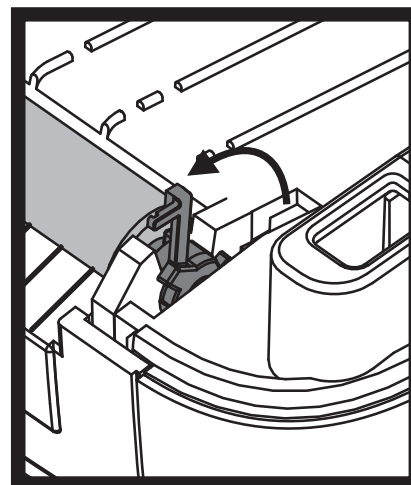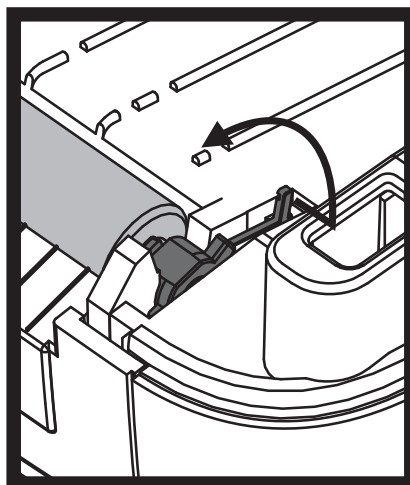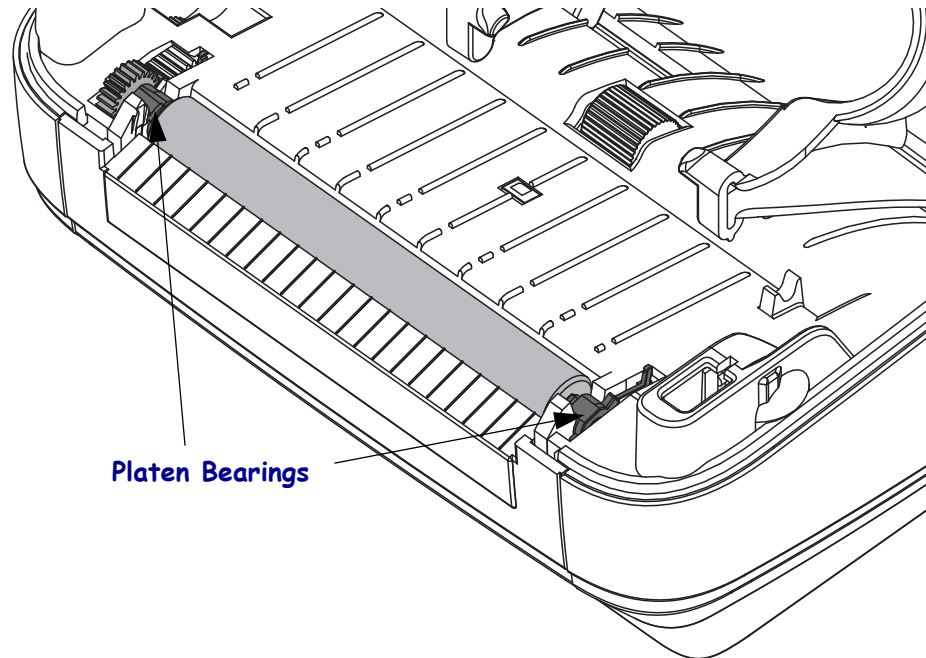## Platen Cleaning and Replacement

The standard platen (drive roller) normally does not require cleaning. Paper and liner dust can accumulate without effecting print operations. Contaminates on the platen roller can damage the printhead or cause the media to slip or stick when printing. Adhesive, dirt, general dust, oils and other contaminates should be cleaned immediately off the platen.
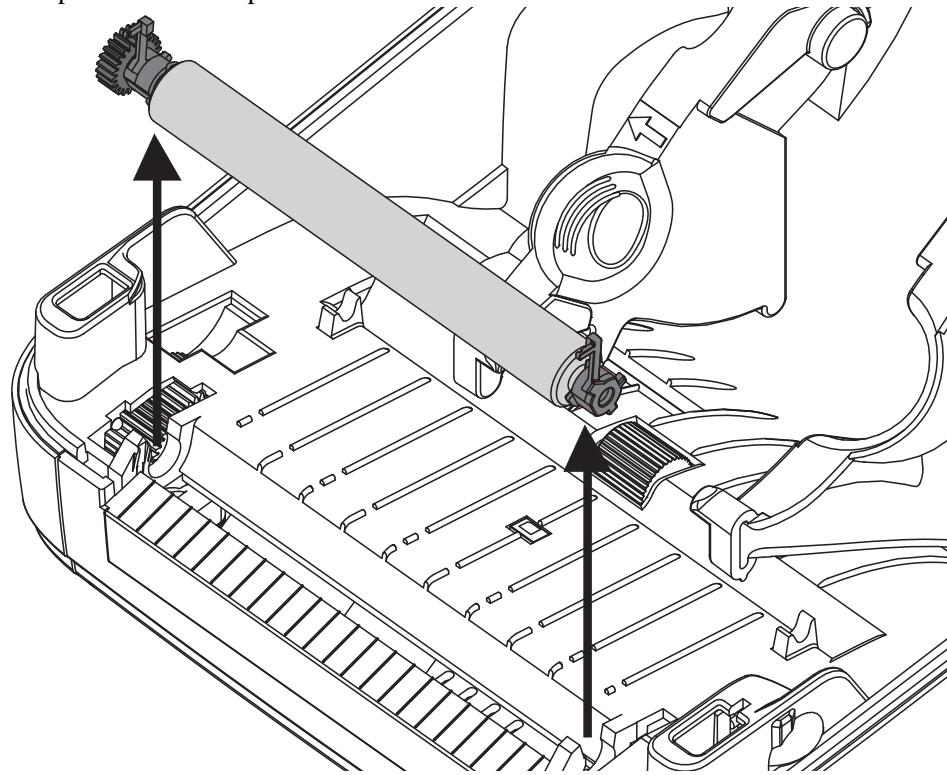
Clean the platen (and media path) whenever the printer has significantly poorer performance, print quality or media handling. The platen is the print surface and drive roller for your media. If sticking or jamming continues even after cleaning, you must replace the platen.

