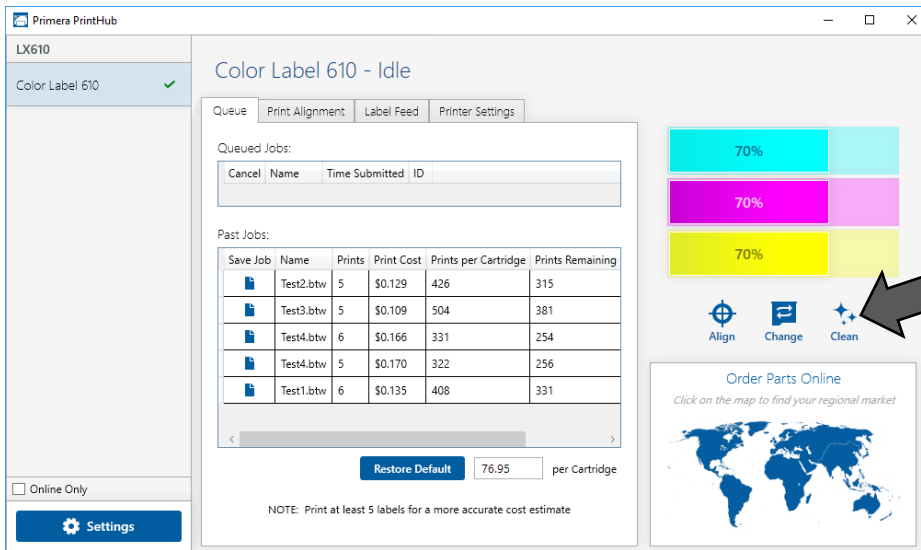


## Poor Print Quality – Cleaning the Cartridge

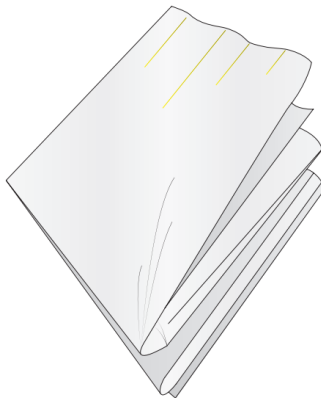
It may be necessary to clean the ink cartridge nozzles if you notice reduced print quality, or if you suspect a cartridge nozzle has become slightly dried out or clogged. If the cartridge has been left out of the printer more than 30 minutes, the ink in the print head nozzles may have dried. If you are having print quality problems, follow the steps below:

1. Before moving on to the next step, ensure that the ink level of the color cartridge is more than 10%. If the ink level is lower than 10%, replace the cartridge.
2. Try cleaning the cartridge using the clean function in PrintHub.



3. Determine if printing is now acceptable by printing your image. If the sample has missing colors or voids within a color strip, remove the cartridge from the printer and proceed to step 4.
4. Prepare items needed for procedure

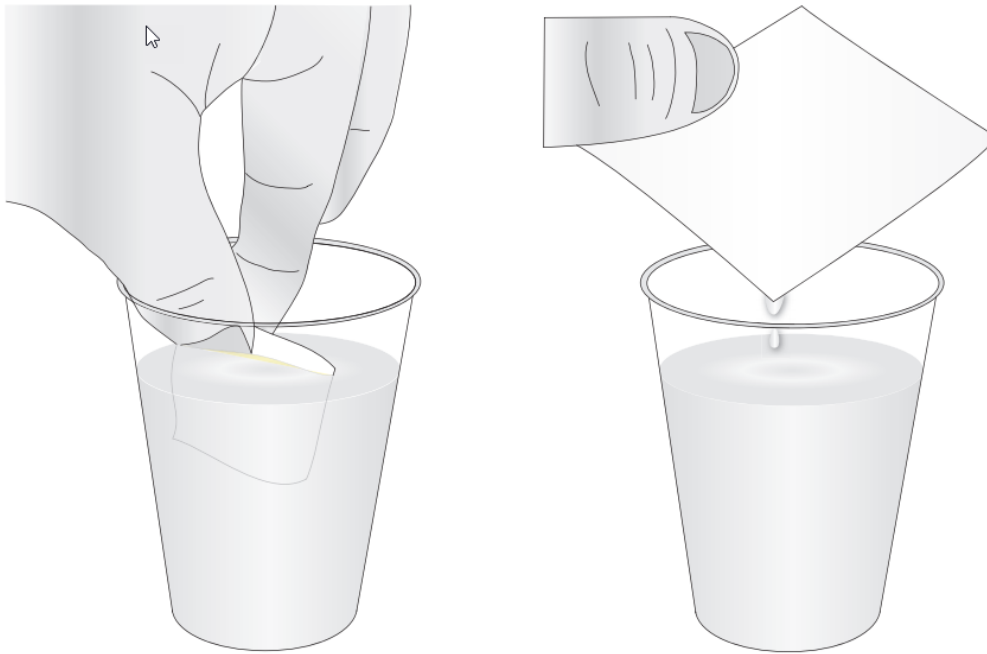
Two Paper Towels  
folded four times each



