



Microcom Internal Label Printer Guide – Troubleshoot, Clean & Load

Preface

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Disclaimer

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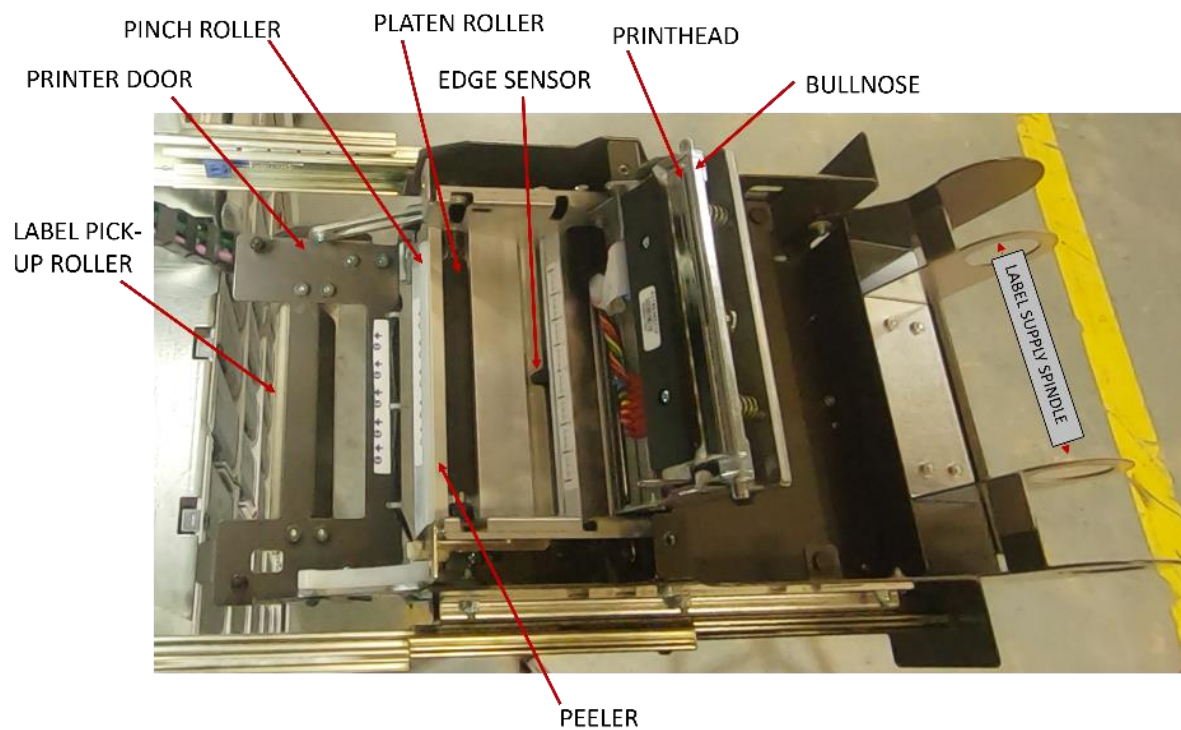
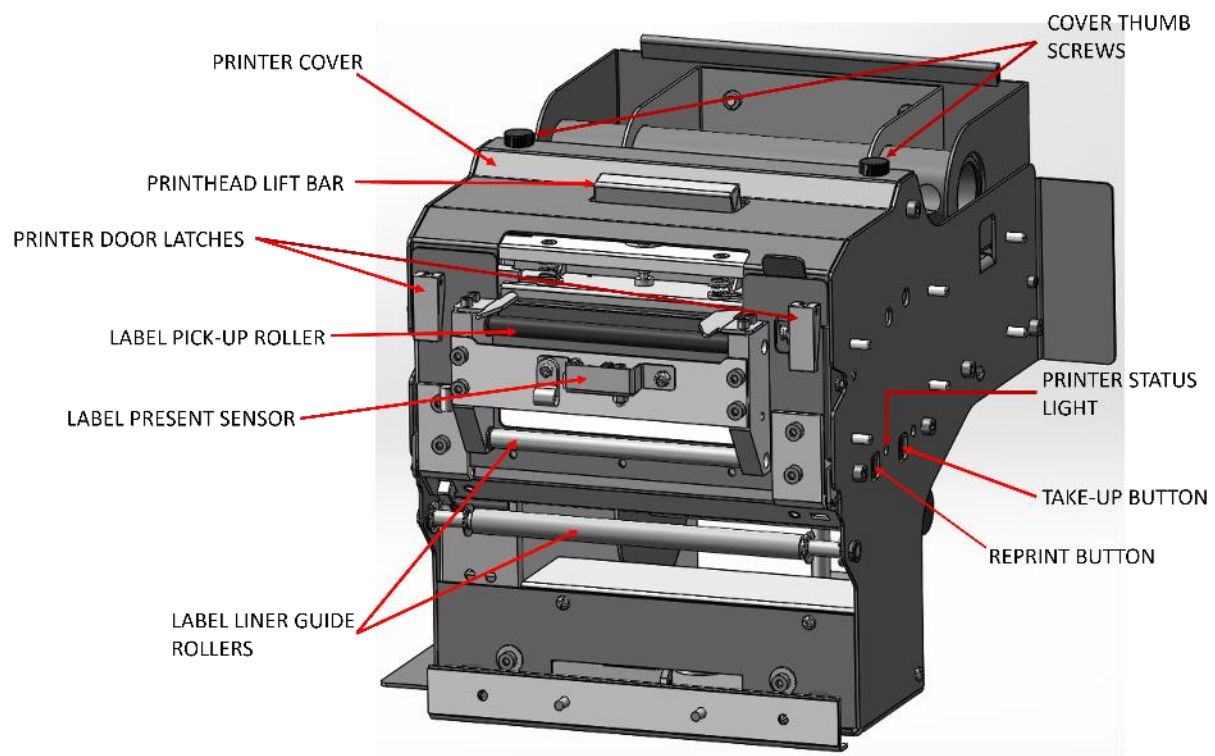
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Revision Record:

Page	Change Description	Who	Date
	Initial Creation	Jeff Chenevert	16AUG23
16	Added Uni-Solve and Goo Gone Citrus Adhesive Remover to allowable cleaners for stubborn build-up with warning to reclean with alcohol to remove residue.	Jeff Chenevert	9NOV23

Microcom 300 DPI Label Printer Overview:

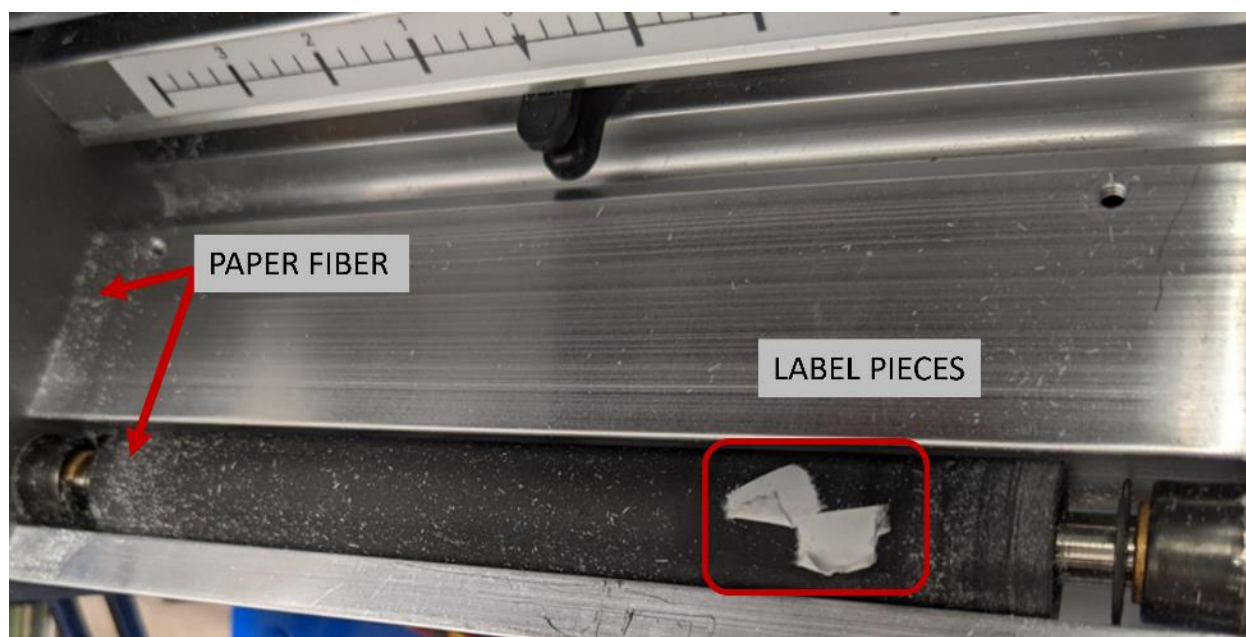


Troubleshooting:

MOST (not all) printer issues are due to adhesive build up on the white plastic pinch roller and/or the platen roller. Examples shown below:



ABOVE: Paper fiber build-up on platen roller. Adhesive build-up and label pieces (red arrows) on pinch roller.



ABOVE: Paper fiber on roller and pieces of label stuck to platen roller.

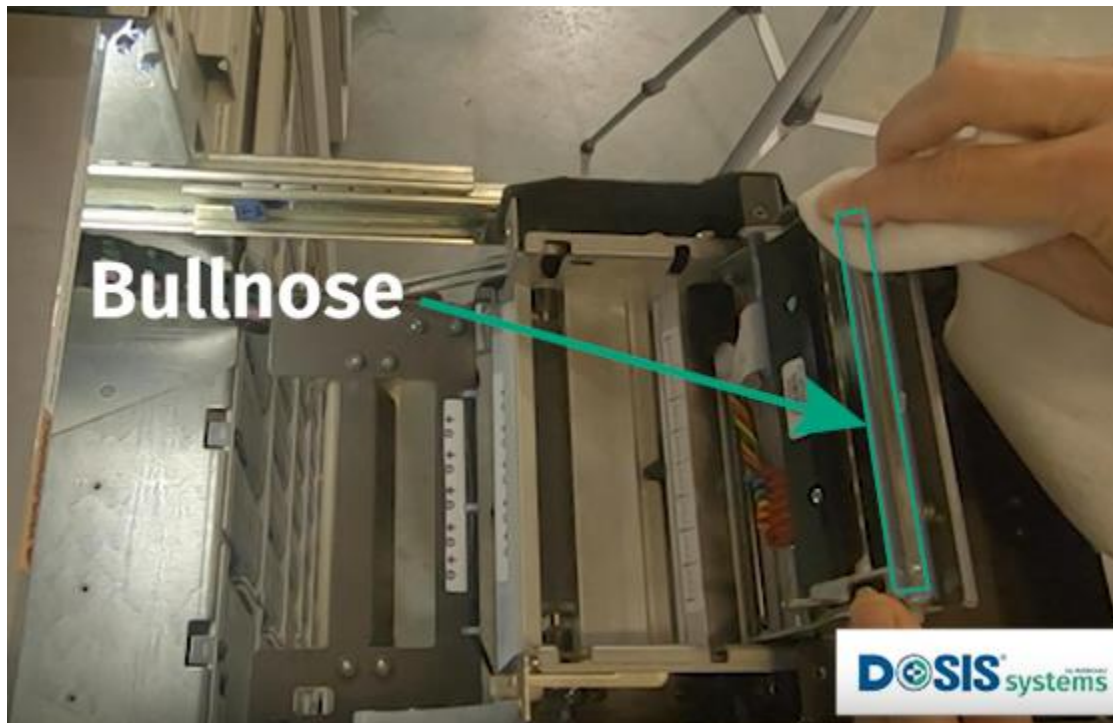
MANCAHC Best Practice Tip – It is always a good idea to hit the “Reprint” button after clearing any printer error to test the printer function before returning the printer to service.

Problem

- Label placement on card is not correct.
- Labels dropped on printer.

Action(s)

Clean printer bullnose (Refer to “Cleaning” section)

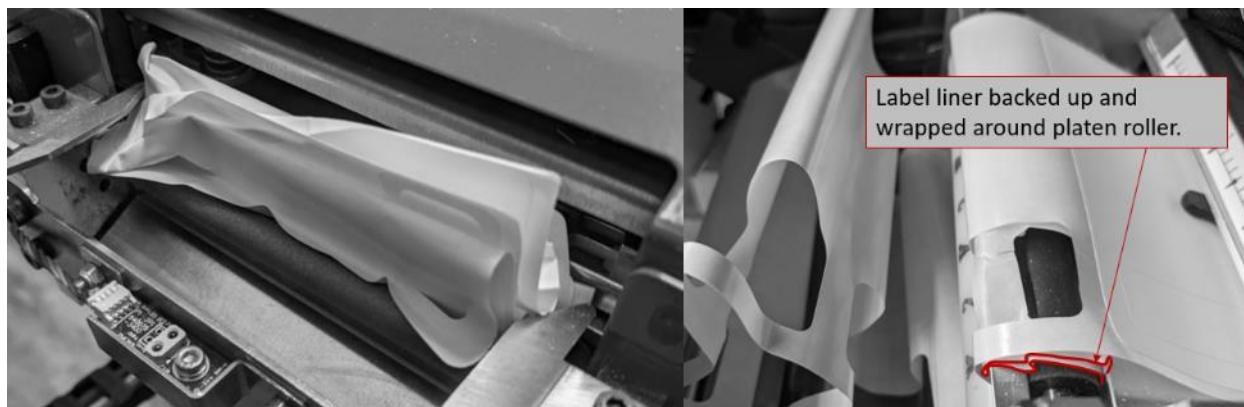


Problem

- Out of Paper Alert, labels present but wrapped around platen roller
- Stock Jam
- Loud grinding noise from printer.
- Examples shown below

Action(s)

- Verify Take-Up: Press “Reprint” button and observe that take-up is spinning and liner is taught once the print process ends.
- Unload labels from printer. NOTE – turn the platen roller using the black gear to unwrap labels/liner from around the platen roller
- Clean the printer following the instructions below in this document. Pay careful attention to the white pinch and black rubber platen rollers.



