

TOSHIBA

Toshiba B-852-R Series Maintenance Manual

1
Table Of Contents
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32

--

•

[Table of Contents](#)

-

Troubleshooting

•

Bookmarks

Quick Links

[1 Procedures](#)

[2 Replacing the Stepping Motor](#)

[3 Replacing the Platen](#)

[4 Replacing the Media Sensor](#)

[5 Troubleshooting](#)

[Download this manual](#)



TOSHIBA Thermal Printer

B-852-R SERIES
TOSHIBA

Document No. E018-33018

Original

Mar., 2006

(Revised



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PRINTED IN JAPAN

[Table of Contents](#)

[Next Page](#)

1
2
3
4
5

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(105 pages)

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Toshiba thermal printer owner's manual (34 pages)

[Printer Toshiba B-852 Advance Specification Sheet](#)

Thermal transfer / direct thermal (2 pages)

[Printer Toshiba B-852 User Manual](#)

Thermal transfer / direct thermal (2 pages)

[Printer Toshiba B-852 Series Supply Loading Instructions](#)

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Toshiba thermal printer owner's manual (114 pages)

[Printer Toshiba B-SA4TP Series Instructions Manual](#)

(9 pages)

[Printer Toshiba B-EX4 T1 Series Product Description](#)

(57 pages)

[Printer Toshiba B-SV4D Series Manual](#)

Thermal printer (43 pages)

[Printer Toshiba B-EX4 SERIES Product Description](#)

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Potable printer (46 pages)

[Printer Toshiba B-FV4T-GS12-QM-R Owner's Manual](#)

B-fv4t series (63 pages)

Summary of Contents for Toshiba B-852-R Series

[Page 1](#) TOSHIBA Thermal Printer B-852-R SERIES Maintenance Manual Document No. EO18-33018 Original Mar., 2006 (Revised PRINTED IN JAPAN...

[Page 2: Table Of Contents](#)

PERIODIC MAINTENANCE PROCEDURE3- 1 TROUBLESHOOTING -----
----- 4- 1 CAUTION! 1. This manual may not be copied in
whole or in part without prior written permission of TOSHIBA TEC. 2. The contents of this manual
may be changed without notification.

[Page 3: Unpacking](#)

Print Head Cleaner (QQ/QP model) Unpacking Instruction Power Cord Supply Holder Base Owner's Manual Supply Holder Pad A Top Pad Supply Holder Pad B Cushion Supply Holder Unit Cushion Supply Holder Pad A B-852-R Printer Accessory Carton Bottom Pad Carton 1- 1...

[Page 4: Checks](#)

1. UNPACKING EO18-33018 (Revision Date: Sep. 28, 2007) 1.2 Checks Remove the five pieces of tape from the printer. Open the top cover. Remove the one piece of tape. Top Cover Tape Tape Press down the head block release lever (1) and raise the print head block (2). Remove the print head pad (3).

[Page 5: Major Unit Replacement](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.1 OPENING AND REMOVING THE COVERS 2. MAJOR UNIT REPLACEMENT WARNING! Disconnect the power cord before replacing the parts. 2.1 OPENING AND REMOVING THE COVERS Turn the power off. Open the top cover. Remove the three B-4x6 screws to detach the side cover R. B-4x6 Screw B-4x6 Screw Top Cover...

[Page 6: Lubrication](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.1 OPENING AND REMOVING THE COVERS NOTE: After removing the screws, unhook the side cover L from portion B by lifting and moving it toward the front of the printer. Hook Portion B Side Cover L Disconnect the operation panel harness from CN13 on the MAIN PC Board.

[Page 7: Replacing The Main Pc Board](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.3 Replacing the MAIN PC Board 2.3 Replacing the MAIN PC Board Prior to replacing the MAIN PC board, print out the parameter settings for future reference. Remove the side cover L from the printer. (Refer to Section 2.1.) Remove the three SMW-3x6 screws to detach the rear frame cover.

[Page 8](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.3 Replacing the MAIN PC Board 4) Remove the two SMW-4x8 screws, SMW-3x6 screw and B-3x6 screw. SMW-4x8 Screw MAIN PC Board Ass'y B-3x6 Screw SMW-3x6 Screw 5) Disconnect the power harness from CN8 on the MAIN PC board ass'y, then remove the MAIN PC board ass'y from the printer.

