

DL400TM Letter Opener

Operator Guide

DL08/DL09

Operator Guide
US English Edition

SV 60614 RevA
February 14, 2012

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Due to publication lead times and continuing product development, this manual may not reflect final product release configurations and recommended service procedures. Equipment and material specifications as well as performance features are subject to change without notice. Available product features may vary, depending on machine model, system software level and system setup. Some product features may be country specific.

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Important Safety Notes

Follow the normal safety precautions for all office equipment:

- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters, can cause an explosive-like condition that could result in a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- To obtain supplies, please contact our Supply Line™ to place orders. Material Safety Data Sheets can be obtained on the web or from our Supply Line™. Refer to the Contact Information List for more information.
- Use the power cord supplied with the equipment and plug it into a properly grounded wall outlet located near the product and easily accessible. Failure to properly ground the equipment can result in severe personal injury and/or fire.
- Avoid touching moving parts or materials while the equipment is in use. Keep hands, loose clothing, jewelry and long hair away from all moving parts.
- Do not place fingers in the feed or cutter areas while the equipment is running.
- Turn equipment off during periods of non-use.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the equipment in an accessible location to allow for proper venting and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the equipment from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Do not route the power cord over sharp edges or trap between furniture.
- Ensure there is no strain on the power cord and that it does not become jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the equipment is plugged is free from obstruction.
- Before clearing a jam, be sure equipment mechanisms come to a full stop.
- When removing jammed material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover the vent openings.

Other Informational Cautions

- Always follow the specific occupational safety and health standards for your workplace.
- Lifting and/or moving this equipment requires 2 persons.
- Equipment must be securely placed on a table/surface that is properly rated for the accumulated load weight.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment. If a wall outlet controlled by a wall switch is used, operation could be interrupted if the product is plugged in when the wall switch is used to turn power off.



WARNING! *This equipment must be earthed.* The socket outlet should be near the equipment and should be easily accessible..

Compliance Information

For U.S. models (120V/60Hz):

FCC Rules

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense.



CAUTION! Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment..

European models (230V/50Hz):

It is certified that the equipment complies with all applicable Directives of the European Union. For a formal Declaration of Conformity please contact Pitney Bowes.



It is certified that the equipment complies with all applicable Directives of the European Union. For a formal Declaration of Conformity please contact Pitney Bowes.

Servicing

This product is serviceable. Contact the appropriate service number for your country.

Country	Service Number	Availability	Website	Responsible Party
United States	1-800 522-0020 and follow the telephone prompts	Monday through Friday, 8:00 AM - 8:00 PM ET	www.pb.com	Pitney Bowes 1 Elmcroft Road Stamford, CT 06926
Canada	1-800-672-6937 and follow the telephone prompts	Monday through Friday, 8:00 AM - 8:00 PM ET	www.pitneybowes.ca	Pitney Bowes Canada 5500 Explorer Drive Mississauga, ON L4W 5C7

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System Overview

The DL400 Letter Opener is a high-speed envelope opener that can open and keep count of 400 six-inch envelopes per minute (processing speed depends on the length and thickness of mail).

Some other features include:

- Advanced self-adjusting feeder for efficient mixed mail opening
- Mill cutter can remove as little as 0.010" of a chip
- Enhanced chip management/chip capacity
- Two position depth of cut, or no cut (for counting mail only)
- Large variety of mail types

Cut /No Cut Function

The DL 400 Letter Opener is capable of counting individual pieces of mail with or without cutting open the envelope. This function can be selected by turning the **Cut/No Cut Knob** to the desired selection position.

NOTE: For a more accurate count, a maximum stack height of 1.5" (3.81 cm) is recommended.

Counter Function

The counter displays the count for individual pieces of mail processed in either the **Cut** or **No Cut** mode. Even if power is lost to the machine or the machine is turned **OFF**, the DL400 Letter Opener will maintain the count total. Once the Counter is reset, the previous count is lost. The condition of the mail and the cleanliness of the machine can effect the accuracy of the count.

