



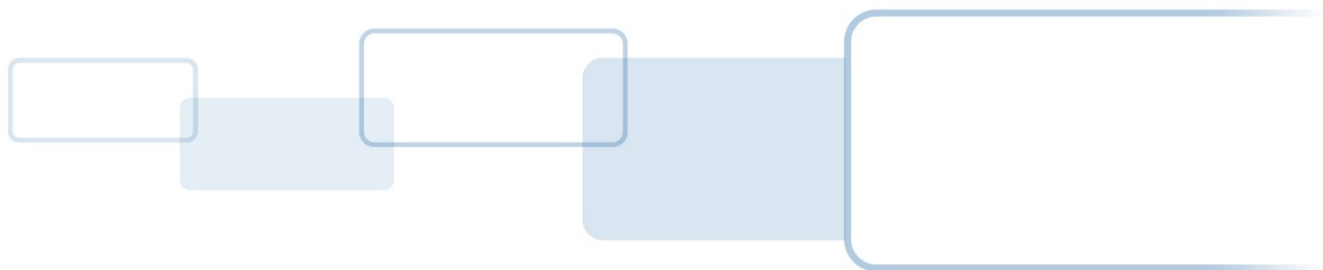
# **FARGO<sup>®</sup>**

## **DTC5500LMX CARD PRINTER**

### **CLEANING KIT INSTRUCTION**

PLT-02707, Rev. 1.1

March 2016





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## Revision History

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| January 2016 | Initial release.     | 1.0     |

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## 1 Safety Messages (review carefully)

| Symbol   | Critical Instructions for Safety Purposes  |
|--|--|
| <p><b>Danger:</b></p>     | <p><b>Failure to follow these installation guidelines can result in death or serious injury.</b></p> <p>Information that raises potential safety issues is indicated by a warning symbol (as shown to the left).</p> <ul style="list-style-type: none"> <li>• <b>To prevent personal injury</b>, refer to the following safety messages before performing an operation preceded by this symbol.</li> <li>• <b>To prevent personal injury</b>, always remove the power cord prior to performing repair procedures, unless otherwise specified.</li> <li>• <b>To prevent personal injury</b>, make sure only qualified personnel perform these procedures.</li> </ul>  |
| <p><b>ESD:</b></p>        | <p><b>This device is electrostatically sensitive. It may be damaged if exposed to static electricity discharges.</b></p> <p>Information that raises potential electrostatic safety issues is indicated by a warning symbol (as shown to the left).</p> <ul style="list-style-type: none"> <li>• <b>To prevent equipment or media damage</b>, refer to the following safety messages before performing an operation preceded by this symbol.</li> <li>• <b>To prevent equipment or media damage</b>, observe all established Electrostatic Discharge (ESD) procedures while handling cables in or near the Circuit Board and Printhead Assemblies.</li> <li>• <b>To prevent equipment or media damage</b>, always wear an appropriate personal grounding device (e.g., a high quality wrist strap grounded to avoid potential damage).</li> <li>• <b>To prevent equipment or media damage</b>, always remove the Ribbon and Cards from the Printer before making any repairs, unless otherwise specified.</li> <li>• <b>To prevent equipment or media damage</b>, take jewelry off of fingers and hands, as well as thoroughly clean hands to remove oil and debris before working on the Printer.</li> </ul> |
| <p><b>Caution:</b></p>  | <p>This symbol signifies electrical danger which may cause injury or death.</p>  |

