

Cleaning the Printer

The regular use of cleaning cards will clean and maintain important parts of your printer that cannot be reached, including the printhead, transport rollers, and optional magnetic encoder station.

Printer usage (total number of cards printed and total number of cards laminated) can be found on the printer Properties, Device Information tab, or via the OCP Info Menu (see “Printer Menu Information” on page 48).

To order cleaning supplies, please visit www.zebra.com/zxp9-info.

When to Clean

- X-Cleaning Roller and Y-Cleaning Roller replacement should occur every 5,000 cards (see “Replacing the Cleaning Rollers” on page 62).
- Heated Roller cleaning should occur every 20,000 cards.

Rollers



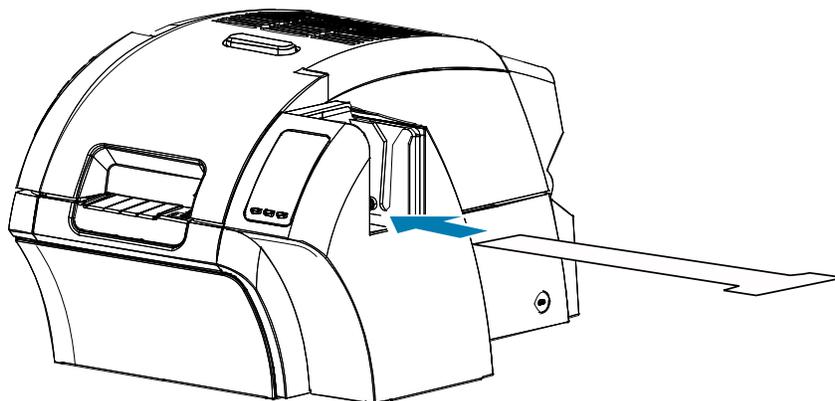
Important • Do not reuse cleaning cards.

To initiate the cleaning process:

- Step 1.** On the operator control panel (OCP) select **Menu**.
- Step 2.** From the Main Menu select **Advanced Settings**.
- Step 3.** From the Advanced Settings menu select **Clean Printer**.

To clean the X-drive rollers:

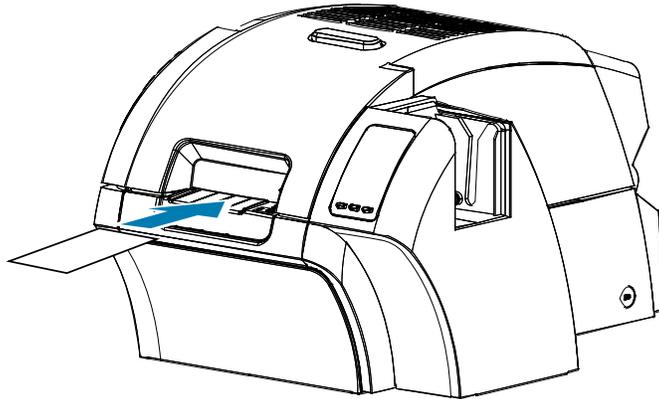
- Step 1.** Select **Clean Side Card Path** to run the X-roller cleaning routine.
- Step 2.** Use the X-roller cleaning card.
- Step 3.** Follow the OCP instructions.



- Step 4.** When complete, the OCP will return to the Clean Printer Menu.

To clean the Y-drive rollers:

- Step 1.** Select **Clean Front Card Path** to run the Y-roller cleaning routine.
- Step 2.** Use the Y-roller cleaning card.
- Step 3.** Follow the OCP instructions.



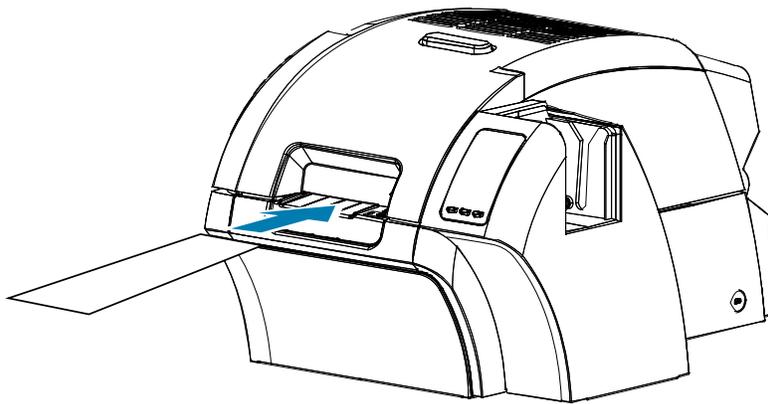
- Step 4.** When complete, the OCP will return to the Clean Printer Menu.

