

## Cleaning Around the Print Head

If your prints are scuffed or smeared, you can clean around the print head to improve print quality.

**Note:** Check the following when cleaning around the print head:

- Remove any paper from the printer before cleaning.
- Always use new cleaning sticks.
- Do not touch the tip of the cleaning stick with your bare hand. The oils from your hand can affect print quality.
- Make sure to touch a metal object to discharge any static electricity before you clean around the print head.
- Do not move the print head by hand.
- Do not touch any parts inside the printer except for the print head, caps, and wipers that you are cleaning.
- Do not wipe the caps with alcohol or other organic solvents.

1. Turn off the product.

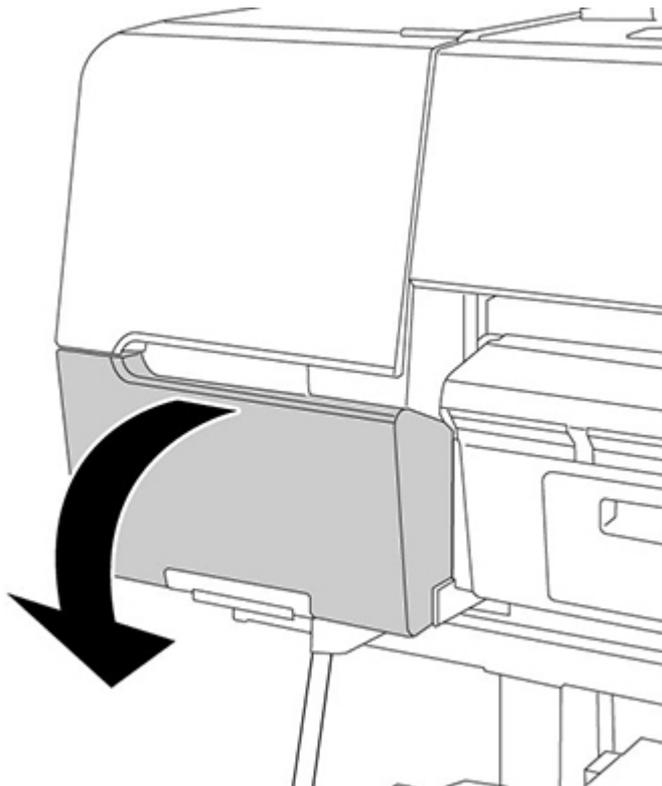
2. Press and hold both the **A>A** maintenance button and the  power button at the same time.

3. When the  power light turns on, release the  power button.

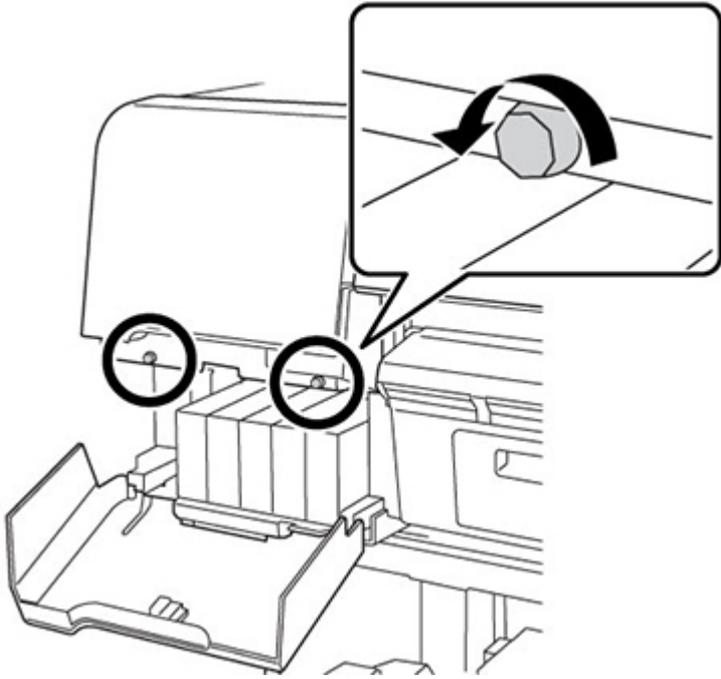
4. When the Head Maintenance message appears on the screen, release the **A>A** maintenance button

