HP Latex R Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

Date: March 2020
Region: WW
Audience: Support
Impact/Severity: High
Category/Area: Hardware
Confidentiality: Public

Downtime procedures

Due to the current situation Worldwide, with the COVID-19, the need has been observed to document best practices to guarantee that, if both printer and printheads are stopped for an indeterminate period, this is done in the most optimal way possible.

Procedure to turn the printer OFF:

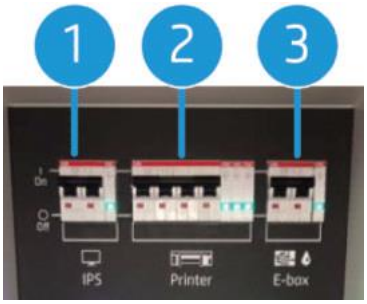
The white ink, due to its composition, must be recirculated constantly through all the White IDS system to ensure the printing conditions. Not meeting this requirement might end up damaging the printheads and the rest of the IDS components, as well as clogging the white ink tubes.

Due to this requirement, the printer has been designed to preserve the white ink channel without the need of rearming the printer, to minimize the power consumption when the printer is not being used. **To run in this low power mode the printer needs to be connected to the electrical supply**.

1. Extract the white printheads from the carriage and store them in the maintenance wheel.
2. Insert the auxiliary printheads in the carriage to allow the white recirculation routines.
3. Remove the tank cap and empty the water tank using a manual pump.
   Run the **47009 Distilled water system check** diagnostic about 5 times to remove the remaining water in the tubes.
4. Change the printer to **Low power mode**
   a. Tap the power icon, at the right top of the IPS screen and select **Switch to low power mode**.
   b. The printer will boot up in low power mode. To confirm this status, beacon will remain blinking on green and the top bar in the IPS screen will be showed in green as well.

NOTE: In the event of an electrical failure at the customer site, the printer will restart automatically in the Low power mode once the power supply has been restored.

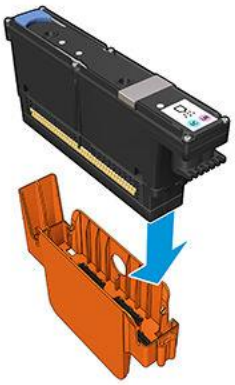
5. The IPS computer can be powered off and its power switch (1) lowered. The main printer switch (2) can also be lowered.



IMPORTANT: The E-box switch (3) should be always enabled.

6. Remove the **color, overcoat and optimizer** printheads and store them in their orange protective caps (plastic and rubber caps).

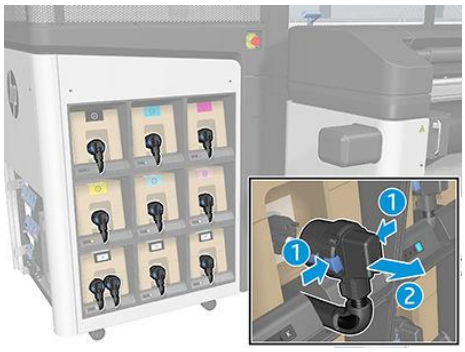
IMPORTANT: If the orange caps (plastic and rubber) are not available, leave the printheads in the carriage. The carriage should be in capping position.



7. Store the color, overcoat and optimizer printheads vertically in upright positions as show below with the orange cap facing up.

IMPORTANT: If the orange caps (plastic and rubber) are not available, leave the printheads in the carriage. The carriage should be in capping position.

8. Disconnect the color, overcoat and optimizer ink cartridges.



IMPORTANT: Make sure that:

- The power switch for the “E-box and ink white” remains on.
- The auxiliary printheads are inserted in the carriage.
- The white supply and white intermediate tank are properly installed and connected.

Additional considerations regarding ink flushing and the color intermediate tanks

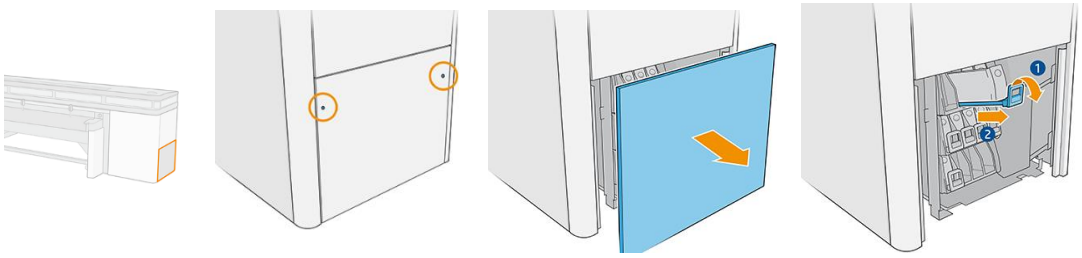
- If the temperature is below 5 °C/41 °F, the IDS (Color and White) should be flushed.
  .
- If the temperature is above 5 °C/41 °F:
  - Color IDS does not need to be flushed.
  - White IDS should be flushed if the printer is turned off (low power mode not enabled) for more than 1 week.
- Color, optimizer and overcoat intermediate tanks:
  - If the printer is not flushed and the room temperature is not stable, it is better to keep the intermediate tanks installed to compensate volume changes due to temperature variations.
  - In case of a stable temperature, the intermediate tanks can be disconnected.

