

March 10th, 2021

**Product:** Ishida Uni-7 (all models), Ishida Uni-9H.

**Subject:** Troubleshooting and correcting light or missing print.



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**Summary:**

This technical bulletin will go through the various mechanical adjustments that can be made to eliminate light or missing print if all menu settings have been exhausted.

**Required tools:**

- Philips screwdriver #1 and #2
- Stubby #2 Philips screwdriver
- 7mm socket and ratchet
- Snap ring pliers
- 70% - 91% Isopropyl alcohol
- Cotton swabs



Figure 1 – Tools

**Part numbers:**

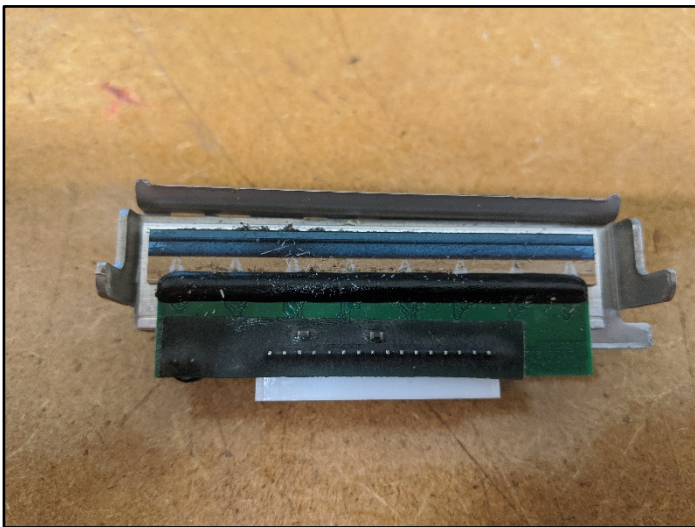
- Thermal print head – PN:119169
- Black rubber print roller – PN:119171
- Label cassette assembly – PN:110996
- Print bracket collar – PN:180545
- Print head bracket – PN:156853
- Uni-9H cassette assembly – PN:190565
- Uni-9H cassette assembly 107mm – PN:198047

**Procedure:**

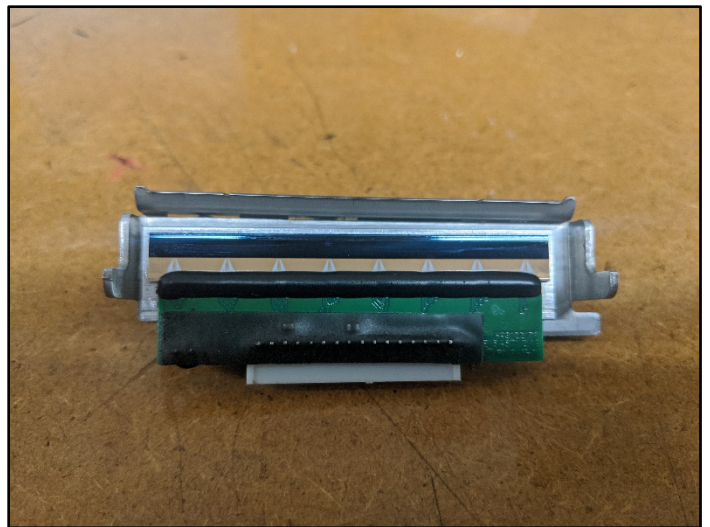
**NOTE: after each of the below adjustments are made, be sure to check the print using "test print". MODE >> 495344+PLU >> ADJUST >> PRINTER >> PRINT**

- 1. Clean the thermal print head thoroughly with Isopropyl alcohol and a cotton swab.**
  - **Thermal print head – PN:119169**

- a) Check for label residue/debris and general buildup as shown in figures 2 and 3.



