



Technical Support Bulletin: Scaling problems with Template Maker

Technical Support Bulletin (Last update 10-5-6)

Abstract: Some of our Template Maker customers have been having trouble creating templates the correct size. This Technical support bulletin describes the types of scaling problems they have been having and how to solve them.

There are three types of scaling problems in the template maker

1) Small errors (< 1 inch in 10 feet). Smaller objects have smaller errors. This can be solved by referring to our calibration to size document on the cd/web site
<http://allendatagraph.com/TechSupport/Miscellaneous/CutterCalibration.pdf>

2) Same job cuts different lengths (< 1 inch error in 10 feet) size of object is not related to error in scaling.

This is caused by one of the following:

a) Dirty grit wheel. Use isopropyl alcohol and the tooth brush to clean grit roller bar especially where pinch wheel are placed.

b) Tracking problems caused by not loading media straight. The right hand donuts are adjusted at the factory so the material is loaded straight if it is touching the front and the back donuts. The left donuts are then moved so there is about 1/16" inch gap between the donuts and the material. If your media climbs up on the donuts or crinkles the edge of the media, the media is not loaded straight. Most likely cause is the right hand donuts are out of position. First unroll several feet of material from the roll. To start alignment process set donuts so edge of media is 3.4" (3 3/8 plus a little) inches from the right wall of machine. Adjust the media so it touches right side donuts with pinch wheels in the up position. Move left donuts 1 inch away from media. Put pinch wheels down. Move media forward several feet with select arrow buttons. If media climbs up wall of front right donut. Adjust front right donut to right a smidge and try again. If media move away from donut, adjust front right donut to left a smidge and try again. If media moves away from wall when media moving toward you, adjust front right donut to right a smidge and try again.

To try again after moving donuts raise pinch wheels and align media with right donuts and move forward 2-3 feet. When media edge moves less than 1/16 in 2-3 feet its close enough for the donuts to guide material.

3) The third type of problem is the printer driver gets confused with properties from other drivers. This causes 1/2, 1/4, or 1/8 size outputs. To fix this type of problem you must select the correct printer driver in Allen tile between the cut and property button then click on default properties. This loads the correct properties from the printer driver. If this does not fix the problem delete the driver in printers and faxes and rerun the enable printer driver auto install.

start -> all programs -> Allen Datagraph -> cutter driver -> enable printer driver

Then click on default properties again. We have released build 1.12 of the tiling software recently to help keep the wrong properties from being loaded. To download the new software go to:

<http://adsj-usa.com> Then click on Tech Support -> Online Documents -> AllenCAD installation and documentation and download the AllenCAD Tile Demo Version 1.12 or download install the software directly from the link below.

<http://adsj-usa.com/TechSupport/AllenCAD/SetupAllenCADTileV1.12.EXE>

Don't forget to set the unroll media count before plot to at least 2 if you unroll the media for the cutter. Set unroll count to 3 or higher to improve repeatability (closing large shapes).