



Routine Cleaning Procedures

OPTICAL DEVICES CLEANING PROCEDURE



There is one opto devices mounted on a silver aluminum bracket beneath the paper guide. The opto controls ticket cut/tear position. Over a period of time there may be an accumulation of ticket dust on the opto eyes themselves. This paper dust could cause erratic operation of the printer.

In most cases cleaning off the opto eyes will resolve the above problem. Please follow the steps below:

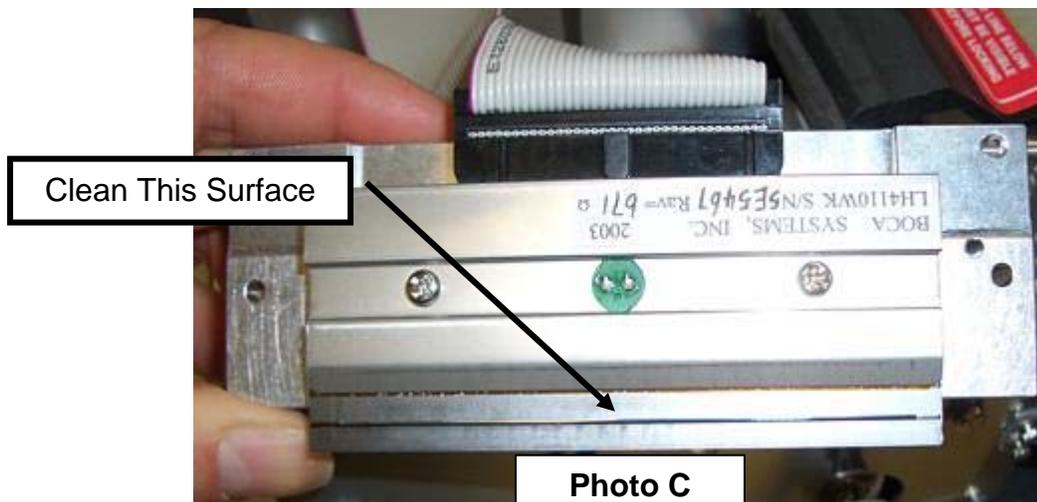
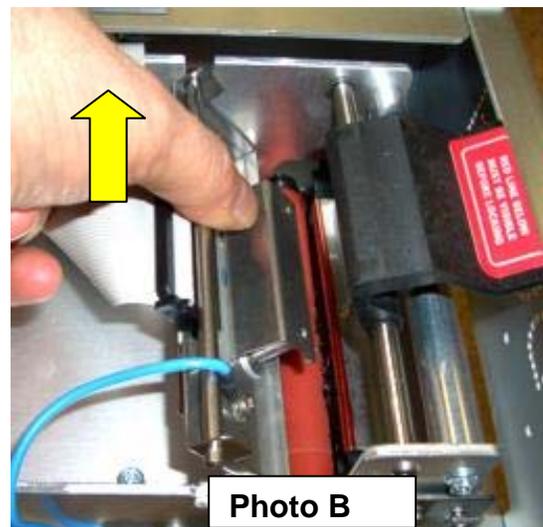
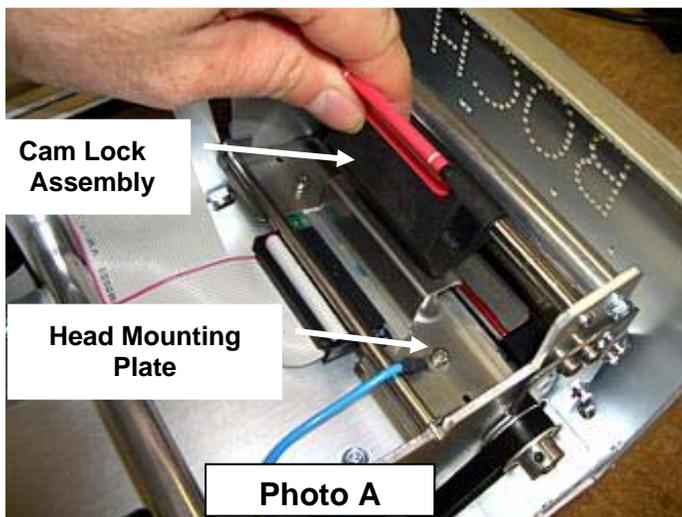
1. Turn off the printer.
2. Using inert dusting gas or equivalent blow air over the opto eyes (see above diagram).

