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Purpose

If you are experiencing issues with the ribbon ripping or diagonal white lines through print on the label (ribbon wrinkles), follow the guide below for troubleshooting tips and best practices.

Required Material and Equipment

- 2mm Allen wrench

Intended Audience

Scinomix End User

Intended Audience

Field Service Representative from Scinomix or approved vendors.

Prerequisites

N/A

Procedure

1. **Ribbon Core.** Make sure the ribbon core is tightened against the bottom of the ribbon take-up reel.

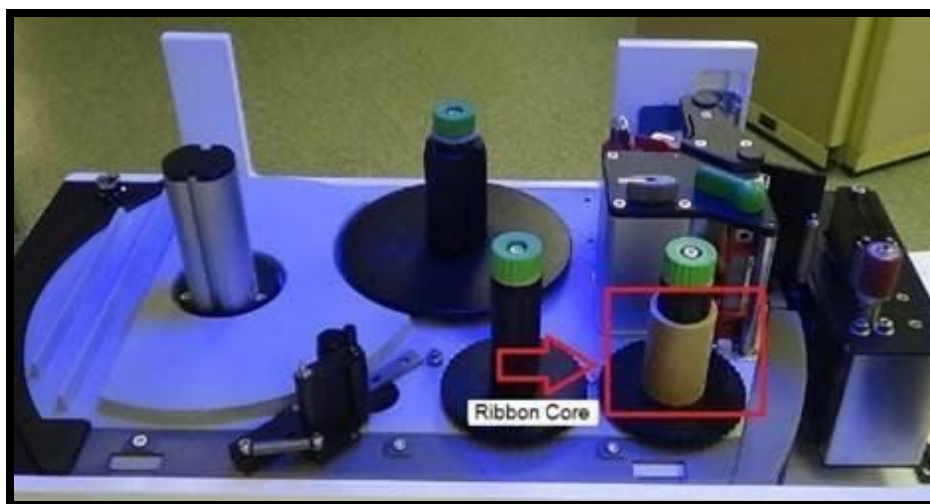


Figure 1. (View from rear of instrument)

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2. **Ribbon Attached to Core at Bottom.** Confirm the ribbon is wrapped around the ribbon core (counter-clockwise).
 - a. Make sure that the bottom edge of the ribbon is touching the bottom of the core,
 - b. doesn't drift up when winding,
 - c. and has no folds/wrinkles.



Figure 2.

3. **Check/Adjust Ribbon Tension Bar.** Use a 2.5mm Allen wrench to adjust the set screw in the base of the ribbon tension bar.
 - a. The +/- graduations and the line on the base of the ribbon tension bar are used to determine relative position.
 - b. Typically the bar is set between the center line and the ¼+ line for ribbon ~1.5" tall (ex. PN 2000-464).
 - c. The set point may need to be optimized for other ribbon types (ex. PN 2000-184).



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Figure 3.

4. **Check/Adjust Top and Bottom Guide Pin Tension.** The core of the guide pins is adjustable and affects how much tension each pin puts on the print head.
 - a. Use a 2.5mm Allen wrench to loosen the set screw in the face of the top guide pin, then slide the pin up to the top.
 - b. Insert the 2.5mm Allen wrench into the hole on the back side of the pin.
 - c. Loosen pin by turning counterclockwise until completely loose, then clockwise 1 full turn.
 - d. Set the bottom pin the same way (no need to adjust the position of this pin).
 - e. Inspect the metal tabs on top of each pin to confirm they're set in the same position.

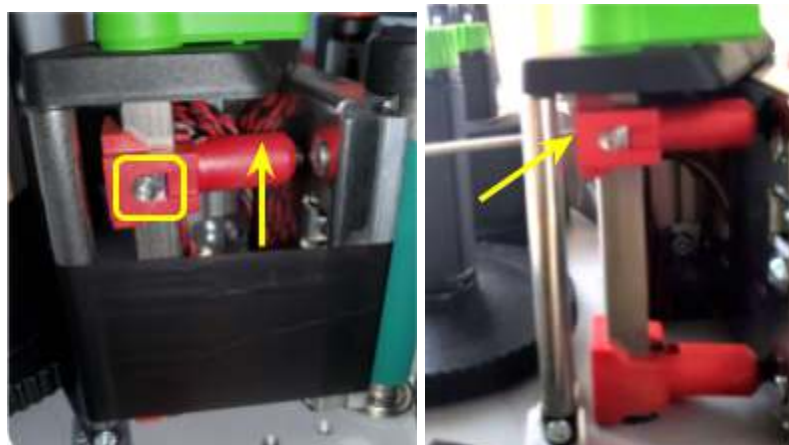


Figure 4.

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Figure 5.

5. **Check/Adjust Top Guide Pin Position.** The top guide pin position affects the pressure distribution of the printhead against the print drive roller.
 - a. If experiencing ribbon wrinkling, moving the pin up may help reduce wrinkling.
 - b. Use a 2.5mm Allen wrench to loosen the set screw in the face of the top guide pin, then slide the pin up.
6. **Test by printing multiple labels.** Ribbon wrinkling should be minimal on the ribbon/label back feed after each printed label.

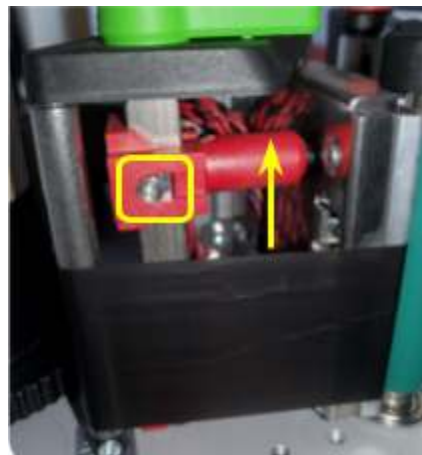


Figure 6.

7. **Check the Ribbon Source Rewind.** After the ribbon is properly installed, close the print head and confirm the ribbon is taut.
 - a. Turn the source reel clockwise $\frac{1}{2}$ turn and release.

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- b. Confirm that the internal spring rewinds the source reel and tensions the ribbon. (If not, see [TS-1049 Installing the Shim Washer into a SQUIX Printer](#)).



Figure 6.

If you need additional assistance, please call our service department at 314-298-9800 or email service@scinomix.com.

Definitions

N/A

Revision History

Version:	Change:	Effective Date:	Approved by:
A	NEW	APR-24-2020	B. Petti