



Great Engineering

Exceptional label applicator solutions



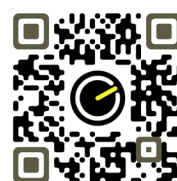
USER MANUAL

ELECTRIC LABEL APPLICATION MACHINE

BenchMARK, BenchDELUXE, BenchMAX
Series 1

BenchMAX, BenchDELUXE and BenchMARK manual

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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. With proper care and servicing your machine should last you more than 20 years.

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



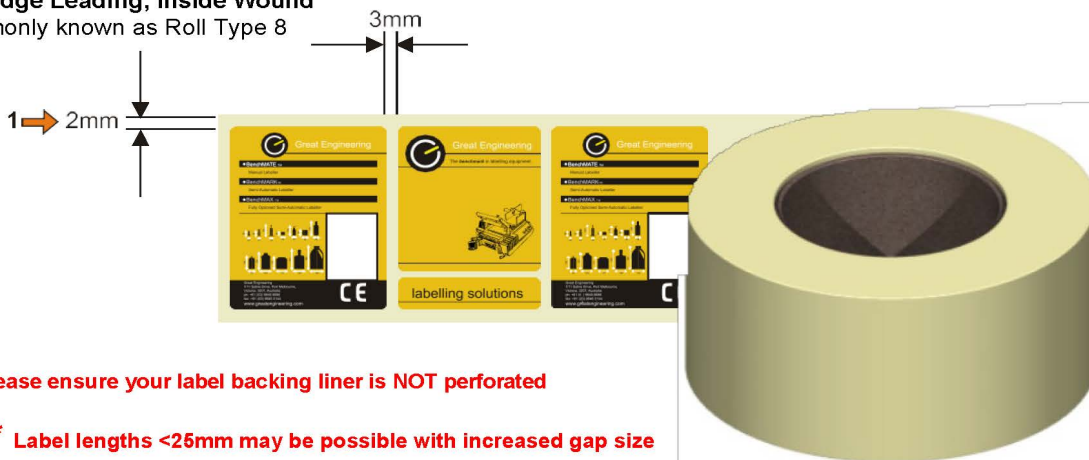
* Label height dependent on machine, check your label height [here](#)

