

Introduction

Purpose

This manual provides detailed troubleshooting instructions for the FlexPay™ 6 A1-05 (G6-300) and serves as a quick guide to swap out the printer kit as a module.

Intended Audience

This manual is intended for Invenco-trained, certified Authorized Service Contractors (ASCs), and field and in office service technicians.

Note: This manual is available for download by ASCs on Gilbarco Online Documentation (GOLDSM).

Responsibilities and Authorities

Role	Responsibility
Field Technicians	An individual who repairs or troubleshoots system issues on the Outdoor Payment Terminal (OPT), in the field.
Service Technicians	An individual who repairs or troubleshoots various types of issues on the OPT inside a secure service location.

Definition

Part Number	Definition
MP0479	Kit, Printer Assy
EZ0480	Assy, Paper Chute
MP0764	Spindle, Paper roll
CP0002	Paper Thermal 57Wx110Dia Std Roll - Outdoor - 80gsm
SP0562	Printer chute flap and springs
DL0024	Label, printer align arrows
DL0048	Label, printer open

Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
GOLD	Gilbarco Online Documentation
OPT	Outdoor Payment Terminal

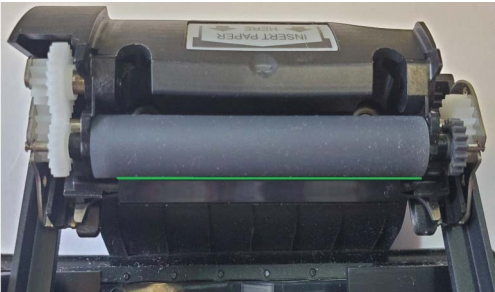


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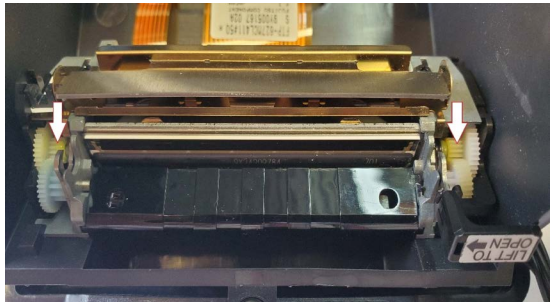
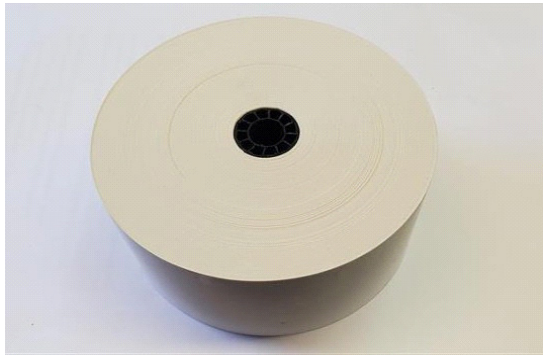

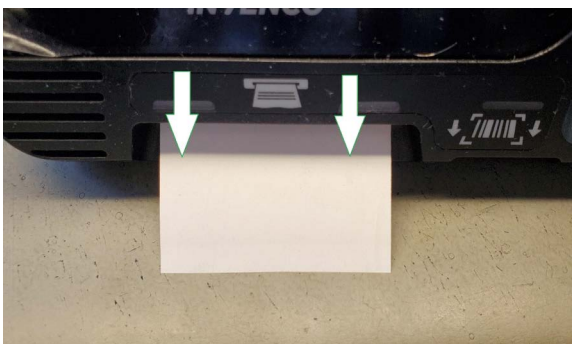
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Document History

Revision	Date	Change Summary	Author
A	19/02/2026	Initial release	Matt L

Printer Troubleshooting

Problem	What to Check	Image Example
Paper Not Feeding - Hearing motor turning but paper not feeding	Check if the paper guide slide bar is not damaged/bent under the roller.	
	Check if the printer is latched correctly.	
	Check for paper jams/ debris blocking the paper from inserting correctly.	
	Check for damage to keyway on the printer barrel (hold the gear stationary and attempt to spin the shaft). If it rotates while performing the above process, then the keyway has rounded off and requires replacement.	

