

## Print Head Cleaning Instructions

If you need to clean your print head due to poor printing performance, you can initially try the print head cleaning function on your printer this may clear the issue up in some cases. Please consult your printer manual and settings to access this option on your printer.

In more severe cases, the print head will need to be manually cleaned with print head cleaning fluid. To clean the print head with the cleaning fluid, follow the below steps:

**Below instructions are for print heads attached to the ink cartridge.**

- 1: Remove the ink cartridge from the printer
- 2: Use protective gloves on your hands whilst using the cleaning fluid
- 3: Pour a small amount of print head cleaner onto a tissue or cloth
- 4: Wipe the print head back and forth with the tissue putting light pressure on to the print head to help push the fluid into the tiny print head holes.
- 5: Wipe the print head with a dry tissue
- 6: Reinstall the cartridge into the printer and perform cleaning cycle using the printer cleaning option (usually found in the maintenance menu on your printer)
- 7: Perform a test print of all colours

If the printing is still poor quality, you will have a more severe blockage on the print head. In which case you will need to remove the cartridge and perform the below steps:

- 1: Pour a small amount of cleaner into a saucer (or similar) just enough to cover the print head only, please ensure it only just covers the print head to avoid any ink contamination inside the cartridge.
- 2: Leave the cartridge in the saucer over night or at least 8 hours so that the cleaner has time to fully dissolve any dried ink in the print heads.
- 3: After the time has elapsed, remove the cartridge from the cleaner and wipe the print head so it is dry.
- 4: At this stage you may either re-insert into your printer, perform the printer cleaning option in the maintenance area on your printer (if the cartridge has been refilled or you know has ink in it). Or you can then refill the ink cartridge with ink in the normal way using the refill instructions for your ink cartridge.
- 5: Perform test prints to check that the cartridge is fully cleared.

Please note manufacturers intend that their cartridges are used once from new although refilling can be performed sometimes 1-5 times sometimes more dependent on the reliability of the print head. If you have tried several options to clean the print head and still getting poor performance, this will be due to the print head coming to the end of its life.