

Maintain the Prism III Printer

Use the information in this section to keep your Prism III printer in optimal operating condition.

Overview

Regular preventative maintenance of your Prism III printer can help to always produce clearly printed labels. Maintenance involves cleaning the system.

Cautionary Information

-  **Caution:** To avoid damaging the Prism III printer during maintenance:
- Never use oils, silicone, or other lubricants on any part of the Prism.
 - Use only non-abrasive cleaners to wipe down the surfaces of your Prism printer.
 - Avoid pouring cleaners directly onto the Prism printer. Instead, apply the cleaner to a lint-free cloth.

Preventative Maintenance Schedule

Use the following table as a guideline for how often to perform preventative maintenance tasks.

Important! Failure to follow the maintenance schedule outlined to the right may void your warranty.

Tools	Task	Frequency	Instructions
<ul style="list-style-type: none">• Lint-free cloth• Non-abrasive, all-purpose cleaner	Clean the printer exterior .	Weekly	<ol style="list-style-type: none">1. Power off the Prism.2. Disconnect the power cord.3. Wipe down the exterior of the printer.
<ul style="list-style-type: none">• New print ribbon	Change the print ribbon .	Monochrome black: 2100 discs Monochrome red: 2100 discs Monochrome blue: 2100 discs 3-color panel (CMY): 500 discs	Refer to the Change the Print Ribbon section on page 18.
Print head cleaning kit	Clean the print head .	At every ribbon change or as needed	Refer to the Clean the Print Head section on page 16.

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Clean the Print Head

Clean the print head at every ribbon change, or more often if streaks start to appear or the ribbon has torn.

There are two methods for cleaning the Prism III print head—the Prism cleaning kit method, and the alternate method. The alternate method can be used when a cleaning kit is not available. This section provides instructions for both methods.

Note: If the Prism printer is connected to an autoloader or AutoPrinter, it may be easier to remove the printer from the system before you begin the cleaning process.

- Power off the printer.
 - Remove all cables and cords from the back of the printer. Refer to the *Identify the Parts of the Prism Printer* section on page 6.
 - Remove the printer from the system and place it on a flat surface near a power outlet.
 - Connect a separate power cord from the back of the printer to a power outlet.
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Clean the Prism III Print Head Using a Prism Cleaning Kit

If you have a Prism cleaning kit, use the following procedure to clean the print head.

✂ Required tools:

- Prism cleaning kit (PN 210555-001)
- One disc
- 99% Isopropyl alcohol
- Cotton swabs

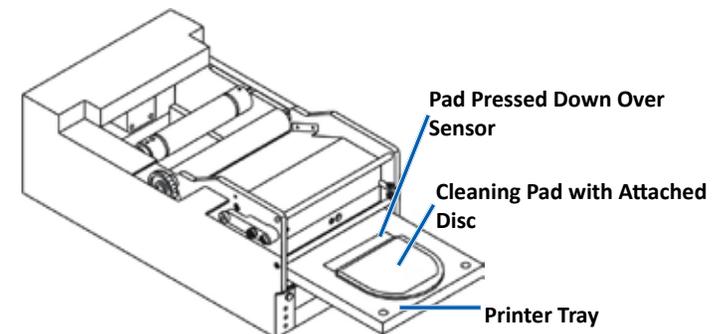
1. Prepare the **Prism** for cleaning.
 - a. Power off the **Prism**.
 - b. Remove the **top cover**.
 - c. Remove the **ribbon**. Refer to the *Change the Print Ribbon* section on page 18.

2. Begin **cleaning mode**.
 - a. While pressing and holding the **operator button**, press the power switch to power on the Prism.
 - b. When the Disc Not Present indicator light (the second light on the operator panel) flashes, release the **operator button**. The printer tray opens.

The printer is in cleaning mode when the operator button and Disc Not Present indicator lights (the top two indicator lights on the control panel) blink rapidly.
3. Prepare the **cleaning pad**.

Note: The cleaning pad is included in the Prism cleaning kit.

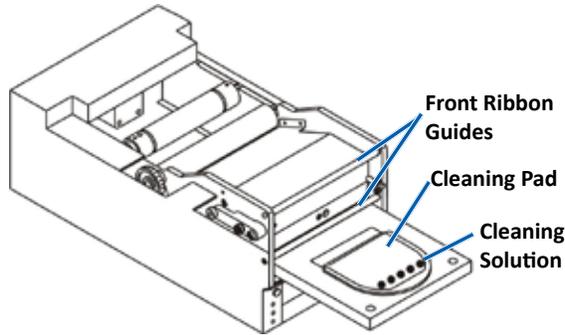
- a. Remove the **adhesive backing** from the cleaning pad.
- b. Attach the **cleaning pad** to the top of a disc.
- c. Make sure that the edges of the pad are aligned with the disc.
- d. Place the **cleaning pad with the attached disc** on the **printer tray**. Make sure the disc is aligned with the retaining pins on the printer tray.
- e. Press the **pad** down and over the **sensor** on the printer tray.
- f. Place 5 drops of **isopropyl alcohol** on the **cleaning pad**.