## Avis de Sécurité (Examiner Attentivement)

| Symbole  | Instructions critiques visant la Sécurité  |
|--|--|
| <p><b>Danger:</b></p>       | <p><b>i ces directives ne sont pas suivies les résultats peuvent être des lésions corporelles ou la mort.</b></p> <p>Pour éviter des lésions corporelles ou la mort:</p> <ul style="list-style-type: none"> <li>• Rapportez-vous aux avis suivants de sécurité avant de procéder à une opération.</li> <li>• Retirez toujours le câble d'alimentation avant d'effectuer des procédures de réparation, sauf spécification contraire.</li> <li>• Assurez-vous qu'uniquement des personnes qualifiées réalisent des procédures.</li> </ul>  |
| <p><b>ESD:</b></p>          | <p><b>Ce dispositif est sensible à l'électricité statique. Il peut souffrir des dommages s'il est exposé à des décharges électrostatiques.</b></p> <p>Pour éviter des dommages:</p> <ul style="list-style-type: none"> <li>• Rapportez-vous aux messages suivants avant de procéder à une opération.</li> <li>• Suivez toutes les procédures de Décharges Electrostatiques (ESD) en vigueur durant le maniement des câbles dans ou à proximité des Ensembles de Cartes de Circuit Imprimé et Tête d'Impression.</li> <li>• Portez toujours un dispositif de mise à la terre personnel approprié.</li> <li>• Retirez toujours le ruban et les Cartes de l'Imprimante avant d'effectuer toute réparation, sauf spécification contraire.</li> <li>• Retirez tous bijoux et lavez soigneusement vos mains avant de travailler à l'Imprimante.</li> </ul> |
| <p><b>Attention:</b></p>  | <p>Ce symbole est un avis de péril électrique possible de résulter en lésion corporelle ou mort.</p>   |

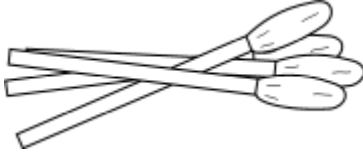


## 2 DTC Card Printer/Encoders Cleaning Kit (056399)



**Caution:** As with any electronic device, internal components of the Printer, such as the Printhead, may be damaged if exposed to static electrical discharges. To avoid potential damage, always wear an appropriate personal grounding device, such as a wrist strap (with integral resistor) connected to an ESD ground.

### 2.1 Supplies (included with the Cleaning Kit)

This Cleaning Kit provides you with the specialized cleaning supplies and the required cleaning procedures for you to maintain the FARGO DTC5500LMX Card Printer/Encoder. The following cleaning procedures will require less than ten minutes.

| Description  | Supplies (pictured)  |
|--|--|
| <p><b>Four (4) Printhead Cleaning Swabs</b> are pre-moistened with 99.99% isopropyl alcohol for cleaning your Printer's Printhead.</p>           |  <p>(085975)</p>   |
| <p><b>Twenty (20) Cleaning Cards</b> are provided with adhesive backing for cleaning your Printer's Platen and Card Feed Rollers.</p>            |  <p>(082139)</p>  |
| <p><b>Three (3) Alcohol Card LONG IPA Cleaning Card</b> pre-moistened with 99.99% isopropyl alcohol for cleaning the Printer's Magnetic Head</p> |  <p>(082140)</p> |

## 2.2 Printhead Cleaning

Perform this procedure approximately every 1000 prints to maintain a consistent print quality.



**Caution: Turn Off the Printer and unplug the power cord from the Printer.**

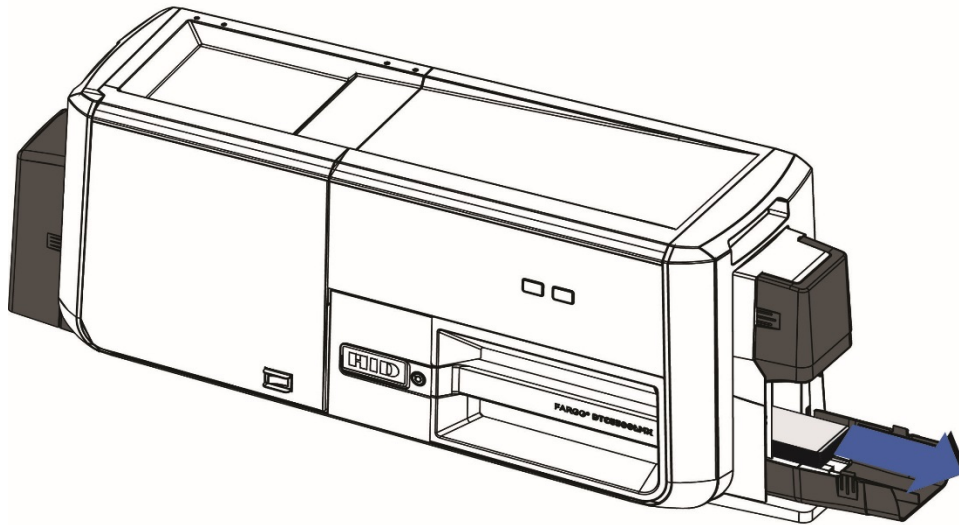
1. Remove the Ribbon Cartridge.
2. Open the **Printhead Cleaning Swabs**. Break it to moisten the tip.
3. Swab the tip back and forth across the top of the Printhead (3 to 4 times). Allow to dry thoroughly before sending a print job.



