



CLEANING RECOMMENDATIONS

For Entrust Datacard® Retransfer Card Printers

CR805™ CR825™ CE875™

Problems caused by a dirty printer

Protecting your investment with regular cleaning is key for proper use and care of your equipment. If a routine cleaning practice is not implemented, you are more likely to experience concerns with printer performance and card quality, such as:

- Dirt, debris, and dust – or any foreign matter inside the printer – that can degrade the printer’s internal components
- Rejected cards due to visible print defects
- Card jams caused by buildup on the rubber card transport rollers
- Debris buildup on the printhead that can lead to print quality issues, such as white lines appearing on finished cards
- Printing defects resulting from residue on card stock

These problems can lead to downtime and costly repairs.

How does the printer get dirty in the first place?

- Card stock may introduce plastic card shavings or talc
- Retransfer card printing process may leave some residue during operation
- Operator handling of cards may introduce dust, dirt, and/or natural oils

Thankfully, regular cleaning is an easy and affordable solution to avoid these problems.

Benefits of cleaning your card printer

It takes less than five minutes to clean your card printer during a ribbon change.

Cleaning your printer provides the following benefits:



Optimized printer performance



Maximized printer lifespan



Improved printer uptime and reliability



Reduced card rejects and costly reprints



Prevented repairs and supply malfunctions

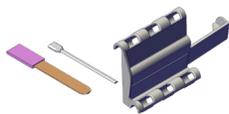
When should the printer be cleaned?

We recommend cleaning the basic high-exposure areas of the printer at every ribbon change. This interval not only ensures timely cleaning, but also reduces your system downtime. To help you follow this standard cleaning regimen, we've included in each color ribbon kit all the necessary products to clean the printer's critical areas, including a cleaning sleeve, cleaning card, lapping stick, and cleaning swab.

Card printer maintenance routine

Your card printer maintenance routine should include the following steps using only genuine certified cleaning supplies.

Each time you change the color ribbon:



1. Clean the printhead using the lapping stick support tool and lapping stick. Then wipe the printhead surface clean with the cleaning swab. Remove the support tool and store for future use.

Note: The lapping stick support tool is now included with new printers. For existing printers, the tool is available for order as item number 529107-001.



2. Run a isopropanol cleaning card through the printer using the cleaning card cycle.



3. Replace the adhesive cleaning sleeve - reusing the cleaning roller spindle. This roller removes dirt and dust from the rollers that pass over the plastics cards.



4. Load the replacement color ribbon onto the cartridge.

Additional cleaning may be needed to maintain quality card printing. We offer a CR8XX series retransfer, all-in-one cleaning kit for when your printer needs thorough maintenance cleaning. This cleaning kit includes the necessary cleaning supplies for maintenance routines, all in one convenient package, along with the cleaning reference guide booklet. This kit is available for order as item number: 524554-001.

Other factors that can affect performance

- **Card quality:** The cards you use make a big difference in the life of your card printer and the maintenance that will be required. Inferior bargain buy cards can leave behind dust particles and debris that build up inside the machine. Eventually, the particles can cause card jams and inferior print quality. This can lead to service calls and additional time and supplies costs associated with reprinting the rejected cards.
- **Printer Environment:** The printer is designed for use in a climate controlled environment with good air quality and cleanliness. Use in other environments can reduce card quality and lead to card defects. Increasing cleaning intervals based on the printer operating conditions is important for keeping your system running at optimal performance.

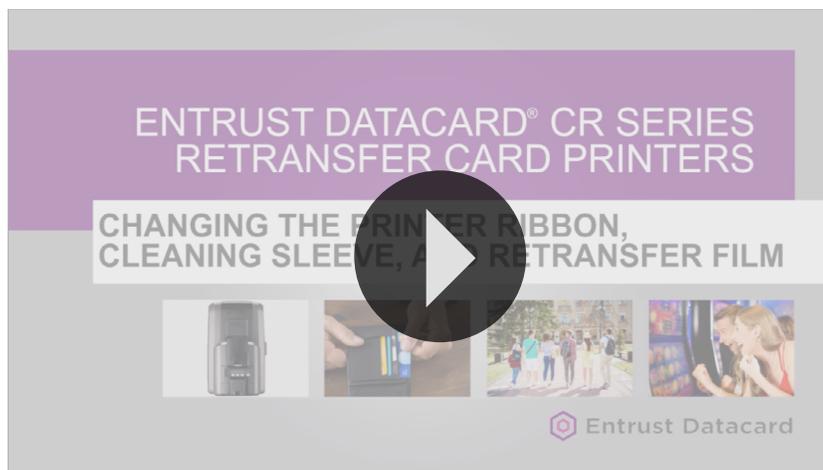
Three simple steps to protect your card printer investment

1. **Set a cleaning schedule.** Making and sticking to a cleaning schedule ensures your card printer is regularly maintained, and also allows you to plan any card printing activities around it. Your schedule will depend on the environment that the printer is operating in, with greater cleaning frequency for dusty locations. A good rule of thumb is to clean the card printer with every ribbon change.
2. **Don't rely on the cleaning rollers alone.** While it's a bonus that the print ribbons are supplied with cleaning rollers, these rollers can only help remove debris from dirty cards and are not enough to keep your printer in perfect shape. It's important to also use other printer cleaning products to protect your investment.
3. **Use the proper cleaning products for your printer.** Use the recommended cleaning products designed for your card printer model. We offer convenient cleaning kits that include detailed instructions for maintaining and optimizing your printer performance.

Following these guidelines will maximize printer life and ensure your satisfaction.

Step-by-step instructions

Videos: How to videos for basic cleaning, replacing ribbons, and so much more for your Entrust Datacard CR805 / CR825 / CE875 Retransfer Card Printer (3:30)



Cleaning Guide: For detailed, step-by-step cleaning instructions, refer to the [Retransfer Printer Cleaning Guide Booklet](#).

About Entrust Datacard Corporation

Consumers, citizens, and employees increasingly expect anywhere-anytime experiences — whether they are making purchases, crossing borders, accessing e-gov services, or logging onto corporate networks. Entrust Datacard offers the trusted identity and secure transaction technologies that make those experiences reliable and secure. Solutions range from the physical world of financial cards, passports, and ID cards to the digital realm of authentication, certificates, and secure communications. With more than 2,500 Entrust Datacard colleagues around the world, and a network of strong global partners, the company serves customers in 150 countries worldwide.

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