

Troubleshooting

Ribbon breaking issue:

- 1) Clean the printer perfectly (Use the manual process).
- 2) Check the offset settings (The **X** offset and **Pnl** values).
- 3) Check the ribbon settings (**Set** Button).
- 4) Check within the **Driver properties/Graphic/More options** if the values are not too high.
- 5) Check if the correct **Pkn** has been sent to the printer.
- 6) Check if the issue does not come from the ribbon.
- 7) Check the card surface/quality
- 8) Check if the issue does not come from the print head.
- 9) Check if the issue does not come from the main board.
- 10) Check the gears angle adjustment from the step-by-step motor.

