



## Cleaning

The Card Printer is built to require a minimum amount of maintenance. Nevertheless, there are a few procedures you can perform on a regular basis or as needed to ensure the best possible performance

### Safety Messages (review carefully)

Symbol	Critical Instructions for Safety purposes
<p><b>Danger:</b></p> 	<p><b>Failure to follow these installation guidelines can result in death or serious injury.</b></p> <p>Information that raises potential safety issues is indicated by a warning symbol (as shown to the left).</p> <ul style="list-style-type: none"><li>• <b>To prevent personal injury</b>, refer to the following safety messages before performing an operation preceded by this symbol.</li><li>• <b>To prevent personal injury</b>, always remove the power cord prior to performing repair procedures, unless otherwise specified.</li><li>• <b>To prevent personal injury</b>, make sure only qualified personnel perform these procedures.</li></ul>
<p><b>Caution:</b></p> 	<p><b>This device is electrostatically sensitive. It may be damaged if exposed to static electricity discharges.</b></p> <p>Information that raises potential electrostatic safety issues is indicated by a warning symbol (as shown to the left).</p> <ul style="list-style-type: none"><li>• <b>To prevent equipment or media damage</b>, refer to the following safety messages before performing an operation preceded by this symbol.</li><li>• <b>To prevent equipment or media damage</b>, observe all established Electrostatic Discharge (ESD) procedures while handling cables in or near the Circuit Board and Printhead Assemblies.</li><li>• <b>To prevent equipment or media damage</b>, always wear an appropriate personal grounding device (e.g., a high quality wrist strap grounded to avoid potential damage).</li><li>• <b>To prevent equipment or media damage</b>, always remove the Ribbon and Cards from the Printer before making any repairs, unless otherwise specified.</li><li>• <b>To prevent equipment or media damage</b>, take jewelry off of fingers and hands, as well as thoroughly clean hands to remove oil and debris before working on the Printer.</li></ul>

## Using the Required Supplies

For the maintenance procedures outlined for the Printer, you will need a Printer Cleaning Kit, available from the reseller. This kit includes the following:

- Printhead Cleaning Swabs pre-moistened with 99.99% isopropyl alcohol for cleaning the Printer's Printhead.
- Cleaning Cards with an adhesive backing for cleaning the Printer's Card Feed Rollers and Platen Roller.
- Cleaning Pads pre-moistened with 99.99% isopropyl alcohol for cleaning the Printer's general inside and outside area.



**Caution:** As with any electronic device, internal components of the Printer, such as the Printhead, may be damaged if exposed to static electrical discharges.

- To avoid potential damage, always wear an appropriate personal grounding device, such as a wrist strap (with integral resistor) connected to an ESD ground.


## Cleaning Procedures

### Cleaning the Printhead

Perform this procedure during every **1000 prints** to maintain consistent print quality. Also, perform this procedure after noticing a streak on the card where color was not transferred.



**Warning:** Never use a sharp tool or abrasive object of any kind to clean the Printhead, which can damage it.

Step	Procedure
1	Open the Printer's Front Cover.
2	Remove print ribbon
3	Use a <b>Printhead Cleaning Swab</b> from the Printer Cleaning Kit to gently rub back and forth over the entire length of the printhead 3 to 4 times
4	Once the Printhead is completely dry, replace the ribbon cartridge and close the Printer.  <b>Caution:</b> If a streak persists, use an Acetone compound to clean the Printhead.

## Cleaning the Card Feed and Cleaning Rollers

The Card Feed Rollers move the card throughout the print process. The Cleaning Roller removes dust particles from a blank card as it feeds into the Printer. Cleaning these Rollers will help prevent card jams and card contamination and will ultimately lead to better print quality and extended Printhead life.

Step	Procedure
1	<p>Ensure a consistent Printer operation by cleaning these Rollers approximately every <b>1000 prints</b>, depending on the cleanliness of the card stock and the environment (in which the Printer is located).</p> <p>Clean the Rollers if the Rollers appear dirty or if the cards start showing speckles or debris on the printed surface by following Steps 2 to 7 (below).</p>
2	Leave the Printer power ON and open the Printer's Front Cover.
3	Remove all cards from the Printer's Card Input Hopper.
4	Get a Cleaning Card from the Printer Cleaning Kit and remove its adhesive backing paper from both sides.
5	Insert the Cleaning Card into the card exception Single Feed Slot until the card stops.
6	<p>You can choose between two procedures (below) for this procedural step.</p> <p><b>Option A Procedure:</b></p> <ol style="list-style-type: none"><li>Open the Printer Control Panel from the Computer.</li><li>Right click on the DTC400 Card Printer and select <b>Printing Preferences</b>. Click on the Calibrate tab.</li><li>Click on the <b>Clean Printer</b> button. (See below.)</li><li>Remove the Ribbon and close the front cover.</li><li>Click on the <b>Clean</b> button.</li></ol> <p><b>OR</b></p> <p><b>Option B Procedure:</b></p> <ol style="list-style-type: none"><li>Remove the Ribbon and close the Front Cover.</li><li>Press and hold the <b>Pause/Resume</b> button. (<b>Note:</b> The Printer will initiate a cleaning cycle by using the Cleaning Card to clean the Rollers of the card path. It will then eject the cleaning card.)</li></ol>

## Cleaning the Printer's Exterior

The Printer has a durable casing that should retain its luster and appearance for many years. Clean it only with a **Cleaning Pad** from the Printer Cleaning Kit.



**Caution:** Do not use cleaning solvents of any kind or spray the Printer's exterior with a cleaner!

## Cleaning the Printer's Interior

Dust and other particles may accumulate inside the Printer with continued usage. These particles are attracted to the print Ribbon or blank card by static produced during printing and can contaminate the printed card causing spots or speckles to appear. Periodically, use the following procedure to remove dust and other contaminants:

Step	Procedure
1	Open the Printer's Front Cover.
2	Remove the Ribbon Cartridge from the Printer.
3	Use a <b>Cleaning Pad</b> from the Printer Cleaning Kit to wipe out all visible areas inside the Printer. Remove any debris that may be inside. Be extremely careful not to let any alcohol drip inside the Printer!
4	Re-install the printing supplies and close the Printer.