5. Press the **OK** button. The print head moves into the maintenance position.

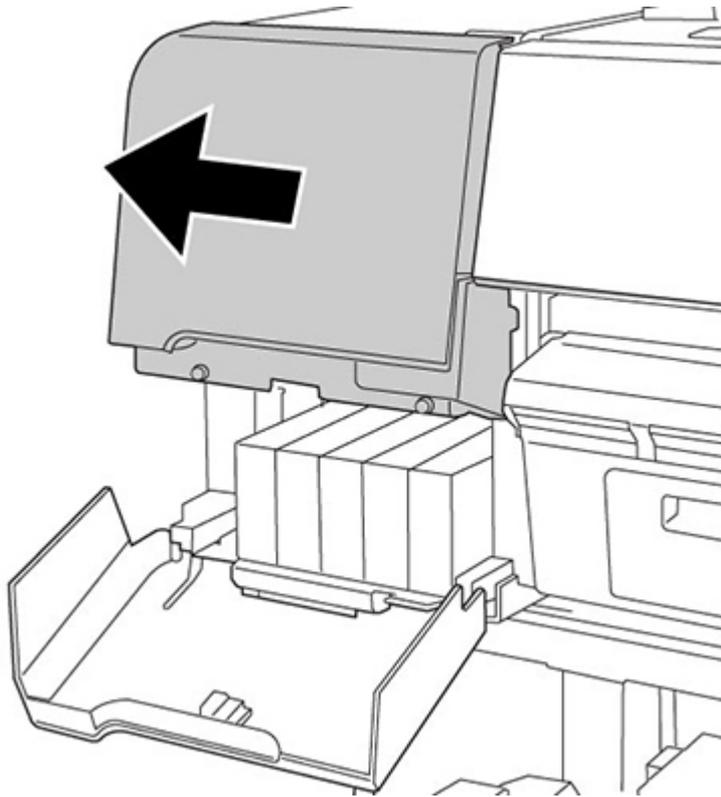
6. Open the left ink cartridge cover.



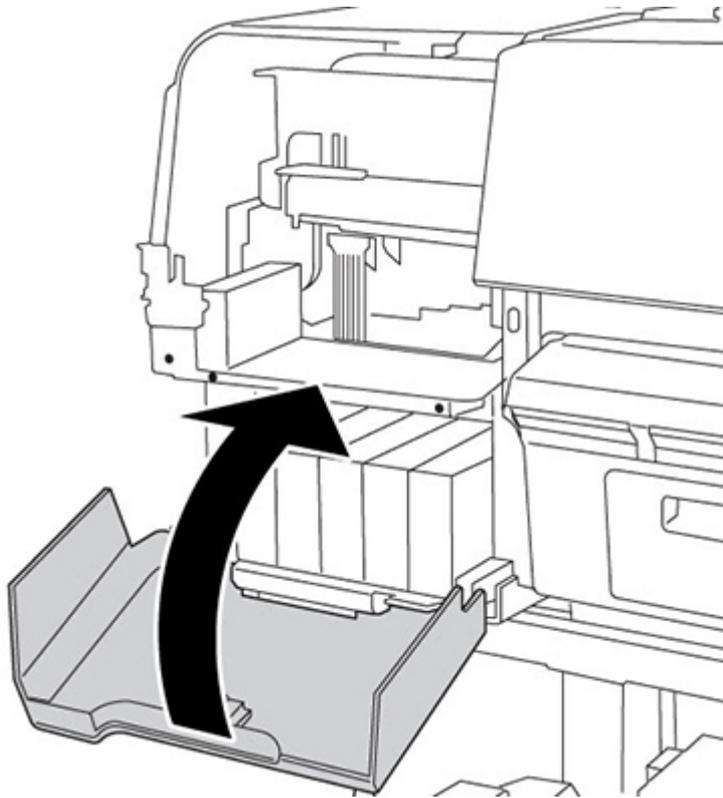
7. Remove the thumb screws.



