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?

• <u>The Toshiba printer needs to be cleaned regularly and routinely.</u> 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 component groups (Print Head, Linerless Cutter Block/Platen Roller, Media Housing) covered by this document must be cleaned each time you clean the printer, so perform <u>all five Steps</u> of this cleaning procedure <u>in order</u> 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 21). 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.

- Power OFF the TOSHIBA Label Printer Step 1

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

Always follow instructions to ensure the protection of personnel, devices, and data I IMITED RIGHTS NOTICE

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.





4. Use the Silicone Cleaning Pen to clean the Thermal Print Head and a USPSapproved 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 and Platen Roller

- **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

Model #B-EV4D-GS24

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.** Clean the platen roller as follows:
 - Use the silicone cleaning pen only.
 - Turn the white wheel next to the roller to rotate it to reach the entire surface of the roller.
 - Remember, do NOT use any alcohol-based cleaner on the platen roller (or on other parts of this printer).



Figure 13: Platen roller and its turning wheel

- **10.** Reattach the Linerless Cutter Block to its original position on the front of the printer as follows **(see Figure 14)**:
 - 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 14: Hooks and Slots on Label Printer

11. 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 15: 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 16: Label Roll

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



Figure 17: Media Holder Lock Switch

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



Figure 18: 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 19: Vertical Bars

7. Clean the Paper Guides using the Thermal Head Cleaner.



Figure 20: Paper Guides

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



Figure 21: 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.



Media Holder Lock Switch

Figure 22: 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 23**) 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.





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

Step 5 — Return Printer to Online Status

- 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.
- 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 <u>a second</u> <u>test label</u> immediately after cleaning.
- **4.** The Toshiba Label Printer is now ready for use.