

DS SERIES PHOTO PRINTERS: HOW TO REPAIR A TORN RIBBON

Overview

A problem during printing can cause the ribbon to tear in half. Do not throw the ribbon away. It can easily be repaired and put back into use.

Common Causes

- Paper jam
- Condensation
- Damaged or nicked ribbon which is sometimes caused by debris on rollers
- Hardware failure
- Error in loading media

Procedure

1. Open the printer and remove the ribbon and paper. If it is in a ribbon tray, it does not have to be removed from the tray.
2. Confirm no debris is in printer.
3. Wipe the platen with alcohol using an alcohol pad or lint free cloth.
4. Confirm no debris on print head.
5. Check for condensation on the printer. Remove condensation if present.
6. Verify ribbon is the correct type, is not used up, and is properly loaded in ribbon tray.
7. Overlap the torn edges by $\frac{1}{4}$ " to $\frac{1}{2}$ ".



- Place 3" to 4" inches of tape over the middle of the overlap. Keep the sides aligned so that the ribbon will feed properly.



- Roll four color panels (yellow, magenta, cyan, and clear) of the ribbon onto the take-up roller. This is one print's worth of ribbon. This helps hold the repair in place.



NOTE: A ribbon can be repaired multiple times and still print.

- Install the ribbon and paper in the printer.
 - Confirm that the paper holders are installed correctly on the paper roll and are flush with the ends of the paper roll.
 - Confirm that the ribbon is installed correctly.

NOTE: Refer to the printer's Owner's Manual for instructions on loading the paper and ribbon if needed.

- Close the printer.
- Test using by printing more than one print.
- If issue recurs, replace both the ribbon and paper.
- Test again by using ten test prints. If the issue recurs, please contact [DNP IAM Technical Support](#).

End of Repairing a Torn Ribbon.

Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

Phone: 1-855-367-7604

Email: dnpsupport@dnp.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed

Revision Info

Date	Initials	Description	Revision
2.18.2016	CCS	Changed copyright to 2016. Removed false PN and REV numbers. Updated Heading 1 leading. Added new pink logo.	
7.13.2016	MMH	Added Revision column to Revision Info table & removed PN from footer.	
8.24.2016	MMH	Added and revised content for public use.	1.0
12.13.2017	MMH	Reviewed by InfoDev. Ready for website publish.	1.0