

# Maintain the Prism Printer

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

## Overview

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

## Cautionary Information

**⚠ Caution:** To avoid damaging the Prism 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 the cloth first.

## 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 below may void your warranty.

Tool	Task	Frequency
Lint-free cloth Non-abrasive, all-purpose cleaner	Clean the exterior 1. Power off the Prism. 2. Disconnect the power cord. 3. Wipe down the exterior of the printer.	Weekly
New print ribbon	Change the print ribbon. Refer to the <a href="#">Change the Print Ribbon</a> section.	Monochrome black = 2100 discs Monochrome red = 2100 discs Monochrome blue = 2100 discs 3-color panel = 500 discs
Print head cleaning kit	Clean the print head. Refer to the <a href="#">Clean the Print Head</a> section.	At every ribbon change or as needed

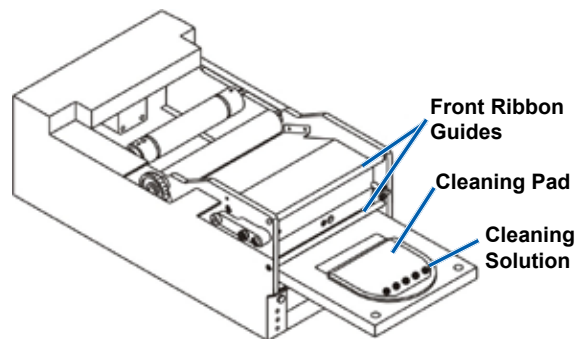
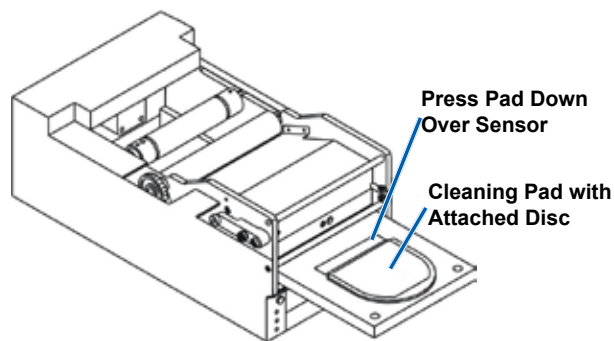
## Clean the Print Head

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

### Required tools:

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

1. Prepare the **Prism**.
  - a. Power off the **Prism**.
  - b. Remove the **top cover**.
  - c. Remove the **ribbon**. Refer to the [Change the Print Ribbon](#) section.
  - d. While pressing and holding the **operator button**, power on the Prism.
  - e. When the disc not present indicator light flashes, release the **operator button**.
2. Prepare the **cleaning pad**.
  - a. Remove the **adhesive backing** from the cleaning pad. The cleaning pad is available in the cleaning kit.
  - b. Attach the **cleaning pad** to the top of a **disc**.
3. Clean the **print head**.
  - a. Place the **cleaning pad with the attached disc** on the printer tray.
  - b. Press the **pad** down over the sensor.
  - c. Place 5 drops of **isopropyl alcohol** on the cleaning pad.
  - d. Press the **operator button** to close the printer tray and start the cleaning cycle. When the cleaning cycle is complete, the printer tray opens.
  - e. If necessary, repeat step d.
  - f. Remove the **cleaning pad with attached disc**.
4. Clean the front two ribbon guides.
  - a. Apply isopropyl alcohol to a clean **cotton swab**.
  - b. Run the swab against a ribbon guide to clean it.
  - c. Repeat steps a – b for the second ribbon guide.
5. Prepare the **Prism** for use.
  - a. Power off the **Prism**.
  - b. Reinstall the **ribbon**.
  - c. Replace the **top cover**.



 **Note:** If the printing pad on the tray becomes wet, allow the printing pad to completely dry before using the Prism.

- d. Power on the **Prism**.

The Prism is ready for use.

## Clean the Print Head – Alternate Method

If a cleaning kit is not available, use the following cleaning procedure.

