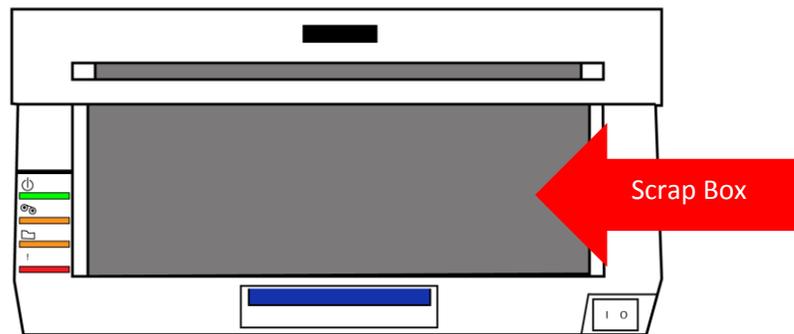


DS-SERIES™ PRINTERS: SCRAP BOX ERROR

What Causes a Scrap Box Error?



The DS-Series printer scrap box is on the front of the printer and is used to collect paper scraps when a print is made. As prints are ejected from the printer, a scrap edge is cut off to produce a clean full-bleed print. A scrap box error occurs when the scrap box is not detected by the scrap box sensor. There are three possible causes of a scrap box error:

1. The scrap box is not installed in the printer.
2. There is damage to the scrap box which is causing the printer not to recognize the box is in the printer.
3. Damage to the scrap box sensor causing the printer not to recognize the box is in the printer.

What are the Symptoms of the Error?

1. The bottom **RED** error light on the front of the printer is flashing when the printer media compartment is closed and the media is properly installed.
2. The printer does not initialize and eject four (4) blank sheets once paper and ribbon are installed and the printer media compartment is closed.

How do I Fix the Scrap Box Error?

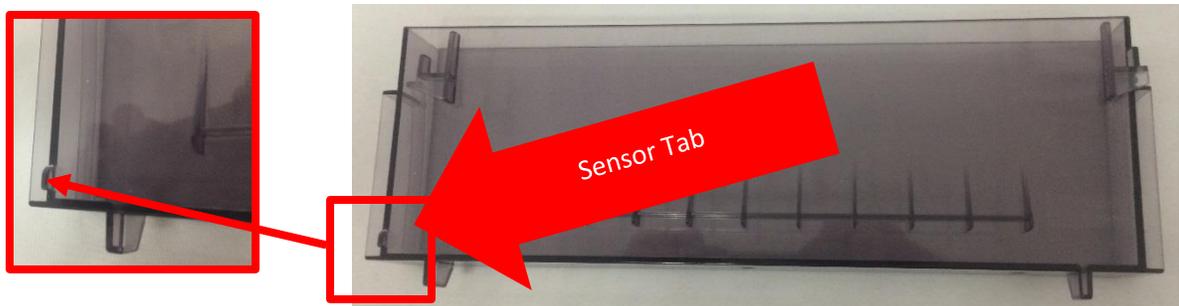
Check: Is the Scrap Box Installed?

1. Make sure the printer is powered ON.
2. Verify that paper and ribbon are installed in the printer.

3. Reset the paper roll in the paper compartment. This triggers the printer to adjust the paper alignment and will cause the printer to check the scrap box sensor.
4. Replace the scrap box in the printer housing. Be sure that the tabs in the bottom of the scrap box are properly seated in the printer housing. Close the printer.
5. The printer initializes. Four blank test prints are ejected and the printer is returned to a *ready* state (no error lights on the front of the printer.)
If the printer does not initialize and produce 4 blank sheets, proceed to the next section.

Check: Is the Scrap Box Damaged?

1. Remove the scrap box from the printer. Examine the back of the scrap box. On the bottom left corner, locate the sensor tab that sticks out from the scrap box. The scrap box may be slightly different from the one pictured below.



2. If the tab is damaged or missing, replace the scrap box. Contact [technical support](#) if a new part needs to be ordered.
3. If the tab is not damaged or missing, try using another scrap box (if possible). If this solves the issue, order a replacement scrap box.
4. If the tab is not damaged or missing and there is not another scrap box available, proceed to the next section.

Check: Is the Scrap Box Sensor Damaged?

1. Locate the scrap box sensor on the front right edge of the printer media compartment.
2. Inside of the sensor slot is a thin metal plate that makes a clicking sound when lightly pressed. If this piece is missing or does not make the clicking sound, contact [technical support](#).
3. Fold up a small piece of paper to use as a replacement sensor tab.
4. With the printer open, insert the folded paper into the sensor slot, so that the sensor metal plate clicks. Do not insert forcefully or deeply.
5. Close the printer media compartment, keeping the folded paper in the sensor.
6. If the error light is no longer flashing after the printer is closed, replace the scrap box.
5. If the error light continues to flash after the printer is closed, contact [technical support](#).



Contact DNP Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

United States Phone: 1-855-367-7604 or (724) 696-8957

Latin America Phone: 1-855-367-8008 or (724) 696-8958

Email: dnpsupport@dnp.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed