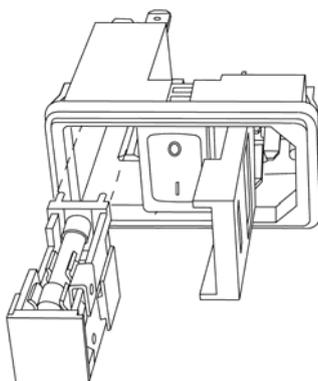
Condition	Problem	Solution
The device gets no power and no paper is transported.	The power is cut.	Check the correct connection of the power cord.  Check the fuses of the FD-13/FD-15.

#### Fuse exchange



#### Attention!

Disconnect the device from the power outlet before exchanging the fuses.



#### Data

Type	Glass tube microfuse
Dimensions	5 x 20 mm
Voltage	250 V
	2.5 A (T)
Amount	2

Figure 1: Exchange of the fuses



Use a flat screwdriver to swing open the fuse holder cover. Take the holder out of the power input module. Both fuses need to be intact. Change the blown fuses and insert the holder again.

### 6.2.2 The feeder is not detected by the print system

Condition	Problem	Solution
The feeder is used in online mode. The printer does not establish a connection and does not control the feeder (start/stop/speed).	A connection between the printer and the feeder couldn't be established.	Make sure to first switch on the feeder and second to switch on the print system.  Check the correct connection between the feeder and the printer (see 5.1, on page 22).  Check whether the emergency stop was activated or the emergency stop connection is broken. Make use of the strapping plugs to cut the feeder from the emergency stop connection of the printer (see 4.3.1, on page 20).  Try to use the feeder in offline mode (see 5.1, on page 22).

### 6.3 Technical Support

If you experience technical issues or problems that aren't mentioned or solved in this User Manual, please contact your local authorized Neopost dealer.

**Please prepare the following information about your device:**

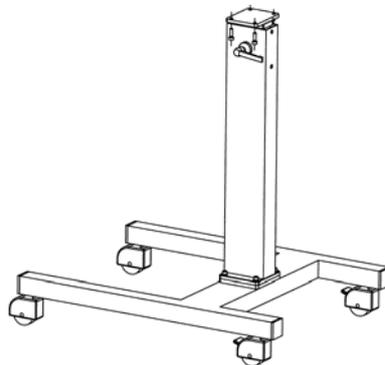
- Exact name of the device (label plate).
- Serial number and year of manufacture (label plate).
- Occasionally: The installed firmware version of the device (will be displayed during the machine initialization, after switching the device on).
- Occasionally: Information about PC software used in connection with the device.
- General information about peripheral devices (conveyors, dryers, feeders, etc.).
- A detailed description of all failures and error messages.

## 7 Accessories

For information about prices and special offers please visit the Neopost website or contact you local dealer.

[www.neopost.com](http://www.neopost.com)

### 7.1 Stand on rolls for Neopost FD-13/FD-15 Feeder



**Name** Stand on rolls for Neopost FD-13/FD-15 Feeder  
**Part number** 4140221E (R0635.5.905)

**Application** Stand on rolls for the Neopost FD-13/FD-15 Feeder, adjustable in height.

---

**Dimensions L x W x H** 660 x 500 x 730 mm / 26.0 x 19.7 x 28.7"

---

**Feeding height min.** 750 mm / 29.5"

---

**Feeding height max.** 950 mm / 37.4"

---

**Weight** 15 kg / 33.1 lbs

---

#### How to assemble the stand on rolls

##### Assembly

- Mount the height adjustable pillar to the rolls.
- Attach the square plate onto the adjustable pillar.
- Mount the feeder on the stand on rolls and secure it, using the enclosed screws.



##### Fixing screw

Do not loosen the fixing screw (see Figure 19) before mounting the feeder onto the stand on rolls! Inside the pillar is a pressurized spring that will forcefully expand if the screw is loosened.

