

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.



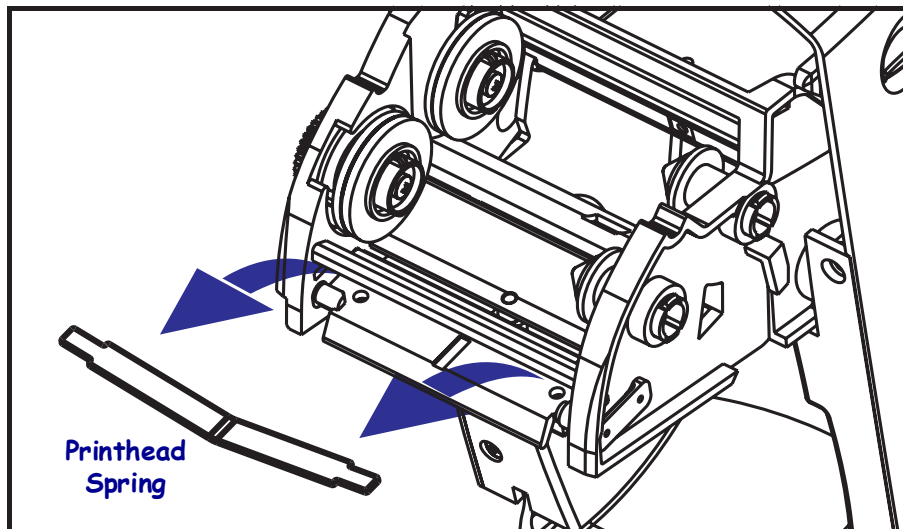
Caution • Prepare your work area by protecting against static discharge. Your work area must be static-safe and include a properly grounded conductive cushioned mat to hold the printer and a conductive wrist strap for yourself.



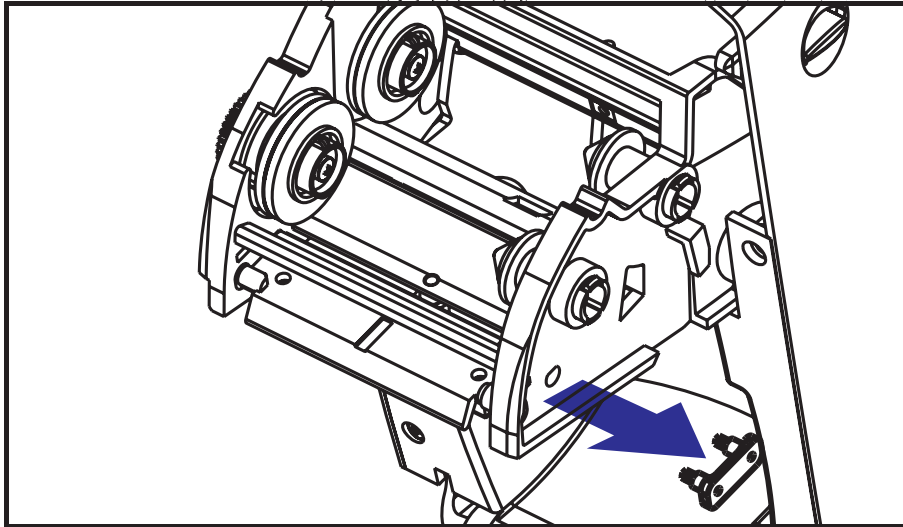
Caution • Turn the printer power off and unplug the power cord before replacing the printhead.

