

Troubleshooting a “Needle Stuck” Error Message

The MKIV Tag Injector will sound an alarm and give the “Needle Stuck” error message if the actuator arm can not complete either its forward or return stroke.

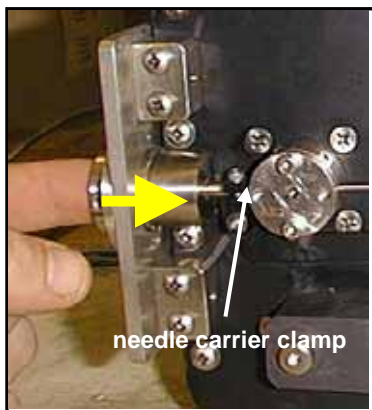
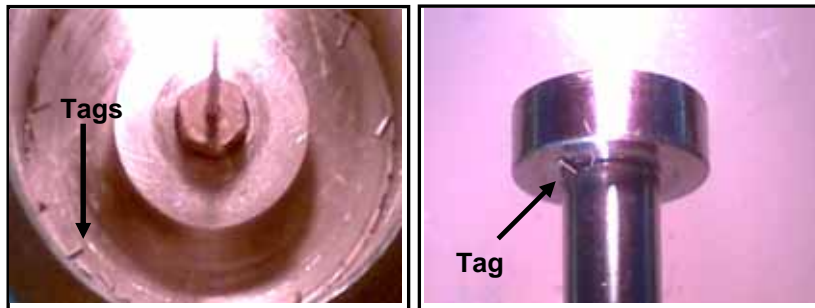
Part 1: If the “Needle Stuck” message happens on the return stroke or when turning on the injector, please try the following to correct the problem:

- Turn *off* the injector.
- Loosen the needle carrier clamp.
- Turn *on* the injector.
- Does the problem go away?

No: Most likely the clamp is running into the cutter block. Turn off the injector. With the clamp still loose, push the actuator arm forwards so the clamp is approximately half way between the cutter block and magnetizer. Turn on the injector. The clamp and arm will locate itself to the proper position. Press *Load*, push the needle carrier/needle all the way towards the cutter and tighten the clamp.

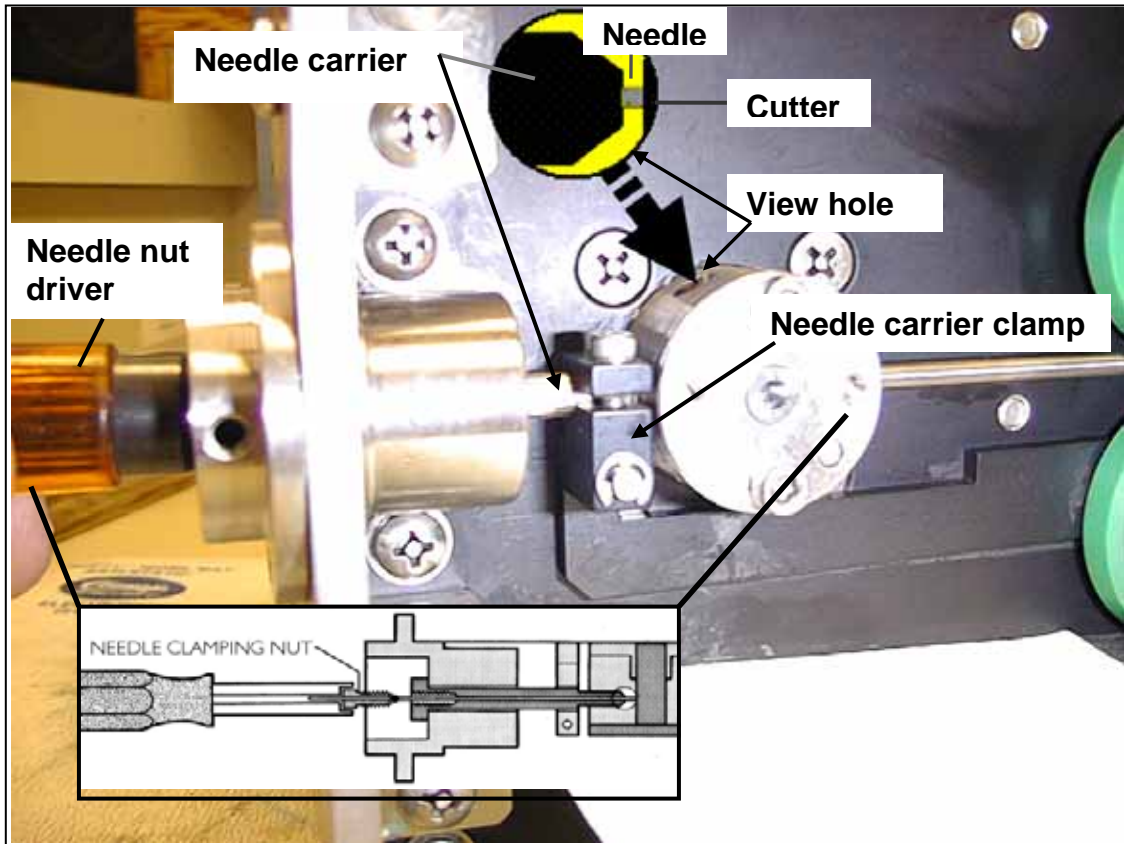
If this still does not help then possibly the actuator arm is out of adjustment. Follow step 3, then steps 8-12 in the MKIV Assembly Guide to properly adjust the needle actuator arm.

Yes: Remove the needle and needle carrier. Inspect for debris, stray tags or any other foreign objects in the head mold holder or stuck to the needle/needle carrier. Clean these areas.



Next, use the following steps to properly install the needle carrier and needle:

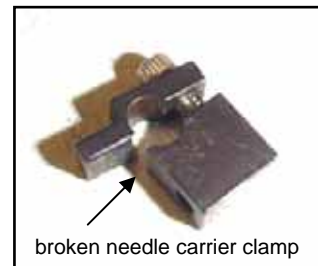
1. Insert the needle carrier **without the needle** all the way through the magnetizer until the head of the needle carrier touches the inside of the head-mold holder. Press “*Load*” on the key pad then tighten the needle carrier clamp.
2. With the injector still in “Load”, insert the needle until it butts up against the cutter, and tighten the needle nut. A piece of paper or something bright below the view hole helps to see.



3. Press the "Esc" key. Test to see if this fixed the problem by cycling the injector a couple times.

Part 2: If "Needle Stuck" happens on the forward stroke. This could occur for one of the following reasons:

1. The head-mold is too far back and the needle carrier is running into it. Reinstall the head-mold with it slightly further out in the head-mold holder.
2. There's debris on the inside of the head-mold that the needle carrier is running into. Remove and thoroughly clean the head-mold.
3. Inspect the needle carrier clamp that it is not broken and that it can effectively hold the needle carrier. Replace the needle carrier clamp if needed.
4. The end of the needle is running into something that it can not penetrate. Try switching to non-etched needles if you are using etched needles. You may also need to consider a different tagging location.



If none of the above correct the problem, you may need to return the Mark IV Tag Injector to NMT for servicing. Please contact us at techsupport@nmt.us or (360)468-3375.