Wayne® CATS Printer Troubleshooting Checklist

Attention: **Warranty will be denied or a labor charge applied if these checks are not performed prior to returning printers under warranty.**

Note: We strongly recommend powering down pumps or consoles when installing peripheral equipment such as printers and card readers (unless directed otherwise by O.E.M. procedures or documentation).

To avoid paper jams . . .

• Always use good quality paper. Poor quality paper, or paper that is improperly coated, can cause the print element to gum up and malfunction.

• Never allow the paper roll to get too low. It is important to change the paper as soon as the console message appears.

• The best method to clear a paper jam is by gently pulling the paper back towards the supply roll from the rear - the paper may be wound around the paper roller multiple times. Do not pry between cutting blades because they are made of a ceramic material and they chip or break easily causing paper to no longer fully cut.

• Be sure that the paper supply wheel is parallel to the paper feed chute or the paper will shift and cause a jam.

• Do not remove the right side support bracket which runs vertically on the printer near the test and paper advance buttons on non-vista units. Installing the printer without the bracket can cause severe damage to the head cable.

Upon installation . . .

• If black boxes appear on the first printout, fully power down the pump and restart.

• Do not apply any lubrication to the plastic cutter gears. The lubrication gets into the paper cutter switch causing the printer to cycle improperly.

• If the unit has been installed more than once after shipment from PMP, we recommend that you discharge the residual voltage in the two large capacitors in the center of the printer driver board.

This can be done by holding a 100-500 ohm resistor across either capacitor's leads for 5-10 seconds underneath the board before re-installation. This procedure will prevent a spark from occurring, which can damage the print element.

Maintenance . . .

- The printer should be cleaned weekly by blowing out any paper dust or debris, especially the low paper sensor located next to the paper supply wheel. Record the date of the cleaning on the decal located on the left side of printer.

For further assistance, please call PMP Corporation at 1-800-243-6628.