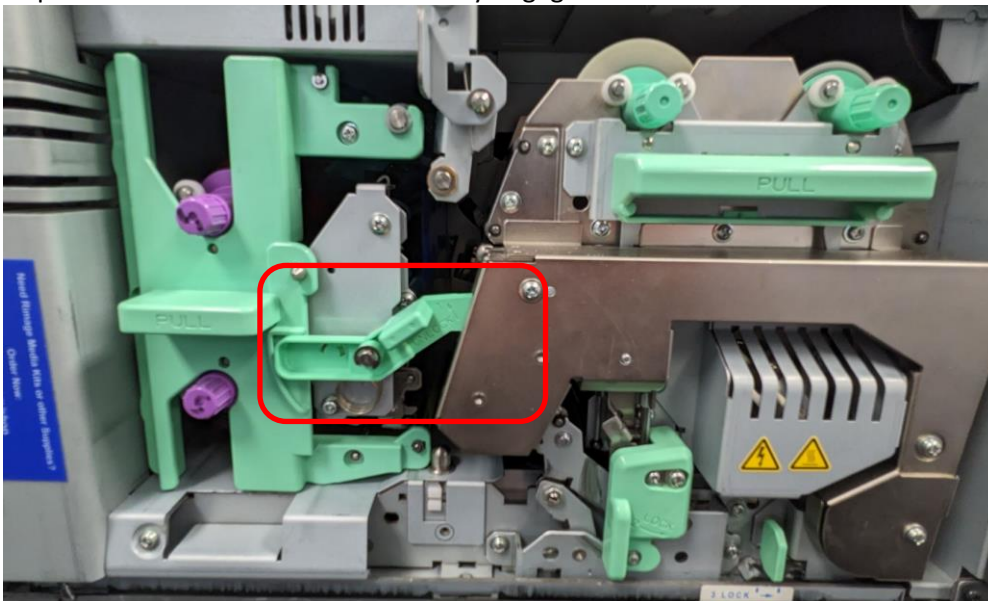


Printhead Release Lever Not Latched

This document provides troubleshooting tips for the Everest printer error: Printhead Release Lever not Latched.

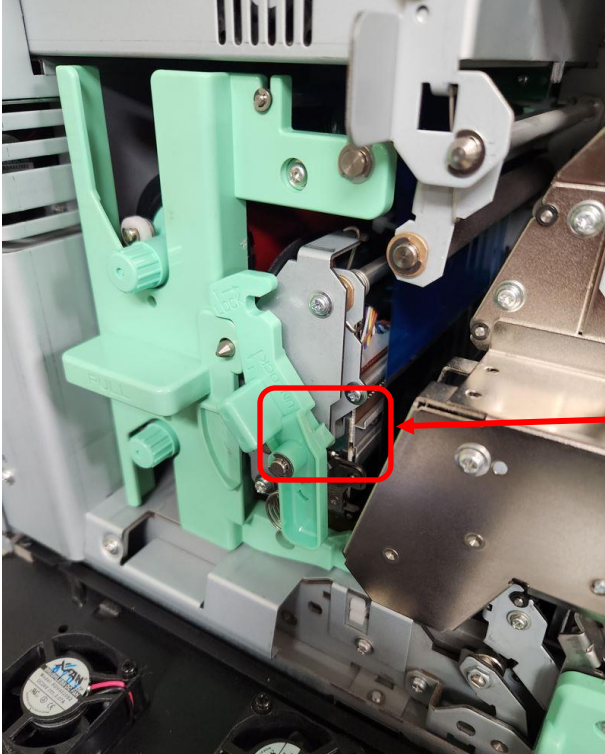
This error occurs when the printer is not detecting that Lock 1 is latched. This error is typically caused by either the lock is not fully engaged, or the flag to trigger the sensor is broken.

1. Inspect the Lock 1 to make sure it is fully engaged.

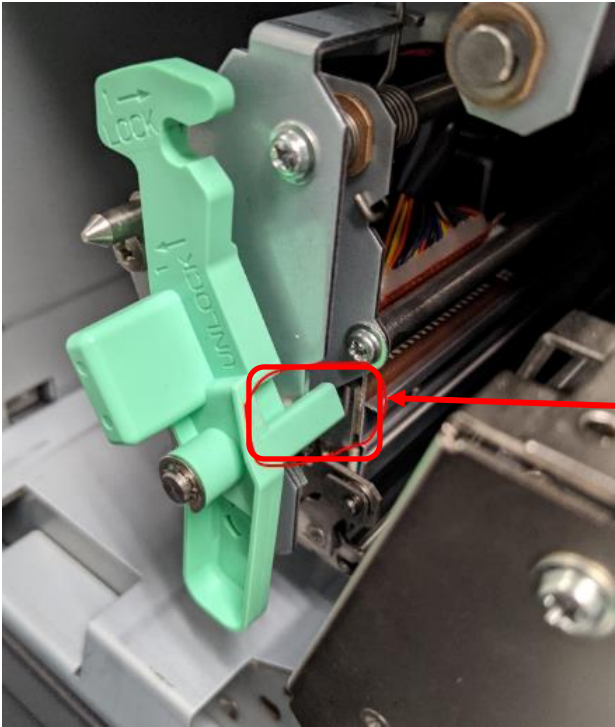


- a. Open the side panel of the printer.
 - b. Unlatch then relatch Lock 1.
 - c. Close the side panel of the printer and check if the error clears.
2. Inspect Lock 1 for a broken sensor flag. When Lock 1 is fully engaged, the sensor flag interacts with a contact sensor, which is how the printer detects that Lock 1 is in position. If the flag is broken, then there is nothing to interact with the sensor.
 - a. Open the side panel of the printer.
 - b. Inspect Lock 1 for a broken flag.
 - c. If the flag is broken, Lock 1 must be replaced.
Part number:
2000661 – Everest 600 (green)
2004552 – Everest Encore (purple)

R I M A G E[®]



Broken latch



Intact latch