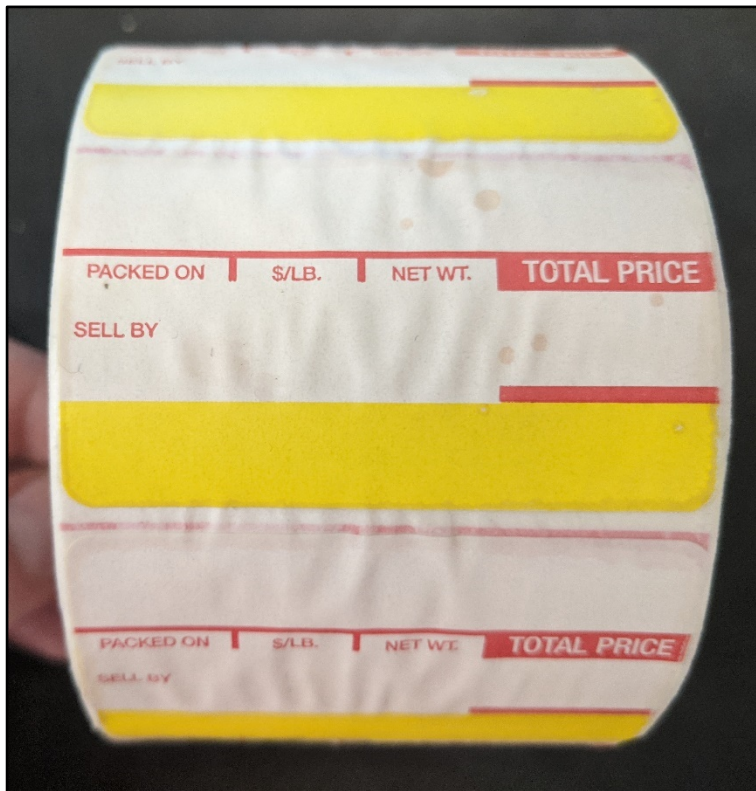
*Figure 2 – Dirty printhead with label residue and debris*



*Figure 3 – Clean printhead free of debris*

## 2. Check the label quality.

- a) Old labels retain moisture and can cause printing issues if not stored in a cool and dry place.
- b) Overly glossy labels can cause light print and may not work correctly with the scale regardless of how many adjustments are made.
- c) Are the labels from a trusted supplier?
- d) Do the labels work in other same model scales?
- e) If no other scales are available for testing, try labels from another case or a different lot number.



*Figure 4 – Label roll with water damage*

### 3. Check the black rubber print roller for label residue/debris or damage.

- **Black rubber print roller – PN:119171**

a) A tell-tale sign of label roller debris or damage (shown in figures 5 and 6) is inconsistent missing or light print. Replace or clean as needed.



*Figure 5 – Label debris stuck to black rubber roller*



*Figure 6 – Black rubber roller with damage*

### 4. Exchange the label Cassette.

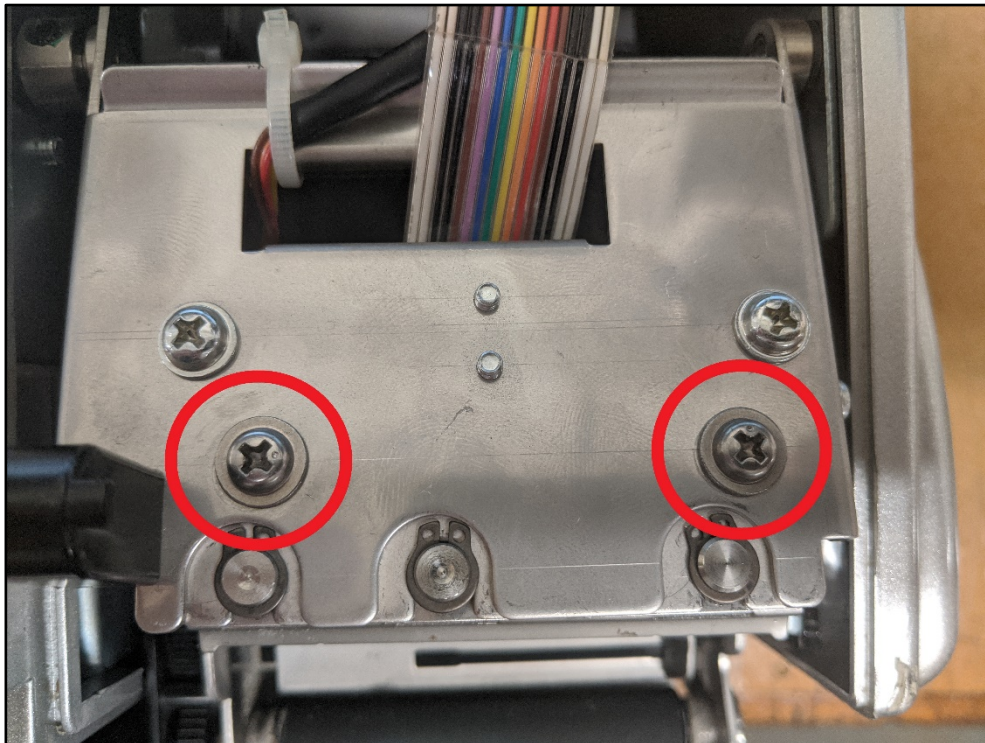
- **Label cassette assembly – PN:110996**
- **Uni-9H cassette assembly – PN:190565**
- **Uni-9H cassette assembly 107mm – PN:198047**

