

## Tips for using an envelope inserting machine

Small volumes of direct mail can easily enough be enveloped by hand, but for large volumes a machine is often employed. Most machines in the party are manufactured by Neopost – also branded Hasler, or FP-Mailing (Francotyp-Postalia). There are many different models with more or less features but essentially they're all the same basic "engine". The machines require a slightly larger envelope than usual, so for example instead of using a standard DL size envelope, we use a larger version known as DL+ (DL Plus).

### **It's probably not the machine's fault.**

When the machine was purchased it should have been correctly adjusted by the supplier. It is very rare for a real fault to occur. Calling out an engineer is expensive and often turns out to be little more than a costly training session. Because incorrect adjustment can quickly lead to jams and inevitable frustration, a little time and patience in getting it right will help ensure your "stuffing" session goes well with very few hitches and low levels of stress. And it'll save you money.

### **Incorrect setting of the envelope feed is the cause of most jams.**

It is vital that the envelopes feed in "square" or they will skew on their way through the machine and a jam is inevitable. As there are usually two or three envelopes on their way through the machine, correcting the error doesn't always immediately resolve the problem, but follow these steps and it should soon come right.

1. The envelope side guides should be adjusted so they are close to the envelope edges but not quite touching. If they are too wide the envelope will skew and jam – if they are tight they will stop the envelope from feeding. Try it with just one envelope – you can fill it up later when it's working correctly.
2. The envelope stack needs to be tilted up by about 10° - so adjust the moveable guide

accordingly. There is usually a line on the guide that shows where the edge of the envelope should be.

3. There is an adjustment known as "separation" that ensures only one envelope is picked up each time. In older machines this is a vertical rod that is turned to set the separation. Newer machines have a semi-automatic adjustment. In these the blue lever is pulled down to the horizontal position and one envelope is fed in to the machine by hand. Returning the blue lever to the vertical position sets the separation for that thickness of envelope.

### **Document Feed**

The document trays on the right hand side of the machine have only one setting – the side guides – there's a knob under the tray.

Some machines have one tray with a manual adjustment for thicker cards. The control knob on that feed tray needs to be pushed fully in to adjust this – set so just one of the cards

### **Internal Matters**

Inside the machine, keep the rubber rollers clean (a mild solution of washing up liquid is useful). Inserts printed on a RISO duplicator may still be wet with ink which will come off on the rollers, so wait a few hours until it's dry. Laser – no problem.

To ensure the envelopes are properly sealed, regularly take off the three brushes and soak them to get rid of excess glue that builds up on them.

### **Final Advice**

Try not to leave a "stuffing" job until it is urgent. This almost always leads to rushing and cutting corners and that leads to jams and stress. Take care and time and a much easier life!