

## CLEANING YOUR INDUSTRIAL PRINTER

Danby Barcoding owner Mark Covington has over 30 years of experience in the labeling business. We recommend cleaning and maintenance of your label printers to maximize the potential lifespan of your machines. From past experience most problems with calibration, poor print quality, and print alignment of thermal transfer printers can be solved by a thorough cleaning of the printer.

To get the most out of your Thermal Transfer and Direct Thermal Label Printers it is important to keep them clean. Periodically cleaning your printer will extend the life of your printer and printhead. This will improve efficiency of your label printing operations and reduce wasteful downtime of a critical printer failure.

As labels run through your printer the tension of the workload will cause adhesive to very slowly ooze from between the labels and onto the label/paper path surfaces of the printer. This adhesive builds up and can cause your labels to stick and jam in the printer causing calibration problems and errors such as paper out or ribbon out errors.

Over time dust and debris will also build up in the printer. As the platen roller pulls the label material through the printer a fine dust from the labels or tags will eventually build up on the platen roller causing it to lose its even traction on the bottom liner of the labels. This can lead to labels slipping on the roller or even wrapping around the roller itself, wasting material and damaging the roller.

Debris and dust buildup on top of the labels can also scratch and damage your printheads causing early life printhead failures. Printhead life can be extended with a regular cleaning schedule. With a few easy steps and a regular cleaning schedule you can keep your Thermal Transfer and Direct Thermal label printers operating at optimal efficiency.

These recommendations come from years of experience working with these machines. Please always follow manufacturer guidelines and instructions, Danby Barcoding is not liable for any damages caused to your machinery.

### CLEANING KIT FOR THE INDUSTRIAL THERMAL TRANSFER AND DIRECT THERMAL PRINTERS:

- ✓ 70% Isopropyl Alcohol or higher - 90% if you can find it.
- ✓ Q-Tips – (for cleaning the printheads with the alcohol.)
- ✓ Goo-Gone (Citrus based cleaner - clean paper path and remove adhesive residue from labels)
- ✓ Liquid Glass Cleaner such as Windex.
- ✓ Lint free cloths or paper towels

To clean the label/paper path of the printer:

Soak a paper towel with the Goo-Gone and wipe the label paper path where the labels feed through the printer. All surfaces of the printer where the labels touch while moving through the printer should be wiped down. This will leave an oily residue of the Goo-Gone on the label/paper path surfaces. Let the Goo-Gone set 5 - 10 minutes as it will slowly dissolve the built-up adhesive. Take another paper towel and saturate it with Glass Cleaner and wipe to remove the oily residue of the Goo-Gone along with the dissolved adhesive.

To clean the platen roller use Glass Cleaner or Alcohol. We prefer the Glass Cleaner as it is less harsh than the Alcohol and won't dry out the elastomers in the platen rollers as bad as the Alcohol. Repeated use of the Alcohol on the platen rollers will cause them to harden/stiffen over time. Cleaning the platen roller with the Glass Cleaner will leave it tacky clean which is what you want so the roller can better grip the bottom liner of the labels.

To clean the printhead first turn the printer power off, then open the printhead and remove the ribbon if present. Locate the printhead which is located directly above the peak of the platen roller when the printhead is closed. Dip a cotton Q-Tip swab into Isopropyl Alcohol and gently rub across the printhead surface to clean. Try not to get anything metallic such as jewelry or abrasive near the printhead while you are cleaning it as this can scratch the printhead and void the warranty.

Also here is a link with some videos from Zebra's site on how to troubleshoot the ZT410 that may be helpful to you - <https://www.zebra.com/us/en/support-downloads/printers/industrial/zt410.html>