

## Service Bulletin: Replacing Microfiber Roller

### **Why do we do this?**

Throughout the life expectancy of the printhead a lot of media can come into contact with the printhead. This media carries debris and other artifacts across the printhead which can get stuck and cause poor print quality with time. The microfiber roller wipes the printhead down and absorbs residual ink left over from past print jobs. Over time this microfiber roller becomes warped and needs to be changed.

### Steps to follow:

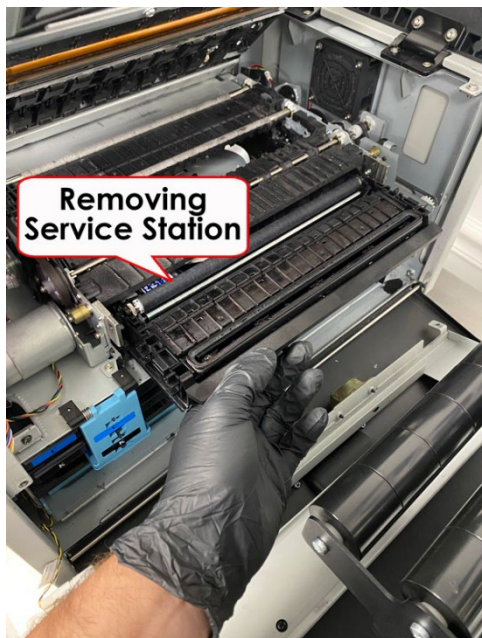
- Replace microfiber roller

### Equipment Needed:

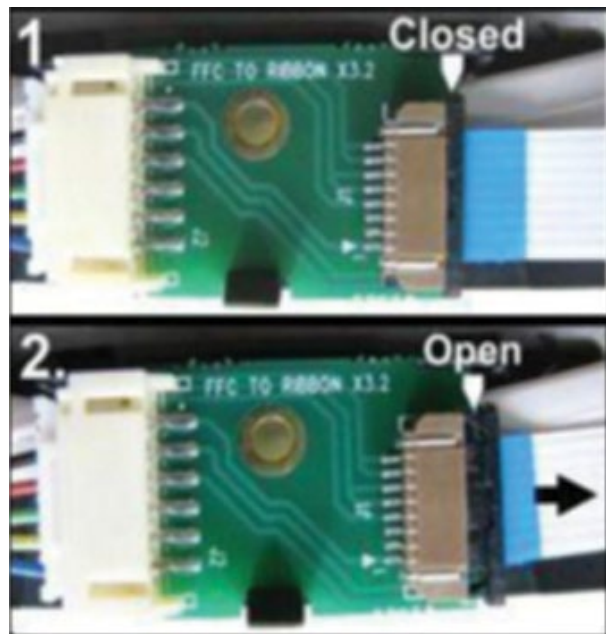
- Nitrile Gloves
- Screwdriver - Eye Glass Repair Kit
- Piece of cardboard/Lint free cloth

### **Directions for Replacing Microfiber Roller**

1. Eject the service tray from the printer
2. In order to access the setting to eject the service station – you will need to log on through the touch panel. Enter “Configuration Mode” by selecting the gear found in the lower left-hand corner of the touch panel. Select “Setup”, while in “Setup” scroll down to “Security” and select “Level 2”. The operator will be prompted to enter a password, the password is “123”. At this point in time after hitting enter you can scroll through the “Configuration” menu to option 4 labeled as “Service Station”. Before ejecting the service station lift up on the hood of the printer as well as the clamshell. Slide the Service Station out of the Service Station port (**Figure 1**). **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 2**). Remove the Service Station.



**Figure 1, Ejecting Service Tray**



**Figure 2, Opening & Closing Ribbon Cable**

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

3. 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.
4. Remove each of the following four compartments from the service tray (**Figure 3**):
  - Micro-Fiber Roller (Yellow)
  - Platen (Burgundy)
  - Cap (Blue)
  - PCB Chip (Red)
  - Service Tray (Grey)



**Figure 3, Overview of Compartments Contained in the Service Tray**

5. With these components accessible – isolate your Micro-Fiber Roller. Utilizing a small Phillip’s head screwdriver, loosen, but do not remove the screws, holding the plastic locking clips on the left and right side of the Micro-Fiber Roller in place (**Figure 4**). After loosening the screws up and unlocking the plastic latches the Micro-Fiber Roller is accessible. Remove the used Micro-Fiber Roller install the new Roller after locking the plastic latches back in place and fasten the screws down.



**Figure 4, Loosening Screws & Unlocking Latches Holding Micro-Fiber Roller in Place**

6. At this time, you have completed replacing the Micro-Fiber Roller. Assemble the service station components back in the correct order. All that is left to do is connect the ribbon cable and return the service tray back to the print engine.