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INTRODUCTION

Welcome to the Device Maintenance and Cleaning Unit. It is important to clean and maintain your ATP Device to ensure safe and efficient operation. Parts will last longer and you will get more out of your device when you follow the maintenance and cleaning schedule. You can find this schedule in the “resources and worksheet” section of this unit. The cleanliness of the pill path impacts the timing of pills falling through the machine, therefore regular cleaning is important to prevent late drops and resulting errors.

VOCABULARY

1st Shutter  | Heater Rubber  | Paper Guide Roller
Anvil Assembly  | LCD Indicator  | Paper Remaining Indicator
Blade Holder Pin  | Lower Packaging Unit (LPU)  | Perforation Blade
Calibration  | Main Hopper  | Printer Head
Cancel Key  | Med Drawer  | Scanner
Canister  | Medication Drawer  | Scroll Key
Control Panel  | Mimi Adjustment  | Stop Key
Cut Key  | Mode Key  | Sub Hopper
Cutter Blade  | Motor Assembly  | Thermal Print Head
Feed Key  | Motor Base  | UTC Tray
Front Door  | Package Exit  |
Heater Holder  | Lower Packaging Unit  |

MODULE ONE: OVERVIEW

ATP Device Maintenance Introduction

Read the Maintenance Procedures carefully before using the device, and follow the instructions for safe operation. Parata does not guarantee safety if the device is used with any objects other than intended, or maintained following procedures other than those detailed in this guide.
Precautions for Safe Operation

It is imperative that the user complies with this guide as it contains important safety advice. Items and procedures are described so that you can use this device correctly and safely. Following these procedures will prevent possible injury. Precautions are illustrated as follows:

- **Always use the specified packaging paper and printer ribbon.** Other paper or ribbon may cause machine failure and will void the warranty.
- **Do not use the device outdoors.** Current leakage or electric shock may result if the device is exposed to water.

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**WARNING**

Failure to observe WARNING signs could result in a hazard to personnel possibly resulting in serious injury or death.

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**CAUTION**

Failure to observe CAUTION signs could result in injury to personnel and damage to the unit and associated property.

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**WARNING**

- This mark is labeled on the cover in which the electrical components of high voltage are enclosed to prevent the electric shock. The cover should be removed by a qualified engineer or a service personnel only.
- The HEATER will remain hot. To avoid injury, DO NOT touch the HEATER
- Handle the CUTTER BLADE carefully to avoid injury.

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**WARNING**

Only qualified engineers or service personnel should install the device. Installation by unqualified personnel may cause electric shock or fire.

**Use a dedicated power source** (a dedicated 20 amp circuit with a breaker) as indicated on the rating label attached to the device. A branched circuit may cause abnormal heating resulting in fire.
• Connect the power supply plug to the power source firmly after removing the dust on the plug. A dusty plug or improper insertion may cause abnormal heating or ignition.
• Disconnect the power supply plug if there is something wrong with the device. Continued abnormal operation may cause electric shock or fire.
• Turn off the power switch and disconnect the power supply to the device prior to any repair or maintenance to prevent electric shock or injury.
• Always ground the device to prevent electric shock. If the power supply outlet is not grounded, a qualified engineer must install a ground.
• Never disassemble, repair, or modify the unit yourself. Any work carried out by an unauthorized person may result in fire, electric shock or injury due to a malfunction.
• Never splash water directly onto the device as this may cause electric shock or a short circuit.
• Never ground the device through a gas pipe, water main, telephone line or lightening rod. This may cause electric shock.
• Do not insert metal objects such as pins or wires into any vent, gap or outlet on the unit. This may cause electric shock or injury by accidental contact with moving parts.
• Never insert a finger or any object into the exhaust vent. This may cause injury since the fan is turning with high speed inside the device.
• Never insert a hand or any object into the package exit. This may cause injury by accidental contact with moving parts.
• Never touch the heater block. High temperature may cause injury.
• Never touch the heater block until the heater block is cooled down. It will remain hot even if the power switch is tuned off, and may cause injury.
• Turn off the power switch prior to cleaning. Do not touch the cutter blade or perforation knife as they may cause injury.
• Always use the canister for the dedicated medication. The canister is assigned to one medication.

![CAUTION](image)

• Medication in the device may be affected by temperature and humidity. The device is not a cabinet for medication storage.

