



## Installing a Printhead Cartridge

Summary: Procedure for installing a new printhead cartridge.

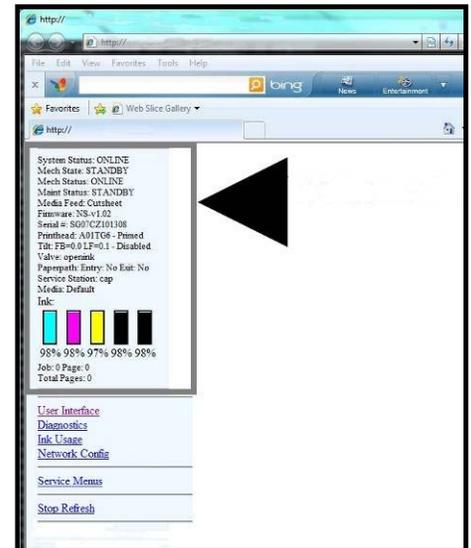
Applicable Products: iJetPress

Tools/Parts Required: A new printhead, deionized or distilled water, lint free cloth.

### Step 1

#### Removing the Printhead Cartridge

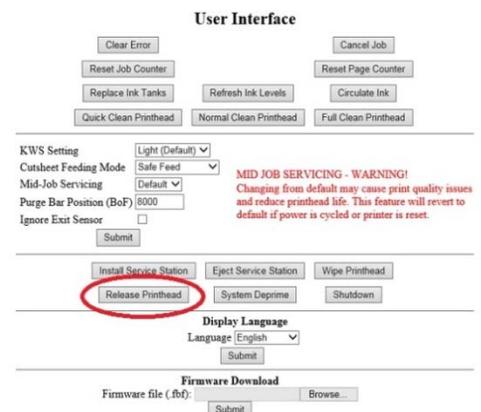
1. **Open the M Series Toolbox.** You can open this either from the mColor/Navigator interface of the windows start menu. Make sure you have at least 30% of each ink color left.



2. Open the Top Cover. Press the **RELEASE PRINTHEAD** button in the toolbox. The Printer pumps any ink in the system back into the Ink Tanks. Then the Printhead Cover pops open.

### CAUTION

**DO NOT PRY OR MANUALLY LIFT THE PRINTHEAD COVER OR THE COVER MAY BREAK. ONLY OPEN THE COVER USING THE RELEASE BUTTONS ON THE PRINTER OR THE PRINTHEAD RELEASE COMMANDS IN THE SERVICES TAB OR M SERIES TOOLBOX.**



3. Fully open the printhead latch to retract the ink lines. Remove the used Printhead Cartridge by tilting it toward the ink lines, then carefully lift it out of the Printhead Compartment.

