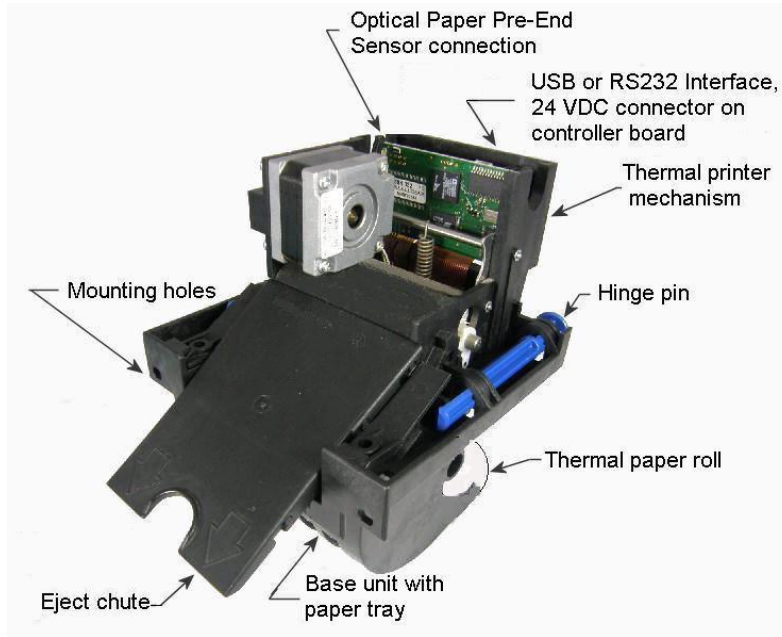
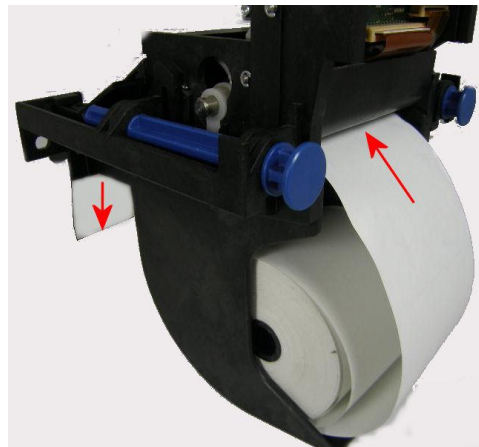


## Hengstler® Thermal Printer Troubleshooting Checklist



Hengstler C-56 Thermal Printer



Back View Showing Paper Path

The paper path in the Hengstler printer mechanism is almost straight. This straight path for paper feed and guiding helps prevent paper jams. The following may be helpful to prevent or clear paper jams and errors.

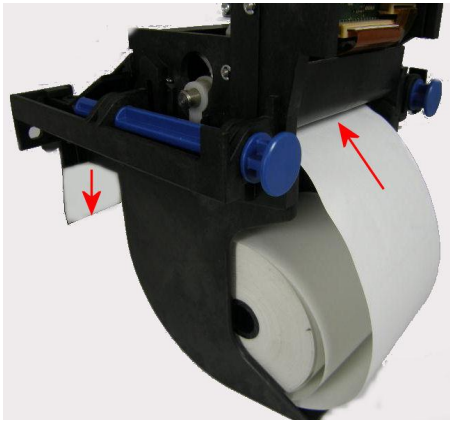


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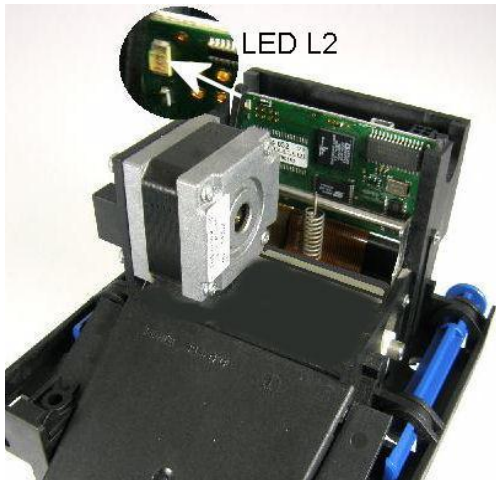


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### Loading of Paper

1. Insert paper into paper tray as shown in photo.
2. Insert paper into printer mechanism. As soon as the paper enters the sensor, the controller starts the automatic paper insertion.
3. The paper will feed through and exit out the eject chute.
4. Never use recycled paper! It creates too much dust which accumulates and can dry up lubricants which block Sensors.

