Cleaning Guide

**Entrust Sigma Series
Card Printer**

Contents

Cleaning Kit Contents

The cleaning kit (part number 531624-001) contains the supplies necessary to clean the printer and maintain print quality. The cleaning kit contains the following items:

Cleaning Supply	Part Number
Adhesive Cleaning Roller, 5 pack	569946-101
Cleaning Swabs, 5 pack	507377-001
Isopropanol Cleaning Cards, 10 pack	552141-002
Lapping Stick, 2 provided	530030-001
Card Inspection Gloves, 12 pairs/pack	812335-001

Refer to the for a complete schedule of when to use the cleaning kit items.

For complete information about how to use and maintain the printer, refer to your printer's *User's Guide*.

Cleaning Schedule

Cleaning the Sigma series printer on a regular schedule helps to maintain the printer and obtain the best print quality

Routine Printer Cleaning

The following table describes the recommended routine cleaning tasks for the printer.

Schedule	Action	Procedure
Each time you change the ribbon or every 500 cards	Clean the printer with the cleaning card	• "Single-Hopper Printer" on page 6 • "Multi-Hopper Printer" on page 7
	Replace the cleaning roller	"Replace the Cleaning Roller" on page 10

In addition to these routine cleaning tasks, you may need to perform additional cleaning procedures if the print quality diminishes. Refer to "Additional Cleaning Tasks" on page 5.

Additional Cleaning Tasks

The following table describes additional cleaning tasks you may need to perform to maintain your printer and print quality. Do these procedures, in addition to the routine cleaning, if you experience printing issues.

Schedule	Action	Procedure
If you see particles on completed cards	Replace the cleaning roller	"Replace the Cleaning Roller" on page 10
If you see color or white lines on completed cards	Clean the printhead	"Clean the Printhead" on page 12

> The type of card stock you use and the printer environment can affect how often you need to perform the cleaning procedures.
>
> Refer to "Card Handling Information" on page 15 for suggestions to help manage your card stock.

Before You Begin

- If your printer has locks, unlock the input hopper or printer access door lock. If your printer does not have locks, disregard any instructions that ask you to unlock the printer.

- When you clean the printer using the cleaning card, remove the ribbon cartridge, and the cleaning sleeve.

Use the Cleaning Card

Clean the printer with the isopropanol cleaning card each time you change the ink ribbon, or more often if necessary.

Single-Hopper Printer

1. Unlock the printer and input hopper locks, if present. Refer to "Before You Begin" on page 6.

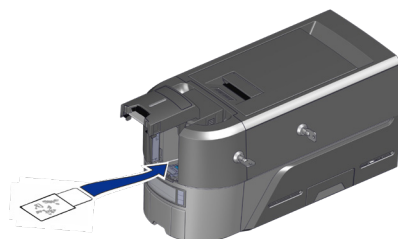2. Open the printer cover and remove the print ribbon cartridge or cassette. Close the cover.
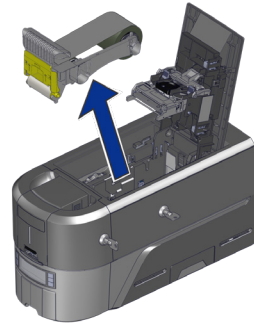
3. Open the input hopper cover and remove any unprinted cards. Handle the cards by the edges only, or wear approved card inspection gloves.
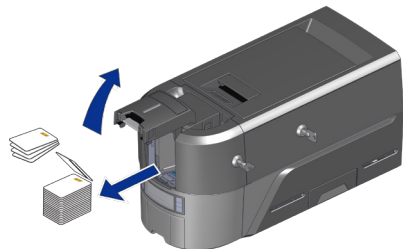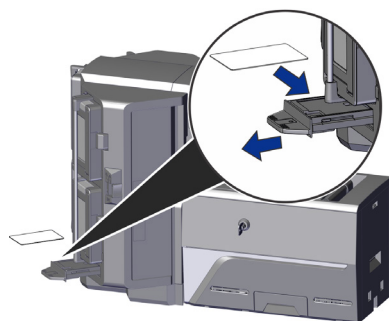
Single-Hopper Printer (cont.)

