Clean the Sensors On an Everest III, Everest 600 or Integrated Everest 400 Printer

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Introduction

Use this procedure to clean a sensor on an Everest™ III, 600 or integrated 400 printer.

Rimage approved parts must be used for this process. The product warranty may become void if parts not approved by Rimage are used; equipment or parts are tampered with, misused, neglected, or modified in any respect without the written consent of Rimage.

> ✎ **Notes:**
> - Your system may not look exactly like the system pictured.
> - The terms "Everest" and "printer" are used throughout this document to refer to the Everest III, Everest 600 and integrated Everest 400 printer.
>
> ✖ **Required tools:**
> - Can of compressed air
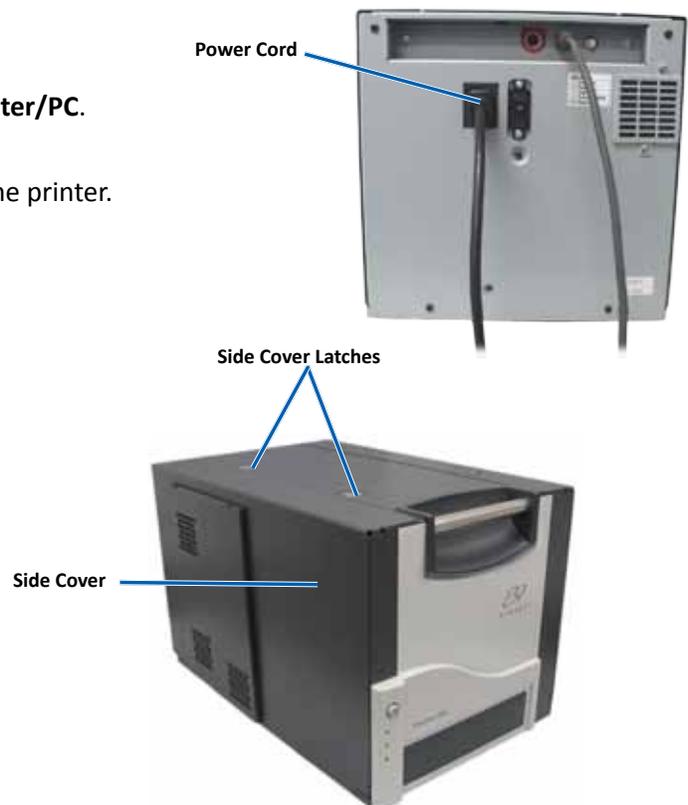> - Rimage cleaning kit, Everest PN 3001252

When should you clean the sensors?

- You receive an error message stating that the printer is not detecting the print ribbon.
- You receive an error message stating that the upper sensor is not responding.
- You receive an error message stating that the lower sensor is not responding.
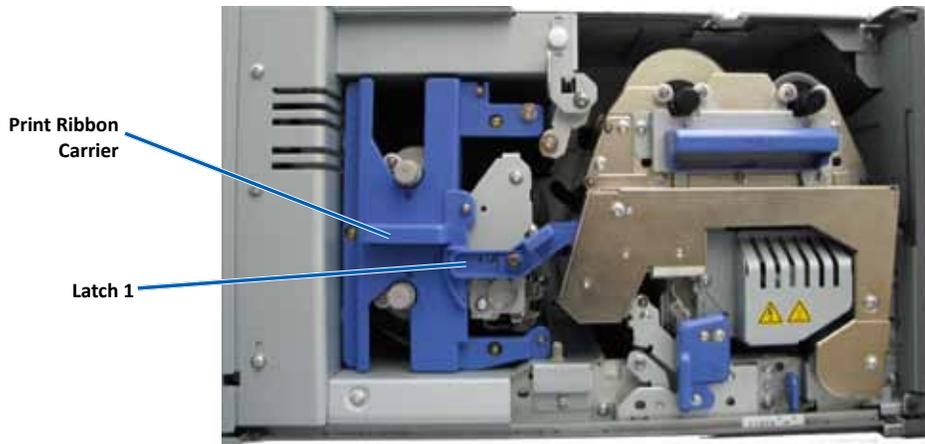- The printing is off center.

Access the Sensors - Everest III and Everest 600

✎ **Note:** Refer to page 4 for instructions on accessing the sensors on the integrated Everest 400 printer.