Problem**Action(s)**

- Torn label backing or reorder tab web
 - Paper Jam
 - Print on label is crooked
 - Examples below
 - Top – Torn Backing
 - Center/Bottom – Backing wrapped around platen Roller
- Clean Platen Roller – See “Label Printer – Cleaning” section of this document.
 - Check/adjust label alignment in printer. See “Loading” section below in this document.
 - Check and liner alignment on take-up. See “Loading” section of this document.

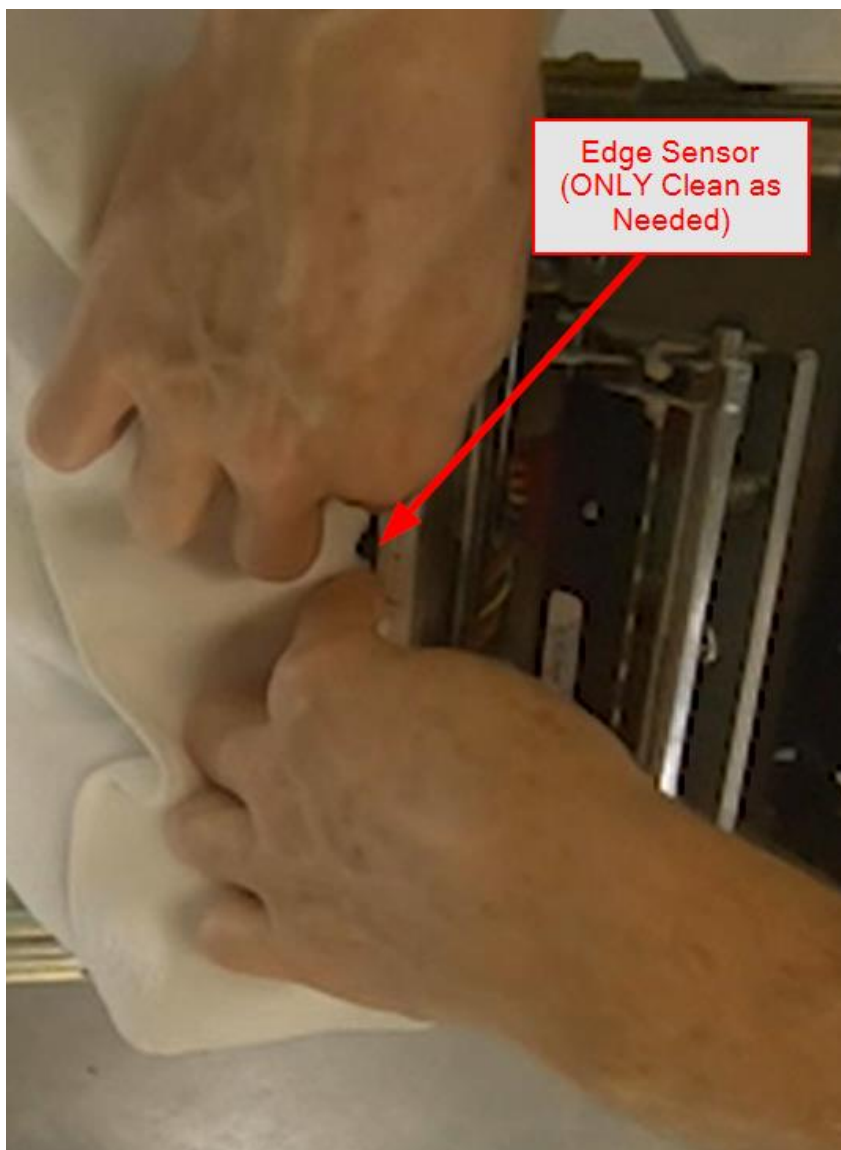


NOTE: Backing may be torn partially or completely across.

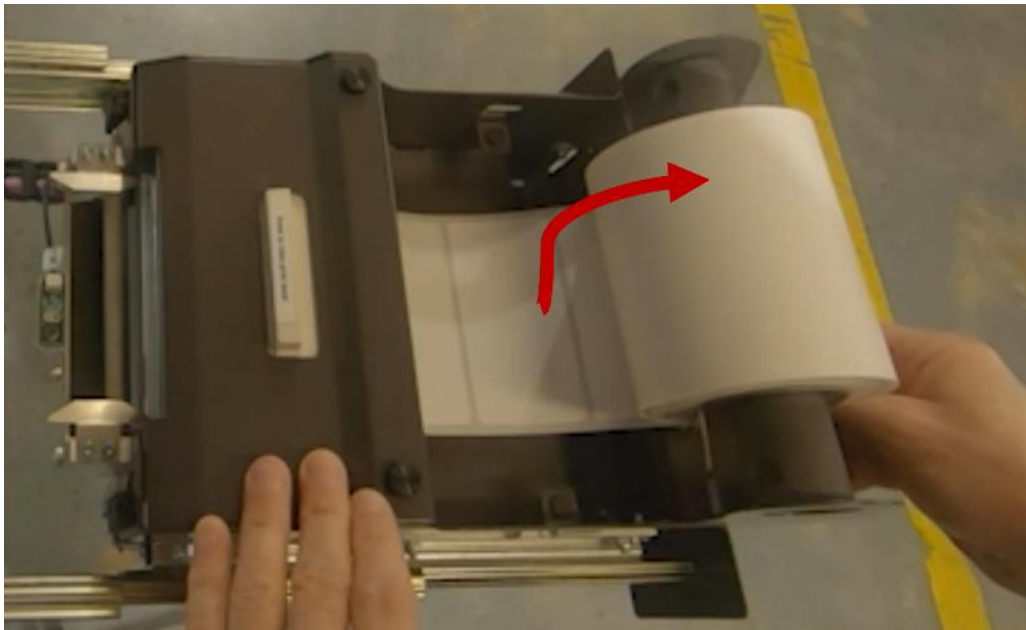


Problem**Action(s)**

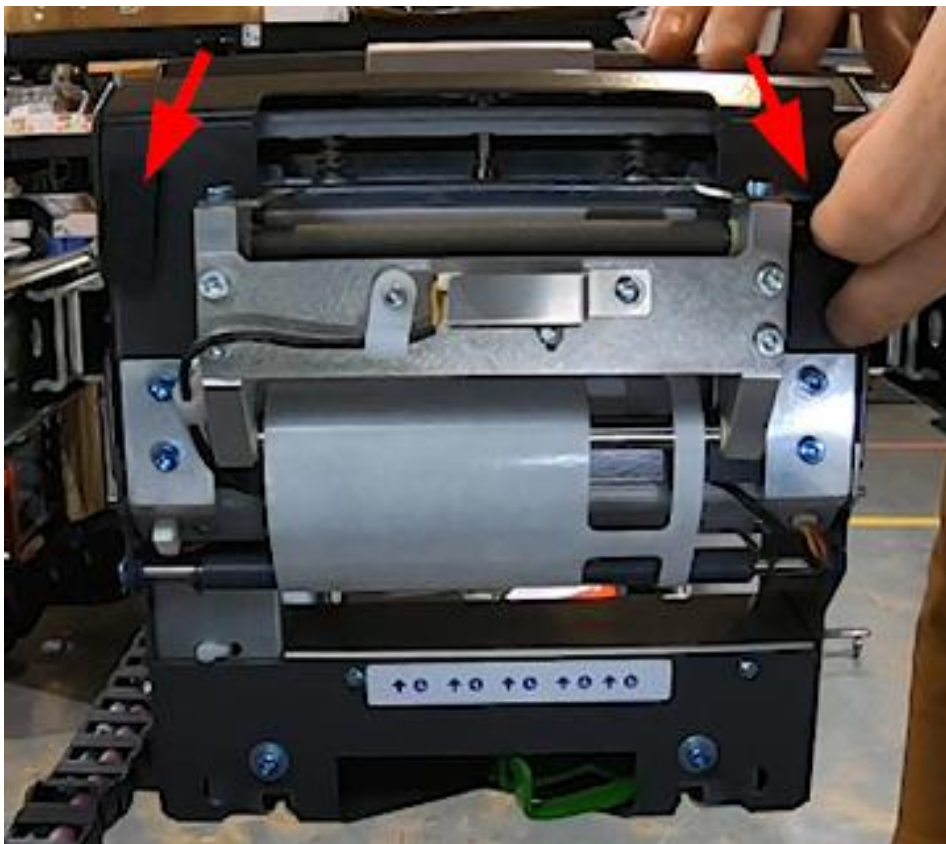
- Out of Paper Alert, but there are labels in the printer.
 - Stock Jam Alert, but labels are free to move.
- Inspect printer for labels or debris stuck in printer between edge sensors and printer inlet.
 - Remove labels and debris if possible.
 - Clean edge sensors as described in the “Edge Detection Sensor Cleaning” section below and cleaning video.
 - Check edge sensors for misalignment. See “Edge Detection Sensor Cleaning” section in this document



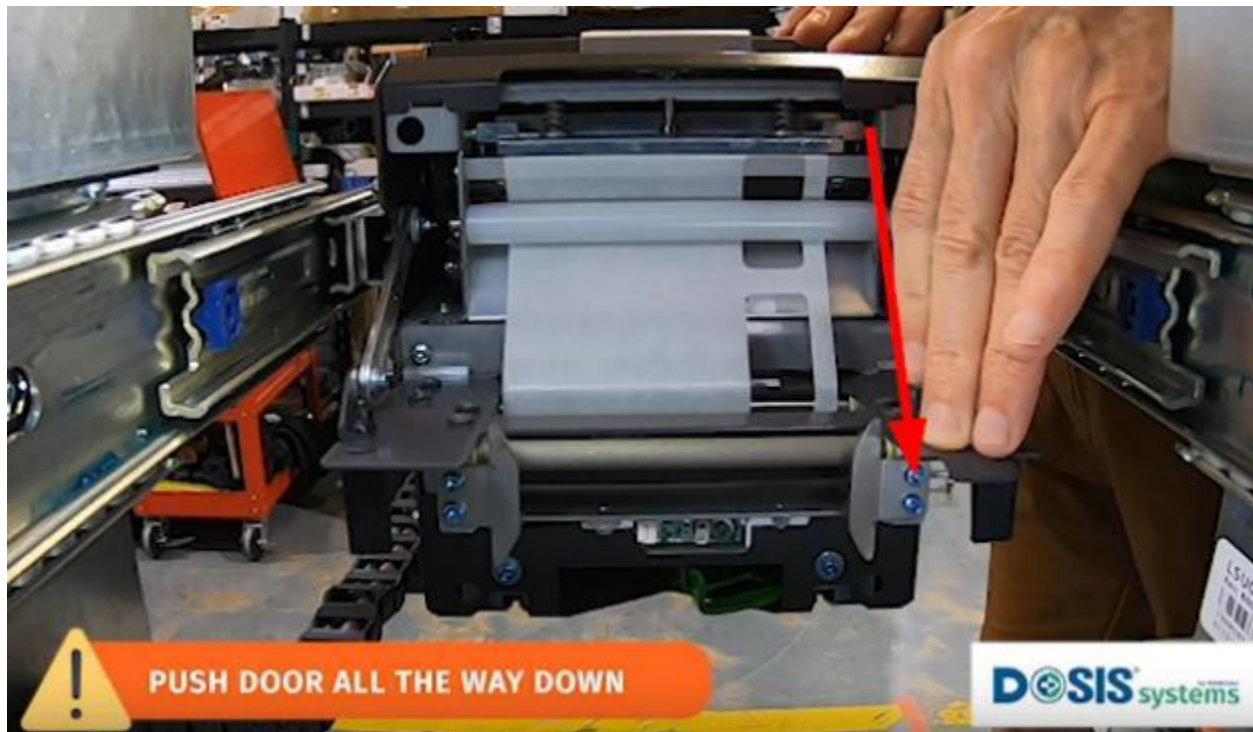
Label Printer – Unloading Labels:



