

● Performing a Head Clean.

(Epson D88 / Epson D120 / Epson 1290 / Epson R-1400 / Epson R-1800)

Occasionally a printer will not print all the colours correctly due to a blocked ink nozzle on the inkjet printing head. There can be a number of reasons for this, including the printer being left for a long time without running any prints.

To resolve this issue you should run a head clean cycle, but before you start please refer to the technical tip section on page 2.

How to run a head clean cycle

(Instructions may differ based on operating system or printer driver versions installed.)

On the computer attached to the printer click on the 'Start' menu.

Click on Control Panel and then click on Printers and Faxes.

Find the icon for your printer and right click on the icon.

Click on printing preferences and then click on the maintenance tab.

Click on the head cleaning button.

Note: In extreme cases you may need to do 2 or 3 cleans.

Once the printer has cleaned the heads, you will need to run a nozzle check.

How to run a nozzle check.

Load a piece of plain paper in the printer.

On the maintenance tab click print nozzle check and then click print

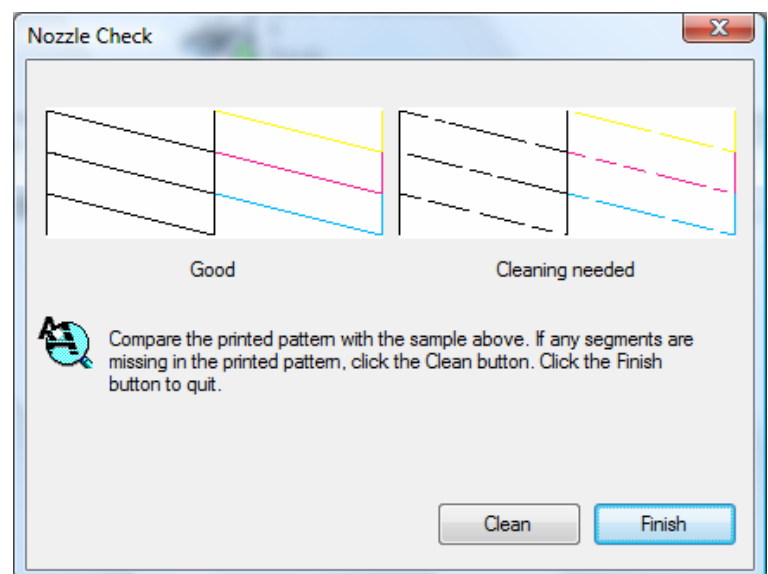
Note: The printer will now print a nozzle check. Once the print has finished you should then look at the nozzle check (coloured lines that print on the paper) and follow the on screen instructions.

A good nozzle check should look like the left hand image in figure 1.

If your nozzle check looks like the right hand image in figure 1 then you will need to run another cleaning cycle by clicking on the clean button again.

If you have a good nozzle check then you can proceed with printing.

If after 2 or 3 cleans you have not achieved a good nozzle check pattern then you should email enquiries@isub-education.co.uk and request instructions to complete a power clean.



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Technical Tip

Before commencing with the head cleaning instructions, please check the following:



Q. Have you removed the bungs from the bulk ink feeder?

You should have the air filters fitted in the system as in figure 2 and not the bungs as in figure 1.



Fig. 1

Fig. 2

Q. Does the ink feeding unit have sufficient ink in each reservoir? Poor nozzle checks can be due to low ink in the reservoir. Ensure that the ink level is above the red warning line.

Preventative Maintenance Tip

Do not leave the printer sitting unused for long periods of time. If the printer is not being used, we recommend that you perform a head clean operation at least once a week.



Do not position or store the printer in direct sunlight or near a heat source. This can increase the chance of blocked nozzles.

What to do if this procedure does not resolve your problem?

Contact ISub (Education) Limited on 0121 288 9898 or by email at enquiries@isub-education.co.uk

It may be necessary for you to return the printer to us, or for us to attend your site to perform technical work on the printer.

Note: This work may be chargeable, if your printer is out of warranty.