

Problem No.3

**Ink Ribbon Comes Out
Stuck to the Label!!**



What shall
I do?

Clean the thermal head and print labels with the print density set to 0. See “1. How to Adjust the Density”.



Check 1

One of the most common causes of this problem is that the ink ribbon is fused into the thermal head because of a larger supply of energy than necessary to the thermal head.



No
improvement?

Check the setting of function No. 10.
See “2. How to Modify the Setting of Function No.10”.



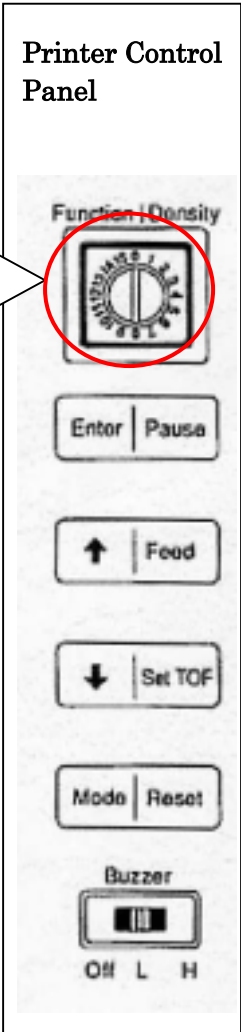
Check 2

Remedies for the Ink Ribbon Stuck on the Labels

1. How to Adjust the Density

1.1. How to Clean the Thermal Head

Turn the power off. → Open the cover. → Remove the ink ribbon.
Clean the thermal head, especially the brown part at the center (See the figure on the right.). (Use the cleaning cloth or alcohol.)



1.2. How to Adjust the Density

Set the ink ribbon, then set the density switch to 0 and print labels.
If labels are printed lightly, turn the density switch to the upper number gradually and stop where you can get the best density.
If highly colored labels are printed with the density switch set to 0, the setting of function No. 10 (Supply Type) may not be suitable.

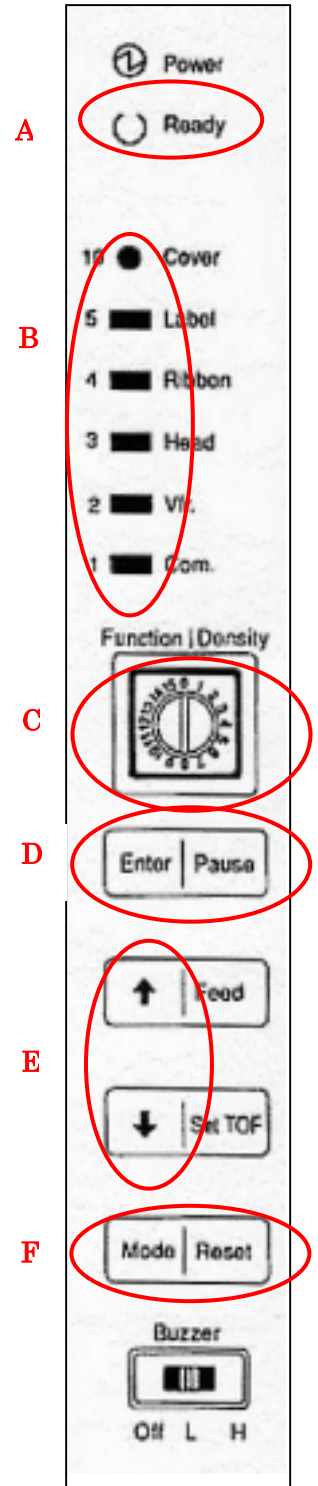


2. How to Modify the Setting of Function No.10

Check the ink ribbon you use. The type of the ink ribbon we produce and the corresponding setting of function No. 10 are shown in the table below.

| Ink Type | G | PN | DLH H(label PT) | PO H(label PH) | DWH |
|---------------------------------------|---|----|--------------------|-------------------|-----|
| Setting of function NO.10 (Supply) | 1 | 1 | 5 | 9 | 8 |

Turn the printer off and set the density switch **C** to **10**. Turn on the power while pressing **F** [Mode/Reset] (See the figure on the right.). Press and hold the switch until the buzzer sounds (Release the switch when the buzzer sounds.). Check to see that **A** [Ready] LED flashes (The flashing of [Ready] LED shows that the printer is in the function setting mode.). What is the number of the lit LED in **B**? (If two LEDs are lit, the sum of the numbers on the left of the LEDs is the value of setting 10.) When the value for your ink and that of function setting 10 is different, select the right number with in **E** and press and hold **D** [Enter/Pause] at least for two seconds (The buzzer makes a series of beeps.). Press and hold **F**[Mode/Reset] at least for two seconds. Turn the power off and reset the density switch.



Note: When the function setting is sent to the printer by printing software you generated, the sent setting is effective.



Buzzer switch must be at L or H.

SR Troubleshooting

Turn the printer on and print labels.

Adjust the density. Set the density switch to the best position (8 is the standard position.).



Does the trouble
still persist?

If the problem still persists, replace the thermal head with a new one as yours may have reached its operating life.

