Xerox DocuPrint 96/4635/180/2000 Series NPS/IPS

Guide to Performing Routine Maintenance

721P90060
Version 8.0
October 2002

Xerox Corporation
701 S. Aviation Boulevard
El Segundo, CA 90245

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Printed in the United States of America.

Publication number: 721P90060

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

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Safety

Laser safety

WARNING

Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure.

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool.

DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.

Ozone information: U. S. only

This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

Operation safety: U. S.

Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

WARNING

Improper connection of the equipment grounding conductor may result in risk of electrical shock.

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.
- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
- Always place equipment on a solid support surface with adequate strength for its weight.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
- Never move either the printer or the printer controller without first contacting Xerox for approval.
- Never attempt any maintenance that is not specifically described in this documentation.
- Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
- Never override electrical or mechanical interlocks.

- Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

1-800-828-6571

For customers outside the United States, contact your local Xerox representative or operating company.

Operation safety: Europe

This Xerox product and supplies are manufactured, tested and certified to strict safety regulations, electromagnetic regulations and established environmental standards.

Any unauthorised alteration, which may include the addition of new functions or connection of external devices, may impact the product certification.

Please contact your Xerox representative for more information.

Warning markings

All warning instructions marked on or supplied with the product should be followed.

This WARNING alerts users to areas of the product where there is the possibility of personal damage.

This WARNING alerts users to areas of the product where there are heated surfaces, which should not be touched.

Electrical supply

This product shall be operated from the type of electrical supply indicated on the product's data plate label. If you are not sure that your electrical supply meets the requirements, please consult your local power company for advice.

WARNING

This product must be connected to a protective earth circuit. This product is supplied with a plug that has a protective earth pin. This plug will fit only into an earthed electrical outlet. This is a safety feature. Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.

To disconnect all electrical power to the product, the disconnect device is the power cord. Remove the plug from the electrical outlet.

Ventilation

Slots and opening in the enclosure of the product are provided for ventilation. Do not block or cover the ventilation vents, as this could result in the product overheating.

This product should not be placed in a built-in installation unless proper ventilation is provided, please contact your Xerox representative for advice.

Never push objects of any kind into the ventilation vents of the product.

Operator accessible areas

This product has been designed to restrict operator access to safe areas only. Operator access to hazardous areas is restricted with covers or guards, which would require a tool to remove. Never remove these covers or guards.

Maintenance

Any operator product maintenance procedures will be described in the user documentation supplied with the product. Do not carry out any maintenance on the product, which is not described in the customer documentation.

Before cleaning your product

Before cleaning this product, unplug the product from the electrical outlet. Always use materials specifically designated for this product, the use of other materials may result in poor performance and may create a hazardous situation. Do not use aerosol cleaners, they may be flammable under certain circumstances.

CE mark: Europe only

January 1, 1995: Council Directive 73/23/EEC, amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999: Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration of conformity, defining the relevant directives and referenced standards, can be obtained from your Xerox representative.

In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation for the ISM equipment may have to be limited or special mitigation measures taken.

This is a Class A product. In a domestic environment this product may cause radio frequency interference, in which case the user may be required to take adequate measures.

Shielded interface cables must be used with this product to maintain compliance with Council Directive 89/36/EEC.

Radio and telecommunications equipment directive (Europe only)

Certification to 1999/5/EC Radio Equipment and Telecommunications Terminal Equipment Directive:

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analog public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

Austria	Germany	Luxembourg	Sweden
Belgium	Greece	Netherlands	Switzerland
Denmark	Iceland	Norway	United Kingdom
Finland	Ireland	Portugal	
France	Italy	Spain	

In the event of problems, contact your local Xerox representative in the first instance.

This product has been tested to, and is compliant with, TBR21, a specification for terminal equipment for use on analog switched telephone networks in the European Economic area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if your product needs to be reconnected to a network in another country. This product has no user-adjustable settings.

NOTE: Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, it should be set to use DTMF signaling. DTMF signaling provides reliable and faster call setup.

Modification or connection to external control software, or to external control apparatus not authorized by Xerox, invalidates its certification.

For further information

For more information on Environment, Health and Safety in relation to this Xerox product and supplies, please contact the following customer help lines:

Europe:+44 1707 353434

USA:1 800 8286571

Canada:1 800 8286571

Introduction

This guide provides information on how to perform basic maintenance tasks on the Xerox DocuPrint 96, 4635, or 180.

NOTE: You may be using the DocuPrint NPS/IPS software extension on a DocuPrint 2000 EPS system. The 2000 Series printer models are the 100, 135, 155, and 180. These printers are comparable in capabilities to the DocuPrint NPSIPS models 96, 4635, and 180.

About this guide

This guide is designed for operators whose job consists of operating each of the system components, running print jobs, solving simple system problems, and performing basic maintenance tasks, such as replenishing dry ink.

Refer to the entire list of documentation in the “Related publications” section for information on other tasks required for printing with your NPS/IPS printer.

Users should have an understanding of printer controller operations.

Before using this guide, become familiar with its contents and conventions.

Contents

This section lists the contents of this guide.

- Chapter 1, “Feeder trays,” provides information on how to load feeder trays for your DocuPrint printer.
- Chapter 2, “Output trays and bins,” describes how to unload output trays for the DocuPrint printer.
- Chapter 3, “Fuser lubricant,” describes how to refill the fuser agent reservoir, and how to replace the pressure roll wiper.

- Chapter 4, “Adding dry ink,” describes how to add dry ink to the printer.
- Chapter 5, “Replacing the dry ink waste container,” provides information on how to replace the dry ink waste container.
- Chapter 6, “Cleaning,” provides instructions on how to clean the various printing system components.
- Chapter 7, “Maintenance and support services,” provides information on how to call for service, obtain documentation and training, and report meter readings.

Conventions

This guide uses the following conventions:

- **All caps and angle brackets:** Within procedures, the names of keys are shown in all caps within angle brackets (for example, press <ENTER>).
- **Angle brackets:** Variable information, or the position of a specified argument in the command syntax, appears in angle brackets (for example, List Fonts <Pattern>).
- **Bold:** Within procedures, text and numbers that you enter are shown in bold (for example, enter **privilege operator**).
- **The word “enter” within procedures:** The two-step process of keying in data and pressing <ENTER> (for example, enter **y**).
- **Italics:** Document and library names are shown in italics (for example, the *Xerox DocuPrint NPS/IPS Guide to Managing Print Jobs*).
- **Quotation marks:** Keywords you can enter as arguments appear in quotes (for example, “USLetter”).
- **Vertical bars:** Alternatives to specified arguments are separated by vertical bars (for example, Set Time <Time | Remote Host Name | IP Address>).

NOTE: Notes are hints that help you perform a task or understand the text.

CAUTION

Cautions alert you to an action that could damage hardware or software.

WARNING

Warnings alert you to conditions that may affect the safety of people.

Related publications

The Xerox DocuPrint NPS/IPS documentation set includes the documents listed below.

NOTE: For a list of IBM reference manuals for IPDS printing, refer to the Solutions Guide for IPDS Printing.

- *Guide to Configuring and Managing the System*
- *Guide to Managing Print Jobs*
- *Guide to Performing Routine Maintenance*
- *Guide to Submitting Jobs from the Client*
- *Guide to Using Page Description Language*s
- *Installation Planning Guide*
- *System Overview Guide*
- *Troubleshooting Guide*
- *Solutions Guide for IPDS Printing*
- *Decomposition Service and Tools Guide*
- *Glossary*
- *Master Index*
- *Generic MICR Fundamentals Guide*
- *Customer Information Quick Reference Card*
- *Printer Controller Commands Quick Reference Card*
- *Operator Quick Reference Card*
- *Submitting your Jobs from Macintosh Quick Reference Card*

- *Submitting your Jobs from UNIX & DOS Quick Reference Card*
- *Submitting your Jobs from Windows NT 4.0 (QuickPrint) Quick Reference Card*
- *Submitting your Jobs Using Windows NT 4.0 Drivers Quick Reference Card*

The documentation set also includes an electronic version, the DocuPrint NPS/IPS Interactive Customer Documentation CD.

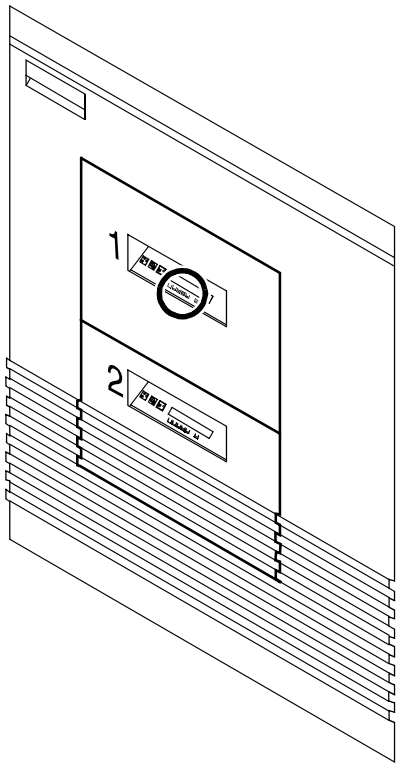
1. Feeder trays

This chapter shows the steps needed to load and check feeder trays on the DocuPrint 96/4635/180 NPS/IPS, and explains what actions are necessary if paper stock is changed.

NOTE: The number of feeder trays on your system depends on the number of feeder/stacker modules installed.

Checking feeder trays

Check the amount of paper remaining in each feeder tray by examining the green lights above the icons on the door of the tray.Each light represents 25% of a ream, or about 125 sheets of 20-pound or 80 gsm (grams per square meter) paper.



- You can open and load any tray not currently in use without interrupting printing.
- If you try to open a tray currently in use, the feeding switches to a backup tray if one is available. If a backup tray is not available, the printer stops.
- The printer does not feed all the paper out of a tray. A stack of approximately 1/4 inch / 6 mm remains in the tray.