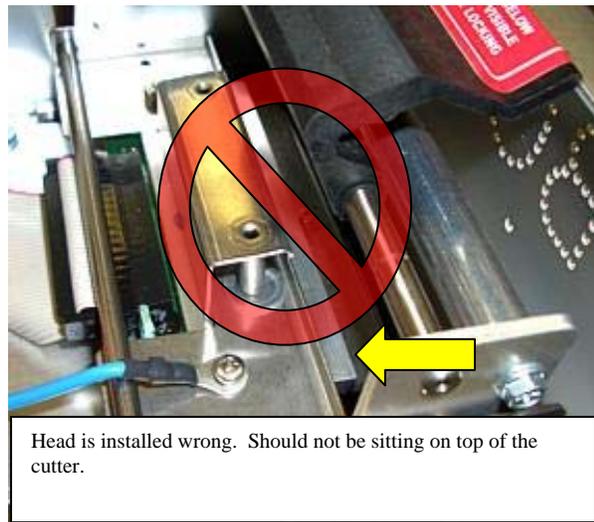
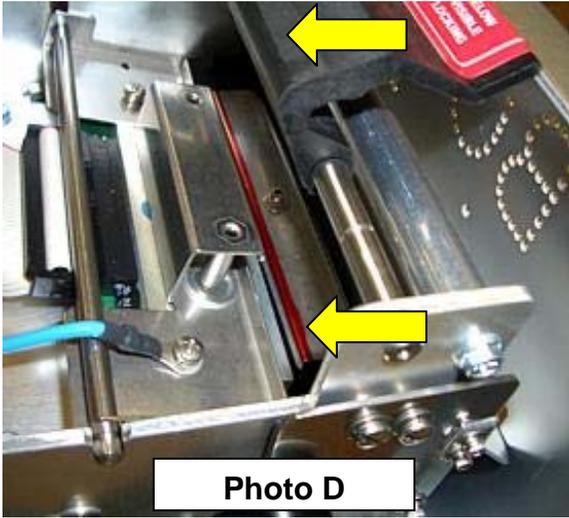
Thermal Print Head CLEANING PROCEDURE

The print head should be cleaned periodically to prevent debris from building up on the print element. The required cleaning interval varies greatly depending on the quality of the ticket stock and the amount of dust entering the print area. Excessive dirt build up on the print head will result in reduced quality. Continuing to run the print head in a dirty condition will reduce its life expectancy, as it is unable to diffuse its heat properly.

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

1. Make sure power is off and the AC cord is disconnected from the printer.
2. **DO NOT UNPLUG CABLE FROM PRINT HEAD.**
3. Lift up on the cam lock assembly (located above the head mounting block or plate) to remove pressure from the thermal head. **Photo A**
4. Lift up on the head mounting block or plate to remove. **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 out clean the platen (see [Clean Procedure for Platen](#))
6. Install the head by reversing the above procedures. Make sure the thermal head goes under the cutter assembly. **Photo D** Note: A Micro model printer doesn't have a cutter assembly.
7. Restore pressure to the head by pushing down on the cam lock assembly. **You shouldn't have to use excessive force to lock the cam lock assembly in place.**
8. The printer is now ready for operation. If the print quality is still poor or missing areas of printout then the thermal head most likely needs to be replaced.





Cleaning Procedure for Platen

The rubber drive roller should be cleaned once a year to prevent paper dust from building up on the roller. (NOTE: The platen may require more frequent cleaning in dusty environments or when using inferior ticket stock.)

1. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the rubber roller.
2. Clean only the part of the rubber roller where the ticket stock makes contact with.
3. Rotate the rubber roller clockwise a little and repeat step 4; continue in the same manner for one full revolution of the rubber roller.