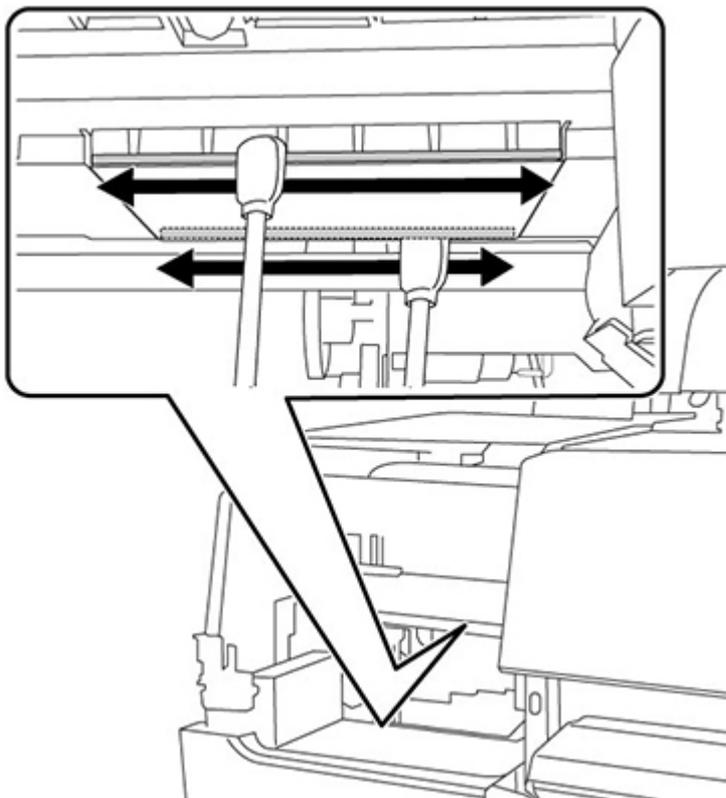
8. Slide the upper cover to the left and remove it.



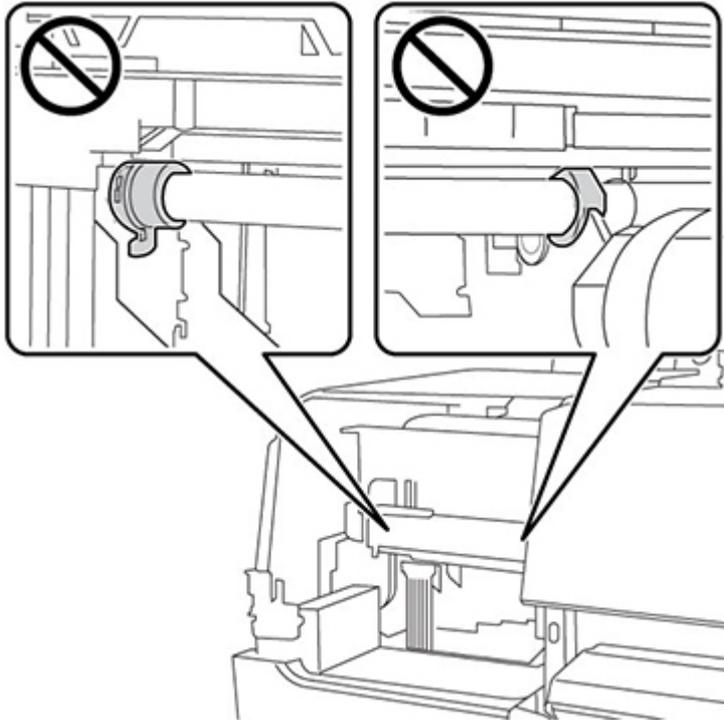
9. Close the ink cartridge cover.



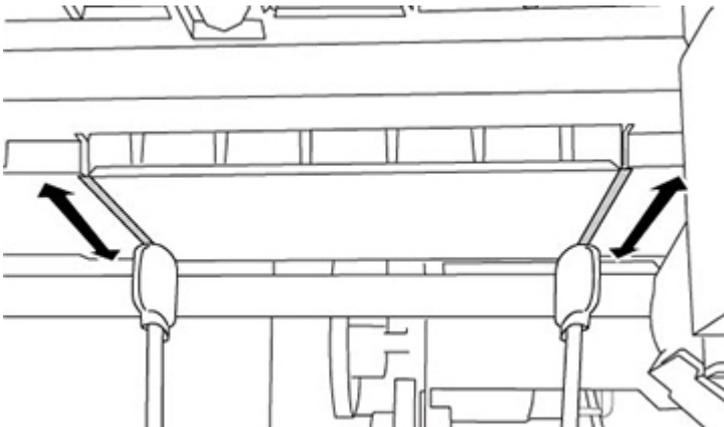
10. Use a cleaning stick to clean the front and back edges on the bottom of the print head.