Precautions for Safe Operation

• When removing the plug from the power supply outlet, grasp the plug, not the cord. Pulling the cord may result in electric shock or fire by short circuit.
• Do not touch any electrical parts such as the power supply plug or any switches with a wet hand. This may cause electric shock.
- **Disconnect the power supply plug before moving the device.** Take care not to damage the power cord. A damaged cord may cause electric shock.
- **Connect the device to a power source as indicated on the rating label attached to the device.** Use of any voltage or frequency other than that on the rating label may cause fire or electric shock.
- **Disconnect the power plug when the device is not used for long periods.** Keeping the connection may cause electric shock, current leakage, or fire due to deterioration of insulation.
- **Do not put a container with water or heavy articles on the device.** It may cause injury if the articles fall. Current leakage or electric shock may result from the deterioration of insulation exposed to spilled water.
- **Do not climb onto the device or put articles on it.** Injury may result from the device tipping, or damage may be caused to the device.
- **Ensure you do not inhale or consume medication or aerosols around the device during maintenance.** Doing so may be harmful to your health.
- **Clean the device regularly.** Contamination may be caused by pill dust accumulated inside the device.

**CAUTION:** When setting up or relocating the device, contact your authorized Parata representative.
ATP Device Components

1. **Medication Drawer.** Drawer that houses the canisters that contain the medication. The ATP Device has 4 rows of drawers stacked 5 or 6 high, with a maximum of 24 medication drawers. The medication drawers are always locked for safety. Always pull out 1 drawer for 1 row when opening. Pulling out more than one drawer in a column simultaneously is not possible.

   *Note: For safety purposes, if multiple drawers are open at the same time, the machine could potentially tip.*

2. **Control Panel.** Packaging status and alarms are displayed on this panel. You will not need to use these buttons, as all commands are initiated by your software application on the screen. Only use these buttons if instructed to do so by Parata Support.

3. **Package Exit.** The packets are advanced to this exit though the internal conveyor.

4. **Front Door.** The door protects the operator from the lower packaging unit (motor, heater, etc.). The device will not operate when the front door is open.

5. **Lower Packaging Unit.** The mechanism for making a packet including the conveyor, shutter, sealer, cutter, and printer.
ATP Cleaning and Maintenance Checklist

Clean Daily (or Every Eight Hours of Use) in this Order

☐ Step One: Med Drawers
☐ Step Two: Sub Hoppers
☐ Step Three: 1st Shutter
☐ Step Four: UTC Tray
☐ Step Five: Main Hopper
☐ Step Six: LPU: 2nd Shutter, Heat Anvil, Heat Anvil Pad, LPU Floor

Clean Quarterly

☐ UTC Conveyor Assembly

Clean with Each Canister Refill

☐ Canister and Motor Base

Clean with Each Ribbon Change

☐ Print Head

Replace as Needed

Ribbon
Paper
Cutter Blade
Perforation Blade
Motor Assembly
Printer Head
How to Turn the ATP on and off

ATP Device Power Switch

1. **Power Switch.** The power switch (main switch) is located in the upper right, inside the front door.

2. **Emergency Switch.** The device has an emergency switch for extra safety. Pressing this switch disconnects the power to the device even if the power switch is on. The switch should be kept in the projected position (turned to the right). The emergency switch is a safeguard against accidents during maintenance.

**NOTE:** To shut down the machine in an emergency situation, the operator must remove the plug from the electrical outlet (wall socket) to disable power.
MODULE TWO: CLEANING

How to Clean the Canister and Motor Base

It is best practices to clean canisters when they are empty and in need of a refill. Clean the med drawers every eight hours of operation, while performing the daily cleaning routine.

1. Normally, the drawers are auto-locked. Go to the Home Screen in the Dispense Manager application.
2. Select the “Meds” button. Select a canister medication and click “Unlock”.
3. **Pull out the drawer and remove a canister.** Start at the top of one column and work your way down, so debris from the top does not contaminate previously cleaned bottom drawers.
4. Empty the canister of medication. Remove one canister at a time to clean. Use HEPA vacuum to extract pill dust from the canister.
5. Power down the machine. Cleaning the sensors will trigger a mixed drug alarm if the ATP unit is powered on. Clean around the motor base and the pill detecting sensor using a 1” foam brush or stain brush if available.
6. Repeat steps 1-4 to clean all of the canisters and motor bases. Again, clean one at a time. Start at the top and work your way down if you are cleaning more than one drawer.

