

## Cleaning the Media Path

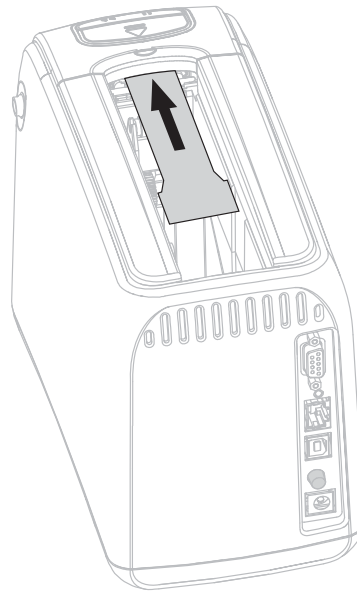
For best results, clean the media path after each cartridge of media. You can clean the media path using a cleaning card or using a swab.

### Using a Cleaning Card

For cleaning cards, order part number 61097M. For ordering information, see *Contacts on page 11*.

#### To clean the media path using a cleaning card, complete these steps:

1. Press EJECT, and then remove the media cartridge from the printer.
2. Turn off (O) the printer power.
3. Remove the cleaning card from its packaging.
4. Insert the cleaning card into the media chute as shown.



5. Press and hold EJECT.
6. Turn on (I) the printer power.
7. Hold EJECT for approximately 15 seconds while the printer powers up and performs a self-test.
8. Release EJECT when the cleaning card begins moving.  
The printer uses the cleaning card to clean the media path.



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9. **Caution** • The cleaning card contains isopropyl alcohol, a flammable material. After use, discard according to your local regulations.
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Cleaning is complete when the card stops moving and returns to its original position. When cleaning is completed, remove and dispose of the cleaning card.

10. Reinsert the media cartridge.

## Using a Swab

Use the swab from a Preventive Maintenance Kit (part number 47362) or a clean swab dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%).

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**Caution** • Remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead or drop into the media cartridge slot.

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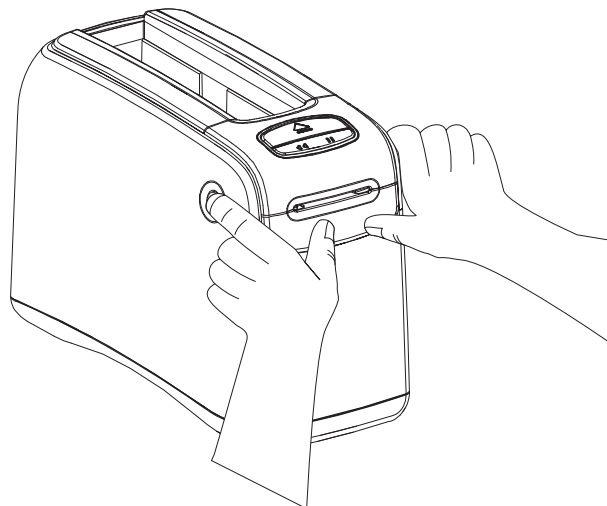

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**Caution** • Before proceeding, discharge any built-up static electricity by touching the printer's metal back plate near its power switch or by using an anti-static wriststrap and mat.

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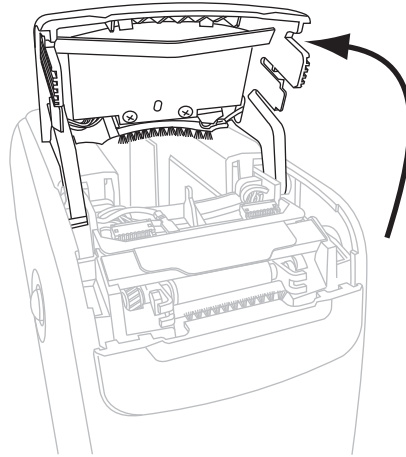
### To clean the media path using a swab, complete these steps:

1. Press the Eject button, and remove the media cartridge from the printer.
2. Turn off (O) the printer power.
3. Press both upper cover release buttons simultaneously.



