

## Retransfer Series Printer Cleaning Schedule

The following table describes the recommended cleaning schedule for the retransfer series printers. Follow this schedule to maintain the printer and obtain the best print quality.

Schedule	Action	Procedure
Every 250 cards	Clean the printer with the isopropanol cleaning card.	Refer to "Clean the Inside of the Printer" in the <i>User's Guide</i> or "Clean the Printer" in the <i>User Reference Guide</i> .
When you change the ink ribbon	Clean the printer with the isopropanol cleaning card. <b>Note:</b> Run the cleaning card with the ink ribbon and retransfer film cartridges removed from the printer.	Refer to "Clean the Inside of the Printer" in the <i>User's Guide</i> or "Clean the Printer" in the <i>User Reference Guide</i> .
	Replace the cleaning sleeve (C3).	Refer to "Replace the Cleaning Sleeve" in the printer's <i>User's Guide</i> or <i>User Reference Guide</i> .
Every 3 months	Clean the rear fan filter (if present)	<b>Note:</b> The rear fan filter is not present in all printer models. If the filter is present, refer to your printer's <i>User's Guide</i> .
If you see particles on completed cards	Replace the cleaning sleeve (C3).	Refer to "Replace the Cleaning Sleeve" in the printer's <i>User's Guide</i> or <i>User Reference Guide</i> .
	<b>Single-Hopper Printers Only:</b> Clean the printer with the adhesive cleaning card.	Refer to "Clean the Printer" in the <i>User Reference Guide</i> or "Clean the Inside of the Printer" in the <i>User's Guide</i> .
If you see repeating color dots on completed cards	Clean the printhead cam rollers.	Refer to "Clean the Printhead Cam Rollers" in the <i>User Reference Guide</i> or the <i>User's Guide</i> .
If you see color or white lines on completed cards	Clean the printhead using the cleaning swab. If print quality continues to diminish, clean the printhead using the lapping stick.	Refer to the "Cleaning the Printhead on Desktop Retransfer Printers" insert shipped with the printer.



The type of card stock you use and the printer environment can affect how often you need to perform the cleaning procedures.

# Additional Information

Use the following information when purchasing and handling card stock:

- Purchase quality card stock. Excessive burrs, scratches, surface defects, or contaminates on cards can result in print errors.
  - Grease or oils, such as oils from your fingers, can reduce card quality. To keep cards completely clean, do not touch the print surface of a card.
    - Handle blank card stock by the edges only, or wear card inspection gloves approved by Entrust Datacard.
- or
- Wash your hands before handling cards.
  - Debris or particles on blank card stock can reduce card quality and damage the system. If you drop a card on the floor, clean it using a lint-free cloth before using it in the system. Do not use solvents to clean the card.
  - Avoid contact with the following, as they can cause discoloration or fading of the cards:
    - Organic solvents, such as alcohol, film cleaner, diazo paper, etc.
    - Soft vinyl chlorides, document cases, pass holders, erasers, etc.
    - Hairdressing products and cosmetics, etc.
  - Avoid storing the cards in locations exposed to direct sunlight, or with high temperature and high humidity.

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