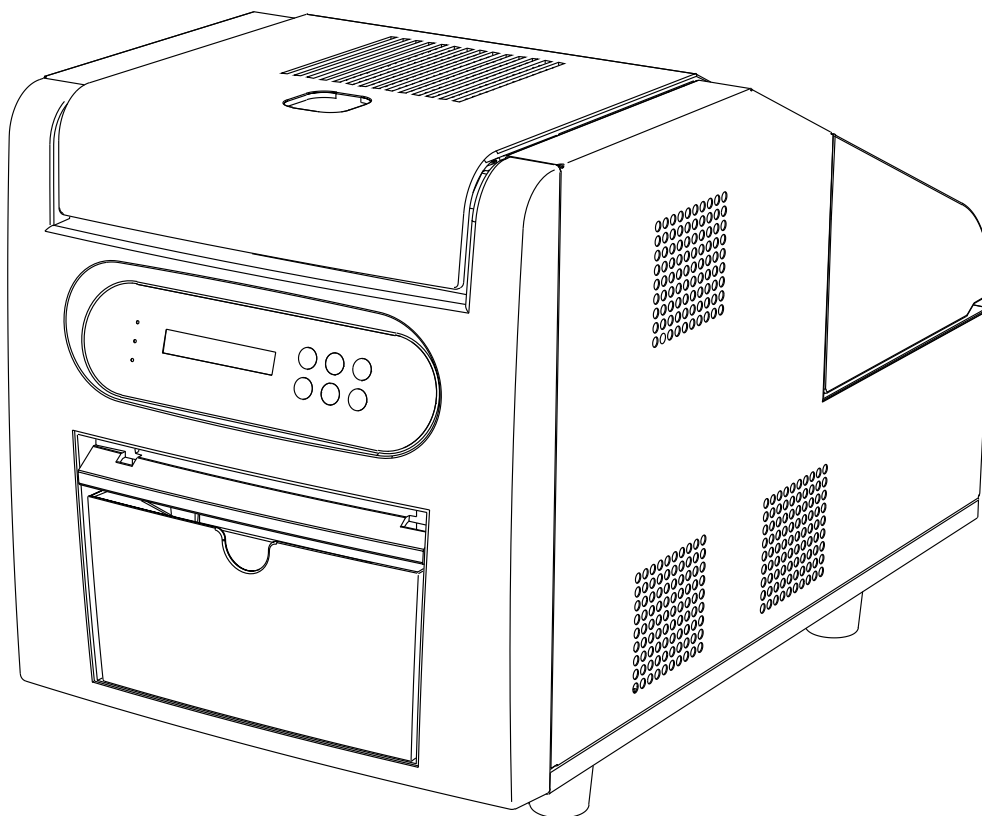


# SERVICE MANUAL for the *Kodak* 605 PHOTO PRINTER Service Code: 8105



## Important

Qualified service personnel must do these procedures.



A169\_2032HC

**PLEASE NOTE** The information contained herein is based on the experience and knowledge relating to the subject matter gained by Eastman Kodak Company prior to publication.

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This equipment includes parts and assemblies sensitive to damage from electrostatic discharge. Use caution to prevent damage during all service procedures.

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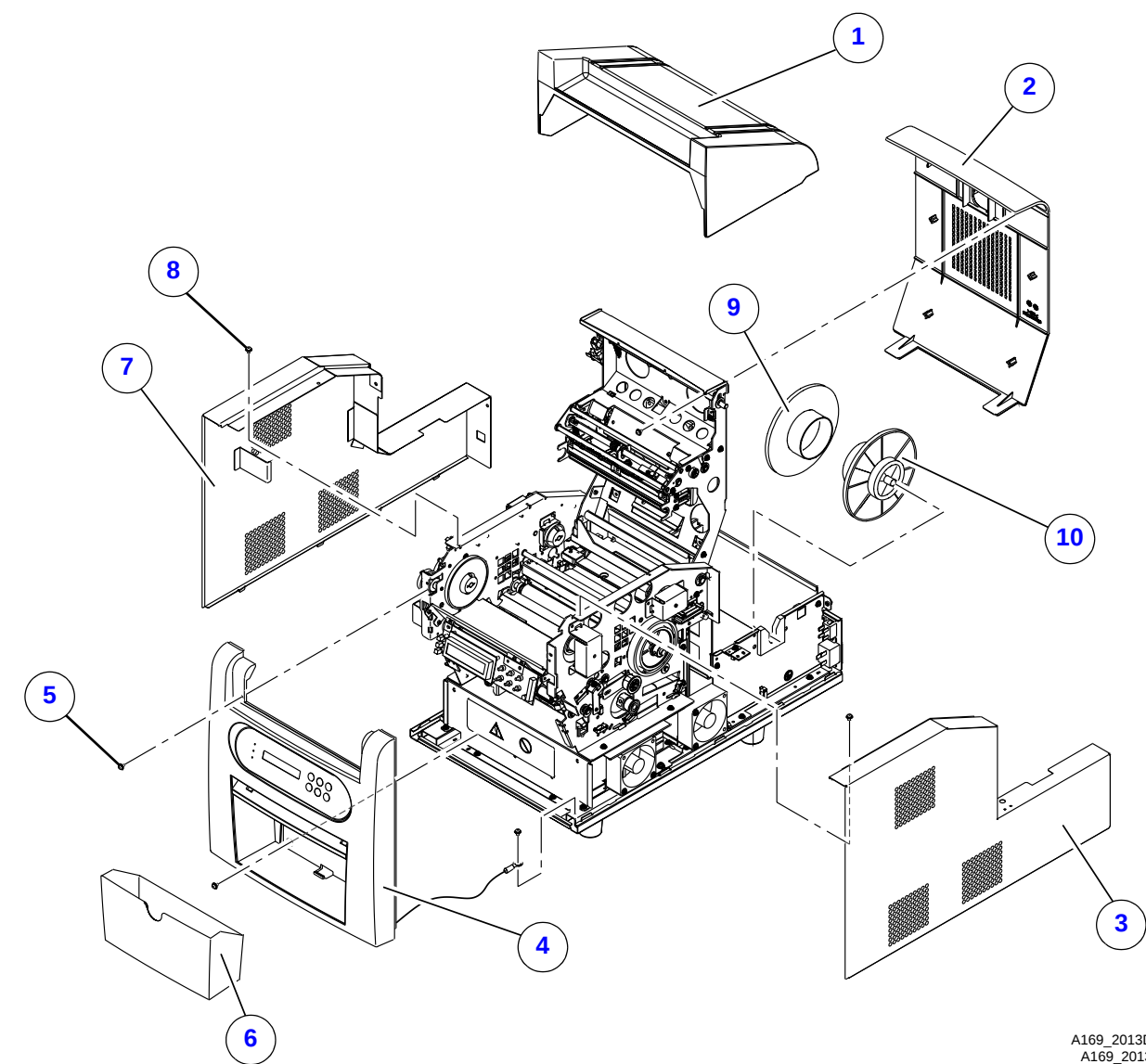
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Section 1: Illustrated Parts List

Figure 1 COVERS

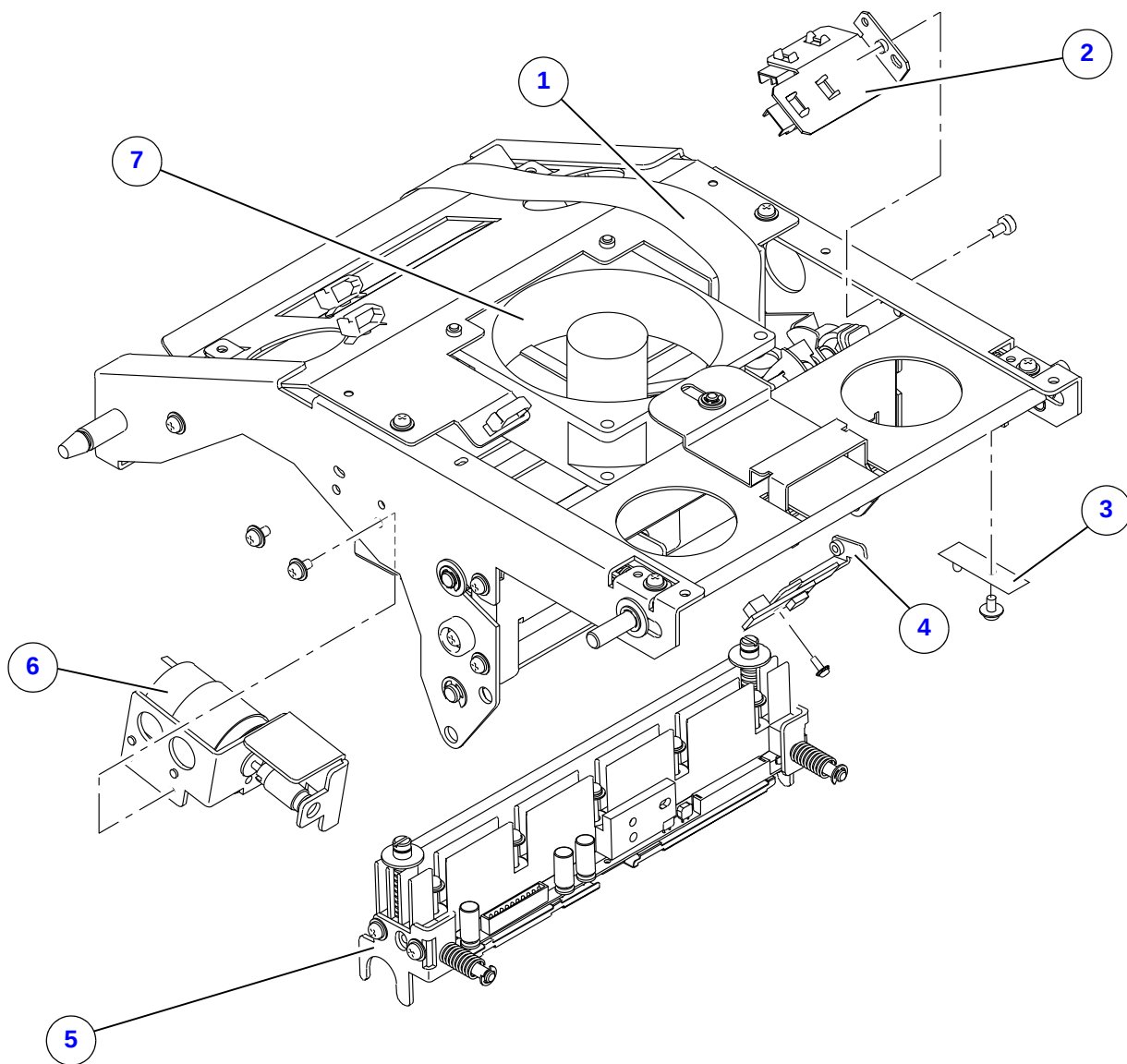


A169\_2013DCA  
A169\_2013DC

Figure 1 COVERS

| Item | Part No. | Description           | Quantity | Notes |
|------|----------|-----------------------|----------|-------|
| 1    | 2F5565   | COVER - paper roll    | 1        |       |
| 2    | 2F5564   | COVER - top           | 1        |       |
| 3    | 2F5567   | COVER - right side    | 1        |       |
| 4    | 2F5563   | COVER - front         | 1        |       |
| 5    | 3E6816   | SCREW                 | 4        |       |
| 6    | 2F5572   | TRIM TRAY             | 1        |       |
| 7    | 2F5566   | COVER - left side     | 1        |       |
| 8    | 3E6815   | SCREW                 | 3        |       |
| 9    | 3F4884   | FLANGE - paper, green | 1        |       |
| 10   | 3F4885   | FLANGE - paper, black | 1        |       |

Figure 2 Top



A169\_2034DCA  
A169\_2034DC

Figure 2 Top

| Item | Part No. | Description                     | Quantity | Notes |
|------|----------|---------------------------------|----------|-------|
| 1    | 2F5574   | CABLE - ribbon, thermal head    | 1        |       |
| 2    | 2F5554   | SENSOR - thermal head           | 1        |       |
| 3    | 2F5560   | SENSOR - bar code               | 1        |       |
| 4    | 2F5556   | SENSOR - color (LED)            | 1        |       |
| 5    | 2F5540   | THERMAL HEAD AY                 | 1        |       |
| 6    | 2F5542   | MOTOR AY - thermal head up/down | 1        |       |
| 7    | 2F5547   | FAN - thermal head cooling      | 1        |       |

Figure 3 Back and Right Side

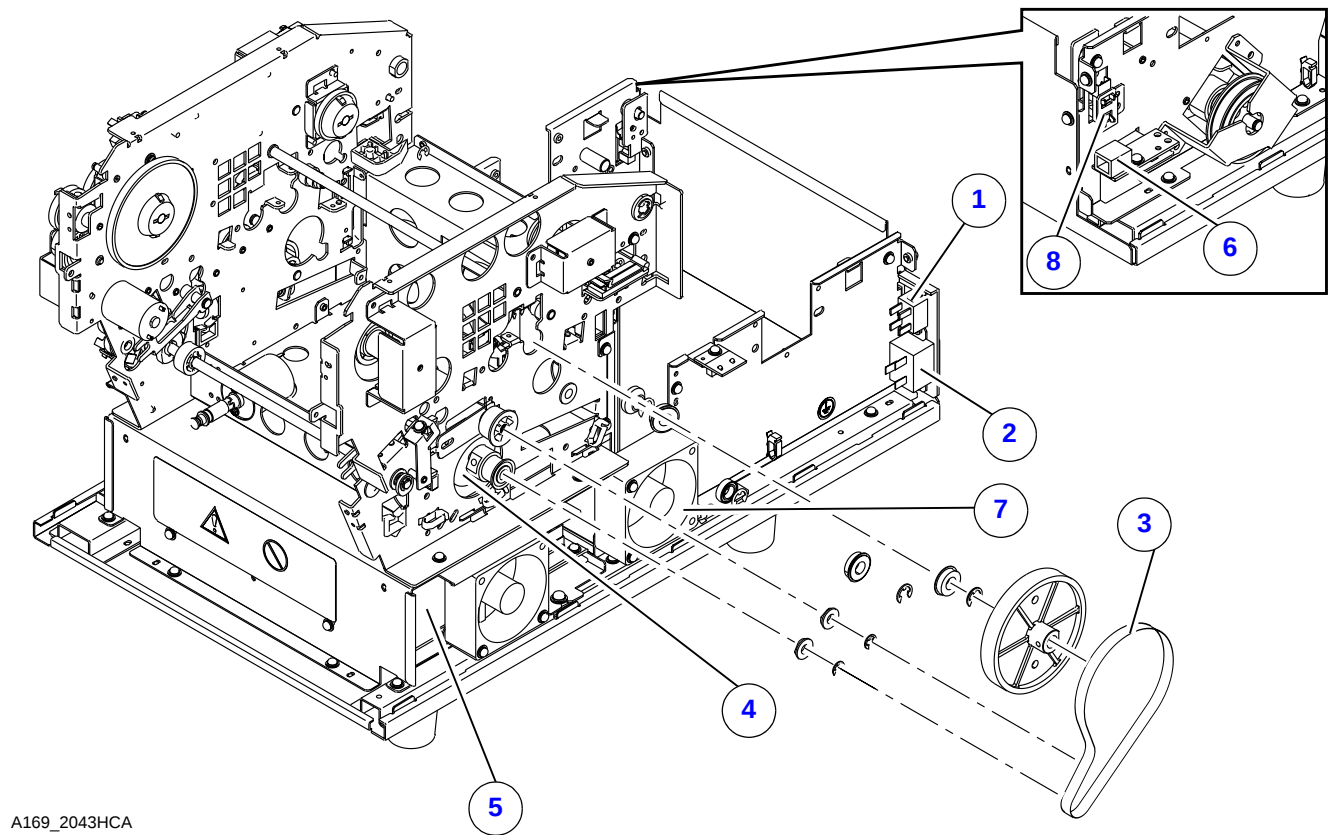
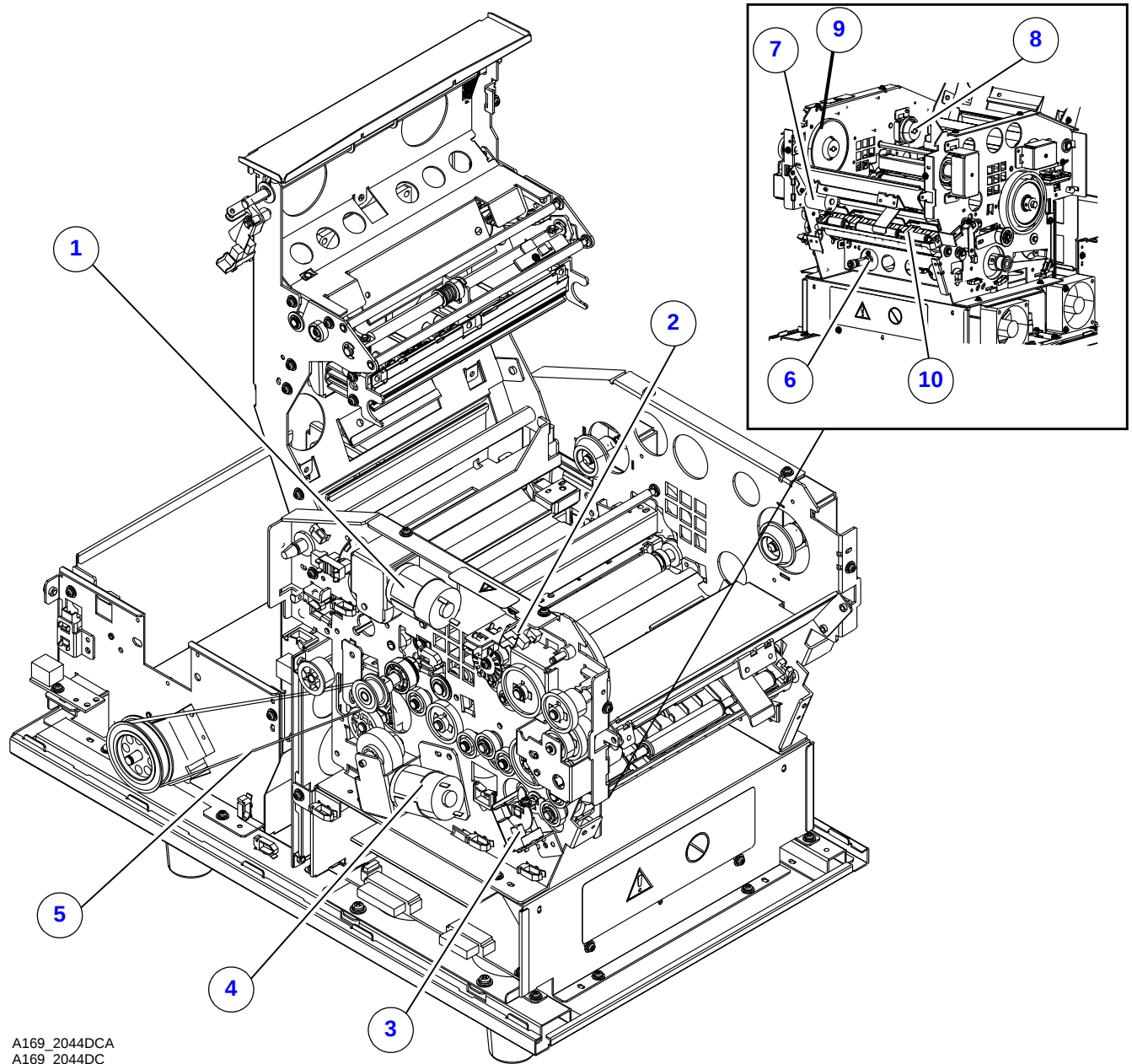


Figure 3 Back and Right Side

| Item | Part No. | Description               | Quantity | Notes                       |
|------|----------|---------------------------|----------|-----------------------------|
| 1    | 2F5570   | POWER SWITCH              | 1        |                             |
| 2    | 2F5571   | PLATE - AC inlet ay       | 1        |                             |
|      | 3E6953   | POWER CORD - 110 V        | 1        | Not visible in the graphic. |
|      | 3E6954   | POWER CORD - 220 V        | 1        | Not visible in the graphic. |
| 3    | 2F5551   | BELT - timing, paper feed | 1        |                             |
| 4    | 2F5612   | MOTOR - stepper           | 1        |                             |
| 5    | 2F5539   | POWER SUPPLY              | 1        |                             |
| 6    | 2F5561   | CONNECTOR - USB           | 1        |                             |
| 7    | 2F5600   | FAN - DC                  | 1        |                             |
| 8    | 2F5569   | SENSOR - paper roll       | 1        |                             |

