



Super12 Document Printer

# User's Guide

A-61121  
Part No. 1H7191

# Using the Super12 Document Printer

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The *Kodak Digital Science* Super12 Document Printer prints customer-specified information on documents as they pass through the transport system.

The Super12 Document Printer can be an accessory on the following:

- *Kodak Digital Science* Document Scanner 9500
- *Kodak Digital Science* Document Scanner/Microimager 990
- *Kodak Imagelink* Scanners 900 and 923
- *Kodak Imagelink* Microimager 70

NOTE: For the purpose of this User's Guide, when referring to the scanner, scanner/microimager or microimager, the term "scanner" will be used.

Some of the features of the *Kodak Digital Science* Super12 Document Printer are:

- Prints up to 144 characters per page (12 characters, 12 lines)
- Improved print quality
- A choice of red or black print cartridges
- Auto-purge
- Auto-wiping
- Adjustable print contrast

## Printed information

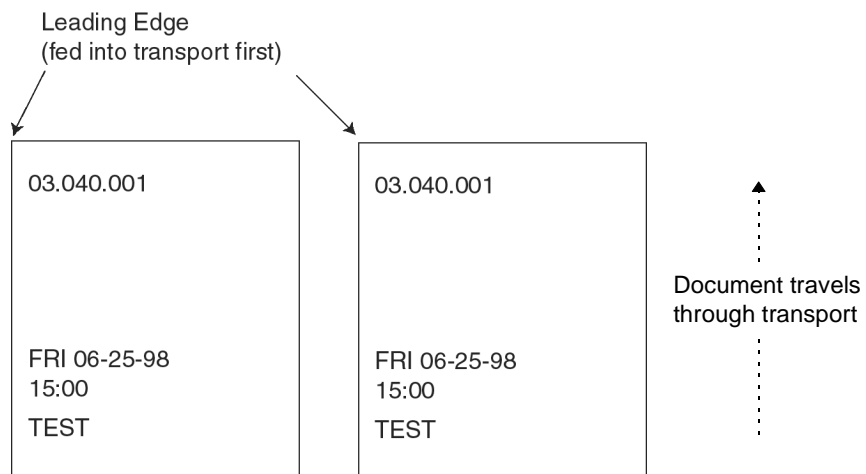
The information printed by the Super12 Document Printer is defined during installation.

The Super12 Document Printer prints up to 12 lines per document. Each line can be a maximum of 12 characters, consisting of as many as three of the following items:

- Document image address
- Day of the week
- Date
- Time
- Roll number, if applicable
- Total document count
- Messages 1–9

The same information may be printed on documents of all levels, or different information may be printed on documents of different levels.

The information printed by the Super12 Document Printer always appears in rows parallel to the leading edge of the document(s) as shown:



**Orientation** — information is printed on each document in Comic orientation.

**Font** — only one font is available for the Super12 Document Printer.

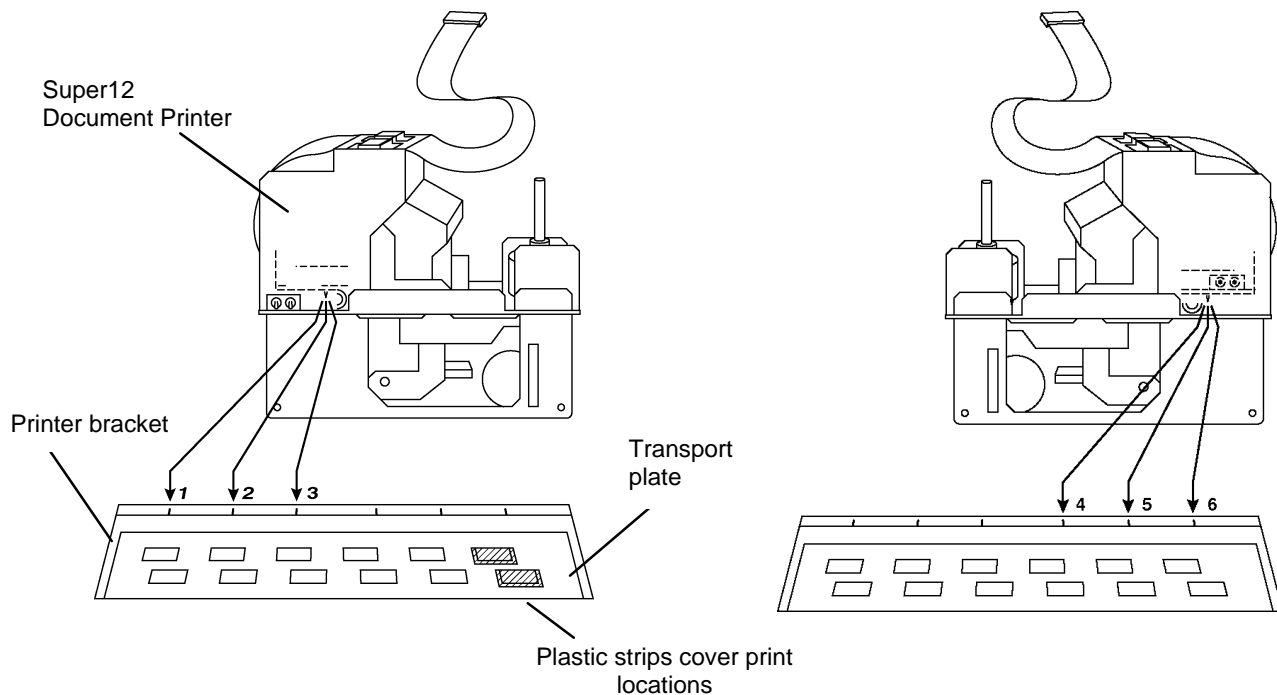
**IMPORTANT:** *The Super12 Document Printer allows you to print only up to line 15 (relative to the print template, which is used in conjunction with print position to determine distance of the printed information from the leading edge of the document).*

## Changing the print location and print position

The location of the information you want printed on a document is determined by the print location of the Super12 Document Printer and the pre-defined print position.

### Print Location

The Super12 Document Printer can be placed in one of six available locations across the transport plate. The orientation of the printer when in position 1, 2 or 3 is different than when the printer is in position 4, 5 or 6.



**NOTE:** Before you change print locations, remove the plastic strips covering the print locations you want to print in. The plastic strips cover the print locations on both the transport plate and the belt module (not shown in this illustration). Plastic strips should be left in place for any unused locations.

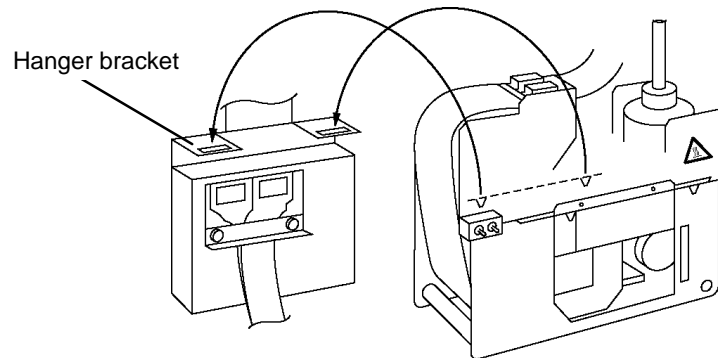
To remove the plastic strips from a print location:

1. Open the front cover of the scanner.
2. Lift the printer from the printer bracket and place it on the hanger bracket to keep it out of the way.

