

TallyGenicom TechNote GET_T_013

Platen Gap Adjustment to Allow for Paper - Models T62XX

Issue / Symptom: Papers other than the "normal" type may require some minor printer adjustments for optimum printing results.

Solution/Action:

As delivered, your T62xx printer is initially setup to perform optimally on "normal" paper. "normal" means plain white or greenbar paper, 1- or 2-part, carbon or carbonless, continuous tractor-fed forms of a 14.875"W x 11"H size. Papers other than the "normal" type may require some minor printer adjustments for optimum printing results.

1. ADJUST THE PLATEN GAP TO MATCH YOUR FORMS

You must adjust the Platen Gap wheel to the right setting for your forms. The indicators on the Platen Gap wheel are: -1/GREEN/A/B/C/D/E/F/G/H, with -1 being fully closed and H being fully open. In addition, the 1/2/3/4 markers give you a fine-adjust capability that can be applied to any indicator setting.

The nominal setting for single-part paper is GREEN-3, or GREEN indicator at marker 3. Multi-part or extra-thick paper will require a higher setting.

Here is an easy way to determine the right platen gap for any type of paper:

- a. Open the platen lever & insert the paper, moving the tractors out of the way;
- b. Close the platen lever but open the platen gap wheel to E-3;
- c. Slide the paper up & down in the platen, making sure an outer perf "tent" passes over the print station;
- d. Slowly close the platen gap until the paper starts to resist the up & down motion, then open the gap a little to let the paper move freely again. Open & close the Platen lever to make sure it is in the fully-closed position; sometimes it can open slightly during gap adjustment, and that will throw off your platen measurements.
- e. Re-position the tractors and lock the paper in them.
- f. Try printing some text (menu TEST->Print->Upper).
- g. Examine the print closely and make sure all of the dots forming each character are printing with uniform darkness and to your satisfaction. If using multi-part forms, examine the print quality of the characters on the bottom-most form. If dots are missing, the platen gap is too loose; close the gap a little and retry.
- h. Continue to print over the outer perf "tent". Examine the paper, especially at the perf, for ink smudging or hammer dragging (swirly vertical lines). If smudging or dragging is present, the platen gap is too tight; open the gap a little and retry.
- i. Now you have the optimum platen gap setting for this form. Record the form name and print-gap setting on the label provided for this purpose; you'll find it on the ribbon platform.

2. TROUBLESHOOTING PLATEN-GAP PROBLEMS

Here's the advice from our R&D Department on how to troubleshoot T62xx platen-gap

problems. A too-tight platen gap may cause ribbon snags, paper jams, poor dot placement, or loss of Top-of-Form position. A too-loose platen gap may cause poor print quality or light print on multi-part forms.

The "closed" platen gap should initially be set to 0.011" at the GREEN-3 setting, with no paper installed.

If the print is not evenly dark across the entire hammerbank, even when printing on single-part paper, then you must realign the platen gap (see below).

If you are using multi-part forms and have difficulty getting good print quality while maintaining enough platen gap to avoid paper/ribbon problems, try the following steps:

- a. Set "OPER->Forms->Impact"=HIGH and "OPER->Forms->Paper"=HEAVY, and save these settings to the appropriate Form Configuration. This ensures that the maximum hammer impact will be applied when printing on this form.
- b. Try using an E60H (5mil) ribbon. This ribbon is less likely to snag than the E40 or E250 ribbons.
- c. If the form's left tractor edge falls within the print station (over the hammers), then use the "OPER->Forms->Horz Fine Adjust" menu item to move the print image to the right. You can then position the left tractor further left, outside the hammer-printing area. Adjustment units are in 30ths of an inch. This helps avoid ribbon snags when the form is thicker at the edges than in the middle.
- d. If the form is of uneven thickness, you will need to compensate by adjusting the platen gap for the thickest part of the form.
- e. Make sure Ribbon Shield is properly aligned with the hammers. The hammer tips should be flush with the surface of the Ribbon Shield's inner layer. If any hammers protrude, the Ribbon Shield must be shimmed. The installation of shims must be performed by a qualified technician.

3. **PERFORMING THE PLATEN GAP CALIBRATION ROUTINE.**

This procedure must be performed when the platen has been realigned, or when the printer displays the "Platen Cal. Required" message.

This procedure must be performed by a qualified technician.

4. **PLATEN GAP ALIGNMENT** (from Maintenance Manual, Procedure 11).

This procedure must be done if the Hammer Bank or Shuttle has been replaced.

This procedure must be performed by a qualified technician.

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