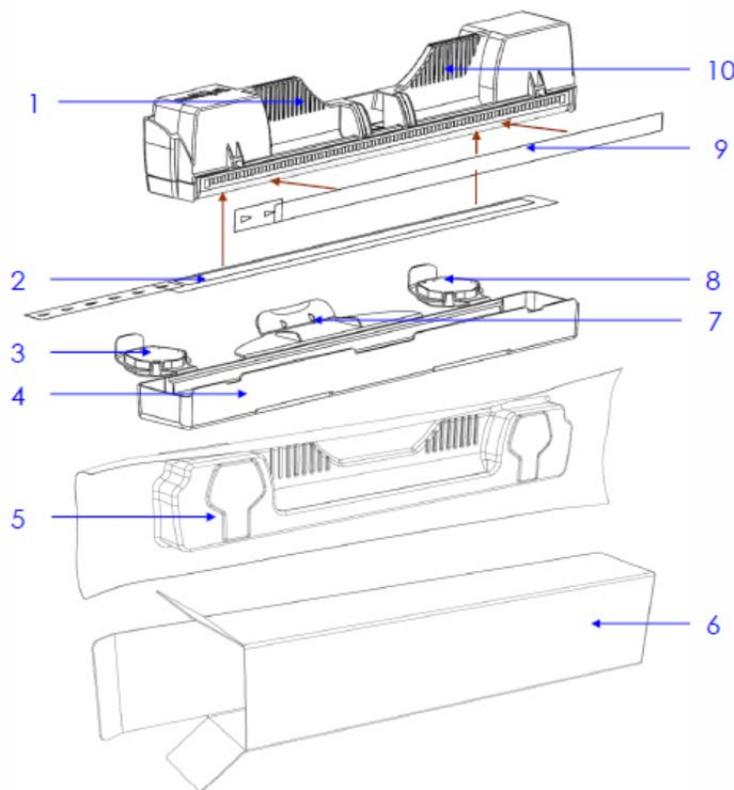


### Step 2

### *Installing the Printhead Cartridge*

The iJetPress uses a single Memjet® printhead cartridge. The Printhead Cartridge is a delicate, precision device. Handle with extreme care to avoid damage and issues that could degrade print quality.

### Printhead Cartridge Protective Packaging



- |        |                         |   |                          |
|--------|-------------------------|---|--------------------------|
| 1 & 10 | Handles                 | 5 | Foil vacuum bag          |
| 2      | Nozzles protective tape | 6 | Cardboard packing box    |
| 3 & 8  | Protective cover Flaps  | 7 | Cover retaining clip     |
| 4      | Protective cover        | 9 | Electrical contacts tape |

**NOTE:** Discard protective tape once it is removed. Do NOT reuse protective tape.  
Keep all other packaging to store/dispose of old printhead cartridge.



## CAUTION!

- Use electrostatic discharge (ESD) handling precautions.
- Hold the Printhead Cartridge by the handles **ONLY**.
- **DO NOT** touch the ink couplings, nozzle surface or electrical contacts.
- **DO NOT** unpack the Printhead Cartridge until the Printer is ready for installation. Once unwrapped, delay in installing the Printhead can compromise print quality due to dehydration.
- **DO NOT** place an unwrapped Printhead on any surface before installing. Protect the Printhead at all times from dust, fibers, dirt and other contaminants.

## CAUTION

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The ink used in this system may be harmful if swallowed.  
Keep new and used printhead cartridges and ink tanks out of reach of children.



**NOTICE!** Read this procedure, in its entirety, before proceeding!

Before you begin this process, you will need to obtain some deionized or distilled water and some lint free cloths. These items will be used to wet the printhead nozzles.

**NOTE:** Do NOT use tap water or paper towels to wet or clean the printhead nozzles. Doing so may cause damage to the printhead cartridge and possible contamination to the ink system.

**Why is it necessary to wet the printhead nozzles?** During the priming process a vacuum is created at the non-operator side of the printhead cartridge. If the printhead nozzles are dry (open); air is pulled in through the printhead nozzles causing the priming process to fail (printer is unable to create a vacuum to pull ink into the cartridge). By wetting the printhead nozzles this creates a temporary “water seal”, which prevents air from getting sucked into the printhead during the priming process.



## Procedure (Installing the Printhead):

### 1. Prepare the printhead cartridge.

Carefully remove the Printhead Cartridge from the foil vacuum packaging. Tear at notch or cut end with scissors.

**CAUTION:** DO NOT touch the ink couplings, printhead nozzle surface or electrical contacts.



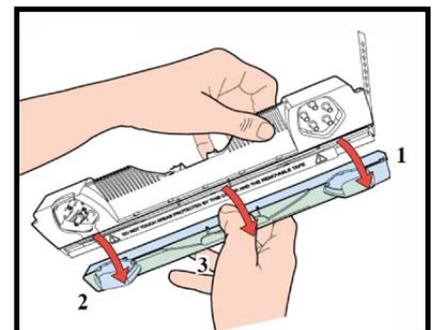
**[A] Remove the protective plastic cover.** Hold the Printhead cartridge by the handle.

Unclip the ink port covers [1, 2], then unclip the cover from the center point of the cartridge [3].

Grasp the protective cover firmly, then rotate the top of the cartridge away from the ink port side of the cover and lift at the same time.

Save this protective cover for future use.

