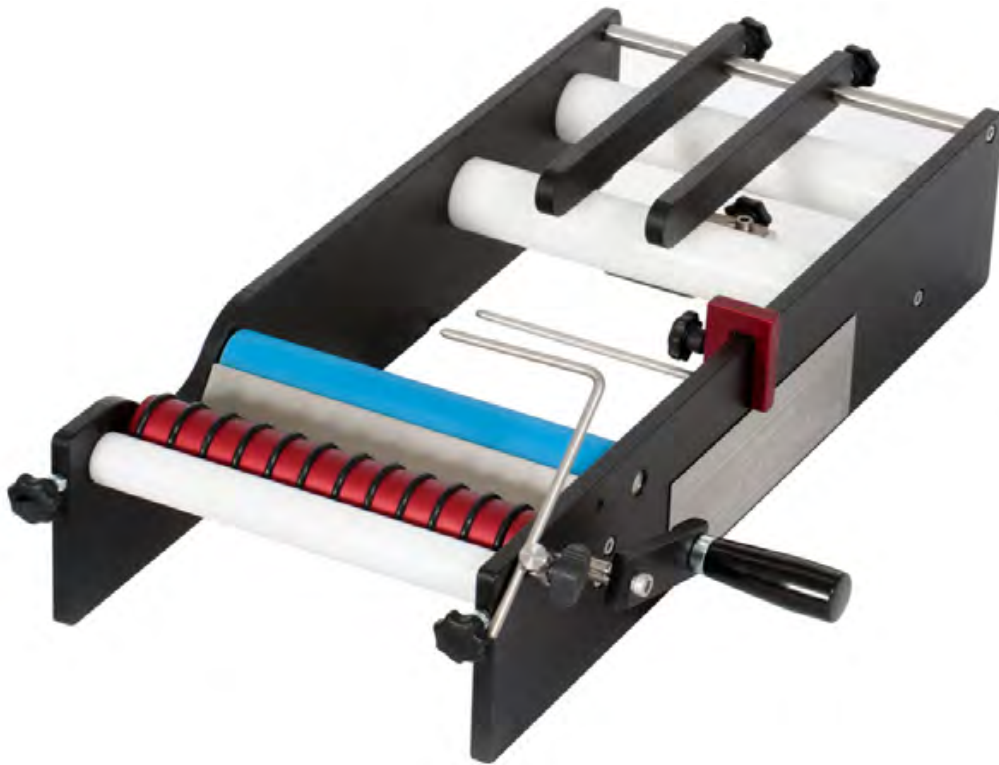




Great Engineering

Exceptional label applicator solutions



USER MANUAL

MANUAL LABEL APPLICATOR MACHINE

BenchMATE, BenchMATE+, BenchMATE
Wide Body, BenchMATE Wide Body+

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Introduction to Great Engineering

Congratulations on your new Great Engineering labelling machine.

It is our pleasure to introduce Great Engineering.

We are Australian owned and have been in the label application business for over 30 years where we design, manufacture and assemble every machine in-house. We also manufacture most of the components in-house and we carefully select purchased components to ensure you get the highest quality product.

With our 5-year warranty and exceptional global after sales service support, you can be assured we've got you covered for all your label applicator needs.

Our technical support is second-to-none and we have an extensive on-line library of support videos in addition to our technical team that will give advise and assist you with any issues. You won't get any of these benefits with cheaper products.

Our success depends on your success - we go the extra mile, offering complimentary testing and customised options, so you can have full confidence that our machines will work for you.

It is our goal to support your business and to grow for years to come!

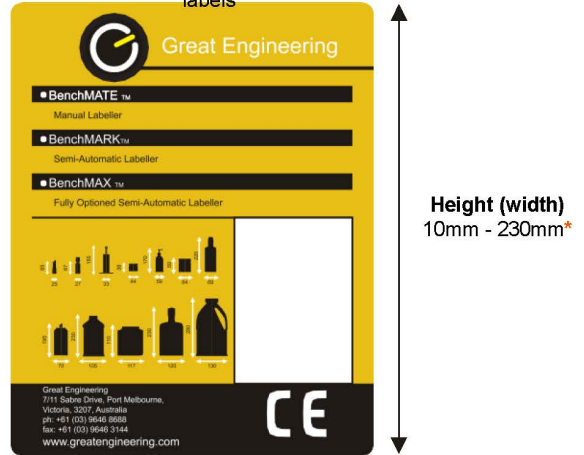
LABEL SPECIFICATIONS

76mm core (manual machines)
35mm or 76mm core (electric machines)



Label Length **

25mm - 650mm length for single labels
25mm - 220mm combined length for two labels



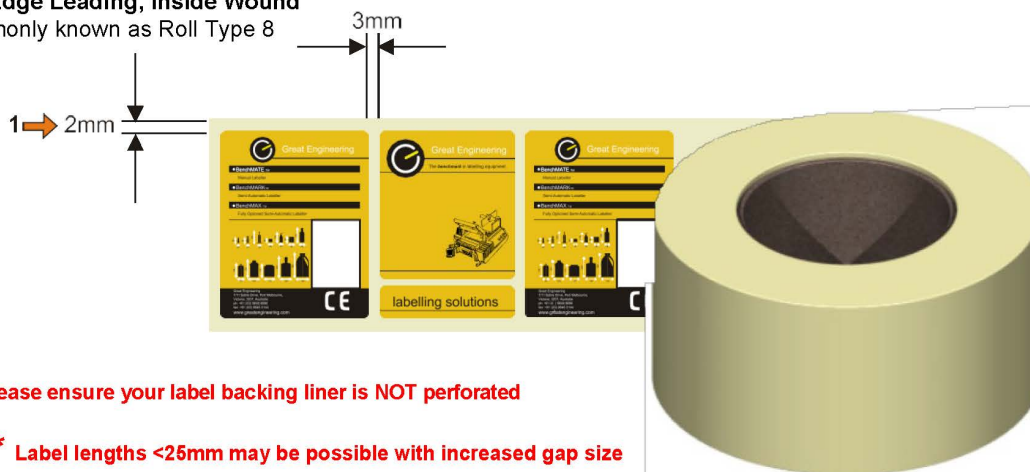
* Label height dependent on machine, check your label height [here](#)

Left Edge Leading, Outside Wound Commonly known as Roll Type 4



OR

Left Edge Leading, Inside Wound Commonly known as Roll Type 8



Please ensure your label backing liner is NOT perforated

** Label lengths <25mm may be possible with increased gap size

Transparent label backing liner may benefit from a rewinder to avoid static build up

DESIGNING LABELS FOR YOUR PRODUCTS

No matter which labelling machine you use, it is important to make sure your labels will be suitable for the container, jar, can, bottle, tube or round object you want to apply labels to.

Please read our guidelines below so you can design labels that will best fit your products.

