

## Proper Cleaning of the Print Head

If your labels are spitting out multiple labels per part number, have faded ink, or just aren't printing correctly, then the print head may be dirty. Here are the steps to properly clean your label printer.

1. Open up your printer as if you're changing your labels, hold down the yellow button on the side of the printer to release the top.
2. Remove the remaining label roll.
3. **Scrub the rear-facing brass print head that comes in contact with the labels as well as the top lip of the print head's white plastic backing with your alcohol cleaning pad**, being sure to scrub any and all buildup of glue and color from labels (see picture below). **Seeing color on the cleaning pad indicates the print head has not yet been cleaned.** Continue to scrub until there is no color on the cleaning pad.



4. Put your labels back inside the printer and begin test printing to verify the issue has been resolved. If the issue still persists, please give us a call at 1-866-834-1194.
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