

**Problem No.2**  
**Blurred Print!!**



What shall I do?

Clean the thermal head first.  
See "1. How to Clean the Thermal Head".



Check 1



A blur occurs in a slanting direction?

The ribbon is creased.  
See "2. When the Ribbon is Creased".



Check 2



A blur occurs along the length of the label?

Check the platen roller.  
See "3. When the Platen Roller Has a Scratch".



Check 3

The final check!

Check the width of the backing paper of the labels and that of ink ribbon. See "4. The Width of Backing Paper and that of the Ribbon".



Check 4

## Remedies for Blurred Print

### 1. How to Clean the Thermal Head

Turn the power off. → Open the cover. → Remove the ribbon.

Clean the thermal head, especially the brown part at the center. (Use the cleaning cloth or alcohol.)

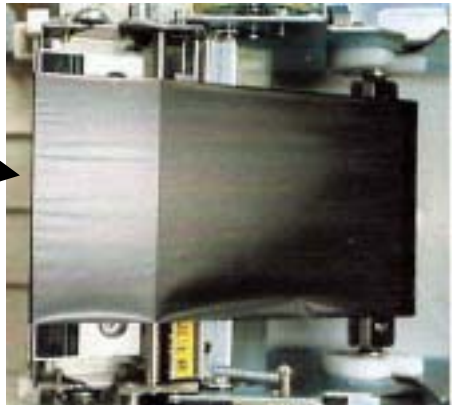
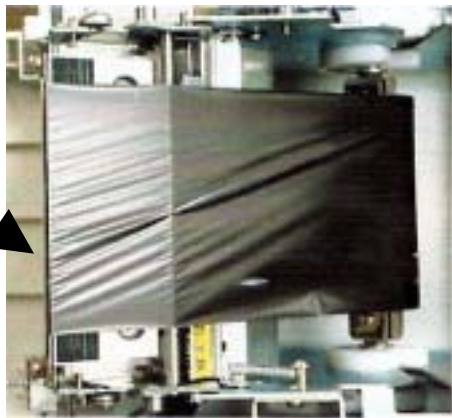


When no signs of improvement are shown, replace the thermal head with a new one. The thermal head may have reached the end of its operational life.

### 2. When the Ribbon is Creased

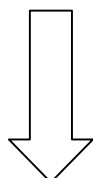
When the positions of pay-off side and take-up side of the ribbon are not in a straight line, the ribbon is creased and, as a result, a blur occurs in a slanting direction.

Install the ribbon straightly (set the both sides of the ribbon at the center) and align the position of the ribbon so as not to make a wrinkle.



### 3. When the Platen Roller Has a Scratch

Pull the locking levers on both sides of the platen roller toward you and remove the platen roller



Wipe the platen roller with alcohol. When it has a scratch, replace it with a new one.

(A scratch or a hollow on the platen roller causes the blurred print at the point on the label that runs over the scratch or the hollow. The platen roller is a consumable component.)

### 4. The Paper and that of the Ribbon



### Width of Backing

The width of the ink ribbon should be wider than that of the backing paper of the labels by 5mm on both sides (See figure on the right).  
When the ribbon is as wide as, or much wider than, the backing paper, a blurred print or creased ribbon may occur.

