DS40& DS80 PRINTERS:
SQUEAKS WHEN PRINTING

Overview

The DS40 and DS80 printer may emit a loud squeaking sound during printing when dirt or debris gathers in the ghost roller bushings. Cleaning the roller and bushings eliminates the squeaking.

Required Items

- Phillips Screwdriver (Preferably magnetic)
- Cotton Swabs
- Rubbing Alcohol

Troubleshooting and Resolution

1. Turn off the printer and unplug it to prevent possibility of electric shock.
2. Open the printer by gripping the blue handle below the front of the printer and pulling the drawer forward.
3. Remove the ribbon cassette.
4. Locate the ghost roller in the front of the ribbon compartment at the bottom. It is the silver roller closest to the front of the printer. The ends are held by black bushings screwed to the base.

5. Remove the screws holding the bushings, one on each end of the roller.
6. Remove the bushings and the roller. The bushings are slipped on the ends of the roller and will easily slip off.
7. Clean the rollers especially the ends and insides of the bushings with a cotton swab and rubbing alcohol.
8. Replace the roller and bushings and secure the screws.
9. Reload the printer and test.

Contact DNP Support for further assistance

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

Weekend Hours: Saturday and Sunday Closed

DNP Imagingcomm America Corporation