Figure 4 Left Side

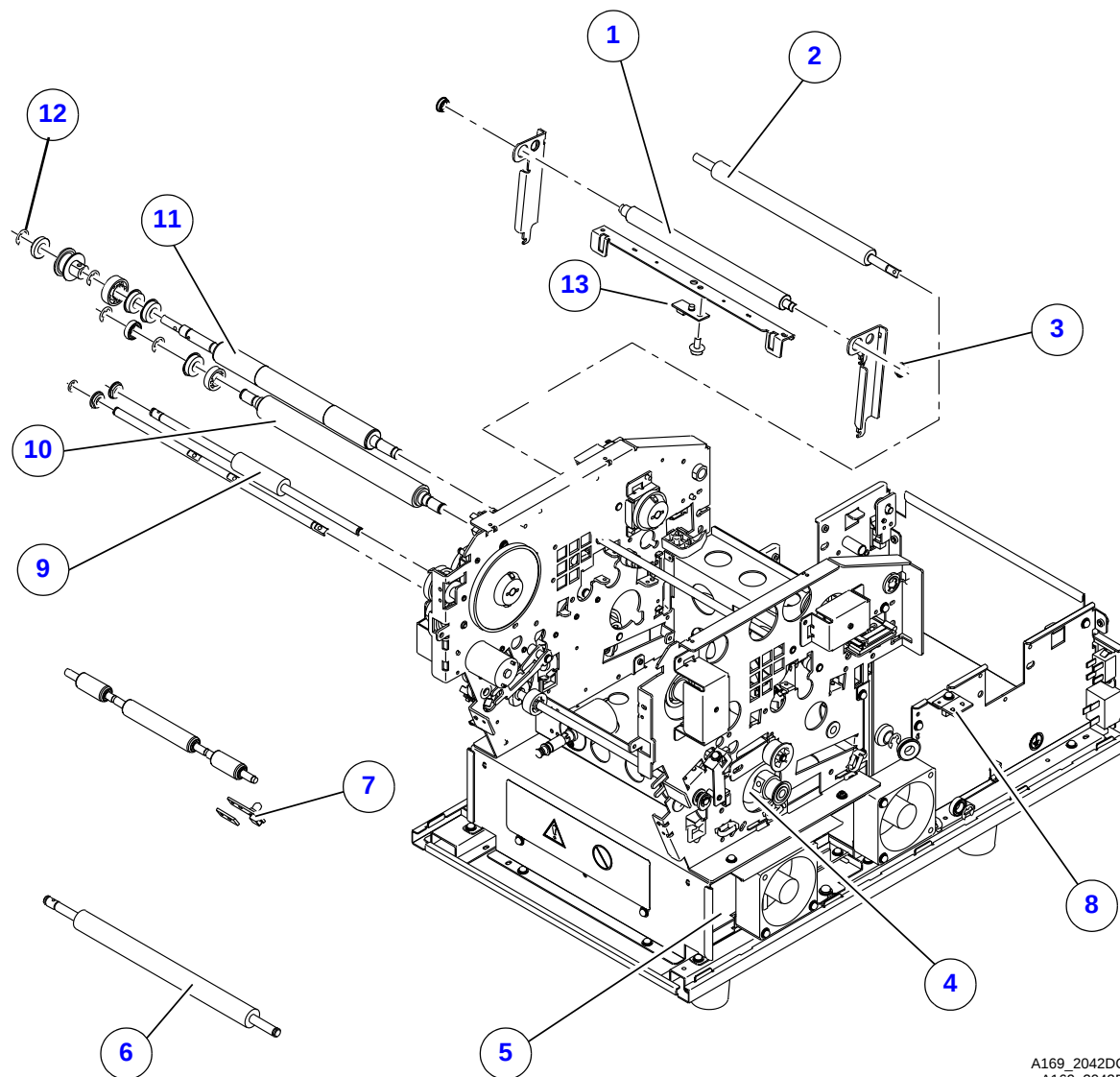


A169\_2044DCA  
A169\_2044DC

Figure 4 Left Side

| Item | Part No. | Description                          | Quantity | Notes |
|------|----------|--------------------------------------|----------|-------|
| 1    | 2F5541   | MOTOR AY - ribbon take-up            | 1        |       |
| 2    | 7B7545   | SENSOR - ribbon supply               | 1        |       |
| 3    | 7B7546   | SENSOR - ribbon rewinding            | 1        |       |
| 4    | 2F5543   | MOTOR AY - main pinch roller up/down | 1        |       |
| 5    | 2F5552   | BELT - timing, paper roll drive      | 1        |       |
| 6    | 2F5616   | MOTOR AY - discharge pinch up/down   | 1        |       |
| 7    | 2F5544   | MOTOR AY - ribbon rewinding          | 1        |       |
| 8    | 3F4865   | HUB - ink ribbon, take-up, left      | 1        |       |
| 9    | 3F4863   | HUB - ink ribbon, supply, left       | 1        |       |
| 10   | 2F5558   | SENSOR - lead edge                   | 1        |       |

Figure 5 ROLLERS



A169\_2042DCA  
A169\_2042DC

Figure 5 ROLLERS

| Item | Part No. | Description              | Quantity | Notes                      |
|------|----------|--------------------------|----------|----------------------------|
| 1    | 2F5617   | ROLLER - main pinch      | 1        |                            |
| 2    | 2F5562   | ROLLER - cleaning        | 1        |                            |
|      | 2F5603   | E-RING - cleaning roller | 2        | Not visible in the graphic |
| 3    | 2F5584   | BEARING                  | 2        |                            |
| 4    | 2F5612   | MOTOR - stepper          | 1        |                            |
| 5    | 2F5539   | POWER SUPPLY             | 1        |                            |
| 6    | 2F5550   | ROLLER - discharge       | 1        |                            |
| 7    | 2F5557   | SENSOR - color (TR)      | 1        |                            |
| 8    | 7B7547   | LED AY - paper loading   | 1        |                            |
| 9    | 2F5549   | ROLLER - feed 2 pinch ay | 1        |                            |
| 10   | 2F5548   | PLATEN                   | 1        |                            |
| 11   | 2F5606   | ROLLER - capstan ay      | 1        |                            |
| 12   | 3E6818   | E-RING - capstan roller  | 2        |                            |
| 13   | 2F5559   | SENSOR - paper present   | 1        |                            |

Figure 6 CONTROL AY

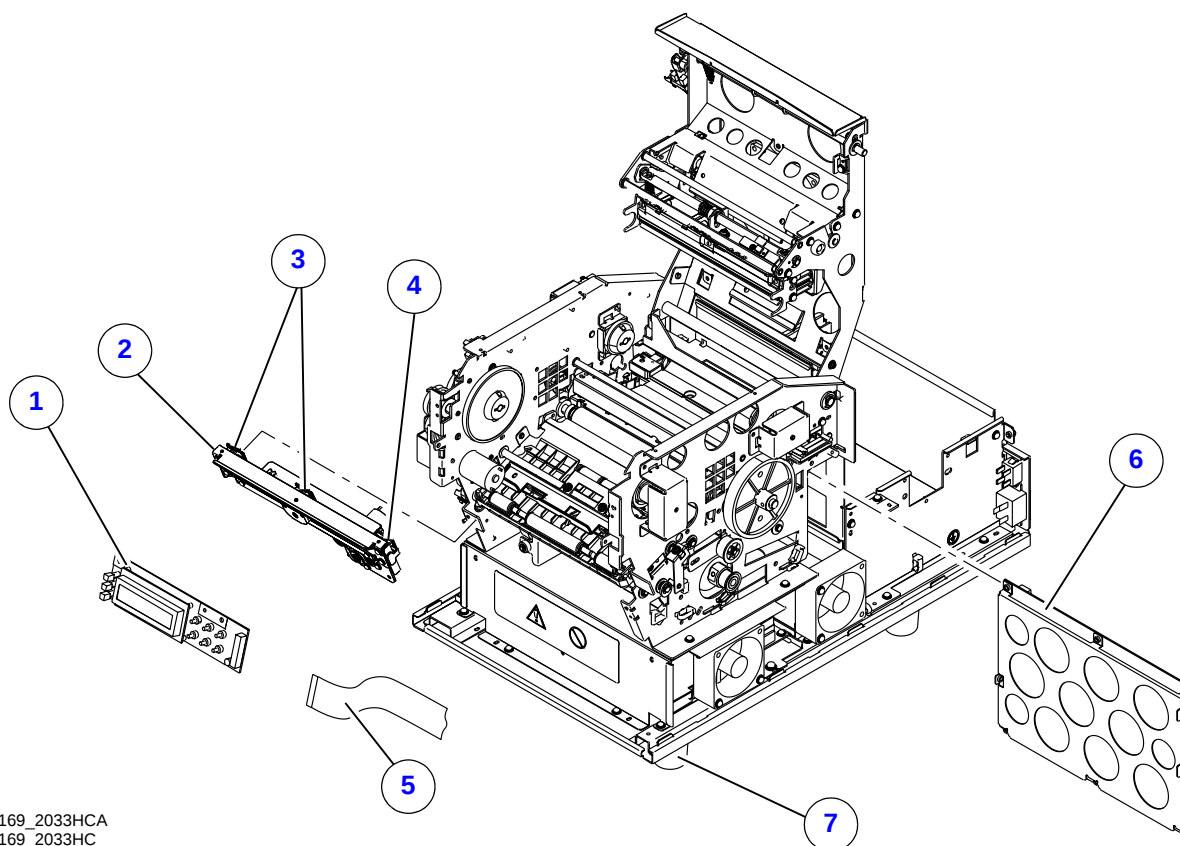


Figure 6 CONTROL AY

| Item | Part No. | Description                            | Quantity | Notes               |
|------|----------|----------------------------------------|----------|---------------------|
| 1    | 2F5538   | LCD BOARD                              | 1        |                     |
| 2    | 2F5545   | PAPER CUTTER AY                        | 1        |                     |
| 3    | 2F5611   | SENSOR - paper cutter, left and center | 2        |                     |
| 4    | 2F5610   | SENSOR - paper cutter, right           | 1        |                     |
| 5    | 2F5573   | CABLE - LCD interface                  | 1        |                     |
| 6    | 2F5537   | CONTROLLER BOARD (PCB) AY              | 1        |                     |
| 7    | 2F5614   | FOOT - rubber                          | 6        | Includes the SCREW. |

Figure 7 SHIPPING MATERIALS

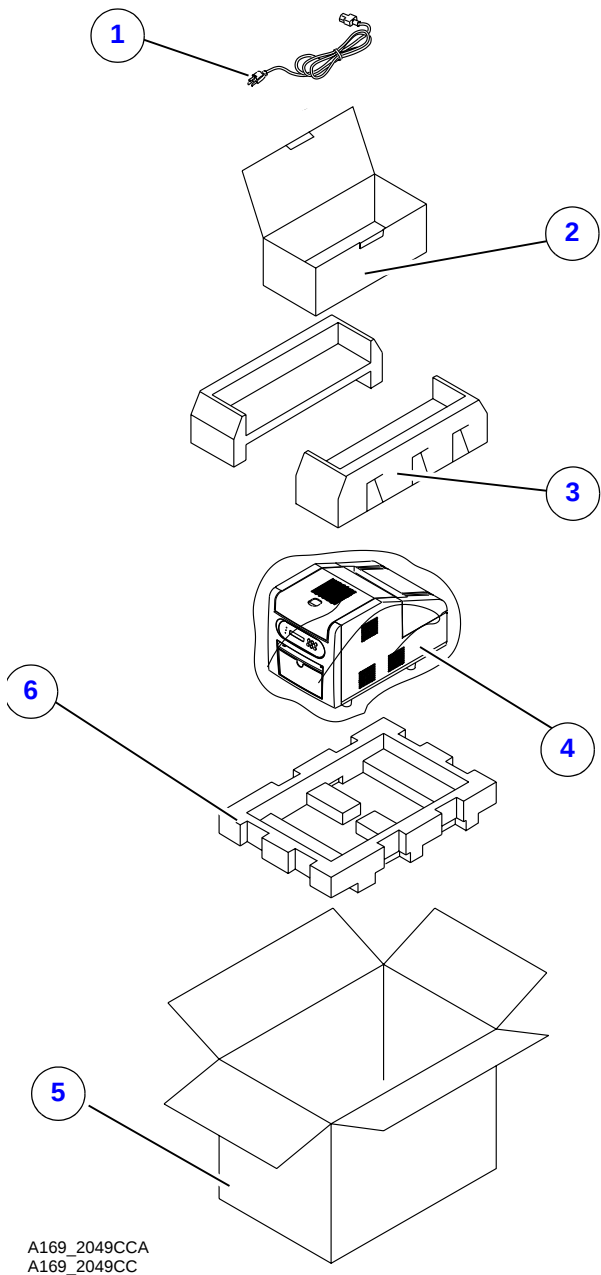


Figure 7 SHIPPING MATERIALS

| Item | Part No. | Description                        | Quantity | Notes |
|------|----------|------------------------------------|----------|-------|
| 1    | 3E6953   | POWER CORD - 110 V                 | 1        |       |
|      | 3E6954   | POWER CORD - 220 V                 | 1        |       |
| 2    | 7B7544   | ACCESSORY BOX                      | 1        |       |
| 3    | 7B7542   | CUSHION - upper                    | 1        |       |
| 4    | 5F8016   | BAG - anti-static                  | 1        |       |
| 5    | 4F2968   | CARTON - printer only              | 1        |       |
|      | 7B7541   | CARTON - printer and accessory box | 1        |       |
| 6    | 7B7543   | CUSHION - lower                    | 1        |       |

## Section 2: Numerical Index

| Numerical Index |                                        |                     |
|-----------------|----------------------------------------|---------------------|
| Part No.        | Description                            | Figure No.          |
| 2F5537          | CONTROLLER BOARD (PCB) AY              | <a href="#">6</a>   |
| 2F5538          | LCD BOARD                              | <a href="#">6</a>   |
| 2F5539          | POWER SUPPLY                           | <a href="#">3.5</a> |
| 2F5540          | THERMAL HEAD AY                        | <a href="#">2</a>   |
| 2F5541          | MOTOR AY - ribbon take-up              | <a href="#">4</a>   |
| 2F5542          | MOTOR AY - thermal head up/down        | <a href="#">2</a>   |
| 2F5543          | MOTOR AY - main pinch roller up/down   | <a href="#">4</a>   |
| 2F5544          | MOTOR AY - ribbon rewinding            | <a href="#">4</a>   |
| 2F5545          | PAPER CUTTER AY                        | <a href="#">6</a>   |
| 2F5547          | FAN - thermal head cooling             | <a href="#">2</a>   |
| 2F5548          | PLATEN                                 | <a href="#">5</a>   |
| 2F5549          | ROLLER - feed 2 pinch ay               | <a href="#">5</a>   |
| 2F5550          | ROLLER - discharge                     | <a href="#">5</a>   |
| 2F5551          | BELT - timing, paper feed              | <a href="#">3</a>   |
| 2F5552          | BELT - timing, paper roll drive        | <a href="#">4</a>   |
| 2F5554          | SENSOR - thermal head                  | <a href="#">2</a>   |
| 2F5556          | SENSOR - color (LED)                   | <a href="#">2</a>   |
| 2F5557          | SENSOR - color (TR)                    | <a href="#">5</a>   |
| 2F5558          | SENSOR - lead edge                     | <a href="#">4</a>   |
| 2F5559          | SENSOR - paper present                 | <a href="#">5</a>   |
| 2F5560          | SENSOR - bar code                      | <a href="#">2</a>   |
| 2F5561          | CONNECTOR - USB                        | <a href="#">3</a>   |
| 2F5562          | ROLLER - cleaning                      | <a href="#">5</a>   |
| 2F5563          | COVER - front                          | <a href="#">1</a>   |
| 2F5564          | COVER - top                            | <a href="#">1</a>   |
| 2F5565          | COVER - paper roll                     | <a href="#">1</a>   |
| 2F5566          | COVER - left side                      | <a href="#">1</a>   |
| 2F5567          | COVER - right side                     | <a href="#">1</a>   |
| 2F5569          | SENSOR - paper roll                    | <a href="#">3</a>   |
| 2F5570          | POWER SWITCH                           | <a href="#">3</a>   |
| 2F5571          | PLATE - AC inlet ay                    | <a href="#">3</a>   |
| 2F5572          | TRIM TRAY                              | <a href="#">1</a>   |
| 2F5573          | CABLE - LCD interface                  | <a href="#">6</a>   |
| 2F5574          | CABLE - ribbon, thermal head           | <a href="#">2</a>   |
| 2F5584          | BEARING                                | <a href="#">5</a>   |
| 2F5600          | FAN - DC                               | <a href="#">3</a>   |
| 2F5603          | E-RING - cleaning roller               | <a href="#">5</a>   |
| 2F5606          | ROLLER - capstan ay                    | <a href="#">5</a>   |
| 2F5610          | SENSOR - paper cutter, right           | <a href="#">6</a>   |
| 2F5611          | SENSOR - paper cutter, left and center | <a href="#">6</a>   |
| 2F5612          | MOTOR - stepper                        | <a href="#">3.5</a> |
| 2F5614          | FOOT - rubber                          | <a href="#">6</a>   |
| 2F5616          | MOTOR AY - discharge pinch up/down     | <a href="#">4</a>   |
| 2F5617          | ROLLER - main pinch                    | <a href="#">5</a>   |
| 3E6815          | SCREW                                  | <a href="#">1</a>   |
| 3E6816          | SCREW                                  | <a href="#">1</a>   |

## Numerical Index

| Part No. | Description                        | Figure No.          |
|----------|------------------------------------|---------------------|
| 3E6818   | E-RING - capstan roller            | <a href="#">5</a>   |
| 3E6953   | POWER CORD - 110 V                 | <a href="#">3.7</a> |
| 3E6954   | POWER CORD - 220 V                 | <a href="#">3.7</a> |
| 3F4863   | HUB - ink ribbon, supply, left     | <a href="#">4</a>   |
| 3F4865   | HUB - ink ribbon, take-up, left    | <a href="#">4</a>   |
| 3F4884   | FLANGE - paper, green              | <a href="#">1</a>   |
| 3F4885   | FLANGE - paper, black              | <a href="#">1</a>   |
| 4F2968   | CARTON - printer only              | <a href="#">7</a>   |
| 5F8016   | BAG - anti-static                  | <a href="#">7</a>   |
| 7B7541   | CARTON - printer and accessory box | <a href="#">7</a>   |
| 7B7542   | CUSHION - upper                    | <a href="#">7</a>   |
| 7B7543   | CUSHION - lower                    | <a href="#">7</a>   |
| 7B7544   | ACCESSORY BOX                      | <a href="#">7</a>   |
| 7B7545   | SENSOR - ribbon supply             | <a href="#">4</a>   |
| 7B7546   | SENSOR - ribbon rewinding          | <a href="#">4</a>   |
| 7B7547   | LED AY - paper loading             | <a href="#">5</a>   |

## Section 3: Alphabetical Index

### Alphabetical Index

| Part No. | Description                          | Figure No.           |
|----------|--------------------------------------|----------------------|
| 7B7544   | ACCESSORY BOX                        | <a href="#">7</a>    |
| 5F8016   | BAG - anti-static                    | <a href="#">7</a>    |
| 2F5584   | BEARING                              | <a href="#">5</a>    |
| 2F5551   | BELT - timing, paper feed            | <a href="#">3</a>    |
| 2F5552   | BELT - timing, paper roll drive      | <a href="#">4</a>    |
| 2F5573   | CABLE - LCD interface                | <a href="#">6</a>    |
| 2F5574   | CABLE - ribbon, thermal head         | <a href="#">2</a>    |
| 7B7541   | CARTON - printer and accessory box   | <a href="#">7</a>    |
| 4F2968   | CARTON - printer only                | <a href="#">7</a>    |
| 2F5561   | CONNECTOR - USB                      | <a href="#">3</a>    |
| 2F5537   | CONTROLLER BOARD (PCB) AY            | <a href="#">6</a>    |
| 2F5563   | COVER - front                        | <a href="#">1</a>    |
| 2F5566   | COVER - left side                    | <a href="#">1</a>    |
| 2F5565   | COVER - paper roll                   | <a href="#">1</a>    |
| 2F5567   | COVER - right side                   | <a href="#">1</a>    |
| 2F5564   | COVER - top                          | <a href="#">1</a>    |
| 7B7543   | CUSHION - lower                      | <a href="#">7</a>    |
| 7B7542   | CUSHION - upper                      | <a href="#">7</a>    |
| 3E6818   | E-RING - capstan roller              | <a href="#">5</a>    |
| 2F5603   | E-RING - cleaning roller             | <a href="#">5</a>    |
| 2F5600   | FAN - DC                             | <a href="#">3</a>    |
| 2F5547   | FAN - thermal head cooling           | <a href="#">2</a>    |
| 3F4885   | FLANGE - paper, black                | <a href="#">1</a>    |
| 3F4884   | FLANGE - paper, green                | <a href="#">1</a>    |
| 2F5614   | FOOT - rubber                        | <a href="#">6</a>    |
| 3F4863   | HUB - ink ribbon, supply, left       | <a href="#">4</a>    |
| 3F4865   | HUB - ink ribbon, take-up, left      | <a href="#">4</a>    |
| 2F5538   | LCD BOARD                            | <a href="#">6</a>    |
| 7B7547   | LED AY - paper loading               | <a href="#">5</a>    |
| 2F5612   | MOTOR - stepper                      | <a href="#">3, 5</a> |
| 2F5616   | MOTOR AY - discharge pinch up/down   | <a href="#">4</a>    |
| 2F5543   | MOTOR AY - main pinch roller up/down | <a href="#">4</a>    |
| 2F5544   | MOTOR AY - ribbon rewinding          | <a href="#">4</a>    |
| 2F5541   | MOTOR AY - ribbon take-up            | <a href="#">4</a>    |
| 2F5542   | MOTOR AY - thermal head up/down      | <a href="#">2</a>    |
| 2F5545   | PAPER CUTTER AY                      | <a href="#">6</a>    |
| 2F5571   | PLATE - AC inlet ay                  | <a href="#">3</a>    |
| 2F5548   | PLATEN                               | <a href="#">5</a>    |
| 3E6953   | POWER CORD - 110 V                   | <a href="#">3, 7</a> |
| 3E6954   | POWER CORD - 220 V                   | <a href="#">3, 7</a> |
| 2F5539   | POWER SUPPLY                         | <a href="#">3, 5</a> |
| 2F5570   | POWER SWITCH                         | <a href="#">3</a>    |
| 2F5606   | ROLLER - capstan ay                  | <a href="#">5</a>    |
| 2F5562   | ROLLER - cleaning                    | <a href="#">5</a>    |
| 2F5550   | ROLLER - discharge                   | <a href="#">5</a>    |
| 2F5549   | ROLLER - feed 2 pinch ay             | <a href="#">5</a>    |

