Meditrax Label Applicator
Maintenance and Warranty

GETINGE
GETINGE GROUP

MEDITRAX LABEL APPLICATOR TROUBLESHOOTING

Problem	Solution
When printing a label the cycle number is printing on the top line.	The labels have been fed incorrectly into the label applicator. Please refer to our tutorial for a demonstration on how to load the labels correctly.
When clicking the handles to print a label the bands in the dialing/viewing area of the print head are turning by themselves.	The ink roller has been inserted incorrectly into the label applicator. Please refer to our tutorial for a demonstration on how to load the ink roller correctly
The print on the label is faint or is printing no information.	Check the print head on the label applicator to ensure a label is not stuck on the print head bands. or The ink roller may need to be replaced. Please refer to our tutorial for a demonstration on how to load the ink roller correctly.
The numbers in the dialing/viewing area of the print head are not moving when turning the dialing knobs.	The label applicator requires service/repair.
The date, sterilizer and cycle number are printing either too high or low onto the label.	The label applicator requires service/repair.
When clicking the handles on the label applicator to print a label, the labels are not feeding through.	The labels may have been fed incorrectly into the label applicator. Please refer to our tutorial for a demonstration on how to load the labels correctly. or The label applicator may require a service/repair.
The label applicator is printing the first and second label correctly but not the third.	The label applicator requires service/repair.

CLEANING
External surfaces of the label applicator can be decontaminated with an alcohol wipe. It is suggested that this is completed on a routine basis.

⚠️ Do not immerse the label applicator in any liquid.

SERVICE AND REPAIR
Service and repair for the label applicator is available from Getinge Australia Pty Ltd. Please note a service/repair charge is applicable and advised at time of evaluation by the Getinge service technician.

To arrange please contact our customer service team on 1800 GETINGE / 1800 438 4643 (Australia) or 0800 872 922 (New Zealand).

WARRANTY
Getinge Australia Pty Ltd warrants that if the label applicator proves to be defective in material or construction, we will provide you, without charge, for a period of one (1) year, a full service to remedy any such defect. Under no circumstances shall it be liable for incidental or consequential damage.