Tektronix®

Phaser® 850 Color Printer
Cleaning Instructions

Cleaning Phaser® 850 Printers

The printer should be cleaned when prints have oily streaks, stray ink or smeared ink. Cleaning may also be needed when paper is not picking reliably from the paper tray, or the pick and feed rollers are visibly dirty. How often you need to clean the printer depends on how heavily the printer is used and the environment in which it is used. Less frequent cleaning is required when high quality, laser bond paper is used for printing.

Use the following procedures if the printer's automated paper path cleaning procedure — located in the Troubleshooting menu, "Remove Ink Smears," — fails to resolve the problem.
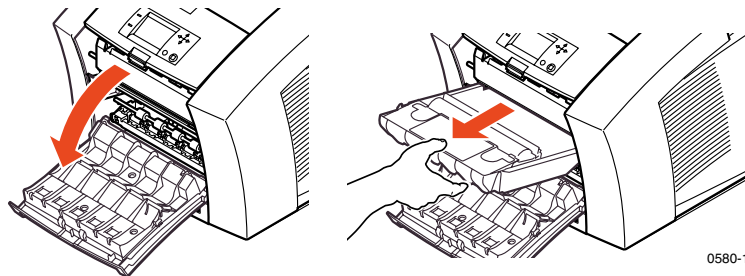
Cleaning supplies

The cleaning kit contains presoaked alcohol wipes that are recommended for cleaning the printer. If you purchase isopropyl alcohol, always use alcohol that is at least 90% pure; alcohol that has additives can damage the printer.
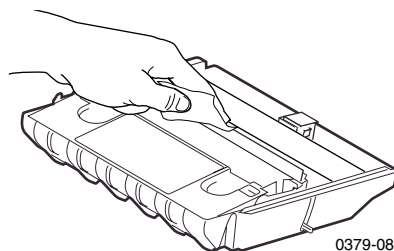
Warning

> Alcohol is flammable; keep alcohol-soaked wipes away from hot surfaces.

Cleaning for oily streaks

1. Open the front cover.
2. Remove the maintenance drawer (A) from the printer.

3. Use a lint-free wipe to gently wipe any excess debris from the clear plastic wiper blade.

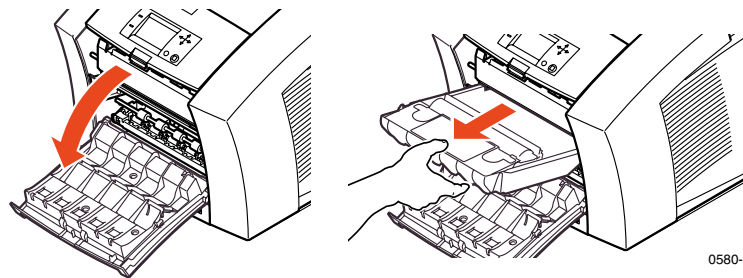4. Reinsert the maintenance drawer into the printer.

Cleaning for ink smears or jams: paper-feed rollers

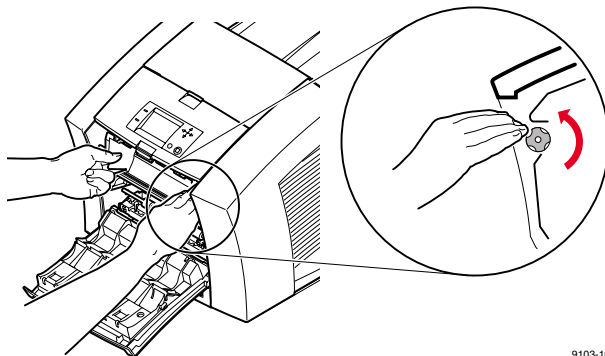Clean the paper-feed rollers if media feeds improperly, or if prints have ink smears.

Caution

> Hot surfaces exist behind the middle paper-feed rollers. To avoid personal injury during cleaning procedures, do not reach in behind these rollers.

1. Open the front cover.

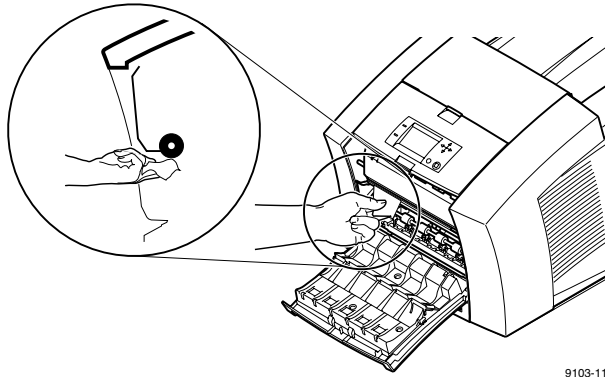**2.** Remove the maintenance drawer (A) from the printer.

