

## B-SX4/5T Maintenance Procedure

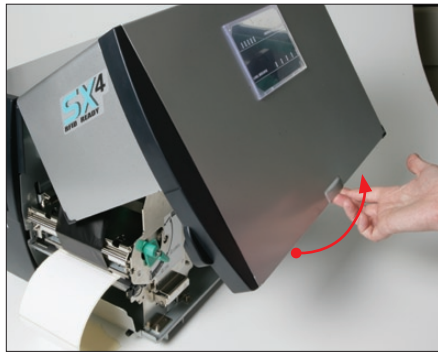
In order to maintain the printer's high quality performance it requires regular maintenance. The greater the usage of the printer the more frequent this maintenance procedure will need to be performed. (i.e. low usage = weekly; high usage = daily).



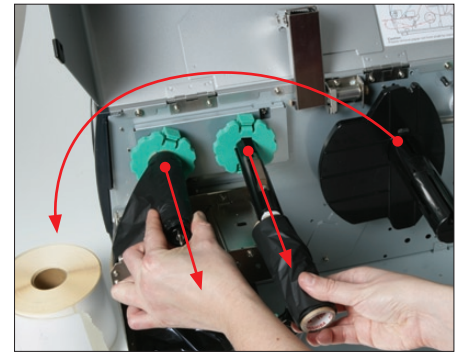
- Always perform this maintenance procedure prior to printer usage, or ensure printhead has cooled completely.
- Always ensure printer power is off and any power cable or battery pack removed before beginning maintenance – **FAILURE TO DO SO MAY CAUSE ELECTRIC SHOCK!**
- Never pour water on to the printer.
- Only use the Toshiba isopropyl alcohol wipes, swabs or the products in the cleaning kits - other substances may damage the sensor, printhead, rubber or plastic surfaces.
- Never allow any jewellery (ring, watch, etc.) or other hard object to touch/strike the printhead.
- Never use tools, sharp implements or bare hands to clean the printer as this may cause damage by static, or hand injury.
- The outside printer cover should not be cleaned with alcohol, chemical cleaner or strong detergent – use the Toshiba General Cleaning Wipe (PH-wipe), a special formulated cleaner that will not discolour plastic or erode rubber on the printer.



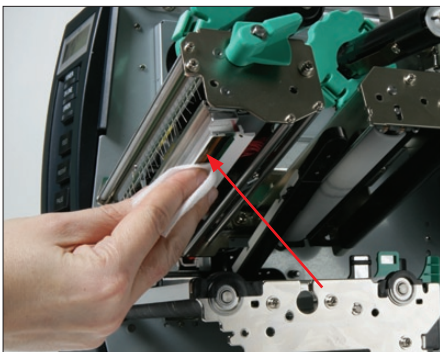
1. Turn the printer power off and unplug the printer.



2. Open the top cover.



3. Remove the ribbon and paper/labels from the printer.



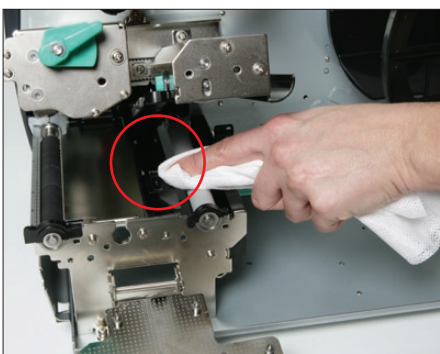
4. Either spray some Thermal Printhead Cleaner on to a Toshiba Cleaning Cloth or using a Toshiba swab or printhead wipe, gently wipe clean the printhead.



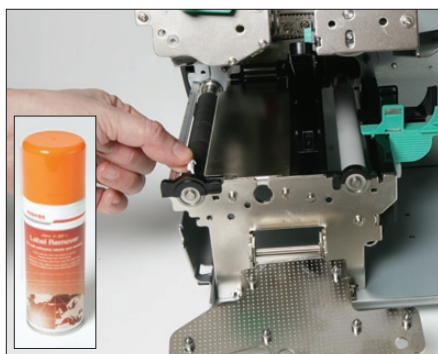
5. Spray some Platen Roller Cleaner on to a Toshiba Cleaning Cloth and gently wipe clean the platen, capstan roller and pinch roller.



6. Clear any internal dust and debris with a dry Toshiba Cleaning Cloth.



7. Remove dust or paper particles from the 'feed gap' and 'black mark' sensors using a dry Toshiba Cleaning Cloth.



8. Remove any paper debris or label glue from the paper path, using the Label Remover if necessary (following the instructions carefully).



9. Close the printer and wipe the outside covers and panels with a dry Toshiba Cleaning Cloth. Remove external dirt with a Toshiba General Cleaning Wipe.

For more information or to purchase any of the cleaning kits or wipes listed in the Maintenance Procedure please contact Toshiba Consumables on 0870 890 7200 or email [consumables@toshibatec-eu.co.uk](mailto:consumables@toshibatec-eu.co.uk)