To clean the heated rollers:



Note • To avoid a long wait while the heated rollers cool to 70°C, perform cleaning before the rollers heat up (i.e., when first turned on and the rollers are still cold).

- Step 1.** Select **Clean Transfer Path** to run the heated roller cleaning routine.
- Step 2.** Use the hot roller cleaning card.
- Step 3.** Follow the OCP instructions.

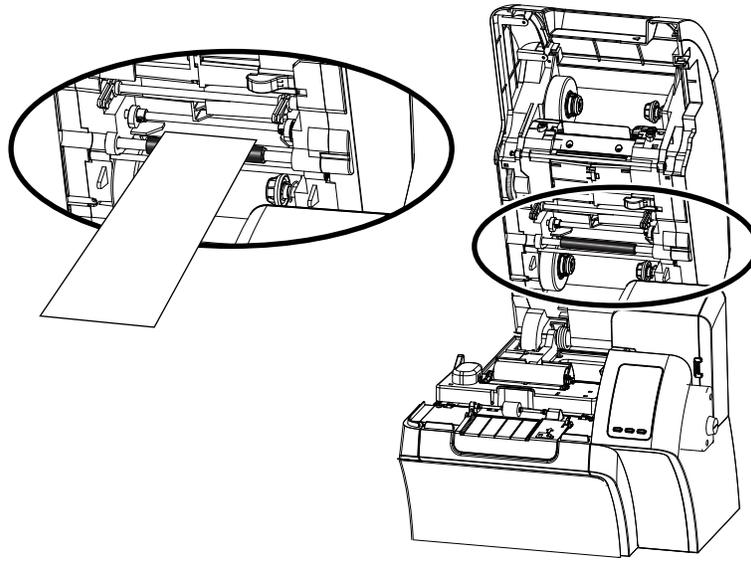


- Step 4.** When complete, the OCP will return to the Clean Printer Menu.

Platen

Platen cleaning is done manually, there is no OCP cleaning routine.

- Step 1.** Open the printer door.
- Step 2.** Remove the transfer film.
- Step 3.** Manually run the hot roller cleaning card over the platen.



- Step 4.** Re-install the transfer film.
- Step 5.** Close the printer door.

Replacing the Cleaning Rollers

The X-cleaning roller is part of the cleaning cartridge assembly—only the roller is replaceable.

To replace the X-cleaning roller:

- Step 1.** Open the printer and remove the cleaning cartridge from the printer.
- Step 2.** Grasp the used roller and pull it out from the cartridge.
- Step 3.** Insert the new cleaning roller into the cartridge—press firmly until it snaps into place.
- Step 4.** Remove the protective cover.

To replace the Y-cleaning roller:

- Step 1.** Open the printer.
- Step 2.** Grasp the used cleaning roller and pull down and out in a singular motion.
- Step 3.** Grasp the new roller by the edges and remove the protective cover.
- Step 4.** While still holding the roller at the edges, insert the new cleaning roller into position by pressing in and up in a singular motion.

Cleaning the Laminator

The regular use of cleaning cards will clean and maintain important parts of your laminator that cannot be reached.

Printer usage (total number of cards printed and total number of cards laminated) can be found on the printer Properties, Device Information tab, or via the OCP Info Menu (see “[Printer Menu Information](#)” on page 48).

When to Clean

- Cleaning should occur every 5,000 cards.
- Heated Roller cleaning should occur every 20,000 cards.

Laminator



Note • To avoid a long wait while the card transport rollers cool to 60°C, perform cleaning before the rollers heat (i.e., when first turned on and the rollers are still cold).