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



OR

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

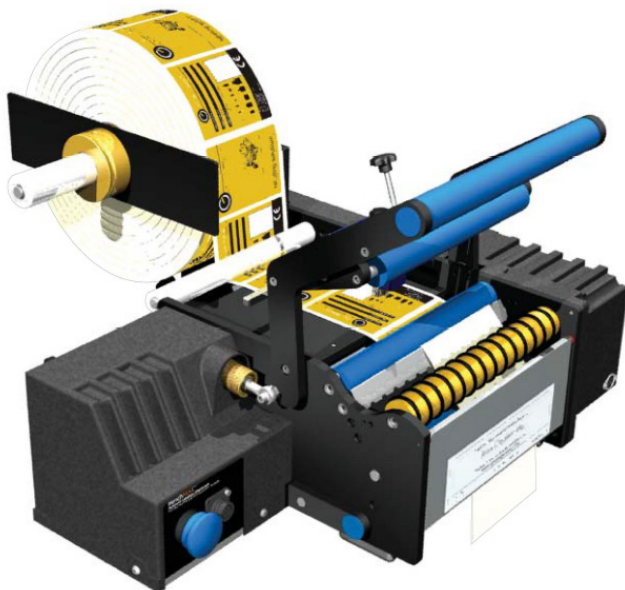


Please ensure your label backing liner is NOT perforated

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

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

THREADING LABELS

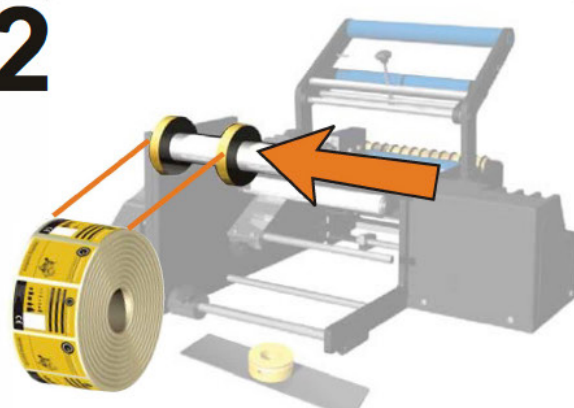


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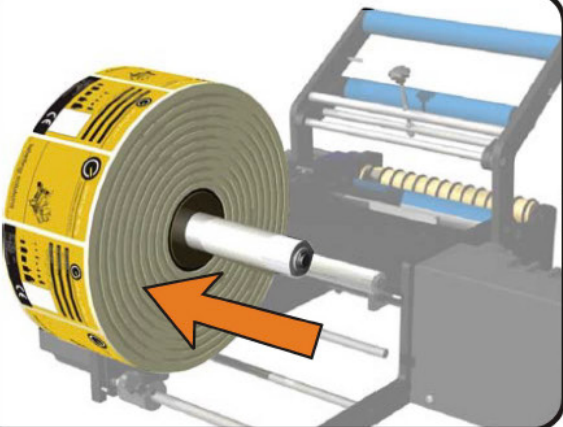
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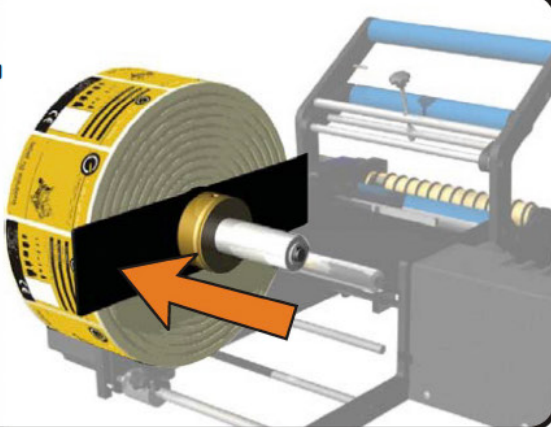
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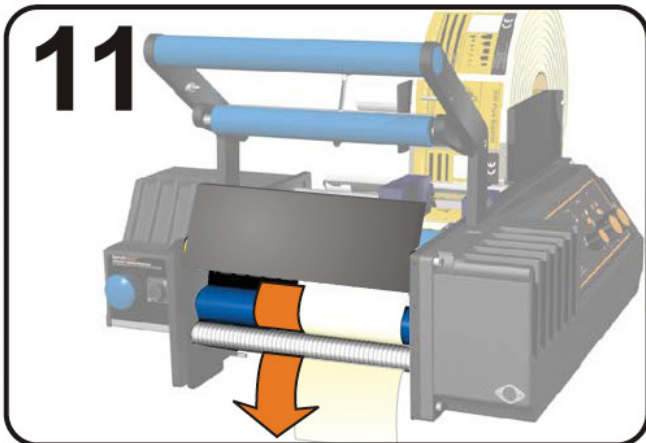
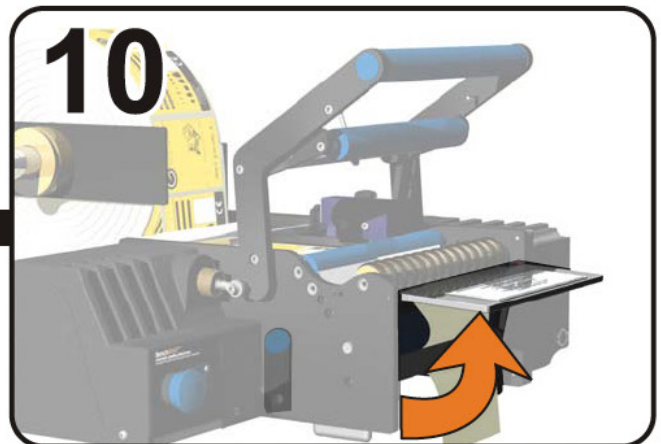
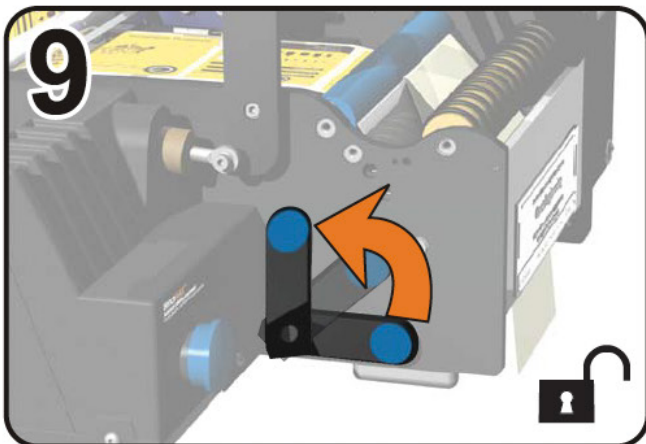
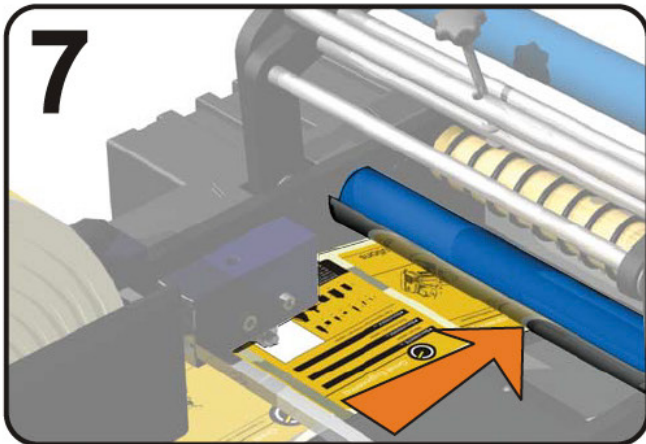
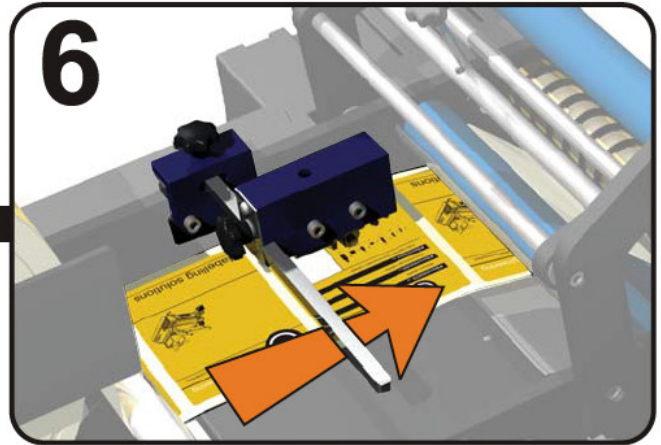
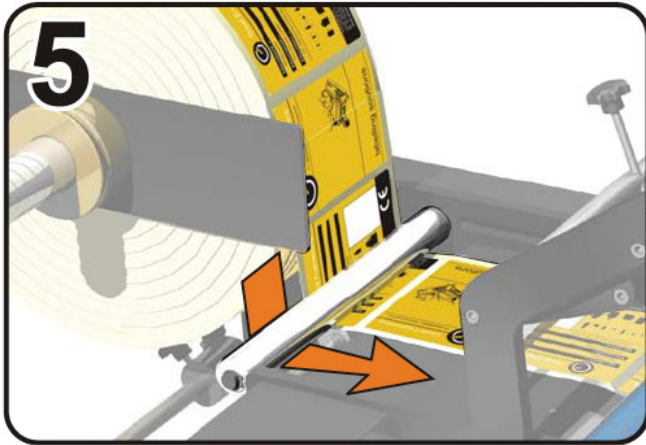