**NOTE: Parata recommends cleaning the canister and motor base with each canister refill. Do not power off during operation.**
How to Clean the ATP Device Med Drawer

1. Normally, the drawers are auto-locked. Go to the Home Screen in the Dispense Manager application.
2. Select the “Meds” button. Select a canister medication and click “Unlock”.
3. Pull out the drawer to be cleaned.
4. Clean the pill path at the center of the med drawer by wiping with a soft, lint free cloth.
5. Clean all other areas by wiping with a soft, lint free cloth as necessary.
6. Replace the clean med drawer and pull out the next drawer to clean.

NOTE: Parata recommends daily cleaning of the ATP Device Med Drawers.
How to Clean the ATP Device Sub Hoppers

1. Four (4) sub hoppers are located inside the middle panel. Each sub hopper is installed for collecting the medications dropped from each of the four (4) med drawer lines. The sub hopper can be removed by sliding it out. Pay attention to the dropout of the sub hopper.

2. Pull out the sub hopper and remove the curtain.

3. Clean the sub hopper with a HEPA vacuum (best practices) or a soft, lint-free cloth.

4. Set the curtain in the sub hopper and replace the sub hopper. Make sure the curtain is installed in the correct direction.

5. Close the middle panel.

NOTE: Parata recommends daily cleaning of ATP Device sub hopper.
How to Clean the ATP Device 1st Shutter

1. **Turn off** the power switch.
2. Open the front door and pull out the 1st shutter base.
3. **Remove the curtain** in the 1st shutter and clean the shutter by wiping with a soft, lint free cloth.
4. **Install the curtain** and replace the 1st shutter base.
5. Close the front door.

**NOTE: In an extreme case, where shutters are very dirty, you may wipe with a soft cloth, moistened slightly with alcohol, and then wipe off immediately to prevent streaking of pill dust residue. Alcohol should never be used on the curtains, as it will dry them out.**

**NOTE: Parata recommends daily cleaning of the ATP Device 1st shutter.**

**CAUTION: Handle with care when cleaning the 1st shutter. Do not clean the shutter with excessive force even if it has a lot of medication powder on it. Excessive force may cause failure in shutter operation. Do not manually force the shutters open.**

Proper curtain placement in the shutter is critical to ensure proper pill travel down the pill path. Mis-aligned curtains can cause a pill dam.

Inspect curtains for dry or curled edges, and call Parata service if this occurs.
How to Clean the UTC Tray and Drawer

1. Normally, the UTC tray is auto-locked. Select Meds in the Dispense Manager application; select a tray to unlock. Select unlock.

2. Turn off the ATP device power before cleaning.

3. Wipe the UTC tray and each cell with a dry, lint-free cloth. Wipe the underside of the tray. Build-up within the cells may be cleaned by wiping with a soft cloth, moistened with 90% Isopropyl Alcohol. Vacuum the individual cells with a HEPPA vacuum.

4. Replace the UTC tray and lock it in place in the drawer.

**CAUTION:** Always turn off the power switch before cleaning the UTC tray to prevent the electric component from short circuiting.

**NOTE:** Parata recommends daily cleaning of the ATP Device UTC Drawer.
How to Clean the ATP Device Main Hopper

1. **Turn off** the power switch before cleaning.
2. **Open the front door.** The main hopper is located between the Lower Packaging Unit and the 1st shutter.
3. Normally, the hopper is locked. **Pull the 2 latches** (white resin components) at the upper side of the main hopper to unlock the main hopper.
How to Clean the ATP Device Main Hopper

4. Pull out the main hopper and **clean the main hopper** by wiping with a soft, lint free cloth.

   ![Image of ATP Device main hopper being cleaned]

5. **Replace the main hopper** along the guide.

6. Slide the main hopper all the way in until it stops.

**NOTE:** In an extreme case, where shutters are very dirty, you may wipe with a soft cloth, moistened slightly with alcohol, and then wipe off immediately to prevent streaking of pill dust residue.

