HP Stitch Sx00 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE

Date: March 2020	**Impact/Severity**: High
Region: WW	**Category/Area**: Hardware/Installation
Audience: Support	**Confidentiality**: Restricted (Service) – HP Workforce + Channel Partners

Non-use of the printer for an extended period

HP strongly recommends installing the latest firmware version available before performing any check or additional troubleshooting.

HP strongly recommends upgrading all units to the latest firmware available. Contact your HP representative to obtain this firmware version, or update the printer from the front panel by following this path:

- **Printer** > **Check Updates** > **Check Now**

Extended downtime, what to do

If the printer will not be in use for an extended period, in order to avoid possible damage:

1. It is strongly recommended to keep the printer switched on even if it will not be used for an extended period, this will ensure the correct state of the printheads when the printer is next needed.

2. Use a new Maintenance Cartridge (MeC) in order to ensure that the printer can perform the needed maintenance routines properly.

3. Check the status of the MeC once per month and replace it if needed.

4. If the printer cannot remain switched on:

    a. Do not remove the ink cartridges, printheads or maintenance cartridge.

    b. Make sure that no substrate is loaded.

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

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

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

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

    g. If the printer must be moved:

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

        ii. If you intend to turn the printer upside down or on its side, first remove the MeC and 3L supplies.

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.

NOTE: Consider that ink cartridges should always be stored at a temperature of 5°C to 35°C (41°F to 95°F) (transportation temperature) and 15°C to 30°C (59°F to 86°F) (storage/usage).
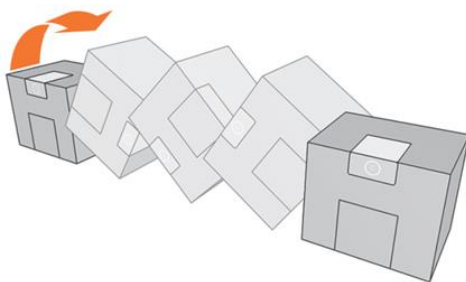
How to prepare the printer for printing again

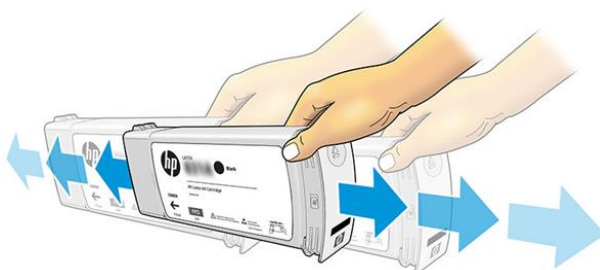If the printer has been kept on, nothing special needs to be done, if not:

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. Remove the printheads and shake them for 15 seconds before reinstalling.

4. If the printer has a 3-liter kit, place the cartridge on a flat surface and turn it through 360 degrees, 6 times for colors, and 30 times for the black cartridge.

5. Remove the 775 ml cartridges or intermediate tanks in the case of HP Stitch S500 and shake them for 15 seconds before reinstalling.

6. To ensure optimal image quality after restarting the printer, it is recommended to:

    a. Run a clean printheads routine.

    b. Run a printhead alignment.

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

    d. 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.