

# How to clean the print head

## Summary

A regular cleaning schedule will greatly improve the life expectancy of the print head and will help maintain print quality. Toshiba suggests cleaning the print head after every ribbon change however it is advisable to clean the print head on a more regular basis preferably every morning before first use of the printer.

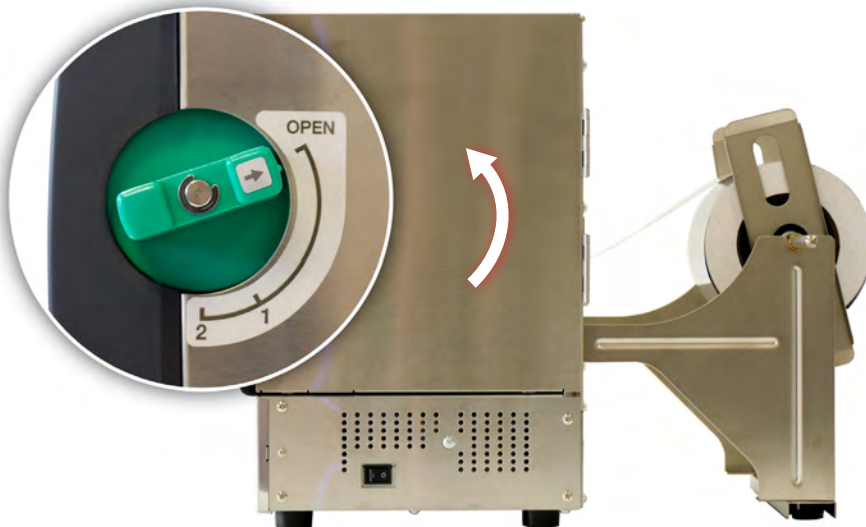
If print quality begins to deteriorate clean the print head immediately.

## Recommended cleaning products

- Print head spray cleaner (IPA)
- Print head wipes
- Cleaning buds
- Cleaning pen

## 1. Unlock the printer and open

Switch the printer off and allow to cool for 30 seconds. Turn the green switch to the open position to raise the print head block. Open the side panel then lift the top panel up to access the internal mechanisms of the printer.



**Note:** The print head operates at very high temperatures so utmost care is required when handling directly in and around the printhead.

# TOSHIBA

## DOCUMENT DETAILS

Products  
Toshiba B-SX6

Article updated  
27 April 2011

Website location  
[www.progressive-id.co.uk/help](http://www.progressive-id.co.uk/help)

Support contact  
[support@progressive-id.co.uk](mailto:support@progressive-id.co.uk)  
01892 837722

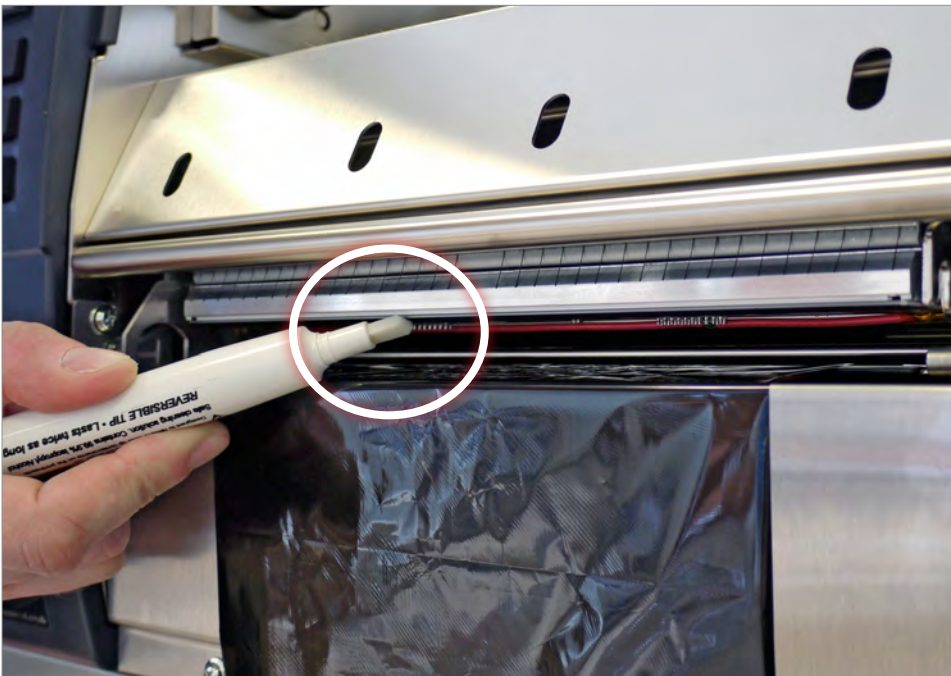
## 2. Remove thermal ribbon core

Remove the front ribbon core from the holder and move to gain access to the print head.