System Components

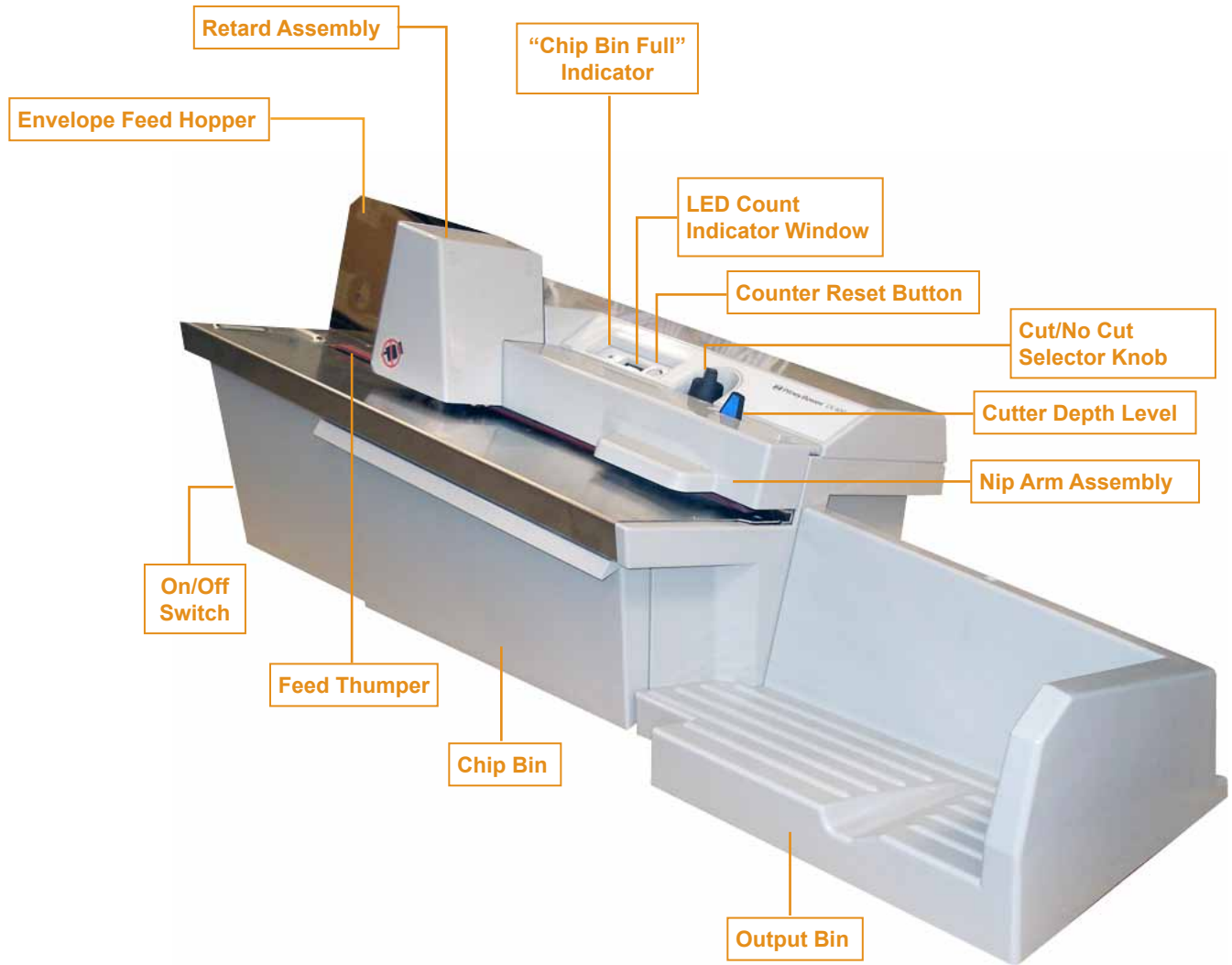


Figure 1.1 DL400 Main System Components

Operation

Refer to the above figure for component locations.