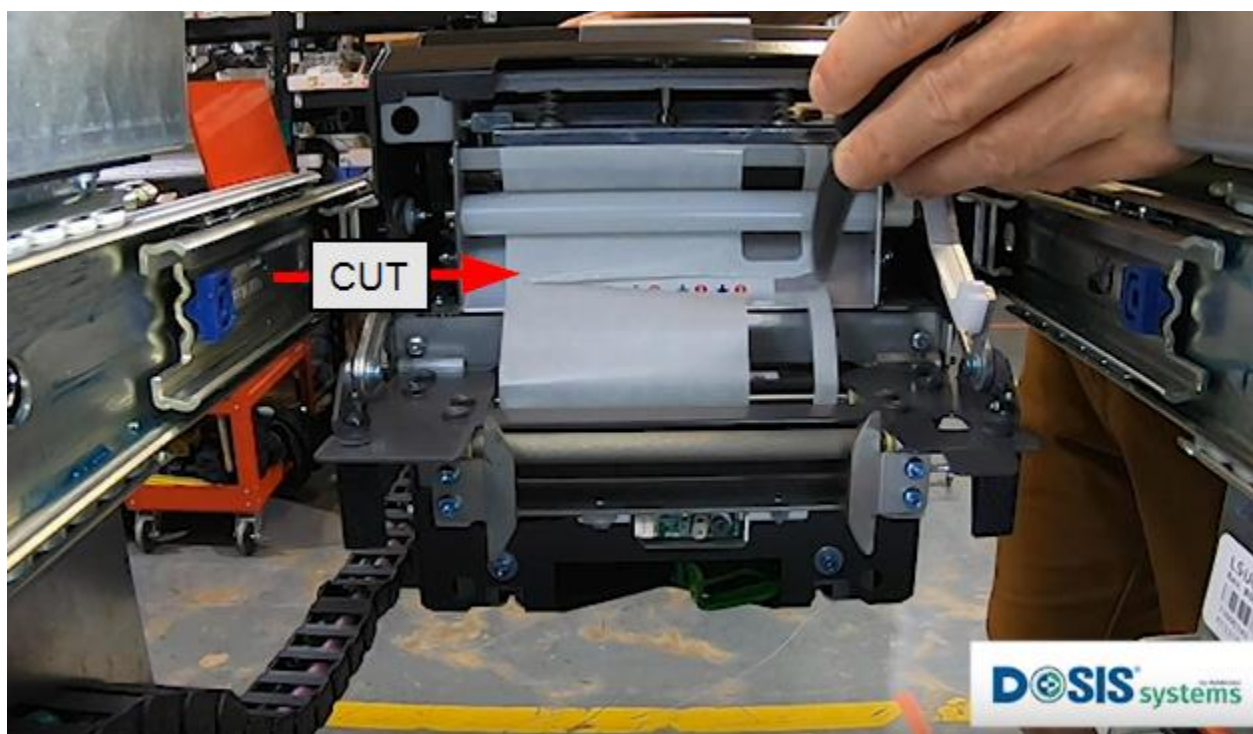
1. Rotate label supply bracket back.



2. Unlatch printer door.



3. Open the printer door until it stops.



4. Cut the label liner and press the Take-Up button to roll up the liner onto the take-up.



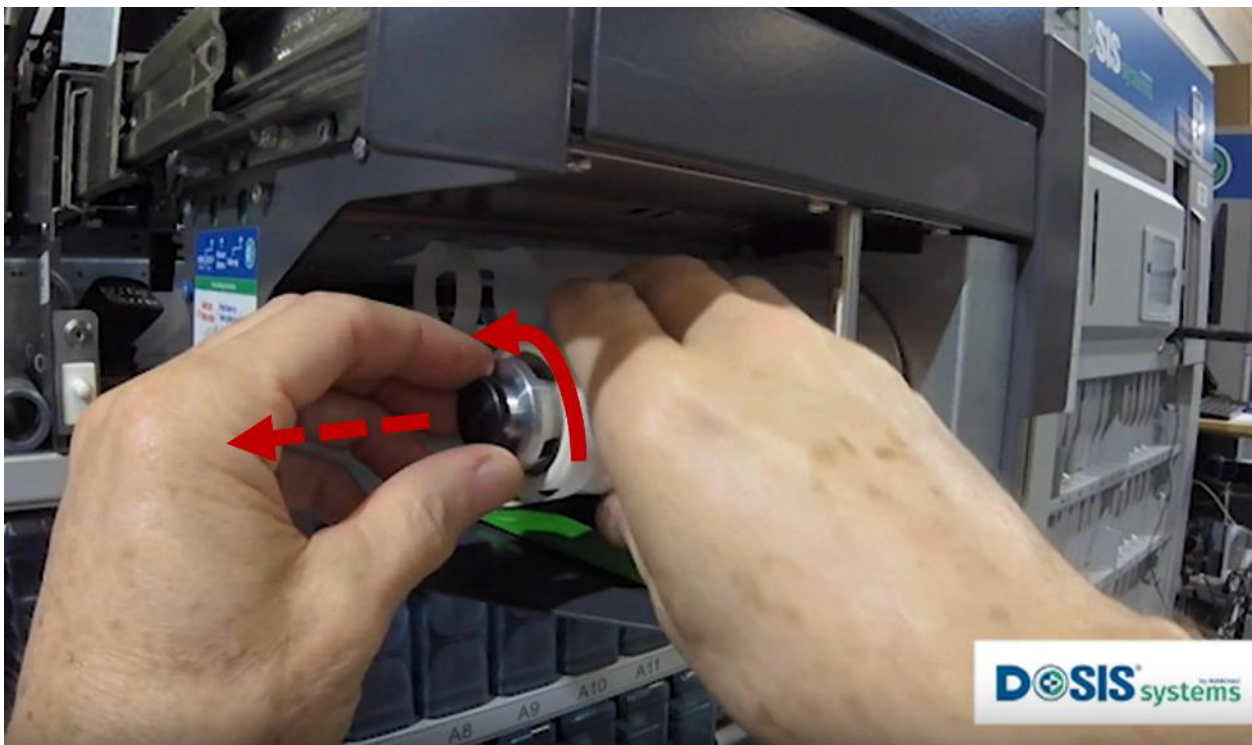
5. Press (Down and toward the Label Roll) and Hold the printhead lift bar.



6. Spin the label supply to rewind any unused labels.



7. Remove the label supply spindle and unused labels.



8. Unscrew and remove the take-up end cap (mandrel).



9. Remove the take-up core from the spindle.
10. The printer is now ready for cleaning.

Label Printer – Cleaning:

NOTE – We recommend that the printer be cleaned each time you need to load a new roll of labels. This will only take a couple minutes if it is done regularly instead of hours of downtime later on if left dirty until problems occur. A few minutes now, WILL save you hours later.

Cleaning Tips and Tricks:

- ONLY clean the printer with 70-90% Isopropyl Alcohol.
- A clean lint free cloth works best. Paper towels tear and leave debris behind.
- Use a clean section of the cloth each time you change areas or more often if the area is dirty. Adhesive on the cloth will transfer to the printer if a dirty section of cloth is used to clean.
- **The Tissue Test** (How to tell if your platen roller is clean):
 - Press a tissue onto the platen roller with your fingers.



- Peel the tissue off of the platen roller.
- Rotate the platen roller using the black gear to expose the next section of the roller.
- Repeat the first 3 steps until you have cover the entire platen roller.
- Places that have tissue stuck to them still need cleaning.
- Example – Dirty Platen Roller



- Example – Still Dirty



- Example – Clean Platen Roller



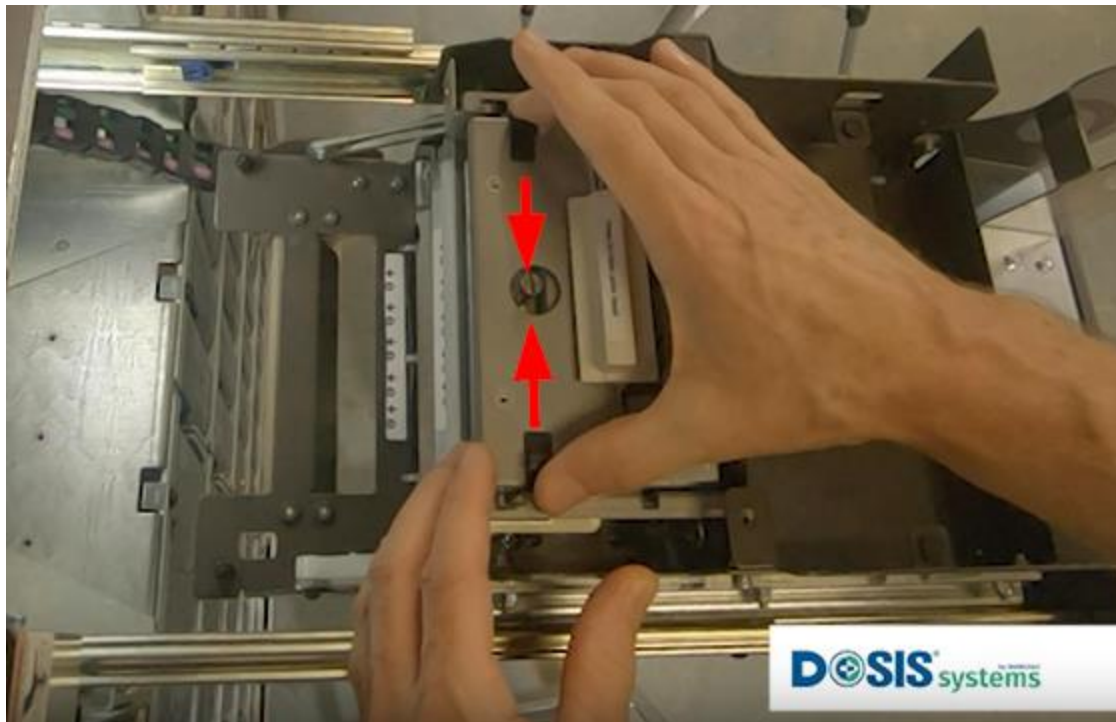
- Labels stuck to rollers or other parts of the printer should be removed by hand if possible. A plastic scraper (which can be purchased at most paint and hardware stores) can be used to scrape labels off of the printer. **NEVER** use metal or other hard materials to clean the printer.
- Stubborn adhesive that cannot be removed with alcohol, may come off with Uni-Solve or Goo Gone Citrus Adhesive Remover. Wet a clean lint free cloth with cleaner and wipe off adhesive build-up. **WARNING:** If Uni-Solve or Goo Gone is used to remove adhesive, you **MUST** follow up by cleaning all the surfaces with Isopropyl Alcohol to remove the residue left behind by these cleaners. Failure to remove residue from these cleaners **WILL** cause damage to the machine. Always follow the safety precautions on the cleaner manufacturer's label.
- **WARNING:** Do Not use spray cleaners anywhere inside the tower. Overspray on nearby components can cause damage to the tower.



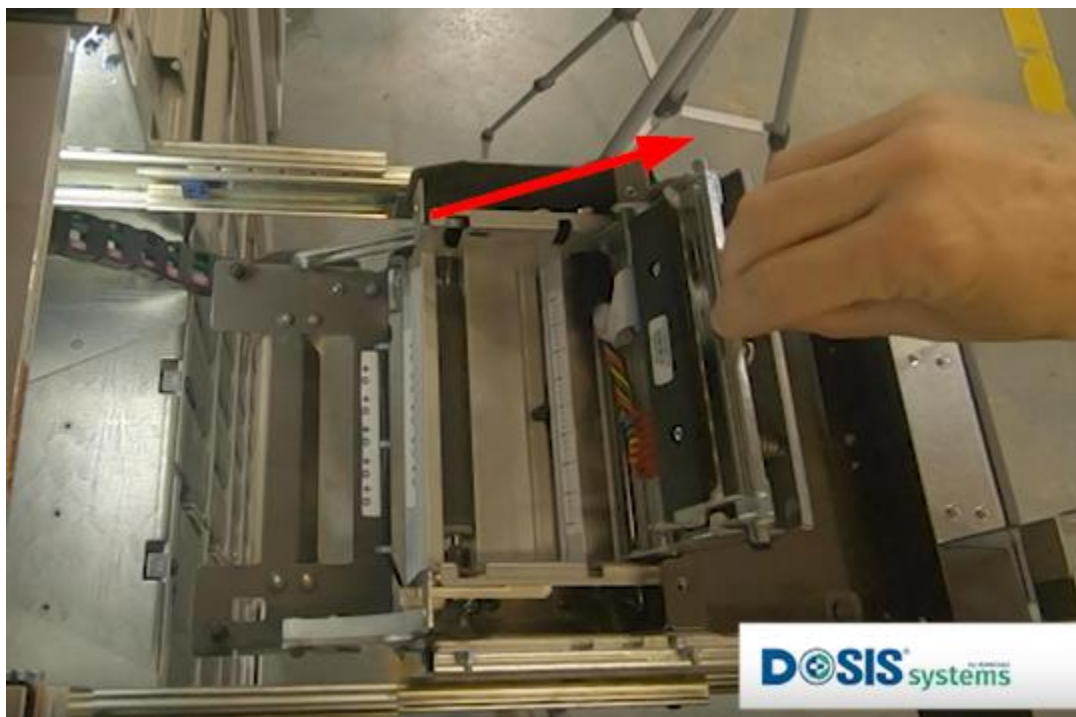
1. Remove the 2 thumb screws holding the printer cover on.



