



Printhead Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Printhead maintenance kit on the following printers:

- ZM400™
- ZM600™

Read these instructions thoroughly before attempting to install this kit.



Note • 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 ZM400 and ZM600 are designed to work only with genuine Zebra™ printheads, thus maximizing safety and print quality.

Prepare for Installation

Kit List

Before proceeding, verify that your kit contains the items for your printer listed below.

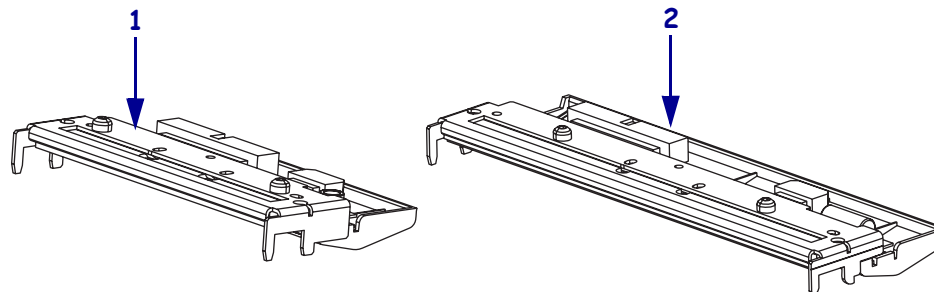
Table 1 • Kit List

✓	Item	Qty	Part Number	Description
	1	1	79800M	ZM400 203 dpi Maintenance Kit
		1	79801M	ZM400 300 dpi Maintenance Kit
		1	79802M	ZM400 600 dpi Maintenance Kit
	2	1	79803M	ZM600 203 dpi Maintenance Kit
		1	79804M	ZM600 300 dpi Maintenance Kit

Bold = Part available for purchase.

Italic = Part not available for purchase; listed and shown for reference only.

Figure 1 • Kit Contents



Reference Materials

- ZM400/ZM600 User Guide CD
- ZM400/ZM600 Maintenance Manual
- Z Series® Maintenance Manual CD

Tools Required



Tools • You need these tools to complete this procedure:

- 47362* Zebra Preventive Maintenance Kit Antistatic Wriststrap

* In place of the Preventive Maintenance Kit, you may use clean swabs and a solution containing isopropyl alcohol ($\geq 90\%$) with deionized water ($\leq 10\%$).

Remove the Old Printhead



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

Open the media door and remove the media and ribbon.

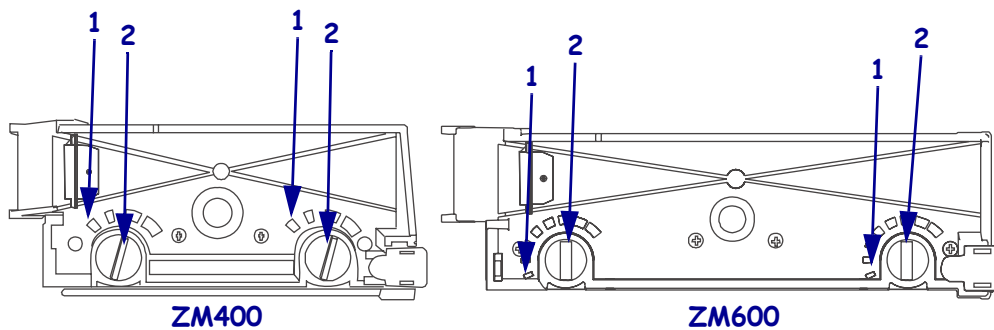


- Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.

Connect yourself to an antistatic device.

- See [Figure 2](#). Take note of the position of the pressure dials and then rotate the printhead pressure dials to the #1 position.

