

### Introduction

The following information is intended as an aid to assist in the resolution of **E3 Prt** & **E4 Prt** [print] errors and other associated error(s) with time clock printing/stamping problems for popular Amano models such as the PIX-10, PIX-21, PIX-28, PIX-55, PIX-200, TCX-11, TCX-21, TCX-45, etc. If your model is not listed here, the printing mechanism is probably similar and the same principals should apply.

### Notice

These instructions are intended as a supplement and NOT as a replacement to the original clock manual. Please consult the original clock documentation for complete description of cover removal, operational, and or programming procedures. Clock manuals in PDF can be found on [www.amano.com](http://www.amano.com).

Also, replacement keys, ribbons, and/or time cards can be ordered directly from [www.amano.com](http://www.amano.com).

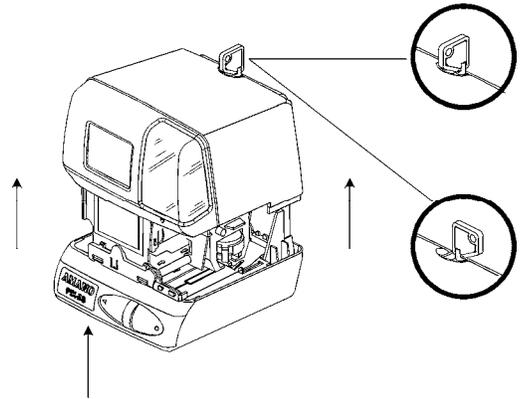
### Repair Instructions

**Step 1.** Unplug the time clock from the power outlet, insert the key in the top, turn clockwise.



**Warning!:** This procedure must be performed with the power cord disconnected from the power source.

**Note:** You will most likely need an Amano key to open the cover to grease the ribbon carriage and/or replace the ribbon. Some models may require the key to be turned counter-clockwise. Your clock may not look exactly like the picture.



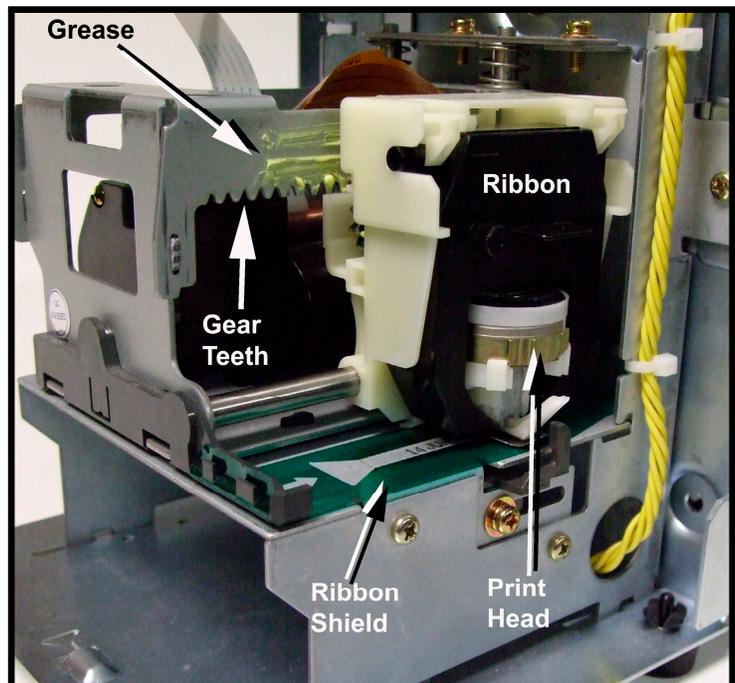
**Step 2.** Locate the gear-tooth mechanism and grease the flat bar (see figure).

**Note:** Use ONLY white lithium grease or silicone grease to protect the internal clock components. DO NOT USE lubrication agents such as WD-40

**Step 3.** After greasing, replace the cover, lock with key, and plug the clock AC Adapter back into the power.

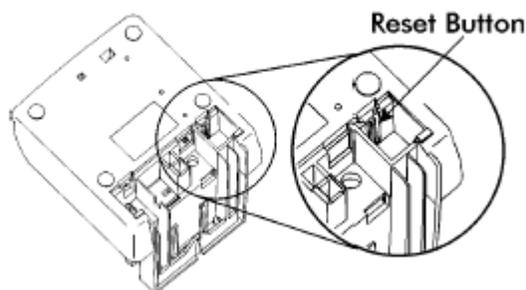
**Step 4.** If a printer error occurred due to friction, etc, the printer error (**Prt**) may have to be cleared.

**Step 5.** The repair is now complete and the printer carriage should slide with reduced friction.

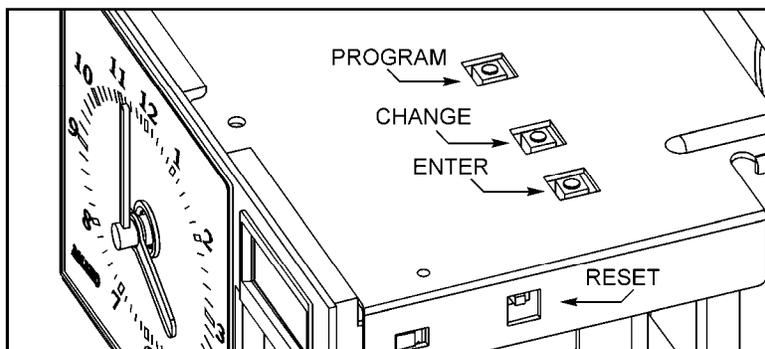


For error messages **E1** through **E4**, turn off the power before checking to see that the carriage is stuck or jammed. Also, check to see that the ribbon cables are in good condition and connected. After clearing any jams, restore the power and press the **RESET** button if necessary should the error message reappear.

The following figure illustrates the **RESET** button location, for the Amano PIX-10, PIX-15, PIX-21, PIX-22, PIX-55, and the TCX-45 time clocks.



The following figure illustrates the **RESET** button location, for the Amano TCX-11, TCX-21, and TCX-22.



**Note** – The PIX-200 automatically clears the errors after 2 seconds. However, if the printer carriage is locked down due to a jam – replacing the cover with the power on will unlock the carriage.

Should you need any further assistance, contact your Amano Cincinnati representative for assistance.