Printhead Removal

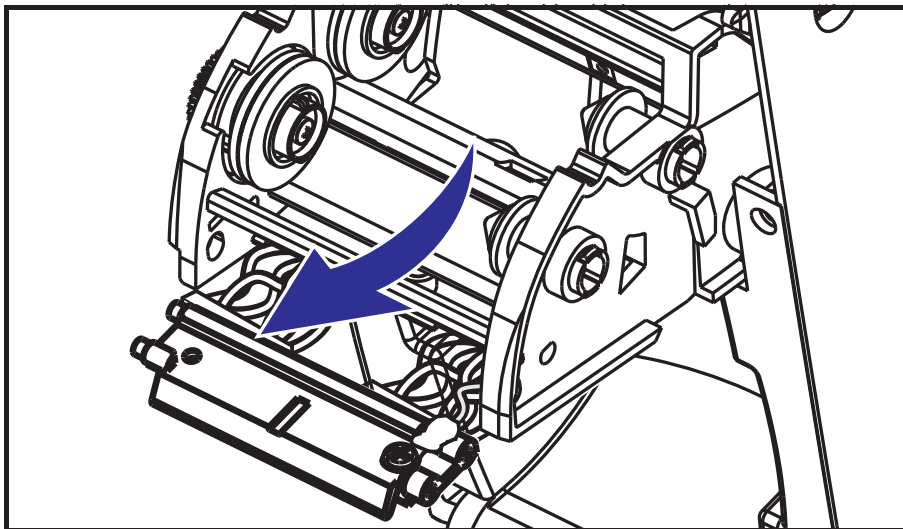
1. Open the printer. Remove any transfer ribbon from the printer.
2. Grasp the printhead spring and pull it to the left; then, slide it free of the carriage.



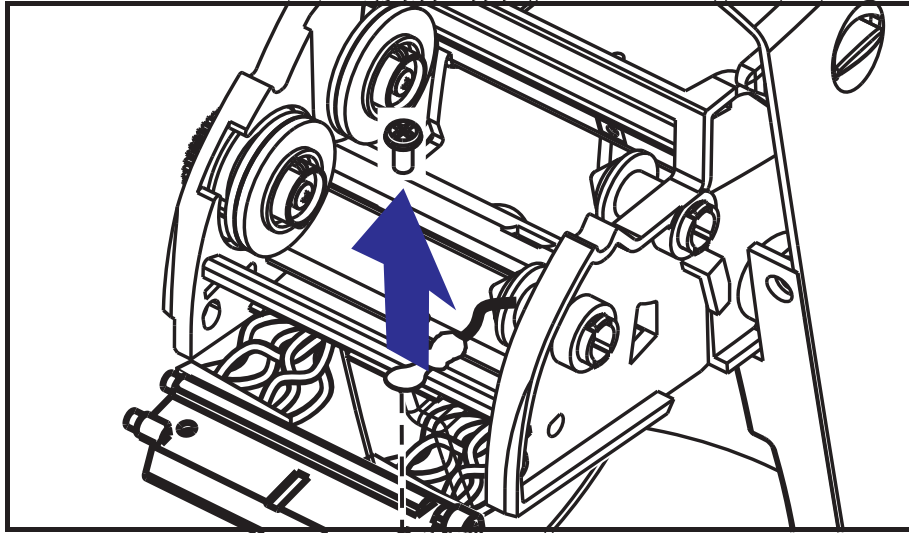
3. Use the spring to pry the printhead clip off the right side of the carriage.



