

To: Internal Distribution
Regional Service Managers
Regional Market Managers
Field Service Technicians
Field Sales Representatives

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T-48

PA/5000 FAILS TO PRINT LABELS AFTER ERROR CONDITION IS CLEARED

During normal start-up, the PA/5000 does not check for the cylinder home condition prior to printing a label. However, after an error condition is cleared, the system checks the cylinder home status prior to sending a start print signal to the print engine.

If the cylinder home and end of stroke sensors are plugged into the incorrupt connectors on the tamp cylinder board, the system can appear to operate normally, until an error condition stops operation. After the error condition is cleared, the print engine will fail to print labels even though the display reads "ALL OK." While this will not normally occur, there is a possibility that the sensors can be cross-connected accidentally during maintenance or repairs.

To determine if the sensors are in the correct connectors, run the cylinder sensor tests in the diagnostics menu. Another indication of this problem is "ALL OK" displayed on the ECM LCD in the normal operations screen and "ERROR" is displayed in the P/A cycle function of the information menu when the printer fails to print. Always check that the print engine is online and a label format is loaded prior to troubleshooting a not print problem.

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