DS-Series™ Printers Technical Bulletin: White Lines on Prints

Contents

DNP Imagingcomm America Corporation

Resolving Thin White Lines on the Edge of a Print

This section resolves issues where a white line appears on the left or right edge of the prints (see example at right). The edge of the print is determined by looking at the print in a horizontal, or landscape orientation. If there is a line on the left or right edge, use this section to resolve the issue. For this resolution to apply, the line must be on the very edge of the print and should also be a straight line.
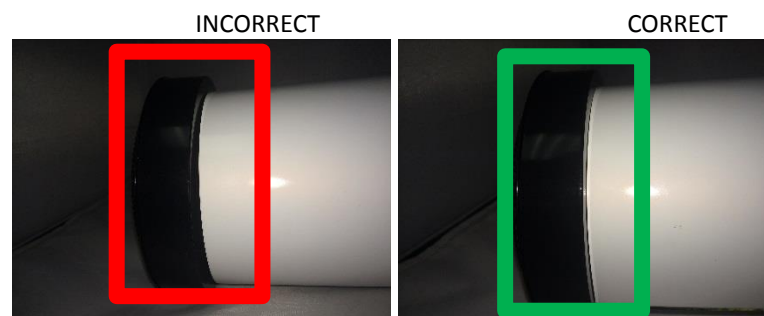

ATTENTION:
Do not use a scanned image for white line testing, as the line could be a result of the scanner.

1. Carefully remove the paper from the printer. For more information on how to remove the paper from the printer, consult your printer documentation.
2. Remove the spools from the paper roll.
3. Verify that the center of the paper roll is not sticking out, or bulging, from the middle of the roll (as shown below).

4. If the center is bulging:
    a. Stand the paper roll on its end and set it on a hard flat surface.
    b. Press down on the paper roll to push the center back into the roll.
    c. If needed, repeat on the other end of the paper roll.
5. Place the paper spools onto the paper roll.
6. Ensure that the paper spools are flush with the paper roll, as illustrated below. There should be no gaps between the edge of the paper spool and the paper roll. Check both spool ends to verify that there is no gap.

INCORRECT   CORRECT

7. Reload the paper in the printer. Insert the scrap box in the printer and close the printer media compartment. Consult your printer documentation for more information.
8. Print an image and examine the left and right edge of the print to see if the white line still exists. If there is still a white line on your prints, proceed to the next section.

Resolving Thin White Lines through a Print

ATTENTION:
Do not use a scanned image for white line testing, as the line could be a result of the scanner.

Use this section to resolve white lines running through your prints. For this resolution to work, the lines must be in the same direction as shown in this example – where the line runs in the same direction as the paper feed path of the printer.
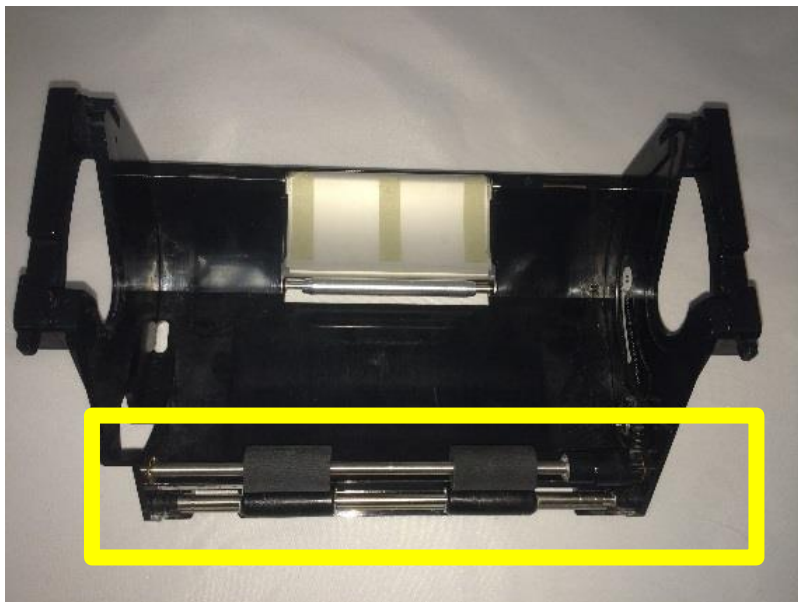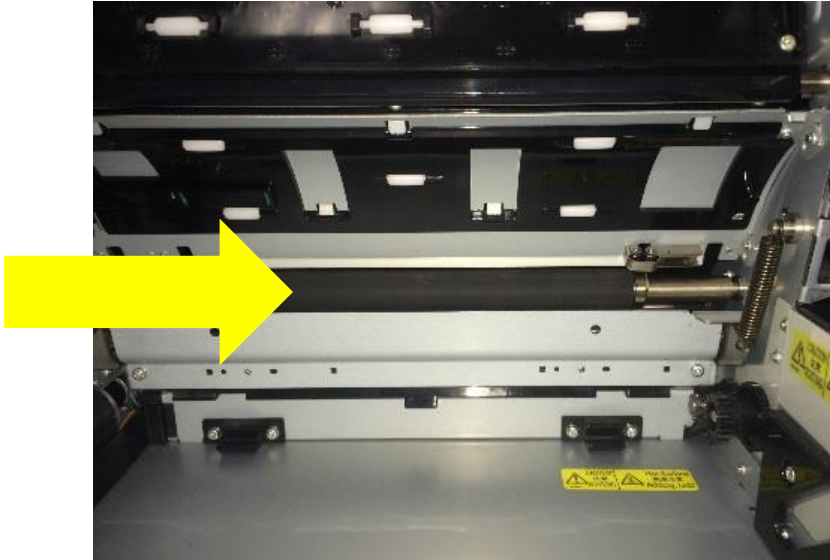
Clean the Rollers