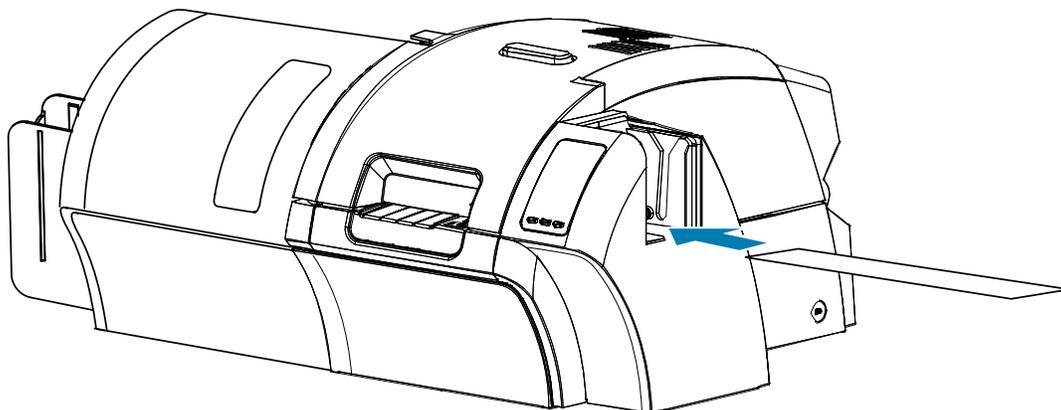
Important • Do not reuse cleaning cards.

To initiate the cleaning process:

- Step 1.** On the operator control panel (OCP) select **Menu**.
- Step 2.** From the Main Menu select **Advanced Settings**.
- Step 3.** From the Advanced Settings menu select **Clean Printer**.

To Clean the Card Path:

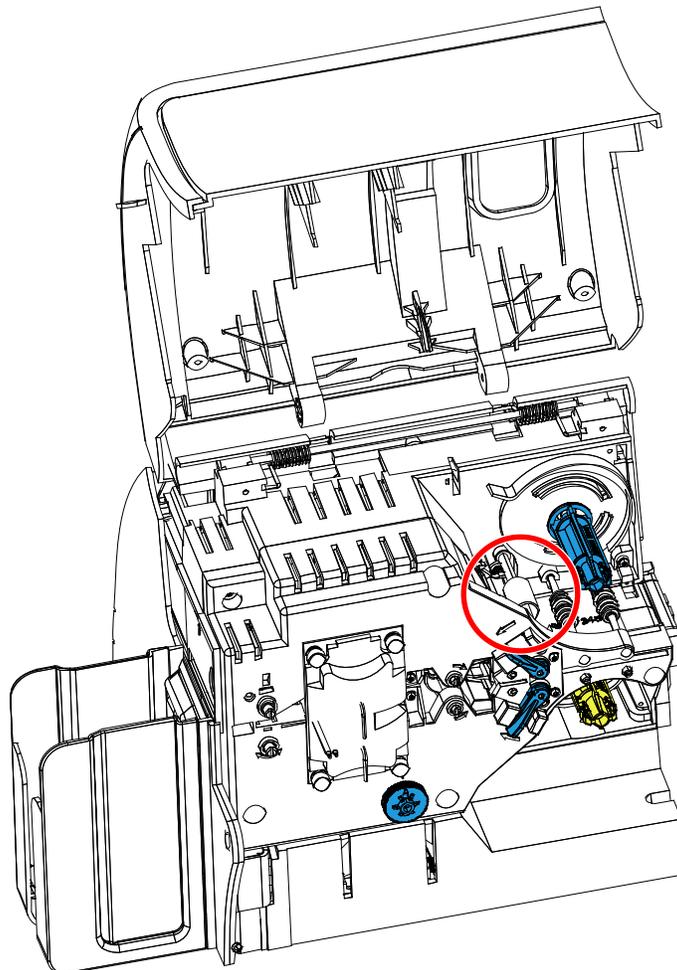
- Step 1.** Select **Clean Lam Card Path** to run the laminator cleaning routine.
- Step 2.** Use the laminator cleaning card in the laminator cleaning kit.
- Step 3.** Follow the OCP instructions.



- Step 4.** When complete, the OCP will return to the Clean Printer Menu.

