

DencoSalesTechnicalServices Tech Notes.

Extreme Cleaning for the HP9000

If a normal or strong PH Recovery doesn't restore the printhead to good, quality print, perform the following:

Print a nozzle check print then verify that banding or other problems are actually caused by clogged, blocked or deflected nozzles.

- Enter Maintenance Mode (Press: [Cancel], [Shift], [Cancel], [Cancel])
- Key in the Maintenance Mode Password (Press: [<], [>], [Shift], [OK])
- Press [<] to enter the PH Adj. menu
- Press [OK] 3 times to execute the nozzle check print.

Examine the print for white or dark lines through the large box. Check for missing line segments in the lines to the left of the boxes. Make a note which colors are having problems. If all colors look good, banding is probably being caused by something else (feed adjustment, bi-directional adjustments, etc.) Press [Online] to exit the maintenance mode.

Perform a thorough cap cleaning and wiper cleaning. Use a flashlight or remove the doors that cover the capping station and wiping station to be able to see the caps and wipers very well. Pay extra attention to the caps and wipers of the affected colors noted in the nozzle check print. Look for a buildup of ink around the lip of the caps and on the back of the wipers. - Clean caps and wipers are essential to maintaining the health of printheads. If the caps are dirty they can't seal well to the bottom of the printhead. This can prevent the PH recovery from working effectively if at all. It can also lead to drying out of the printheads. If the wipers have a buildup of ink on the back, they can't properly "squeegee" off the bottom of the printhead. Also, buildup of ink in either of these places can transfer back on to the bottom of the printhead and partially or completely block the jets.

After this thorough cleaning, do another strong PH recovery. Do another Nozzle check print to see if any improvement has been made. If not, soak the printheads for 6 hours to overnight. This can be accomplished by using the "Fill Cap" function in the menu or by turning off the power at the control panel. When you come back after soaking the printheads, follow this up with two strong PH Recoveries.

If this doesn't cure any problems that show up in the nozzle check print, please contact tech support for further steps that may need to be taken.

*Note on maintenance: We always stress during installation training that proper daily maintenance on these machines is critical for quality printing. The printer keeps an internal log of each time the caps and wipers are cleaned. It also logs PH recoveries, turning the printer off and on and some other functions. If damage to a printhead is caused by lack of maintenance, you may void the warranty and end up spending well over \$1000 to have a printhead replaced. Do yourself a favor and perform the recommended daily maintenance.