a) If switching the label cassette solves the issue, there is likely a worn component on the cassette assembly affecting the printing.

- i. Attempt to find and replace the damaged or worn component(s).
- ii. Order a new cassette assembly.

## 5. Check the alignment of the print head.

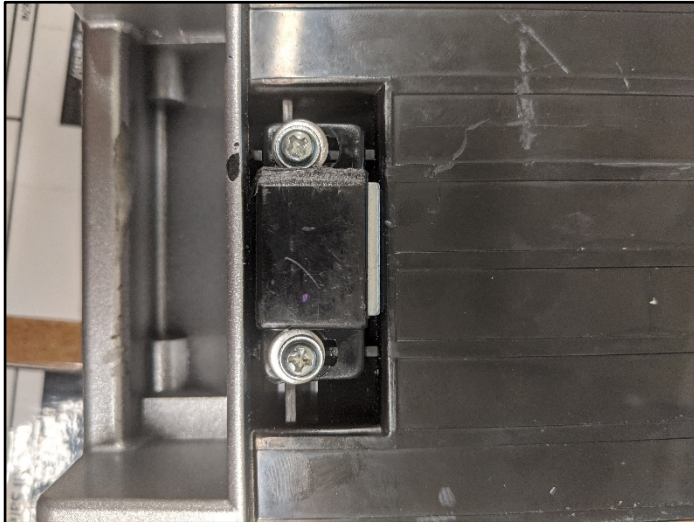
- a) Loosen the two (2) screws behind the two (2) outer spring posts on top of the print head mounting bracket. Refer to figure 7.
- b) Move the print head assembly right to left and front to back and retighten the two (2) screws to lock the assembly in place.
- c) This is very much a trial and error adjustment. It may take a few attempts to get the thermal head to properly align with the top of the black rubber roller.



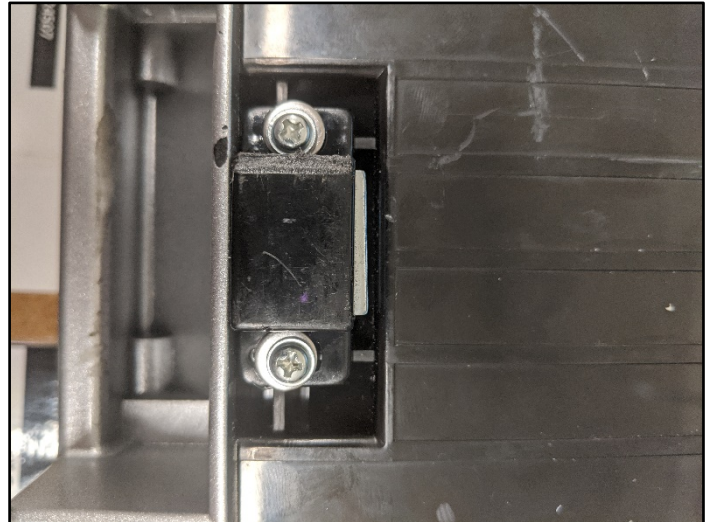
*Figure 7 – Two screws behind the two outer spring posts*

## 6. Check the cassette's adjustable magnet.

- a) If the magnet is adjusted too far back (shown in figure 8), the cassette may not fully engage and cause both feeding and printing issues. A mispositioned magnet can also damage the cassette's plastic drive gear.
- b) Pulling the magnet all the way forward is the normal position for the cassette magnet. See Figure 9.



