

Zebra ZT230 Label Printer - light or incomplete labels

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Purpose: The Zebra printer is a thermal printer. It uses heat to cause a reaction on the label to create the image. If the print head is dirty or the thermal transfer roller is damaged or dirty the labels will be light or incomplete. This guide will assist with cleaning and adjusting the printer.

Prerequisite: Zebra ZT230 Thermal printer

Opening the Printhead assembly and cleaning print head

1. In order to clean the print head and the thermal transfer roller the printhead needs to be raised. This is done by lifting the side cover of the printer to expose the printhead assembly. In order to open the print head you need to place your thumb on the curve rubber piece on the print head assembly and lift up and back until the print head is fully raise.
2. Once the printhead assembly is lifted you can see the printhead itself. This is contained within a narrow piece of glass with green lines going through it. The printhead should be cleaned with an alcohol wipe to remove any labels or adhesives.

Cleaning the Thermal Transfer roller

1. The thermal transfer roller needs to be cleaned of any stuck labels or adhesives. The roller should only be cleaned with alcohol wipes. No sharp object should ever be used on the roller. The labels can either be completely removed or simply flipped up over the printhead assembly to gain access to the roller. If there are labels stuck that cannot be easily removed there are locks on either side of the roller that can be unlocked to allow the roller to be partially removed. The locks are pulled forward until they are in an upright position and then the roller can be wiggled until it is loose. If the roller does need to be removed for cleaning it must be returned to the correct position and the locks returned to the correct position before closing the printhead.
2. Once the printhead and roller have been cleaned the darkness should be improved. If the darkness is still not as desired you can adjust the physical darkness dials. These are two dials on the top of the printhead assembly and adjusted by turning to the left (darker) or right (lighter). Adjusting these dials will cause the printhead to be nearer to the labels which allows more heat transfer to the labels. Both dials should be the same and it is recommended that a setting of 3 (three lines facing out) is the starting point. If the labels are still not dark enough they dials can be turned to 4. Although a darkness setting is accessible through the printer control panel and web interface this setting should never go above 20 or it will lead to a decrease in the lifespan of the print head. These settings are monitored and will be adjusted down to 20 or lower once identified.
3. If there is any damage to the thermal transfer roller it will cause incomplete images (a smooth surface is needed for the thermal transfer to work). If your roller is damaged a new printer will need to be ordered by submitting a Service Now ticket and having an RMA created. In most cases a new printer

will be delivered within 2 work days.