

## Dresser Wayne® DW-10™ Printer

Dresser Wayne DW-10 Printer – used in Wayne Vista™ and Ovation™ dispensers

Mfg # 891687-001 (when ordered as a new printer kit)

Mfg # 890477-001 (when ordered with new dispenser)

PMP Remanufactured # 68612

### 1. Controls and Indicator Lights

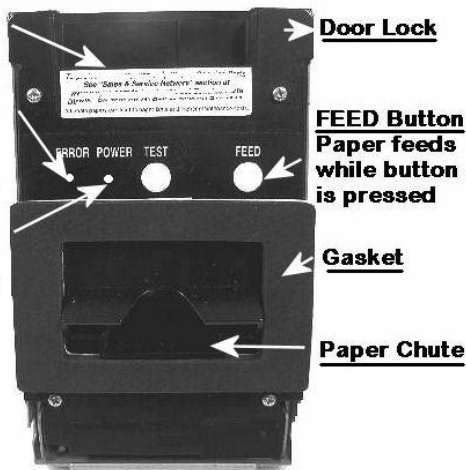
**Pull Handle**

**ERROR Light**

Red light is on steady or blinks to show different errors

**POWER light**

Green light is on steady when printer power is applied



**FEED Button**  
Paper feeds while button is pressed

**Gasket**

**Paper Chute**

### 2. Opening and closing door

A. Inset finger tips into recessed handle on the topside of door. Pull down to open door. See Figure 1 and 2.

B. To close - push the door closed until you hear the door click closed. The printer will go into a test mode and print a self-test slip.



Figure 1

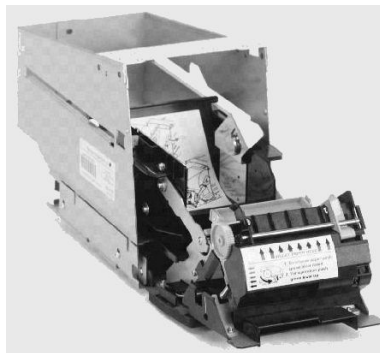


Figure 2



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### 3. Loading Paper

- A. Open the printer door and pull down fully, exposing the paper tray. See Figure 2
- B. Remove old paper core from paper holder, also any loose paper.
- C. Insert paper roll into paper holder making sure the inside core diameter sets into the paper supports on both sides of paper holder. See Figure 3 and 4

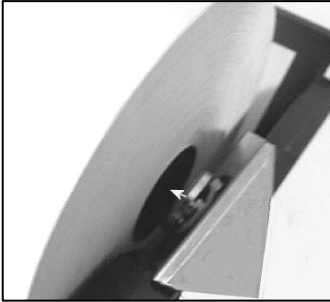


Figure 3



Figure 4

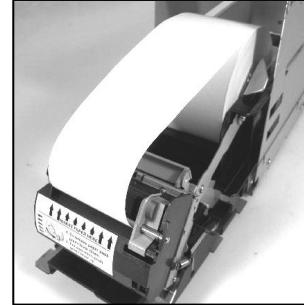


Figure 5

- D. Install the paper roll with paper feeding from top of roll as shown in Figure 5. Insert paper into front of printer, just above the arrows. The paper will feed a few inches automatically.
- E. Close door firmly until you hear a click. The printer will go into self-test mode and print a test slip.

### 4. Paper width Adjustment

- A. The printer is set for 60 mm paper when shipped. If 58 mm paper is used, slide the width adjustment lever over against the 58 mm paper as shown in Figure 6.



Figure 6

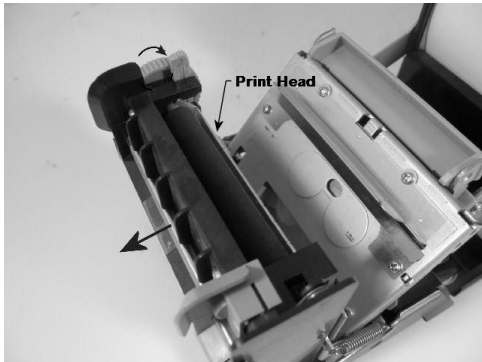
- B. Close printer door until you hear the door click. The printer will go into a test mode and print a test slip.



