

<i>Printronic Technical Bulletin</i>	Number 5-0008	Revision B
	Product Type P5000	Date 10/99
Subject Degraded Print Quality On Left Side With Narrow Printing	Originator G. Gentry	Page 1 of 1

Subject:

Degraded print quality on the left side of the print area when printing with narrow-web media or when printing in a narrow band on the left side.

Information:

There are several potential causes for print quality degradation in the form of vertical column dropout and ribbon smear. The causes are most often poor ribbon quality, over use of ribbons, vertical ribbon guide post is worn or bent, hammer tip fracture, damaged or dirty hammer bank cover assembly, improper platen gap adjustment, forms with uneven thickness across the page (greater than .003" variance) and ink migration.

If a customer is still experiencing this type of print quality problem after eliminating the above causes for either narrow web printing or when printing is concentrated on the left portion of the page, you should investigate to see if the ribbon is folding over. Problem may be worn ribbon guides. If it is, the problem can be corrected by replacing both the left and right guides, part numbers 163597-001 and 163597-002. A kit is available with both parts included, part number **163597-901**. Kits can be ordered by calling Spares Order Entry at 949 / 221-2684. (After Oct 8, 1999, the phone number is 714 / 368 - 2684)

Replacing the ribbon guides is recommended only if the customer is experiencing ribbon fold over under these conditions. The problem will only occur when printing in a narrow band for long periods of time and only on a very small percentage of printers that have an extreme stack up of mechanical tolerances.

Please refer to the P5000 Maintenance Manual for proper Removal and Replacement procedures.