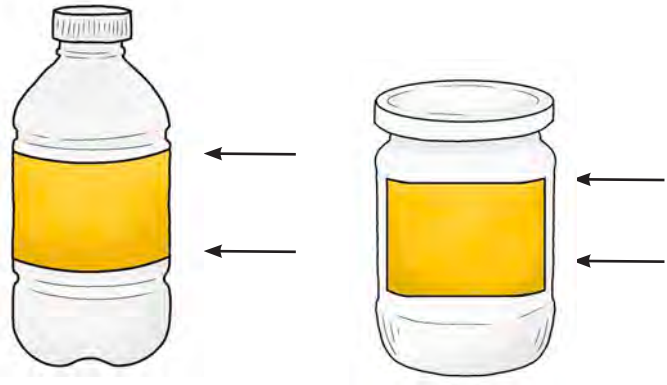
CONTAINERS AND JARS

Many containers have a ridge at the top and near the bottom.

When designing your labels, you will need to consider the accuracy of these ridges, which in our experience can vary by as much as 2.5mm.

The accuracy is determined by shrinkage in material, the manufacturing processes and age of the moulds.

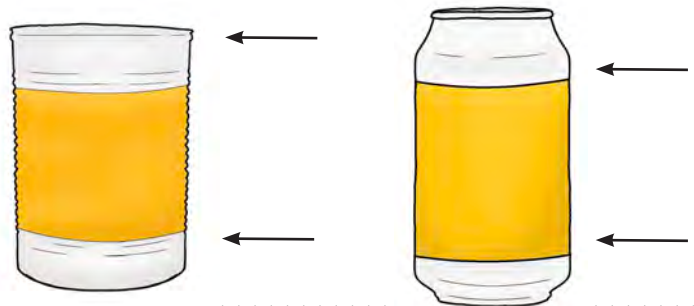
For best practice, keep the top and the bottom of your label away from these ridges by 3mm either side.



CANS

Cans have issues usually caused in transportation or in the manufacturing process.

We also advise that you design your labels to be 3mm away from both the top and bottom of any ridge or change in the surface diameter.



GLASS

Glass bottles are imperfect and even minor imperfections will cause visible issues in labels.

For most glass bottles, jars and containers, a full wrap around label is likely to have wrinkles, bubbles or will not meet up perfectly at the ends, unless the glass quality is exceptional.

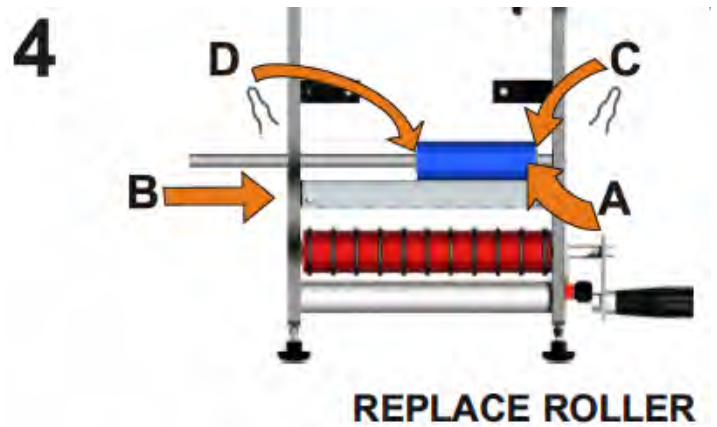
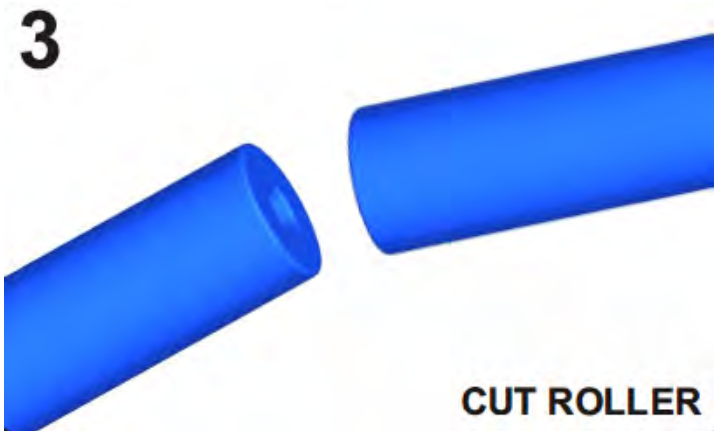
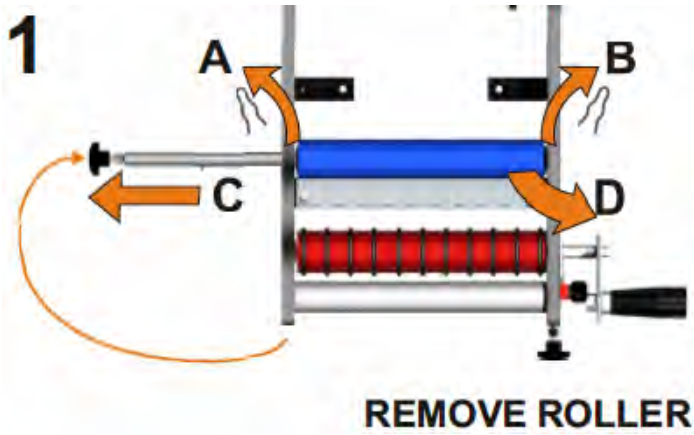
We recommend a front and back label for all glass containers, but we are happy to test your glass quality in-house if you want a full wrap around label.



GENERAL RECOMMENDATIONS

- When designing your labels, look at what your industry normally does. For example, wine bottles usually have front and back labels due to glass quality.
- Design for the worst possible conditions, such as a bad pallet of containers, to ensure you have the easiest labelling experience.
- If you are unsure about your container, don't hesitate to ask for our advice. In our 30 years of manufacturing labelling machines we have plenty of tips and tricks up our sleeves that we're happy to share.

