

# Rio 2 & Tango 2 Cleaning Guide

## CLEANING IS IMPORTANT

The most important thing you can do to ensure card print quality and the ongoing reliable operation of your printer is to perform regular cleaning cycles to remove dust and debris from the print rollers.

Plastic cards attract dust. Dust then gets 'printed' into the card surface causing unsightly blemishes and possible damage to the printhead. Your Magicard printer has built-in cleaning rollers to remove dust from the card stock. These rollers need to be cleaned periodically to remove the dust and debris accumulations.

## Cleaning is easy and inexpensive.

If you have not already done so, order a cleaning kit - see the 'Cleaning Supplies' box on this page.

- A clean printer produces better quality cards, as dust and dirt are not present when the card is being printed.
- A clean printer is much less likely to require factory maintenance, and the print head in your printer will last for many years of normal use. Remember, large particles of dirt can damage the printhead.
- Magnetic encoding suffers when rollers are not clean.

## THE MAGICARD CLEANING SYSTEM

There are three main parts to your printer's cleaning system - a Cleaning Card, a Cleaning Roller and a Cleaning Pen :

1. You use a Cleaning Card to remove dirt from the print path. This should be used after every 350 prints (every time you replace your ribbon). If you print only a few cards a day, we recommend that you clean the printer more often.



2. There is a disposable Cleaning Roller in the printer, which should be replaced after every 1000 prints (roughly after using 3 rolls of ribbon).



3. There is also a Cleaning Pen, which is used to clean the printhead. We recommend you use this if any lines are seen on printed cards.

## 1 EVERY 350 PRINTS OR SOONER -

### Using a cleaning card

We recommend that you clean your printer using a cleaning card after every 350 prints or each time you replace the dye-film.

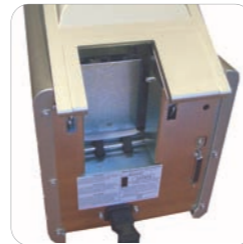
You should do this more often if you print only a few cards a day.

### To clean the card feed mechanism :

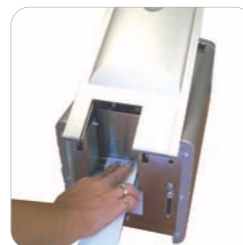
- The printer must be switched ON.
- Remove the card hopper and open the top door (the red light comes on).
- Ensure the dye film is not touching the base of the printer inside. If it is, take up the slack by winding the supply spool backwards or remove the dye film before starting the cleaning cycle.
- Take a fresh cleaning card from its packaging.
- Insert the narrow end into the card feed slot (picture 1).
- Press the black button on the back of the printer (located above the USB connector). The card is drawn into the printer (picture 2) and then ejected. Repeat this several times with both sides of the same card.
- To ensure that the rear feed rollers located under the card hopper are thoroughly cleaned, set the printer to its cleaning cycle, and instead of inserting the card, simply hold it against these rollers (picture 3).



picture 1



picture 2



picture 3

## 2 EVERY 1000 PRINTS -

### Changing the cleaning roller

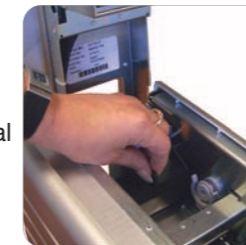
There is a cleaning cassette inside the printer which holds a cleaning roller. We recommend that this roller is replaced after every 1000 prints, or sooner if it looks dirty.



You re-use the cassette, and you replace the roller within it.

### To replace the cleaning roller :

- Switch off your printer.
- Open the top cover. Locate the black cleaning cassette towards the rear of the internal compartment.
- To remove the cleaning cassette, hold it between thumb and forefinger by the tab on the top of the cassette (picture 4). Push down lightly on it, and then lift it out.
- You now have the cassette and roller assembly out of the printer. This is a two roller assembly. The bottom roller is permanent and the top (larger) roller is disposable (picture 5).
- Remove the used roller from the cassette (picture 6).
- Take a new roller and remove the protective white cover from around the roller.
- Insert the new roller into the cassette, ensuring that the roller is 'sprung' in the cassette.
- Insert the cassette back into the printer ensuring it is seated correctly.



picture 4



picture 5



picture 6

## 3 CLEANING THE PRINTHEAD

You should clean the printhead if any lines are seen on printed cards.

### To clean the printhead :

- Use the special printhead cleaning pen from your Magicard printer cleaning kit. See 'Cleaning Supplies'.
- Open the printer and draw the pen several times across the length of the printhead.



## Rio 2 & Tango 2

## CLEANING SUPPLIES

Five cleaning cards and a cleaning roller are bundled with each new Rio 2 or Tango 2 printer. You can purchase additional cleaning kits, which include cleaning cards, rollers and pens.

### Cleaning Kits for Europe, Middle East, Africa & Asia

### Cleaning Kits for North and South America

Part # N9005-761 Medium - 10 cleaning cards, 3 rollers, and 2 cleaning pens.

Part # N9005-761 Large - 20 cleaning cards, 6 rollers, and 3 cleaning pens.

## ANYTHING ELSE?

The only other maintenance procedure you may need to do is the replacement of the printhead.

The printhead can be damaged by dirt, so cards must be kept clean before loading into the printer.