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4. Clean the **print head**.

- a. Press the **operator button** to close the printer tray and start the cleaning cycle. When the cleaning cycle is complete, the printer tray opens.
- b. If necessary, repeat **step a** to begin the cleaning cycle again.
- c. When the print head is clean, remove the **cleaning pad and attached disc** from the printer tray.



5. Clean the front two **ribbon guides**.

- a. Apply **isopropyl alcohol** to a clean cotton swab.
- b. Run the **swab** against the **ribbon guides** to clean them.

6. Prepare the **Prism** for use.

- a. Press the **power switch** off and on to exit cleaning mode and reset the printer.
- b. Reinstall the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.
- c. If you removed the printer from an autoloader or AutoPrinter, place the **printer** on the system and connect **all cables and cords**. Refer to the [Identify the Parts of the Prism III Printer](#) section on page 6

Note: If the printing pad on the tray is wet from cleaning, allow the printing pad to completely dry before using the Prism.

Clean the Print Head – Alternate Method

If a cleaning kit is not available, use the following procedure to clean the Prism print head.

✂ Required tools:

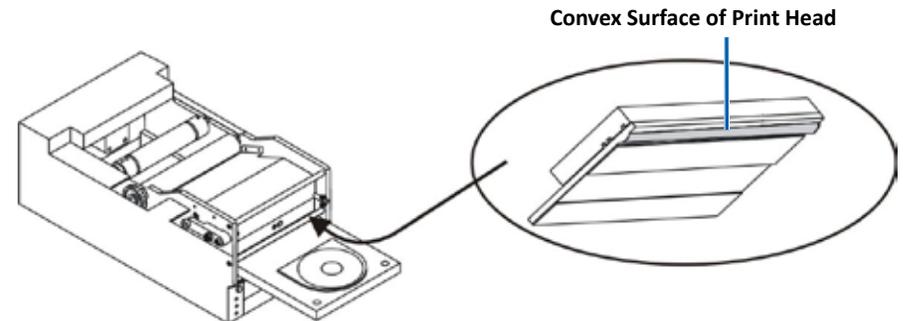
- 99% Isopropyl alcohol
- Cotton swabs

1. Prepare the **Prism III**.

- a. Power on the **Prism III**.
- b. Press the **operator button** to open the printer tray.
- c. Power off the **Prism III**.
- d. Remove the **top cover**.
- e. Remove the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.

2. Clean the **print head**.

- a. Apply **isopropyl alcohol** to a cotton swab.
- b. Insert the **cotton swab** into the drawer opening.
- c. Lift the **swab** upward as you run the swab against the **convex surface** of the print head.



Important! The bottom of the print head is shown to illustrate the area to clean. Do not remove the print head from the printer.

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3. Clean the front two **ribbon guides**.
 - a. Apply **isopropyl alcohol** to a clean cotton swab.
 - b. Run the **swab** against the **ribbon guides** to clean them.
4. After the alcohol on the print head dries, prepare the **Prism** for use.
 - a. Install the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.
 - b. If you removed the printer from an autoloader or AutoPrinter, place the **printer** on the system and connect **all cables and cords** to the back of the printer. Refer to the [Identify the Parts of the Prism Printer](#) section on page 6.

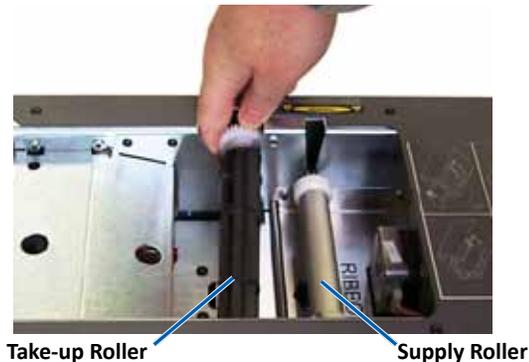
Change the Print Ribbon

Important! The Prism III printer only operates with genuine Rimage ribbons.

Rimage supports only the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons by manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.

Tip: If ribbons are stored in an environment much different from that of the printer, allow time for them to become acclimated to the new environment. Allow more time for greater temperature and/or humidity differences.

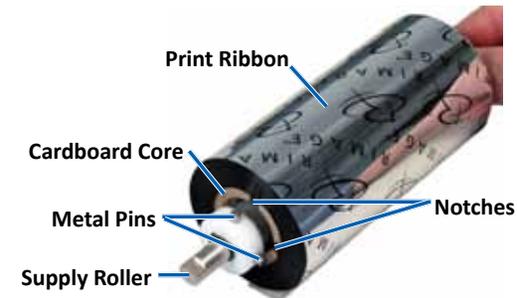
1. Access the **ribbon area**.
 - a. Power on the **Prism**.
 - b. Remove the **top cover** from the printer.
 - c. Lift up the **take-up roller** so that the end with the gear comes up first, then lift the take-up roller out of the printer.



