



How To

Service Documents from APPI

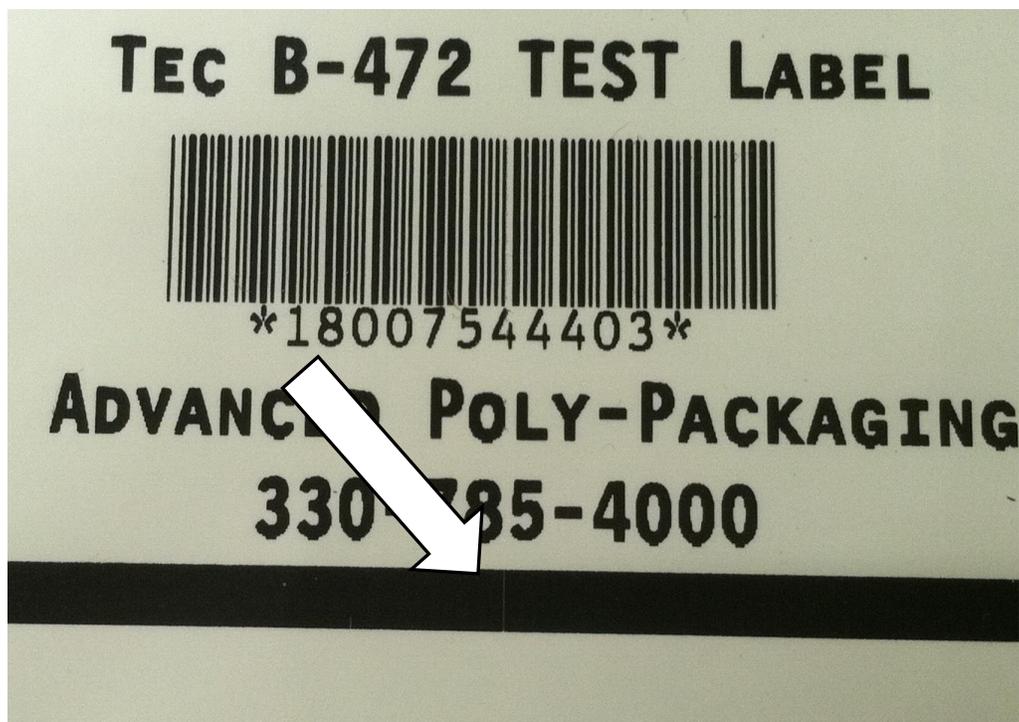
Document: #HT000067

Document Title: Diagnose Print Quality Issues

Product(s): All

Procedure:

Problem: You notice a very fine line from top to bottom of the label (below).



For T-375, T-1000Z, and T-1000Z NBO only

- Clean the Print Head and Platen Roller with Isopropyl Alcohol.
- Move Print Head sideways and see if line moves with the print on Label.
- If line moves with Print Head you are probably missing a Pixel on the Print Head (on T-375 and T-1000Z NBO, and T-1000Z only).
- If the line stays in same place in relation to Platen Roller, it is the Platen Roller.



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For Ti-1000 TEC Printer

- Clean Platen Roller and Print Head with Isopropyl Alcohol.
- If line is still there, closely look at Platen Roller for fine grooves. If there are no grooves, Print Head is missing a Pixel.

Print Head Part Numbers:

Description	Part Number
Ti-1000 TEC 472 (203 DPI)	TP-T2033704
Ti-1000 TEC 572 (305 DPI)	TP-T2033705
Zebra xi3 (200 DPI)	VP-Z-41000M
Zebra xi3 (300 DPI)	VP-Z-41001M
Zebra xi4 (200 DPI)	VP-Z-P1004238
Zebra xi4 (300 DPI)	VP-Z-P1004239

Problem: Wrinkles in Ribbon (below)





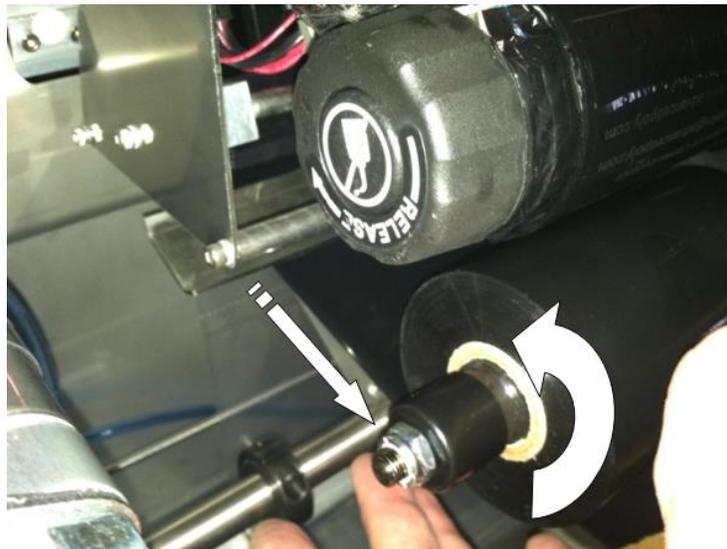
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For Zebra Printers:



- Turn the Unused Ribbon Supply Unwind clockwise to create some slack in the ribbon.



