

# RP-U420

## Operator's Manual

### Using this online operator's guide

The words on the left side of this screen are **bookmarks** for all the topics in this guide.

Use the **scroll bar** next to the bookmarks to find any topic you want. Click a bookmark to instantly jump to its topic. (If you wish, you can increase the size of the bookmark area by dragging the dividing bar to the right.)

Use the **scroll bar** on the right side of this screen to move through the text.



Use the **zoom** tools to magnify or reduce the page display.



Click the **Find** button if you want to search for a particular term. (However, using the bookmarks is usually quicker.)

Complete online documentation for Acrobat Reader is located in the Help directory for Acrobat Reader.

two-station receipt printer

# RP-U420

User's Manual

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## ***EMC and Safety Standards Applied***

Product Name: RP-U420  
Model Name: M152A

The following standards are applied only to the printers that are so labeled. (EMC is tested using the EPSON PS-170 power supply.)

Europe:	CE marking
	Safety: EN 60950
Oceania:	EMC: AS/NZS 3548 Class B
Taiwan:	EMI: Class B

### **WARNING**

The connection of a non-shielded printer interface cable to this printer will invalidate the EMC standards of this device.

You are cautioned that changes or modifications not expressly approved by SEIKO EPSON Corporation could void your authority to operate the equipment.

### ***CE Marking***

The printer conforms to the following Directives and Norms:

Directive 89/336/EEC	EN 55022 Class B
	EN 55024
	EN 61000-4-2
	EN 61000-4-3
	EN 61000-4-4
	EN 61000-4-5
	EN 61000-4-6
	EN 61000-4-11

Directive 90/384/EEC EN45501

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## Safety Precautions

This section presents important information intended to ensure safe and effective use of this product. Please read this section carefully and store it in an accessible location.



### **WARNING:**

*Shut down your equipment immediately if it produces smoke, a strange odor, or unusual noise. Continued use may lead to fire.*

*Immediately unplug the equipment and contact your dealer or a SEIKO EPSON service center for advice.*

*Never attempt to repair this product yourself. Improper repair work can be dangerous.*

*Never disassemble or modify this product. Tampering with this product may result in injury or fire.*

*Be sure to use the specified power source. Connection to an improper power source may cause fire.*

*Do not allow foreign matter to fall into the equipment. Penetration of foreign objects may lead to fire.*

*If water or other liquid spills into this equipment, unplug the equipment immediately, and then contact your dealer or a SEIKO EPSON service center for advice. Continued usage may lead to fire.*



### **CAUTION:**

*Do not connect cables in ways other than those mentioned in this manual. Different connections may cause equipment damage and burning.*

*Be sure to set this equipment on a firm, stable, horizontal surface. Product may break or cause injury if it falls.*

*Do not use in locations subject to high humidity or dust levels. Excessive humidity and dust may cause equipment damage or fire.*

*Do not place heavy objects on top of this product. Never stand or lean on this product. Equipment may fall or collapse, causing breakage and possible injury.*

*To ensure safety, please unplug this product prior to leaving it unused for an extended period.*

## **Warning and Caution labels**

### **WARNING:**

*Do not connect a telephone line to the drawer kick-out connector; otherwise the printer and the telephone line may be damaged.*

### **CAUTION:**

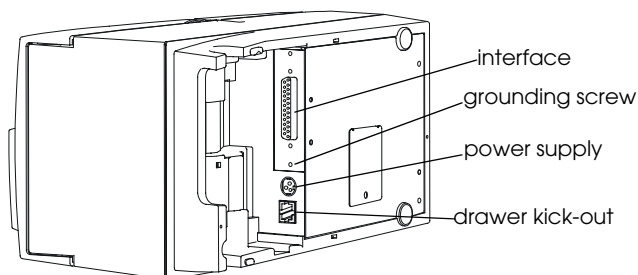
*Print head is hot.*

## Unpacking

The following items are included for the standard specification printer. If any items are damaged, please contact your dealer.

- Printer
- Ribbon cassette
- Switch cover
- Stamp unit
- Paper roll × 2
- Take-up spool
- RP-U420 User's Guide (this book)

## Connectors



## Installing the Ribbon Cassette

Use the EPSON ERC-32(P) ribbon cassette for your printer. The use of any ribbon cassettes other than those approved by EPSON may damage the printer and will void the warranty.



