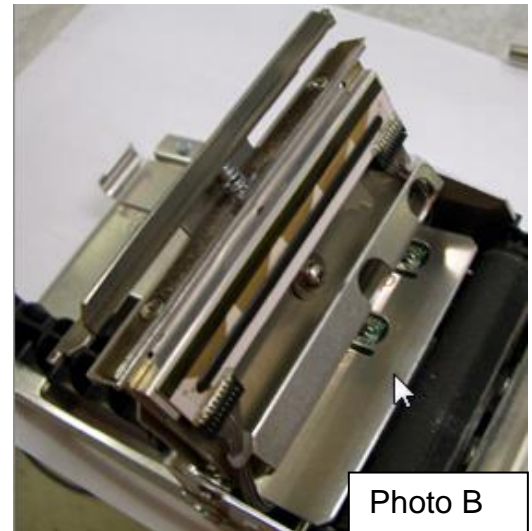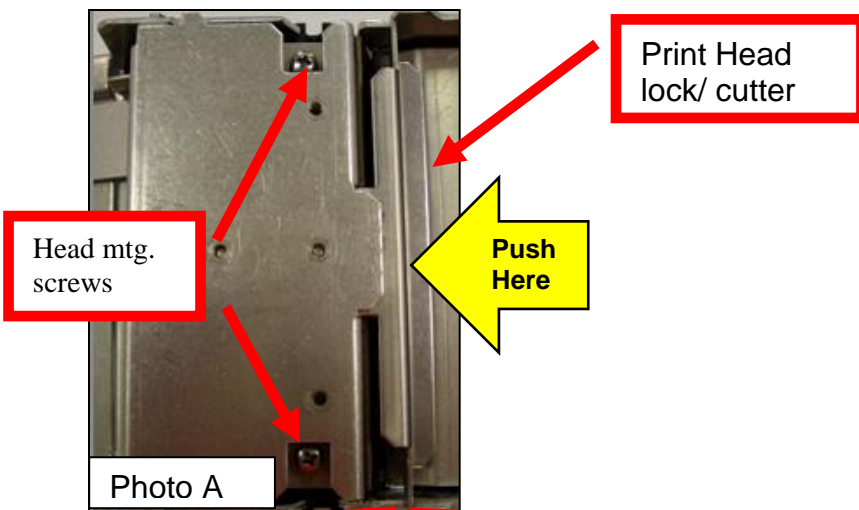# Routine Maintenance for a Lemur-X UPG

Routine maintenance should be done a minimum of once a year but may be done more frequently depending on usage and environment printer is used in. The follow reviews the routine maintenance procedures.
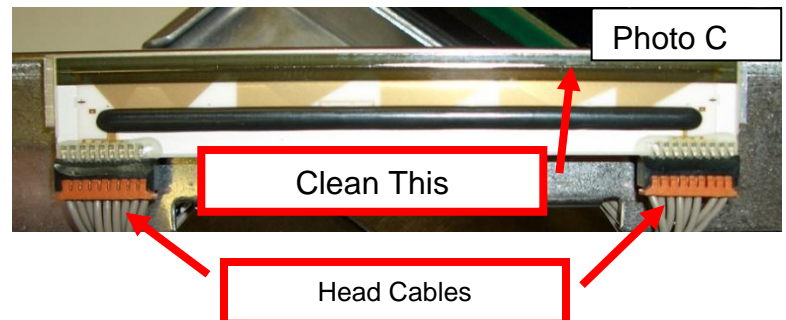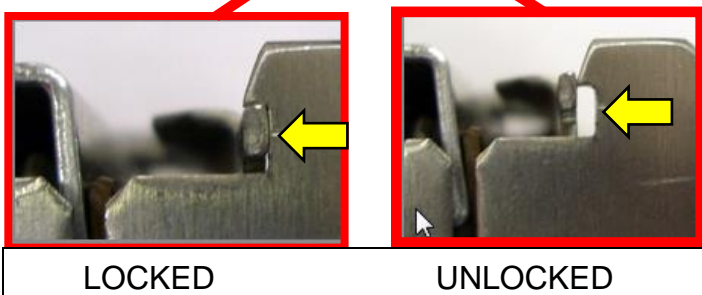
Print Head

The thermal print head can easily be accessed for cleaning or replacement, as follows:

1. **Make sure power is off and the AC cord is disconnected from the power pack.**

2. DO <u>NOT</u> UNPLUG THE TWO CABLES FROM PRINT HEAD.

3. Open the print head by push back on the Print Head lock/ cutter guard to unlock the print head. **Photo A**

4. Lift up on the head mounting assembly/ thermal head and tilt back. **Photo B**

5. Clean the thermal print head surface (the side that makes contact with the paper) with isopropyl alcohol. **Photo C**
   While the print head is open you may also clean the platen & sensors (see next page).

6. Gently lower the head mounting assembly/ thermal head and push down to center to lock in place.

7. The printer in now ready for operation. If the print quality is still poor then the thermal head needs to be replaced.