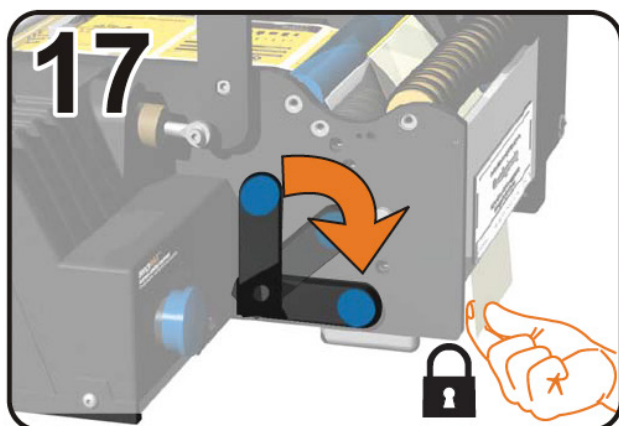
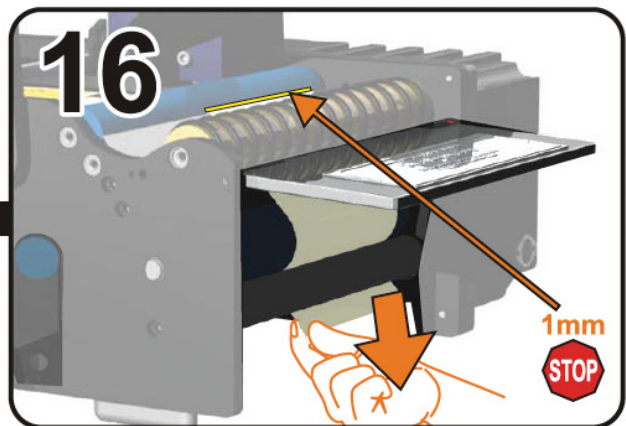
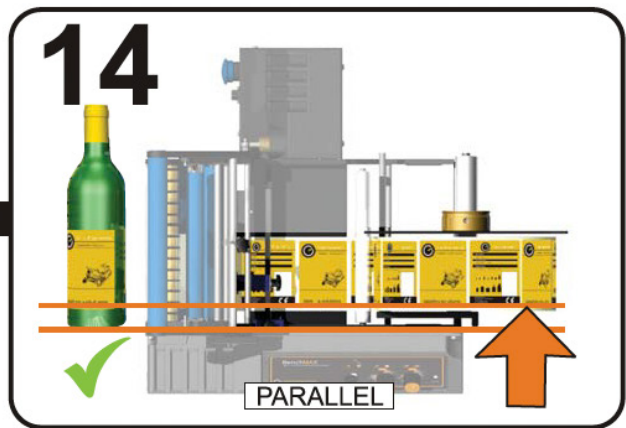
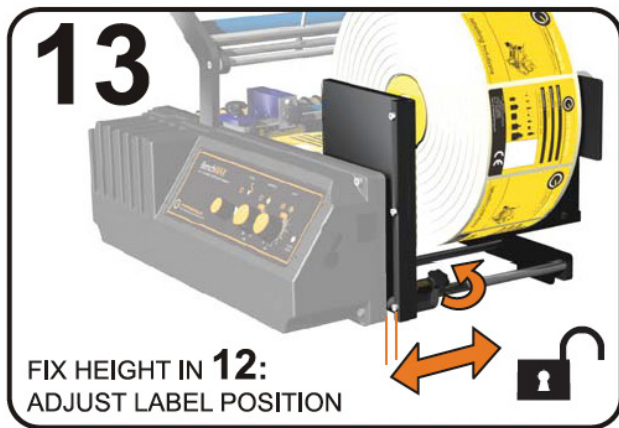
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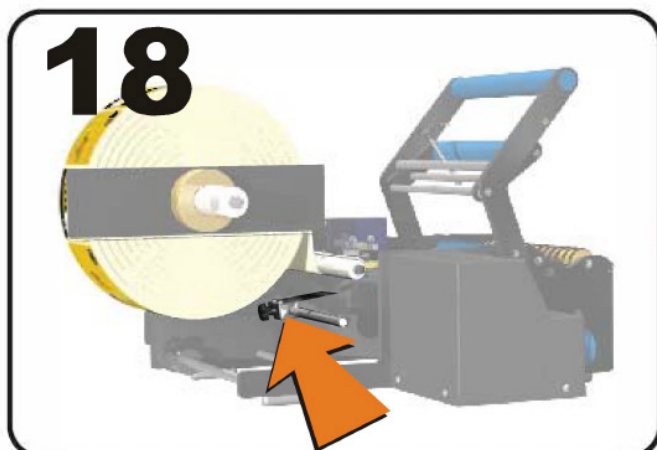
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SET THE TENSION PLATE

