

Issues with Ribbon Ripping and Text Wrinkling on Labels

Purpose

If you are experiencing issues with the ribbon ripping or print on the label wrinkling, follow the guide below for troubleshooting tips and best practices. For further assistance please call Scinomix Service at 314-298-9800 ext. 208

Who Should Use This Troubleshooting Guide?

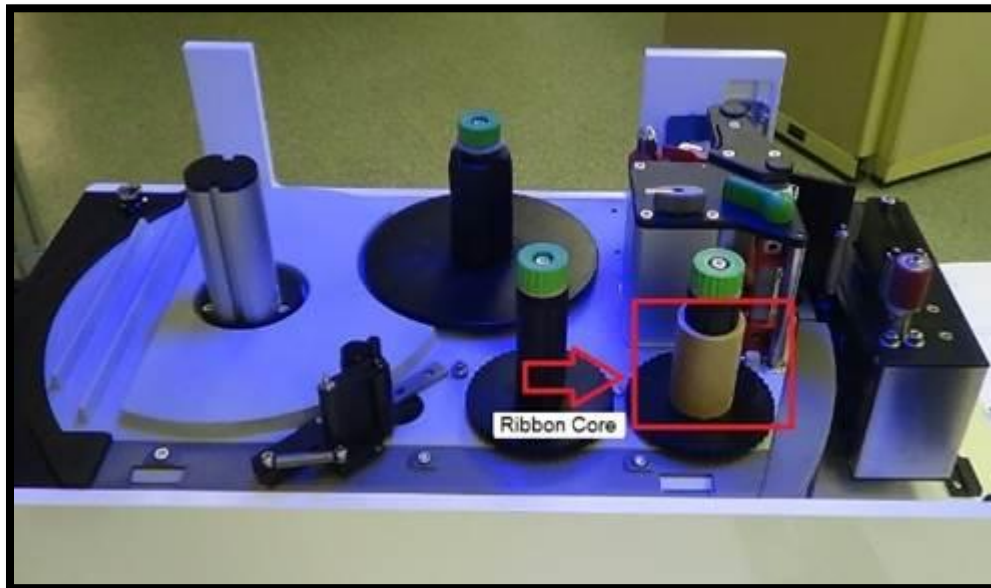
End user

Instructions

1. Make sure the ribbon is wound properly around the ribbon core
2. Make sure the ribbon tensioner is set correctly.

How to properly wrap ribbon around the ribbon core

1. The ribbon core is located behind the print assembly and toward the back of the machine.



2. Wrap the ribbon one time around the ribbon core and make sure that the bottom edge of the ribbon is touching the base of the core.



3. You want to make sure the ribbon is wrapped level around the ribbon core. Sometimes the ribbon drifts up on the ribbon core which can cause the ribbon to rip, or the print on the labels to wrinkle.

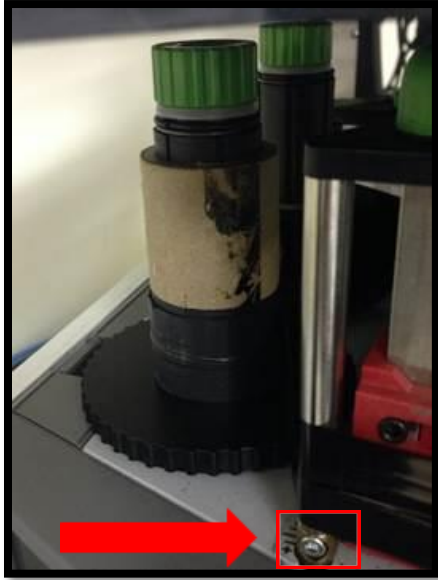
After you have checked and made sure that the ribbon is properly wound around the ribbon core, be sure to check that the ribbon tensioner is adjusted properly.

Adjusting the Ribbon Tensioner

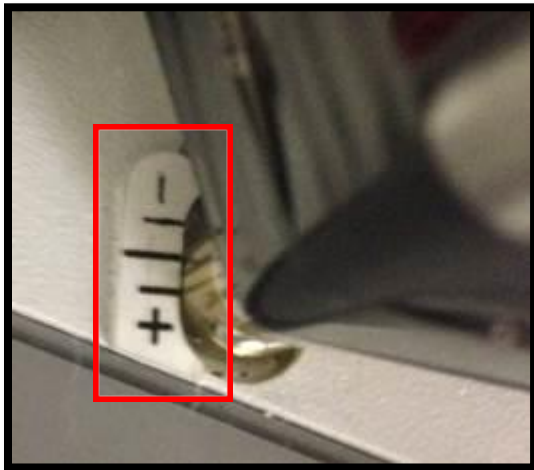
1. The ribbon tensioner is located on the print head assembly next to the ribbon



