

# Cleaning the TOSHIBA Label Printer

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## Read these important instructions first

### Who should clean the TOSHIBA Label Printer?

The retail associates are responsible for cleaning the TOSHIBA Label Printer as prescribed below.

### Why does the Toshiba printer need regular cleaning?

- The Toshiba printer needs to be cleaned regularly and routinely. If not cleaned regularly per the schedule below, this printer will cease to print labels as a result of accumulated dirt and residue on dirt-sensitive parts.

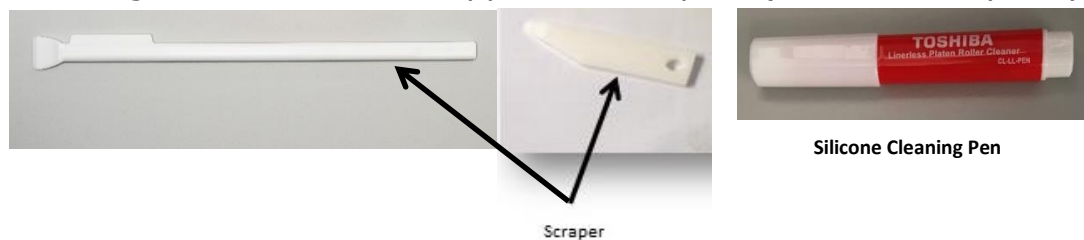
### When should the printer be cleaned?

Whichever comes first:

- Each time the label roll is replaced
- OR
- On a weekly basis

### Tools needed

Cleaning Pen & one of two Approved Scrapers (Pen color may vary.)



## Important Information:

- All three printer components (Print Head, Linerless Cutter Block, Media Housing) covered by this document must be cleaned each time you clean the printer, so perform all five Steps of this cleaning procedure in order each time.
- DO NOT allow any alcohol-based cleaning product to have contact with any of the anti-stick rubber surfaces or the platen roller (see Figure 18). The alcohol will erode the surfaces and require replacement of these parts. The USPS approved silicone cleaning pen must be used to clean the printer. (Cont'd on next page)

- DO NOT use a metal tool to remove sticky residue from the printer parts. A USPS approved plastic scraper must be used as part of these cleaning procedures. There are currently two approved plastic scrapers.

**Support information:**

Follow the cleaning instructions in this document to ensure optimal performance of your TOSHIBA Label Printer. **No interaction with the Help Desk is required.** However, if you encounter any difficulty during cleaning, call the Help Desk (1-800-USPS-HELP).

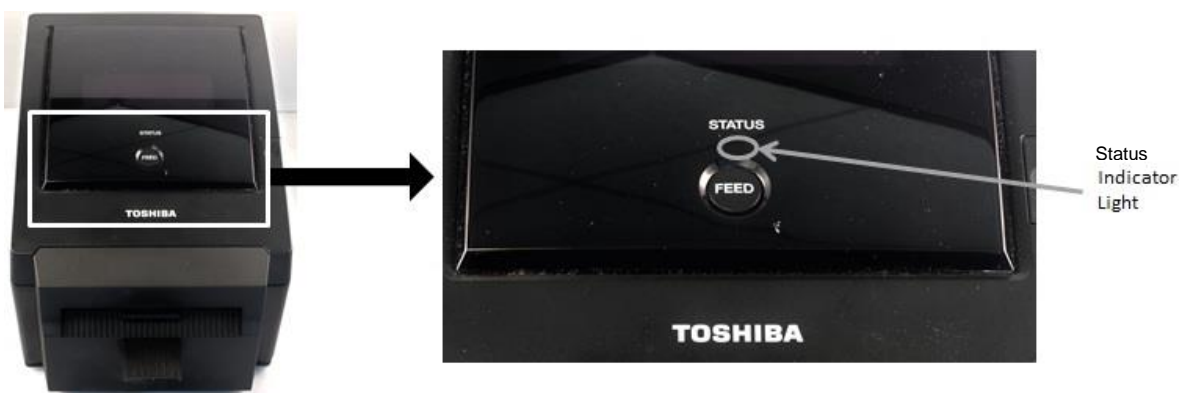
# Cleaning the TOSHIBA Label Printer

- **Complete the following procedures in the order given. This document supersedes any other cleaning instructions. These instructions are specific for the TOSHIBA Label Printer Model # B-EV4D-GS24 on RSS systems.**

## Step 1 — Power OFF the TOSHIBA Label Printer

1. If the printer was just used, allow the printer/print head to cool before performing any maintenance as the print head may become hot immediately after printing.

**IMPORTANT NOTE:** If the Status indicator light on the top of the printer is slowly flashing, alternating red and green, wait to allow the printer/print head to cool down before performing any maintenance.



**Figure 1: Status Light**



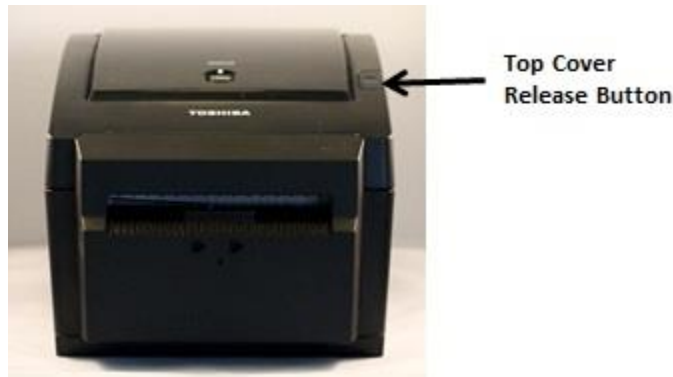
2. Be sure to **power OFF** (see **Figure 2**) the TOSHIBA Label Printer before performing any maintenance. **Even if your RSS System is powered off**, the label printer has its own power supply and must be powered off as well. Make sure that the indicator light (see **Figure 1**) is no longer lit to confirm the printer has been powered off.