## Alphabetical Index

| Part No. | Description                            | Figure No.        |
|----------|----------------------------------------|-------------------|
| 2F5617   | ROLLER - main pinch                    | <a href="#">5</a> |
| 3E6815   | SCREW                                  | <a href="#">1</a> |
| 3E6816   | SCREW                                  | <a href="#">1</a> |
| 2F5560   | SENSOR - bar code                      | <a href="#">2</a> |
| 2F5556   | SENSOR - color (LED)                   | <a href="#">2</a> |
| 2F5557   | SENSOR - color (TR)                    | <a href="#">5</a> |
| 2F5558   | SENSOR - lead edge                     | <a href="#">4</a> |
| 2F5611   | SENSOR - paper cutter, left and center | <a href="#">6</a> |
| 2F5610   | SENSOR - paper cutter, right           | <a href="#">6</a> |
| 2F5559   | SENSOR - paper present                 | <a href="#">5</a> |
| 2F5569   | SENSOR - paper roll                    | <a href="#">3</a> |
| 7B7546   | SENSOR - ribbon rewinding              | <a href="#">4</a> |
| 7B7545   | SENSOR - ribbon supply                 | <a href="#">4</a> |
| 2F5554   | SENSOR - thermal head                  | <a href="#">2</a> |
| 2F5540   | THERMAL HEAD AY                        | <a href="#">2</a> |
| 2F5572   | TRIM TRAY                              | <a href="#">1</a> |

## Section 4: Adjustments

### DC POWER SUPPLY: +5 Voltage

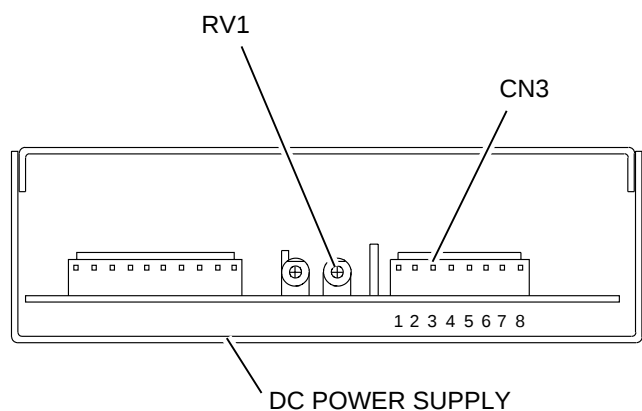
#### Adjustment Specification

|                       |                                                       |
|-----------------------|-------------------------------------------------------|
| <b>Purpose:</b>       | To adjust the DC POWER SUPPLY to the correct voltage. |
| <b>Specification:</b> | The voltage is 5.05 - 5.15 V DC.                      |
| <b>Special Tools:</b> | DIGITAL VOLTMETER                                     |

#### Prerequisites:

None

#### To Check:



A169\_2039ACA  
A169\_2039AC

- [1] Energize the PRINTER.
- [2] Remove the LEFT COVER. See [Page 21](#).
- [3] Wait until the LCD displays "Ready".
- [4] Set the DIGITAL MULTIMETER to DC voltage.



#### Caution

Dangerous Voltage

- [5] On the DC POWER SUPPLY, connect:
  - red (+) PROBE to "1" on CN3
  - black (-) PROBE to "8" on CN3
- [6] Check that the voltage is 5.05 - 5.15 V DC.

#### To Adjust:

- [1] Rotate RV1 to adjust the voltage to 5.05 - 5.15 V DC.
- [2] Make a test print to check for correct operation.

#### Postrequisites:

None

## DC POWER SUPPLY: Voltage for the THERMAL HEAD AY

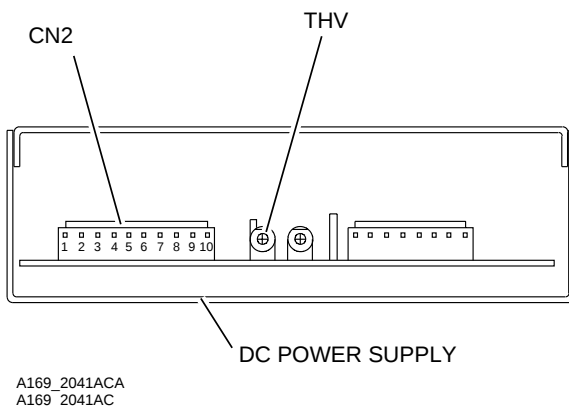
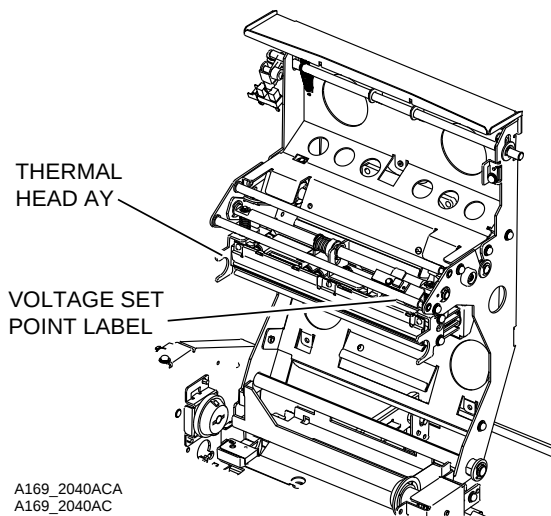
### Adjustment Specification

|                       |                                                                               |
|-----------------------|-------------------------------------------------------------------------------|
| <b>Purpose:</b>       | To adjust the DC POWER SUPPLY to the correct voltage.                         |
| <b>Special Tools:</b> | DIGITAL MULTIMETER                                                            |
| <b>Specification:</b> | The voltage is within 0.1 V DC of the voltage on the VOLTAGE SET POINT LABEL. |

### Prerequisites:

None

### To Check:



- [1] Energize the PRINTER.
- [2] Make a note of the value on the VOLTAGE SET POINT LABEL on the THERMAL HEAD AY.

- [3] Remove the LEFT COVER. See [Page 21](#).
- [4] Wait until the LCD displays "Ready".
- [5] Set the DIGITAL MULTIMETER to DC voltage.



### Caution

Dangerous Voltage

- [6] On the DC POWER SUPPLY, connect:
  - red (+) PROBE to "1" on CN2
  - black (-) PROBE to "10" on CN2
- [7] Check that the voltage is within 0.1 V DC of the voltage on the VOLTAGE SET POINT LABEL.

### To Adjust:

- [1] Rotate the POTENTIOMETER THV to adjust the voltage to within 0.1 V DC of the voltage on the VOLTAGE SET POINT LABEL.
- [2] Make a test print to check for correct operation.

### Postrequisites:

None

# Density of the Print

## Adjustment Specification

|                       |                                                                                                        |
|-----------------------|--------------------------------------------------------------------------------------------------------|
| <b>Purpose:</b>       | To adjust the density of the print.                                                                    |
| <b>Special Tools:</b> | None                                                                                                   |
| <b>Specification:</b> | The density of the print is set to the value on the specification packed with the new THERMAL HEAD AY. |

## Prerequisites:

None

## To Check:

- [1] At the same time, do:
  - press and hold [Paper Advance] + [Paper Rewind]
  - energize the PRINTER
- [2] When the LCD displays "Density Setup Mode", release the keys. The LCD displays "Initializing" and then "Ready".
- [3] Press:
  - [Menu] until the LCD displays "Density"
  - [Enter] - the LCD displays "Density: YMC"
  - [Enter] - the LCD displays "Density YMC \* \* \* \*"
- [4] Check that the "Density YMC" is set to the correct value. See [To Adjust:](#) if the value is not correct.
- [5] Press:
  - [Clear]
  - [Menu] until the LCD displays "Density: Lami"
  - [Enter] - the LCD displays "Density Lami \* \* \* \*"
- [6] Check that "Density Lami" is set to the correct value. See [To Adjust:](#) if the value is not correct.
- [7] Press:
  - [Clear]
  - [Menu] until the LCD displays "Density: Low"
  - [Enter] - the LCD displays "Density Low \* \* \* \*"
- [8] Check that "Density Low" is set to the correct value. See [To Adjust:](#) if the value is not correct.

## To Adjust:

- [1] Press:
  - [+] or [-] to change the value to the specification packed with the new THERMAL HEAD AY
  - [Enter] - the LCD displays "\*\* \* \* \* [mv]"
  - [Clear]
  - [Menu]
  - [Clear] 3 times until the LCD displays "Ready"
- [2] Make a test print to check for correct operation.

## Postrequisites:

None

## “Maintenance Print Counter”

---

### Adjustment Specification

|                       |                                                |
|-----------------------|------------------------------------------------|
| <b>Purpose:</b>       | To reset the “Maintenance Print Counter”.      |
| <b>Special Tools:</b> | None                                           |
| <b>Specification:</b> | The “Maintenance Print Counter” is reset to 0. |

---

### Prerequisites:

None

---

### To Check:

- [1] At the same time, do:
    - press and hold [-] and [Menu]
    - energize the PRINTER
  - [2] When the LCD displays “Maintenance”, release the keys. The LCD displays “Initializing” and then “Ready”.
  - [3] Press:
    - [Menu] - the LCD displays “MntPrintCounter”
    - [Enter]
  - [4] Make a note of the “Maint. Counter”.
- 

### To Adjust:



#### Important

Do this procedure only if you do a replacement of the CONTROLLER BOARD.

- [1] Press:
    - [Enter] - the LCD displays “Reset?”
    - [Enter] again to reset the “Maint. Counter”.
    - [Paper Rewind]
  - [2] De-energize and energize the PRINTER.
- 

### Postrequisites:

None

## “Cut Counter”

---

### Adjustment Specification

|                       |                                  |
|-----------------------|----------------------------------|
| <b>Purpose:</b>       | To reset the “Cut Counter”.      |
| <b>Special Tools:</b> | None                             |
| <b>Specification:</b> | The “Cut Counter” is reset to 0. |

---

### Prerequisites:

None

---

### To Check:

- [1] At the same time, do:
    - press and hold [-] and [Menu]
    - energize the PRINTER
  - [2] When the LCD displays “Maintenance”, release the keys. The LCD displays “Initializing” and then “Ready”.
  - [3] Press:
    - [Menu] 2 times - the LCD displays “Cut Counter”
    - [Enter]
  - [4] Check that the “Cut Counter” is 0.
- 

### To Adjust:

- [1] Press:
    - [Enter] - the LCD displays “Reset?”
    - [Enter] again to reset
    - [Paper Rewind] to exit
  - [2] De-energize and energize the PRINTER.
- 

### Postrequisites:

None

---

## Serial Number for the CONTROLLER BOARD

### Adjustment Specification

|                       |                                                                     |
|-----------------------|---------------------------------------------------------------------|
| <b>Purpose:</b>       | To apply the serial number for the PRINTER to the CONTROLLER BOARD. |
| <b>Special Tools:</b> | Configuration Tool                                                  |
| <b>Specification:</b> | The serial number located on the PRINTER.                           |

### Prerequisites:

None

### To Check:

serial number

```

S/N: J7500019
P/W: MAIN: E0190700 0100 0704102114    MAIN BT: E0190400 0100 0701241005
    DSP: E0190800 0100 0704100947
    USB: E0190900 0100 0704050039    USB BT: E0190600 0100 0701310916
    TABLE: D0365400 0102 0705091034
    FPGA: ----- 0102 -----

[ COUNTER ]
TOTAL PRINT: 00000026
MAINTENANCE: 00000026
CUT COUNT: 00000052
HEAD COUNT: 00000026

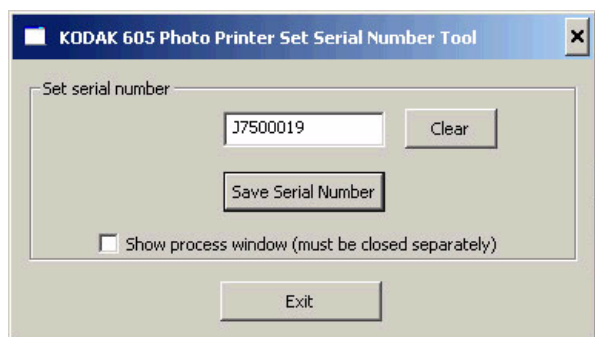
[ CONFIGURATION ]
DENSITY VMCL: 091
DENSITY LOW: 107
DENSITY LAM: 005
TOP OFFSET: 000(000)
SENSOR OFFSET: 000(000)
SIDE OFFSET: -007(249)
ENGINE VERSION: PM

[ THRESHOLD VALUE ]
TOP: 120
PAPER END: 120
POSITION: 110
BARCODE: 144
COLOR(R): 094
COLOR(G): 094
COLOR(B): 092

```

- [1] Start the diagnostic program on the PRINTER.  
See [“Obtaining Access to the Diagnostic Program” on Page 53.](#)
- [2] Make a “Status Print”.
- [3] Check that the serial number from the DATA PLATE on the PRINTER displays on the “Status Print”.

### To Adjust:



- [1] Connect a USB CABLE to the host computer and the PRINTER.
- [2] Start the diagnostic program on the PRINTER.  
See [“Obtaining Access to the Diagnostic Program” on Page 53](#)
- [3] Start the “Kodak 605 Serial Number Tool” on the host computer.



#### Important

Letters in the serial number must be capitalized.

- [4] In the “Serial Number” field, type the 8 digit serial number from the DATA PLATE on the PRINTER.
- [5] Click [Save Serial Number].
- [6] Check that the correct serial displays.



### Postrequisites:

None

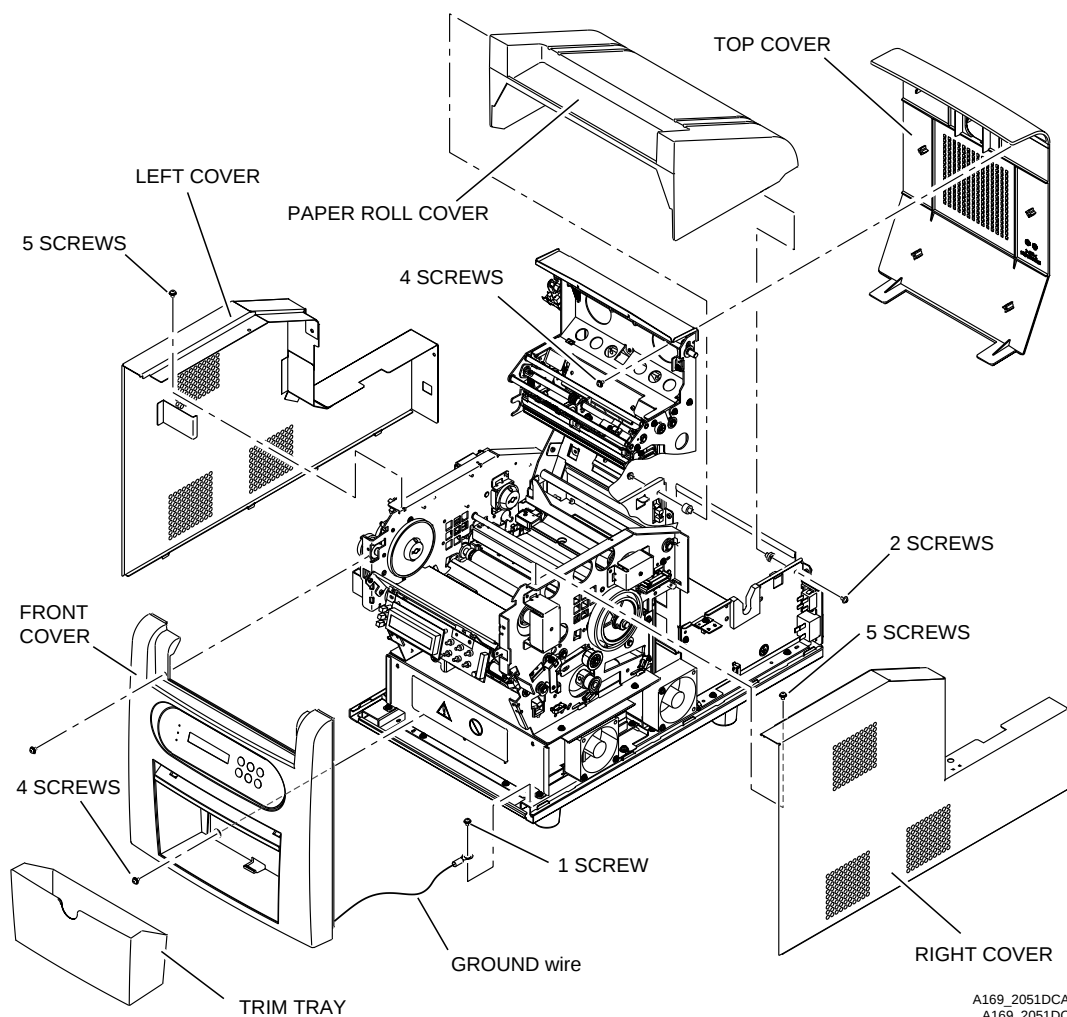
## Section 5: Replacements

### COVERS

#### Prerequisites:

None

#### To Remove:



#### Caution

Dangerous Voltage

- [1] De-energize the PRINTER.
- [2] Disconnect the main power.
- [3] Locate the COVER you will remove.

| LEFT COVER                                                                                 | RIGHT COVER                                                                                 | FRONT COVER                                                                                                                                                | TOP COVER                                                                                 | PAPER ROLL COVER                                                                                 |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Remove: <ul style="list-style-type: none"> <li>• 5 SCREWS</li> <li>• LEFT COVER</li> </ul> | Remove: <ul style="list-style-type: none"> <li>• 5 SCREWS</li> <li>• RIGHT COVER</li> </ul> | Remove: <ul style="list-style-type: none"> <li>• TRIM TRAY</li> <li>• 4 SCREWS</li> <li>• FRONT COVER</li> <li>• 1 SCREW</li> <li>• GROUND wire</li> </ul> | Remove: <ul style="list-style-type: none"> <li>• 4 SCREWS</li> <li>• TOP COVER</li> </ul> | Remove: <ul style="list-style-type: none"> <li>• 2 SCREWS</li> <li>• PAPER ROLL COVER</li> </ul> |

**To Install:**

- [1] Reverse the steps in the removal procedure.

---

**Postrequisites:**

None

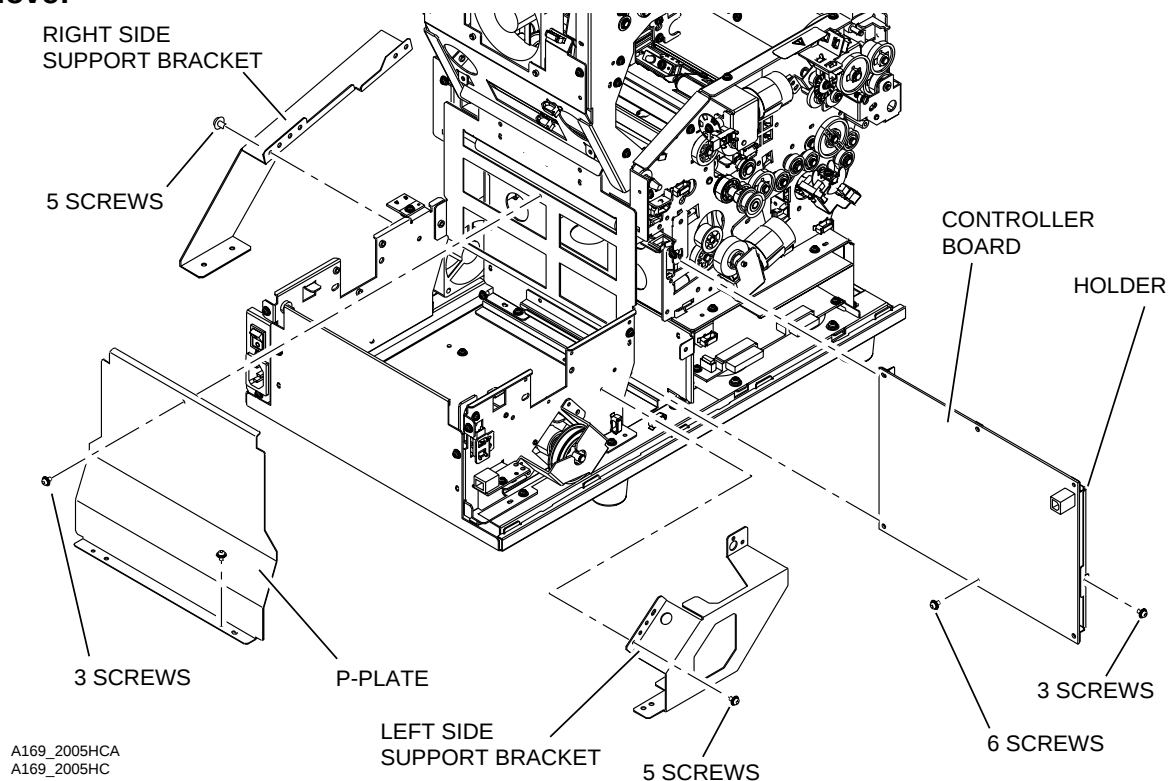
## BOARD: CONTROLLER

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- [TIMING BELT: PAPER ROLL](#) - See [Page 50](#).