**NOTE:** Parata recommends daily cleaning of the ATP Device main hopper.
How to Clean the ATP Lower Packaging Unit (LPU)

1. Turn off the power switch and check that the heater is cool before cleaning.
2. Open the front door and slide the Lower Packaging Unit out.
3. Move the 2nd Shutter to its upward position and clean the shutter by wiping with a soft, lint free cloth. Then, pass the cloth through the shutter to clean.

2. Remove the heater holder if the heater or the heater holder rubber is caked with medication powder. To remove the heater holder, move it back and forth, while simultaneously pushing upwards.
How to Clean the ATP Lower Packaging Unit (LPU)

3. **Clean the heater area** with a scotch-brite pad. Clean the cutter with an alcohol pad.

4. **After cleaning, move the shutter back down** into the fork in its secure position. Assure that the shutter is inserted into the center of the paper fold.
How to Clean the ATP Lower Packaging Unit (LPU)

5. Replace the heater holder securely.

6. Vacuum or wipe the floor of the LPU with a soft, lint-free cloth.
MODULE THREE: MAINTENANCE

How to Change the Printer Ribbon and Clean the Thermal Print Head

This procedure outlines how to change the ribbon and clean the ATP thermal print head using the Parata approved Thermal Printer Cleaning Pen. The ATP thermal print head cleaning procedure should be performed during each ribbon change.

Required Materials:
1 - Thermal Printer Cleaning Pen

**CAUTION:** The thermal print head can easily be damaged! Do not use excessive force when cleaning the thermal print head. Do not use unapproved cleaning compounds or methods to clean the thermal print head. Replace the pen periodically for best results.

1. Open the ATP device’s front access doors.
2. Slide the lower packaging unit out from the ATP device. Find the release lever for the lower packaging unit and use the front handle to pull the unit out on its slide rails for access to the printer assembly.
How to Change the Printer Ribbon and Clean the Thermal Print Head

4. **Locate the printer assembly** and **pull the plastic handle towards you** to release the assembly.

4. **Open the printer assembly cover**, by pulling up on the black knob. You will see that the left-hand ribbon spool is empty.
How to Change the Printer Ribbon and Clean the Thermal Print Head

5. **Remove both the empty and used ribbon spools simultaneously.** Save the empty ribbon spool and discard the used ribbon spool.

6. **Always clean the Print Head when you change the ribbon.** Locate the **ATP thermal print head** as shown below.
How to Change the Printer Ribbon and Clean the Thermal Print Head

7. To clean the thermal print head, uncap the cleaning pen and gently use the tip to wipe clean the entire surface of the thermal print head. After cleaning, allow a few minutes for the surface to dry before installing a new ribbon.

8. Open a new spool of ribbon, unroll approximately 6 inches of the ribbon and lay it on a flat surface. Ensure that the adhesive side is facing upward.

9. Using the empty spool that you set aside, place and align the empty spool on the adhesive of the new ribbon. It is important that the ribbon is lined up closely on the empty spool.
How to Change the Printer Ribbon and Clean the Thermal Print Head

10. Roll the empty roll on the new ribbon until 1 rotation is made around the empty spool.

11. Insert both of the spools back into the printer assembly. Refer to the Ribbon path diagram on the underside of the printer assembly cover. It is important that the ribbon is fed through the unit correctly and both spools are pressed all the way down.

12. By hand, roll the empty spool clockwise until the black ribbon has reached the empty spool.
How to Change the Printer Ribbon and Clean the Thermal Print Head

13. **Close the ribbon unit and slide it back to the home position** on the lower packaging unit. Make sure the printer assembly latches closed. You may hear the ribbon tighten.

14. **Slide the lower packaging unit back into the ATP device** until the release lever locks the unit into place.

15. **Close the left and right doors.**

16. Select **Resume** on the ATP application.

**WARNING:** The printer ribbon is an article for consumption and it can be used only once. Do not reuse the old ribbon as it causes print failure. Always use the specified printer ribbon. Other printer ribbon may cause failure and will void the warranty.
How to Maintain the Paper Path and Change the Paper

1. Open the device’s front access doors.
2. Unlock the lower packaging unit (LPU) by lifting the lever located on the bottom right of the unit to an upward position, while at the same time pull the black handle towards you.

3. Remove the empty spool from the paper spool disk.
How to Maintain the Paper Path and Change the Paper

4. **Remove the tape and paper** from the empty paper spool.