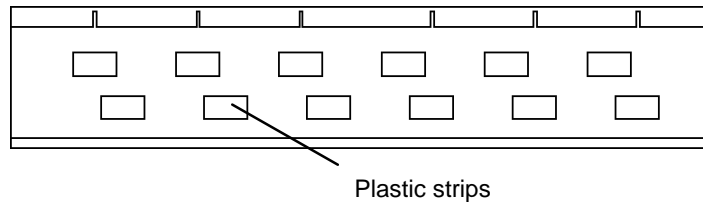


**CAUTION: Hot surface, avoid contact.**

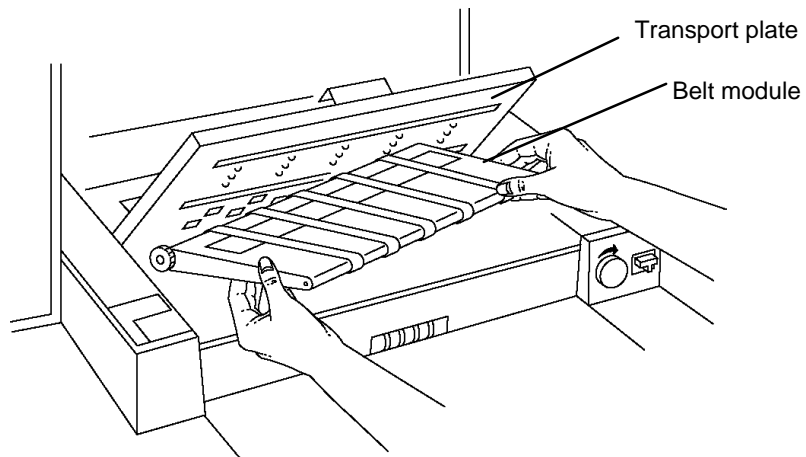
NOTE: Be sure the flex cable is placed between the two hooks so it does not get damaged.



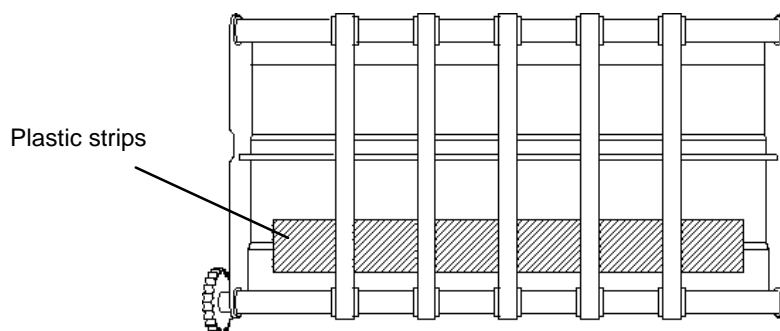
3. Remove the plastic strips from any print locations (on the transport plate) that you will be printing in.



4. Lift the transport plate and remove the belt module.



5. Remove the plastic strips from the desired print locations from the underside of the belt module. The print locations that you remove the plastic strips from should correspond with the strips you removed from the transport plate.



NOTE: Verify that the maintenance tray is in place before continuing. If the maintenance tray is not in place, see "Replacing the maintenance tray" for more information.

6. Replace the belt module.
7. Lower the transport plate.
8. Lift the printer from the hanger bracket, rotate it 180° if necessary, and place it into the desired print location. The printer is firmly in place if you cannot slide the printer from its location.

NOTE: If you are rotating the Super12 Document Printer, be careful not to twist or strain the flex cable.

9. When finished, close the front cover.

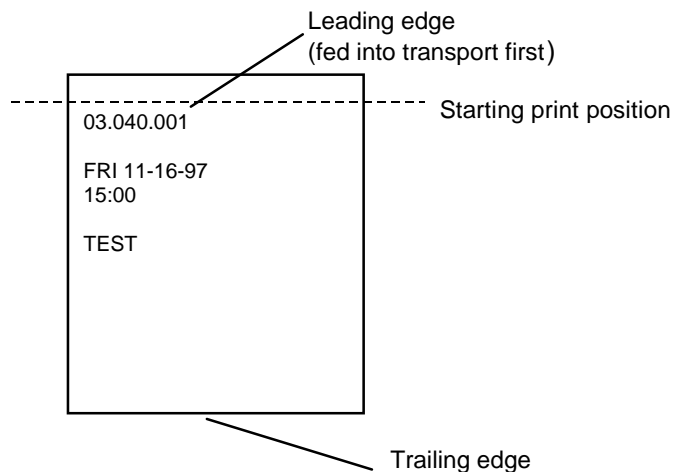
## Print Position

The print position specifies how far from the leading edge (fed into the transport first) of the document the information will be printed. The default print position is defined at installation.

You can temporarily change the default print position by using function code F46. The new print position will be used to print information until function code F02 (Restore Mode) is used to return the starting print position to its original value (provided mode overrides are not saved), or until function code F46 is used again to change the print position(s).

### NOTES:

- Restore Mode (F02) restores all initial printer settings, except the print contrast setting and print alignment.
- The print position should be carefully calculated. Make sure to set the print position close enough to the leading edge of the document so the printed information is not truncated before reaching the trailing edge of the document.



## Enabling/disabling the Super12 Document Printer

Make sure the Super12 Document Printer is enabled before feeding documents.

- The Super12 Document Printer may be enabled/disabled separately at the mode level using function code F43.
- If you have enabled the Super12 Document Printer, but do not want to print on the next document fed into the transport, you may omit printing on the next document only by entering function code F44.
- During normal operation or a print test, the operator interface panel will beep when the Super12 Printer has reached the capped or print position. The beep occurs approximately 5 seconds after pressing **Run** or **Stop**.

**IMPORTANT:** *Whenever **Run** or **Stop** is pressed, the Super12 Document Printer moves to a capped or print position. The capped position covers the print cartridges to keep them from drying out.*

*When **Run** is pressed, the message, **E133 Feeder waiting for printer** will be displayed. When the message clears and the scanner beeps, the printer has moved into the print position.*

*When **Stop** is pressed, wait for the beep to sound before opening the front door or turning off power, so the printer has time to move into the capped position.*



## Function codes

The information printed by the Super12 Document Printer is defined during installation.

Individual modes are defined for use with specific applications. If a Super12 Document Printer has been installed, some or all modes may allow use of the Super12 Document Printer. In addition, the customer-specified information to be printed is defined for each mode.