CUTTING YOUR ROLLERS

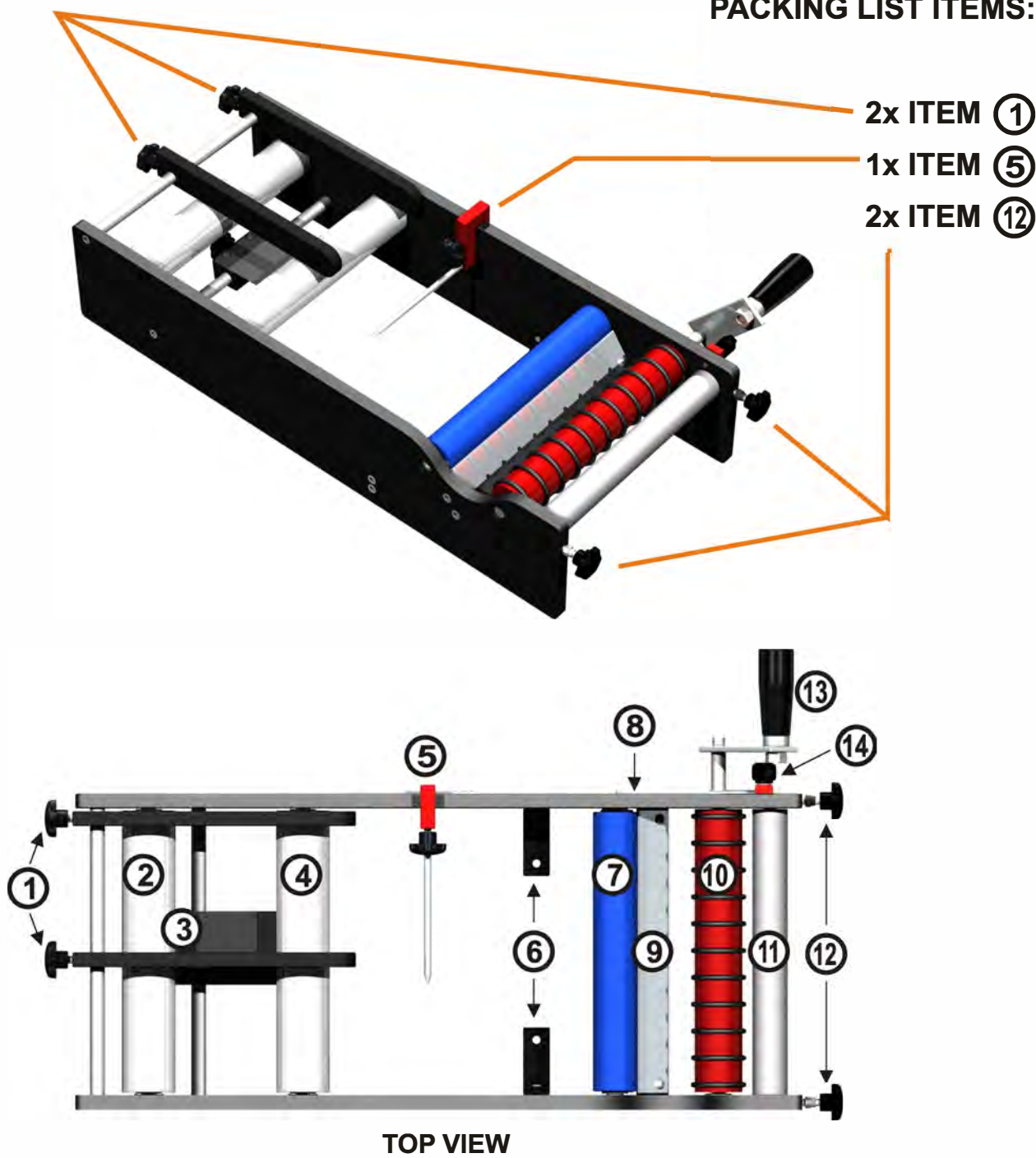


VIDEO:



COMPONENTS OF THE BENCHMARK

PACKING LIST ITEMS:



① Manual Label Guide Assembly	⑧ Manual Second label Indicator Sub Ass
② Manual Spool Roller 1	⑨ Manual Peel Plate
③ Tensioner Plate Assembly	⑩ Drive Roller Sub Assembly
④ Manual Spool Roller 2	⑪ Manual Pinch Roller
⑤ Manual First Label Indicator Assembly	⑫ Manual Pinch Roller Kipp Knob Assembly
⑥ Manual Foot	⑬ Manual Handle Sub-Assembly
⑦ Manual Application Roller	⑭ Manual Second Label Indicator Clamp

