

Copal Printer

Cleaning & Maintenance:

Q: How do I maintain or clean the Copal printer?

A: The best way to keep the Copal printer in operation is to ensure that dust or debris does not get into the body of the unit. Regular maintenance, including cleaning the roller transport and print head section, will help maintain quality print production on the printer. Use a slightly damp cloth or ethyl alcohol (used sparingly) for hard to remove items such as ribbon residue on the roller transport or print head. The air filter, located on the side of the printer, should also be cleaned regularly and may be washed with water. Be sure that the filter is dry before inserting it back into position and using the printer, otherwise the printer may become damaged.

Ribbon Errors:

Q: What are the most common ribbon errors?

A: The most common error messages are Paper End and Ribbon End. They are indicated by a solid red LED. Follow the steps below to fix the error(s):

1. Pull the ribbon tray out toward the front.
2. Reel the ribbon on to the take up core (use tape); turn the core to set the ribbon to its initial position where the laminate cover is visible between the rollers.
3. Eject some of the paper by pressing Cut on the front of the printer.

Paper Transport Error:

Q: How do I fix a paper transport error?

A: Follow these steps:

1. Turn the printer off. Pull the ink ribbon tray out and ensure there is no paper jam in the paper transport area.
2. If there is a jam, use scissors, etc. to remove it.
3. Guide the edge of the paper using the guides.
4. Turn on the printer. The red error LED should turn off.
5. If the paper edge is printed, press the Tip Cut key a number of times to remove the printed area. If the paper has not been exposed, press the Rewind key to rewind the paper back into the paper tray.
6. Pull the paper tray forward and check to see if the paper edge is damaged. If it is, cut the printed portion off, taking care to cut a straight edge.