The Super12 Document Printer provides easy installation and cleaning of two print cartridges for 12-character printing. In addition to these features, the following functions can be used:

- **F39** Variable print contrast setting — allows you to increase or decrease the amount of ink put on the document.
- **F45** Print testing capability before use — allows you to test the print quality of the Super12 Document Printer.
- **F48** Auto-purging with no operator intervention — allows you to initiate an automatic purging of the print heads. This function can be done when the transport is off.
- **F49** Print image alignment — allows you to specify how far to move the left half of an image up or down on the document so it will align with the right half of the image.
- **F56** Open jet/connection detection — allows you to determine whether or not there are nonfunctional ink jets in the Super12 Document Printer. Also checks the print head(s) connection to the flex cable to assure the print heads(s) are installed properly.

### F39 — Changing the print contrast

To change the print contrast setting:

1. Enter function code **F39**.
2. Press **Enter**. The current contrast setting will be displayed.
3. Press the up (↑) arrow to increment, or press the down (↓) arrow to decrement the displayed value. Incremental values are: 12, 25, 37, 50, 62, 75, 87 and 100%.

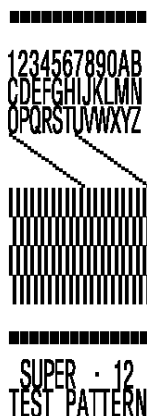
NOTE: High contrast levels may cause ink smear on some types of documents.

4. Press **Enter** to save the value.

## F45 — Verifying print quality

Perform the following procedure to verify the print quality is satisfactory:

1. Enter function code **F45** (Print Test) and press **Enter**.
2. Press **2** (Test Pattern). The transport starts automatically.
3. Feed a blank sheet of paper; a test pattern will be printed.
4. Evaluate the appearance of the test pattern. A complete test pattern should look similar to the following illustration:



- If the pattern is complete, begin work.
  - If the pattern is not legible:
    - ◇ Check to see that the print cartridges are inserted properly. See the section entitled, “Installing a new print cartridge” for more information.
    - ◇ Perform function code **F48** (Purge function) to help unclog the print head jet openings.
    - ◇ Repeat the print test.
5. Press **1** and verify your current mode image looks acceptable.

### NOTES:

- If you select a blank print template or the No Print Template option (depending on the specific mode you are printing in), then the selection of **1**, Current Mode Image, may print nothing.
- Print Test Pattern always prints with 100% contrast.
- The Mode Image prints with the specified contrast setting (F39).

## **F49 — Aligning the print image**

To align the print image so the left half of the image matches the right half of the image:

1. Enter function code **F49**.
2. Press **Enter**. The current alignment value will be displayed.
3. Press the up (↑) arrow to move the left half of the image closer to the leading edge of the document (the value will decrease) or press the down (↓) arrow to move the left half of the image farther away from the leading edge of the document (the value will increase).
4. Press **Enter** to save the value.

## F56 — Checking the print cartridge jet connections

To determine if all ink jets are functioning properly:

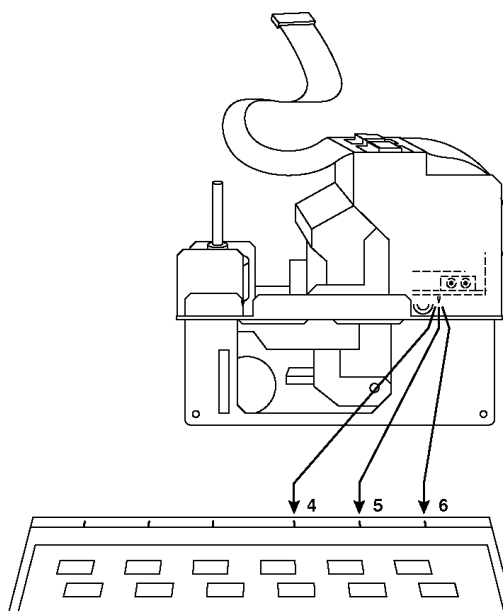
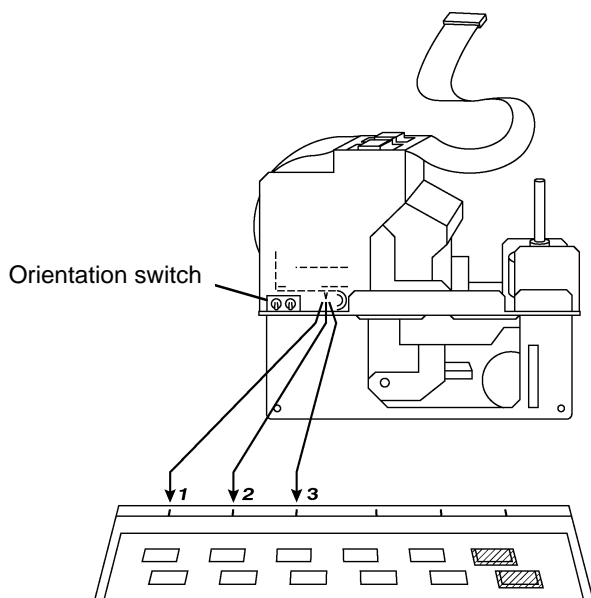
1. Enter function code **F56**.
2. Press **Enter**. The number of jets out per character, as well as the total number of jets out, will be displayed.

| Print Cartridge Status |   |   |   |   |   |   |   |   |   |   |   |   |    |
|------------------------|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 0                      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00 |

All zeros will be displayed if the ink jets on both cartridges are operating correctly.

NOTE: If the Super12 Document Printer is in print location 1, 2 or 3, the left 6 characters are associated with the print cartridge that is farthest away from the orientation switch, and the right 6 characters are associated with the print cartridge that is closest to the orientation switch.

If the Super12 Document Printer is in print location 4, 5 or 6, the left 6 characters are associated with the print cartridge that is closest to the orientation switch, and the right 6 characters are associated with the print cartridge that is farthest away from the orientation switch.



3. Press **C** to clear the display.

## Installing a new print cartridge

Before you begin, be sure the scanner is powered-on.

**IMPORTANT:** *Do not remove or insert print cartridges while the printer is in the capped position. Use function code F40, Option 1 - Change Head(s) or damage can be done to the Super12 Document Printer.*

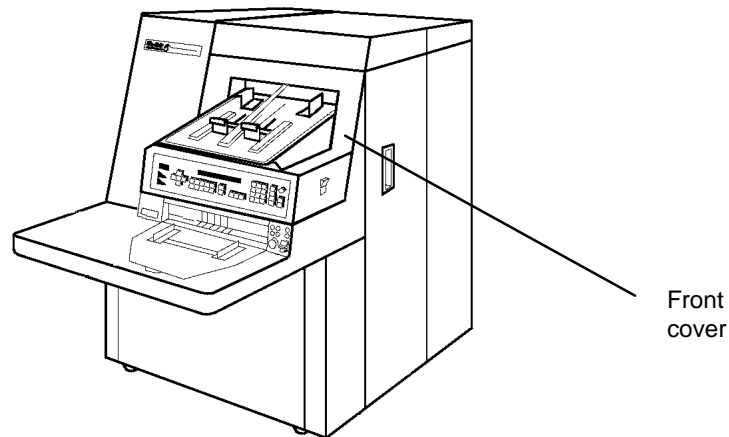
To install a new print cartridge(s):

1. Enter function code **F40** and press **Enter**. The following message will be displayed:

**Print Head Position**

**1=Change Head(s) 2=Clean Printer**

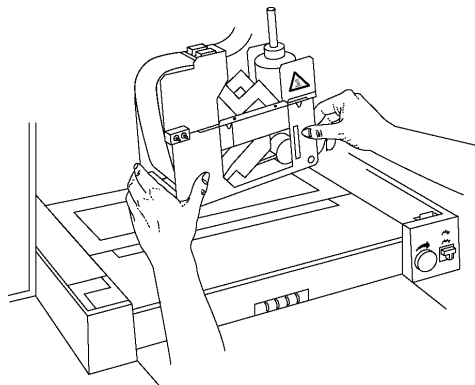
2. Select **1**; a **Please Wait** message will be displayed. When this message is no longer displayed, open the front cover of the scanner.



