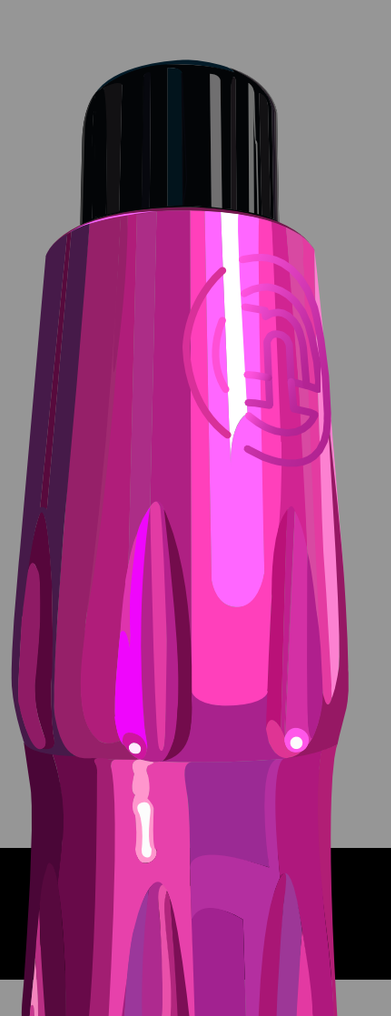
neuma® troubleshooting

IF YOU ARE EXPERIENCING ISSUES WITH THE PERFORMANCE OF YOUR NEUMA TATTOO MACHINE, USE THIS CHECKLIST TO SEE IF THERE IS ANYTHING YOU CAN DO TO CORRECT IT, BEFORE HAVING TO SEND YOUR MACHINE IN FOR A REPAIR.

OVERHEATING

- Make sure the cam is oiled, one drop into the hole in the back side of the cam, every 50-100 hours of operation. Also, when swapping between cams and/or after cleaning, be sure that the new cam has been oiled.
- Check to make sure that the Anti-Rotation Pin (located on the inside-side of the inner housing where the cam sits is straight and free from debris. Do not to apply force to the motor shaft.
- Check the Bearing (attached to the side of the Bearing Arm under the Cam. It should roll smoothly without resistance. If it feels rough or stuck, it needs to be replaced.
- Clean the inside of the inner housing in the cavity that houses the Cam mechanism. Occasionally, you may need to remove the Bearing Arm to clean beneath it.
- Has the machine ever been dropped or sustained a hard impact? This is the number one cause of motor malfunction. They are built very well but a hard hit can require motor replacement.
- Check that your power supply has enough output, and that you are operating between 5-9 volts, test another outlet and/or another power supply or battery to be certain where the problem exists.
- You can also rotate the cam to insert the Anti-Rotation Pin to another “tooth”. Lift the cam up slightly and gently rotate to a different tooth, then lower again. Be sure no to apply pressure to the pin which can bend the Pin.