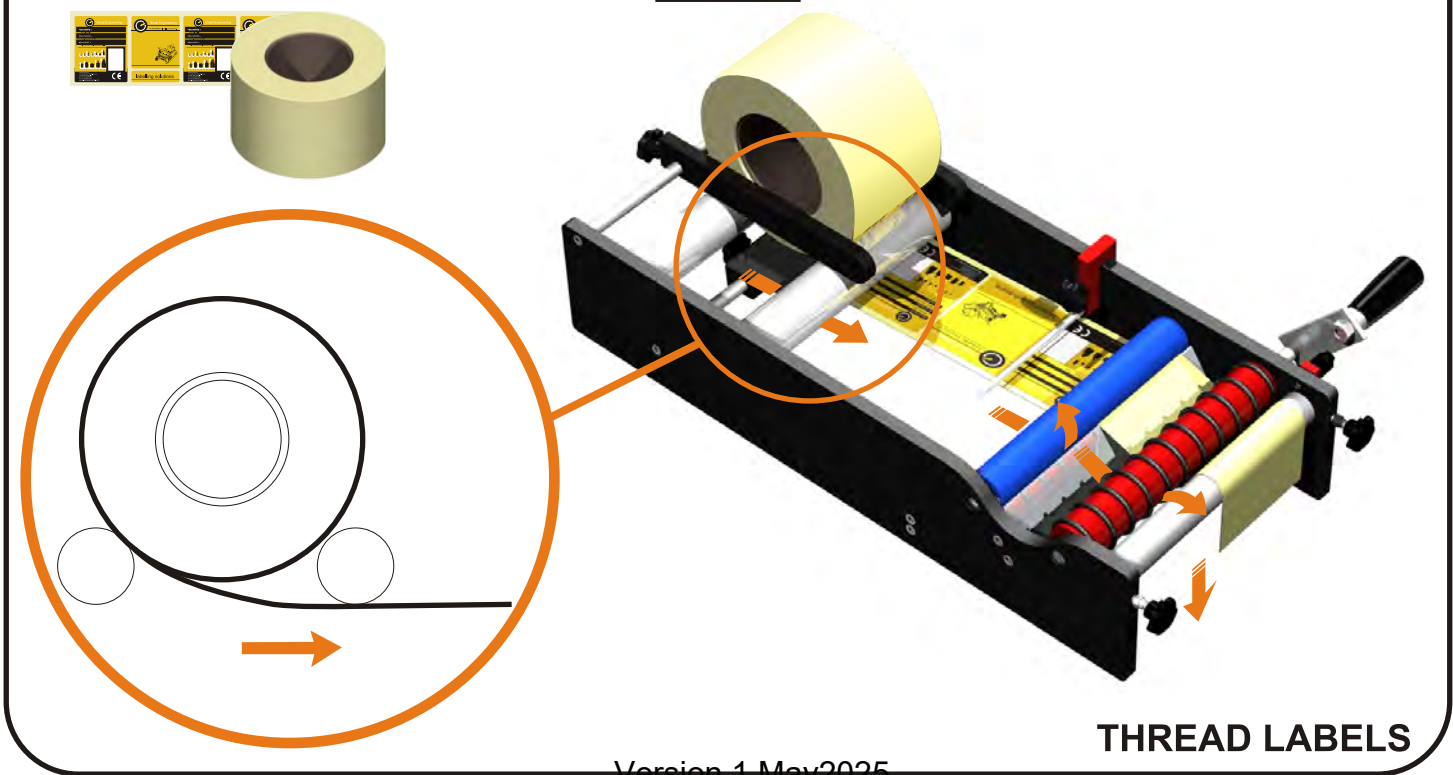
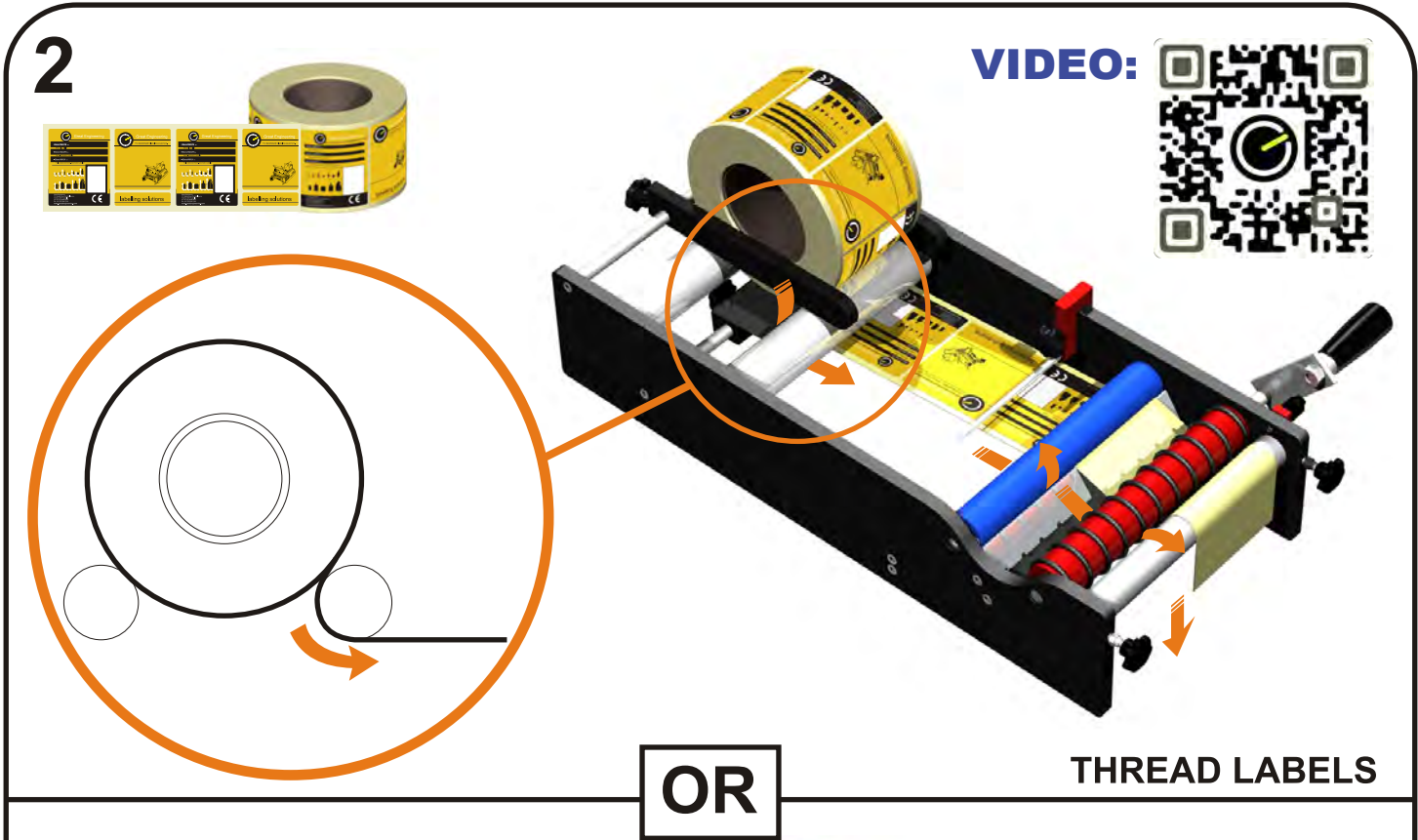
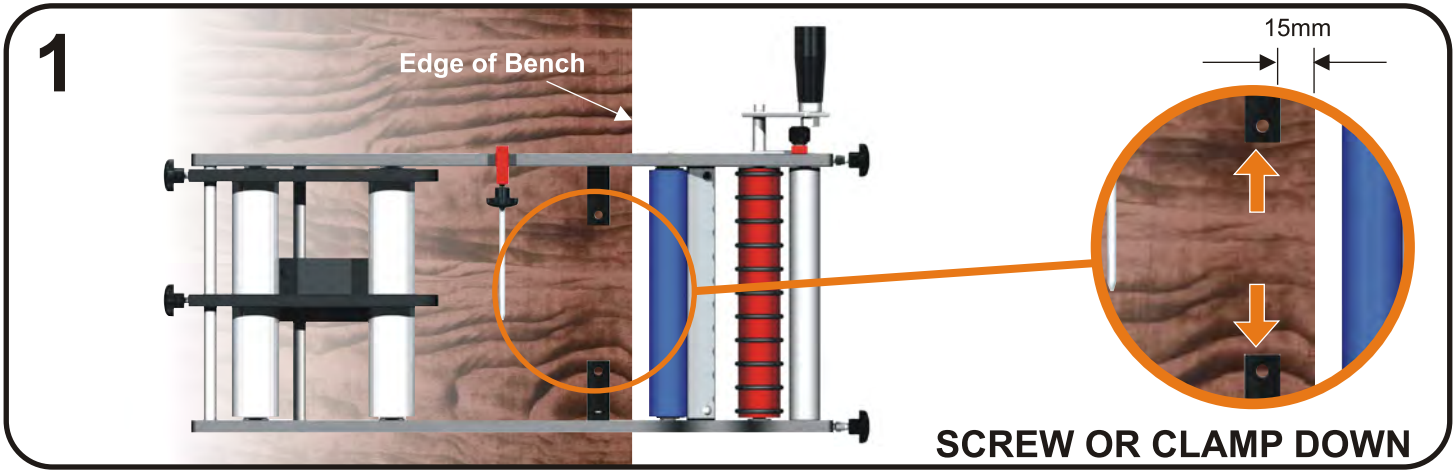
ACCESSORIES INCLUDED WITH THE BENCHMARK+ (Small container adapter, top arm with wheel or roller)

