# Maintain the 3400 and 5400N

This section provides maintenance information for the 3400 and 5400N systems, including the integrated Everest 400 printer.

⚠ **Important!** For optimum performance, keep the 3400 and 5400N in a clean, dust-free environment.

## Overview

Regular preventative maintenance of your system can help to ensure error-free recordings and clean printed labels. Maintenance also involves cleaning the system.

## Cautionary Information

⚠ *Caution: To avoid damaging the 3400 or 5400N during maintenance:*

- *Never use oils, silicone, or other lubricants on any part of the system.*
- *Use only non-abrasive cleaners to wipe down the surfaces of your autoloader.*
- *Never use cleaners to clean the embedded PC.*
- *Avoid pouring cleaners directly onto the autoloader. Instead, apply the cleaner a clean, lint-free cloth.*
- *Observe precautions for electrostatic-sensitive devices whenever you access the embedded PC.*

## Preventative Maintenance

You must perform routine maintenance to keep the system operating at optimum performance. The *Preventative Maintenance Schedule* on page 2 lists maintenance tasks, task frequency, and references to cleaning instructions in this document.

⚠ **Important!** Failure to follow the maintenance schedule may void your warranty.

✎ **Note:** Your system may require more frequent maintenance if used in a dusty area, such as a store or warehouse.

**Before you begin:**
1. Power off the **autoloader**.
2. If you have a 5400N, power off the **embedded PC**.
3. Disconnect the **power cord**.
4. Follow the *Preventative Maintenance Schedule* on page 2.

## Preventative Maintenance Schedule

| Task | Tools | Frequency |
|---|---|---|
| **Autoloader Maintenance** | | |
| Wipe down the lift arm shaft and pay close attention to:<br><br>• The area around the base of the shaft<br><br>• The area just above the lift arm | Lint-free cloth | Weekly |
| Wipe down all surfaces of the autoloader, including:<br><br>• Sides and top    • Carousel<br><br>• Door    • Top surface on the lift arm<br><br>• Output bin | • Lint-free cloth<br><br>• Non-abrasive, all-purpose cleaner | Weekly |
| Remove dust and debris from the fan at the back of the autoloader. | Can of compressed air | Monthly |
| Remove dust and debris from the openings at the back of the autoloader. | Vacuum | Monthly |
| Remove dust and debris from the front and inside of the autoloader. | Can of compressed air | Monthly |
| **Integrated Everest 400 Printer Maintenance** | | |
| Clean the print head. Refer to the *Clean the Print Head* section on page 3. | • Sponge swabs with long handles (included in the Everest cleaning kit)<br><br>• 99% Isopropyl alcohol | After 2000 discs (as needed) or at every ribbon change |
| Clean the tacky rollers. Refer to the *Clean the Tacky Rollers* section on page 4. | • Sponge swabs with long handles (included in the Everest cleaning kit)<br><br>• 99% Isopropyl alcohol | After 2000 discs or at every ribbon change |

# Clean the Everest 400 Printer

Regular cleaning helps to keep your Everest 400 printer in optimal operating condition.
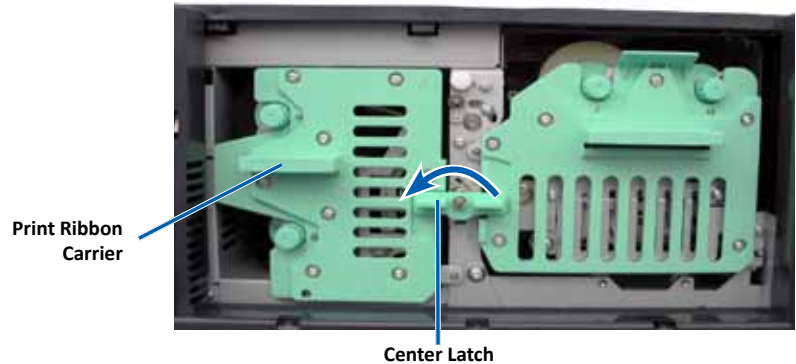
## Clean the Print Head

⚒ **Tools required:**

- Sponge swabs with long handles (included in the Everest cleaning kit)
- 99% Isopropyl alcohol

1. Access the **print head**.

   a. Lift the **printer cover latch** to open the cover.

   b. Lower the **printer cover**.

   c. Turn the **center latch** counterclockwise to unlock it.

   d. Remove the **print ribbon carrier**.

   ⚠ **Important!** The ribbon carriers cannot be removed from the printer unless the system is powered on.



