

# HP Stitch S1000 Printer Series



TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

**Date:** March 2020  
**Region:** WW  
**Audience:** Support

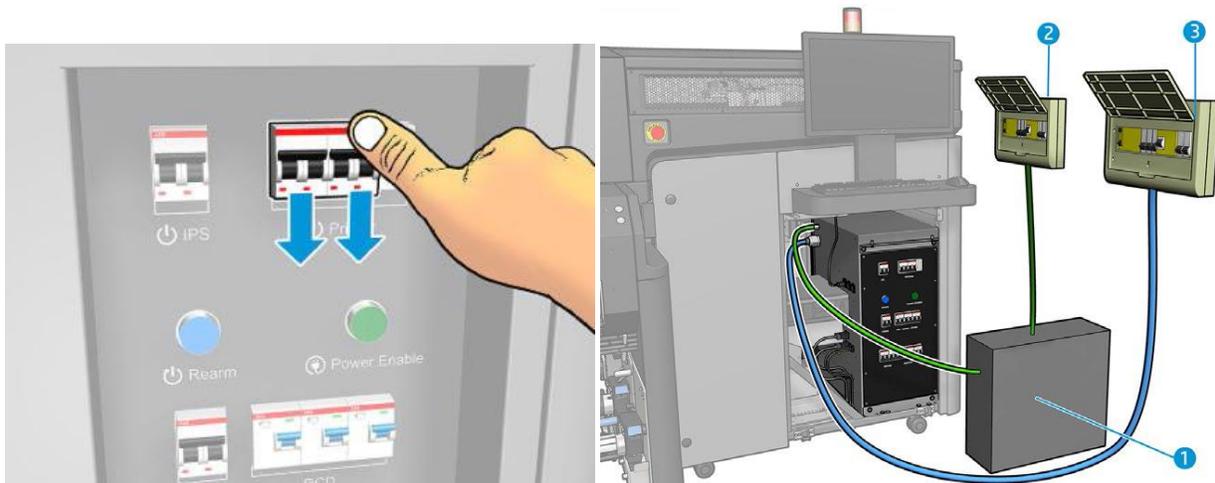
**Impact/Severity:** High  
**Support Area:** Hardware  
**Confidentiality:** Restricted (Service) – HP Workforce + Channel Partners

## Extended downtime procedures

Due to the current situation Worldwide, with 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.

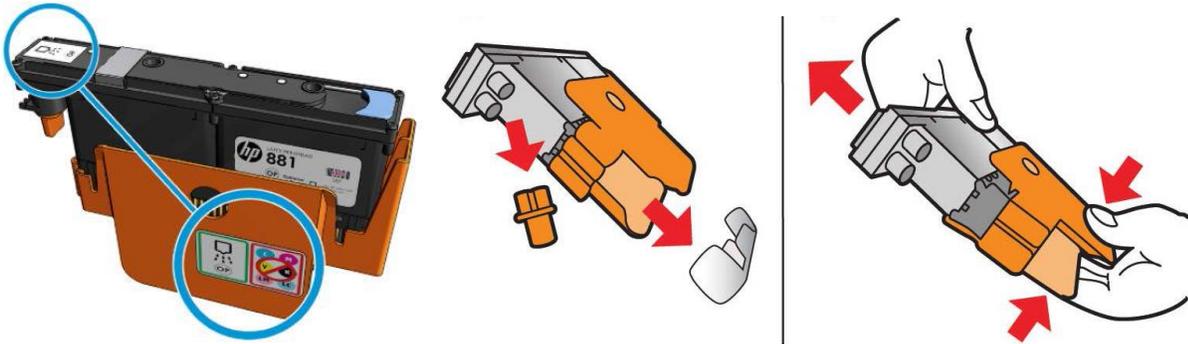
### Procedure to turn the printer OFF:

1. Go to the internal print server (IPS), run the printhead replacement routine, and remove the printheads.
2. Click the **Shut Down** button on the IPS software to shut down the eBox. Wait for the message “Printer is offline”, then exit the IPS software and click the **Shut Down** button on Windows to shut down the IPS PC.
  - Wait until nothing is displayed on the IPS monitor before you physically turn off the switches of both the eBox and the IPS PC.
  - Turn off the wall circuit breaker.