### To Remove:



**ESD**

Possible damage from electrostatic discharge.

[1] Remove:

- 5 SCREWS for the LEFT SIDE SUPPORT BRACKET
- LEFT SIDE SUPPORT BRACKET
- 5 SCREWS for the RIGHT SIDE SUPPORT BRACKET
- RIGHT SIDE SUPPORT BRACKET
- 3 SCREWS
- P-PLATE

[2] Disconnect the 21 CONNECTORS.

[3] Remove:

- 3 SCREWS
- HOLDER and CONTROLLER BOARD
- 6 SCREWS
- CONTROLLER BOARD from the HOLDER

## To Install:

- [1] Reverse the steps in the removal procedure.

---

## Postrequisites:

- [1] Do the following procedures:
  - [“Maintenance Print Counter” on Page 18](#)
  - [Serial Number for the CONTROLLER BOARD on Page 20](#)
- [2] Check for the correct operation of the equipment.

---

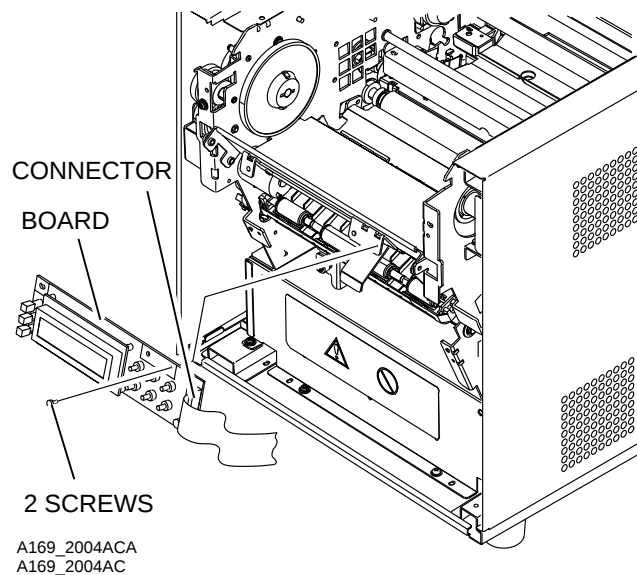
## BOARD: LCD

### Prerequisites:

- [1] Remove the FRONT COVER. See [Page 21](#).

---

### To Remove:



- [1] Disconnect the CONNECTOR.

- [2] Remove:

- 2 SCREWS
- BOARD

---

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

---

### Postrequisites:

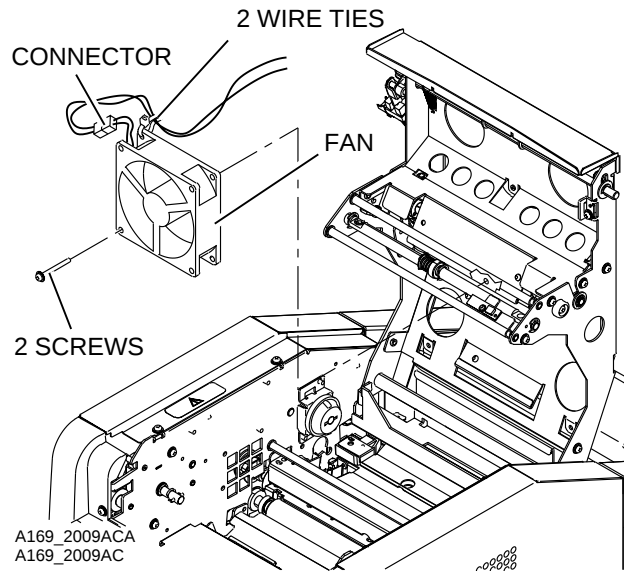
None

## FAN: HEAD COOLING

### Prerequisites:

[1] Remove the TOP COVER. See [Page 21](#).

### To Remove:



[1] Cut the 2 WIRE TIES.

[2] Disconnect the CONNECTOR.

[3] Remove:

- 2 SCREWS
- FAN

### To Install:

[1] Reverse the steps in the removal procedure.

[2] Check for the correct operation of the equipment.

### Postrequisites:

None

---

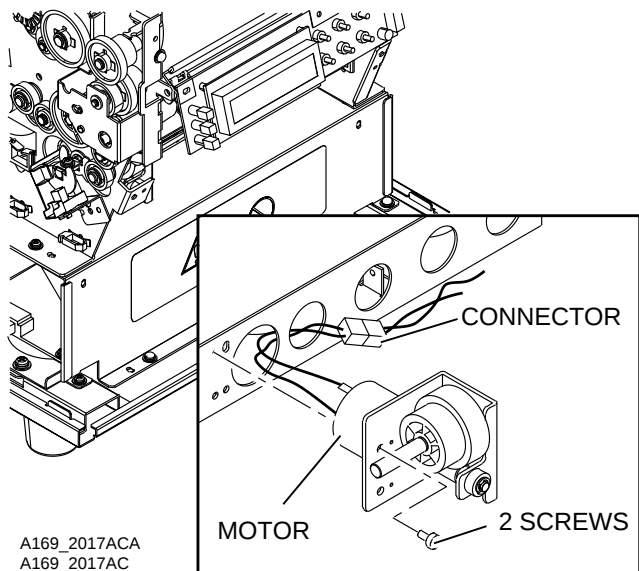
## MOTOR: DISCHARGE PINCH

---

### Prerequisites:

- [1] Remove the FRONT COVER. See [Page 21](#).
- 

### To Remove:



- [1] Disconnect the CONNECTOR.  
[2] Remove 2 SCREWS for the MOTOR.  
[3] Move the MOTOR to the right to remove.

---

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.
- 

### Postrequisites:

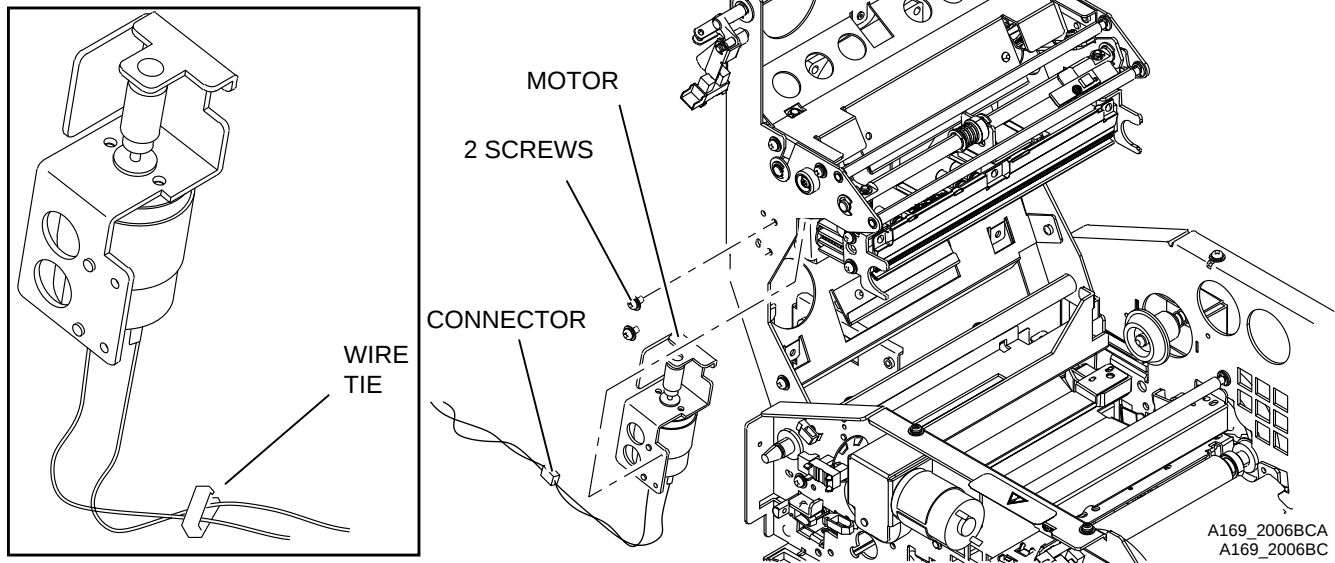
None

## MOTOR: HEAD UP-DOWN

### Prerequisites:

[1] Remove the TOP COVER. See [Page 21](#).

### To Remove:



[1] Cut the WIRE TIE.

[2] Disconnect the CONNECTOR.

[3] Remove:

- 2 SCREWS
- MOTOR

### To Install:

[1] Reverse the steps in the removal procedure.

[2] Check for the correct operation of the equipment.

### Postrequisites:

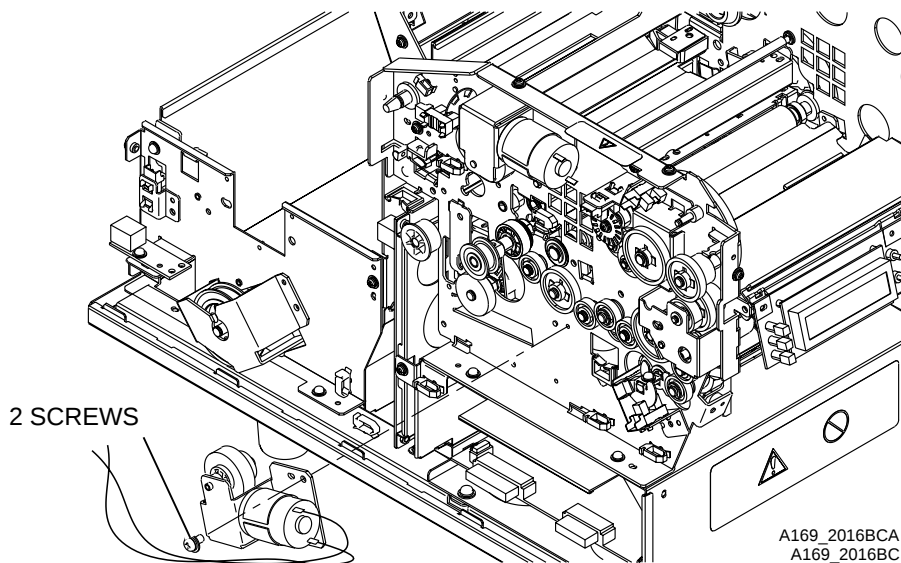
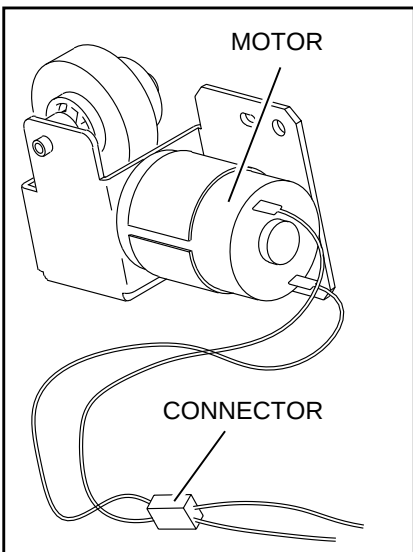
None

## MOTOR: MAIN PINCH ROLLER

### Prerequisites:

- [1] Remove the LEFT COVER. See [Page 21](#).

### To Remove:



- [1] Disconnect the CONNECTOR.

- [2] Remove:

- 2 SCREWS
- MOTOR

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.

### Postrequisites:

None

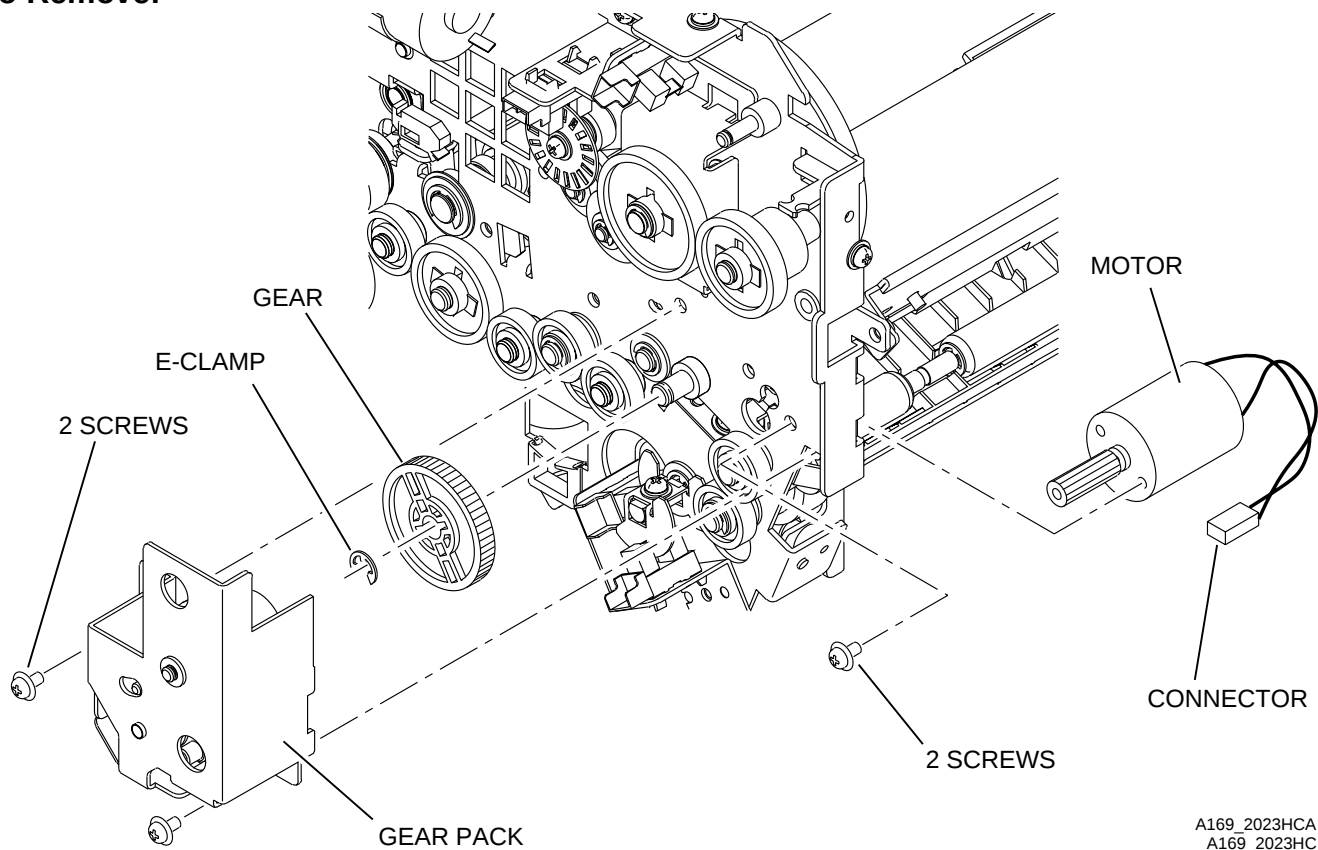
## MOTOR: RIBBON REWIND

### Prerequisites:

[1] Remove:

- [BOARD: LCD](#) - See [Page 25](#).
- [PAPER CUTTER](#) - See [Page 33](#).

### To Remove:



[1] Remove:

- 2 SCREWS for the GEAR PACK
- GEAR PACK
- E-CLAMP
- GEAR

[2] Disconnect the CONNECTOR.

[3] Remove:

- 2 SCREWS
- MOTOR - down and in

### To Install:

[1] Reverse the steps in the removal procedure.

[2] Check for the correct operation of the equipment.

### Postrequisites:

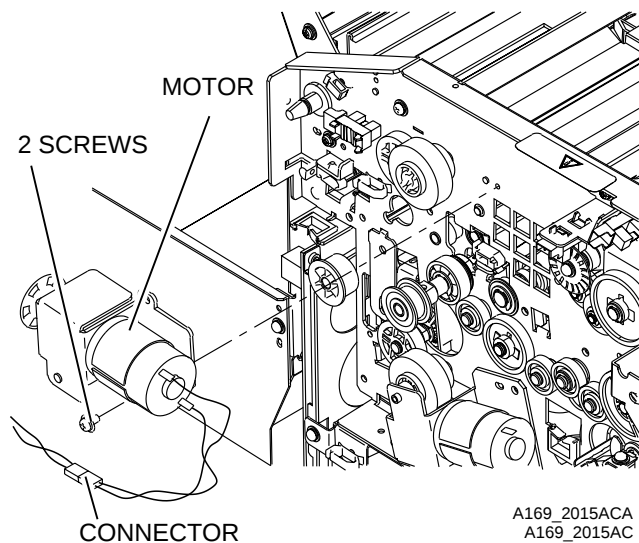
None

## MOTOR: RIBBON TAKE-UP

### Prerequisites:

- [1] Remove the LEFT COVER. See [Page 21](#).

### To Remove:



- [1] Disconnect the CONNECTOR.

- [2] Remove:

- 2 SCREWS
- MOTOR

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.

### Postrequisites:

None

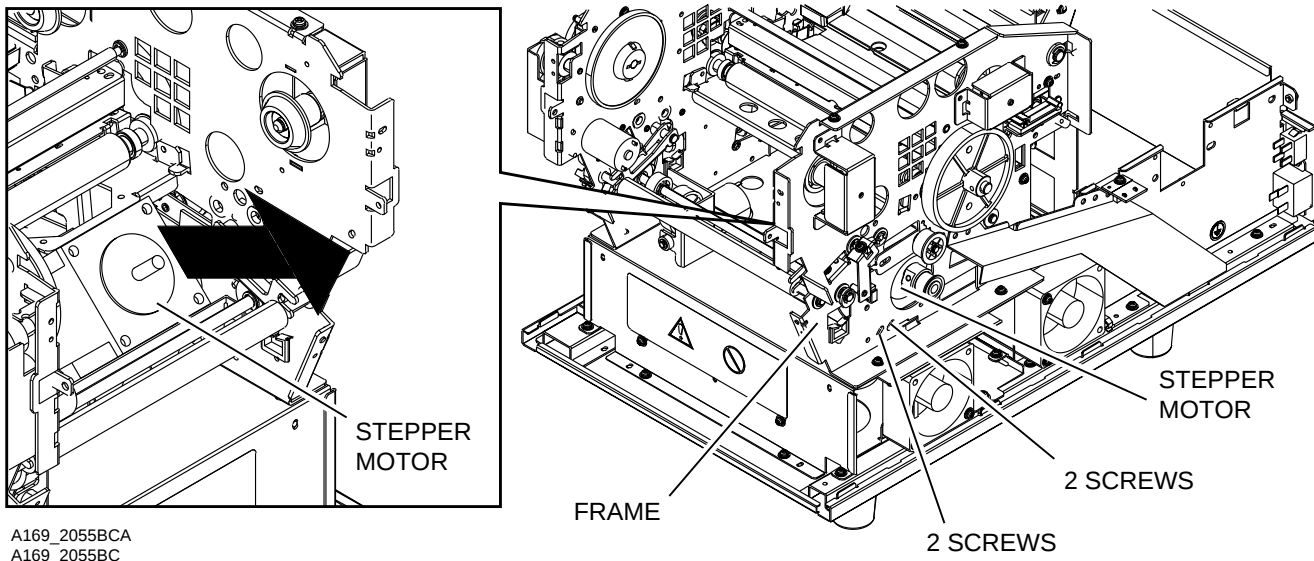
## MOTOR: STEPPER

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).
- [BOARD: LCD](#) - See [Page 25](#).
- [PAPER CUTTER](#) - See [Page 33](#).
- [MOTOR: RIBBON REWIND](#) - See [Page 30](#).
- [SENSOR: LEAD EDGE](#) - See [Page 45](#).
- [TIMING BELT: FEED ROLLER](#) - See [Page 49](#).
- [ROLLER: FEED AY](#) - See [Page 41](#).

### To Remove:



[1] Remove:

- 2 SCREWS for the FRAME
- 2 SCREWS for the STEPPER MOTOR

[2] Rotate the STEPPER MOTOR until the PULLEY is toward the front of the PRINTER.

[3] Carefully bend the FRAME and move the MOTOR forward to remove.

