

### TCR -15 (2666) Printer Troubleshooting Checklist

**Attention:** Warranty will be denied or a labor charge applied if these checks are not performed prior to returning printers under warranty.

Printers gather paper dust and debris through normal use. Continued accumulation will eventually cause erratic operation or prevent operation of the printer. It is important to blow out the dust and debris, especially in the sensor and code wheel areas. Use a can of compressed air (available from Radio Shack) each time you change the roll of paper or once a week. Using good quality paper will greatly reduce dust and extend the life of the printer. NEVER USE RECYCLED PAPER.

#### To avoid paper jams...

- Before installing the ribbon cartridge, turn ribbon tension knob in the direction of the arrow to verify that the ribbon is taut.
- The stamp and ribbon cartridge must be installed before trying to feed paper.
- Push the paper feed lever down fully then feed paper manually, not by pushing buttons on console.
- Never pull or restrict the paper while the printer is printing.

Never allow the very end or the very beginning of the paper roll to enter the paper path, it often contains a glue which can gum up internal parts.

Paper jams can be very difficult to clear without causing damage. It is best to avoid them. Never use a screwdriver, knife or the like. Our experience shows that small, delicate parts are damaged or dislodged by use of these improper tools.

#### Other helpful hints...

Keep food and liquids such as soft drinks, coffee, etc. away from the console.

Use only high quality ribbon cartridges, preferably those made by the OEM.

The "Thank You Your Receipt Stamp" must be installed; it acts as a paper guide and avoids premature failure of the Stamp Lever Assembly.

**For further assistance, please call PMP Corporation at 1-800-243-6628.**



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