**Figure 2: Power switch**

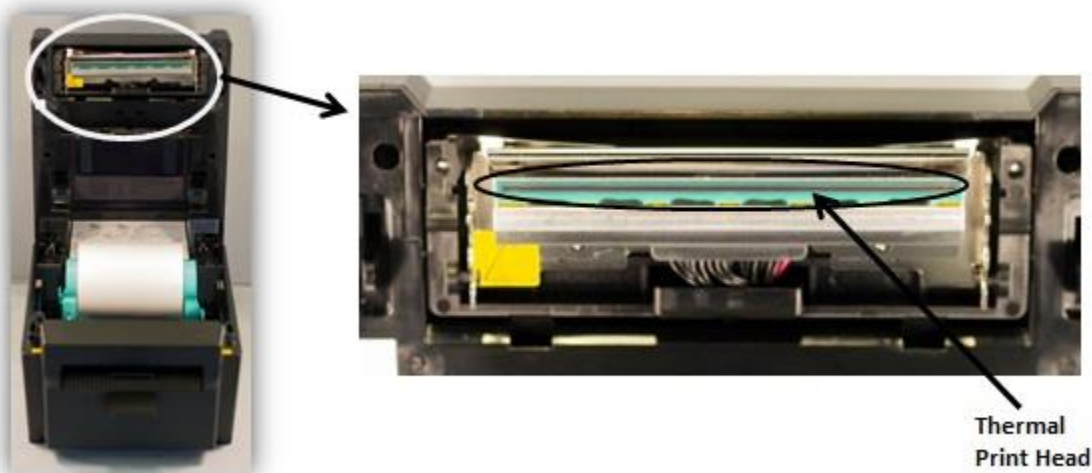
## Step 2 — Cleaning the Print Head

1. The TOSHIBA Label Printer must remain **powered OFF** before continuing with this Step.
2. Open the top cover of the printer by pressing the top cover release button on the right.



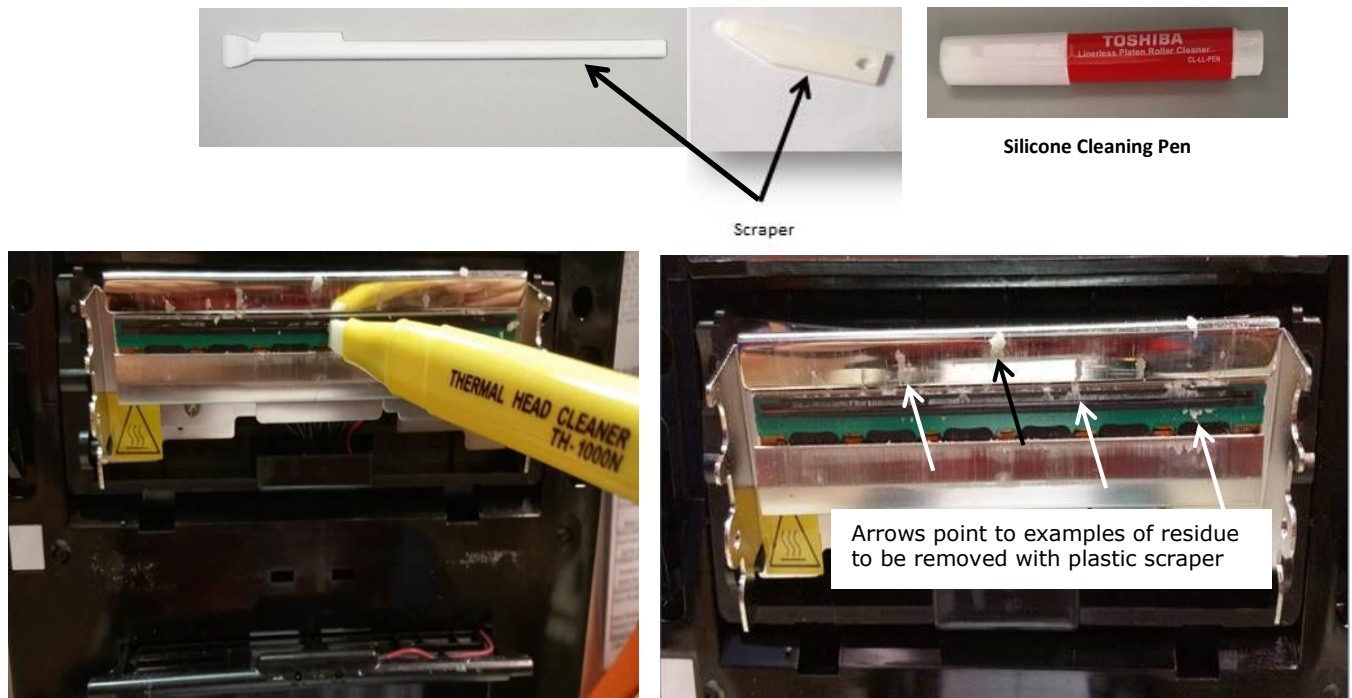
**Figure 3: Top Cover**

3. Under the printer cover you will see a black magnetic strip over a green area which is the Thermal Print Head.



**Figure 4: Thermal Print Head**

4. Use the Silicone Cleaning Pen to clean the Thermal Print Head and a USPS-approved plastic scraper to scrape off any remaining residue (see **Figure 5**).