Loading feeder trays

It is important to load paper properly in the feeder trays to prevent jams and loss of production time. The following guidelines will help ensure maximum efficiency of your printer's operation.

Guidelines for loading paper

When you are loading the paper, follow these guidelines to prevent pager jams:

- Remove damaged sheets.
- Load the paper with the package wrapper seam side up.
- Make sure that the direction of the curl is consistent.
- Avoid fanning the paper unless the stock is predrilled.
- Do not load the paper above the MAX line on the length guide.
- Place any paper left in the bottom of the tray on top of the new paper stack.
- For trays 3, 4, 5 and 6, load paper with curl side up. If you do not detect paper curl, load paper with the wrapper seam side down.

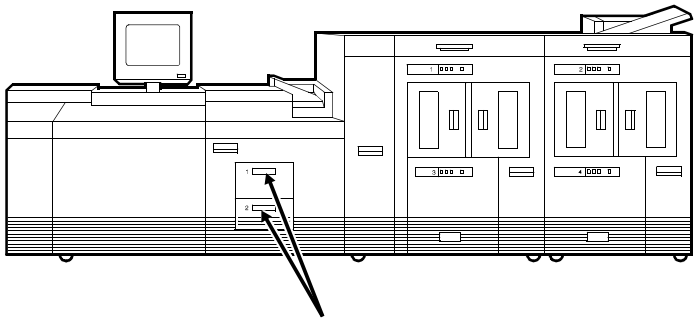
Additional guidelines for loading special stocks:

- When loading **predrilled** paper, fan the paper and remove loose paper plugs.
- Load **transparencies** into trays 1 and 2 only.
- When loading **tab stock**, remove deformed, bent, or damaged stock.

- Load **preprinted** paper in trays 3, 4, 5, and 6 only, in order not to smudge the print. These trays are vacuum-type feeders, unlike trays 1 and 2, which are friction-type.

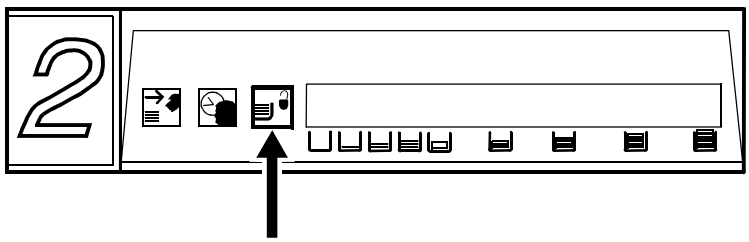
Loading trays 1 and 2

Trays 1 and 2 are processor feeder trays.



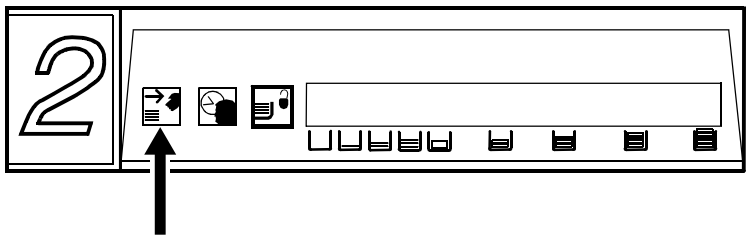
Follow these steps to load feeder trays 1 and 2.

1. Select the tray you want to load by pressing the Tray Unlock button on the door of the paper tray or by touching the appropriate unlock icon on the printer control console.

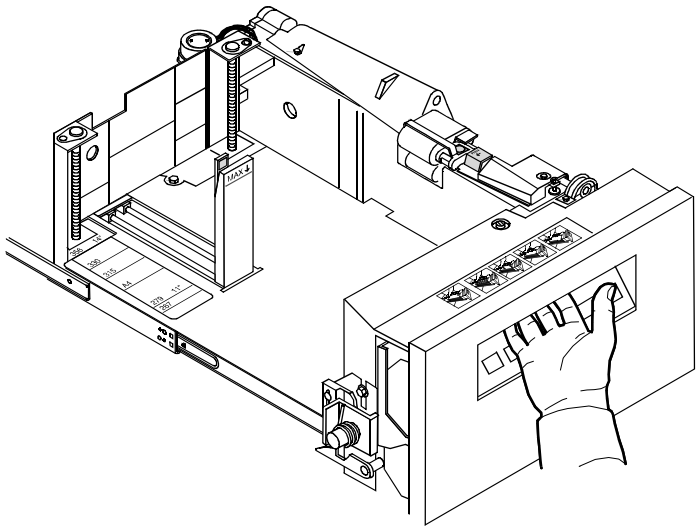


NOTE: If the printer has stopped due to a low paper condition, you do not need to press the Tray Unlock button.

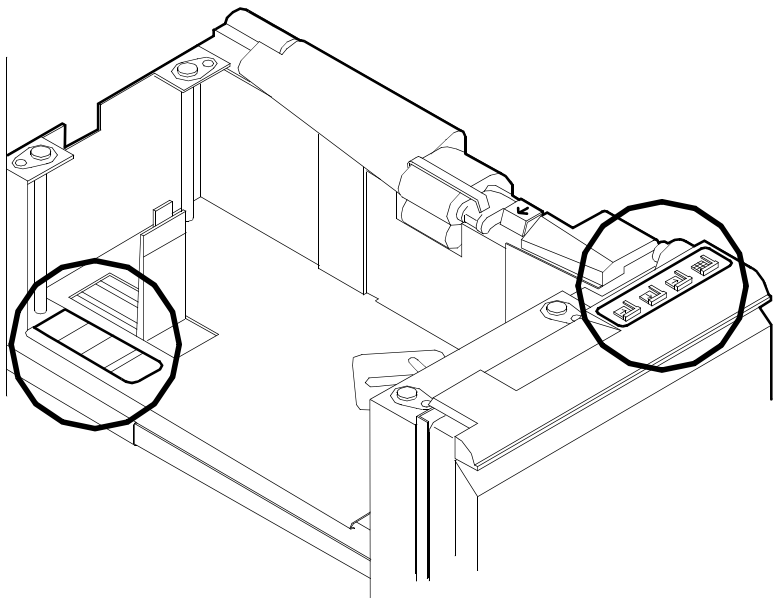
2. Wait until the Ready to Open indicator lights.



3. Pull the feeder tray out until it stops.

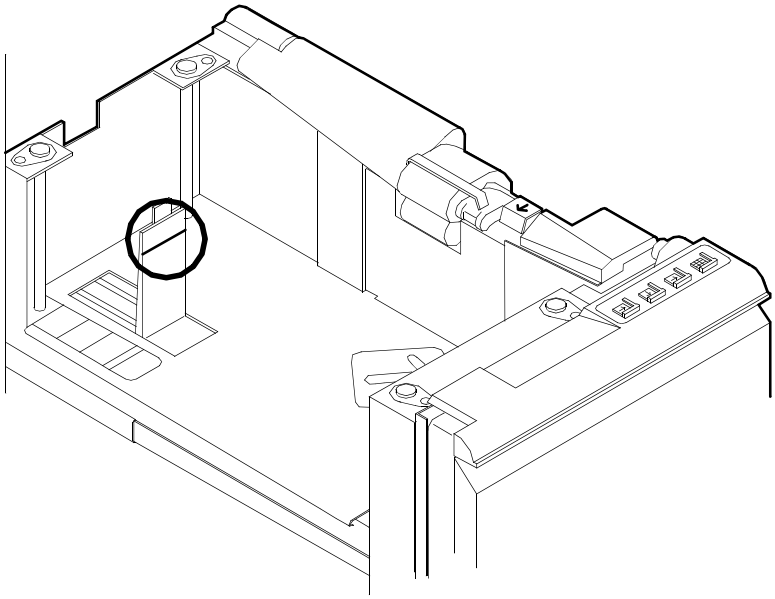


4. Pull out any partially fed paper from the feeder assembly and discard it. There will be some resistance.
5. Squeeze the lever against the back of the length guide and slide the guide toward the back of the printer.
6. Remove any paper remaining in the tray and set it aside to be placed on top of the new paper.
7. Load paper, following the instructions on the labels of the feeder tray and carefully positioning the paper in the right front corner of the tray.

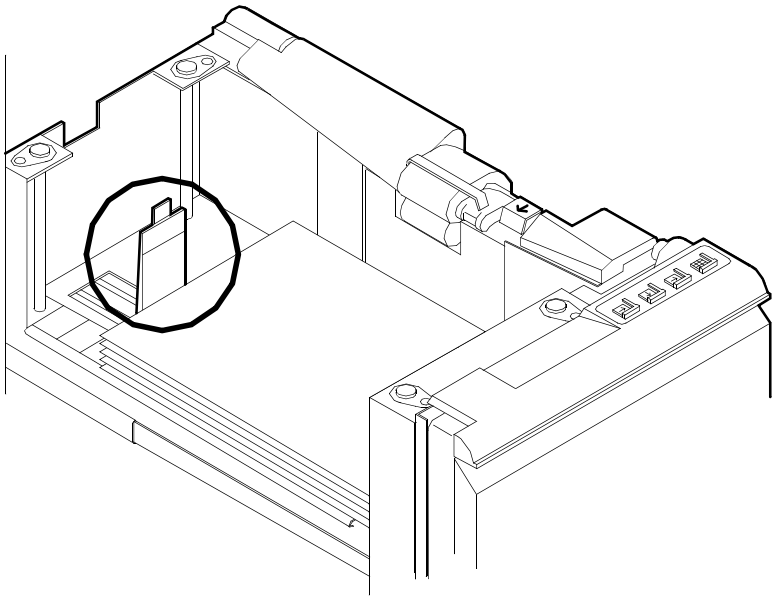


CAUTION

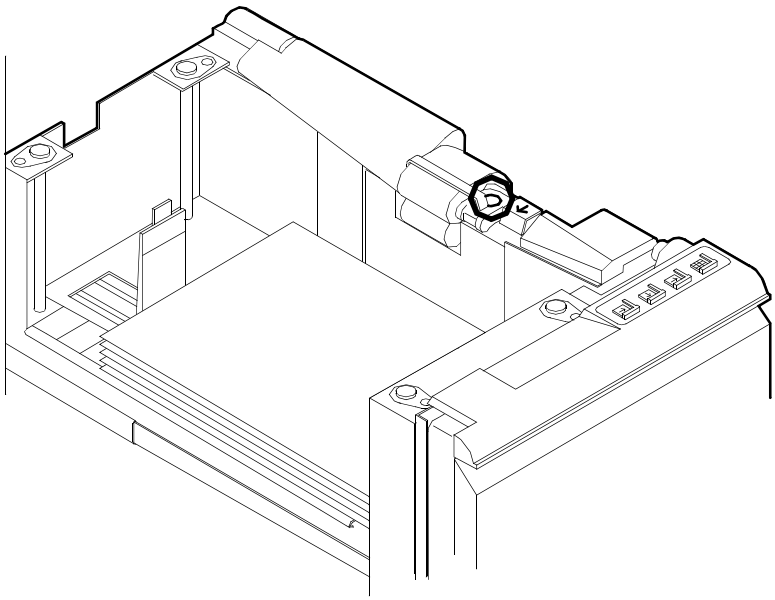
Do not load above the MAX line shown on the paper guide.