1. Power off the **system**.
   a. Stop or pause **all jobs**.
   b. Power off the **external/embedded control center/PC**.
   c. Power off the **Everest printer**.
   d. Disconnect the **power cord** from the back of the printer.

2. Open the **side cover**.
   a. Press the two **side cover latches** to release the side cover.
   b. Lower the **side cover**.
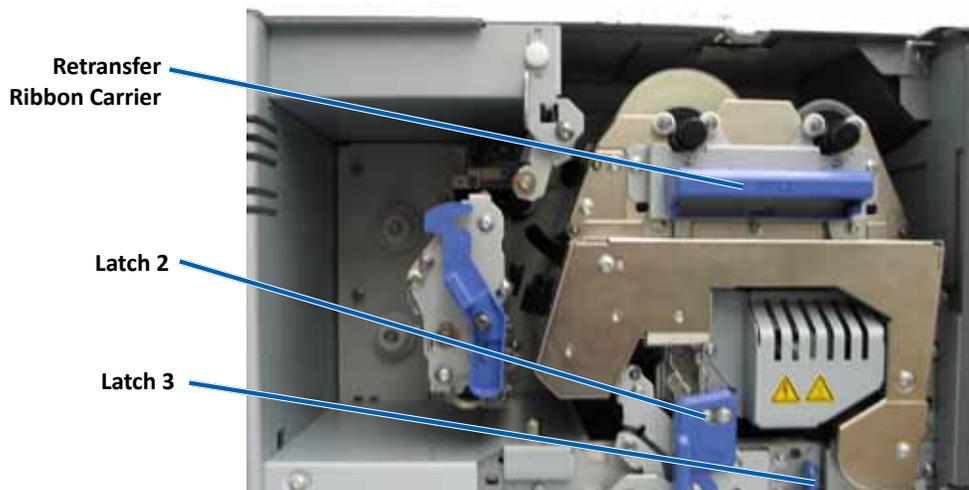
Power Cord

Side Cover Latches

Side Cover

3. Remove the **print ribbon carrier**.

    a. Open **latch 1**.

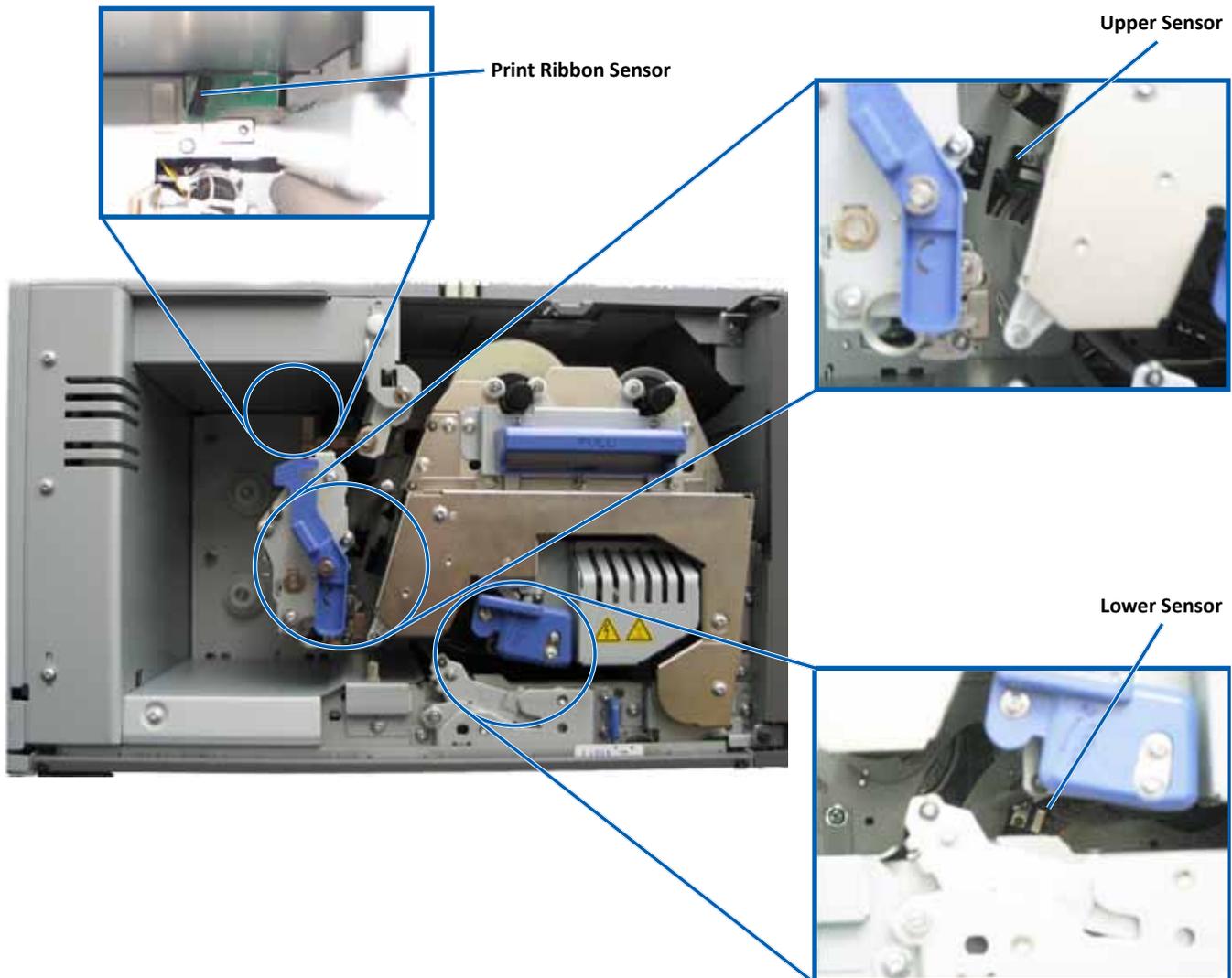   b. Pull the **print ribbon carrier** straight out of the printer.