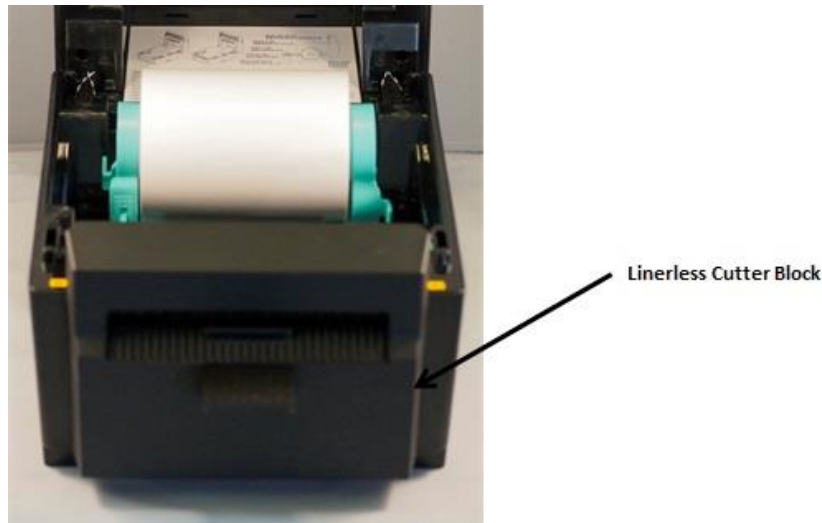


**Figure 5: Approved tools (Pen color may vary) and their use**

5. Continue to Step 3.

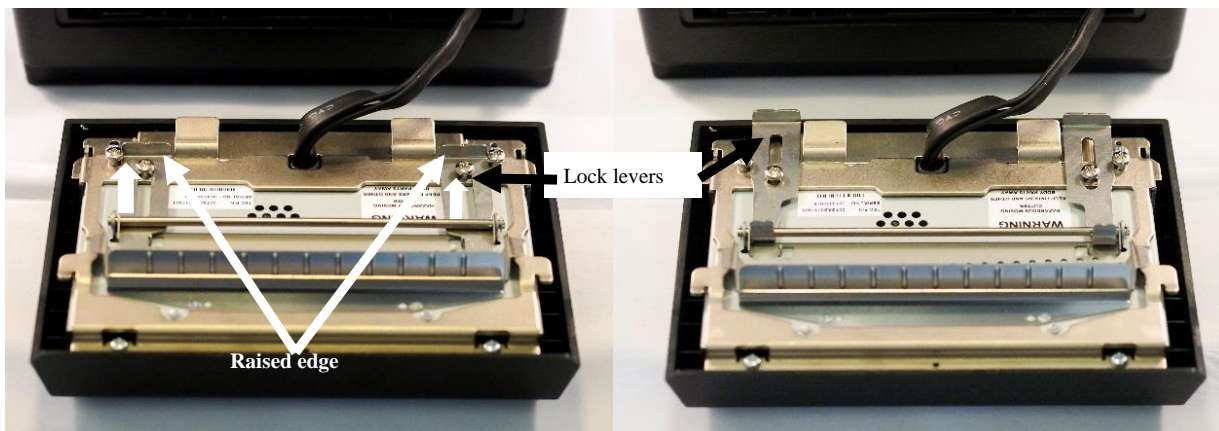
## Step 3 — Clean the Linerless Cutter Block

1. The TOSHIBA Label Printer **must remain powered OFF** before continuing with this Step.
2. Lift the Linerless Cutter Block on the front of the printer by lifting up on both sides. Lay the cutter down in order to clean the inside, being careful not to break the plastic label tray that sticks out in front.



