WPL406: label feed problems, grinding noise, print quality problems (print head not latched)

Scott Leonard - 2025-01-06 - Printers

Symptoms

When printing to a WPL406 label printer, one or more of the following problems occur:

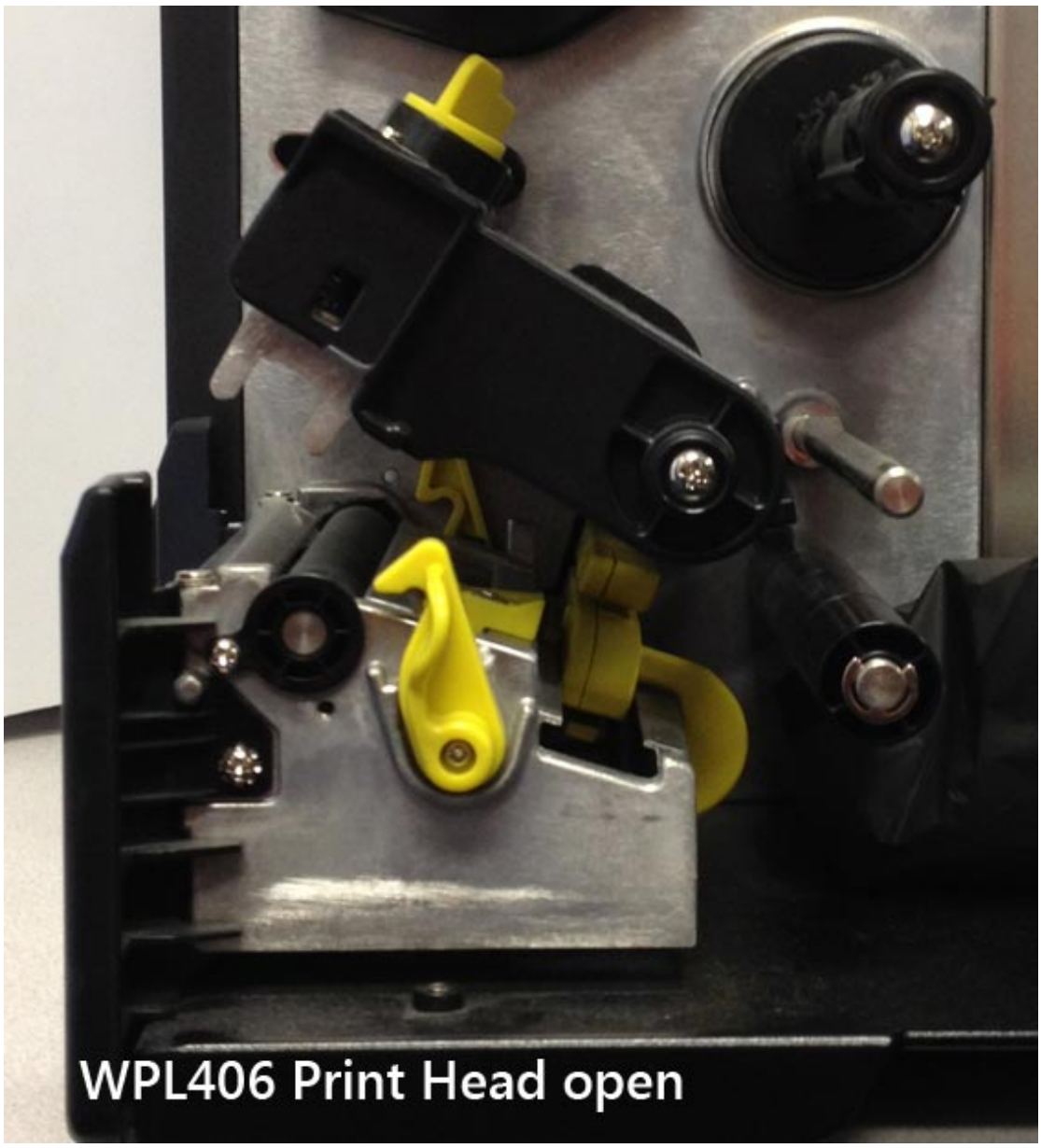
- labels do not feed properly (not at all, or are drawn back into the printer)
- an unusual grinding noise is heard
- an image is printed on the labels, but there are major print quality problems (one side of image is missing, very light image, etc.)
- the printer reports a Paper Jam error