---

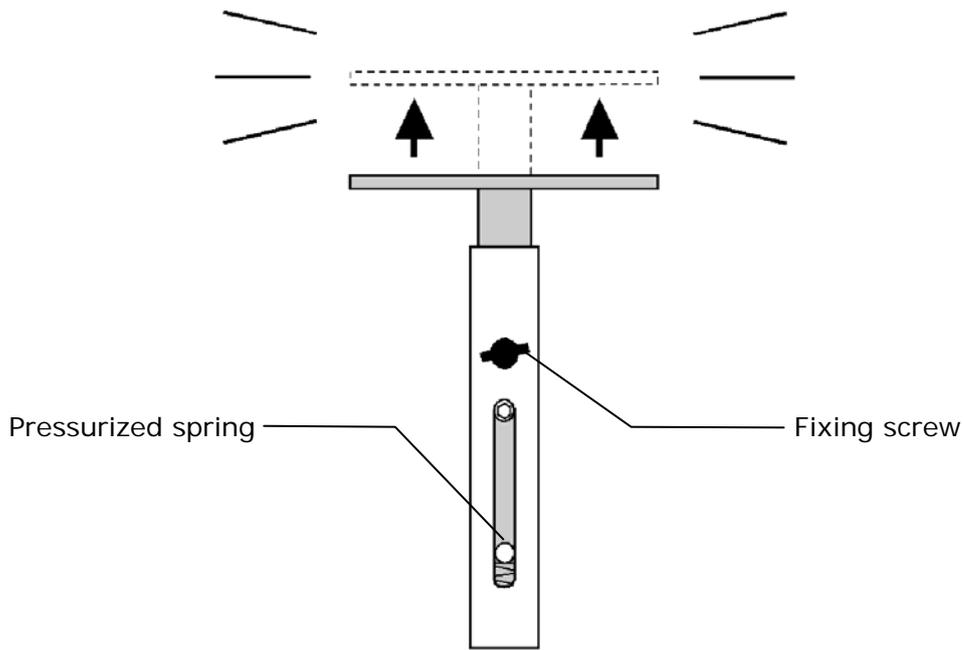
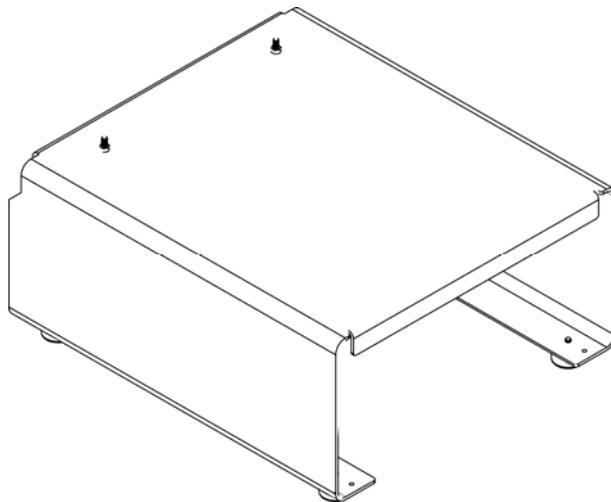


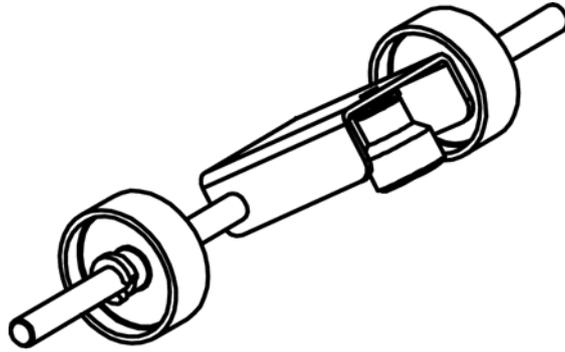
Figure 19: Warning: Fixing screw

### 7.1.1 Stand for Neopost Feeder (in connection with AS-3060A printer)



<b>Name</b>	Stand for Neopost Feeder (in connection with AS-3060A printer)
Part number	4136420V (R0635.1.044)
Application	Required to place the Neopost Feeder in front of the Neopost AS-3060A printer. This stand is required when both, the feeder and the printer, are positioned on the same table.
Weight	5 kg / 11 lbs.