4. Load the cleaning card into the input hopper.

5. Close and lock the input hopper.
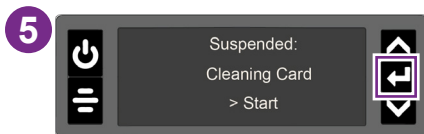
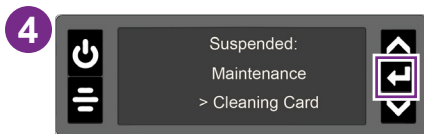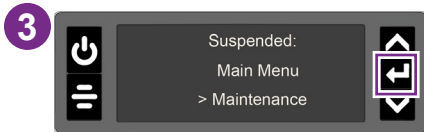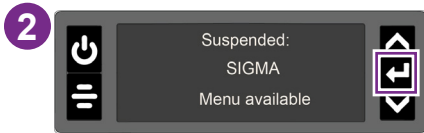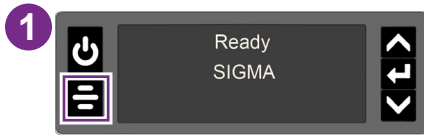6. Continue with "Run the Cleaning Card" on page 8.

Cleaning Card

Multi-Hopper Printer

1. Unlock the printer and open the printer cover. Refer to "Before You Begin" on page 6.

2. Remove the print ribbon, close the cover, and lock the printer.

3. Pull out the multi-hopper exception slide and insert the cleaning card.

4. Push in the exception slide.
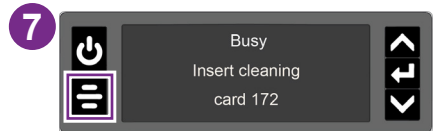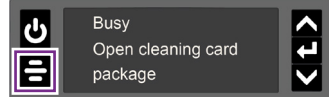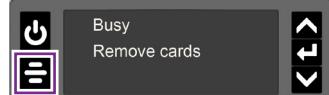
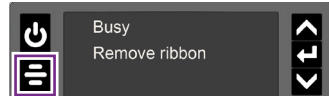5. Continue with "Run the Cleaning Card" on page 8.

Run the Cleaning Card

1. Use the LCD panel to run the isopropanol cleaning card.

1
Ready
SIGMA

2
Suspended:
SIGMA
Menu available

3
Suspended:
Main Menu
> Maintenance

4
Suspended:
Maintenance
> Cleaning Card

5
Suspended:
Cleaning Card
> Start

6 Printers without locks only:
Busy
Remove ribbon

Busy
Remove cards

Busy
Open cleaning card
package

7
Busy
Insert cleaning
card 172

8 Printers without locks only:
Busy
Remove cleaning card

Busy
Load ribbon

Busy
Load cards
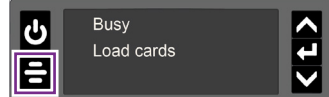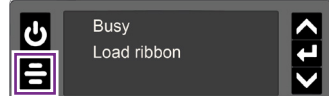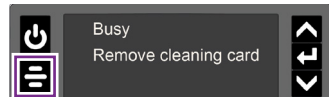
When the cleaning cycle completes:

- **If the printer does not have locks:** The isopropanol cleaning card is ejected into the output hopper. Remove and discard the cleaning card.

- **If the printer has locks:** The isopropanol cleaning card is placed in the printer reject tray (RT1). It can remain in the reject tray until the next time the tray is emptied.

2. Continue with

Prepare the Printer for Use

Do the following after the cleaning cycle completes.

1. Unlock the printer locks.

2. Replace the cards in the input hopper of a single-hopper printer and close and lock the hopper.

3. Install a new cleaning roller on the ribbon cartridge. Refer to "Replace the Cleaning Roller" on page 10.

4. Load the print ribbon into the printer.

5. Close the printer cover. Press down on the ridges on the front of the cover to latch it completely.

6. Lock the printer.

7. Discard the used cleaning card and cleaning roller

> Printer best practices recommend that you clean the printer every 500 cards processed. If enabled, the message "Cleaning required" displays on the printer LCD panel when the configured cleaning count is reached. Clean the printer to continue printing.
>
> An administrator can change the configured cleaning count using the Printer Dashboard.
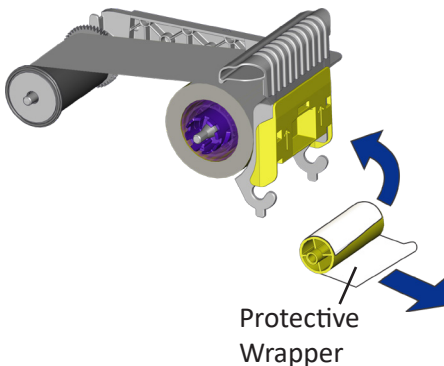
Replace the Cleaning Roller

