

## Cleaning

HDP5000 Cleaning Kit part number is 089200. For more detailed instruction, please refer to the Cleaning Kit Instruction Sheet in the kit.

**Important:** The Printer should be cleaned on a regular basis to ensure that the Printer consistently produces high quality output.



**Danger:** Be sure to disconnect the Printer's power cord whenever performing any type of maintenance procedure unless otherwise directed.

**Important:** Fargo Card Printers require highly specialized Print Ribbons to function properly. To maximize Printer life, reliability, printed card quality and durability, you must use only Fargo Certified Supplies. For this reason, your Fargo warranty is void, where not prohibited by law, if you use non-Fargo Certified Supplies. To order additional materials, please contact your authorized reseller.

## Using the Required Supplies



For the maintenance procedures outlined for the Printer, you will need a Printer Cleaning Kit, available from the reseller. This optional 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 Cleaning Rollers.
- **Gauze Pads** pre-moistened with 99.99% isopropyl alcohol for cleaning the Printer's interior and exterior.
- **Alcohol Cards** pre-moistened with 99.99% isopropyl alcohol for cleaning the Printer's Platen Rollers, Card Feed Rollers.



**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. At a minimum, make positive contact with the bare metal chassis of the Printer with the hand prior to touching any internal electrical components.

## 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></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>

## Accessing the Clean Printer tab

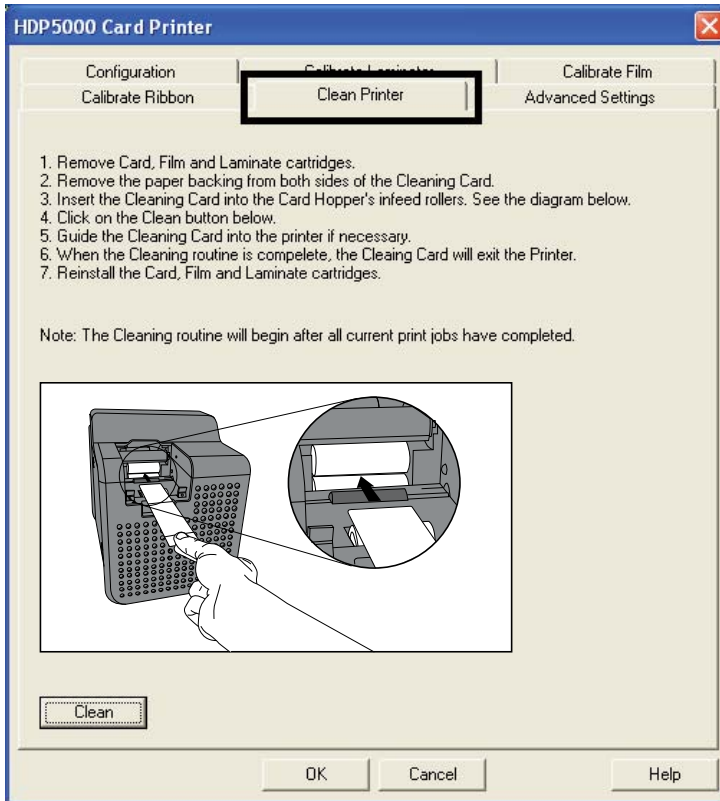
### Cleaning the Printer Platen Roller and Card Feed Rollers

Perform this procedure approximately every **1,000 prints** to maintain a consistent print quality. (**Note:** The Card Feed Rollers move the card throughout the print process. Rollers should be kept clean to prevent card jams and card contamination. This cleaning process will ultimately lead to better print quality and extended Printhead life.)