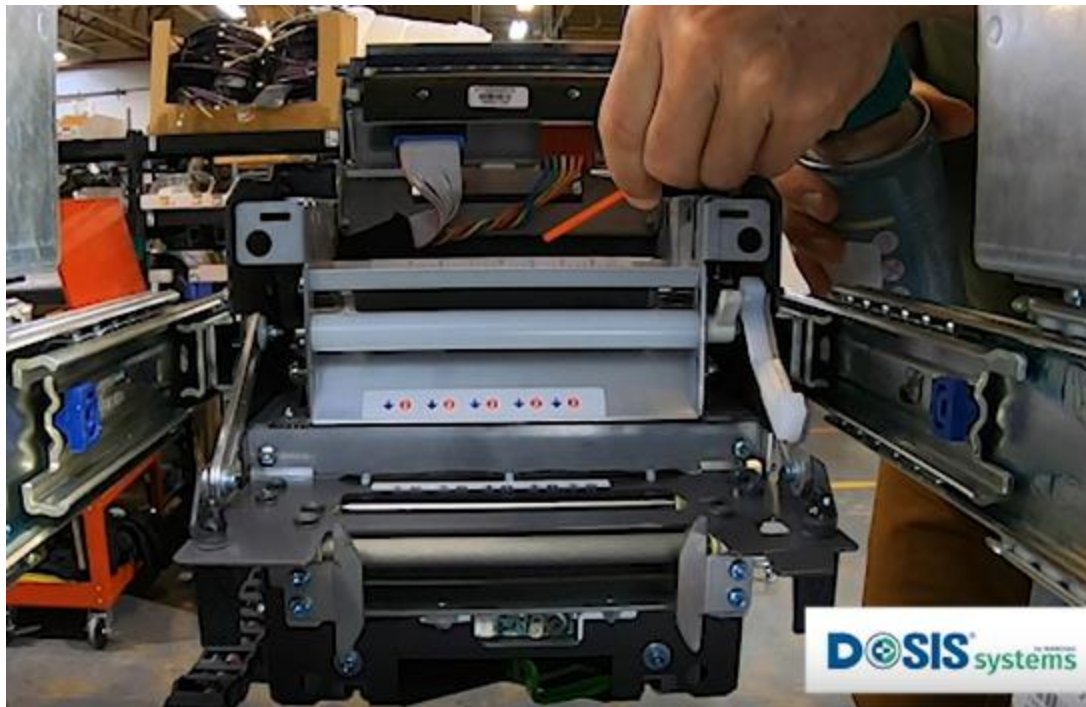
2. Remove the printer cover by lifting up on the edge on the label supply side.



3. Unlock the printhead by squeezing the 2 latches in toward one another.

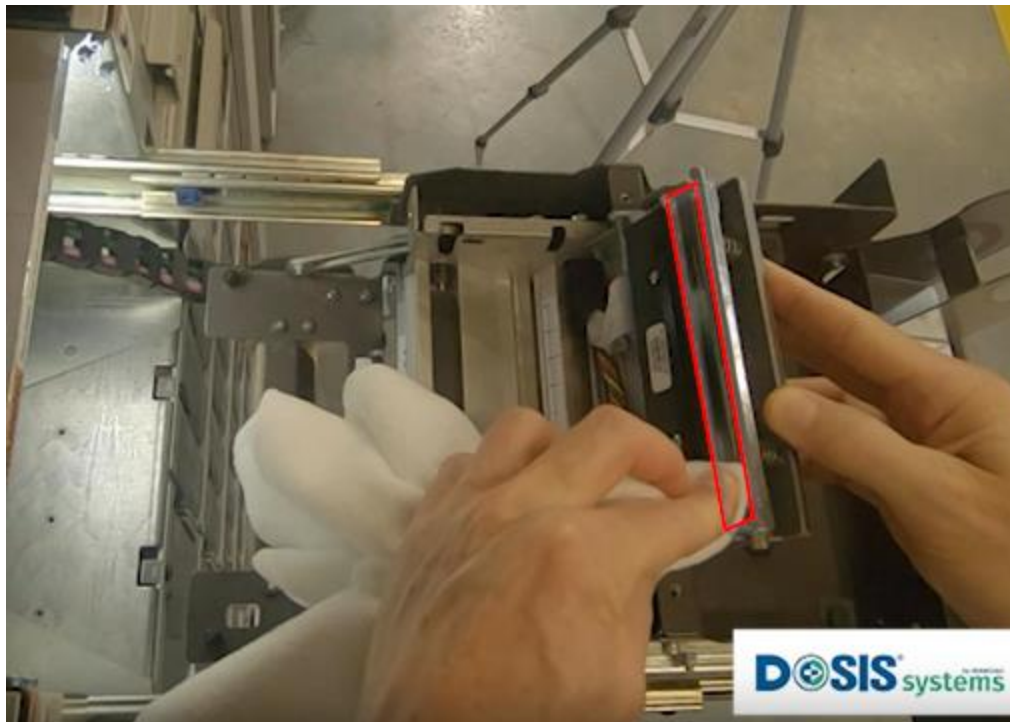


4. Rotate the printhead up until it stops.

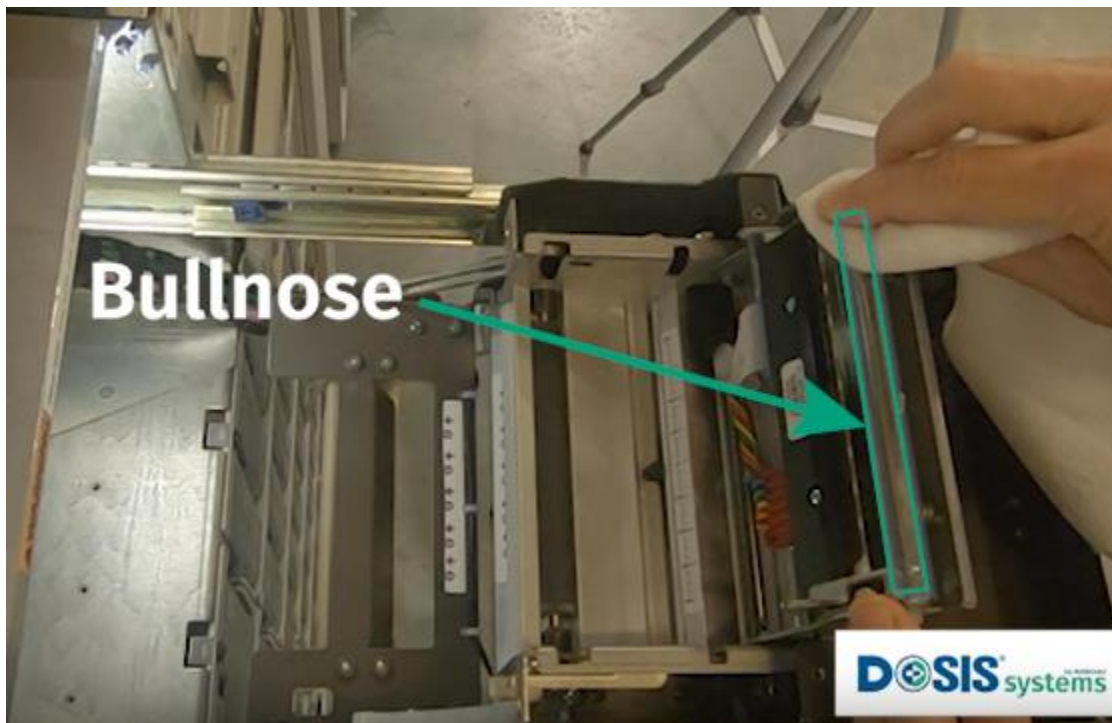


5. Blow any loose debris out of the printer using a can of compressed air.

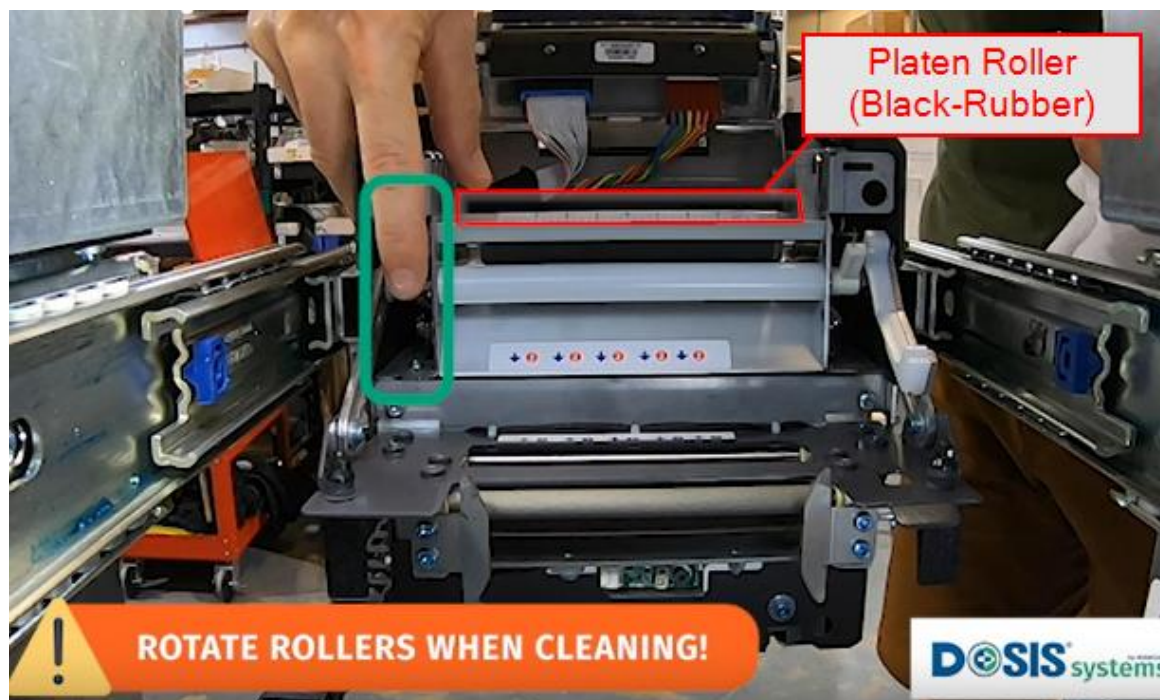
NOTE: The following steps show the most critical areas of the printer that should be cleaned every time you change labels for trouble-free performance. However, if you see adhesive, labels or other debris anywhere along the label path, you should clean it off.



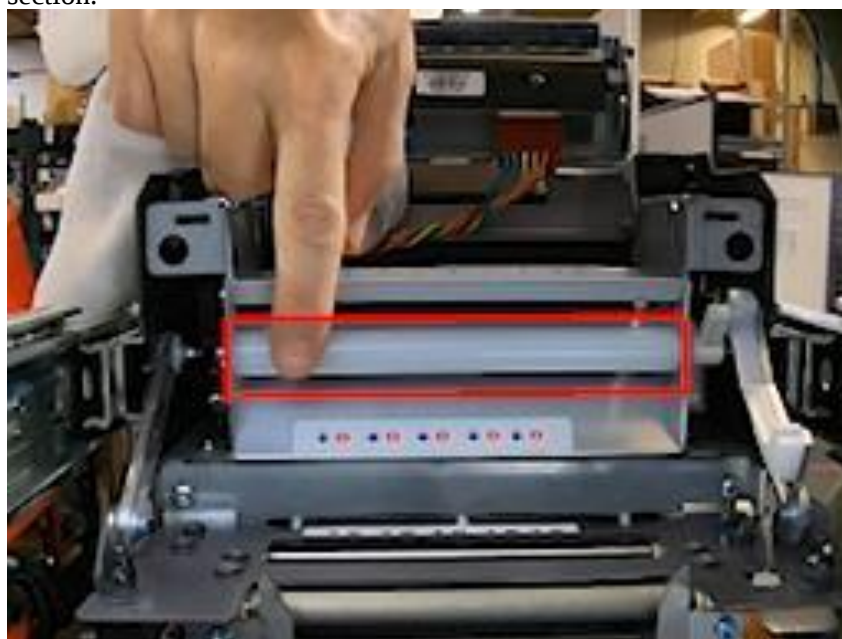
6. Using a lint free cloth wet with (70%-90%) Isopropyl Alcohol, wipe the printhead. NOTE: Ink and adhesive may not be visible on the printhead.



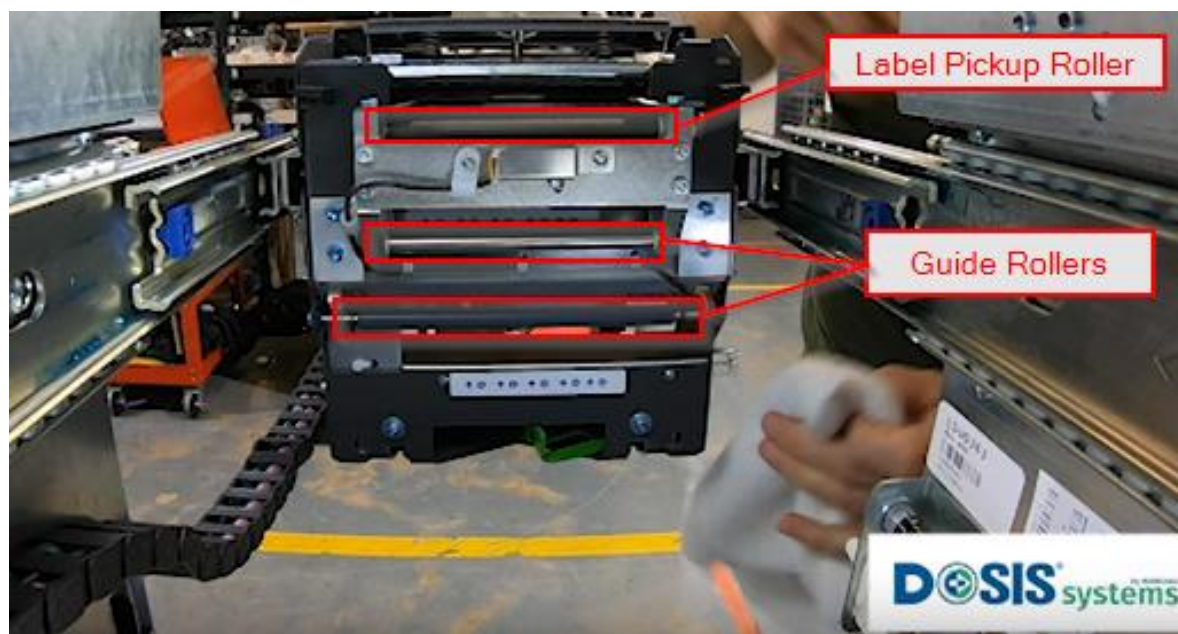
7. Using a clean section of cloth wet with alcohol, clean the bullnose located above the printhead. REMINDER: Rotate to a clean section of cloth often to improve the quality of cleaning.



