

Here's a clear, concise set of notes with your requested title:

Title: Flashing ALARM – HSD / PROP lights lit

Details:

Customer reported a flashing ALARM with HSD and PROP lights illuminated, indicating a spacing error.

Troubleshooting performed:

Adjusted head gap for media

Removed ribbon and inspected: moves freely, shield intact

Manually moved print head side-to-side — no obstructions detected

Powered printer ON without ribbon: print head did not move, no motor noise

Conclusion:

Spacing motor appears to be non-functional

Next steps / Recommendation:

Printer requires service repair

Provided customer with local service contacts in Burnaby, BC