

MAINTENANCE FOR SWEET ART PRINTER

SUMMARY OF THE MAINTENANCE STEPS DESCRIBED BELOW

- Print Nozzle Check Pattern daily.
- If Nozzle Check Pattern is not satisfactory, perform Printhead Cleaning to clear clogging.
- Repeat Regular Cleaning (**Never Deep Cleaning**) 2-3 times until Nozzle Check Pattern is satisfactory.
- If Printhead Cleaning does not clear clogging after 2-3 attempts, flush Printhead with hot water.
- If Printhead remains clogged after doing all the maintenance steps, replace Printhead.

NOZZLE CHECK *Note: The Nozzle Check should be done using regular letter-sized copy paper.*

- Open Sweet Art Software.
- Choose **Print** at top of screen.
- Choose **Properties** to right of printer name.
- Choose **Maintenance** tab at the top right of window.
- Choose **Nozzle Check** button in left-hand column.
- Choose **Print Check Pattern**.
- A small window opens that says "Do not start another operation until the current one has finished." Choose **OK**.
- **Pattern Check** window appears, green power light on printer will begin blinking and printer will print Nozzle Check Pattern.
- Compare printed pattern with examples on screen (Note: Test print colors will not be as dark as on computer screen.)
- Look for breaks in grid pattern (Lg. Black Cartridge), lines in color bars, or missing color bars. (*Note: The yellow is very light and the bottom bar (Sm. Black Cartridge) should be gray.*)
- If there are problems, choose **Cleaning** button in lower right-hand corner of window.

CLEANING

- In Print Head Cleaning window, choose **All Colors**, then choose **Execute**.
- Window opens that says "Do not start another operation until the current one has finished." Choose **OK**.
- Green power light will blink until cleaning cycle is finished at which point power light will be solid green.
- To determine if cleaning was effective, insert another sheet of paper into rear tray of printer and choose **Print Check Pattern** to reprint the Nozzle Check Pattern.
- Window opens that says "Do not start another operation until the current one has finished." Choose **OK**.
- After second Nozzle Check Pattern prints, compare it to the first pattern. If all bars print properly, printer is ready to use. If not, repeat cycle several times until all bars are printing properly. If not improvement is seen, got to Printhead Flushing (below).

*(Note: **Never** use the **Deep Cleaning** option unless instructed to by Sweet Art Company. The **Deep Cleaning** will drain your ink cartridges very quickly and may shorten the life of your printer).*

PRINTHEAD FLUSHING

- With printer turned on, lift Main Access Cover as you do when changing cartridges.
- When Print Carriage moves to center, remove cartridges from Printhead and lay on covered work surface (they may leak).
- Raise Printhead locking lever (gray plastic bar) and remove Printhead by pulling gently up and towards you (it should be loose inside of Print Carriage once gray locking lever is raised).
- Flush Printhead under a faucet with moderate pressure using hot water (but not so hot as to present a burn hazard). Run water into cartridge cavities, then turn Printhead over and run into print nozzles on bottom of Printhead. Repeat this process until all food coloring stops being visible (this could take 15-20 minutes or more).
- Shake excess water from Printhead and blot outside surface dry **EXCEPT for print nozzles on bottom** which should never be touched. Make sure the gold electrical contacts on back of Printhead (inside green plastic square) are absolutely dry.
- Re-install Printhead and cartridges and perform Nozzle Check and Printhead Cleaning routine (above) several times until a satisfactory Print Check Pattern is achieved.
- If Printhead is still clogged, contact **Sweet Art Company, 1-888-254-5445**, to order a replacement.