



The following table outlines some common problems encountered with thermal printers and the likely causes:

	Clean Head	Increase Head Temperature *1	Decrease Head Temperature	Check Sensor	Check Label/Ribbon Compatibility *2	Increase Head Pressure *1	Decrease Head Pressure	Adjust Torque	Check Feed *3
Poor Print Quality	◆	◆			◆	◆			
Print is too Faint	◆	◆			◆	◆			
Print is blurred	◆		◆		◆				
Grey smear on background			◆						
Ribbon Snapping	◆		◆					◆	
Ribbon Creasing	◆						◆	◆	
Striping on Print	◆								
Ribbon Dragging	◆		◆				◆		
Paper Jam	◆			◆					
Out of Paper				◆					◆
Label Dragging							◆		◆

NOTE that not all printers have the facility to adjust all of the settings mentioned above. Please check your printer manual for further information before attempting any adjustments.

If the above fails to resolve your problem contact Hibiscus PLC for further advice or to arrange an engineer.

*1 May shorten life of print head.

*2 The type of ribbon you are using may not be suitable for the material onto which you are printing. Refer to the Hibiscus datasheet on ribbon types.

*3 Check for feed obstruction, ie. flattened roll, roll unable to rotate freely etc.