8. Pull the length guide forward to touch the back of the paper stack.



9. Latch the paper feeder assembly by pressing the green dot next to the green release lever until the assembly clicks into position.

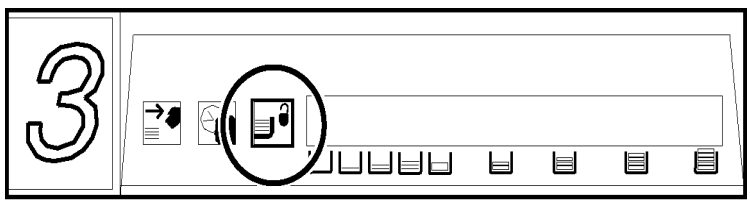


10. Push the tray in slowly but firmly until it latches. Do not slam the tray closed. This can cause improper latching or machine damage.
11. If the printer stopped due to a low paper condition, press the Continue button on the printer control console to resume printing.

Loading trays 3, 4, 5, and 6

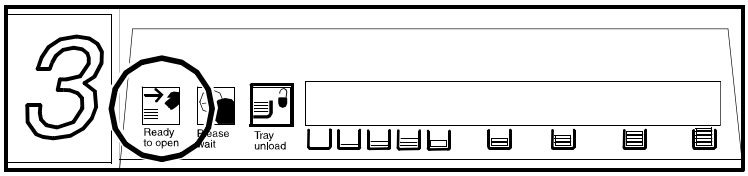
Follow these steps to load feeder trays 3,4,5, and 6:

1. Select the tray you want to load by pressing the Tray Unlock button on the door of the paper tray or by touching the appropriate unlock icon on the printer console.

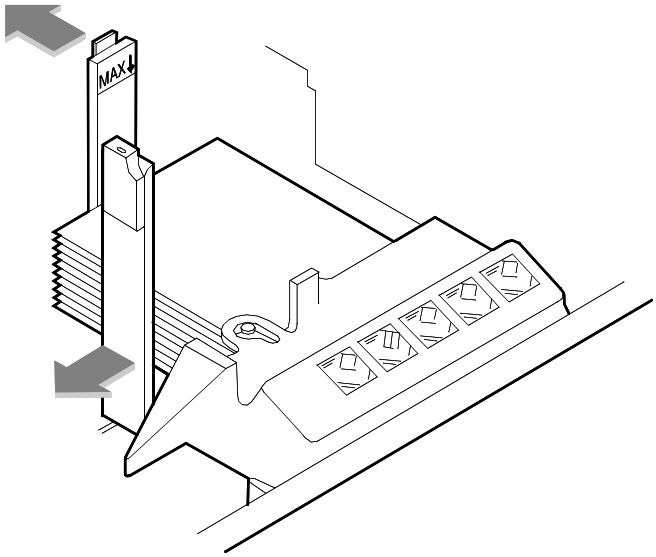


NOTE: If the printer has stopped due to a low paper condition, you do not need to press the Tray Unlock button.

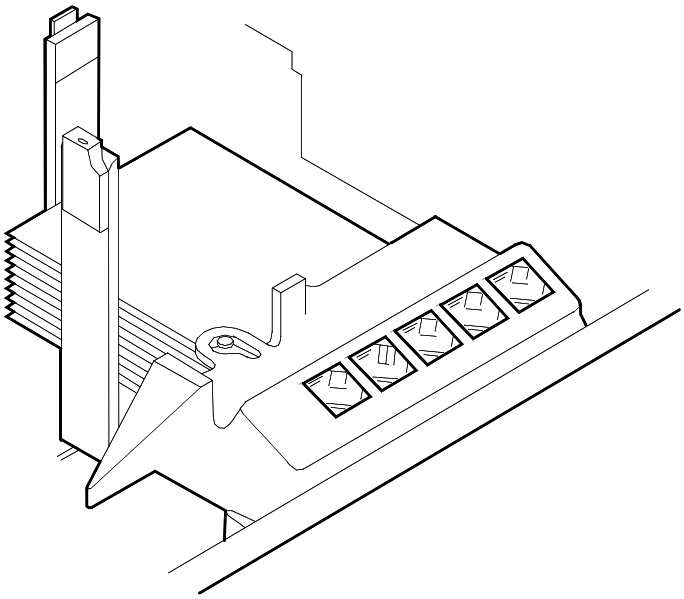
2. Wait until the Ready to Open indicator lights.



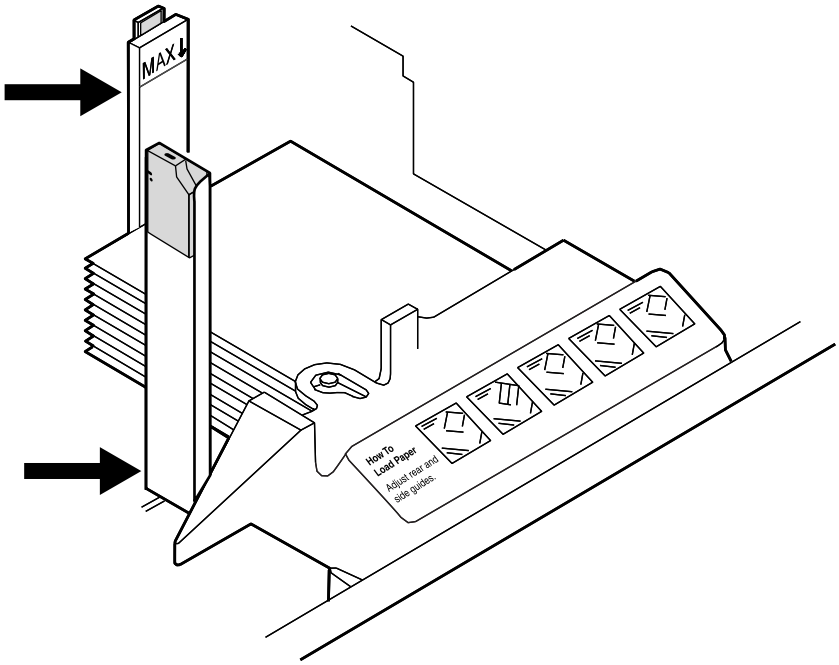
3. Pull the feeder tray out until it stops.
4. Slide both length guides away from the paper. For the rear guide, squeeze the lever against the back of the length guide and slide the guide toward the back of the printer.



5. Remove any paper remaining in the tray and set it aside to be placed on top of the new paper.
6. Load paper, following the instructions on the label at the front of the feeder tray and carefully positioning the paper in the right- front corner of the tray.



NOTE: The way you load the paper depends on the paper size required by the job. For paper longer than 14 inches, load the long edge against the back guide.



7. Slide both length guides back against the paper.
8. Push the tray in slowly but firmly until it latches. Do not slam the tray closed. This can cause improper latching or machine damage.

9. If the printer has stopped due to a low paper condition, press the Continue button on the printer console to resume printing.

2. Output trays and bins

Your print jobs are sent to output trays or bins which you must unload. You can unload each of the output trays or bins while the system is printing. This chapter discusses how to check and unload the trays and bins.

If the printer has stopped due to a full output tray or bin and does not resume automatically when the tray or bin is emptied, press the Continue button on the printer control console.

NOTE: The number of output bins on your system depends on the number of feeder/stacker modules installed.

Checking and unloading the sample tray

The sample tray holds up to 100 sheets of paper from 7 by 10 inches / 178 by 254 mm to 17 by 14 inches / 432 by 356 mm. No message appears when the sample tray is full. Since a paper jam can occur if the tray is overfilled, empty the sample tray regularly, if it is in use.

To empty the sample tray, simply remove the printed pages.

NOTE: Since the sample tray can receive waste sheets purged after a paper jam, always clear the sample tray after clearing a jam. This prevents waste sheets from being confused with good sheets.

Checking and unloading purge trays

Aborted sheets (that is, sheets damaged during printing or cleared before or after a paper jam) are sent to the purge tray. Sheets may be purged before, during, or after print jobs. Sheets are also sent to the purge tray following a fuser area jam. The sheets purged at that time clean the fuser area, ensuring good print quality for your subsequent jobs.

The purge tray holds up to 100 sheets of paper from 7 by 10 inches / 178 by 254 mm to 17 by 14 inches / 432 by 356 mm. No message appears when the purge tray is full. Since a paper jam can occur if the tray is overfilled, empty the purge tray at least once a day.

To empty the purge tray, simply remove the printed pages.

Checking and unloading high-capacity stacker (HCS) bins

The 4635 and 180 NPS/IPS printers can have up to four high-capacity stacker (HCS) bins. The 96 NPS/IPS printer can have up to two high-capacity stacker bins. Each high-capacity tray holds 2500 sheets of 20lb (80 gsm) paper. (Refer to your *Xerox DocuPrint 96/4635/180 System Overview* for additional information on the high-capacity stacker bins.)

