

TallyGenicom TechNote T6215.009

Ribbon Snagging Problems

Issue / Symptom: Ribbon snagging / tearing - generally occurs when printer is loaded with multi-part forms.

History: By design, the platen gap of the T6215 can be set very tight and not exhibit smudging. The method we have used in the past for adjusting the platen gap setting was to start printing then adjust the Paper Thickness control closer and closer until we started experiencing smudging. Next, we would open the platen slightly. This method doesn't work as well on the T6215 due to the design parameters.

Solution/Action:

Ribbon snagging that we have witnessed almost always happens with multi-part paper loaded. The snagging is caused when the platen setting is too tight for the form being used. As the perforations and / or crimps (that hold the different layers of the form together) come through the print station, it is possible they may push against the ribbon shield which may cause the ribbon to stop moving momentarily. When the ribbon is not moving, it is possible for the hammer element to snag the ribbon fabric, creating a "snag" (typically looks like a "run" in ladies nylons). The "fix" is to open the Paper Thickness Control (the 'knob' or 'wheel') a little more while monitoring the print quality. The "green bar" marking on the wheel is for single-part paper, like green-bar. The wheel must be moved away from the green-bar and toward the letter settings - 'B' or 'C' would be typical for most of the forms we've seen. (Note: A little wider gap is preferred to a gap that is too tight.) Don't forget to check the settings for the IMPACT force and the PAPER WEIGHT. The default is for both to be in "Auto" which allows the platen gap setting to control both parameters automatically as the gap is widened by turning the 'wheel' for thicker forms.

Need help? Call our knowledgeable sales staff at: [708-597-4222](tel:708-597-4222)