**Print Ribbon Carrier**

**Center Latch**
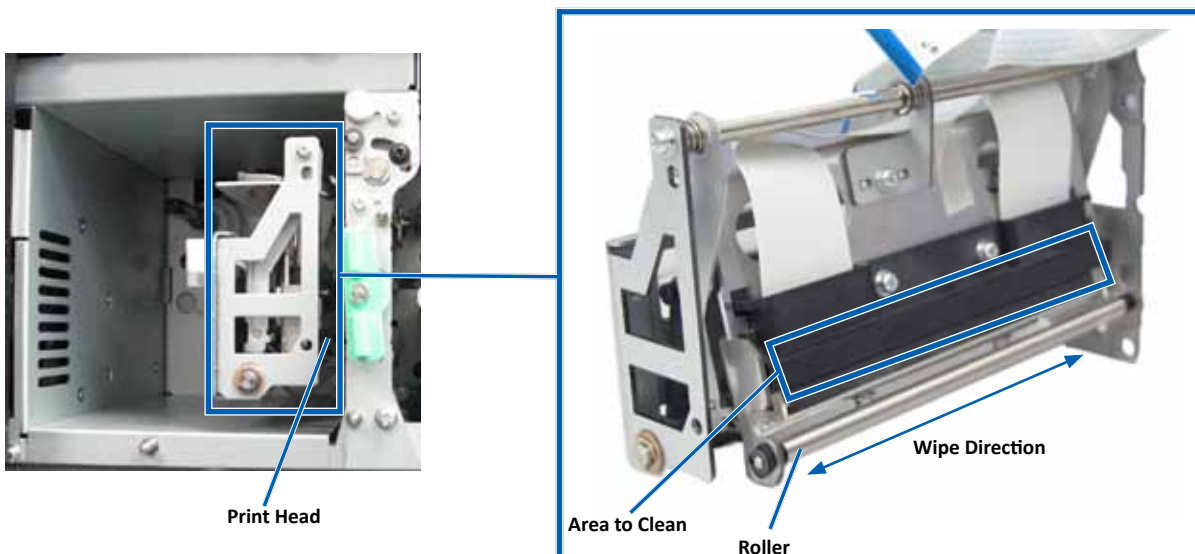
2. Clean the **print head**.

   ⚠ *Caution! Do not scratch the print head. Remember the following tips:*
   - *Always wipe from one end of the print head to the other without stopping in the middle.*
   - *Only wipe the area indicated.*

   a. Apply **isopropyl alcohol** to the **sponge swab**.

   b. Use the **sponge swab** to wipe across the **print head** from one end to the other in the direction shown below.

   ✎ **Note:** Do not remove the print head component from the inside of the printer. The component is shown outside of the printer for instructional purposes only.

   c. Repeat as needed until the **print head** is clean of dust and debris.

   d. Use the **sponge swab** to remove any waxy buildup from the **roller** below the print head.
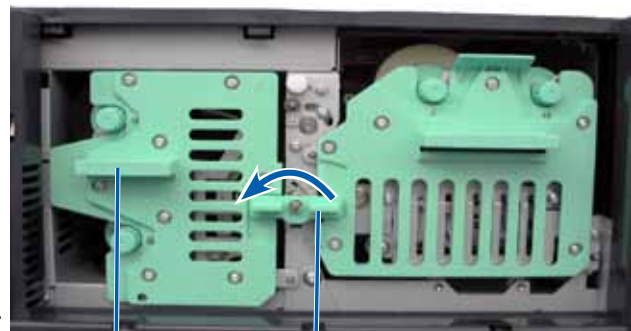


**Print Head**

**Area to Clean**

**Roller**

**Wipe Direction**

3. Prepare the **printer** for use.

   a. Install the **print ribbon carrier**.

   b. Turn the **center latch** clockwise to lock it.

   c. Close the **printer cover**. The system is ready for use.
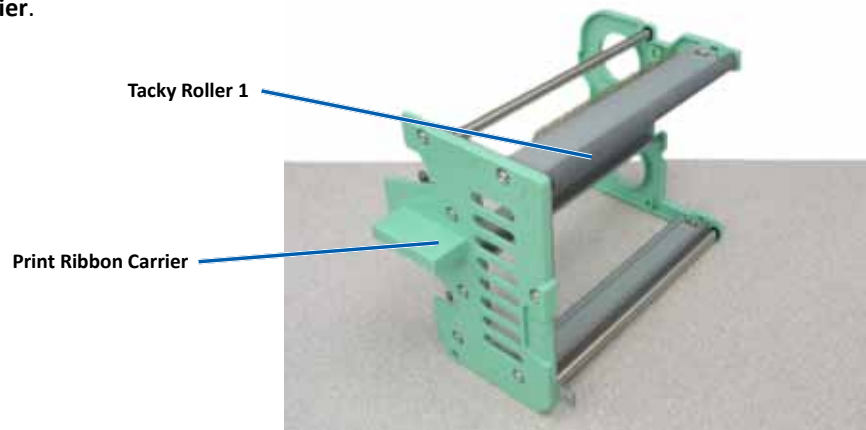
## Clean the Tacky Rollers

⚒ **Tools required:**

- Sponge swabs with long handles (included in the Everest cleaning kit)
- 99% Isopropyl alcohol

1. Remove the print ribbon carrier.

   a. Lift the **printer cover latch** to open the cover.

   b. Lower the **printer cover**.

   c. Turn the **center latch** counterclockwise to unlock it.

   d. Remove the **print ribbon carrier**.

   ⚠ **Important!** The ribbon carriers cannot be removed from the printer unless the system is powered on.

2. Remove the **print ribbon**. For specific instructions, refer to the *Change the Print Ribbon* procedure in the User Guide.



**Print Ribbon Carrier**  **Center Latch**

3. Clean **tacky roller 1** on the print ribbon carrier.

   a. Apply **isopropyl alcohol** to the **sponge swab**.

   b. Use the **sponge swab** to clean **tacky roller 1**.

   c. Use the **sponge swab** to remove any waxy buildup from other parts of the **print ribbon carrier**.



**Tacky Roller 1**

**Print Ribbon Carrier**

4. Inside the printer, use the sponge swab to wipe **tacky roller 2**.

5. Prepare the **printer** for use.

   a. Install the **print ribbon** on the print ribbon carrier. For specific instructions, refer to the *Change the Print Ribbon* procedure in the User Guide.

   b. Install the **print ribbon carrier** in the printer.

   c. Turn the **center latch** clockwise to lock it.

   d. Close the **printer cover**.

The system is ready for use.

**Tacky Roller 2**