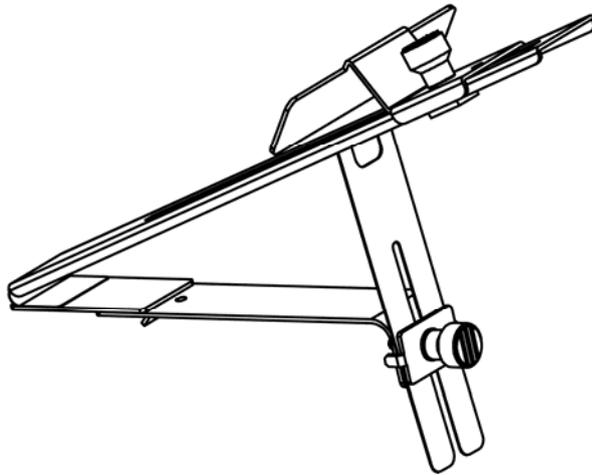
## 7.2 Roller support kit



**Name** Roller support kit  
**Part number** 9200149N (R0635.5.903)

**Application** (Additional) roller support kit that can be mounted on the paper feed ramp of the Neopost FD-13/FD-15 Feeder or the Neopost AS-710/AS-960HD/AS-990HD Printer. The kit can be mounted as additional support for large format products.

## 7.3 Paper feed ramp



**Name** Paper feed ramp  
**Part number** 9200875U (R0635.2.052)

**Application** Additional paper feed ramp with mounted slide 'wide' (runner) for the FD-13/FD-15 Feeder. The ramp can be mounted as additional support for large format products.

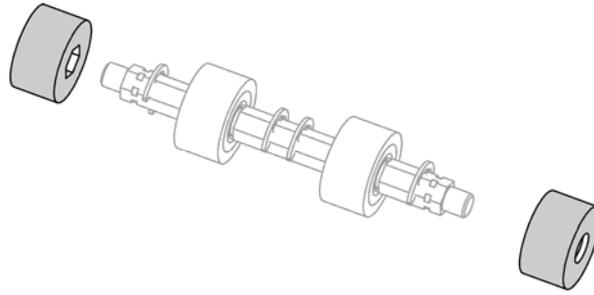


### **How to adjust the paper feed ramp**

See chapter 5.3.2 How to adjust the side guides and the feed ramp, on page 25 for further information.

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## 7.4 POM separator rollers



**Name** POM separator rollers  
**Part number** 9200542X (R0635.0.085)

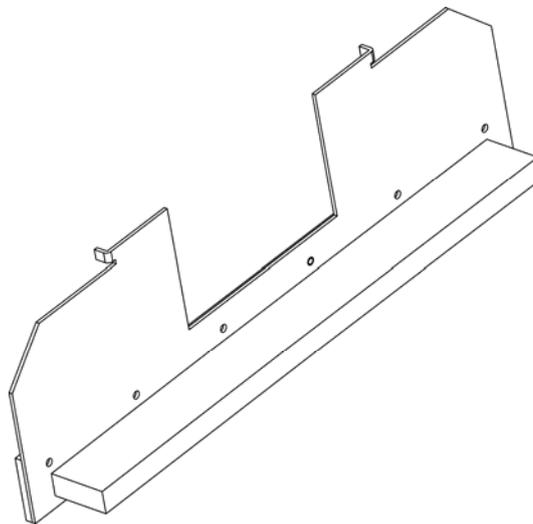
**Application** Optional separator rollers made out of a hard thermoplastic material for the Neopost FD-13/FD-15 Feeder or the AS-960HD/AS-990HD Printer. These rollers improve the paper separation for high glossy materials.  
(The standard separator rollers can be ordered with the part number 4135150X (R0610.0.208) as spare)



### How to exchange the separation rollers

See chapter 9.1 How to exchange or modify the separator rollers, on page 39 for further information.

## 7.5 Feeder cleaning kit



**Name** FD-13/FD-15 Feeder cleaning kit  
**Part number** 9200274T (R0635.2.915)

**Application** The cleaning tool is a service accessory, that allows an easy and convenient cleaning of the complete feed roller of the Neopost FD15SA/FD15SA15 Feeder.  
The tool has to be used with an appropriate cleaning solution for feed roller.

