

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



**R I M A G E<sup>®</sup>**

## 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

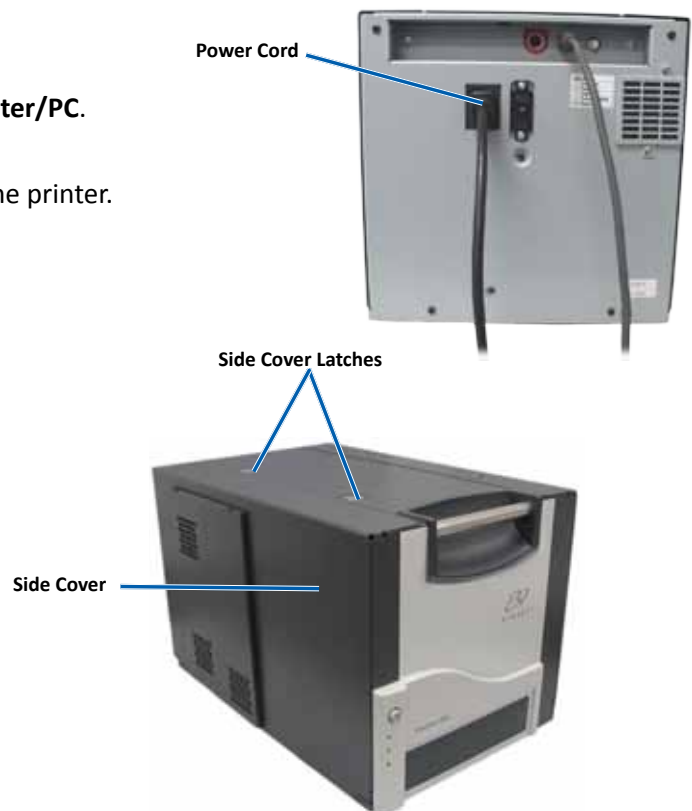
## When should you clean the sensors?

- 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.

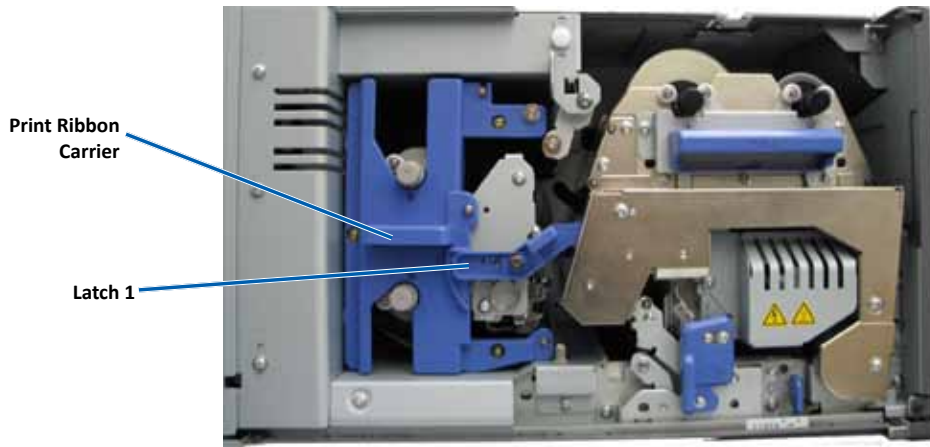
## Access the Sensors - Everest III and Everest 600