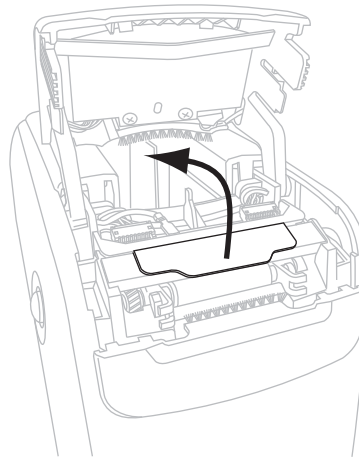
The upper cover springs partially open.

4. Rotate the upper cover up and back.



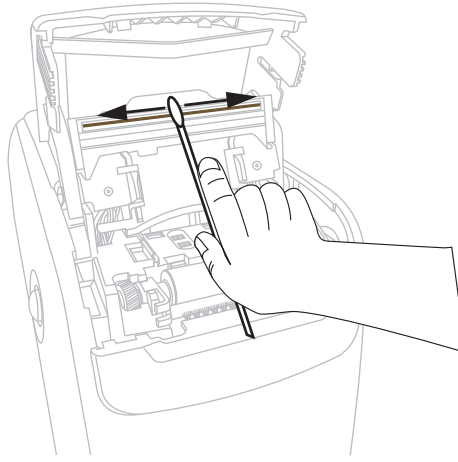
5. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

Grasp the metal lever plate on the printhead assembly and rotate the assembly upward to expose the printhead elements.



**6. Clean the printhead elements.**

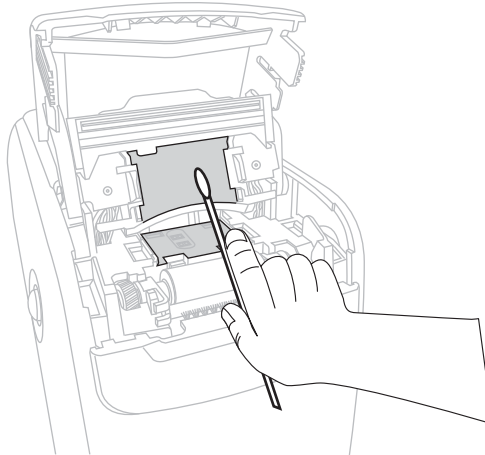
- a.** Using the swab from the Preventive Maintenance Kit or a swab dipped in the alcohol solution, wipe along the brown strip on the printhead assembly from end to end.



- b.** Allow the solution to evaporate.

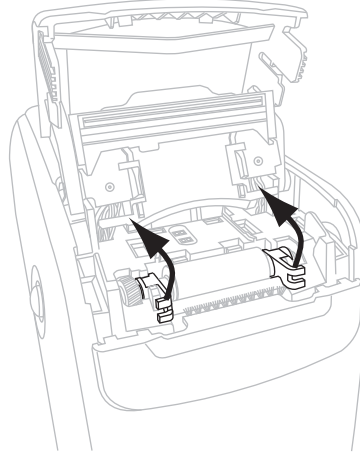
**7. Clean the media guide surfaces.**

- a.** Using the swab, wipe the media chute surfaces.

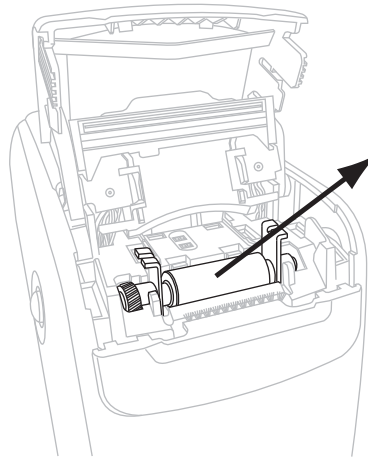


- b.** Allow the solution to evaporate.