## How to use the feed roller cleaning tool

### Using the feed roller cleaning tool

The cleaning tool is a service accessory, that allows easy and convenient cleaning of the complete feed roller.

- Remove the paper feed ramp and the wedges from the contact plate. Shift the two paper guides to their outer positions.
- Dampen the felt of the cleaning tool along its front edge with an appropriate cleaning solution.
- Engage the cleaning tool with the two outer holes of the contact plate (holes for the wedges) (see Figure 20).
- Turn on the paper transport of the FD-13/FD-15 and let it run for about 30 seconds at medium speed. If you are using the feeder in online mode, use the `RUN PAPER` function of the printer or disconnect the serial connection and restart the feeder to activate the speed control knob (stand-alone mode).
- Repeat the cleaning procedure if necessary.

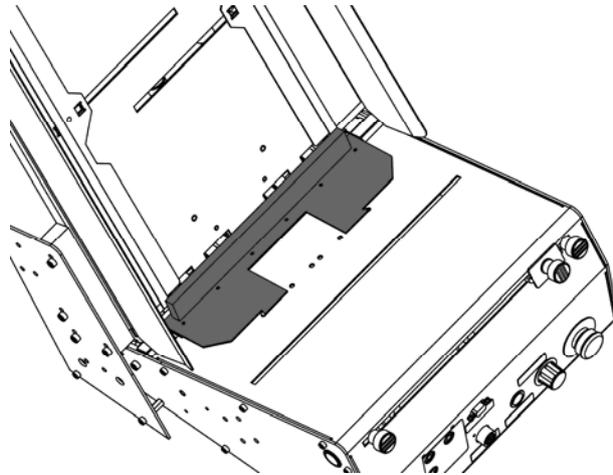


Figure 20: Usage of the cleaning tool

## 8 Technical Specifications

Max. feeding speed	2.0 m/s / 394 feet/minute	
Min. material size (W x H)	82 x 88 mm / 3.2 x 3.5"	
Max. material size (W x H)	420 x 330 mm / 16.5 x 13.0"	
Min. material thickness	recommended value 0,1 mm / 0.004"	
Max. material thickness	6.35 mm / 0.25" respectively 12.7 mm / 0.50" (conversion required)	
Max. staple height	450 mm / 17.72"	
Max. product weight	1 kg / 2.2 lbs per product (recommended),	
Min. separation gap between products	10 mm / 0.39"	
Throughput	Post cards (A6)	47,000/h (lengthwise)
	C5/C6	32,000/h (lengthwise)
	C10	30,000/h (lengthwise)
	C4	22,500/h (lengthwise)
Interfaces	Serial interface (RS 232) (Start, Stop, Speed, Gap-control in connection with a Neopost printer)	
	Ext. In / Out (Start, Stop control)	
	Emergency stop chain with external devices	
Dimensions L x W x H	500 x 355 x 550 mm / 19.7 x 14.0 x 21.7"	
Weight	20 kg / 44.1 lbs	
Power supply	100 – 240 VAC at 50 ~ 60 Hz	
Temperature conditions	10 - 31°C / 50.0 - 87.8°F	
	20 - 80% relative humidity (non-condensing)	
Certifications	CE, UL, cUL, RoHS	
<ul style="list-style-type: none"> <li>• Neopost FD-15 15" Feeder only:</li> </ul>		
Max. material size (W x H)	420 x 380 mm / 16.5 x 15.0"	
Weight	21 kg / 46.3 lbs	



## 9 Appendix

### 9.1 How to exchange or modify the separator rollers

#### How to dismount the separator rollers

The separator rollers may wear due to the sharp edges of the fed products. From time to time, they have to be exchanged.

- Open the clamping levers of the stacking plate. Tip it in the direction of the paper feed ramp and detach it from the feeder. Put the stacking plate on a table (see Figure 21).
- Open the separation lock knob of the separation system mounted to the stacking plate.
- Remove the black plastic clamp off the separation lock axle (see Figure 22). Now the two of hexagonal bars on the forked mountings can be removed.
- Exchange or modify the separation rollers as described below

#### How to modify the roller position

It is not always necessary to exchange all separator rollers, if one side of the roller is worn.

