
MAINTAINING YOUR THERMAL PRINTER - VERSION 14/02/2018

Print-head build-up is a common occurrence when printing with thermal transfer and direct thermal printers. Dirt and residue can deposit and build on the print-head over time, along with adhesive from your [thermal labels](#). Without regular cleaning, the residue could become permanent and cause a "barrier" between the print-head and your labels. To prevent premature print-head failure and reduced print quality, we've detailed some popular cleaning methods below.

CLEANING METHODS

ISOPROPYL (RUBBING) ALCOHOL

Isopropyl alcohol can be used in either wipe or swab form to clean the surface of the print-head. According to [Zebra®](#), swabs are the safest option. You can also apply the solution to a lint-free cloth, just be sure to use rubbing alcohol with as high of a purity percentage as possible. Apply a minimal amount of pressure during cleaning, enough to be effective but not enough as to damage the print-head. Go over the print-head several times for a thorough cleaning. Before resuming printing, allow the print-head to dry fully.

CLEANING CARDS

Cleaning Cards are an alternative method. In addition to cleaning the print-head, cleaning cards also clean any build-up that accumulates on the printer's rollers. Cleaning cards should only be used periodically, though, as constant use can cause abrasion that could potentially damage the print-head over time.

CLEANING PENS

Print-head cleaning pens are a great option for simple touch ups. To use, press the pen tip to the print-head and move from side to side. Use on the rollers too, if possible. Your cleaning pen may be good for approximately 10 uses, or until it shows sign of dirt build up.

CLEANING FREQUENCY

Regardless of which method is used, the thermal print-head on your printer should be cleaned each time you change the label roll or ribbon. Regular cleaning will ensure that you continue to receive consistently excellent printing results while also preserving your print-head from premature failure.

CLEANING TIPS

- Never open the print-head mechanism or use any cleaners while the printer is on.
- Get loose dust particles out of the way by lightly blowing inside the print mechanism before you begin cleaning.
- Remove any watches or jewellery that could scratch the print-head or surrounding pieces.
- Avoid touching the print-head anywhere except the edges, even the lightest touch could potentially damage the print-head glass.

In addition to the suggestions listed above, you may want to inquire with the manufacturer of your printer about a yearly preventative maintenance program. Services such as these will provide a yearly check-up by an expert and will certainly elongate the lifespan of your thermal transfer or direct thermal printer.

RECOMMEND CLEANING WIPES FROM PEACOCK BROS.

Stock Code	Description	Price
ISOWIPES/100PACK	ISO wipes sachet's 100 pack	P.O.A.
To purchase a pack of wipes, please email support@peacocks.co.nz		

SERVICE & SUPPORT PLANS

Desktop printer service plans:

<http://shop.labelnz.com/printers/service-support-plans/desktop/>

Mid-Range / Industrial printer service plans:

<http://shop.labelnz.com/printers/service-support-plans/mid-range-industrial/>

CUSTOMER RETURN MATERIAL AUTHORIZATION (RMA)

Download the RMA form:

<https://shop.labelnz.com/assets/files/PeacocksRMAForm.pdf>

Please send the returning units and RMA form to your nearest Peacocks Bros Service Centre:

New Zealand

Attention: Service Department
25B Birmingham Road, Otara, Auckland,
New Zealand, 2013

Email: support@peacocks.co.nz