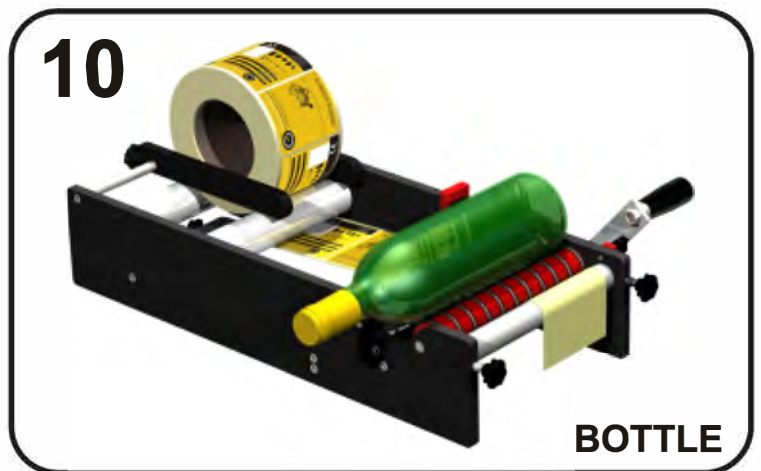
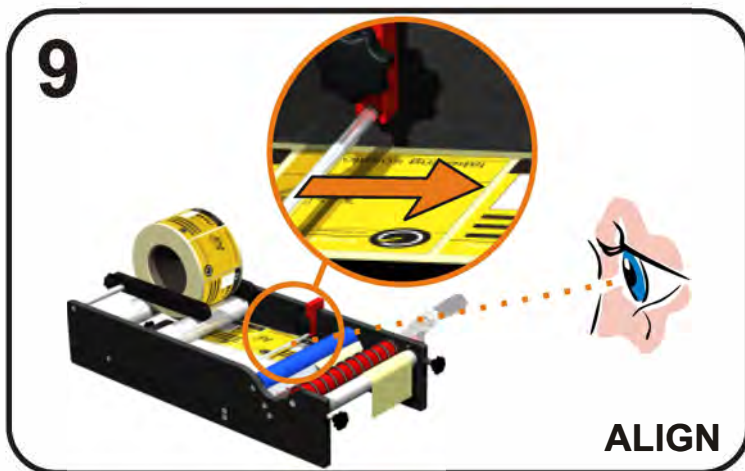
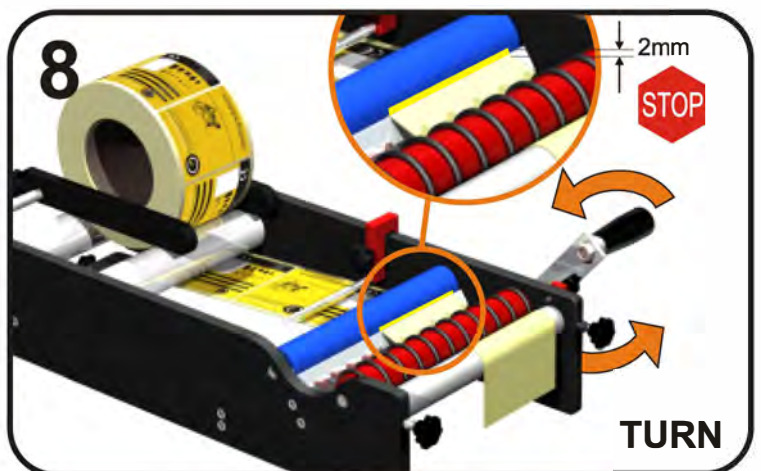
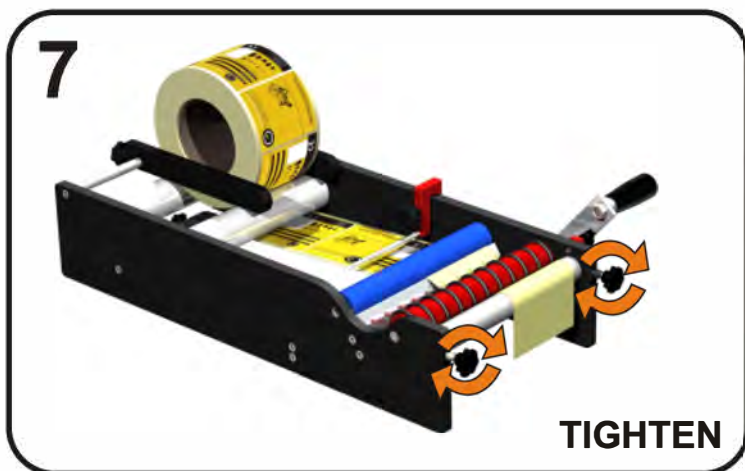
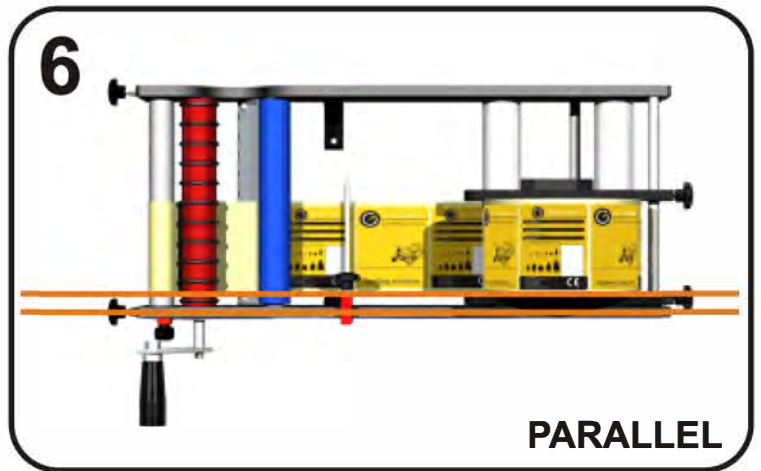
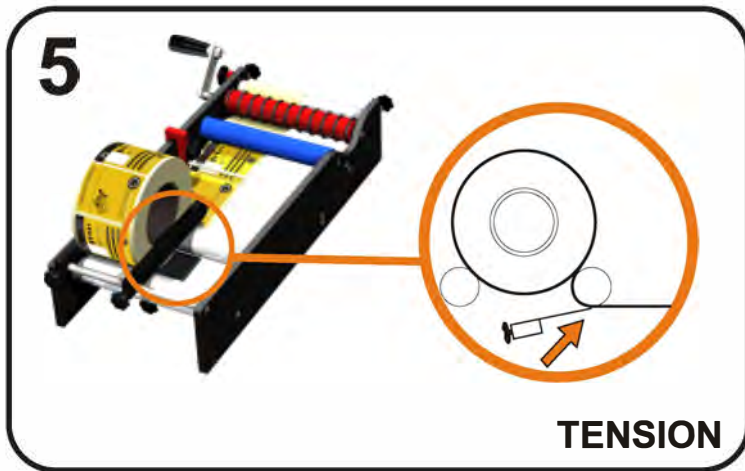
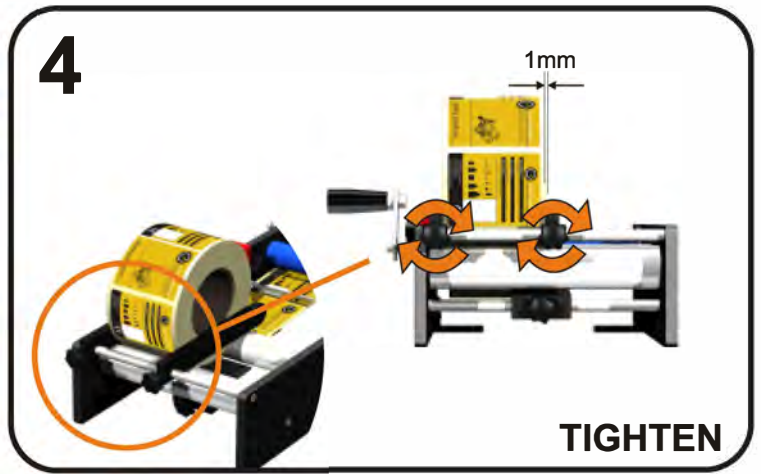
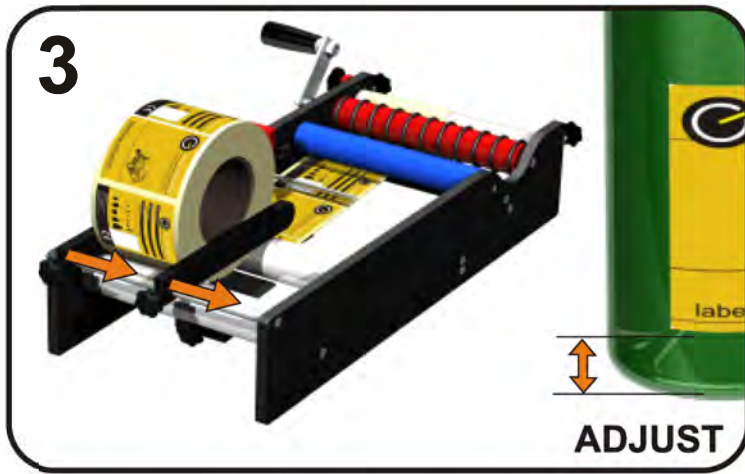