- Carefully protect the printheads using the original orange sealing caps.

**CAUTION:** Ensure that each printhead uses its own orange sealing cap.



- Label the original position of each printhead properly (HP Stitch S1000: printhead #1 to #4).
  - It will be necessary to insert each printhead back into the original position before turning the printer power back on, to avoid error messages.
  - Store all printheads vertically, in an upright position as shown below, with the orange cap facing up.

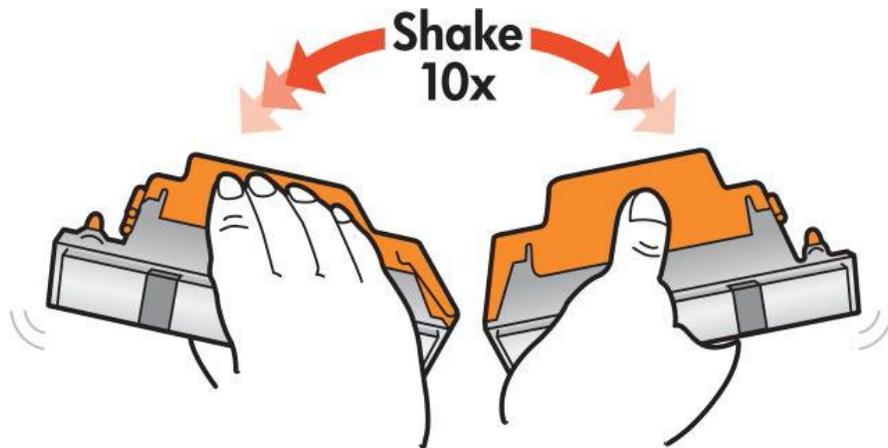


- Disconnect all ink cartridges.
- Disconnect all intermediate tanks but leave them in the slots.
- Close all doors and covers.
- Optimal conditions for printer, ink cartridges, and printheads during shut down is 59°F to 86°F (15°C to 30°C) and 20% to 70% relative humidity.
  - If the printer is going to be exposed to temperatures below 41°F / 5°C, a certified engineer is required to flush the ink lines from the printer.

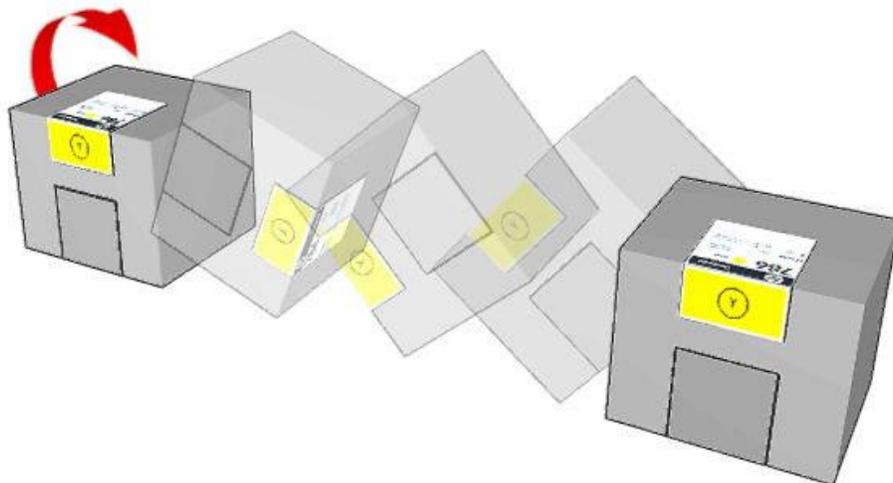
9. If the printer is going to be idle for more than 6 months, it is also recommended to flush the ink lines from the printer.

## Procedure to turn the printer ON:

1. Shake all printheads 10 times according to the following image:



2. Place the cartridge on a flat surface and turn it six times (rotating it through 360 degrees), as indicated on the label, to ensure that the ink is well mixed before use.
  - a. Black ink: 30 times.
  - b. All other colors: 6 times.