[Page 9](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.3 Replacing the MAIN PC Board 6) Remove the two B-3x6 screws and the two SMW-3x6 screws, then remove the MAIN PC board from the MAIN PCB support frame. MAIN PC Board SMW-3x6 MAIN PCB Support Frame B-3x6 Screw Replace the MAIN PC board with a new one, and reassemble in the reverse order of removal.

[Page 10: Replacing The Panel Pc Board](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.4 Replacing the Panel PC Board 2.4 Replacing the Panel PC Board Remove the side cover L from the printer. (Refer to Section 2.1.) Remove the PT-3x8 screw to detach the operation panel ass'y from the side cover L in the direction indicated by the arrow.

[Page 11](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.4 Replacing the Panel PC Board Remove the two PT-3x6 screws and W-4 washers to detach the panel PC board from the operation panel cover. Operation Panel Cover Flat Cable E Plate Key Switch Panel PC Board PT-3x6 Screw Replace the panel PC board with a new one, then reassemble in the order removal.

[Page 12: Replacing The Stepping Motor](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.5 Replacing the Stepping Motor 2.5 Replacing the Stepping Motor Remove the side cover L and MAIN PC board ass'y from the printer. (Refer to Sections 2.1 and 2.3.) Remove the two SMW-3x6 screws to detach the PCB support plate from the printer. SMW-3x6 Screw PCB Support Plate Remove the two SM-4x8 screws to detach the stepping motor from the printer.

[Page 13](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.5 Replacing the Stepping Motor NOTE: Apply FLOIL to the stepping motor's pulley and the motor gear when reassembling the stepping

motor. Pulley Motor Gear Stepping Motor...

[Page 14: Replacing The Head Up Sensor, Slit Sensor \(Rewind/Feed\) And Ribbon Motor \(Rewind/Feed\)](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.6 Replacing the Head Up Sensor, Slit Sensor (Rewind/Feed) and Ribbon Motor (Rewind/Feed) 2.6 Replacing the Head Up Sensor, Slit Sensor (Rewind/Feed) and Ribbon Motor (Rewind/Feed) Prior to replacing the sensors or ribbon motor, perform the following operations. Open the top cover.

[Page 15](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.6 Replacing the Head Up Sensor, Slit Sensor (Rewind/Feed) and Ribbon Motor (Rewind/Feed) Replace the head up sensor with a new one, then reassemble in the reverse order of removal. Perform a test print to print to confirm that the printer works properly. NOTE: Be careful not to damage the slit sensor (Rewind/Feed) when replacing it, as this may cause a malfunction.

[Page 16](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.6 Replacing the Head Up Sensor, Slit Sensor (Rewind/Feed) and Ribbon Motor (Rewind/Feed) 5) Push and release the hook A, then release the hook B to remove the slit sensor from the sensor holder. Slit Sensor Sensor Holder Hook A Hook B...

[Page 17](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.6 Replacing the Head Up Sensor, Slit Sensor (Rewind/Feed) and Ribbon Motor (Rewind/Feed) NOTES: After replacing the ribbon motor, refer to Section System Mode Manual to perform a Maintenance Counter clear. Secure the ribbon motors while inserting a 0.1 mm-thick paper (or folded backing paper) between the ribbon motor pulley and the idler gear to adjust the backlash.

[Page 18: Replacing The Platen](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.7 Replacing the Platen 2.7 Replacing the Platen Prior to replacing the platen, print out the maintenance counter for future reference. Open the top cover, and raise the print head block by pressing down the head block release lever. Top Cover Print Head Head Block...

[Page 19](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.7 Replacing the Platen Replace the platen with a new one, then reassemble in the reverse order of removal. NOTE: When reassembling, confirm the orientation of the shaft holder. (See the picture below.) Platen Shaft Holder Perform a test print to confirm that the printer works properly.

[Page 20: Replacing The Media Sensor](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.8 REPLACING THE MEDIA SENSOR 2.8 REPLACING THE MEDIA SENSOR 2.8.1 Feed Gap Sensor (TR) and Black Mark Sensor (Upper Side) 1) Open the top cover and raise the print head block. 2) Pull up the two tabs of the sensor case cap to remove it from the sensor block. 3) Remove the feed gap sensor (TR) and black mark sensor (upper side) from the sensor case.

