

DK20A Auto-Release Popup-Action Troubleshooting

Here are the items to check & resolve the popup not working:

1. Is the **TIMER COUNTING DOWN** when you close the handle, and resetting when you open it?
If not – follow this quick timer tutorial video to resolve that... the MAGNET Will Not engage and stick if the timer isn't counting down:
<https://heatpress.com/clam-timer>
2. Is the **PRESSURE Clamping & Locking FIRMLY** when you close and lock the press?
The magnet may hold fully when completely clamped, but the popup will not release or lift up at all, it will stay down.
Follow this video tutorial to make sure you are getting firm locking pressure:
<https://heatpress.com/clam-pressure>
3. **Is the magnet getting “Sticky”** and energizing when the timer is counting down?
Using a steel ruler or flathead screw=driver, touch the lower electromagnet circular surface when the timer is counting down, and confirm magnetism is active, and then confirm it is not active when the handle is open and not timing? If there is NO Magnetic “Stickiness” when the timer is counting, open the control panel, and unplug the two wires plugged into J13 & J14 tabs on the green circuit board (also labeled AUX OUT – upper right corner) and temporarily connect & tape them together so they are making electrical contact (they are female plugs – use a bare metal paper clip or bare wire to connect and tape – just for a quick test only) and turn the press on, and confirm the magnet is ACTIVE and “STICKY” the moment the press is powered on. These are the low-power magnet wires. Report the results to us.
4. With the Power OFF, **make sure the gas shocks can fully lift the handle** of the press from fully-lowered and then let go of the handle abruptly. Are the gas shocks lifting strong, or are they very weak when the power is off?

Those 4 tests and checks will help us resolve the issue definitively.
Let us know the results...