3. Note the current location of the Super12 Document Printer, then lift it out of the printer bracket and place it on the feeder top cover. This will make it easier to insert the print cartridges.

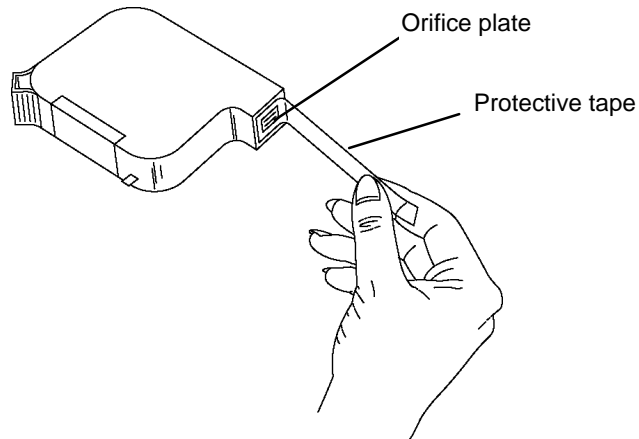


**CAUTION: Hot surface, avoid contact.**

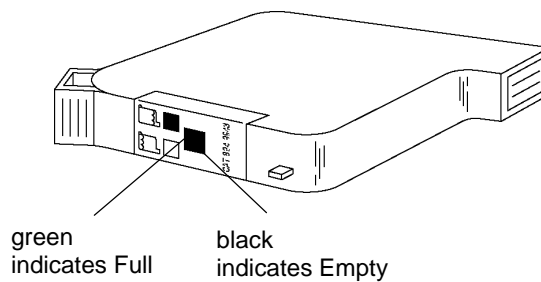


4. If the print cartridges are already installed, remove the cartridges.
5. Open the new print cartridge package and remove the print cartridge from the package.
6. Remove the protective tape from the bottom of the print cartridge.

NOTE: Do not discard the protective tape if you plan on storing a partially used print cartridge. You will need to place this tape over the orifice plate on the print cartridge to keep it from drying out.



The small window on the side of the **black** print cartridge indicates if the cartridge is empty, full or how much ink is left in the cartridge. If the window is green, the print cartridge is full; if the window is black, it is empty.



Red print cartridges do not have the Full/Empty indicator, therefore, you can weigh the print cartridge to estimate how much ink remains. A full print cartridge weighs approximately 110 grams; an empty print cartridge weighs approximately 70 grams.

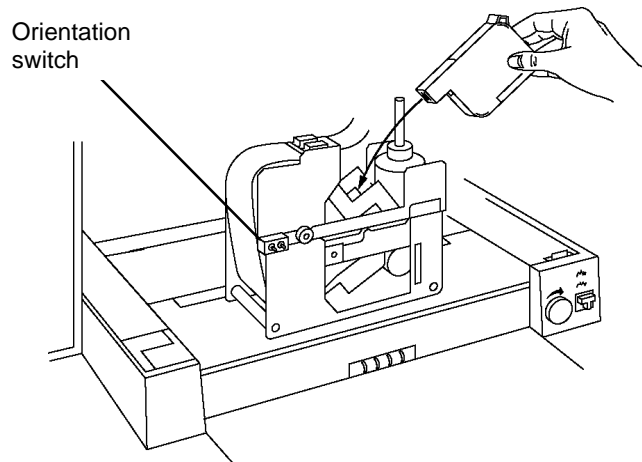
7. Slide a new print cartridge in the Super12 Document Printer slots, then gently push the cartridge forward until you hear and feel it click into place. Use the illustration below as a guide.

**IMPORTANT:** *If changing both print cartridges, install the one that is farthest away from the Orientation switch first.*

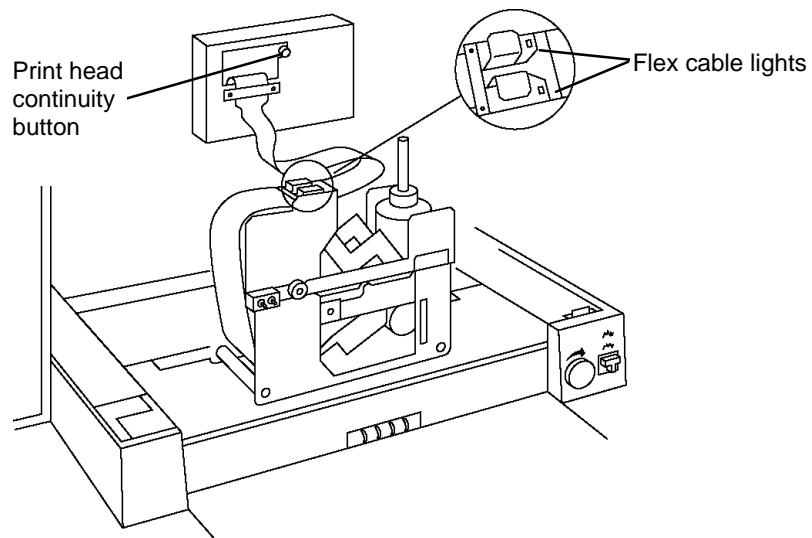
8. When inserting the second print cartridge, hold it closer to the orientation switch when sliding it in place



**CAUTION:** Hot surface, avoid contact.



9. After the print cartridges are installed and locked into place, press the print head continuity button. This checks that the print head is placed correctly in the printer.



If either (or both) print cartridges are not seated correctly, one (or both) of the yellow lights on the flex cable will flash. If this happens, repeat Steps 7 through 9 until the print cartridges are installed correctly.

NOTE: The flashing lights on the flex cable correspond with the print cartridge(s) that is not positioned correctly.

10. When the print cartridges are installed correctly, reinstall the Super12 Document Printer in the desired print location.

#### NOTES

- If you are rotating the Super12 Document Printer, be careful not to twist or strain the flex cable.
  - Be sure the plastic strips are removed only from the print locations you want to print in, from both the transport plate and belt module. Plastic strips should be left in place for any unused locations.
11. Close the front cover when the Super12 Document Printer is seated properly.
  12. Perform function code **F45** to test the print heads.



## Maintenance

This section provides:

- Recommended cleaning guidelines.
- A list of catalog numbers and supplies needed to maintain the Super12 Document Printer.
- Cleaning procedures for the Super12 Document Printer.
- Instructions for changing the maintenance tray.