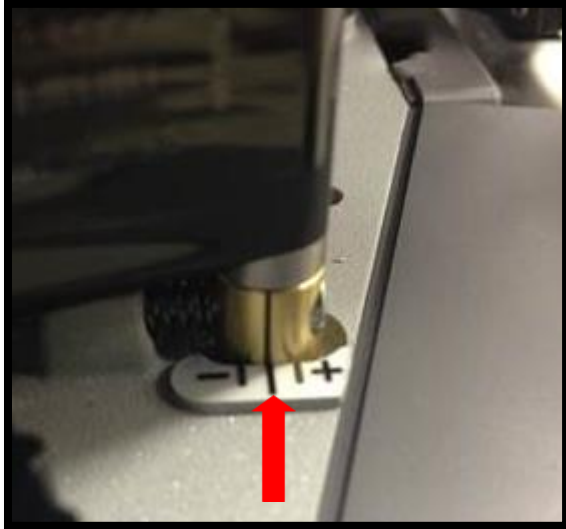
2. You will need to adjust the screw located at the brass base of the ribbon tensioner.



3. To adjust the tensioner, use a 2.5 mm Allen wrench.
4. At the base of the ribbon tensioner, you will see a plus sign and minus sign.



5. On the side of the tensioner, you will see a line that you should use to mark the correct location of the tensioner.

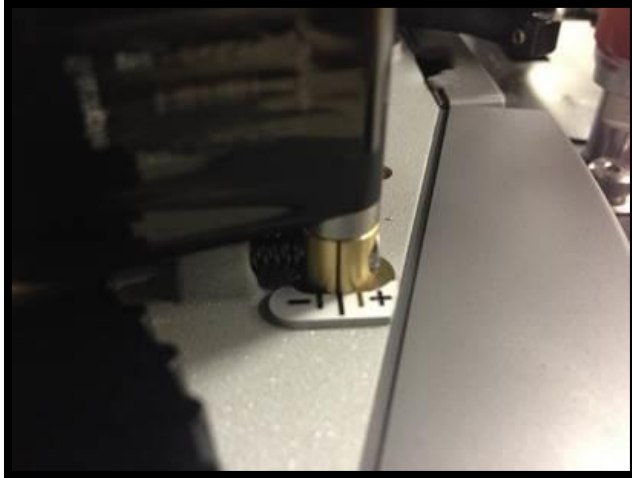


Note The ribbon tensioner on your machine is pre-set by a service technician to the correct location. However, if you are experiencing issues with the ribbon ripping or text on the label wrinkling, then it may need to be adjusted slightly. It is also important to note that there are many different types of ribbon used with our automated labelers, so the correct way to adjust the ribbon tensioner will vary depending on the type of ribbon you have. Below we have put together the proper way to adjust the tensioner for short ribbon and tall ribbon.

Note The ribbon shown in the images above is the standard ribbon ordered from Scinomix and is considered “short” ribbon. We would consider “tall” ribbon to be anything taller than 1 inch in height.

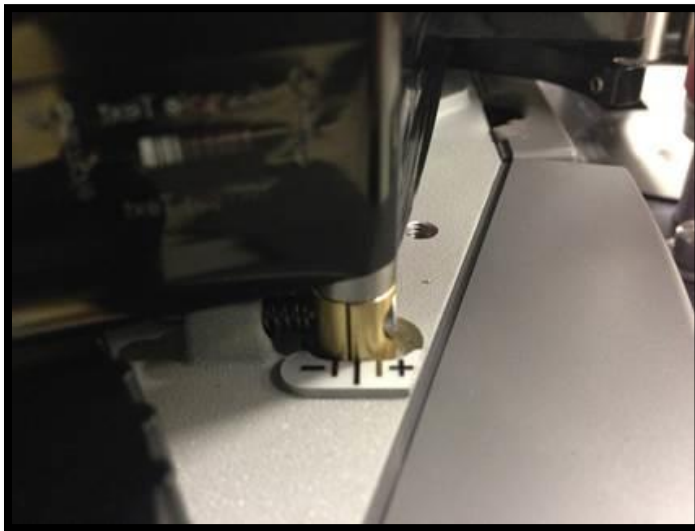
Adjusting the ribbon tensioner for tall ribbon

6. If you are working with tall ribbon, the line on the side of the tensioner should be set at the middle line. To move the tensioner back (toward the minus sign) rotate the screw clockwise using the 2.5 mm Allen wrench. To move the tensioner forward (toward the plus sign) rotate the screw counterclockwise.



Adjusting the ribbon tensioner for short ribbon

7. If you are working with shorter ribbon, the line on the side of the ribbon tensioner should be adjusted about $\frac{1}{2}$ millimeter behind the middle line, toward the minus sign. Turn the screw clockwise to move it toward the minus sign.



Version Number	Change	Date Effective	Approved by:
A	New	8/2015	

TS-1023
8/26/2015

Scinomix, Inc.