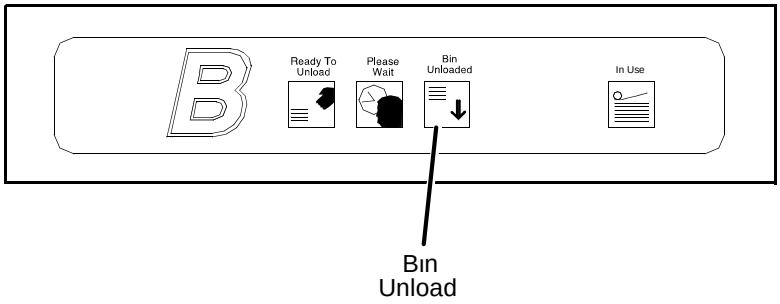
NOTE: If you use large paper sizes such as A3 or 11 by 17 inches, the stacker may hold less than 2500 sheets. This is to ensure that the stack is at a safe weight for lifting and unloading by the operator.

- You can lower, pull out, and unload any bin not currently in use, without interrupting printing, as long as another HCS is ready to receive paper.
- If you select a bin that is in use, the printer begins stacking in the next defined high-capacity stacker bin if it is available. If no stacker bin is available, printing stops.
- Once a sheet is delivered to a stacker bin, each subsequent sheet must be within 25 mm (approximately 1 inch) of the length and width of the first sheet.

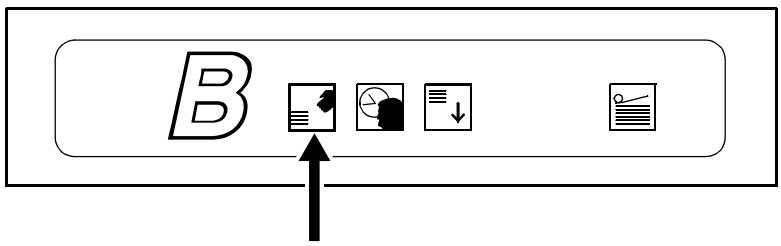
Unloading a stacker bin

To unload a stacker bin:

1. Select a bin for unloading by pressing the Bin Unload button on the bin control panel. (You can also select the bin for unloading through the printer mimic of the printer control console.)



Once a bin is selected, the bin elevator lowers and the bin cannot be used until it is emptied completely. When the bin elevator stops in the down position, the Ready to Unload indicator lights.



2. Open the bin doors, pull the platform out until it stops, and lift the paper stack off the platform to a nearby table or paper cart.

CAUTION

Always use both hands to lift the paper stack out of the bin.

3. Firmly push the platform back to its original position and close the bin doors. The bin elevator rises, and the bin is again ready for use.

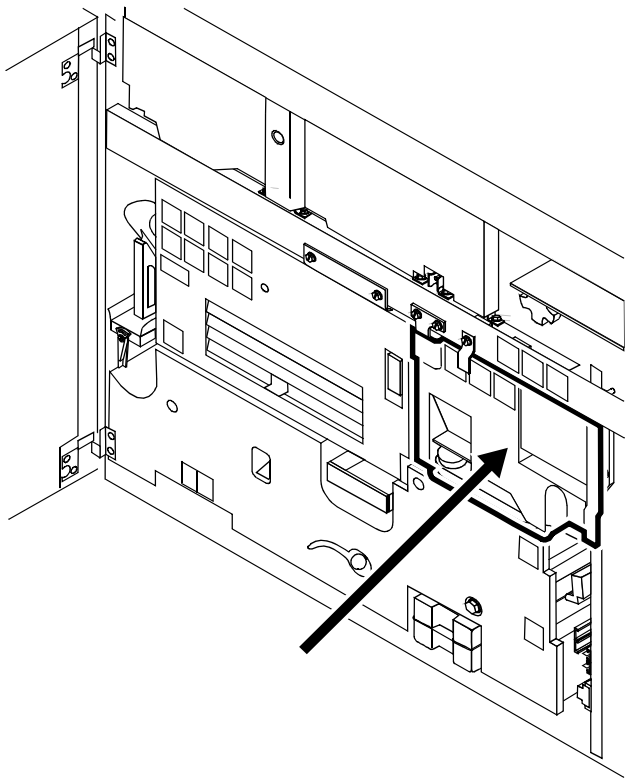
   NOTE: If the bin is not empty, the elevator remains down, and a message appears on the printer control console and printer controller display telling you to empty the bin.

3. Fuser agent

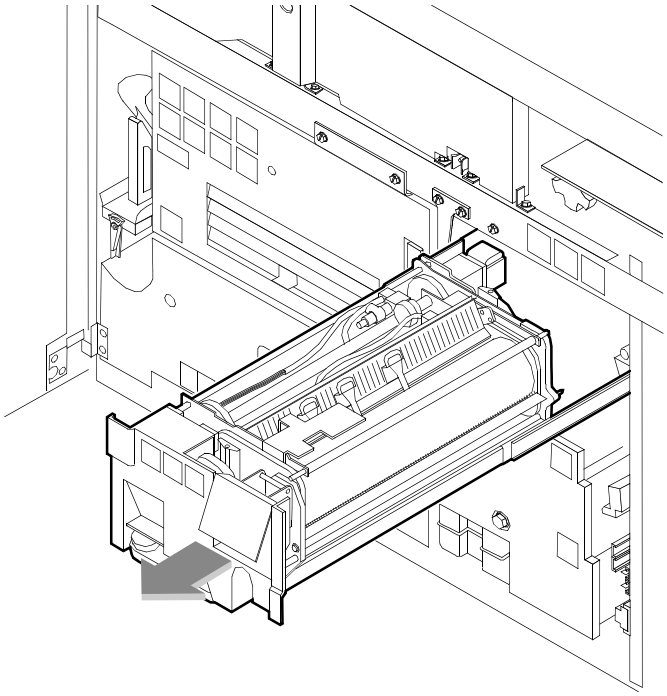
The fuser is responsible for fusing the print image to the paper with heat. It is critical that the fuser be kept lubricated with fuser agent and that its reservoir be kept full. This chapter describes the procedure for adding fuser lubricant in the printer.

To add fuser agent:

1. Open the right and left doors of the printer and locate the fuser area.



2. Place a dropcloth on the floor under the fuser area.
3. Grasp the green handle on the fuser drawer and pull it out until it stops.

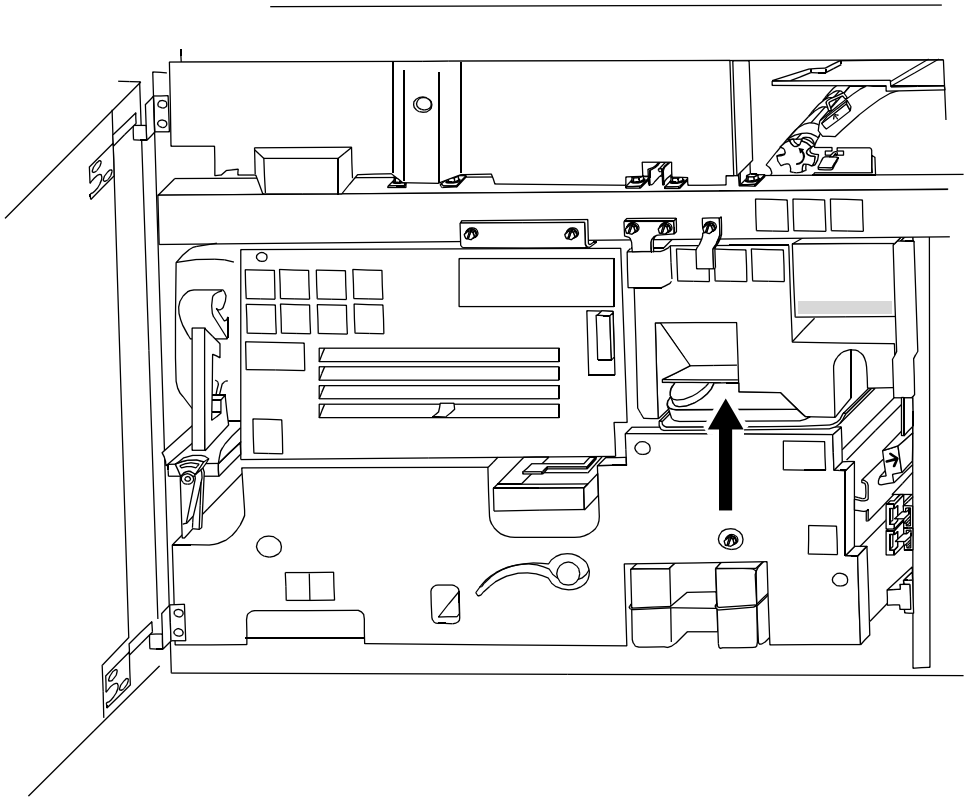


4. Put on gloves.

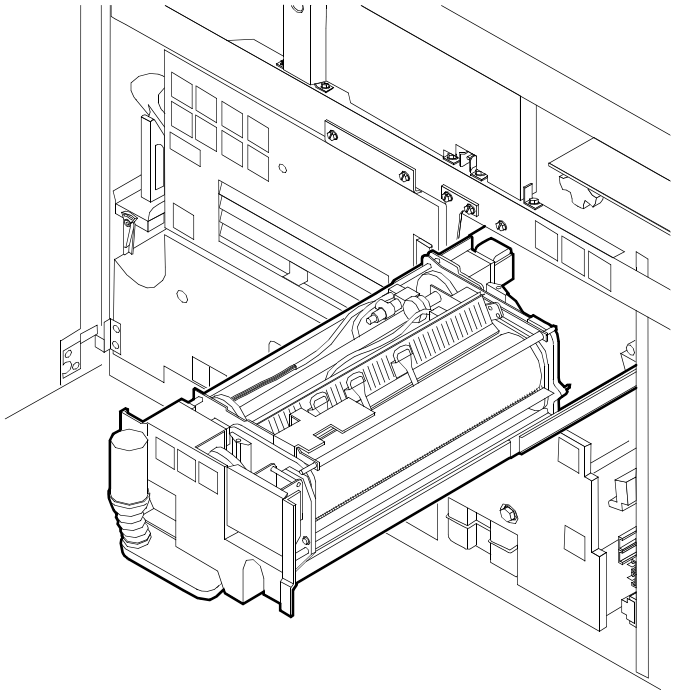
WARNING

Fuser agent contains silicone, which can cause irritation upon contact with the eyes. Be sure to wash your hands with soap and water after you finish this procedure.