8. To replace print head, gently remove the two head cable connector from print head and then
   remove print head from mounting plate by removing two Philip head screws.
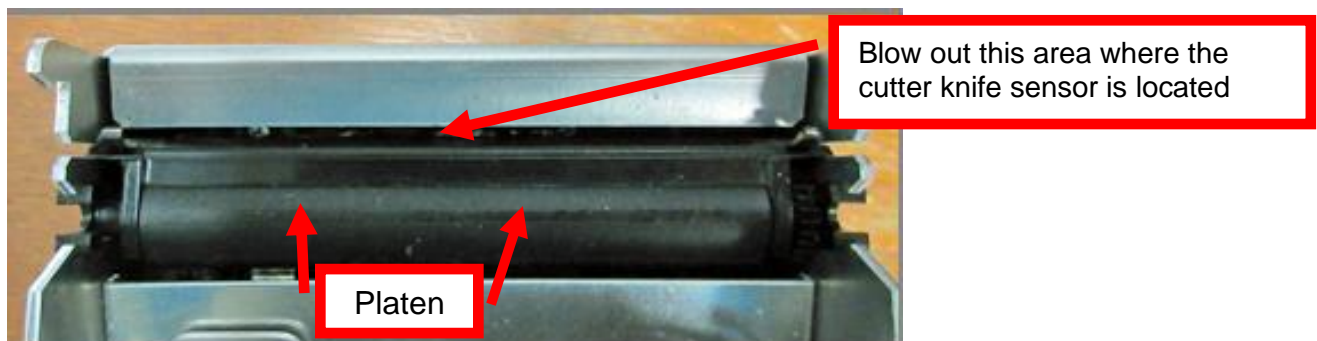
Print Head lock/ cutter

Head mtg. screws

Push Here

Photo A

SIDE VIEW

LOCKED   UNLOCKED

Photo B

Above photo shows head assembly open

Photo C

Clean This

Head Cables

Platen

The Platen (rubber drive roller) and sensors should be cleaned once a year to prevent paper dust buildup. (NOTE: These items may require more frequent cleaning in dusty environments or when using inferior ticket stock.)
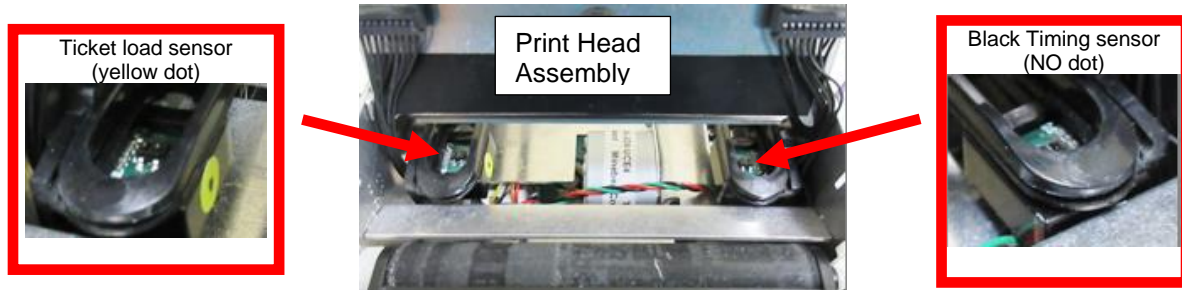
1. Unlock the cam lock lever, Lift up on the head mounting assembly/ thermal head and tilt back. Previous page reviews how to do this.

2. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the rubber roller.

3. Clean only the part of the rubber roller where the receipt or ticket stock makes contact.

4. Rotate the rubber roller clockwise a little and repeat step 4; continue in the same manner for one full revolution of the rubber roller.

5. While the print head is open you may blow off the optical sensors if the printer has standard sensor (opto) configuration. See next page for more details.

6. Lock the head mounting assembly/thermal head back in place. Printer is now ready for normal operation.

Blow out this area where the cutter knife sensor is located
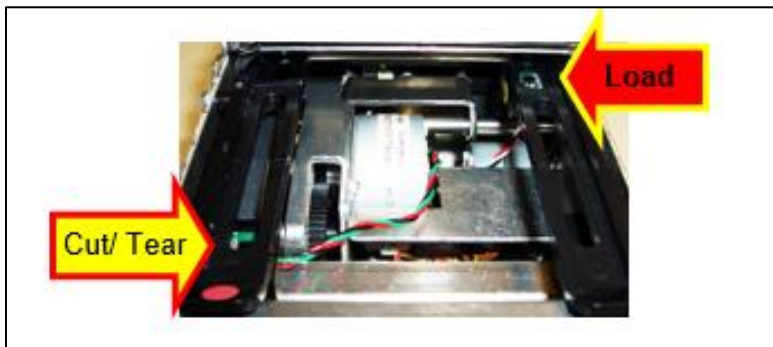
Platen

Sensors (optos)

There are two optical sensors (opto) which are responsible for detecting where the ticket stock is as all times.

