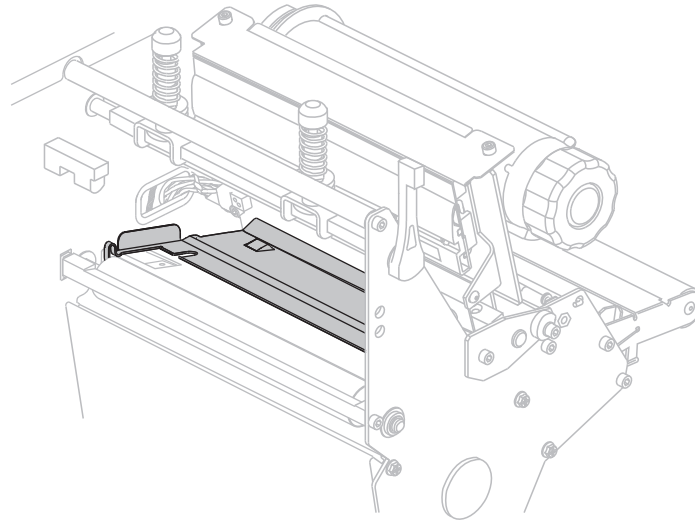


Clean the Snap Plate

Clean the snap plate when label adhesive or a label is stuck to the underside. [Figure 20](#) shows the location of the snap plate. The snap plate is made of plastic in RFID printers and of metal in non-RFID printers.

Figure 20 • Snap Plate Location



Non-RFID Printers



Important • Be careful not to bend or twist the metal snap plate as you remove it from or insert it into the printer.

To clean a metal snap plate in a non-RFID printer, complete these steps:



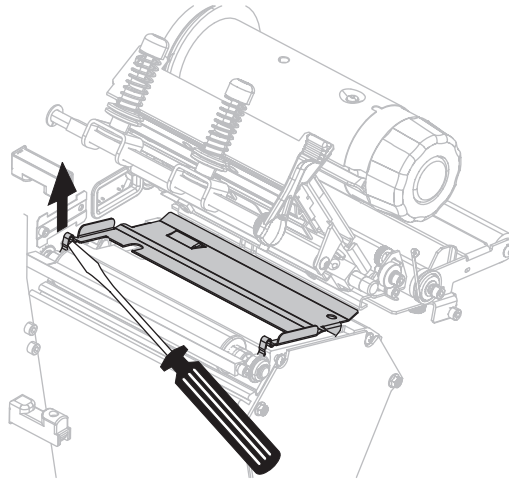
1. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.

Turn off (O) the printer, and disconnect the AC power cord and all data cables.

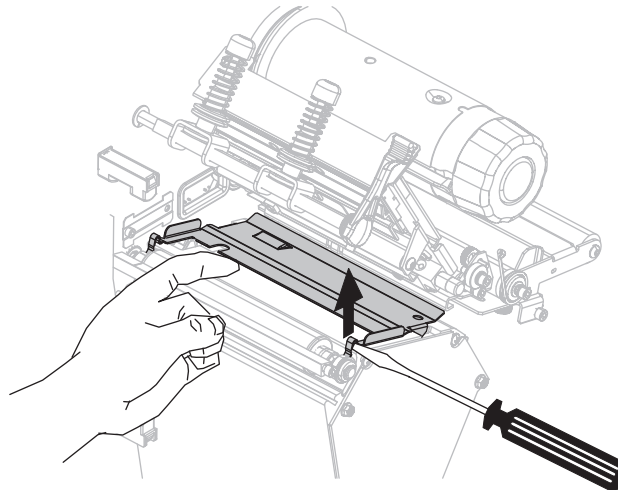
2. **Caution** • While performing any tasks near an open printhead, remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead.

Open the printhead and remove the media and ribbon (if used).

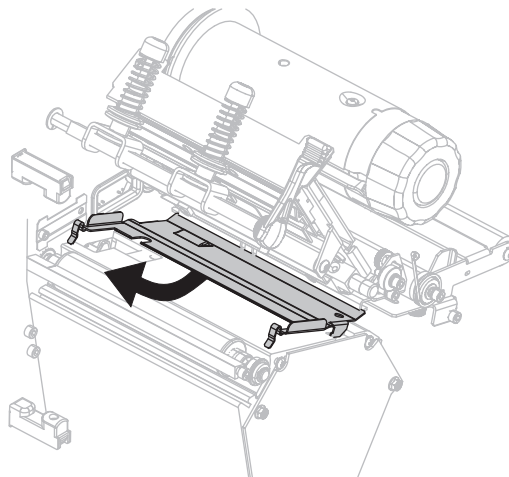
3. Insert a small-blade screwdriver or similar tool into the loop on the left side of the snap plate. Gently lift the left side of the snap plate slightly and, if necessary, support it with your left hand.