5. **Place new paper roll on the paper spool disk**, be sure that the ridged or open side of the paper is facing towards the paper spool disk.

6. **Lay the existing paper inside of the new paper** with about a 1½ inch overlap. (Old inside new – this is critical, otherwise the paper can separate when going through the second shutter. Again, be sure the existing and new paper line up. Use a credit card or ID badge to give support while taping, to be sure the ends are aligned. Using 2 small pieces of scotch tape, tape the topside and underside of the overlapped paper together.

**TIP: Make sure the tape is not placed over the open edge of the paper. It is important that this edge stay open.**
How to Maintain the Paper Path and Change the Paper

7. **Place the paper back through the 2 guide rollers** and ensure that the paper is aligned. Tighten the roll counterclockwise until there is no slack in the paper.

8. **Push the LPU unit back into place** and close the lower unit doors.

9. Select **Resume** on the ATP application.

**WARNING:** The Lower Packaging Unit will not operate when the front door is open, but the heater in the seal mechanism is energized and may be hot. Do not touch the heater directly to avoid injury.
How to Remove the Lower Packaging Unit (LPU)

CAUTION: Do not stand on the LPU cart! The LPU cart is only designed to safely support the LPU.

1. **Power off the ATP** by pressing the red knob on the front of the device.
2. **Open the lower front doors on the ATP device.**
3. **Lift the left and right lock levers** on the front corners of the LPU.
How to Remove the Lower Packaging Unit (LPU)

3. Place the LPU cart in front of the ATP.

NOTE: The front casters on the LPU cart can be locked for additional stability.
How to Remove the Lower Packaging Unit (LPU)

4. **Extend the positioning arm on the LPU cart and attach it to the slide tray** to stabilize the cart.
5. While kneeling, place your left foot against the footplate of the LPU cart. The right knee can be used to brace the cart, if necessary.

6. Lean forward across the cart, and with your right hand, push and hold the steel push latch on the LPU while simultaneously pulling the black handle on the front of the LPU toward you.
How to Remove the Lower Packaging Unit (LPU)

7. Pull the LPU all the way out of the ATP and onto the cart.
How to Remove the Lower Packaging Unit (LPU)

8. **Retract the positioning arm, and lock the LPU onto the cart** by lifting the steel lock shaft found at the front of the LPU cart.

9. **Transport the removed LPU to a desired location.**

10. **After replacing the LPU, power on the ATP** by turning the red knob on the front of the device a quarter turn to the right.
How to Replace the Cutter Blade (ADMIN)

The life of the cutter blade is normally 30 days. The cutter blade needs to be replaced when the cutter alarm occurs and the cutting of the package strip is incomplete.

Required Parts:
1 - Cutter Blade

Summary

Step 1: Retract the cutter blade.
Step 2: Remove the metal guard and cutter knife assembly.
Step 3: Remove and replace cutter blade.
Step 4: Replace the cutter knife assembly and the metal guard.
Step 5: Return cutter to home position.

Step One: Retract the Cutter Blade for Safe Removal

1. Loosen blade locking knob. Turn to the left, one full turn to loosen.

Note: The blade starts out in the “Cut Position.” This is the home position of the cutter blade assembly, and you will see that the red arrows line up in this position.
How to Replace the Cutter Blade

2. Use locking knob to slide blade back (towards front of the machine) to the “Safe position.” Re-tighten the blade locking knob again.

Step Two: Remove the Cutter Blade Knife Assembly

1. Remove the metal guard from the blade assembly by lifting it off to the left. Set aside.

*Note: The metal guard is held in place by a metal pin inserted into the white plastic guide.*
How to Replace the Cutter Blade (continued)

2. Remove the blade holder. The front of the blade holder assembly is held in by a pin inserted into the black grommet on the motor rotating arm. Lift the blade holder to the left to remove. The blade holder rear attachment is in a cut-out channel on the housing.