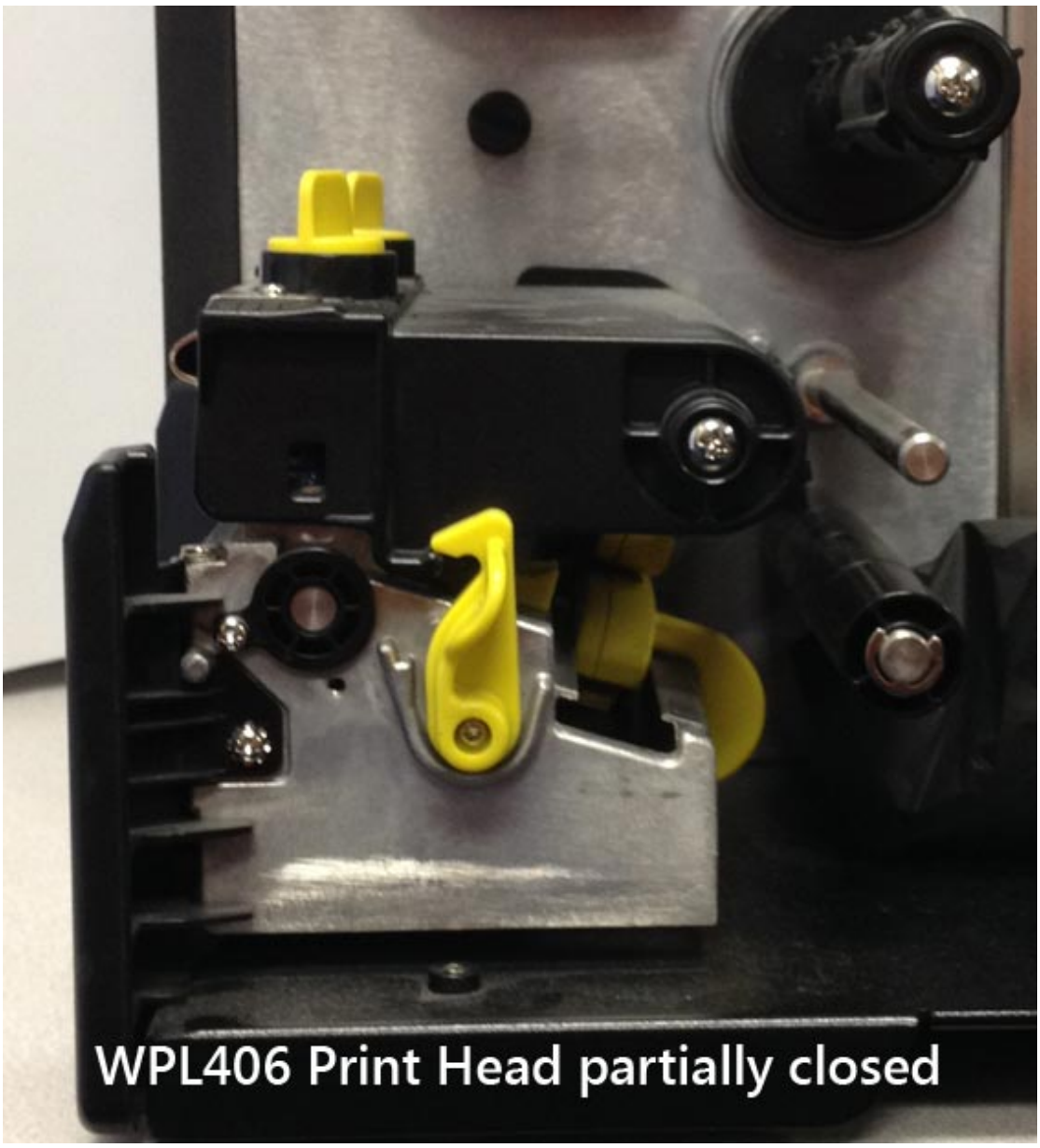
Cause

Although the print head assembly has been closed and a "snap" sound is heard as it latches, it is only partially closed, resulting in improper pressure applied.