5. Locate the fuser agent reservoir, pull it out until it stops, and remove the reservoir cap by turning it counterclockwise.



6. Remove the cap from a new bottle of fuser agent and carefully pour the fuser agent into the reservoir, until the level reaches the MAX line.



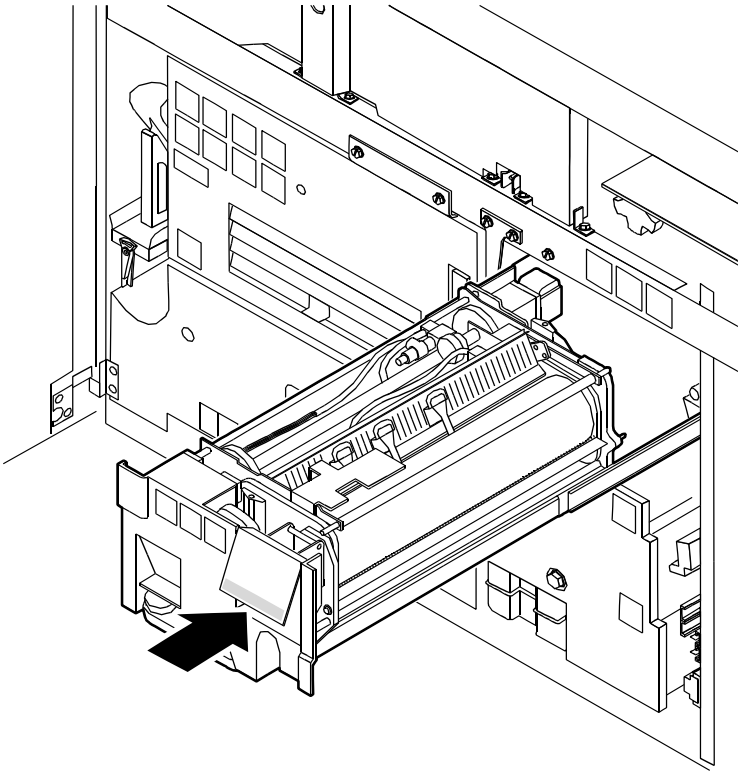
WARNING

If any fuser agent spills on the floor, remove it immediately. Fuser agent spills make the floor slippery. Use of Xerox Film Remover (isopropynal alcohol) is recommended to clean up spills.

CAUTION

The fuser reservoir has an anti-splash seal. Do not push the fuser agent bottle into the reservoir with excessive force, as this can damage the seal.

7. Replace the reservoir cap by turning it clockwise and push the fuser agent reservoir in until it stops.
8. Push the fuser drawer in until it latches in place.



9. Dispose of the dropcloth and any empty agent bottles in a trash receptacle. If there is any agent left in the bottle, cap the bottle and store it for future use.
10. Remove and dispose of the gloves in a trash receptacle, being careful not to let any residue come in contact with your skin.
11. Close the printer doors.

    NOTE: The fuser agent message disappears after the printer prints between 32 and 40 sheets. Since the sheets must be processed continuously, you may want to run 45 test pages in order to clear the message from the system (unless the current print job contains at least 40 pages).

12. Wash your hands to remove any fuser agent.

4. Adding dry ink

Dry ink (or toner) is the black powder that forms the image on the printed page. This chapter describes the procedure for adding dry ink to the printer.

When the printer is low on dry ink, the Attention light turns on, and the message `ADD DRY INK` displays on the printer console. Add dry ink at your earliest convenience.

If you do not add dry ink, the printer eventually stops printing. It does not resume printing until you replace the dry ink bottle.

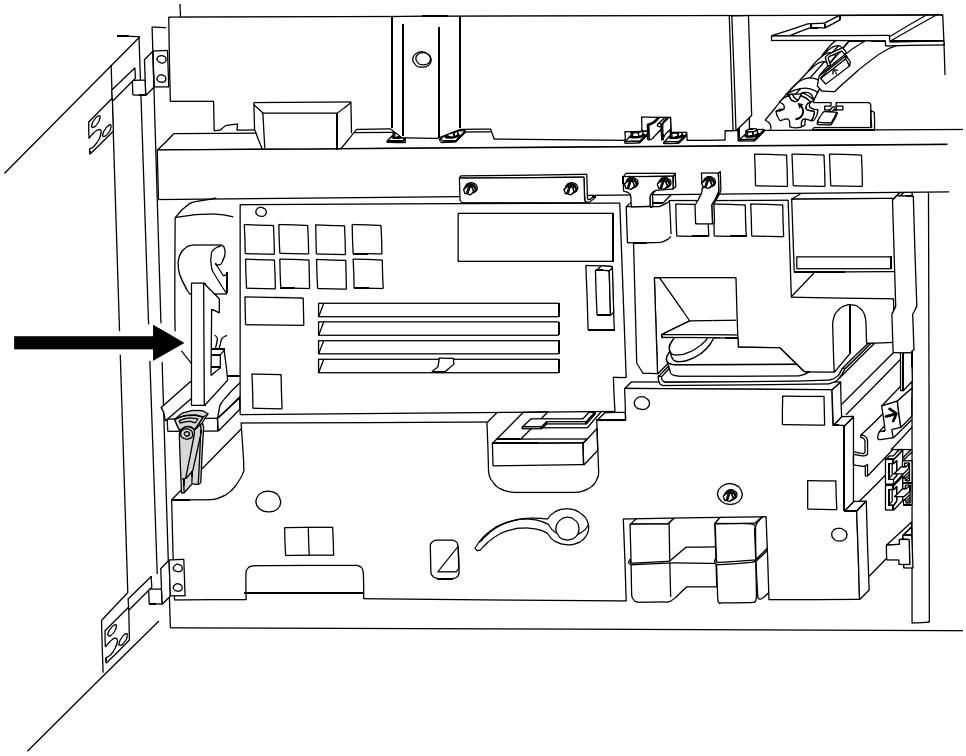
CAUTION

To prevent dry ink spillage, remove the cartridge only when directed to do so by a message on the printer control console.

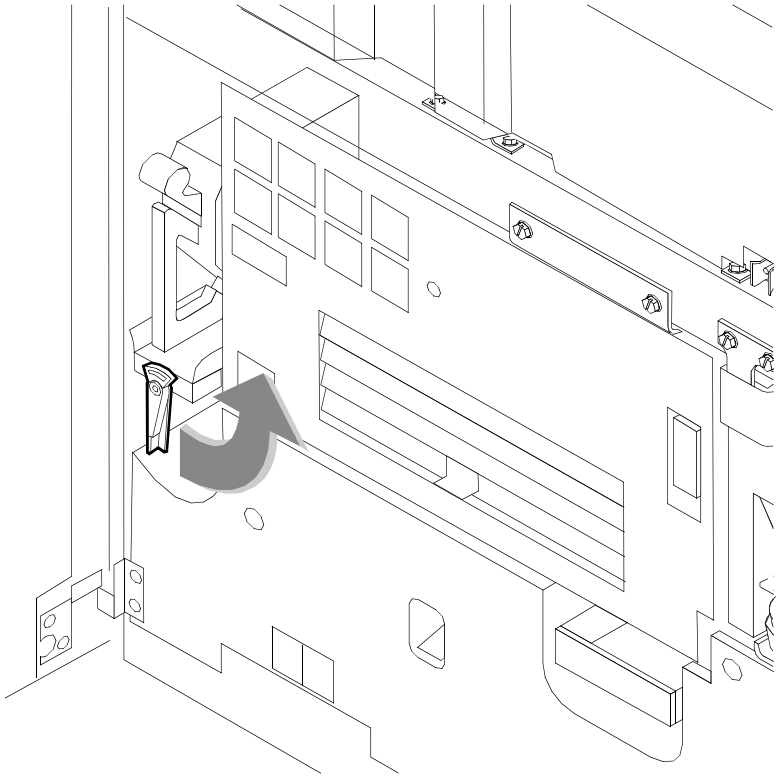
Use the procedure on the following pages to add dry ink to your Xerox DocuPrint 96/4635/180/2000 Series NPS/IPS.

To add dry ink:

1. Open the printer doors and locate the dry ink area on the left side of the printer.

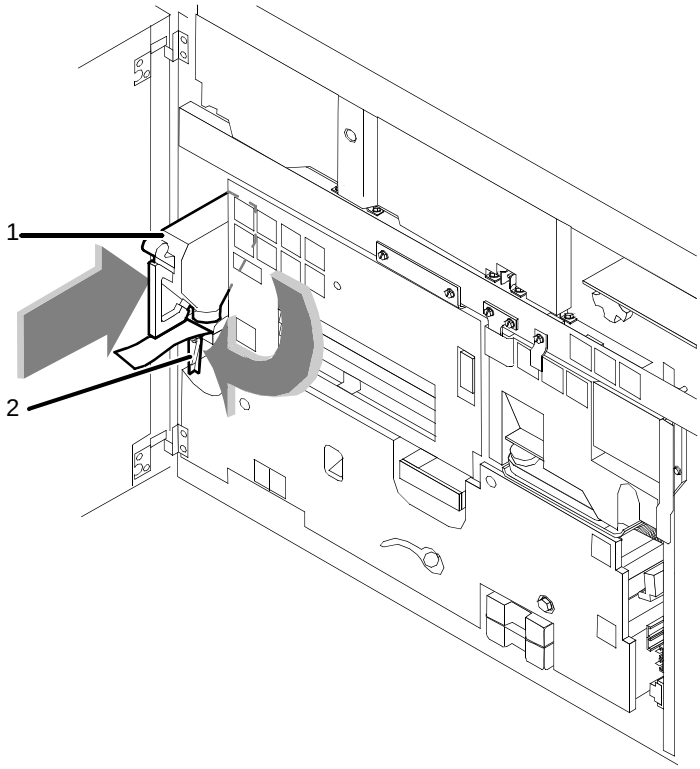


2. Place a dropcloth on the floor under the dry ink area.
3. Pull the empty dry ink cartridge out until it stops.
4. Move the green handle to the right (the unlatched position) to release the cartridge and lid.