8. Clean the platen roller (black rubber). Use the black gear (green box in photo) to rotate the platen roller so that the complete surface can be cleaned. NOTE: If you are experiencing printer issues, this is a good time to perform the “Tissue Test” described in the Tips and Tricks section at the beginning of the cleaning section.

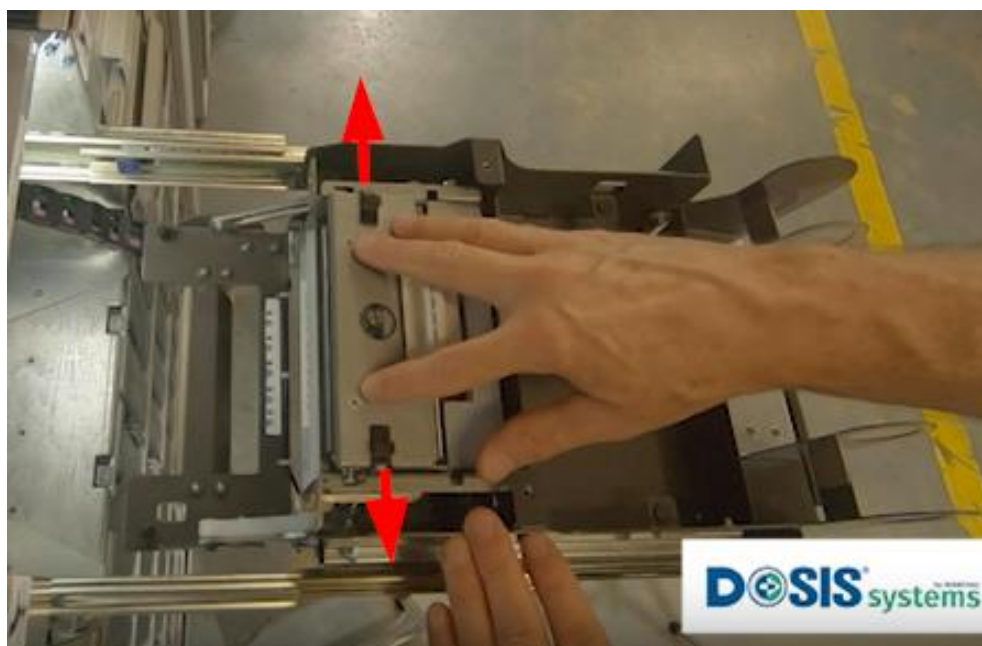


9. Clean the white plastic pinch roller. Spin the roller with your finger to clean the complete surface. NOTE: Adhesive build-up is similar in color to this roller and may not be visible. See “Troubleshooting” section at the beginning of this document for example photos.

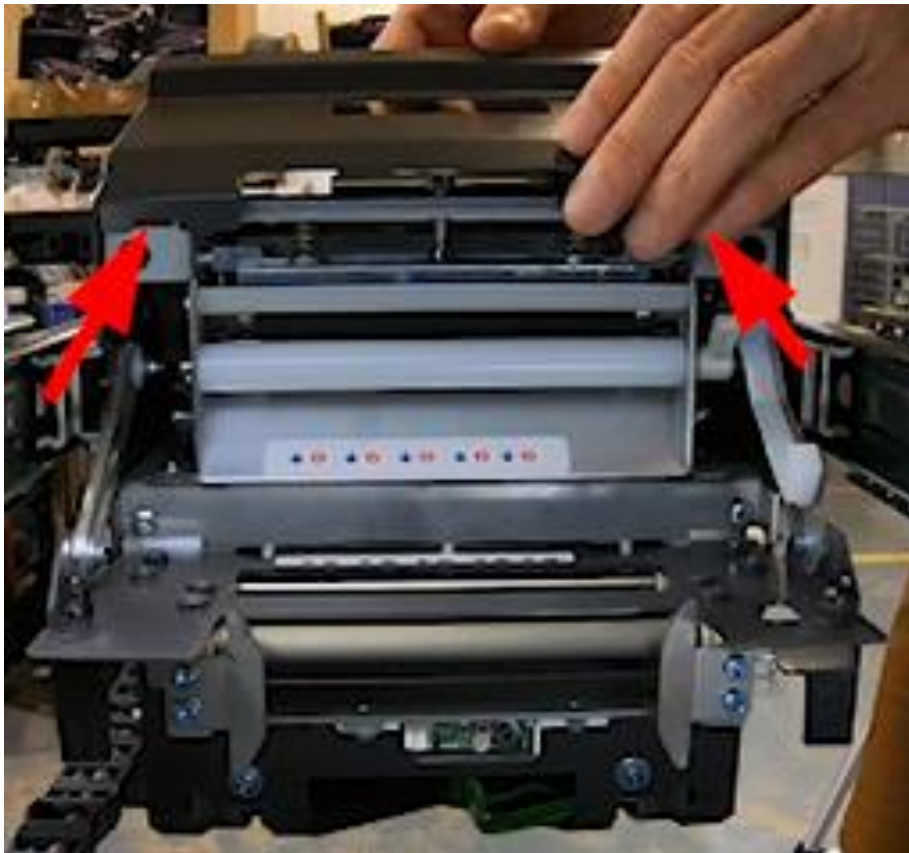


10. Lift the printer door and clean the label pickup roller and lower guide rollers. Remember to rotate the rollers and clean the entire surface. REMINDER: Rotate to a clean section of cloth often to improve the quality of cleaning. Lower the printer door back down.

.WARNING: If Uni-Solve or Goo Gone was used to remove adhesive, you MUST follow up by cleaning all the surfaces with Isopropyl Alcohol to remove the residue left behind by these cleaners. Failure to remove residue from these cleaners WILL cause damage to the machine.



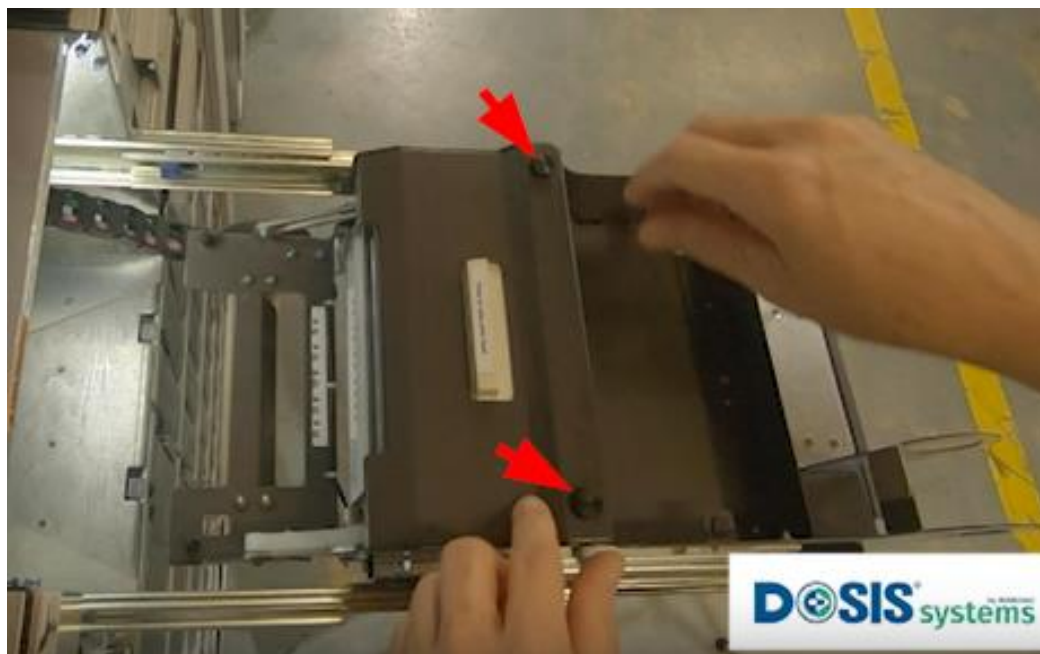
11. Gently rotate the printhead down and press down on it until you hear a click and both latches pop outward into their LOCKED position.



12. Insert the tabs on the printer cover into the slots on the printer.



13. Rotate the printer cover downward toward the label supply area.

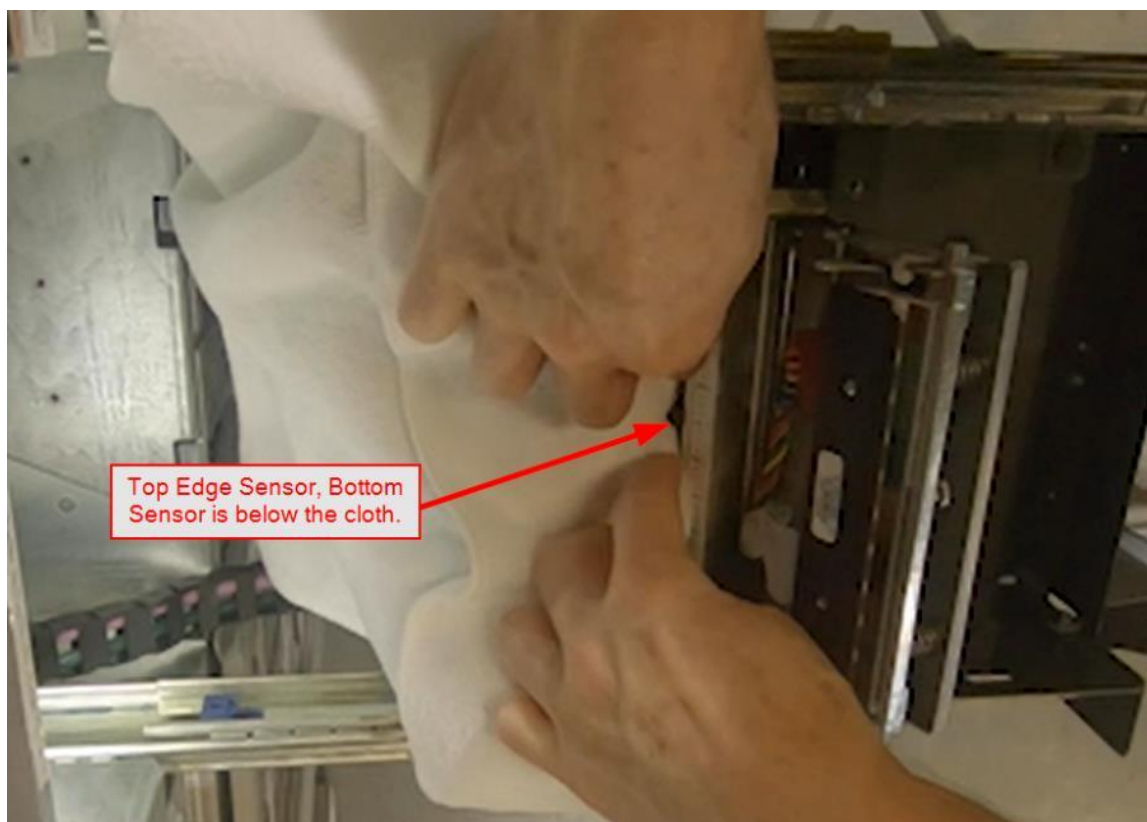


14. Install the 2 thumb screws to secure the printer cover in place. DO NOT over tighten the thumb screws. Snug is good enough, anything tighter just makes them difficult to remove.