### Cleaning guidelines

Use the following information as a guide when performing routine maintenance of the Super12 Document Printer.

The Super12 Document Printer maintenance varies with usage levels, paper types, print contrast and the number of characters printed. The following guidelines are recommended:

- If you scan/film less than 5,000 documents per day, perform the maintenance procedures on the Super12 Document Printer once every two weeks.
- If you scan/film more than 5,000 documents per day, perform the maintenance procedures on the Super12 Document Printer once a week.

The imaging guides, transport and sensor areas must also be cleaned daily to maintain print quality. Ink can accumulate in any one or all of these areas, reducing overall print quality. Cleaning may be required more often depending upon environmental conditions or paper types.

Refer to one of the following guides for detailed cleaning procedures:

| A#       | Description  |
|----------|--|
| A-61092  | User's Guide for the <i>Kodak Digital Science</i> Document Scanner 9500            |
| A-61096  | User's Guide for the <i>Kodak Digital Science</i> Document Scanner/Microimager 990 |
| A-41308  | User's Guide for the <i>Kodak Imagelink</i> Microimager 70                         |
| A-61603V | Video Tape (PAL format) — Maintenance and Feeder Adjustment Procedures             |
| A-61604V | Video Tape (SECAM format) — Maintenance and Feeder Adjustment Procedures           |

Video tapes and technical publications can be ordered through the BIS Customer Service Center at: 1-888-247-1234.

Rubber gaskets and the maintenance tray should be changed approximately every six months, this will vary with usage levels.

**IMPORTANT:** *Do not use any cleaning solutions or solvents when performing these cleaning procedures.*

## Cleaning materials and supplies

Use the Super12 Maintenance Kit that comes with the Super12 Document Printer.

The Maintenance Kit contains the following:

- Cleaning swabs
- Rubber gaskets
- A maintenance tray

The following supplies are available through your Kodak sales contact.

| Supply                            | CAT No.  |
|-----------------------------------|----------|
| Super12 Maintenance Kit           | 165 8483 |
| Black print cartridge (6/package) | 822 1376 |
| Red print cartridge (6/package)   | 145 6532 |

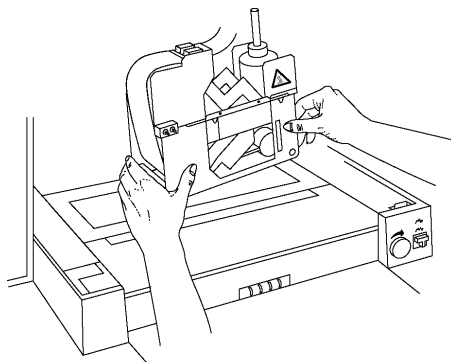
## Cleaning the document printer

To clean the Super12 Document Printer, follow the steps below.

1. Enter function code **F40** and press **Enter**. The following message will be displayed:  
**Print Head Position**  
**1=Change Head(s) 2=Clean Printer**
2. Select **1**; a **Please Wait** message will be displayed. When this message is no longer displayed, open the front cover of the scanner.
3. Note the current location of the Super12 Document Printer, then lift it out of the printer bracket and place it on the feeder top cover.



**CAUTION: Hot surface, avoid contact.**



4. Remove the print cartridges. If there is any ink build-up on the print cartridges, clean it with a swab.
5. Place the printer back in the desired print location.
6. Close the front cover.

7. Enter function code **F40** and press **Enter**. The following message will be displayed:

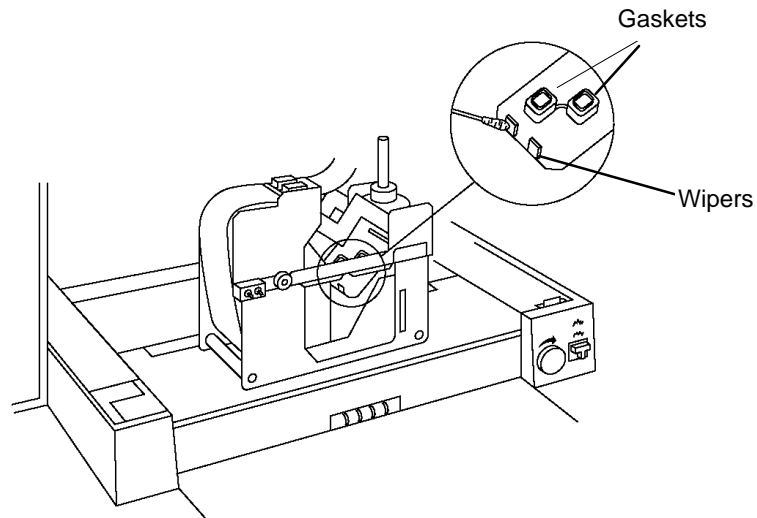
***Print Head Position***

***1=Change Head(s) 2=Clean Printer***

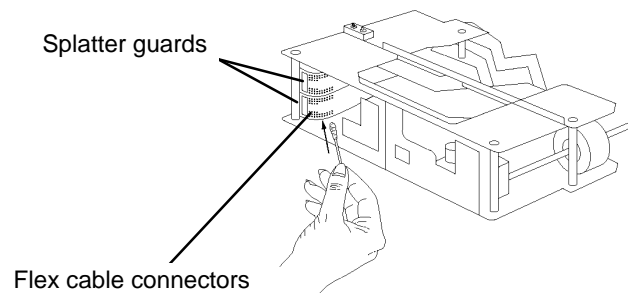
8. Select **2**; a ***Please Wait*** message will be displayed. When this message is no longer displayed, open the front cover of the scanner.
9. Lift the printer out of the printer bracket and place it on the feeder top cover.
10. With a supplied swab, wipe off the rubber gaskets and the area around the gaskets.

NOTE: The rubber gaskets can be removed and cleaned.

Periodically, it may be necessary to replace the rubber gaskets with a new set. **Make sure the gaskets are seated properly before continuing.**



11. Wipe off any ink build-up on the rubber wipers.
12. Tilt the Super12 Document Printer, as illustrated, and wipe the flex cable connectors and splatter guards.