 **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**.

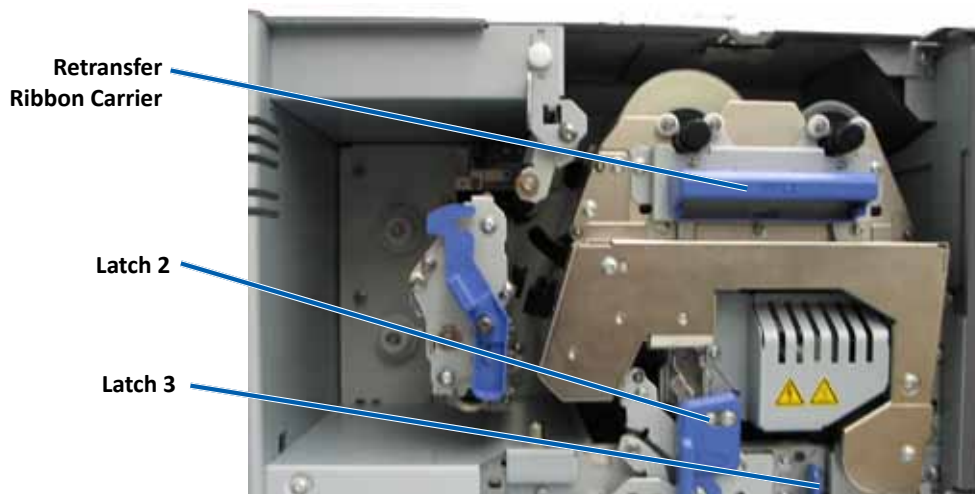


3. Remove the **print ribbon carrier**.
  - a. Open **latch 1**.
  - b. Pull the **print ribbon carrier** straight out of the printer.



4. Remove the **retransfer ribbon carrier**.
  - a. Open **latches 2 and 3**.
  - b. Pull out the **retransfer ribbon carrier**.

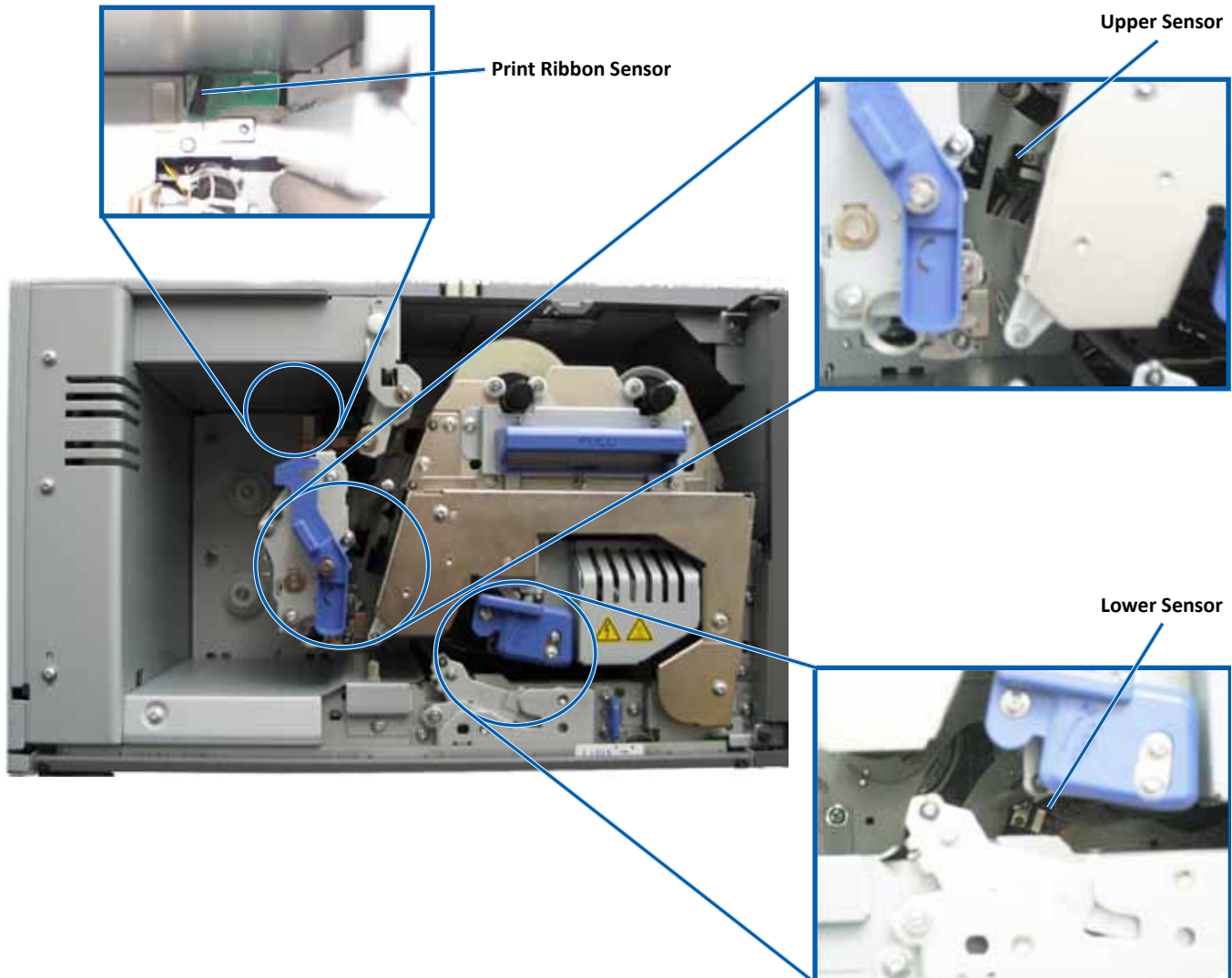
 **Note:** The retransfer ribbon carrier cannot be removed from the printer.