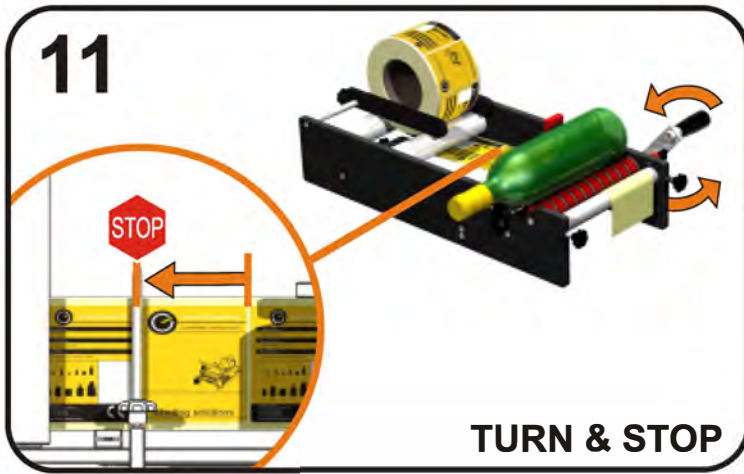
SCAN TO ASSEMBLE:



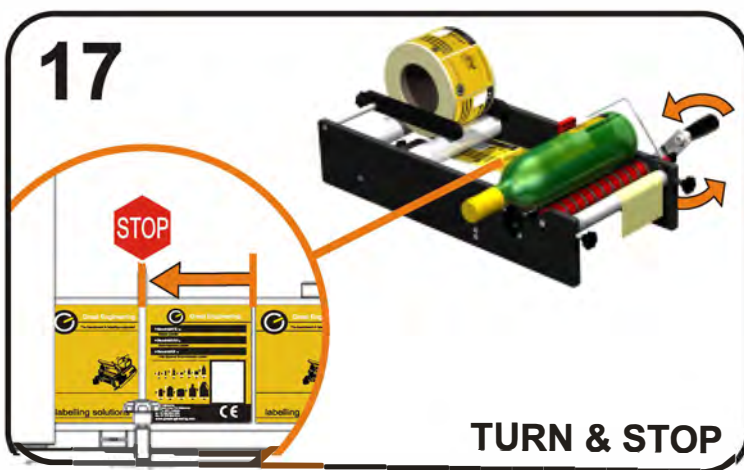
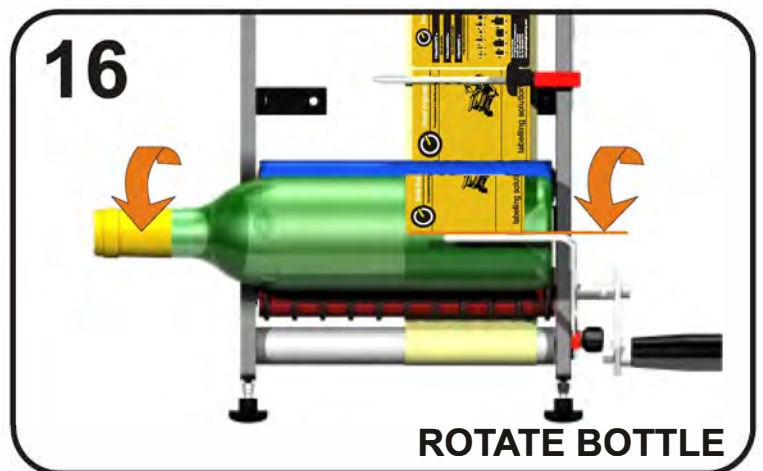
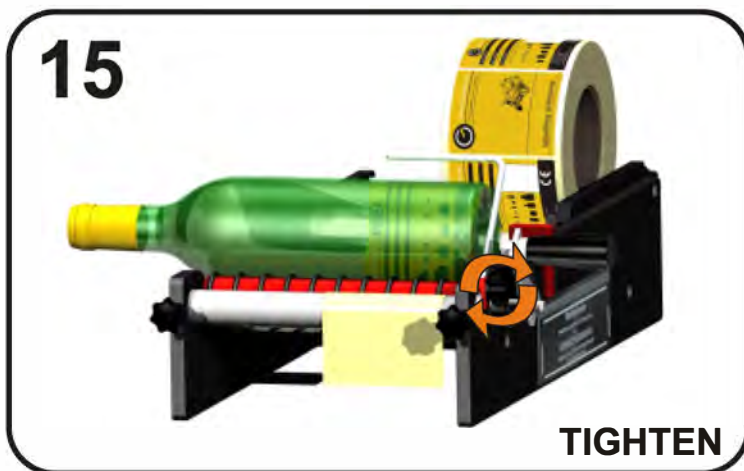
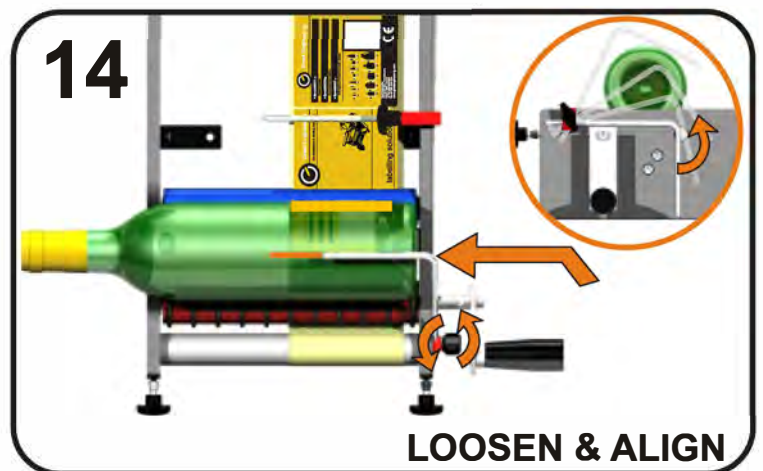
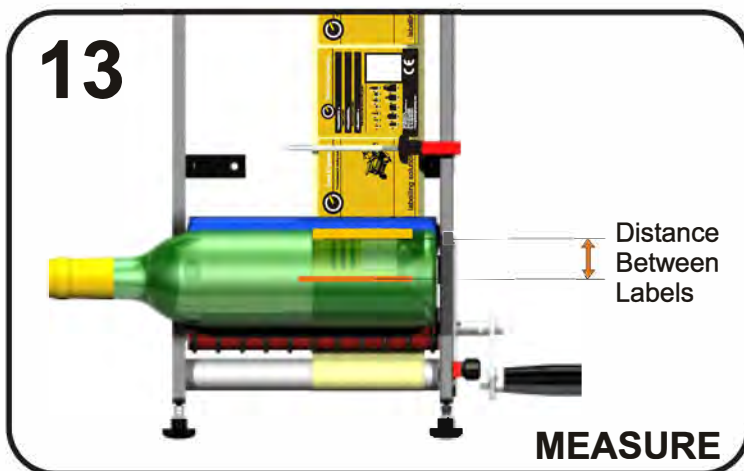
THREADING YOUR LABELS





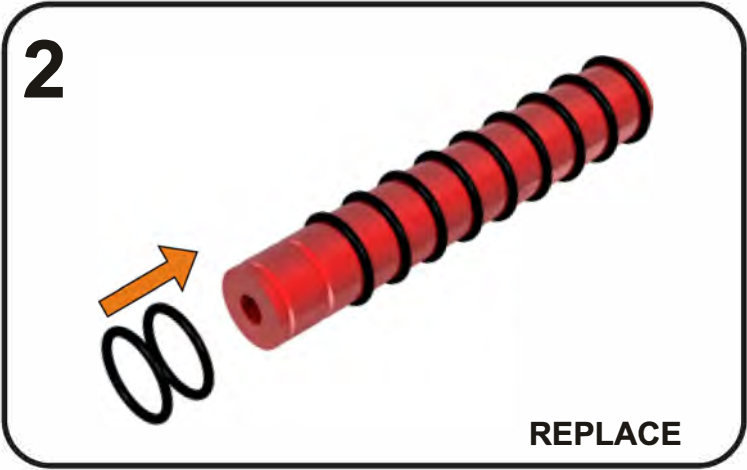
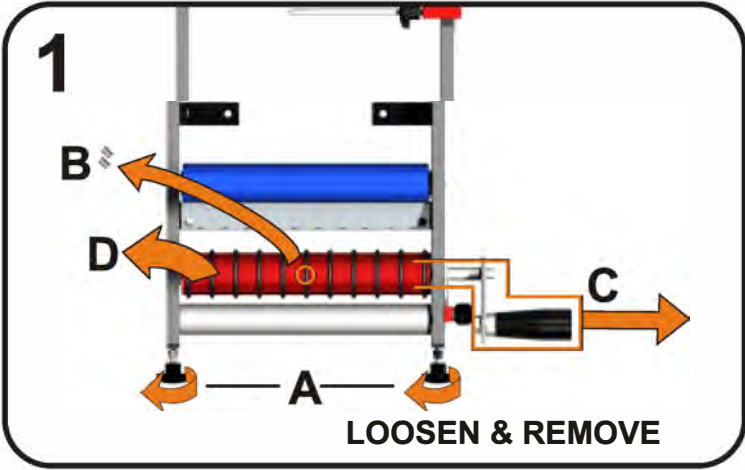


APPLYING TWO LABELS

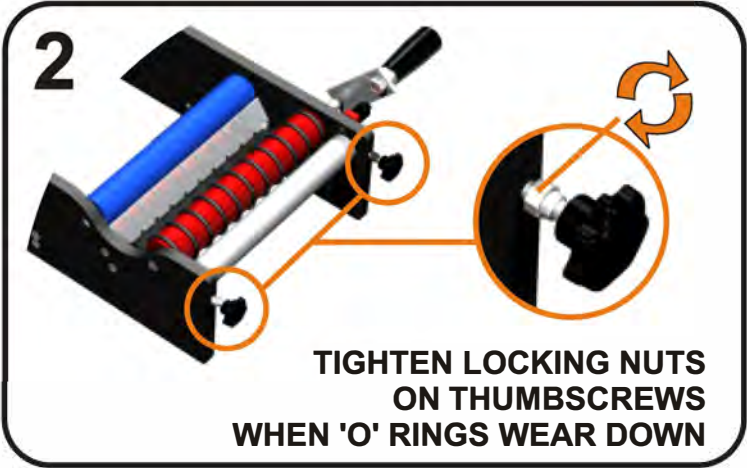
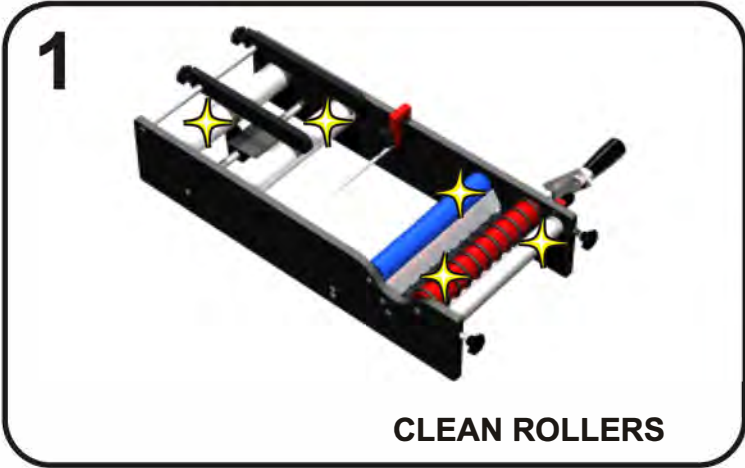


