

## Ribbon Out messages on CLP 7200 series printers

We have been receiving occasional calls concerning “ribbon out” errors on this range of printers.

### We suggest the following items to check; □

**Ribbons** – are these full width or smaller – if smaller make sure the printer is set up for narrow media, see page 49 of the user manual for correct adjustment of the head position. Incorrect adjustment can cause faint print, ribbon wrinkle and also “Ribbon Out” messages.

**Ribbon cores** – As standard these should be no larger than 25.5mm (always reported as 25mm). If the cores are visibly slipping on the ribbon shaft, then this means the ribbon core is larger than it should be. Try placing/sticking a label around the inside of the ribbon cardboard core (not around the plastic ribbon holder). This may help or stop the sliding altogether.

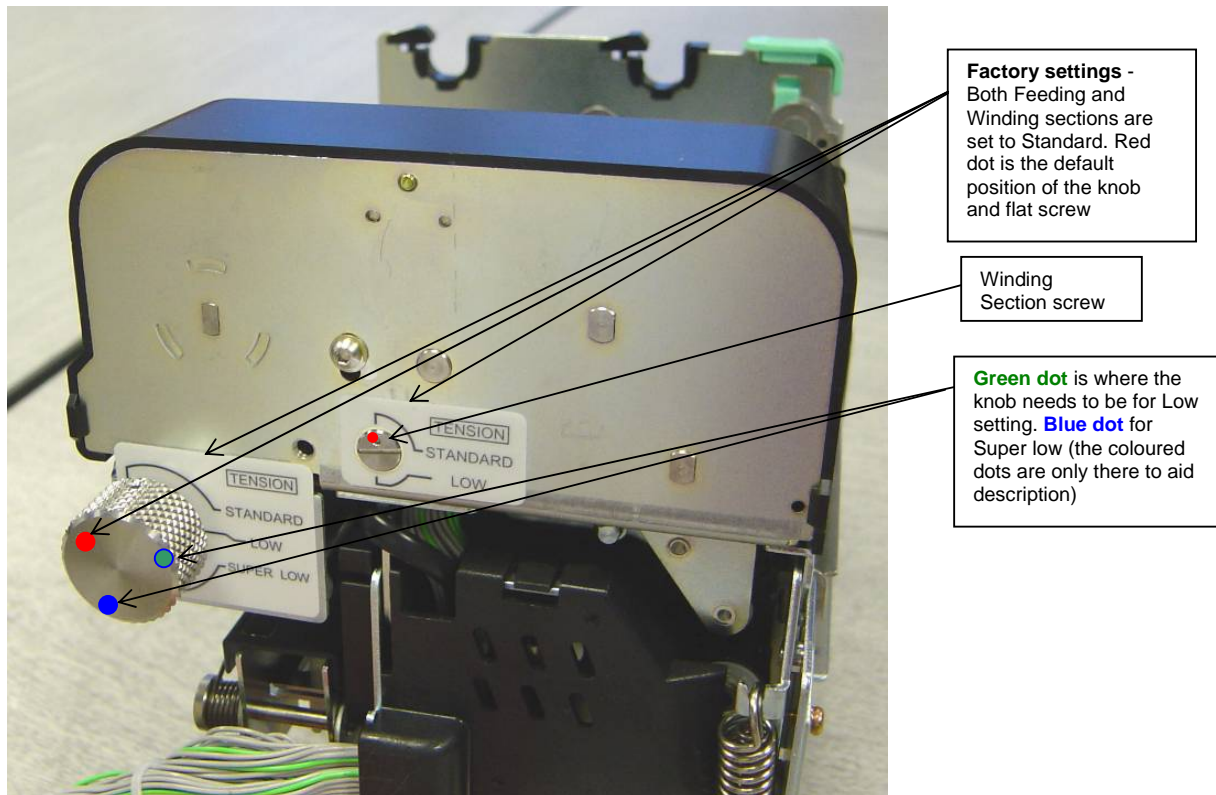
If, after the above has been tried, you are still having similar problems, it is possible to make adjustments to the Ribbon Tension unit (pictured below). This information is detailed in the user manual on page 50, (Section 3)

### Use of Narrow Media/Ribbons.

We have used the text from the user manual, such as the paragraph headings along with additional comments where necessary.

### Default settings

The picture below shows the rear of the unit, this can be partly hidden by the printer lid. The adjusters, shown here are in their default positions, there is a small indent in the knob at this location (where the red dot is). Please note – All coloured dots in the picture below is specifically to aid description and identification, the actual printer does not have any coloured markings on it.



**Easy Slip** – If the message “RibbonOut” is shown, turn the knob clock wise, until the marking on the knob, signified by the red dot, has moved to the Green dot position on the above picture. **Easy Slip** can be described as occasional “RibbonOut” messages in most cases.

**Especially-easy-to-slip** - If the message "RibbonOut" is shown, turn the knob clock wise, until the marking on the knob, signified by the red dot, has moved from the green position to the Blue dot position on the above picture. **Especially-easy-to-slip** can be described as almost continuous "RibbonOut" messages in most cases.

**When ribbon is breaking** – If you have a problem of ribbon breakage,

1 - Especially if the ribbon is less than the full width, maybe only 50mm wide.

2 - You are using a high heat setting; it is possible to make the following adjustments.

**On the Feeding section** (or knob), set this to Super Low, On the **Winding section** (screw) adjust this too the Low setting, using a reasonably sized, flat bladed screw driver (to small and you will damage the screw slot). Turn the screw in a clock wise direction. This should be enough to stop the ribbon from snapping.

In the unlikely event that none of the above solves the problem, a short term fix, is to switch the printer to Direct thermal printing (DT), leave the ribbon installed and there should be no more "ribbon out" error messages, the print quality should also remain the same. However this means the ribbon end is not reported when the ribbon runs out.

**To change** the printer from Thermal Transfer (TT) to DT, make sure the printer is ON and online. Press the **Pause and Feed** buttons together and release them together, should see "Thermal" on the LCD. If you see anything else or the printer does a form feed etc. keep trying. The buttons on this printer can be a little temperamental some times.

The complete unit (called a Ribbon Frame L Assembly, part number JE99674-00) is not repairable, it can be easily replaced but this should only be done by an authorised service centre (this is usually the selling distributor), especially if the printer is still in warranty.