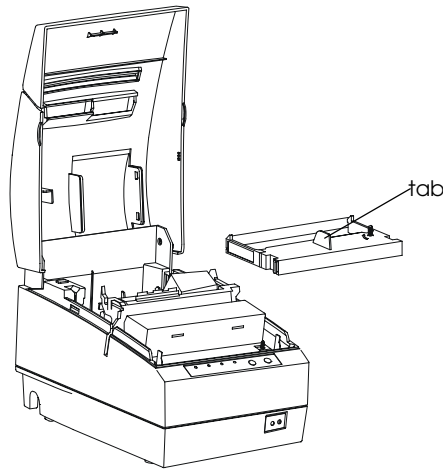
### **CAUTION:**

*Never turn the ribbon knob in the opposite direction of the arrow marked on the cassette; otherwise the ribbon cassette may be damaged.*

1. Be sure the printer is not receiving data when you replace a ribbon cassette; otherwise data may be lost.



2. Open the cover.



3. If you are replacing a used ribbon, grasp the end of the tab and remove it from the printer.
4. Turn the ribbon knob two or three times in the direction of the arrow to take up any slack in the ribbon.
5. Insert the ribbon cassette in the printer until it clicks and rotate the cassette's knob two or three times. This is necessary to place the ribbon in the correct position. Make sure that the ribbon is installed below the printer head without wrinkles or creases.

If the ribbon is not installed correctly, remove the cassette and repeat steps 4 & 5 above.

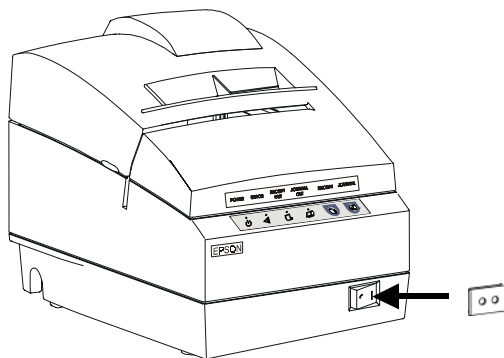
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## ***Using the Power Switch Cover***

### **WARNING:**

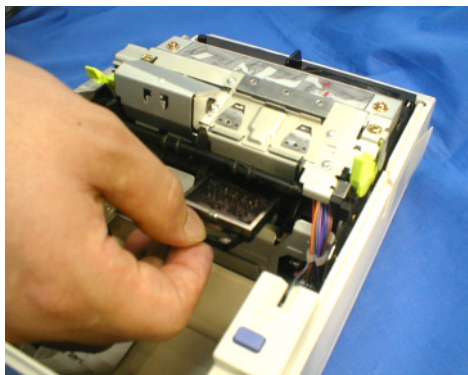
*If an accident occurs when the power switch cover is attached, unplug the DC cable immediately. Continued usage may lead to fire.*

You can use the power switch cover to make sure that the power switch is not accidentally pressed. If you want to use this cover, install it as shown in the illustration below.



## ***Installing the Stamp Unit***

Referring to the illustration below, insert the stamp unit into the correct position in the printer.



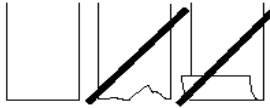
## **CAUTION:**

*Please check the stamp print from time to time to prevent the stamp print from becoming too light.*

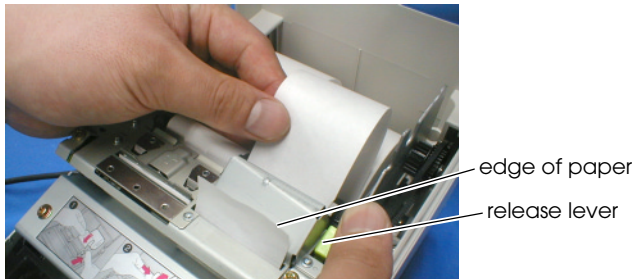
## ***Installing the Paper Rolls***

Use a paper roll that matches the printer's specifications. See page 10 for paper specifications.

1. Make sure that the edge of the paper is straight, as shown on the left side of the illustration below.



2. Turn on the printer and open the printer cover.
3. Insert paper rolls in both the receipt and journal sides of the printer.
4. For each roll, insert the tip of the paper into the paper inlet while pressing the release lever so that the tip of the paper comes out of the paper exit.



5. If the paper was not fed far enough, press the FEED button to feed additional paper.
6. Insert the tip of the journal paper into the groove on the take-up spool and rotate the spool two or three times to secure the paper. Be sure that the right side of the paper is aligned with the spool's flange.
7. Install the take-up spool and close the printer cover.