*Note: Home position marks.*
3. With the blade holder pointing up, slide the attachment forward (towards the rear of the machine) until the blade holder comes out of the cut-out hole.
How to Replace the Cutter Blade (continued)

Step Three: Replacing the Cutter Blade

1. Remove the blade locking knob and push the blade out (to the left in this picture).

**Note:** The cutting side of the blade, you will replace it the same way.  
**Caution:** The blade is very sharp!

2. Insert the new cutter blade into the blade holder. Be sure to lock the new blade in the “Safe position.” Tighten the blade locking knob before reassembling the blade holder into the cutter assembly.
**Step Four: Reassemble Cutter Assembly**

1. Reassemble using these instructions in reverse order.

**Step Five: Return Cutter to Home Position**

1. Return the cutter to the home position, align the red arrows, and turn locking knob to secure the blade in place.

**Note:**
- Be sure to install the metal guard securely.
- When complete, align the cutter to the “Home Position” with the red arrows lined up.
- Check that the blade is locked forward in the Cut position (towards the rear of the machine, and extended all the way forward in the blade holder)
- Check that the blade locking knob is tightened down securely.
How to adjust or replace the Perforation Blade (ADMIN)[online video]

The perforation blade makes a dotted cut to divide the bags between the seals on the top and the bottom of each bag. The blade also makes a small “pre-cut” or “notch” to assist the end user with tearing the bags into single packets or strips of packets. This procedure describes how to replace the old perforation blade and heater rubber and install a new blade and heater rubber. This document also includes inspection and adjustment procedures for the anvil assembly.

Required Materials
3 mm Allen Wrench
1.5 mm Allen Key

Anvil Assembly
How to adjust or replace the Perforation Blade

Removing the Anvil Assembly

1. With your left hand, grasp the anvil assembly using your thumb to hold the front end around the depth adjustment screw, and your fingers to pull back on the wrinkle preventer to clear the white paper guide on the second shutter.

2. Pull the anvil assembly off the guide pin up and to the left. It may be necessary to wiggle the assembly forward and back while lifting the anvil assembly off.
How to adjust or replace the Perforation Blade

Inspection

1. The metal guards on either side of the heater rubber are called the wrinkle preventers. Both wrinkle preventers should be parallel to each other and without dents. The spring above the depth adjustment screw should push the wrinkle preventer above the heater rubber. This wrinkle preventer should also slide up and down evenly without binding.

Blade Removal

NOTE: To make your adjustments easier on narrow packing units, make a mark on the edge of the anvil assembly block to help orient the new blade during installation. Narrow perforation blades utilize two of the three set screws. This may also be done on wide packing units to help with blade alignment.
How to adjust or replace the Perforation Blade

1. Remove the heater rubber from the anvil assembly by lifting the corner up and pulling it away from the block assembly.
2. Loosen the 3 set screws on the anvil assembly with a 1.5MM Allen key. Do not remove the set screws entirely.
3. Although this is a used blade it is still extremely sharp. Use pliers, or allow the blade to slowly slide out of the assembly onto a table top.

Blade Installation

1. Install the new heater rubber over the guide pins and under the angle of the wrinkle preventer. Verify it is flat against the anvil assembly and does not bubble up.
How to adjust or replace the Perforation Blade

2. Carefully place the perforation blade into the anvil assembly with the flat pre-cut section of the blade on the opposite side from the angle of the anvil assembly.

3. Tighten the set screws when the edge of the blade is against the end of the anvil assembly or lines up with the mark made earlier.

4. Pull back on the wrinkle preventer, and slide the anvil assembly back onto the anvil assembly arm. It may be necessary to tilt the anvil assembly forward and back while sliding the anvil assembly all the way to the bottom of the guide pin. Verify the paper adjustment screw is against the arm.
How to adjust or replace the Perforation Blade

Adjustment

To adjust the precut length loosen the three set screws and slide the blade either toward the edge of the anvil assembly, or away, then tighten to test. An example below indicates the effects of adjusting the perforation blade:

**NOTE:** Adjusting the blade toward the edge of the anvil assembly will reduce the length of your precut.

**NOTE:** Adjusting the blade toward the corner of the anvil assembly will increase the length of your precut – if you go too far the precut will not meet the edge of the paper.
How to adjust or replace the Perforation Blade

To adjust the depth of the cut, hold the anvil assembly with the wrinkle preventer spring facing you. Loosen the 3mm Allen screw but do not remove. Turn the black twist knob on the end of the anvil either clockwise or counter clockwise to change the blade depth.

