

Preventative maintenance for Verifone TM-U950 printers:

1) Prior to installing or changing a TM U950 printer the Verifone System should be turned off. Failure to power off the Verifone system when installing a TM U950 printer typically results in incorrect printer error messages.

2) Keep food, fluids, paper clips and coins away from printer.

3) Regularly spray aerosol compressed air into and under the paper paths to remove paper dust and debris. NOTE: High pressure from an air compressor will damage the printer.

\*\*\*\* Use Blow Off non flammable compressed air. Available from Tronitec part number: Blow Off. Buy on line at [www.tronitec.com](http://www.tronitec.com) or by contacting sales at 800-962-2588.

4) It is recommended that low quality or recycled paper not be used. Low quality / recycled paper creates excessive paper dust drying up lubricants and blocking sensors.

\*\*\*\* Use single layer wood free high quality paper only, 2 3/4" X 150' x .06 to .09 mm thick x weight 52.3 to 64.0 g/m<sup>2</sup> ( 13.9 to 17 lbs ) paper roll inside diameter 10 mm or more or equivalent. Available at Tronitec part number 1709. Buy on line at [www.tronitec.com](http://www.tronitec.com) or by contacting sales at 800-962-2588.

5) Do not use a screwdriver, knife or other such tool to remove a paper jam.

6) To remove a paper jam consult our visual maintenance guide and use the four steps below.

A Tronitec printer maintenance kit is required to clear a TM-U950 paper jam. A Tronitec printer maintenance kit can be bought on line at [www.tronitec.com](http://www.tronitec.com) or by contacting sales at 800-962-2588. Our kit includes one Tronitec paper jam removal tool, plastic tweezers and a 10 ounce can of non flammable compressed spray air.

Paper Jam Removal Steps:

A) Remove the printer ribbon.

B) Remove the coin cover.

C) Gently insert paper jam removal tool.

D) Remove paper and debris with tweezers and compressed air.

7) Bad printer ribbons can cause the printer to lock up run slow and / or interfere with sensing devices

**causing the printer to flash error lights and not operate.** To check for a bad ribbon remove it from the printer and run the printer. If the printer operates correctly install a new printer ribbon insuring that the ribbon is taught via the tightening wheel.

- 8) Always remove the empty paper holder prior to installing a new roll of paper.
- 9) When installing new rolls of paper always cut approximately one foot of paper off the roll with SCISSORS to ensure a straight clean cut. This prevents the transfer of glue from the new paper roll to the printer. The straight leading edge of paper prevents paper jams.
- 10) The platen (print head striking plate) is set within the original manufacturer's recommended settings. Adjusting the strike plate can cause the printer to improperly operate and damage the print head. The platen location should never be adjusted.
- 11) Do not use lubricants such as WD-40 to lubricate the printer.
- 12) Always lightly close the TM-U950 printer cover. Forcefully closing the cover of the TM U950 can damage the sensing device.
- 13) Running a self test insures that the TM U950 printer is operating properly. To Run a self test with ROLL PAPER :
  - A) Make sure the printer ribbon and paper is installed, that the printer is turned off and the cover is closed.
  - B) Turn the printer on while holding down the receipt feed button.
  - C) The self test will print the printer status and settings and then will pause with the receipt out and journal out lights blinking.
  - D) Press the receipt feed button and the printer will print a built in character set.
  - E) The self test is completed after printing the following: "completed".
  - F) If the self test does not end with "completed" there is a printer problem.

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