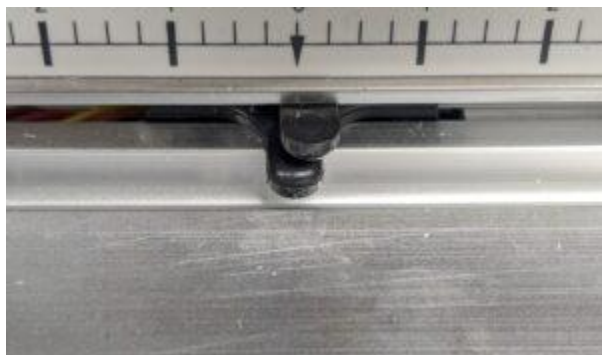


15. Clean the printer inlet guides.
16. The printer is now ready to install a fresh roll of labels.

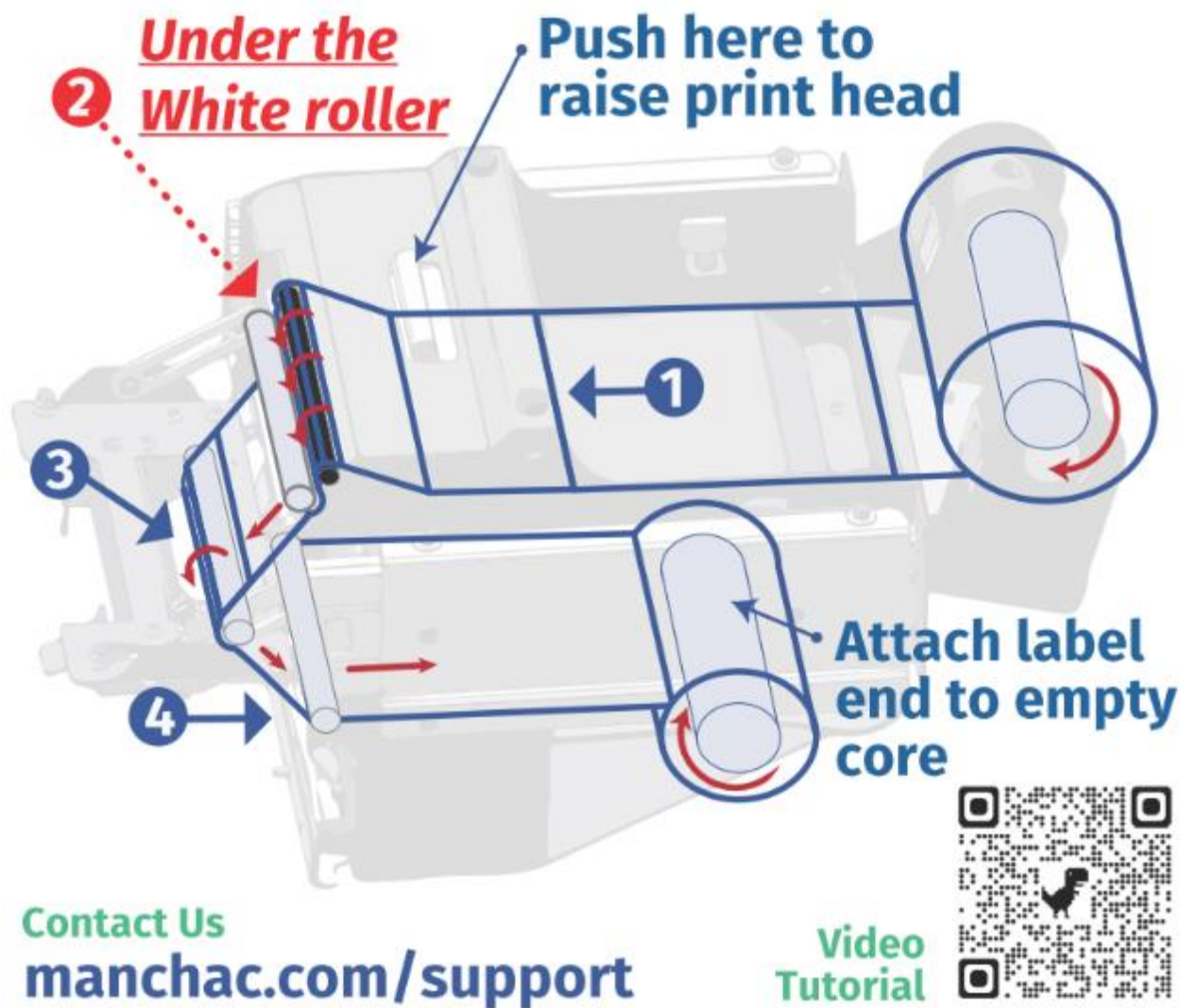
Edge Detection Sensor Cleaning – This should not need to be done on a regular basis, but may be needed if labels peel off inside of the printer. Fold a clean lint free cloth in half and wet the middle of the fold with alcohol. Gently slide the the wet section of the cloth between the upper and lower sensors and work back and forth to remove debris from the sensors. Repeat with a clean section of cloth as needed until clean.



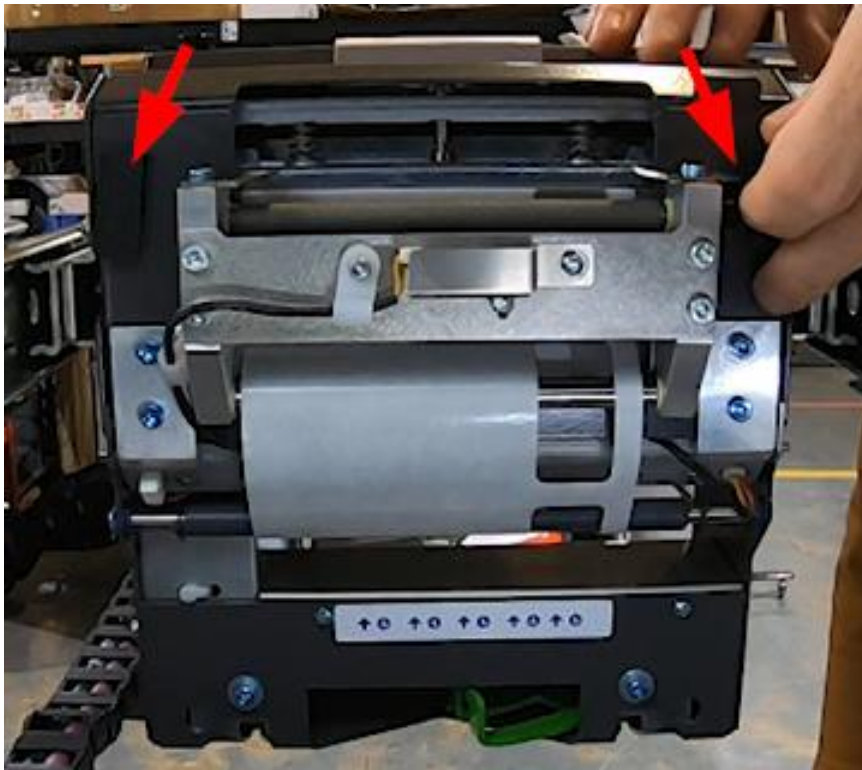
NOTE: The sensors should be directly over one another and centered on the arrow on the scale. It is possible that this alignment could shift during cleaning. If it does, gently push the sensor that is out of alignment with your finger to position it directly over/under the other sensor. The picture below shows a sensor which is out of alignment. The lower sensor is centered on the arrow, and the upper needs to be moved to the left.



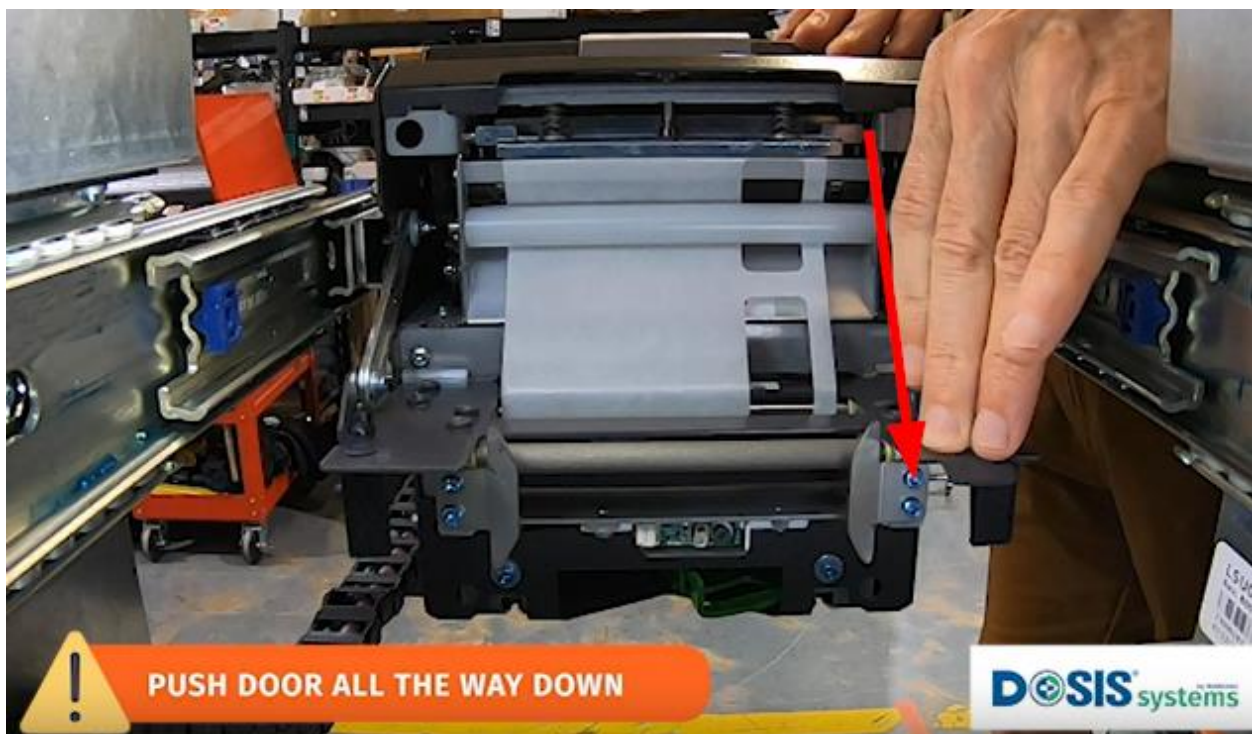
Label Printer – Loading Labels:



ABOVE: The Label Loading Quick Reference Diagram is located on the printer left side. There are numbers throughout the printer to help remind you how to route the labels.



1. Unlatch printer door.



2. Open the printer door until it stops. Remove any existing labels and liner and clean the printer as detailed in the sections above before proceeding.