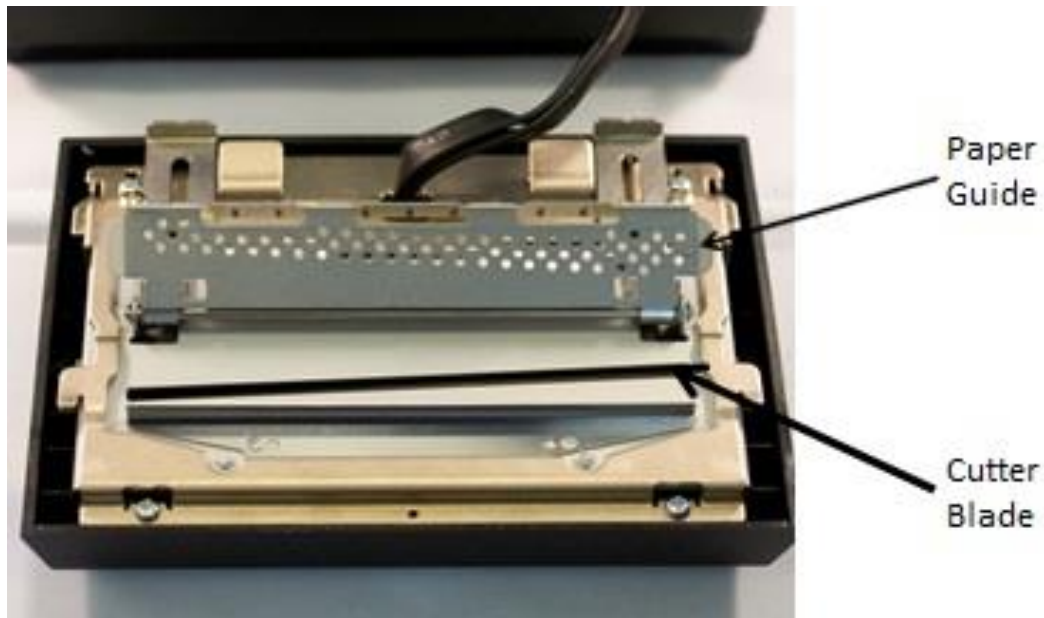
**Figure 6: Linerless Cutter Block**

3. Slide the lock levers in the direction indicated by the arrows by pushing against the raised back edge of each lever.



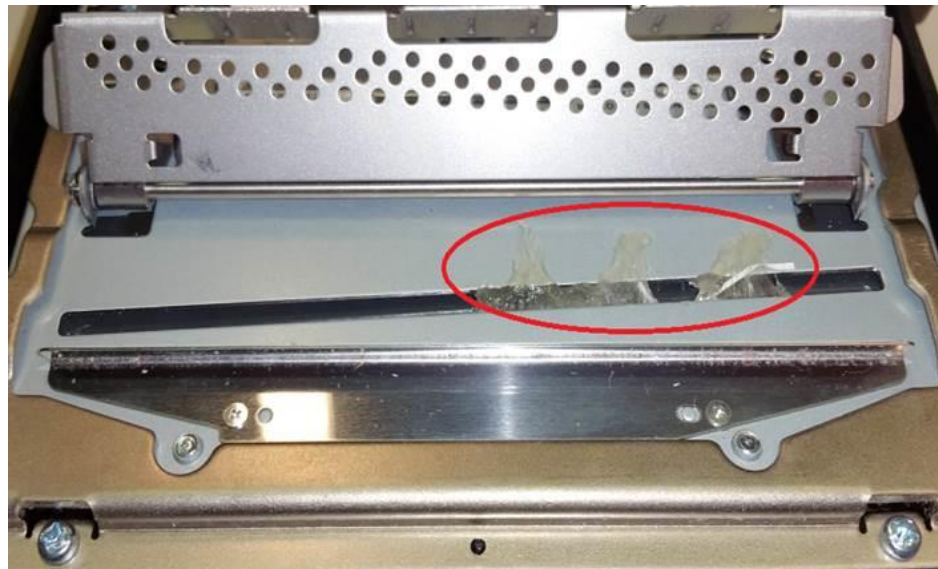
**Figure 7: Lock Levers – Left: Locked Position Right: Unlocked Position**

4. Raise the Paper Guide to expose the Cutter Blade for cleaning.



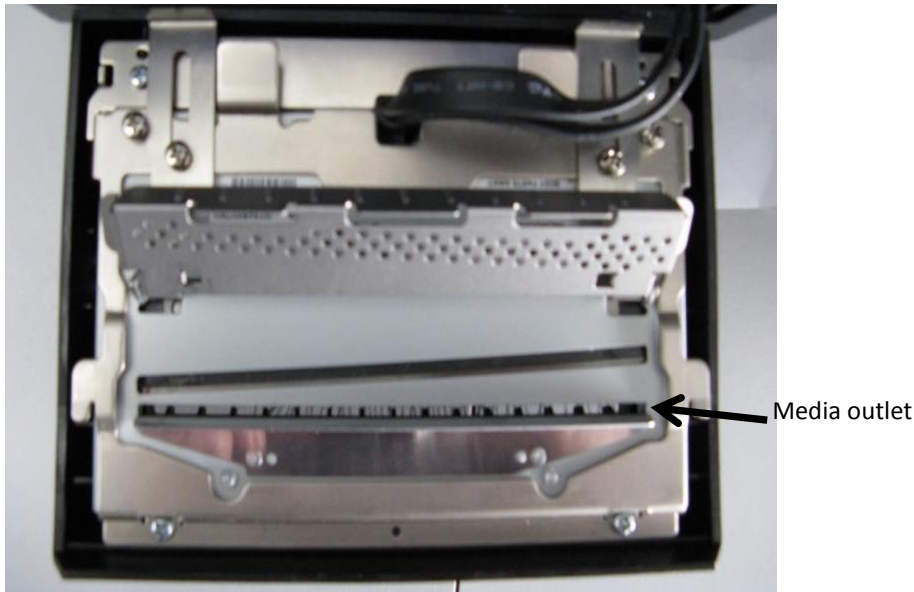
**Figure 8: Paper Guide & Cutter Blade**

5. Clean the Cutter Blade (see **Figure 8**), which is located down inside the diagonal slot, with the Thermal Head Cleaner pen. Again, use the scraper to remove any residue that may have built up (**Figure 9**).



