



Service Bulletin 1

Issue:

PD-400 or CT-400 printer does not cut Generation 2 PetDetect Media tape correctly.

Problem:

The new Generation 2 PetDetect media rolls have a new improved layer of a special cross woven material to prevent tearing of the media tape under extreme conditions. The PetDetect PD-400 or formerly known as the CT-400 encounters difficulty cutting this media on the very center of the auto cutter blade.

Recommended fix:

In order to resolve this issue, the printer will need to be loaded with two rolls of media at a time and driver settings will need to be changed to accommodate this change. Please follow these steps carefully to fix this issue.

1. Open your printer and remove the single roll by releasing the print head lever and raising the print head to the up and left position.
2. This is a good time to clean your printer. TURN THE PRINTER TO THE OFF POSITION. Dampen a small clean lint free fabric or gauze with Isopropyl alcohol. Thoroughly but gently clean the roller, cutter, and print head. This will remove debris and allow your equipment to produce a cleaner print and reduce jamming.
3. We will now be reconfiguring your printer to have 2 rolls of media loaded at a time. As you would normally load one roll, you will now be loading 2 rolls in the carrier. This process should be started with 2 new rolls. Place the two rolls together matching up the center cores and close the carrier so that the silver carrier pin on each side fits into the right and left roll and rolls freely. (use the Generation 2 media on the left side)
4. Do not remove the masking tape that prevents the right roll from unraveling. The right roll is acting only as a spacer. Remove the tape from the left roll and feed through the guide and across the roller as normal. Close the print head securely.
5. Close all programs open on your computer. Select START>PRINTERS AND FAXES and locate the collar printer. It may be called PetDetect or Sato depending on what you named it during installation.
6. Right click the collar printer and select properties. This will open a new window.
7. Select the "Printing Preferences" box.
8. In the "Size" box, your driver is set at a "Width" of 1.00. Please change this to 1.80 and click "apply"
9. Next, select the "Advanced Setup" tab at the top of the window. Under "Offset" change the "Left" box from 0.00 to 0.95. Click apply and ok to close this window. Click "Apply" (if available) and ok in the next window to close. Now close the "Printers and Faxes" window with the red X in the upper right hand side. You should now be back to the desktop.
10. Open your software, turn on the printer and you should now be printing and cutting without any difficulty.

Please contact PetDetect at 615-230-5473 if you encounter any problems or require assistance.

We believe you will agree that Generation 2 collar media is an excellent development and we thank you for your feedback and appreciate your patience during its development.