Remove the empty cartridge and discard it.

5. Turn a new, full cartridge of dry ink upside down and shake it well to loosen the contents thoroughly.
6. Insert the new cartridge into the printer until it stops.
7. Move the green handle to the left (the latched position) to secure the lid of the cartridge.



1. Dry ink cartridge
2. Green handle

8. Hold the cartridge in place and pull off the paper seal.
9. Discard the seal along with the dropcloth.
10. Close the printer doors.

CAUTION

If any dry ink gets on your hands, wash them with soap and cold water. Heat sets the ink permanently. If any dry ink gets on your clothes, brush them with a dry paper towel or a stiff-bristled brush. If this does not remove the ink immediately, launder with detergent and cold water. Dry cleaners should be told that the spot is dry ink for a printer, so they will not use a solvent that sets the stain.

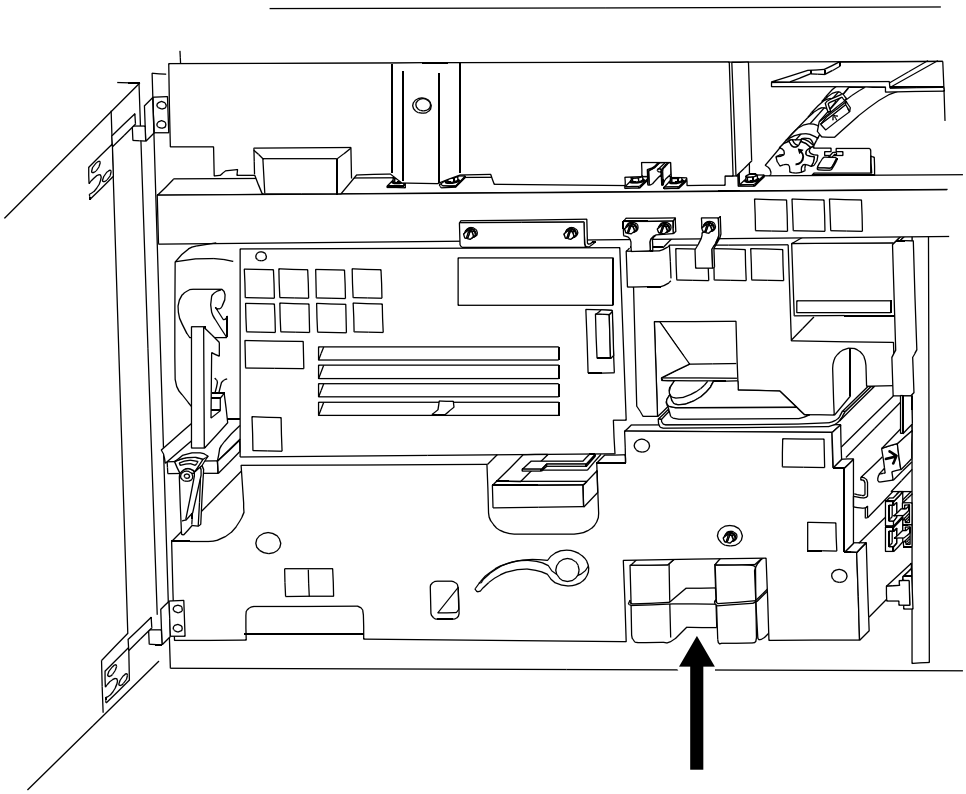
NOTE: Do not discard damaged, unused dry ink bottles. Return the bottles to Xerox for exchange (for credit in the USA).

5. Replacing the dry ink waste container

The dry ink waste container receives the dry ink inside the printer that does not fuse to paper during printing. This container must be replaced when full.

To replace the dry ink waste container:

1. Open the right and left printer doors and locate the dry ink waste container.

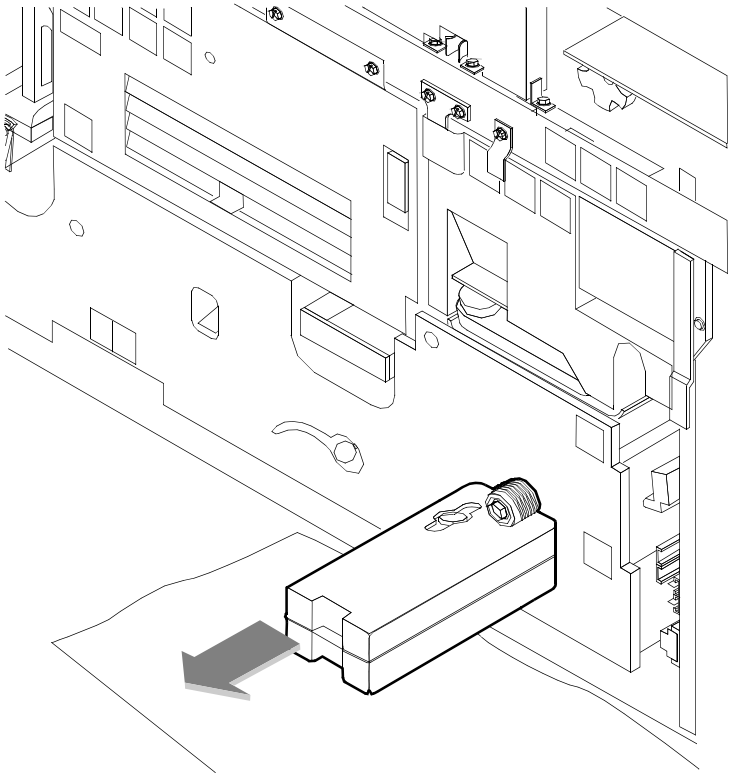


2. Place a dropcloth on the floor under the dry ink waste container area.

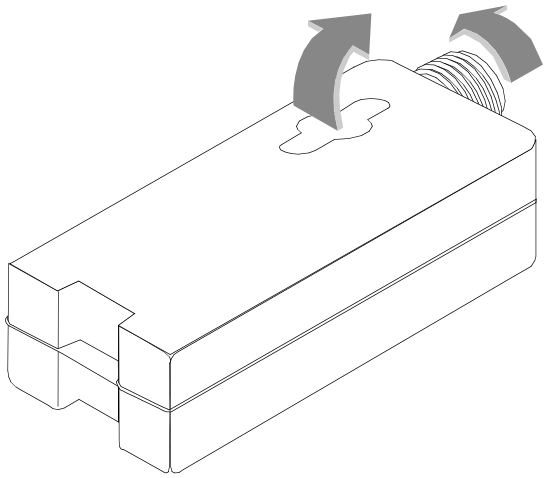
CAUTION

To prevent dry ink spills, do not tip or tilt the waste container.

3. Pull the full waste container out of the printer.

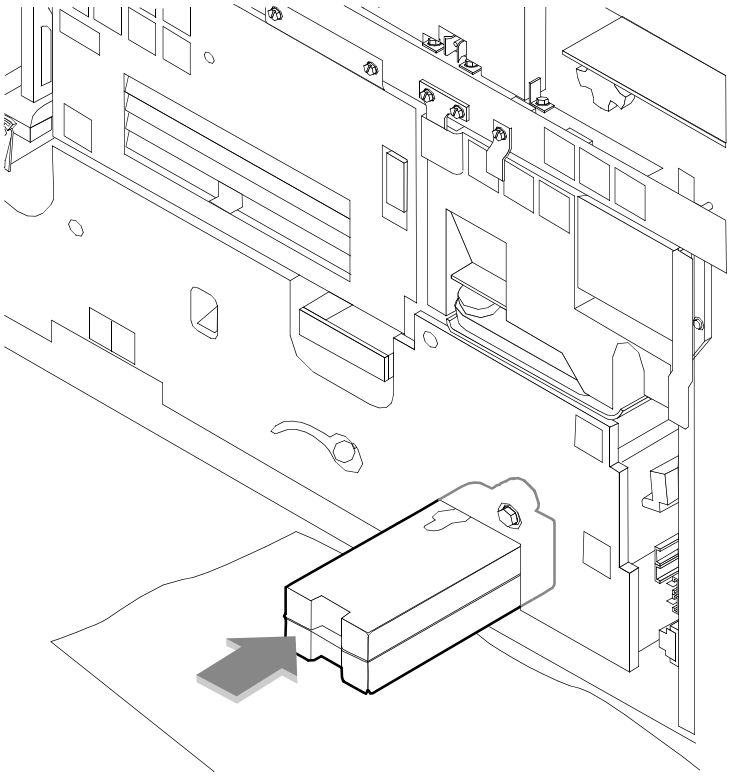


4. Remove the cap from the top of the full container and screw the cap onto the mouth of the container.



5. Discard the waste material and container according to the instructions on the label.
6. Slide a new, empty dry ink waste container into the printer until it stops.

   NOTE: Do not remove the cap from the container.



7. Close the printer doors.
8. Dispose of the dropcloth.

CAUTION

If any dry ink gets on your hands, wash them with soap and cold water. Heat sets the ink permanently. If any dry ink gets on your clothes, brush them with a dry paper towel or a stiff-bristled brush. If this does not remove the ink, launder with detergent and cold water. Tell dry cleaners that the spot is dry ink for a printer so they do not use a solvent that sets the stain.