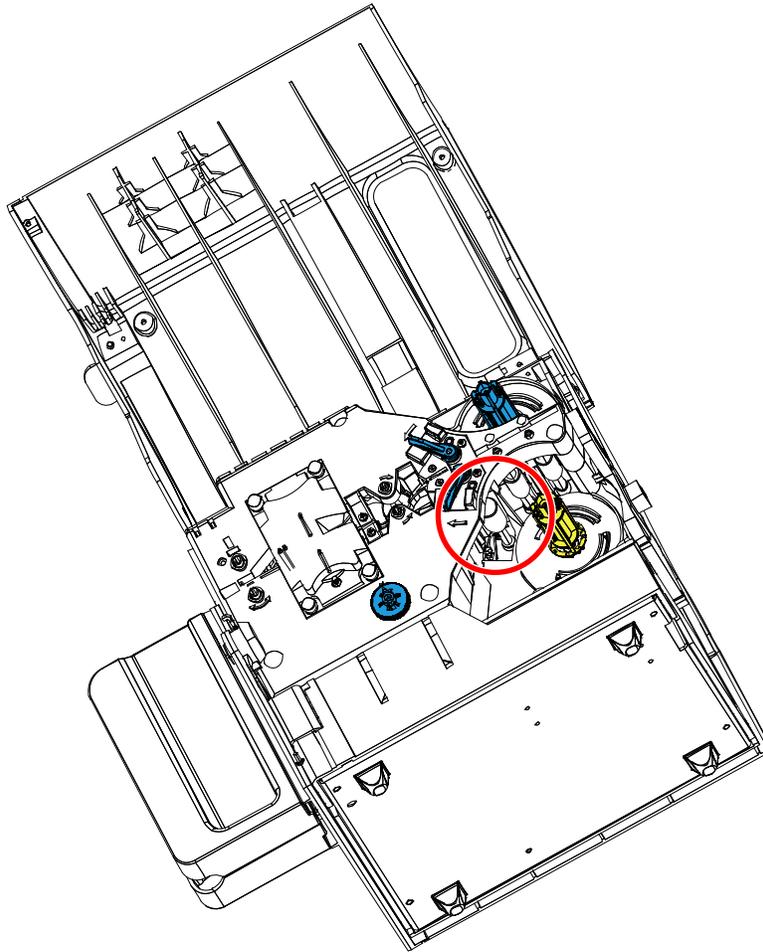
To Clean the Media Feed Rollers:

- Step 1.** Select **Clean Lam Med Rollers** to run the laminator media roller cleaning routine.
- Step 2.** Lift the laminator door to its upright position.
- Step 3.** Remove the laminate cassette(s) (see [“Removing the Laminate Cassette\(s\)”](#) on page 20).
- Step 4.** Leave the laminator door open
- Step 5.** Use the cleaning swab in the laminator cleaning kit. Bend the swab to release the cleaning fluid.
- Step 6.** Press **Next** when ready, then press **Top**.
- Step 7.** Clean the top media roller (circled below) by moving swab tip side-to-side as it turns five full revolutions. Only use moderate force.



Step 8. For the double-sided laminator only:

- a. Locate the roller (circled below) for the lower cassette.



- b. Use a second cleaning swab in the laminator cleaning kit. Bend the swab to release the cleaning fluid.
- c. Press **Bottom**.
- d. Clean the bottom media roller by moving swab tip side-to-side as it turns five full revolutions. Only use moderate force.
- e. When the operation is complete, press **Exit**.

Step 9. Reinstall the laminate cassette(s).

Step 10. Close the laminator door.

To Clean the Heater Assembly Rollers:

Step 1. Select **Clean Lam Oven** to run the laminator oven cleaning routine.

