



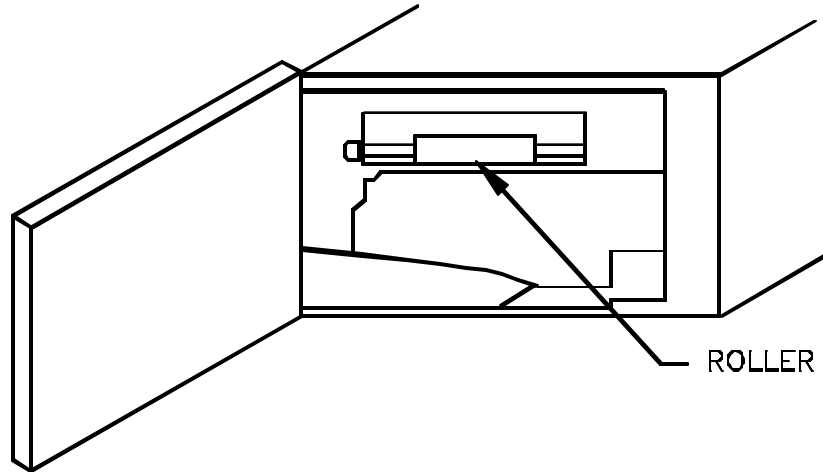
## Service Bulletin

### **EAS 911 Periodic Printer Maintenance**

Periodic cleaning to the roller as needed is recommended. To clean the printer roller, open the printer per instructions in the EAS 911 User's Guide, page 8-2 . Remove the printer cartridge ribbon to expose the roller. Gently wipe down the roller using a soft, non-abrasive pencil eraser, such as a Pentel Clic Eraser™. Use of isopropyl alcohol is not recommended because it may inadvertently remove lubricants in bearings.

If the printer condenses print to about 1/16" high characters, check the following:

1. Make sure there is no debris behind the paper roll.
2. The absolute maximum diameter of the paper roll is 1.95 inches and is reasonably tight.
3. Use a paper with thickness of .0025 inches to .0030 inches. Coarser paper would be helpful.
4. Clean the roller with soft, non-abrasive eraser as described above.



Printer with cartridge ribbon removed