

3" ROLL

PAPER ORDERING INFORMATION

M04809B015S
(Blank Roll)

M04809B016S
(Low Paper Marks)

CAUTION

Failure to use specified paper may result in printer damage!

REGULAR CLEANING CARD

Dispenser Quick Clean Kit
M18968K001

TIP

Cleaning the printer regularly may help print quality
and lengthen the life of the printer!

USB PRINTER (M04119A001) TRAINING

CHECKLIST

Operators must be trained for problem-free printer operation. Ensure that each item below is completed:

- ☐ ASC trained Managers/Operations at Commissioning.
- ☐ Manager has trained all Operators/Cashiers.
- ☐ Manager periodically trains new Operators/Cashiers.

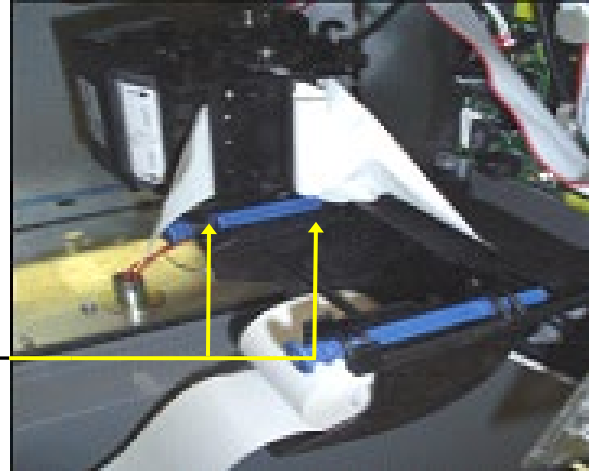
CAUTION

Always avoid contact of gears with fingers or hair!

REMOVING PRINTER JAMS

Note: Do not use metallic tools such as screwdrivers, and so on to clear jams. This may permanently damage the printer and void warranty.

- 1 Pull the right blue pin and lift the **Printer Control Module** to expose the jam.
- 2 Tear paper near the **paper feed** and at the **paper chute**. Leave enough paper to pull.
- 3 With your left hand, squeeze the **Printer Head Release Trigger** on the left side of the printer during paper removal process. See the second illustration.
- 4 Gently pull the paper through the module until it is completely removed. Do not leave pieces of paper in the unit. Check the paper chute and ensure that it is clear. Lower the module back on the paper bucket and push the right blue pin in place.

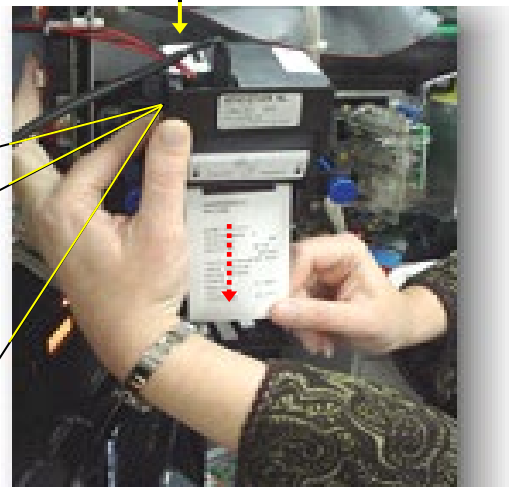
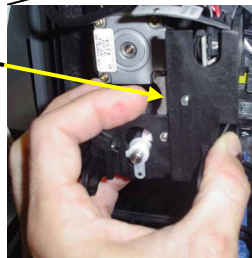


PREVENTING PRINTER JAMS

- 1 To prevent the last short receipt at the end of the roll from being trapped inside the printer, reverse it out from the paper feed. The paper **MUST** be removed properly to prevent jamming. Avoid tearing receipts if they are still in the process of printing or advancing.

- 2 Locate the **Paper Removal Trigger** on the left-hand side of the printer (this is located directly under the "Remove Paper" trigger decal).

Paper Removal Trigger



- 3 Squeeze the trigger when **gently pulling** the paper to remove it from the paper feed path. Ensure that the paper chute is clear of obstructions.

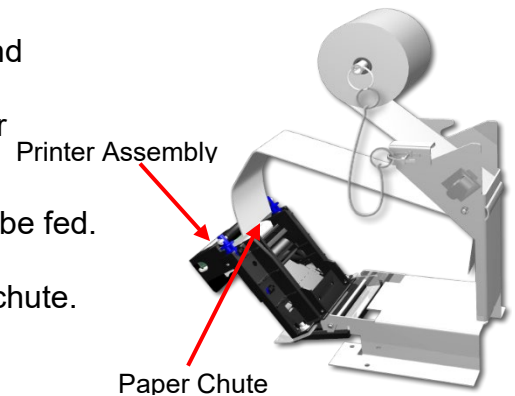
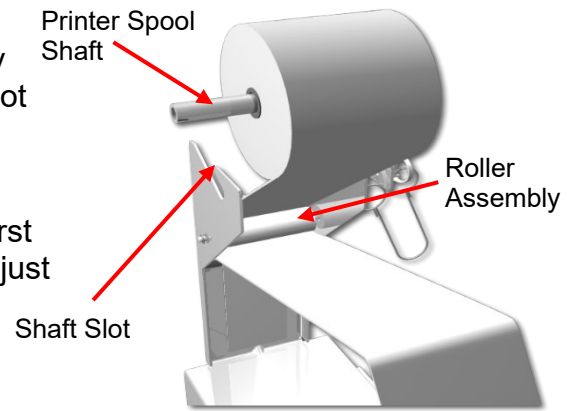
TIPS