LOUD NOISE

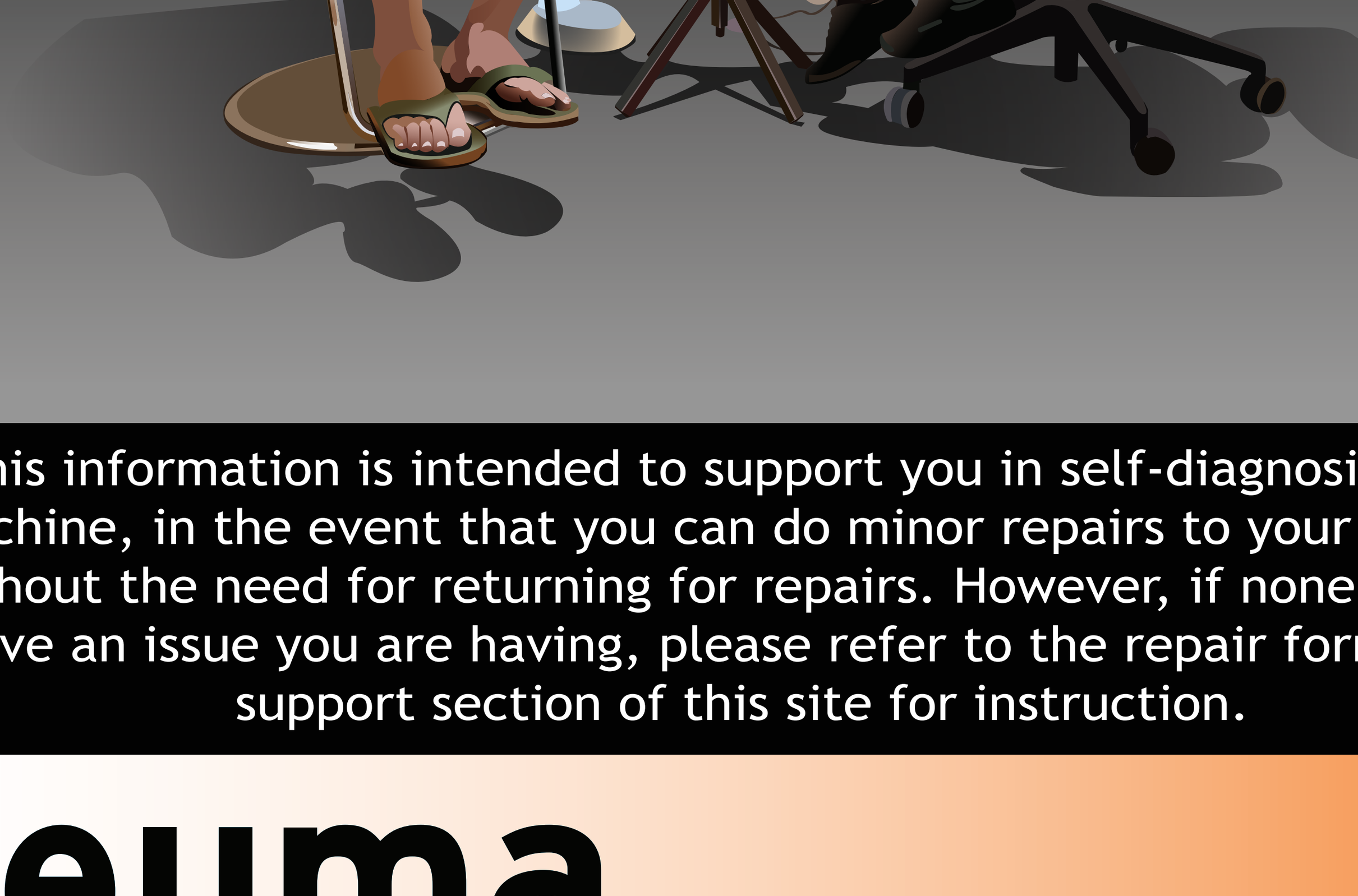
- Check to see that the Bearing Arm is not installed upside-down. The hole through the center is larger on one side, and the larger opening should face towards the opening, or towards the Cam.
- Springs are installed stretched to 2 inches. After some time, they can begin to compress. Remove and stretch the spring back to 2 inches for proper tension, being careful not to overstretch.
- Try using another cartridge. Sometimes a cartridge can be faulty and some of the brands do not function well. We recommend trying Black Claw, Cheyenne, or Kwadron.
- Has the machine been dropped or sustained any impact? This is the number one cause of malfunction. They are built very well but a hard hit can require a motor replacement.
- Is there a cartridge installed wh the machine is making a loud noise? Neuma tattoo machines are not meant to be run without a cartridge installed. Install a cartridge and recheck.
- Have you tried a Heavy-Duty Spring? These are available for certain circumstances, such as if an artist uses a high voltage or a very short throw, causing the cam to be under less tension.
- Have you tried applying a small amount of additional tension to the system by lengthening the needle depth? Sometimes a very small amount of adjustment (1-10th to 1/4th of a turn) will do the trick.

GRIP FIT ISSUE

- Do you possibly own one of the first 100 Neuma 4 machines ever made? If you do, we are happy to update the machine to the new design. Please refer to the repair form in the support section of this site.
- Is there any debris or build-up of any kind on the threads? Use a toothbrush or tube brush to clean out the inside of the machine and clear the threads.
- It is possible that the friction between the inner wall of the grip and the O-ring is too tight. Apply a drop or 2 to each side of the O-ring to reduce this friction.
- If the Grip feels too loose, an additional O-ring can be applied to the inner housing, just below the threads in the thread relief. This will provide more friction.
- If the Grip feels too loose, you can clean off any excess oil on the O-Ring and the inner wall of the Grip(s) being used. This will help increase friction between the grip and housing.
- Is there any debris or build-up of any kind on the housing threads? Use a toothbrush to clean the threads,Also- if there are any crossed or damaged threads, the machine will need repair.
- Does your machine have a third O-Ring, located on the Adjustment Knob? If not, we can upgrade your machine to include this part. This will increase friction between the grip and housing, and reduce any wiggle between them.

LOSING POWER

- Check your RCA cord first. Most often, the machine is not having any issue at all, but the RCA cord or even the battery is having an issue. Test with other cords and batteries first, as they fail much easier.
- Ensure your power supply has enough output, and that you are operating between 5-9 volts, test another outlet and/or another power supply or battery and be sure the amperage is sufficient. (6-9V/AMP)
- Ensure the cam is oiled, one drop into the motor shaft hole every 50-100 hours of use. When swapping between cams and/or after cleaning, ensure the new cam has been oiled.
- Does the RCA jack feel loose? If it has become loose, there is potential for a electrical short. Refer to the repairs form in the support section mof this site for instructions.
- Check to make sure that the Anti-Rotation Pin (located on the inside-side of the inner housing where the cam sits is straight and free from debris. Do not to apply force to the motor shaft.
- Does the RCA jack turn inside its housing? If it has become loose, there is potential for a electrical wiring short. Please refer to the repairs form in the support section of this site for instructions.
- Neuma Brand RCA cords can be repaired if they become damged after time. Please refer to our YouTube page for a quick illustration oif this process. There is a link to our YouTube at the top right of this site.



This information is intended to support you in self-diagnosing your machine, in the event that you can do minor repairs to your machine without the need for returning for repairs. However, if none of these solve an issue you are having, please refer to the repair form in the support section of this site for instruction.