- Take the hexagonal bar with the worn roller out of its forked mounting and simply rotate it by 60° (one sixth of a whole turn). The numbers on the hexagonal bar that holds the roller can be used as orientation.
- Reassemble the roller and the separation system and mount the stacking plate back to the feeder base.

#### How to exchange the rollers

- Strip the outermost separator roller from each hexagonal bar (see Figure 23). You don't have to remove the clamp ring to do this. Replace the old separator rollers with new rollers (Spare part number for standard separator rollers: 4135150X (R0610.0.208)). **Note:** The separator rollers are not symmetrical. Consider that the little edges in the hexagonal hole of the rubber roller are pointing outwards, when pushing it onto the hexagonal bar (see Figure 23).
- Reassemble the roller and the separation system and mount the stacking plate back to the feeder base.

**Variations to the separation system**

**Thin and narrow material:**

- If only thin and narrow materials are fed, the outer separator rollers may be permanently removed (see Figure 23).

**High glossy material:**

- There are optional separator rollers made out of a hard thermoplastic material. These rollers may improve the paper separation for high glossy materials. See chapter 7.4 POM separator rollers, on page 36 for further information.

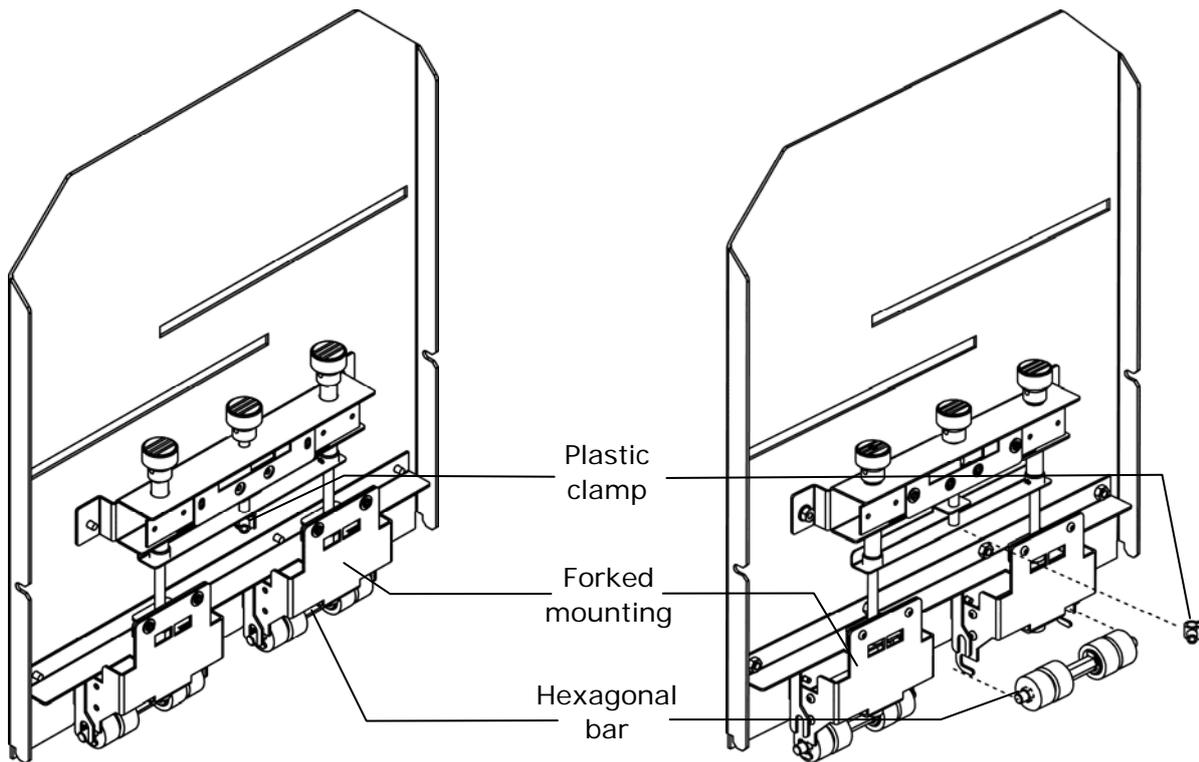


Figure 21: Assembled stacking plate

Figure 22: Dismounting the stacking plate

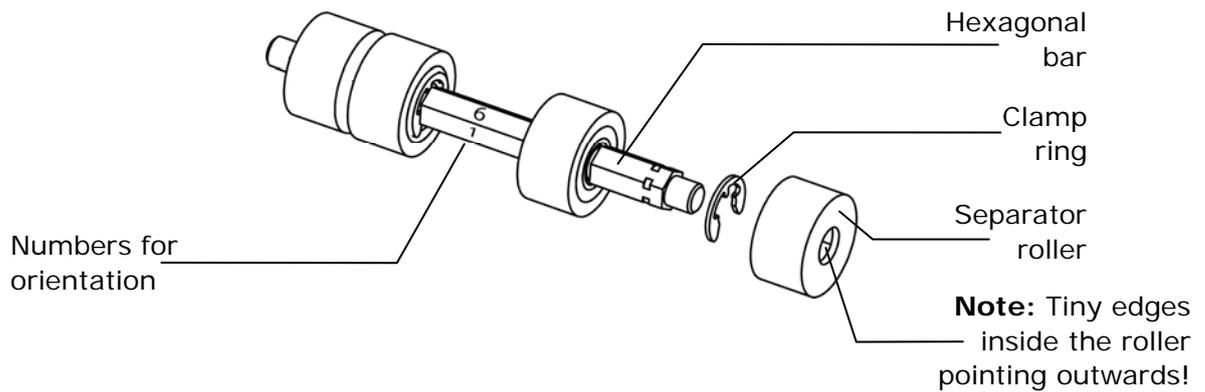


Figure 23: Exchange or modify the separator rollers

## 9.2 Pin assignment EXT In/Out

Interface	Nr.	Assignment	Switch
EXT In/out	1	Switch contact IN (12V)	
	2	Switch contact OUT	
	3	Switch contact IN (GND)	
	4	Switch contact OUT	

