

## 4110 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.**

Printers gather paper dust and debris through normal use. Continued accumulation will eventually cause erratic operation or prevent operation of the printer. It is important to blow out the dust and debris, especially in the sensor and code wheel areas, just under the ribbon cartridge. Use a can of compressed air (available from Radio Shack or Staples) each time you change the roll of paper or once a week. Using good quality paper will greatly reduce dust and extend the life of your printer. Never use recycled paper.

If any of the following problems occur, check that the sensors have been blown out.

- Erratic print - Intermittent print.
- Prints when the power is turned on even though the form is not present.
- Printer locks up (stops printing) and you have to power down and back up to get it to work.

### Helpful Hints . . .

Never drop anything inside the printer. Keep fluids, such as soft drinks, away from the printer. If foreign objects, such as coins, screws or other conductive materials, fall inside the printer, damage will occur to the circuit board.

Use only good quality ribbon cartridges and make sure they are properly installed. See the ribbon cartridge supplied with the printer for installation instructions. Note: Be careful not to hit the black code wheel when installing a new cartridge. Defective or poor quality ribbon cartridges can cause the printer to lock up or fray the ribbon.

Validation: Check that the document (ticket) is in good condition (no dog-eared corners, etc.). Tickets in poor condition, or not squarely aligned against the bottom of the slot, will inhibit the feed and cause printer to print line over line.

### Warning . . .

If the printer slows down slightly during heavy printing cycles (such as long shift reports), this is normal "protection" operation to avoid overheating the circuitry. Turning the printer off and on will restore the printing speed, but will damage the circuitry.

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

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