**CAUTION:** DO NOT touch the ink couplings, printhead nozzle surface or electrical contacts.

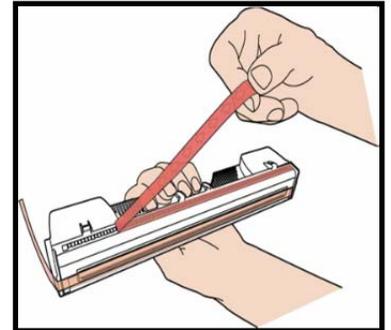




**[B] Remove protective strip from the Printhead Electrical Contacts.**

Dispose of the removed strip immediately.

**CAUTION:** DO NOT allow removed strip to touch the electrical contacts. DO NOT try to re-apply the removed strip.

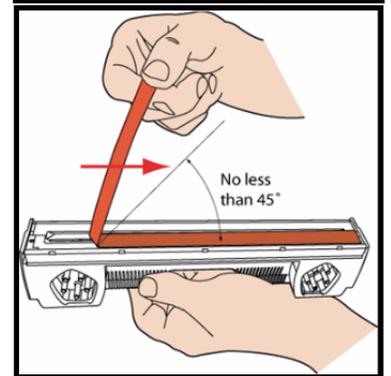


**[C] Remove protective strip from the Printhead Nozzles.** Hold the Printhead by the handle with one hand. With the other hand; grasp the strip tab and slowly peel the strip, at an angle (90° to 45°), from the printhead nozzles.

DO NOT pull the strip off at an angle less than 45° with the printhead surface.

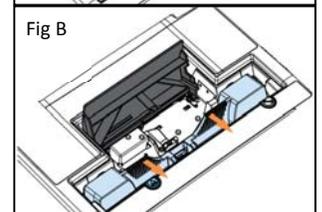
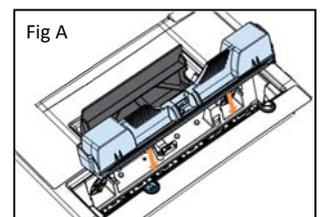
Dispose of the removed strip immediately.

**CAUTION:** DO NOT allow removed strip to touch the electrical contacts or printhead nozzles. DO NOT try to re-apply the removed strip.



**NOTE:** Keep packaging to store/dispose of printhead cartridge.

- Carefully insert the printhead cartridge into the compartment at an angle, with the print nozzle surface facing down and the ink receptacles facing towards the Ink Couplings and hoses; as shown [Fig A].
- Once the cartridge is fully inserted, gently but firmly rotate the top of the cartridge to a vertical position; as shown [Fig B]. DO NOT FORCE the cartridge into position. If it does not rotate, check to be sure it is fully inserted.





4. DO NOT close the Printhead Latch at this time. First, open the clamshell with both hands. Using a lint-free cloth soaked with *deionized or distilled water*, wet the entire Printhead Nozzle area. *Be liberal* with the amount of water you leave behind on the nozzles (the thin dark line on bottom of printhead cartridge). See images below.



**WARNING:** Be careful not to damage the “star rollers” when wiping the printhead. These rollers are designed so they can roll across a wet image, without damaging the image. If the rollers are bent, they will not turn free; causing media feed issues (jamming) and possible damage to the image or media.

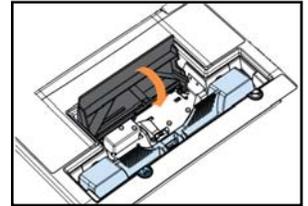


5. Immediately after wetting the nozzles surface, GENTLY close the clamshell. **CAUTION:** To prevent damage, hold onto, then lift and release both latches when closing. If you force it closed without holding the latches open, you will eventually damage the latches and clamshell switch (door switch).





6. Slowly close the Printhead Latch until it locks. It will be resistant, but apply consistent pressure and the ink couplings will ease into the ink ports on the printhead. Once latch is closed, the printer will automatically start running a “printhead priming routine”. See “What to Expect” below.



**WHAT TO EXPECT:**

- After closing the Printhead Latch there will be a ~15 second pause (no noise or motion).
- Then you will hear the Service Station move to the capping position.
- Then you will hear the ink pump start to run.
- At this time, ink should start flowing through all the tubes, in and out of the printhead. If you see this occurring, then the priming process is working and you can skip to Step 12.