ATTENTION:
Only a static-free isopropyl alcohol pad should be used to clean the printer. Any other type of cleaning pad or wipe can leave debris and/or residue on the rollers. Contact DNP IAM if you require cleaning kits for your printer.

1. Turn OFF the printer and unplug the power and USB cables.
2. Remove the scrap box and the paper roll from the printer.
3. Remove the entire paper tray from the printer by pulling it straight towards you and out of the printer media compartment.
4. Using an isopropyl alcohol pad, wipe down the paper tray and the 4 rollers on the front of the paper tray.

5. Wipe down the area of the printer where the paper tray sits.
6. If needed, use more than one alcohol wipe to clean the printer and paper tray. Make sure the area is thoroughly cleaned and free from dust or other debris.
7. Locate the platen roller in the printer housing (in the same area as the removed paper tray.

8. Wipe down the platen roller in the paper area.
9. Carefully replace the paper tray in the printer.
10. Load the paper roll into the printer and replace the scrap box.
11. Plug the power and USB cables into the printer and power the printer ON.
12. Print a test image and examine the print for lines.

Cleaning the Thermal Print Head

ATTENTION:
You must use a static-free isopropyl alcohol pad to clean the printer. Any other type of cleaning pad or wipe can leave debris and/or residue on the print head or other components.

1. **BEFORE YOU BEGIN:** Remove any jewelry or other accessories to avoid scratching or damaging the thermal print head.
2. Power OFF the printer and unplug the power and USB cables.
3. Allow the printer to sit for at least 10 minutes. This allows the print head to cool.
4. Remove the ribbon and ribbon tray from the printer.
5. Locate the thermal print head in the printer.

6. Using an isopropyl alcohol pad, wipe down the thermal print head.
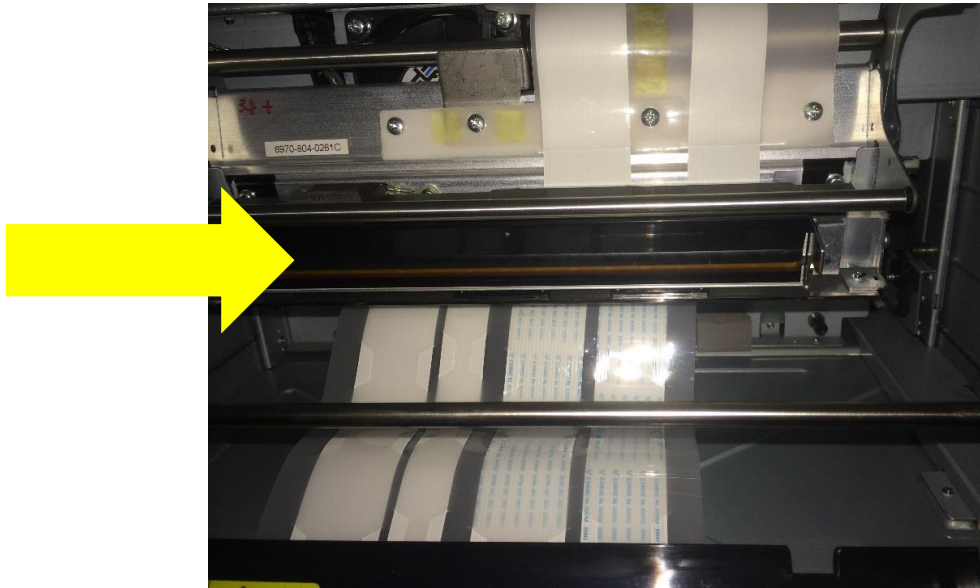
7. If needed, use more than one alcohol wipe to clean the thermal print head. Make sure the area is thoroughly cleaned and free from dust or other debris.
8. Allow at least <u>10 minutes</u> for the cleaned print head to dry.
9. Plug the power and USB cables into the printer and turn the printer ON.
10. Reload the ribbon and close the printer.
11. Print a test image and check for lines.

Contact DNP IAM 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