MAINTENANCE

REPLACING 'O' RINGS



WEAR MAINTENANCE



ISSUE WITH LABELS SHIFTING:



Attaching the BenchMATE Top Arm Assembly

Attaching M8 Shoulder Bolt

1. Put the M8 shoulder bolt through the top arm
2. Place wave washer through the M8 shoulder bolt on sticker side between side plate and top arm sticker side with sticker facing outwards
3. Screw shoulder bolt into M8 tapped hole on BenchMATE with a flat screwdriver

Inserting Under carriage Spring and M5 Shoulder Bolt

4. Insert undercarriage spring on spring retainer
5. Using the Allen Key provided, the M5 shoulder bolt is to be placed through the other end of the undercarriage spring
6. Attach M5 flat washer on shoulder bolt
7. Using Allen Key with force, pull down on undercarriage spring to screw shoulder bolt into M5 sized hole (smaller hole) on side plate
8. Secure M5 shoulder bolt with Allen key, tightening all the way

Securing Top Roller Bar to Top Arm (with Blue Roller)

9. Take threaded side of Top Roller Bar and screw into desired hole position on Top Arm.
10. On your BenchMATE Top Arm there are multiple hole positions to allow for different sized containers.
11. Our recommendation is to select the hole position where roller is in 12 o'clock position when top arm is placed on the container.

Attaching White Acetyl Wheel to Top Roller Bar

12. If you want to attach the white acetyl wheel to top roller bar, you will need to remove the blue roller.
13. To remove the blue roller, squeeze outside butterfly clip to release clip pressure and remove from top roller bar.
14. The blue roller and inside 'white housing layer' should now freely be removed.
15. Position the remaining butterfly clip by squeezing and releasing hooks when in centre of top roller bar ensuring hook is facing outwards.
16. Slide the acetyl wheel on the top roller bar.
17. Secure the acetyl wheel position by attaching another butterfly to keep its position with hooks facing outwards.

Scan the QR code below to follow the step-by-step instructions:



WARRANTY

SERIAL NO.

We offer an outstanding 5-year warranty on all new machines (excluding consumable items – rollers).

The equipment supplied has been manufactured by Great Engineering (A trading company of Gap Manufacturing Pty Ltd). The warranty supplied below is the only warranty given with this equipment.

This offer to provide warranty services is limited to equipment manufactured or supplied by Great Engineering or one of our authorised Resellers. This offer does not apply to any other products or peripheral devices, which may have been supplied with your system by Great Engineering or a Great Engineering Reseller

During the 5-year warranty period, Great Engineering will affect warranty repair, or at its option, replacement of nominated products at no charge to the owner, should they prove defective in materials or workmanship (proof of purchase required). This warranty does not include the cost of transportation to or from the service centre. EXCLUSIONS -The above warranty shall not apply to defects resulting from: improper or inadequate maintenance by the customer; unauthorised modification or misuse; or improper site preparation and maintenance. Australian SERVICE CENTRE: 7/11 Sabre Drive, PORT MELBOURNE 3207, VICTORIA, AUSTRALIA

WARRANTY & REPAIRS

Great Engineering aims for 100% customer satisfaction. If you have any questions relating to your warranty, or how to get the most from your machine, please contact our friendly Customer Care Team.

Phone: +61 3 9646 8688

Email: customercare@greatengineering.com

ARRANGING A WARRANTY CLAIM OR REPAIR

Contact Customer Care:

Email our Customer Care Team to obtain an RMA (Return Merchandise Authorization) number. Warranty Claims can't be accepted without first obtaining an RMA. We will send you a form for completion with details of the issue and photos and/or videos.

We highly recommend registering the parcel to enable tracking as Great Engineering is not liable for any products lost in transit during the return process.

Return Merchandise Authorization:

Upon assessing your circumstances, our Customer Care Team will offer a refund or exchange in the following situations:

- Your machine is unfit for purpose and can't be fixed
- Your machine doesn't do what you asked for, and it can't be engineered to fix this problem; or
- Your machine is unsafe.

RMAs relating to Warranty Claims will be issued on a case-by-case basis.

For Warranty Claims:

Great Engineering offers a 5-year manufacturer's warranty on our new label applicators, as we believe we make the best and most reliable label applicators in the world.

Please note:

We will pay for the cost to return your machine if your warranty claim is approved, and it is in the original packaging supplied by Great Engineering.

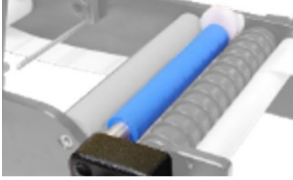
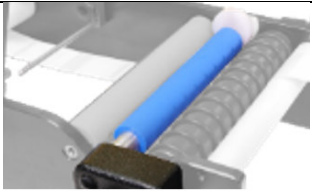
We highly advise you keep the original box and packaging for safe storage and transportation of your machine. If for any reason you need to service or claim warranty, this is the safest method of transport.

The blue rollers are consumables and therefore not covered by our 5-year warranty. These can be ordered from our sales team or any authorised reseller, as required.

Our goods come with guarantees that cannot be excluded under the relevant consumer law in your country. You are entitled to a replacement or refund for a major failure. If the failure is minor, we reserve our right to offer to repair only.

ROLLER SPECIFICATIONS GUIDE

BenchMATE, BenchMATE+ BenchMATE Widebody and BenchMATE Widebody+ Rollers

BenchMATE, BenchMATE+, BenchMATE Widebody, BenchMATE Widebody+ Rollers		
	BR3010189	BENCHMATE Application Roller 189mm x dia 30 x 10 Internal Diameter
	SBAR25150	BENCHMATE Small Container Adapter roller 150mm x dia 25
	BR3010240	BENCHMATE WIDE BODY Application Roller 240mm x dia 30 x 10 Internal Diameter
	SBAR2516200	BENCHMATE WIDE BODY Small Container Adapter Blue roller 200mm x dia 25 x 16 Internal Diameter
Please check with Great Engineering or your local Reseller for compatibility of parts to your machine. Please note your machine serial number and quote that when ordering parts.		

Where to order your parts:

Please check our website www.greatengineering.com for your local reseller or contact us at Great Engineering for details on your nearest stockist.