## Clean the Sensors on an Everest Printer

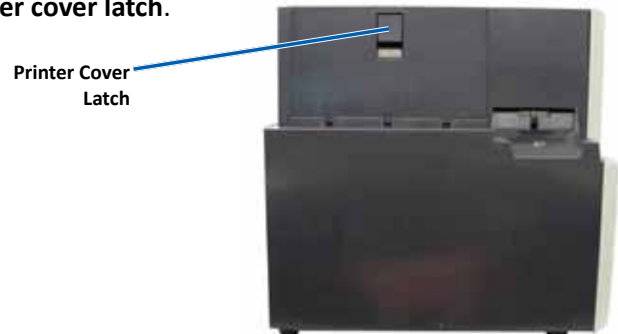
5. Locate the sensors.

- **Print ribbon sensor**
- **Upper sensor**
- **Lower sensor**



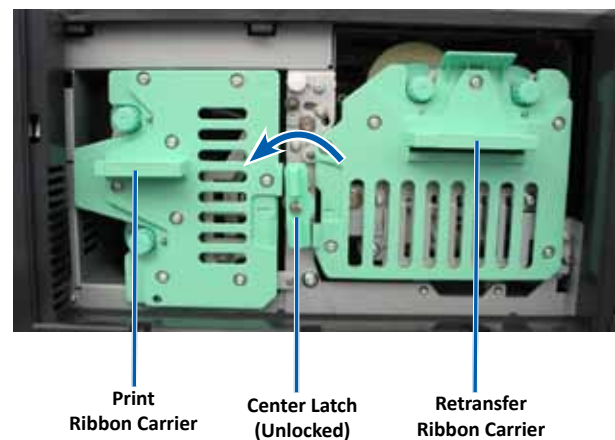
## Access the Sensors - Integrated Everest 400

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**.

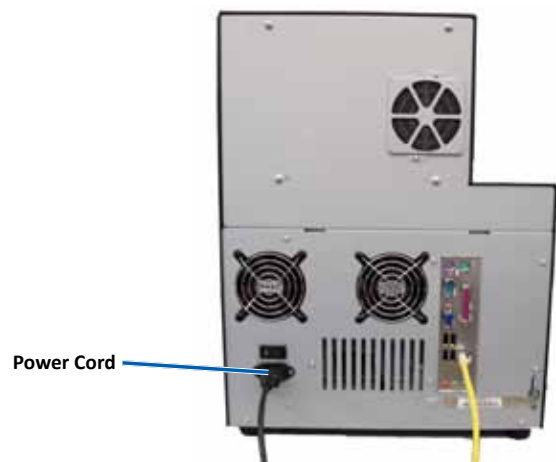


3. Remove the **print ribbon carrier** and **retransfer ribbon carrier**.
  - a. Make sure the **5400N** or **3400** is powered on.
    - ⓘ **Important!** The ribbon carriers cannot be removed from the Everest 400 printer unless the 5400N or 3400 is powered on.

- 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.