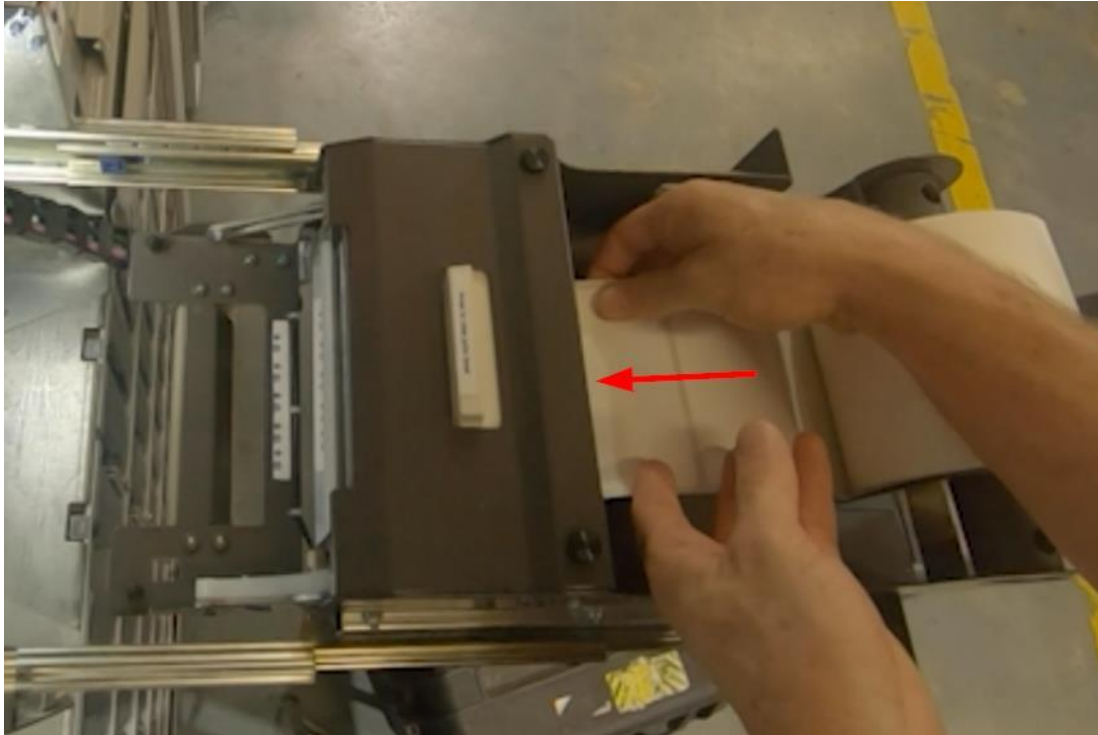


3. Carefully slice the tape on a new roll of labels with a knife. Use light pressure so you don't cut the labels.

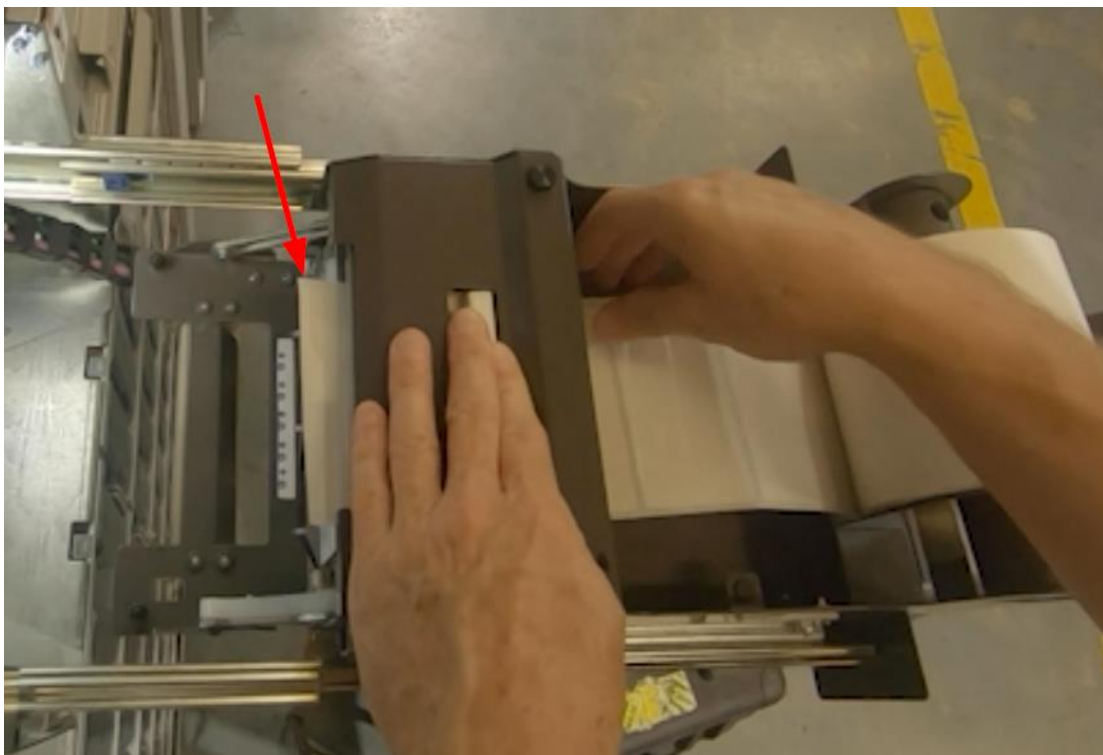


4. Orient the roll so that the labels are face up when the roll unwinds. Hold the roll in the label supply bracket and insert the supply spindle.

NOTE – If the end of the label roll is torn, bent or damaged, cut the roll back to create a crisp straight edge. This will make it much easier to load.



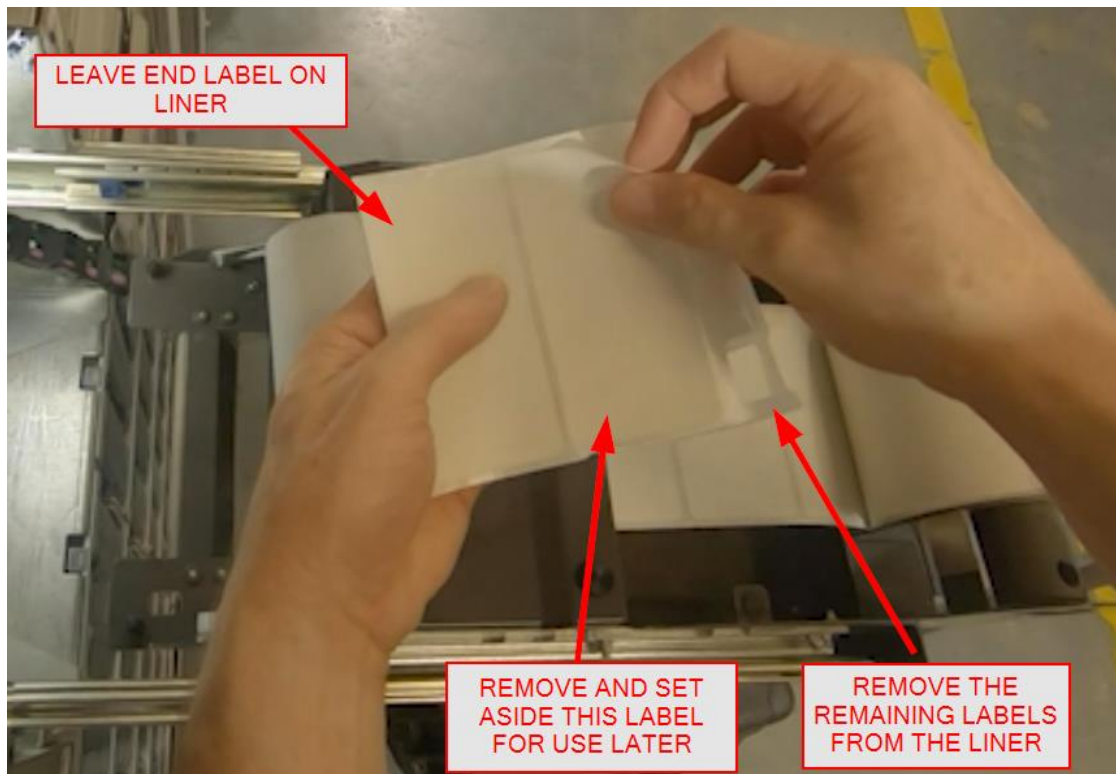
5. Grab the end of the label roll and gently push it into the printer entrance (marked “1”) until the labels meet resistance.



6. Push down on the printhead lift bar and continue to push labels into the printer until a label pops out of the other side.



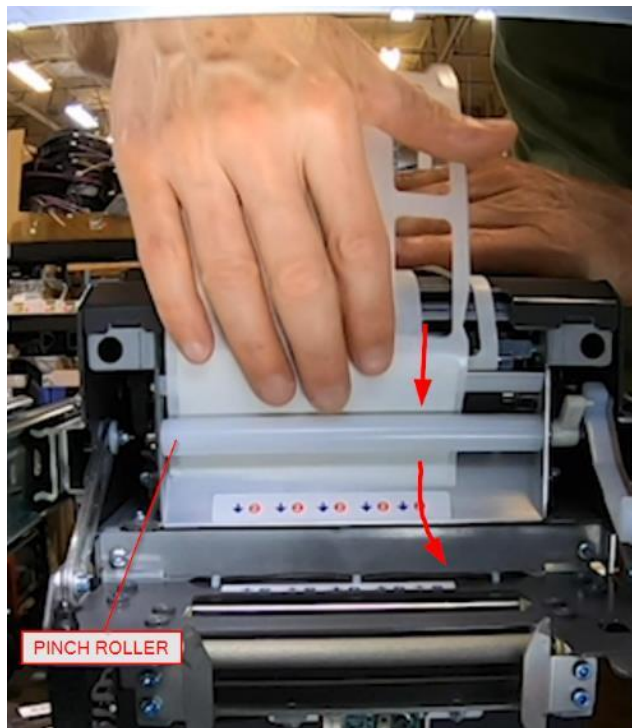
7. While holding down the printhead lift bar, pull 6-8 complete labels through the printer.



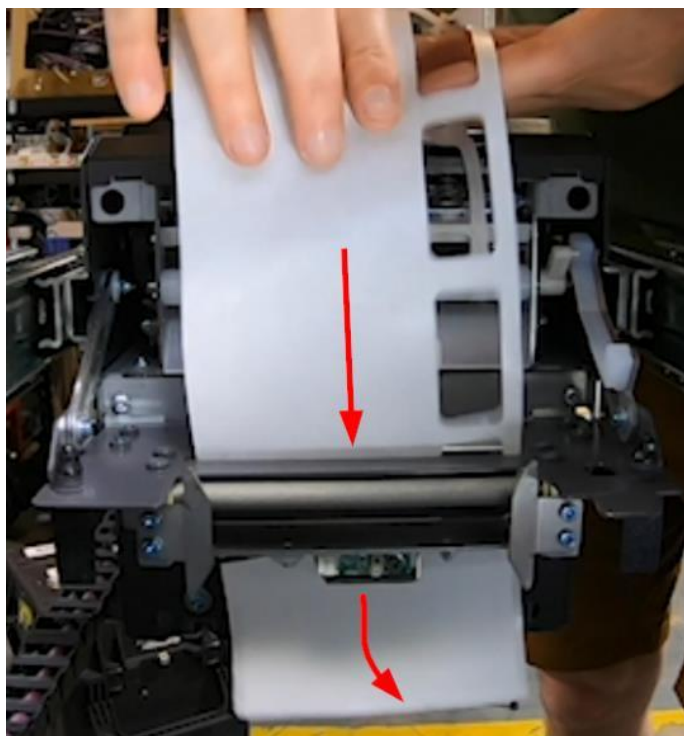
8. Remove all but the 2 labels at the roll end from the liner. Remove the next-to-last label from the liner and set it aside to use later. Leave the label on the very end of the liner on. This will help route the material through the printer.



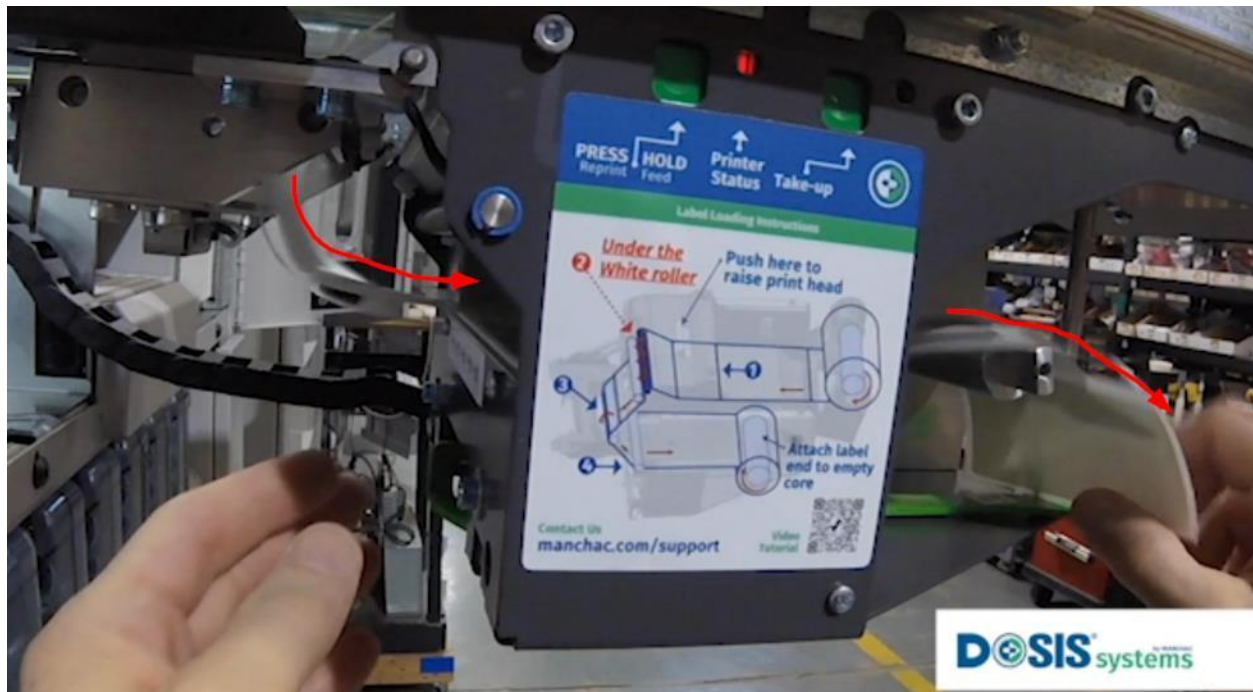
9. While holding down the printhead lift bar, position the edge of the label that is still under the printhead such that the edge is parallel to the printhead. This will ensure the label is aligned correctly in the printer.



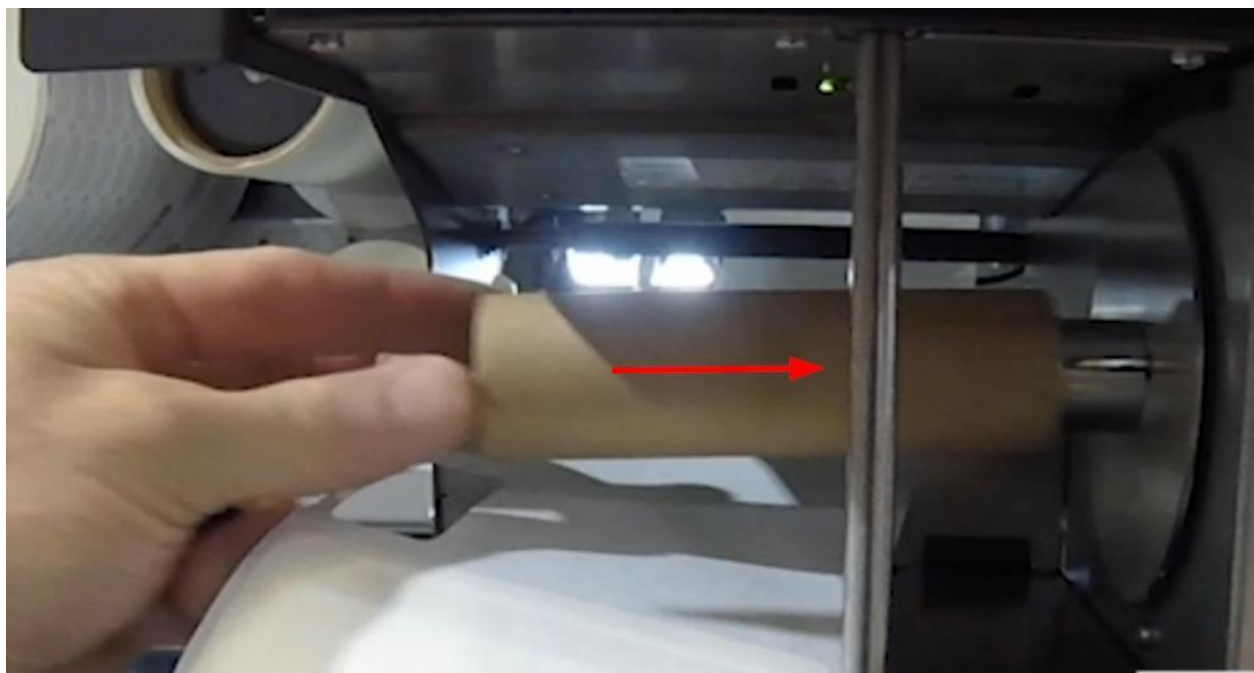
10. Push the labels behind the top side of the white pinch roller until it exits the area marked “2”.



