

Epson TM-U220 error lights and what they mean

Reading the ERROR light on a TM-U220 kitchen printer

When something is wrong with an Epson TM-U220, the printer stops printing, goes offline and blinks the ERROR light on the top of the case. The pattern of the blinks says what is wrong. Use it to tell whether the printer will recover on its own, whether you can clear the fault yourself, or whether the printer has to be replaced.



The status lights sit on the panel at the front of the printer.

Faults that clear themselves

These stop the printer until the condition goes away, and then it carries on by itself. Nothing needs resetting.

Roll paper cover open. The paper cover was opened while the printer was printing. Close the cover and printing continues.

Print head temperature. The print head has become extremely hot. The printer starts again on its own once the head has cooled.

ERROR	Description	ERROR LED Blinking Pattern  160 ms	Recovery
Roll paper cover open error (when recoverable error is selected) (*1)	The roll paper cover is opened when printing.		Recovers automatically when the cover is closed.
Print head temperature error (*2)	The temperature of the print head is extremely high		Recovers automatically when the print head cools

Epson's blink patterns for the two faults that clear themselves.

Faults you can clear

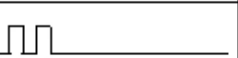
These stay until somebody fixes the cause, and the printer then recovers.

Paper roll cover open error. The cover was open while printing. Close it.

Autocutter error. The cutter is not working, usually because it has jammed part way through a cut.

Home position detection error. The print head cannot find its home position, which almost always means a paper jam. Clear the jam.

If the printer does not come back after you have cleared the cause, turn it off at the switch, wait a few seconds and turn it on again.

ERROR	Description	ERROR LED Blinking Pattern  160 ms	Recovery
Paper roll cover open error (*1)	The roll paper cover is opened when printing.		Recovers by error recovery command with the cover closed
Autocutter error (Type A, B only)	The autocutter does not work correctly		Recovers by error recovery command. (See "Autocutter Jam" (page 4-3))
Home position detection error (This is "Mechanical error")	The home position cannot be detected due to a paper jam		Recovers by error recovery command

Epson's blink patterns for the faults that clear once the cause is fixed.

Faults that cannot be cleared

These are hardware faults. The printer will not come back, whatever you do to it, and it has to be swapped out.

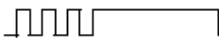
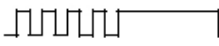
Memory or gate array error. The printer fails its own memory check.

High voltage or low voltage error. The supply voltage is out of range.

CPU execution error. The printer's processor has faulted, or an interface board is not connected.

Print head temperature detection circuit error. The sensor that watches the print head's temperature has

failed.

ERROR	Description	ERROR LED Blinking Pattern  160 ms	Recovery
R/W error in memory or gate array	After R/W checking, the printer does not work correctly. Writing to, reading out, or erasing the NV memory for image scanning results does not work correctly.		Impossible to recover
High voltage error	The power supply voltage is extremely high		Impossible to recover
Low voltage error	The power supply voltage is extremely low		Impossible to recover
CPU execution error	The CPU executes an incorrect address or I/F board is not connected		Impossible to recover
Print head temperature detection circuit error	There is an abnormality in the print head temperature		Impossible to recover

Every fault in this group needs the printer replaced.

IMPORTANT A printer in this last group is not worth troubleshooting

Power cycling will not clear a hardware fault. Log a job with Triniteq support so a replacement can be arranged.

Epson's own [TM-U220 Technical Reference Guide](#) has the full list of patterns and timings.



Need a hand? Contact Triniteq Support

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Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.