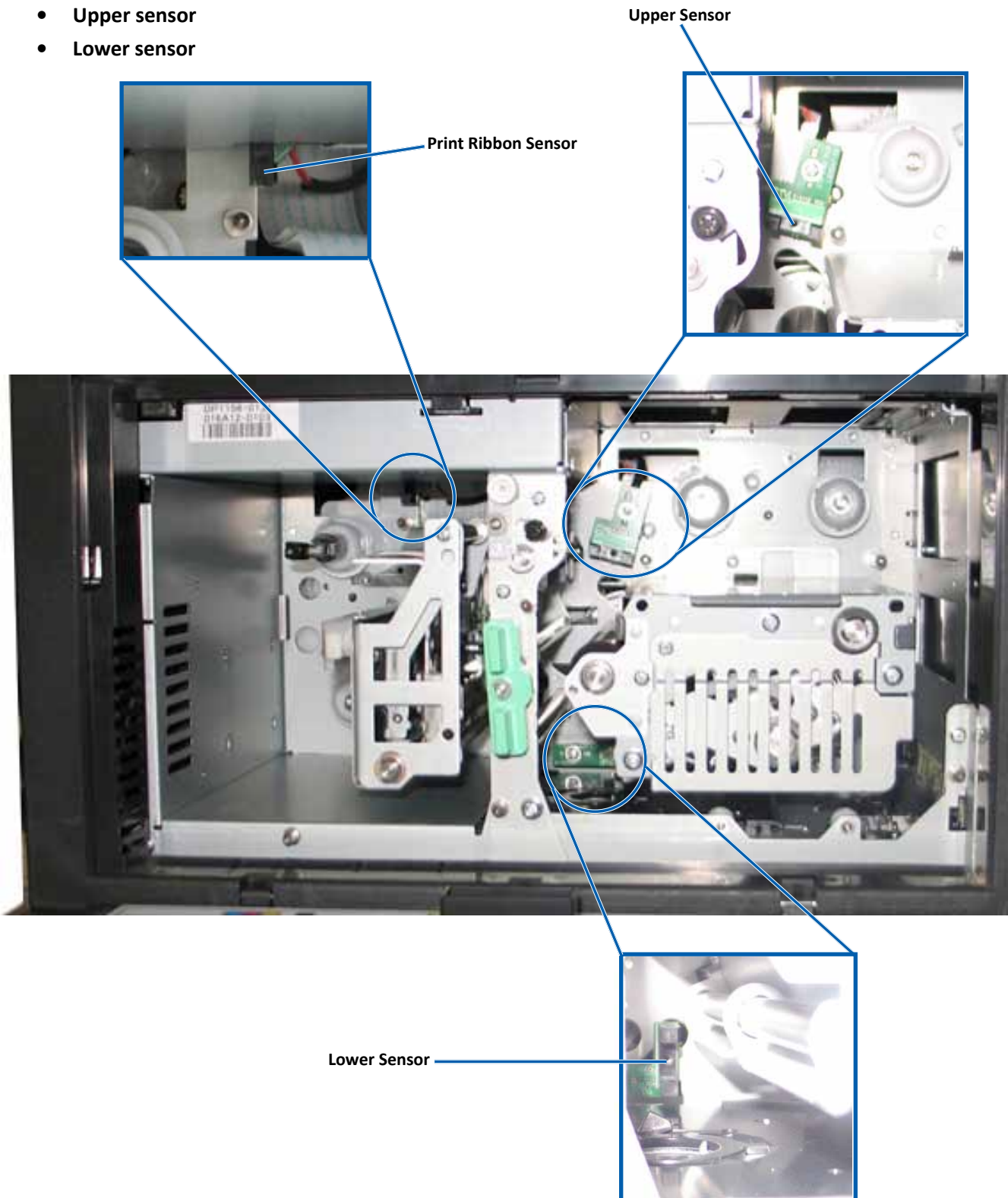
4. Power off the **5400N** or **3400**.
  - ⓘ **Important!** Do not clean the printer sensors until the 5400N or 3400 system is completely powered off.
  - a. Disconnect the **power cord** from the back of the 5400N or 3400.
  - b. Disconnect the **power cord** from the power outlet.



## Clean the Sensors on an Everest Printer

5. Locate the sensors.

- **Print ribbon sensor**
- **Upper sensor**
- **Lower sensor**





## Clean the Sensors

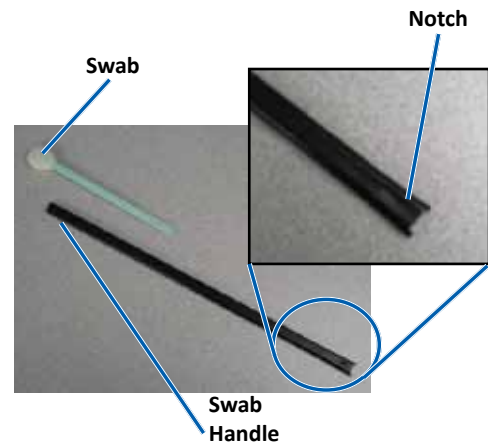
**Note:** The cleaning instructions are the same for the Everest III, 600 and integrated 400 printer.

### 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  $\frac{1}{4}$  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  $\frac{1}{4}$  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.