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

None

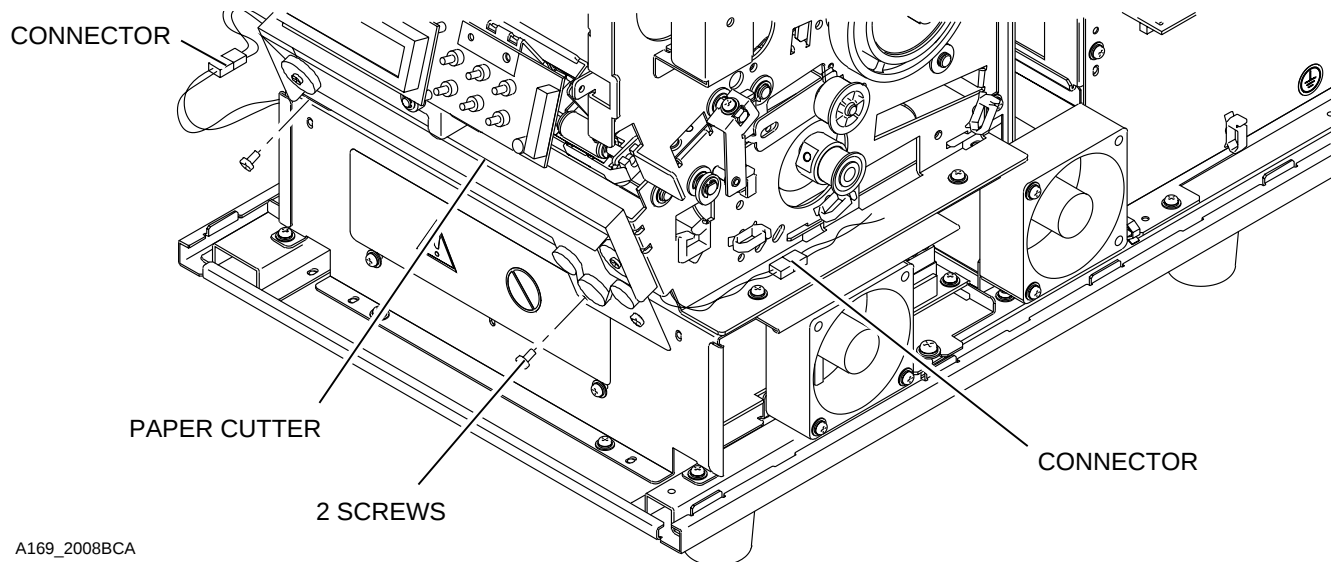
## PAPER CUTTER

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).

### To Remove:



[1] Disconnect the 2 CONNECTORS.

[2] Remove:

- 2 SCREWS
- PAPER CUTTER

### To Install:

[1] Reverse the steps in the removal procedure.

### Postrequisites:

[1] Do the adjustment [“Cut Counter” on Page 19](#).

[2] Check for the correct operation of the equipment.

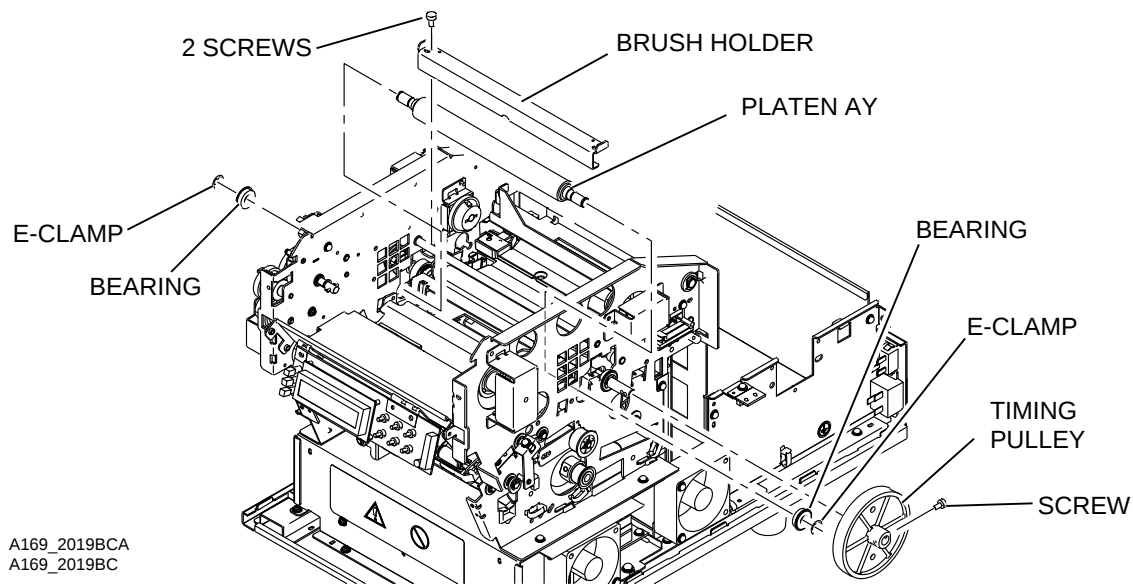
## PLATEN AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- [TIMING BELT: FEED ROLLER](#) - See [Page 49](#).

### To Remove:



[1] Remove:

- 2 SCREWS for the TIMING PULLEY
- TIMING PULLEY
- 2 SCREWS for the BRUSH HOLDER
- BRUSH HOLDER
- 2 E-CLAMPS
- 2 BEARINGS
- PLATEN AY

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

None

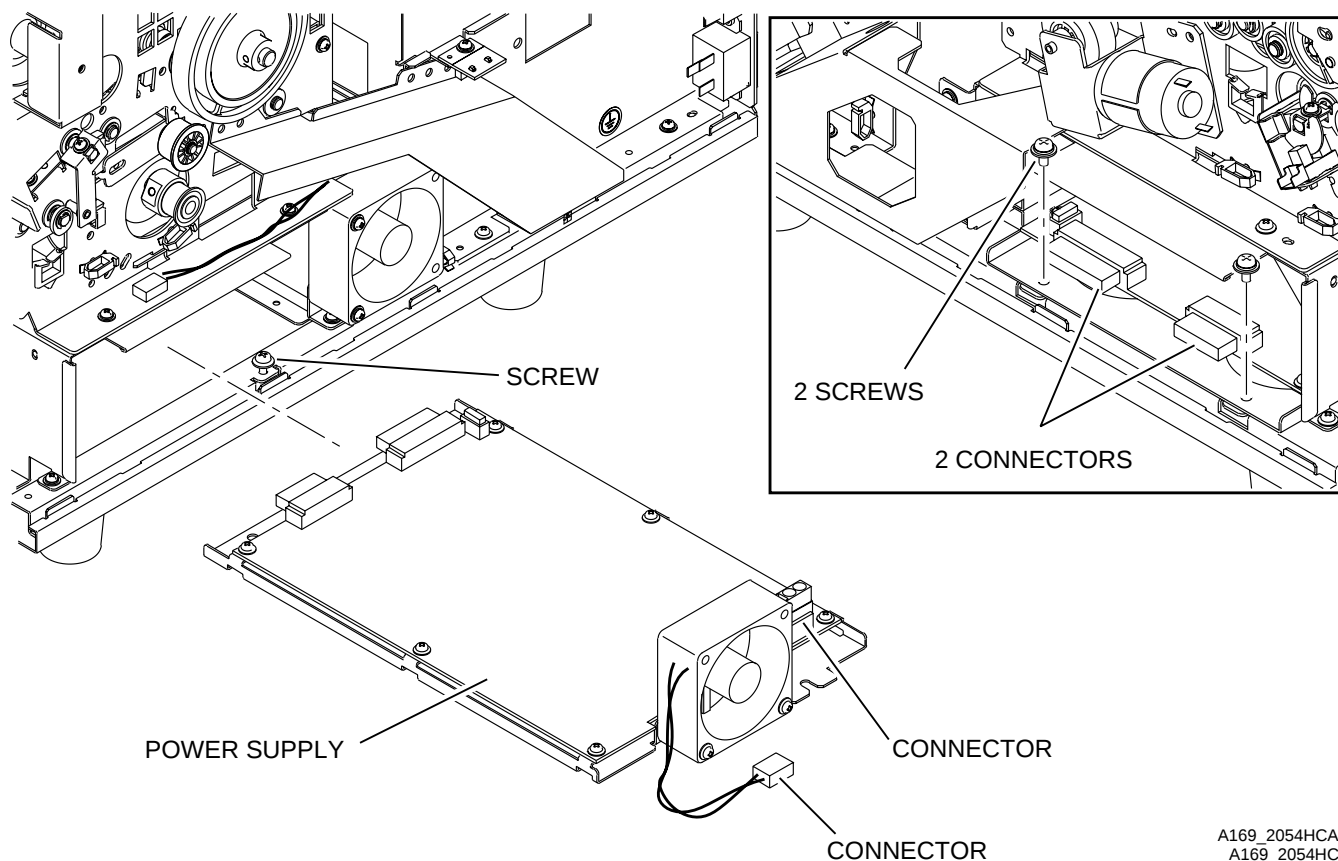
## POWER SUPPLY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).

### To Remove:



A169\_2054HCA  
A169\_2054HC

[1] Disconnect the 4 CONNECTORS.

[2] Loosen the SCREW on the right side of the POWER SUPPLY.

[3] Remove:

- 2 SCREWS on the left side of the POWER SUPPLY
- POWER SUPPLY

### To Install:

[1] Reverse the steps in the removal procedure.

### Postrequisites:

[1] Do the following procedures:

- [DC POWER SUPPLY: +5 Voltage on Page 15](#)
- [DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16](#)

[2] Check for the correct operation of the equipment.

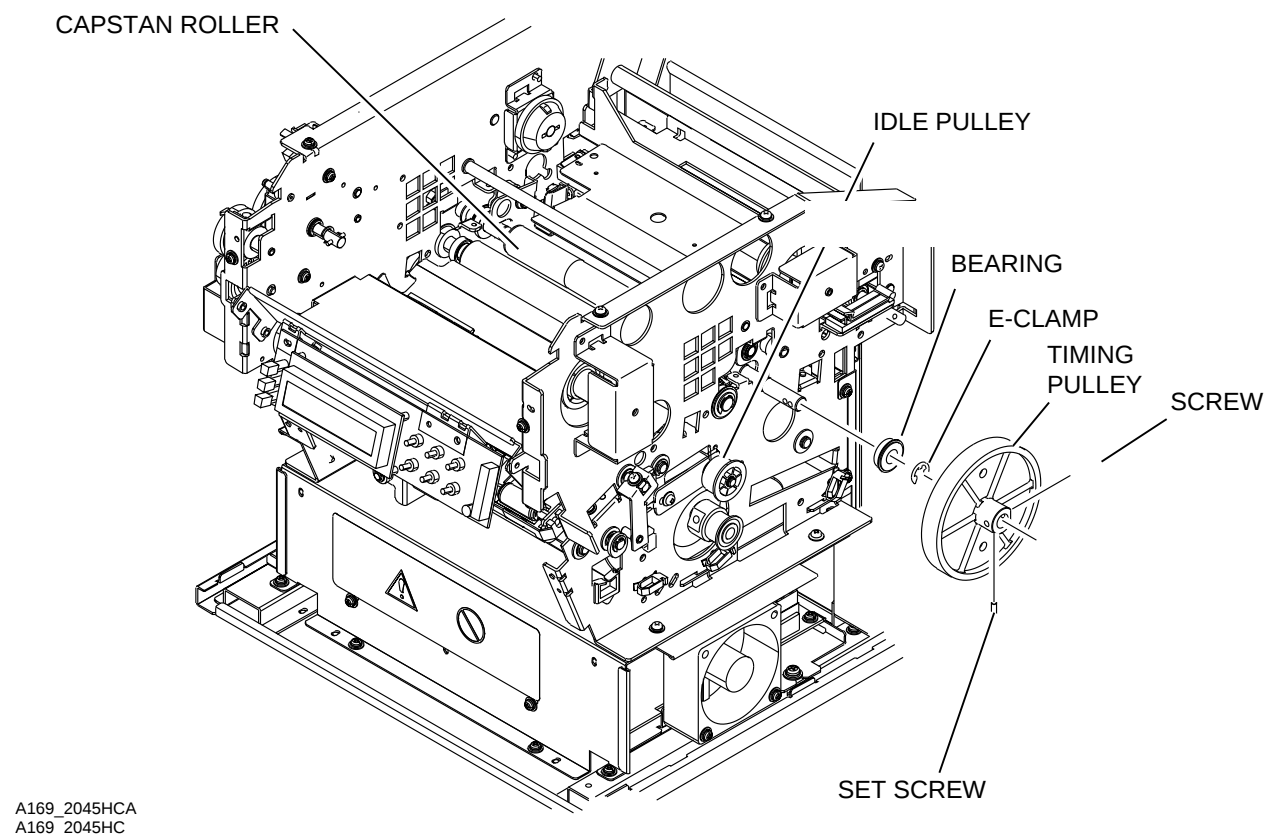
## ROLLER: CAPSTAN

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- [TIMING BELT: FEED ROLLER](#) - See [Page 49](#).
- [TIMING BELT: PAPER ROLL](#) - See [Page 50](#).
- [ROLLER: MAIN PINCH AY](#) - See [Page 42](#).

### To Remove:

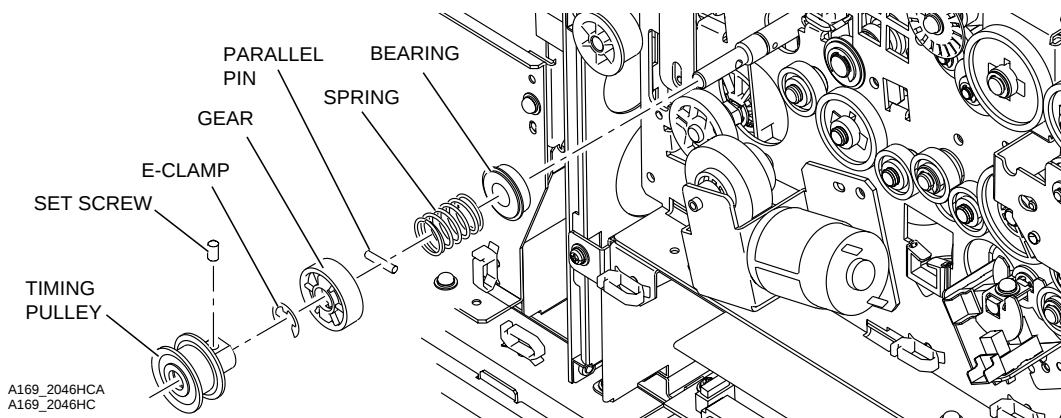


[1] Remove:

- 2 SCREWS for the TIMING PULLEY
- TIMING PULLEY

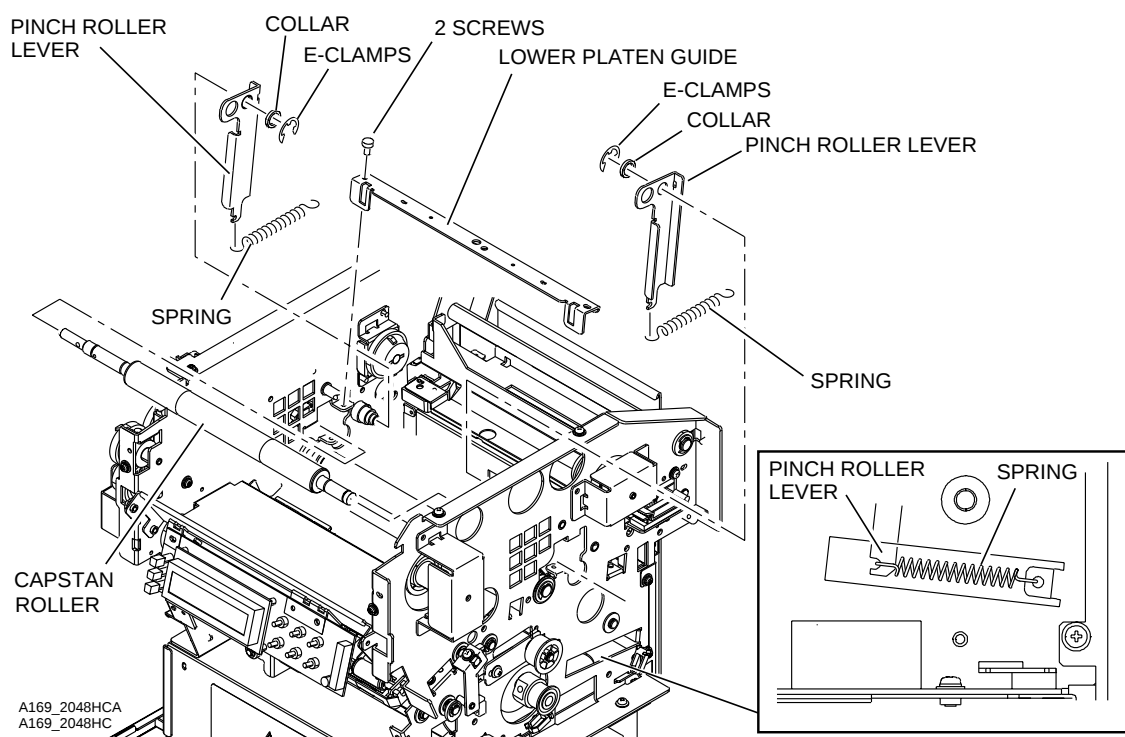
[2] Remove:

- E-CLAMP on the CAPSTAN ROLLER
- BEARING



**[3] Remove:**

- SET SCREW for the TIMING PULLEY
- TIMING PULLEY
- E-CLAMP on the GEAR
- GEAR
- PARALLEL PIN
- SPRING
- BEARING



**[4] Remove:**

- 2 SCREWS for the LOWER PLATEN GUIDE
- LOWER PLATEN GUIDE

**[5] Remove the 2 SPRINGS on the PINCH ROLLER LEVERS.**

**[6] Remove:**

- 2 E-CLAMPS for the PINCH ROLLER LEVER
- 2 COLLARS
- PINCH ROLLER LEVER
- CAPSTAN ROLLER

**To Install:**

- [1] Reverse the steps in the removal procedure.
  - [2] Check for the correct operation of the equipment.
- 

**Postrequisites:**

None

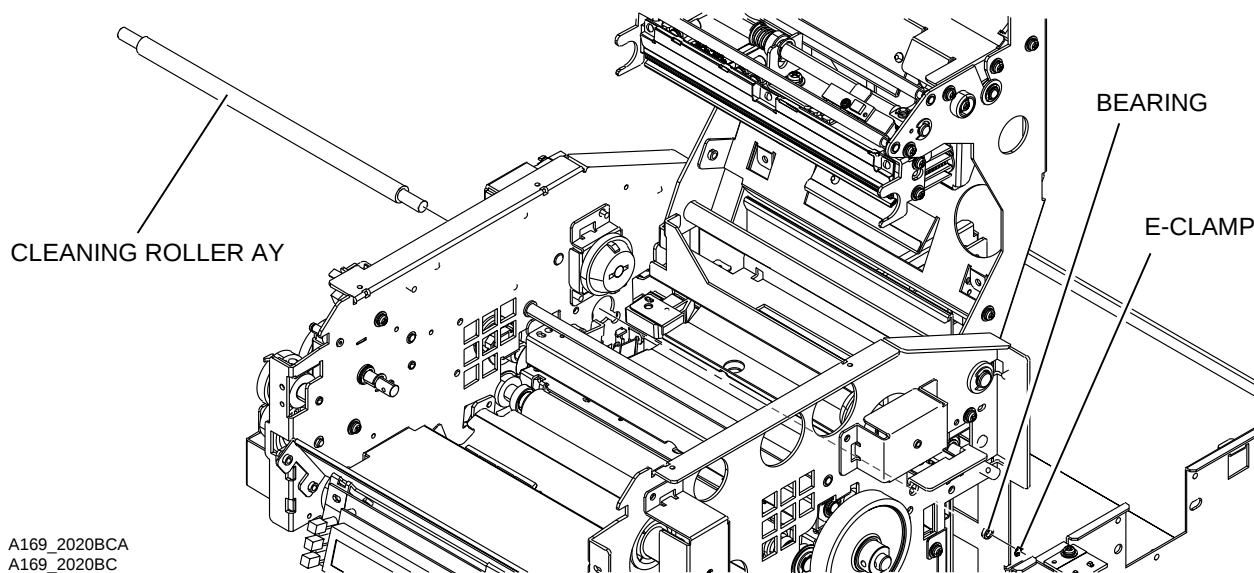
## ROLLER: CLEANING AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).