11. Pull all of the label liner through the pinch roller, then pass it through the opening in the printer door mark “3”.



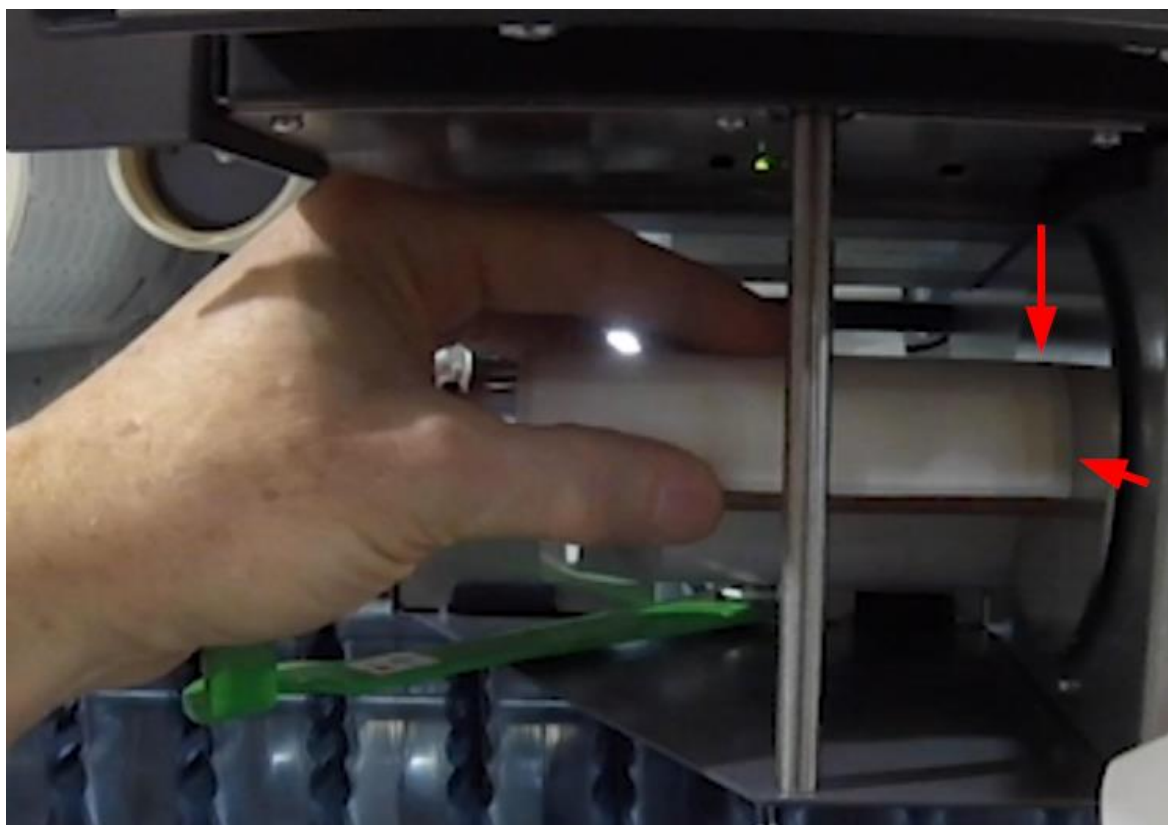
12. Finally route the label under the gray plastic guide roller through the opening marked “4” and to the take-up.



13. Load a new core onto the take-up spindle. Push it onto the teeth about 1/4 inch. This will make the next step easier.



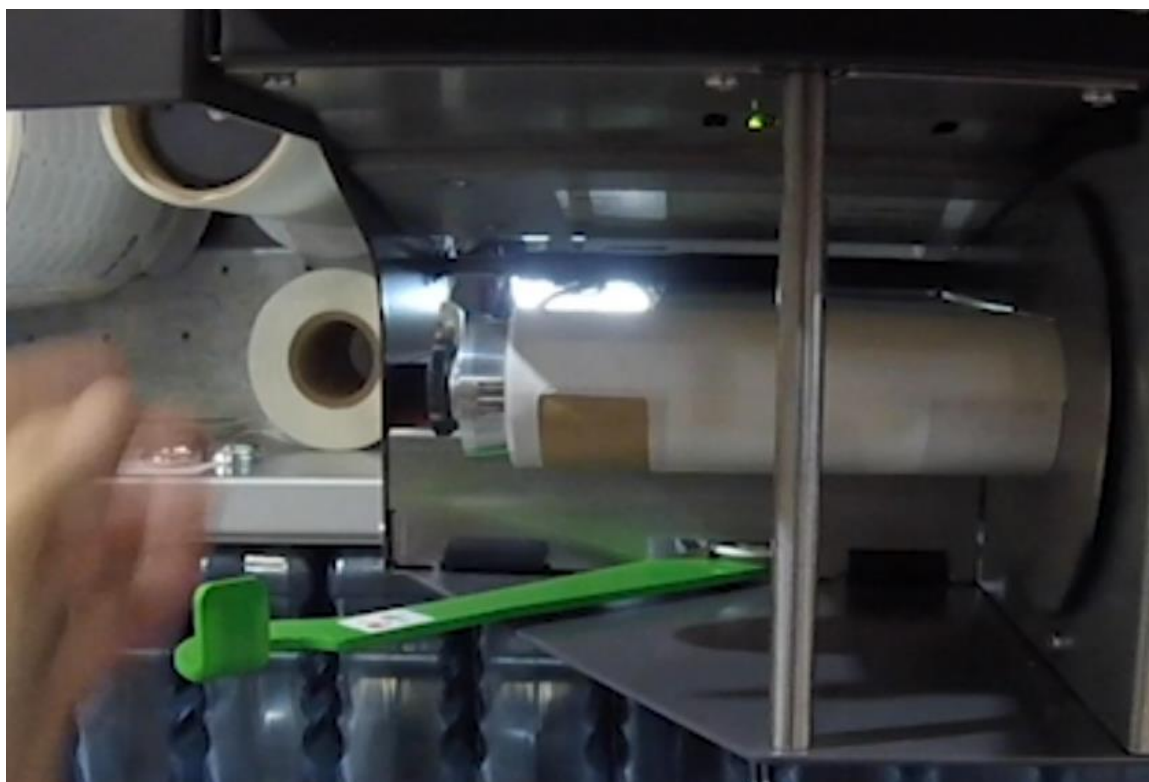
14. Install the take-up spindle end cap by aligning the flats in the cap with the spindle. Tighten the end cap thumb screw until the gap between the core and the spindle flange closes. Then give it another 1/4 to 1/2 turn.



15. Position the label liner on the take-up so the right edge is against the spindle flange. This will help the take-up to wind up straight and not create issues.



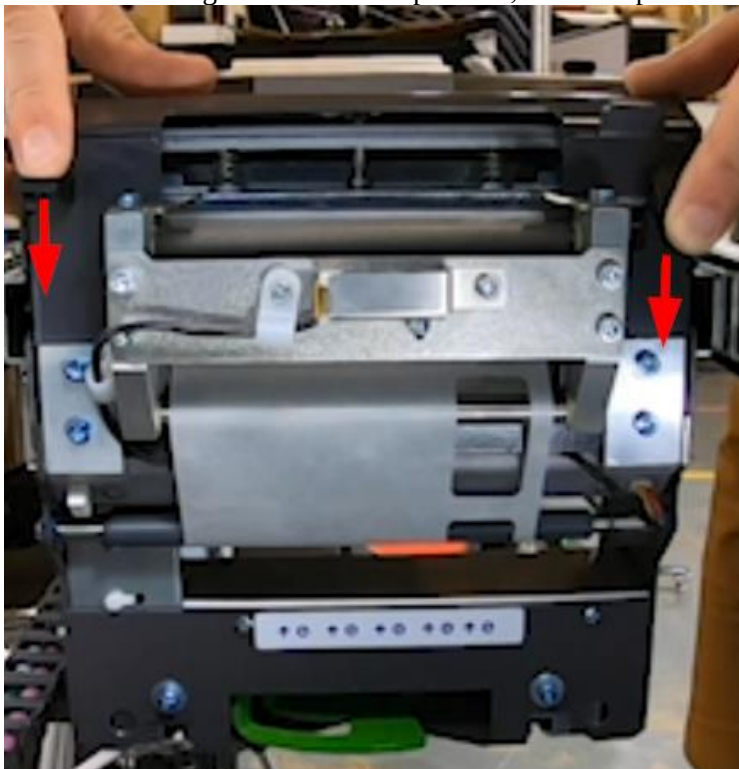
16. Secure the label liner to the take-up with the label that was set aside earlier. Alternately, the label could be placed onto the liner at the beginning of the previous step. Try both and see what works best for you.



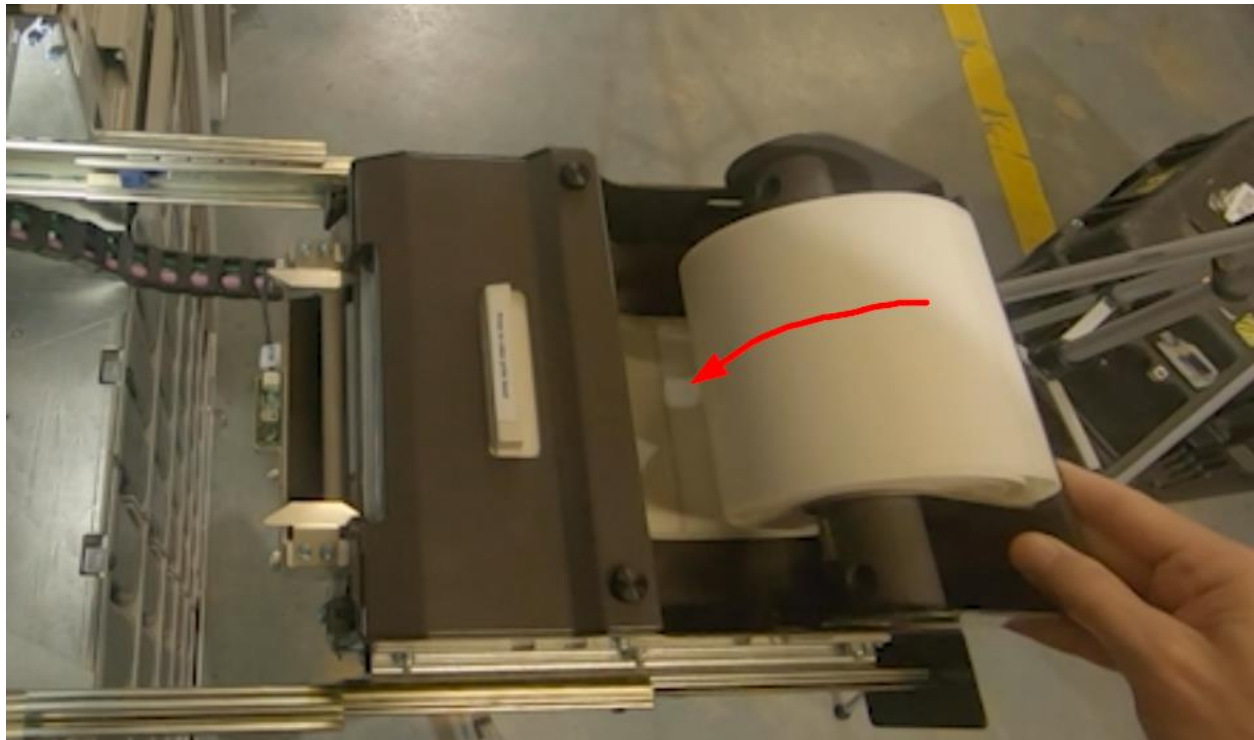
17. Press the take-up button on the side of the printer until all of the excess liner is reeled in tight.



18. While holding down the take-up button, close the printer door.



19. Close both printer door latches by pushing down on the tabs.



20. Rotate the label supply into the printer.



21. At this stage, if the printer status light is not green, press and release the “Reprint” button to clear the status. Once the status light is green, press and release the “Reprint” button to print a test label to get the printer to align printing. Remove the printed label from the printer. Press and release the “Reprint” button once more to confirm good print alignment.

MANCAHC Best Practice Tip – It is always a good idea to hit the “Reprint” button after clearing any printer error to test the printer function before returning the printer to service.



22. Push the printer module back into the tower.



23. Latch the printer module into the tower by moving the printer lock lever to the left until it clicks into place.