6. Cleaning

This chapter describes the cleaning tasks you need to perform regularly on your printing system.

Cleaning the keyboard, monitor, and the exterior of the printer controller

Clean the exterior surfaces of your printer controller including monitor and keyboard, as required. Clean daily, if possible.

Use the following supplies to clean the exterior surfaces:

- **Monitor:** Use a soft, lint-free cloth dampened with a glass cleaner. Do not spray the liquid directly onto the monitor since it may cause damage.
- **Keyboard:** Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.
- **Exterior:** Use a mild household detergent that has been poured or sprayed onto a cloth lightly dampened with water. Do not saturate the cloth; just dampen it.

CAUTION

Do not allow liquids to drip onto anything electrical or mechanical. For the same reason, never spray or pour the cleaner directly onto the keyboard or the exterior surfaces of the system.

Cleaning the sensors and the reflective surfaces

Sensors at various points along the paper path indicate where sheets of paper are passing. After a sheet has passed a sensor, if too much time elapses before another sheet arrives, the system determines a jam has occurred, and printing stops. If a sensor becomes dirty, it may not accurately detect sheets passing and may give incorrect jam information. Therefore, it is important to clean sensors regularly.

Sensors are usually cleaned by your Xerox service representative as part of regular maintenance. However, under certain conditions you may be directed to clean them yourself by the Xerox Customer Support Center or by your local operating company.

1. Brush or wipe the sensor window lightly.

   NOTE: If the sensor is very dirty, clean it with a small amount of alcohol on a swab.

2. Remove any paper dust present in the area.

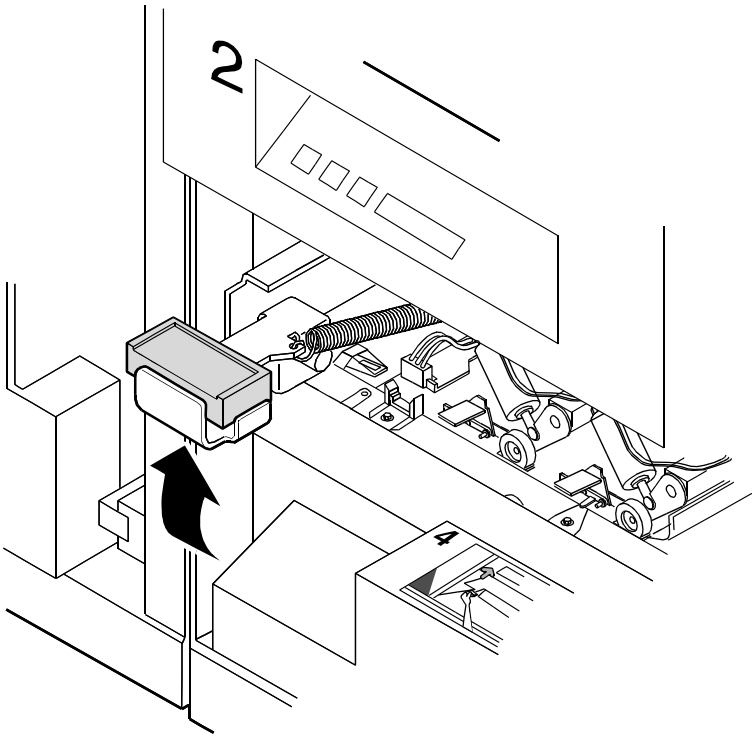
CAUTION

Do not use any abrasives or strong solvents on the sensor.

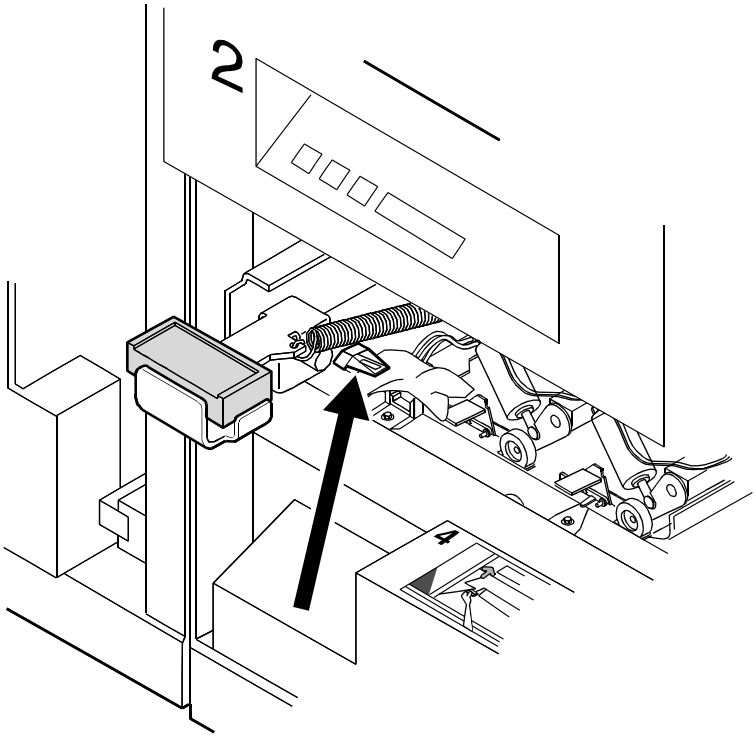
Cleaning the Q850 sensor

To clean the Q850 sensor:

1. Open the printer right and left doors and locate area 4.
2. Raise the area 4 green handle until it locks into place.



3. Locate the Q850 sensor and gently wipe the sensor with a dry cleaning pad.

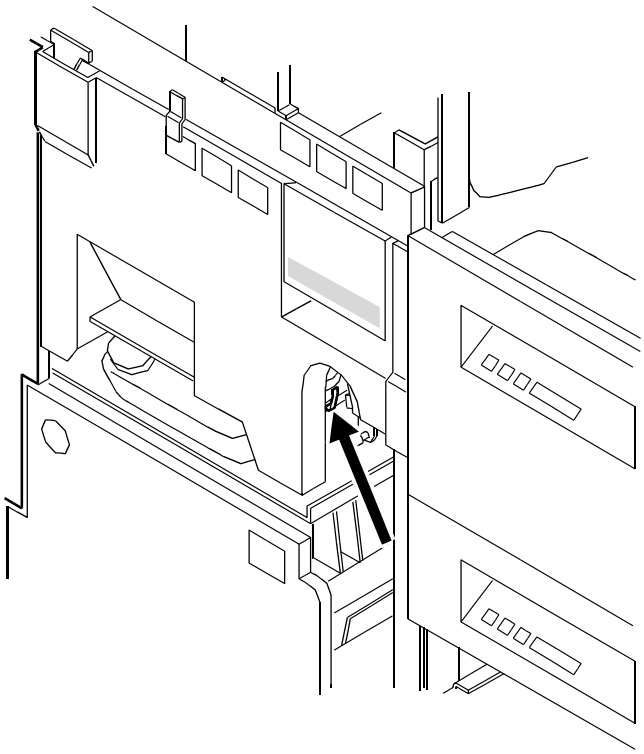


4. Lower the area 4 green handle.
5. Close the printer doors.

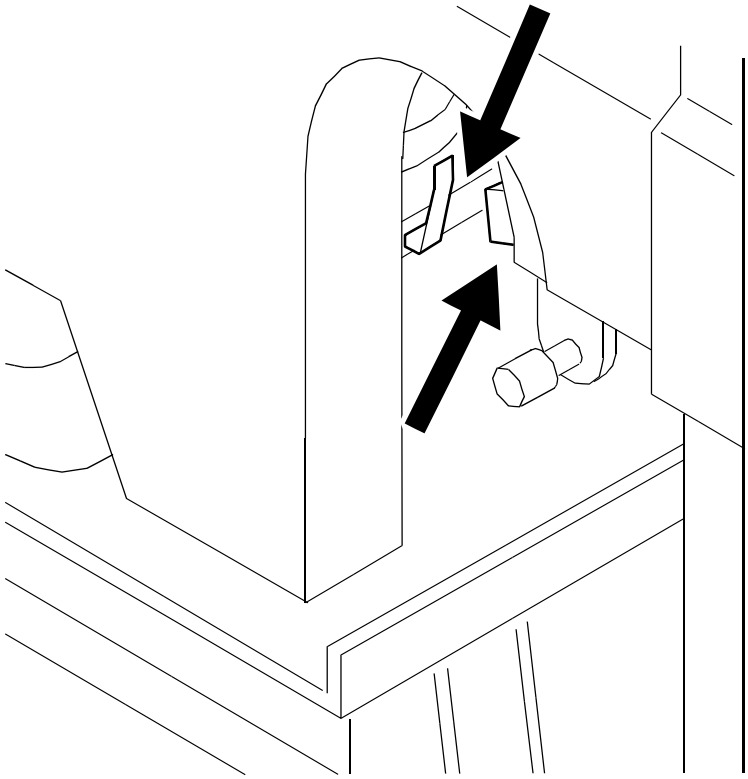
Cleaning the Q1011 sensor and mirror

To clean the Q1011 sensor and mirror:

1. Open the right and left doors of the printer and locate the Q1011 sensor.



2. Apply a small amount of lens and mirror cleaner to a cleaning pad.
3. Gently wipe the sensor and mirror with the cleaning pad.



