

THERMOCODE DIAGNOSTICS SHEET 1

FAULT	DESCRIPTION	REMEDY / ACTION
1	No Power to Printer/ No Voltage to Power supply	<ol style="list-style-type: none"> 1. Check Mains fuses in Plug and Power Supply. 2. Check Voltage is at source. 3. Check the 24Volt fuses in Power Supply. 4. Check all Electrical connections are correct.
2	Cassette Removed / Ribbon Broken or Loose	<ol style="list-style-type: none"> 1. Replace Cassette 2. Check Cassette Band Brake Tension 3. Replace or Repair Thermal Ribbon
3	Low Foil Warning	<ol style="list-style-type: none"> 1. Replace Thermal Ribbon on Cassette and press reset Black Button below LED's.
4	Print Quantity Reached / No format Loaded after programming the machine	<ol style="list-style-type: none"> 1. Load a New Format 2. Send a new Quantity Amount
5	Format Loading / No Format Loaded	<ol style="list-style-type: none"> 1. Wait for a few minutes to see if a format is loading. 2. Load a New Format.
6	No font Loaded to Printer for Format requirement	<ol style="list-style-type: none"> 1. Load the correct Font to the printer and load Format again. 2. Load a different format that has printer Fonts. 3. Check which Fonts have been loaded to printer, by making a Status printout.
7	Format Co-ordinates not correct for Print Area	<ol style="list-style-type: none"> 1. Check each Format field line for errors. 2. Reload
8	Format Loaded, awaiting Print Signal	<ol style="list-style-type: none"> 1. Normal Condition
9	Linear Home Sensor "A" not registering or Faulty	<ol style="list-style-type: none"> 1. Check Belt is not broken and tensioned correctly. 2. Check Linear Motor has power applied. 3. Check debris is not stopping full movement linearly. 4. Check Wire crimps and connections. 5. Check indication on LED bar. 6. Replace Sensor assembly
10	Linear Home Sensor "B" not registering or Faulty	<ol style="list-style-type: none"> 1. Check Belt is not broken and tensioned correctly. 2. Check Linear Motor has power applied. 3. Check debris is not stopping full movement linearly. 4. Check Wire crimps and connections. 5. Check indication on LED bar. 3. Replace Sensor assembly.
11	Pressure Switch Faulty, whilst trying to Print	<ol style="list-style-type: none"> 1. Check the Mounting Frame is not open. 2. Check the 2.5mm gap between Printer and Print Base. 3. Check Adjustment of Pressure sensor Screw. 4. Check Sensor Assembly has not come loose. 5. Check wire crimps and connections. 6. Check Blue Ribbon cable is connected properly. 7. Check LED on sensor activates correctly. 8. Check Print Base Rubber is not damaged or missing. 9. Check Pressure setting within Format parameters.
12	Vertical Home Sensor Faulty	<ol style="list-style-type: none"> 1. Check Adjustment of Vertical sensor Screw. 2. Check Sensor Assembly has not come loose. 3. Check Wire Crimps and connections. 4. Check Blue Ribbon cable is connected properly. 5. Check LED on sensor activates correctly.
13	Pressure Switch Activated out of sequence	<ol style="list-style-type: none"> 1. Excessive Tension of Ribbon on Cassette. 2. Faulty Switch, replace 3. Check Blue Ribbon cable is connected..
14	Vertical Home Switch Activated out of Sequence	<ol style="list-style-type: none"> 1. Vertical Motor Disconnected, faulty. 2. Faulty Switch, replace
15	Printhead Temperature to High	<ol style="list-style-type: none"> 1.Excessive heat generated by Vertical Motor, due to wrong current settings in Power Supply.