

Service Bulletin: Epson C7500 Series Preventive Maintenance

The following service bulletin will walk operators through preventive maintenance procedures they can perform on their own to keep their Epson C7500 series label printer operating as new.

Preventive Maintenance topics covered:

- How to Clean the Paper Path
- How to Clean the Cutter Blades
- How to Remove Paper Dust

Technical Support topics covered:

- Removal of Jammed Labels and Glue Residue
- How to Remove a Jammed Label in the Paper Path

Preventive Maintenance

How to Clean the Paper Path: The only places along the paper path that can be cleaned are the paper loading area



Figure 1, Paper Loading Area

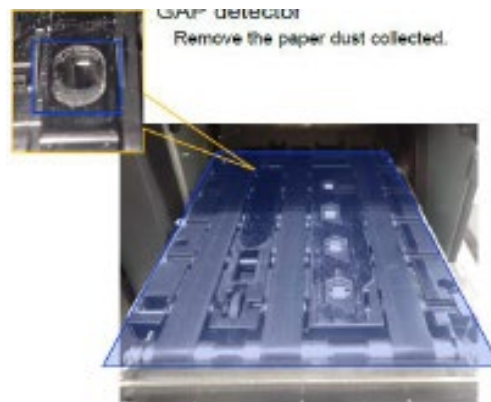


Figure 2, Platen Area

(**Figure 1**) and the platen area (**Figure 2**). To clean these two areas, you must use a microfiber cloth that has been lightly dampened with distilled water and a neutral detergent. Your goal is to make sure there is no more paper dust or debris in either the paper loading area or the platen area, these areas are highlighted in blue within Figure 1 and Figure 2 below.

How to Clean the Cutter Blade: There are two cutter blades in the unit a fixed blade and a moveable cutter blade, please note that moveable cutter blade is stored inside the product and is not accessible. You can only clean the fixed blade in the unit. The way to clean the fixed cutter blade is to a Q-tip with rubbing alcohol and run it along the fixed cutter blade displayed in Figure 3. Make sure to clean any paper dust or residual glue from the cutter.

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

Note: If the movable cutter blade has become blunt notify the support department and they will dispatch out a technician to replace it.

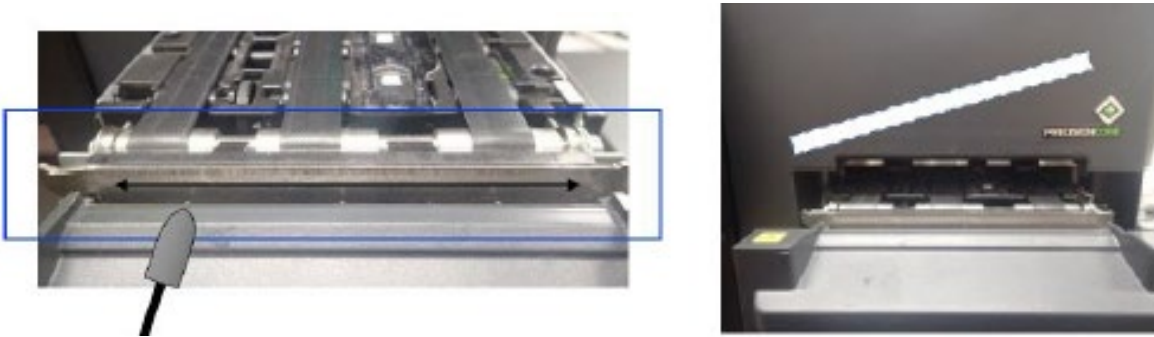


Figure 3, Fixed Cutter Blade (left) and Movable Cutter Blade (right)

How to Remove Paper Dust: Remove any buildup of paper dust in the machine by using a small vacuum as displayed in **Figure 4**. Refrain from using any canned/compressed air in the machine. Spraying any air in the machine will cause debris to circulate inside the machine which may cause print quality issues.

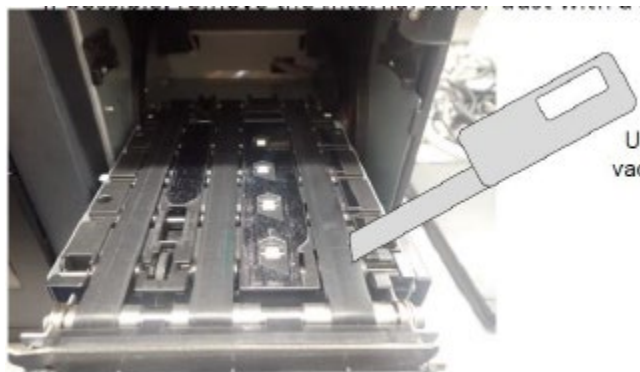
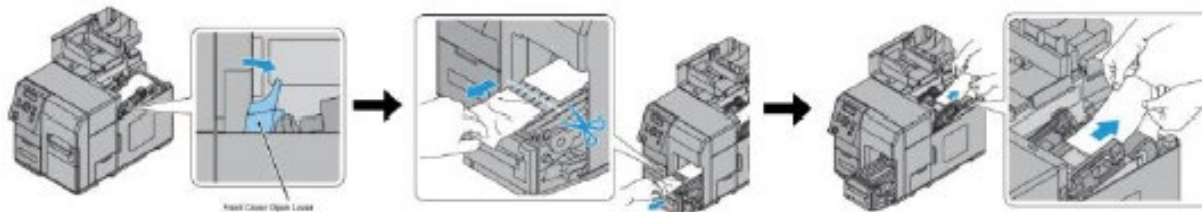