Figure 2 • Locate the Printhead Pressure Dials



1	Position #1
2	Pressure dial

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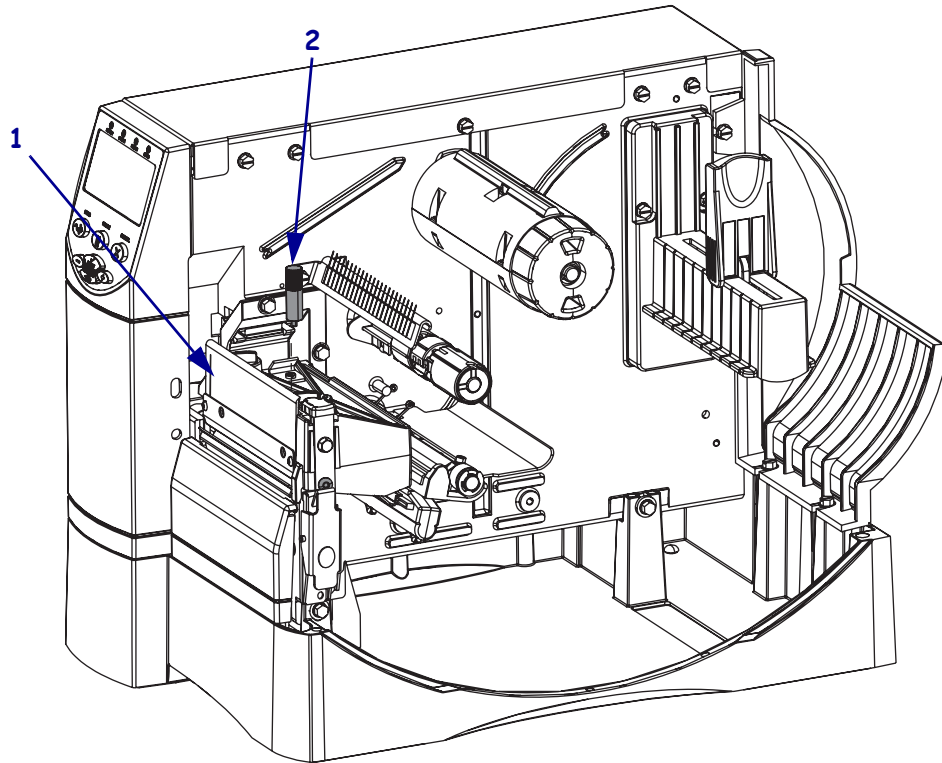
Remove the Old Printhead

4. Do you have a cutter option installed?

If...	Then...
No	Continue with step 5 .
Yes	You may find it easier to replace the printhead with the cutter assembly removed. Go to Remove the Cutter Assembly on page 8 .

5. See [Figure 3](#). Locate and remove the thumbscrew from the print mechanism.

Figure 3 • Remove the Thumbscrew



1	Print mechanism
2	Thumbscrew

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6. **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.
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See [Figure 4](#). Open the print mechanism and latch it in the vertical position.