13. When finished, place the Super12 Document Printer into the desired print location.
14. Close the front cover.

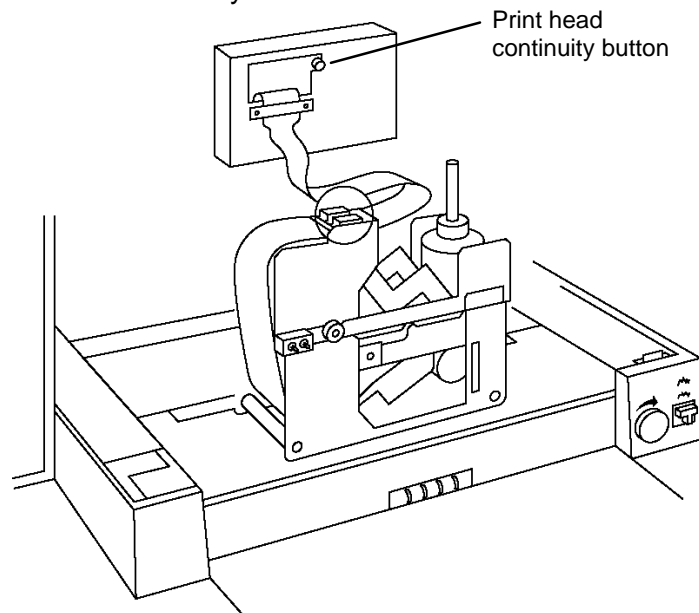
To replace the print cartridges:

15. Enter function code **F40** and press **Enter**. The following message will be displayed:

***Print Head Position***

***1=Change Head(s) 2=Clean Printer***

16. Select **1**; a ***Please Wait*** message will be displayed. When this message is no longer displayed, open the front cover of the scanner.
17. Lift the printer out of the printer bracket and place it on the feeder top cover.
18. Reinsert the print cartridges.
19. Press the print head continuity button to verify both print cartridges are installed correctly.



20. Replace the Super12 Document Printer to the desired print location.
21. Close the front cover.

## Cleaning the transport area

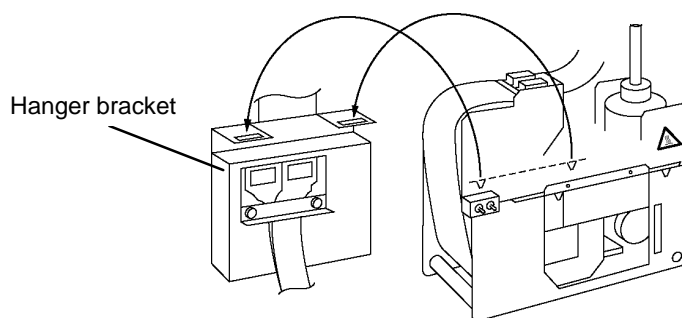
To thoroughly clean the transport area, perform the following procedure:

1. Open the front cover.
2. Note the current location of the Super12 Document Printer, then lift it from the printer bracket, being careful not to strain the flex cable.
3. Place the Super12 Document Printer on the hanger bracket to keep it out of the way while you are cleaning other areas of the machine.



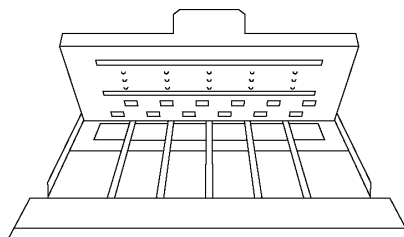
**CAUTION: Hot surface, avoid contact.**

**NOTE:** Be sure the flex cable is placed between the two hooks so it does not get damaged.

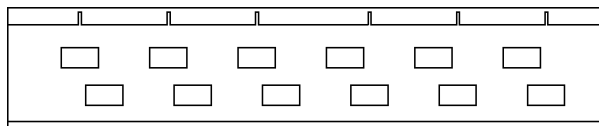


The following illustrations show the transport areas which need to be cleaned and how to clean them:

1. Lift the transport plate.



2. Wipe the transport plate surfaces with a slightly water-dampened, lint-free cloth to remove any ink deposits. Ensure that the topside of the print locations are clean.



3. Wipe the bottom of the transport plate thoroughly with a slightly water-dampened, lint-free cloth. Make certain that the underside of the print locations are clean.
4. Insert the Super12 Document Printer into the desired position in the transport plate, being careful not to strain the flex cable.
5. Close the front cover.

## Replacing the maintenance tray

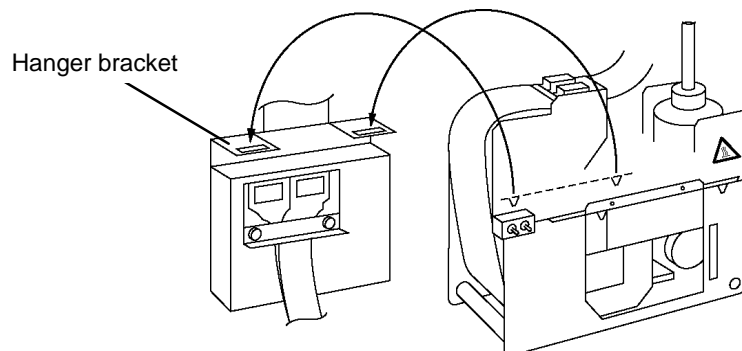
Periodically the Super12 Document Printer maintenance tray may need to be replaced.

To access and replace the maintenance tray:

