



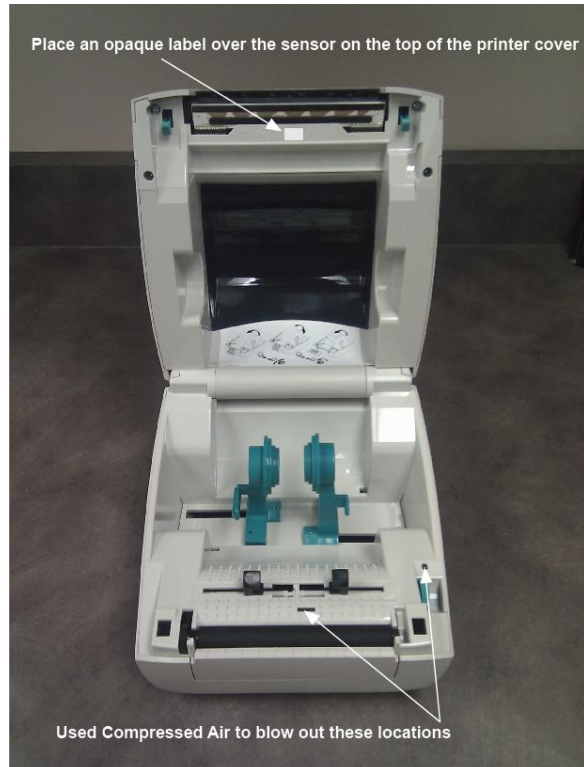
TP140A PRINTER TROUBLESHOOTING

Troubleshooting

If the light on the top of the unit is Red or Yellow then:

1. Check that there is an opaque label over the sensor on the top of the printer cover, if it is missing then replace it
2. Use compressed air to blow out the two holes indicated in the picture

If neither of these correct you issue you will need to send the printer to RJS for service. See repair information below



Support

Contact RJS for verifier/printer support

Phone: 855-746-8034 (763-746-8034)

Website: www.rjs1.com

Email: support@rjs1.com

Address:

RJS Technologies, Inc.

701 Decatur Ave N, Suite 107

Minneapolis, MN 55427 USA

Repair

If your TP140A should need repair, a Return Authorization Number (RMA number) is required to return a unit for repair. You may get an RMA number by visiting http://www.rjs1.com/request_rma.php or by contacting RJS customer service (telephone and email above).

You will be asked to ship the product back in its original packaging, freight pre-paid, with the RMA number visibly written on the outside of the carton to RJS (address above).