

4410/4411 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 five sensors and code wheel areas (see illustration on back). Use a can of compressed air each time you change the roll of paper or once a week. Using good quality paper will greatly reduce dust.

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 and you have to power down and back up to get it to work.
- System shows low paper even though the roll is nearly new.

Helpful Hints . . .

The printer will not print with the cover raised. This is a safety device. There is a magnet in the cover and it must be present for the printer to operate.

The paper must be 3.25" wide with a maximum diameter of 3.0".

Allowing the beginning of the roll end of the roll or tape to pass through the paper path will cause paper jams.

The power must be on and the ribbon cartridge in place to load the paper. The power must be on when changing the ribbon cartridge.

When changing paper, don't allow more than a full roll of paper to accumulate on the journal take-up. This will cause the take-up to fail.

If a paper jam occurs, clear it by gently pulling the paper from the front (towards you) of the mechanism. Pulling the paper from the rear will cause damage to the paper guide.

(over)



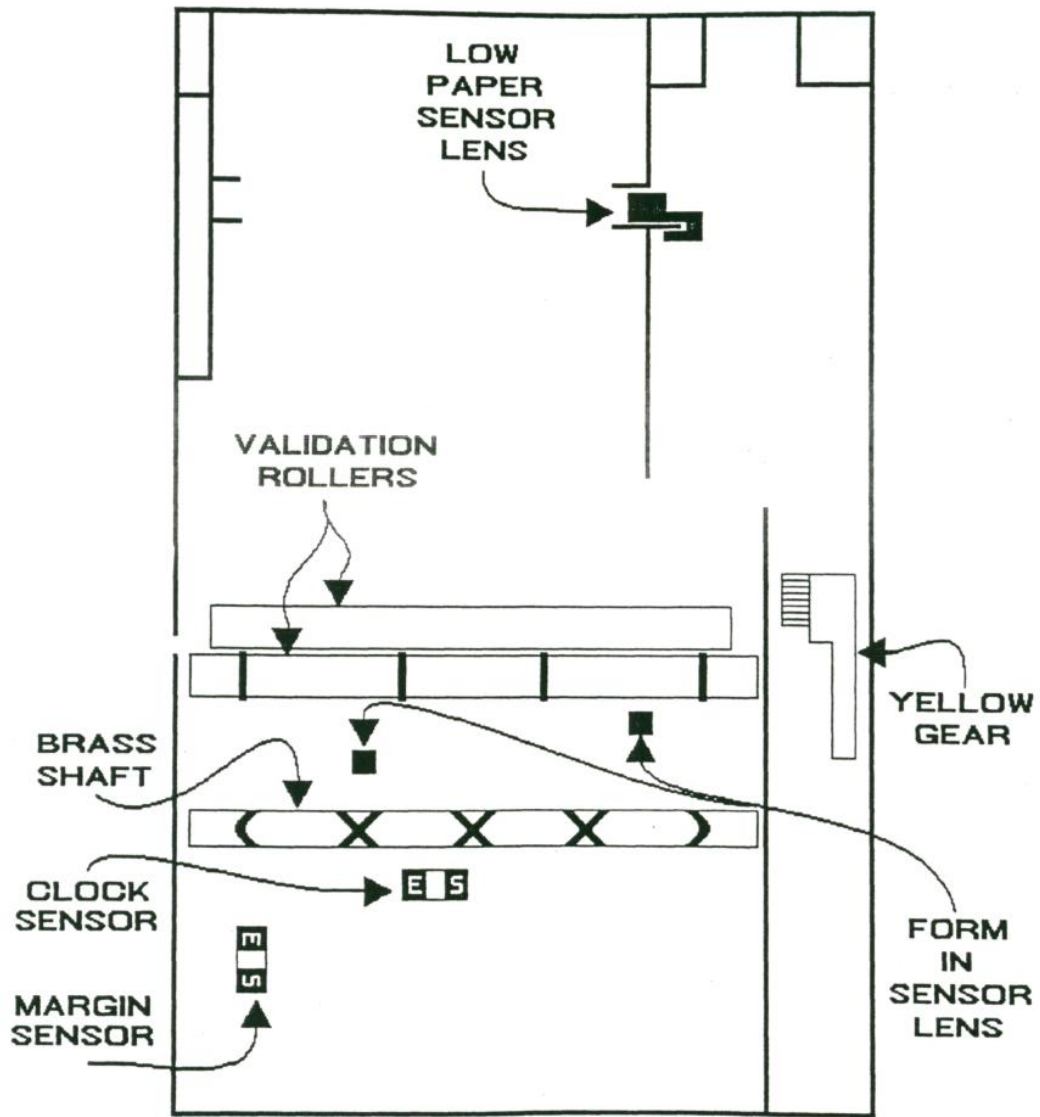
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NOTE: All validation printers have a FORM IN SENSOR. Some printers use the left hand location for the FORM IN SENSOR while others use the right. Sensors mounted in the left hand location “look” toward the rear of the printer and “see” the front of the inserted form. Sensors mounted in the right hand location “look” toward the front of the printer and “see” the back of the inserted form.



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