1. Open the front cover of the scanner.
2. Place the printer on the hanger bracket so it is out of the way.

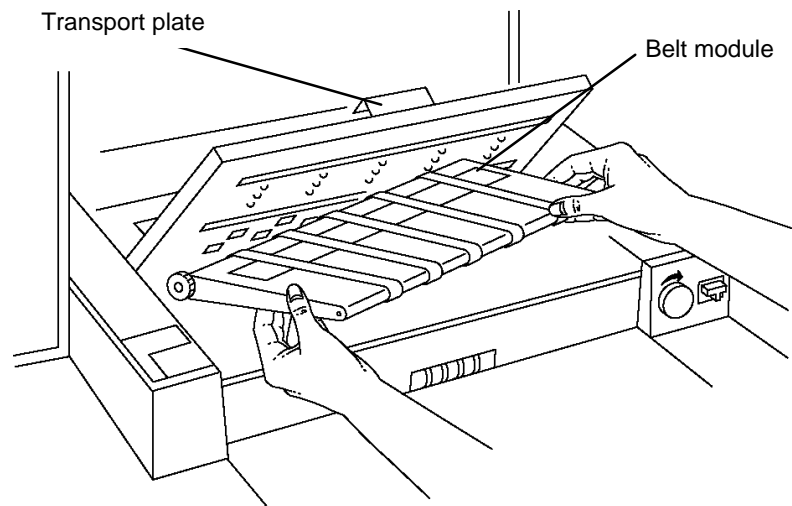


**CAUTION: Hot surface, avoid contact.**

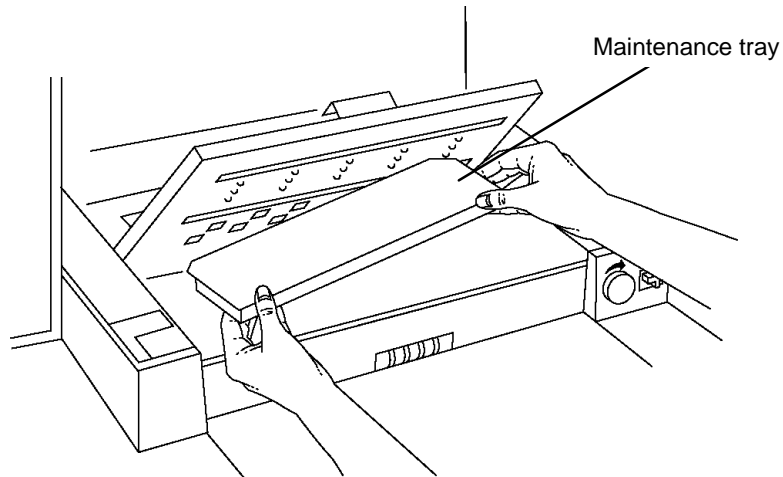


**NOTE:** Be sure the flex cable is placed between the two hooks so it does not get damaged.

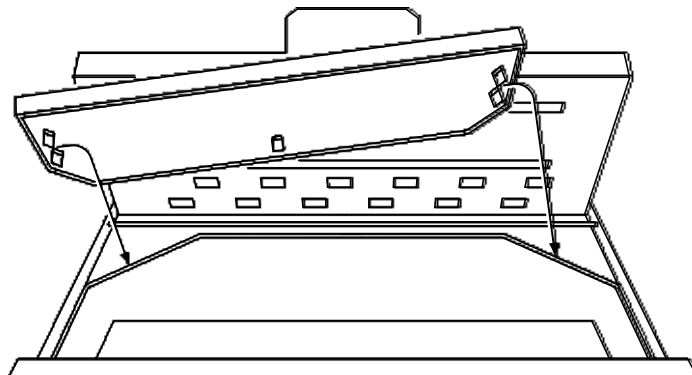
3. Lift and lock the transport plate into place.
4. Lift and remove the belt module and place it aside.



5. Lift out the used maintenance tray and dispose of it according to your local and state regulations.



6. Open the package containing the new maintenance tray and remove it.
7. Insert the new maintenance tray; be sure it is firmly in place. The alignment blocks on the bottom of the maintenance tray should be placed around the two angled brackets as shown:

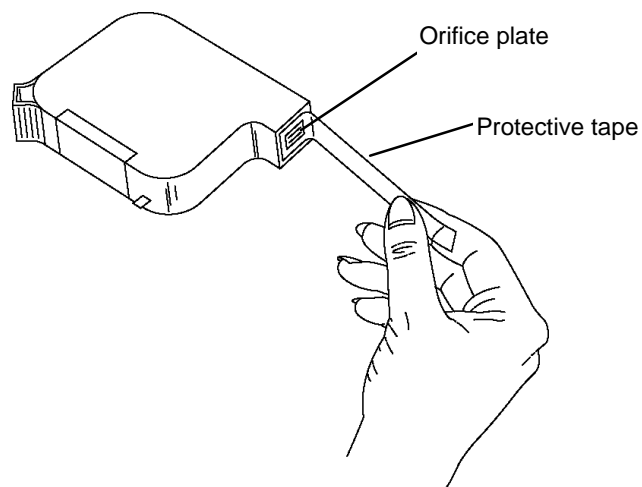


When the maintenance tray is seated correctly, the ink spray from the Super12 Document Printer should be deposited in the center area of the foam in the maintenance tray.

6. Re-install the belt module.
7. Unlock and replace the transport plate.
8. Remove the printer from the hanging bracket and place it in the proper print location.
9. Close the front cover.

## Storage and handling of print cartridges

If unused print cartridges are going to be stored for a period of time, replace the protective tape on the orifice plate of the print cartridge.



NOTE: Dispose empty print cartridges according to your local and state regulations.



## Troubleshooting

This section lists possible problems you may encounter when using the *Kodak Digital Science Super12 Document Printer*.

| Problem   | Solution  |
|---|---|
| Printing a partial image or printing backwards                | Be sure the Super12 Document Printer is seated correctly on the printer bracket.  |
| Experiencing print problems at startup due to heads drying up | <ul style="list-style-type: none"><li>• Press <b>Stop</b> and wait approximately 5 seconds for the Super12 Document Printer to reach the capped position before opening any doors, performing any printer functions or turning off any switches.</li><li>• Press <b>F48</b> (Auto Purge).</li><li>• Press <b>F45</b> (Test Pattern).</li></ul>  |
| Image is drifting from the desired print location             | See the next section entitled "How print position is effected by patch reading" for more detailed information.  |
| Poor print quality  | <p>If you are experiencing poor print quality, check the following:</p> <ul style="list-style-type: none"><li>• Check to be sure the print cartridges are not empty.<br/>If you are using a black print cartridge, check the Full/Empty indicator to see how much ink remains in the cartridge. If it is empty, insert a new print cartridge.<br/>If you are using a red print cartridge, weigh the print cartridge to be sure it has an adequate ink supply; a full print cartridge weighs approximately 110 grams; an empty print cartridge weighs approximately 70 grams.</li><li>• Use F56 to verify that all jets are functioning properly.</li><li>• Clean the wipers and gaskets. See the procedures in the section entitled, "Maintenance".</li></ul> <p>When finished:</p> <ul style="list-style-type: none"><li>• Press <b>F48</b> (Auto Purge).</li><li>• Press <b>F45</b> (Test Pattern).</li></ul> |

## How print position is effected by patch reading

The ability to print at the designated print position will be effected by patch reading, and by the amount of printed information which changes for each document. If you encounter print position drift, it may be necessary to change your print template using the Mode Setup Software or change your current print position further down the page. Following are some examples illustrating print drifting with Patch Reading turned off and on.

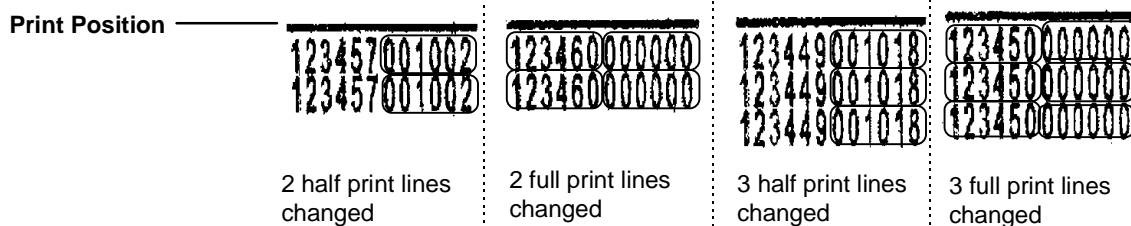
### Patch Reading turned off

The following illustration shows the print position when 1 to 3 half or full print lines have been changed with Patch Reading turned off.

NOTE: A half print line consists of 6 characters; a full print line consists of 12 characters.

Print position drifting occurs when more than 3 full print lines need to change.