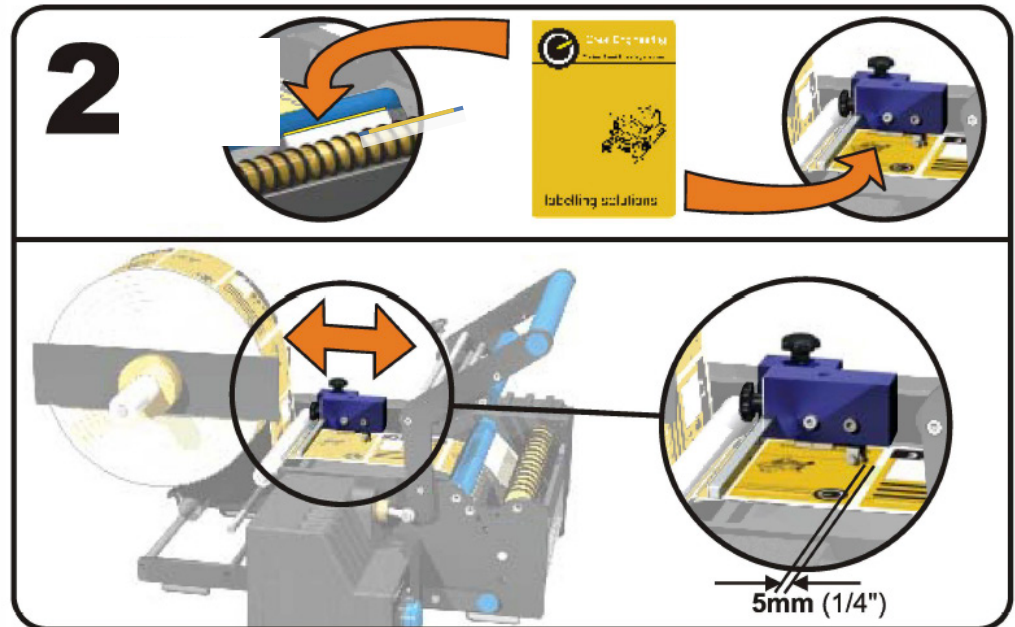


Please ensure to increase tension on the tension plate until there is a slight bend. It should not be sitting flat

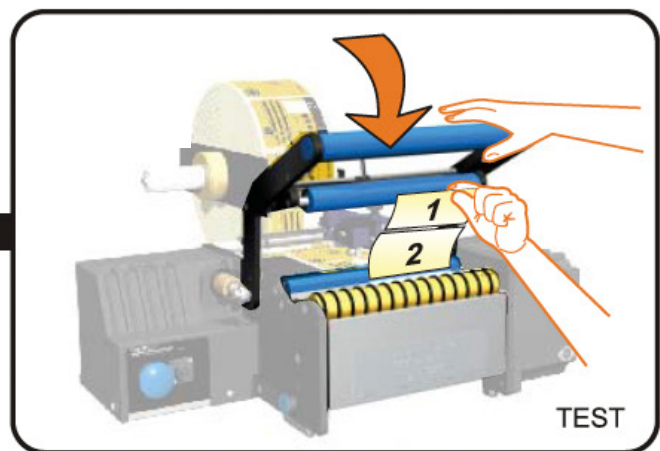
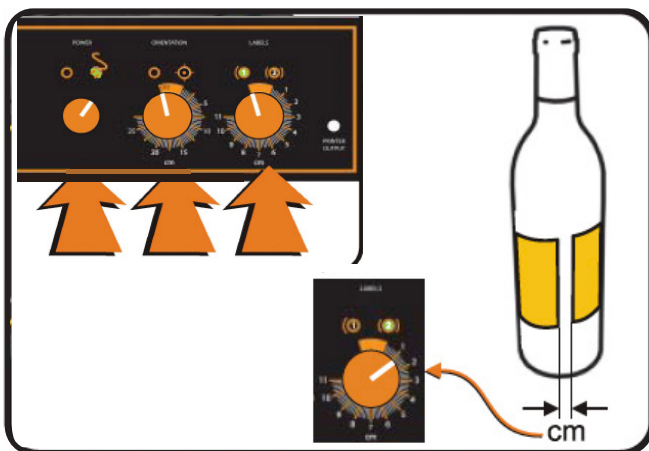
SETTING LABEL SENSOR



[CLICK HERE](#)



APPLYING TWO LABELS



This measurement is an approximation which quickly brings you to your label gap. Some fine tuning is needed to find the correct point of spacing between front and rear label.