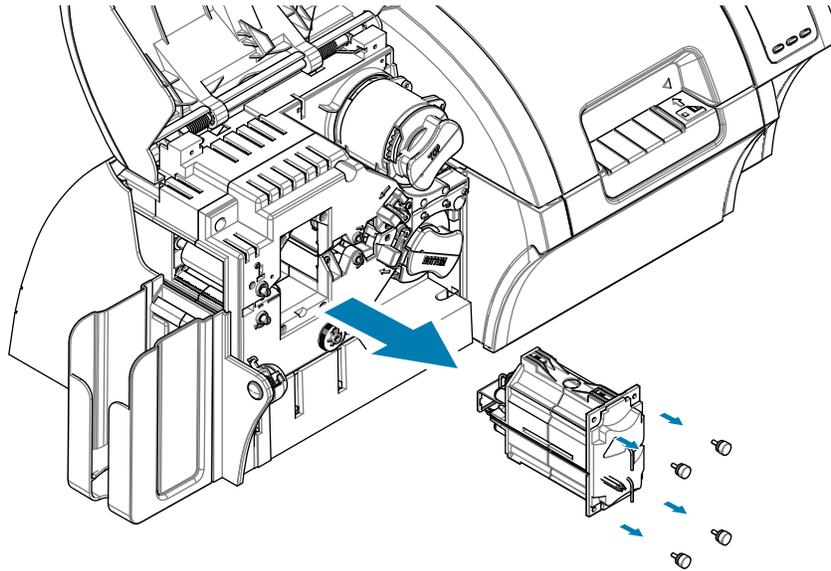
Step 2. Observe the OCP, and wait until the laminator temperature goes below 60°C.



Note • To avoid a long wait while the card transport rollers cool to 60°C, perform cleaning before the rollers heat (i.e., when first turned on and the rollers are still cold).

Step 3. Lift the laminator door to its upright position.

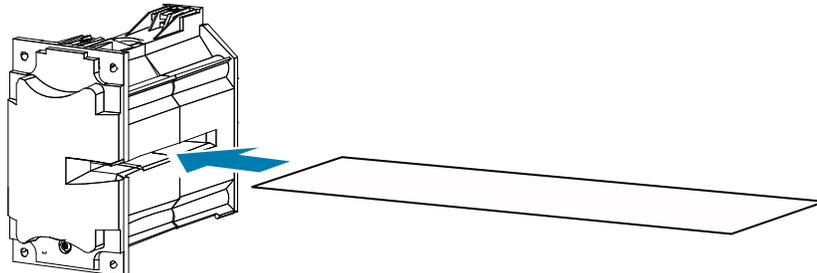
Step 4. Remove the four thumb screws holding the heater assembly in place and slide the heater assembly out of the laminator (shown below).



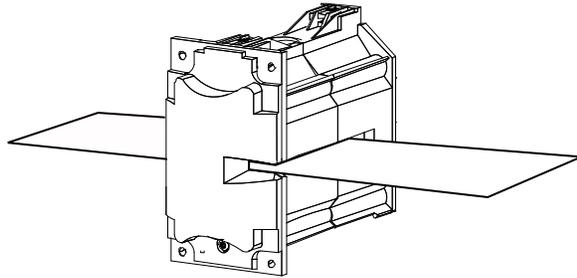
Step 5. Use the laminator hot roller cleaning card (with adhesive) from the laminator cleaning kit.

Step 6. Prepare the card for use.

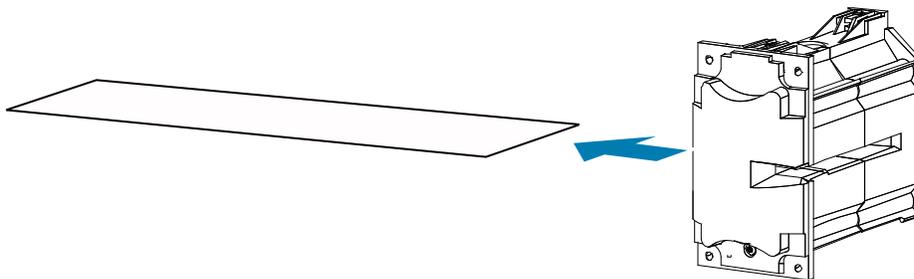
Step 7. Insert the card into the slot (arrow below), adhesive side down.



Step 8. Pull the card all the way through the heater assembly thereby cleaning the heater rollers.



Step 9. Remove the card from the heater assembly.



Step 10. Turn the card over, adhesive side up; and repeat Step 8, Step 9, and Step 10.

Step 11. Reinstall the heater assembly.

Step 12. Close the laminator door.

Step 13. Press **Exit** on the OCP when done.