4. Pull the printhead and bracket forward.



5. Use a #2 Phillips driver to remove the screw that holds the ground wire.

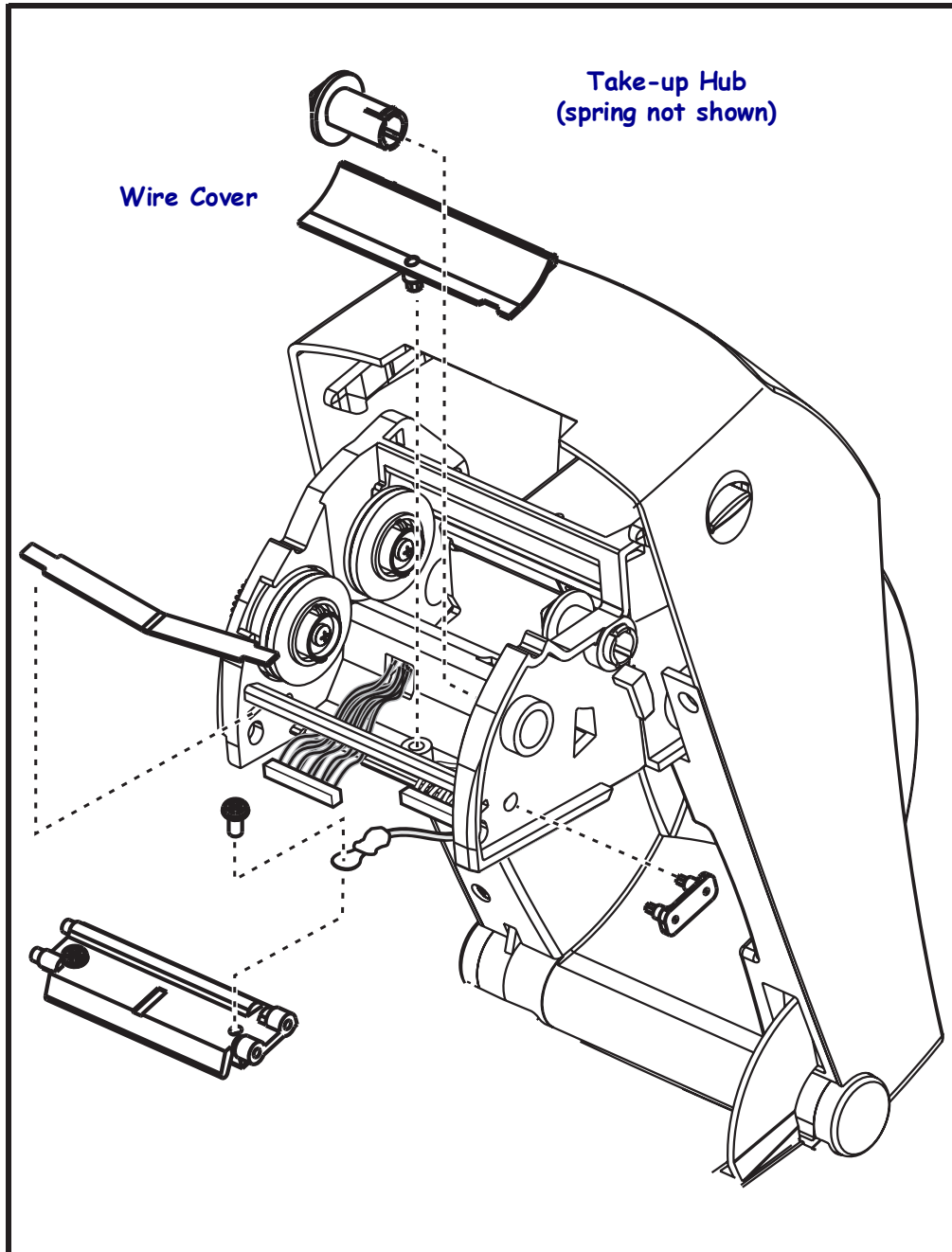


6. Gently but firmly pull the two printhead cable bundles' connectors off of the printhead.

Replacing the Printhead

1. Detach the wire cover.
2. Detach the ribbon take-up hub and spring.
3. Align the printhead and bracket to plug the left and right connectors into the black and white wire bundles.
4. Attach the ground wire and secure it with the screw. Use a #2 Phillips driver to tighten it.
5. Insert the bracket pegs into the left side of the carriage.
6. Align the right side of the bracket and insert the printhead clip through the right side of the ribbon carriage into the bracket.
7. Slip the left end of the print head spring into the left side of the ribbon carriage; then slide the right end into the other side. The angle of the "v" fits into the indent on top of the printhead bracket.
8. Attach the wire cover.
9. Attach the ribbon take-up hub and spring.
10. Verify that the printhead moves up and down freely when pressure is applied and remains locked when released.

11. 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 63](#).
12. Reload media and ribbon. 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 23](#).





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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