

## Printhead Bath and Extended Storage Procedure

This service bulletin will focus on walking operators and end users through how to store their print head safely in the event the label printer will be powered off for an extended period. Following these instructions can also aide with helping rectify nozzle outages or other print quality issues.

### Equipment Needed:

- Microfiber Cloth
- Distilled Water
- Protective Print Head Cartridge
- Scissors
- Gallon Size Zip Lock Bag



### Reasons to do this:

- If you or other operators are noticing print quality issues i.e. streaking, discoloration, nozzle outages
- If the machine is going to be idle/off for an extended period

### Directions:

- 1) Cut a strip of microfiber cloth off wide enough and long enough to lay flat inside the protective print head cartridge.
- 2) Dampen the cloth with distilled water.
- 3) Place the print head inside the protective cartridge and lock the print head in place. Then place the print head in a gallon size zip lock bag.

(1)



(2)



(3)



**\*\*Our Support Team advises the Print Head sits for at least 3 plus hours or even overnight.\*\***

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