

Replacing the Printhead

If you need to replace the printhead, read the procedure and review the removal and installation steps before actually replacing the printhead.



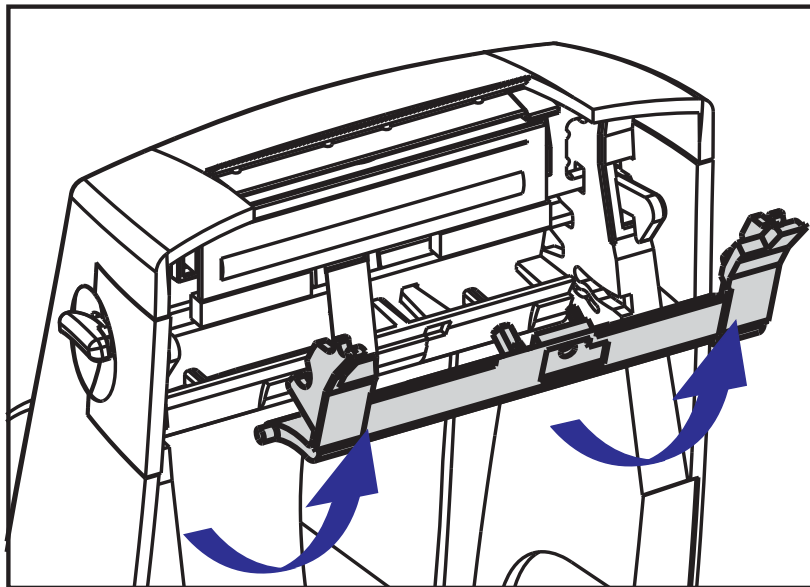
Caution • Prepare your work area by protecting against static discharge. Your work area must be static-safe and include a properly grounded conductive cushioned mat to hold the printer and a conductive wrist strap for yourself.



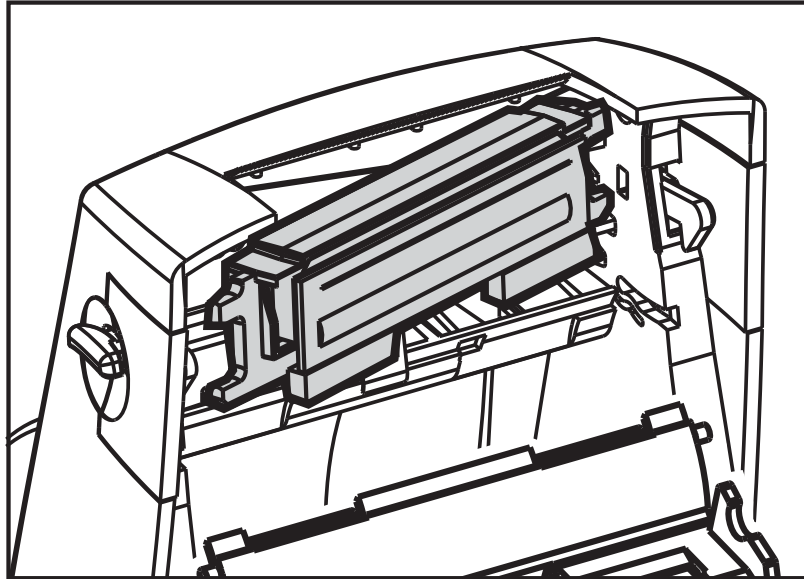
Caution • Turn the printer power off and unplug the power cord before replacing the printhead.

Printhead Removal

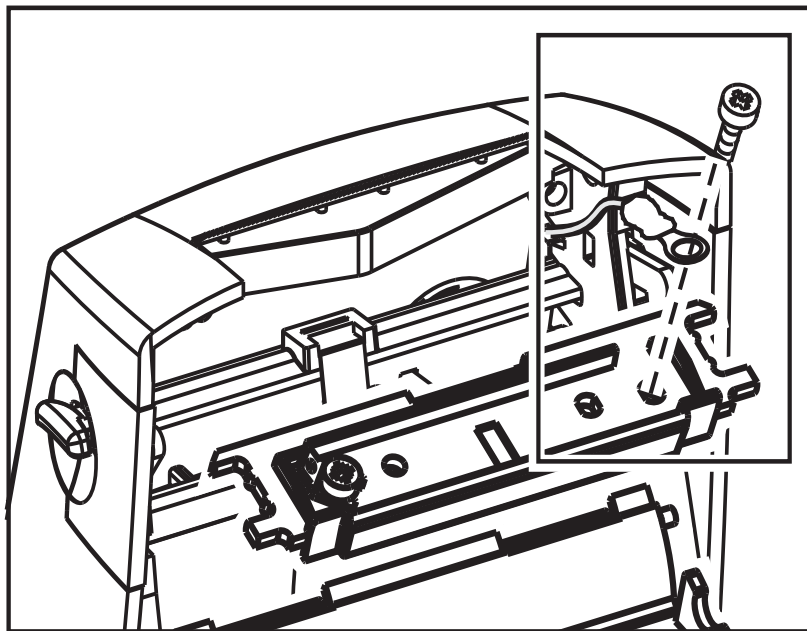
1. Unsnap the bracket from the lid.