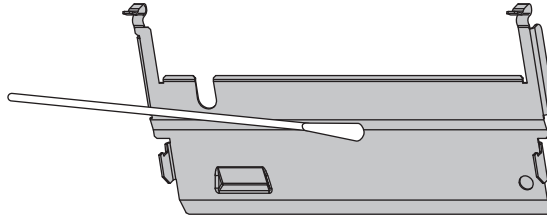
4. Insert the small-blade screwdriver or similar tool into the loop on the right side of the snap plate. Gently lift the right side of the snap plate.



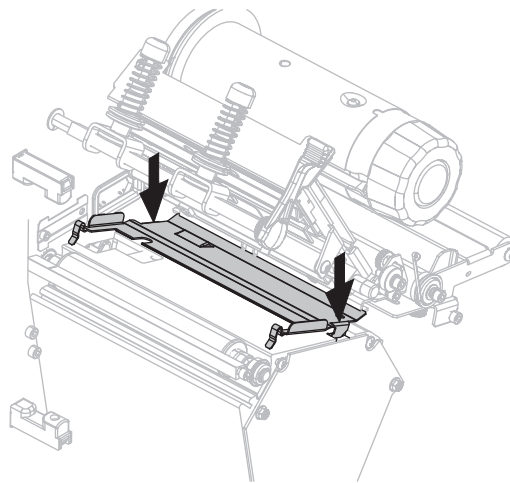
5. Remove the snap plate from the printer.



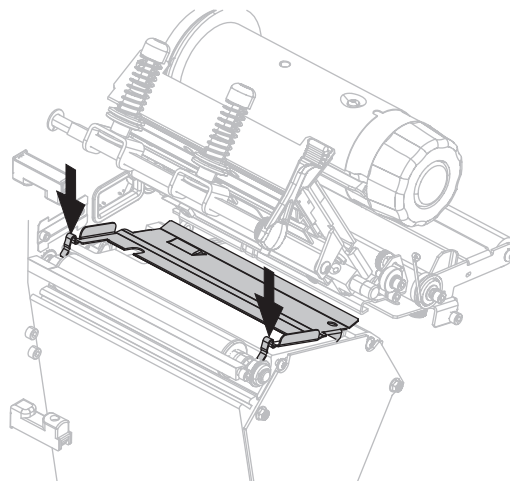
- Using the swab from the Preventive Maintenance Kit (part number 47362), clean the back of the snap plate. In place of the Preventive Maintenance Kit, you may use a clean swab or soft cloth dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%). Allow the solvent to evaporate.



- To reinstall the snap plate, insert the two tabs on the bottom of the snap plate into the two slots of the media path.



- Press down on the loops to lock the snap plate into place.



- Reinstall the media and ribbon (if used).
- Reconnect the data cables and AC power cord, and turn on (I) the printer.

RFID Printers



Important • Do not use a screwdriver or other metal objects when removing the plastic snap plate from an RFID printer. Doing so could damage the snap plate.

To clean a plastic snap plate in an RFID printer, complete these steps:



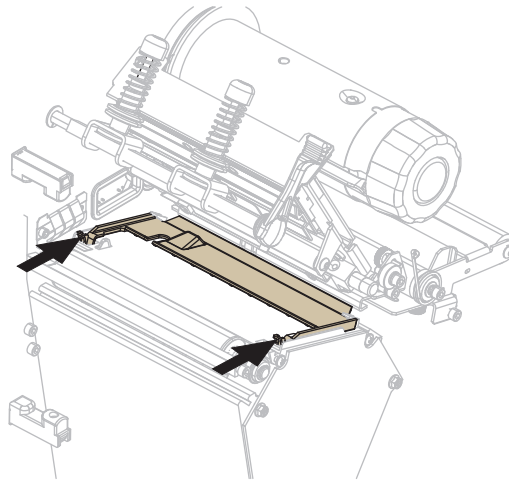
1. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.

Turn off (O) the printer and disconnect the AC power cord and all data cables.

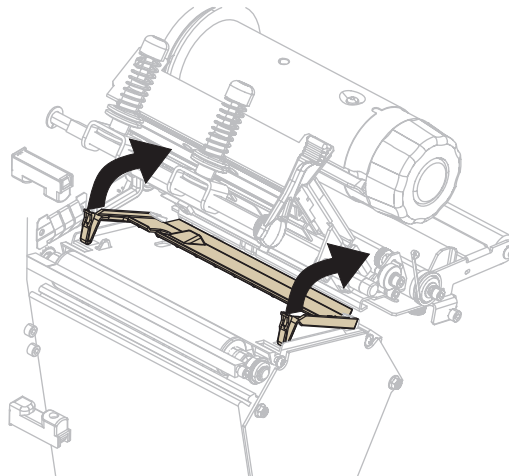
2. **Caution** • While performing any tasks near an open printhead, remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead.