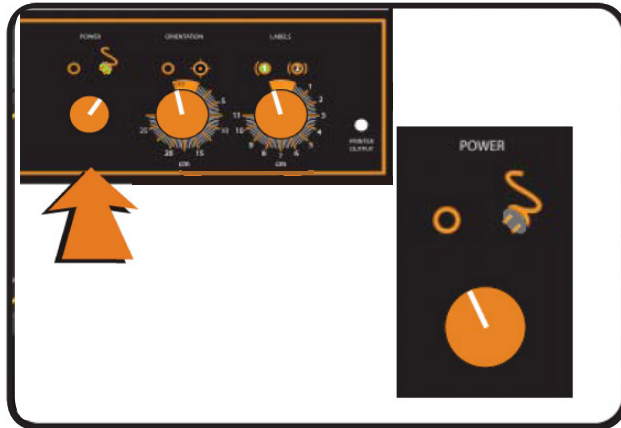
Please watch below QR code when applying two labels

How the gap sensor controls
the labels

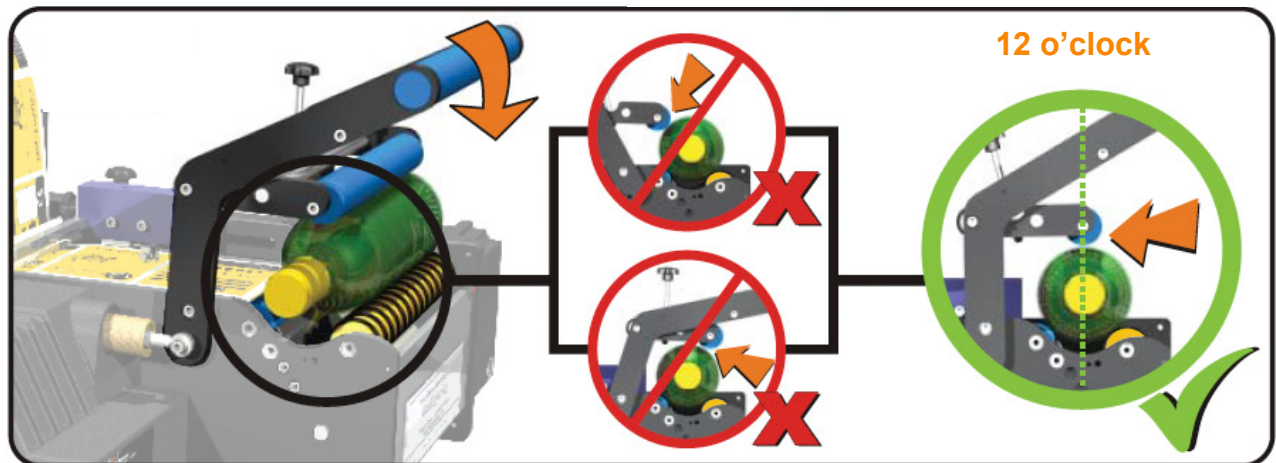


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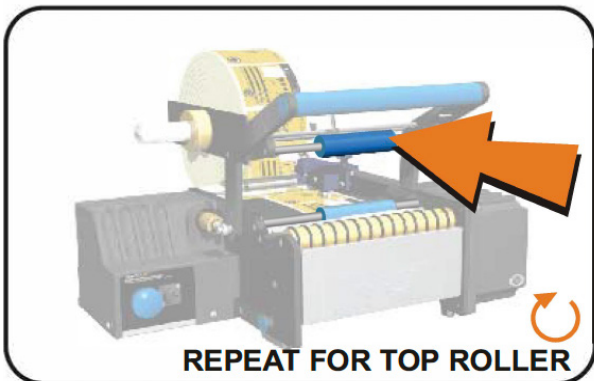
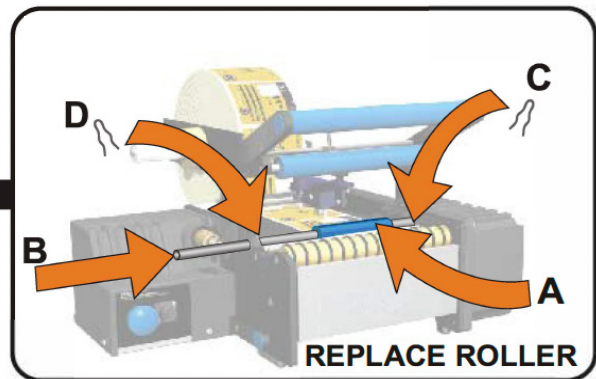
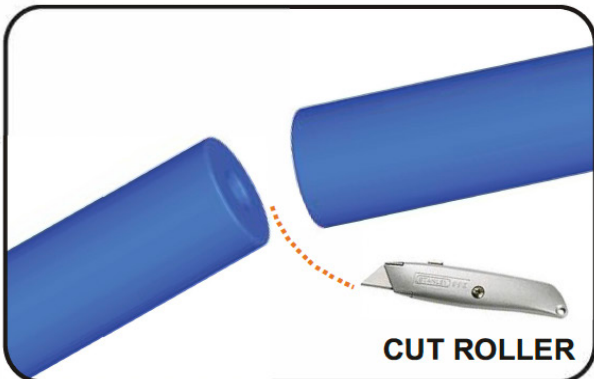
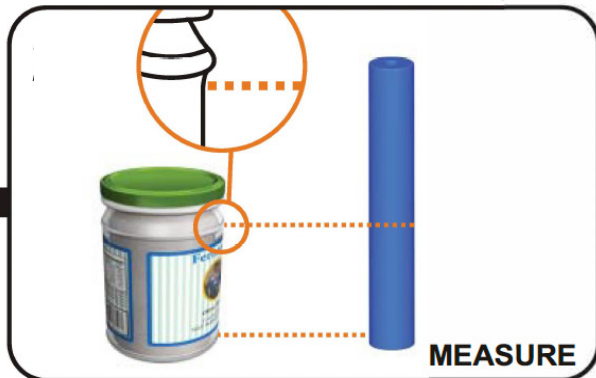
