



**Subject: A226 Printer Paper Jams and Print Head Damage**

There have been reports from the field and repair centers of a high usage rate of the Thermal Print Head in the A226 printer that is used in the NextGen U-Scan. Many of the returned heads show physical damage that indicates a hard sharp object (like a knife or screwdriver) was inserted presumably to clear a paper jam.

**AT NO TIME should any hard or metallic object be used in or near the Print Head to clear a paper jam.**

Please ensure that all Service personnel are aware of this. Customers (Store Clerks/Operators) should also be made aware of this. If a head is determined to have been damaged by the use of such objects, the service call and cost of replacement should be considered billable as this is considered Abuse.

**Considerations**

If a paper jam occurs, below are some considerations or possible methods to clear.

- Release the print roller tension and slowly pull any paper remnants from between the rollers.
- From within Device Tester, perform a paper advance and cut operation (with no paper installed).
  - This should make sure the cutter is in the Home position.
  - If the cutters get stuck in a closed or partially closed position, this can cause a paper jam.
- Disconnect and remove the printer from the U-Scan:
  - Using ‘canned air’ clear any small paper pieces from the paper path (remove the printer from the U-Scan).
  - Cut a piece of card stock slightly narrower than the size of the paper. With the Roller Tension released, slide the card stock into the printer from both directions. This will often force any remaining paper remnants through and out of the printer.

If the above do not work and the jam cannot be cleared, the printer should be replaced and returned to a repair center where it can be disassembled and cleared without damaging the Print Head as well as or other parts.

If a printer or lane has repeated issues with Paper Jams (removing the printer from the U-Scan is advised and make many procedures easier):

- Make sure proper paper is being used.
- Make sure the Printer is properly secured. Ref PSB-06-U020
- Make sure the Printer is set to Full Cut. Ref PSB-06-U020
- Make sure the large receipt basket is installed. Ref PSB-08-009
- Using ‘canned air’ clear any small paper pieces from the paper path and behind the cutter blades.
- Confirm the Cutter blade properly returns to Home (completely down) position. Also verify the condition of the blades. Nicks or faults in the blade edge can also cause poor cuts with lead to paper jams.
- Clean the rollers and printer paper channel (use Isopropyl Alcohol and a clean cloth or the above card stock).
- Replace the printer so that it can be thoroughly cleaned and tested at the repair center.

Reference the U-Scan Service/Maintenance Manual for additional information.

**Impact**

- Production No Impact.
- Installed Units No Impact.
  - Customers need to be trained/informed of proper methods to clear paper jams, or place a service call to avoid additional damage and a possible billable service call.
- Repair Center No Impact.
- Service Spares No Impact.

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