Procedure to turn the printer ON:

1. Place the cartridge on a flat surface and turn it four times (rotating it through 360 degrees), as indicated on the label, to ensure that the ink is well mixed before use.

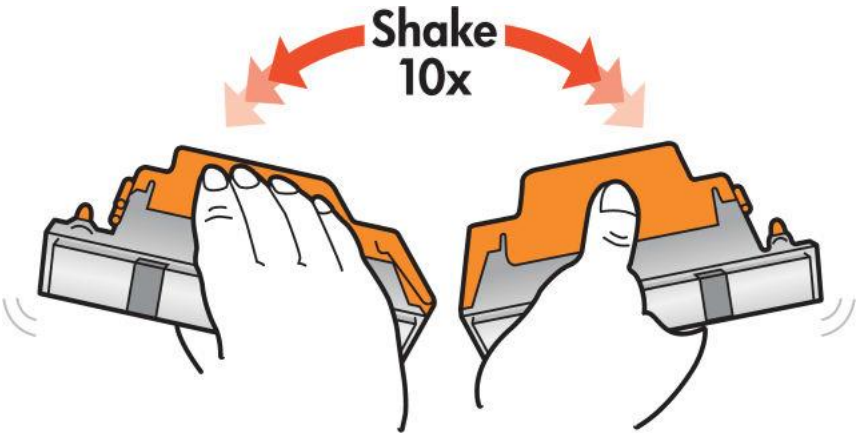
   On white cartridge, you will need to rotate it one minute to be well mixed.

2. Insert the cartridges on the printer and connect the cartridge connector.
3. Remove each intermediate tank as shown below. Place each of them horizontally on a flat surface and turn it four times (rotating it through 360 degrees) to mix the ink inside each tank. Then insert it back to its original position.



IMPORTANT: In order to avoid mixing positions of intermediate tanks, do this procedure one intermediate tank each time.

4. Shake the printheads and insert them on the printer carriage.



IMPORTANT: If the orange caps (plastic and rubber) are not available, do not shake the printheads.

5. Turn on all the power switches in case they were disconnected.
6. Tap the power icon, at the right top of the IPS screen, and select **Start in normal mode**.
7. Run the **47010 Water system purge** diagnostic under **Setup** Menu.

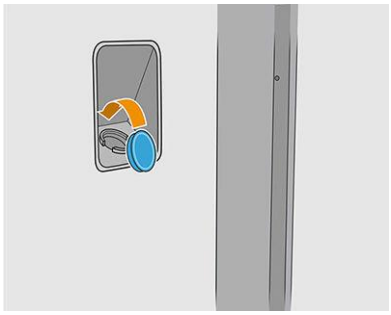
    a. Check that the Cleaning roll is installed.
    b. Fill up the water tank with distilled water.

IMPORTANT: Do not use the removed water to refill the tank; use new distilled water instead.

        i. Locate the cap on the output path side cover and open the cap.
        ii. Refill the tank with distilled water.

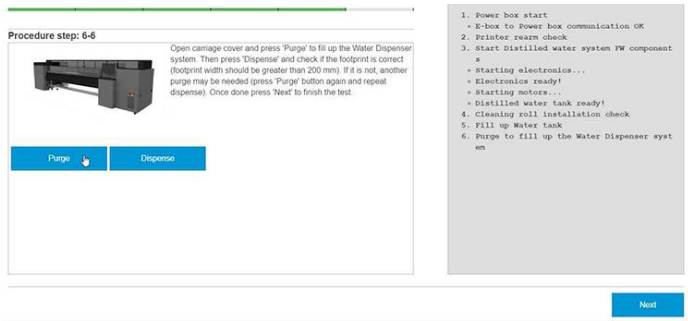
NOTE: The water tank has a maximum capacity of 12 liters.

CAUTION: Be careful while filling the tank, as there is no level indicator. Take care not to spill water outside the tank.



iii. Close the water tank cap and tap **Next**.

c. Open the carriage cover and tap the **Purge** button to fill up the water dispenser system. The cleaning roll will advance 5.08 cm (2 inches) and some water will be purged on the cloth. If no water is present in the cloth, tap again the **Purge** button until the water is fired.



Then, tap **Dispense** and check if the water footprint is correct (the footprint width should be greater than 200 mm). If not, another **Purge** may be needed (tap the **Purge** button again and repeat **Dispense**).

d. Once done, tap **Next** to finish the test.

8. Perform a **Check and Clean** and a **Nozzle check plot**. Depending of the result, perform also a **Hard cleaning**.

9. Launch a **Printhead Alignment**. The printer should be ready for production.