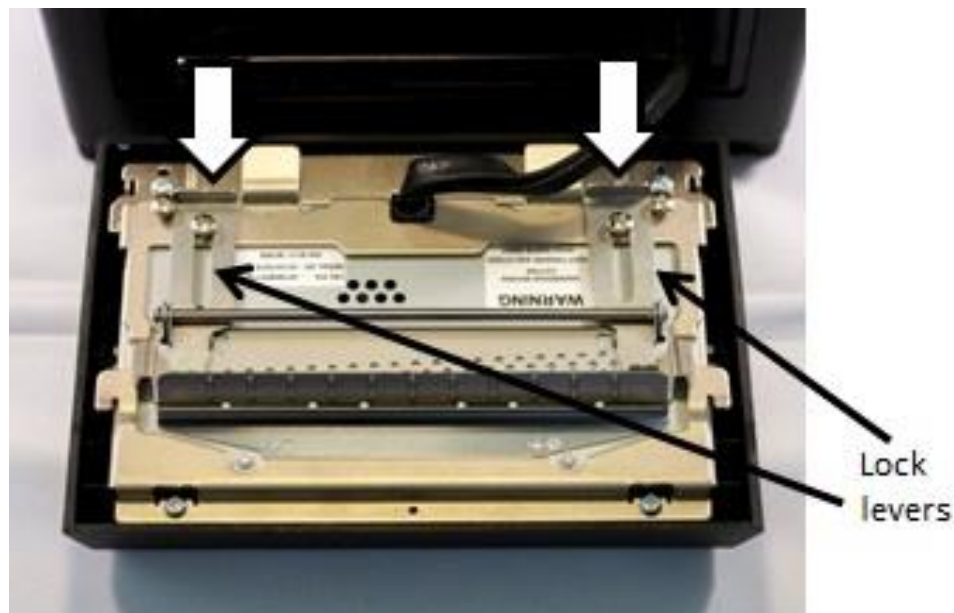
**Figure 9: Oval indicates residue to be removed with scraper**

6. Clean the media outlet, which is the straight slot through which the labels pass and is located next to the diagonal cutter blade (**Figure 10**), using the Thermal Head Cleaner pen. Again, use the scraper to remove any residue that may have built up.



**Figure 10: Media Outlet**

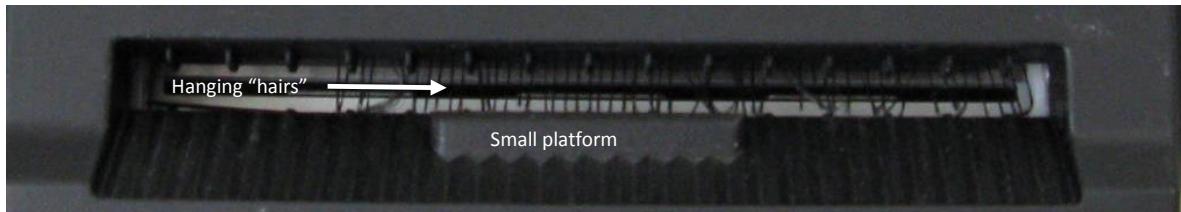
7. Close the Paper Guide and return the Lock Levers to the lock position.



**Figure 11: Lock Levers**

**8.** Now thoroughly clean the other side of the media outlet and its “hairs” (**Figure 12**) with the Cleaning Pen and, if needed, use the scraper to remove any built-up residue. Pay special attention to ensuring the top of the small raised platform that touches the labels as they exit is clean and free of residue.

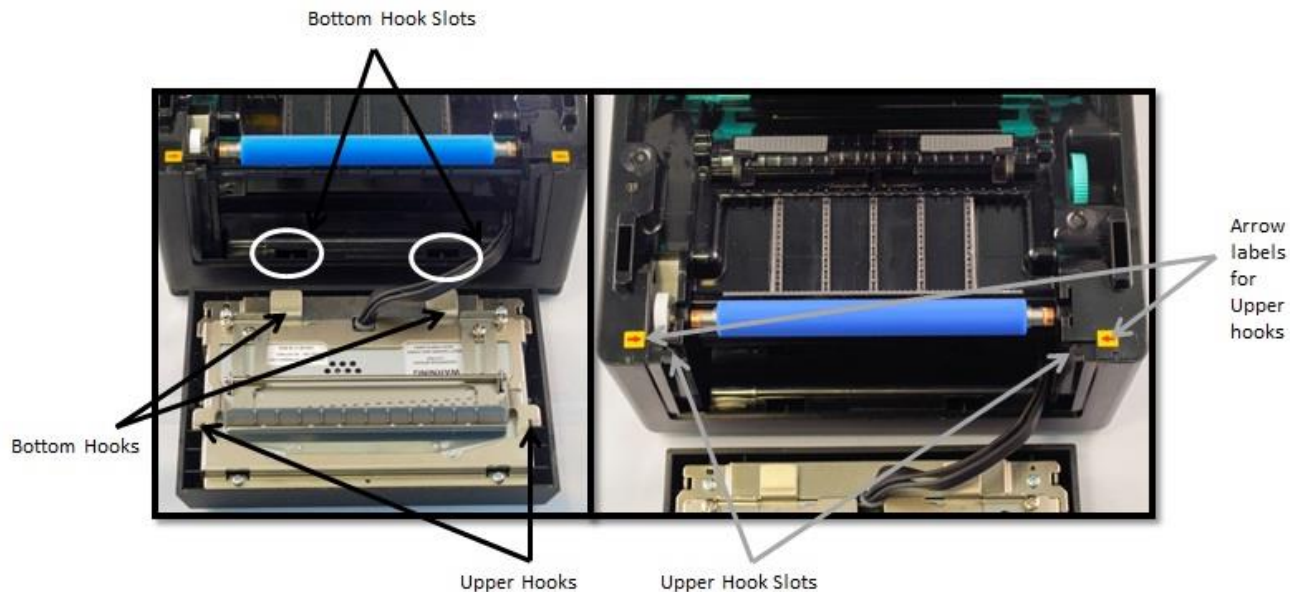
- **IMPORTANT: Regularly maintaining the cleanliness of the media outlet will help prevent dirt from accumulating on a sensor inside the printer. If this sensor gets blocked by dirt, the Toshiba printer will stop printing labels. If that occurs, the printer will need to be returned for service since the sensor is not accessible to the user.**



