**Purpose:**

This procedure describes how to perform cleaning, replace labels and ribbons, adjusting printer settings, and ordering information.

**Recommended cleaning schedule:**

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| **Area** | **Method** | **Interval** |
| Printhead | Solvent\* | After every roll of media/ribbon |
| Platen roller | Solvent\* |
| Media sensors | Air blow |
| Ribbon sensor | Air blow |
| Media path | Solvent\* |
| Ribbon path | Solvent\* |
| Tear-off/peel-off bar | Solvent\* | Once a month |
| Take-label sensor | Air blow | Once every 6 months |

**\***solvent is isopropyl alcohol

Thermal transfer media – ribbon required

Direct thermal media – no ribbon required

**Procedure:**

**Cleaning the Hematrax printer:**

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| **Step** | **Action** |
| **Cleaning Media Compartment, Sensors, and printhead assembly** | |
| 1 | Raise the media door |
| 2 | Brush, air blow, or vacuum any accumulated paper lint and dust away from the media and ribbon paths |
| 3 | Brush, air blow, or vacuum any accumulated paper lint and dust away from the sensors |
| 4 | Open the printhead assembly by rotating the printhead-open lever |
| 5 | Remove the ribbon (if used) and the media |
| 6 | Wipe along the brown strip on the printhead assembly from end to end using isopropyl alcohol. Allow solvent to evaporate |
| 7 | While manually rotating the platen roller, clean it thoroughly with the alcohol. Allow the solvent to evaporate. |
| 8 | Reload the ribbon (if used) and the media |
| 9 | Rotate the printhead-open lever downward until it locks the printhead into place |
| 10 | Close the media door. |
| 11 | Press PAUSE to exit the pause mode and enable printing. The printer may perform a label calibration or feed a label. |
| **Cleaning the Peel Assembly** | |
| 1 | Raise the media door |
| 2 | Open the printhead assembly by rotating the printhead-open lever |
| 3 | Push down the peel-off mechanism release lever to open the peel assembly |
| 4 | Remove any media liner to expose the pinch roller |
| 5 | While manually rotating the pinch roller, clean it with isopropyl alcohol. Allow solvent to evaporate |
| 6 | Use the alcohol to remove excess adhesive from the tear-off/peel-off bar. Allow solvent to evaporate. |
| 7 | Reload the media liner through the peel mechanism. |
| 8 | Close the peel assembly using the peel-off mechanism release lever |
| 9 | Rotate the printhead-open lever downward until it locks the printhead in place. |
| 10 | Close the media door. |
| 11 | Press PAUSE to exit pause mode and enable printing. The printer may perform a label calibration or feed a label. |

**Removing and loading labels (media) and ribbon:**

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| **Step** | **Action** |
| **Remove Media and Ribbon from Printer** | |
| 1 | Raise the media door |
| 2 | Release the printhead located at the front by pressing the latch at the lower right side |
| 3 | Rewind media back through printer |
| 4 | Remove the medial spool from printer by flipping the latch down and sliding the roll out |
| 5 | If removing ribbon also then go to next step   * If not replacing ribbon then go **Installing Media and ribbon** |
| 6 | Lower the print head but do not clamp down |
| 7 | Firmly grasp the ribbon with both hands and cut or tear it in front of the ribbon take-up spindle |
| 8 | While holding the ribbon take-up spindle, turn the ribbon release knob to the left until it stops |
| 9 | The ribbon release bars pivot down, easing the spindle’s grip on the used ribbon |
| 10 | After the ribbon release bars have pivoted down, if possible, turn the ribbon take-up spindle one full turn to the right to help loosen the ribbon on the spindle. |
| 11 | Slide the used ribbon off the ribbon take-up spindle and discard. |
| **Installing Media and Ribbon (when required) in Printer** | |
| 1 | Open media door |
| 2 | Open new roll of ribbon and media |
| 3 | Using a dust can spray the print head, sensor area to remove any dust and debris |
| 4 | Remove and discard any tags or labels that are dirty or held by adhesives or tape |
| 5 | Pull out the media supply guide as far as it goes |
| 6 | Place the roll of media on the media supply hanger and push back as far as it will go |
| 7 | Slide the media supply guide until it touches the edge of the roll |
| 8 | Release print head by rotating the print head-open lever |
| 9 | Slide the media guide all the way out |
| 10 | Feed the media under the dancer assembly, through the media sensor, and under the print head assembly. |
| 11 | Slide the media back until it touches the inside back wall of the media sensor, slide the media guide until it touches the edge of the media |
| 12 | If using:   * Thermal transfer media - continue with step 14 to load ribbon * Direct Thermal media - continue with step 18 |
| 13 | Prepare ribbon by unrolling part of the blue leader |
| 14 | Insert ribbon onto spindle with the loose end hanging over the top and towards the back of the printer   * ***Note:*** *Be sure to install ribbon all the way to spindle edge* |
| 15 | Pull blue ribbon leader under the print head assembly |
| 16 | Wrap the ribbon around the ribbon take-up spindle 4-5 times |
| 17 | Push the print head open lever downwards until it locks the printhead in place, close media door |
| 18 | Press PAUSE to exit pause mode and enable printing. The printer may perform a label calibration or feed a label. |
| 19 | Printer is ready for use |

Adjusting Printer Settings

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| **Adjusting the Label Printer/Ribbon-left or right alignment** | |
| 1 | At the idle display, press LEFT SELECT (top left button) to go to the menu |
| 2 | Select the SETTINGS menu, the colors will reverse to show it is highlighted |
| 3 | Press OK, use the arrow right or left keys to get to LEFT POSITION |
| 4 | Using the up and down arrows, adjust as necessary. Positive numbers move the left edge of the image towards the center of the label, while the negative numbers move the left edge of the image towards the left edge of the label. |
| 5 | Press LEFT SELECT two times to return to the Printer Ready screen |
| **Switching between Thermal and Direct media stock** | |
| 1 | At the idle display, press LEFT SELECT |
| 2 | Select the SETTINGS menu, the colors will reverse to show it is highlighted |
| 3 | Press OK, use the arrow right or left keys to get to PRINT METHOD |
| 4 | Using the up and down arrows, choose the media stock being used.   * Thermal Transfer requires ribbon * Direct Thermal does not require ribbon |
| 5 | Press LEFT SELECT two times to return to the Printer Ready screen |

**Ordering Information:**

Digi-Trax direct thermal labels, 1400/roll, 4”x2” ISBT-42-DTS-Z

Digi-Trax direct thermal labels, 950/roll, 4”x4” ISBT-44-DTS-Z

**References:**

Hematrax ISBT 128 Blood and Blood Component Stand Alone Labeling Application, Version 6.2.1

ZT-400 User Guide, P1066582-003 Rev. A