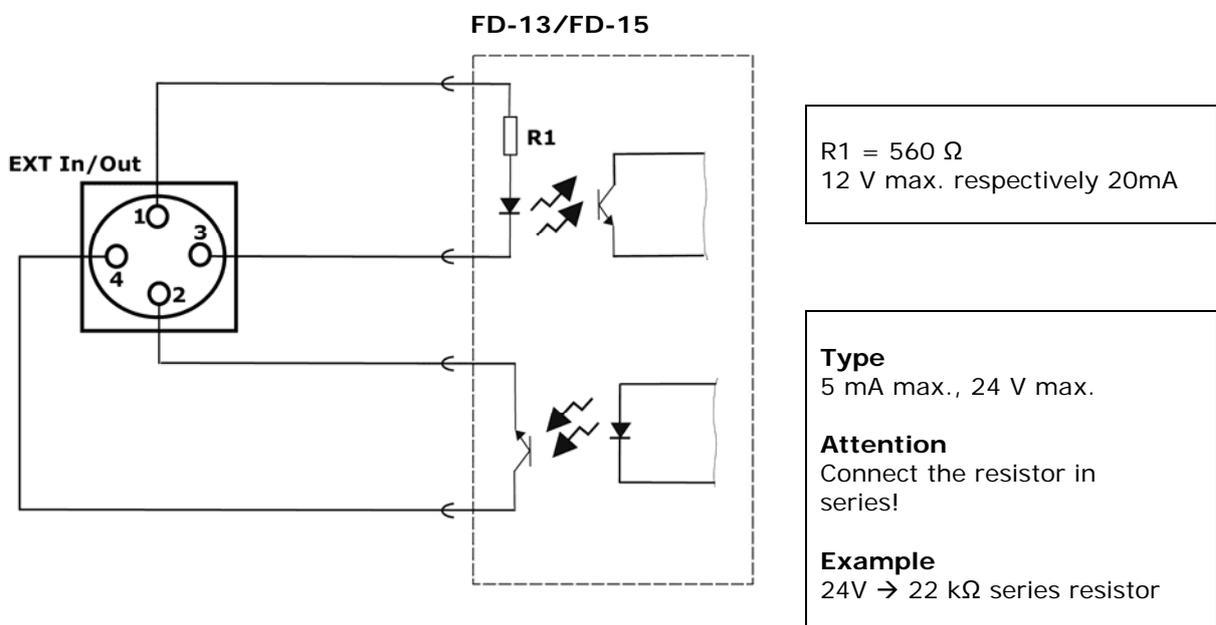


Figure 24: Pin assignment EXT In/Out

## 9.3 Machine combinations

### 9.3.1 Neopost FD-13/FD-15 Feeder with AS-3060A Address printer

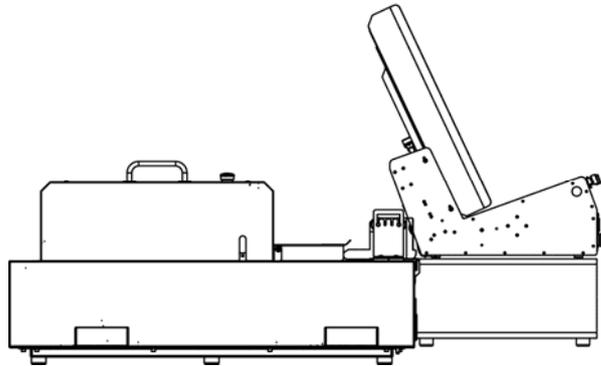


Figure 25: FD-13 Feeder with AS-3060A Address printer

- Stand for feeder 4136420V (R0635.1.044) (see 7.1.1, on page 34)
- Emergency stop connection possible
- Online mode possible

### 9.3.2 Neopost FD-13/FD-15 Feeder with CSV-810 conveyor

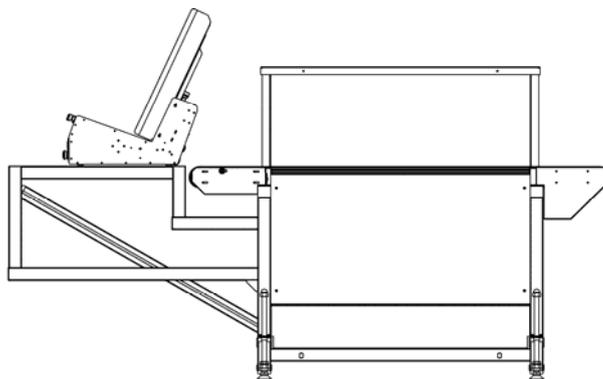


Figure 26: FD-13 Feeder with CSV-810 conveyor

- Support frame Neopost for feeder 4136399Y (R0620.5.914)
- Feeder and mounting also combinable with Neopost AS-Orbit Base or AS-2060 print system
- Emergency stop connection possible
- Online mode possible in connection with print system

## 9.4 EC declaration of conformity

EC-directives	EC directive	Year / Register No.
	Machinery directive	2006/42/EG
	EMC directive	2004/108/EG

Standards used	Technical specification	Standard
	Safety of machines	DIN EN ISO 12100 1:2004-04
	Protective device including safe distance	DIN EN ISO 13857:2008
	Noise emission	DIN EN ISO 11200:2009
	Safety of electrical office machines	EN 60950-1:2006-11
	Noise immunity	DIN EN 55024 :2003-10
	Perturbing radiation	DIN EN 55022:2008-07
	Industrial interference resistance	DIN EN 61000-6-2:2006-03
	<b>Interference resistance against:</b>	
	Discharges of static electricity	DIN EN 61000-4-2:2009-12
	High-frequency electromagnetic fields	DIN EN 61000-4-3:2008-06
	Fast transient electrical disturbances	DIN EN 61000-4-4:2005-07
	Surges	DIN EN 61000-4-5:2007-06
	Conducted disturbances, induced by high-frequency fields	DIN EN 61000-4-6:2009-12
	Magnetic fields with energy frequencies	DIN EN 61000-4-8:2009-10
	Short time disruptions, Voltage drops, fluctuations	DIN EN 61000-4-11:2005-02
	Limit values for harmonic currents	DIN EN 61000-3-2:2006-10
	Limit of voltage changes, -fluctuations and flicker in public low voltage mains	DIN EN 61000-3-3:2009-06

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