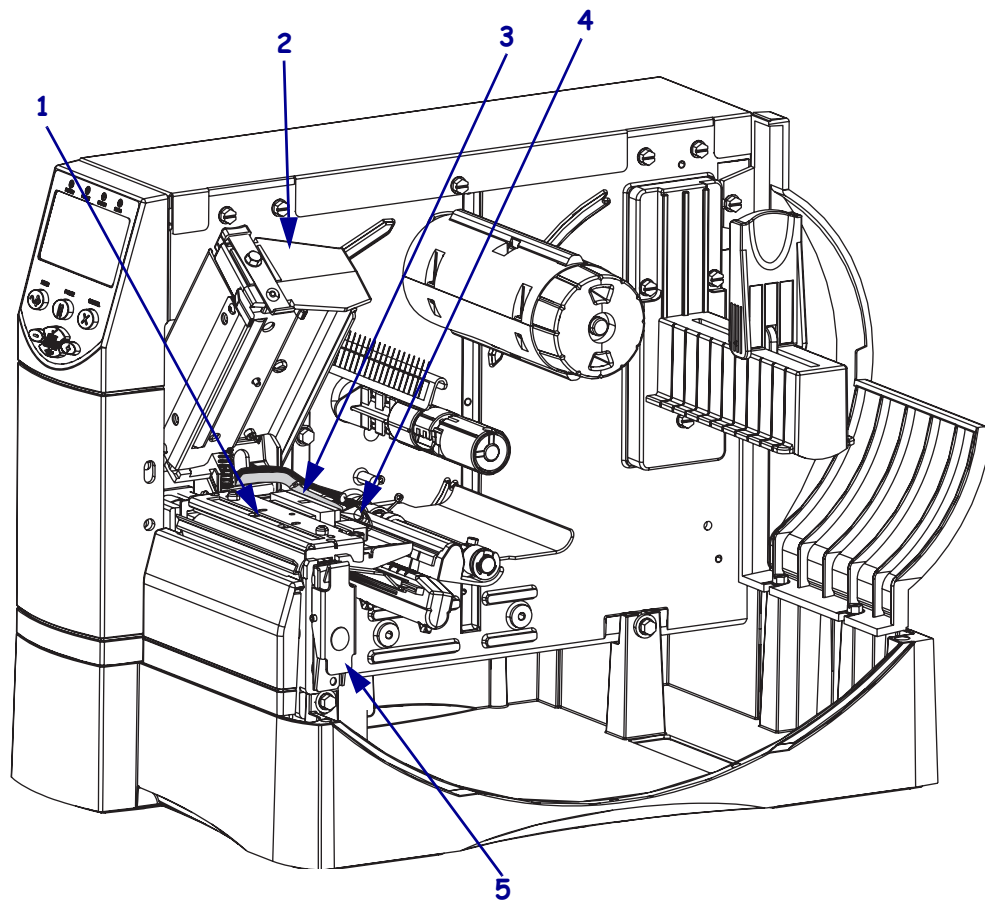


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7. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.
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Disconnect the printhead data and power cables.

8. Remove the printhead assembly from the printer.

Figure 4 • Remove the Printhead Assembly



1	Printhead assembly
2	Print mechanism
3	Printhead data cable connector
4	Printhead power cable connector
5	Latch assembly

Install the New Printhead Assembly

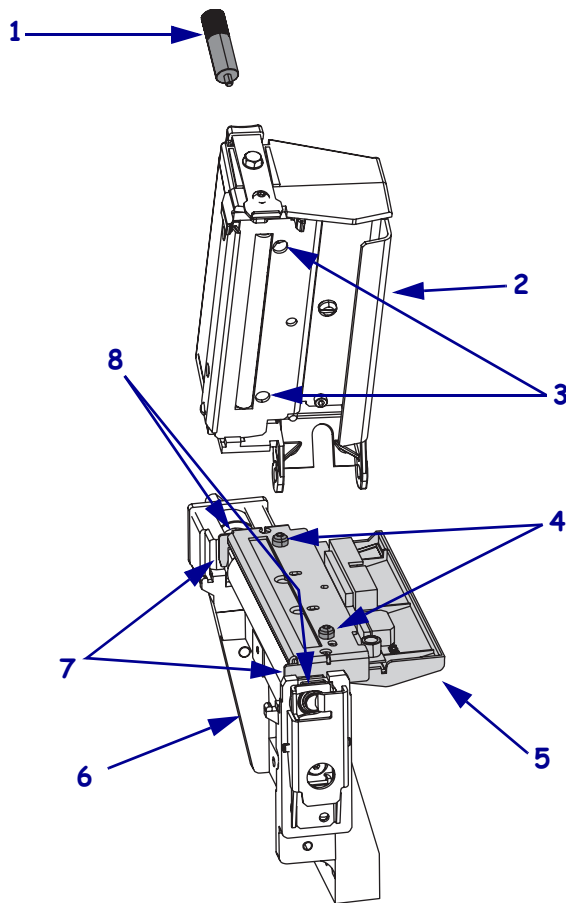
1. See [Figure 5](#). Align the two forks with the bearings and set the printhead assembly onto the platen housing. This is done for ease of connecting the printhead cables.



