

Cleaning the NCR 7197 Series II Thermal Receipt Printer

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Read these important instructions first



Who should clean the NCR 7197 Series II Thermal Receipt Printer?

The retail associates are responsible for cleaning the NCR 7197 Series II Thermal Receipt Printer as prescribed on the following pages.

When should the printer be cleaned?

- Printer Cabinet – as needed
 - Items needed: household plastics cleaner, damp cloth
- Thermal print head – when print quality is degraded
 - Items needed: cotton swab, isopropyl alcohol

Support information:

Follow the cleaning instructions in this document to ensure optimal performance of your NCR 7197 Series II Thermal Receipt 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).

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Cleaning the NCR 7197 Series II Thermal Receipt Printer

- **These instructions are specific for the NCR 7197 Series II Thermal Receipt Printer (printer may be labeled as "Revision A").**

Cleaning the Printer Cabinet

There is no scheduled maintenance required for the 7197 Thermal Series II. The external cabinet materials and finish are durable and resistant to these items:

- *Cleaning solutions*
- *Lubricants*
- *Fuels*
- *Cooking oils*
- *Ultraviolet light*

Clean the cabinet as needed to remove dust and finger marks, as follows:

1. Use any household cleaner designed for plastics, but test it first on a small unseen area.
2. If the receipt bucket is dirty, wipe it with a clean, damp cloth.

Cleaning the Thermal Print Head

- **Caution: Do not spray or try to clean the thermal print head or the inside of the printer with any kind of cleaner as this may damage the thermal print head and electronics.**
1. If print quality is bad, open the printer cover and remove the receipt roll to expose the thermal print head.



2. If you have just printed something, the print head may be hot. Accidentally touching it may burn you. **Allow the print head to cool before continuing.**
3. If the thermal print head appears dirty, wipe it with cotton swabs and isopropyl alcohol.

Note: The thermal print head does not normally require cleaning if the recommended paper grades are used. If non-recommended paper has been used for an extended period of time, cleaning the print head with cotton swabs and rubbing alcohol will not be of much benefit.



Thermal Print Head (white oval) as seen from rear of printer

4. After cleaning the print head, replace the paper roll (leave a little paper hanging outside the printer). Be sure the paper unrolls from the bottom of the roll.



5. Close the printer cover
6. Press the Paper Feed button to advance the paper about 12 inches, then tear off the excess paper.