HP Latex 110, 300, and 500 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

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Extended downtime procedures

This document provides recommendations on how to prepare the printer for an extended downtime. It is recommended that you follow these steps to avoid any possible damage.

How to prepare the printer for an extended downtime

If you need to move your printer or store it for an extended period of time, prepare it correctly to avoid possible damage.

1. Do not remove the ink cartridges or maintenance cartridge.

2. If the orange (white or transparent for the optimizer printhead) caps that came with the printhead are available, remove the printhead and install these caps on the printhead. Once the printhead has been removed, store it in an upright position with the orange caps facing upwards.

    If the caps are not available, it is better to keep the printheads installed in the printer.
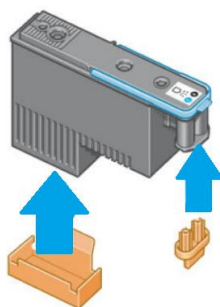
> 📝 IMPORTANT: Ensure that each printhead uses its own sealing cap. This is especially important with the optimizer printhead caps, as there is a risk of nozzle damage if they are used with the color printheads, or vice versa.

3.   (Only for the Latex 500 Printer Series) Make sure that you empty the condensation collector. Remember to connect the cap to the condensation collector after emptying it.

4. Make sure that no substrate is loaded.

5. Make sure that the printhead carriage is located in the service station (at the right end of the printer).

6. Make sure that the "Ready" message appears on the front panel.

7. Turn off the power by using the power button on the front panel.

8. Also switch off the power switch at the rear of the printer.

9. Disconnect any cables that connect the printer to a network, a computer, or a scanner.

10. Close all doors and covers.

11. If you intend to turn the printer upside down or on its side, first remove the maintenance cartridge (see how to replace the maintenance cartridge in the printer User's Guide).

12. For correct environmental storage conditions, see Environmental specifications in the User's Guide. Take into account that optimal conditions for printer, ink cartridges, and printheads during shut down are 59°F to 86°F (15°C to 30°C) and 20% to 70% relative humidity.
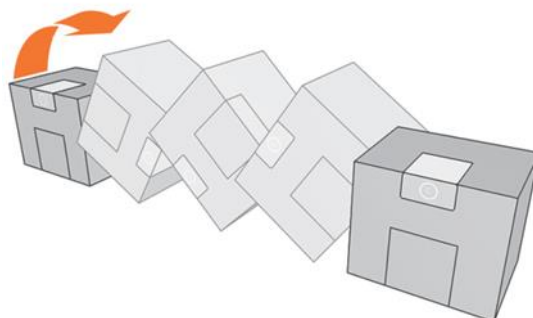
> **NOTE:** If the printer or ink cartridges are moved from a cold location to a warm and humid location, water from the atmosphere can condense on the printer parts and cartridges and can result in ink leaks and printer errors. In this case, HP recommends that you wait at least 3 hours before turning on the printer or installing the ink cartridges, to allow the condensation to evaporate.

## How to prepare the printer for printing again

1. If needed, move the printer to its final location.

2. Reconnect the printer, turn on the rear switch, and press the front panel button.

3. If the printheads have been removed, shake them for 15 seconds before reinstalling.
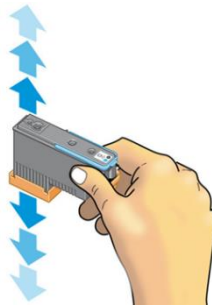
4. If the printer has a 3-liter kit, remove each cartridge, place it on a flat surface and turn it 360 degrees four times.

5. Remove the ink cartridges and shake them for 15 seconds before reinstalling. If the printer has a 3-liter kit, do the same with the intermediate tanks.
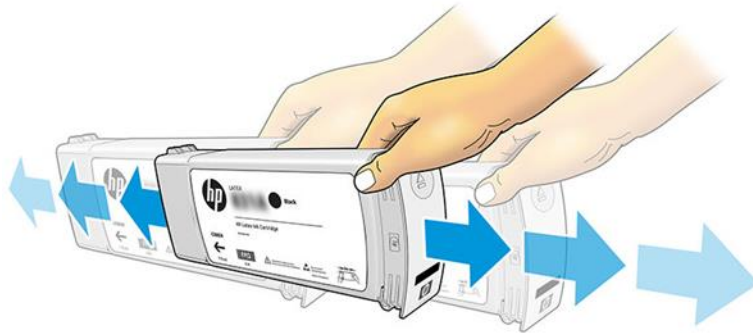
6. To ensure optimal image quality after restarting the printer, it is recommended that you:

   a. Print a printhead status plot.

   b. Run a clean printheads routine on all printheads, if needed print a printhead status plot again to ensure the printheads are in good condition.

   c. If you are experiencing ink mixing issues, print a dump plot to recover the printhead.

   d. Run a printhead alignment.

   e. If color accuracy is required, run a color calibration.

   f. Do not print critical image-quality jobs for the first 2 meters.

   For any additional help or clarification, please contact the next level of your technical support team.