**Figure 12: Close-up of Media Outlet, 'Hairs' and Platform**

**9.** Reattach the Linerless Cutter Block to its original position on the front of the printer as follows (**see Figure 13**):

- Align and ensure that the bottom hooks slide into the bottom slots, and that the two upper hooks slide into the upper slots as indicated by the yellow and red arrow stickers on the sides of the printer.
- If you encounter difficulty aligning these hooks and slots, check that the electric wire from the printer is not interfering with the alignment.
- Once everything is properly aligned, push down firmly.
- To verify proper attachment, close the printer cover. If the cover closes properly, the Linerless Cutter Block is properly attached. If not, remove the Cutter Block and repeat instruction 9.
- Once proper attachment is confirmed, reopen the printer cover.

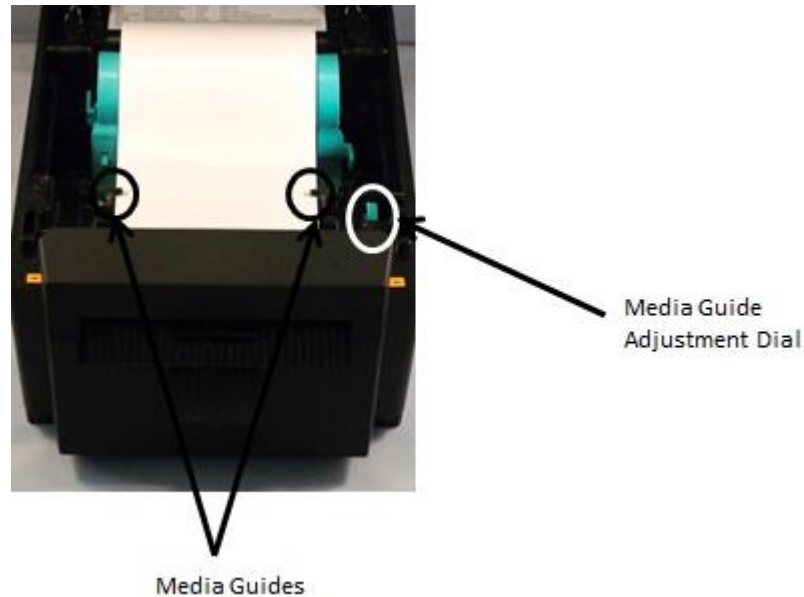


**Figure 13: Hooks and Slots on Label Printer**

**10.** Continue to Step 4.

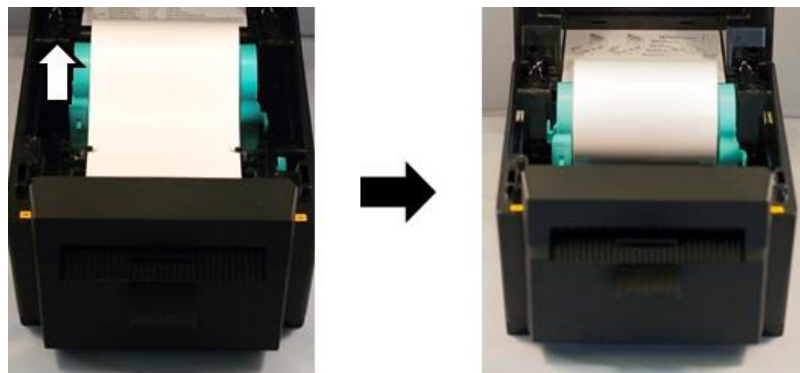
## Step 4 — Clean the Media Housing

1. The TOSHIBA Label Printer **must remain powered OFF** before continuing with this Step.
2. Release the label roll by turning the green Media Guide Adjustment Dial towards the back of the printer to move the Media Guides outward.



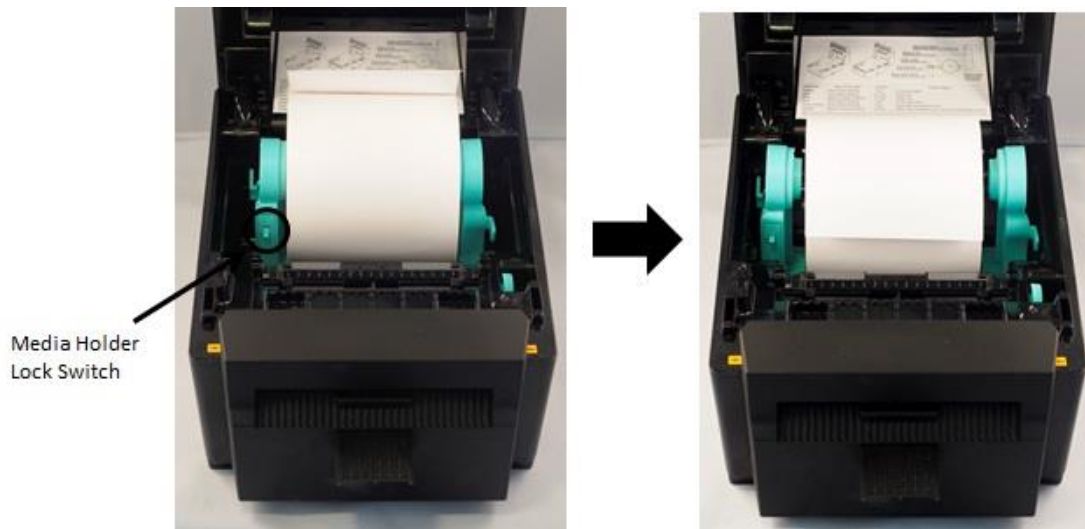
**Figure 14: Media Guides & Media Guide Adjustment Dial**