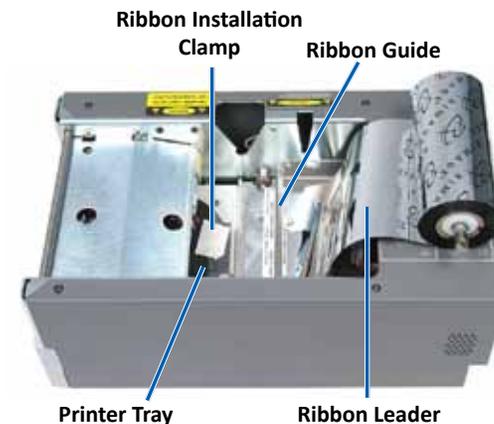
- d. Lift up the **supply roller** to remove it.

Note: If you are replacing the ribbon, now is a good time to clean the print head. Refer to the [Clean the Print Head](#) section on page 16

2. Load the **print ribbon**.
 - a. Slide the **print ribbon** onto the **supply roller**.
 - b. Align the **two notches** of the **cardboard core** with the **metal pins** on the **supply roller**.



- c. Press the **operator button** to close the **print tray**.
- d. Peel the **ribbon leader** from the **supply ribbon**.
- e. Slide the **ribbon leader** under the **ribbon guide** and into the **ribbon installation clamp**.



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3. Install the **supply roller** as shown. Leave some slack in the ribbon leader.

- a. Press the **operator button** until the printer tray comes out. The ribbon is threaded to the front of the Prism.

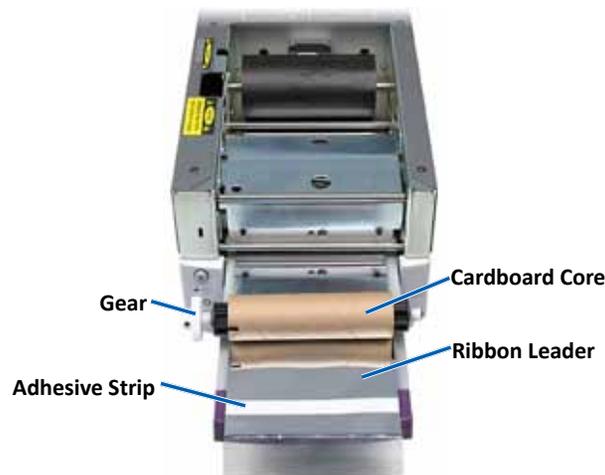


- b. Remove the **ribbon leader** from the installation clamp.
- c. Remove the **adhesive strip** from the **ribbon leader**.

4. Load the **take-up roller**.

- a. Place the **new empty cardboard core** on the **take-up roller**. It is designed to fit one way.
- b. Place the **take-up roller** on top of the **ribbon leader** as shown.

Important! The gear must be on the correct side.



c. Pull the **ribbon leader** up over the **cardboard core**.

d. Attach the **adhesive strip** to the **cardboard core** so that the edges on the ribbon leader are aligned to the edges of the cardboard core.

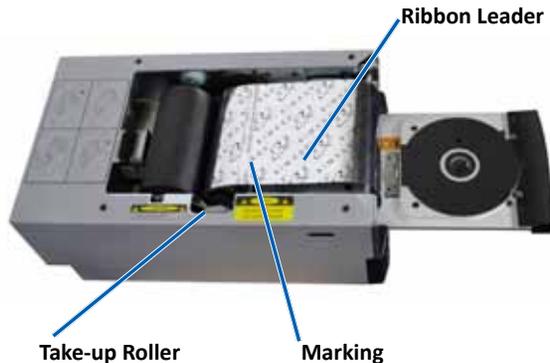
e. Roll the **ribbon leader** so that it is wrapped only once around the roller.



Important! Do not roll past the marking on the leader that states **STOP - Wind Leader Onto Take-up Core Stopping Here** for monochrome ribbons. If you are using a CMY ribbon, roll up to the end of the yellow leader.

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5. Install the **take-up roller** in the Prism and press down firmly until the take-up roller snaps into place. The ribbon should be tight and there should be no creases in the ribbon.



Important! Do not roll the **STOP – Wind Leader Onto Take-up Core Stopping Here** marking on the ribbon leader onto the take-up roller. The marking should not be past the point shown in the picture. If the marking is on the roller, pull the take-up roller out and roll back the ribbon. Roll the supply roller back to take up the slack.

6. Press the **operator button** and hold for 5 seconds to allow the printer to validate the ribbon. If the ribbon is valid the printer advances and the Error indicator light stops blinking.

Note: During the ribbon validation process, the ribbon cycles past the ribbon leader. After the ribbon validation process is complete, make sure that the ribbon is wound tight.

7. Install the **top cover**.