4. Remove the **retransfer ribbon carrier**.

    a. Open **latches 2** and **3**.

    b. Pull out the **retransfer ribbon carrier**.

    ✎ **Note**: The retransfer ribbon carrier cannot be removed from the printer.
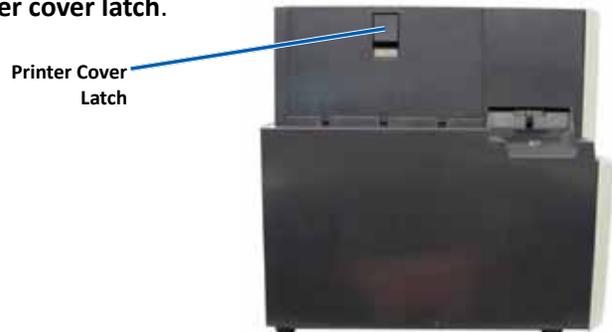
5. Locate the **sensors**.
   - **Print ribbon sensor**
   - **Upper sensor**
   - **Lower sensor**

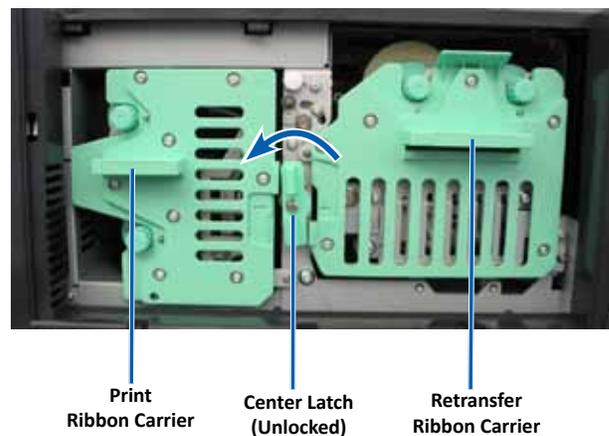**Print Ribbon Sensor**

Upper Sensor

Lower Sensor

Access the Sensors - Integrated Everest 400

1. Stop or pause **all jobs**.

2. Open the **printer cover.**

   a. On the left side of the 5400N or 3400, lift the **printer cover latch**.
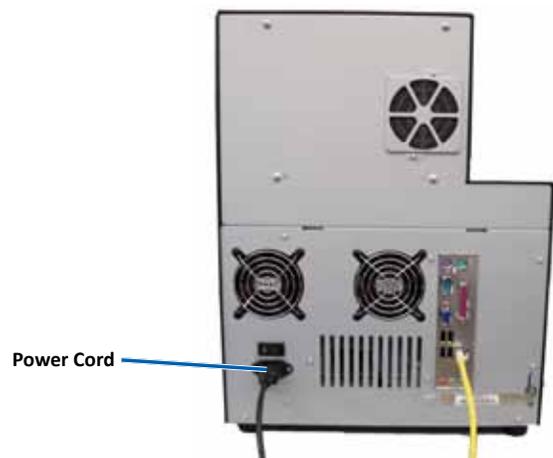
   b. Lower the **printer cover**.

