

TRONITEC SERVICE DOCUMENT (TSD# 36)
SERVICE BULLETIN REGARDING WAYNE OVATION DISPENSER PRINTERS
Models: 889022-R01, 889022-R02

1. Using low quality paper can cause printer roller not to feed paper properly, paper jams, and heavy build up of paper dust in the sensors. This will cause the printer not to function correctly. To ensure peak printer performance clean door sensor with compressed air (Tronitec Part# 6572) and replace paper with manufacturer recommended paper: Dresser Wayne Part# 7000703 (case of 48 rolls) or with the following OEM specifications:

2 9/32" (58MM)X 400' thermal roll paper

11/16" core

100% lint free

Non-topcoated

2. Using the incorrect gasket can cause paper jams. If the gasket on the printer door is damaged, follow the instructions below to replace the gasket:
 - a. Examine gasket to determine if it is a thin or thick gasket. Compare old gasket to those in the kit to be sure to replace with the same size.
 - b. Remove old gasket and clean surface of the printer door.
 - c. Install new **888687-001** thin gasket or **889784-001** thick gasket.
 - d. Check printer operation.
3. Make sure jumpers on the printer driver board are set to the correct communications protocol. See table below for settings:

<input type="checkbox"/> --- <input type="checkbox"/> on	<input type="checkbox"/> --- <input type="checkbox"/> on
<input type="checkbox"/> --- <input type="checkbox"/> on	<input type="checkbox"/> <input type="checkbox"/> off
38,400 baud	115,200 baud

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