

Problems and solutions

The following shows failures of thermal printheads caused by their usage, their causes and solutions.

Problems	Causes	Solutions
Blank line or stripe No printing	<ul style="list-style-type: none"> • Damages on surface of heating elements • Electric load • Abnormal wear of heating element protecting coating • Corrosion of heating elements or electrodes by active ions • Electrolysis • Wrong position or partial wear of platen • Heating malfunction • Insufficient platen load 	<ul style="list-style-type: none"> • Better handling of printhead • Prevent foreign objects from being caught • Adjust applied energy • Avoid printing without paper printing • Observe power-on procedure • Reduce platen load • Use wear-resistant printing medium • Use printing medium not containing active ions • Do not use with condensation on printhead • Use recommended materials to clean head surface • Turn the COM power when printhead is not used • Change position or replace • Remove dust from heating element surface • Optimize platen load
Unclear printing	<ul style="list-style-type: none"> • Wrong position or partial wear of platen • Heating malfunction 	<ul style="list-style-type: none"> • Change position or replace • Remove dust from heating element surface
Black line or stripe, sudden abnormal printing	<ul style="list-style-type: none"> • Surge voltage • Noise from power supply line • Static electricity 	<ul style="list-style-type: none"> • Check surge voltage and improve • Remove power supply surge • Minimize static electricity
Change of darkness while printing	<ul style="list-style-type: none"> • Head temperature not controlled 	<ul style="list-style-type: none"> • Detect and control printhead temperature with a thermistor

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