3. Gently rotate the label roll towards the back of the printer so that it is wrapped up.



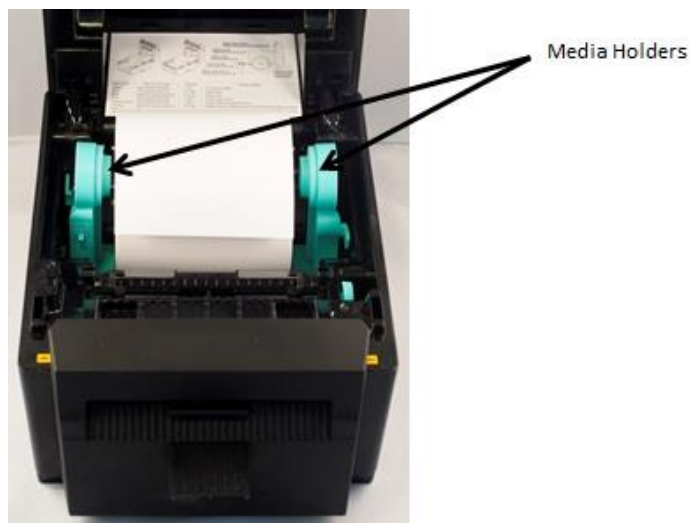
**Figure 15: Label Roll**

4. Move the Media Holder Lock Switch on the left of the label holder up to the Unlock position.



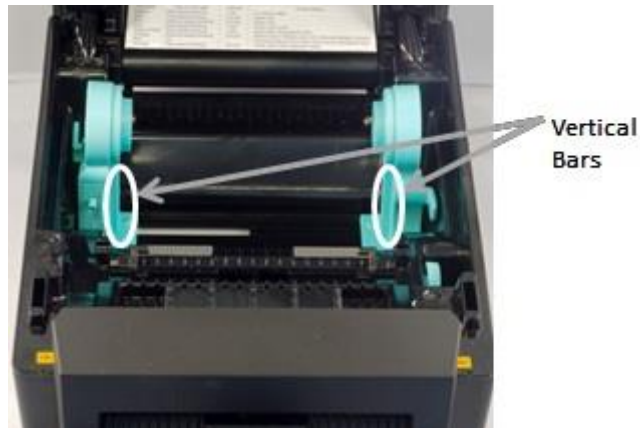
**Figure 16: Media Holder Lock Switch**

5. Slide the Media Holders apart and then remove the label roll.



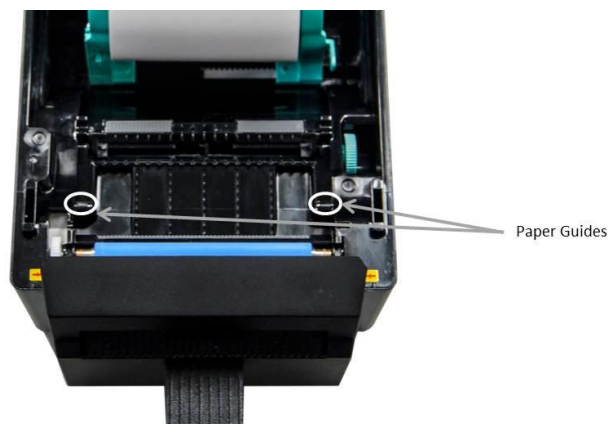
**Figure 17: Media Holders**

6. Clean the vertical bars on the inside of each Label Holder using the Thermal Head Cleaner. Again, use the scraper to remove any remaining glue residue.



