



Washing the Service Station

Why do we do this?

Washing the service station is necessary because the amount of debris and leftover ink from print jobs gets received by the service tray and can accumulate and never be funneled down to the ink waste tray absorber. This abundance of ink can cause streaking on the bottom side of your media as it passes through the print engine. Washing the service station out with sink water will ensure that your service station is not transferring ink onto the backing of your media.

Steps to follow:

- Eject Service Station
- Wash Service Station Out

Equipment Needed:

- Nitrile Gloves
- Piece of cardboard/lint free cloth
- Bottle with distilled water

Directions for Washing the Service Station:

- Eject the service tray from the printer:
 - Afina Users: On the front display of the printer - enter "Configuration Mode" by selecting the gear found in the lower left-hand corner of the display. Select the "Setup" option which is designated by the number one. While in setup mode scroll down to "Security" and authenticate with the password you have set in the machine previously. If you do not recall setting up a password use "123" as the password. Once the password is entered you now have a different menu and options available to you. Select the option known as "Service Tray" and then select the "Eject" option.
 - To successfully remove the service tray, you need to remove the exit plate. Take your T15 Torx screwdriver and remove the 4 screws holding the exit plate to the print chassis. Remember you will need to disconnect the cable attaching to the display to allow for the exit plate to detach from the print chassis. Make sure to power off the printer completely before detaching the cables connected to the display.
- Slide the Service Station out of the Service Station port (**Figure 1A**). NOTE: Do not pull Station all the way out until you disconnect the Ribbon Cable. Slide the Latch open on the Service Station Circuit Board to release the Ribbon Cable (**Figure 1B**). Remove the Service Station.

For additional support, call the Vivid Data Group Support Team at 1-855-848-4332 and select Option 2.



Figure 1A. Pulling Service Station Out of Printer

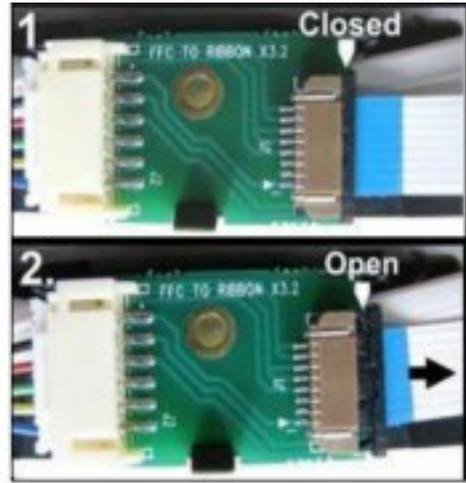


Figure 1B. Unlocking Ribbon Cable

- After the service station has been disconnected from the ribbon cable and removed from the print engine place the service station down on a piece of cardboard. The service station holds all the discarded ink from the printhead and funnels that ink down on to the ink waste pad.
- Remove each of the following five compartments from the service tray (**Figure 2**):
 - Micro-Fiber Roller (Yellow)
 - Platen (Burgundy)
 - Cap (Blue)
 - PCB Chip (Red)
When Removing the PCB Chip, lift gently from the tab, do not break the tab that holds the Chip to the Service Station.
 - Service Tray (Grey)



Figure 2. Overview of Components Contained in the Service Tray

- Before washing the service tray and components out in the sink (**Figure 3**). ***Remove the microfiber roller from its holster and set it to the side because the roller cannot be washed. The microfiber roller cannot be washed because it can lose its shape after being washed and dried out.*** The holster needs to be washed with a spray bottle that contains distilled water – angle the holster over a trash can and spray the silver roller so all the ink runs down and into the trashcan until the ink is no longer running out of the holster. Be sure to keep your hand over the silver roller to ensure that it does not come out of position. Pat down the holster with a dry towel or cloth to absorb any leftover moisture.



Figure 3. Remove Microfiber Roller From Holster

- The parts that can be washed in the sink are: Print Cap, Print Platen and Tray. In the picture below they are designated by a green circle. Do not wash the PCB board that connects to the back of the service station and do not wash the Microfiber Roller. As you can tell the Print Cap, Print Platen and Tray all have built up ink that has collected over time (**Figure 4**).



Figure 4. Parts that can be washed in the sink (Platen, Cap & Tray) are marked with green dots.

For additional support, call the Vivid Data Group Support Team at 1-855-848-4332 and select Option 2.

Below is a before and after picture of the dirty and clean service tray and its components are displayed (Figure 5A, Figure 5B).



Figure 5A. Before Being Washed



Figure 5B. After Being Washed

- Place the micro-fiber roller, platen and cap back in the service tray in their correct designated spots as shown below (Figure 6).



Figure 6. Assembled Service Tray After Being Washed

For additional support, call the Vivid Data Group Support Team at 1-855-848-4332 and select Option 2.



- Final Directions: At this time, you have washed the service station and its components out which is necessary to ensure your device remains clean while increasing the life expectancy of this consumable product. Before installing the service station back into the machine re-lubricate the service station. Reach out to Vivid Data Group Support if you need the service bulletin for lubricating the service station. Now all that is left to do is connect the ribbon cable and return the service tray back to the print engine.