- When loading paper, if the paper does not get fed smoothly, use the paper removal trigger to remove paper and re-feed paper.
- When loading a new paper roll, tear off the first 15 inches of paper to prevent jamming due to adhesive.
- When first loading paper, ensure that the end is cut to a square to avoid a jam. Avoid uneven tears.



LOADING PAPER IN THE HENGSTLER® PRINTER (REAR LOAD BRACKET) ON THE ADVANTAGE® SERIES DISPENSER

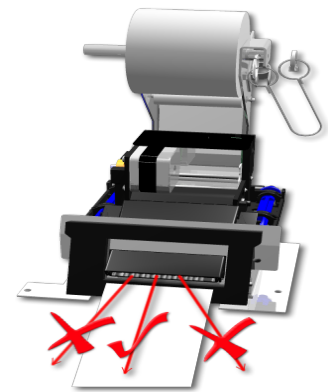
- 1 **A** Remove the paper spool with an empty roll by lifting the printer spool shaft out of the shaft slot straight backwards and then out towards you. Discard the empty paper roll.
 - B** Hold the paper roll in your hand, tear off the first 15 inches of paper from the new paper roll or just past the glue spot, whichever is first.
 - C** Route the paper behind the roller assembly towards the back of the printer.
- 2 Install the printer spool shaft through the paper roll, and then place the printer spool shaft with new paper roll straight back and onto the rear shaft slot on the printer bracket.
 - 3 Tilt the printer assembly forward to allow the paper to be fed.
 - 4 Feed the paper through the bottom of the paper feed chute.



The printer automatically pulls the paper through the paper chute to the front side towards the customer.



- 5 After the paper feed process has stopped, tear off the excess paper by firmly pulling it straight down.



CAUTION

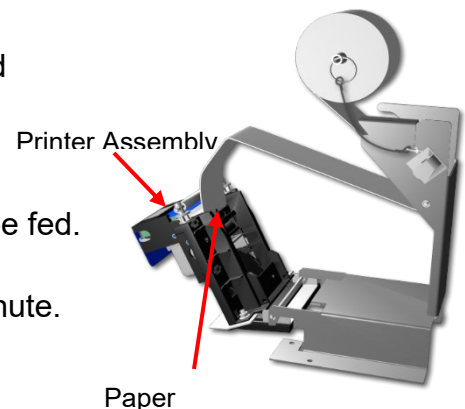
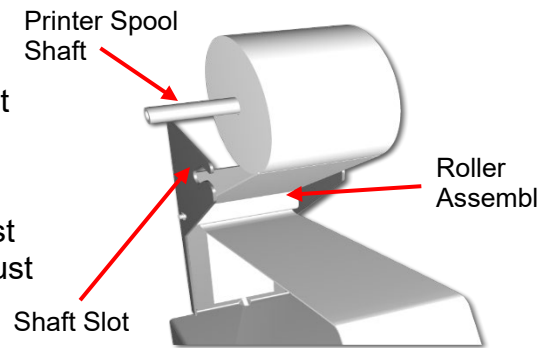
Always pull the excess paper straight down when tearing off. Pulling to the left or right to tear the paper can cause paper jams, which can reduce the life of the printer.



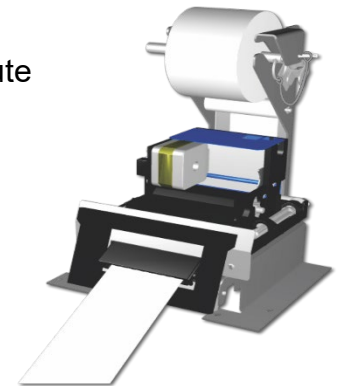
PAPER JAMS!

LOADING PAPER IN THE HENGSTLER PRINTER (NEW FRONT LOAD BRACKET) ON THE ADVANTAGE SERIES DISPENSER

- 1 A** Remove the paper spool with an empty roll by lifting the printer spool shaft out of the shaft slot and then discard the empty paper roll.
 - B** Hold the paper roll in your hand, tear off the first 15 inches of paper from the new paper roll or just past the glue spot, whichever is first.
 - C** Route the paper behind the roller assembly towards the back of the printer.
- 2** Install the printer spool shaft through the paper roll, and then place the printer spool shaft with new paper roll into the front shaft slot on the printer bracket.
 - 3** Tilt the printer assembly forward to allow the paper to be fed.
 - 4** Feed the paper through the bottom of the paper feed chute.



