

HP Scitex FB5x0/7x0 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE



Date: March 2020

Region: WW

Audience: Support

Impact/Severity: High

Category/Area: Using Product

Confidentiality: HP Workforce + Channel Partners

Extended downtime procedures

This newsletter describes the proper procedures in case of printer extended downtime.

If the business where the FB printer is located is closed or shut down for an extended period, such as 2 to 8 weeks and the printer can remain powered up. **It is recommended the printer remain powered up so that it can automatically service the printheads.**

1. The printer should be checked once a week to make sure it has not had any Actions, Warnings, or Errors that stops the ability for the printer to service the print heads.
2. The service station waste ink should be emptied, and all the inks be gently shaken to remix the inks, before leaving the printer idle for the extended period.
3. Each of the printer's inks should also be checked that they are nearly full, so they do not run empty during this time. **Especially printers that have white ink loaded.**

NOTE: To avoid White ink waste, if the printer has white ink installed for 4 color and 4 color + white printing, it is recommended that the printer be converted to 6 color mode with the Light Cyan and Light Magenta during the downtime.

If the printer will be completely powered down for an extended period, all printheads should be emptied of ink (see Printhead Procedures under [Maintenance menu on page 41 of the User Guide](#)) and the bottom of the carriage cleaned.

1. If the printer has white ink installed for 4 color and 4 color + white printing, it is recommended that the printer be converted to 6 color mode with the Light Cyan and Light Magenta inks before the power is removed.
2. The white ink must be kept moving or settling of the pigments will occur making recovery of the white ink system and the printheads difficult, if not impossible.

To resume printing, the printheads must be refilled with ink, purged, and restored to working condition.

See [Clean the printheads on page 79 of the User Guide for the FB550/FB750](#) – [page 70 of the User Guide for the FB500/FB700](#) and [Startup and check jet health on page 114 of the User Guide for FB550/FB750](#) – [page 92 of the User Guide for FB500/FB700](#) for instructions.

After refilling the printheads with ink, several performance purges followed by Print Recover Jets Pattern, and manual print head cleaning may be required to get the printheads in working order again.

Refer to the embedded documents for Advanced Printhead Recovery and for inspecting / cleaning the ink sensor thermistors.