

## Tokheim® 190 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.

### Upon Installation . . .

- Check all cables for proper connection. The connector may be one pin to the right or left of the correct alignment.
- Check for a defective driver board if the middle circuit breaker or fuses keep blowing.

### If Paper Will Not Advance or prints line over line . . .

- Check that the paper release levers are in the forward position.
- Check that you are using non-recycled paper that is the correct size (44mm).
- Check for paper or other debris caught in or under the rollers or in the mechanism.
- Check that the paper is threaded correctly. Follow the diagram inside the printer cover.
- Check that the paper roll is not getting caught on the low paper sensor.
- Check the plastic paper guides located on the lower back side. Make sure they are centered on the paper rolls and not pushing against the paper edge. They can slide right or left.

Continued on reverse side....



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### If Circuit Breaker Trips . . .

- With the printer off, ensure that the ribbon cartridge is seated properly. Cycle the print head back and forth by turning the large gray gear on the right side counter clockwise (toward you). Any excessive mechanical binding will cause the circuit breaker to blow.

Common Causes: Ribbon wound around cam, paper jams, debris caught in gear teeth or anything that restricts the movement of the dot head.

- Check to see that the ribbon guide on the cartridge is seated into the print head properly or the head will not cycle through correctly.
- If the circuit breaker continues to trip, remove the ribbon cartridge and run the printer without the cartridge. This checks for a defective ribbon cartridge.
- If it was necessary to correct any of the above problems, reset the circuit breaker and try operating the printer again.

### If Print Is Bad . . .

If the print is intermittent, check to see that the slotted black disc (located under ribbon cartridge) is centered inside the sensor.

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

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