2. Slide the printhead to one side until it is free of the lid.



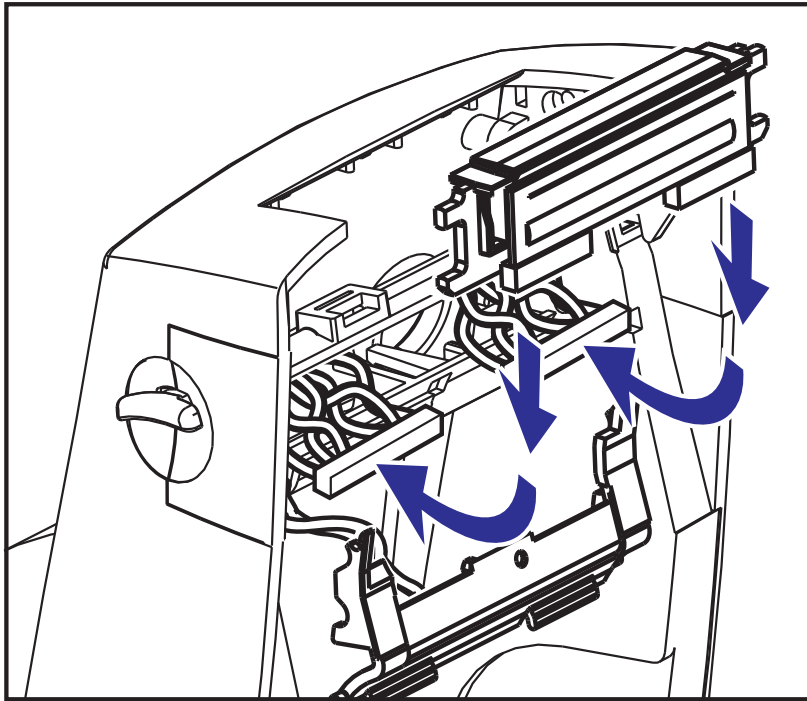
3. Use a #1 Phillips driver to loosen the screw that holds the ground wire to the bracket; pull the wire away from the bracket.



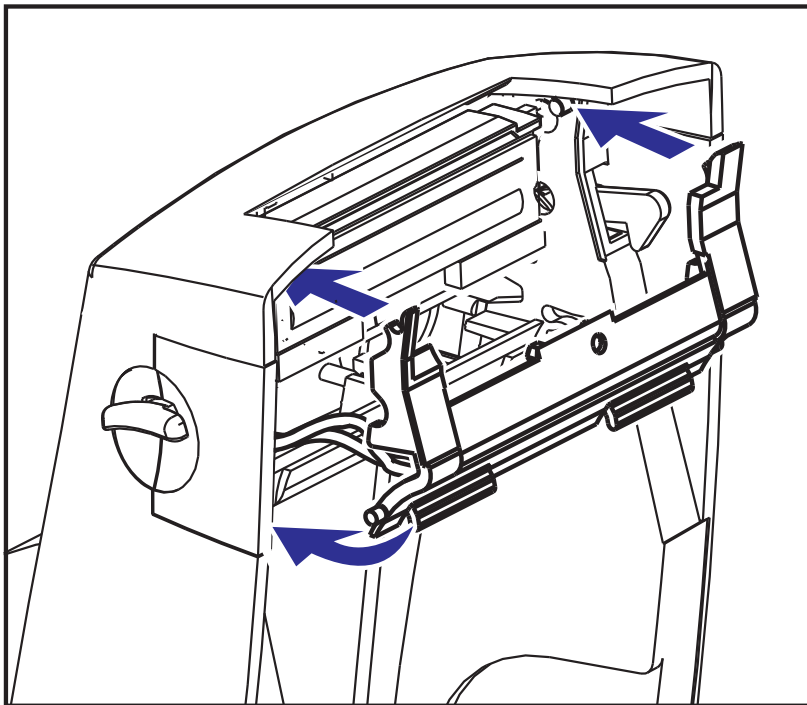
4. Unplug both bundles of printhead wires from the left and right connectors. Use a #2 Phillips driver to remove the screw that holds the ground wire.
5. Gently but firmly pull the two printhead cable bundles' connectors off of the printhead.

Replacing the Printhead

1. Align the printhead to plug the left and right connectors into the wire bundles.



2. Slip the ground wire under the right screw and use a #1 Phillips driver to tighten in.
3. Slide the printhead into one side and jog it into the other side.
4. Align the pivots of the bracket onto the posts; then, snap the bracket into place.



5. Verify that the printhead moves up and down freely when pressure is applied and remains locked when released.
6. Clean the printhead. Use a new pen to wipe body oils (finger prints) and debris off the printhead. Clean from the center of the printhead to the outside. See [Cleaning the Printhead on page 57](#).
7. Reload media. Plug in the power cord, turn on the printer and print a status report to ensure proper function. See [Printing a Test \(Printer Configuration\) Label on page 18](#).



Notes • _____



Troubleshooting

This section provides information about printer error reporting that you might need for printer troubleshooting. Assorted diagnostic tests are included.

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