

Cleaning the Carousel Sensor

Use this procedure to clean the sensor under the carousel for the Professional Models 5400N/3400/5410N/3410. There are two methods to clean the sensor – compressed air and physically wiping the sensor clean. We recommend that you start with the compressed air, and only try physically wiping it if using the air is not successful.

Symptoms: The Rimage system is unable to properly position the carousel beneath the robotic arm for picking, and fails with error “Unable to position carousel” during production.

Required Tools

- Compressed Air
- Philips screw driver
- Swab and alcohol

Before you Begin

- Pause all jobs and stop the Production Server
- Power off the Rimage unit and disconnect the power cable

Clean the Carousel Sensor Using Compressed Air

1. Open the front door and locate the gap between the carousel and floor of the system.



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2. Blast compressed air into the gap under the carousel.
Use steady streams rather than short bursts, and strafe the air left and right to fully clean under the carousel.



Tip: Focus on the 3'o clock position as this where the sensor is located.



3. Test the sensor.
Proceed to page 4 to test the sensor.

Wipe the Sensor with a Swab

1. Remove the carousel.
 - a. Remove the three (3) Philips screws that secure the carousel. Turn the carousel by hand to position the carousel to access the screws.



- b. Lift the carousel from its platter.
Tip: Remove all of the disc from the bin before removing it.
2. Clean the sensor with the swab and alcohol.
Use a swab with isopropyl alcohol and clean the inside edges of the optical sensor.



- b. Lift the carousel from its platter.
Tip: Remove all of the disc from the bin before removing it.
3. Install the carousel.
 - a. Reseat the carousel on the platter.
Tip: The carousel is keyed to the platter and can only be installed one way.
 - b. Install the three (3) Philips screws to secure the carousel

Test the Sensor

1. Connect the power cable and turn the system on.
2. Press and release button 1 on the operator panel.
 - a. On the first press, the carousel will spin a full revolution to find its home position.
 - b. Subsequent presses should move the carousel a partial turn to the next bin.
 - c. If the carousel spins full revolutions on every press of the button, the sensor is still not responding.
 - i. If the sensor was only cleaned with the compressed air, try following the process to physically wipe the sensor clean.
 - ii. If the sensor was cleaned by physically wiping it, then there is a hardware issue. Please contact Rimage Technical Support.
Phone: 800-553-8312 option 2.
Email: support@rimage.com