3. The upper paper-feed rollers are located above the slot for the maintenance drawer (A). To clean these rollers:

a. Place a prepackaged alcohol-soaked wipe against each upper rubber roller, pressing to create pressure against the roller.

b. Use the thumbwheel to turn the upper rollers. The upper rubber rollers should rotate *four or five complete revolutions* for each roller segment to ensure proper cleaning. Scrub each roller thoroughly. If the wipe becomes dirty, discard it and use another.
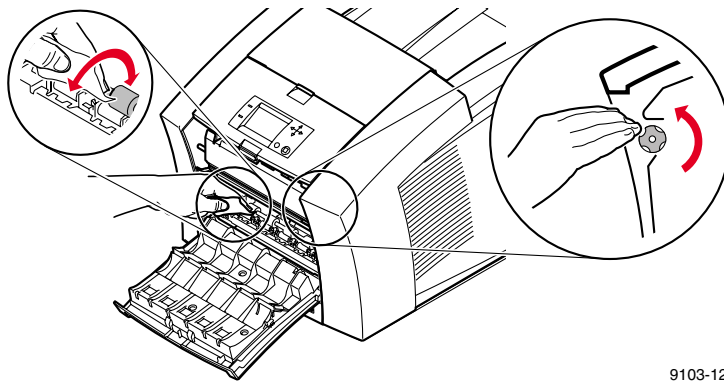

4. To clean the middle rubber feed roller behind the metal plate:

a. Place a prepackaged alcohol-soaked wipe against the underside of each middle roller.

b. Using your hand, rotate the middle roller.

c. **Scrub each roller thoroughly.** If the wipe becomes dirty, discard it and use another.
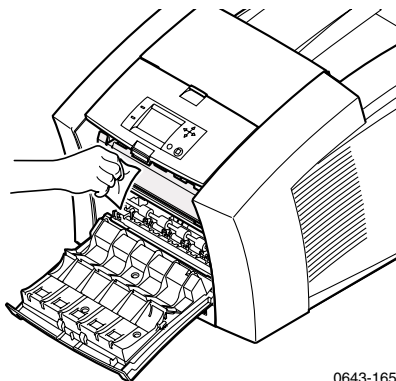

9103-11

5. The lower paper-feed rollers are located below the maintenance drawer (A): one set of rollers is black rubber; the other set is white plastic. To clean the lower rollers:

a. Place and hold a prepackaged alcohol-soaked wipe on top of the white and black rollers.

b. Move the thumbwheel to turn the rollers. Rotate the rollers *four or five complete revolutions* for each roller segment to ensure proper cleaning.

c. **Scrub each roller thoroughly until clean.** If the wipe becomes dirty, discard it and use another.

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6. To clean the shiny metal surface, use a prepackaged alcohol-soaked wipe.

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7. Put the maintenance drawer (A) back into the printer, and close the front cover.
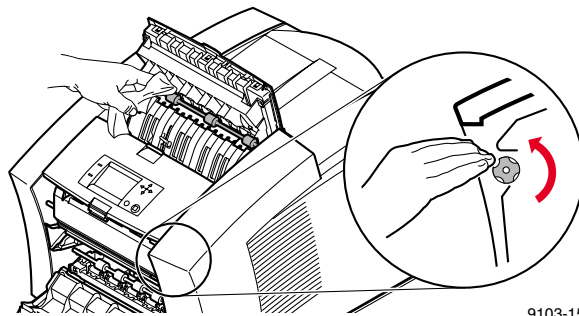
Cleaning for ink smears or jams: paper-exit path

Clean the paper-exit path if media feeds improperly, or if prints have ink smears.

Caution

> To avoid damaging the print drum and rapid release guide, never use any sharp objects in this area, or scrape excess ink with a tool or fingernail.

