



Fault Location

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General information about fault location

Status reports should be printed to check the mechanical and electronic function capabilities – provided that no obvious no defects are evident.

Data transmission

Problem	Possible cause	Solution
No or damaged data	Faulty data cable	Check, if the right data cable is applied
	Wrong interface selected	Check, if parameter <i>INTERF. PARAM. > EASYPLUGINTERPRTT>Interface</i> is set correctly
	Setting of transmission parameters incorrect	Check, if the transmission parameters for the selected interface are set correctly (not for Centronics)
	Faulty pin assignment of the data cable	Change or replace data cable. The pin assignment of the interfaces can be found in topic section „Service Electronics“, chapter „CPU board“, „Connectors“.
	Incorrect handshake signals	Check parameter setting (only for serial interface)
	Selection	Select standard character set
	CPU board defective	Check and if necessary replace CPU board
	Permitted cable length exceeded	Do not exceed cable length

Tab. 1: Possible faults caused by data transmission

Display

Problem	Possible cause	Solution
Display dark	Plug connector loose	Check and if necessary plug in again
	Display defect	Check and if necessary replace display
	CPU board defective	Check and if necessary replace mainboard
Button function faulty	Plug connector loose	Check and if necessary plug in again
	Buttons defective	Check and if necessary replace buttons or display board
	CPU board defective	Check and if necessary replace mainboard

Tab. 2: Possible faults at the display

Gap detection

Problem	Possible cause	Solution
Gap detection not possible	Photoelectric switch defective	Check with <i>SERVICE FUNCTION > Sensor test >...</i> , if necessary replace the photoelectric switch
	Photoelectric switches set incorrectly	Use parameter <i>SYSTEM PARAMETER > Sens. punch-LS</i> to alter sensitivity
	False photoelectric switch selected	Select "Punched" or "Reflex" using the parameter <i>SYSTEM PARAMETER > Light sens. type</i>
Print position shifted in or against print direction	Gap position not recognised consistently due to gap contour	Correct photoelectric switch zero line using parameter <i>PRINT PARAMETERS > Punch offset</i>

Tab. 3: Possible faults caused by the gap detection

Material transport

Problem	Possible cause	Solution
No feed function	Stepper motor plug loose	Check and if necessary plug in
	Stepper motor defective	Check and if necessary replace motor
	CPU board defective	Check and if necessary replace mainboard
	Feed button defective	Check and if necessary replace display board
Jolted print image	Material unwinder blocked	Check and if necessary loosen
Material shifts	Material guide set incorrectly	Check and if necessary set

Tab. 4: Possible faults caused by material transport

Ribbon, ribbon guide

Problem	Possible cause	Solution
Unfounded ribbon end message	Ribbon unwind mandrel is not turned	Fix core to mandrel (spring plate), shift spring plate if the thread has stripped.
	Photoelectric switch defective	Check and if necessary replace (see also parameter <i>SERVICE FUNCTIONS > Sensor test</i>)
Ribbon produces folds	Ribbon guiding plate adjusted incorrectly	Check and readjust guiding plate

Tab. 5: Possible faults caused by the ribbon guiding

Problem	Possible cause	Solution
Ribbon is not being rolled up	Ribbon core slips through	Fix core to mandrel (spring plate), shift spring plate if the thread has stripped.
	Toothed belt defective	Check and if necessary replace the belt
Ribbon tears during printing process	Printhead temperature is too high	Check setting of print contrast (press Prog. button in on-line mode or parameter <i>PRINT PARAMETER > Print contrast</i>) and if necessary correct.

Tab. 5: (Continued) Possible faults caused by the ribbon guiding

Print roller

Problem	Possible cause	Solution
Wear	High running performance	Replace roller
	Printhead pressure too high	Check and if necessary correct
	Material deposits	Clean the roller
Ink residue	Ribbon prints directly on feed roller	Clean and prevent direct printing on roller
Deformation	Printing directly on roller	Avoid direct printing
	High running performance	Replace roller
	Power setting too high for printhead	Check print contrast setting (press Prog. button in on-line mode or parameter <i>PRINT PARAMETER > Print contrast</i>) and if necessary correct.
	Damage by operator	Replace roller and draw attention to proper care

Tab. 6: Possible faults caused by the Print roller

Position of the print image

Problem	Possible cause	Solution
Print position shifted in or against print direction	Incorrect parameter setting	Check parameter <i>PRINT PARAMETER > Y-Print offset</i> or Easy Plug command (#Jx), if necessary correct
	Gap position is recognised incorrectly due to gap contour	Correct sensor zero line with parameter <i>PRINT PARAMETER > Gap offset</i>
	Material unrolling blocked or too sluggish	Check and if necessary correct
	Material guide set too narrowly	Check and if necessary set
	Pressure rollers positioned incorrectly or not at all	Check and if necessary set
Print shifted at right angles to document	Material guide not set correctly	Check and if necessary set

Tab. 7: Unsatisfactory print position and the possible reasons.

Print quality

Problem	Possible cause	Solution
Print faded	Printhead dirty or defective	Clean or replace thermal bar
	Printhead setting incorrect	Check settings (e.g. print contrast, print head resistance) and alter if necessary
	Ribbon and material not aligned	Check ribbon type and material type, if nec. alter
	Ribbon possibly superimposed	Insert new ribbon
Poor or uneven print	Print roller damaged or soiled	Check and if necessary clean or replace roller
Feed in order but no print image	Printhead setting too low	Check setting print contrast (press Prog. button in on-line mode or parameter <i>PRINT PARAMETER > Print contrast</i>) and if nec. correct.
	Ribbon inserted incorrectly (colour side)	Check and if necessary correct
	Printhead not fixed to bracket	Fix thumb screw

Tab. 8: Unsatisfactory print quality and the possible reasons

Problem	Possible cause	Solution
	Printhead defective	Check printhead and if necessary replace it
	Printhead cable not or incorrectly plugged in	Check and if necessary plug in again
	CPU board defective	Check and if necessary replace mainboard

Tab. 8: (Continued)Unsatisfactory print quality and the possible reasons

Cut function, cutter

Problem	Possible cause	Solution
No cutter function	Connector loose	Plug in connector firmly.
	Cutter function not activated	Select and activate "Cutter" setting for parameter <i>SYSTEM PARAMETER > Peripheral device</i>
	Photoelectric switch defective	Check and if necessary replace switch
	Stepper motor or output stage board defective	Check and if necessary replace
Material is only partially cut or not cut at all	Setting of cutter position	Check photoelectric switch or position of oscillator disc and if necessary correct
	Cutter blunt or dirty	Check and if necessary clean or replace
	Material problem	Only use approved materials
Cut next to recognised gap	Gap detection	Check setting for parameter <i>PRINT PARAMETER > Cut position</i> and if necessary correct the setting
Cut offset to impression	Cutter position incorrect	Check and if necessary set
Material moves above or under cutter	Unwinding too sluggish, roll weighs too much	Check and if necessary correct
Cutter cuts twice	Double cut programmed	Check setting of cut function (Parameter <i>Print Parameter > Double Cut</i>)

Tab. 9: Problems possibly caused by a cutter (if mounted).

Plug-in card

Problem	Possible cause	Solution
Plug-in cards are not recognised	Contacts dirty	Check and if necessary replace
	Card defective	Check and if necessary replace
	Card type does not correspond to approved type	Check and if necessary replace

Tab. 10: Possible problems with plug-in cards

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