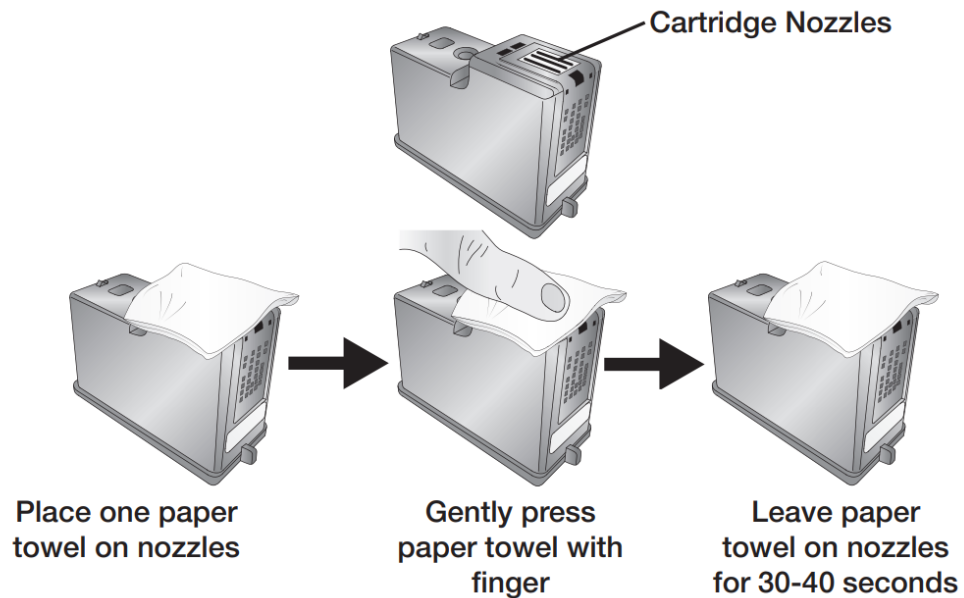
A Glass of Water



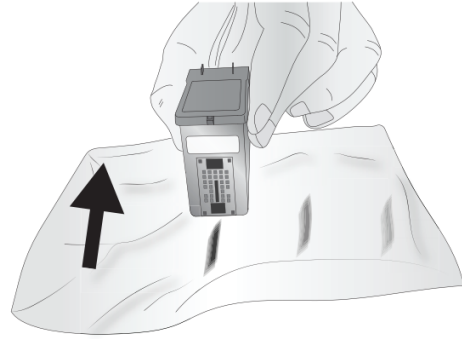
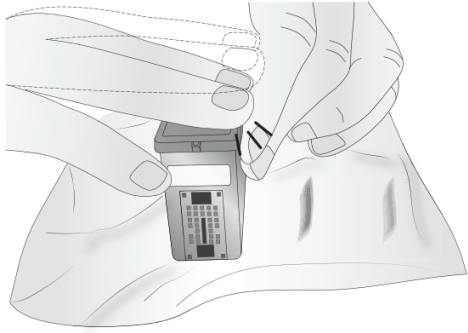
5. Soak the paper towels in water for 5 seconds.



6. Place one paper towel on cartridge nozzles. Gently press the paper towel with your finger. Leave the paper towel on the nozzles for 30-40 seconds.



7. Wipe nozzles.



- a. Place second paper towel on flat/hard surface.
- b. Press the nozzles into the paper towel.
- c. Firmly tap the top of the cartridge three times to force the ink out.
- d. Wipe/Drag the cartridge in the direction indicated.
- e. Repeat until all colors are seen on the paper towel.  
After wiping the nozzles, the paper towel should show all three colors. If all three colors are present, proceed to step 8. If the paper towel doesn't show all three colors, then repeat step 7. If paper towel still doesn't show all three colors repeating step 7, then replace the cartridge.



8. Dry the cartridge.



Dry excess water from cartridge. Ensure cartridge contacts are completely dry. Printer damage may result if cartridge contacts are not completely dry.

9. Verify cartridge is now functioning properly by printing your label.