- Now let go of the Ribbon Supply Unwind. The Ribbon Supply Unwind should snap back counter clockwise. If not, contact Advanced Poly Packaging. Our Phone is (330) 785-4000, Field Service Dept.

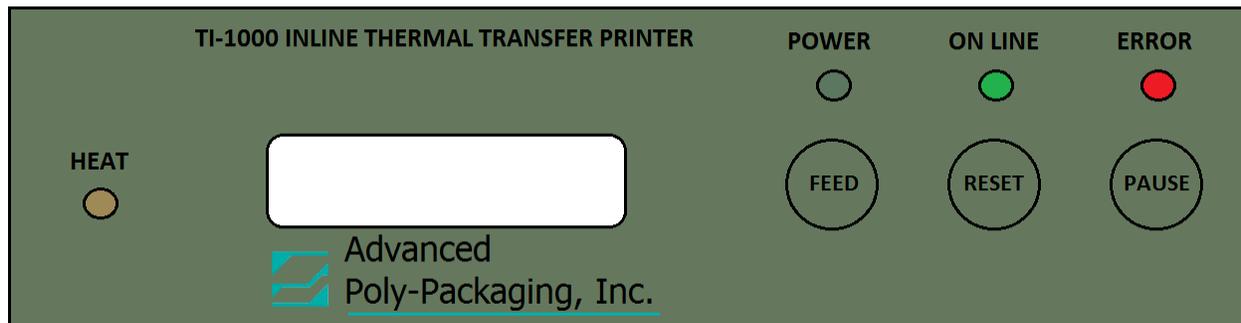


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For TEC Ti-1000 Printers:

How to reset the Ribbon Take-up for Wrinkles in Ribbon



- Power the Printer Power “OFF”
- Press and hold “Pause” and “Feed” buttons
Turn Power “ON” while holding the buttons
- “DIAG V__” will be displayed on panel
- Press the “FEED” button 1 time, and the display will read (2)

Parameter Set

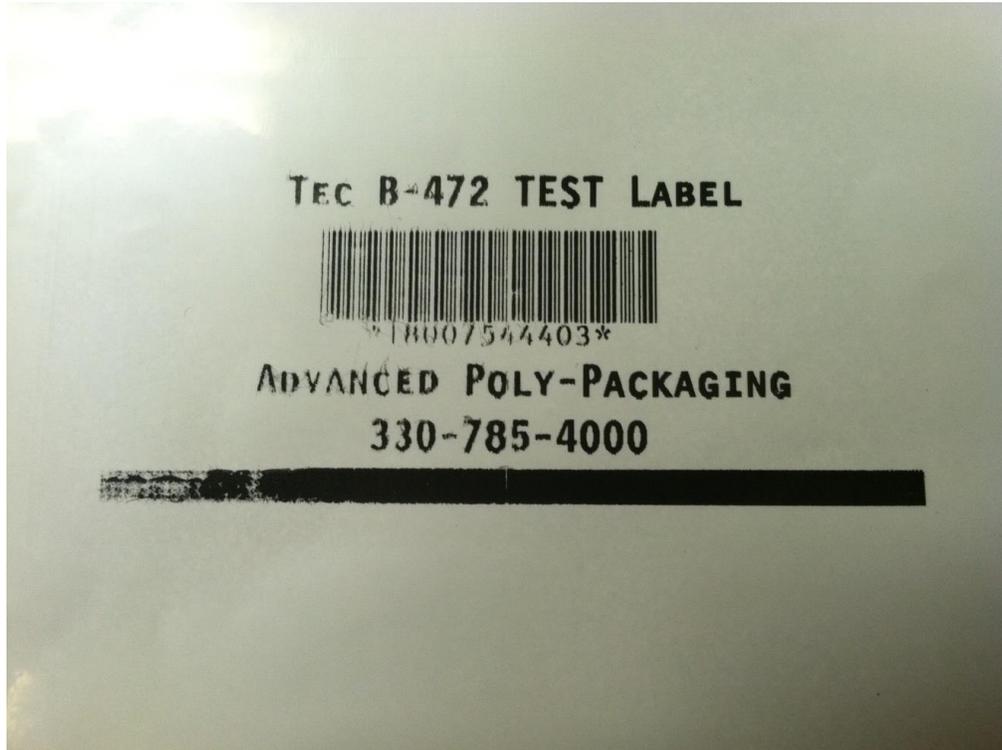
- Press “Pause” button repeatedly until “RIBN ADJ (FW) +0” is shown
- Press “Reset” button until “-3” is displayed
- Press “Pause” button until “(2) PARAMETER SET” is displayed
- Turn Power “OFF” and wait until all light son display go out



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For all Advanced Poly Packaging Printers:



The above Label represents “Print Head Out of Alignment”. Please call Advanced Poly Packaging at (330) 785-4000, Field Service Dept. We can email you or speak to you about the proper Alignment procedure for printer.