## 3. Clean the print head

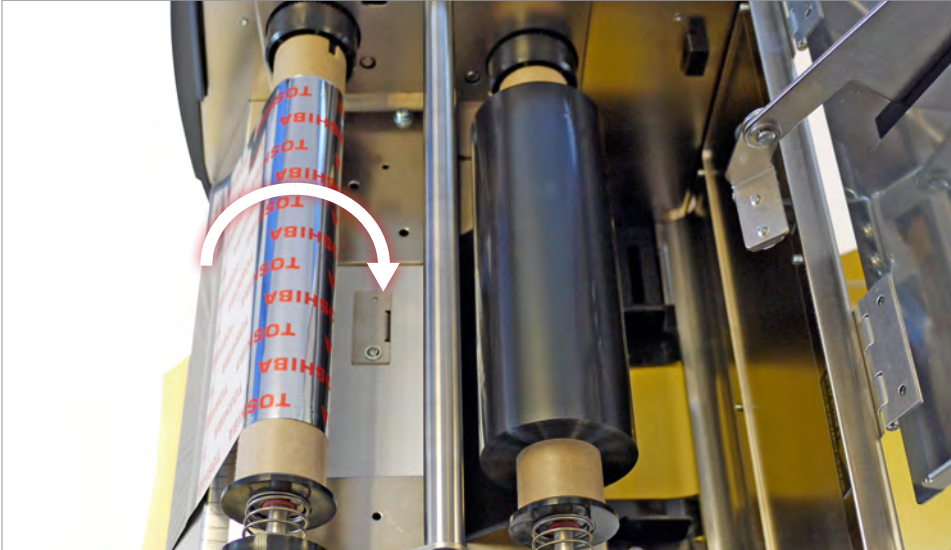
Using a cleaning pen (or other recommended cleaning product) wipe across the entire length of the print head applying an even and constant pressure across the surface. Only the very front of the print head needs to be cleaned which is underneath the raised print head block. Always allow 20 seconds for any excess fluid to evaporate.



**Note:** Take care not to damage the print head especially if wearing jewellery. Never under any circumstance use a sharp object to remove excess waste from the printhead as this is likely to cause severe damage.

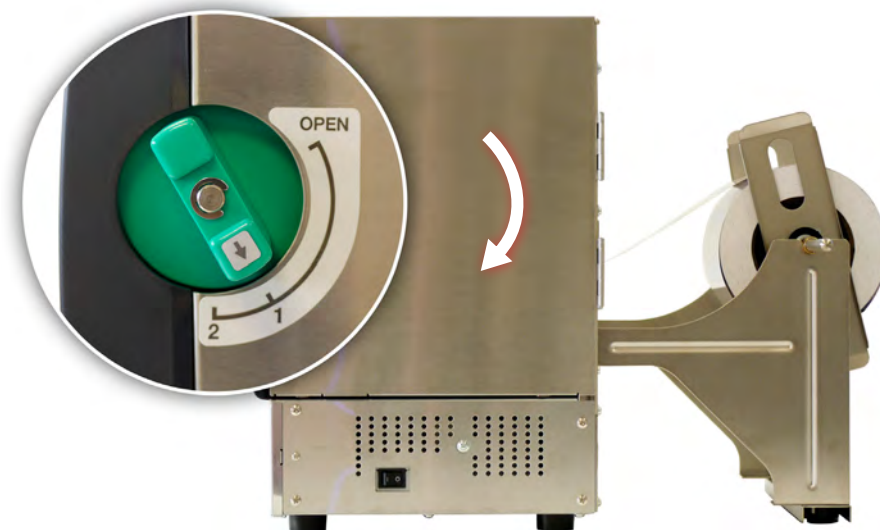
#### 4. Re-load thermal ribbon core

Attach the front ribbon core onto the holder and wind up the slack by rotating the front ribbon core clockwise.



#### 5. Close printer and lock

Close the top and side panels and lock the print head block by turning the green switch to position one for labels and position two for card and tags.



#### Still need help?

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Also check out our website [www.progressive-id.co.uk/help](http://www.progressive-id.co.uk/help) for more user guides and support documents.