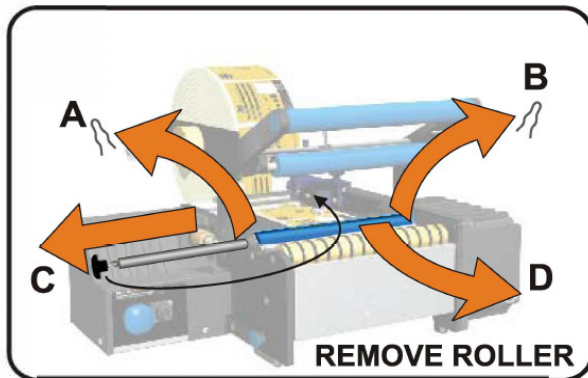
POSITIONING RUB-DOWN ROLLER



[CLICK HERE](#)



CONTAINERS WITH RECESSES



[CLICK HERE](#)

CHANGING THE ROLLERS



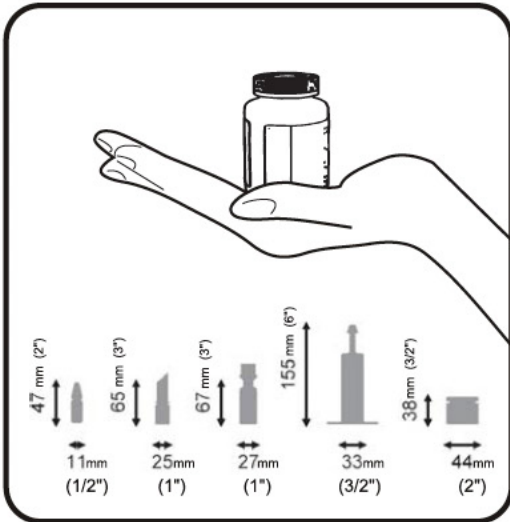
How to change the drive roller

How to change the handle roller



How to change your other rollers

SMALL CONTAINER ADAPTOR



How to change the SCA roller

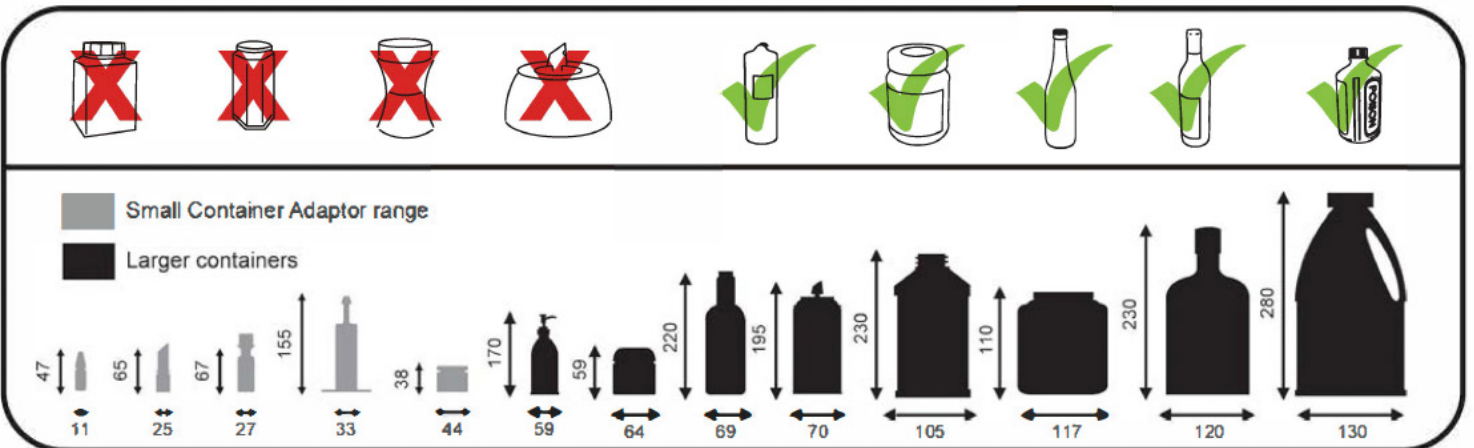
[CLICK HERE](#)