*Figure 8 – Referencing step "a)" cassette magnet too far back*



*Figure 9 – Referencing step "b)" pulling the cassette magnet all the way forward*

## 7. Adjust the black cassette roller guide located on the right front side of the printer bay.

- a) Remove two (2) inner screws shown in figure 10 with a stubby Philips screwdriver.
- b) Flip down the right-side cover after the two (2) inner screws are removed to expose the single screw that adjusts the black cassette guide roller.
- c) Loosen the single screw and slide the black guide roller up or down as shown in figure 11. This is another trial and error adjustment.
  - i. Moving the black guide roller up will push up on the cassette and create better contact pressure between the black rubber roller and the thermal print head.
  - ii. Moving the black guide roller down will lower the cassette and create less contact pressure between the black rubber roller and the thermal print head.
- d) If the black guide roller is too high, this will create excess contact pressure on the right side of the print head and may lead to light print on the left-hand side of the label.
- e) If the black guide roller is too low, there will not be enough contact pressure between the black rubber roller and the thermal print head to achieve a consistent dark print.

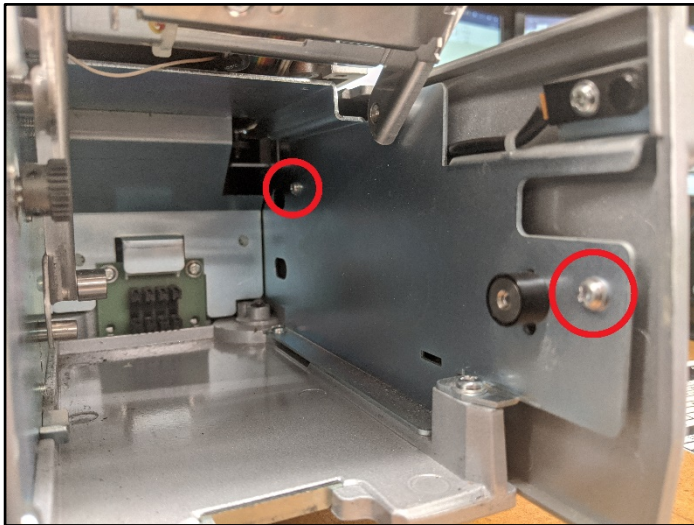


Figure 10 – Two inner screws

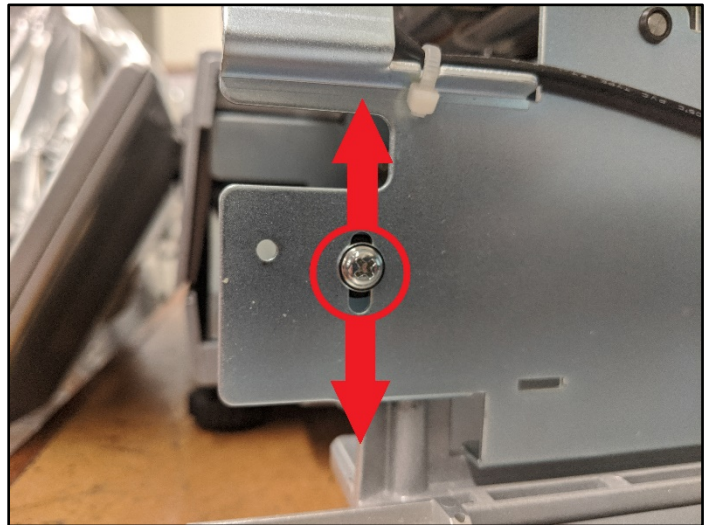


Figure 11 – Black guide roller screw, adjust per step "c" above

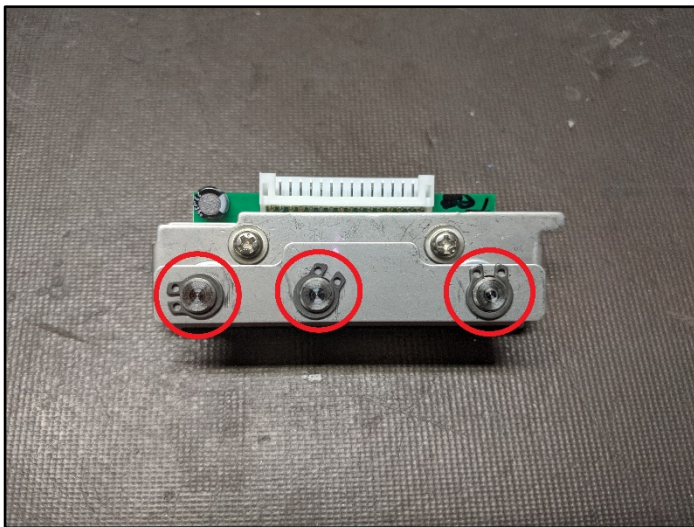
**8. Add thin, small diameter washer(s) under the springs on the thermal print head bracket.**