1. Connect the power cord to the DL400 and into an AC supplied outlet.

NOTE: When you first connect the power cable, the **Chip Bin Full** indicator light will flash. This is because the machine cannot determine if the chip bin is full and needs to be emptied. Open the bin and empty the chips (if any). Removal and replacement of the Chip Bin resets the indicator. An internal counter (not the one on the display) will count up to 3500 envelopes before flashing again to inform you to empty the chip bin..

3. Select either the **No Cut** (counterclockwise) or **Cut** (clockwise) position on the **Cut/No Cut Selector Knob**.
4. Set the cut depth lever to the left (deep cut) or right (shallow cut). The factory cut depth default settings are .020" (deep) or .012" (shallow). However, the cut depth can be adjusted, as described in [Cutter Adjustment](#) procedure found later in this guide.
5. Press the **Counter Reset** button to reset the counter (if desired).
6. Load a handful of mail (approximately 50 pieces) onto the Envelope Feed Hopper. Be sure to justify the side of the mail to be cut against the back of the Feed Hopper. The Feed Thumper (a rotating cam) helps to jog the mail for improved feeding.
7. Turn the **On/Off** power switch to the **On** position to start the machine.
8. The mail is singulated (separated one at a time) by the retard assembly.
9. The nip arm assembly guides the individual envelopes past the cutter and to the output bin.
10. Once the Envelope Feed Hopper is empty, empty the Output Bin.
11. To continue processing, repeat the above steps.

Nip Arm Removal / Installation

The Nip Arm should be removed for clearing paper jams and cleaning the machine.

Nip Arm Removal

1. To remove the Nip Arm, turn the machine **OFF**.
2. Press the nip arm latch to the left (see above figures), grasp the right end of the Nip Arm, pulling upward and remove.
3. Reverse this procedure to re-install the Nip Arm.



Figure 1.2 Press Nip Arm Latch



Figure 1.3 Lift Up and Remove

The DL400 will not operate until the Nip Arm is properly installed. Also, the nip arm assembly must be removed if you want to increase/decrease the cut depth from the factory setting. Setting the cut depth is described in this manual.

Cutter Adjustment

The cutter on the DL400 can be adjusted to accommodate different mail types, allowing for a deeper or shallower cut than what the cutter adjust lever provides.

