

**TITLE: Thermal Printhead Cleaning Instructions**

Category: Thermal Printers

Document Number: 2000

Supplied by: Technical Hardware Support

Last Modified: Updated Aug 2013

Summary: This document includes instructions for cleaning the printhead on the GERBER EDGE<sup>®</sup>, EDGE 2, and EDGE FX

---

As a result of testing, Gerber has been able to correlate GERBER EDGE printing problems with improper cleaning procedures using lower-grade isopropyl alcohol or other cleaning agents to clean the print head. More specifically, rubbing alcohol at 70% isopropyl alcohol concentration levels leads to corrosion in the print head, and eventual failure. The 30% water that is present in the 70% isopropyl solution does not evaporate quickly enough and acts as a carrier for salts (ions) which leads to failure.

**Because of its high water content, you should never use rubbing alcohol to clean the GERBER EGDE, EDGE 2 or EDGE FX printhead! Only 98% (or higher) isopropyl alcohol can be used for this purpose!**

To increase the reliability of the printhead, the following page has the updated cleaning instructions which recommend using the Gerber Disposable Thermal Printhead Cleaning Cards. (These cards are pre-moistened with the proper amount of 99% isopropyl alcohol for your convenience.)

Contact your local Gerber Distributor to purchase additional Gerber Thermal Printhead Cleaning Cards. Please use the following information to order:

| Part Number | Description   | Suggested List Price |
|-------------|---|----------------------|
| P66530B     | Gerber Thermal Printhead Cleaning Cards (Box of 25) | \$18.32 U.S.D        |

If you have any questions about the following cleaning procedure or the use of isopropyl alcohol, please contact your local distributor or Gerber Technical Support at 1-800-828-5406 or 860-871-8082.

**How to Clean the Printhead:**

1. Wear latex disposable gloves
2. Open a Gerber Disposable Cleaning Card (P66530B) and remove card
3. With the Cleaning Card, rub the entire length of the brown printhead element to remove contamination buildup
4. After cleaning the printhead, clean the dancer bars and foil squeegees
5. After cleaning, dispose of all cleaning material. Do not reuse.

**Printhead Cleaning Frequency:**

Cleaning frequency depends upon use. Frequent cleaning is preferred to prevent build-up of contaminants on the printhead and surrounding areas.

1. Clean prior to the start of each day
2. If the printout is longer than 10 yards, clean between each foil change
3. If print quality diminishes with these cleaning frequencies, clean more often