3. Remove intermediate tank as shown below, place the tank on a flat surface and turn it (rotating it through 360 degrees), 30 times for black ink, 6 times for all other colors.

---

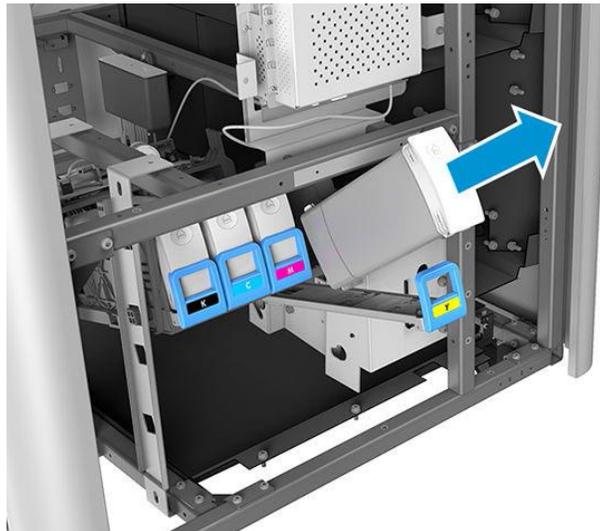
**IMPORTANT:** In order to avoid mixing positions of intermediate tanks, do this procedure one intermediate tank each time.

---

- a. Remove the screws and the cover to access the intermediate tanks.



- b. Remove the intermediate tank and turn/rotate it as explained in step # 2.

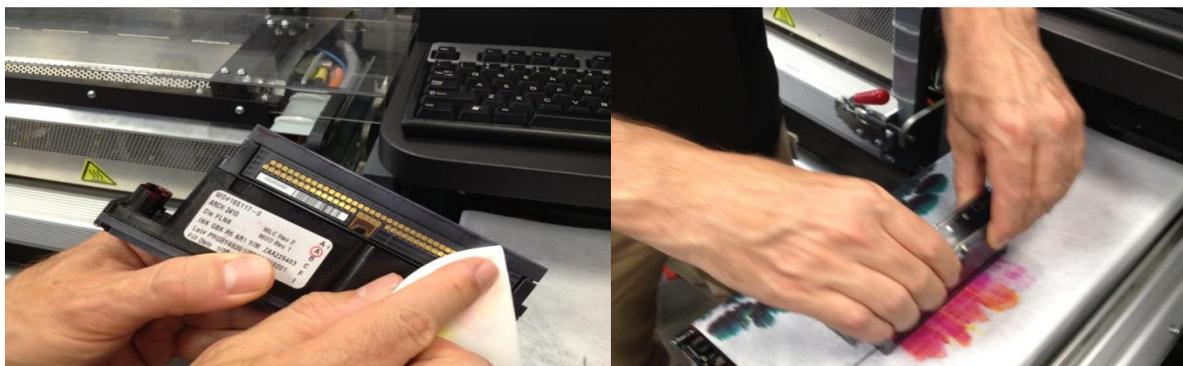


- c. Reinstall the intermediate tank after the process is complete.
- d. Repeat steps **b** and **c** for each color.
- e. Place the cover back in position with the screws.

4. Insert all printheads by following the previously labelled positions for each one. And ensure to do this before you turn the printer ON.
  - a. It is important to clean the printhead with distilled water and lint-free cloth or tissue after a long period of inactivity:



- b. It is also important to ensure that the printhead contacts are clean, as well as cleaning the nozzles with the web wipe after a long period of inactivity:



- c. It is important at this stage to insert all printheads first, before powering-up the printer, to avoid error messages, otherwise you might need to follow the replacement procedures for new printheads to correct the error.
5. Connect all ink cartridges back into their original position.
6. Turn ON the wall circuit breaker, printer, and IPS PC, in this sequence.
7. It is recommended to complete a Check & Clean and a Hard Clean for all colors.
8. Print a "Verify Printhead Status" plot to check the nozzle conditions.
9. Complete a printhead alignment calibration.
10. Printer should now be ready to start production.
11. If image quality is still not satisfactory you can repeat the manual cleaning with distilled water (point 4.a) up to 3 times if the operation is not completely successful, and verify the results by printing a nozzle check plot.