8. Rotate the two side clips on the platen roller upward.

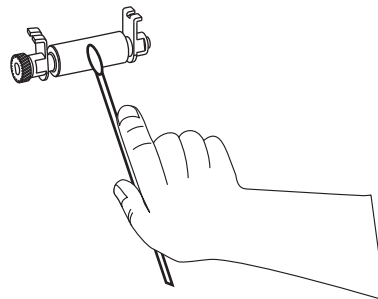


9. Remove the platen roller from the printer.



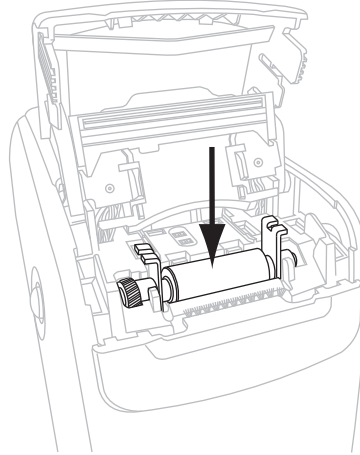
10. Clean the platen roller.

a. Using the swab, thoroughly clean the platen roller.

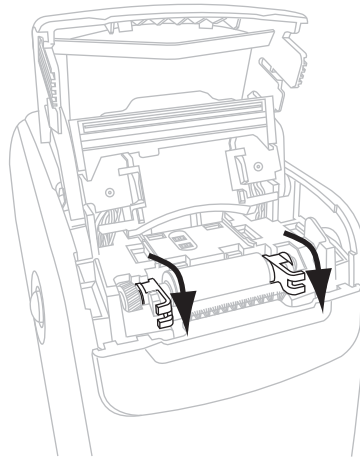


b. Allow the solution to evaporate.

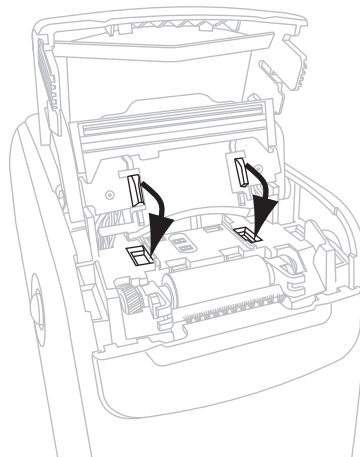
11. Place the platen roller back into its place in the printer.



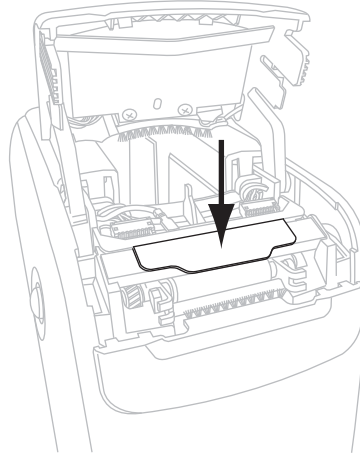
12. Secure the platen roller by rotating the two side clips back into place.



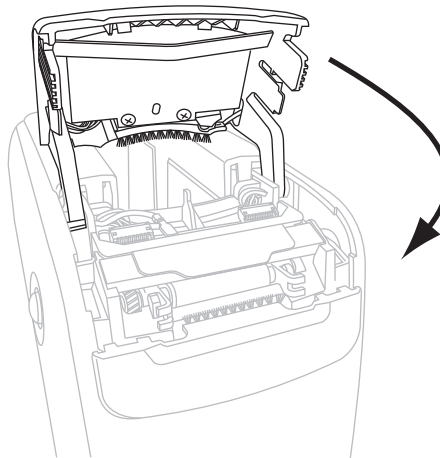
13. Align the snap tabs on the bottom of the media chute with the slots in the printer chassis.



- 14.** Press down on the metal lever plate to snap the printhead assembly back into place.



- 15.** Close the upper cover.



- 16.** Turn on (I) the printer power.  
**17.** Reinsert the media cartridge.  
**18.** Discard the used swab.