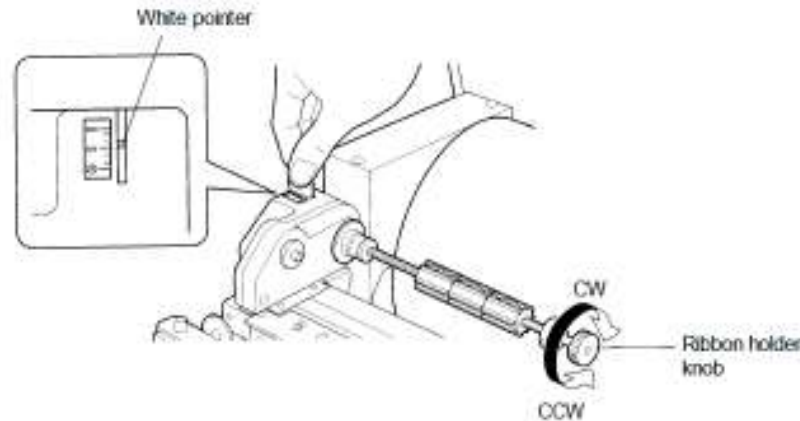


Poor print quality on your Citizen CLP8301 printer may be caused by the ribbon torsion and/or print-head pressure settings being incorrectly set* for the media you are using.

**May be the result of a change in materials and/or accumulated print-head wear and/or print-head (pressure) slippage.*

Ribbon Torsion

- Ribbon torsion is adjusted via an adjustable cog which is visible and can be accessed through a slot in the ribbon motor housing (see diagram below).



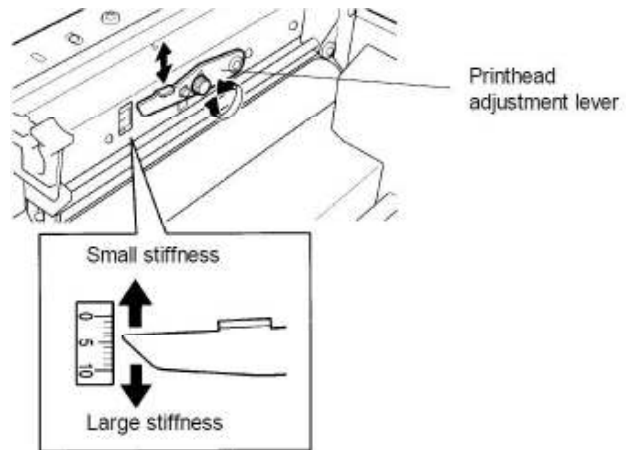
Correct Setting: For ribbons 4in wide or less, the optimum setting (measured against the scale on the housing) is 0. For ribbons 8in wide the optimum setting is 10. For other widths, the optimum setting will be at a point proportionately in between.

- To adjust:
 - Remove the ribbon from the printer, remove one bobbin from the ribbon, and place the empty bobbin on the rear drive gear of the printer motor.
 - Place a coin (50p or similar size works best) in the slot to lock the cog then turn the bobbin clockwise or anti-clockwise to adjust the setting. Whilst the cog is locked by the coin, turning the gear will cause it to travel left or right along the screw thread - clockwise moves the pointer in [lower number], whilst turning anti-clockwise moves the pointer out [higher number] - remove the coin occasionally to check progress.

Head Pressure

Adjusting the head pressure of the Citizen CLP8301 is easy and is achieved by means of a lever on the rear of the head assembly, therefore to adjust the head angle:

- Open the print head assembly.
- Completely remove the ribbon to expose the adjustment lever on the back of the assembly.

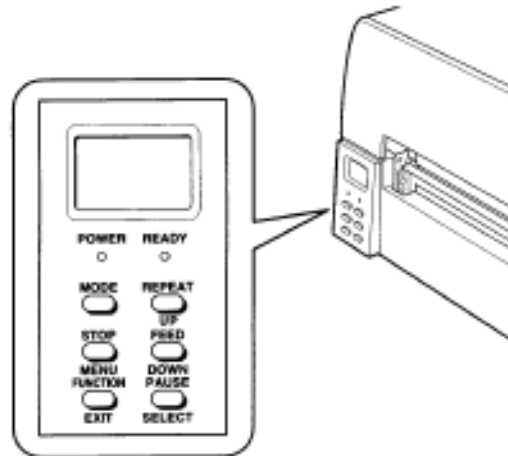


3. Make a note of the current setting (where the left point of the lever points to on the scale – see diagram above) in case you need to restore to the original setup.
4. Hold the small protruding tab and turn the locking screw anti-clockwise to release the lever (note that loosening the screw will release a spring so hold the tab firmly).
5. Move the lever up or down to the desired head angle then tighten the locking screw to hold in place, replace the ribbon and test print (See Appendix A).

NB: Setting the head to the correct angle may be a matter of trial and error. Make a note of the current setting (the number the lever is pointing to on the scale) then lower the lever (higher number on the scale) one point and test print. If the print quality worsens then move the lever back to its original position then one point up and test again. Continue to adjust in one point increments until the most effective setting is found.

Appendix A – Test Print

1. Ensure printer is fitted with a ribbon and loaded with labels, head assembly is closed and printer is switched on and in the “Ready” state.



2. Press the [Mode] button on the button panel on the front of the printer.
3. Press [Up] to cycle through the settings displayed until “Test Mode” is reached then press [Select].
4. Press [Up] to cycle through the settings displayed until “Print Pattern” is reached then press [Select].
5. Press [Up] to cycle through the settings displayed until “Pattern Sample” is reached then press [Select].
6. The printer will now print a standard test pattern sufficient to evaluate the print quality (NB: if you need to adjust the head angle further you can leave the printer in this mode whilst making further adjustments then just press [Select] to print a new test pattern).
7. When finished, press [Exit] repeatedly until “Ready” is reached on the display.