**NOTE: First gently press down on the print head while performing a test print to see if extra pressure between the thermal print head and rubber roller improves the printing.**

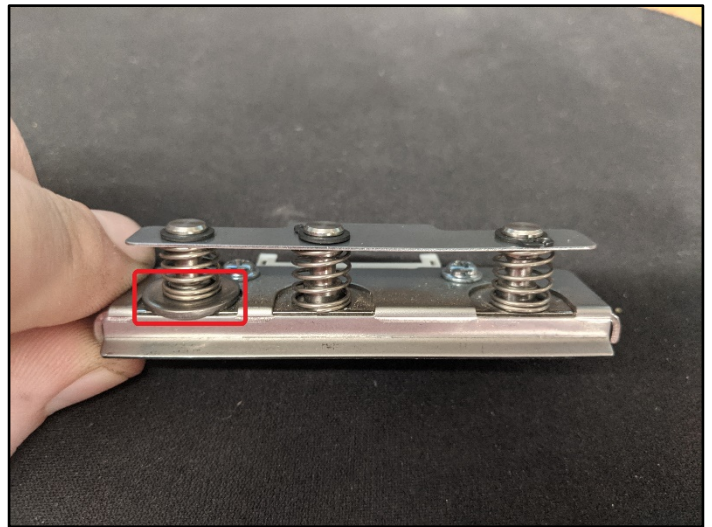
- a) Power off and unplug the scale.
- b) Remove the label cassette.
- c) Remove the thermal print head assembly.
- d) Use snap ring pliers to remove the three (3) snap rings located above each spring shown in figure 12.
- e) Place washers below the springs shown in figure 13, depending on which side is printing light and reassemble.

***NOTE: The minimum inside diameter of a washer that can be used is 5.5mm.***

- i. Placing a washer under the left-side spring will increase pressure on the left.
- ii. Placing a washer under the right-side spring will increase pressure on the right.
- iii. Placing washers under all three springs will increase pressure on both the left and right.



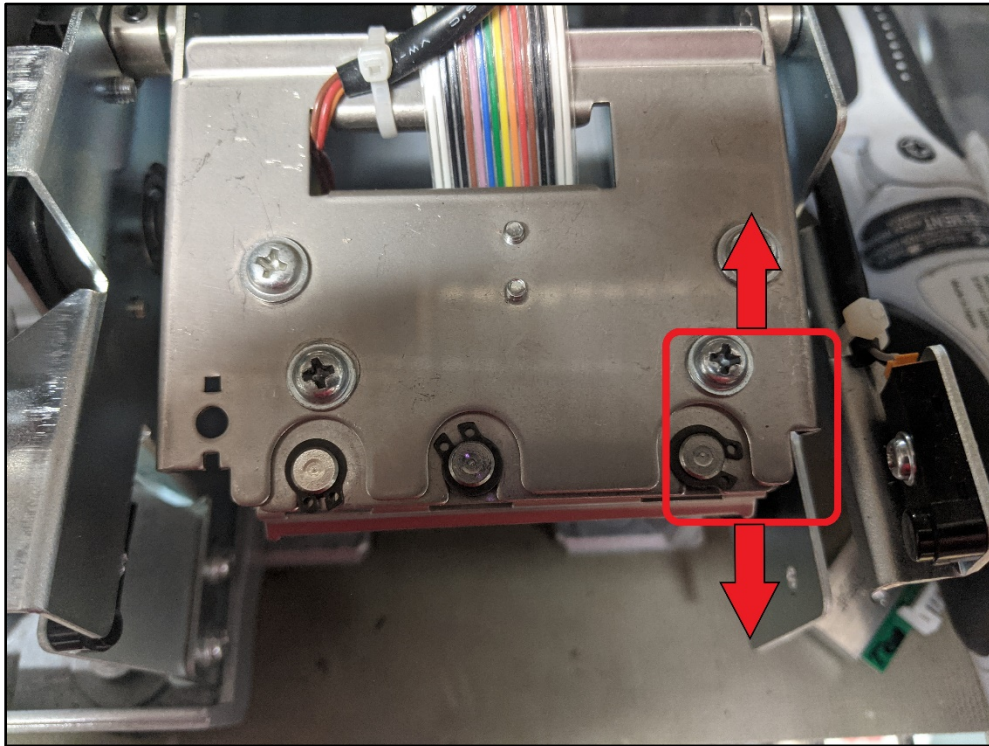
*Figure 12 – Three snap rings to be removed*