**Note:** Do not touch the areas shown in the image below or you may damage your product.

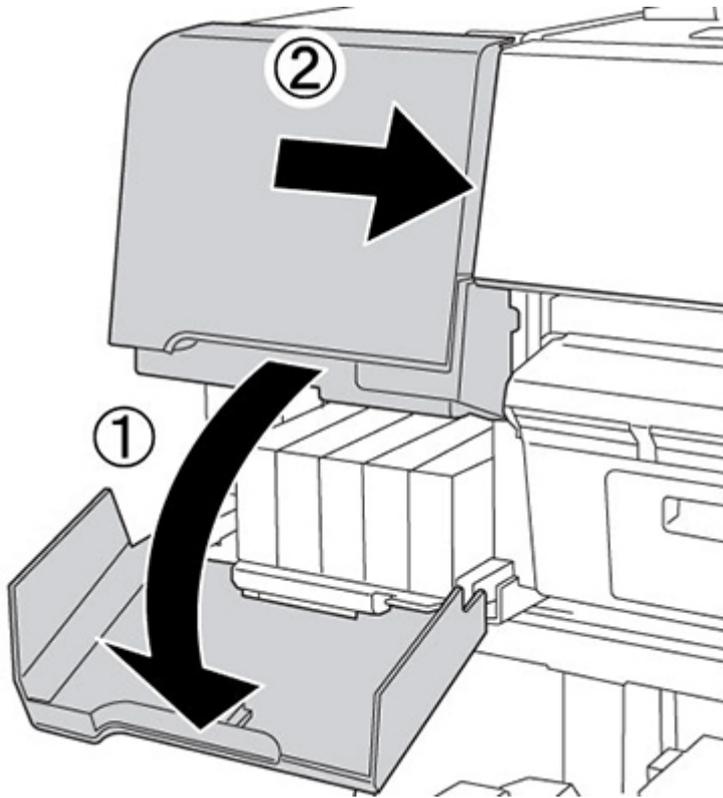


11. Use a cleaning stick to clean the gaps on the bottom of the print head.

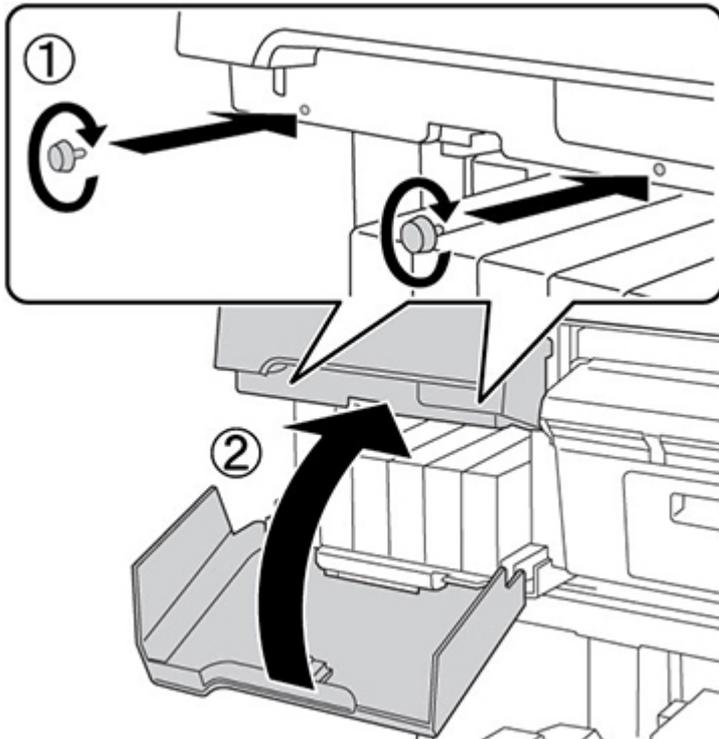