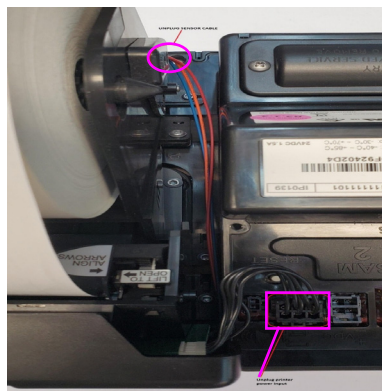
Problem	What to Check	Image Example
Paper Not Feeding - Hearing motor turning but paper not feeding.	Inspect for broken gear teeth as it causes the printer mechanism to skip feeding paper.	
Paper feeding but not printing	Check the correct part number of the paper roll. Check if the paper roll is mounted in the correct orientation.	<p data-bbox="812 598 1372 703">57x110 Thermal, 80gsm - Part no. CP0002 from Invenco. <i>Note: If to be purchased from a 3rd party supplier, please ensure the specifications match the above as per recommended by Invenco.</i></p> 
Paper feeding issues	Check that the paper roll is cut as straight as possible prior to installation to eliminate any feed issues. Recut the paper if there are any creases or "dog-eared corners".	
	Check that paper is feeding straight through the printer chute and out of the front case, without any "dog-eared corners".	

Problem	What to Check	Image Example
Printer Testing	<p>Perform Printer test: Holding down the FWD printer button, perform a power cycle of the unit, release FWD button. This should now perform a printer mechanism test.</p> <p>On successful test, the paper will show the following example.</p>	

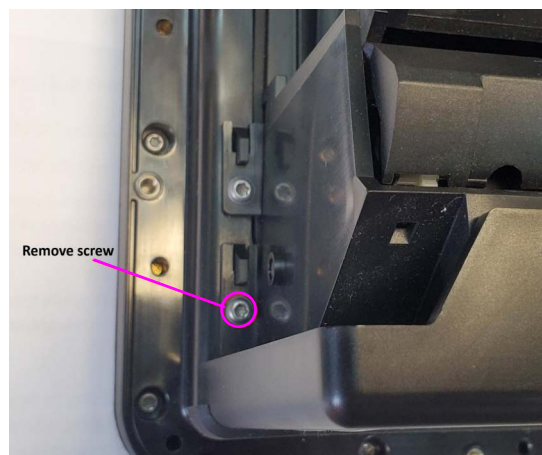
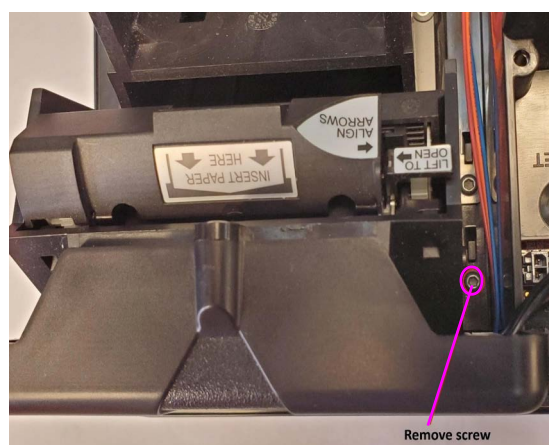
<p>Swap out printer kit as a full module.</p>	<p>Isolate OPT from any external power source prior to any hardware swaps, unlatch printer mechanism to release paper, slide out spindle.</p>	
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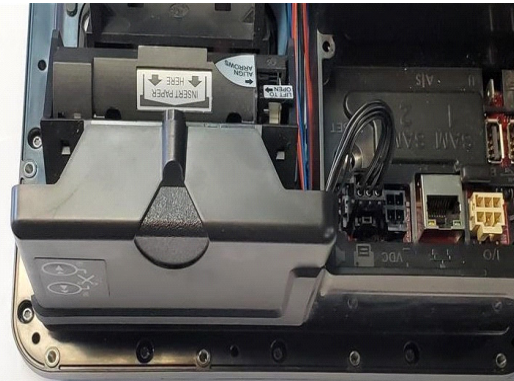
Problem	What to Check	Image Example
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Swap out printer kit as a full module.	Unplug printer power input and high/low sensor cable.	
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Remove the 2 screws shown (marked with the red circle).



Problem	What to Check	Image Example
Swap out printer kit as a full module.	Example of printer assembly module removed from unit.	
<p>Re-install printer in reverse order. Torque: 0.55 to 0.60Nm.</p> <p>Perform printer mechanism test to confirm all is operational.</p>		

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