Cleaning the Printhead

Printhead cleaning removes deposits when print anomalies persist. To avoid deposits, only use foam-tipped swabs or pens.



Caution • Never use a sharp object or any abrasive to scrape deposits from the printhead. Permanent damage to the printhead will result.



Hot Surface • Do not touch the printhead if the printer has been in service in the last 10 minutes. It could be very hot and cause a burn.

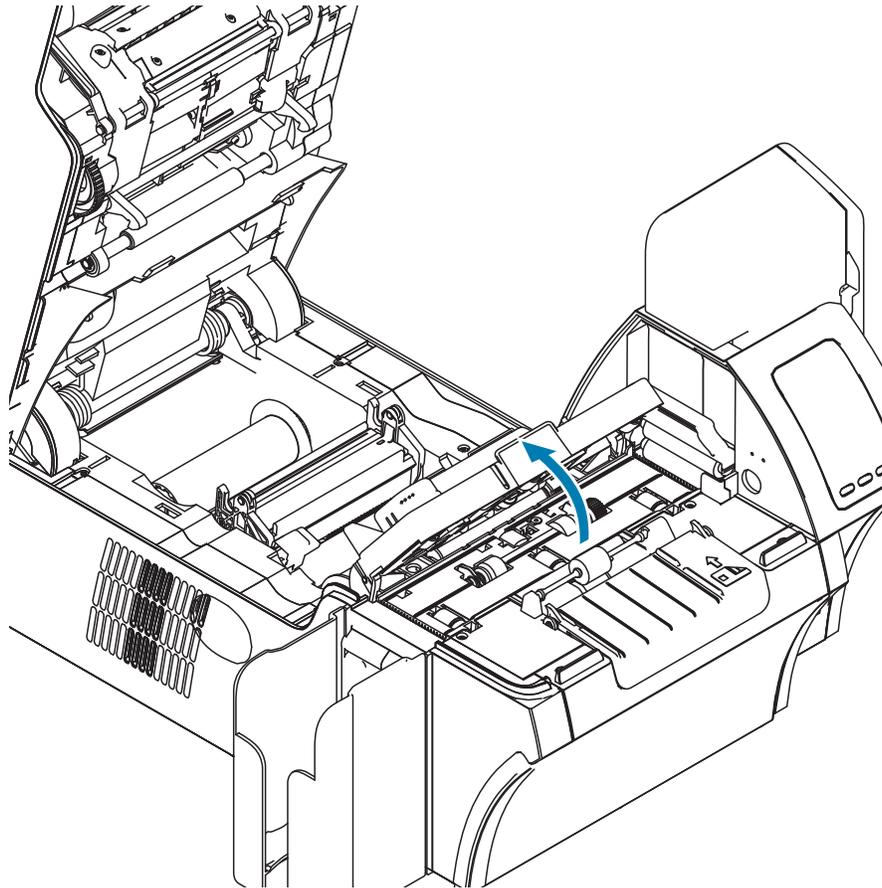
- Step 1.** Place the printer power switch in the OFF () position.
- Step 2.** Open the door, and remove the print ribbon.
- Step 3.** Bend the cleaning swab to release the cleaning fluid.
- Step 4.** Clean printhead by moving cleaning swab tip side-to-side across the printhead elements. Only use moderate force.
- Step 5.** Reinstall the print ribbon, and close the door.
- Step 6.** Place the printer power switch in the ON () position.

Magnetic Encoder Cleaning

The magnetic encoder is cleaned as part of the printer cleaning process. If the frequency of encoding errors increases, the head may need additional cleaning. To clean, only use foam-tipped swabs. To order cleaning swabs, go to the ZXP Series 9 Card Printer Support Page at www.zebra.com/zxp9-info.

Caution • Never use a sharp object or any abrasive to scrape deposits from the magnetic encoder. Permanent damage to the magnetic head will result.

- Step 1.** Open the printer cover.
- Step 2.** Open the idler roller assembly door.



- Step 3.** Bend the cleaning swab to release the cleaning fluid.
- Step 4.** Clean the magnetic encoder by moving cleaning swab tip side-to-side across the head elements.
- Step 5.** Close the idler roller assembly door.
- Step 6.** Close the door.