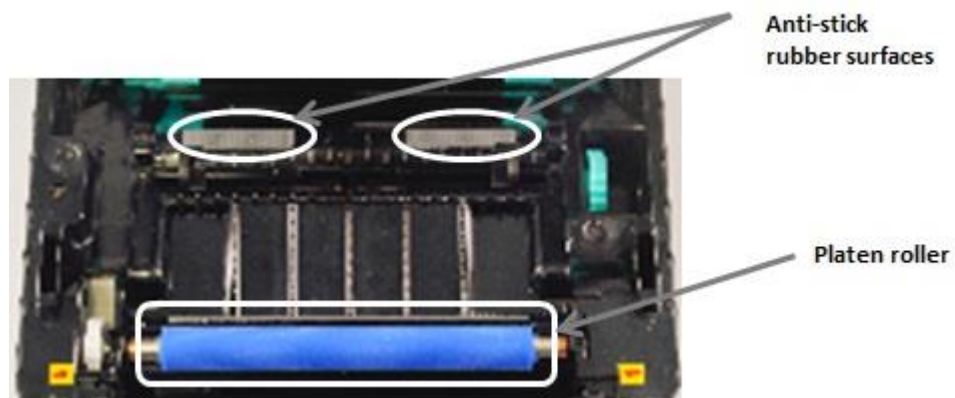
**Figure 18: Vertical Bars**

7. Clean the paper guides using the Thermal Head Cleaner.



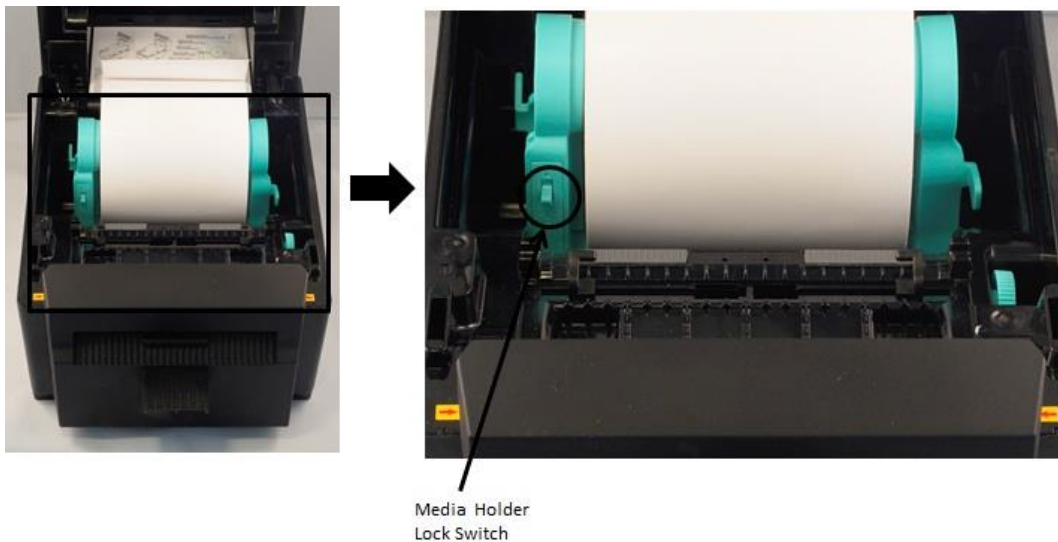
**Figure 19: Paper Guides**

**REMEMBER: DO NOT** use an alcohol-based cleaner pen or any alcohol-based product to clean the anti-stick rubber areas or the platen roller shown below!



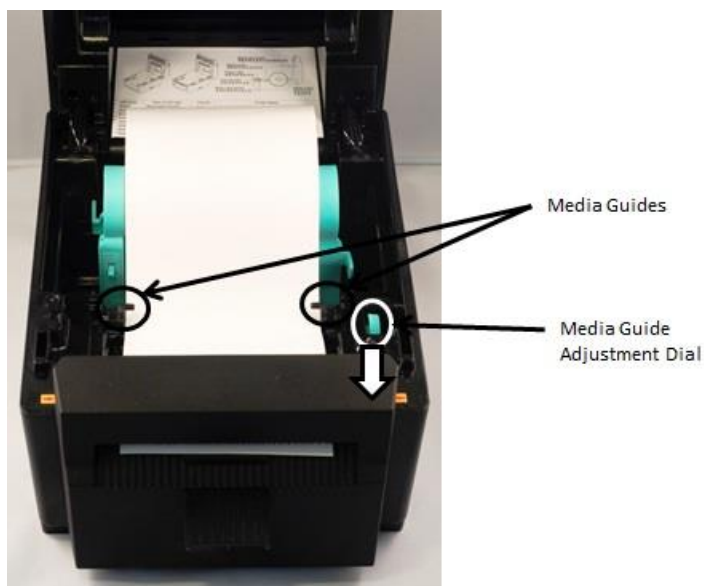
**Figure 20: DO NOT use alcohol on these parts.**

8. When finished cleaning, replace the label roll so that the paper comes off the top of the roll towards the front of the printer (with the sticky side down).
9. Slide the Media Holders together so that the label roll fits snugly.
10. Move the Media Holder Lock Switch down to the Lock position.



**Figure 21: Media Holder Lock Switch**

11. Thread the label roll over the blue roller and under the metal lip to feed through the Media Outlet until the label extends beyond the front of the printer.
12. Turn the Media Guide Adjustment Dial in the direction indicated by the arrow (**Figure 22**) to move the guides inward to hold the label in place. *Reverse the dial adjustment if the Guides begin to crumple the roll.* The Guides should be positioned to allow free movement of the roll under them, as shown below.



**Figure 22: Media Guides & Media Guide Adjustment Dial**

- 13.** Close the printer cover. Press down until it clicks.
- 14.** Continue to Step 5.

## Step 5 — Return Printer to Online Status

1. Turn the power on for the TOSHIBA Label Printer. The Status light (see **Figure 1**) will blink red.
2. Press the Feed button located on the top of the printer and then remove the resulting blank label from the front of the printer. The Status light will turn green.
3. Press the Feed button again and remove the resulting label.  
**IMPORTANT:** If this second label does not feed, stop here. Call the Help Desk. Specify to the Help Desk Analyst that the Toshiba printer did not feed a second test label immediately after cleaning.
4. [If you are not already logged on to the terminal to which this Toshiba Label Printer is attached, log on to that terminal now.]
5. From RSS Admin Functions, select < More >.
6. Select: < System Admin >.
7. Select: < Status Check > (and the Toshiba BEV4 Label Printer POSPrinter Basic Status = Error).
8. Select: Toshiba BEV4 Label Printer POSPrinter.
9. Select < Reload Device > (and the printer continues to display the Error status).
10. Select: < Exit > to refresh the status.
11. From RSS Admin Functions, select < More >.
12. Select: < System Admin >.
13. Select: < Status Check > again and the Printer status is updated to Online.
14. Select: < Exit > to exit.
15. The Toshiba Label Printer is now ready for use.