2. **Caution** • An improperly connected printhead data or power cable may cause the printhead to generate excessive heat and/or display **HEAD COLD** or other false error messages.

Connect the power and data cables to the printhead.

Figure 5 • Align the Forks and Bearings



1	Thumbscrew
2	Ribbon guide plate
3	Alignment holes (2)
4	Alignment pins (2)
5	Printhead ribbon guide
6	Platen housing
7	Forks (2)
8	Bearings (2)

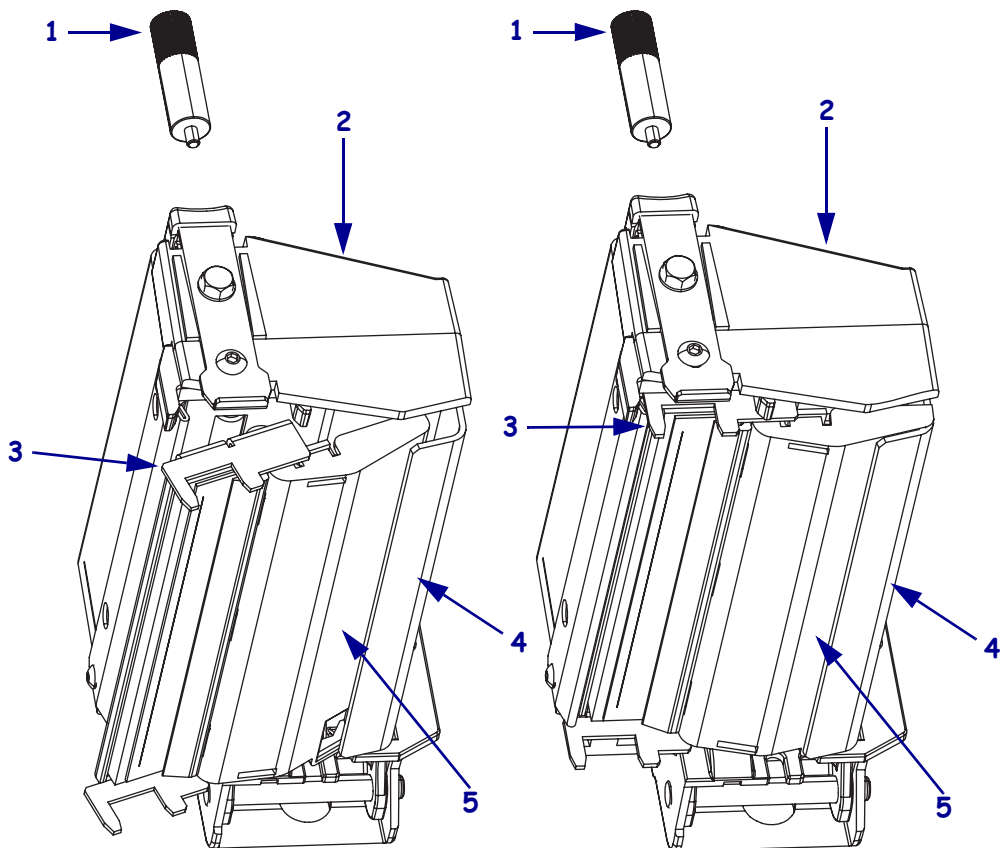
- See [Figure 4 on page 4](#). Connect both printhead power and data cables to the printhead connectors and carefully slide them into position. Ensure the cables are in their proper channels and are not binding the printhead.



Note • When mounting the printhead fork assembly onto the print mechanism, visually inspect and ensure the cables are in their channels at the back of their carrier assembly, power cable under data cable, and are not binding on the print mechanism.

- See [Figure 5](#) and [Figure 6](#). Tip the printhead fork assembly slightly and insert the printhead ribbon guide into the print mechanism as shown.
- See [Figure 5](#) and [Figure 6](#). Tip the printhead fork assembly up and into the print mechanism ensuring that the two locating protrusions on either side of the print printhead snap into the locating holes of the ribbon guide plate. Move the assembly back and forth to be sure that it is engaged. There should be little movement.

