Daily printer maintenance and label quality

Regular printhead leaning reduces replacement costs by extending the life of your printhead. Cleaning cards are available to order via FedEx – Thermal Printer Cleaning Cards, 25 ct, Part #311030891. For labels not stocked by FedEx, reference label manufacturer's website for printhead cleaner kits and cleaning pens.

SPLITS

Narrow white lines running down label, often cutting through the barcode, rendering them unscannable.

Possible solutions:
- Clean the printhead(s) to remove dust or residue
- If cleaning printhead does not work, printer may need printhead replaced
- For FedEx provided printers, call FedEx Tech Support: 1.877.339.2774
- For all other printers, contact manufacturer

VOIDS/FADING

Print on label appearing faded or containing small white voids in print. Quality labels should have solid black print on white background.

Possible solutions:
- Check for a damaged print element
- Check for dirty or aged ribbon
- Ensure thermal-transfer heat settings are correct
- Ensure speed settings are correct
- Power down printer, unplug, restart

BARCODE LABEL PLACEMENT

Barcode placed on seam of box; label is not placed on largest surface area.

Proper barcode placement:
- Keep label more than four inches from package edge
- Affix to longest side of an elongated package, or largest side of a package that does not have level top
- Avoid placing over box seams, box edges or rough surfaces
- Avoid placing straps over the barcode label

LABEL APPLICATION

Label and/or barcode have wrinkles or not firmly affixed to box.

Proper label application:
- Securely apply by placing label on flat end of package
- Apply with pressure and smooth out to avoid wrinkles

BARCODE COVERED WITH TAPE / PLASTIC

Labels printed on plain paper and placed in plastic pouches or covered with tape can damage scanning ability.

Possible solutions:
- Printed labels properly applied to corrugated boxes give best performance
- Do not tape over labels, especially over the barcode

QUIET ZONES

Areas of space between the ends of a barcode which separate barcodes from other markings; inadequate quiet zone makes barcode unscannable.

Proper quiet zone:
- 0.10" or greater should be left on all sides of barcode to allow for adequate quiet zone

COLOR LABEL STOCK

Labels printed on colored label stock might not scan in camera tunnel due to inadequate contrast

Using proper label stock:
- Use black/white contrast of standard labeling format
- If using a partial colored label ensure that the background of the barcode remains white
- The standard 4" x 6.75" standard label that meets FedEx adhesion and face stock standards can be found at www.fedex.com/us/packingsupplies
- Additional information regarding label stock can be provided by emailing groundlabel@fedex.com