

### TCR -14 Printer Troubleshooting Checklist

Prior to installation, please remove the cardboard from the cutter assembly.

In cold weather, bring the printer to room temperature before installing by keeping it in the cab of your truck or warming it in the station. Extreme cold (such as you might find in the back of a van or truck) will make the printer draw excessive current.

1) If the Console shows a Code 1 upon installation of the printer:

- A. Check F-5 (.75A Slow-Blow), the last printer may have blown this fuse. If the fuse continually blows, the regulator board is probably damaged.

\*Note PMP TCR Printers are shipped with new motors as required. Old worn motors are by far the greatest cause of regulator board damage.

- B. Check the 28 pin connectors on the printer and the regulator board for any missing, bent, or fatigued teeth.

2) If the receipts do not cut, or cut poorly upon installation:

- A. Make sure the stamp is inserted correctly. If it is partially or improperly inserted, cutting will be inhibited and paper jams may also result.

If the receipts do not cut, or cut poorly after installation:

- B. Look at the top of the unit. If the gap where the receipt paper emerges through the cutter assembly is less than .035", please call PMP at 1-800-243-6628. The unit probably needs a minor adjustment due to shipping/handling.

3) If the printer has frequent paper jams:

- A. Check that the station is using the proper paper.
- B. Take the stamp out and look just under the cutting blade. If the "roll in protection spring" (squared metal piece which the stamp goes through) is bent into the paper path, jams will result. If this condition exists, gently bend the spring away from the paper path with tweezers. Try running a few test receipts to ensure the printer cuts and stamps correctly afterwards.

Over...



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- 4) If the unit prints backwards:
  - A. **Immediately Upon installation:** Visually inspect the 28 pin connectors for any missing, bent, or fatigued teeth.
  - B. **At Any Other Time:** Look in the space between the bottom of the circuit board and the top of the mounting plate. Any paper or debris in this area can block the margin sensors. Blow out the obstruction with a can of compressed air.
- 5) Ribbon will not reverse or feed:
  - A. Make sure the ribbon has a rivet on each end and is inserted correctly into the printer.
  - B. Check that both ribbon reverse levers and tension levers move freely. They can become jammed into place by rough shipping/handling.
- 6) No journal take-up or feed:
  - A. Check that the paper roll is inserted correctly on the journal side. If it is not flat, the console will show a code 3 error and beep, and no journal printing will result.
  - B. Check the seating of the take-up reel. The metal mount in the middle of the paper holding assembly can easily bend with rough shipping/handling. Gently re-bend the arm until the take-up reel sits flat without rubbing on the paper roll underneath it.

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



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