## 2.3 Cleaning the Platen and Card Feed Rollers using the Adhesive Cleaning Card

Perform this procedure approximately every **1000 prints** to maintain a consistent print quality. **Note:** The Card Feed Rollers move the card throughout the print process. Rollers should be kept clean to prevent card jams and card contamination. This cleaning process will ultimately lead to better print quality and extended Printhead life.

1. Open the Printer's Front Cover, remove the Print Ribbon and close the Front Cover.
2. Remove all the cards from the Printer's Input Hopper.



3. Use the **Cleaning Card** from the Printer's cleaning kit and remove the adhesive backing from both sides of the card.

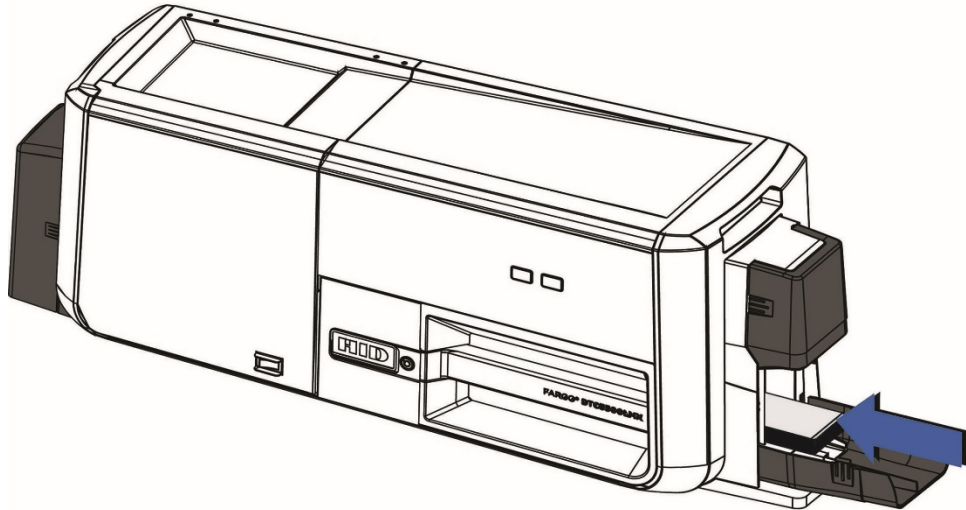
**IMPORTANT NOTE:** If your Printer has a **Magnetic Encoder** installed, be sure to leave the **small Liner Strip** on top of the **Cleaning Card** in place.

