

Other Printer Maintenance

There are no user level maintenance procedures beyond those detailed in this section. See the [Troubleshooting on page 59](#) for more information on diagnosing printer and print problems.

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.

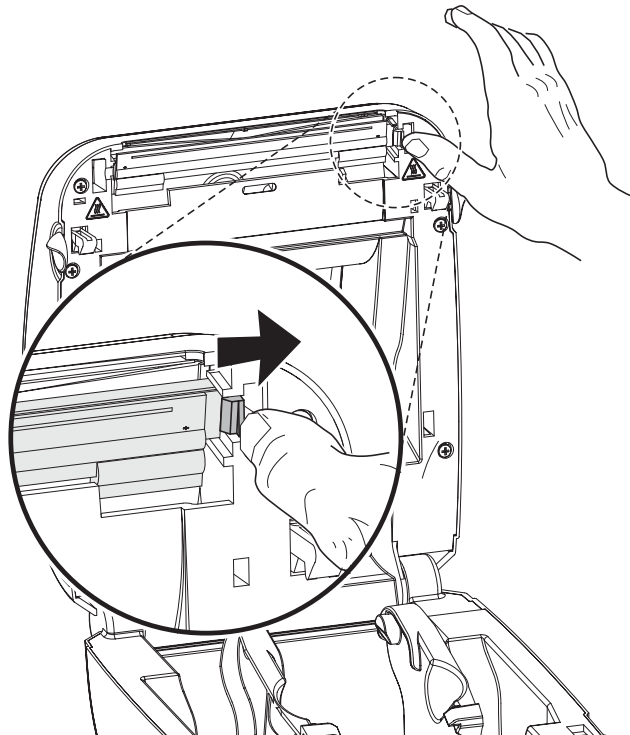


Caution • Turn the printer power off and unplug the power cord before replacing the printhead.

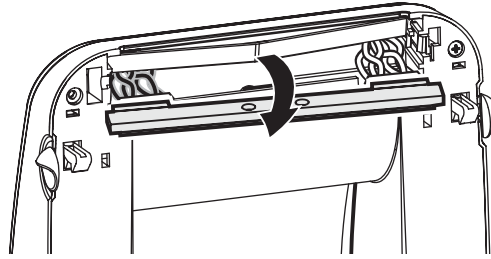
Before following the steps in this procedure, open the printer by pulling the release latches forward then lifting the top cover.

Printhead Removal

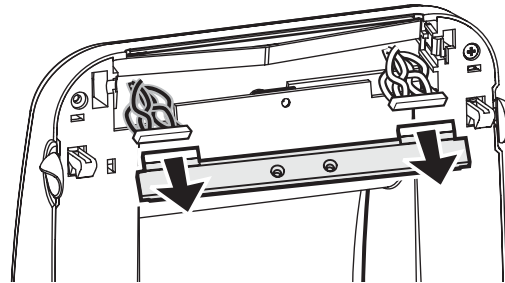
1. Push the printhead's right side catch to the right.



2. Pull the printhead forward and pull it free of the top case if necessary.

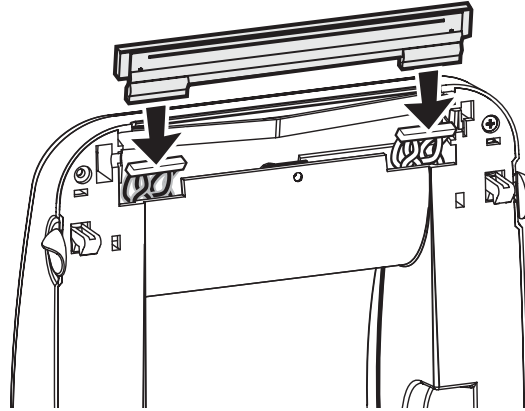


3. Unplug both bundles of printhead wires from their connectors.

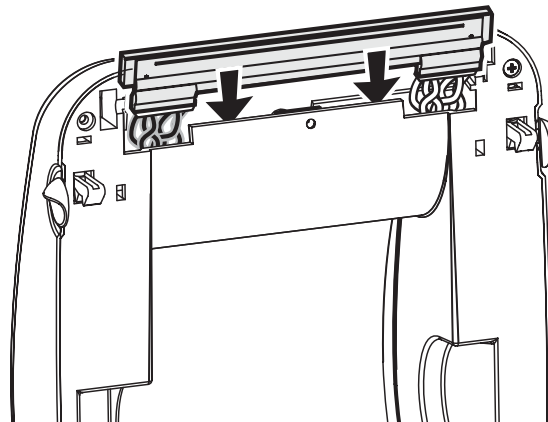


Replacing the Printhead

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



2. Slide the printhead into the left side and jog it into the right side catch.



3. Clean the print head as described under [Cleaning the Printhead](#) on page 51.
4. 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 14