Tightening the adjustment screw will result in a deeper cut, and loosening the adjustment screw will lessen the depth of the cut. When you are finished, tighten the 3mm Allen screw when your adjustment is complete.
How to Replace the TC Motor Assembly (ADMIN)

**Required Materials**
1 Phillips Head Screwdriver
1 TC Motor Assembly

1. Power off the ATP
2. Manually unlock ATP drawers by pulling the silver release knob.

2. Open the TC Drawer that contains the canister and the TC Motor Base Assembly that needs to be replaced.
3. Remove the canister to expose the TC Motor Base.
4. Remove the two #1 Phillips Head screws from the TC Motor Assembly.

6. Note the orientation of the TC motor base assembly. Take hold of the motor clutch and gently wiggle from left to right until the TC motor base assembly comes loose from the motor base. The motor base assembly will be attached to a wiring harness coming from the TC drawer.
How to Replace the TC Motor Assembly

6. Disconnect the TC Motor Assembly connector from the wire harness.

7. Locate the new TC Motor Assembly and reverse the previous steps for install.
8. Run test bags from the location to verify TC Motor Assembly is operating correctly. Best practices is to run a test repack order for this motor base/canister drug.
How to Replace the Printer Head (ADMIN) [online video]

1. Power off the ATP machine.
2. Follow steps 1-4 of the Thermal Printer Cleaning to gain access to the thermal print head.
3. Remove the mounting screw on the print head bracket.
4. Lift the print head bracket off of its guide pins.
5. Pull on the print head's connecting cable and rock it back and forth to remove it.
6. Pull the connecting cable away from the back of the print head.

7. Flip the bracket over, and remove the mounting screws holding the print head in place. Remove the print head. The dimples in the bracket help to align the new print head (indicated by arrow).
How to Replace the Printer Head

8. Push the black connector back into place.

9. There are four guide pins for the print head bracket. The bracket should slide on all pins at the same time.

10. Replace the mounting screw removed in step 3.
How to Replace the Printer Head

Print Head Replacement

1. **Is there a warranty?** Print heads are warrantied for 800,000 shots, remember to report shot counter readings to ensure your warranty status.

2. **How do I know when to replace the print head?** Replace the print head after troubleshooting print quality with a Parata support technician.
Warranty Verification

To verify if you have a part that is eligible for a warranty claim please contact Parata service. For warranty verification and future claims please obtain and report the shot counter reading from the ATP by following the procedure below. Without the shot counter reading, warranty claims cannot be verified.

1. Verify on the ATP LCD display that there are no machine or printer errors, and that the phrase 'SYSTEM IS WAITING' is visible on the small ATP LCD screen located on the front of the ATP device.

2. To the right of the LCD screen Press and hold the ‘MODE’ Button until the Information on the LCD screen changes.

3. Release the ‘MODE’ button, press and hold it again until the screen information changes a second time.

4. For warranty purposes, please record the number displayed for the Shot Count in the upper right corner of the LCD.

5. Press and hold the ‘MODE’ button again for the next screen change.
8. Release, press and hold the ‘MODE’ button a last time in order to return to the normal ‘SYSTEM IS WAITING’ screen.

9. Please report the shot count number to Parata Service at 888-989-7822 or EMAIL service@Parata.com.
Consumables FAQ

Cutter Blade

1. **Is there a warranty?** There is no warranty on the duration of cutter blades.

2. **When do I replace a cutter blade?** Replace the cutter blade monthly or when you receive cutter alarms and the blade is found to be resting on top of the paper and has not cut through.

Cleaning the Print Head

1. **When do I clean the print head?** Clean the print head with every ribbon change.

2. **When do I replace the thermal pen?** Replace the thermal pen every month to ensure cleaning quality and reduce the transfer of contamination.

Heater Rubber Replacement

1. **Is there a warranty?** There is not a warranty on the duration of a heater rubber.

2. **How do I know when to replace the heater rubber?** Replace the heater rubber quarterly to ensure compliance with packaging quality standards.

Perforation Blade Replacement

1. **Is there a warranty?** Perforation blades are warrantied for 1.5 million shots, remember to report shot counter readings to ensure your warranty status.

2. **How do I know when to replace the perforation blade?** Replace the perforation blade after you have followed adjustment procedures and are still receiving poor perforation quality in between bags. Make sure to follow inspection procedures.