The cleaning roller removes dust and other particles from cards before they move into the printer. Replace the cleaning roller each time you change the ink ribbon. Refer to the "Cleaning Schedule" on page 4 for additional information.

1. Open the printer cover and remove the print ribbon cartridge. (refer to "Before You Begin" on page 6).

2. Remove the used cleaning roller from the ribbon cartridge. Discard the used supply.
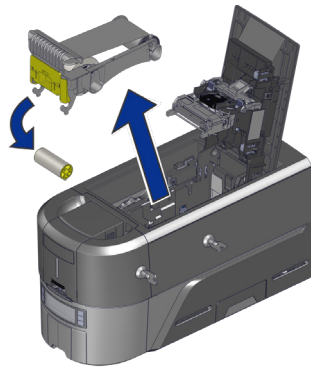
3. Load the cleaning roller on the ribbon cartridge.

4. Remove the protective wrapper from the cleaning roller.

Protective
Wrapper

Replace the Cleaning Roller (cont.)

5. Install the print ribbon cartridge in the printer.

6. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely.
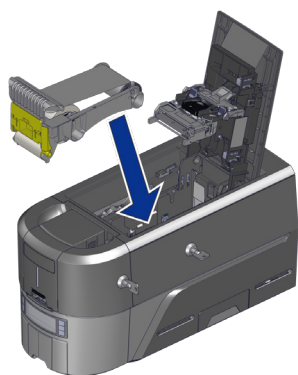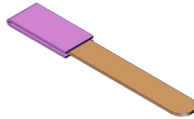
Clean the Printhead

The printhead does not require routine cleaning, however debris can get stuck on the printhead edge and cause horizontal lines in the printed image.

Use the following items to clean the printhead.

Cleaning Swab   Lapping Stick (if Required)

Clean the edge of the printhead in the following situations:

- There are unprinted lines on the finished card. This usually indicates dirt or contaminants on the printhead.

- The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.

- A ribbon break caused part of the ribbon to stick to the printhead or printhead cover.

- The printhead has been replaced.

Do the following to clean the edge of the printhead:

1. Power off the printer.

2. Unlock the printer and open the printer cover.

3. Open and remove a cleaning swab from its package.

4. Retract the printhead protective cover using side handles. Hold in the retracted position while cleaning.

Side handle

Printhead Cover

Printhead Edge

Clean the Printhead (cont.)

Edge of the
Printhead
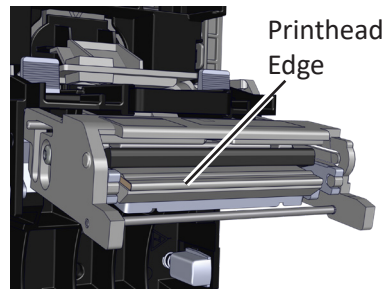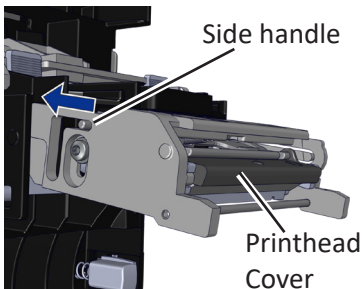
Apply Pressure
Behind Swab
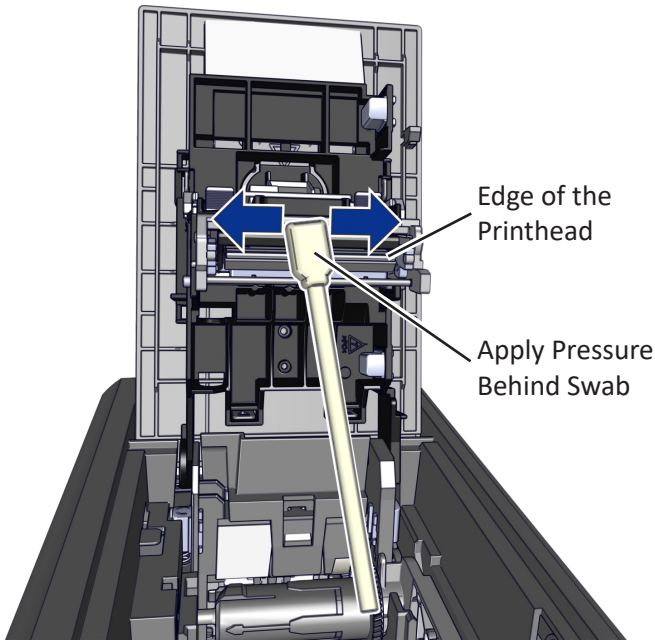
5. Hold the swab vertically and scrub the printhead edge back and forth from end to end while using your thumb to apply pressure. Scrub back and forth quickly for at least 10 seconds.

6. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely on both sides.

7. Power on the printer.

8. Print a sample card to verify the quality of printing.

Clean the Printhead (cont.)

ⓘ If a horizontal line in the printed image is still present, repeat the process using a lapping stick in process step 5. After this, repeat cleaning in process step 5 with a swab.

Edge of the Printhead

Apply Pressure Behind Lapping Stick
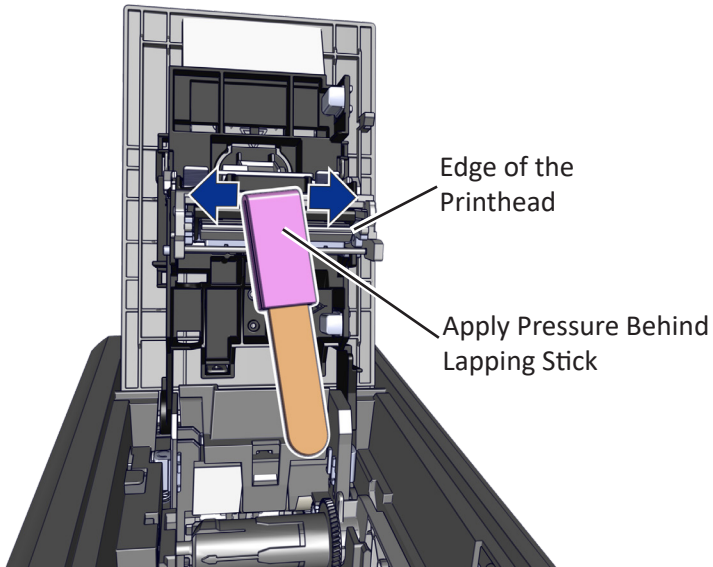
Hints & Tips:

- Avoid touching the printhead edge with your fingers. Contamination due to skin oils eventually can damage the printhead.

- Avoid touching the printing edge of the printhead cartridge with any sharp objects that can permanently damage the printhead.

- Use only the cleaning swab or lapping stick to clean the printhead. Other materials can stick to the printhead and cause damage.

- Use a cleaning swab one time only. Discard it after you clean the printhead.

- The lapping stick can be reused by using a clean spot on the lapping paper (pink).

Card Handling Information

Use the following information when purchasing and handling card stock:

- Purchase quality card stock. Excessive burrs, scratches, surface defects, or contaminates on cards can result in print errors.

- Grease or oils, such as oils from your fingers, can reduce card quality. To keep cards completely clean, do not touch the print surface of a card.

- Handle blank card stock by the edges only, or wear the card inspection gloves included in the cleaning kit.

- Debris or particles on blank card stock can reduce card quality and damage the system. If you drop a card on the floor, clean it using a lint-free cloth before using it in the system. Do not use solvents to clean the card.

- Avoid contact with the following, as they can cause discoloration or fading of the cards:

  - Organic solvents, such as alcohol, film cleaner, or diazo paper.

  - Soft vinyl chlorides, document cases, pass holders, or erasers.

  - Hand lotions, hairdressing products, or cosmetics.

- Avoid storing the cards in locations exposed to direct sunlight, or with high temperature and high humidity.

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