**Note:** This small strip is needed to protect the **Magnetic Head** from the adhesives on the **Cleaning Card**.

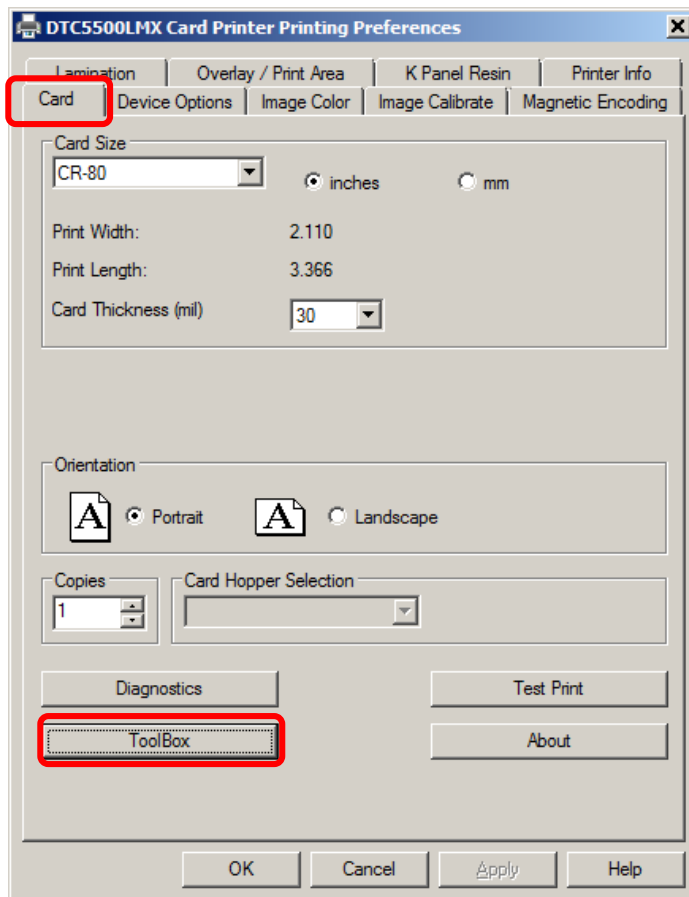




4. Insert the **Cleaning Card** into the Single Feed Card Slot until the card stops.
5. If your Printer is equipped with a **Magnetic Encoder**, you must insert the **Cleaning Card** with the printed side up and with the small Liner Strip towards the front of the Printer.



6. From your computer, open the Printer Driver and select **Printing Preferences**.
7. From the **Card** tab, select **ToolBox**.



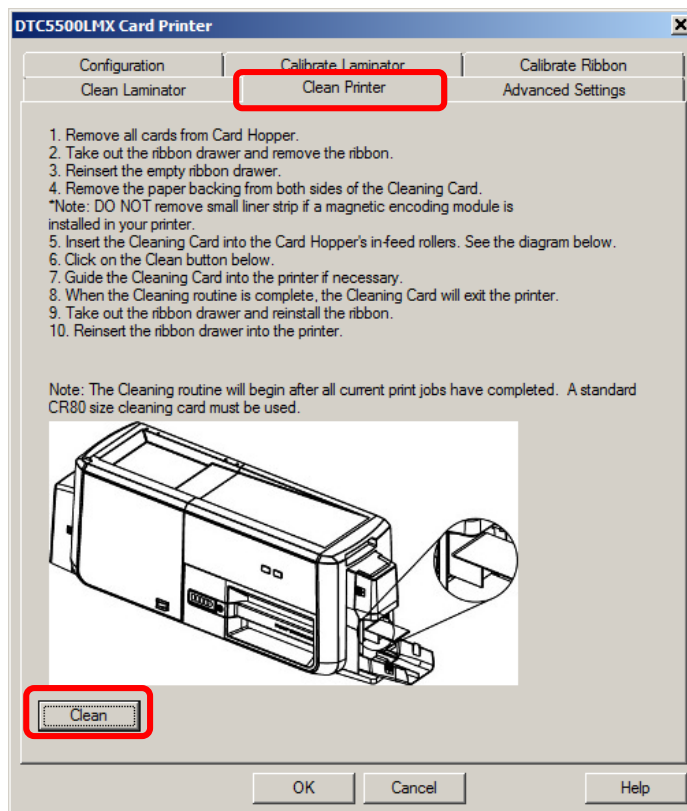
8. Select the **Clean Printer** tab.

9. Click **Clean**.

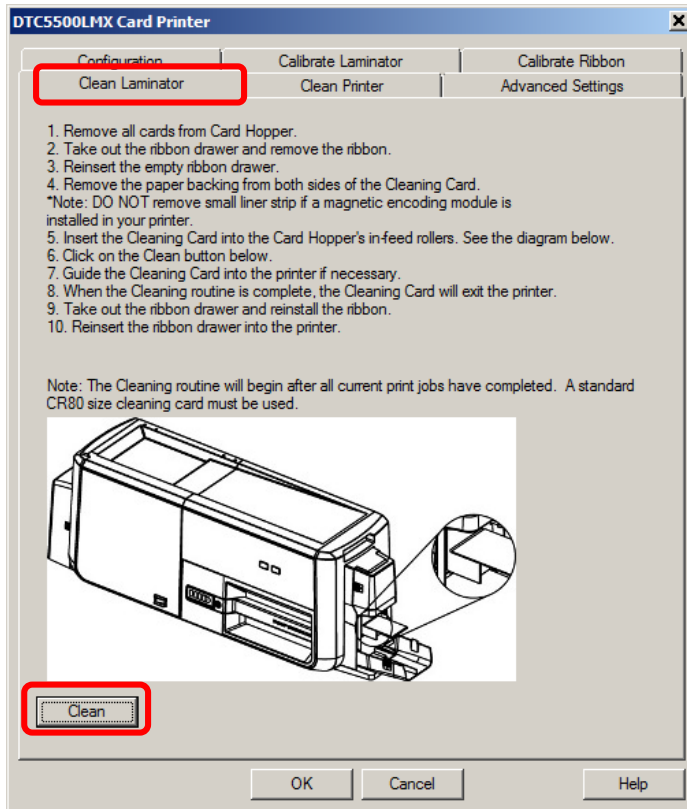
The following instruction is also shown on the clean printer utility screen.