1. Open the exit cover.
2. To clean the rubber exit rollers:
   a. Wrap an alcohol-soaked wipe around the index finger of one hand.
   b. Press your wipe-covered finger against each roller.
   c. Move the thumbwheel to turn the rollers. Rotate the rollers *four or five complete revolutions* for each roller segment to ensure proper cleaning.
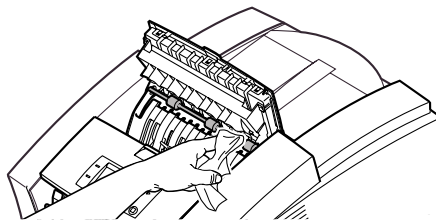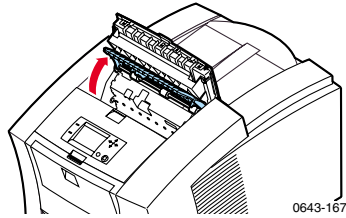

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Note

> You may notice some staining of the exit rollers while performing the cleaning procedure; this is normal and does not indicate additional cleaning is necessary. Simply clean rollers to remove any build-up of ink.

3. To clean the two sets of ribbed exit guides under the exit cover, gently wipe the raised ribs using an alcohol-soaked wipe.
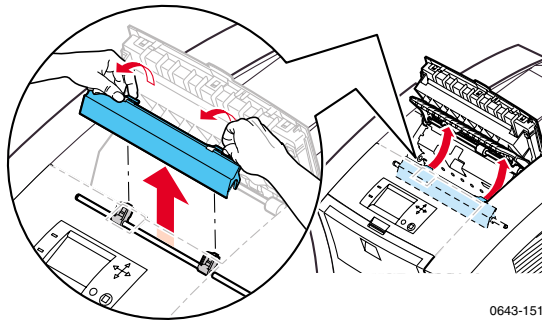

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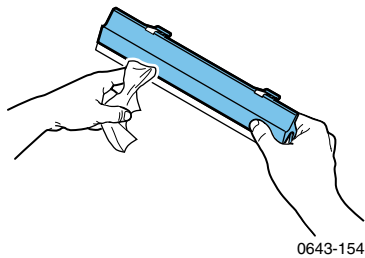**4.** Lift the blue paper guide to access the rapid release guide.

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Caution

> Handle the rapid release guide carefully to avoid bending or damaging the clear plastic edge.
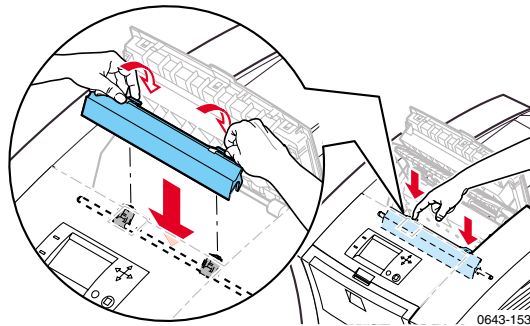
5. Lift up the blue tabs and remove the rapid release guide.

0643-151

6. Gently wipe the clear plastic blade with a pre-soaked alcohol cloth. If the rapid release guide is damaged, replace it.

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7. Reinstall the rapid release guide, pressing down on the blue tabs to snap the blade into place.
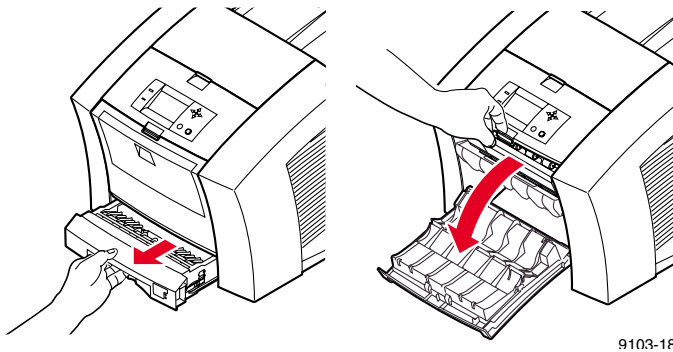

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8. Close the exit cover.