Adjusting the Cutter Depth

1. Remove the nip assembly (see the [Nip Arm Removal/Installation](#) in this manual previously).

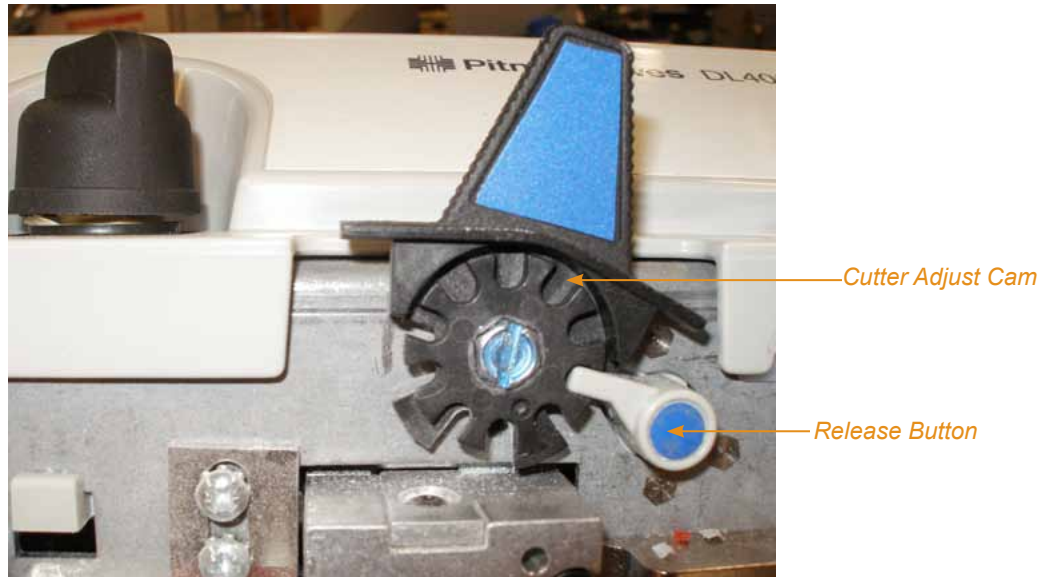


Figure 1.4

2. Reference the above figure and make adjustments as described below:
 - a. For a deeper cut - push the release button and with a flat head screwdriver, turn the cutter adjust cam clockwise one notch to increase the cut by .002".
 - b. For a shallower cut - push the release button and with a flat head screwdriver, turn the cutter adjust cam counterclockwise one notch to decrease the cut by .002".
3. Replace the nip assembly.

Output Bin Position

You can adjust the position of the output bin, if needed, for processing larger envelopes. The output bin can be in one of three positions:

- against the machine
- one inch away
- two inches away



Figure 1.5 Output Bin Extended

Simply lift the output bin up, move it to the desired position, and press it down onto the stepped bin hitch.

Routine Maintenance

It is important that you keep your machine clean and in good working order. This will prolong the overall life of the machine and result in longer periods of “up” time. Therefore, you should perform the following tasks at least once per day.

Cleaning Model DL400

1. Unplug the power cord
2. Remove the Nip Arm assembly
3. Remove and empty the Chip Bin
4. Vacuum loose paper chips and debris from the machine
5. Use a cloth moistened with liquid cleaner to wipe down the exterior of the machine.
 - Use denatured alcohol on areas with stains, if necessary
 - Any non-flammable commercially available cleaning solution may be used to clean the machine. When cleaning the DL400, *Do not use* aerosol cleaners or compressed air because of the flammable nature of many of these products. There is a risk of equipment malfunction and/or injury associated with the use of aerosol cleaners on OPEX equipment prior to the operation of equipment.
 - When cleaning glass and plastic surfaces, use detergent-based cleaners such as Fantastic™ or Formula 409™. Detergent-based cleaners are recommended, because they do not cause component degradation.



DANGER! A cloth soaked with cleaning detergent or similar material should never be used to clean an object such as a belt or roller when the belt or roller is being driven by the system. use of a cloth or similar material on moving mechanisms can result in personal injury. If a belt, pulley or similar part needs to be cleaned, it should be cleaned while stationary..

- Wipe dust and debris from the sensors. Debris build-up can cause jams. Accumulations of dirt and debris can cover sensors, preventing them from working effectively. This will hinder machine performance.
6. Re-install the Chip Bin and Nip Arm assembly.

Specifications

Physical Specifications

Specification	Measurement
Length	40" (102cm)
Depth	16" (40cm)
Height	14" (36cm)
Weight (base model)	50 lbs (23 kg)
Speed	400 envelopes per minute (6" envelope)
Envelopes Supported	All sizes and types (including Tyvek and overnight envelopes)
Envelope Thickness	Up to .188" (0.48cm)
Depth of Cut	.01 to .07" (0.025 to 1.79cm)
Power Options	110 - 120 VAC 60HZ, 5 amps 220 - 240 VAC 50HZ, 3 amps
BTU Rating	1500 BTU/hour
Sound Output	below 80dB

Operating Limits

Specification	Measurement
Temperature	55° F (13° C) to 95° F (35° C)
Humidity	8% to 95%
Max Wet Bulb Temperature	80° F (27° C)

NOTE: The DL400 Letter Opener is designed to open most standard envelopes, as well as non-standard envelopes that have a rigid edge. On request, Pitney Bowes will test your non-standard envelopes. (A sample batch, including expected contents, must be provided.)



United States

1 Elmcroft Road Stamford, CT 06926
Tel: 800.522.0020
Web: www.pb.com

Canada

5500 Explorer Drive Mississauga, ON L 4W 5C7
Tel: 800.672.6937
Web: www.pitneybowes.ca

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