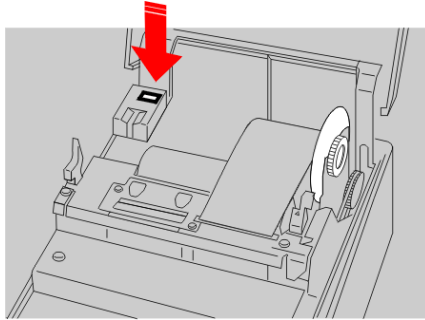
**Note:**

You need to replace the used paper roll with new one when PAPER OUT or JOURNAL OUT light is on.

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## **Stamp Button**

When you want to check if a stamp is installed correctly and its print quality, push the blue button shown below to do stamp printing.



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## **Troubleshooting**

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### **The ERROR light is blinking and the printer does not print.**

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First, turn off the printer and check for a paper jam.

If there is no paper jam, turn off the printer and turn it back on after about 10 seconds. If the ERROR light is still flashing, contact a qualified service person.

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### **The printer sounds like it is printing, but nothing is printed.**

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The ribbon cassette may be worn out or not installed properly. Re-install or replace it as described in this manual.

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**Paper is jammed inside the printer.**

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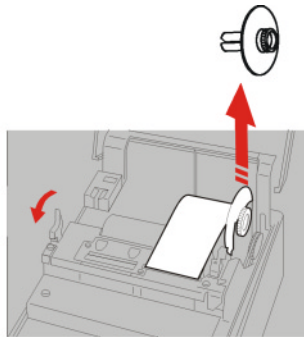


*Do not touch the print head because it can be very hot after printing continuously for a long time.*

*Do not move the print head carriage. Moving the carriage may cause abnormal noise during printing and the printing position may be shifted.*

To clear a paper jam, follow the steps below:

1. Turn the printer off, open the printer cover, and remove the take-up device.



2. Pull up two release levers forward, then lift the clamshell backward.
3. After lifting the clamshell, remove the paper.
4. Push back the clamshell back until it clicks into place.
5. Put the take-up device back in the printer.
6. Reinstall the paper rolls; then turn the power on to start operation.

## RP-U420 Specifications

<b>Print method:</b>	9-pin serial impact dot matrix
<b>Print fonts:</b>	7 × 9 (ANK)/16 × 9 (Chinese) with 2 position column spacing
<b>cpl: characters per line</b>	ANK: Receipt/Journal: 24, Validation: 55 Chinese: Receipt/Journal: 12, Validation: 27
<b>Print speed:</b>	3 lps (excluding data transfer and processing time)
<b>Maximum print positions:</b>	Receipt/Journal: 216 dots Validation: 495 dots Dot space: approximately 0.17 mm {0.0067"} (half dot pitch)
<b>Printing direction:</b>	Bi-directional
<b>Ribbon specifications:</b>	ERC-32(P) (purple) Life: 6,000,000 characters (24 VDC, 25°C, energizing width, 7 × 9 font, receipt/Journal 9 + 9 columns, continuous printing, ASCII code hex 20-5F rolling pattern printing)
<b>Paper specifications:</b>	
Paper feed method:	Friction feed
Paper feed pitch:	4.23 mm {1/6"}
Fast paper feed speed:	Receipt issue: Continuous paper feeding: 30 lps Other fast printing: Maximum 12 lps
<b>Roll Paper:</b>	Type: High quality roll paper Width: 44.5 ± 0.5 mm {1.75 ± 0.02"} Thickness: 0.06 - 0.09 mm {0.002 - 0.004"} Mass: 52.3 - 64.0 g/m <sup>2</sup> Maximum diameter: 83 mm {3.27"}
<b>Validation Paper:</b>	Normal paper Dimensions: 135 × 70 to 210 × 70 mm {5.32 × 2.76 to 8.27 × 2.76"} Thickness: 0.07 - 0.14 mm {0.0028 - 0.0055"} Copy paper (Normal paper + carbon paper or pressure sensitive copy paper) Dimensions: 135 × 70 to 210 × 70 mm {5.32 × 2.76 to 8.27 × 2.76"} Number of sheets: 2 ply (1 original and one copy) maximum Total thickness: 0.14 mm {0.0055"} maximum
<b>Power supply:</b>	+24 VDC ± 5% (optional power supply: EPSON PS-170)
<b>Temperature:</b>	Operating: 5 to 45°C {41 to 113°F} Storage: -10 to 50°C {14 to 122°F} (except for paper and ribbon)
<b>Humidity:</b>	10 to 90% without condensation (except for paper and ribbon)
<b>Reliability:</b>	Life: 8,000,000 lines MCBF: 20,000,000 lines Print head life: 300,000,000 dots/wire Autocutter life: 800,000 cuts

lps: lines per second

cpi: characters per 25.4 mm (characters per inch)

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