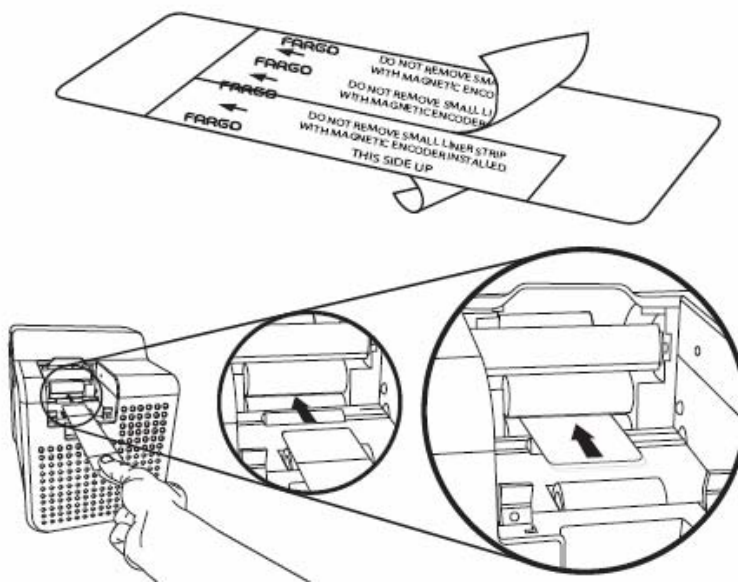
Step	Procedure
1	From the HDP5000 Driver, click on the <b>Toolbox</b> button to bring up the Clean Printer tab.
2	Follow the instructions from the CLEAN PRINTER tab on the Driver. See Display A below.  ( <b>Note:</b> If your Printer is equipped with a <b>Magnetic Encoder</b> , you must insert the Cleaning Card with the printed side up and with a small Liner Strip towards the front of the Printer. See Display B below)
3	Replace the printing supplies and close the Print Stations after the Rollers are clean and completely dry.

## Cleaning the Printer Platen Roller and Card Feed Rollers (cont)

Display A – Clean Printer window




Display B - Cleaning Card setup for Magnetic Encoder




## Cleaning Procedures

### Cleaning inside the Printer

Step	Procedure
1	Open the Front Cover.
2	Remove the Print Ribbon and HDP transfer Film from the Printer.
3	<p>If you have a can of compressed air, blow out all visible areas of the Printer interior. (<b>Note:</b> Remove any debris that may be inside.)</p> <p><b>OR</b></p> <p>If you do not have a can of compressed air, use a cleaning pad from the Printer Cleaning Kit to wipe out all visible areas inside the Printer. (<b>Note:</b> Remove any debris that may be inside.)</p> <p> <b>Caution:</b> Be extremely careful not to let any alcohol drip inside the Printer!</p>
4	Re-install the printing supplies.
5	Close the Front Cover.

### Cleaning outside the Printer

Step	Procedure
1	<p>The Printer has a durable casing that should retain its luster and appearance for many years.</p> <p>Clean it only with a Cleaning Pad from the Printer Cleaning Kit.</p> <p> <b>Caution:</b> Do not use cleaning solvents of any kind or spray the printer with a cleaner!</p>

## Cleaning the Printhead

Clean the Printhead (every time the Print Ribbon is changed) to maintain consistent print quality, as instructed below. This procedure should also be performed approximately every 1000 prints in order to maintain consistent print quality.



**Caution:** Never use a sharp tool or abrasive object of any kind to clean the Printhead. It will damage the Printhead. Watches, rings, bracelets and other jewelry can damage the Printhead if accidentally bumped against it. For best results, remove such items before touching any internal components of the Printer.

Step	Procedure
1	Remove watches, rings, bracelets and other jewelry.
2	Disconnect the Printer Power Supply and if applicable the Lamination Power Supply.
3	Open the front cover. Remove the Ribbon and Film Cartridges
4	Use a Printhead Cleaning Swab (squeeze to saturate the tip) from the Printer Cleaning Kit to firmly wipe back and forth across the surface of the Printhead. See display below.  The printing surface is vertical and faces the left side.
5	Reinstall the cartridges and close the cover once the Printhead is completely dry.



## Replacing the Card Cleaning Roller



**Caution:** Replace the Card Cleaning Tape approximately every time the Print Ribbon is changed.

Steps	Procedure
1	Remove the Card Cartridge to access the Cleaning Roller.
2	Remove the cleaning roller as shown in Display A.
3	Replace with the new Card Cleaning Roller.



## Cleaning the Magnetic Encoder

Step	Procedure
1	Open the front cover and remove the Film Cartridge.
2	Remove the Magnetic Cover to access the Magnetic Head.
3	Remove the Magnetic Head. See Display A below.
3	Use an alcohol wipe from the cleaning kit to clean the Magnetic Head. See Display B below.
4	Replace the Magnetic Head and Magnetic Cover.

Display A



Display B