### To Remove:



[1] Remove:

- E-CLAMP on the CLEANING ROLLER AY
- BEARING
- CLEANING ROLLER AY

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

None

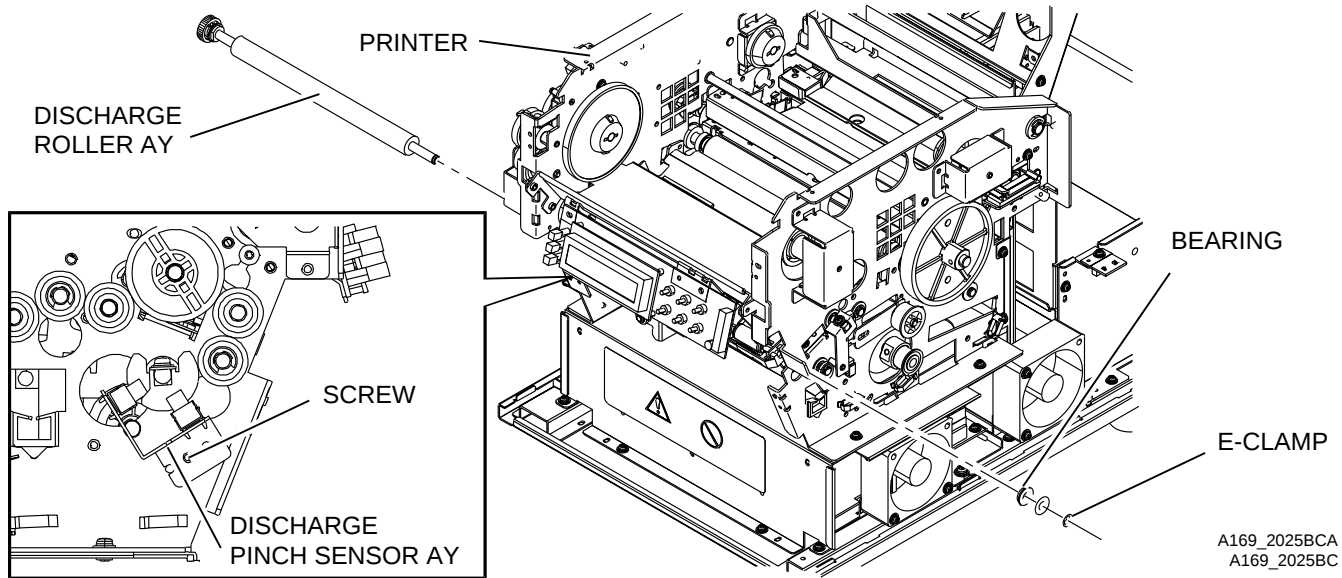
## ROLLER: DISCHARGE AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).

### To Remove:



[1] Remove:

- E-CLAMP on the right end of the DISCHARGE ROLLER AY
- BEARING
- SCREW for the DISCHARGE PINCH SENSOR AY
- DISCHARGE PINCH SENSOR AY
- DISCHARGE ROLLER AY from the left side of the PRINTER

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

None

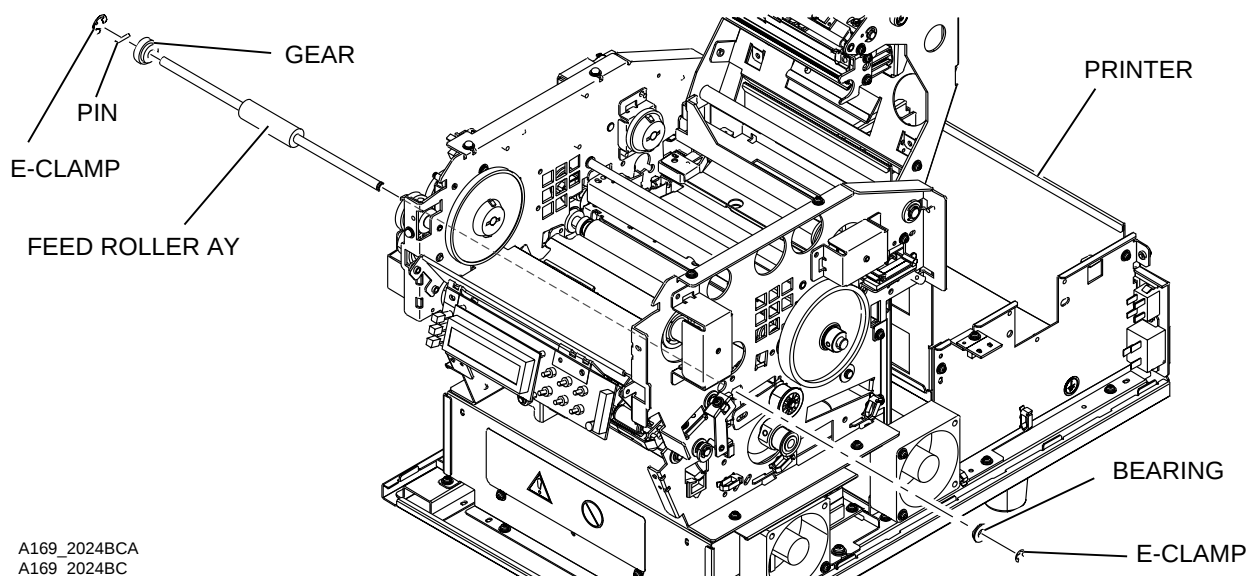
## ROLLER: FEED AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).

### To Remove:



[1] Remove:

- E-CLAMP on the right end of the FEED ROLLER AY
- BEARING
- E-CLAMP on the left end of the FEED ROLLER AY
- GEAR
- PIN
- FEED ROLLER AY from the left side of the PRINTER - at an angle and forward

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

None

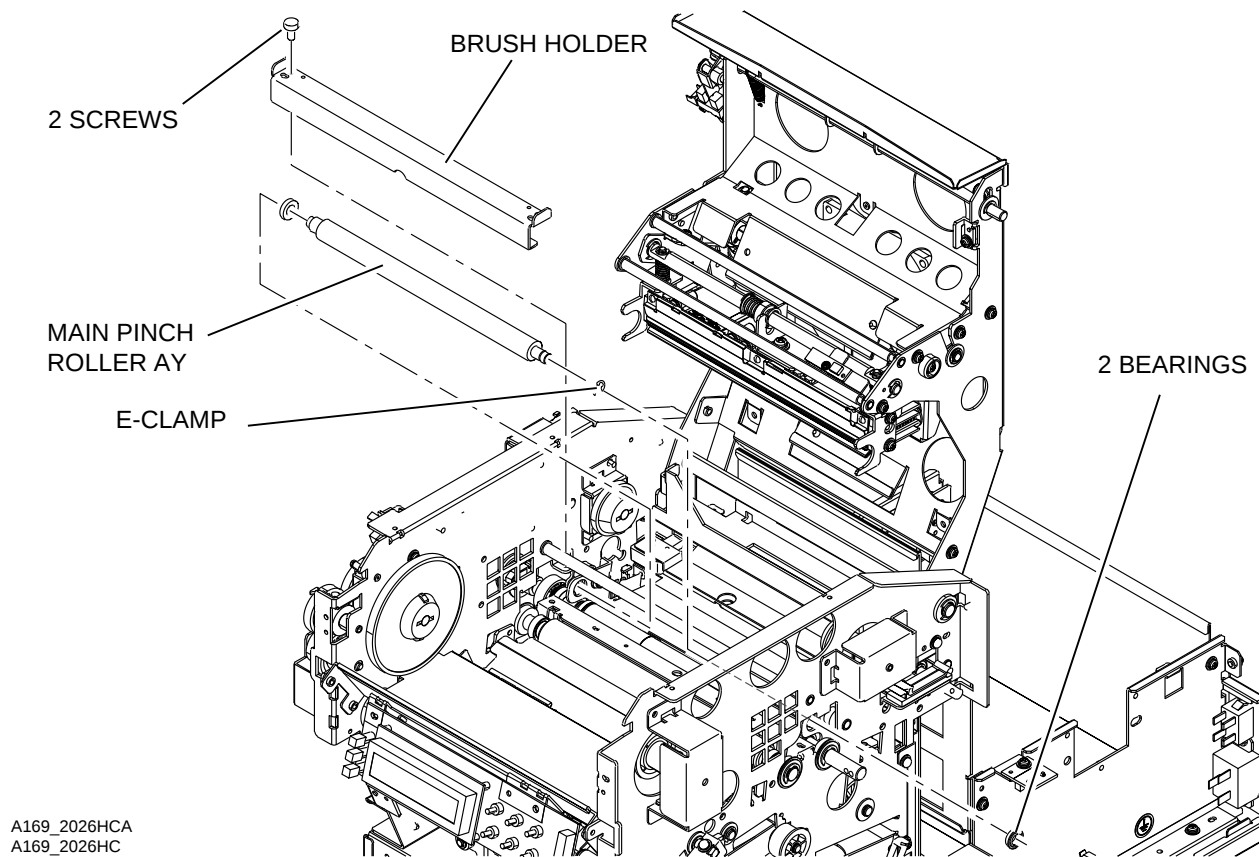
## ROLLER: MAIN PINCH AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).

### To Remove:



[1] Remove:

- 2 SCREWS
- BRUSH HOLDER
- E-CLAMP on the MAIN PINCH ROLLER AY
- MAIN PINCH ROLLER AY - to the right and then up
- 2 BEARINGS

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.

### Postrequisites:

None

---

## SENSOR: COLOR (LED) AY

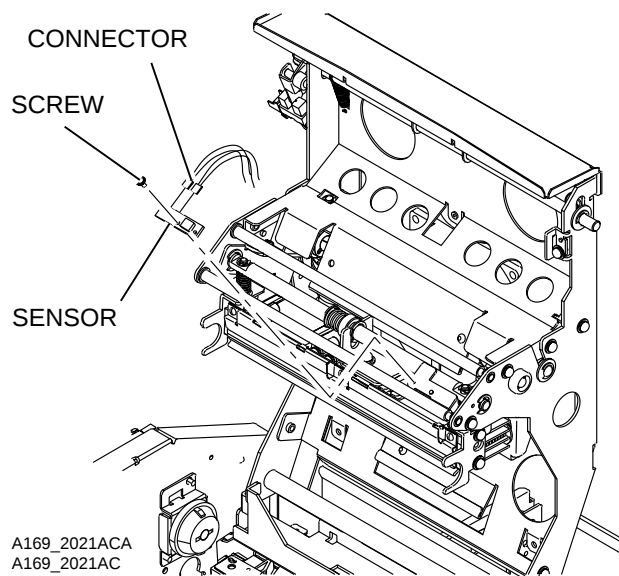
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### Prerequisites:

None

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### To Remove:



### Caution

Dangerous Voltage

- [1] De-energize the PRINTER.
- [2] Disconnect the main power.
- [3] Open the TOP COVER.
- [4] Remove:
  - SCREW
  - SENSOR
- [5] Disconnect the CONNECTOR.

---

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

---

### Postrequisites:

None

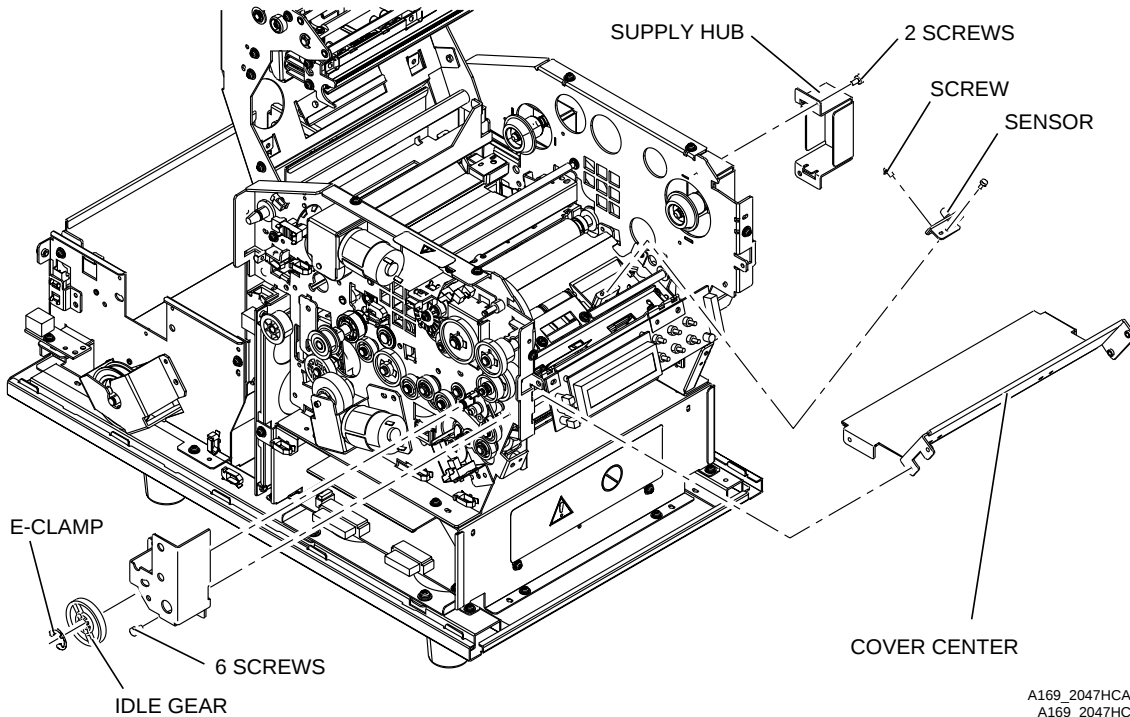
## SENSOR: COLOR (TR) AY

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).

### To Remove:



[1] Remove:

- E-CLAMP for the IDLE GEAR
- IDLE GEAR
- 2 SCREWS for the SUPPLY HUB
- SUPPLY HUB
- 6 SCREWS for the COVER CENTER
- COVER CENTER
- SCREW
- SENSOR

[2] Disconnect the CONNECTOR.

### To Install:

[1] Reverse the steps in the removal procedure.

[2] Check for the correct operation of the equipment.

### Postrequisites:

None

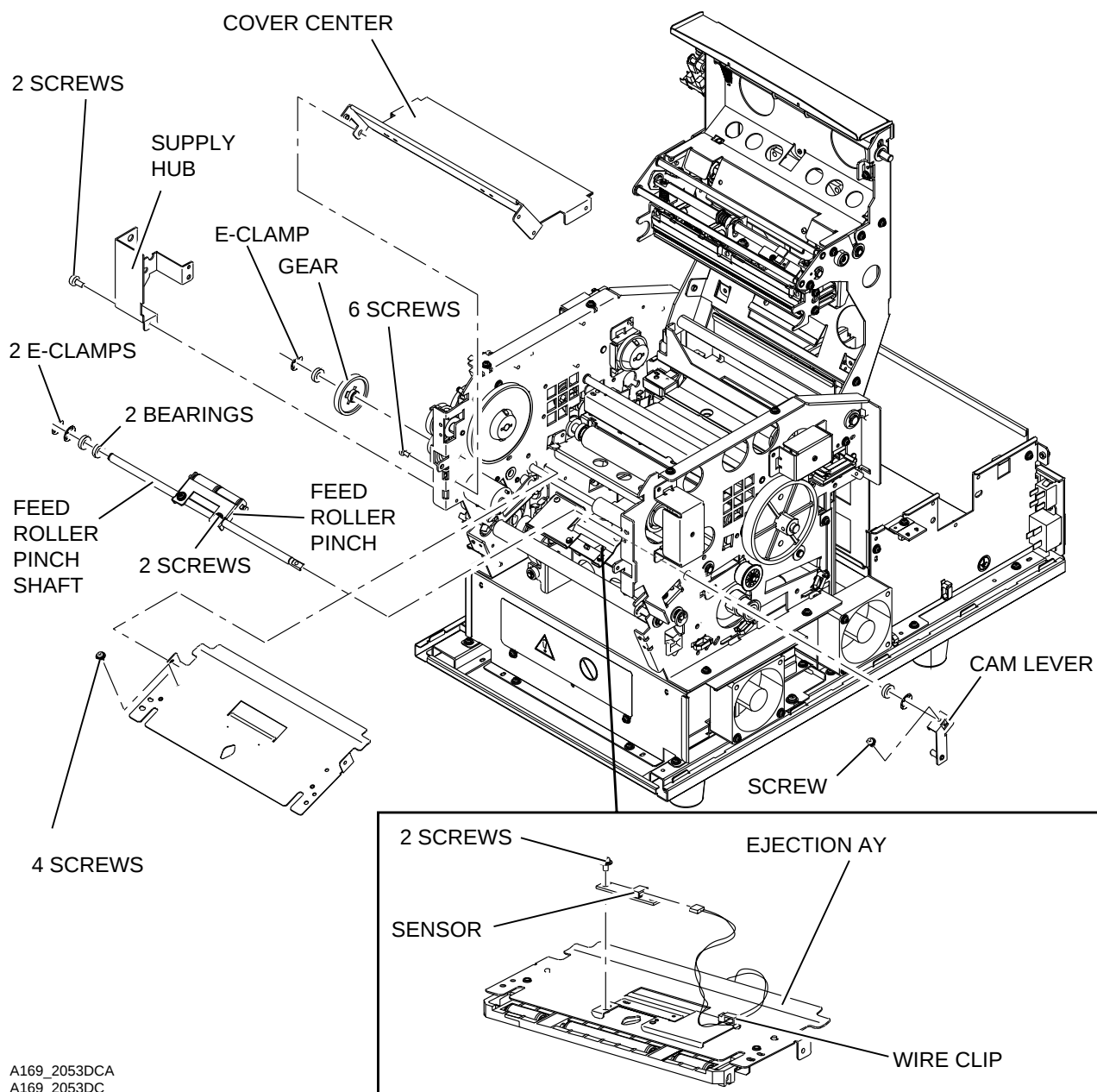
## SENSOR: LEAD EDGE

### Prerequisites:

[1] Remove:

- LEFT COVER - See [Page 21](#).
- RIGHT COVER - See [Page 21](#).
- FRONT COVER - See [Page 21](#).
- [BOARD: LCD](#) - See [Page 25](#).
- [MOTOR: RIBBON REWIND](#) - See [Page 30](#).
- [PAPER CUTTER](#) - See [Page 33](#).

### To Remove:



A169\_2053DCA  
A169\_2053DC

**[1]** Remove:

- 2 SCREWS for the SUPPLY HUB
- SUPPLY HUB
- SCREW for the CAM LEVER
- CAM LEVER
- E-CLAMP (left side)
- GEAR (left side)
- 6 SCREWS for the COVER CENTER
- COVER CENTER
- 2 E-CLAMPS
- 2 BEARINGS
- 2 SCREWS
- 2 SPRINGS
- FEED ROLLER PINCH
- FEED ROLLER PINCH SHAFT - move left and then up
- 4 SCREWS
- EJECTION AY

**[2]** Release the WIRE CLIP.

**[3]** Disconnect the CONNECTOR.

**[4]** Remove:

- 2 SCREWS
- SENSOR

---

**To Install:**

- [1]** Reverse the steps in the removal procedure.
- [2]** Check for the correct operation of the equipment.

---

**Postrequisites:**

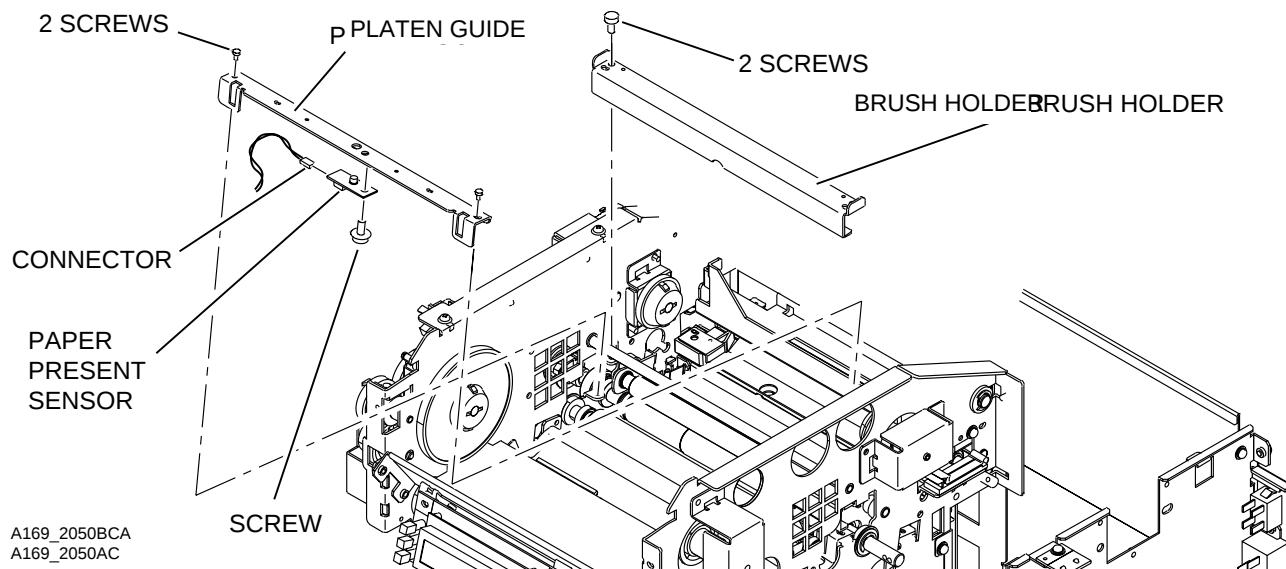
None

## SENSOR: PAPER PRESENT

### Prerequisites:

None

### To Remove:



### Caution

Dangerous Voltage

- [1] De-energize the PRINTER.
- [2] Disconnect the main power.
- [3] Open the TOP COVER.
- [4] Remove:
  - 2 SCREWS for the BRUSH HOLDER
  - BRUSH HOLDER
  - 2 SCREWS for the PLATEN GUIDE
  - PLATEN GUIDE
- [5] Disconnect the CONNECTOR.
- [6] Remove:
  - SCREW
  - SENSOR

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

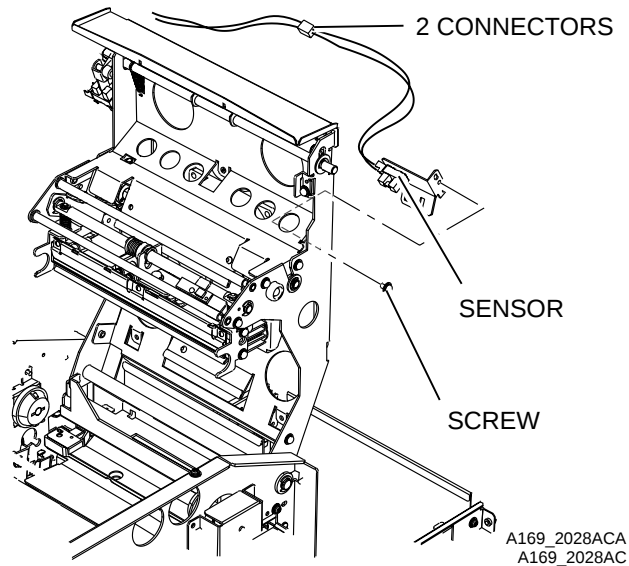
None

## SENSOR: THERMAL HEAD

### Prerequisites:

- [1] Remove the TOP COVER. See [Page 21](#).