*Figure 13 – Washer placement example and reassembly*

## 9. Physically manipulate the print head bracket assembly.

- a) Remove the cassette assembly.
- b) Gently apply pressure downwards or upwards to the right side of the print head bracket assembly depending on which side is printing light.
  - i. Pressing downwards will increase pressure on the right-side.
  - ii. Lifting upwards will increase pressure on the left-side.

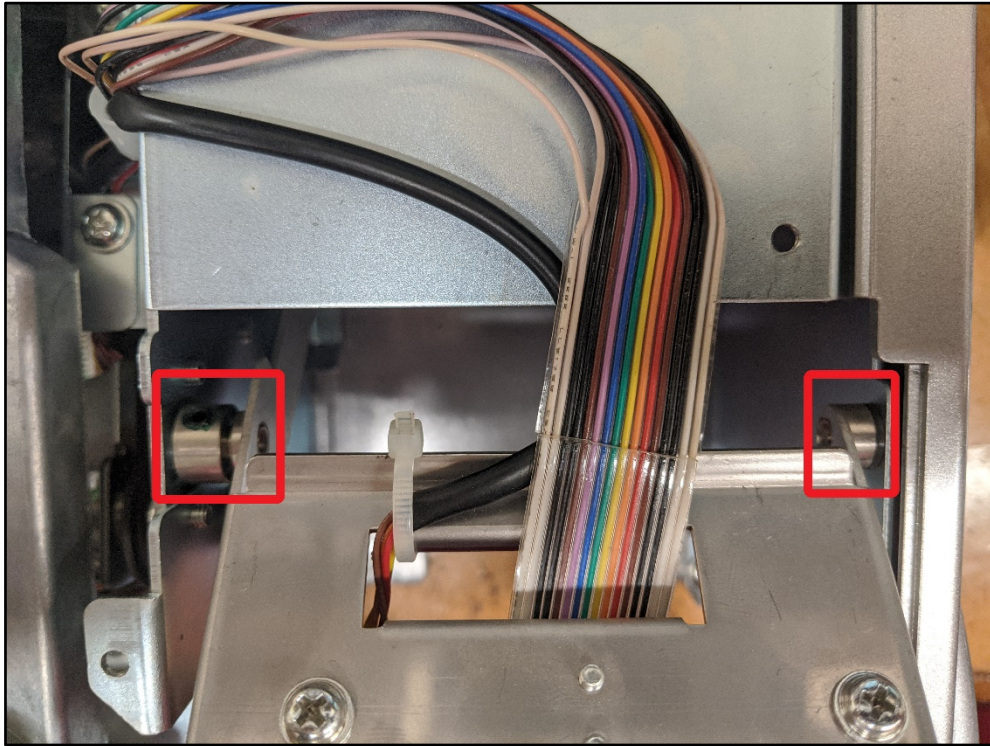


*Figure 14 – Apply pressure downwards or upwards to the right side of the print head bracket*

**10. Check the print head bracket pivot points.**

- **Print bracket collar (left side) – PN:180545**
- **Print head bracket (right side) – PN:156853**

a) In some extreme cases, one of the press-fit pivots (shown in figure 15) may break loose affecting the downward pressure of the print head. Replace if necessary.



*Figure 15 – Press fit pivots on print head bracket*

## **11.Adjust the left side print head bracket pivot point.**

- a) Remove all eight (8) top screws and one (1) front screen hinge screw outlined in red and green in figure 16 on the following page.
  - i. The screws circled in red are self-tapping and should return to these same two holes when reassembling the Unit.
- b) Remove the four (4) 7mm platter support screws shown in figure 17 on the following page, and set the platter support aside.
- c) Loosen the two (2) screws holding the left side print head pivot point in place shown in figure 18 on the following page, and push it down or up depending on which side is printing light.
  - i. These screw holes are not slotted and will provide minimal adjustment.
  - ii. Moving the bracket up will lessen the contact pressure between the black rubber roller and thermal print head on the left side and help with light print on the right side.
  - iii. Moving the bracket down will lessen the contact pressure between the black rubber roller and thermal print head on the right side and help with light print on the left side.
- d) Reassemble the platter support and top cover of the scale removed in steps "a)" and "b)".