The platen can be cleaned with a fiber-free swab (such as a Texpad swab) or a lint free, clean, damp cloth very lightly moistened with medical grade alcohol (90% pure or better).
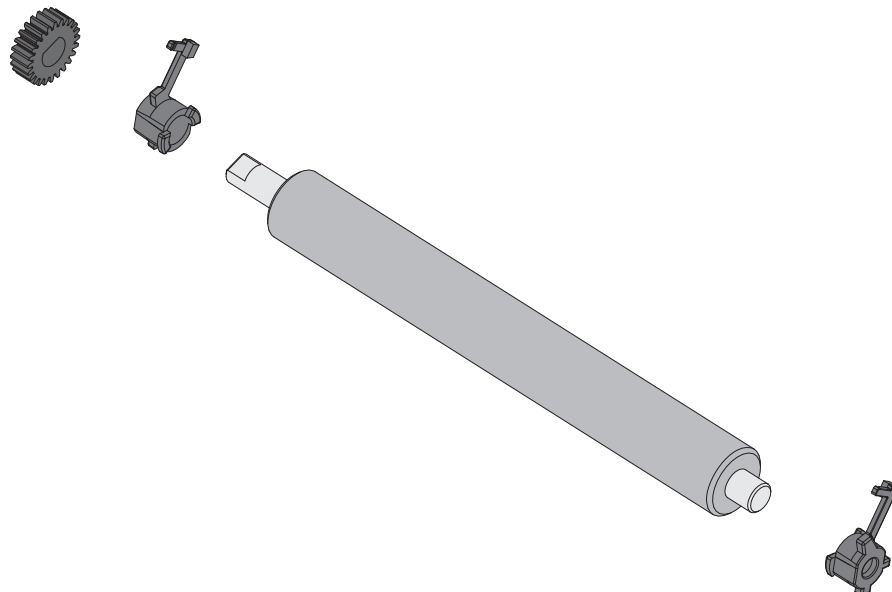
1. Open the cover (and dispenser door). Remove media from platen area.

2. Pull the platen bearing latch release tabs on the right and left sides towards the front of the printer and rotate them up.
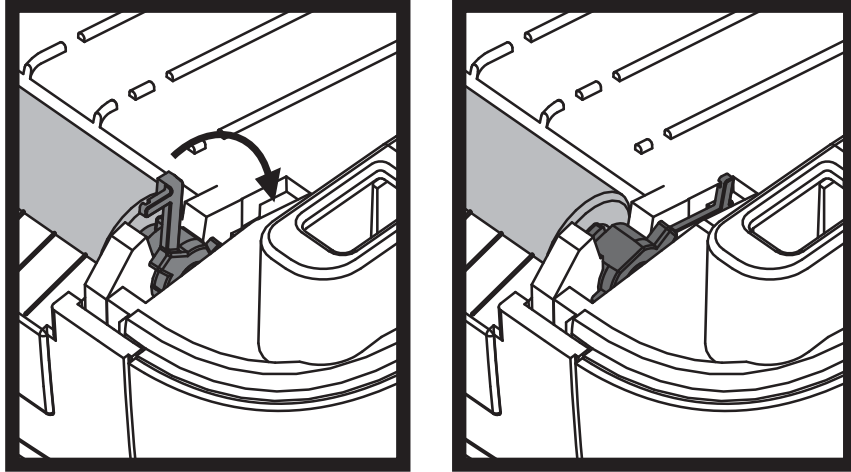

Platen Bearings

3. Lift the platen out of the printer's bottom frame.

4. Clean the platen with the alcohol moistened swab. Clean from the center out. Repeat this process until the all of the roller surface has been cleaned. If there has been heavy adhesive build-up or label jam, repeat with a new swab to remove residual contaminates. Adhesives and oils, for example, may be thinned by the initial cleaning but not completely removed.

5. Install the platen in the printer. Discard the cleaning swabs after use - do not reuse.

6. Make sure the bearings and drive gear are on the shaft of the platen.

7. Align the platen with the gear to the left and lower it into the printer's bottom frame.

8. Rotate the platen bearing latch release tabs down on the right and left sides towards the rear of the printer and snap them into place.

Allow the printer to dry for one minute before closing the dispenser door, media cover or loading labels.

Other Printer Maintenance

There are no user level maintenance procedures beyond those detailed in this section. See the *Troubleshooting* on page 95 for more information on diagnosing printer and print problems.