**a. If ink doesn't start filling all tubes during the first 5-seconds of the first ink pump cycle:**

Using deionized or distilled water; re-wet your lint-free cloth generously. Don't wait for the pump to stop, open the clamshell and wipe along the Nozzles with the cloth, back and forth twice. Immediately after re-wetting the nozzles, carefully close the clamshell. The ink tubes should begin filling.

**Tip:** To save time; prepare a pre-wetted lint free cloth before you begin the priming process.

**WHAT TO EXPECT:**

- The first cycle of the ink pump will run for about 15 seconds.  
At this time, ink should start flowing through all the tubes, in and out of the printhead. If you see this occurring, then the priming process is working and you can skip to Step 12.

**b. If ink still doesn't start filling all tubes after the first 15-seconds of the first ink pump cycle:**

Using deionized or distilled water; re-wet your lint-free cloth generously. Open the clamshell and wipe along the Nozzles with the cloth, back and forth twice. Immediately after re-wetting the nozzles, carefully close the clamshell. The ink tubes should be filling at this point. If not, re-wet your lint free cloth and repeat as needed, even while the pump is running, until ink fills all the tubes.

**WHAT TO EXPECT:**

- After the ink pump runs the first time for 15 seconds, it will stop for about 10 seconds and then it will restart and run for another 30 seconds.
- At this time, ink should start flowing through all the tubes, in and out of the printhead. If you see this occurring, then the priming process is working and you can skip to Step 12.

**c. If you reach the end of the second pump activation cycle and the printhead still fails to prime (one or more of the ink tubes have not filled):**

- i. Release the printhead (using the Release Printhead feature from the Toolbox), but don't remove the printhead.

- ii. Repeat the process from Step 9. See Caution below.

**CAUTION**

**DO NOT REPEAT THIS PRIMING PROCEDURE MORE THAN TWICE IN A ROW. DAMAGE TO THE INK SYSTEM MAY RESULT.**

**AFTER TWO ATTEMPTS, LET THE PRINTER SIT FOR AT LEAST 1 - 2 HOURS BEFORE YOU ATTEMPT TO PRIME THE PRINTER AGAIN.**

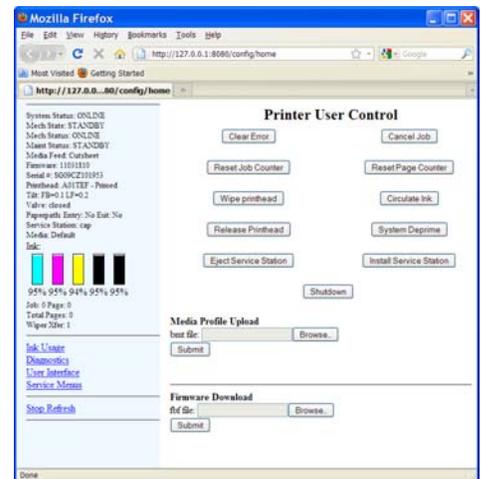
**CONTACT TECHNICAL SUPPORT FOR ASSISTANCE IF PROBLEMS PERSIST.**

- 7. Once the printhead priming process is successful (all ink tubes are filled, in and out of the printhead); it will take an additional 5 - 10 minutes for the printer to complete the process. During this time the printer will emit a number of chirps, whirrs and other noises.

- 8. Watch the Toolbox screen on your computer. Notice that some of the information is in red. As the printer circulates ink and primes the system these fields should all turn black. This may take a few minutes.

**NOTE:** If any Ink Tank is less than 30% full, the Printhead Cartridge priming process may fail (not enough ink to completely fill the system). In this case you will need to replace the tank(s) containing low ink and repeat the printhead priming process. After the Printhead is primed, you can re-install the original Ink Tank(s) to use up any remaining ink.

- 9. When the printer stops processing, and all the fields in System Status are black, the printer is ready for use. When the printer is ready for use you will also observe the following printer Control Panel condition: ON/OFF button light ON, Paper/Resume light OFF, Pause/Cancel light OFF.



- 10. Close the top cover.