The Printer will pull in the **Cleaning Card**. The Printer will then perform an automated cleaning procedure. This procedure is designed to thoroughly clean the Platen and the Card Feed Rollers inside the Printer.

**Note:** You may need to help guide the card into the Printer.



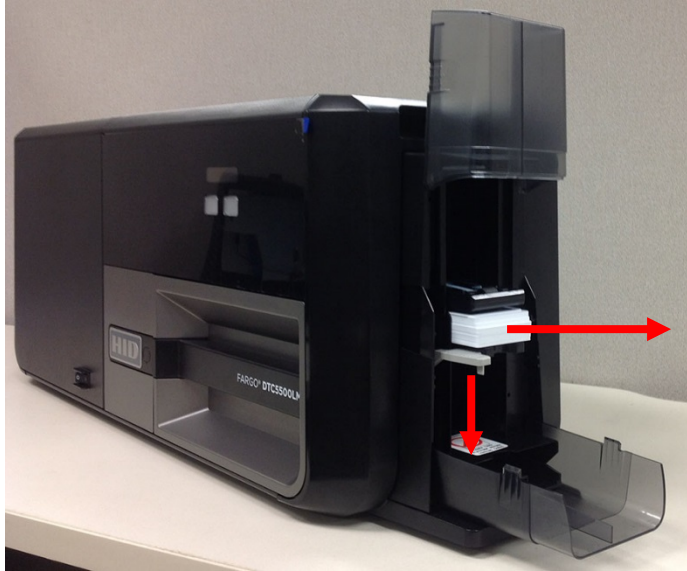
10. Select the **Clean Laminator** tab.
11. Prepare a new Cleaning Card, see Step 3.  
**Note: Do not reuse previous Cleaning Card from the Printer cleaning process.**
12. Click **Clean**.



## 2.4 Cleaning the Platen and Card Feed Rollers using the long Alcohol Cleaning Card

Perform this procedure approximately every **3000 prints** to maintain a consistent print quality. **Note:** The Card Feed Rollers move the card throughout the print process. Rollers should be kept clean to prevent card jams and card contamination. This cleaning process will ultimately lead to better print quality and extended Printhead life.

1. Remove all the cards from the Printer's Input Hopper.
2. Lock down the Card Hopper for easy access.



3. Open the front cover. Remove the ribbon cartridge. Leave the door open. This allows for the back and forth arrows to move the card through the printer.



4. Remove the Alcohol card from the package.

5. The DTC5500LMX Printer card fits **Under** the top card hopper between the input roller and the orange card separator flap.



6. Use the forward and back buttons to move the card back and forth several times to clean the rollers.

**Note:** The card may be held in place in order to run the rollers over one area for a complete cleaning.

The card should be held so that it does not enter the Printer.

**Note:** If the Card enters the Printer it will be necessary to remove the card through the reject hopper. Move the card toward the front of the Printer. Then reach into the **Reject Hopper** to grab the end of the Cleaning Card. Pull the card downward toward the bottom of the printer while pushing the **Forward** button to guide the card out of the printer.



7. Allow the rollers to dry for 10 seconds before printing to a card.



## 2.5 Cleaning the Printer's Exterior

Clean the Printer's exterior with a damp micro-fiber cloth only. Dry thoroughly before printing.

**Warning: Do not drip water in the printer.**

**Note:** The Printer has a durable casing that should retain its luster and appearance for many years.

## 2.6 Cleaning the Printer's Interior surface

Clean the Printer's interior surface with a damp micro-fiber cloth. Dry thoroughly before printing.

**Warning: Do not drip water in the printer.**

Dust and other particles may accumulate inside the Printer with continued usage. This can cause spots or specks to appear on the printed cards.



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