How to attach the SCA

[CLICK HERE](#)



CONTAINERS



ORIENTATION



How to assemble front orientation
[CLICK HERE](#)

How to detect front orientation
[CLICK HERE](#)

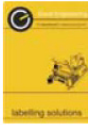


How to assemble base orientation
[CLICK HERE](#)

How to detect base orientation
[CLICK HERE](#)



PROGRAMMING

1234↓ ON	1234↓ OFF	1234↓ OFF	1234↓ ON	1234↓ ON	1234↓ ON
ON	OFF	OFF	ON	ON	ON
					
LIGHT	DARK	NO LONGER IN USE	PRINTING ON LABELS	LONG LABELS	CLICK HERE

TECHNICAL TIPS AND TRICKS



My machine is applying too many labels



My machine is not applying any labels



Is my gap sensor working?

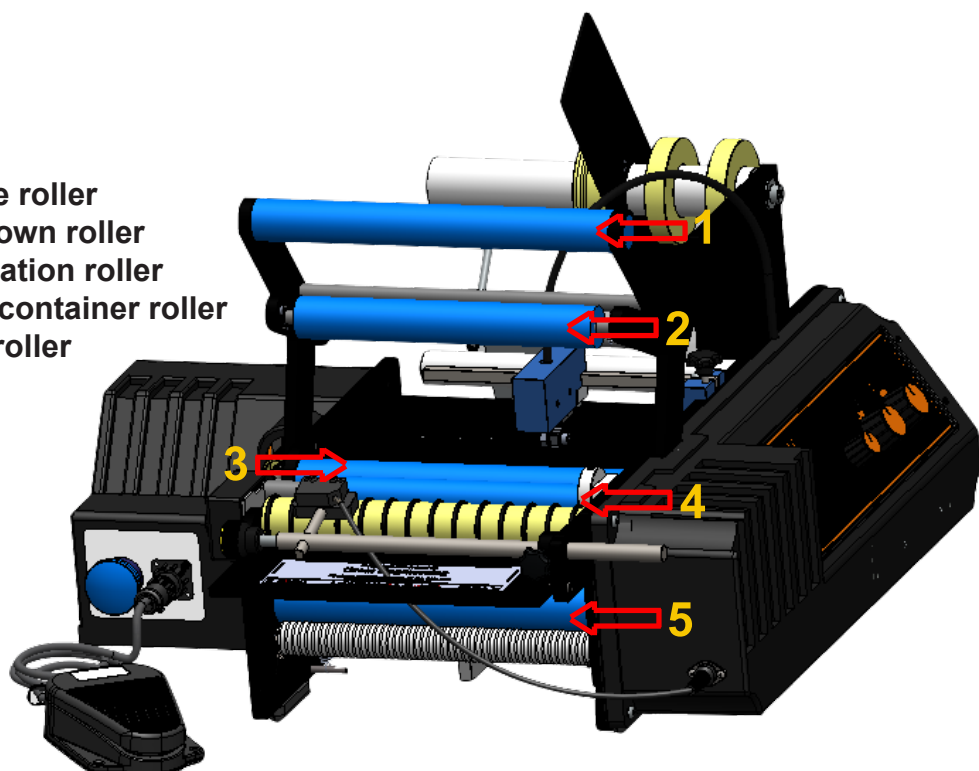


How to adjust the gap sensor sensitivity



How to change your gap sensor internals

- 1 = Handle roller
- 2 = Rub down roller
- 3 = Application roller
- 4 = Small container roller
- 5 = Drive roller



ELECTRIC LABEL APPLICATOR MANUAL ADDENDUM

As of April 2024, the following changes have been made to all Electric Label Applicators:

1. Addition of a knurled Aluminium Pinch Roller under the drive roller in place of the previous Acetal roller.
To reduce backing material wind-up when using PET or similar backing materials, which carry increased static electricity loads.
2. Addition of adjustable Top Plate Label Guides (TPLG) Set of 2. The Top Plate Label Guides are pre-assembled with the new labeller and allow for greater accuracy of label placement by controlling the label position very close to the point of application.
3. Addition of UHMW (Ultra-High Molecular Weight) Tape, a clear, tough abrasion-resistant film which prevents wear on metal surfaces. The addition of the tape alleviates products from getting caught or stuck in the peel plate.
4. Black Handle in place of a Blue Polyurethane Handle Roller. The serviceable polyurethane handle roller has been removed and replaced with a sturdier black acetyl.