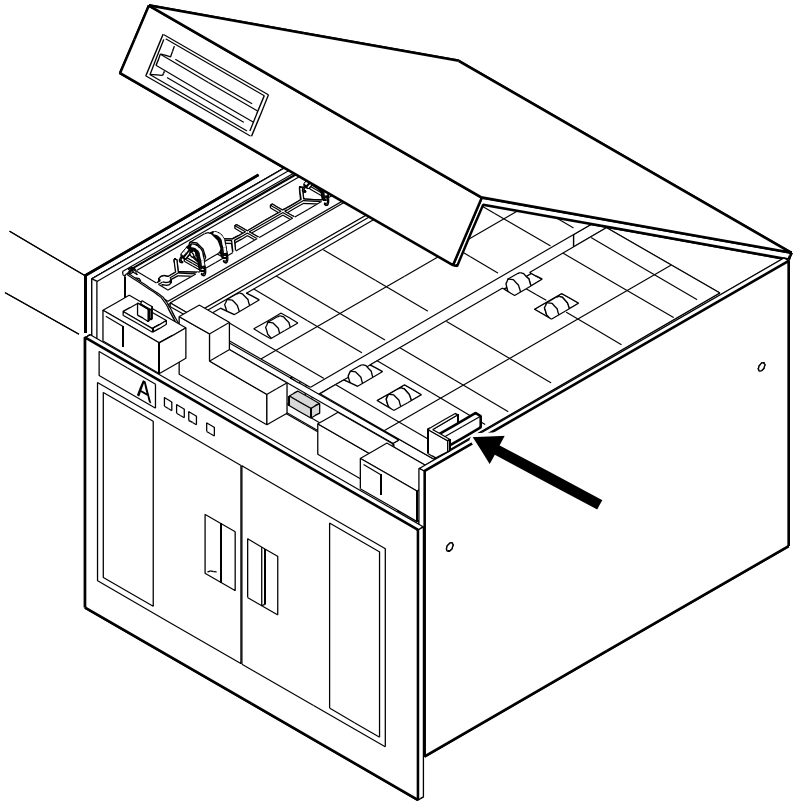
4. Close the printer doors.

Cleaning additional sensors

Open the top cover of the high-capacity stacker. Locate and clean the following sensors with a cleaning pad.

Sensor Q1107

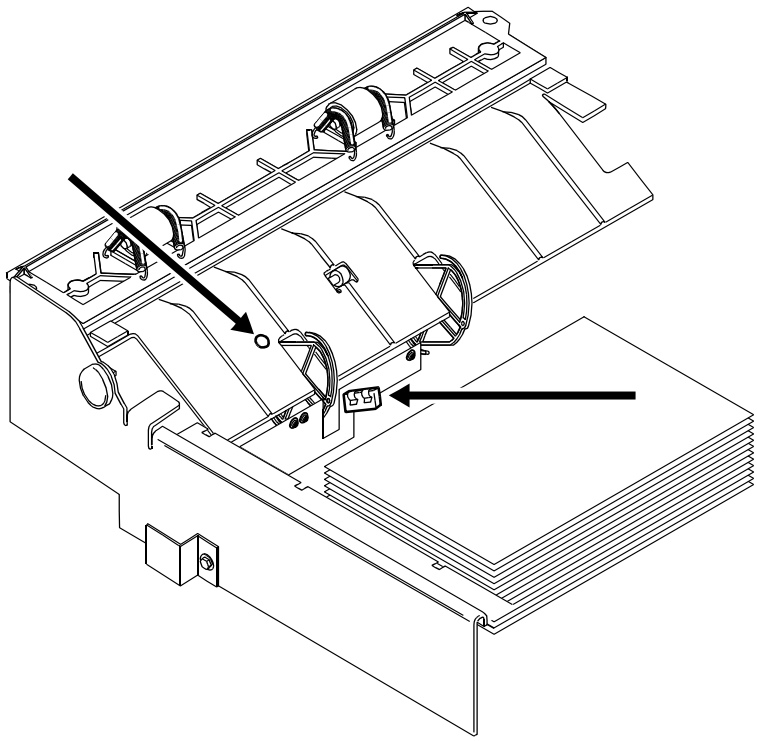
Sensor Q1107 is at the right front corner of the stacker, shown below.



NOTE: For systems with more than one stacker, clean each Q1107 location.

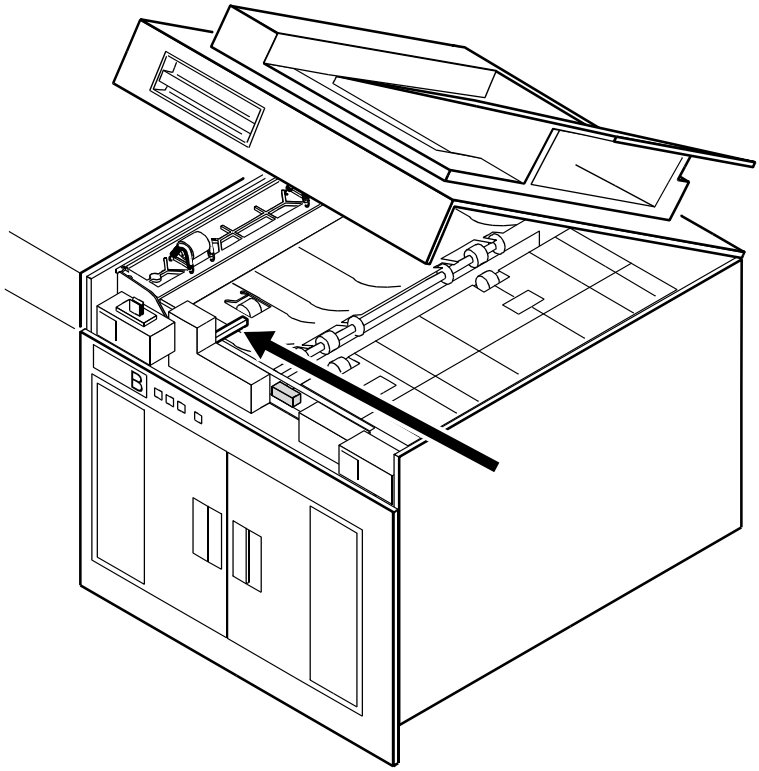
Q1106 and Q1166

Raise the Bypass Transport upper baffle by lifting the green handle. Sensors Q1106 and Q1166 are shown below. Clean the sensors gently, with a cleaning pad.



Sensor Q1164

Sensor Q1164 is on the last feeder/stacker module (the one containing the purge tray), as shown below. Clean the sensor gently, with a cleaning pad.



Cleaning the 4mm cartridge tape drive

Clean the 4mm cartridge tape drive every 25 hours of actual tape operation. Use only a cleaning cartridge designed for the 4mm cartridge tape drive. No fluids or other preparations are necessary with the use of these cartridges.

CAUTION

Do not use cleaning cartridges or any types of fluids designed for use in audio devices as these can damage your tape drive.

To clean the tape drive:

1. Insert the cleaning cartridge into the tape drive as you would a data tape cartridge.

2. Observe the green LED blinking slowly to indicate that the tape drive is automatically performing a cleaning cycle.

   NOTE: If the cleaning cartridge has been used for more than approximately 30 cleaning cycles, the amber LED will blink rapidly. Press the unload button to eject the cleaning cartridge and discard it.

3. Remove the cleaning cartridge after it is automatically ejected following the cleaning cycle.

You can use the cartridge tape drive immediately after cleaning.

7. Maintenance and support services

This chapter provides information on the services Xerox provides to help you keep your printer running efficiently. It describes the services available to you and how to take advantage of these services.

NOTE: The support services described in this chapter apply to the United States only. For information on the support services available internationally, consult your Xerox representative.

Xerox Customer Service Center

Before calling your Customer Service Center, make sure you have tried the corrective actions described in the *Troubleshooting Guide*. If a problem persists, gather the necessary information and call your customer service support center (or contact your local Xerox operating company).

Refer to the *Troubleshooting Guide* chapter “Calling for service” for the information you should have ready when you call.

In the United States, call the following number to report hardware or software problems:

1-800-822-2979

NOTE: This phone number is attached to your printer at installation time.

Xerox Documentation and Software Services

XDSS distributes the documents you need to install and use the DocuColor NPS/IPS printer, other Xerox printers, and associated software. If you register for site subscription service, XDSS will automatically send you updates and revisions as they become available.

To order documentation, call Xerox Documentation and Software services:

1-800-327-9753 (U.S. only), between the hours of 6:00 a.m. and 4:00 p.m., Pacific time.

XDSS representatives will explain the services available, answer your questions, and take orders for documentation.

You can also order on the web:

www.xdss.com

Xerox Font Center

The Xerox Font Center (or your local Xerox operating company) can send you samples and catalogs of the fonts available for your printer.

To receive font samples, obtain price information, obtain technical support, or order licensed or custom fonts, call:

1-800-445-FONT (3668) between 6:00 a.m. and 5:00 p.m., Pacific time.

You can get font information on the web at:

www.font.net

Operator training

Operator training is conducted at your location shortly after your printer is installed. Training takes approximately two to four hours, depending on the system configuration. It includes hands-on practice running basic jobs, performing routine maintenance, and solving problems. Determine the number of operators you want to attend the initial training, schedule training dates and times through your Xerox sales representative.

Additional training classes, such as Advanced Customer Training (ACT) for operators, teach advanced service and maintenance skills. A variety of classes and workshops are available through Xerox Customer Education.

Xerox Customer Education

Xerox offers instructor-led workshops that teach system technical training curriculum. Workshops are designed to provide a system overview, as well as forms creation, job control, and increased productivity expertise. Courses are available for operators, administrators, and for those who use Decomposition Service.

For detailed information about any of the courses, to enroll in workshops, or to order the self-study courses, call Xerox Customer Education at:

1-800-445-5554 (or your local Xerox operating company).

You can also access their web site at:

www.xerox.com/services/training/customer-ed

Reporting billing meters

On a regular basis, usually every month, you need to report your printer billing meter readings to Xerox.

To do this, you need the serial number for your system. The serial number is located behind the middle door to the far left, at the front of the printer. If you are reporting meters for other Xerox printers during the same call, make sure you have the serial number available for each one before calling.

If you know how to read the billing meters for your system, you can have that information ready when you call. Otherwise, the service representative will provide you with instructions when you call. Refer to the *Guide to Configuring and Managing the System* for more information.

To report billing meter readings, call **1-800-891-8405** (all U.S. locations) or contact your local Xerox operating company.

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