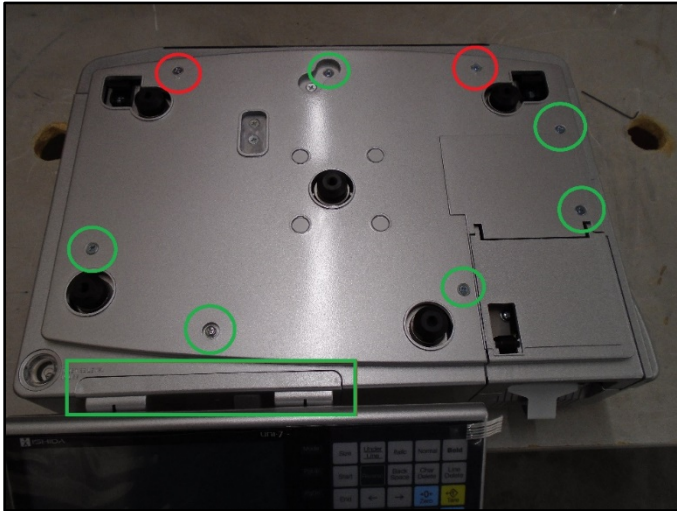


Figure 16 – Eight top screws referenced in step "a)"

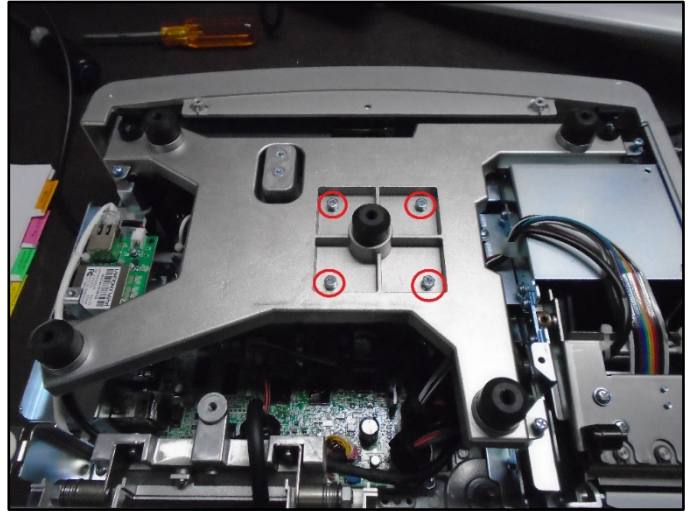


Figure 17 – Four sub platter screws referenced in step "b)"

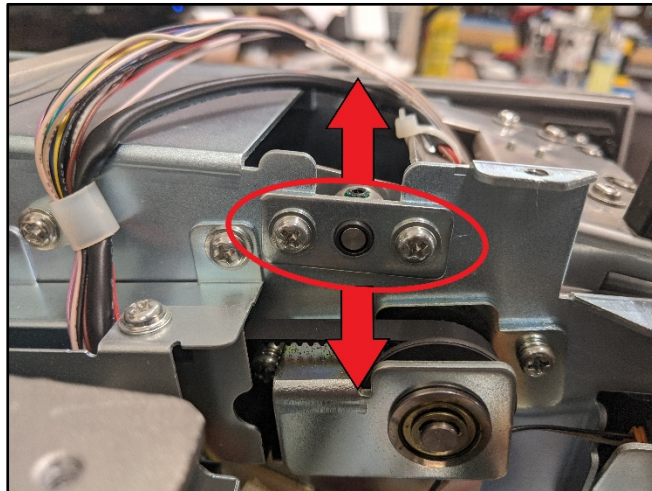


Figure 18 - Two screws holding the left side print head pivot point in place. Refer to steps "ii." and "iii." under step "c)"

*For further guidance or assistance, please contact Rice Lake Weighing Systems.*



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