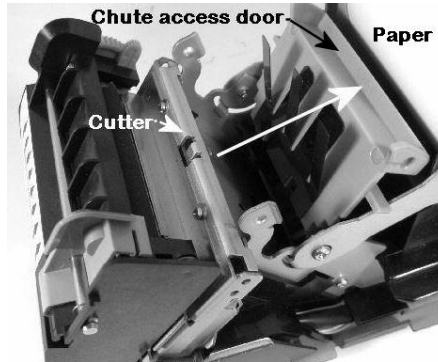
## 5. Clearing Paper Jams

Follow these steps if the paper is blocked and not feeding:

- A. Open printer door.
- B. Open the paper chute access door by pushing it toward the paper roll.
- C. Caution – the printhead may be HOT!
- D. Rotate knurled knob to dislodge any paper in print head assembly.
- E. Remove all jammed paper and close door.
- F. The auto cutter should initialize and the printer alarm should clear.



Print head



Chute Access door

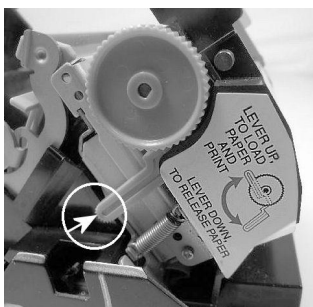
- G. Never use a knife, paper clip or any sharp object to remove paper jam. Use a plastic type tool! A metal tool can short out electronic components.
- H. Use canned air to spay around all paper sensors. Don't use air from a shop compressor as the high pressure can cause damage to the sensor and dislocate parts.

## 6. Error Lights and Paper Jams

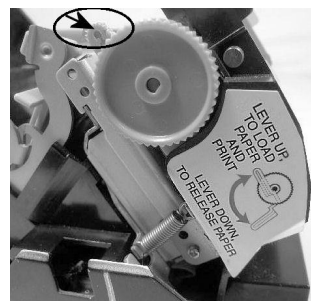
### 6.1 Head up Error

This error typically occurs after changing paper, clearing a paper jam or if the lever is lowered while printing.

- A. The ERROR light blinks when the paper release lever is in the “down” position.
- B. The lever should be in the Head up position after a jam is cleared or adding paper.
- C. The printer will restart automatically.
- D. The error light should change to “off” when the lever is moved to the “up” position.
- E. If the cutter doesn't initialize, go to Step 6.2 “Cutter Lock-up”.



Lever down

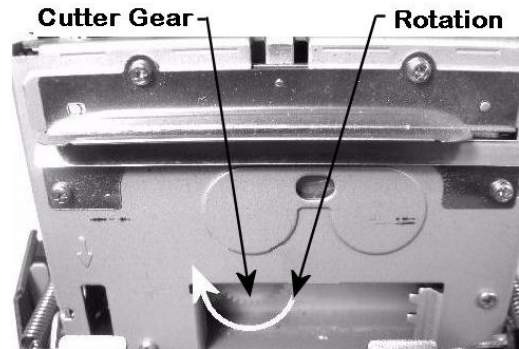


Lever up



## 6.2 Cutter Lock-up

- A. If the auto cutter blade stops due to a paper jam, the ERROR light blinks.
- B. Clear the jam and press the FEED button on printer door.
- C. If the blade does not move and the error light is still on, bring printer head forward to expose cutter and rotate the gear manually in a clockwise rotation as shown in photo.
- D. Caution – the printhead may be HOT!



## 6.3 End of Paper Roll

- A. Paper "EMPTY" is detected in two steps.
  - a. Paper End
  - b. Paper Near End
- B. In either situation, the ERROR lamp is lit. Replace paper roll if paper end is detected.

## 6.4 Printer Door Open

- A. If the printer door is accidentally opened, the printer will continue to print and the ERROR light will go on.
- B. Close printer door to reset ERROR light

## 6.5 Printhead Overheat

- A. If the ERROR light blinks slowly, it indicates the printhead has overheated due to dense characters or dark images.
- B. The printer will resume printing when the printhead has cooled to normal operating temperature range.

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