

Tokheim® Premier™ C DPT Troubleshooting Checklist

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 sensors. Using good quality paper will greatly reduce dust and extend the life of the printer.

Printer will not print or cut paper.

The PSA 60 Tokheim printer is available with several firmware versions. Incompatibility of the printer firmware with the dispenser main controller board will cause the printer to not print or not cut paper.

Before sending in a unit for remanufacturing or returning a unit under warranty, run a self-test to identify the printer firmware version. For identification purposes it may be necessary to use the other side of the dispenser to print a self-test. Send the printer with the self-test slip and dispenser information to PMP. We will match the correct printer firmware to the dispenser model.

To avoid paper jams

- Always check paper path before installing a new roll of paper. Push the Paper Release Lever down. Next pull the cutter assembly straight back and check paper feed (photo #1), removing any paper scraps. NOTE: The Paper Release Lever must be placed in the UP position and cutter snapped into the two plastic tabs (Photo #2) or paper will not feed.

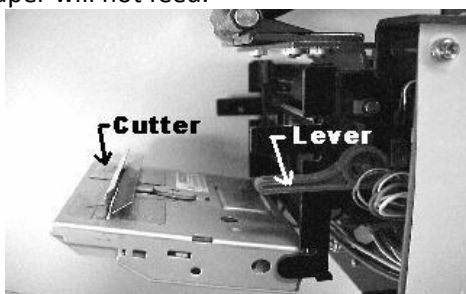


Photo #1

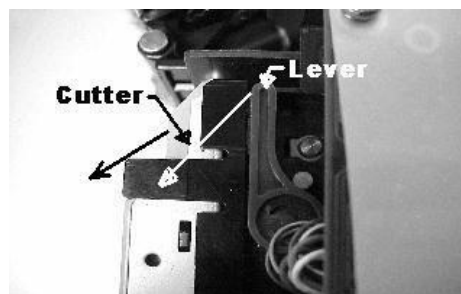
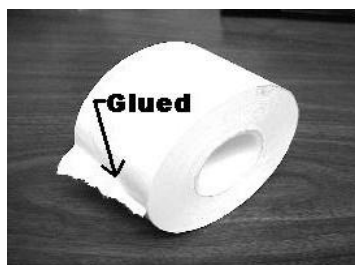


Photo #2

- Some paper rolls contain several inches of glue at the beginning of the roll, which can gum up the internal parts of the printer. Pull out one foot of paper and cleanly cut off straight across when reloading new rolls of paper.



- Never pull or restrict the paper while the printer is printing.

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PMP CORPORATION
P.O. Box 422 - 25 Security Drive
Avon, CT 06001

Local: 860-677-9656
Toll Free: 800-243-6628
Toll Free Fax: 888-674-0196
Web: www.pmp-corp.com
E-mail: sales@pmp-corp.com



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