[Page 21: Feed Gap Sensor \(Led\) And Black Mark Sensor \(Lower Side\)](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.8 REPLACING THE MEDIA SENSOR 2.8.2 Feed Gap Sensor (LED) and Black Mark Sensor (Lower Side) 1) Remove the platen holder R, platen holder L, platen, and strip plate from the printer 2) Remove the SMW-4x8 screw to detach the front cover from the printer. 3) Unhook the two springs.

[Page 22](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.8 REPLACING THE MEDIA SENSOR NOTES: 1. When reassembling the sensor case cap, fit the hooks of the sensor case into portion A of the sensor case cap. 2. When reassembling the sensors, align the pins on the sensor case with the holes of the sensors.

[Page 23: Replacing The Print Head](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 2.9 REPLACING THE PRINT HEAD 2.9 REPLACING THE PRINT HEAD CAUTION: 1. Never touch the print head element when handling the print head. 2. Never touch the connector pins to avoid a breakdown of the print head by static electricity. 3.

[Page 24: Replacing The Ps Unit And Reactor](#)

2. MAJOR UNIT REPLACEMENT EO18-33018 (Revision Date: May 21, 2007) 2.10 Replacing the PS Unit and Reactor 2.10 Replacing the PS Unit and Reactor WARNING! 1. Hazardous electrical parts. Before disassembling the unit, unplug the power cord from the mains. 2.

[Page 25](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 (Revision Date: May 21, 2007) 2.10 Replacing the PS Unit and Reactor Disconnect the PSU harness from CN4 on the PS unit. PSU Harness PS Unit Disconnect the harnesses from CN1 on the PS unit. For the QP and CN models, disconnect the harness from CN2, too.

[Page 26](#) 2. MAJOR UNIT REPLACEMENT EO18-33018 2.10 Replacing the PS Unit and Reactor Replace the PS unit or reactor with a new one, then reassemble in the reverse order of removal. WARNING! Pass the reactor harness and inlet harness through the cut in the PS unit frame. Care must be taken not to pinch the harnesses in the frame.

[Page 27: Periodic Maintenance Procedure](#)

3. PERIODIC MAINTENANCE PROCEDURE EO18-33018 3. PERIODIC MAINTENANCE PROCEDURE 3. PERIODIC MAINTENANCE PROCEDURE WARNING! 1. Be sure to turn the power off before cleaning the cutter unit. 2. As the cutter blade is sharp, care should be taken not to injure yourself when cleaning. All machines are generally delivered in their best condition.

[Page 28](#) 3. PERIODIC MAINTENANCE PROCEDURE EO18-33018 3. PERIODIC MAINTENANCE PROCEDURE 3) Clean the print head elements with the TOSHIBA TEC-approved print head cleaner. (Please instruct your customers to clean them daily.) Print Head Print Head Cleaner Print Head Element 4) Remove any paper dust and glue of the label. Wipe off moving range of the media sensor.

[Page 29](#) Failure to do this may cause the glue to stick to the cutter and shorten the cutter life. Confirm each part adjustment. Make any necessary adjustments. Conduct the following tests and make sure that there is no problem. 1) Print test with TOSHIBA TEC-approved media and ribbon. (Print tone, print head position, etc.) 2) Paper skew 3) Print start position adjustment (Horizontal: media position, vertical: sensor adjustment/adjustment by issuing commands.)

[Page 30](#) 3. PERIODIC MAINTENANCE PROCEDURE EO18-33018 3. PERIODIC MAINTENANCE PROCEDURE 11. Clean the outside of the printer. 12. Fill out a report form. Hand it to the manager and obtain a signature.

[Page 31: Troubleshooting](#)

3. Failure of the MAIN PC board Replace the MAIN PC board. Blurred print 1. Poor media quality. Use only TOSHIBA TEC-approved media. 2. Dust is on the media. Clean the print head and remove any dust from the media.

[Page 32](#) 1. Media is not set properly. Set the media properly. 2. Poor media quality Use the media approved by TOSHIBA TEC. 3. Improper adjustment of the feed gap Re-adjust the sensor. sensor or black mark sensor. 4. Threshold is improper.