



# Product Technical Bulletin

PTB0624 04.11.14

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## Cleaning Sensors

Summary: Procedure for cleaning the sensors and their locations in the unit

Applicable Products: iJetColor Press

Tools/Parts Required: cotton swabs, distilled water

At some point the sensors in your iJetColor unit will become dirty enough to require that they be cleaned. Paper dust and stray ink particles will settle on the sensors and will eventually cause the sensors to misread. There are three sensors that will typically need cleaning; the Paper Feed sensor, the Paperpath Entry sensor, and the Paperpath Exit sensor.

### WARNING

THE PRINTER IS A PRECISION MACHINE THAT SHOULD BE CLEANED REGULARLY TO  
INSURE MANY YEARS OF SERVICE.

BEFORE PERFORMING ANY MAINTENANCE, DISCONNECT THE MACHINE FROM ITS  
POWER SOURCE!

DO NOT REMOVE SIDE COVERS! HIGH VOLTAGES PRESENT.

### *Cleaning the Paper Feed Sensor*

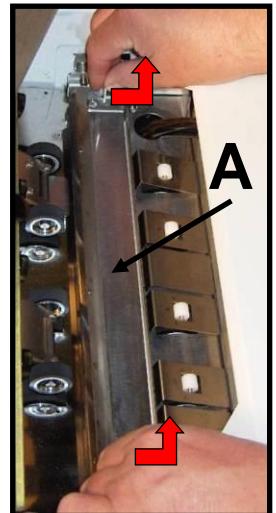
The Feed Sensor is located between the media hopper and the print engine. It has two functions.

- It is used to control the delivery of media to the print engine.
- It drives the LCD counter; located on the entrance side of the printer.

**TIP:** If the LCD counter is not incrementing with each piece of media, then the sensor is not working properly (dusty/dirty). This can be intermittent. If in doubt; clean the sensor.

**NOTICE:** If you are uncomfortable performing this task, or this issue is not resolved by cleaning the sensor; please contact your support representative.

1. If the printer is on; press the ON/OFF button to power-down the print engine. Wait about 45 seconds until the system shuts down (all control panel lights will go off). Turn off the Main Power Switch and unplug the printer from the power receptacle.  
**WARNING!** If this power-down process is not followed; ink color mixing and printhead nozzle clogging may result.
2. Unplug the power cable from the printer.
3. Remove the Antistatic Brush Assembly [A]





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4. Place a piece of paper into this area, as shown in images below, to catch any screws that you might drop during this process.

5. Remove the two knurled thumb screws, as shown.

6. Remove the reflector plate.

**Note:** There is a reflector attached to the underside of this plate. Please be sure to inspect/clean the reflector.

7. You can now access this sensor through the hole in the table-top.

8. Clean the Feed Sensor using compressed air and a soft brush or soft cotton swab (q-tip).

9. Re-assemble in reverse order.

**CAUTION:** Verify that the ink tubes are not pinched by the fingers on the Antistatic Brush Assembly.



**NOTICE:** If this issue is not resolved by cleaning; please contact your support representative.



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## *Cleaning the Paperpath Sensors*

### **Procedure:**

1. If the printer is on; press the ON/OFF button to power-down the print engine. Wait about 45 seconds until the system shuts down (all control panel lights will go off).
2. Turn off the Main Power Switch and unplug the printer from the power receptacle.
3. Open the Top Cover and then carefully open the Clamshell Assembly.
4. Use a vacuum to pick up any loose debris.

**NOTE:** Be careful around ink tray and capping station in the Print Engine area as accumulated ink may splash onto other parts of the printer. Take care not to damage the PC Boards or electrical wiring.

The use of compressed air is not recommended. If you direct the air into an area with wet ink; ink will splash onto other parts of the printer, which could affect operation.

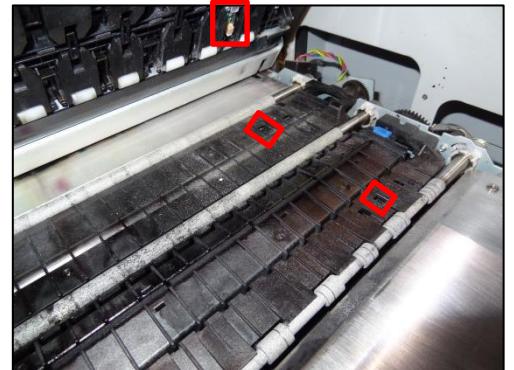
### **CAUTION**

**USE ONLY DEIONIZED/DISTILLED WATER TO CLEAN PRINT ENGINE COMPONENTS.  
AVOID CONTAMINATING THE PRINthead WITH CLEANERS, LUBRICANTS OR  
OTHER CHEMICALS.**

5. Use the procedures, as outlined below, to clean the paperfeed sensors.

**Media (Paperpath) Sensors:** Paper lint, dust and ink will build-up on the Media Sensors. Be sure to clean the Paperpath Entry and Paperpath Exit sensors routinely.

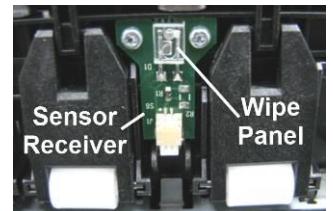
Use a lightly dampened foam, or lint-free, cotton swab to gently wipe the Sensors. Repeat this process until all ink/debris is removed. Take care not to drip water into the circuit boards.



Use a clean, dry swab to dab surfaces dry.

Remember to wipe the clear panel, on the Sensor Receiver, which is located in the upper Clamshell Assembly (above the Paperpath Entry Sensor).

6. Reconnect the power cord to the printer and turn the Main Power switch ON.





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7. Make sure your hands/clothes/leaning supplies are clear from the print engine; then Power-up the print engine using the POWER button.
8. Carefully close and Latch the “Clamshell”; using two hands.