### Required tools:

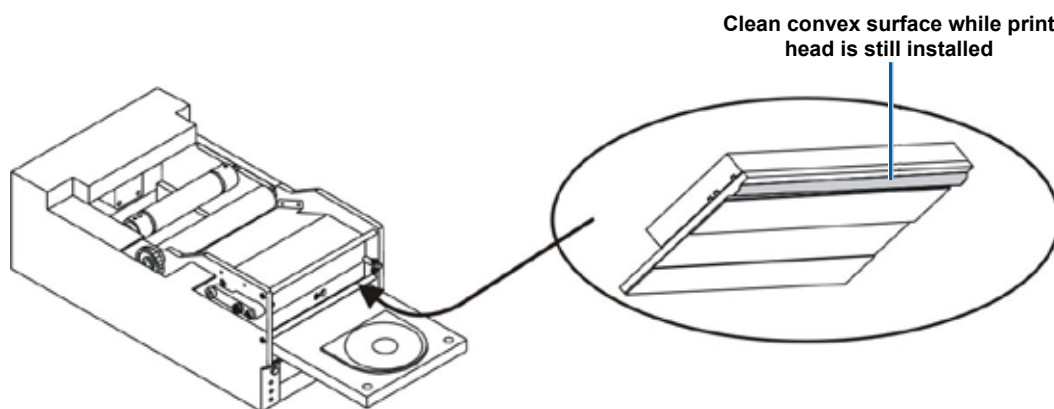
- 99% Isopropyl alcohol
- Cotton swabs

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

2. Clean the **print head**.

 **Important!** Do not remove the print head.

- a. Apply **isopropyl alcohol** to a cotton swab.
- b. Insert the **cotton swab** in the drawer opening and lift the swab upward as you run the swab against the print head elements.




 **Note:** The bottom of the print head is shown to illustrate elements to clean.

3. Clean the front two **ribbon guides**.
  - a. Apply isopropyl alcohol to a clean **cotton swab**.
  - b. Run the **swab** against a **ribbon guide** to clean it.
  - c. Repeat **steps a – b** for the second ribbon guide.
4. After the alcohol on the print head dries, prepare the **Prism** for use.
  - a. Install the **ribbon**.
  - b. Replace the **top cover**.
  - c. Power on the **Prism**.

The printer is ready for use.

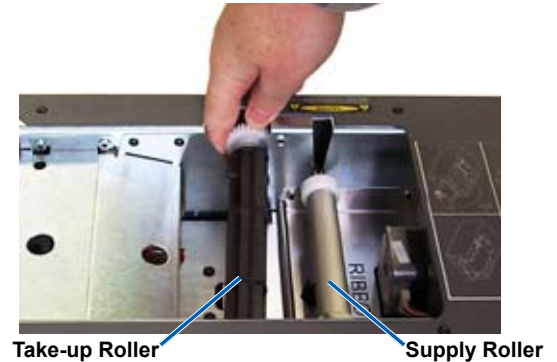
## Change the Print Ribbon

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.

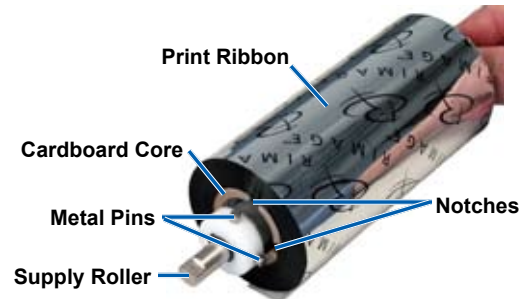
 **Tip:** If ribbons are stored in an environment much different from that of the printer, allow time for them to become acclimated to the new environment. Allow more time for greater temperature and/or humidity differences.

 **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.

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.



2. Load the **print ribbon**.
  - a. Slide the **print ribbon** onto the supply roller.
  - b. Align the two **notches** of the cardboard core to the **metal pins** on the supply roller.
  - c. Peel the **ribbon leader** from the **supply ribbon**.
  - d. Slide the **ribbon leader** under the **ribbon guide**.



3. Tape the **ribbon leader** to the back of the printer tray as shown.