Open the printhead and remove the media and ribbon (if used).

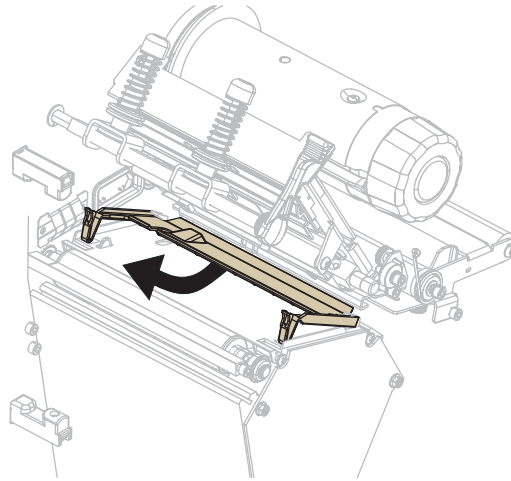
3. Press in the tabs on the sides of the snap plate.



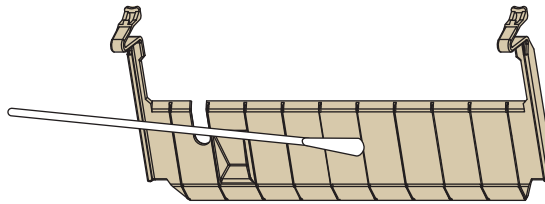
4. Rotate the front of the snap plate upward.



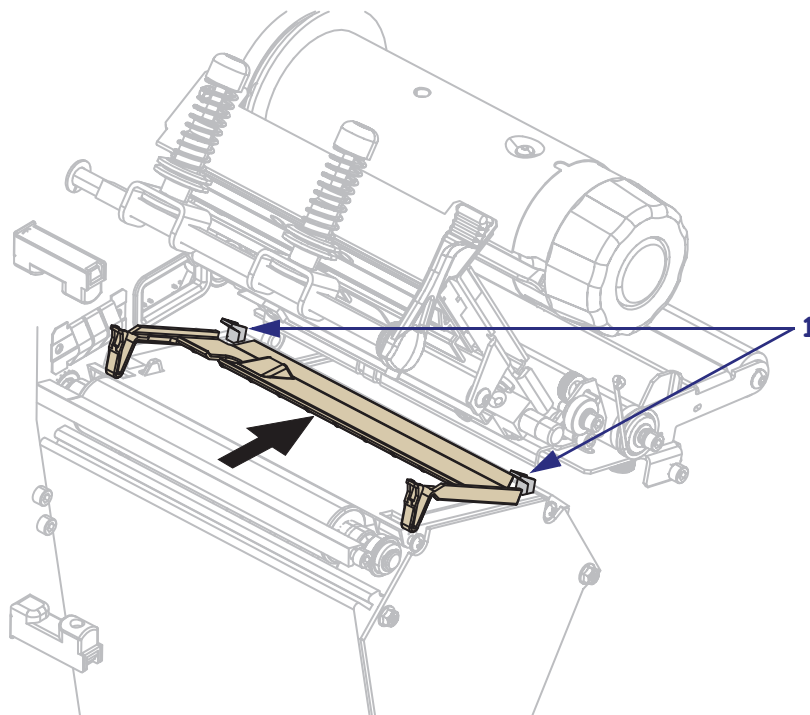
5. Remove the snap plate from the printer.



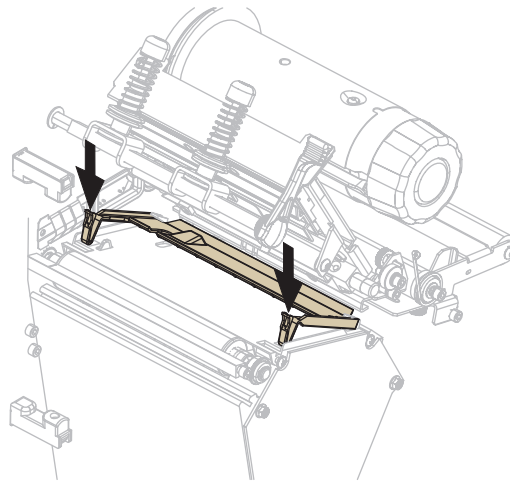
6. Using the swab from the Preventive Maintenance Kit (part number 47362), clean the back of the snap plate. In place of the Preventive Maintenance Kit, you may use a clean swab or soft cloth dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%). Allow the solvent to evaporate.



7. To reinstall the snap plate, insert the snap plate into the printer until it hits the stops (1) on the back of the encoder plate.



8. Press down on the tabs to lock the snap plate into place.



9. Reinstall the media and ribbon (if used).
10. Reconnect the data cables and AC power cord, and turn on (I) the printer.