

Un-jamming Film from 1800AFL, 3600Pro, 3650Pro3

This can occur when a film strip with less than 4 frames or a slightly bent film strip is inserted

Try turning the unit off wait 5 seconds and then turn it back on does not work then try the following:

Option 1

You will need to pickup the scanner holding it from the front, right after it has been turned on then using a left/right rotating motion like turning a door knob turn the scanner back and forth (basically twisting it left/right/left while it is calibrating) this generally will get the film out, if it does do not attempt to scan this film again as you can see it may have a slight bend in it.

Option 2 (if Option 1 fails)

Remove the ridged railing on the side of the scanner to reveal the film insertion area, this pops off easily, then remove the plastic film feeds (these have velvet on them, be careful not to touch the velvet or get dust on it) see if the film is visible in the lower film feed hole, if it is then again turn the unit off then back on and while it is calibrating, using a small screw driver or similar object see if you can push on the edge of the film inward to cause it to release and come back out the upper film insertion hole.

If these options fail please contact Technical Support support@scanace.com

Provide the following info:

Description of the problem?

Registration info:

Name:

Phone:

Address:

(Sorry No PO Boxes)

City:

State:

Zip:

Email:

Operating System:

Product Name:

Place of Purchase:

Date of purchase:

Serial #:

(1/2 inch high barcode sticker on the back or the bottom of the unit)