Once a year the sensors should be blown off with air. This interval will vary depending upon the environment and the quality of the ticket stock. You may get access to the sensors by opening up the print head assembly.

Ticket load sensor (yellow dot)

Print Head Assembly
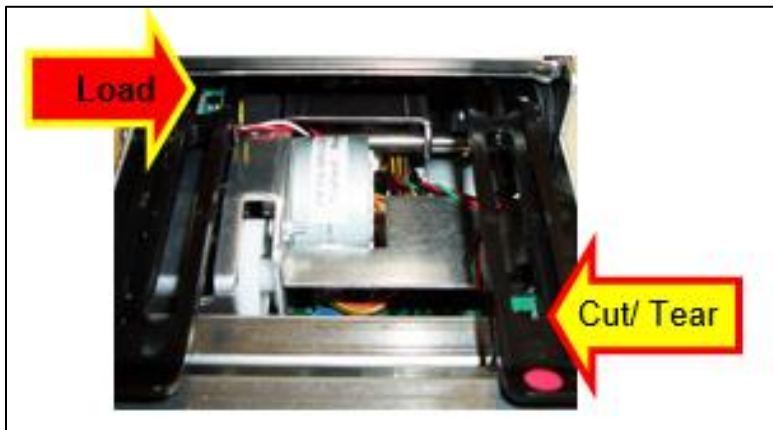
Black Timing sensor (NO dot)

The location of these sensors may vary depending how your printer was configured when it left the factor. The above photo is a Lemur-X with standard opto configuration (both sensors are towards the font).

Below photos show some other sensors configurations. Note: Older moles of the Lemur-X will have metal rails.
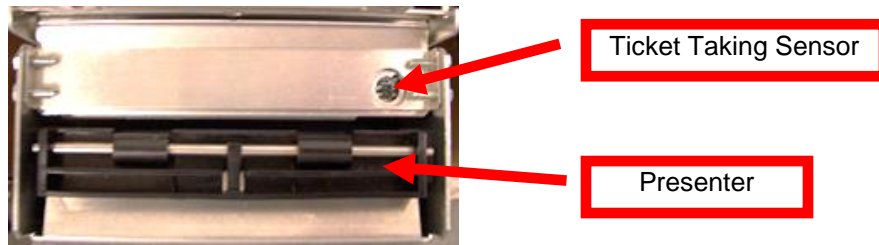

Above shows ADJ opto

Above shows RADW opto

Printer with Optional Presenter (Lemur-X(P))

There is a ticket taking sensor located on the presenter mechanism.

Once a year the sensors should be blown off with air. This interval will vary depending upon the environment and the quality of the ticket stock.
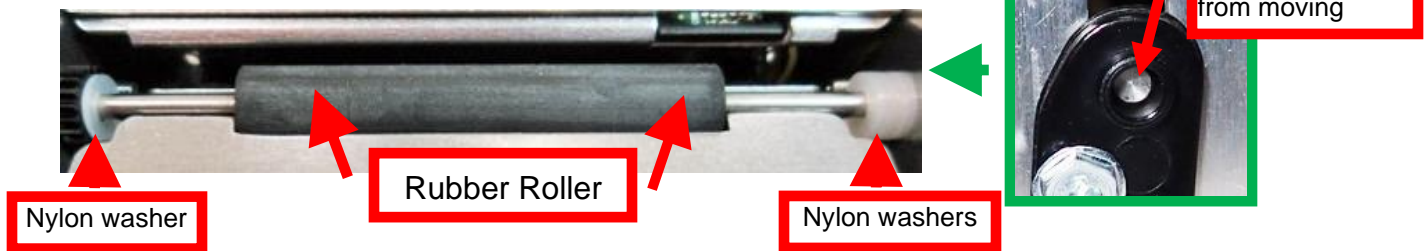

Ticket Taking Sensor

Presenter

EJECT ROLLER

The eject roller may require cleaning if the printer is being used in a dusty environment or the receipt / tickets are not being presented properly due to slippage.

1. Tilt the presenter assembly back and gently pry it from the eject roller shaft using a flat blade screwdriver.

Pry up here

Pry up here

2. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the rubber roller.

3. Clean the rubber roller. You will want to hold the roller is place while doing this.

Place your finger over this hole to prevent the roller from moving

Nylon washer

Rubber Roller

Nylon washers

4. Rotate the rubber roller clockwise a little and repeat step 3; continue in the same manner for one full revolution of the rubber roller.

5. The presenter assembly may be gently snapped back onto the roller by aligning the tabs with the roller shaft and gently pushing down. Make sure the nylon washer is up against the gear (left side) and against the wall (right side), shown in above photo. The nylon washers must be on the outside of each tab. The assembly should pivot freely once in place.

TAB

More detained information concerning the Lemur-X printer may be found in the user manual.
https://www.bocasystems.com/documents/lemur_X_UPG.pdf   10.14.22