

Clean the Media Compartment

Remove any accumulated dirt and lint from the interior of the print engine using a soft bristle brush and/or vacuum cleaner. This area should be inspected every time a new ribbon is loaded.

Clean the Printhead and Rollers

Clean the printhead, platen roller, pinch roller, and peel roller according to the schedule in [Table 12 on page 112](#). Clean the printhead more often if you see inconsistent print quality, such as voids or light print. Clean the rollers if you see media movement problems.

To clean the printhead and rollers, complete these steps:



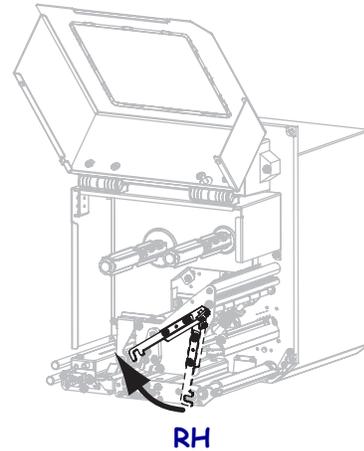
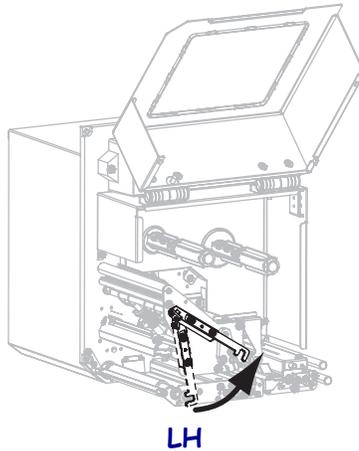
Caution • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.

1. Turn Off (O) the print engine.



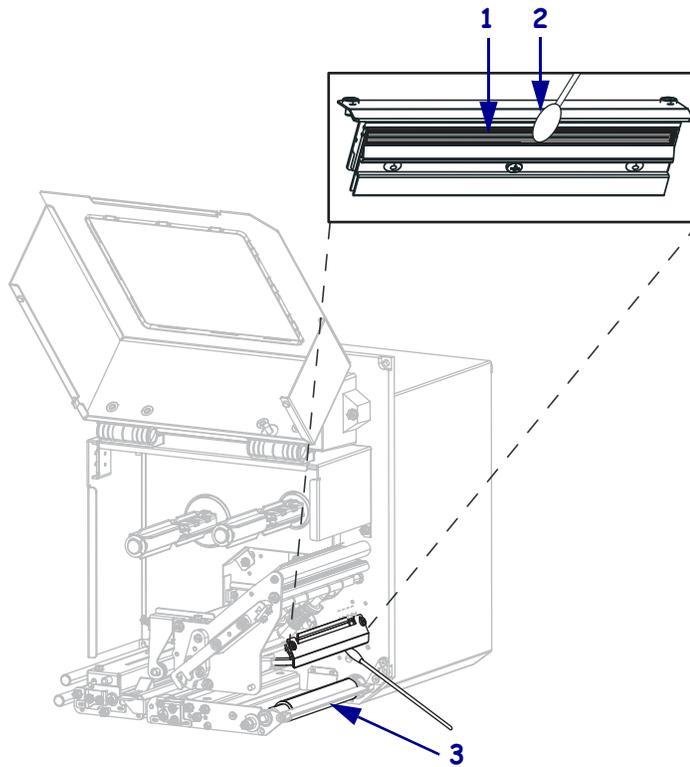
2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

Rotate the printhead-release latch to the open position.



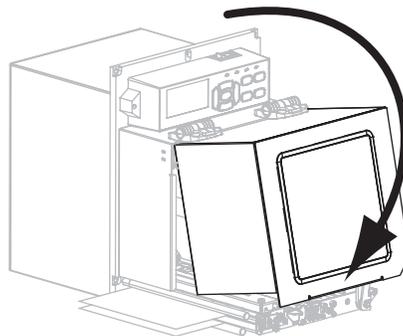
3. Remove the media and ribbon from the print engine.

- Using Preventative Maintenance kit (part number 47362) or a solution of 90% isopropyl alcohol and 10% deionized water on a cotton swab, wipe the print elements from end to end. Allow the solvent to evaporate.



1	Printhead elements (gray strip)
2	Cotton swab
3	Platen Roller

- Use a lint-free cloth moistened with alcohol to clean the platen roller, pinch roller, and peel roller. Rotate the rollers while cleaning.
- Reload the ribbon and media (if used).
- Close the media door.



Note • If print quality does not improve after you perform this procedure, clean the printhead with *Save-a-Printhead* cleaning film. Call your authorized Zebra distributor for more information.

Replacing Print Engine Components

Some print engine components, such as the printhead and platen roller, may wear out over time and can be replaced easily. Regular cleaning may extend the life of some of these components. See *Cleaning Schedule* on page 112 for the recommended cleaning intervals.

Ordering Replacement Parts

For optimal printing quality and proper printer performance across our product line, Zebra strongly recommends the use of genuine Zebra™ supplies as part of the total solution. Specifically, the ZE500 print engines are designed to work only with genuine Zebra™ printheads, thus maximizing safety and print quality.

Contact your authorized Zebra reseller for part ordering information, or see *Contacts* on page 11 for contact addresses and telephone numbers.

Recycling Print Engine Components



The majority of this print engine's components are recyclable. The print engine's main logic board may include a battery that you should dispose of properly.

Do not dispose of any print engine components in unsorted municipal waste. Please dispose of the battery according to your local regulations, and recycle the other print engine components according to your local standards. For more information, see <http://www.zebra.com/environment>.

Lubrication

No lubrication is needed for this print engine.

Caution • Some commercially available lubricants will damage the finish and the mechanical parts if used on this print engine.