Figure 4, Using a small vacuum cleaner suck up any paper dust and debris inside the paper path.

Technical Support

Removal of Jammed Labels and Glue Residue: Remove the jammed paper according to the paper jam removal method described in Figure 5. Check the platen section and paper hold unit and check if any glue or label has been left.



Caution! Do not use alcohol to clean the parts. It can deform or deteriorate some parts in the Paper Path.

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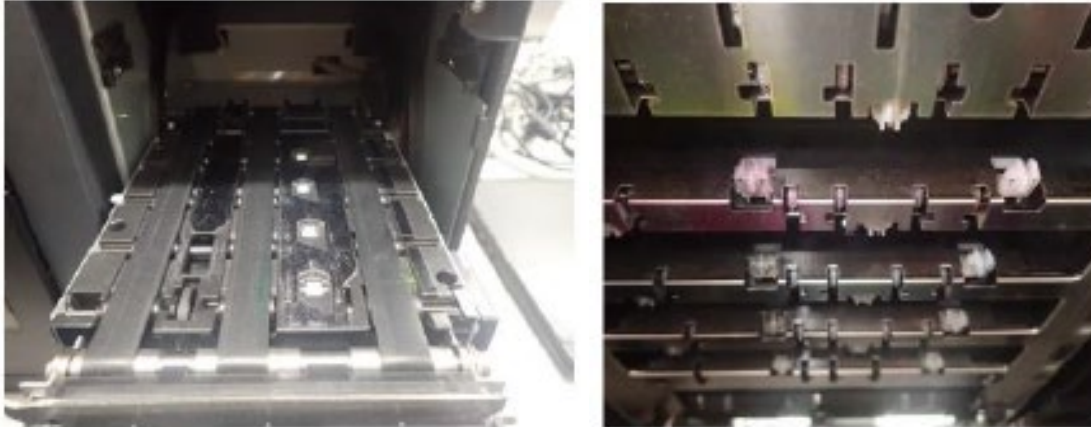


Figure 5, Cutting jammed label media from loading station (Top) Platen area (Bottom left) Top of print engine (Bottom right).

How to Remove a Jammed Label in the Paper Path: Open the front cover and manually remove the label adhered to the surface of the paper hold unit. Please note that the operator cannot remove labels that entered above the paper hold unit.

Caution! Be sure not to touch the stained ink around a Star, or the Star Wheels when peeling off the label.

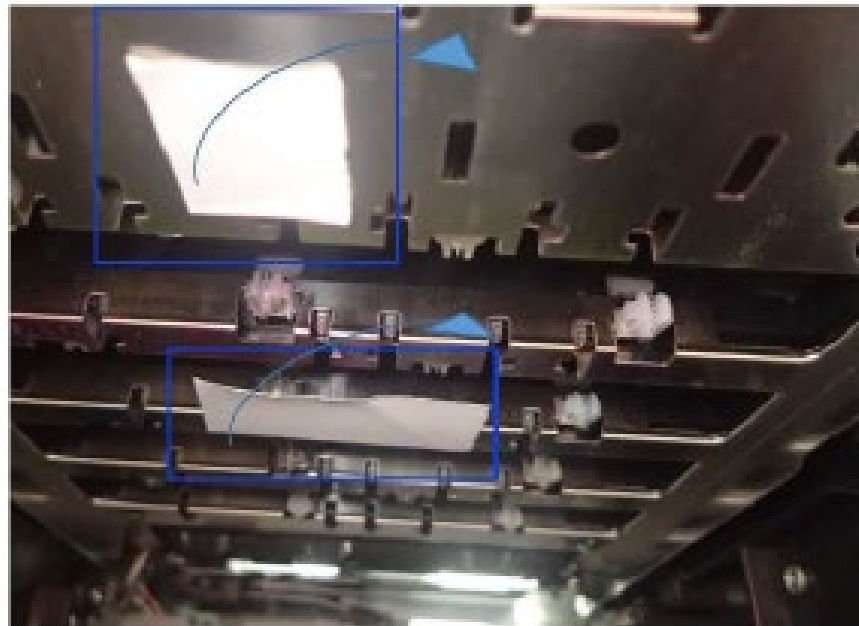


Figure 6, Jammed Label Material on the Top of the Print Engine