### To Remove:



- [1] Remove:

- SCREW
- SENSOR

- [2] Disconnect the 2 CONNECTORS.

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.

### Postrequisites:

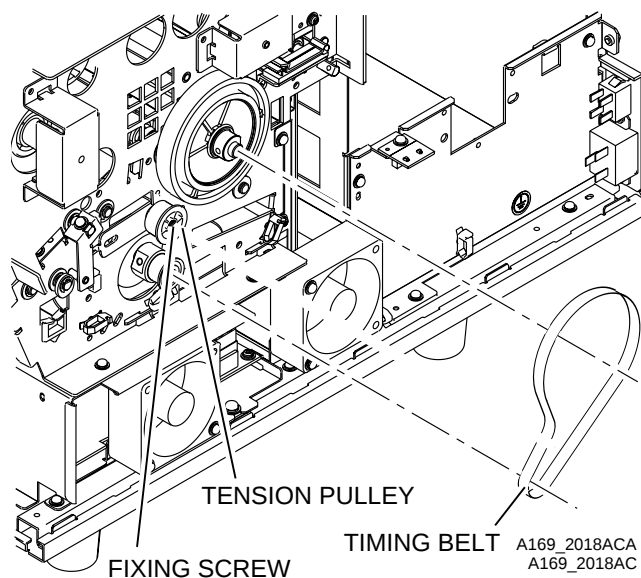
None

## TIMING BELT: FEED ROLLER

### Prerequisites:

- [1] Remove the RIGHT COVER. See [Page 21](#).

### To Remove:



- [1] Loosen the FIXING SCREW for the TENSION PULLEY.
- [2] Remove the TIMING BELT.

### To Install:

- [1] Reverse the steps in the removal procedure.
- [2] Check for the correct operation of the equipment.

### Postrequisites:

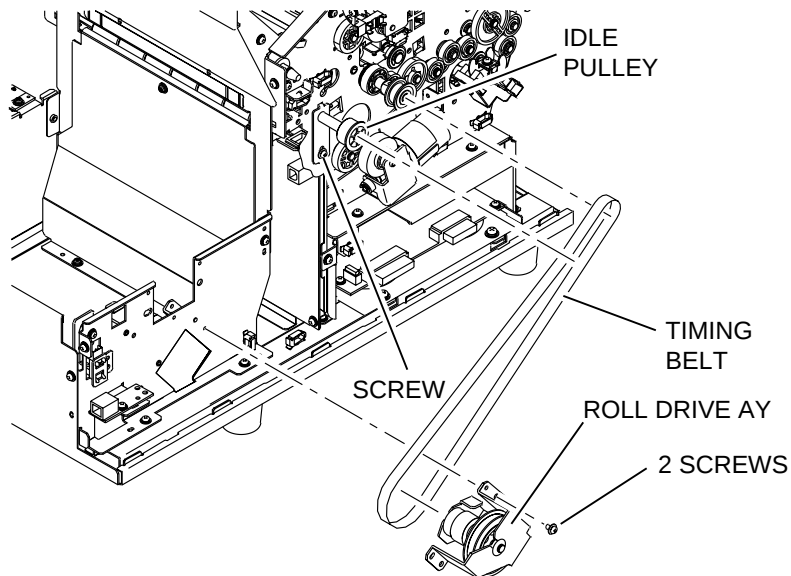
None

## TIMING BELT: PAPER ROLL

### Prerequisites:

- [1] Remove the LEFT COVER. See [Page 21](#).

### To Remove:



A169\_2010BCA  
A169\_2010BC

- [1] Loosen the SCREW for the IDLE PULLEY.

- [2] Remove:

- 2 SCREWS
- ROLL DRIVE AY
- TIMING BELT

### To Install:

- [1] Reverse the steps in the removal procedure.  
[2] Check for the correct operation of the equipment.

### Postrequisites:

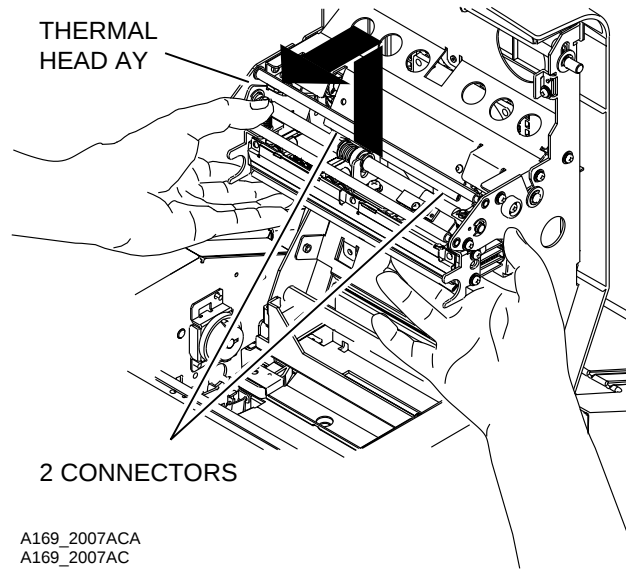
None

## THERMAL HEAD AY

### Prerequisites:

None

### To Remove:

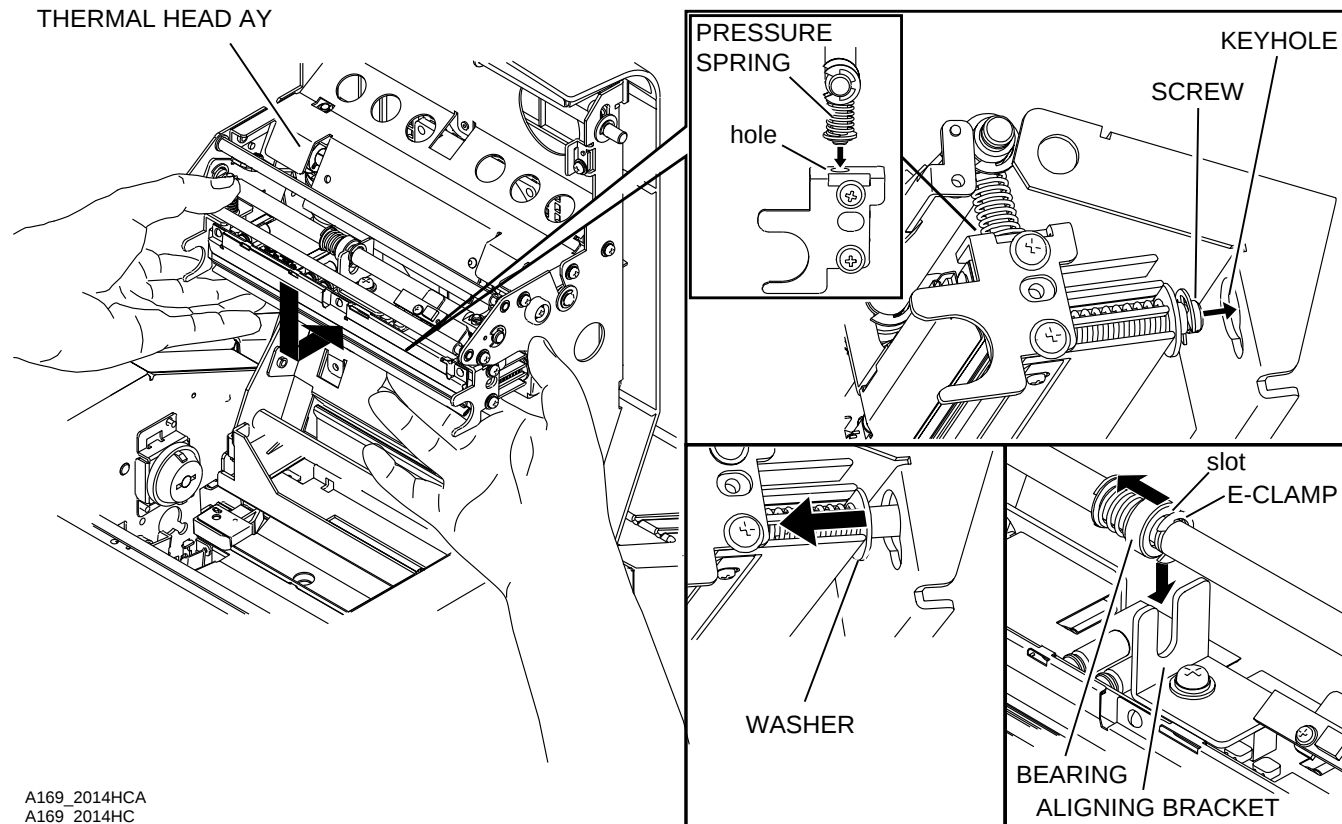


### Caution

Dangerous Voltage

- [1] De-energize the PRINTER.
- [2] Disconnect the main power.
- [3] Lift the THERMAL HEAD AY up to remove.
- [4] Disconnect the 2 CONNECTORS from the THERMAL HEAD AY.

## To Install:



A169\_2014HCA  
A169\_2014HC

### [1] At the same time:

- move the BEARING to the left
- insert the ALIGNING BRACKET into the SLOT between the BEARING and the E-CLAMP
- align the PRESSURE SPRINGS with the holes

[2] Insert the 2 SCREWS on the ends of the THERMAL HEAD through the KEYHOLES.

[3] Move the THERMAL HEAD down in the KEYHOLES.

## Postrequisites:

### [1] Do:

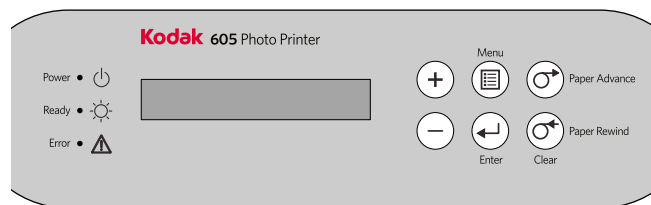
- [DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16](#)
- [Density of the Print on Page 17](#)

[2] Test for the correct operation of the equipment.

## Section 6: Diagnostics

### Using the Diagnostics

#### Keys on the OPERATOR PANEL



| Key                  | Action                                                                                                                                                           |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "+"                  | Move forward in the menu.                                                                                                                                        |
| "-"                  | Move back in the menu.                                                                                                                                           |
| "Menu"               | Opens the menu options.                                                                                                                                          |
| "Enter"              | Selects the menu option.                                                                                                                                         |
| "Paper Advance"      | Feeds the paper into the PRINTER.                                                                                                                                |
| "Paper Rewind/Clear" | <ul style="list-style-type: none"> <li>When the LCD displays "Ready", this key rewinds the paper into the PAPER ROLL.</li> <li>Moves up 1 menu level.</li> </ul> |

#### Lights on the OPERATOR PANEL

| Light   | Color  | Status of the PRINTER                                                                                                        |
|---------|--------|------------------------------------------------------------------------------------------------------------------------------|
| "Power" | Orange | The PRINTER is energized.                                                                                                    |
| "Ready" | Green  | The PRINTER is ready to make prints.                                                                                         |
| "Error" | Red    | An error has occurred. Read the message displayed on the OPERATOR PANEL, then see <a href="#">"Error Codes" on Page 54</a> . |

#### Obtaining Access to the Diagnostic Program

- [1] De-energize the PRINTER.
- [2] At the same time, do:
  - energize the PRINTER
  - press and hold [+] + [Menu] + [-]
- [3] The LCD displays "System Setup Mode", then "Initializing", then "Ready:\*\*\*\*\*".
- [4] Press [Menu] to open the Diagnostics Menu.

#### Note

To return to the Customer Menu Mode, de-energize and energize the PRINTER.

#### Making a Test Print

- [1] Press:
  - [Menu] until "Test Print Mode" displays on the LCD
  - [Enter] to make a test print

## Error Codes

### “Control error XX”

| Possible Cause                          | Action                                                                                                                                               |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| The CONTROLLER BOARD is malfunctioning. | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol> |

### “Mechanical Error 01” or “Mechanical Error 02”

| Possible Cause                                                | Action                                                                                                                                                                                                                                           |
|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The THERMAL HEAD MOTOR AY is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN10 - CN68 on the THERMAL HEAD MOTOR AY and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new HEAD UP-DOWN MOTOR AY.</li> </ol>             |
| The THERMAL HEAD SENSOR AY is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN16 - CN78 and CN16 - CN79 on the THERMAL HEAD SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new THERMAL HEAD SENSOR.</li> </ol> |
| The CONTROLLER BOARD AY is malfunctioning.                    | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                             |

### “Mechanical Error 03” or “Mechanical Error 04”

| Possible Cause                                                  | Action                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The MAIN PINCH ROLLER MOTOR is disconnected or malfunctioning   | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN67 - CN11 on the MAIN PINCH ROLLER MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER MOTOR.</li> </ol>                   |
| The MAIN PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN14 - CN73 and CN14 - CN74 on the MAIN PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                         | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                       |

### “Mechanical Error 05”, “Mechanical Error 06”, or “Mechanical Error 07”

| Possible Cause                                                       | Action                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The DISCHARGE PINCH MOTOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN12 - CN51 on the DISCHARGE PINCH MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH MOTOR.</li> </ol>                                  |
| The DISCHARGE PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN22 - CN86 and CN22-CN87 on the DISCHARGE PINCH ROLLER SENSOR and the CONTROLLER BOARD AY are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH ROLLER SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                              | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                  |

**“Mechanical Error 11” or “Mechanical Error 12”**

| Possible Cause                                               | Action                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER CUTTER is not in the correct position.             | <ol style="list-style-type: none"> <li>1. Clean and apply lubrication the CUTTER AY.</li> <li>2. If necessary, install a new PAPER CUTTER.</li> </ol>                                                                                                          |
| The PAPER CUTTER AY is disconnected or malfunctioning.       | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN12 - CN50 on the PAPER CUTTER AY and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER CUTTER AY.</li> </ol>                                       |
| The PAPER CUTTER SENSORS are disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN17 - CN80, CN17 - CN81, and CN17 - CN82 on the PAPER CUTTER SENSORS and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install new PAPER CUTTER SENSORS.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                           |

**“Sensor Error 01”**

| Possible Cause                                             | Action                                                                                                                                                                                                                                           |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The THERMAL HEAD SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN16 - CN78 and CN16 - CN79 on the THERMAL HEAD SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new THERMAL HEAD SENSOR.</li> </ol> |
| The CONTROLLER BOARD AY is malfunctioning.                 | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                             |

**“Sensor Error 02”**

| Possible Cause                                                  | Action                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The MAIN PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN14 - CN73 and CN14 - CN74 on the MAIN PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER SENSOR.</li> </ol> |
| The CONTROLLER BOARD AY is malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                       |

**“Sensor Error 05”, “Sensor Error 06”, or “Sensor Error 07”**

| Possible Cause                                           | Action                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A PAPER CUTTER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN17 - CN80, CN17 - CN81, or CN17 - CN82 on the PAPER CUTTER SENSORS and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new PAPER CUTTER SENSOR</li> <li>b. new PAPER CUTTER AY</li> </ol> </li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                                               |

**“Sensor Error 09” or “Sensor Error 10”**

| Possible Cause                                             | Action                                                                                                                                                                                                                                           |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The THERMAL HEAD SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN16 - CN78 and CN16 - CN79 on the THERMAL HEAD SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new THERMAL HEAD SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                    | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                             |

**“Sensor Error 11” or “Sensor Error 12”**

|                                                                 |                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The MAIN PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN14 - CN73 and CN14 - CN74 on the MAIN PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                         | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                       |

**“Sensor Error 13” or “Sensor Error 14”**

|                                                               |                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The DISCHARGE PINCH SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN22 - CN86 and CN22 - CN87 on the DISCHARGE PINCH SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH SENSOR.</li> </ol> |
| The DISCHARGE PINCH MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN12 - CN51 on the DISCHARGE PINCH MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH MOTOR.</li> </ol>                   |
| The CONTROLLER BOARD is malfunctioning.                       | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                   |

**“Sensor Error 15” or “Sensor Error 17”**

|                                                          |                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A PAPER CUTTER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN17 - CN80, CN17 - CN81, or CN17 - CN82 on the PAPER CUTTER SENSORS and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new PAPER CUTTER SENSOR</li> <li>b. new PAPER CUTTER AY</li> </ol> </li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                                               |

**“Sensor Error 18”**

|                                                          |                                                                                                                                                                                                                              |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The COVER OPEN SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN22 - CN88 on the COVER OPEN SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new COVER OPEN SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                         |

**“Sensor Error 19”**

|                                                                |                                                                                                                                                                                                                                          |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER COVER OPEN SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN23 - CN85 on the PAPER COVER OPEN SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER COVER OPEN SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                        | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                     |

**“Sensor Error 20”**

|                                                              |                                                                                                                                                                                                                                      |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The RIBBON TAKE-UP SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN19 - CN92 on the RIBBON TAKE-UP SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON TAKE-UP SENSOR.</li> </ol> |
| The RIBBON TAKE-UP MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN11 - CN61 on the RIBBON TAKE-UP MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON TAKE-UP MOTOR.</li> </ol>   |
| The CONTROLLER BOARD is malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                 |

**“Sensor Error 21”**

|                                                             |                                                                                                                                                                                                                                     |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The RIBBON SUPPLY SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN19 - CN91 for the RIBBON SUPPLY SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON SUPPLY SENSOR.</li> </ol> |
| The RIBBON SUPPLY MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN11 - CN67 on the RIBBON SUPPLY MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON SUPPLY MOTOR.</li> </ol>    |
| The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                |

**“TempSensErr 01” or “TempSensErr 02”**

| Possible Cause                                                           | Action                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The RIBBON CABLE for the THERMAL HEAD is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that the RIBBON CABLE CN25 on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new RIBBON CABLE</li> <li>b. new THERMAL HEAD AY</li> </ol> </li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                  |

**“TempSensErr 03” or “TempSensErr 04”**

| Possible Cause                          | Action                                                                                                                                               |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| The CONTROLLER BOARD is malfunctioning. | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol> |

**“TempSensErr 05”**

| Possible Cause                                                           | Action                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The RIBBON CABLE for the THERMAL HEAD is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that the RIBBON CABLE CN25 on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new RIBBON CABLE</li> <li>b. new THERMAL HEAD AY</li> </ol> </li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                  |

**“Paper Error 03”, “Paper Error 04”, “Paper Error 05”, “Paper Error 11”, “Paper Error 12”, or “Paper Error 21”**

| Possible Cause                                               | Action                                                                                                                                                                                                                               |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PRINT POSITION SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN21 - CN89 on the PRINT POSITION SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PRINT POSITION SENSOR.</li> </ol> |
| The MAIN FEED MOTOR is disconnected or malfunctioning.       | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN8 - CN55 on the MAIN FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> </ol>                                                                       |
| The CONTROLLER BOARD is malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                 |

**“Paper Error 22”**

| Possible Cause                                                | Action                                                                                                                                                                                                                                 |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER LEAD EDGE SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN20 - CN90 on the PAPER LEAD EDGE SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER LEAD EDGE SENSOR.</li> </ol> |
| The MAIN FEED MOTOR is disconnected or malfunctioning.        | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN8 - CN55 on the MAIN FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> </ol>                                                                         |
| The CONTROLLER BOARD is malfunctioning.                       | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                   |

**“Paper Error 23”**

| Possible Cause                                              | Action                                                                                                                                                                                                                             |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER PRESENT SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN93 - CN18 on the PAPER PRESENT SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER PRESENT SENSOR.</li> </ol> |
| The MAIN FEED MOTOR is disconnected or malfunctioning.      | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN8 - CN55 on the MAIN FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> </ol>                                                                     |
| The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                               |