Printer Cover
Latch

3. Remove the **print ribbon carrier** and **retransfer ribbon carrier**.

   a. Make sure the **5400N** or **3400** is powered on.

      ⚠ I**mportant!** The ribbon carriers cannot be removed from the Everest 400 printer unless the 5400N or 3400 is powered on.

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

   c. Pull the **print ribbon carrier** all the way out of the printer.

   d. Pull the **retransfer ribbon** carrier all the way out of the printer.

Print
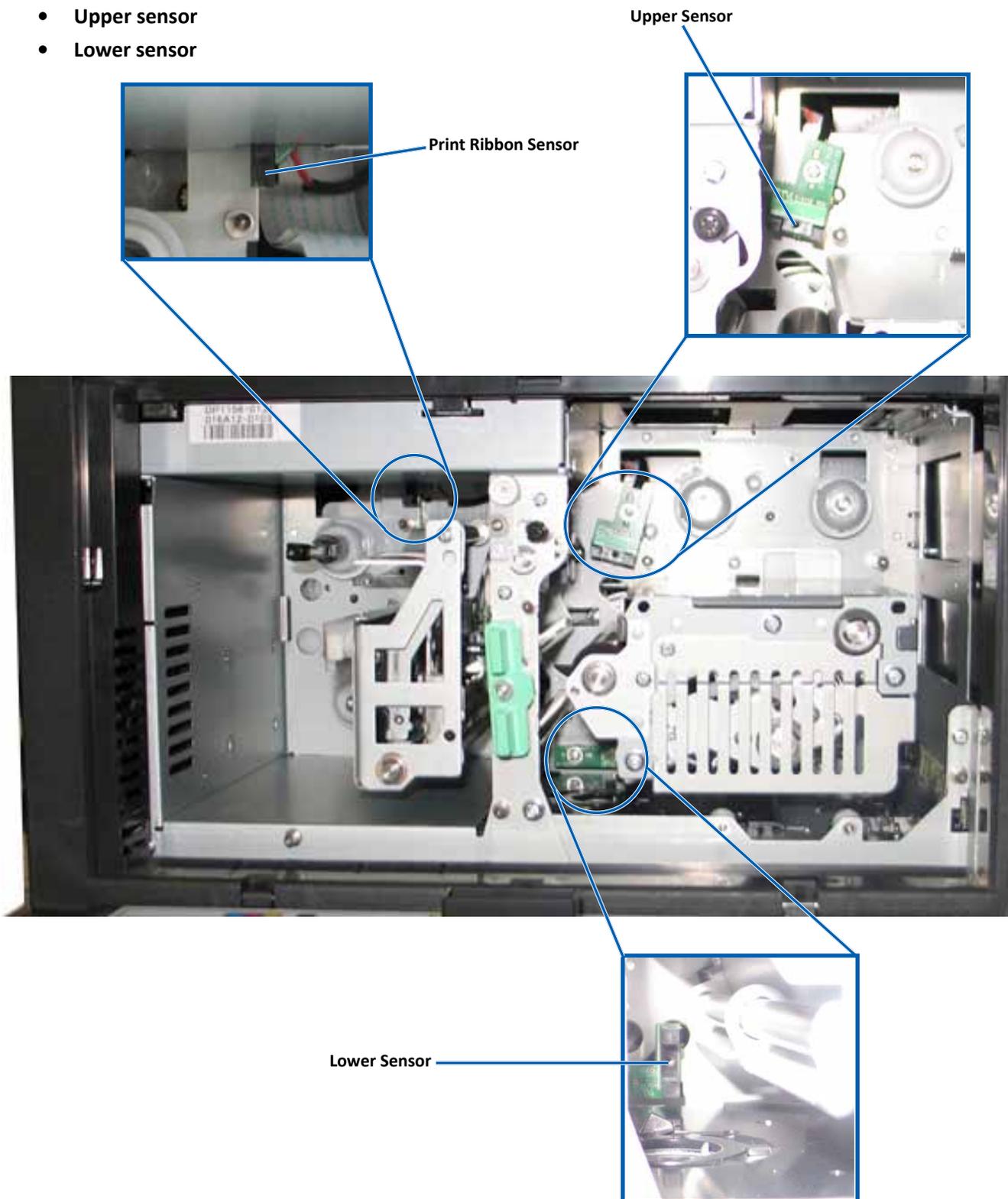Ribbon Carrier   Center Latch
(Unlocked)   Retransfer
Ribbon Carrier

