

DEALER INSTRUCTIONS

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NAV4/5 PAPER JAM CLEARANCE PROCEDURE

Mishandling of the paper when installing a new paper roll can sometimes cause the printer to jam. If the moving printer head is allowed to catch the edge of the paper roll the printer mechanism may stall.

- This will result in a 'printer fault' being reported by the unit.

Should a paper jam occur, **do not pull on the paper** or try to force the printer head sideways as such action may cause damage to the printer and may invalidate the units warranty.

Paper jam clearance instructions

- Switch off the Nav-4 and remove it from its mounting.
Unplug the orange power connector from the rear of the unit.
Place the Nav-4 with the door facing you and stand on its right hand end cheek, remove the 5 left Hand end cheek screws,
- Carefully draw the left-hand end cheek door and door rod from the main body, do not angle the rod, as this will damage the right hand end cheek support hole. Please take note of any black plastic washers on each end of the door rod, these should be replaced in the same position as they are found.
- Once the door and side cheek have been removed, turn the largest plastic wheel on the side of the printer mechanism anticlockwise to reverse the direction of the printer head. This action should wind the printer head away from the paper jam, however if the wheel is very hard to turn, try a quarter turn in the opposite direction first.
- When the printer head has been wound well away from the paper jam, it should be possible to pull the paper gently out of the front.
Pull only enough paper to clear the door, any extra paper should be fed out with the (F) button when the unit is back in service.
- Reassemble the Nav-4 in the reverse order and refit to the mounting bracket.
- Power the unit and check that the paper feeds correctly.