**“Paper Error 41” or “Paper Error 42”**

| Possible Cause                                               | Action                                                                                                                                                                                                                               |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PRINT POSITION SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN21 - CN89 on the PRINT POSITION SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PRINT POSITION SENSOR.</li> </ol> |
| The MAIN FEED MOTOR is disconnected or malfunctioning.       | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN8 - CN55 on the MAIN FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> </ol>                                                                       |
| The CONTROLLER BOARD is malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                 |

**“Paper Empty”**

| Possible Cause                                              | Action                                                                                                                                                                                                                             |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER PRESENT SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN18 - CN93 on the PAPER PRESENT SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER PRESENT SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                               |

**“Incorrect ribbon”**

| Possible Cause                                             | Action                                                                                                                                                                                                                                       |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The wrong type of RIBBON is installed.                     | Install the correct RIBBON.                                                                                                                                                                                                                  |
| The BAR CODE on the RIBBON is not installed or has damage. | Install a new RIBBON.                                                                                                                                                                                                                        |
| The COLOR SENSOR (LED) is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN6 - CN76 and CN5 - CN75 on the COLOR SENSOR (LED) and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new COLOR SENSOR (LED).</li> </ol> |
| The CONTROLLER BOARD AY is malfunctioning.                 | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD AY.</li> </ol>                                                                                      |

**“Ribbon Empty”**

| Possible Cause                                              | Action                                                                                                                                                                                                                                       |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The COLOR SENSOR (LED) is disconnected or malfunctioning.   | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN6 - CN76 and CN5 - CN75 on the COLOR SENSOR (LED) and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new COLOR SENSOR (LED).</li> </ol> |
| The RIBBON TAKE-UP MOTOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN11 - CN61 on the RIBBON TAKE-UP MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON TAKE-UP MOTOR.</li> </ol>           |
| The CONTROLLER BOARD AY is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD AY.</li> </ol>                                                                                      |

**“Cover Open”**

| Possible Cause                                           | Action                                                                                                                                                                                                                       |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The COVER OPEN SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN22 - CN88 on the COVER OPEN SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new COVER OPEN SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                         |

**“Paper Cover Open”**

| Possible Cause                                                 | Action                                                                                                                                                                                                                                   |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PAPER COVER OPEN SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN23 - CN85 on the PAPER COVER OPEN SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER COVER OPEN SENSOR.</li> </ol> |
| The CONTROLLER BOARD is malfunctioning.                        | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                     |

# Troubleshooting

## General Operation

| Description                                                     | Possible Cause                                                           | Action                                                                                                                                                                                                                              |
|-----------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The PRINTER does not energize or de-energizes during operation. | The POWER CORD is not connected correctly or has damage.                 | <ol style="list-style-type: none"> <li>1. Check that the POWER CORD is connected correctly.</li> <li>2. If necessary, install a new POWER CORD.</li> </ol>                                                                          |
|                                                                 | The LCD BOARD AY is disconnected or malfunctioning.                      | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN40 - CN27 on the LCD BOARD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new LCD BOARD AY.</li> </ol>                     |
|                                                                 | The voltage for the DC POWER SUPPLY is not correct.                      | <ol style="list-style-type: none"> <li>1. Check the voltage for the DC POWER SUPPLY. See <a href="#">DC POWER SUPPLY: +5 Voltage on Page 15</a>.</li> <li>2. If necessary, install a new DC POWER SUPPLY.</li> </ol>                |
|                                                                 | The POWER SWITCH is malfunctioning.                                      | Install a new POWER SWITCH.                                                                                                                                                                                                         |
| PRINTER stops during operation.                                 | The CONTROLLER BOARD is malfunctioning.                                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                |
| The FAN for the DC POWER SUPPLY does not operate.               | The voltage for the DC POWER SUPPLY is not correct.                      | <ol style="list-style-type: none"> <li>1. Check the voltage for the DC POWER SUPPLY. See the ADJUSTMENTS AND REPLACEMENTS.</li> <li>2. If necessary, install a new DC POWER SUPPLY.</li> </ol>                                      |
| The FAN for the THERMAL HEAD does not operate.                  | The FAN is disconnected or malfunctioning.                               | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN70 - CN10 on the FAN and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new FAN.</li> </ol>                                    |
|                                                                 | The CONTROLLER BOARD is malfunctioning.                                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                |
| "Cooling" displays frequently.                                  | The FAN for the THERMAL HEAD is disconnected or malfunctioning.          | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN70 - CN10 on the FAN and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new FAN.</li> </ol>                                    |
|                                                                 | The RIBBON CABLE for the THERMAL HEAD is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON CABLE</li> </ol>                     |
|                                                                 | The voltage for the THERMAL HEAD is not correct.                         | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol> |
|                                                                 | The CONTROLLER BOARD is malfunctioning.                                  | If necessary, install a new CONTROLLER BOARD.                                                                                                                                                                                       |

| Description                                                                                                                                                       | Possible Cause                                                | Action                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>The LED is blank, but the lights are illuminated.</li> <li>The LED is blank and the lights are not illuminated.</li> </ul> | The LCD BOARD AY is disconnected or malfunctioning.           | <ol style="list-style-type: none"> <li>Check that CONNECTORS CN19 - CN91 on the LCD BOARD AY and the CONTROLLER BOARD AY are connected correctly.</li> <li>If necessary, install a new LCD BOARD AY.               <ol style="list-style-type: none"> <li>new CONTROLLER BOARD</li> </ol> </li> <li>If necessary, install a new POWER SUPPLY.</li> </ol> |
|                                                                                                                                                                   | The CONTROLLER BOARD is malfunctioning.                       | If necessary, install a new CONTROLLER BOARD.                                                                                                                                                                                                                                                                                                            |
|                                                                                                                                                                   | The POWER SUPPLY is malfunctioning.                           | <ol style="list-style-type: none"> <li>Check the DC voltage of the POWER SUPPLY. See <a href="#">DC POWER SUPPLY: +5 Voltage on Page 15</a>.</li> <li>If necessary, install a new POWER SUPPLY.</li> </ol>                                                                                                                                               |
| The BUTTONS on the OPERATOR PANEL are malfunctioning.                                                                                                             | The LCD BOARD AY is disconnected or malfunctioning.           | <ol style="list-style-type: none"> <li>Check that CONNECTORS CN40 - CN27 on the LCD BOARD AY and the CONTROLLER BOARD are connected correctly.</li> <li>If necessary, install a new LCD BOARD AY.</li> </ol>                                                                                                                                             |
|                                                                                                                                                                   | The CONTROLLER BOARD AY is malfunctioning.                    | If necessary, install a new CONTROLLER BOARD AY.                                                                                                                                                                                                                                                                                                         |
| Host computer does not recognize the PRINTER.                                                                                                                     | The USB CABLE is not connected correctly or has damage.       | <ol style="list-style-type: none"> <li>Check that the USB CABLE is connected correctly at both ends.</li> <li>If necessary, install a new USB CABLE.</li> </ol>                                                                                                                                                                                          |
|                                                                                                                                                                   | Kodak PICTURE KIOSK software v1.5 or higher is not installed. | <ol style="list-style-type: none"> <li>If the PRINTER is connected to a PICTURE KIOSK, check that v1.5 or higher software is installed.</li> <li>If necessary, install software v1.5 or higher again.</li> </ol>                                                                                                                                         |
|                                                                                                                                                                   | The DRIVER for the PRINTER is not installed.                  | <ol style="list-style-type: none"> <li>If the PRINTER is a "stand-alone", check that the DRIVER is installed.</li> <li>If necessary, install the DRIVER again.</li> </ol>                                                                                                                                                                                |
|                                                                                                                                                                   | The CONTROLLER BOARD is malfunctioning.                       | <ol style="list-style-type: none"> <li>Upgrade the FIRMWARE for the PRINTER.</li> <li>If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                                                           |

## Paper

| Description                          | Possible Cause                                                  | Action                                                                                                                                                                                                                                     |
|--------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Paper does not feed correctly.       | The PAPER SUPPLY ROLLER is dirty.                               | Clean the PAPER SUPPLY ROLLER. Use an ALCOHOL PAD.                                                                                                                                                                                         |
|                                      | The MAIN PINCH ROLLER MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN67 - CN11 on the CONTROLLER BOARD and the MAIN PINCH ROLLER MOTOR are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER MOTOR.</li> </ol>   |
|                                      | The MAIN PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN14 - CN73 on the MAIN PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER SENSOR.</li> </ol> |
|                                      | The PAPER FEED MOTOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN55 - CN8 on the PAPER FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER FEED MOTOR.</li> </ol>                  |
|                                      | The CONTROLLER BOARD is malfunctioning.                         | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                       |
| The paper reverses during operation. | The LEAD EDGE SENSOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN90 - CN20 on the LEAD EDGE SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new LEAD EDGE SENSOR</li> </ol>                  |
| The prints have scratches.           | The paper path is dirty.                                        | <ol style="list-style-type: none"> <li>1. Remove any debris from the paper path.</li> <li>2. Use an ALCOHOL PAD to clean: <ul style="list-style-type: none"> <li>• THERMAL HEAD</li> <li>• CLEANING ROLLER</li> </ul> </li> </ol>          |
| The paper is not cut correctly.      | The PAPER CUTTER is malfunctioning.                             | Install a new PAPER CUTTER.                                                                                                                                                                                                                |

| Description                              | Possible Cause                                                  | Action                                                                                                                                                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Paper jams occur when the paper feeds.   | The PAPER SUPPLY ROLLER is dirty.                               | Clean the PAPER SUPPLY ROLLER. Use an ALCOHOL PAD.                                                                                                                                                                                         |
|                                          | The MAIN PINCH ROLLER MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN67 - CN11 on the CONTROLLER BOARD and the MAIN PINCH ROLLER MOTOR are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER MOTOR.</li> </ol>   |
|                                          | The MAIN PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN14 - CN73 on the MAIN PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new MAIN PINCH ROLLER SENSOR.</li> </ol> |
|                                          | The PAPER FEED MOTOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN55 - CN8 on the PAPER FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER FEED MOTOR.</li> </ol>                  |
|                                          | The PAPER PRESENT SENSOR is disconnected or malfunctioning.     | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN93 - CN18 on the PAPER PRESENT SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER PRESENT SENSOR.</li> </ol>         |
|                                          | The LEAD EDGE SENSOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN90 - CN20 on the LEAD EDGE SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new LEAD EDGE SENSOR</li> </ol>                  |
|                                          | The PRINT POSITION SENSOR is disconnected or malfunctioning.    | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN89 - CN21 on the PRINT POSITION SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PRINT POSITION SENSOR.</li> </ol>       |
| Paper jams occur after the print starts. | The LEAD EDGE SENSOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN90 - CN20 on the LEAD EDGE SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new LEAD EDGE SENSOR</li> </ol>                  |
|                                          | The PRINT POSITION SENSOR is disconnected or malfunctioning.    | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN89 - CN21 on the PRINT POSITION SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PRINT POSITION SENSOR.</li> </ol>       |

| Description                           | Possible Cause                                                       | Action                                                                                                                                                                                                                                               |
|---------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prints do not fully exit the PRINTER. | The PRINT POSITION SENSOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN89 - CN21 on the PRINT POSITION SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PRINT POSITION SENSOR.</li> </ol>                 |
|                                       | The PAPER CUTTER AY is disconnected or malfunctioning.               | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN12 - CN50 on the PAPER CUTTER AY and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER CUTTER AY.</li> </ol>                             |
|                                       | The DISCHARGE PINCH MOTOR is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN12 - CN51 on the DISCHARGE PINCH MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH MOTOR.</li> </ol>                 |
|                                       | The DISCHARGE PINCH ROLLER SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN22 - CN86 on the DISCHARGE PINCH ROLLER SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new DISCHARGE PINCH ROLLER SENSOR.</li> </ol> |
|                                       | The CONTROLLER BOARD is malfunctioning.                              | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                 |

## RIBBON

| Description                                    | Possible Cause                                              | Action                                                                                                                                                                                                                                                                                       |
|------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Ribbon Empty" displays, but RIBBON is loaded. | The TRI-COLOR LED SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Clean the TRI-COLOR LED SENSOR.</li> <li>2. Check that CONNECTORS CN76 - CN6 and CN75 - CN5 on the TRI-COLOR LED SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>3. If necessary, install a new TRI-COLOR LED SENSOR.</li> </ol> |

| Description                  | Possible Cause                                              | Action                                                                                                                                                                                                                                                                                       |
|------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Incorrect Ribbon" displays. | The RIBBON is not installed correctly or has damage.        | <ol style="list-style-type: none"> <li>1. Check that the RIBBON is installed correctly and is without damage.</li> <li>2. If necessary, install new RIBBON.</li> </ol>                                                                                                                       |
|                              | The TRI-COLOR LED SENSOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Clean the TRI-COLOR LED SENSOR.</li> <li>2. Check that CONNECTORS CN76 - CN6 and CN75 - CN5 on the TRI-COLOR LED SENSOR and the CONTROLLER BOARD are connected correctly.</li> <li>3. If necessary, install a new TRI-COLOR LED SENSOR.</li> </ol> |
|                              | The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                         |

## Print Quality

|                        |                                                             |                                                                                                                                                                                                                                       |
|------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prints are blank.      | The THERMAL HEAD is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON CABLE for the THERMAL HEAD.</li> </ol> |
|                        | The voltage for the THERMAL HEAD is not correct.            | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol>   |
|                        | The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                  |
| Print length is short. | The TIMING BELT for the FEED ROLLER is loose or has damage. | <ol style="list-style-type: none"> <li>1. Adjust the tension of the TIMING BELT.</li> <li>2. If necessary, install a new TIMING BELT.</li> </ol>                                                                                      |
|                        | The PAPER FEED MOTOR is disconnected or malfunctioning.     | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN55 - CN8 on the PAPER FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER FEED MOTOR.</li> </ol>             |
|                        | The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                  |

|                                          |                                                                 |                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The image is not complete.               | The PLATEN is dirty.                                            | Clean the PLATEN.                                                                                                                                                                                                                                                                                                      |
|                                          | The CLEANING ROLLER is dirty.                                   | Clean the CLEANING ROLLER.                                                                                                                                                                                                                                                                                             |
|                                          | The MAIN PINCH ROLLER is dirty.                                 | Clean the MAIN PINCH ROLLER.                                                                                                                                                                                                                                                                                           |
|                                          | The THERMAL HEAD is disconnected or malfunctioning.             | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON CABLE for the THERMAL HEAD.</li> </ol>                                                                                  |
|                                          | The CONTROLLER BOARD is malfunctioning.                         | Install a new CONTROLLER BOARD.                                                                                                                                                                                                                                                                                        |
| Folds or "wrinkles" appear on the print. | The THERMAL HEAD is disconnected or malfunctioning.             | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new RIBBON CABLE for the THERMAL HEAD</li> <li>b. new THERMAL HEAD</li> </ol> </li> </ol> |
|                                          | The FAN for the THERMAL HEAD is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN70 - CN10 on the FAN and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new FAN.</li> </ol>                                                                                                                       |
|                                          | The voltage for the THERMAL HEAD is not correct.                | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol>                                                                                    |
|                                          | The CONTROLLER BOARD is malfunctioning.                         | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                   |
|                                          |                                                                 |                                                                                                                                                                                                                                                                                                                        |
| Vertical streaks appear on the print.    | The THERMAL HEAD is dirty.                                      | Clean the THERMAL HEAD.                                                                                                                                                                                                                                                                                                |
|                                          | The PEELING BAR is dirty.                                       | Clean the PEELING BAR.                                                                                                                                                                                                                                                                                                 |
|                                          | The MAIN PINCH ROLLER is dirty.                                 | Clean the MAIN PINCH ROLLER                                                                                                                                                                                                                                                                                            |
|                                          | The CLEANING ROLLER is dirty.                                   | Clean the CLEANING ROLLER AY.                                                                                                                                                                                                                                                                                          |
| Prints are "Washed Out"                  | The THERMAL HEAD is disconnected or malfunctioning.             | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new RIBBON CABLE for the THERMAL HEAD</li> <li>b. new THERMAL HEAD</li> </ol> </li> </ol> |
|                                          |                                                                 |                                                                                                                                                                                                                                                                                                                        |
|                                          | The voltage for the THERMAL HEAD is not correct.                | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol>                                                                                    |

|                                                  |                                                             |                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  | The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                   |
| The print registration is not correct.           | A TIMING BELT is loose or malfunctioning.                   | <ol style="list-style-type: none"> <li>1. Adjust the tension of the TIMING BELT for the FEED ROLLER and the TIMING BELT for the PAPER ROLL.</li> <li>2. If necessary, install a new TIMING BELT.</li> </ol>                                                                                                            |
|                                                  | The PAPER FEED MOTOR is disconnected or malfunctioning.     | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN55 - CN8 on the PAPER FEED MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new PAPER FEED MOTOR.</li> </ol>                                                                                              |
|                                                  | The RIBBON TAKE-UP MOTOR is disconnected or malfunctioning. | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN11 - CN61 on the RIBBON TAKE-UP MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON TAKE-UP MOTOR.</li> </ol>                                                                                     |
|                                                  | The RIBBON REWIND MOTOR is disconnected or malfunctioning.  | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN11 - CN67 on the RIBBON REWIND MOTOR and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install a new RIBBON SUPPLY MOTOR.</li> </ol>                                                                                       |
|                                                  | The CONTROLLER BOARD is malfunctioning.                     | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD.</li> </ol>                                                                                                                                                                   |
| The print is too light or too dark.              | The THERMAL HEAD is disconnected or malfunctioning.         | <ol style="list-style-type: none"> <li>1. Check that CONNECTORS CN25 - CN on the THERMAL HEAD and the CONTROLLER BOARD are connected correctly.</li> <li>2. If necessary, install: <ol style="list-style-type: none"> <li>a. new RIBBON CABLE for the THERMAL HEAD</li> <li>b. new THERMAL HEAD</li> </ol> </li> </ol> |
|                                                  | The voltage for the THERMAL HEAD is not correct.            | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol>                                                                                    |
|                                                  | The CONTROLLER BOARD AY is malfunctioning.                  | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD AY.</li> </ol>                                                                                                                                                                |
| The edges of the print are rough or not uniform. | The PAPER CUTTER is malfunctioning.                         | Install a new PAPER CUTTER.                                                                                                                                                                                                                                                                                            |

## Noise

| Description                                   | Possible Cause                                      | Action                                                                                                                                                                                                                              |
|-----------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Excessive noise when the PRINTER is energized | The FAN for the THERMAL HEAD is malfunctioning.     | <ol style="list-style-type: none"> <li>1. Check that the CONNECTORS for the FAN do not contact the BLADES.</li> <li>2. If necessary, install a new FAN.</li> </ol>                                                                  |
| Excessive noise during operation              | A TIMING BELT is loose or malfunctioning.           | <ol style="list-style-type: none"> <li>1. Adjust the tension of the TIMING BELT for the FEED ROLLER and the TIMING BELT for the PAPER ROLL.</li> <li>2. If necessary, install a new TIMING BELT.</li> </ol>                         |
|                                               | The voltage of the THERMAL HEAD is not correct.     | <ol style="list-style-type: none"> <li>1. Check the voltage for the THERMAL HEAD. See <a href="#">DC POWER SUPPLY: Voltage for the THERMAL HEAD AY on Page 16</a>.</li> <li>2. If necessary, install a new POWER SUPPLY.</li> </ol> |
| Excessive noise from the THERMAL HEAD         | The THERMAL HEAD MOTOR does not have lubrication.   | Apply GREASE to the GEAR on the THERMAL HEAD MOTOR.                                                                                                                                                                                 |
|                                               | The THERMAL HEAD CAM does not have lubrication.     | Apply GREASE to the CAM on the THERMAL HEAD CAM SHAFT.                                                                                                                                                                              |
|                                               | The THERMAL HEAD is not installed correctly.        | <ol style="list-style-type: none"> <li>1. Remove the THERMAL HEAD.</li> <li>2. Install the THERMAL HEAD.</li> </ol>                                                                                                                 |
| Excessive noise from the RIBBON               | The RIBBON TAKE-UP MOTOR does not have lubrication. | Apply GREASE to the GEAR on the RIBBON TAKE-UP MOTOR.                                                                                                                                                                               |
|                                               | The RIBBON REWIND MOTOR does not have lubrication.  | Apply GREASE to the GEAR on the RIBBON REWIND MOTOR.                                                                                                                                                                                |
| Excessive noise during the paper feeding      | A TIMING BELT is loose or malfunctioning.           | <ol style="list-style-type: none"> <li>1. Adjust the tension of the TIMING BELT for the FEED ROLLER and the TIMING BELT for the PAPER ROLL.</li> <li>2. If necessary, install a new TIMING BELT.</li> </ol>                         |
|                                               | The paper path is dirty.                            | Clean the paper path.                                                                                                                                                                                                               |
|                                               | The PAPER FEED MOTOR does not have lubrication.     | Apply GREASE to the GEAR on the PAPER FEED MOTOR.                                                                                                                                                                                   |
|                                               | The CONTROLLER BOARD is malfunctioning.             | <ol style="list-style-type: none"> <li>1. Upgrade the FIRMWARE for the PRINTER.</li> <li>2. If necessary, install a new CONTROLLER BOARD AY.</li> </ol>                                                                             |

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