

THERMOCODE DIAGNOSTICS SHEET 2

FAULT	DESCRIPTION	REMEDY / ACTION
16	Printhead Thermistor Fault Disconnected	<ol style="list-style-type: none"> 1. Check Blue Ribbon Cable is fitted correctly to Printhead and interconnect PCB. 2. Faulty Printhead, replace.
17	Processor Fault / Watchdog Failed.	<ol style="list-style-type: none"> 1. Check 5 Volt within the Printer and Power Supply is not low or irregular. 2. Re-program complete system. 3. Replace and re-program Processor and control circuit Boards.
18	Character Generator Failed.	<ol style="list-style-type: none"> 1. The Font loaded to printer is corrupted. 2. Characters being generated are too large for Memory. 3. Init and re-load fonts in Printer.
19	Font size wrong / incorrect	<ol style="list-style-type: none"> 1. Alter Font sizes in Text fields, to correct. 2. Load correct specified Bit Map font for Format.
20	Barcode Failed, characters or code unrecognized.	<ol style="list-style-type: none"> 1. Wrong characters in Barcode string. 2. Too many characters in Barcode string. 3. Barcode type not recognized.
21	Allocated Memory Fail	<ol style="list-style-type: none"> 1. Init Printer and re-load Software. 2. Replace Processor and Control Circuit Boards.
22	Printhead Linear Position incorrect	<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 the Home position has been programmed correctly. 5. Check Both home sensors are functioning correctly.

WARNING

If any of the faults occur, you should correct the error condition before continuing with production.

YELLOW LED FAULTS:-

Are generally programming errors, and must be corrected before allowing the Printer to continue Production operations. Ideally you will correct the programming errors and then re-load the Format to the Printer.

RED LED FAULTS:-

Are generally Mechanical or Electrical faults, these may be resolved by simply removing and then replacing the cassette. Ideally the fault will be rectified correctly before trying to continue Production.