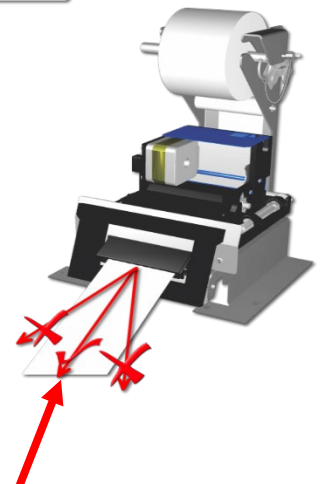
The printer automatically pulls the paper through the paper chute to the front side towards the customer.



- 5** After the paper feed process has stopped, tear off the excess paper by firmly pulling it straight down.

CAUTION

Always pull the excess paper straight down when tearing off. Pulling to the left or right to tear the paper can cause paper jams, which can reduce the life of the printer.



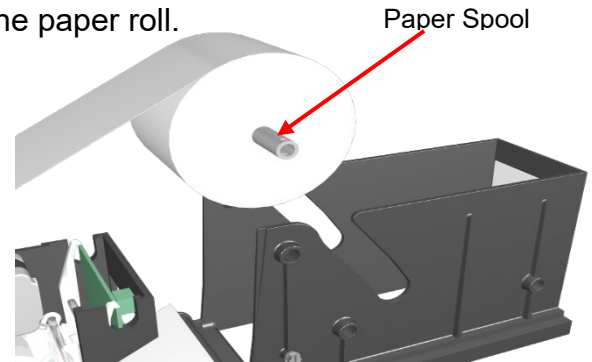
PAPER JAMS!

LOADING PAPER IN THE HENGSTLER PRINTER ON THE ENCORE® 500 S SERIES

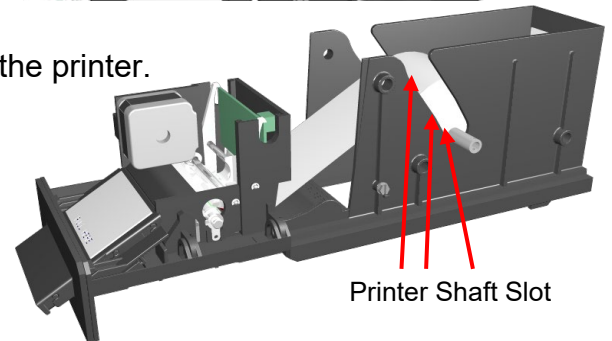
DISPENSERS

Install the printer spool shaft through the center of the paper roll.

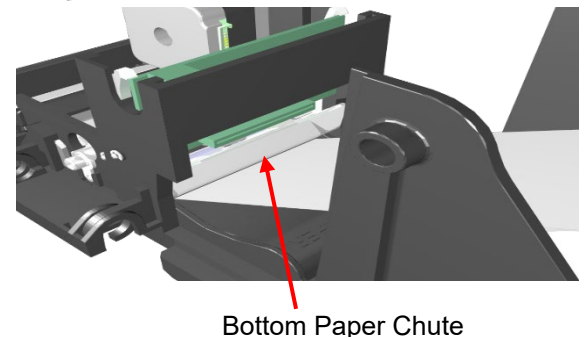
- 1 Tear off the first 15 inches or just past the glue spot on the paper.



- 2 Install printer spool shaft onto the shaft slot on the printer.

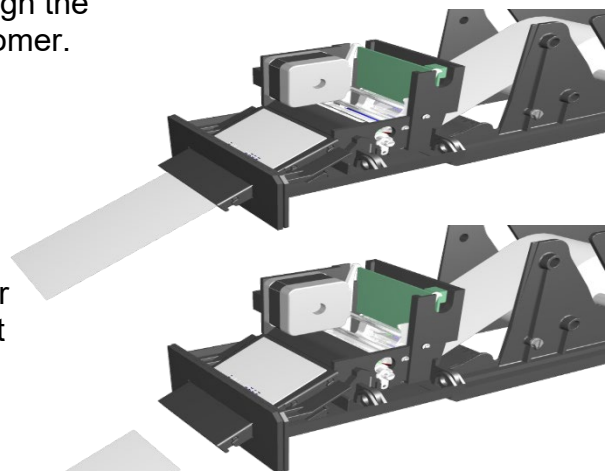


- 3 Feed paper through the bottom of the paper feed chute on the printer.



The printer automatically pulls the paper through the paper chute to the front side towards the customer.

- 5 After the paper feed process has stopped, tear off the excess paper by firmly pulling it straight down.



CAUTION

Always pull the excess paper straight down when tearing off. Pulling to the left or right to tear the paper can cause paper jams, which can reduce the life of the printer.



PAPER JAMS!

*Encore® and The Advantage® Series are registered trademarks of Gilbarco Inc.
All product names, logos, and brands are the property of their respective owners and are for identification
purposes only. Use of these names, logos, and brands does not imply endorsement.*

7300 West Friendly Avenue, Post Office Box 22087, Greensboro, North Carolina 27410
Phone (336) 547-5000 <http://www.gilbarco.com>

MDE-4366G USB Printer Maintenance Guide • April 2025



Printed in the U.S.A