Cleaning for media tray jams

If the printer incorrectly feeds paper or transparencies, and the pick and feed rollers are visibly dirty, perform the following cleaning procedures.
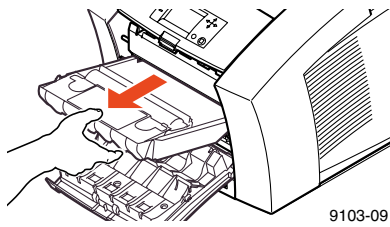
Cleaning the media-pick roller

1. Remove the media tray from the printer.
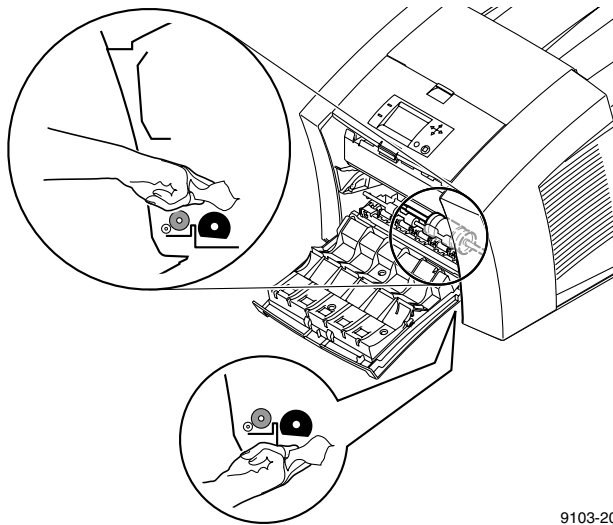
2. Open the front cover.

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Caution

Hot surfaces exist behind the upper paper-feed rollers. To avoid personal injury during cleaning procedures, do not reach in behind the paper-feed rollers.
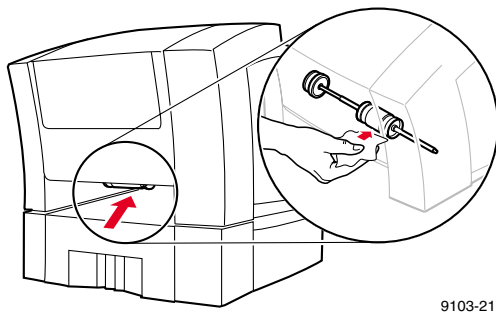
3. Remove the maintenance drawer (A) from the printer.

9103-09

4. The top of the media-pick roller is behind the black rubber paper-path rollers. To clean the top surface of the media-pick roller:

   d. Use a prepackaged alcohol-soaked cloth.

   e. **Scrub the top surface of the media-pick roller thoroughly.** If the wipe becomes dirty, discard it and use another.

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5. Replace the maintenance drawer (A) in the printer.

6. Close the front cover.

7. To access the bottom of the media-pick roller reach into the media tray slot. Use a prepackaged alcohol-soaked cloth. **Scrub the bottom surface of the pick roller thoroughly**.
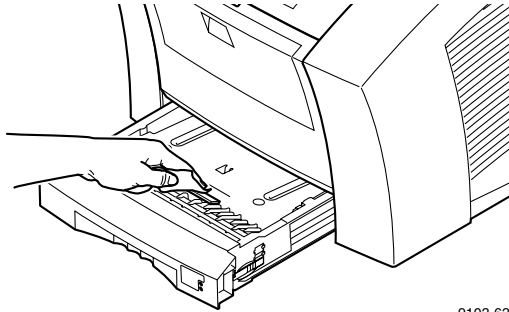

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8. Replace the upper media tray in the printer.

Cleaning for multipicks: separator pad

If the printer picks multiple sheets of paper from the upper tray, clean the separator pad.

1. Remove the upper media tray from the printer.

2. Using an alcohol-soaked cloth, gently wipe the separator pad.
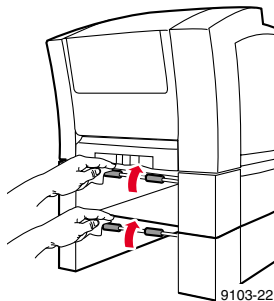
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3. Inspect the separator pad for damage to the metal edge; it should be free of dents and lie flat against the rubber surface. If any damage is seen, the separator pad should be replaced.

4. Replace the upper media tray in the printer.

Cleaning for lower tray jams: paper-feed rollers

If the printer feeds paper incorrectly or feeds more than one sheet at a time from the High-Capacity Paper Tray Assembly, and the rollers are visibly dirty, perform the following cleaning procedures.

1. Remove the paper tray from the High-Capacity Paper Tray Assembly. If your printer has two assemblies, remove the tray from each one. The two paper-feed rollers for each assembly are visible when each tray is removed.

2. Using an alcohol-soaked cloth, **scrub the rollers thoroughly.** Rotate the roller several times to ensure proper cleaning.

9103-22

3. Replace the paper tray in the High-Capacity Paper Tray Assembly.