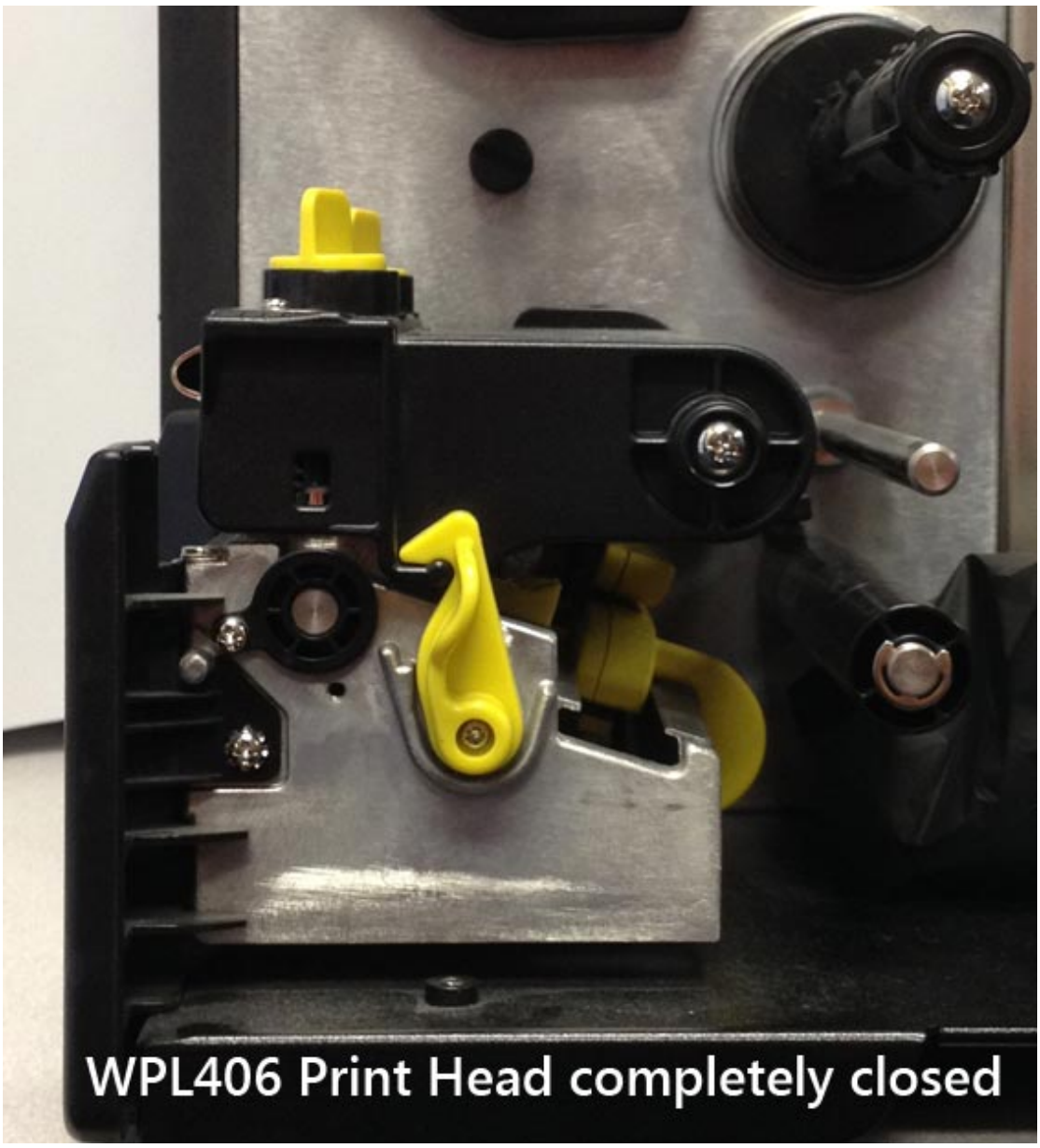
Resolution

Close the print head completely before attempting to print. When the head is only partially closed, the yellow latch is nearly vertical. When completely closed, the latch is angled to the left. (See pictures below.)


WPL406 Print Head open



WPL406 Print Head partially closed



WPL406 Print Head completely closed