4. Power off the **5400N** or **3400**.

   ⚠ **Important!** Do not clean the printer sensors until the 5400N or 3400 system is completely powered off.

   a. Disconnect the **power cord** from the back of the 5400N or 3400.

   b. Disconnect the **power cord** from the power outlet.

Power Cord

5. Locate the **sensors**.
    - **Print ribbon sensor**
    - **Upper sensor**
    - **Lower sensor**

Upper Sensor

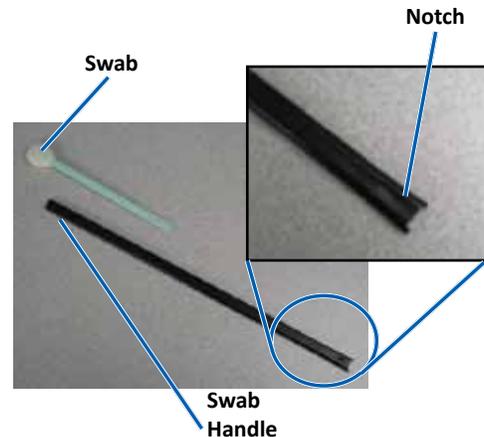Print Ribbon Sensor

Lower Sensor

Clean the Sensors

✎ **Note:** The cleaning instructions are the same for the Everest III, 600 and integrated 400 printer.

Clean the Upper Sensor

1. Locate the **swab** and **handle** in the Everest Cleaning Kit.
2. If necessary, remove the **swab** from the handle.
3. Position the **slotted end of the handle** in the upper sensor. Refer to page 3 or page 5 for the sensor locations.

   📖 **Tip:** One end of the handle has a slot with a notch in it approximately ¼ inches from the end. This is the end that goes into the printer.

4. Position the **can of compressed air's nozzle** in the unnotched end of the handle.
5. Blow **compressed air** into the end of the handle for one to two seconds.
6. Repeat two to three times.

Clean the Lower Sensor

1. Locate the **swab** and **handle** found in the Everest Cleaning Kit.
2. If necessary, remove the **swab** from the handle.
3. Position the **slotted end of the handle** in the lower sensor. Refer to page 3 or page 5 for the sensor locations.

   📖 **Tip**: One end of the handle has a slot with a notch in it approximately ¼ inches from the end. This is the end that goes into the printer.

4. Position the **can of compressed air's nozzle** in the unnotched end of the handle.
5. Blow **compressed air** in to the end of the handle for one to two seconds
6. Repeat two to three times.

Prepare the Printer for Use

1. Replace the **print ribbon carrier**.
2. Replace the **retransfer ribbon carrier**.
3. Close the **latches**.
   - **Everest III and Everest 600:** Close **latches 1, 2** and **3**.
   - **Everest 400:** Turn the **center latch** clockwise to lock it.
4. Close the **printer cover**.
5. Power on the **system**.
   - **Everest III and Everest 600:**
     a. Connect the **power cord** to the back of the printer.
     b. Power on the **external/embedded control center/PC**.
     c. Power on the **printer**.
   - **Everest 400:**
     a. Connect the **power cord** to the back of the 5400N or 3400.
     b. Connect the **power cord** to the power outlet.
     c. Power on the **5400N** or **3400**.

The printer is ready for use.

Support information

US, Asia/Pacific, Mexico/Latin America

Contact Rimage Services:

www.rimage.com/support

KnowledgeBase: http://rimage.custhelp.com

Telephone:

North America: 800-553-8312

Asia/Pacific, Mexico/ Latin America: 952-946-0004

Europe

Contact Rimage Services Europe:

www.rimage.com/support

Email: support@rimage.de

Tel: +49-(0) 1805-7462-43

When you contact Rimage Services, please provide:

- Unit serial number and software version.
- Functional and technical description of the problem.
- Exact error message received.