**Note:** Use a mirror if you cannot see the bottom of the print head.

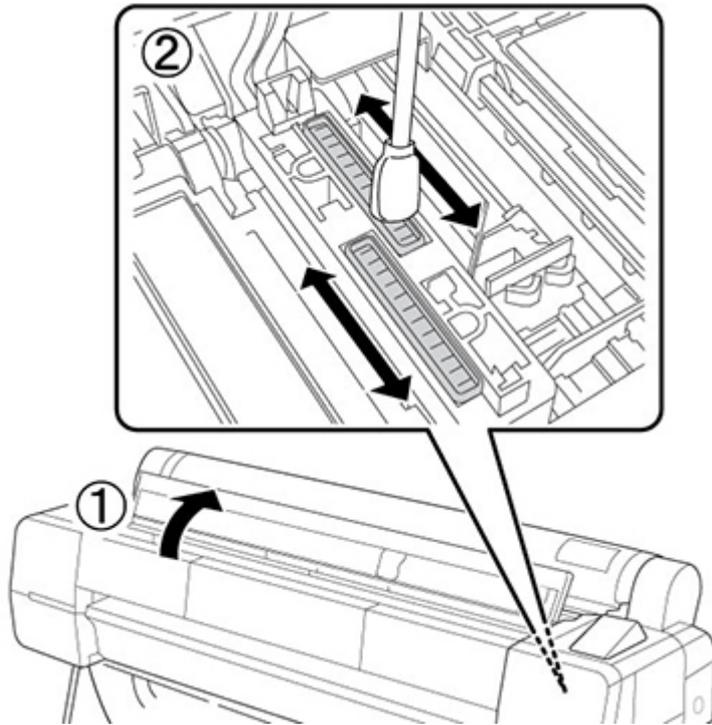
12. Open the ink cartridge cover and attach the upper cover.



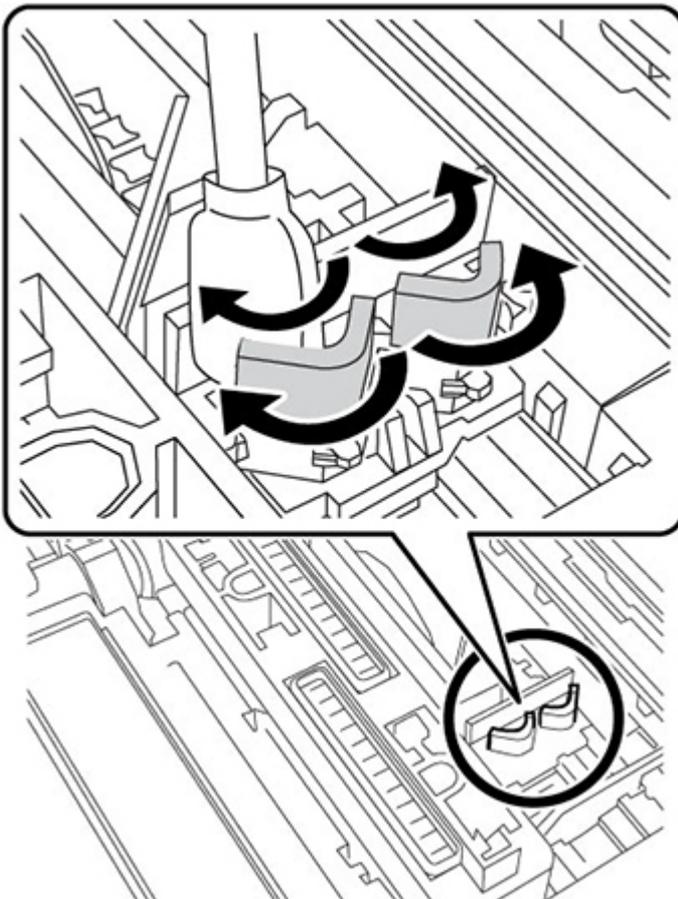
13. Secure the upper cover with the thumb screws and close the ink cartridge cover.



