

## Cleaning Printhead & Pen PCA Board Contacts

### *Why do we do this?*

This is done to ensure communications received by the Pen PCA board are not altered by debris and ink that may possibly be deposited onto the contacts of either the Pen PCA board or the printhead contacts. If ink or debris land onto the contacts of either the Pen PCA board or printhead the end users will generally notice that artwork being printed on media is garbled and not legible.

Steps to follow:

- Eject Printhead
- Clean Contacts on Printhead
- Clean Contacts on Pen PCA Board

Equipment Needed:

- Nitrile Gloves
- Lint free cloth
- Rubbing Alcohol
- Number 2 Pencil & Eraser
- Cotton Swabs

Directions for cleaning the contacts on the Printhead and Pen PCA Board:

Eject the printhead from the printer:

**Colordyne Users:** In the Toolbox software of the printer - click “System Depriime” and wait for the system to withdraw all of the ink out of the printhead. Once complete the printhead latch will pop open. Lift the latch to an upright position and proceed to eject the printhead from the machine.

After ejecting the printhead from the machine set it down safely off to the side on a lint free cloth. Make sure to wipe any excess ink off the printhead contacts with distilled water and a cloth.



**Figure 1. Wiping printhead contacts clear of debris with a dampened microfiber cloth with distilled water.**

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

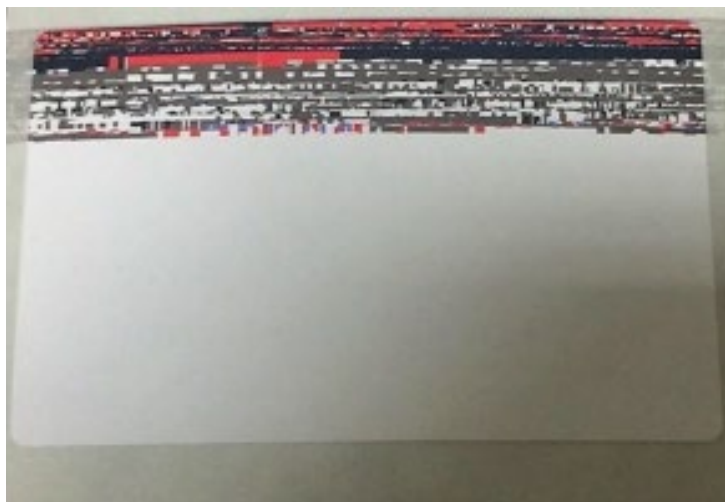
After cleaning the contacts off with a dampened microfiber cloth with distilled water. Now you can proceed by taking a number two pencils' eraser and gently rubbing each contact up and down.



**Figure 2. Using a Number 2 pencil clean the contacts off the printhead.**

After cleaning the contacts on the printhead you can now move on to cleaning the Pen PCA Board contacts. These contacts are very sensitive and should not be cleaned regularly. If you notice the following cleaning the contacts on the Pen PCA board and printhead are immediately suggested:

- Garbled images (**Figure 3**)
- Printhead missing error message
- Printhead latch continuously reopens



**Figure 3. Garbled image due to debris or ink collecting on the contacts of the Pen PCA board.**

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

Utilizing a cotton swab or cloth with a little rubbing alcohol on the tip – gently go up and down each contact on the Pen PCA board. This will clear off debris and ink that may have accumulated over time. While wiping off the contacts be sure not to snag the cloth on the gold contact.



**Figure 4. Gently cleaning off Pen PCA board contacts with a cotton swab and a little rubbing alcohol.**



**Figure 5. The contacts on the left-hand side have been cleaned to highlight what they should look like.**

After you are done cleaning off the contacts with a cotton swab – take the erase side of a Number 2 pencil and go up and down each contact cleaning off any excess debris and or ink left over from the cotton swab.

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



**Figure 6. Cleaning of the Pen PCA board contacts with a Number 2 pencil.**

**Final Directions:**

At this time, you have cleaned the contacts on both your Pen PCA board along with your printhead. Before installing the printhead take a microfiber cloth dampened with distilled water and gently wipe the print surface of the printhead. Install and latch down the printhead. Run a light cleaning cycle on the printhead and run off a couple sample prints to make sure everything is in a working order.