#### Patch Reading OFF — Print Position 0.25 inch



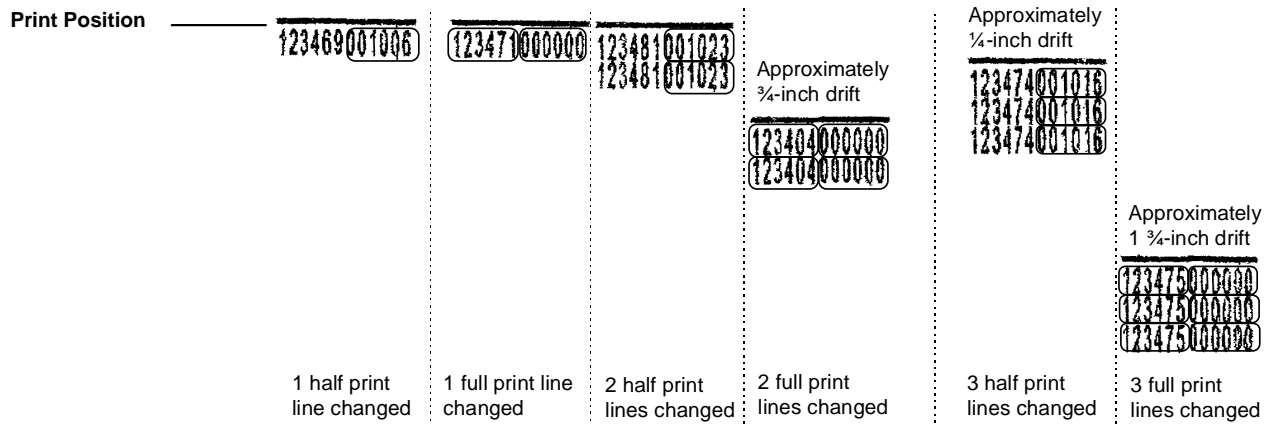
### Patch Reading turned on

If Patch Reading is turned on, and if the print position exceeds 1 inch, then the patch window will be forced to 4 inches. Patches must be within the first 4 inches of the document. Following is a table indicating print positions and patch window size.

| Print Position   | Patch Window Close         |
|------------------|----------------------------|
| .125 inches      | 2.5 inches after lead edge |
| .25 inches       | 2.5 inches after lead edge |
| .375 inches      | 2.5 inches after lead edge |
| .50 inches       | 2.5 inches after lead edge |
| .625 inches      | 2.5 inches after lead edge |
| .75 inches       | 2.5 inches after lead edge |
| .875 inches      | 2.5 inches after lead edge |
| 1 inch           | 4 inches after lead edge   |
| more than 1 inch | 4 inches after lead edge   |

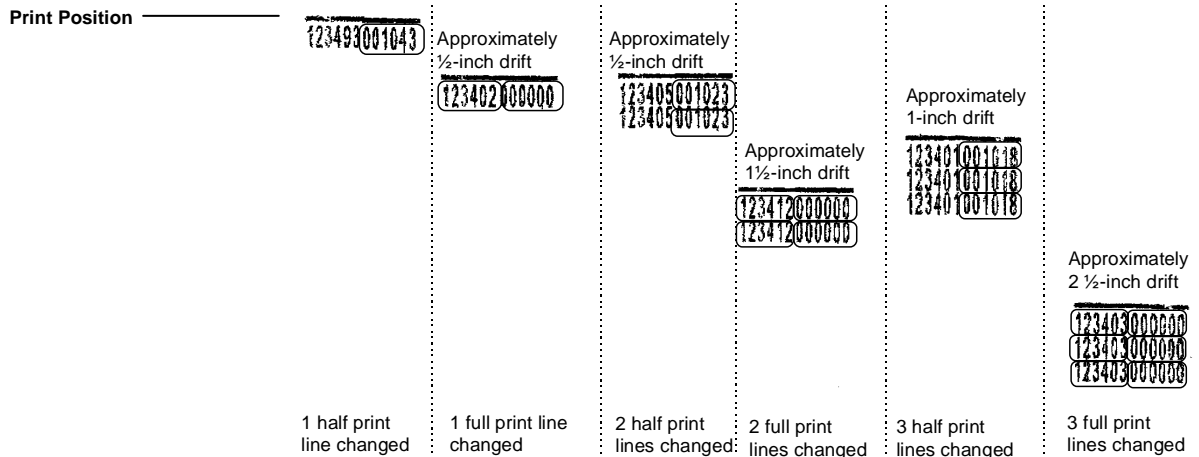
If the print position is set at less than 1 inch, the patch window will close at 2.5 inches after the lead edge; the printer can change up to 1 full print line and be able to print at the designated position. However, if more than 1 full print line needs to be changed, the image may drift down the page depending on how much more information needs to be changed.

#### Patch Reading ON — Print Position 0.25 inches — Patch Window is 2.5 inches



If your document is longer than 3 inches and the print position is set at 1 inch, the patch window will close at 4 inches after the lead edge; the printer can change up to a half print line and be able to print at the designated position. However, if more than a half print line needs to be changed, the image may drift down the page depending on how much more information needs to be changed.

#### Patch Reading ON — Print Position 1 inch — Patch Window is 4 inches



For example, if 2 full print lines need to be changed, the image may print 1.5 inches further down the page; not at the designated 1 inch.

NOTE: Print drift may occur if you use function codes F39 or F49 while the transport is running.

## Error codes

Following is a list of errors codes you may encounter when using the Super12 Document Printer.

**Error:** E133 Feeder waiting for printer.

**Probable cause:** The feeder will not be ready until the printer has moved to the print position.

**Solution:** Wait until the printer has moved into the print position.

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**Error:** E206 Check Print Cartridge(s)

**Probable cause:** This error may be displayed for one of the following reasons:

- Either no print cartridge(s) is installed or one or both print cartridge(s) may be installed but not making a good connection.
- The print cartridge may be defective.
- The flex cable may not be working properly.

**Solution:** Be sure the print cartridges are seated correctly and that they are making a good connection.

1. Enter function code **F56** to determine if more than 10 jets are out on any one or more characters.
2. Press **F40** and select Option **1**, Change Heads.
3. Open the front cover of the scanner.
4. Lift the printer out of the printer bracket. One or both of the flex cables lights will be blinking.
5. Determine which print cartridge is not making a good connection. The blinking light(s) on the flex cable correspond with the print cartridge that is not seated correctly.
6. Reinstall the print cartridges.

**IMPORTANT:** *When installing the print cartridges, be sure you hear and feel the print cartridge click into place.*

7. Press the print head continuity button. If the flex cable lights stop flashing, a good connection is made.
8. Place the printer back in the desired print location and close the door.

If E206 continues to be displayed or the flex cable lights continue to flash, enter **F45** to do a Print Test. If the print quality is acceptable, ignore the E206 error or the flashing flex cable lights.

If the print quality is not acceptable, try changing one or both of the print cartridges, then enter **F45** again to do another Print Test.

If the print quality is still not acceptable, the flex cable may not be working properly. Call service.

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**Error:** E806 Printer System Error

**Probable cause:** One or both print cartridges may be seated incorrectly.

**Solution:** Be sure the print cartridges are seated correctly. If the problem persists, replace the print cartridges. If E806 continues to be displayed, call service.

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**Error:** E810 Printer System Error

**Probable cause:** If you encounter this error and the system is still working, then the print template is longer than 15 lines.

**Solution:** Enter Mode Setup Software and redefine the print template. If you do not have Mode Setup Software, call service.

If you encounter this error and the system is not working, call service.

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**Error:** E813 Printer System Error

**Probable cause:** This is a motor error; something has stopped the progress of the motor in the Super12 Document Printer.

**Solution:** Perform the following steps:

1. Open the front door and clear any items that could block or interfere with the swing arm.
2. Close the front door. The printer will move into the capped position and any errors should clear.

If the error persists, call service.

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