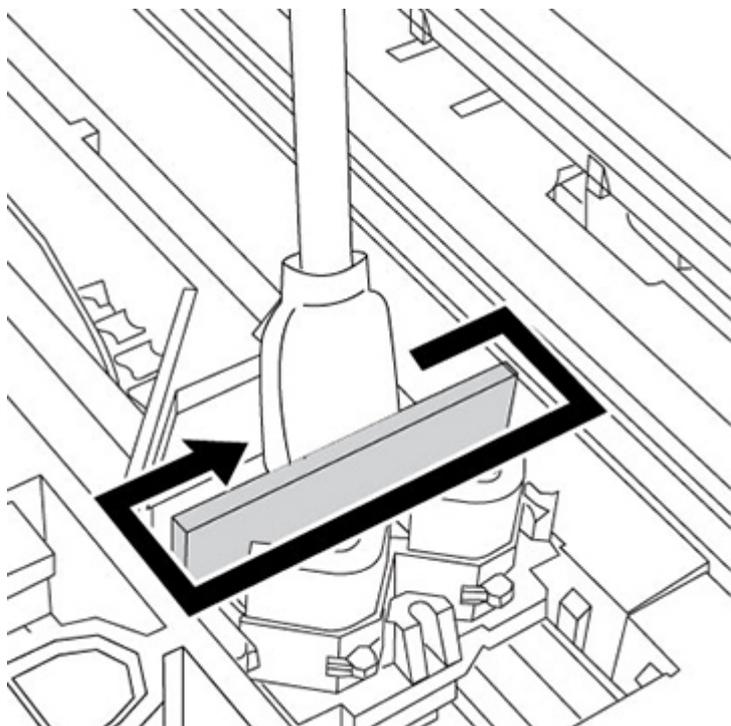
14. Open the front cover and use a cleaning stick to clean the top edges of the print head cap.



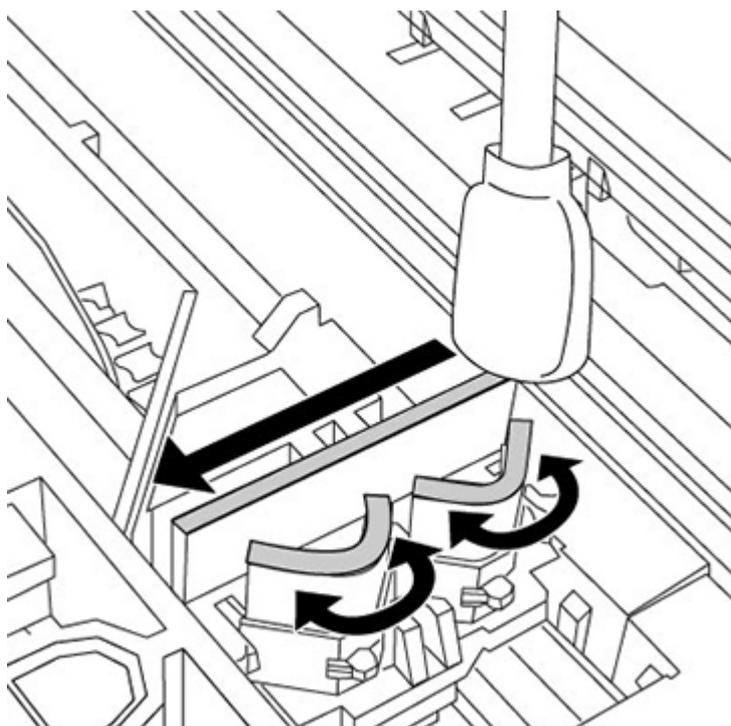
15. Use a cleaning stick to clean the outside of the front print head wipers.



16. Use a cleaning stick to clean the outside of the rear print head wiper.



17. Use a cleaning stick to clean the top edges of the front and rear print head wipers.



18. Close the front cover.

19. Press the **OK** button. The print head returns to the printing position and the printer cleans the print head.

20. When the print head cleaning is complete, turn the printer off.

**Note:** If you see an error message on the LCD screen, select **Cancel** and clean the print head manually. Then turn the printer off and back on.

Parent topic: [Maintenance](#)