Please see below QR codes to our Dropbox videos for help with
Attaching and Removing the Top Plate Label Guides:

Scan here for video:
Attaching Top Plate Label Guides



Scan here for video:
Removing Top Plate Label Guides



WARRANTY

SERIAL NO.

Great Engineering offers 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 directly by Great Engineering or one of our Authorised Resellers. This offer does not apply to any other products (such as Printers) or peripheral devices, which may have been supplied with your system by Great Engineering or a Great Engineering Reseller. Such devices will be covered by their manufacturer warranty.

During the 5-year warranty period, Great Engineering will affect warranty repair, or at its discretion, 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 advise on the next steps. An exchange or refund may be offered 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.
- Your machine is unsafe.

RMAs relating to Warranty Claims will be issued on a case-by-case basis. RMAs will not be issued for a change of mind.

Please note:

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

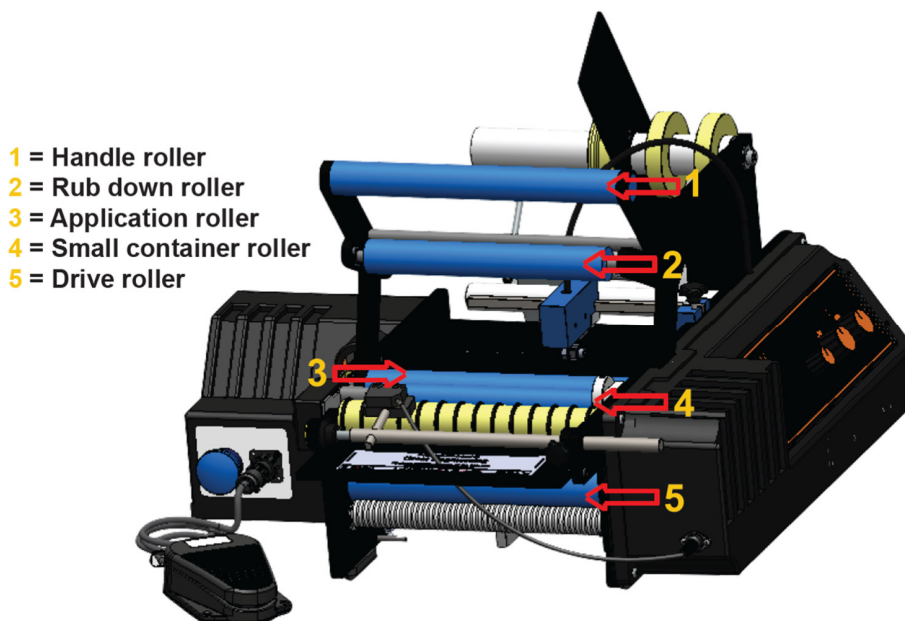
We highly advise you to keep the original box and packaging for safe storage and transportation of your machine. If for any reason you need to service or claim warranty, this is the safest method of transport.

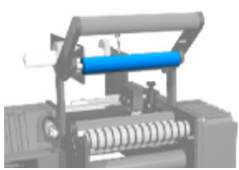
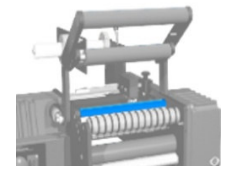
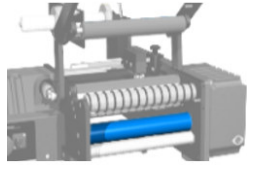
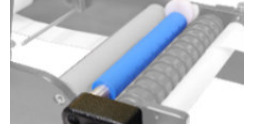
The blue rollers are consumable and therefore not covered by our 5-year warranty. These can be ordered from our sales team or any authorised reseller, as required.

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

Series 1 Electric BenchMARK, BenchMAX, BenchDeluxe and BenchMARK 'NARROW Old Style' Rollers



	Series 1 Electric Rollers BENCHMARK,		BenchMARK 'NARROW Old Style' Rollers Serial No.	
	BR3010220	Series 1 Electric -Rub-Down Roller 220mm x dia 30 x 10 Internal Diameter	BR3010175	BENCHMARK NARROW Rub-Down Roller 175mm x dia 30 x 10 Internal Diameter
	BR3010240	Series 1 Electric - Application Roller 240mm x dia 30 x 10 Internal Diameter	BR3010189	BENCHMARK NARROW Application Roller 189mm x dia 30 x 10 Internal Diameter
	BR3726242	Series 1 Electric- Laminated Label Drive Roller 242 x dia 37 x 10 Internal Diameter Mounted on core	BR3726192	BENCHMARK NARROW Roller 192 x dia 37 x 10 Internal Diameter
	BR3010270	Series 1 Electric Handle Roller 270 x dia 30 x 10 Internal Diameter	BR3010220	BENCHMARK NARROW Handle Roller 220 x dia 30 x 10 Internal Diameter
	SBAR2516200	Series 1 Electric - Small Container Adapter Blue roller 200mm x dia 25	SBAR2516150	BENCHMARK NARROW Small Container Adapter roller 150mm x dia 25 x 16 Internal Diameter
Please check with Great Engineering or your local Reseller for compatibility of parts to you machine				

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.