Figure 6 • Install the Printhead Fork Assembly



1	Thumbscrew
2	Print mechanism
3	Printhead fork assembly
4	Ribbon guide plate
5	Printhead ribbon guide

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Install the New Printhead Assembly

6. While holding the printhead in place, install the thumb screw to secure the fork assembly.
7. Clean the printhead with the Zebra preventative maintenance kit.
8. See [Figure 2 on page 2](#). Rotate the two printhead pressure dials to the desired position for your daily printing.
9. Did you remove a cutter assembly?

If...	Then...
No	Continue with step 10 .
Yes	Got to Reinstall the Cutter Assembly on page 9 .

10. **Caution** • When you are loading media or ribbon, remove all jewelry that could come into contact with the printhead or other printer parts.

Reinstall the media and ribbon.

11. Reconnect the AC power cord and data cables
12. Turn on (I) the printer.

Remove the Cutter Assembly

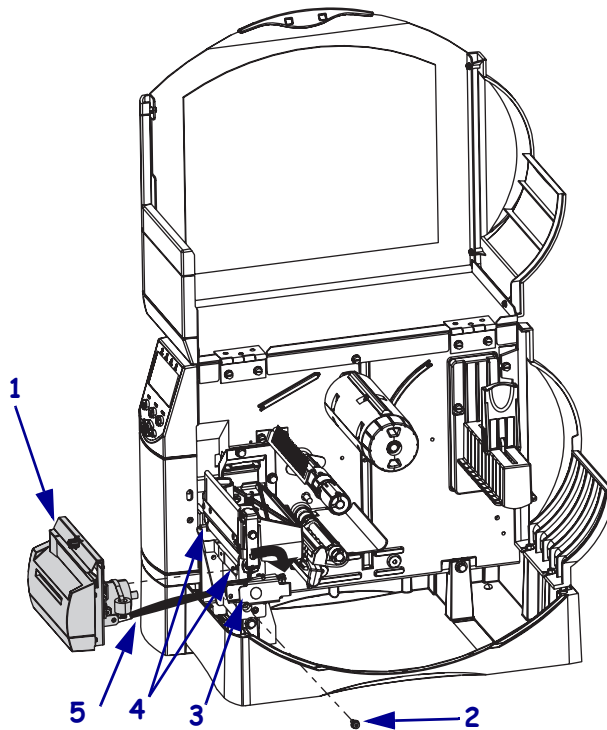
1. See [Figure 7](#). Unlatch the printhead and turn the latch assembly clockwise to access the cutter mounting screw.



2. **Caution** • The cutter blade is sharp. Do not touch or rub the blade with your fingers.

Remove the cutter mounting screw.

Figure 7 • Remove the Cutter Assembly



1	Cutter assembly
2	Mounting screw
3	Printhead latch
4	Platen assembly hooks (2)
5	Cutter harness



Note • The cutter guard does not need to be removed from the cutter assembly during this procedure.

3. Slide the cutter assembly to the left then lift up and remove the assembly from the platen assembly hooks.
4. Go to [step 5](#) on [page 3](#).

Reinstall the Cutter Assembly

1. See [Figure 7 on page 8](#). Reinstall the cutter assembly on the hooks of the platen housing.
 - a. Hold the cutter assembly as far to the left as possible, and align the larger part of the step slot with the hooks on the platen housing.
 - b. Slide the cutter assembly onto the hooks and then push down and slide the assembly to the right.

2. Using the cutter mounting screw removed earlier, secure the cutter assembly onto the platen assembly.

The mounting tab on the cutter fits behind and attaches to the platen assembly.

3. Turn the latch assembly counterclockwise until it snaps in place.

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4. **Caution** • When you are loading media or ribbon, remove all jewelry that could come into contact with the printhead or other printer parts.
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Reinstall the media and ribbon.

5. Reconnect the AC power cord and data cables

6. Turn on **(I)** the printer.