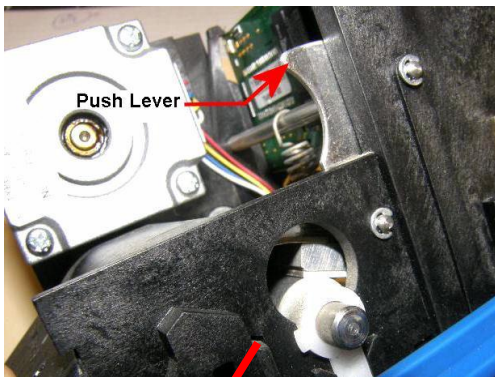


### Paper Infeed Error

Automatic paper insertion starts but the paper has been held back by hand or has been fed in skewed. This causes a "timeout" of the sensor and a paper jam occurs in the paper path. If the paper does not appear after 5 seconds in the eject chute, the malfunction LED L2 will flash quickly to indicate "paper end/paper jam."

### Corrective Action

Pull the paper back. If the paper has already been transported by the platen, first lift the printhead (see below) and pull back the paper. Repeat the loading procedure.



### How to Lift Print Head

In order to clear a paper jam, detach the document that is present in the eject chute and remove the remaining paper scraps in the area between the print mechanism and eject chute. If there is still paper between the print head and platen, remove the friction between head and platen by pressing down the lever and then pull the paper back by hand.

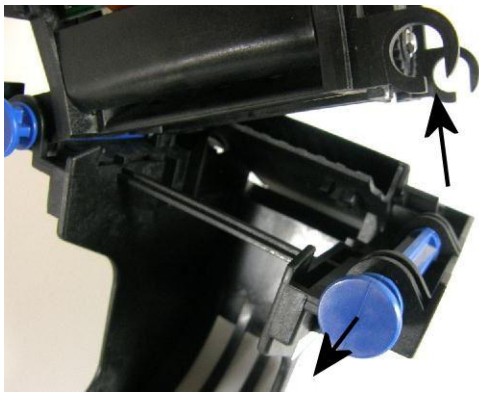


**Never actuate this lever during the printing operation or the print head will overheat.**

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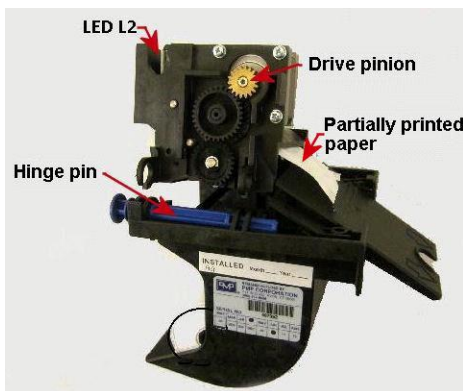
### Clearing Paper jam

During operation, paper jam may occur in the eject chute due to paper scraps, etc.

#### Corrective action

Tilt the mechanism open by pulling on one of the blue hinge pins and lifting up mechanism assembly. Remove any paper scraps found at entrance of the eject chute. If the eject chute has been clogged deliberately (vandalism), then dismount and clean the eject chute.

1. Pull the blue hinge pin back into its tilt position.
2. Tilt the printer open as illustrated on left.
3. The partially printed document will be visible and can be pulled out over the eject chute.
4. Eject the document by turning the drive pinion gear clockwise by hand until the document leaves the friction area of the platen.
5. Remove the partially printed document. Then tilt the printer mechanism back into the operating position
6. Push the blue hinge pin back into position

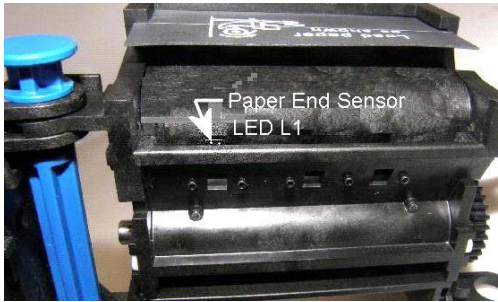


### Clearing Paper Jam in Mechanism

If a partially printed document remains in the printer mechanism, e.g. in the event of a “paper end” signal due to a tear, and it does not appear in the eject chute, the printer mechanism will have to be opened, tilted and the paper removed by hand.

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### **Paper End Sensor**

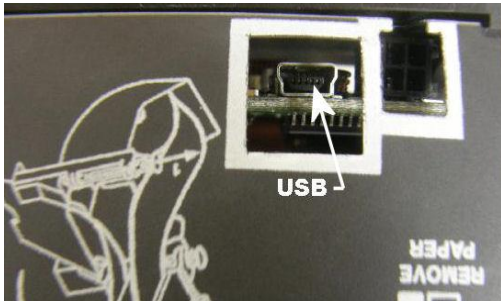
The sensor L1 recognizes the (paper pre-end mark) so the controller controller can emit the status message.

"Paper Pre End."

The printing of future documents will not be blocked unless the printer detects "Paper End". A new paper loading operation will cancel out this message.

### **Corrective action**

Remove the document that has partially been printed.  
Repeat the paper loading procedure



### **Un-definable Failure**

In some cases, none of the above mentioned errors are detected. The printer may be blocked by the operating system because the printer mechanism is not recognized by the system.

### **Corrective action**

Disconnect the USB cable while the printer mechanism and operating system is operative. The operating system will then deactivate the driver software.

Re-establish the USB connection after an interruption of about one (1) minute in order to re-activate the driver software.

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