

Customer Notice

Please check our troubleshooting Guide on P2 for common fixes before completing this form.
Please note an Inspection Fee of £40 will be chargeable if no fault is found with the printer or it is out of warranty.
Where fees are applicable, no repair work will be undertaken without prior written authorisation or PO from the customer.

For Able Use Only

RMA Authorisation Number

COMPANY DETAILS

Company Name:

Address:

Contact Name:

Email:

Telephone:

PRODUCT DETAILS See page 4 for guidance on Serial Numbers and Lot Numbers

Product Code:	Details of Fault:	Fault Detected:
Serial Number:		
Lot Number:		
Product Code:	Details of Fault:	Fault Detected:
Serial Number:		
Lot Number:		
Product Code:	Details of Fault:	Fault Detected:
Serial Number:		
Lot Number:		
Product Code:	Details of Fault:	Fault Detected:
Serial Number:		
Lot Number:		
Product Code:	Details of Fault:	Fault Detected:
Serial Number:		
Lot Number:		

Troubleshooting Guide



Serial & Lot Number Guidance

We find that many apparent 'faults' with our printers can be addressed by the user following a few simple steps, negating the need to return the printer for repair.

Below are some of the most common issues reported. Please review this list to see if any apply to you.

Issue: The printer has no power

Solution 1: Please check to see if the Battery Pack is connected, as when the printer is dispatched the battery pack is always left disconnected. This will involve unscrewing the base panel of the printer to access the battery chamber.

Solution 2: Please check to see if the Battery Pack needs charging. The LED light on the front of the printer should be constant green when in normal operational mode. A flashing green/red LED indicates the battery requires charging. Please note that the Battery Pack must be fully charged at least once every 4 months.

Issue: The printout looks faded or illegible

Solution 1: Please recharge the Battery Pack. This is the most common cause of a faded printed image. Remember, thermal printers do not use, and therefore cannot run out of, ink.

Solution 2: Is the Rechargeable Battery Pack damaged? This can happen if the Battery Pack is left permanently on charge. It may be that you simply require a replacement Battery Pack.

Issue: The paper roll is not feeding correctly or sticking

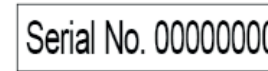
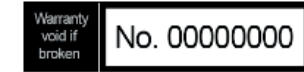
Solution: Check that the paper roll has been correctly inserted into the paper well of the printer. Is the correct specification of paper roll being used? Is it the correct size? If oversized paper is used, or the roll has been inserted the wrong way, it will cause the printer to judder when printing.

Issue: How can I check my printer is running correctly

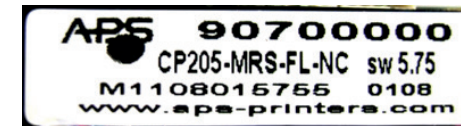
Solution: Double click the paper feed button. A printout should be produced displaying the printer firmware type, printer serial number and the battery voltage.

Note: Do not leave the Battery Charger permanently connected to the printer as this will irrevocably damage the Battery Pack. Always disconnect the charger when the battery is fully charged.

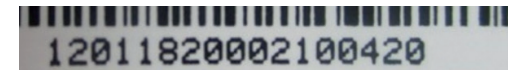
Able product Serial Numbers use the following formats:



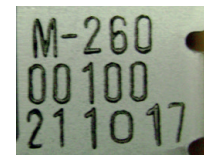
APS Serial and Lot Numbers use the following formats:



Where M1108015755 is the Product Serial Number and 0108 is the Lot Number



Epson Lot Numbers use the following format:



Where 211017 is the Lot Number

Printek Serial Numbers use the following format:



All other products do not carry Serial Numbers